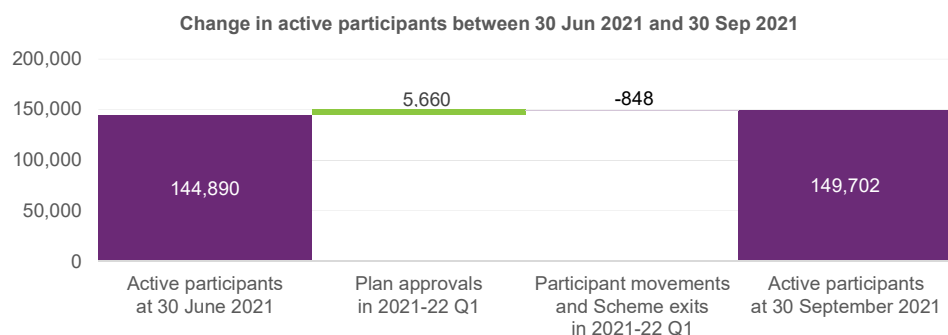


Participants and planning

Participant experience	As at 30 Sep	As at 30 Jun
Active participants with approved plans	149,702	144,890
Children accessing early connections	4,525	4,945
Children waiting for early connections	74	98
Percentage of participants fully or partially self managing their plan	29%	29%
Percentage of plans activated within 90 days ¹	87%	86%
Number of participant plan reviews completed in quarter ²	34,846	29,194
Access decisions in progress	2,765	2,606



Performance summary:

- 157,263 participants (excluding children accessing early connections) have had an approved plan since July 2013. 149,702 of these continue to be active.
- 83,912 active participants are receiving supports for the first time.
- In the current quarter, 5,660 participants have entered the Scheme and there are 4,525 children accessing early connections at the end of September 2021.
- 34,846 plans have been reviewed this quarter.
- 7,638 access decisions have been made in the quarter, of which 5,510 met access and are still active.
- 598 (10.6%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in NSW to 11,701 (7.8%).
- 705 (12.5%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD) ³, taking the total number of CALD participants in NSW to 16,117 (10.8%).

Participant outcomes and satisfaction

Participant outcomes and satisfaction	Latest Review	Baseline
Participant and Scheme Outcome metrics from the Corporate Plan as at 30 September 2021 ⁴		
• Participant employment rate	24%	24%
• Participant social and community engagement rate	47%	34%
• Parent and carer employment rate	52%	49%
• Participant perception of choice and control	Latest Review 75%	First Review 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	80%	80%
• Pre-planning	77%	83%
• Planning	86%	86%
• Plan review	71%	72%

¹ 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.

² Plans less than 31 days in duration have been excluded.

³ 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.

⁴ 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	97%	64%
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	100%	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	94%
	6. Approve a participant's plan, after an access decision has been made	56 days	89%	88%
	7. Approve a plan for ECEI participants, after an access decision has been made	90 days	99%	99%
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	45%	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	60%	76%
Amendments	14. Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	94%	95%
	15. Vary a plan, after the receipt of information relating to a complex quote that triggers a plan amendment process	50 days	92%	91%
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	92%	94%
Nominee	19. Cancel participant requested nominee	14 days	100%	86%
	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.

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.

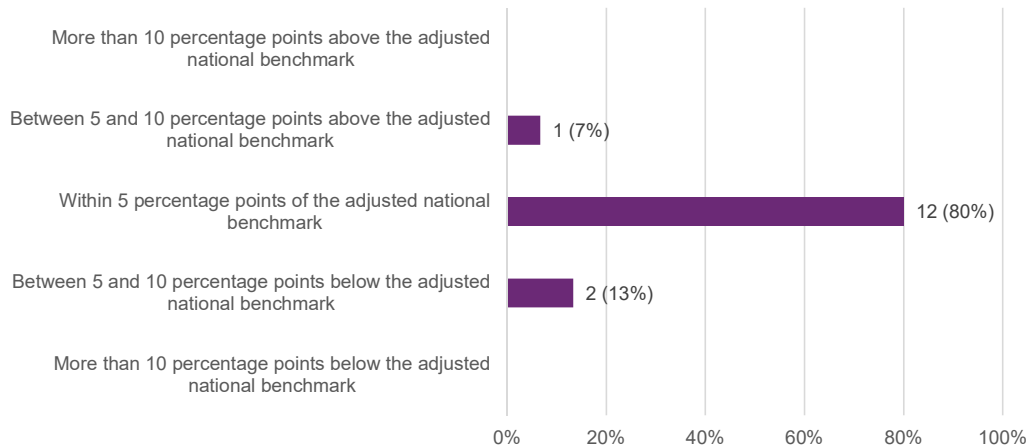
⁴ The June 2021 quarter results use a service guarantee timeframe of 90 days.

Provider and market metrics

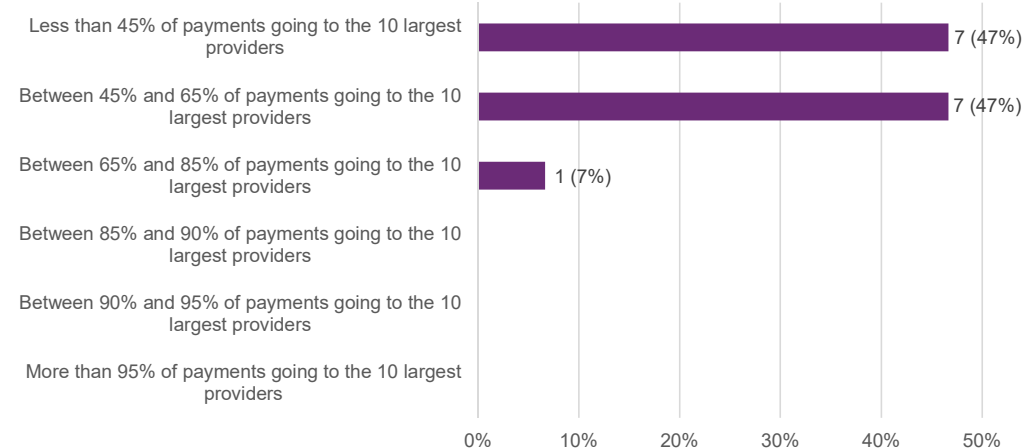
Market supply and participant costs	As at 30 Sep	As at 30 Jun
Total number of active providers (with at least one claim ever) ¹	8,545	8,291
Total number of active providers in last quarter ¹	4,089	4,061
Utilisation (6 month rolling average with 3 month lag) (%)	75%	74%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark) ²	0%	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)	\$2,037m	n/a
Total annualised plan budgets (\$m)	\$10,361m	\$10,108m
Growth in annualised plan budgets (current quarter reviews %)	0.2%	-2.0%
Socioeconomic equity (%) ³	101%	102%

- Total annualised plan budgets at 30 September 2021 were \$10,361m and payments from 1 July 2021 were \$2,037m.
- The number of active providers at the end of September is 8,545, growing by 3% in the quarter.
- Utilisation was 75% from 1 January 2021 to 30 June 2021, with no service district in New South Wales more than 10 percentage points from the adjusted national benchmark.
- In no 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 below benchmark:

- Far West: 63% vs 70% benchmark
- Western NSW: 68% vs 74% benchmark
- Southern NSW: 69% vs 73% benchmark
- Hunter New England: 74% vs 75% benchmark
- Murrumbidgee: 72% vs 73% benchmark

Service districts closest to benchmark:

- Far West: 84% vs 85% benchmark

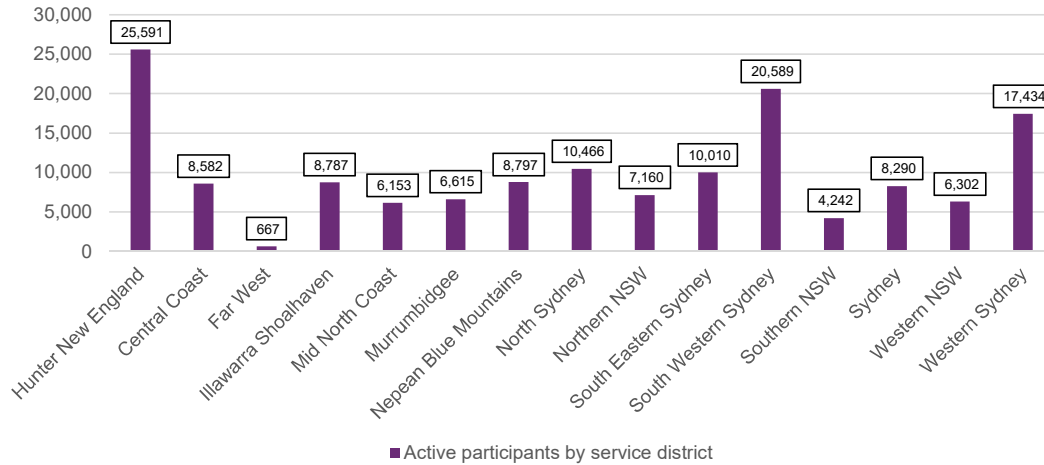
¹ Active providers refer to those who have received payment for supporting Agency-managed participants.

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.

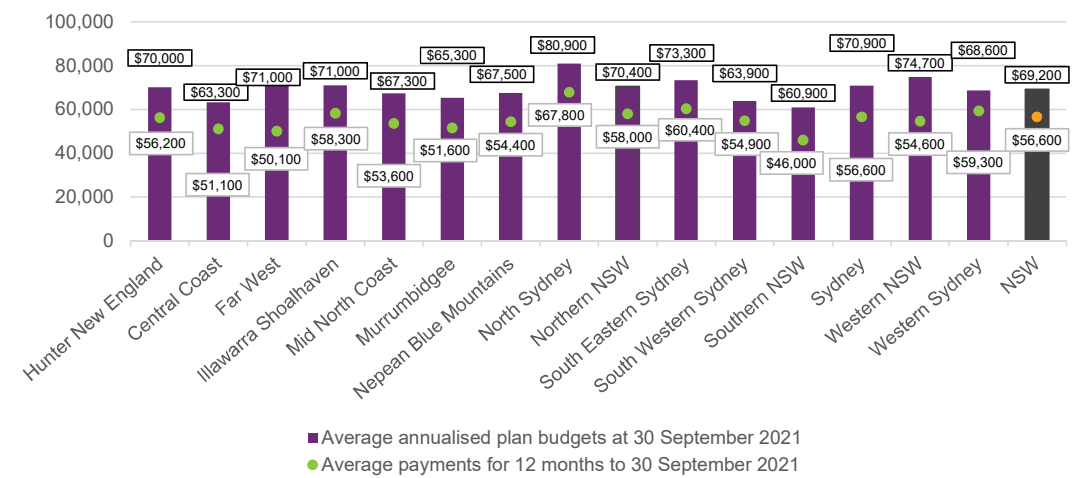
³ Socioeconomic status uses deciles from the ABS Index of Education and Occupation (IEO). A higher decile indicates that people residing in that area have a higher level of skills and qualifications on average. The socioeconomic equity metric is equal to the average annualised plan budget of participants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

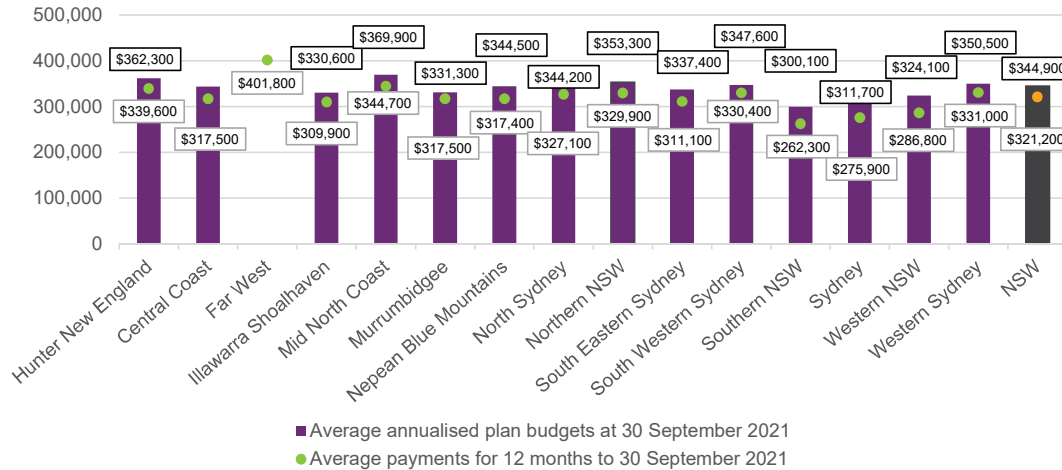
Active participants by service district ¹



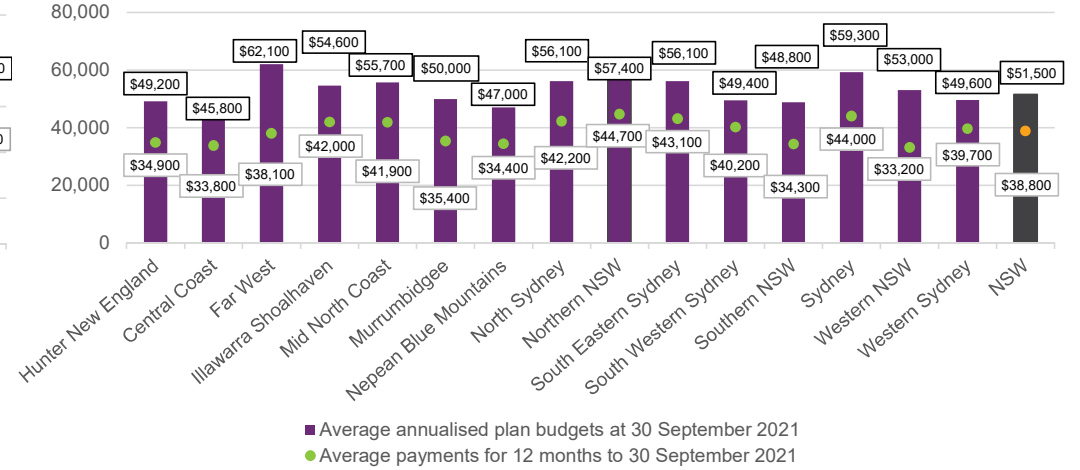
Average annualised plan budgets and average payments (\$) ^{1 2}



Average annualised plan budgets and average payments - Participants in Supported Independent Living (SIL) (\$) ^{1 2}



Average annualised plan budgets and average payments - Participants not in SIL (\$) ^{1 2}



- Hunter New England has the highest number (25,591) of active participants, while Far West has the lowest (667).
- The average annualised plan budget at the end of September for active participants is \$69,200 (\$51,500 for participants not in SIL and \$344,900 for participants in SIL).
- The average payment for the 12 months ending 30 September 2021 is \$56,600 (\$38,800 for participants not in SIL and \$321,200 for participants in SIL).
- North Sydney has the highest average annualised plan budgets and payments across all participants.

¹ There are 17 active participants at 30 September 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.

² Figures are not shown if there is insufficient data in the service district.