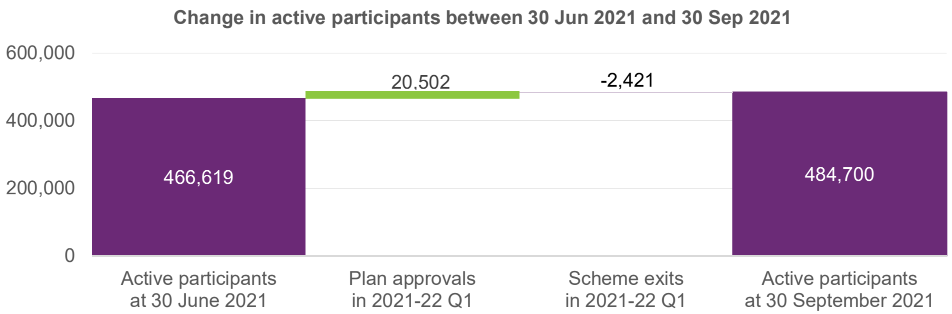
Participants and planning

Participant experience	As at 30 Sep	As at 30 Jun
Active participants with approved plans	484,700	466,619
Children accessing early connections	13,600	13,400
Children waiting for early connections	431	461
Children benefitting from the Scheme no longer needing supports (% p.a.) [1]	5.5%	4.1%
Percentage of participants fully or partially self managing their plan	31%	31%
Percentage of plans activated within 90 days [2]	86%	86%
Number of participant plan reviews completed in quarter [3]	102,144	91,010
Access decisions in progress	9,950	9,022



Performance summary:

- 506,241 participants (excluding children accessing early connections) have had an approved plan since July 2013. 484,700 of these continue to be active.
- 263,210 active participants are receiving supports for the first time.
- In the current quarter, 20,502 participants have entered the Scheme and there are 13,600 children accessing early connections at the end of September 2021.
- 102,144 plans have been reviewed this quarter.
- 28,305 access decisions have been made in the quarter, of which 20,940 met access and are still active.
- 1,808 (8.8%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants nationally to 34,099 (7.0%).
- 1,988 (9.7%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD) [4], taking the total number of CALD participants nationally to 44,485 (9.2%).

Participant outcomes and satisfaction

Participant outcomes and satisfaction		
Participant and Scheme Outcome metrics from the Corporate Plan as at 30 September 2021 [5]	**Latest Review**	**Baseline**
• Participant employment rate	22%	22%
• Participant social and community engagement rate	45%	36%
• Parent and carer employment rate	50%	46%
	Latest Review	**First Review**
• Participant perception of choice and control	75%	65%
% of Participants rating their overall experience as Very Good or Good by pathway stage – current vs previous quarter	**2021-22 Q1**	**2020-21 Q4**
• Access	75%	77%
• Pre-planning	76%	77%
• Planning	84%	83%
• Plan review	70%	71%

[1] This is an annualised exit rate for participants aged 0 to 14 with approved plans and those who received early connections.

[2] Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of 2020-21 Q3 have been excluded.

[3] Plans less than 31 days in duration have been excluded.

[4] The number of CALD participants excludes Indigenous participants. In previous dashboards Indigenous participants were included if their main language spoken at home was not English.

[5] The Outcome results include participants who have been in the Scheme for at least two years. Except for the parent and carer employment rate, participants aged 15 and over are included and trial participants are excluded. The Baseline results are at Scheme entry.

Participant Service Guarantee

Percentage meeting the Service Guarantee in quarter [1]		Service Guarantee	30 Sep	30 Jun
General	1. Explanation of a previous decision, after a request for explanation is received	28 days	99%	70%
Access	2. Make an access decision, or request for more information, after an access request has been received	21 days	100%	100%
	3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	88%	100%
	4. Make an access decision, after the final information has been provided	14 days	98%	99%
Planning	5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	85%	82%
	6. Approve a participant's plan, after an access decision has been made	56 days	82%	80%
	7. Approve a plan for ECEI participants, after an access decision has been made	90 days	88%	91%
Implementation	9. If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	100%
Reviews	11. Commence facilitating a scheduled plan review, prior to the scheduled review date [2]	56 days	32%	9%
	12. Decide whether to undertake a Participant Requested Plan Review, after the request is received	21 days	84%	91%
	13. Complete a Participant Requested Review, after the decision to accept the request was made [3]	28 days	58%	72%
Amendments	14. Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	93%	94%
	15. Vary a plan, after the receipt of information relating to a complex quote that triggers a plan amendment process	50 days	93%	94%
Reviewable Decisions	17. Complete an internal Review of a Reviewable Decision, after a request is received [4]	60 days	89%	95%
	18. Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	90%	96%
Nominee	19. Cancel participant requested nominee	14 days	98%	86%
	20. Cancel CEO initiated nominee	14 days	94%	100%

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

[1] 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.

[2] 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.

[3] The June 2021 quarter results use a service guarantee timeframe of 42 days.

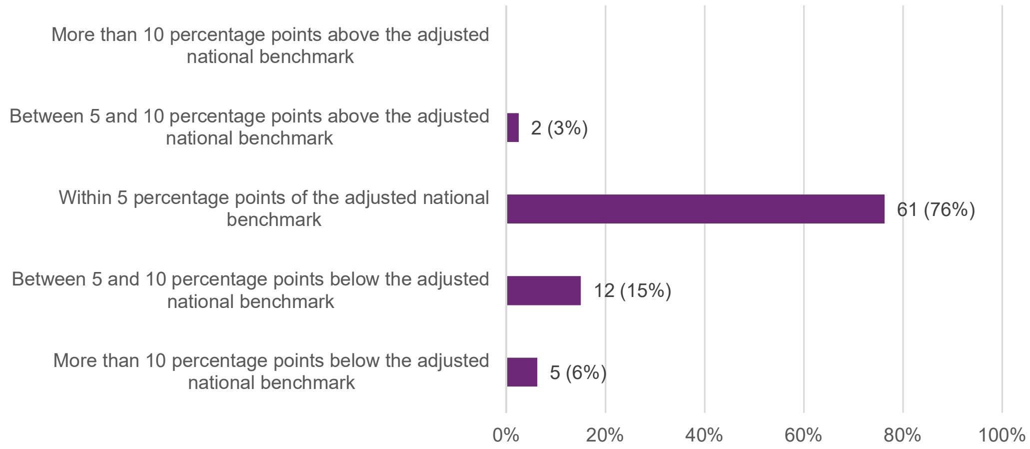
[4] The June 2021 quarter results use a service guarantee timeframe of 90 days.

Provider and market metrics

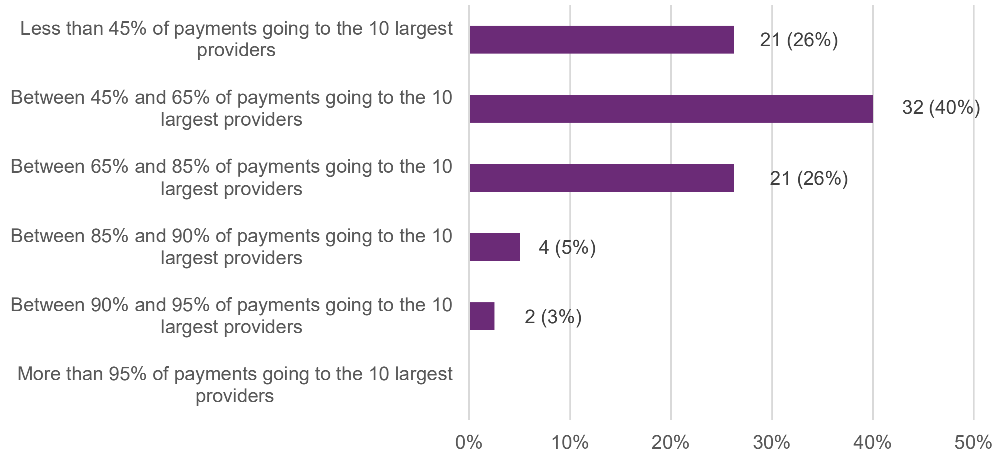
Market supply and participant costs	As at 30 Sep	As at 30 Jun
Total number of active providers (with at least one claim ever) [1]	17,043	16,526
Total number of active providers in last quarter [1]	9,222	9,145
Utilisation (6 month rolling average with 3 month lag) (%)	72%	71%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark) [2]	6%	8%
Market concentration (% of service districts where more than 85% of payments for supports go to the top 10 providers)	8%	8%
Payments paid within 5 days (portal) (%)	99.8%	99.7%
Total payments from 1 July 2021 ($m)	$6,486m	n/a
Total annualised plan budgets ($m)	$33,244m	$32,303m
Growth in annualised plan budgets (current quarter reviews %)	0.1%	-1.5%
Socioeconomic equity (%) [3]	106%	107%

- Total annualised plan budgets at 30 September 2021 were $33,244m and payments from 1 July 2021 were $6,486m.
- The number of active providers at the end of September is 17,043, growing by 3% in the quarter.
- Utilisation was 72% from 1 January 2021 to 30 June 2021, with 6% (5 out of 80) of service districts in Australia more than 10 percentage points below the adjusted national benchmark.
- In 8% (6 out of 80) of service districts, the top 10 providers provide more than 85% of payments.

Distribution of service districts by plan utilisation [2]



Distribution of service districts by market concentration



Service districts more than 10% below benchmark:

- NT East Arnhem: 40% vs 67% benchmark
- SA Eyre and Western: 55% vs 70% benchmark
- SA Far North (SA): 55% vs 70% benchmark
- WA Kimberley-Pilbara: 53% vs 66% benchmark
- NT Darwin Remote: 51% vs 62% benchmark

Service districts with more than 90% of payments going to the 10 largest providers:

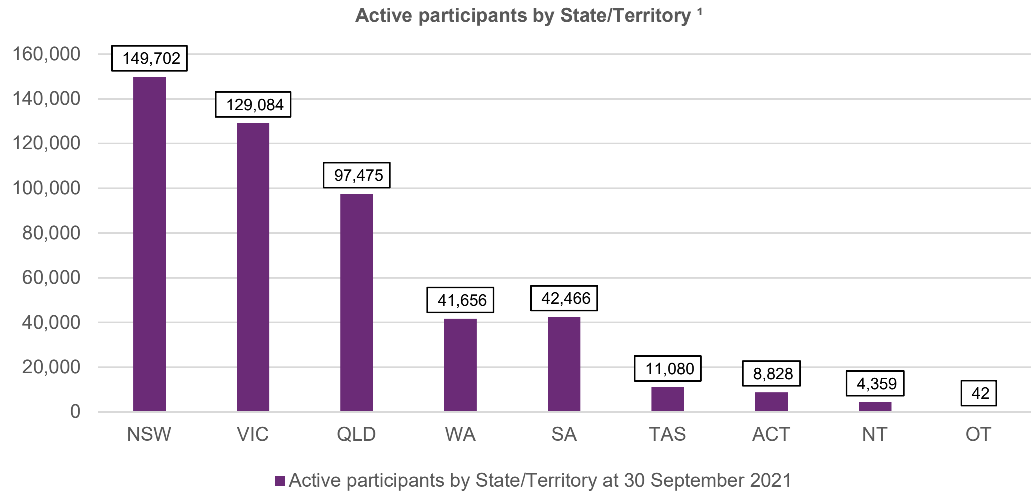
- WA Midwest-Gascoyne: 92% vs 85% benchmark
- WA Goldfields-Esperance: 90% vs 85% benchmark

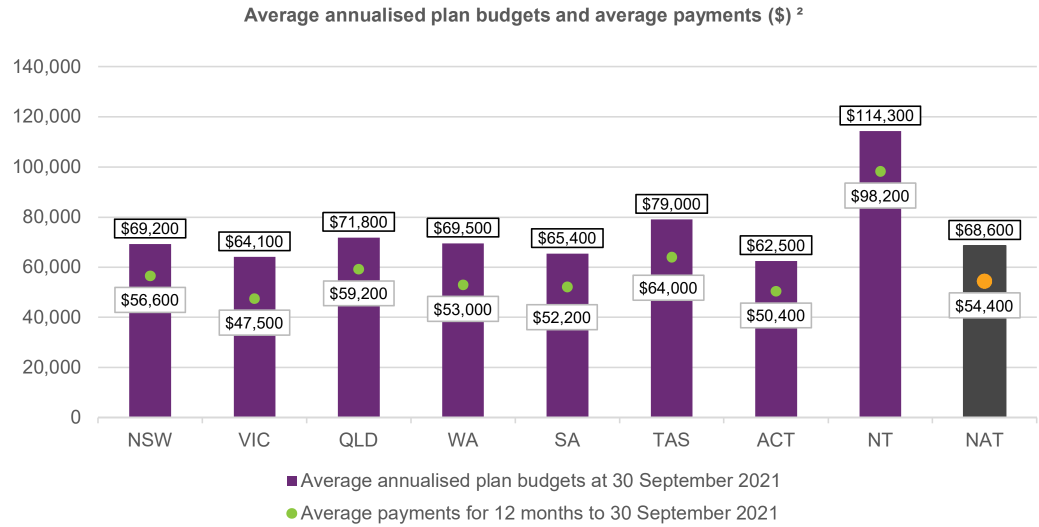
[1] Active providers refer to those who have received payment for supporting Agency-managed participants.

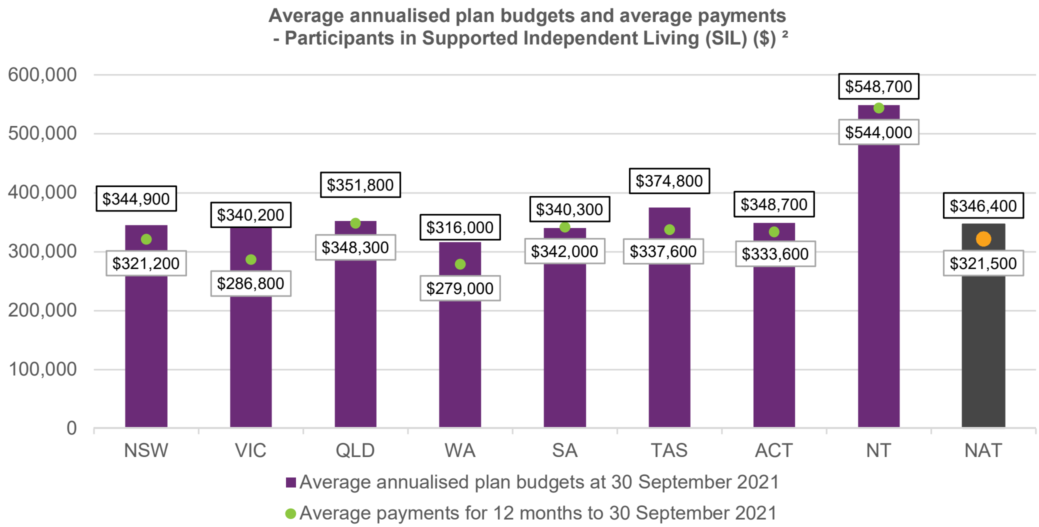
[2] The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants have been in the Scheme.

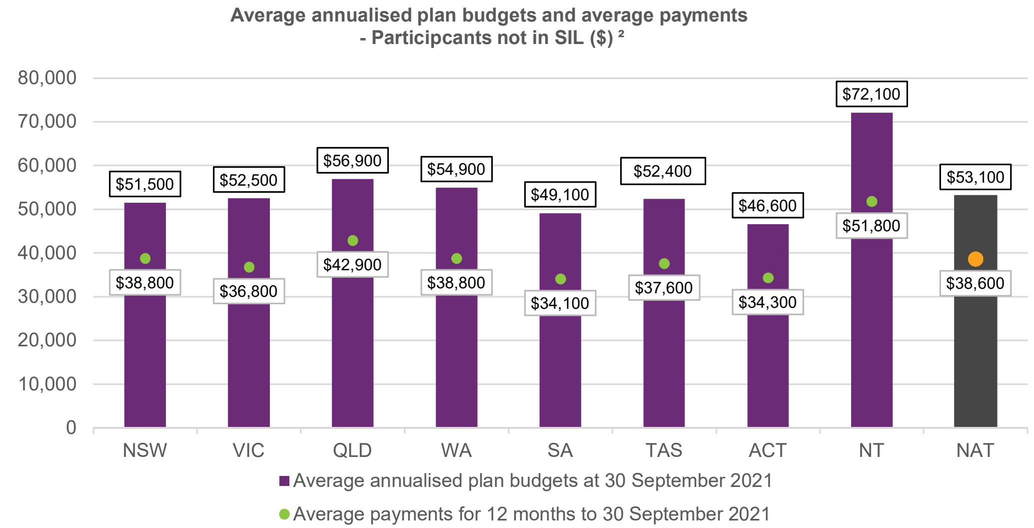
[3] Socioeconomic status uses deciles from the ABS Index of Education and Occupation (IEO). A higher decile indicates that people residing in that area have a higher level of skills and qualifications on average. The socioeconomic equity metric is equal to the average annualised plan budget of participants 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 State/Territory









- NSW has the highest number (149,702) of active participants.
- The average annualised plan budget at the end of September for active participants is $68,600 ($53,100 for participants not in SIL and $346,400 for participants in SIL).
- The average payment for the 12 months ending 30 September 2021 is $54,400 ($38,600 for participants not in SIL and $321,500 for participants in SIL).
- NT has the highest average annualised plan budgets and payments. This is partially driven by a higher proportion of participants in SIL compared to other States/Territories.

¹ There are 8 active participants at 30 September 2021 with missing State/Territory information. These participants are not shown in the chart above.

² Given the small size of the Other Territories (OT) and missing groups, average annualised plan budgets and average payments for these groups are not shown.