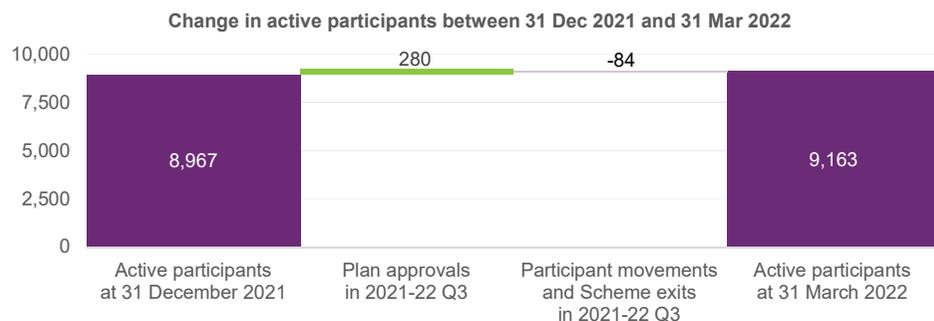


Participants and planning

Participant experience	As at 31 Mar	As at 31 Dec
Active participants with approved plans	9,163	8,967
Children accessing early connections	165	134
Children waiting for early connections	1	0
Percentage of participants fully or partially self managing their plan	45%	45%
Percentage of plans activated within 90 days <sup>1</sup>	81%	81%
Number of participant plan reviews completed in quarter <sup>2</sup>	1,640	1,626



**Performance summary:**

- 10,446 participants (excluding children accessing early connections) have had an approved plan since July 2013. 9,163 of these continue to be active.
- 6,383 active participants are receiving supports for the first time.
- In the current quarter, 280 participants have entered the Scheme and there are 165 children accessing early connections at the end of March 2022.
- 1,640 plans have been reviewed this quarter.
- 300 access decisions have been made in the quarter, of which 228 met access and are still active.
- 13 (4.6%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in ACT to 409 (4.5%).
- 25 (8.9%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD) <sup>3</sup>, taking the total number of CALD participants in ACT to 971 (10.6%).

Participant outcomes and satisfaction

Participant outcomes and satisfaction	Latest Review	Baseline
<b>Participant and Scheme Outcome metrics from the Corporate Plan as at 31 March 2022 <sup>4</sup></b>		
• Participant employment rate	29%	29%
• Participant social and community engagement rate	44%	38%
• Parent and carer employment rate	63%	55%
• Participant perception of choice and control	<b>Latest Review</b> 78%	<b>First Review</b> 70%
<b>% of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter</b>	<b>2021-22 Q3</b>	<b>2021-22 Q2</b>
• Access	90%	NA
• Pre-planning	NA	NA
• Planning	81%	77%
• Plan review	62%	67%

<sup>1</sup> Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of 2021-22 Q1 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, only 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 Mar	31 Dec
<b>General</b>	1. Explanation of a previous decision, after a request for explanation is received	28 days	100%	100%
<b>Access</b>	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	100%	98%
	<b>Planning</b>	5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	100%
	6. Approve a participant's plan, after an access decision has been made	56 days	68%	70%
	7. Approve a plan for ECEI <sup>2</sup> participants, after an access decision has been made	90 days	100%	100%
<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>3</sup>	56 days	21%	15%
	12. Decide whether to undertake a Participant Requested Plan Review, after the request is received	21 days	100%	100%
	13. Complete a Participant Requested Review, after the decision to accept the request was made	28 days	44%	33%
<b>Amendments</b>	14. Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	93%	92%
	15. Vary a plan, after the receipt of information relating to a complex quote that triggers a plan amendment process	50 days	100%	100%
<b>Reviewable Decisions</b>	17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	96%	84%
	18. Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	90%	83%
<b>Nominee</b>	19. Cancel participant requested nominee	14 days	100%	100%
	20. Cancel CEO initiated nominee	14 days	NA	NA

• The NDIA commenced measuring performance against the PSG 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.

<sup>1</sup> PSG results in the previous quarter may be restated due to ongoing logic refinement and changes in data quality.

<sup>2</sup> ECEI was previously known as Early Childhood Early Intervention. It is now known as Early Childhood Approach (ECA).

<sup>3</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 Mar	As at 31 Dec
Total number of active providers (with at least one claim ever) <sup>1</sup>	1,421	1,361
Total number of active providers in last quarter <sup>1</sup>	422	399
Utilisation (6 month rolling average with 3 month lag) (%)	73%	75%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark) <sup>2</sup>	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) (%)	99.7%	99.8%
Total payments from 1 July 2021 (\$m)	\$326m	\$216m
Total annualised plan budgets (\$m)	\$573m	\$562m
Plan inflation (current quarter % per annum) <sup>3</sup>	5.9%	8.4%
Inflation at plan review (current quarter % per annum)	1.9%	5.4%
Inflation within a plan, between reviews (current quarter % per annum)	3.9%	3.0%
Socioeconomic equity (%) <sup>4</sup>	89%	88%

- Total annualised plan budgets at 31 March 2022 were \$573m and payments from 1 July 2021 were \$326m.
- The number of active providers at the end of March is 1,421, growing by 4% in the quarter.
- Utilisation was 73% from 1 July 2021 to 31 December 2021, compared with an adjusted national benchmark of 76%. <sup>2</sup>
- The top 10 providers provide 54% of payments, compared with the national benchmark of 85%.
- The average annualised plan budget at the end of December for active participants is \$62,500 (\$348,500 for participants in Supported Independent Living (SIL) and \$46,600 for participants not in SIL).
- The average payment for the 12 months ending 31 December 2021 is \$49,400 (\$315,400 for participants in Supported Independent Living (SIL) and \$34,300 for participants not in SIL).

<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> Total plan inflation consists of plan budget changes occurring at plan review, as well as changes occurring within a plan, between reviews. Previously the NDIA has not included the additional percentage changes in plan budgets that occur within a plan and before the scheduled review, when reporting this metric, and this has underestimated the extent to which plans have increased.

<sup>4</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).