**The content of this document is DRAFT - OFFICIAL**

Transcript for Victorian Quarterly Performance Dashboard as at 30 September 2022

This dashboard provides a quarterly comparison of key statistics relating to active participants and their experience in the Scheme. It also includes key outcomes and participant satisfaction results as well as market characteristics.

## Participants and planning

A table displays the following key statistics on the Victorian participant experience as at 30 September 2022 and 30 June 2022.

• The number of active participants with approved plans increased from 137,891 as at 30 June 2022 to 148,007 as at 30 September 2022.

• The number of children accessing early connections decreased from 3,222 as at 30 June 2022 to 3,138 as at 30 September 2022.

• The number of children waiting for early connections decreased from 182 as at 30 June 2022 to 175 as at 30 September 2022.

• The percentage of participants fully or partially self-managing their plan remained stable at 34%, from 30 June 2022 to 30 September 2022.

• The percentage of plans activated within 90 days remained stable at 85%, from 30 June 2022 to 30 September 2022. Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of the 2021-22 quarter 3 have been excluded.

• The number of participant plan reassessments completed decreased from 26,472 in the quarter ending 30 June 2022 to 19,731 in the quarter ending 30 September 2022. Plans less than 31 days in duration have been excluded. The new definition is included under section 49 of the NDIS Act (2013) and replaces the previous definition of plan review.

A chart displays the change in active participants between 30 June 2022 and 30 September 2022.

At the beginning of quarter 1 2022-23 there were 137,891 active participants (excluding children accessing early connections). During 2022-23 quarter 1, there were 6,678 plan approvals and 3,438 participants exited the Scheme or moved to another state or territory. This resulted in 148,007 active participants as at 30 September 2022.

The following key statistics summarise the Victorian performance as at 30 September 2022.

• 156,853 participants (excluding children accessing early connections) have had an approved plan since July 2013. 148,007 of these continue to be active.

• 79,554 active participants have not previously received disability support via State and Commonwealth government programs in the past.

• In the current quarter, 6,678 participants have entered the Scheme and there are 3,138 children accessing early connections at the end of September 2022.

• 19,731 plans have had reassessments this quarter.

• 7,888 access decisions have been made in the quarter, of which 6,159 met access and are still active.

• 245 (3.7%) of the new active participants this quarter identified as First Nations Australians, taking the total number of First Nations participants in Victoria to 4,741 (3.2%).

• 756 (11.3%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically Diverse participants in Victoria to 17,386 (11.7%). The number of Culturally and Linguistically Diverse participants excludes First Nations participants.

## Participant outcomes and satisfaction

A table displays the following key statistics on Victorian participant outcomes and satisfaction.

For Participant and Scheme Outcome metrics from the Corporate Plan as at 30 September 2022, the Outcome results include participants who have been in the Scheme for at least two years. Trial participants are excluded. Except for the parent and carer employment rate, only participants aged 15 and over are included. The Baseline results are at Scheme entry. The following four indicators are outcomes measures.

• The participant employment rate increased from 19% at baseline to 20% at the latest reassessment.

• The participant social and community engagement rate increased from 35% at baseline to 40% at the latest reassessment.

• The parent and carer employment rate increased from 45% at baseline to 49% at the latest reassessment.

• The participant perception of choice and control increased from 63% at the first reassessment to 75% at the latest reassessment.

The following results indicate the percentage of participants rating their overall experience as 'Very Good' or 'Good' by pathway stage in current and previous quarters.

• The percentage for the 'Access' stage remained stable at 84%, in the quarters ending 30 June 2022 and 30 September 2022.

• The percentage for the 'Pre-planning' stage increased from 81% in the quarter ending 30 June 2022 to 85% in the quarter ending 30 September 2022.

• The percentage for the 'Planning' stage decreased from 85% in the quarter ending 30 June 2022 to 84% in the quarter ending 30 September 2022.

• The percentage for the 'Plan reassessment' stage decreased from 73% in the quarter ending 30 June 2022 to 71% in the quarter ending 30 September 2022.

## Participant Service Guarantee

The following statistics concern Participant Service Guarantee metrics. These statistics look at the percentage of cases meeting the Service Guarantee target in the quarters ending 30 June 2022 and 30 September 2022. Participant Service Guarantee results in the previous quarter may be restated due to ongoing logic refinement and changes in data quality.

The following metric is concerned with the General category.

• Participant Service Guarantee number 1: The percentage of explanations of previous decisions made within 28 days after a request for explanation is received decreased from 100% as at 30 June 2022 to 99% as at 30 September 2022.

The following three metrics are concerned with Access.

• Participant Service Guarantee number 2: The percentage of access decisions made or further information requested within 21 days of an access request remained stable at 100%, from 30 June 2022 to 30 September 2022.

• Participant Service Guarantee number 3: The percentage of access decisions allowing 90 days for prospective participants to provide information, after NDIA has requested further information, increased from 99% as at 30 June 2022 to 100% as at 30 September 2022.

• Participant Service Guarantee number 4: The percentage of access decisions made within 14 days of final information being provided remained stable at 99%, from 30 June 2022 to 30 September 2022.

The following three metrics are concerned with Planning.

• Participant Service Guarantee number 5: The percentage of cases where facilitating the preparation of a plan commenced within 21 days of an access decision being made increased from 96% as at 30 June 2022 to 97% as at 30 September 2022.

• Participant Service Guarantee number 6: The percentage of first plans that were approved within 56 days after access decisions were made, increased from 87% as at 30 June 2022 to 92% as at 30 September 2022.

• Participant Service Guarantee number 7: The percentage of first plans that were approved within 90 days after access decisions were made, for Early Childhood Early Intervention participants, increased from 97% as at 30 June 2022 to 98% as at 30 September 2022. Early Childhood Early Intervention is now known as Early Childhood Approach.

The following metric is concerned with Implementation.

• Participant Service Guarantee number 9: The percentage of cases where a plan implementation meeting was held within 28 days if the participant accepts the offer remained stable at 100%, from 30 June 2022 to 30 September 2022.

The following three metrics are concerned with plan reassessments.

• Participant Service Guarantee number 11: The percentage of cases where facilitating a scheduled plan reassessment commenced at least 56 days prior to the scheduled reassessment date increased from 59% as at 30 June 2022 to 89% as at 30 September 2022. The NDIA’s new participant check-in process ensures that every plan reassessment begins with a contact from the planner or partner to discuss review options well before any plan reassessment date. Plans are extended automatically if they have not been reassessed before the reassessment date so participants have continuity of support.

• Participant Service Guarantee number 12: The percentage of cases where the decision to undertake Participant Requested Plan Reassessments were made within 21 days decreased from 100% as at 30 June 2022 to 94% as at 30 September 2022. The definition of Participant Reassessment Request is included under section 48 of the NDIS Act (2013) and replaces the previous definition of plan review request.

• Participant Service Guarantee number 13: The percentage of reassessments that were completed within 28 days after the decision to accept the request was made increased from 72% as at 30 June 2022 to 81% as at 30 September 2022.

The following two metrics are concerned with Amendments.

• Participant Service Guarantee number 14: The percentage of cases where a plan was varied within 28 days after receiving information that triggers the plan amendment process remained stable at 94%, from 30 June 2022 to 30 September 2022.

• Participant Service Guarantee number 15: The percentage of cases where a plan was varied within 50 days after receiving information that relates to a complex quote that triggers a plan amendment process increased from 80% as at 30 June 2022 to 100% as at 30 September 2022.

The following two metrics are concerned with Reviewable Decisions.

• Participant Service Guarantee number 17: The proportion of internal Reviews of Reviewable Decisions that were completed within 60 days after the request was received decreased from 96% as at 30 June 2022 to 94% as at 30 September 2022.

• Participant Service Guarantee number 18: The percentage of cases where an Administrative Appeals Tribunal decision was implemented to amend a plan within 28 days after receiving notification of the Administrative Appeals Tribunal decision increased from 97% as at 30 June 2022 to 98% as at 30 September 2022.

The following two metrics are concerned with Nominees.

• Participant Service Guarantee number 19: The percentage of cases where a participant requested nominee was cancelled within 14 days remained stable at 100%, from 30 June 2022 to 30 September 2022.

• Participant Service Guarantee number 20: The percentage of cases where a Chief Executive Officer initiated nominee was cancelled within 14 days increased from 89% as at 30 June 2022 to 100% as at 30 September 2022.

• The NDIA commenced measuring performance against the Participant Service Guarantee metrics prior to the legislation of the Participant Service Charter and Guarantee. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament, and received Royal Assent on 1 April 2022.

## Provider and market metrics

A table displays the following key statistics on Victorian market supply and participant costs as at 30 September 2022 and at 30 June 2022.

• The total number of active providers (with at least one claim ever) increased from 6,768 as at 30 June 2022 to 7,041 as at 30 September 2022. Active providers refer to those who have received payment for supporting Agency-managed participants.

• The total number of active providers in the last quarter increased from 2,684 as at 30 June 2022 to 2,778 as at 30 September 2022. Active providers refer to those who have received payment for supporting Agency-managed participants.

• Utilisation (which is calculated as a 6 month rolling average with a 3 month lag) remained stable at 72%, from 30 June 2022 to 30 September 2022.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark remained stable at 0%, from 30 June 2022 to 30 September 2022. The ‘benchmark’ in this analysis is the National average after adjusting for the proportion of participants in Supported Independent Living in each service district and the length of time participants have been in the Scheme.

• Market concentration. The proportion of service districts where more than 85% of payments for supports go to the top 10 providers remained stable at 0%, from 30 June 2022 to 30 September 2022.

• The proportion of payments paid within 5 days through the portal increased from 99.7% as at 30 June 2022 to 99.9% as at 30 September 2022.

• Total payments from 1 July 2022 were $1,974 million as at 30 September 2022.

• Total annualised plan budgets increased from $9,227 million as at 30 June 2022 to $10,121 million as at 30 September 2022.

• Plan inflation (current quarter percentage per annum) increased from 12.7% in the June 2022 quarter to 19.4% in the September 2022 quarter. Total plan inflation consists of plan budget changes occurring at plan reassessment, as well as changes occurring within a plan, between reassessments. Previously the NDIA has not included the additional percentage changes in plan budgets that occur within a plan and before the scheduled reassessment, when reporting this metric, and this has underestimated the extent to which plans have increased. The annualisation calculation of inflation excludes the impact of plan indexation in July following the Annual Pricing Review. The impact of this indexation is then explicitly added to the annualised calculation which was a 4.6% one-off increase Nationally.

• Inflation at plan reassessment (current quarter percentage per annum) increased from 3.3% in the June 2022 quarter to 6.2% in the September 2022 quarter.

• Inflation within a plan, between reassessments (current quarter percentage per annum) increased from 9.4% in the June 2022 quarter to 13.2% in the September 2022 quarter.

• Socioeconomic equity decreased from 111% in the June 2022 quarter to 110% in the September 2022 quarter. Socioeconomic status uses deciles from the Australian Bureau of Statistics Index of Education and Occupation. A higher decile indicates that people residing in that area have a higher level of skills and qualifications on average. The socioeconomic equity metric is equal to the average annualised plan budget of participants residing in the top two deciles divided by the average annualised plan budget of participants residing in the bottom two deciles (participants not in Supported Independent Living and aged 0 to 64).

The following comments are made regarding the Victorian experience:

• Total annualised plan budgets at 30 September 2022 were $10,121m and payments from 1 July 2022 were $1,974m.

• The number of active providers at the end of September is 7,041, growing by 4% in the quarter.

• Utilisation was 72% from 1 January 2021 to 31 June 2022, with no service district in Victoria more than 10 percentage points from the adjusted National benchmark.

•There were no service districts where the top 10 providers were providing more than 85% of payments.

A chart displays the Victorian distribution of service districts by plan utilisation as at 30 September 2022. The ‘benchmark’ in this analysis is the National average after adjusting for the proportion of participants in Supported Independent Living in each service district and the length of time participants have been in the Scheme.

• No service districts are more than 10 percentage points above the adjusted National benchmark.

• No service districts are between 5 and 10 percentage points above the adjusted National benchmark.

• 12 out of 17 (71%) service districts are within 5 percentage points of the adjusted National benchmark.

• 5 out of 17 (29%) service districts are between 5 and 10 percentage points below the adjusted National benchmark.

• No service districts are more than 10 percentage points below the adjusted National benchmark.

Service districts between 5% and 10% below plan utilisation benchmark

• Western District: 70% versus 76% benchmark.

• Loddon: 68% versus 75% benchmark.

• Goulburn: 66% versus 72% benchmark.

• Central Highlands: 72% versus 77% benchmark.

A chart displays the Victorian distribution of service districts by market concentration as at 30 September 2022.

• 2 out of 17 (12%) service districts have less than 45% of payments going to the 10 largest providers.

• 7 out of 17 (41%) service districts have between 45% and 65% of payments going to the 10 largest providers.

• 8 out of 17 (47%) service districts have between 65% and 85% of payments going to the 10 largest providers.

• No service districts have between 85% and 90% of payments going to the 10 largest providers.

• No service districts have between 90% and 95% of payments going to the 10 largest providers.

• No service districts have more than 95% of payments going to the 10 largest providers.

Service districts closest to market concentration benchmark:

• Mallee: 80% versus 85% benchmark.

• Western District: 74% versus 85% benchmark.

• Outer Gippsland: 73% versus 85% benchmark.

• Ovens Murray: 69% versus 85% benchmark.

• Goulburn: 68% versus 85% benchmark.

• Inner Gippsland: 66% versus 85% benchmark.

• Barwon: 66% versus 85% benchmark.

## Summaries by service district

A chart displays the active participants by service district. There are 9 active participants at 30 September 2022 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown.

The number of active participants at 30 September 2022 was:

• 10,277 for Barwon.

• 5,820 for Central Highlands.

• 7,777 for Loddon.

• 14,064 for North East Melbourne.

• 5,631 for Inner Gippsland.

• 3,754 for Ovens Murray.

• 4,108 for Western District.

• 10,536 for Inner East Melbourne.

• 10,529 for Outer East Melbourne.

• 10,397 for Hume Moreland.

• 17,919 for Bayside Peninsula.

• 13,952 for Southern Melbourne.

• 9,753 for Brimbank Melton.

• 14,144 for Western Melbourne.

• 4,316 for Goulburn.

• 2,548 for Mallee.

• 2,473 for Outer Gippsland.

Another chart displays the average annualised plan budgets and average payments. There are 9 active participants at 30 September 2022 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget at 30 September 2022 was:

• $70,300 for Barwon.

• $65,900 for Central Highlands.

• $60,800 for Loddon.

• $73,200 for North East Melbourne.

• $62,900 for Inner Gippsland.

• $61,800 for Ovens Murray.

• $68,900 for Western District.

• $83,100 for Inner East Melbourne.

• $71,000 for Outer East Melbourne.

• $61,300 for Hume Moreland.

• $76,400 for Bayside Peninsula.

• $66,300 for Southern Melbourne.

• $61,500 for Brimbank Melton.

• $63,100 for Western Melbourne.

• $59,400 for Goulburn.

• $66,100 for Mallee.

• $68,900 for Outer Gippsland.

• $68,400 for all of Victoria.

The average payments for the 12 months to 30 September 2022 was:

• $51,900 for Barwon.

• $48,100 for Central Highlands.

• $42,000 for Loddon.

• $55,700 for North East Melbourne.

• $46,200 for Inner Gippsland.

• $44,400 for Ovens Murray.

• $48,600 for Western District.

• $63,800 for Inner East Melbourne.

• $52,400 for Outer East Melbourne.

• $47,400 for Hume Moreland.

• $56,700 for Bayside Peninsula.

• $50,100 for Southern Melbourne.

• $47,400 for Brimbank Melton.

• $46,900 for Western Melbourne.

• $39,600 for Goulburn.

• $45,800 for Mallee.

• $49,000 for Outer Gippsland.

• $50,800 for all of Victoria.

Another chart displays the average annualised plan budgets and average payments for participants in Supported Independent Living. There are 9 active participants at 30 September 2022 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget at 30 September 2022 for participants in Supported Independent Living was:

• $424,600 for Barwon.

• $351,700 for Central Highlands.

• $389,700 for Loddon.

• $396,300 for North East Melbourne.

• $396,000 for Inner Gippsland.

• $353,500 for Ovens Murray.

• $335,900 for Western District.

• $374,200 for Inner East Melbourne.

• $394,100 for Outer East Melbourne.

• $385,500 for Hume Moreland.

• $347,900 for Bayside Peninsula.

• $426,200 for Southern Melbourne.

• $438,400 for Brimbank Melton.

• $431,800 for Western Melbourne.

• $321,600 for Goulburn.

• $374,600 for Mallee.

• $304,400 for Outer Gippsland.

• $384,400 for all of Victoria.

The average payments for the 12 months to 30 September 2022 for participants in Supported Independent Living was:

• $366,200 for Barwon.

• $306,900 for Central Highlands.

• $326,200 for Loddon.

• $345,800 for North East Melbourne.

• $349,000 for Inner Gippsland.

• $309,900 for Ovens Murray.

• $285,000 for Western District.

• $320,900 for Inner East Melbourne.

• $340,500 for Outer East Melbourne.

• $323,800 for Hume Moreland.

• $291,300 for Bayside Peninsula.

• $376,000 for Southern Melbourne.

• $388,400 for Brimbank Melton.

• $361,000 for Western Melbourne.

• $264,700 for Goulburn.

• $319,700 for Mallee.

• $247,000 for Outer Gippsland.

• $329,300 for all of Victoria.

Another chart displays the average annualised plan budgets and average payments for participants not in Supported Independent Living. There are 9 active participants at 30 September 2022 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget at 30 September 2022 for participants not in Supported Independent Living was:

• $55,400 for Barwon.

• $50,900 for Central Highlands.

• $49,800 for Loddon.

• $54,800 for North East Melbourne.

• $53,000 for Inner Gippsland.

• $50,400 for Ovens Murray.

• $50,500 for Western District.

• $61,700 for Inner East Melbourne.

• $56,500 for Outer East Melbourne.

• $53,800 for Hume Moreland.

• $62,900 for Bayside Peninsula.

• $55,700 for Southern Melbourne.

• $52,200 for Brimbank Melton.

• $54,500 for Western Melbourne.

• $53,300 for Goulburn.

• $53,700 for Mallee.

• $61,600 for Outer Gippsland.

• $55,600 for all of Victoria.

The average payments for the 12 months to 30 September 2022 for participants not in Supported Independent Living was:

• $38,600 for Barwon.

• $34,200 for Central Highlands.

• $32,200 for Loddon.

• $38,900 for North East Melbourne.

• $37,500 for Inner Gippsland.

• $33,500 for Ovens Murray.

• $31,200 for Western District.

• $44,100 for Inner East Melbourne.

• $39,300 for Outer East Melbourne.

• $40,800 for Hume Moreland.

• $44,500 for Bayside Peninsula.

• $40,900 for Southern Melbourne.

• $38,900 for Brimbank Melton.

• $39,800 for Western Melbourne.

• $34,100 for Goulburn.

• $34,700 for Mallee.

• $42,900 for Outer Gippsland.

• $39,300 for all of Victoria.

The following comments are made regarding the Victorian experience at service district level as at 30 September 2022.

• Bayside Peninsula has the highest number of active participants at 17,919 participants, while Outer Gippsland has the lowest number at 2,473 active participants.

• The average annualised plan budget at the end of September for active participants is $68,400 ($55,600 for participants not in Supported Independent Living and $384,400 for participants in Supported Independent Living).

• The average payment for the 12 months ending 30 September 2022 is $50,800 ($39,300 for participants not in Supported Independent Living and $329,300 for participants in Supported Independent Living).

• Inner East Melbourne has the highest average annualised plan budgets and payments across all participants.