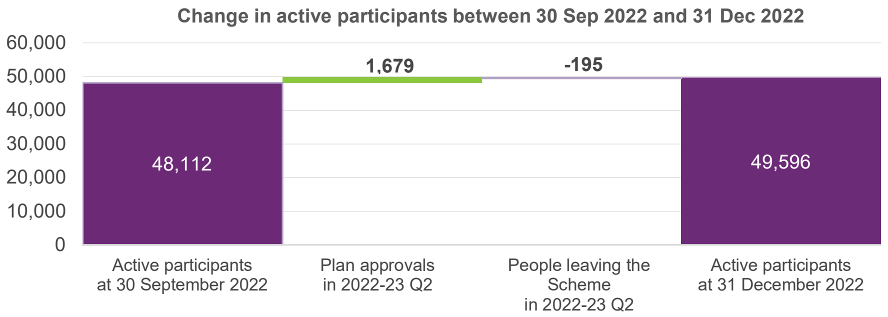
Participants and planning

Participant experience	As at 31 Dec	As at 30 Sep
Active participants with approved plans	49,596	48,112
Children accessing early connections	977	929
Children waiting for early connections	68	37
Percentage of participants fully or partially self managing their plan	23%	23%
Percentage of plans activated within 90 days[1]	86%	85%
Number of participant plan reassessments completed in quarter[2] [3]	7,457	7,363



Performance summary:

- 53,012 participants (excluding children accessing early connections) have had an approved plan since July 2013. 49,596 of these continue to be active.
- 34,075 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- In the current quarter, 1,679 participants have entered the Scheme and there are 977 children accessing early connections at the end of December 2022.
- 7,457 plans have had reassessments this quarter.
- 2,159 access decisions have been made in the quarter of which 1,671 met access and are still active.
- 151 (9.0%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in SA to 3,065 (6.2%).
- 105 (6.3%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD)[4], taking the total number of CALD participants in SA to 3,579 (7.2%).

Participant outcomes and satisfaction

Participant outcomes and satisfaction		
Participant and Scheme Outcome metrics from the Corporate Plan as at 31 December 2022[5]	**Latest Reassessment**	**Baseline**
• Participant employment rate[6]	27%	26%
• Participant social and community engagement rate	39%	37%
• Parent and carer employment rate	49%	46%
	Latest Reassessment	**First Reassessment**
• Participant perception of choice and control	74%	64%
% 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	79%	82%
• Pre-planning	84%	78%
• Planning	84%	83%
• Plan reassessment	65%	68%

[1] 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.

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

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

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

[5] 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.

[6] 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	100%	95%
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	93%	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	97%	98%
	6. Approve a participant's plan, after an access decision has been made	56 days	94%	95%
	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	59%	72%
	12. Decide whether to undertake a Participant Requested Plan Reassessment, after the request is received[4]	21 days	79%	94%
	13. Complete a Reassessment after the decision to accept the request was made	28 days	70%	69%
Amendments	14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	92%	92%
	15. Amend a plan, after the receipt of information relating to a complex quote that triggers a plan amendment process	50 days	100%	75%
Reviewable Decisions	17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	94%	93%
	18. Implement an AAT decision to amend a plan, after receiving notification of the AAT decision	28 days	98%	97%
Nominee	19. Cancel participant requested nominee	14 days	100%	100%
	20. Cancel CEO initiated nominee	14 days	NA	NA

• The NDIA commenced measuring performance against the PSG metrics prior to the legislation of the Participant Service Charter and Guarantee. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament, and received Royal Assent on 1 April 2022. '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).

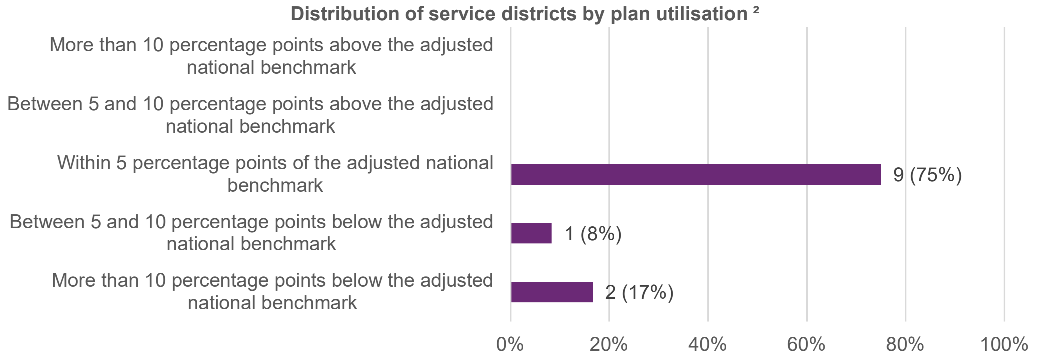
[3] The NDIA's new participant check-in process ensures that every plan reassessment begins with a contact from the planner or partner to discuss reassessment options well before any scheduled reassessment date. Plans are extended automatically if they have not been reassessed before the reassessment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

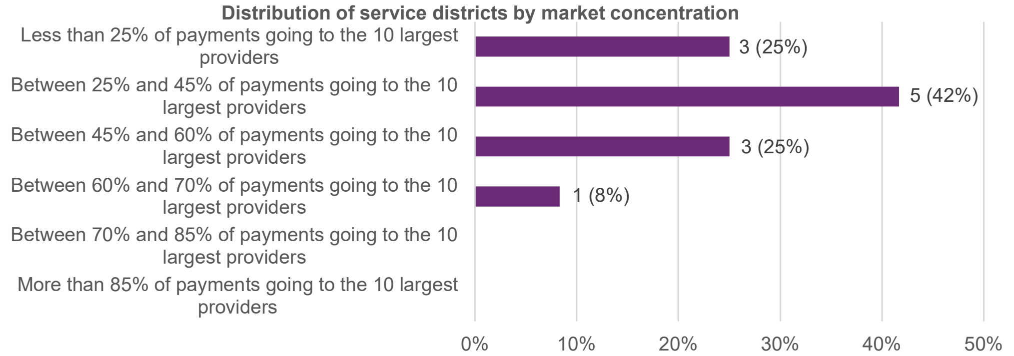
[4] The definition of Participant Reassessment Request is included under s48 of the NDIS Act (2013) and replaces the previous definition of plan review request.

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]	2,931	2,811
Total number of active providers in last quarter[1]	970	952
Utilisation (6 month rolling average with 3 month lag) (%)	76%	75%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark)[2]	17%	17%
Market concentration (% of service districts where more than 70% of payments for supports go to the top 10 providers)[3]	0%	0%
Payments paid within 5 days (portal) (%)	99.8%	99.9%
Total payments from 1 July 2022 ($m)	$1,407m	$694m
Total annualised plan budgets ($m)	$3,491m	$3,320m
Plan inflation (current quarter % per annum)[4]	18.0%	21.7%
Inflation at plan reassessment (current quarter % per annum)	9.3%	8.6%
Inflation within a plan, between reviews (current quarter % per annum)	8.8%	13.1%
Socioeconomic equity (%)[5]	105%	111%

- Total annualised plan budgets at 31 December 2022 were $3,491m and payments from 1 July 2022 were $1,407m.
- The number of active providers at the end of December is 2,931, growing by 4% in the quarter.
- Utilisation has been 76% in the 6 months from 1 April 2022 to 30 September 2022, with 17% (2 out of 12) of service districts in South Australia more than 10 percentage points below the adjusted national benchmark.
- There were no service districts where more than 70% of payments go to the top 10 providers.





Service districts more than 10% below plan utilisation benchmark:
- Far North (SA): 59% vs 74% benchmark
- Eyre and Western: 63% vs 74% benchmark

Service districts closest to market concentration benchmark:
- Far North (SA): 61% vs 70% benchmark
- Limestone Coast: 59% vs 70% benchmark
- Murray and Mallee: 55% vs 70% benchmark
- Yorke and Mid North: 45% vs 70% benchmark
- Adelaide Hills: 43% 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.

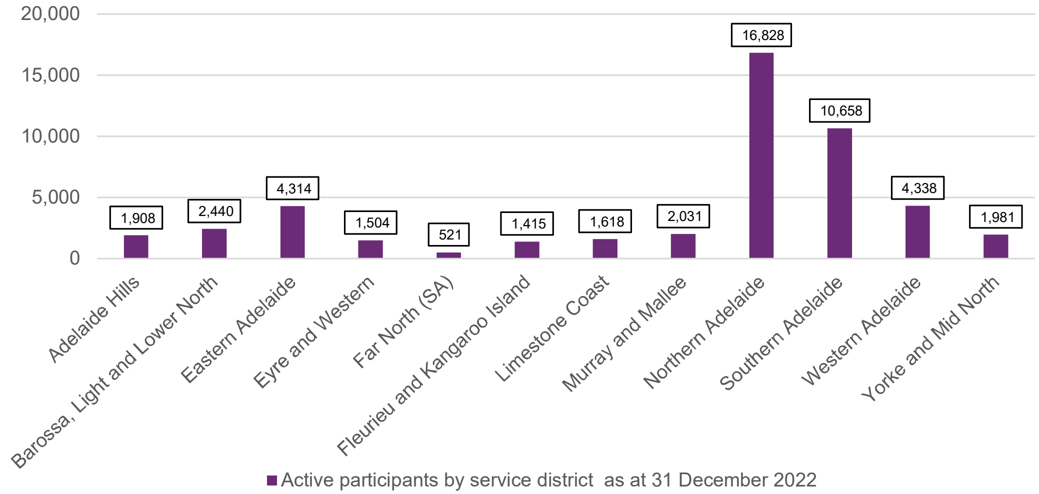
[3] Improved data on providers is now used to measure provider concentration, with payments to plan managers now attributed to the support provider. This has led to an apparent reduction in concentration, and a change in the benchmark used to 70%.

[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.

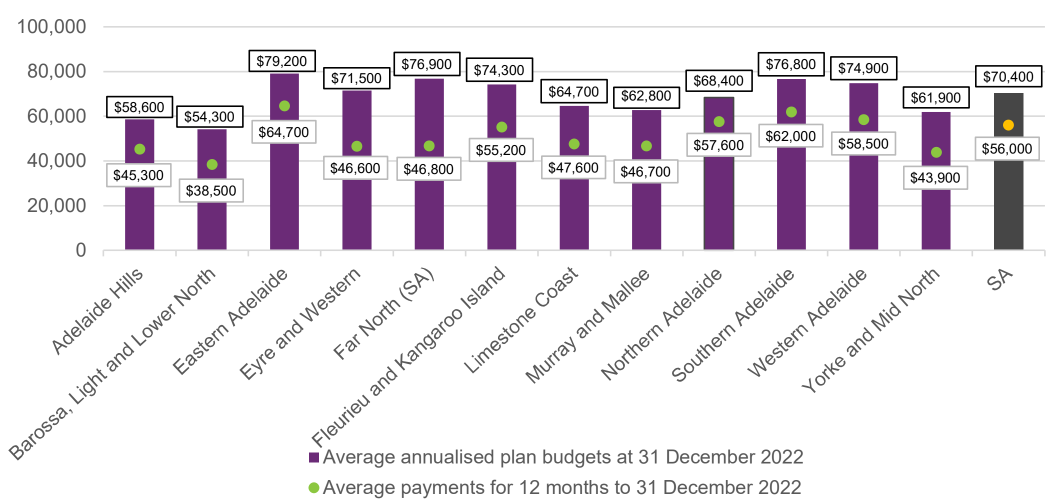
[5] Socioeconomic status uses deciles from the ABS Index of Education and Occupation (IEO). A higher decile indicates that people residing in that area have a higher level of skills and qualifications on average. The socioeconomic equity metric is equal to the average annualised plan budget of participants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

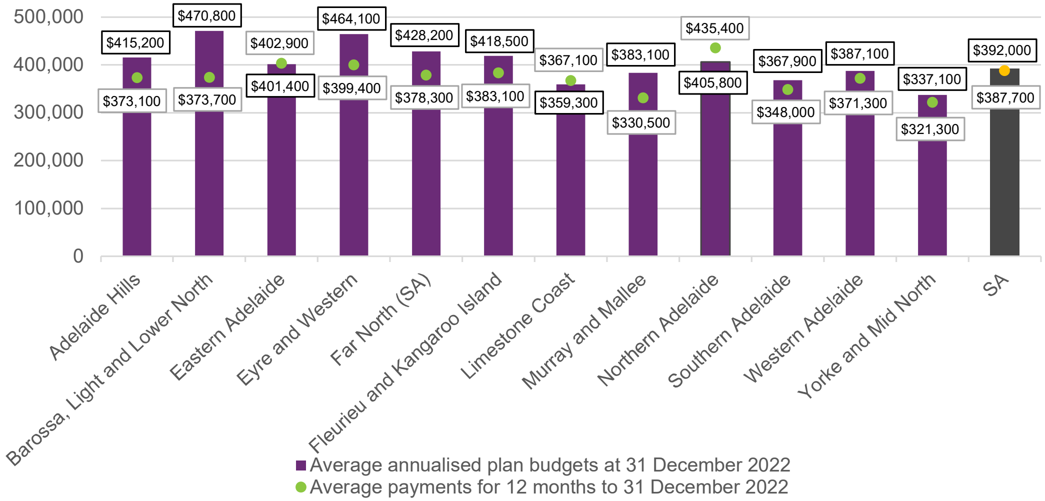
Active participants by service district [1]



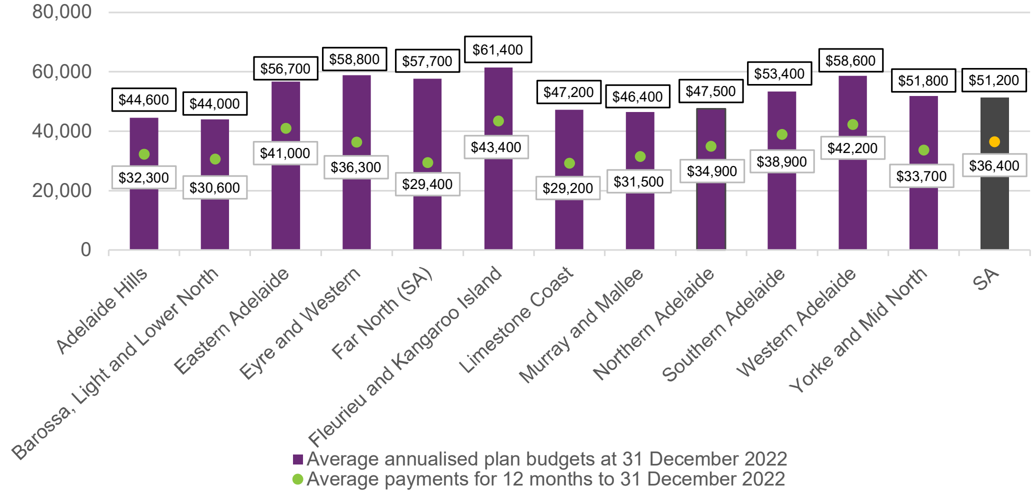
Average annualised plan budgets and average payments ($) [1 2]



Average annualised plan budgets and average payments - Participants in Supported Independent Living (SIL) ($) [1 2]



Average annualised plan budgets and average payments - Participants not in SIL ($) [1 2]



- Northern Adelaide has the highest number (16,828) of active participants, while Far North (SA) has the lowest (521).
- The average annualised plan budget at the end of December for active participants is $70,400 ($51,200 for participants not in SIL and $392,000 for participants in SIL).
- The average payment for the 12 months ending 31 December 2022 is $56,000 ($36,400 for participants not in SIL and $387,700 for participants in SIL).
- Eastern Adelaide has the highest average plan budget and payments across all participants.

[1] There are 40 active participants at 31 December 2022 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown.

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