

Q1  
2022-23

# NDIS Quarterly report to disability ministers

**30 September 2022**

Office of the Scheme Actuary

**ndis**

**Introduction** ..... 3

**Section one:** Participants and their plans ..... 4

**Section two:** Participant experience and outcomes ..... 16

**Section three:** Participant Service Guarantee and Participant Service Improvement Plan ..... 36

**Section four:** Providers and the growing market ..... 60

**Section five:** Financial sustainability ..... 82

**Section six:** Staff, advisory groups and the NDIS community ..... 103

This quarter, in addition to all the usual activities the Agency conducts, it has been focused on:

1. Continued support for participants, providers, staff and partners during the COVID-19 pandemic



2. Co-design projects which are strengthening the NDIA's engagement process



3. Impact of the NDIS legislation amendments that came into effect on 1 July 2022



4. Improving the experience of participants



5. Leadership appointments



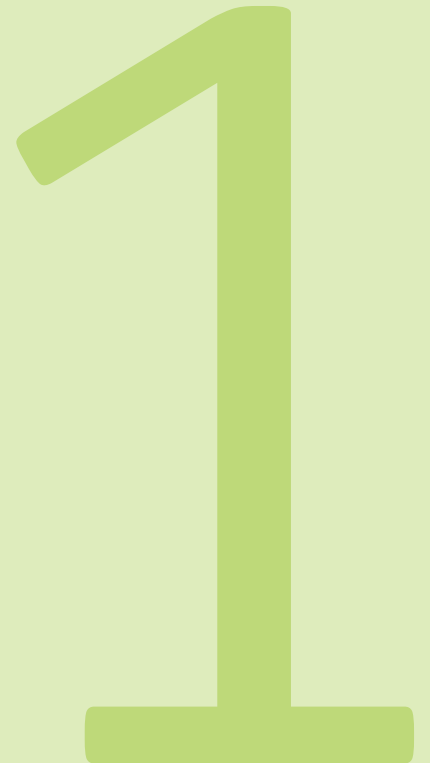
On 18 October 2022, the Minister for the National Disability Insurance Scheme (NDIS) announced the Independent Review into the NDIS to improve the wellbeing of Australians with disability and ensure the Scheme's sustainability so that future generations receive the benefit of the NDIS.

It is expected that the Review will lead to changes in the NDIA's work plan. Initiatives and activities described in this report, which commenced prior to the announcement of the Review, should be viewed in that context.

---

**Section one:**

# Participants and their plans



## 1.1 Number of participants in the Scheme



More than 550,000 participants are receiving support from the NDIS.

At 30 September 2022, 554,917 participants had an NDIS plan, and 23,137 participants entered the Scheme during the quarter.

- At 30 September 2022, **554,917** participants had approved plans.<sup>1</sup> This represents a 4% increase from last quarter (an additional **20,262** participants).
- The NDIA undertook **78,533** plan reassessments<sup>2</sup> in the quarter, averaging **5,975** reassessments per week.
  - Of the 78,533 plan reassessments conducted, 57,235 were initiated by the Agency and 21,298 were requested by participants. Agency-initiated plan reassessments (AIPR) occur as plans are due to expire and a new plan is required.

### Active participants with approved plans and percentage increase over time

	2013 -14	2014 -15	2015 -16	2016 -17	2017 -18	2018 -19	2019 -20	2020 -21	2021 -22	2022-23 to date
Active participants	7,285	17,155	29,719	89,610	172,333	286,015	391,999	466,619	534,655	554,917
Yearly increase <sup>3</sup>		9,870	12,564	59,891	82,723	113,682	105,984	74,620	68,036	20,262
% increase in active participants		135%	73%	202%	92%	66%	37%	19%	15%	4%

<sup>1</sup> 33,808 participants with approved plans have left the NDIS in the period between 1 July 2013 and 30 September 2022.

<sup>2</sup> Plan Reviews are now referred to as Plan Reassessments in line with the amendments to the NDIA legislation which came into effect on 1 July 2022.

<sup>3</sup> This is the net increase in the number of active participants in the NDIS each period noting some participants have left the NDIS.

# 1.2 Children in the NDIS (younger than 7)

**At 30 September 2022, there were 88,617 children younger than 7 with an NDIS plan, and a further 11,800 accessing early connections.**

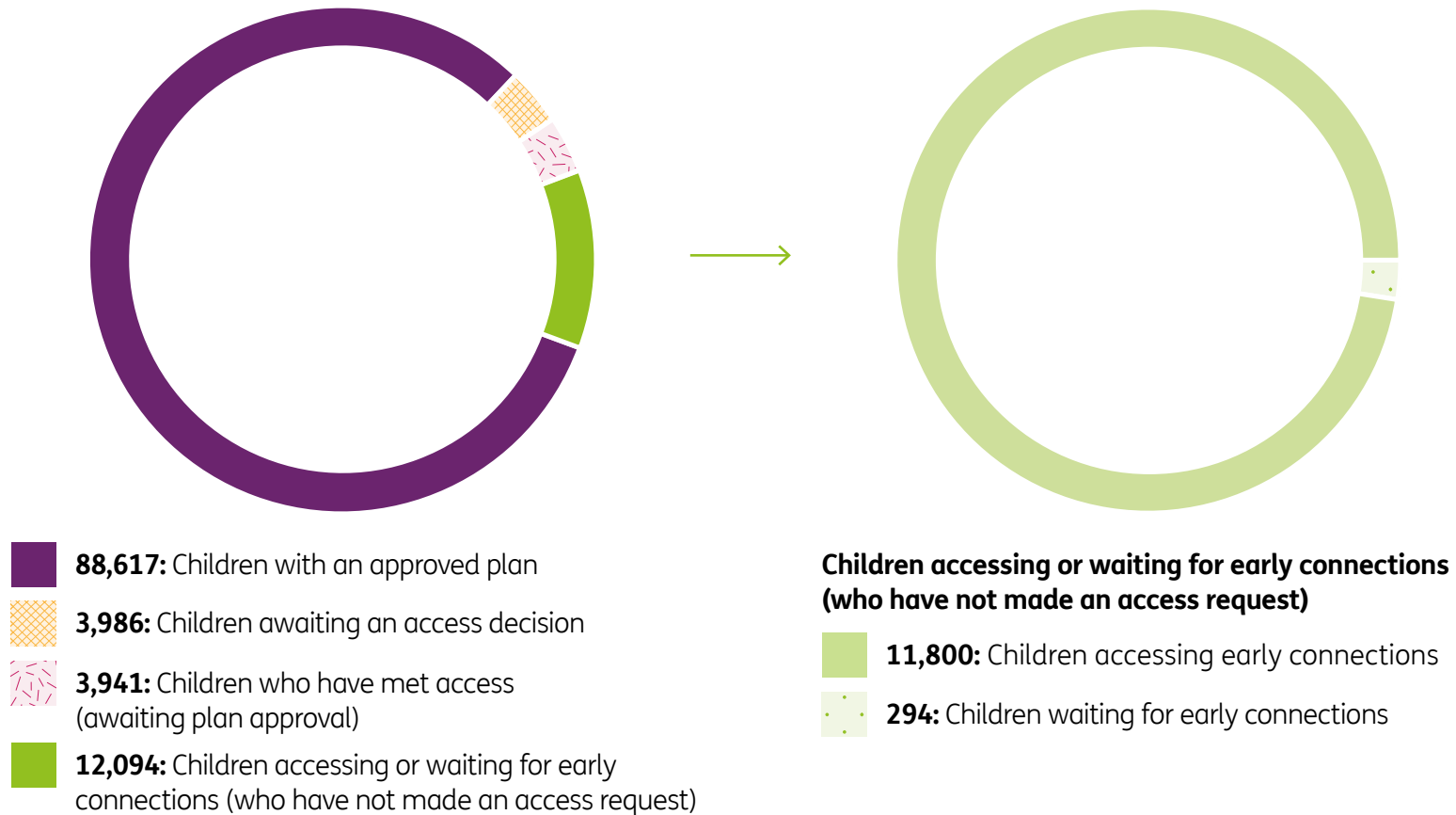
Of the **554,917** participants with an approved plan at 30 September 2022, **88,617** were children younger than 7 (16%), and of the **23,137** new participants with an approved plan this quarter, **11,554** were children younger than 7 (50%).

In addition to the 88,617 children younger than 7 with an approved plan:

- **3,941** children had met the access criteria under Section 24 of the NDIS Act (Permanent Disability) or Section 25 of the NDIS Act (Early Intervention) and were waiting for an approved plan.
- **3,986** were awaiting an access decision from the NDIA (of which **2,684 (67%)** were accessing early connections from the early childhood approach).
- **12,094** children were supported by the early childhood approach (of which **11,800 (98%)** were accessing early connections). Not all children need to make an access request to the NDIA because some will receive early connections, along with support from mainstream and community services.

## 1.2 Children in the NDIS (younger than 7)

### Children in the NDIS



### 1.3 Participation rates

The number of NDIS participants as a proportion of the Australian population peaks between the ages of 5–7, with approximately 10% of 5–7 year old males and 4% of 5–7 year old females being NDIS participants.

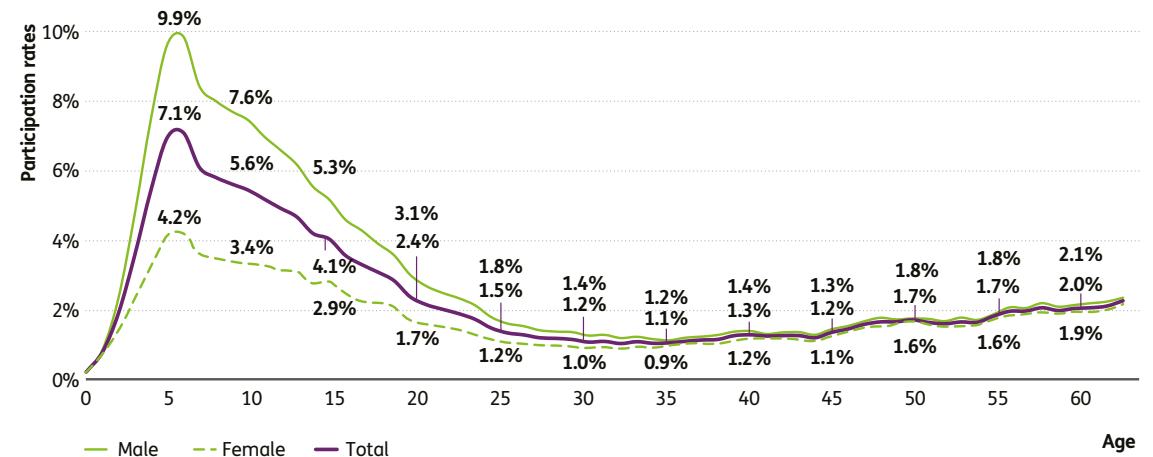
Participation rate refers to the proportion of the Australian population who are NDIS participants.

The shape of these participation rates reflects the age and disability profile of participants in the Scheme:

- Overall, the rate of participation in the NDIS rises steeply from age zero, peaking at roughly **7%** between the ages of 5–7.
- The rate then declines steadily to around **1%** at age 35, before rising gradually to **2%** by age 64.
- At the peak, between the ages of 5–7, the participation rate for males (**10%**) is more than double that of females (**4%**).
- Between ages 3–14, participation rates average **8%** for males and **3%** for females.
- Participants aged 18 or under, the most prevalent disability types are autism (**54%**) and developmental delay (**19%**).

These results are similar to the results presented last quarter, noting that the prevalence rates have increased by between 0.1 to 0.3 percentage points for each age group.

Participation rate<sup>4</sup>



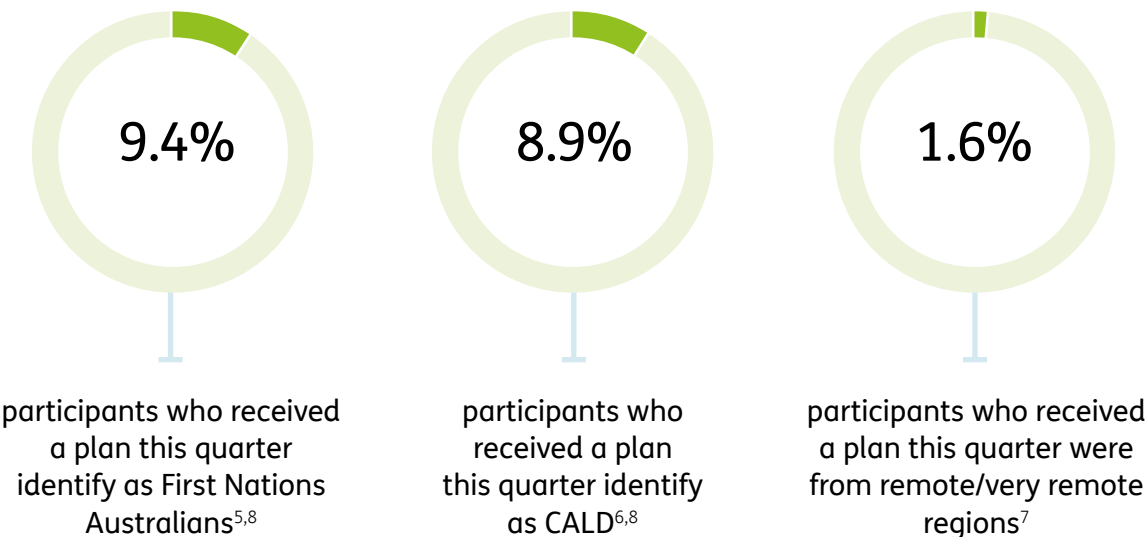
<sup>4</sup> There were 6,412 participants aged 0 to 64 years with a gender of 'Other' at 30 September 2022. The participation rates for this group are included within the total rates.



# 1.4 Participant characteristics

The NDIA continues to monitor the number of participants entering the NDIS who identify as First Nations Australians, CALD, and participants who are from remote and very remote areas.

Of the 23,137 participants entering and receiving a plan in the quarter:



5 This compares to 7% of the Australian population identifying as First Nations Peoples who have a need for assistance. Source: Census of Population and Housing 2016 ("Need for Assistance" variable), Persons Place of Usual Residence, by Indigenous Status.

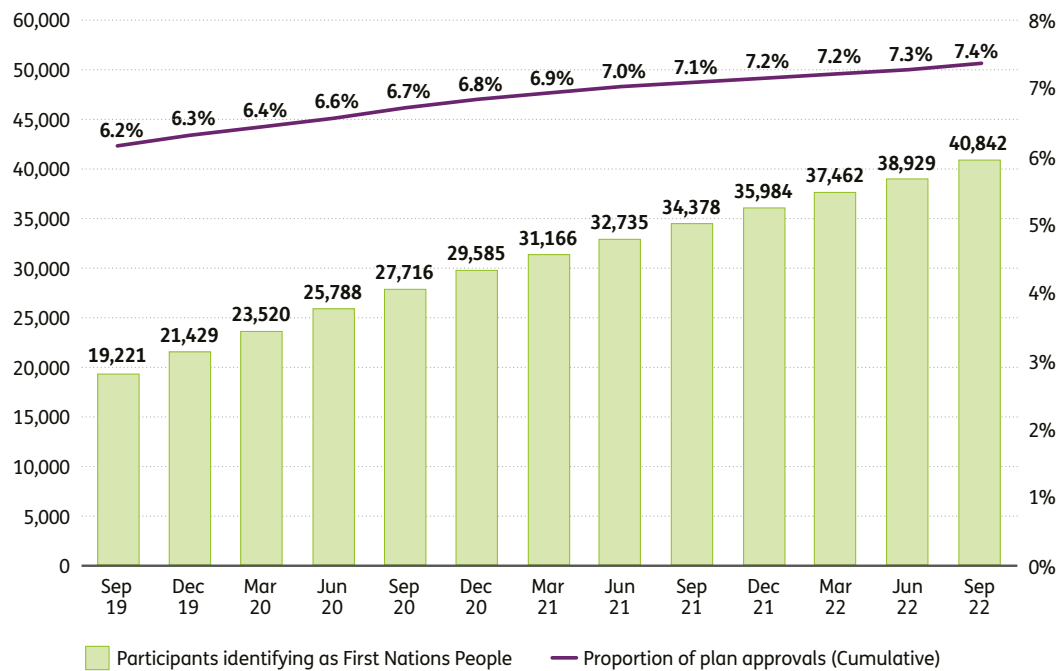
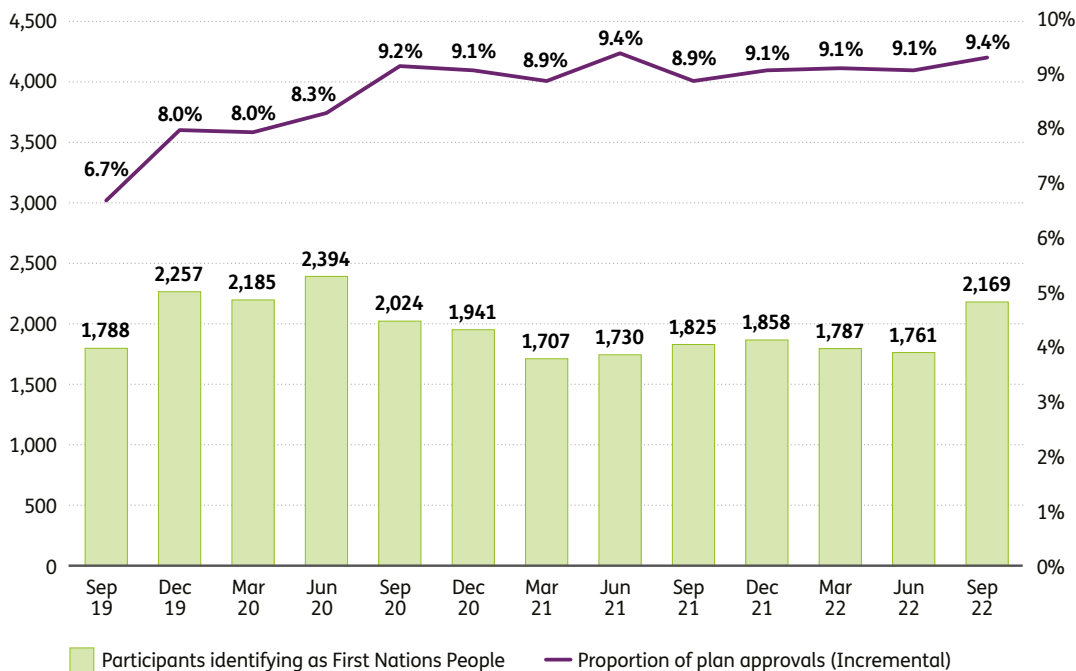
6 The percentage of CALD participants excludes participants who identify as First Nations Peoples. Further, the NDIA published extra analysis on CALD participants in the September 2021 quarterly report (<https://www.ndis.gov.au/about-us/publications/quarterly-reports>). The analysis indicated that it is likely that CALD participants are joining the NDIS but have not been identified as CALD in the data collected, rather than a large number of CALD people with a disability not currently being in the NDIS. With the introduction of the new ICT system, the opportunity to collect improved data on participants should allow better identification of CALD participants.

7 This compares to 2% of the Australian population living in remote or very remote areas. Source: Census of Population and Housing 2016, Persons Place of Usual Residence, by Remoteness Area.

8 Further information on these strategies can be found here: <https://www.ndis.gov.au/about-us/strategies/aboriginal-and-torres-strait-islander-strategy> and <https://www.ndis.gov.au/about-us/strategies/cultural-and-linguistic-diversity-strategy>.

# 1.4 Participant characteristics

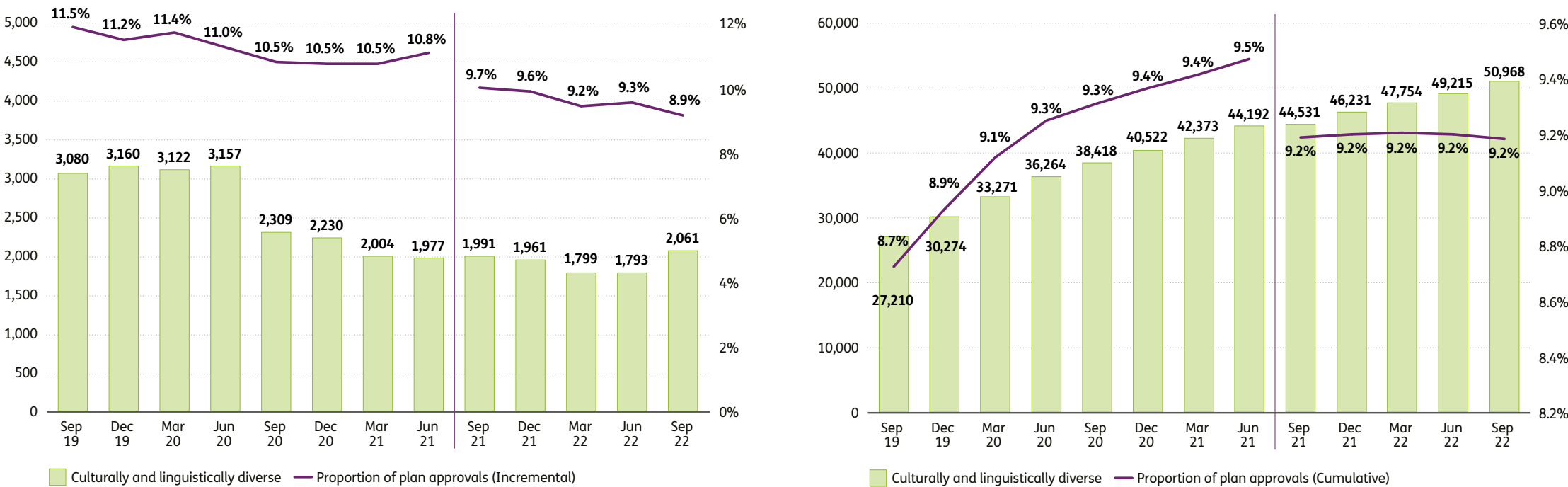
Number and proportion of First Nations participants over time incrementally (left) and cumulatively (right)<sup>9</sup>



<sup>9</sup> The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3 year period.

# 1.4 Participant characteristics

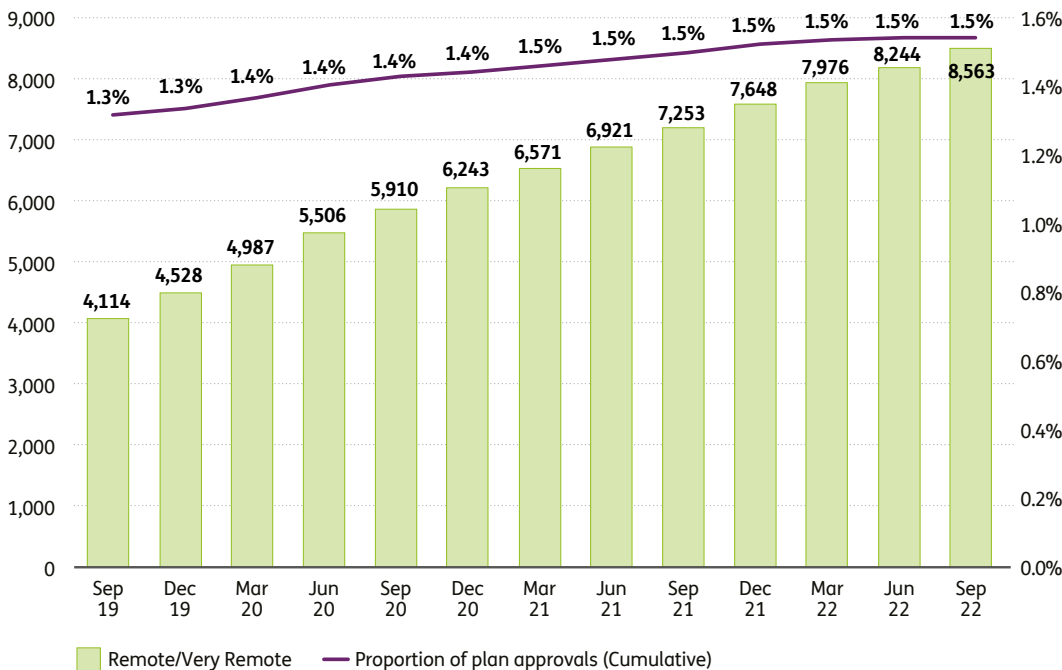
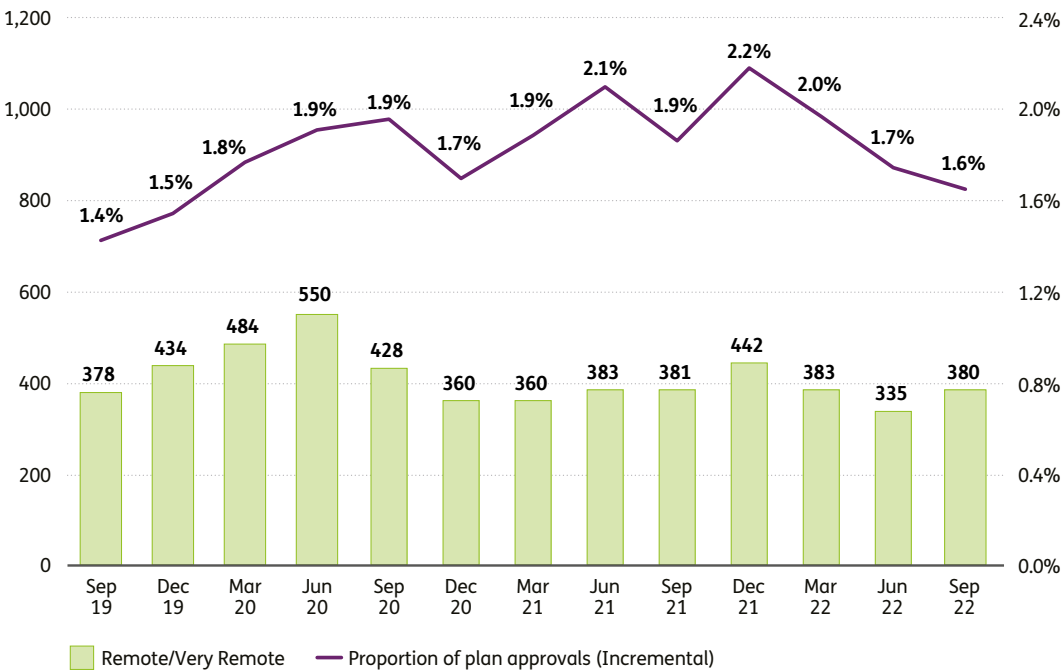
Number and proportion of CALD participants over time incrementally (left) and cumulatively (right)<sup>10,11</sup>



10 The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3 year period.  
11 The number of CALD participants from the September 2021 quarter onwards excludes participants who identify as First Nations Peoples. In previous reports, First Nations Peoples participants were included if their main language spoken at home was not English. This has resulted in a “break” in the time series, meaning the results prior to the September 2021 quarter are not directly comparable to the results since.

# 1.4 Participant characteristics

Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right)<sup>12</sup>



12 The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3-year period.

# 1.4 Participant characteristics

### Age and disability

The breakdown of participants by **age** and **disability** this quarter indicates:

- continuation of a high proportion of children **aged 0–6 years** entering the Scheme (**49.9%** this quarter and **43.6%** in the June 2022 quarter). It is also worth noting that the number of children in the Scheme **aged less than 18 years** was **44.7%** at 30 September 2019 and **48.5%** at 30 September 2022.<sup>13</sup>
- consistent with the high numbers of children, a relatively higher proportion of participants with **Developmental Delay** entered the Scheme again this quarter (**35.6%** this quarter and **29.9%** in the June 2022 quarter).
- a consistent proportion of participants entering the Scheme this quarter for the remaining disability types, including **Autism** (**28.4%**), **Psychosocial disability** (**8.2%**) and **Intellectual disability**<sup>14</sup> (**5.8%**).<sup>15</sup>

<sup>13</sup> There is further information on the changing mix of participants in the Scheme on page 115 of the quarterly report. The chart shows the proportion of children in the Scheme has increased over the last four years.

Also, Appendix E of this report contains charts showing the distribution of participants by age group over time.

<sup>14</sup> Intellectual disability includes Down syndrome.

<sup>15</sup> Appendix E of the quarterly report contains charts showing the change in participant profile by disability group over time.

# 1.4 Participant characteristics

## Younger People in Residential Aged Care (YPIRAC)

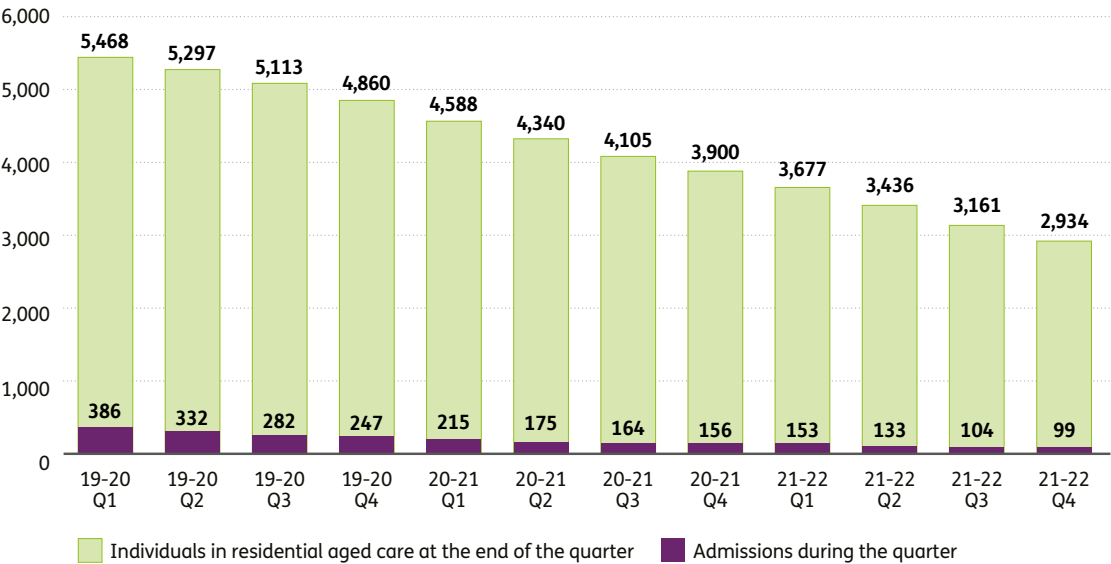
The number of people in residential aged care under the age of 65 years, including those who are not participants of the Scheme, has **decreased** in recent quarters:

- **5,468** at 30 September 2019
- **2,934** at 30 June 2022 (**46% decrease**).

Fewer people <65 years are entering residential aged care:

- **386** people <65 years entered in the September 2019 quarter
- **99** in the June 2022 quarter (**74% decrease**).

Number of individuals in residential aged care and admissions to residential aged care (under 65 years), by quarter

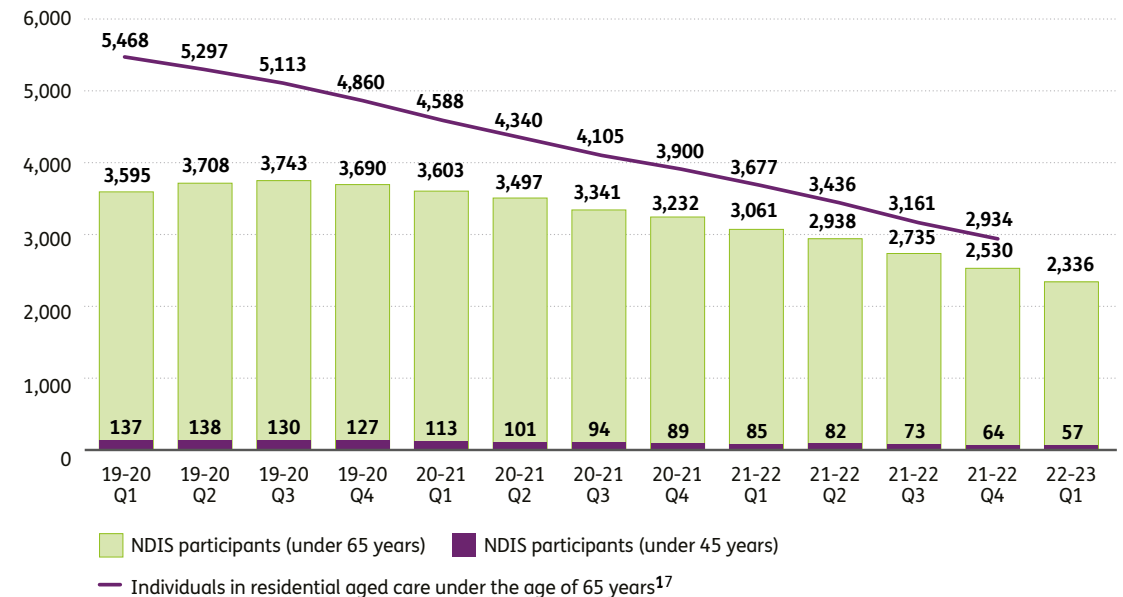


## 1.4 Participant characteristics

### Younger People in Residential Aged Care (YPIRAC)

- At 30 September 2022, there were **2,336** participants aged <65 years in residential aged care with an NDIS approved plan, including 57 who were aged under 45 years (**2.4%**).
- Since 1 July 2016, **865** participants have left residential aged care and are now in a more appropriate accommodation setting.

**Number of NDIS participants in residential aged care<sup>16</sup> (under 65 and under 45), and total number of individuals under age 65 in residential aged care**



<sup>16</sup> Represents the number of NDIS participants in residential aged care as per data available on respective quarter-ends.

<sup>17</sup> Data provided by the Department of Health and Aged Care as at 30 June 2022.

---

**Section two:**

# Participant experience and outcomes



# 2



## 2.1 Participation in work, community and social activities



Some outcomes continue to improve the longer participants are in the Scheme, but there is still more to do around important areas such as employment.

Despite COVID-19, participation rates in community and social activities have increased, while the overall rate of participation in work is stable.

For participants who have been in the Scheme for at least two years, their **community and social participation** has increased since they first entered.<sup>18</sup> Specifically, comparing responses at the most recent plan reassessment (between two to six years after entry) with responses at Scheme entry:<sup>19,20</sup>

- 7 percentage point increase from 34% to 41% for participants aged 15–24 years.
- 10 percentage point increase from 36% to 46% for participants aged 25–34 years.
- 7 percentage point increase from 37% to 44% for participants aged 35–44 years.
- 7 percentage point increase from 36% to 43% for participants aged 45–54 years.
- 6 percentage point increase from 35% to 41% for participants aged 55–64 years.
- 6 percentage point increase from 36% to 42% for participants aged 65 years and older.
- 7 percentage point increase from 36% to 43% for participants aged 15 years and older.

In addition, for age groups that are 25 and above, the increase in participation in community and social activities has improved the longer participants have been in the Scheme.

18 This section compares Baseline indicator results when participants entered the Scheme, with results measured at the most recent participant plan reassessment for each respondent. Trial participants are excluded.

19 Figures have been rounded to the nearest whole percentage.

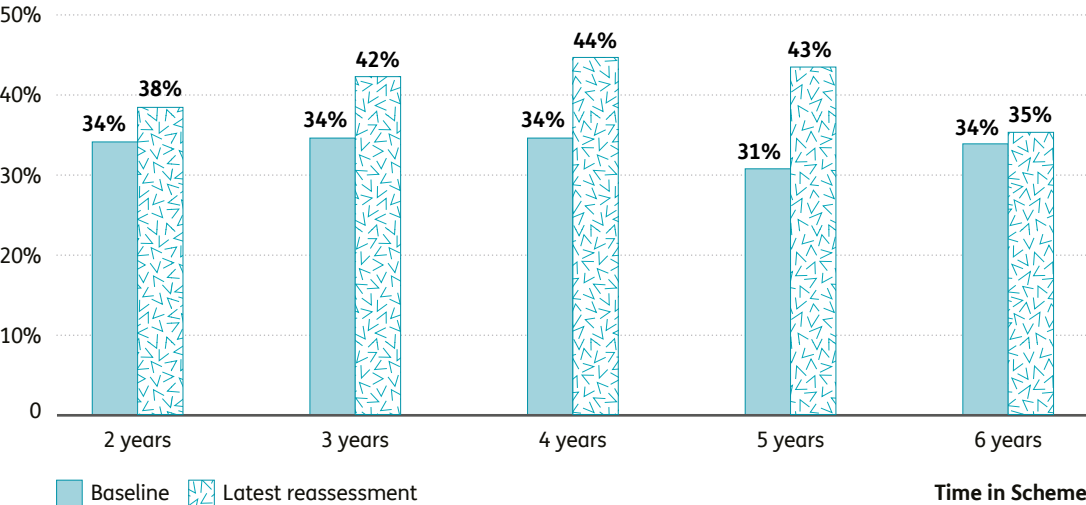
20 The participant age reported in this section is as per their latest plan reassessment.

# 2.1 Participation in work, community and social activities

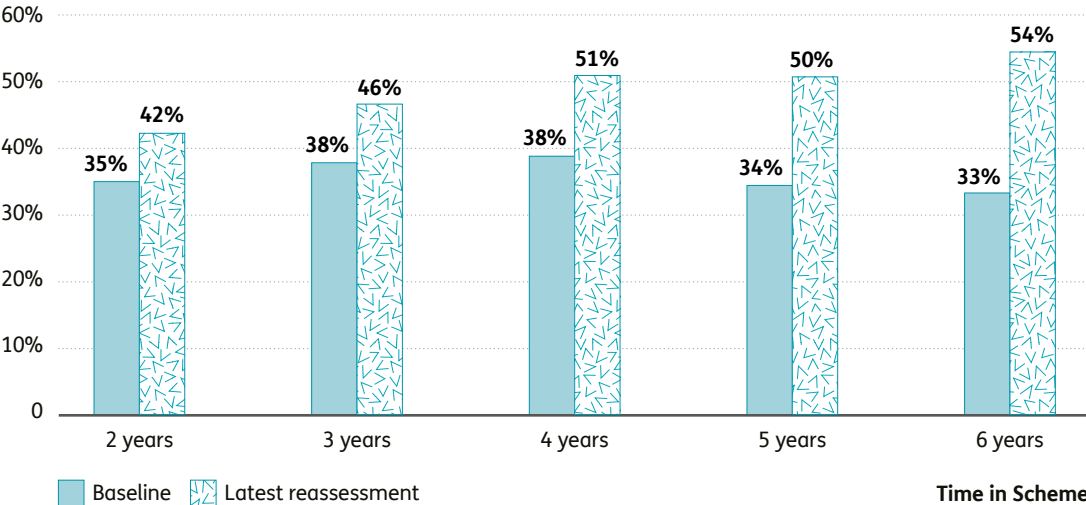
For participants aged 15 to 24, the increase was 34% to 38% for those who have been in the Scheme for 2 years, compared with 34% to 44% for those who have been in the Scheme for four years. Those that have been in the Scheme for 6 years increased from 34% to 35%, noting that the number of participants in this group is low and the observed participation rate can be volatile.

Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years

Participants aged 15 to 24 years



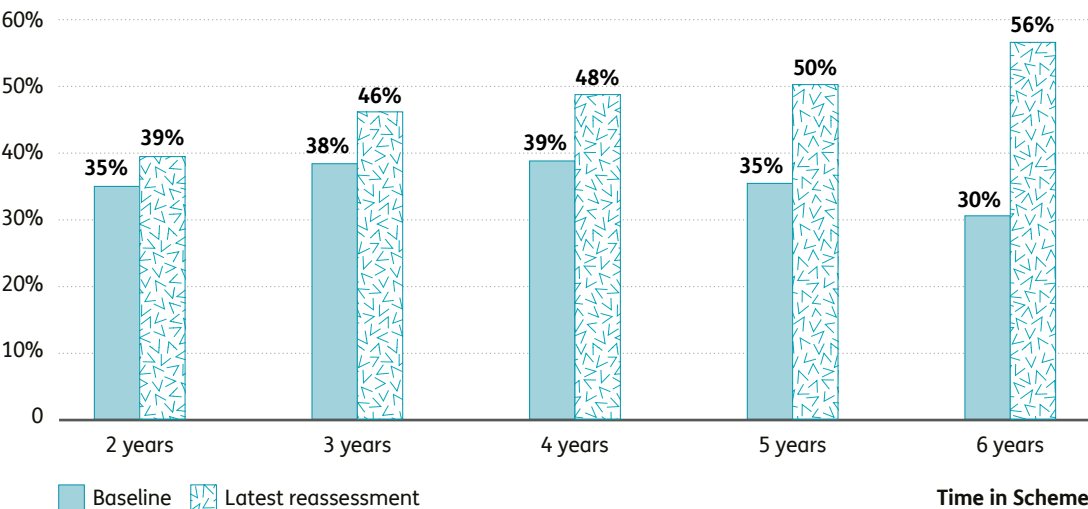
Participants aged 25 to 34 years



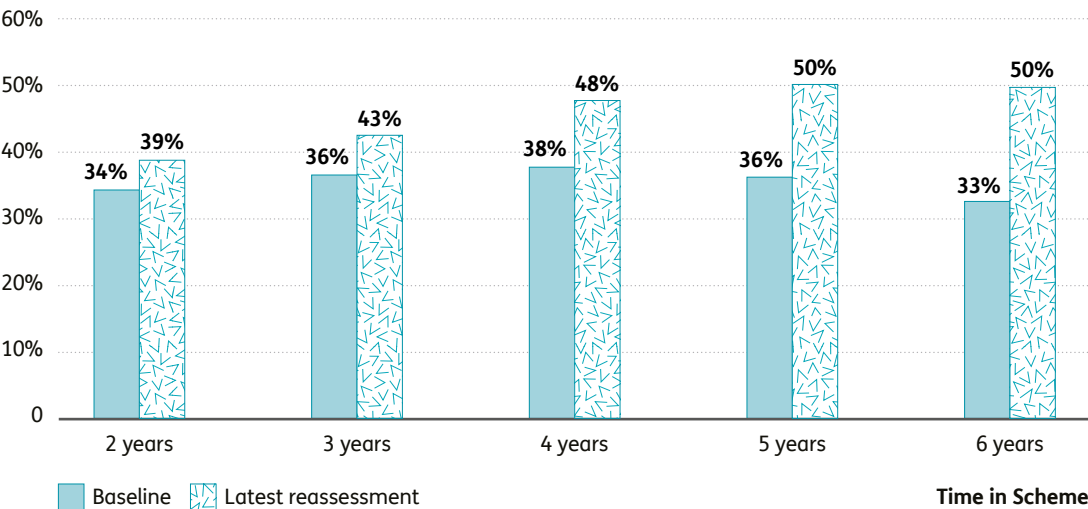
# 2.1 Participation in work, community and social activities

Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years

Participants aged 35 to 44 years



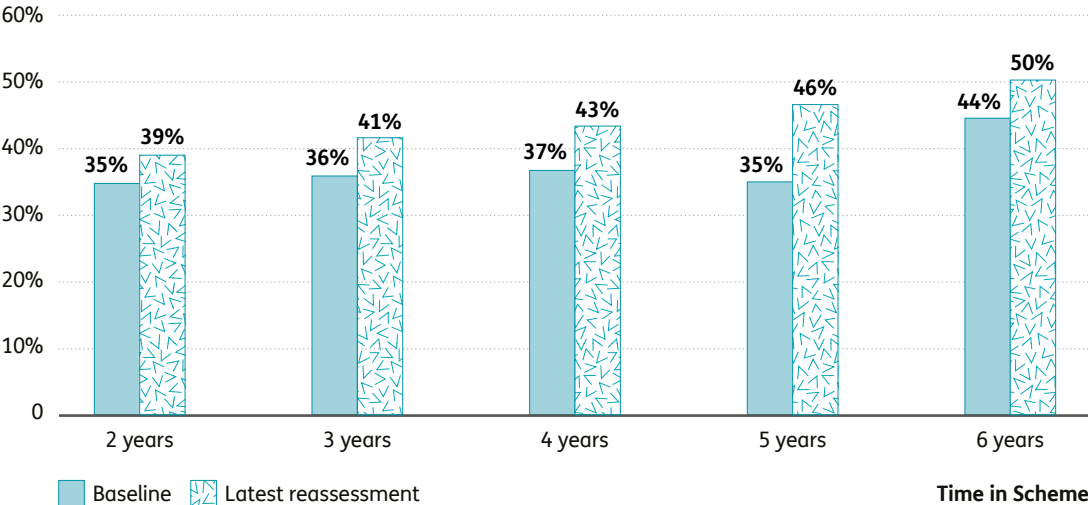
Participants aged 45 to 54 years



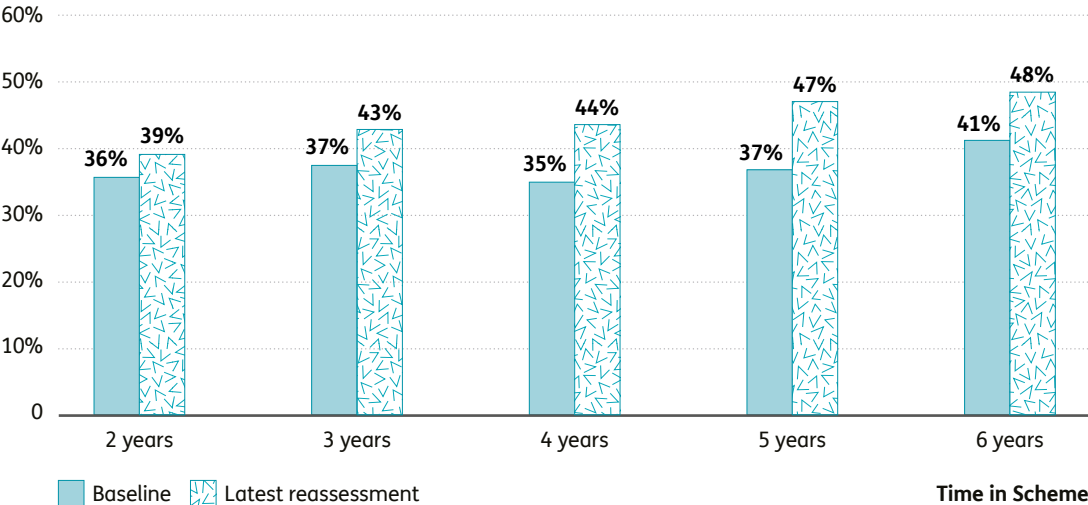
# 2.1 Participation in work, community and social activities

Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years

Participants aged 55 to 64 years



Participants aged 65 years and over

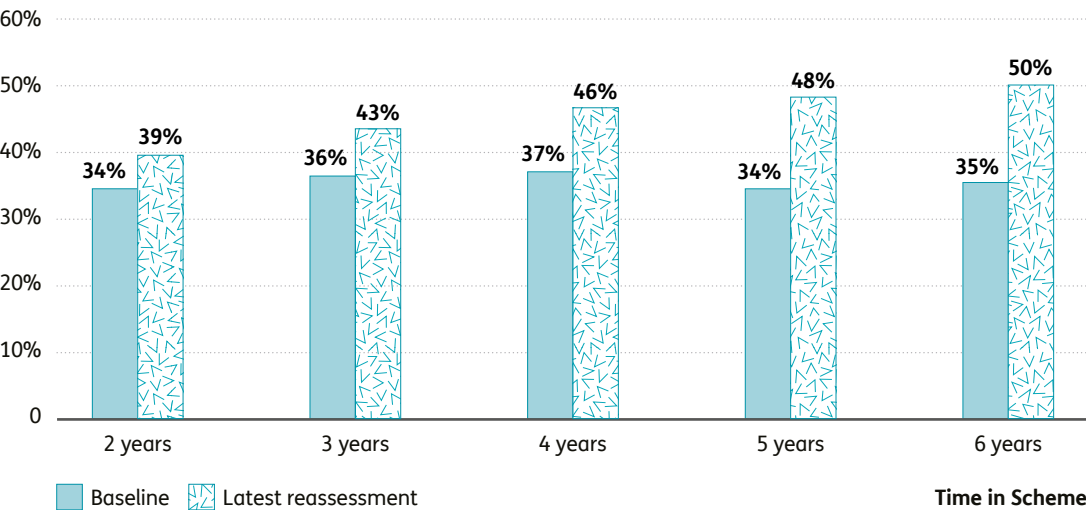


## 2.1 Participation in work, community and social activities

Combining all age groups, the increase for participants who have been in the Scheme for two years was five percentage points (from 34% to 39%), and the increase for participants who have been in the Scheme for six years is 15 percentage points (from 35% to 50%).

### Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years

Participants aged 15 years and over



# 2.1 Participation in work, community and social activities

## Participation in work (percentage in a paid job)

The percentage in a paid job for those in the Scheme for at least two years continues to be relatively stable overall. However, the percentage and the change over time in the Scheme, differs by age group, with an increase in employment for those in the 15–24 year age group, while employment remains stable or declines for all other age bands.

Specifically, comparing responses at the most recent plan reassessment (between 2–6 years after entry) with responses at Scheme entry<sup>21</sup>:

- **10** percentage point increase from **11%** to **21%** for participants aged 15–24 years.<sup>22</sup>
- **1** percentage point increase from **28%** to **29%** for participants aged 25–34 years.
- **1** percentage point decrease from **28%** to **27%** for participants aged 35–44 years.
- **2** percentage point decrease from **25%** to **23%** for participants aged 45–54 years.
- **3** percentage point decrease from **19%** to **16%** for participants aged 55–64 years.<sup>23</sup>
- **4** percentage point decrease from **13%** to **9%** for participants aged 65 years and older.<sup>24</sup>
- **1 percentage point increase from 22% to 23% for participants aged 15–64 years.**

<sup>21</sup> Figures have been rounded to the nearest whole percentage.

<sup>22</sup> Some of the increase is due to participants leaving school and starting work. As the Scheme matures it will be possible to analyse the extent to which the percentage gap increases.

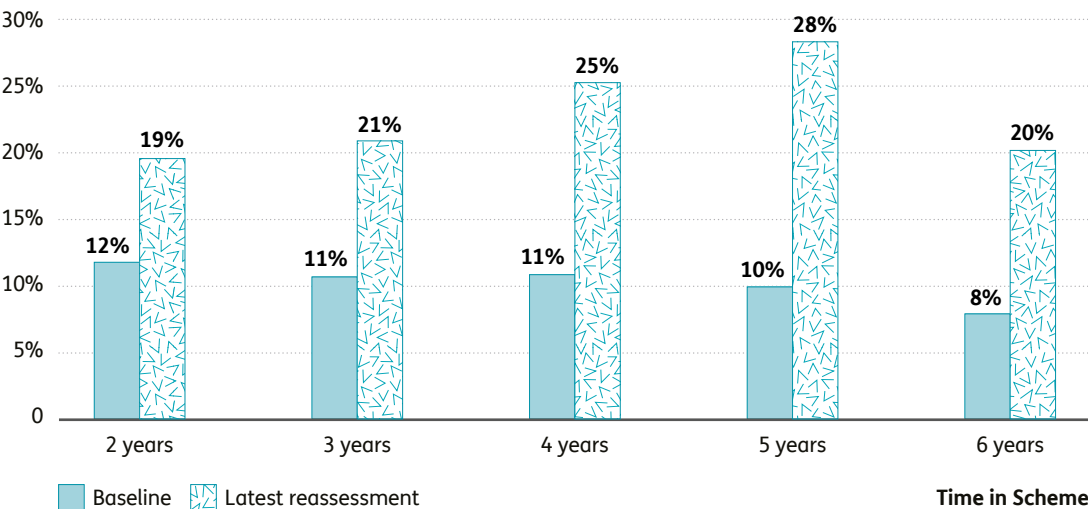
<sup>23</sup> Some of the decrease for older age groups is due to participants retiring from the workforce.

<sup>24</sup> Ibid.

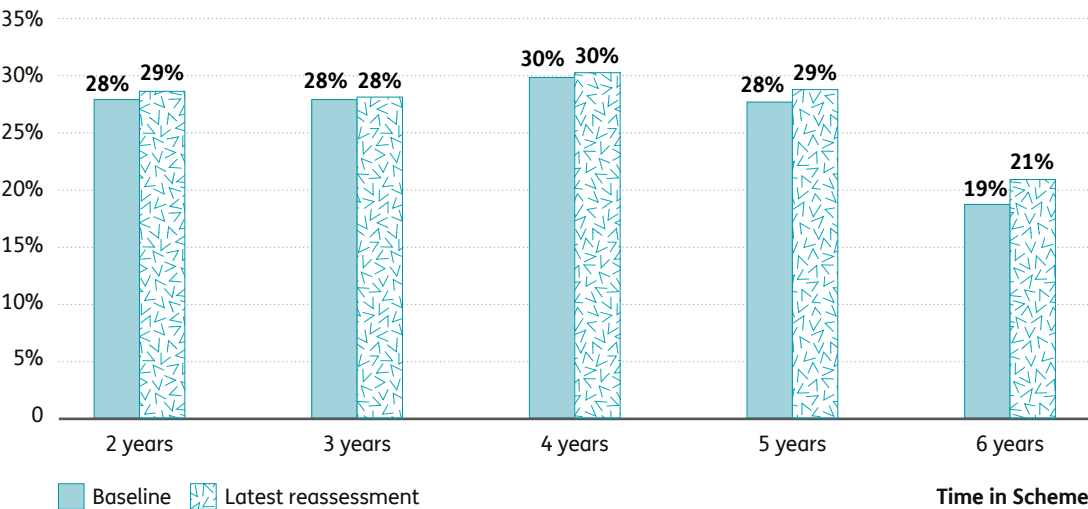
# 2.1 Participation in work, community and social activities

Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years

Participants aged 15 to 24 years



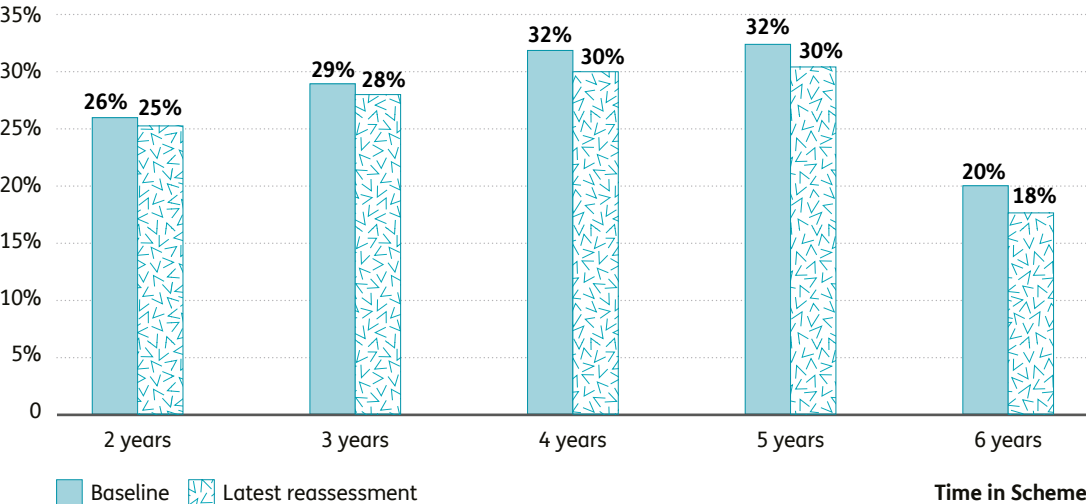
Participants aged 25 to 34 years



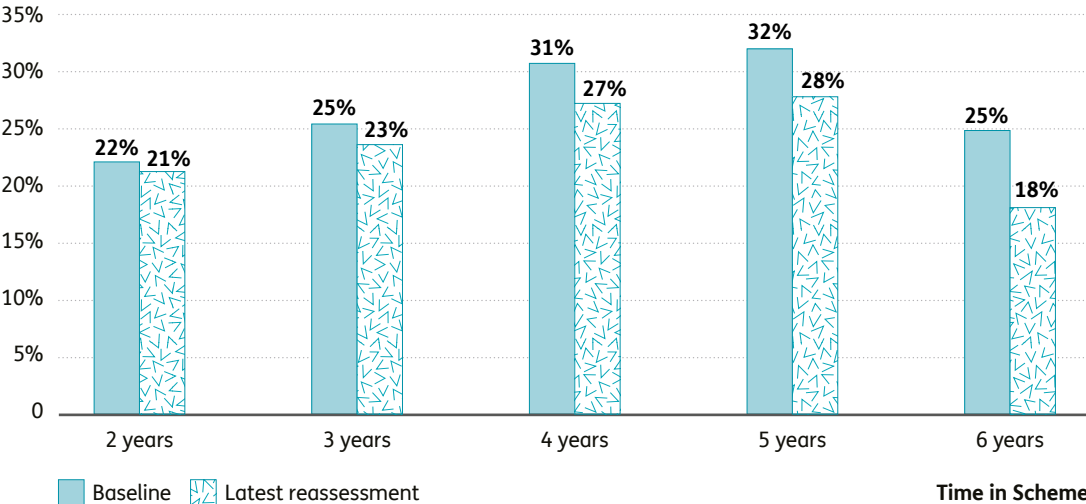
## 2.1 Participation in work, community and social activities

Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years

Participants aged 35 to 44 years



Participants aged 45 to 54 years

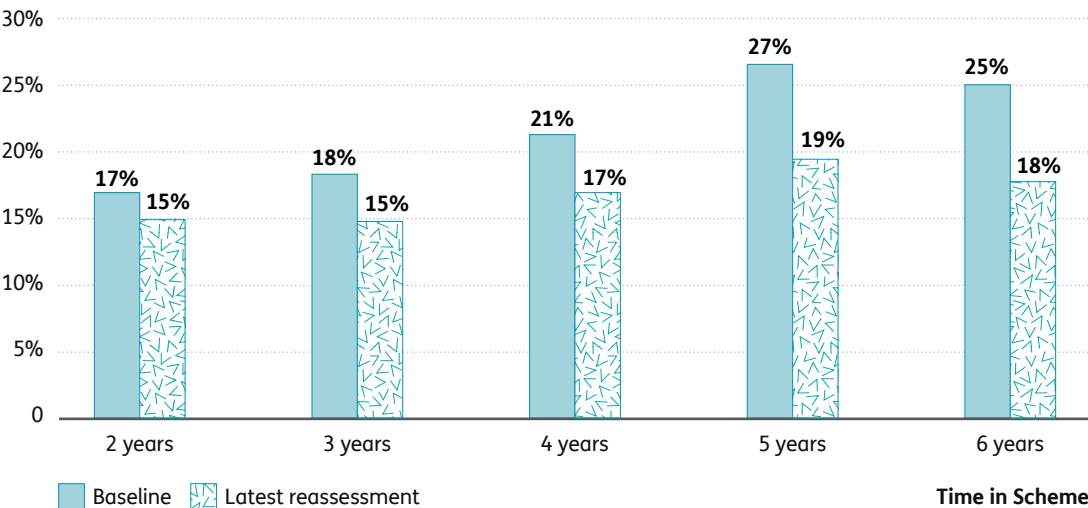




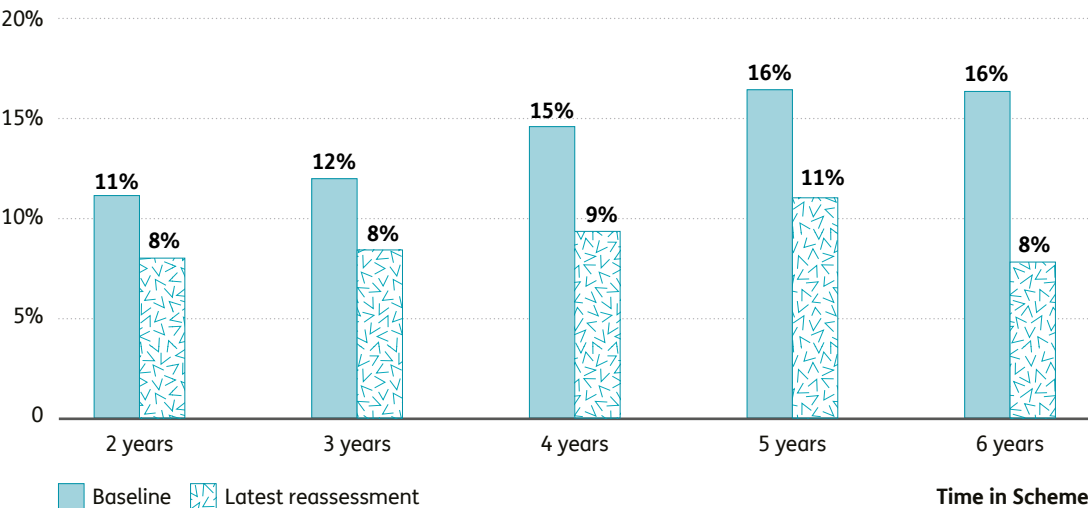
# 2.1 Participation in work, community and social activities

Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years

Participants aged 55 to 64 years



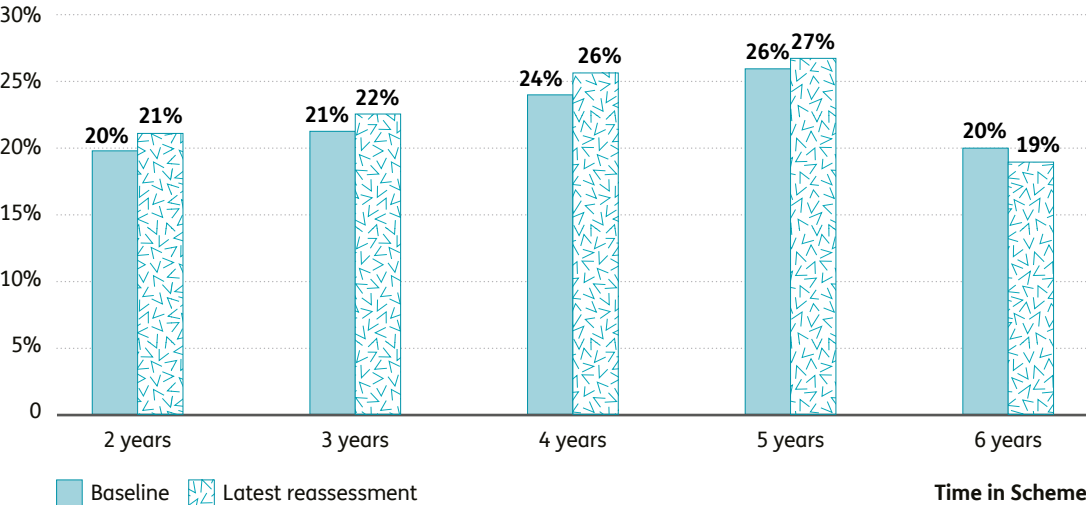
Participants aged 65 years and over



## 2.1 Participation in work, community and social activities

Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years

Participants aged 15 to 64 years



# 2.1 Participation in work, community and social activities

### NDIS Participant Employment Strategy

The Corporate Plan 2022 – 2026 affirms the NDIS commitment to sustain improvement in participant employment outcomes, and with the NDIS Participant Employment Strategy 2019 – 2022 (the Strategy) concluding in December 2022, the Agency is reviewing the Strategy and priorities for 2023.

The refresh of the strategy will be timed to ensure alignment with the broader vision of disability employment, and pending recommendations from:

- The Disability Royal Commission (DRC) review on people’s experience with Australian Disability Enterprises (ADEs).
- DSS planned policy development.
- Disability Employment Services (DES) review in 2023.

In the interim, to maintain the focus and priority on employment, we are committed to developing an **Action Plan for 2023** by the end of the year. Including:

- Supporting participants to set work goals.
- Improving pathways to work.
- Market development.
- With the Department of Social Services (DSS) contribute to building the confidence of employers to employ NDIS participants.

An important focus for 2023 will be delivering on the commitment arising from the NDIA Jobs and Skills forum, to build explicit discussion about employment as a goal into the planning process and to ensure participants who want to work are supported to do so through their plans and other government services.

# 2.1 Participation in work, community and social activities

### Review of School Leaver Employment Supports

In 2021–2022, the Agency conducted a comprehensive review of School Leaver Employment Supports, consulting with participants, disability representative organisations, providers, education representatives and NDIA staff and partners to understand how these supports can be improved to achieve greater employment outcomes for young participants.

Key recommendations include:

- Improved guidance for participants and providers on expected outcomes of support.
- Alignment with best practice principles.
- Better planning conversations about participants' employment goals.

### Sharing key insights on employment supports for young participants

The NDIA has produced reports on the outcomes participants achieved and how they think supports could be improved, which will be available by November 2022. The provider report will be published on a quarterly basis and will provide valuable insights to participants and the sector on the outcomes of support and the factors that help young people achieve employment.

# 2.2 Analysis of participant outcomes

### Participants continue to report positive outcomes.

Participants who entered the Scheme since 1 July 2016 were asked ‘Has the NDIS helped?’ at each participant plan reassessment, allowing the NDIA to gain valuable longitudinal insights.

### Participants who have been in the Scheme for at least two years

From 1 July 2016 to 30 September 2022, for participants who have been in the Scheme for at least two years, the following outcomes have been recorded:

#### For children aged 0 to before starting school:

- **94%** of parents and carers thought the NDIS improved their child’s development at their most recent plan reassessment, compared to **91%** at their first reassessment.
- **95%** felt the NDIS improved their child’s access to specialist services at their latest plan reassessment, compared to **91%** at their first reassessment.

#### For children starting school to 14 years:

- **73%** of parents and carers felt their child had become more independent as a result of the NDIS at their most recent plan reassessment, compared to **61%** at their first reassessment.
- **60%** of parents and carers felt the NDIS had improved their child’s relationship with family and friends at their most recent plan reassessment, compared with **50%** at their first reassessment.

#### For young adults aged 15 to 24 years:

- **50%** of participants felt that their involvement with the NDIS improved their health and wellbeing at their most recent plan reassessment, compared to **43%** at their first reassessment.
- **72%** of participants said the NDIS had helped them with daily living activities at their most recent plan reassessment, compared to **60%** at their first reassessment.

#### For adults aged 25 and over:

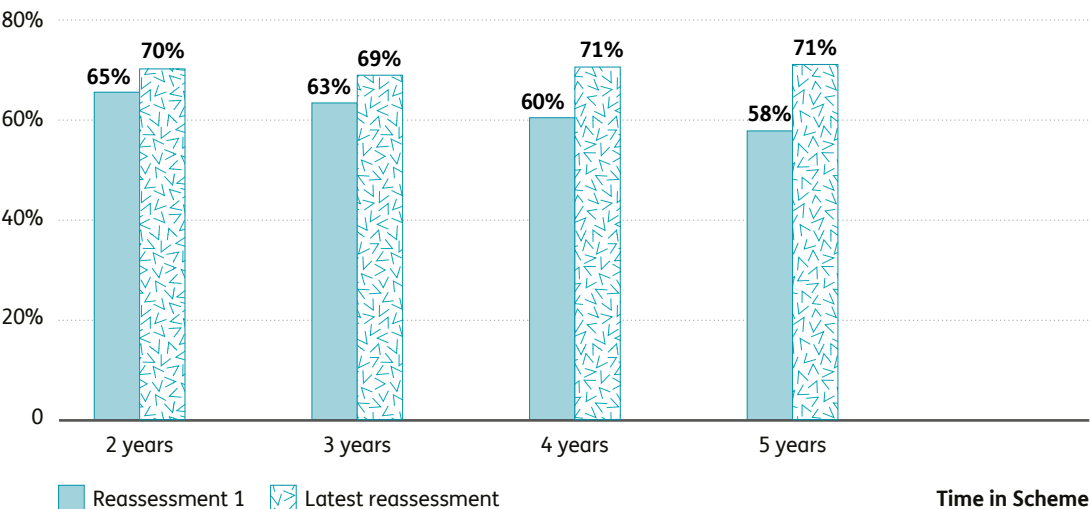
- **61%** of participants felt that their involvement with the NDIS improved their health and wellbeing at their most recent plan reassessment, compared to **51%** at their first reassessment.
- **83%** of participants said the NDIS had helped them with daily living activities at their most recent plan reassessment, compared to **72%** at their first reassessment.

## 2.2 Analysis of participant outcomes

Significant improvements in outcomes are evident the longer a participant has been in the Scheme. Highlights, for participants who have been in the Scheme for at least 2 years, include:

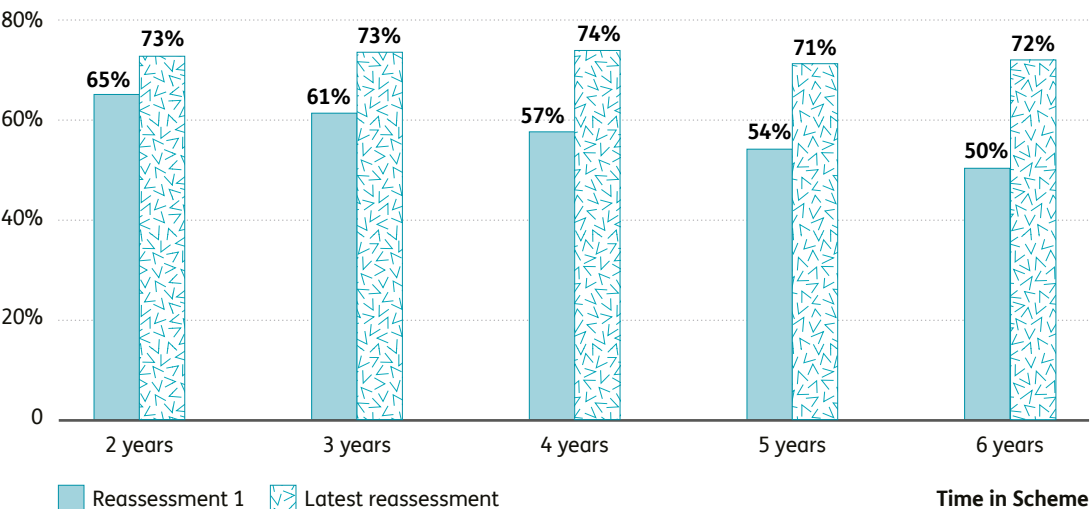
### Has the NDIS improved how your child fits into community life?<sup>25</sup>

For children aged 0 to before starting school



### Has the NDIS helped your child to become more independent?

For children starting school to 14 years

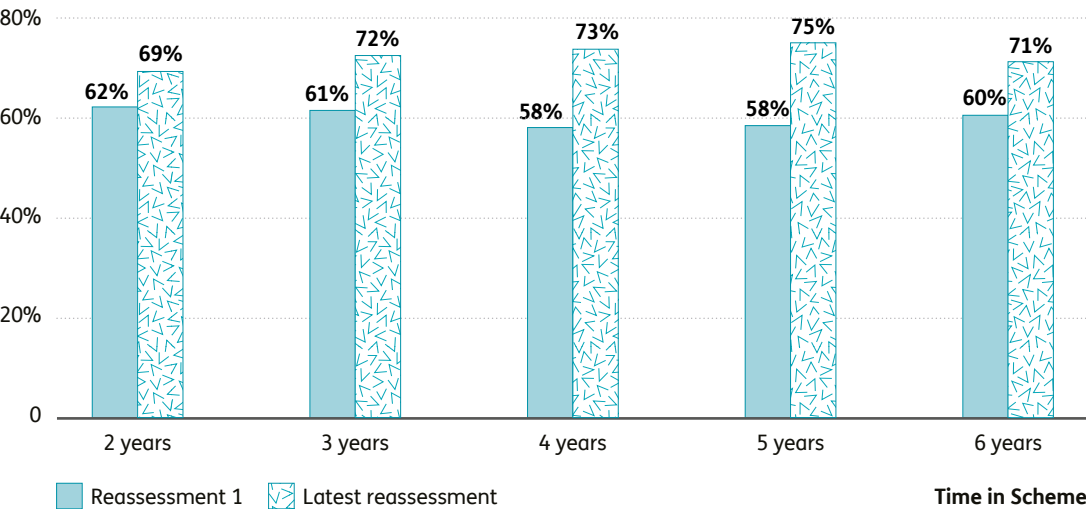


<sup>25</sup> There were not enough participants in the Scheme for 6 years for the result to be shown.

## 2.2 Analysis of participant outcomes

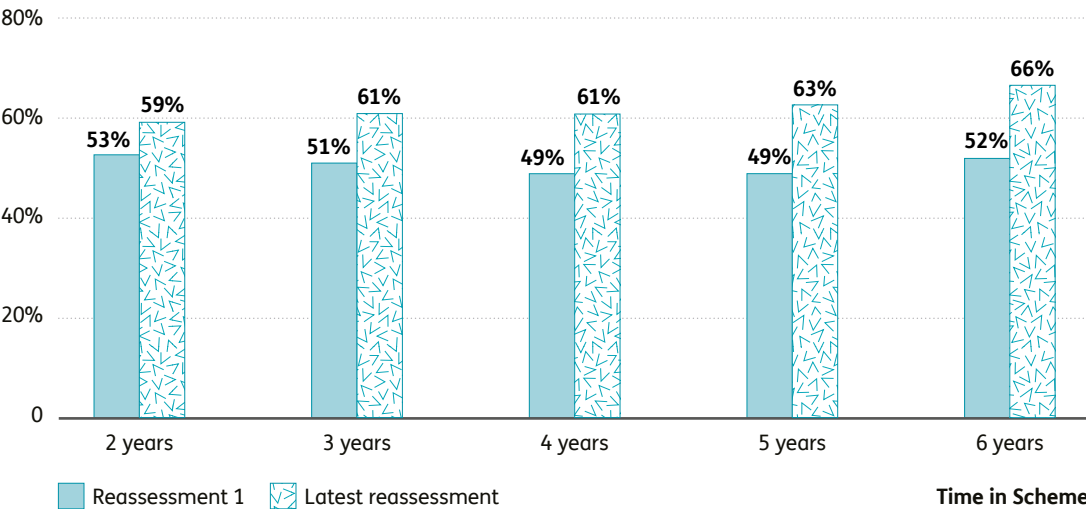
### Has the NDIS helped you with daily living activities?

For young adults aged 15 to 24 years



### Has your involvement with the NDIS improved your health and wellbeing?

For adults aged 25 years and over

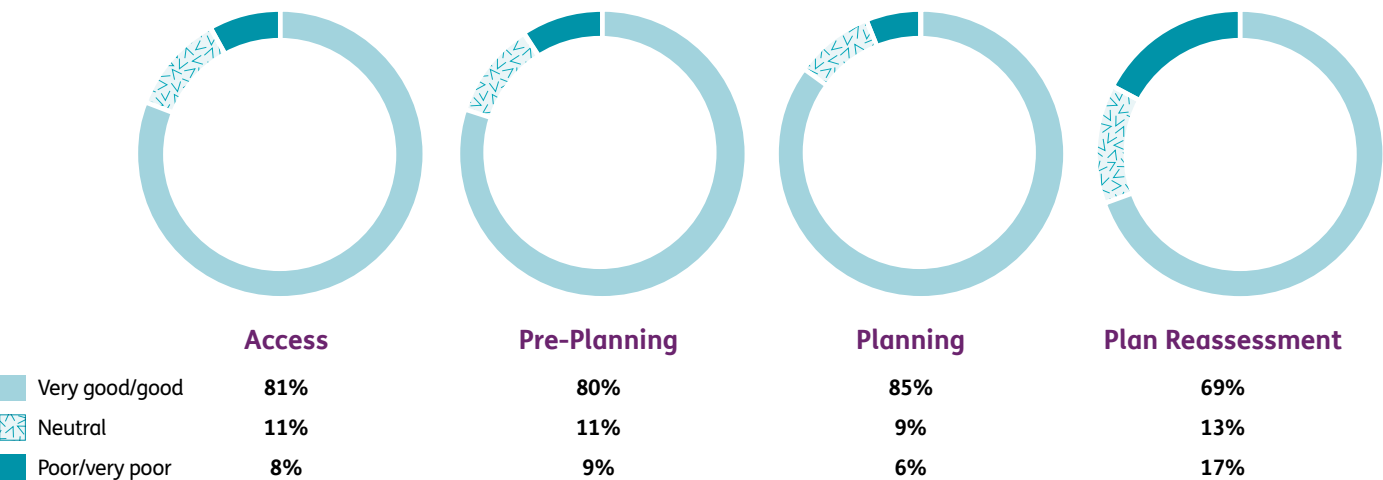


## 2.2 Analysis of participant outcomes

Participant satisfaction has remained in line with satisfaction over previous quarters.

In September 2018, the NDIA expanded on the original participant satisfaction survey to allow for a comprehensive understanding of the participant experience at each stage in the pathway – access, preplanning, planning and plan reassessment.

Rating of experience with the NDIS (1 July 2022 to 30 September 2022)



This quarter, over 80% of participants rated the Access, Pre-Planning and Planning process’s as either good or very good. Satisfaction with the Plan Reassessment process has remained relatively constant in recent quarters at around 70% noting this decreased from 76% in the December 2020 quarter. These results are based on 1,133 surveys at Access, 1,021 at Pre-Planning, 4,867 at Planning and 10,852 at Reassessment, which is 17,873 in total.

There has also been a slight (1 percentage point) decrease in the latest quarter, from 70% to 69%.



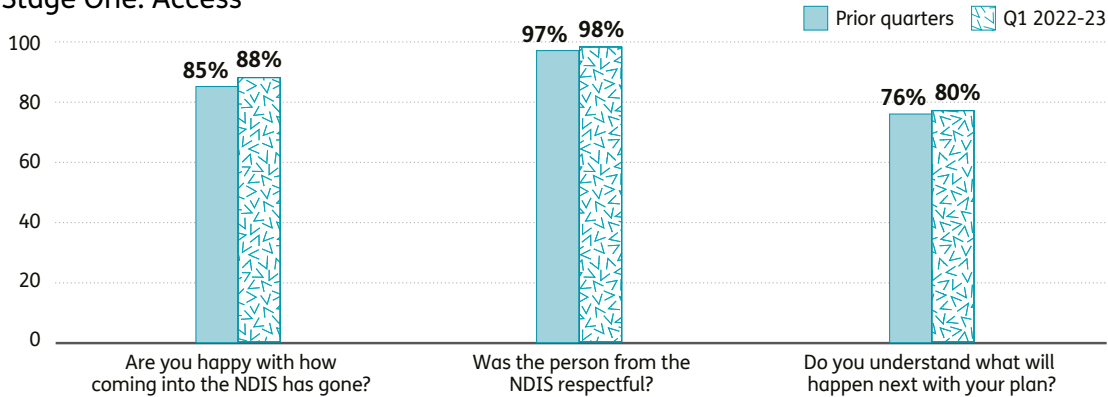
Participant experience and outcomes

# 2.3 Participant satisfaction

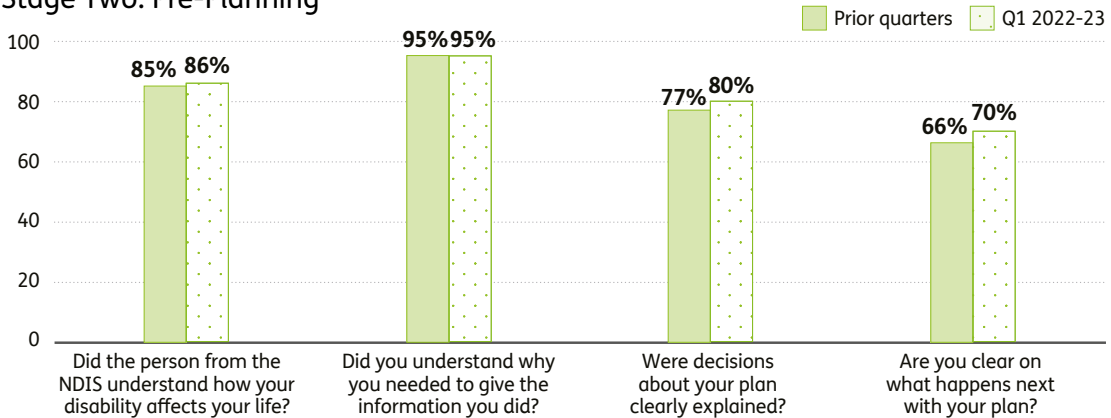


Satisfaction across the four stages of the pathway<sup>26</sup>

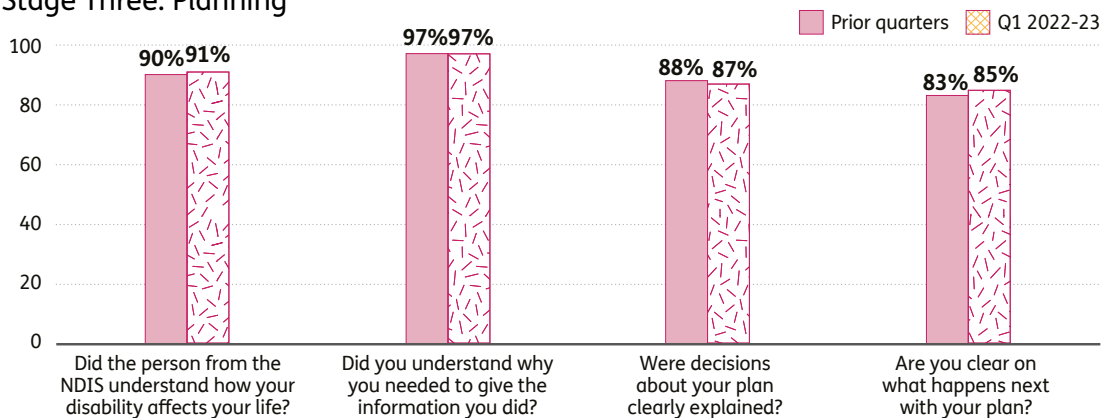
Stage One: Access



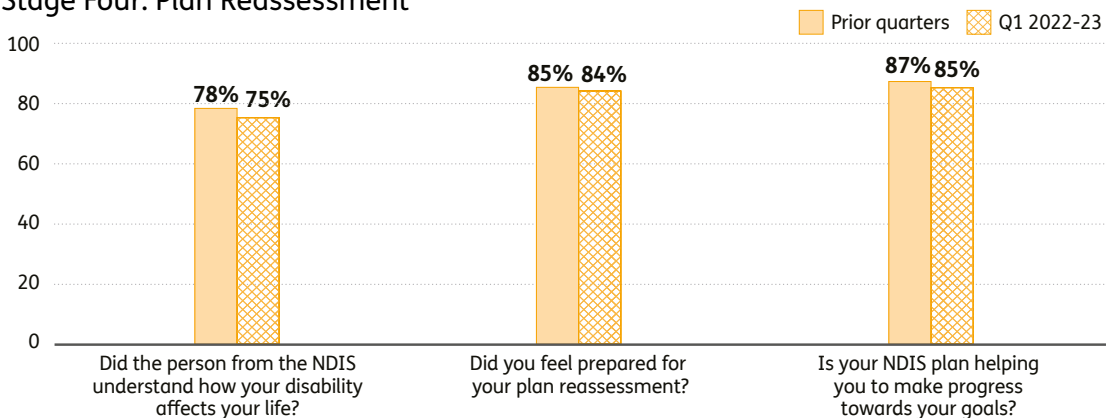
Stage Two: Pre-Planning



Stage Three: Planning



Stage Four: Plan Reassessment



<sup>26</sup> Prior quarters include responses from 1 October 2020.

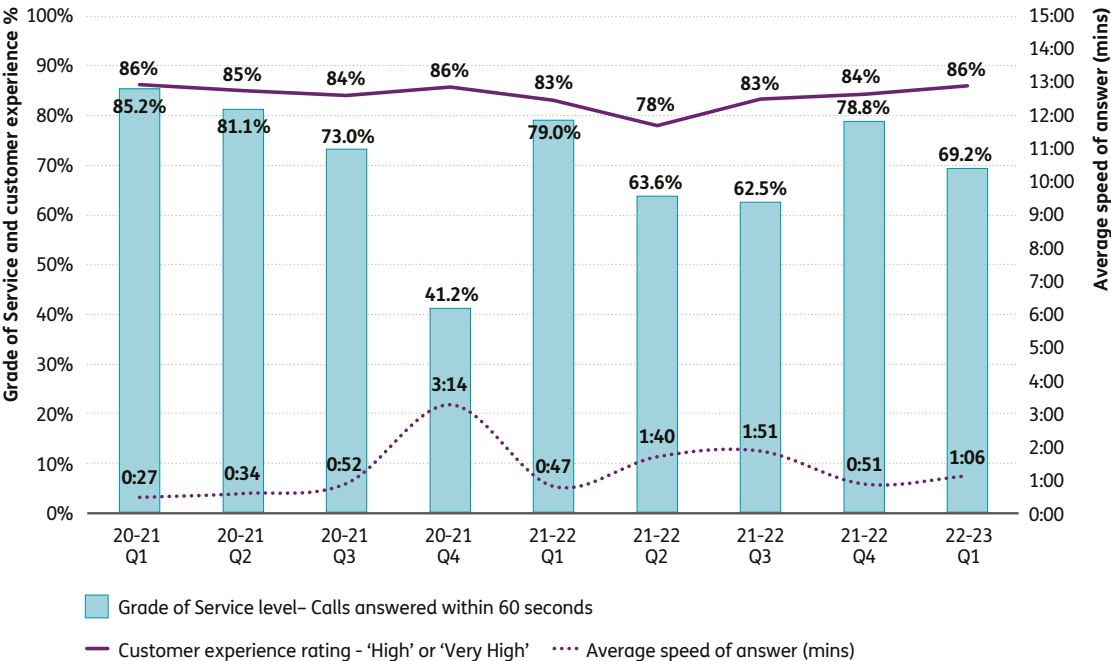
# 2.4 The NDIS National Contact Centre (NCC)

Although there were higher levels of customer satisfaction this quarter, telephone service metrics slightly reduced, with email workflows remaining relatively stable, and webchat volumes continuing to increase.

The NCC performance during the quarter declined from the previous quarter, this is due to services being impacted by technical issues and one of the NCC sites experiencing storm damage during August.

- **69.2%** of calls answered within 60 seconds, reduced from the previous quarter (**78.8%**).
- The average speed of answer was **1 minute and 6 seconds**, which was longer than the previous quarter result of **51 seconds**.
- First call resolution improved slightly to **79.4%** from the prior quarter's result of **78.1%**.
- Customer experience also improved across the quarter, with **85.8%** of post call survey respondents scoring their experience with the NCC as 'High' or 'Very High', up from **84.2%** in the prior quarter.

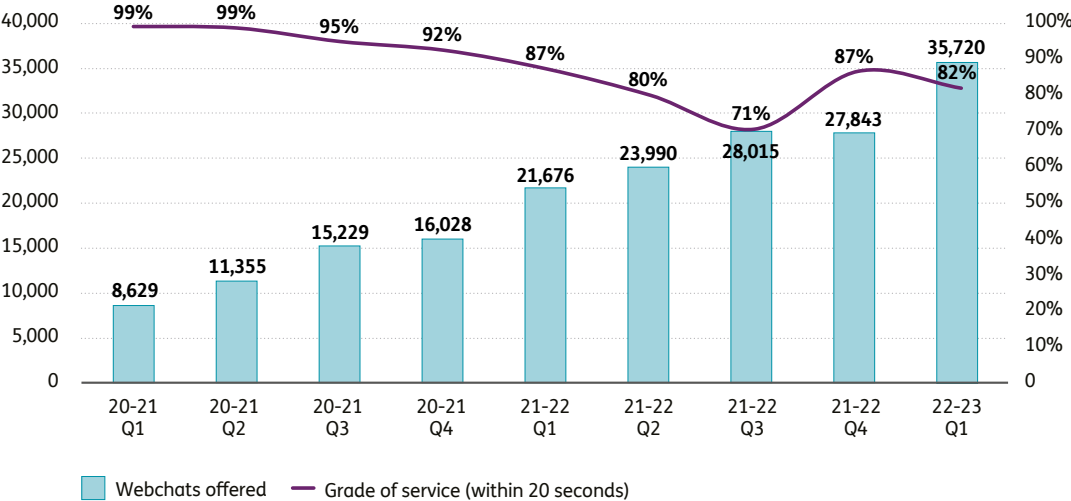
Quarterly telephony grade of service, average speed of answer and customer experience results



# 2.4 The NDIS National Contact Centre

- The NCC’s webchat channel continues to see significant growth across the financial year to date, with **35,720 webchats** offered for the quarter.
- The webchats received during the quarter, **82%** were answered within **20 seconds**, above the target of **80%**.
- Email work on hand decreased marginally throughout the quarter, with inflow of **227,717** exceeded by outflow of **228,578** with **76.6%** of all email inflow responded to within 48 hours during the quarter.

Quarterly webchat grade of service and offered chat volume



---

**Section three:**



# Participant Service Guarantee and Participant Service Improvement Plan



## 3.1 Participant Service Improvement Plan (SIP)

Progress is being made against the Participant SIP deliverables.<sup>27</sup>

The highlights for this quarter include:

SIP Commitment	What have we delivered?
Our guidelines will come with plain English descriptions and more examples	All operational guidelines have been reviewed and refreshed in plain English, with examples to ensure they are simple, clear and easy to use. More guidelines will be added as they are developed and released in logical groupings.
We will be clearer on what reasonable and necessary supports means, with case studies and examples	The NDIA has published 37 additional 'Would we fund it' examples for topics including: assistive technology, health and wellbeing, consumables, mainstream supports, and early childhood supports. These resources support the goal to provide clearer information on what reasonable and necessary support means for participants, families and carers.
We will encourage independent living options as an alternative to traditional group homes	The NDIA has provided clearer information on Individualised Living Options (ILO) to support participants choose where and how they live, and support participants to access the reasonable and necessary supports they need to meet their home and living goals. This quarter, the NDIA has continued to refine and release the ILO product within the ILO improvement pathway, promoting uptake and growth of ILOs for participants as an alternative to less contemporary shared living environments.
We'll fund early intervention supports for children more flexibly	With the amendments to the NDIA legislation, ECEI participants can access funding as soon as possible (i.e before plan approval) if the PSG timeframes are not able to be met. This legislative option may be considered in situations where delays put timely provision of early childhood intervention at risk. The new rules are currently in draft and will undergo testing to accelerate timelines where funding is required.

<sup>27</sup> Work is currently underway to develop a qualitative measurement framework and dashboard to report on the NDIA's performance against the engagement principles (and associated 'we will' commitments), as set out in the Participant Service Charter.

## 3.2 Participant Service Guarantee (PSG)

The latest quarter shows notable improvements in the service standard experience across a number of the measurable PSG metrics.

The NDIA has commenced measuring performance against the PSG metrics early where possible and these results have been published in prior quarterly reports. However, 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.

The legislation focuses on improving participant experience and builds on the recommendations of the 2019 Tune Review. It legislates the PSG (from 1 July 2022) and introduces changes that provide greater flexibility for participants and the NDIA to vary plans.

### Performance against the service standards – September 2022

Service type	Description of the service being guaranteed	Service Guarantee	Performance in the September 2022 quarter	Comparison to target of 95%	Change from last quarter	Comparison to target of 95%	Change from last quarter
General	Explanation of a previous decision, after a request for explanation is received	28 days	99%	●	↔	● 95% and over	↑ More than 3 percentage points higher
Access	Make an access decision, or request for more information, after an access request has been received	21 days	100%	●	↔	▲ 85%–95%	↔ Within 3 percentage points
Access	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	100%	●	↔	■ Less than 85%	↓ More than 3 percentage points lower
Access	Make an access decision, after the final information has been provided	14 days	99%	●	↔		

## 3.2 Participant Service Guarantee

Service type	Description of the service being guaranteed	Service Guarantee	Performance in the September 2022 quarter	Comparison to target of 95%	Change from last quarter	Comparison to target of 95%	Change from last quarter
Planning	Commence facilitating the preparation of a plan, after an access decision has been made	21 days	97%	●	↔	● 95% and over	↑ More than 3 percentage points higher
Planning	Approve a participant's plan, after an access decision has been made	56 days	93%	▲	↔	▲ 85%–95%	↔ Within 3 percentage points
Planning	Approve a plan for ECEI participants, after an access decision has been made	90 days	98%	●	↔	● 95% and over	↑ More than 3 percentage points higher
Implementation	Offer to hold a plan implementation meeting, after the plan is approved	As soon as reasonably practical <sup>28</sup>	Reporting will commence in 2023			■ Less than 85%	↓ More than 3 percentage points lower
Implementation	If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	●	↔	● 95% and over	↑ More than 3 percentage points higher
Implementation	Provide a copy of the plan to a participant, after the plan is approved	7 days	Reporting will commence in 2023			■ Less than 85%	↓ More than 3 percentage points lower
Plan reassessment	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	85%*	▲	↑	▲ 85%–95%	↑ More than 3 percentage points higher

\* Note: The NDIA's new participant check-in process ensures that every scheduled reassessment begins with a contact from the planner or partner to discuss reassessment options well before any scheduled reassessment date. Plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support. That is, participants do not stop receiving supports.

<sup>28</sup> The average (mean) timeframe for this PSG metric is 19 days and the median is 4 days.

## 3.2 Participant Service Guarantee

Service type	Description of the service being guaranteed	Service Guarantee	Performance in the September 2022 quarter	Comparison to target of 95%	Change from last quarter	Comparison to target of 95%	Change from last quarter
Plan reassessment	Decide whether to undertake a plan reassessment, after the participant reassessment request is received	21 days	93%	▲	↓	● 95% and over	↑ More than 3 percentage points higher
Plan reassessment	Complete a plan reassessment, after the decision to accept the request is made	28 days	67% <sup>†</sup>	■	↑	▲ 85%–95%	↔ Within 3 percentage points
Plan variations	Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	93%	▲	↔	■ Less than 85%	↓ More than 3 percentage points lower
Plan variations	Vary a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	92%	▲	↓		
Plan variations	Provide a copy of the plan to a participant, after the plan is amended	7 days	Reporting will commence in 2023				
Reviewable decisions	Complete an internal review of a reviewable decision, after a request is received	60 days	94%	▲	↔		
Reviewable decisions	Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	98%	●	↔		
Nominee	Cancel participant requested nominee	14 days	100%	●	↔		
Nominee	Cancel CEO initiated nominee	14 days	100%	●	↑		

<sup>†</sup> Note: The average time taken to complete a PRR, after the decision to accept the request has been made, was 33 days, so the majority of plan reassessments are completed within a reasonable timeframe.



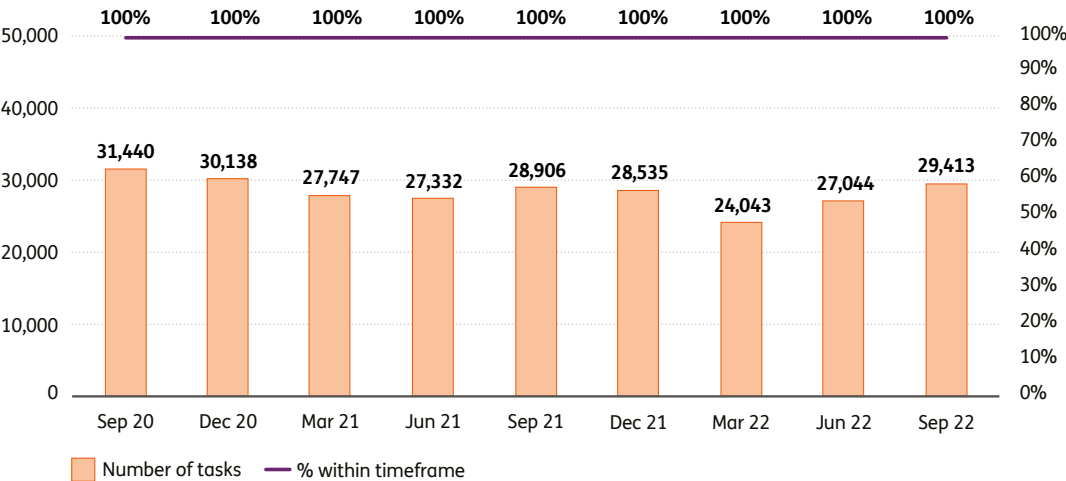
# 3.2 Participant Service Guarantee

## Key trends in PSG metrics

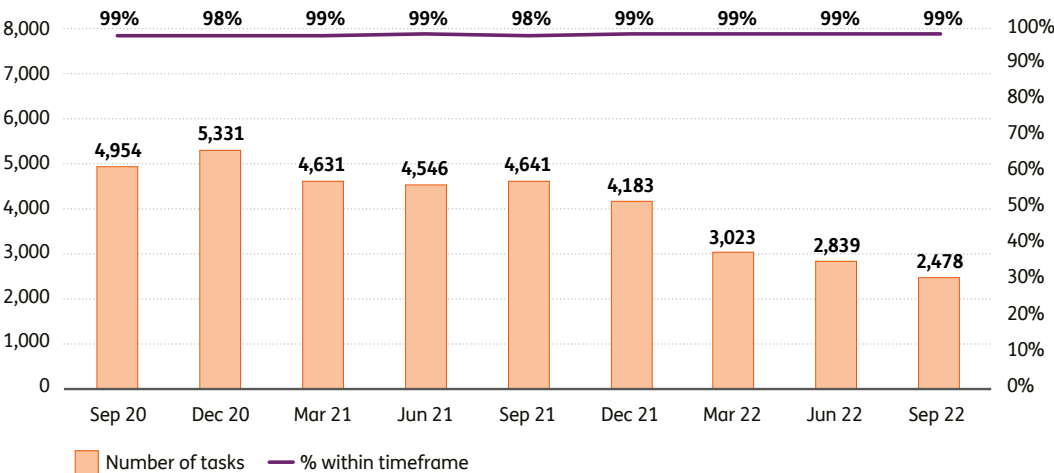
The NDIA has consistently been meeting PSG timeframes for access decisions and first plan approvals (for those aged 0–6) over the last few quarters, and there has been marked improvement compared to 2020. In the latest quarter, there have been further improvements in meeting the target timeframes for planning, plan reassessments and reviewable decisions.

### Access decisions

Access decision made, or further information requested, after receiving access request



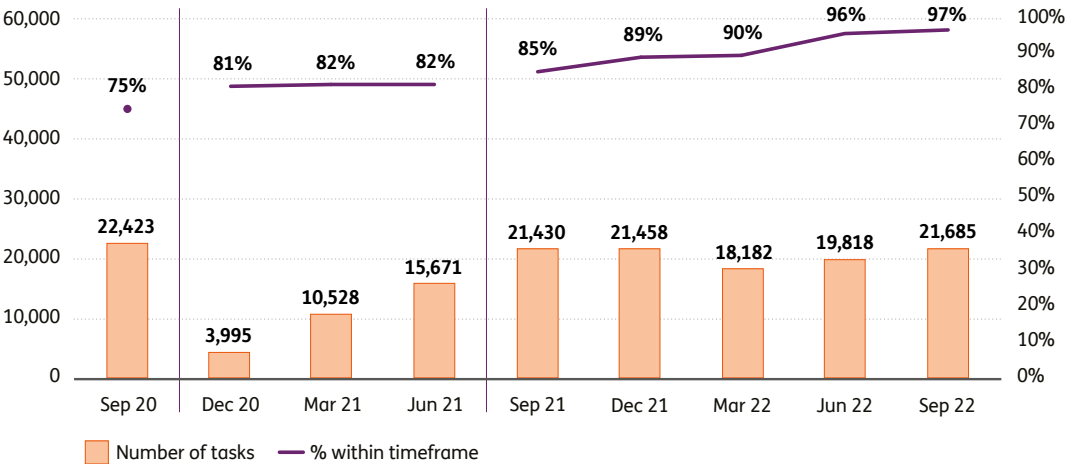
Make an access decision, after the final information has been provided



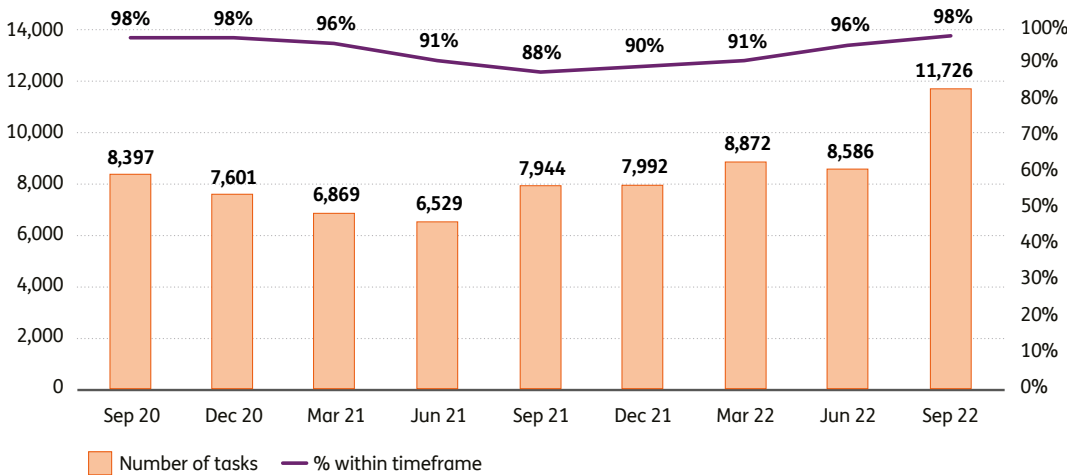
# 3.2 Participant Service Guarantee

## Planning

Commence facilitating the preparation of a plan, after an access decision has been made<sup>29</sup>



First plan approved after access decision has been made, 0–6 years

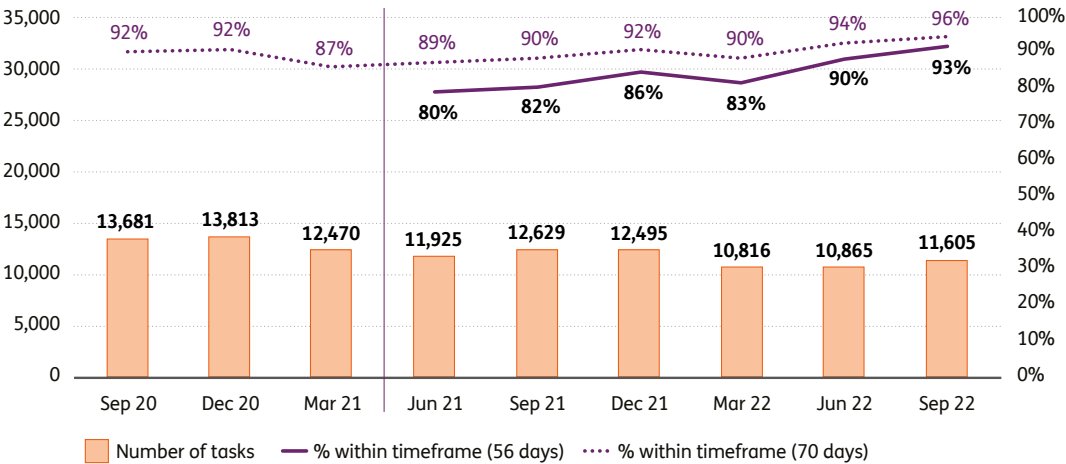


<sup>29</sup> New business processes have been implemented from December 2020 and again from July 2021.

## 3.2 Participant Service Guarantee

### Planning

First plan approved after access decision has been made, 7+ years<sup>30</sup>



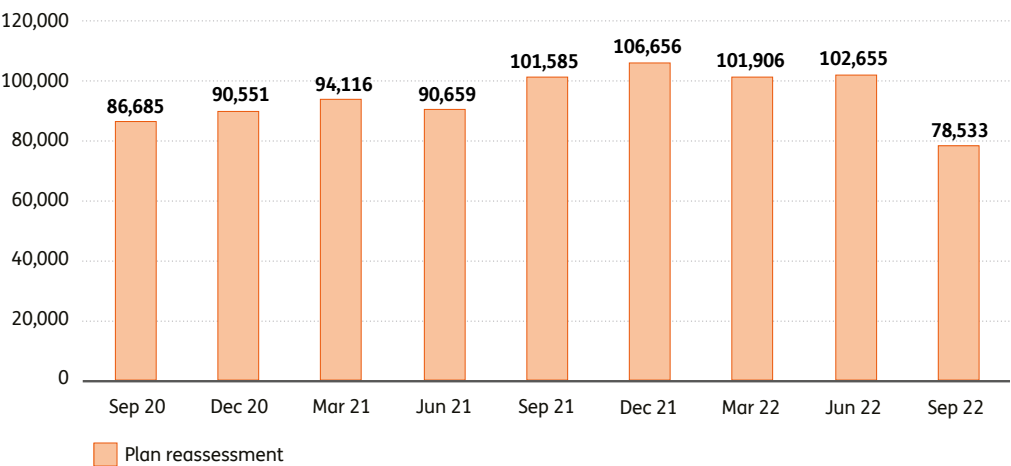
<sup>30</sup> The target timeframe for this metric has been reduced from 70 to 56 days in early 2021.

# 3.2 Participant Service Guarantee

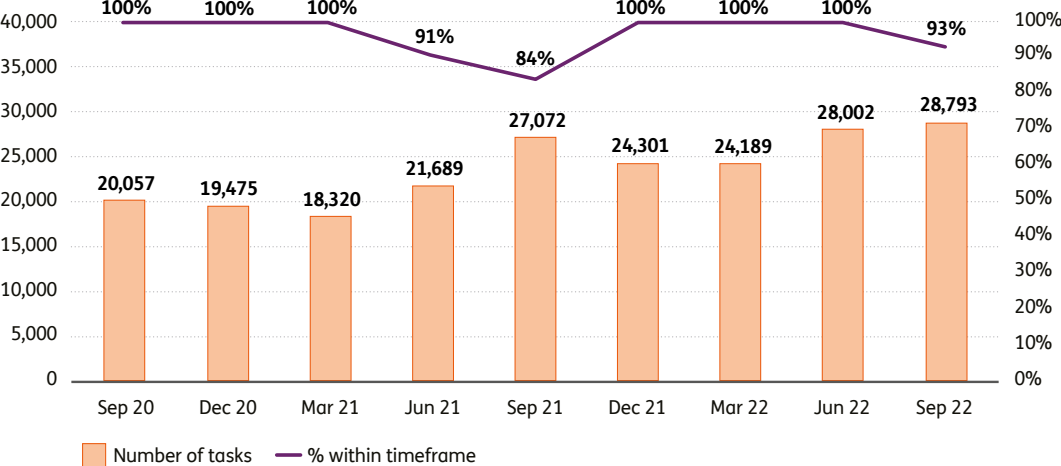
There were 78,533 plan reassessments conducted in the September 2022 quarter. The reduction this quarter is due to the new plan continuation strategy which involves communicating with the participant to ensure there have been no significant changes in circumstance and that the participant is in agreement with this approach.

## Plan reassessment

Number of plan reassessments by quarter<sup>31</sup>



Decision made to undertake PRR after request is received



31 Short plans (plans with duration less than or equal 30 days) have been excluded. The number of plan reassessments in historical periods have been updated with retrospective data changes.

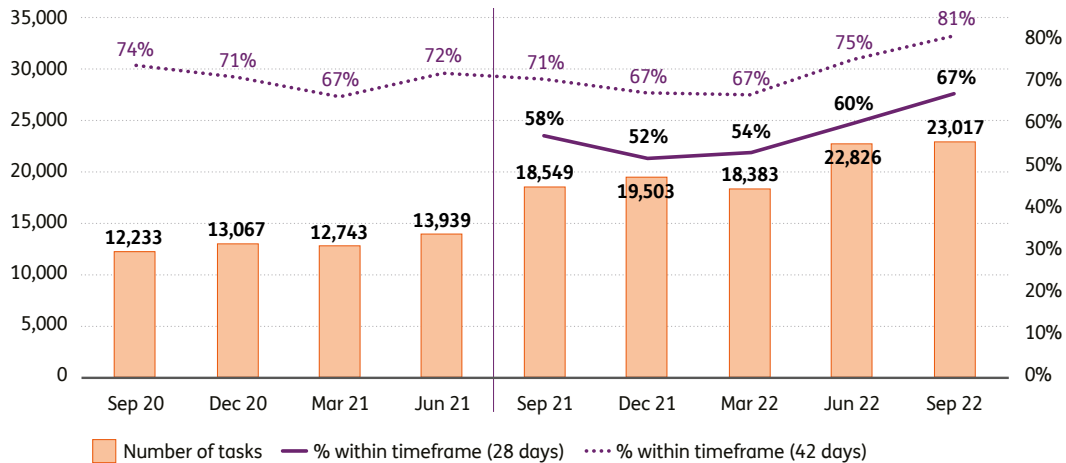
## 3.2 Participant Service Guarantee

### Plan reassessment

The target PRR timeframe was reduced from 42 days to 28 days from the September 2021 quarter and there has been a consequent reduction in service level met.

The PRR timeframes have increased since the June 2022 quarter and have reached 67% as at September 2022 based on the 28 day target timeframe, and 81% based on the 42-day target timeframe.

### PRR completed after decision made to undertake reassessment<sup>32</sup>



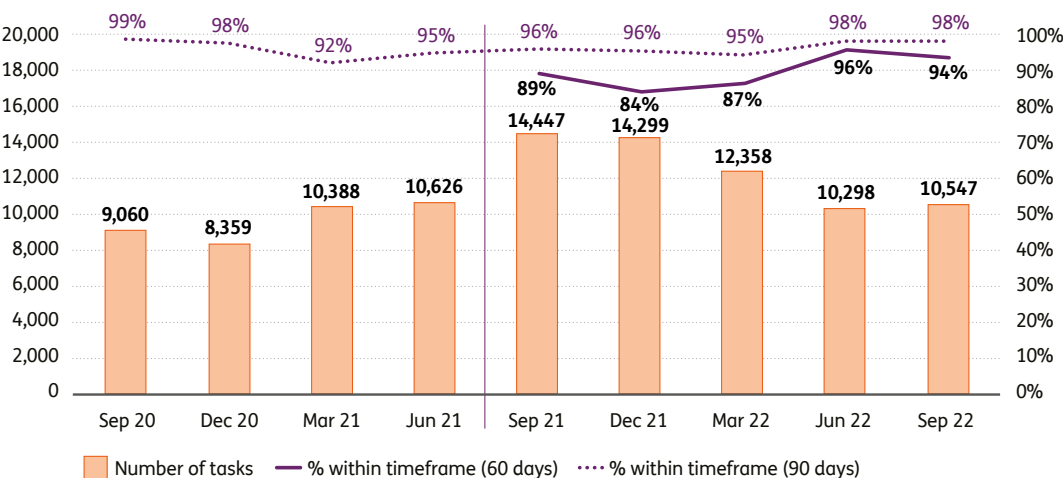
<sup>32</sup> In most cases, the results from September 2021 onwards are based on a 28 day timeframe but the results prior to September 2021 are based on a 42 day timeframe.

# 3.2 Participant Service Guarantee

## Reviewable decisions

The target timeframe for completing RoRDs was reduced from 90 days to 60 days from the September 2021 quarter and there has been a consequent reduction in service level met. However, there has been a notable improvement since the June 2022 quarter. The September 2022 quarter has 94% of RoRDs, within the target timeframe of 60 days, on par with levels based on the 90 day timeframe.

### Complete RoRDs after request is received<sup>33</sup>



<sup>33</sup> In most cases, the results from September 2021 onwards are based on a 60 day timeframe but the results prior to September 2021 are based on a 90 day timeframe.

## 3.2 Participant Service Guarantee

### Service standards for the National Contact Centre

Service type	Description of the service being guaranteed	Performance
<b>General</b>	Our NCC will answer 80% of calls within 60 seconds.	<b>69%</b> on average throughout the September 2022 quarter (Part 2 in this report discusses further).

### Service standards for complaints

Service type	Description of the service being guaranteed	Performance
<b>Complaints</b>	Resolve 90% of complaints within 21 days after we receive it. More complex complaints may take longer to address.	<b>91%</b> in the September 2022 quarter.

## 3.2 Participant Service Guarantee

### Home and Living decisions

The end-to-end process duration for Home and Living applications tracks the time taken from receipt of Home and Living application form through to plan implementation.<sup>34</sup>

- In the September 2022 quarter, **8,620** Home and Living applications were closed or implemented<sup>35</sup> and **67%** were finalised within 90 days. This compares with 7,616 applications closed or implemented in the June 2022 quarter.
- At 30 September 2022, **2,937** applications remained in-progress, a net decrease of **1,036** applications compared with June 2022. **2,139** in progress applications were waiting for a decision from the Home and Living Panel,<sup>36</sup> while a further **798**<sup>37</sup> were waiting for supports to be implemented in a Plan.
- Approximately **5%** of the open applications have been in progress for 90 days or more, on par with 5% as at 30 June 2022. The number of in-progress applications awaiting plan implementation for 90 days or more has decreased from 129 applications in June 2022 to **116** applications as at 30 September 2022.
- At 30 September 2022, **58%** or **1,702** open applications have been flagged as relating to PRR or RoRD requests.

<sup>34</sup> The time taken for Participants to respond to requests for further information (RFI) has been removed from the duration.

<sup>35</sup> An application is considered closed if an application is cancelled or rejected, a Participant is declined all Home and Living supports, or an application won't progress to implementation (e.g. deceased, Participant chooses not to proceed etc.). An application is considered implemented once a Participant has a new approved Plan.

<sup>36</sup> 305 out of the 2,139 applications the NDIA is waiting on additional information from Participants.

<sup>37</sup> The Operations and Support Division are continuing to investigate open applications to ensure next steps are underway for Participants as part of an ongoing process.



## 3.2 Participant Service Guarantee

### Numbers of Home and Living Applications by stage in the Plan Implementation process

Cohort	Last period number	New requests in period	Closed in period	On-hold end of period <sup>38</sup>	Open end of period number		Total
					Awaiting Panel decision	Awaiting Plan Implementation	
H&L Applications	4,479	7,302	8,620	224	2,139	798	2,937 <sup>39</sup>

### Number of Home and Living applications by time taken from application to Plan Implementation

Days	Duration of closed applications in period							Duration of open applications in period						
	no data <sup>40</sup>	<14 days	15 to 30 days	31 to 60 days	61 to 90 days	90+ days	Total	no data	<14 days	15 to 30 days	31 to 60 days	61 to 90 days	90+ days	Total
H&L Applications	2,106	1,114	1,607	1,997	1,025	771	8,620	-	1,121	959	543	167	147	2,937
%	24%	13%	19%	23%	12%	9%	100%	0%	38%	33%	18%	6%	5%	100%

<sup>38</sup> Applications where implementation will only occur at a later date or may not occur. Includes Participants in the CSN / Complex pathway, Participants awaiting a Hospital Discharge, YPIRAC / Aged Care, Voluntary Out of Home Care (VOOHC), Justice Involvement, AAT cases and unresolved s100 / s48 cases.

<sup>39</sup> There are 2,937 open home and living applications relating to 2,916 unique participants.

<sup>40</sup> System limitations present during the quarter meant it was not possible to accurately capture end-dates for all closed applications. System fixes have now been implemented and future quarters won't be impacted.

## 3.2 Participant Service Guarantee

The NDIS is committed, in the next quarter, to reducing the number of outstanding 90+ day Home and Living requests to be in line with the performance target of all other PSG metrics. This includes:

- Increasing the number of Home and Living decision panels.
- Increasing the number of staff on these panels to process the requests.

The NDIA is also continuing to streamline the end-to-end process with the intent of minimising the number of hand-offs which will result in an improvement in the overall timeframe.

### Number of open Home and Living applications by source and time taken from application to Plan Implementation

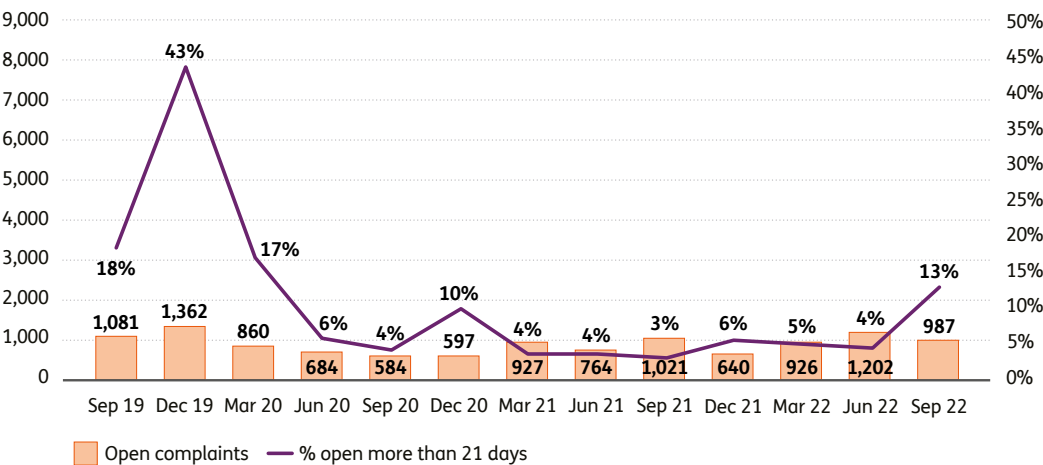
Application source	Duration of open applications in period						Total	%
	No data <sup>41</sup>	<14 days	<30 days	<60 days	<90 days	90+ days		
PRR	0	515	512	198	49	29	1,303	44%
RoRD	0	177	102	81	26	13	399	14%
AIPR	0	203	133	78	10	12	436	15%
Other	0	226	212	186	82	93	799	27%
<b>Total</b>	<b>0</b>	<b>1,121</b>	<b>959</b>	<b>543</b>	<b>167</b>	<b>147</b>	<b>2,937</b>	<b>100%</b>

<sup>41</sup> System limitations present during the previous quarter have been fixed, there are now no instances of inaccurate end-dates for closed applications.

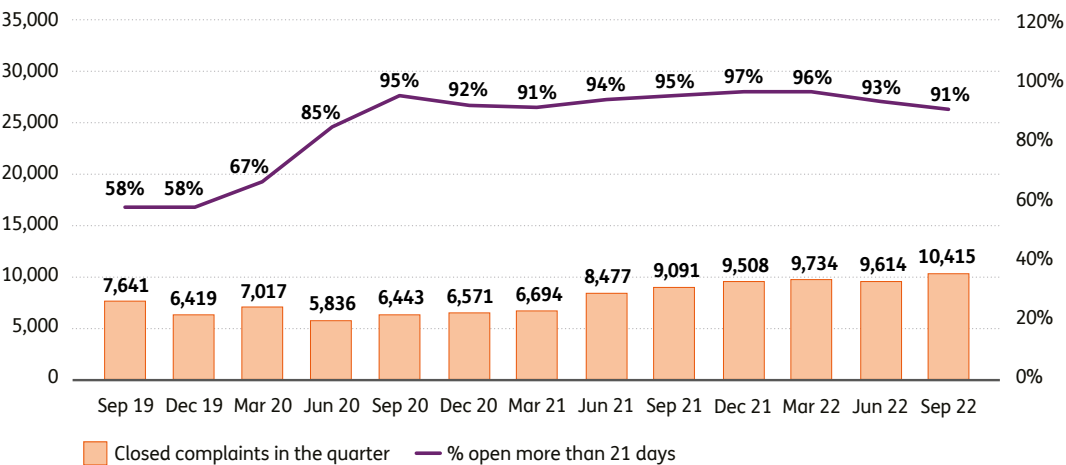
# 3.2 Participant Service Guarantee

## Key trends in complaints, RoRDs, and AAT cases

Open complaints and % that have been open for more than 21 days<sup>42</sup>



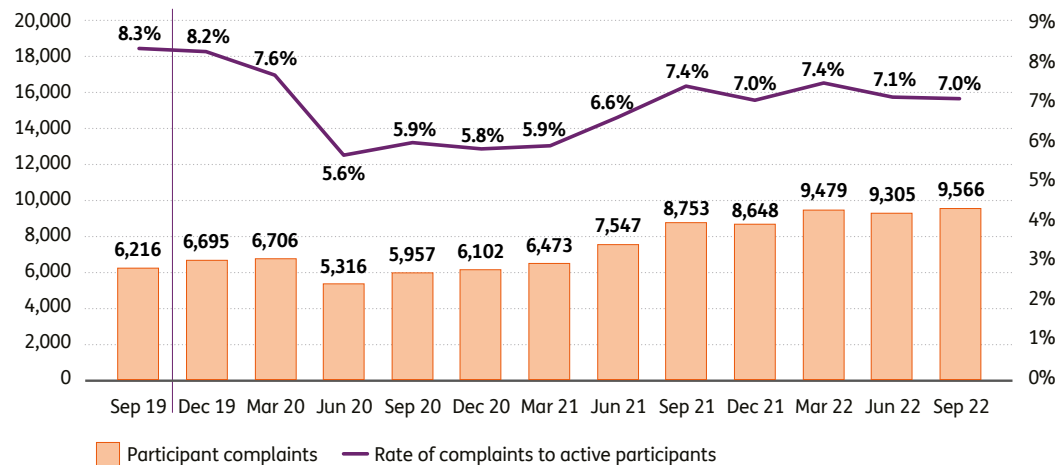
Closed complaints and % completed within 21 day timeframe



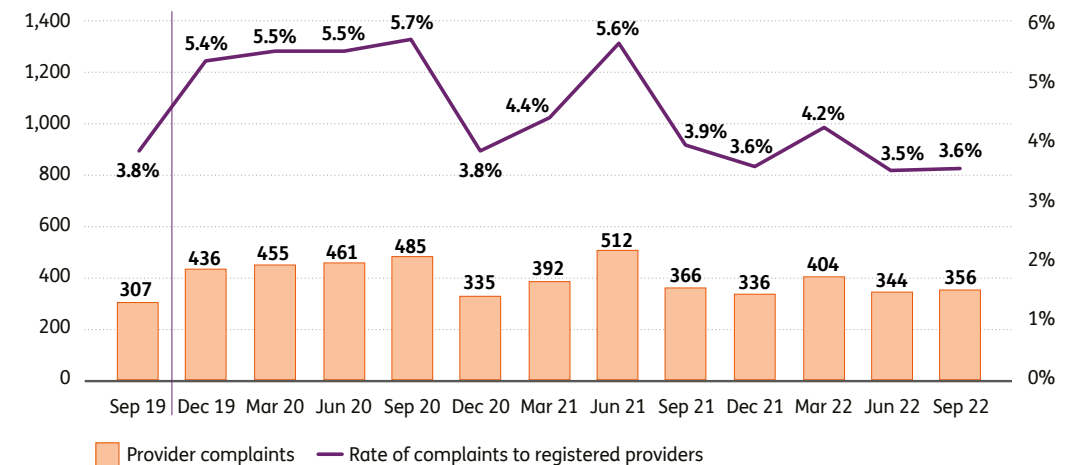
<sup>42</sup> The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

## 3.2 Participant Service Guarantee

Number and proportion of participant complaints over time<sup>43</sup>



Number and proportion of provider complaints over time<sup>44</sup>

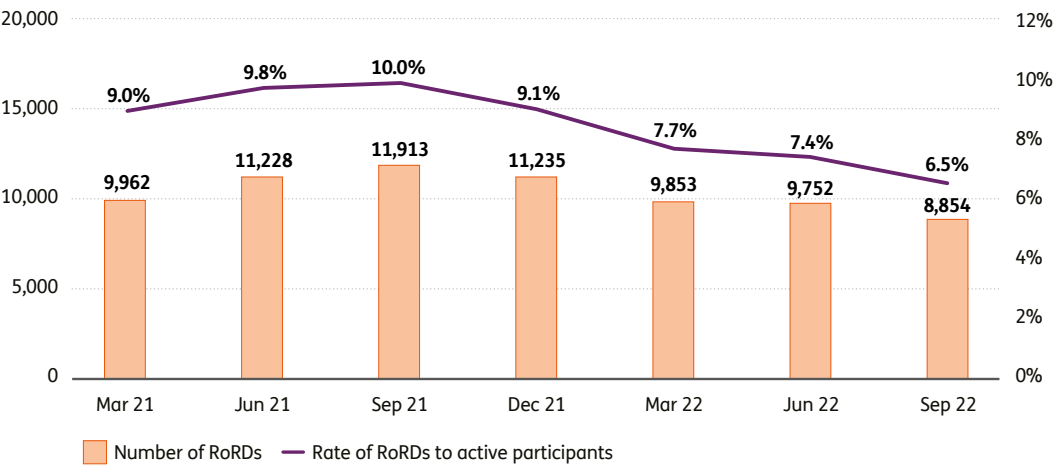


<sup>43</sup> In the 'My Customer Requests' tile launched in October 2019, it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. Previously, the single source was often recorded as a participant regardless of whether a provider was associated with the complaint. As a result of using the 'My Customer Requests' tile, the number and rate of provider complaints increased in 2019–20 Q2.

<sup>44</sup> Ibid.

## 3.2 Participant Service Guarantee

Request for a RoRD – quarterly trend<sup>45</sup>

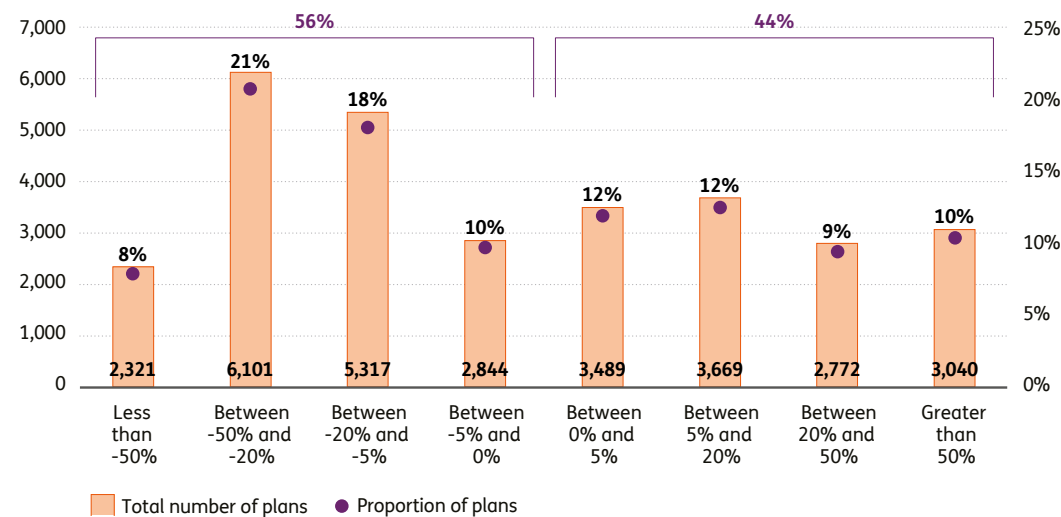


<sup>45</sup> The number of RoRDs have changed compared with the previous report. This is due to additional records which have been retrospectively added/removed from the underlying data. Work to include records entered in the off-system database as well as requests that have been recorded in the NDIA business system continues.

## 3.2 Participant Service Guarantee

Of the 39,694 RoRDs received over the last year, 29,553 (74%) related to plan reassessment decisions, with the remaining relating to first plan approvals and access decisions. In considering changes in the plan budgets for these plans resulting in a RoRDs, 56% had a decrease in plan budgets and 44% had an increase prior to the RoRD request.

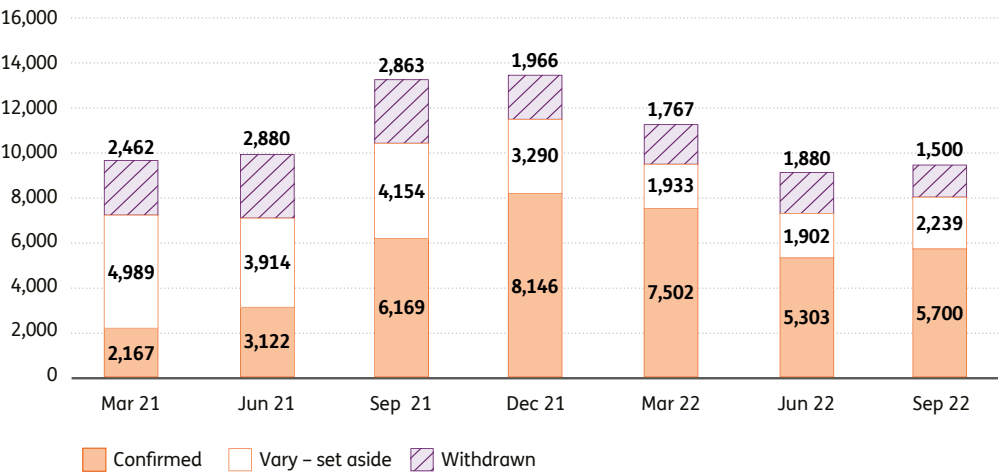
**Change in plan budgets for plans resulting in RoRDs received  
(1 October 2021 – 30 September 2022)**



## 3.2 Participant Service Guarantee

There were 9,439 RoRDs closed in the September 2022 quarter with 1,500 requests withdrawn<sup>46</sup>. Of the remaining closed RoRDs, 5,700 confirmed the Agency’s decision, meaning there was no change from the Agency’s decision. Further, there were 2,239 decisions to amend or set aside the decision of the original decision maker. Decisions are often varied or set aside as further evidence is obtained during the review process.

Closed RoRDs by outcome – quarterly trend

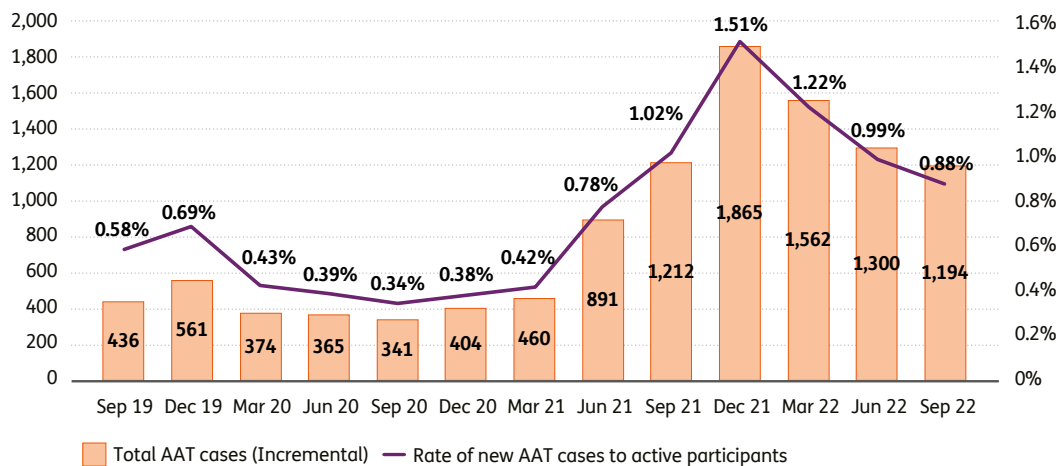


<sup>46</sup> The number of closed RoRDs have changed compared with the previous report. This is due to additional records which have been retrospectively added/removed from the underlying data. The data on RoRDs will be enhanced with the implementation of the new ICT business system and will improve reporting on Internal RoRDs in future reports.

## 3.2 Participant Service Guarantee

There were 1,194 new AAT cases in the September 2022 quarter, relating to 1,176 participants. The number of new AAT cases (as a proportion of active participants) has decreased steadily over the last three quarters after a significant increase in the year to 31 December 2021. In the September 2022 quarter the rate decreased to 0.88% and has decreased since the December peak of 1.51%.<sup>47,48</sup>

**Number and proportion of new AAT cases over time**



<sup>47</sup> As part of the AAT process, it is not uncommon for new requests to be made and for new evidence to be provided by applicants while their matters are in progress. This contributes to NDIS decisions being varied in the AAT.

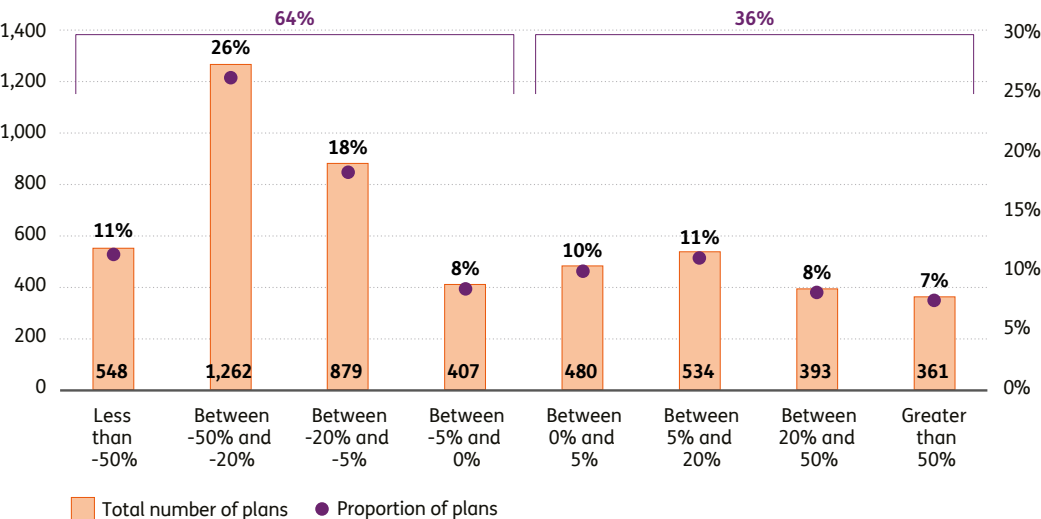
<sup>48</sup> Further information about the AAT process can be found on the AAT website: <https://www.aat.gov.au/apply-for-a-review/national-disability-insurance-scheme-ndis/can-we-help>



## 3.2 Participant Service Guarantee

There were 4,864 plan reassessments that led to an AAT case in the last year. In considering changes in the plan budgets for these plans resulting in an AAT case, 64% had a decrease in plan budgets prior to applying to the AAT and 36% had an increase.

Change in plan budgets for plans resulting in an AAT case received in this financial year (1 October 2021 – 30 September 2022)



There have been 9,165 AAT cases closed since the commencement of the NDIS. Of those cases, 8,901 were resolved before a (substantive) hearing, with the remaining 264 progressing to (substantive) hearing and receiving a decision on a substantive legal issue.

AAT cases by open/closed and decision

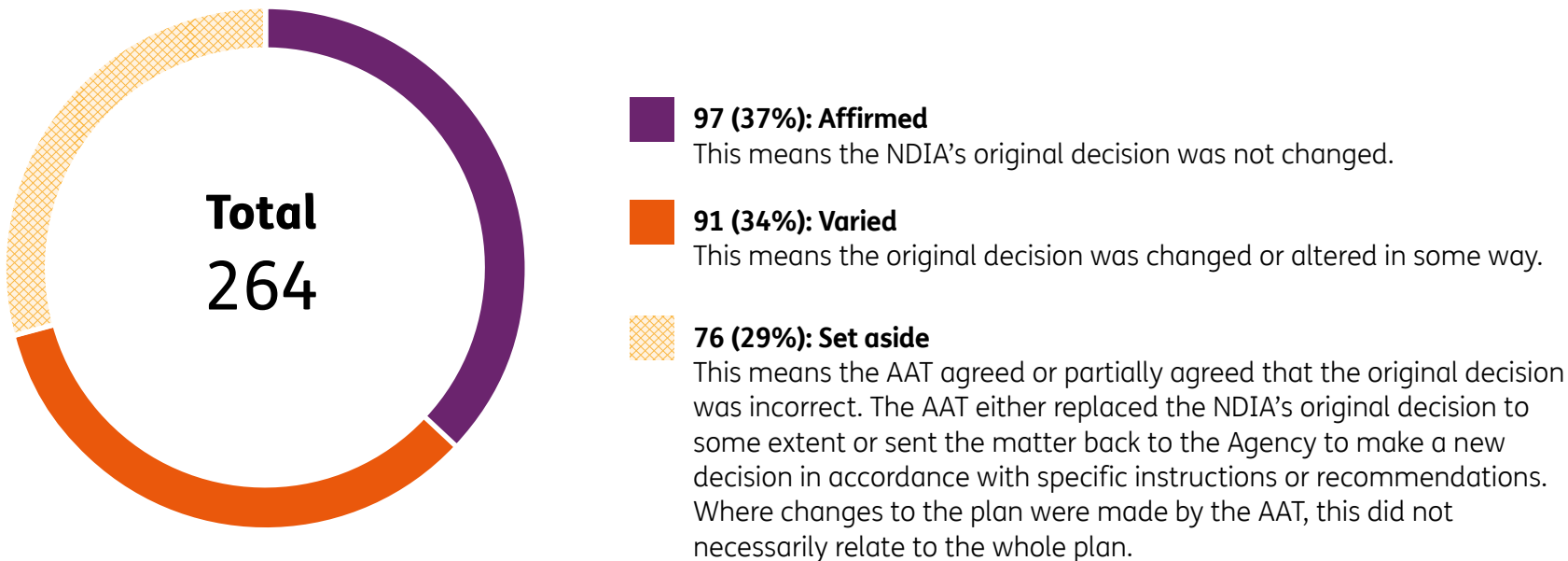
	Number of cases	Number of unique active participants <sup>49</sup>
AAT Cases	13,198	12,081
Open AAT Cases	4,033	4,003
Closed AAT Cases	9,165	8,425
Resolved before hearing	8,901	8,192
Gone to hearing and received a substantive decision <sup>50</sup>	264	233

49 As participants may have both open and closed cases, the unique active participants will not sum to the total.

50 Less than 4% of cases were related to applications for an extension of time which were declined by AAT or were not opposed by the Agency, matters over which AAT has no jurisdiction and reasons that were unspecified.

## 3.2 Participant Service Guarantee

AAT cases that have gone to hearing and received a substantive decision<sup>51</sup>



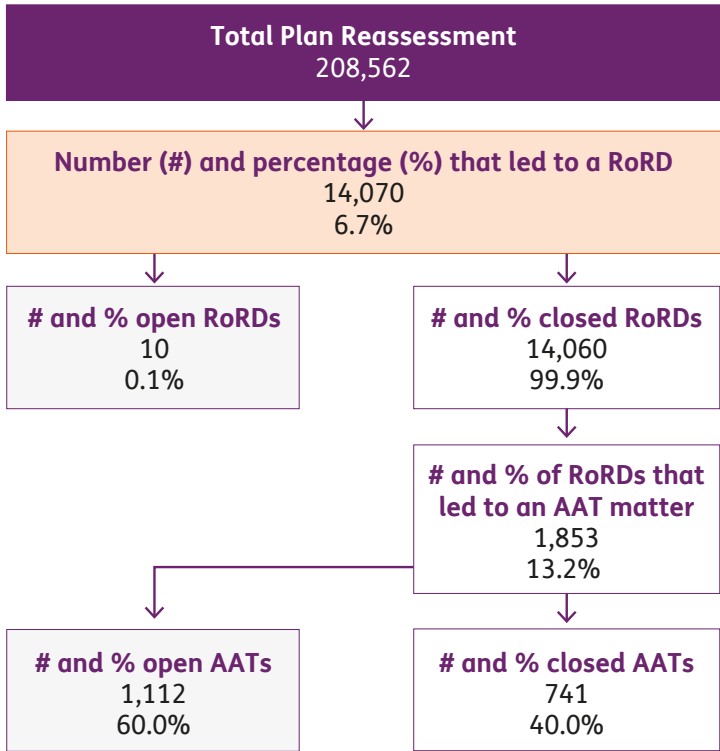
<sup>51</sup> The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

## 3.2 Participant Service Guarantee

### Pathway from plan reassessments to RoRDs and AAT

The below figure shows the pathway from plan reassessments to RoRDs and AAT cases for plan reassessments conducted between 1 October 2021 and 31 March 2022, tracking the number and proportion that resulted in a RoRD, and then those that resulted in an AAT case at 30 September 2022.

### Pathway from plan reassessment to RoRDs and AAT between 1 October 2021 and 31 March 2022 at 30 September 2022



---

**Section four:**

# Providers and the growing market



# 4

## 4.1 Support categories



The provider market continues to grow.

The largest support categories are core support for daily activities, core support for social and community participation, and capacity building for daily activities.

**\$29.2bn** in support has been provided in the 12 months to 30 September 2022<sup>52</sup>. The largest support categories being:

- Core daily activities (**54%** of total payments).
- Core social and community participation (**19%** of total payments).
- Capacity building daily activities (therapy services) (**13%** of total payments).

Core daily activities includes participants in SIL. **\$7.2bn** of the **\$15.8bn** payments on core daily activities in the 12 months to 30 September 2022 was for payments for participants in SIL.

### Total payments from 1 October 2021 to 30 September 2022

Support Category	Total payments (in \$m)	% total payments
Core - daily activities	15,838	54.2%
Core - community	5,598	19.2%
Core - consumables & transport	1,286	4.4%
Capacity building - daily activities <sup>53</sup>	3,695	12.7%
Capacity building - other	1,894	6.5%
Capital	892	3.1%
<b>Total<sup>54</sup></b>	<b>29,211</b>	<b>100.0%</b>

<sup>52</sup> This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$30.3 billion.

<sup>53</sup> Includes therapy services.

<sup>54</sup> Total includes \$7m of payments with no support category.

## 4.1 Support categories

Over the last 2 years, payments have grown by **50%** (from **\$5.4bn** in the September 2020 quarter to **\$8.1bn** in the September 2022 quarter). Payments have grown substantially across the support categories, most notably for core social and community participation (doubling over the period).

### Total payments (in \$m and %) per quarter - all participants

Support Category	Sep 20	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22
Core - daily activities	3,057	3,022	3,267	3,733	3,506	3,627	3,884	4,066	4,261
Core - community	832	934	1,028	1,177	1,163	1,246	1,266	1,447	1,639
Core - consumables and transport	280	255	291	293	319	304	309	331	342
Capacity building - daily activities	654	683	678	829	854	873	805	968	1,050
Capacity building - other	346	363	368	418	443	447	434	490	523
Capital	230	209	186	183	200	208	190	238	256
<b>Total</b>	<b>5,399</b>	<b>5,467</b>	<b>5,818</b>	<b>6,634</b>	<b>6,488</b>	<b>6,707</b>	<b>6,890</b>	<b>7,542</b>	<b>8,072</b>

Support Category	Sep 20	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22
Core - daily activities	57%	55%	56%	56%	54%	54%	56%	54%	53%
Core - community	15%	17%	18%	18%	18%	19%	18%	19%	20%
Core - consumables and transport	5%	5%	5%	4%	5%	5%	4%	4%	4%
Capacity building - daily activities	12%	12%	12%	12%	13%	13%	12%	13%	13%
Capacity building - other	6%	7%	6%	6%	7%	7%	6%	7%	6%
Capital	4%	4%	3%	3%	3%	3%	3%	3%	3%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## 4.1 Support categories

Payments for participants receiving SIL supports have also grown over the last two years from **\$1.9bn** in the September 2020 quarter to **\$2.5bn** in the September 2022 quarter. The SIL component (core daily activities) of the plan represents approximately **77%** of total payments).

### Total payments (in \$m and%) per quarter – participants in SIL

Support Category	Sep 20	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22
Core - daily activities	1,578	1,513	1,633	1,632	1,649	1,634	1,813	1,824	1,944
Core - community	189	205	222	257	245	262	264	304	341
Core - consumables and transport	23	22	24	24	27	26	27	28	32
Capacity building - daily activities	34	35	37	43	44	47	43	51	56
Capacity building - other	56	57	55	64	67	67	66	78	85
Capital	49	45	45	45	45	53	50	56	65
<b>Total</b>	<b>1,930</b>	<b>1,879</b>	<b>2,017</b>	<b>2,066</b>	<b>2,080</b>	<b>2,090</b>	<b>2,264</b>	<b>2,342</b>	<b>2,526</b>

Support Category	Sep 20	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22
Core - daily activities	82%	81%	81%	79%	79%	78%	80%	78%	77%
Core - community	10%	11%	11%	12%	12%	13%	12%	13%	14%
Core - consumables and transport	1%	1%	1%	1%	1%	1%	1%	1%	1%
Capacity building - daily activities	2%	2%	2%	2%	2%	2%	2%	2%	2%
Capacity building - other	3%	3%	3%	3%	3%	3%	3%	3%	3%
Capital	3%	2%	2%	2%	2%	3%	2%	2%	3%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

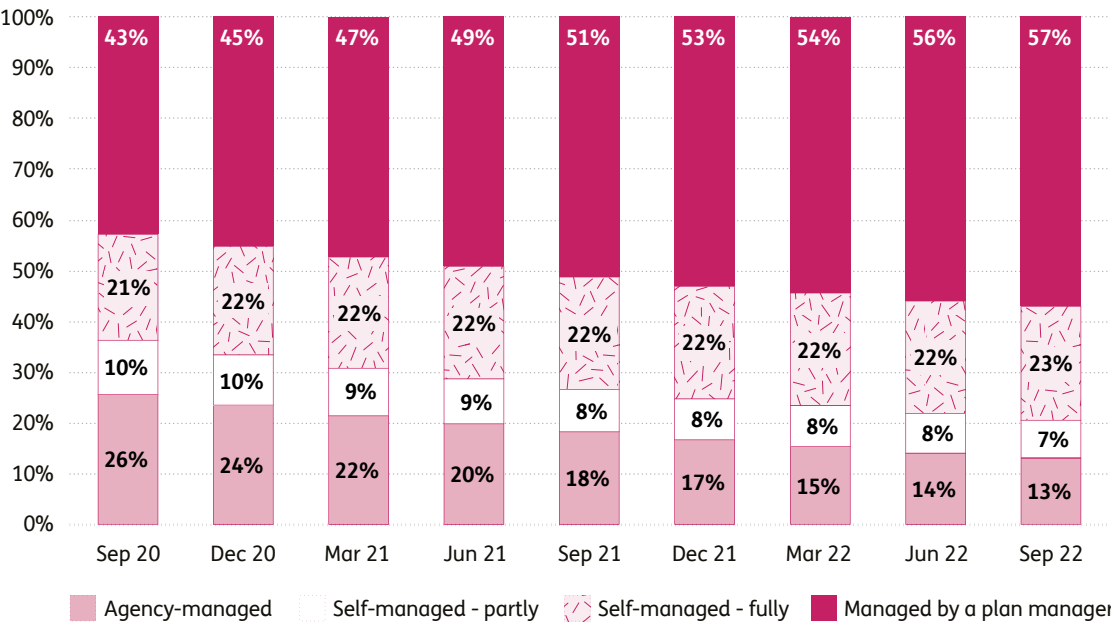
## 4.2 Plan management types

There has been a significant shift in plan management, with an increasing number of participants choosing to use a plan manager rather than have the Agency manage their plan.

Over the past two years, the proportion of participants who:

- **self-manage all or part of** their plan has been stable at about **30%**
- use a **plan manager** has increased from **43%** to **57%**
- have an **Agency-managed** plan has decreased from **26%** to **13%**.

Distribution of active participants by method of financial plan management over time cumulatively – all participants





# 4.2 Plan management types

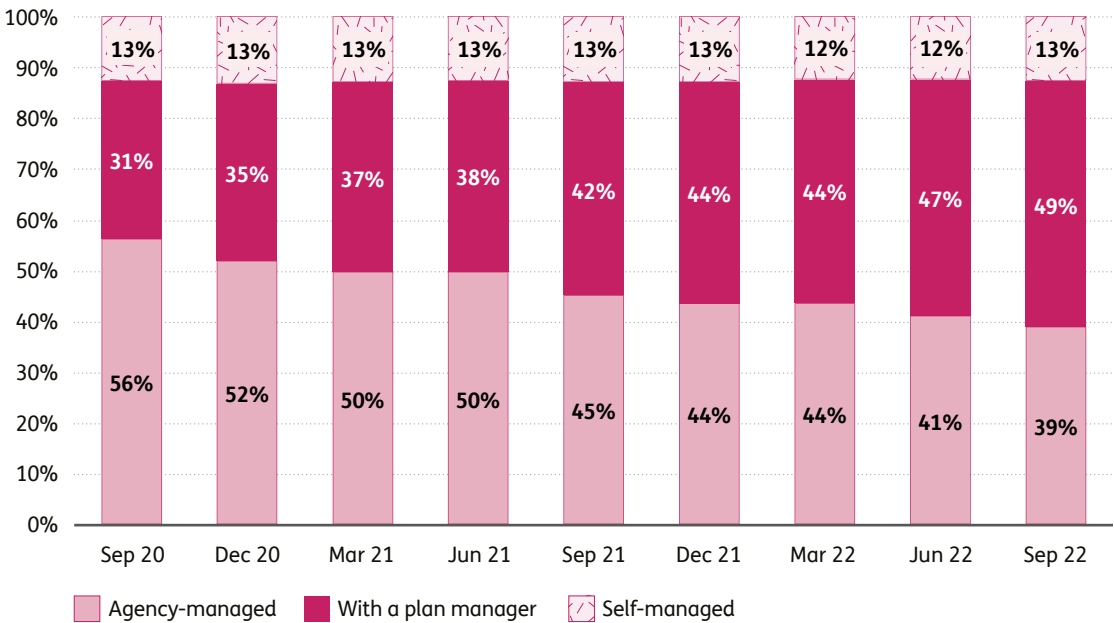
Out of 145,514 active providers in the first quarter of 2022–23, 9,125<sup>55</sup> providers provided support to Agency-managed participants and 144,701<sup>56</sup> providers provided support to Plan-managed participants.

A plan manager may provide support to both Agency-managed and Plan-managed participants. Therefore, there is an overlap of 8,312 providers between these categories and the number of active providers by plan management type add up to more than 100%.

There have also been changes in payments over the past two years across these three plan management types:

- **self-management** has remained around **13%**
- payments managed by a **plan manager** have increased from **31%** to **49%**
- **Agency-managed** payments decreased from **56%** to **39%**.

Distribution of incremental payments by method of financial plan management over time – all participants



55 The number does not include plan managers who received only plan management payment.  
56 The number includes plan managers who are providing agency managed supports.

# 4.2 Plan management types

In the first quarter of 2022–23, of the **\$8.1bn** in payments:

- **\$1.0bn** was self-managed (13%).
- **\$3.9bn** was managed by a plan manager (49%).
- **\$3.1bn** was Agency-managed (39%).<sup>57</sup>

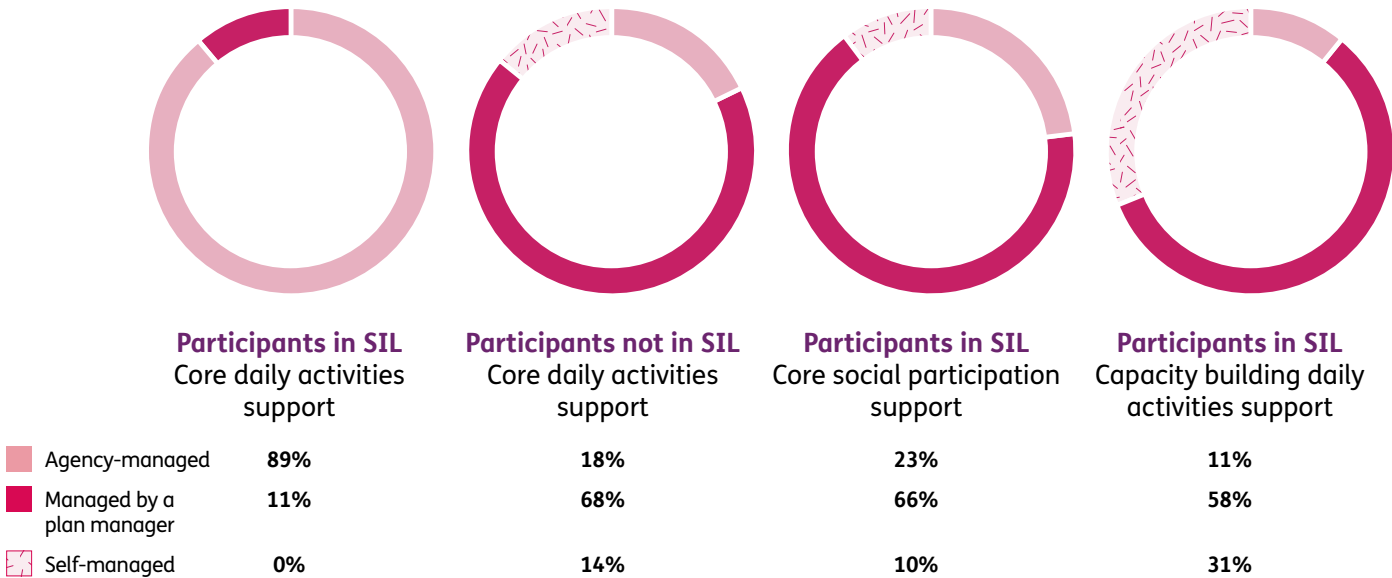
The proportion of payments self-managed, managed by a plan manager, and Agency-managed differs by support category. In the first quarter of 2022–23:

- payments for **participants in SIL receiving core daily activities support** were **\$1.9bn**. Of this, \$1m was self-managed (**less than 1%**), \$213m was managed by a plan manager (**11%**), and \$1.7bn was Agency-managed (**89%**).
- payments for **participants not in SIL receiving core daily activities support** were **\$2.3bn**. Of this, \$316m was self-managed (**14%**), \$1.6bn was managed by a plan manager (**68%**), and \$417m was Agency-managed (**18%**).
- payments for **participants receiving core social participation support** were **\$1.6bn**. Of this, \$167m was self-managed (**10%**), \$1.1bn was managed by a plan manager (**66%**), and \$383m was Agency-managed (**23%**).
- payments for **participants receiving capacity building daily activities support (therapy supports)** were **\$1.1bn**. Of this, \$323m was self-managed (**31%**), \$611m was managed by a plan manager (**58%**), and \$115m was Agency-managed (**11%**).

<sup>57</sup> Includes cash and in-kind payments.

# 4.2 Plan management types

Payments for the largest support categories by plan management type for Q1 2022–23



## 4.2 Plan management types

**Total payments in Q1 2022–23 by plan management type (%)**

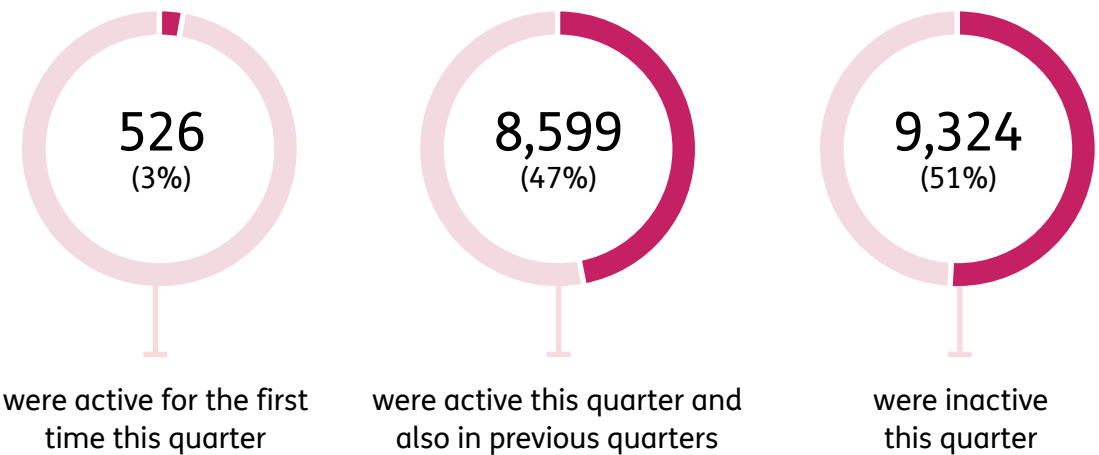
	Agency-managed	With a plan manager	Self-managed	Total
<b>Core support</b>				
Daily activities - SIL	89%	11%	0%	100%
Daily activities - non-SIL	18%	68%	14%	100%
Social & community participation	23%	66%	10%	100%
Consumables	10%	59%	31%	100%
Transport <sup>58</sup>	46%	3%	51%	100%
<b>Total core support</b>	<b>42%</b>	<b>48%</b>	<b>10%</b>	<b>100%</b>
<b>Capacity building</b>				
Daily activities	11%	58%	31%	100%
Support coordination	69%	29%	2%	100%
Other capacity building support	36%	56%	8%	100%
<b>Total capacity building support</b>	<b>24%</b>	<b>54%</b>	<b>22%</b>	<b>100%</b>
<b>Capital</b>				
Specialist disability accommodation (SDA)	98%	2%	0%	100%
Assistive Technology	34%	48%	18%	100%
Home Modifications	29%	52%	19%	100%
<b>Total capital</b>	<b>47%</b>	<b>39%</b>	<b>14%</b>	<b>100%</b>
<b>Total</b>	<b>39%</b>	<b>49%</b>	<b>13%</b>	<b>100%</b>

<sup>58</sup> The proportion of plan managed Transport payments of 3% is lower than other support categories because the fortnightly cash transport payments are paid directly to participants' bank accounts, irrespective of their management type, and are therefore considered a self-managed payment.

# 4.3 Providers supporting Agency-managed participants

While there has been a shift to participants using plan managers, there has also been an increase in the number of providers supporting Agency-managed participants.

Since the start of the Scheme, **18,449** providers have supported Agency-managed participants.<sup>59,60</sup> Of these:



<sup>59</sup> Self-managed participants and participants with a plan manager can use unregistered providers, and hence the total number of providers supporting participants will be higher than 18,449. Further, some of the 9,324 inactive providers in the quarter will be supporting participants with a plan manager or who self-manage.

<sup>60</sup> The total excludes 465 providers who received only plan management fees. These 465 providers are included in the tables in appendices as they received payments directly from the Agency.

## 4.3 Providers supporting Agency-managed participants

### Largest ten providers by total payments in Q1 2022–23 (Agency-managed)<sup>61</sup>

ABN	Legal name	Total payment amount (\$m)	Total payments received from Plan Managers for plan managed supports	Total payments
31001813403 <sup>62</sup>	Aruma Services / Aruma Services Victoria Aruma Foundation / House With No Steps	\$127m	\$24m	\$150m
15101252171	Life Without Barriers	\$81m	\$19m	\$100m
73628264460 <sup>63</sup>	Home@Scope Pty Ltd / Scope (Aust) Ltd	\$66m	\$11m	\$77m
45000062288	Cerebral Palsy Alliance	\$34m	\$6m	\$41m
87302064152	The Northcott Society	\$33m	\$8m	\$41m
80009670704	Endeavour Foundation	\$32m	\$12m	\$44m
29001260153	The Disability Trust	\$22m	\$8m	\$30m
37020000711 <sup>64</sup>	Minda Incorporated, Minda Housing	\$21m	\$6m	\$27m
27009942269	CPL – Choice, Passion, Life	\$21m	\$9m	\$30m
14005304432	Yooralla	\$20m	\$9m	\$28m
<b>Total for largest 10 providers</b>		<b>\$455m</b>	<b>\$111m</b>	<b>\$567m</b>

<sup>61</sup> Providers supporting Agency-managed participants, noting 89% of SIL payments in the last quarter were to providers supporting Agency-managed participants.

<sup>62</sup> In addition, the following additional ABNs for this provider are also included in this analysis - 59032986751 and 86628265387.

<sup>63</sup> In addition, the following additional ABN for this provider are also included in this analysis - 63004280871.

<sup>64</sup> In addition, the following additional ABN for this provider are also included in this analysis - 49622248908.

### 4.4 Plan managers

**The number of plan managers in the Scheme continues to grow as more participants choose to use plan managers.**

Payments to plan managers were **\$3.9bn** in the September 2022 quarter. Of this \$3.9bn, **\$114m** was for the plan management services, and the remainder of **\$3.8bn** was for plan managers to pay service providers on behalf of participants.

Participants supported by plan managers can use registered or unregistered providers. Across all plan managers, **60%** of the total plan managed payments in the September 2022 quarter (not including plan management fees) were **paid to registered providers**, **39%** of plan managed payments **were paid to unregistered providers** and **1%** of plan managed payments were **paid to providers with unknown registration**.

The percentages differ by support category:

- Of the \$213 million in payments for **daily activities for participants in SIL**, **78%** went to registered providers, **22%** went to unregistered providers and **0%** went to providers with unknown registration.
- Of the \$1.6 billion in payments for **daily activities for participants not in SIL**, **53%** went to registered providers, **46%** went to unregistered providers and **1%** went to providers with unknown registration.
- Of the \$1.1 billion in payments for **social and community participation**, **64%** went to registered providers, **36%** went to unregistered providers and less than **1%** went to providers with unknown registration.
- Of the \$611 million in payments for **capacity building daily activities (therapy services)**, **62%** went to registered providers, **37%** went to unregistered providers and **1%** went to providers with unknown registration.

## 4.4 Plan managers

Split of payments by support category and provider registration in Q1 2022–23 – plan managers (%)<sup>65</sup>

	Payments to registered providers (%)	Payments to unregistered providers (%)	Payments to providers with unknown registration (%)	Total
<b>Core support</b>				
Daily activities - SIL	78%	22%	0%	100%
Daily activities - non-SIL	53%	46%	1%	100%
Social and community participation	64%	36%	0%	100%
Consumables and transport	67%	25%	9%	100%
Total core support	59%	40%	1%	100%
<b>Capacity building</b>				
Daily activities	62%	37%	1%	100%
Support coordination	63%	36%	0%	100%
Other capacity building support	65%	34%	1%	100%
Total capacity building support	63%	37%	1%	100%
<b>Capacity supports</b>				
SDA	99%	1%	0%	100%
AT	90%	9%	1%	100%
HM	49%	48%	3%	100%
Total capital supports	84%	15%	1%	100%
<b>Total</b>	<b>60%</b>	<b>39%</b>	<b>1%</b>	<b>100%</b>

<sup>65</sup> Excludes \$114m paid to plan managers for plan management services.



## 4.4 Plan managers

### Number of providers servicing participants through a plan manager in Q1 2022–23

Payment band in quarter	Number of providers - plan managed		Proportion of total payments in quarter	
	NDIS registered <sup>66</sup>	Unregistered <sup>67</sup>	NDIS registered <sup>66</sup>	Not registered <sup>67</sup>
1. Less than \$1k	1,152	44,509	0%	1%
2. \$1k to \$10k	3,822	56,847	1%	14%
3. \$10k to \$100k	5,348	27,924	8%	47%
4. \$100k to \$1m	3,180	1,930	43%	31%
5. More than \$1m	471	45	48%	6%
<b>Total</b>	<b>13,973</b>	<b>131,255</b>	<b>\$2,291m</b>	<b>\$1,478m</b>
<b>Percentage</b>	<b>10%</b>	<b>90%</b>	<b>61%</b>	<b>39%</b>

<sup>66</sup> Registration Status is determined as at posting date of payment. Some providers may be counted more than once if they changed registration status during the quarter.

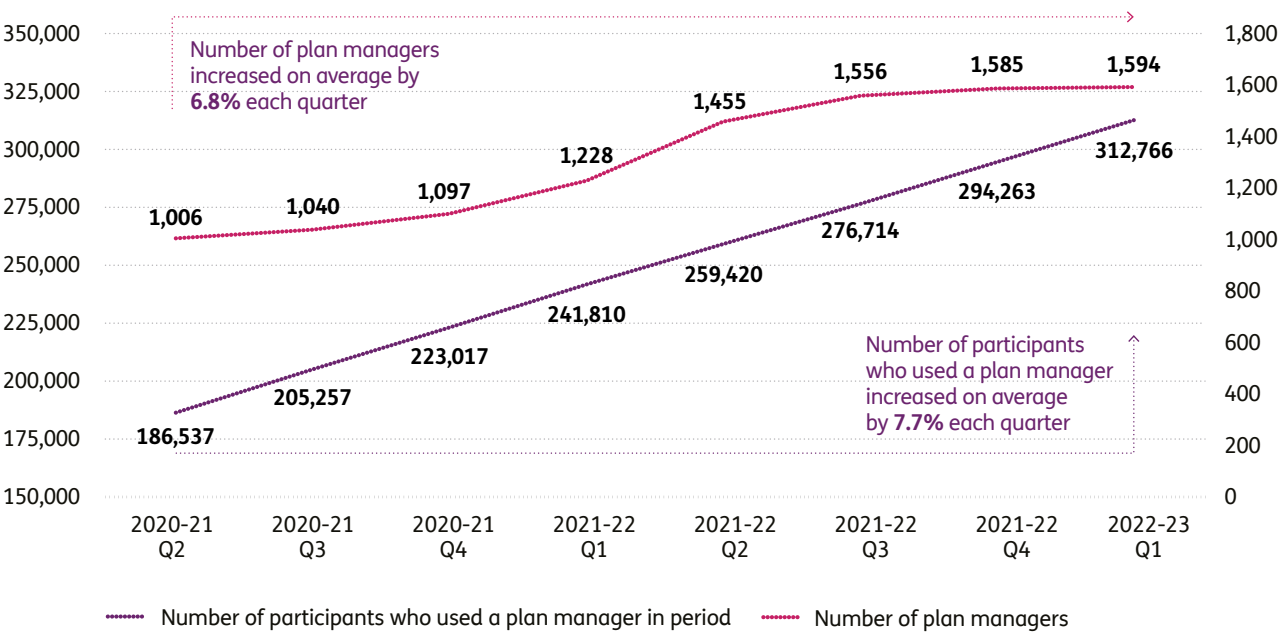
<sup>67</sup> \$35m of payments made to providers with “unknown” registration have not been included in this table.

# 4.4 Plan managers

Over the past eight quarters, the number of plan managers has increased.

This indicates that while new plan managers are entering the market and increasing the number of plan managers from which participants can choose from, many plan managers are also expanding as the ratio of participants to providers has increased.

Participants and providers with a plan manager by quarter – all participants



## 4.4 Plan managers

The largest ten plan managers received **\$1.5bn** payments in the September 2022 quarter, which is 38% of total plan managed payments in the quarter. The split between registered and unregistered providers is largely consistent between the largest providers.

### Payments by provider registration for the largest ten plan managers by payments in Q1 2022–23 (% and \$m)

ABN	Legal Name	Payments to registered providers	Payments to unregistered providers	Payments to providers with unknown registration	Payments to plan managers	Total Payment Amount (\$m)
52617963676	My Plan Manager.com.au Pty Ltd	57%	38%	1%	3%	\$374m
54609868993	Plan Management Partners Pty Ltd	58%	37%	2%	3%	\$271m
24619787692	National Disability Support Partners Pty	62%	35%	0%	3%	\$185m
62149233634	Integrated Care Pty Ltd	58%	38%	1%	3%	\$116m
16621969337	Peak Plan Management Pty Ltd	62%	35%	0%	3%	\$111m
92622499898	Leap In! Australia Ltd	51%	46%	0%	3%	\$103m
69624874219	Maple Plan Pty Ltd	54%	42%	0%	3%	\$92m
22729829472	Moir Limited	62%	35%	1%	2%	\$92m
18620281209	Instacare Pty Ltd	53%	42%	2%	3%	\$82m
73624994565	Connect Plan Management Pty Ltd	55%	42%	0%	2%	\$70m
Total largest 10 plan managers						\$1,496m

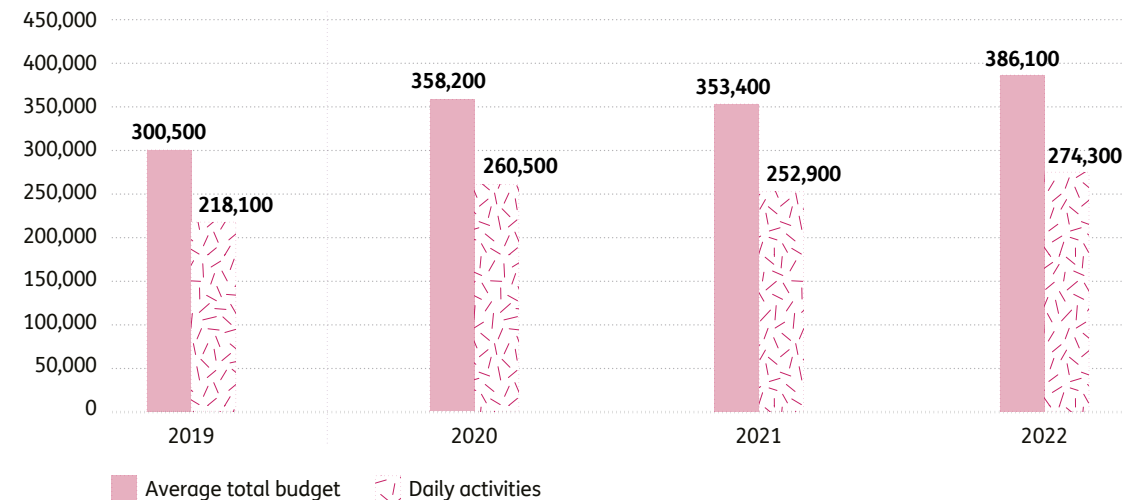
## 4.5 Supported Independent Living (SIL)

**\$2.5 billion of SIL supports was provided in the first quarter of 2022–23.**

**Number of participants and payments for years ending 30 September  
– participants in SIL<sup>68</sup>**

Year	2018	2019	2020	2021	2022	% increase (per annum)
Active participants	14,025	21,654	23,558	25,028	28,018	9%
Total payments (\$m)		4,778	7,138	8,042	9,222	25%
Average payment (\$)		267,900	315,800	331,000	347,700	9%
Total payments – core daily activities (\$m)		3,905	5,790	6,427	7,215	23%
Average payment – core daily activities (\$)		218,900	256,100	264,600	272,000	8%

**Average plan budgets over time for years ending 30 September  
– participants in SIL**



<sup>68</sup> Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying participants in SIL leading to a restatement in the number of participants in SIL from July 2020 to April 2022. Given the basis for identifying participants in SIL has changed since July 2020, the comparison between 2020 and 2021 is not entirely on a like for like basis.

## 4.5 Supported Independent Living

**Largest ten providers and core daily activities payments in years ending 30 September – participants in SIL<sup>69</sup>**

Provider ABN*	Provider name	Core daily activities payments (\$m)		
		2020	2021	2022
15101252171	Life Without Barriers	209	243	288
31001813403 <sup>70</sup>	Aruma Services / Aruma Services Victoria / Aruma Foundation / House With No Steps	221	243	261
73628264460 <sup>71</sup>	Home@Scope Pty Ltd / Scope (Aust) Ltd	63	110	260
87302064152	The Northcott Society	134	121	115
45000062288	Cerebral Palsy Alliance	103	115	113
80009670704	Endeavour Foundation	103	93	89
37020000711 <sup>72</sup>	Minda Incorporated / Minda Housing Limited	71	72	74
27009942269	CPL - Choice, Passion, Life	69	69	73
14005304432	Yooralla	59	63	72
29001260153	The Disability Trust	70	71	70
<b>Total largest 10 providers</b>		<b>1,103</b>	<b>1,200</b>	<b>1,416</b>

The top ten providers of participants identified as receiving SIL (by payment volumes) are listed in the table below along with the total payments received for SIL supports in the last three years<sup>73</sup>, noting that these providers receive payments for other supports in addition to SIL.

\* Although these large providers have been identified based on an individual ABN, where it is known that they form part of a related group of entities, the statistics have been modified to include the entirety of those entities. The top three providers listed in particular have had growth in participants that relate to former Victorian in-kind participants. These arrangements were “cashed out” in 2020–21 and hence these transferred to non-government providers.

<sup>69</sup> Includes plan-managed participants where the data is available identifying the support provider rather than payee (i.e. the plan manager for plan managed payments). This data is complete for the 2022 year, but is not complete for earlier years. This may mean payments to these providers are understated in earlier years where payments received via another payee are not traced to this provider.

<sup>70</sup> This analysis does not include in-kind payments. However, analysis of in-kind shows that two State governments have received in-kind offsets in the 2021–22 year that are comparable to the top 10 cash providers as follows: (1) Queensland \$146m and (2) South Australia \$128m.

<sup>71</sup> In addition, the following additional ABNs for this provider are also included in this analysis - 59032986751 and 86628265387.

<sup>72</sup> In addition, the following additional ABN for this provider is included in this analysis - 63004280871.

<sup>73</sup> In addition, the following additional ABN for this provider is included in this analysis - 49622248908.

## 4.6 Specialist Disability Accommodation (SDA)

**The total number of enrolled SDA dwellings continues to increase.**

Total SDA payments have increased by 45% annually over the last three years, from \$67 million to \$205 million.<sup>74</sup> The average SDA payments per participant have also increased, by 24% per annum.

**Number of participants, plan budgets and payments for years ending 30 September – participants with SDA supports**

Year	2019	2020	2021	2022	% increase (per annum)
Active participants	13,581	15,240	16,347	20,920	15%
Total SDA supports (\$m)	144	185	214	306	28%
Average SDA supports (\$)	10,619	12,139	13,071	14,613	11%
Total SDA payments (\$m)	67	113	146	205	45%
Average SDA payments (\$)	5,839	7,813	9,233	11,001	24%

<sup>74</sup> SDA provider payments have not been handled in a timely fashion due to issues with service bookings. This has resulted in a large backlog of payments. To address the problem, the NDIA has introduced a new SDA line item from 1 July 2022 to ensure providers have an easier way to claim for services delivered to participants. The NDIA has also addressed historic outstanding SDA payments by making off-system payments to providers directly. The \$205m total SDA payments made in the year ending on 30 September 2022 includes off-system payments of \$10.5 million made in June 2022.

## 4.6 Specialist Disability Accommodation

### Largest ten providers and SDA payments – participants in SDA<sup>75,76</sup>

Provider ABN*	Provider name	SDA support item claiming in year ending 30 September		
		2020	2021	2022
64617052383 <sup>77</sup>	Home4life Limited / Compass Housing Services Co Ltd	\$6m	\$13m	\$15m
97824335975 <sup>78</sup>	The Trustee for Summer Housing SDA Trust / The Trustee for Summer Housing Pavilions SDA Trust / The Trustee for Summer Housing Impact SDA Trust	\$1m	\$9m	\$13m
69118571547	Disability Housing Limited	\$2m	\$3m	\$5m
85236978396	The Trustee for The Disability Housing Trust of South Australia	\$3m	\$5m	\$5m
65152013913	Ability SDA Pty Ltd	\$2m	\$4m	\$4m
33931811019	Julia Farr Housing Association Inc	\$2m	\$3m	\$4m
66647041988	Hume Community Housing Association Co Ltd	\$3m	\$3m	\$3m
40007008853	Singleton Equity Housing Ltd	\$0m	\$1m	\$3m
49616736059	Disability Housing Solutions Pty Ltd	\$0m	\$1m	\$3m
70630278527	Enliven Housing Pty Ltd	\$0m	\$1m	\$3m
Total largest 10 providers		\$20m	\$42m	\$59m

\*Although these large providers have been identified based on an individual ABN, where it is known that they form part of a related group of entities, the statistics have been modified to include the entirety of those entities.

<sup>75</sup> The analysis does not include in-kind payments, but does account for \$10.5m in off-system SDA payments made in June 2022.

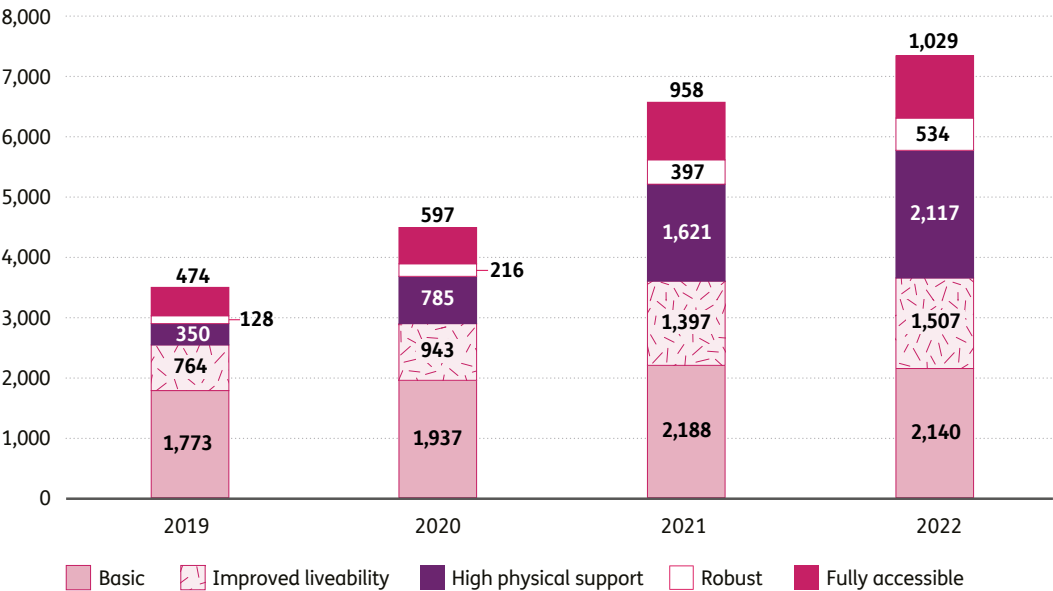
<sup>76</sup> The analysis excludes government owned providers. In particular, the Department of Health and Human Services (Victoria) claimed \$24m in cash in the 2021–22 year.

<sup>77</sup> In addition, the following additional ABN for this provider is included in this analysis – 84002862213.

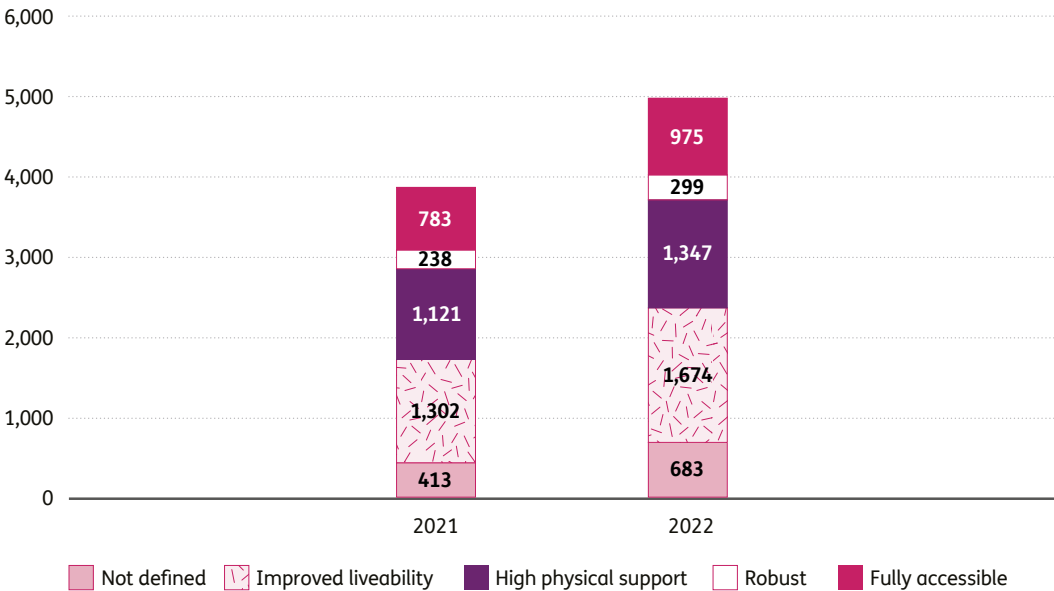
<sup>78</sup> In addition, the following additional ABNs for this provider are also included in this analysis – 21684858548 and 75699253279.

# 4.6 Specialist Disability Accommodation

Enrolled SDA dwellings (excluding in-kind) by design category for years ending 30 September



Number of participants seeking SDA dwelling by design category for years ending 30 September





## 4.7 Choice and control, utilisation and market concentration

Comprehensive data on market effectiveness is being used to improve participant outcomes across all regions through identifying thin markets.

Overall, out of 80 service districts in the analysis:

### Choice and Control

- 54 (**68%**) were **within 5 percentage points** of the national average
- 1 (**1%**) was **more than 10 percentage points above** the national average
- 2 (**3%**) were **more than ten percentage points below** the national average.

### Utilisation

- 62 (**78%**) service districts are **within 5 percentage points** of the national average<sup>79</sup>
- 0 service districts are **more than 10 percentage points above** the national average
- 6 (**8%**) service districts are **more than ten percentage points below** the national average.

### Market concentration

For the 6 months to 30 June 2022 to providers of Agency-managed participants:

- 5 (**6%**) service districts where 70% or more of payments go to the largest 10 providers
- 55 (**69%**) service districts where less than 45% of payments went to the 10 largest providers<sup>80</sup>.

Understanding the extent of variation in performance in these indicators across geographical regions assists with identifying “hot spots”.

Between September 2021 and September 2022, the utilisation and choice and control performance metrics improved marginally.

<sup>79</sup> Utilisation has been adjusted to account for the differences in the proportion of participants in each service district receiving SIL, along with the time participants have been in the Scheme.

<sup>80</sup> Using the previous method of calculating the payment to the 10 largest providers, 21 service districts had more than 70% of payments paid to the 10 largest providers.

---

**Section five:**

# Financial sustainability



# 5

# 5.1 Participant and cost projections



A financially sustainable Scheme achieves participant outcomes across their lifetimes, and is affordable now and into the future.

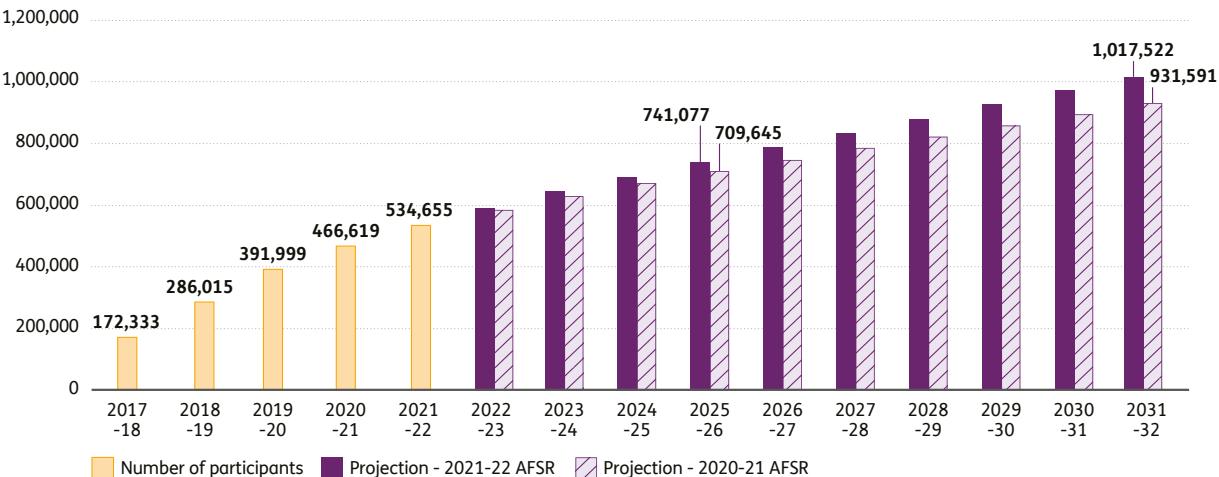
On 4 November 2022, the NDIA Board released both the AFSR, and the Peer Review Report.

The AFSR is produced using data at 30 June each year and a summary of each year’s AFSR is included in the NDIA Annual Report. The AFSR projects that:

- There will be **741,077 participants** in the Scheme at the end of June 2026 (of which **697,469** are <65 years)
- There will be **1,017,522 participants** in the Scheme at the end of June 2032 (of which **942,226** are <65 years).

These figures indicate a higher rate of growth in projected participant numbers, compared to the 2020–2021 AFSR projections.

Actual and projected participants (2021–22 AFSR and 2020–21 AFSR)



## 5.1 Participant and cost projections

- Total Scheme expenses are estimated to be **\$34.0 billion** in 2022–23, growing to **\$50.3 billion** in 2025–26, and **\$89.4 billion** in 2031–32 (on an accrual basis).

### Projected Scheme expenses

Scheme expenses (\$m)	2022–23	2023–24	2024–25	2025–26	2031–32
Scheme expenses (0–64)	31,394	34,874	39,955	45,187	77,843
Scheme expenses (65+)	2,582	3,259	4,160	5,157	11,559
<b>Total Scheme expenses</b>	<b>33,976</b>	<b>38,133</b>	<b>44,116</b>	<b>50,344</b>	<b>89,403</b>
<b>Total Scheme expenses (% of GDP)</b>	<b>1.48%</b>	<b>1.61%</b>	<b>1.77%</b>	<b>1.93%</b>	<b>2.55%</b>

It is important to recognise that the projected Scheme expenses are shown in nominal terms, i.e. that future dollars of estimated Scheme expenses include the effects of inflation over time. This impact of inflation increases over the longer term and so is particularly significant for the result in 2031–32.

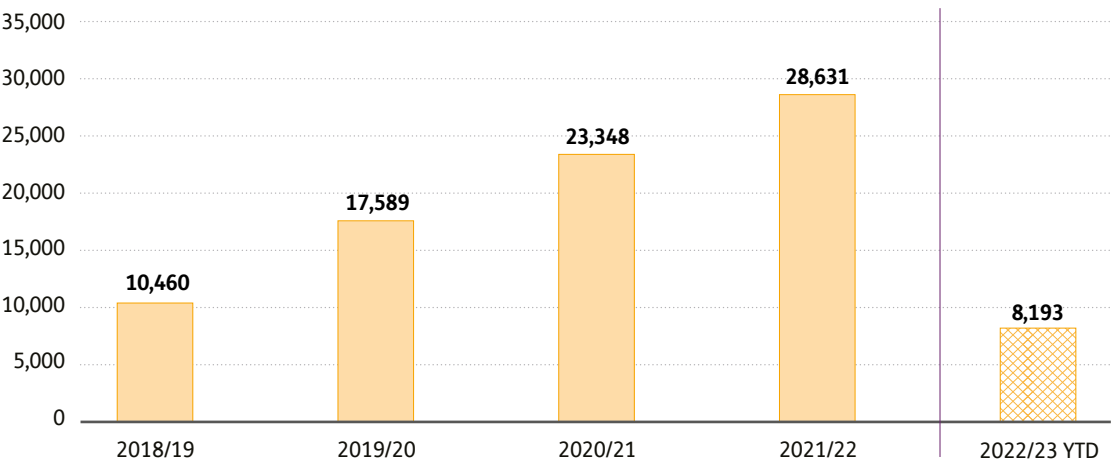
Expressing Scheme expenses as a proportion of GDP is a way of removing the impacts of economic inflation. Scheme expenses are estimated to be 1.48% of GDP in 2022–23, increasing to 2.55% in 2031–32. In considering longer-term projections of Scheme costs it is recommended that users refer to costs as a percentage of GDP rather than nominal dollar figures as these provide a more meaningful measure of Scheme expenses.

# 5.2 Total payments

Total payments have grown significantly over the last three years in line with a growing Scheme.

The rate of increase has slowed in recent years, reflecting a relatively steadier rate of new entrants to the Scheme since it became available across Australia.<sup>81</sup>

Total payments (\$m) for financial years ending 30 June and the three months to 30 September 2022<sup>82</sup>



<sup>81</sup> This compares to \$6.5 billion in the 3 months to 30 September 2021.

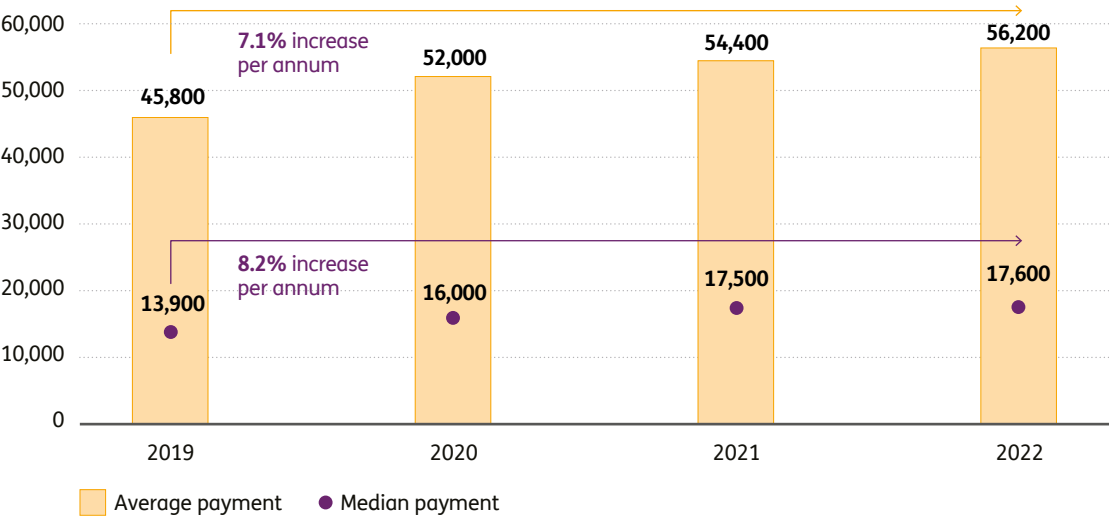
<sup>82</sup> Total payments are based on an accrual basis, sourced from the NDIA Annual Reports. The final figure for 2021–22 has been updated since the previous report.

# 5.3 Average and median payment trends

Average and median payments per participant have increased by 7.1% and 8.2% respectively over the last three years.

In the NDIS, the average payment is much higher than the median payment because there is a skewed distribution with a small number of participants receiving very high-cost supports, and a large number receiving low-cost supports.

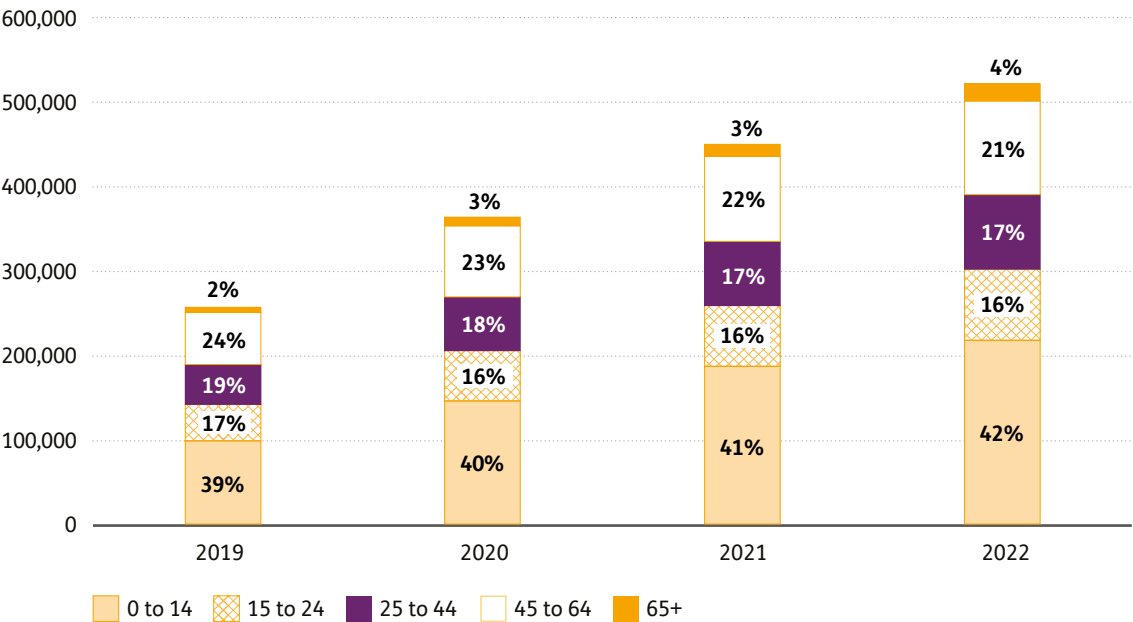
Average and median payments for years ending 30 September - all participants



# 5.3 Average and median payment trends

Over the past four years, as the Scheme has rolled out across the country, **the proportion of children** in the Scheme has **increased**, and the **proportion of participants in SIL** in the Scheme **has decreased**.

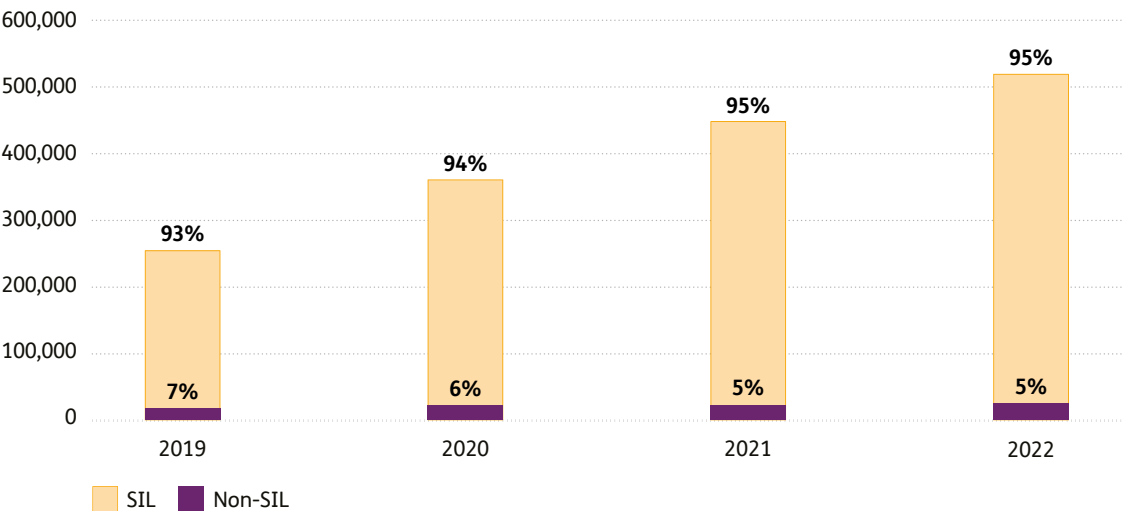
Proportion of participants by age band for years ending 30 September (%) – all participants



## 5.3 Average and median payment trends

The changing mix of participants living in SIL has changed in the three years to 30 September 2022; reducing from 7% of participants at 30 September 2019 to 5% of participants at 30 September 2022, so the impact of this changing mix is also significant.

Proportion of participants by age band for years ending 30 September (%) – all participants

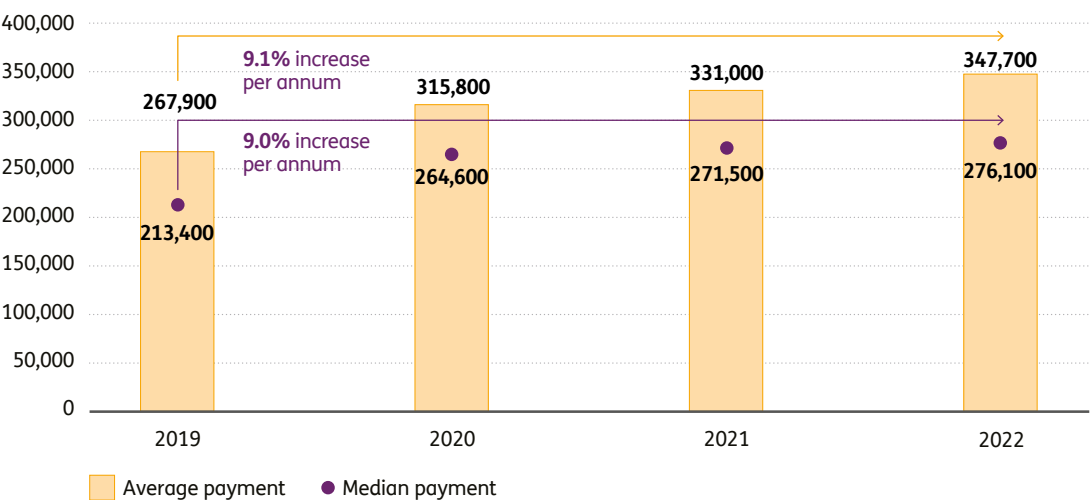




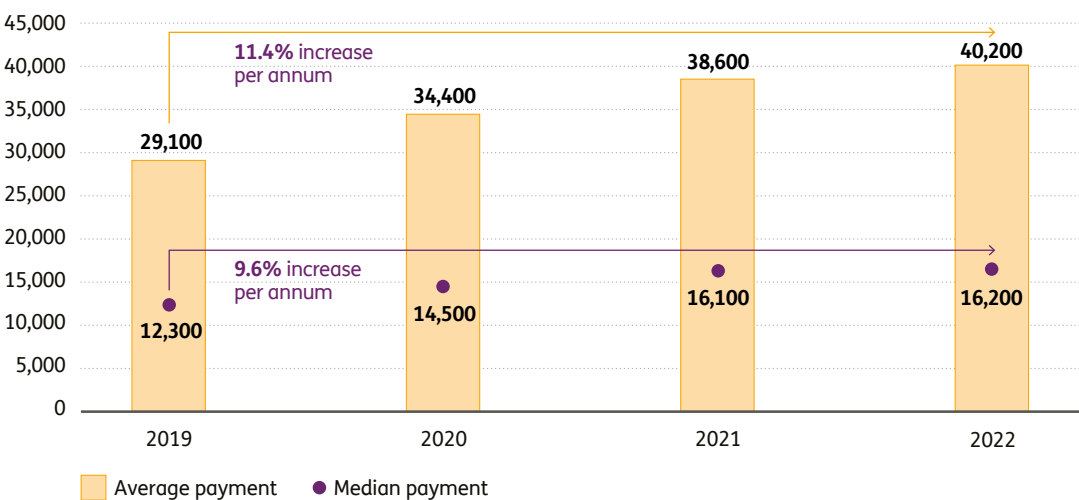
# 5.3 Average and median payment trends

## Participants in SIL and not in SIL

Average and median payments for years ending 30 September – participants in SIL



Average and median payments for years ending 30 September - participants not in SIL

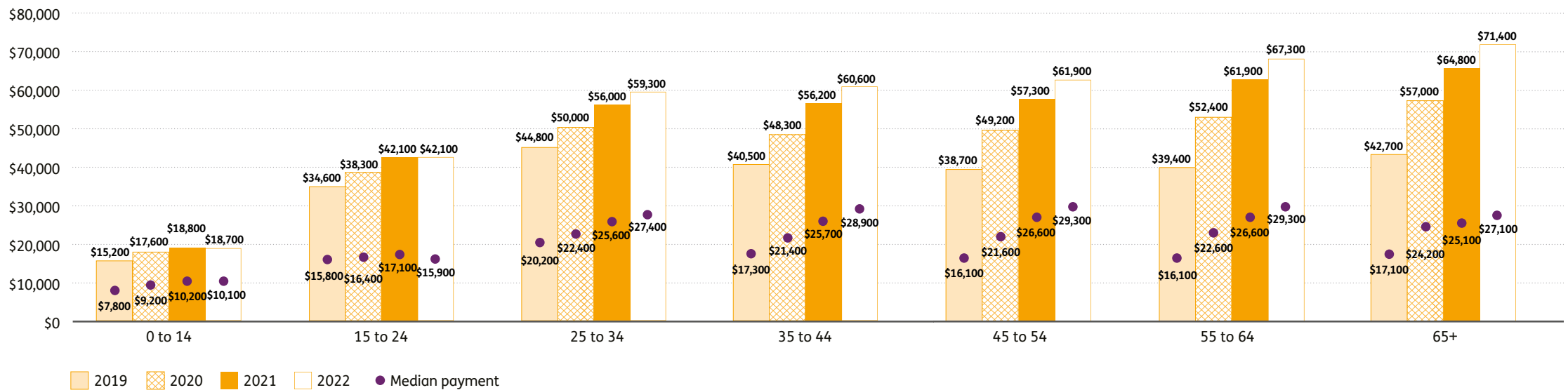


## 5.3 Average and median payment trends

For participants not in SIL, average payments have increased at a faster rate for adults (particularly those aged over 35) and reflects a material increase in the hours of attendant care support these participants are receiving over time. Large increases are also evident in the median payment.

As younger participants have significantly lower payments compared to older participants, and more younger participants are entering the Scheme over time, the overall average and median payments will therefore be lower, partly offsetting the increases observed.

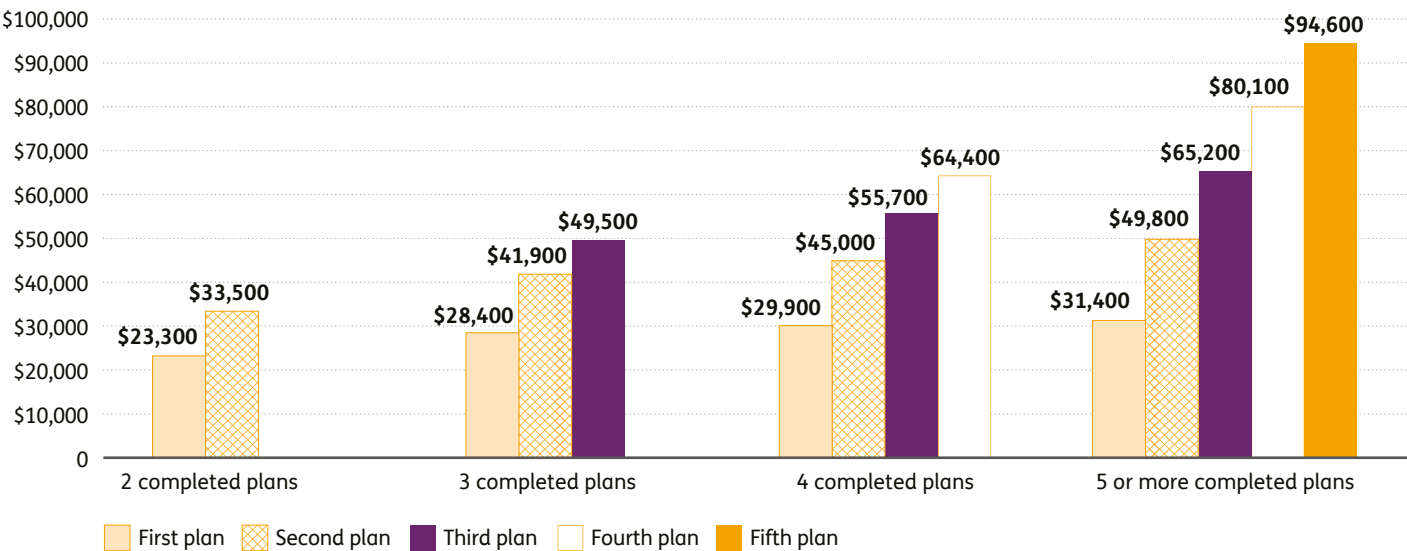
**Average and median payments for years ending 30 September by age group - participants not in SIL**



# 5.3 Average and median payment trends

Average payments per participant have increased over time for all participant cohorts having different number of plans since joining the Scheme. Noting however, the rate of increase in average payments to participants is the greatest between the first and second plans, with the rate decreasing over time.

Average payments per participant over time



## 5.4 Average plan budget trends

### Average plan budgets have also increased over time for the same cohort of participants.

Average plan budgets have also increased over time, for both participants in SIL and not in SIL. Specifically, over the three-year period to 30 September 2022:

- Average plan budgets have increased by **3.6%** per annum for all participants
- Average plan budgets have increased by **8.7%** per annum for participants in SIL
- Average plan budgets have increased by **5.4%** per annum for participants not in SIL.

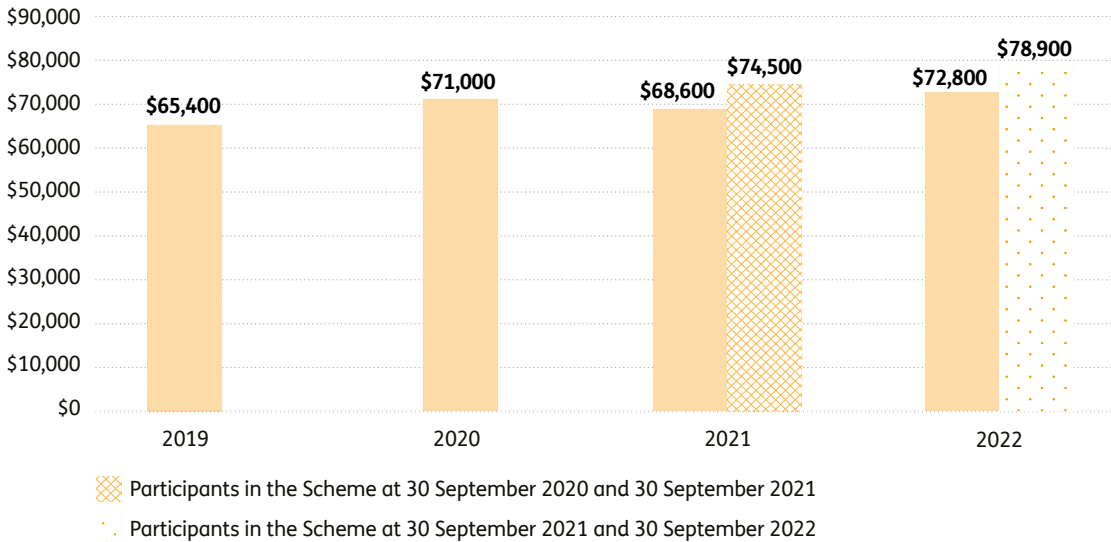
The slight decreases in the year ending 30 September 2021 is due to:

- **New participants** that entered the Scheme between 1 October 2020 and 30 September 2021 having, on average, **lower plan budgets**. This was driven by high proportions of participants entering the Scheme who were under the age of 18 (as children have lower plan budgets on average than adults).
- **Participants having lower support needs on average**, as participants from the State/ Territory disability systems with higher support needs (such as those in SIL) transferred into the Scheme earlier.

Importantly, there was no reduction in the average plan budgets of participants continuing in the Scheme. For example, for these existing participants who were in the Scheme at 30 September 2020 and at 30 September 2021, the average plan budget increased from \$71,000 to \$74,500 (4.9%).

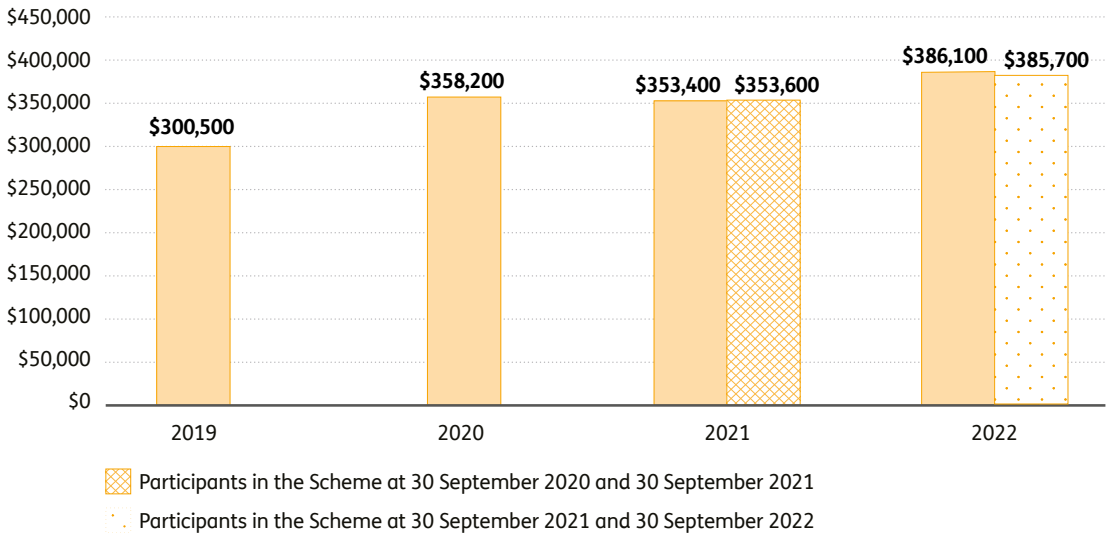
# 5.4 Average plan budget trends

Average annualised plan budgets for years ending 30 September – all participants

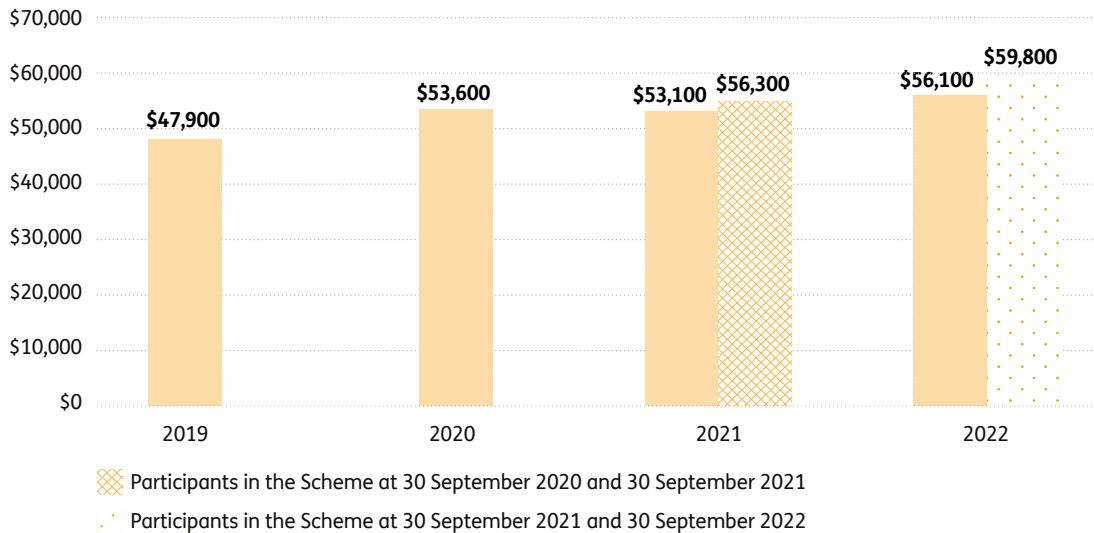


# 5.4 Average plan budget trends

Average annualised plan budgets for years ending 30 September – participants in SIL



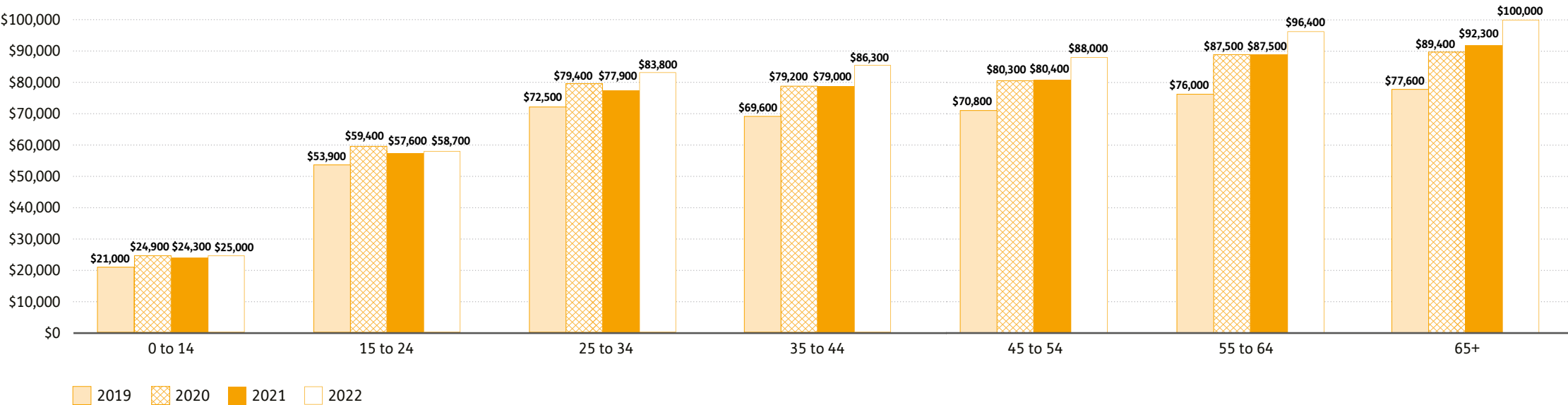
Average annualised plan budgets for years ending 30 September – participants not in SIL



# 5.4 Average plan budget trends

For participants not in SIL, average plan budgets have increased over time for all age groups.

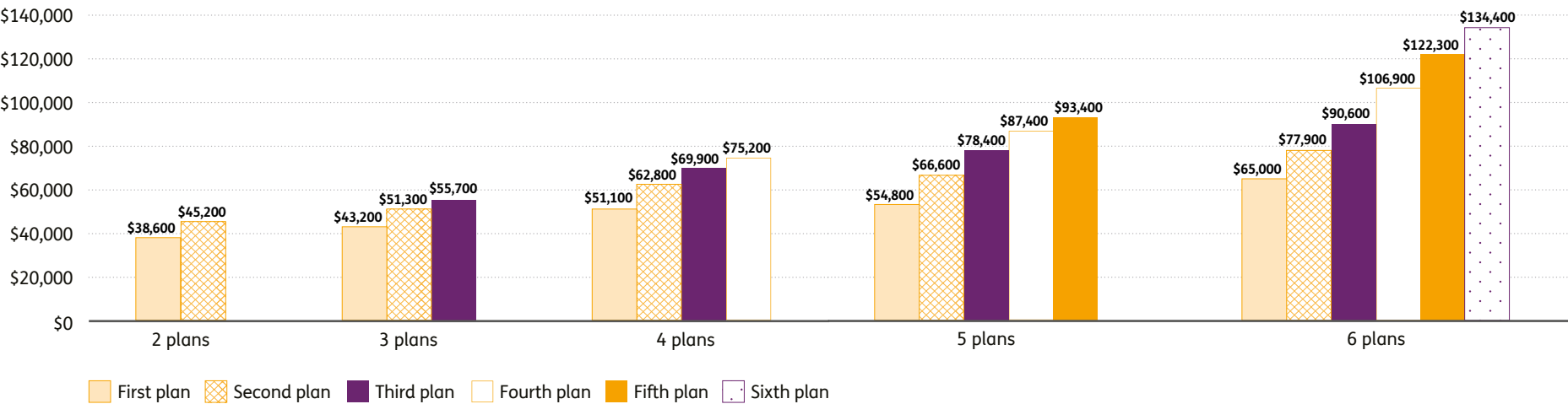
Average annualised plan budgets for years ending 30 September by age group – participants not in SIL



# 5.4 Average plan budget trends

As the mix of participants has changed over time, understanding trends in average plan budgets for the same group of participants over time is important. In considering participants by the number of plans they have had since joining the Scheme and tracking the average plan budgets for the same cohort of participants over time, it is evident that the average plan budgets have increased for all participant cohorts per plan.

Average annualised plan budgets for participants over time

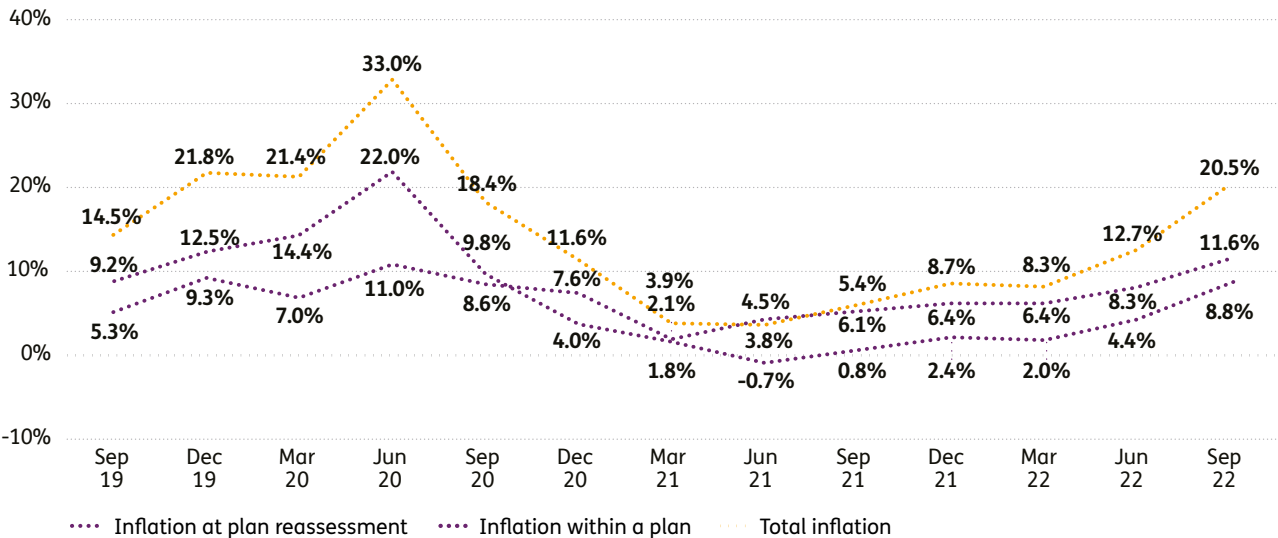




# 5.4 Average plan budget trends

In the September 2022 quarter, total plan inflation was 8.4% (20.5%<sup>83</sup> per annum). Of the 20.5% per annum total plan inflation in the quarter, 8.8% was due to changes at plan reassessment, and 11.6% was due to changes occurring within a plan between reassessments; the 11.6% is inclusive of a 4.6% one-off impact of the indexation of plans in July following the Annual Pricing Review<sup>84</sup>.

Annualised percentage change in plan budgets for active participants<sup>85</sup>



83 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 being a 4.6% one-off increase.

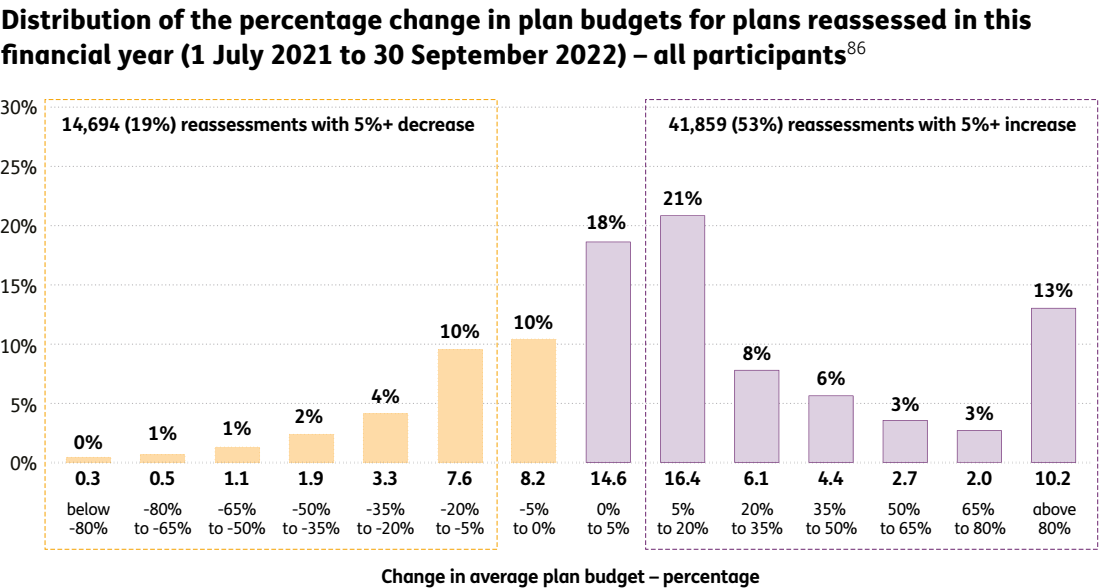
84 The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there has been a one off increase in intraplan and total inflation during the month of July of 4.6% each.

85 Ibid.

# 5.4 Average plan budget trends

At the individual level, plan budgets can vary significantly. Plans increasing and decreasing is consistent with an early investment insurance approach. When looking at experience in this financial year (from 1 July 2022 to 30 September 2022), taking account of total plan inflation, plans were more likely to increase rather than decrease. Specifically:

- 53% of plans increased at reassessment by more than 5%.
- 19% decreased by more than 5%.
- 29% remained within 5%.

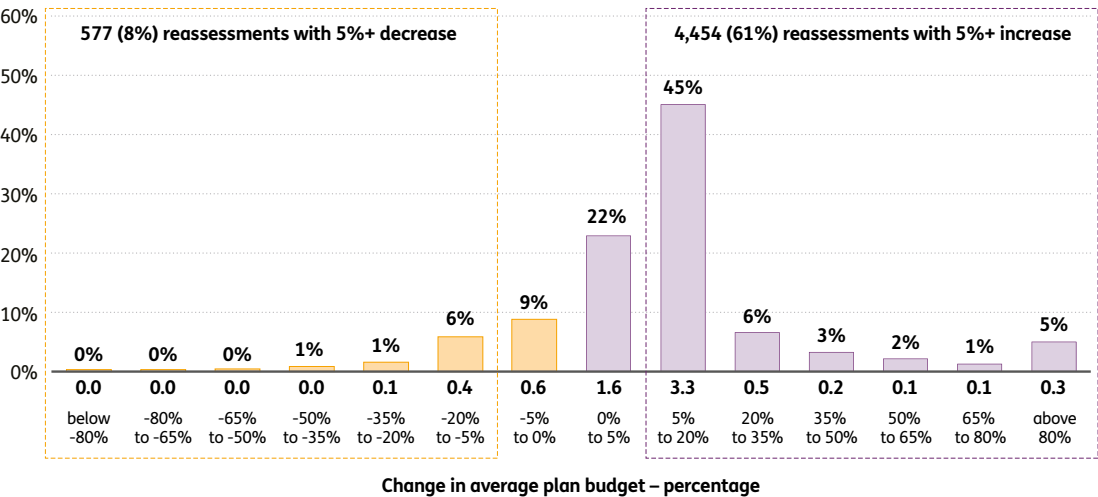


<sup>86</sup> The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

# 5.4 Average plan budget trends

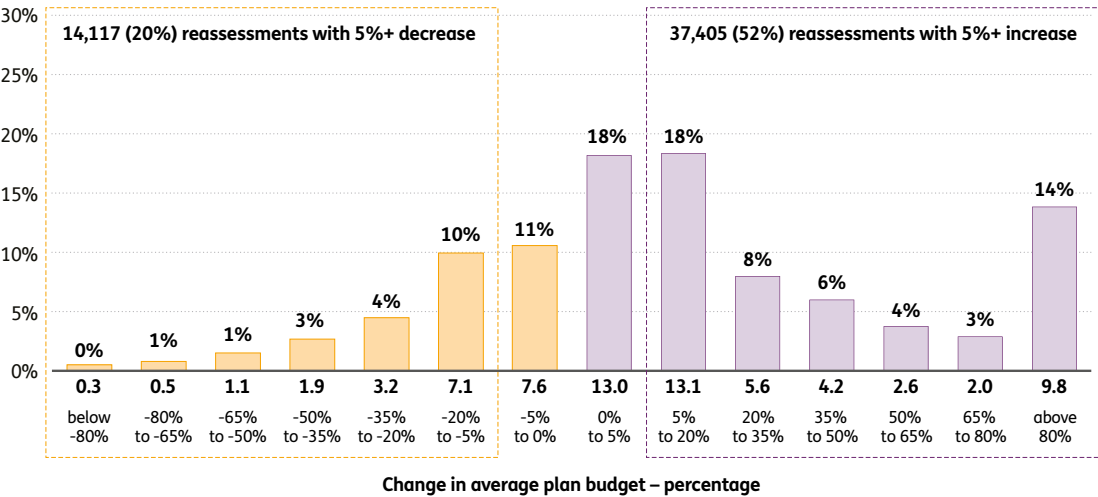
Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 September 2022) – participants in SIL<sup>87,88</sup>

Change in average plan budget - percentage



Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 September 2022) – participants not in SIL<sup>89</sup>

Change in average plan budget - percentage



87 Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participants from July 2020 to April 2022. This has resulted in a one-off change in the historical SIL and non-SIL inflation rates.

88 The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

89 Ibid.

## 5.4 Average plan budget trends

In the financial years 2019–20, 2020–21 and 2021–22, plans were also more likely to increase rather than decrease.

### In 2021–22:

- **39%** of plans increased at reassessment by more than 5%
- **25%** decreased by more than 5%
- **36%** remained within 5%

### In 2020–21:

- **42%** of plans increased at reassessment by more than 5%
- **29%** decreased by more than 5%
- **29%** remained within 5%

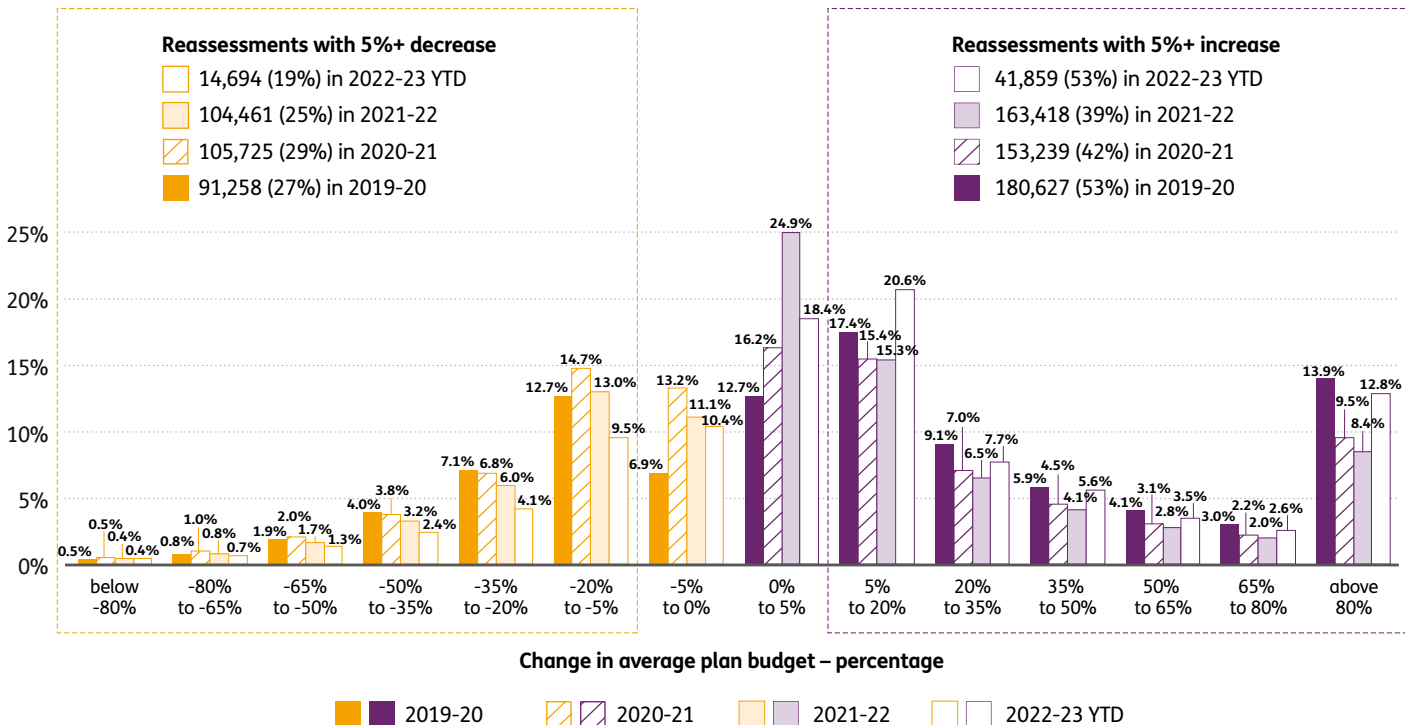
### In 2019–20:

- **53%** of plans increased at reassessment by more than 5%
- **27%** decreased by more than 5%
- **20%** remained within 5%

# 5.4 Average plan budget trends

The following chart shows the distribution of the percentage change in plan budgets for plans reassessed over the three years and one quarter to 30 September 2022, taking account of total plan inflation.

**Distribution of the percentage change in plan budgets for plans reassessed over the three years and one quarter to 30 September 2022 – all participants**



# 5.5 Operating expenses

Operating expenses per participant have reduced over the last four years.

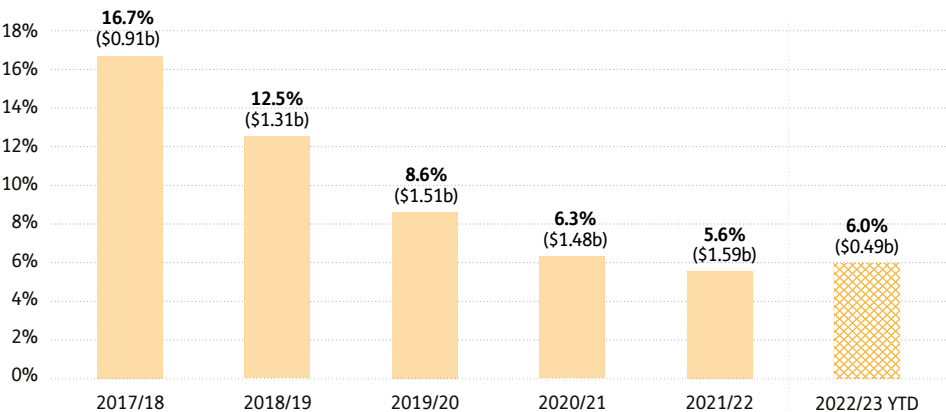
NDIA operating expenses have increased from:

- \$906 million in 2017–18, to
- \$1,590 million in 2021–22.

As a percentage of the dollars spent on participants, operating expenses have decreased from:

- 16.7% in 2017–18, to
- 5.6% in 2021–22.

Operating expenses as a percentage of participant costs<sup>90</sup>



90 Total operating expenses are based on an accrual basis, the \$1.59 billion figure has been updated since the previous report.

91 The annualised operating cost per participant is expected to drop given the seasonality in operating expenses.

92 Average number of participants is taking a simple average of the two periods (opening and closing) on active participants. Cost per participant uses these average participant numbers divided by Total Operating Expenses for the 2022–23 Budget.

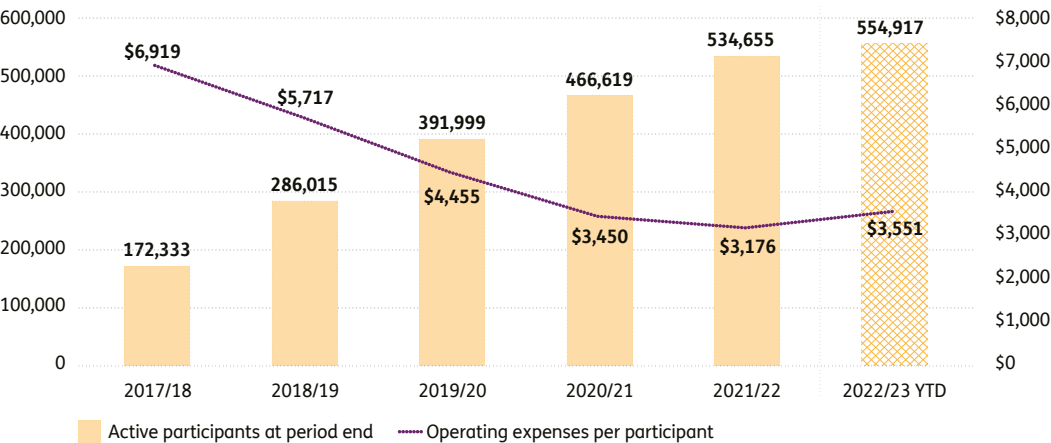
There is an increase in annualised operating expenses for the three months to 30 September 2022 however this is expected to drop over 2022/23 as there exists some seasonality in operating expenses.

The Productivity Commission in their 2017 Study report suggests a range of 7% to 10% as an appropriate amount for NDIA operating costs.

Over time, the NDIA has increased efficiency. The annualised operating cost per participant has reduced by 49% since 2017–18, from:

- \$6,919 in 2017–18, to
- \$3,176 in 2021–22<sup>91</sup>.

Operating expense per participant<sup>92</sup>



---

**Section six:**

# Staff, advisory groups and the NDIS community



6

## 6.1 A high performing NDIA



Participant and sector engagement activities continue to be a focus

As at 30 September 2022, there was **12,772** total in the NDIS workforce.

Of the 12,772 staff:

- **5,118** APS employee.
- **1,971** labour hire workers and contractors.
- **5,683** people employed by the NDIS PiTC and Contact Centre partners.



### 6.1 A high performing NDIA

Key highlights this quarter:

- The NDIA continues to invest in the capacity and capability of its workforce, with a strong focus on planner recruitment. There are currently three large-scale planner recruitment processes in Q1 with approximately 250 new APS staff will commence between October and November 2022.
- The NDIA achieved an improved response rate for the APS Census in comparison to 2021, with 85% of 5,220 people completing the survey. This is five percentage points higher than the APS average response rate for 48 questions, 50 questions within five percentage points and 2 questions of five percentage or below 2021.
- The NDIA launched its second NDIA First Nations Employment and Inclusion Plan 2022–2025 (the FNEIP) with three focus areas: Cultural Integrity, Career Pathways and Career Development and Advancement. The FNEIP aims to continue to increase the number of First Nations peoples employed at the NDIA, to improve career development and retention of existing staff and improve the employee experience of First National staff.
- The NDIA launched the Disability Inclusion Plan 2022–25 (the Plan) with three focus areas: Accessibility, Employment and Career Development and Inclusive Culture. The Plan aims at increasing the number and diversity of people with disability and improve the experience working with NDIA.
- The NDIA has moved ahead of the APS overall in the Census indices for Staff with Disability, First Nations and LGBTIQ+ staff.

## 6.2 A valued input from the Independent Advisory Council

**The IAC continues to provide valued advice to the NDIA Board and management.**

This quarter, Council welcomed the Hon. Bill Shorten, Minister for the NDIS, to its September meeting. Council and the Minister discussed the priorities for the NDIS and how best to work together.

The Council progressed the work on the advice ‘Positive Behaviour Support’, establishing a small subgroup of Members to lead this advice. The Home and Living and Children, Young People and Families Reference Groups held their first official meetings for 2022–23. The Equity and Inclusion, and Intellectual Disability Reference Groups will have their first meetings during Quarter 2 2022–23.

The Council continues to actively collaborate with the NDIA on a variety of Corporate Plan priorities and the Council’s own plan of work, including:

- Research and evaluation
- First Nations and CALD Strategy Refresh

This quarter they focused on changes to the NDIS website to make it easier for participants and the community to have a say on the future of the NDIS. They also reviewed the Group’s Terms of Reference.

Council Members are also involved in the NDIA’s Co-design Steering Committees for:

- Information Gathering for Access and Planning
- Home and Living
- Support for Decision Making; and
- Participant Safety

## 6.3 Public data sharing and the latest release of information

### The NDIA continues to release timely data and analysis to stakeholders.

On 17 August 2022, the NDIA released:

- Q1 2022–2023 downloadable data, refreshed downloadable data<sup>93</sup> and the explore data<sup>94</sup> visualisation tool on the data.ndis.gov.au<sup>95</sup> with information up to end of 30 June 2022.
- Several “deep dive” reports and analyses have also been released in previous quarters, and include:
  - Reports and analyses by Participant Group
  - Reports and analyses by Disability Group
  - Outcomes and goals
  - The NDIS Market (Market Monitoring) Dashboards with market summaries, datasets for LGAs and NDIS service districts

<sup>93</sup> <https://data.ndis.gov.au/data-downloads>

<sup>94</sup> <https://data.ndis.gov.au/explore-data>

<sup>95</sup> Ibid.

## 6.4 Cyber Security

**NDIA Cyber Security continues to proactively identify the most likely and significant threats to enable the informed implementation of risk mitigation.**

---

The NDIA continues to be directly and indirectly impacted by cyber threats from internal and external sources. The NDIA, in conjunction with other partner organisations, manages its risk profile which continues to be targeted by Foreign Intelligence Services and criminal enterprises to gain access to valuable participant data and information.

These threats to the NDIA manifest themselves through the use of malware, ransomware, phishing and social engineering to extort funds, expose sensitive information and deny people of online services. Also, NDIA internal threats present themselves through the misuse of access and information with the intent of causing political and social embarrassment or supporting criminal enterprise.

The NDIA has embarked on a multi-year technology change agenda including:

- a significant uplift of cyber threat detection and prevention capabilities
- improving its ability to detect and respond to threats to the NDIA systems and data through the Security Operations Centre and through new tool sets
- the NDIA Cyber Risk management program currently underway, seeking to implement improved ICT practices and procedures

In addition, regular internal communication and training with staff and partners to maintain awareness of cyber threats, which is reviewed regularly to ensure the training and messaging is effective.

## 6.5 Fraud and Compliance

### The NDIA continues to identify and respond to compliance risks.

The NDIA continues to proactively monitor and respond to incorrect or unusual claims made by registered providers.<sup>96</sup> Since the establishment of the Compliance Response Team in July 2021, the NDIA has significantly increased its targeted compliance activities, including:

- A significant focus on education with over 2,700 registered providers contacted. These engagements are a mechanism for the NDIA to educate registered providers and highlight common claiming mistakes.
- Compliance reviews with registered providers and plan management agents, where monitoring of claims against participant plans identified incorrect or unusual claims. Over 2,450 registered providers and plan management agents will be contacted throughout Quarter 2 and asked to review claims for payment where participants may have been overcharged.
- Quarter 1 increase in the number of tip-offs received by the Agency via the Fraud Reporting and Scams Helpline. The NDIA received 3,361 tip-offs in Q1 as compared to 2,320 for the same period in 2021–22.

As at 30 September 2022, there were **41 fraud matters under investigation** and an additional **10 matters under preliminary evaluation** for investigation. Of these, 13 matters are before the courts under prosecution, with a total alleged fraud value of \$13.6 million. Key investigation activities or outcomes in this quarter included:

- A person was convicted on one count of Dealing in Proceeds of Crime, defrauding the Scheme of \$31,798.
- Another person was convicted for defrauding the Scheme of \$97,589.
- Another person was arrested and with defrauding the Scheme of \$311,700 after claiming for services not provided.
- Strengthened relationships across governments in collaborative work to improve inclusion in mainstream early childhood services.
- Five search warrants were executed across Western Sydney under Operation Alsedo-Pisces, leading to the seizure of cash, gold and luxury goods. Analysis and enquiries continue, with prosecution expected to result.
- A search warrant was conducted on the premises of a Melbourne business in relation to an alleged \$1.1 million in fraud against the Scheme. Analysis is underway to inform a brief of evidence.

<sup>96</sup> The federal government delivered the Federal Budget on 25 October 2022. The Budget set aside \$126m over four years to establish a Fraud Fusion Taskforce to target fraud and serious non-compliance. The taskforce will bring together the NDIA, Services Australia, law enforcement agencies and regulators, to better enable intelligence sharing, identification and response to fraud perpetrated by serious organised crime entities and others seeking to exploit the Government's system of social supports.

## 6.6 NDIA's new Information and Communication Technology (ICT)

### The NDIA is building a new ICT business system to improve the end-to-end participant journey and planning process.

The NDIA is designing and building a new ICT business system (PACE). PACE is a fit-for-purpose business system and will be ready to replace the NDIA's current CRM, portal and payment systems. PACE is being designed to be more user-friendly and make it easier for NDIA staff and partners to do their job, giving them more time to deliver a quality experience for participants and providers.

NDIA staff have now started testing features of the PACE system. This process will continue over the coming months. In addition, the planning for a real-time test of the PACE system has started, with testing to commence in Tasmania by November 2022. The real-time test will involve NDIA staff and PiTC staff using the new system with current and prospective participants, providers and the wider disability community.

Improvements will be delivered over the next two years and will include:

- **More options** for how a participant's plan can be changed to meet their needs without a lengthy processes.
- **New ways of capturing goals and clearer referral processes** to mainstream and community supports.
- **Streamlined access processes**, with prospective participants being supported by LAC and Early Childhood PiTC.
- **Integration between the NDIA's systems and Participant Portals**, meaning participants can manage more of their own information and monitor progress on their requests.
- **Automated work-routing** for all work, meaning that tasks are more efficiently completed (and matched to staff with the skills required to complete the task).
- **New validation of payment requests**, including participant verification steps.
- **Monitoring across the entire ICT system**, which supports the NDIA to proactively identify and check-in when it appears a participant may need support.



**Copyright notice**

© National Disability Insurance Agency

**Copyright and use of the material in this document**

Copyright in the material in this document, with the exception of third party material, is owned and protected by the National Disability Insurance Agency. The material in this document, with the exception of logos, trade marks, third party material and other content as specified is licensed under Creative Commons Attribution Non-Commercial No Derivatives (CC BY-NC-ND) licence, version 4.0 International. You may share, copy and redistribute the document in any format. You must acknowledge the National Disability Insurance Agency as the owner of all intellectual property rights in the reproduced material by using '© National Disability Insurance Agency' and you must not use the material for commercial purposes.

Reproduction of any material contained in this document is subject to the CC BY-NC-ND licence conditions available on the Creative Commons Australia site, as is the full legal code for this material.

The National Disability Insurance Agency expects that you will only use the information in this document to benefit people with disability.

Please see the [NDIS website copyright statement](#) for further details about the use of logos and third party material.

**[www.ndis.gov.au](http://www.ndis.gov.au)**