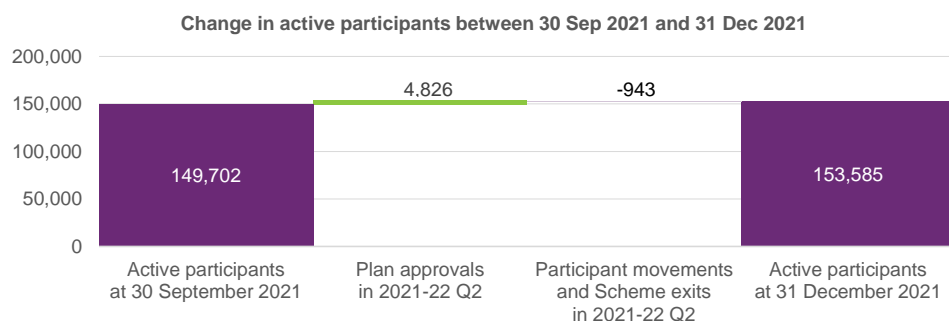


## Participants and planning

Participant experience	As at 31 Dec	As at 30 Sep
Active participants with approved plans	153,585	149,702
Children accessing early connections	4,057	4,525
Children waiting for early connections	52	74
Percentage of participants fully or partially self managing their plan	28%	29%
Percentage of plans activated within 90 days <sup>1</sup>	87%	87%
Number of participant plan reviews completed in quarter <sup>2</sup>	38,034	34,846



## Performance summary:

- 161,980 participants (excluding children accessing early connections) have had an approved plan since July 2013. 153,585 of these continue to be active.
- 88,013 active participants are receiving supports for the first time.
- In the current quarter, 4,826 participants have entered the Scheme and there are 4,057 children accessing early connections at the end of December 2021.
- 38,034 plans have been reviewed this quarter.
- 7,220 access decisions have been made in the quarter, of which 5,285 met access and are still active.
- 485 (10.1%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in NSW to 12,116 (7.9%).
- 557 (11.6%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD) <sup>3</sup>, taking the total number of CALD participants in NSW to 16,576 (10.8%).

## Participant outcomes and satisfaction

Participant outcomes and satisfaction		
<b>Participant and Scheme Outcome metrics from the Corporate Plan as at 31 December 2021 <sup>4</sup></b>	<b>Latest Review</b>	<b>Baseline</b>
• Participant employment rate	24%	23%
• Participant social and community engagement rate	46%	34%
• Parent and carer employment rate	52%	49%
• Participant perception of choice and control	<b>Latest Review</b>	<b>First Review</b>
	75%	65%
<b>% of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter</b>	<b>2021-22 Q2</b>	<b>2021-22 Q1</b>
• Access	83%	80%
• Pre-planning	81%	77%
• Planning	83%	86%
• Plan review	75%	71%

<sup>1</sup> Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of 2020-21 Q4 have been excluded.

<sup>2</sup> Plans less than 31 days in duration have been excluded.

<sup>3</sup> The number of CALD participants excludes Indigenous participants.

<sup>4</sup> 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, participants aged 15 and over are included. The Baseline results are at Scheme entry.

## Participant Service Guarantee

Percentage meeting the Service Guarantee in quarter <sup>1</sup>		Service Guarantee	31 Dec	30 Sep
<b>General</b>	1. Explanation of a previous decision, after a request for explanation is received	28 days	98%	97%
	2. Make an access decision, or request for more information, after an access request has been received	21 days	100%	100%
<b>Access</b>	3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	100%	100%
	4. Make an access decision, after the final information has been provided	14 days	99%	98%
<b>Planning</b>	5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	96%	94%
	6. Approve a participant's plan, after an access decision has been made	56 days	93%	89%
	7. Approve a plan for ECEI participants, after an access decision has been made	90 days	99%	99%
<b>Implementation</b>	9. If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	100%
<b>Reviews</b>	11. Commence facilitating a scheduled plan review, prior to the scheduled review date <sup>2</sup>	56 days	49%	44%
	12. Decide whether to undertake a Participant Requested Plan Review, after the request is received	21 days	100%	84%
	13. Complete a Participant Requested Review, after the decision to accept the request was made	28 days	59%	60%
<b>Amendments</b>	14. Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	92%	94%
	15. Vary a plan, after the receipt of information relating to a complex quote that triggers a plan amendment process	50 days	88%	92%
<b>Reviewable Decisions</b>	17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	89%	89%
	18. Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	96%	95%
<b>Nominee</b>	19. Cancel participant requested nominee	14 days	100%	100%
	20. Cancel CEO initiated nominee	14 days	100%	100%

• The Participant Service Guarantee (PSGs) timeframes shown in the table above have not yet been legislated and continue to be developed.

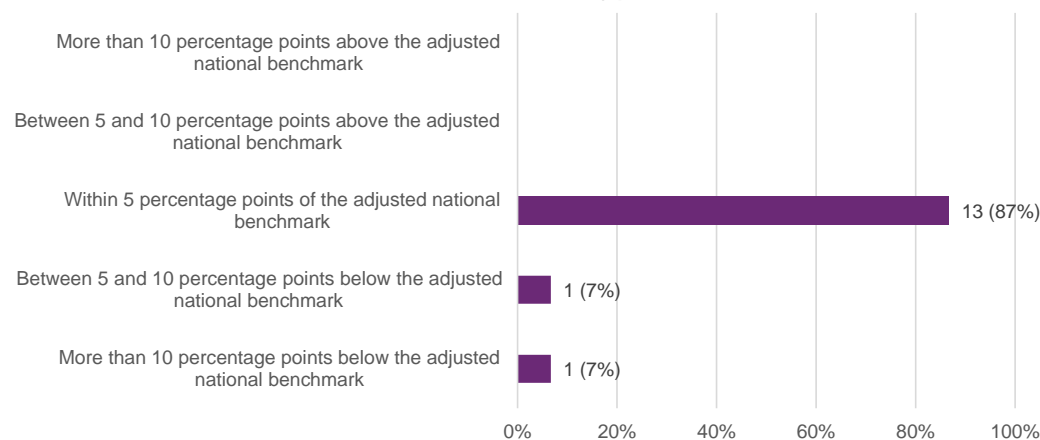
<sup>1</sup> The results for the timeframes shown are based on preliminary calculations and the methodology used to determine the timeframes may change going forward. As a result, PSG results in the previous quarter may be restated due to logic changes.

<sup>2</sup> The NDIA's new participant check-in process ensures that every scheduled review begins with a contact from the planner or partner to discuss review options well before any scheduled review date. Plans are extended automatically if they have not been reviewed before expiry so participants have continuity of support.

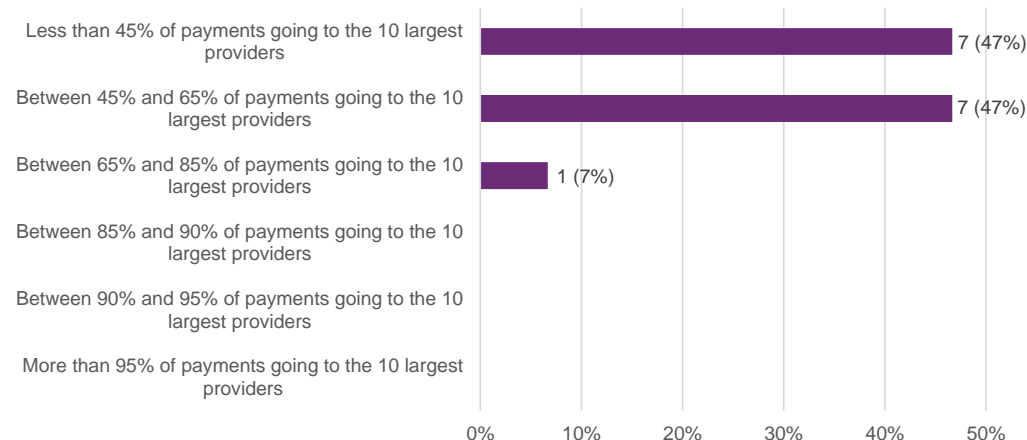
## Provider and market metrics

Market supply and participant costs	As at 31 Dec	As at 30 Sep
Total number of active providers (with at least one claim ever) <sup>1</sup>	8,823	8,545
Total number of active providers in last quarter <sup>1</sup>	4,139	4,089
Utilisation (6 month rolling average with 3 month lag) (%)	75%	75%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark) <sup>2</sup>	7%	0%
Market concentration (% of service districts where more than 85% of payments for supports go to the top 10 providers)	0%	0%
Payments paid within 5 days (portal) (%)	99.8%	99.8%
Total payments from 1 July 2021 (\$m)	\$4,136m	\$2,037m
Total annualised plan budgets (\$m)	\$10,696m	\$10,361m
Growth in annualised plan budgets (current quarter reviews %)	2.7%	0.2%
Socioeconomic equity (%) <sup>3</sup>	100%	101%

- Total annualised plan budgets at 31 December 2021 were \$10,696m and payments from 1 July 2021 were \$4,136m.
- The number of active providers at the end of December is 8,823, growing by 3% in the quarter.
- Utilisation was 75% from 1 April 2021 to 30 September 2021, with 7% (1 out of 15) of service districts in Australia more than 10 percentage points below the adjusted national benchmark.
- There were no service districts where the top 10 providers were providing more than 85% of payments

Distribution of service districts by plan utilisation <sup>2</sup>

Distribution of service districts by market concentration

**Service districts below benchmark:**

- Far West: 60% vs 73% benchmark
- Western NSW: 69% vs 76% benchmark
- Southern NSW: 72% vs 75% benchmark
- Nepean Blue Mountains: 75% vs 77% benchmark
- Hunter New England: 75% vs 77% benchmark
- Central Coast: 75% vs 77% benchmark
- Murrumbidgee: 74% vs 75% benchmark

**Service districts closest to benchmark:**

- Far West: 83% vs 85% benchmark

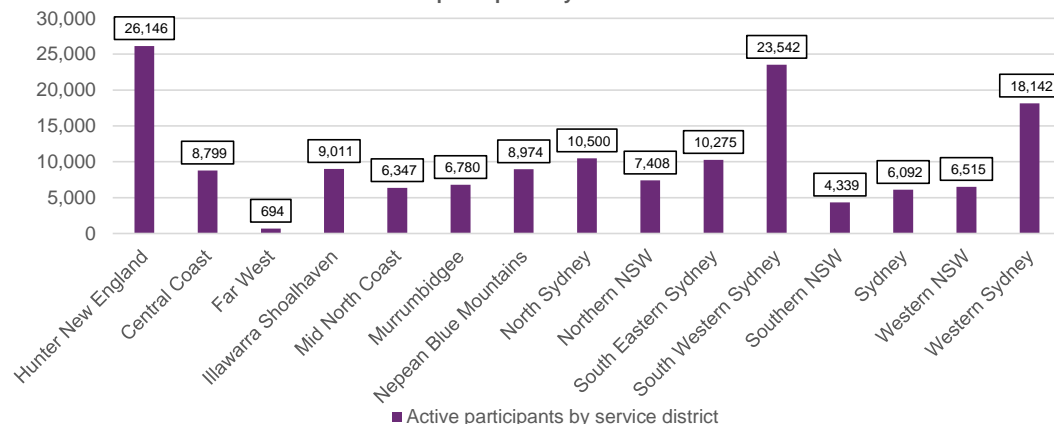
<sup>1</sup> Active providers refer to those who have received payment for supporting Agency-managed participants.

<sup>2</sup> 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.

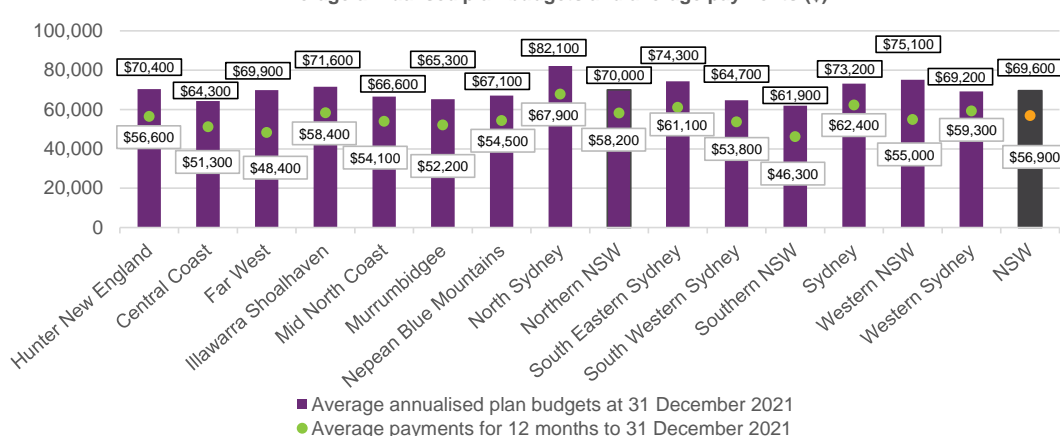
<sup>3</sup> Socioeconomic status uses deciles from the ABS Index of Education and Occupation (IEO). A higher decile indicates that people residing in that area have a higher level of skills and qualifications on average. The socioeconomic equity metric is equal to the average annualised plan budget of participants residing in the top two IEO deciles divided by the average annualised plan budget of participants residing in the bottom two IEO deciles (participants not in SIL and aged 0 to 64).

## Summaries by service district

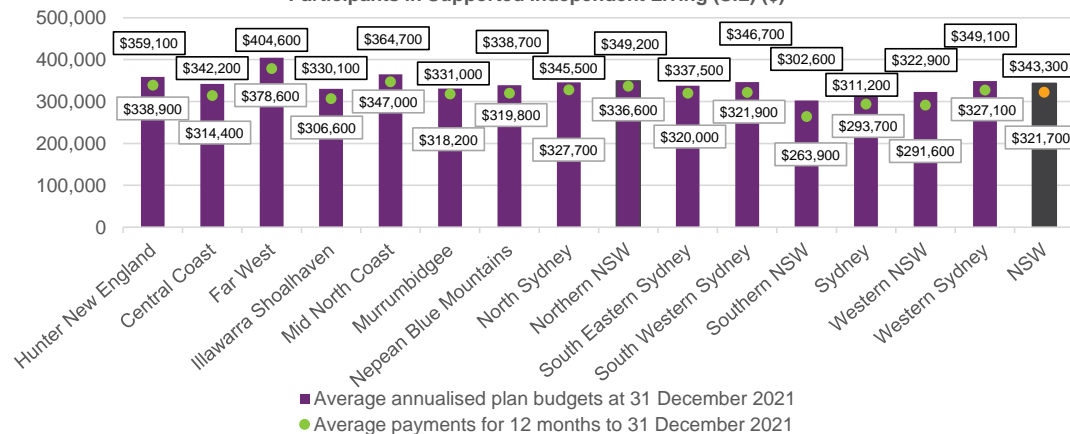
Active participants by service district <sup>1 3</sup>



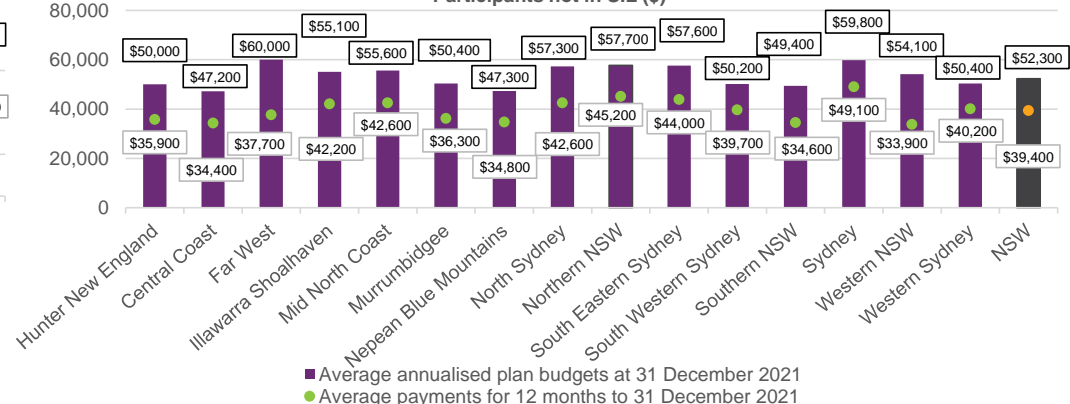
Average annualised plan budgets and average payments (\$) <sup>1 2 3</sup>



Average annualised plan budgets and average payments  
- Participants in Supported Independent Living (SIL) (\$) <sup>1 2 3</sup>



Average annualised plan budgets and average payments  
- Participants not in SIL (\$) <sup>1 2 3</sup>



- Hunter New England has the highest number (26,146) of active participants, while Far West has the lowest (694).
- The average annualised plan budget at the end of December for active participants is \$69,600 (\$52,300 for participants not in SIL and \$343,300 for participants in SIL).
- The average payment for the 12 months ending 31 December 2021 is \$56,900 (\$39,400 for participants not in SIL and \$321,700 for participants in SIL).
- North Sydney has the highest average annualised plan budgets and payments across all participants.

<sup>1</sup> There are 21 active participants at 31 December 2021 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.

<sup>2</sup> Figures are not shown if there is insufficient data in the service district.

<sup>3</sup> Since October 2021, there has been a change in reporting from 2011 to 2020 boundary definitions of service districts. For NSW, this has mainly impacted the service districts of 'Sydney', 'South Western Sydney', 'North Sydney' and 'Western Sydney'.