Participants and planning

Participant experience	As at 31 Dec	As at 30 Sep
Active participants with approved plans	573,342	554,917
Children accessing early connections	14,914	14,484
Children waiting for early connections	347	327
Children benefiting from the Scheme no longer needing supports (% p.a.)[1]	4.0%	5.2%
Percentage of participants fully or partially self managing their plan	30%	30%
Percentage of plans activated within 90 days[2]	86%	86%
Number of participant plan reassessments completed in quarter[3] [4]	75,867	78,533

Performance summary:
- 609,220 participants (excluding children accessing early connections) have had an approved plan since July 2013. 573,342 of these continue to be active.
- 353,131 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- In the current quarter, 20,500 participants have entered the Scheme and there are 14,914 children accessing early connections at the end of December 2022.
- 75,867 plans have had reassessments this quarter.
- 27,534 access decisions have been made in the quarter, of which 21,317 met access and are still active.
- 1,914 (9.3%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants nationally to 42,679 (7.4%).
- 1,742 (8.5%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD)[5], taking the total number of CALD participants nationally to 52,521 (9.2%).
- The new Information and Communications Technology (ICT) system test was commenced in Tasmania in the December 2022 quarter. This is the first quarterly dashboard that combines data from the current and new ICT systems. This may lead to some minor restatements of information in this and future dashboards.

Participant outcomes and satisfaction

Participant outcomes and satisfaction		
Participant and Scheme Outcome metrics from the Corporate Plan as at 31 December 2022[6]	**Latest Reassessment**	**Baseline**
• Participant employment rate[7]	23%	21%
• Participant social and community engagement rate	42%	35%
• Parent and carer employment rate	50%	46%
	Latest Reassessment	**First Reassessment**
• Participant perception of choice and control	77%	66%
% of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter	**2022-23 Q2**	**2022-23 Q1**
• Access	81%	81%
• Pre-planning	82%	80%
• Planning	87%	85%
• Plan reassessment	68%	69%

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

[2] Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of 2021-22 Q4 have been excluded.

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

[4] The new definition is included under s49 of the NDIS Act (2013) and replaces the previous definition of plan review.

[5] The number of CALD participants excludes First Nations participants.

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

[7] Participant Employment Rate metric includes results for participants aged 15 to 64.

Participant Service Guarantee

Percentage meeting the Service Guarantee in quarter[1]		Service Guarantee	31 Dec	30 Sep
General	1. Explanation of a previous decision, after a request for explanation is received	28 days	99%	99%
Access	2. Make an access decision, or request for more information, after an access request has been received	21 days	100%	100%
	3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	97%	100%
	4. Make an access decision, after the final information has been provided	14 days	99%	99%
Planning	5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	96%	97%
	6. Approve a participant's plan, after an access decision has been made	56 days	95%	93%
	7. Approve a plan for ECEI[2] participants, after an access decision has been made	90 days	98%	98%
Implementation	9. If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	100%
Plan Reassessments	11. Commence facilitating a scheduled plan reassessment, prior to the plan reassessment date[3]	56 days	77%	85%
	12. Decide whether to undertake a Participant Requested Plan Reassessment, after the request is received[4]	21 days	81%	93%
	13. Complete a Reassessment after the decision to accept the request was made	28 days	71%	67%
Amendments	14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	94%	93%
	15. Amend a plan, after the receipt of information relating to a complex quote that triggers a plan amendment process	50 days	97%	92%
Reviewable Decisions	17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	95%	94%
	18. Implement an AAT decision to amend a plan, after receiving notification of the AAT decision	28 days	97%	98%
Nominee	19. Cancel participant requested nominee	14 days	100%	100%
	20. Cancel CEO initiated nominee	14 days	100%	100%

• The NDIA commenced measuring performance against the PSG metrics prior to the legislation of the Participant Service Charter and Guarantee. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament, and received Royal Assent on 1 April 2022. 'NA' means that PSG results cannot be measured.

[1] PSG results in the previous quarter may be restated due to ongoing logic refinement and changes in data quality.

[2] ECEI was previously known as Early Childhood Early Intervention. It is now known as Early Childhood Approach (ECA).

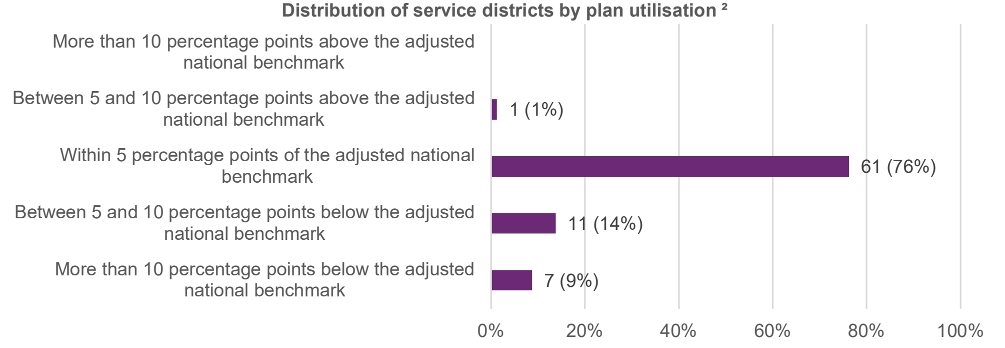
[3] The NDIA's new participant check-in process ensures that every plan reassessment begins with a contact from the planner or partner to discuss reassessment options well before any scheduled reassessment date. Plans are extended automatically if they have not been reassessed before the reassessment date so participants have continuity of support.

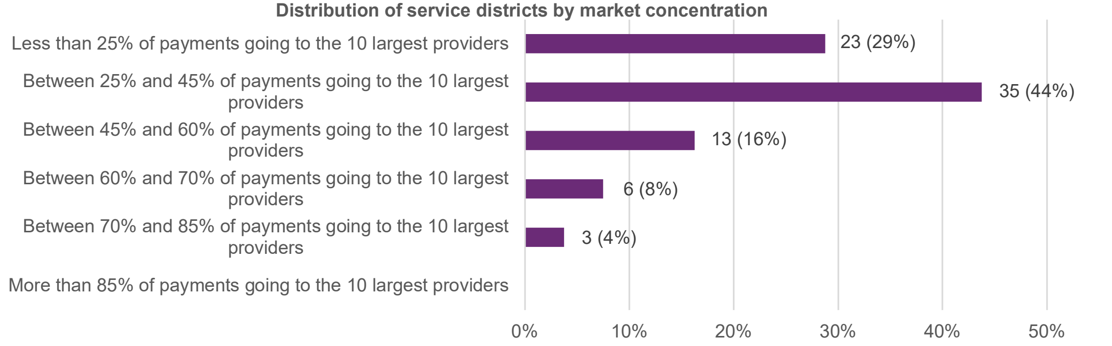
[4] The definition of Participant Reassessment Request is included under s48 of the NDIS Act (2013) and replaces the previous definition of plan review request.

Provider and market metrics

Market supply and participant costs	As at 31 Dec	As at 30 Sep
Total number of active providers (with at least one claim ever)[1]	19,300	18,914
Total number of active providers in last quarter[1]	9,660	9,648
Utilisation (6 month rolling average with 3 month lag) (%)	76%	76%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark)[2]	9%	8%
Market concentration (% of service districts where more than 70% of payments for supports go to the top 10 providers)[3]	4%	6%
Payments paid within 5 days (portal) (%)	99.8%	99.8%
Total payments from 1 July 2022 ($m)	$16,527m	$8,097m
Total annualised plan budgets ($m)	$42,361m	$40,376m
Plan inflation (current quarter % per annum)[4]	15.9%	20.5%
Inflation at plan reassessment (current quarter % per annum)	8.7%	9.1%
Inflation within a plan, between reviews (current quarter % per annum)	7.2%	11.3%
Socioeconomic equity (%)[5]	103%	103%

- Total annualised plan budgets at 31 December 2022 were $42,361m and payments from 1 July 2022 were $16,527m.
- The number of active providers at the end of December is 19,300, growing by 2% in the quarter.
- Utilisation was 76% from 1 April 2022 to 30 September 2022, with 9% (7 out of 80) of service districts in Australia more than 10 percentage points below the adjusted national benchmark.
- In 4% (3 out of 80) of service districts, the top 10 providers provide more than 70% of payments.





Service districts more than 10% below plan utilisation benchmark:
- SA Far North (SA): 59% vs 74% benchmark
- WA Kimberley-Pilbara: 60% vs 72% benchmark
- NT Darwin Remote: 58% vs 69% benchmark
- SA Eyre and Western: 63% vs 74% benchmark
- NT East Arnhem: 62% vs 73% benchmark
- WA Midwest-Gascoyne: 62% vs 73% benchmark
- WA Wheat Belt: 60% vs 71% benchmark

Service districts above the market concentration benchmark:
- NT Katherine: 77% vs 70% benchmark
- NT Barkly: 76% vs 70% benchmark
- NSW Far West: 70% vs 70% benchmark

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

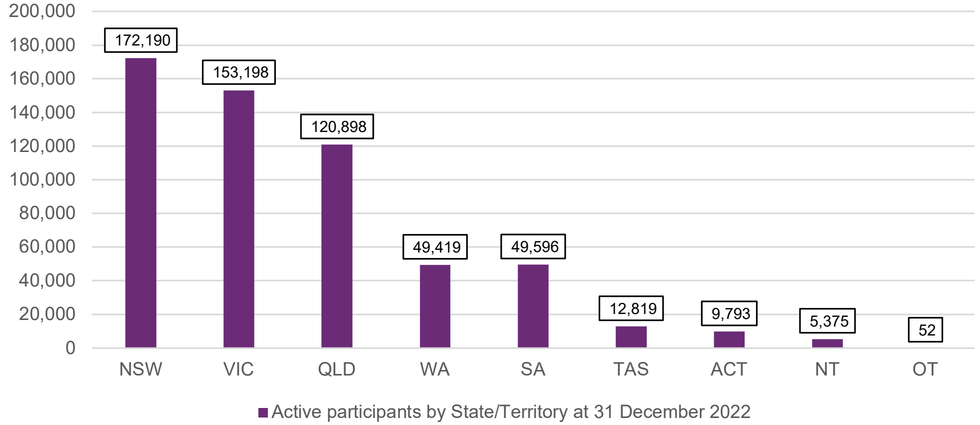
[2] The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants have been in the Scheme.

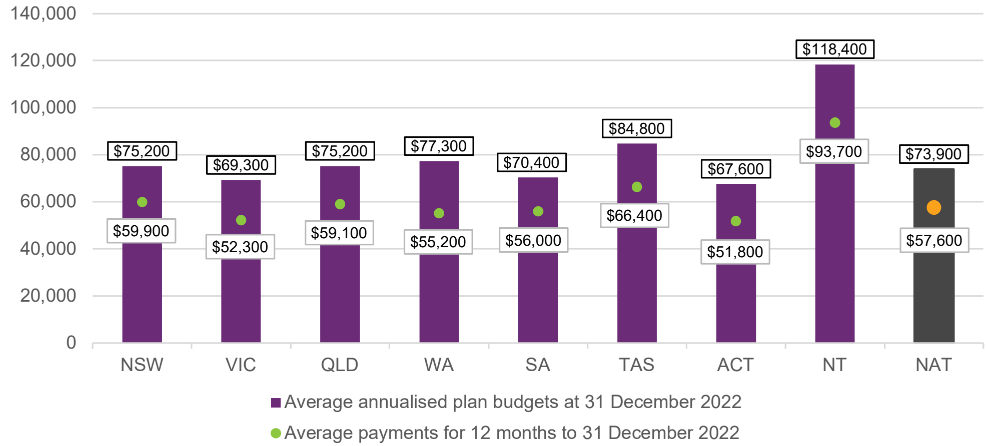
[3] Improved data on providers is now used to measure provider concentration, with payments to plan managers now attributed to the support provider. This has led to an apparent reduction in concentration, and a change in the benchmark used to 70%.

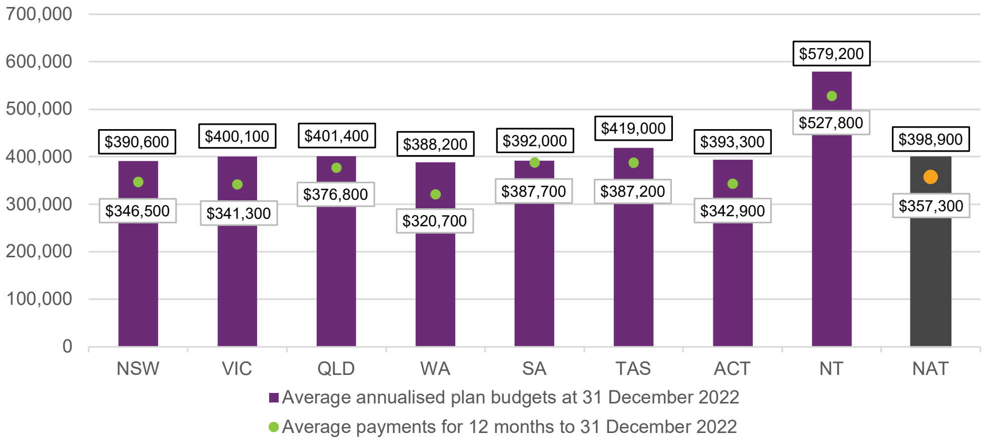
[4] Starting with the March 2022 quarter, total plan inflation was altered to include plan budget changes occurring at plan reassessment, as well as changes occurring between reassessments. This increased the rate of inflation previously measured. The annualisation calculation excludes the impact of plan indexation impacting July 2022 following the Annual Pricing Review. The indexation impact is then added back to the annualised figure. This impact is 4.6% Nationally. In this December quarter, a further rescaling is applied to the split between inflation at plan reassessment and within a plan. This results in a minor one-off change in the historical split while overall inflation is not changed.

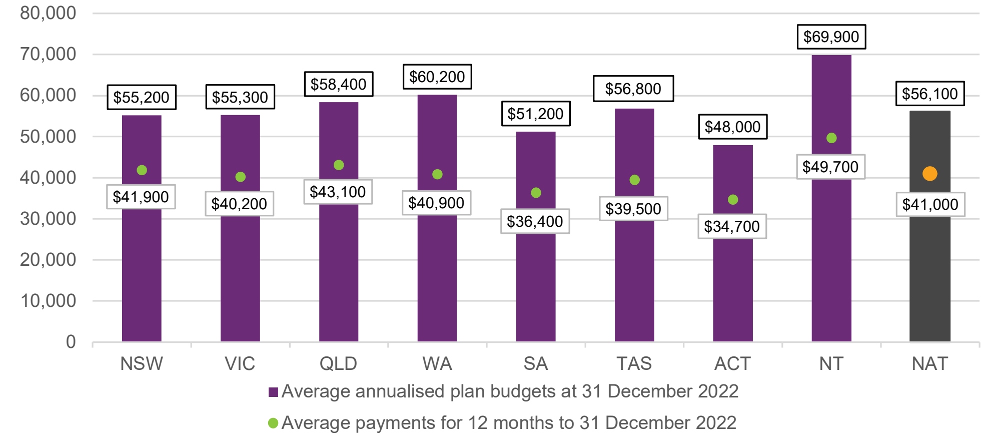
[5] Socioeconomic status uses deciles from the ABS Index of Education and Occupation (IEO). A higher decile indicates that people residing in that area have a higher level of skills and qualifications on average. The socioeconomic equity metric is equal to the average annualised plan budget of participants residing in the top two IEO deciles divided by the average annualised plan budget of participants residing in the bottom two IEO deciles (participants not in SIL and aged 0 to 64). For the December 2022 quarter, this is mix adjusted for age profile.

Summaries by State/Territory









- NSW has the highest number (172,190) of active participants.
- The average annualised plan budget at the end of December for active participants is $73,900 ($56,100 for participants not in SIL and $398,900 for participants in SIL).
- The average payment for the 12 months ending 31 December 2022 is $57,600 ($41,000 for participants not in SIL and $357,300 for participants in SIL).
- NT has the highest average annualised plan budgets and payments. This is partially driven by a higher proportion of participants in SIL compared to other States/Territories.

¹ There are 2 active participants as at 31 December 2022 with missing State/Territory information. These participants are not shown in the chart above.

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