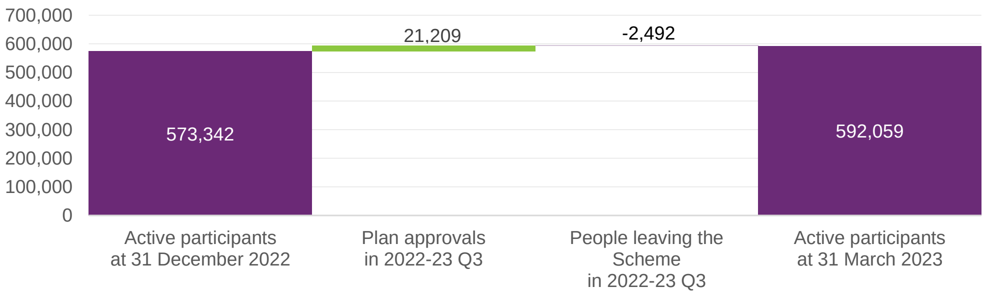
The new Information and Communications Technology (ICT) system test commenced in Tasmania in the December 2022 quarter. The Quarterly Performance Dashboard combined data from the current and new ICT systems, where it is available. Data from the new ICT system is not available for all tables shown. Where this is materially incomplete at the Tasmanian level, the underlying data for the corresponding Tasmanian dashboard has not been shown. However, at a National level the data is less impacted and continues to be included. This may lead to restatements of information in future reports.

Participants and Planning

Participant experience	As at 31 Mar	As at 31 Dec
Active participants with approved plans (excluding children accessing early connections)	592,059	573,342
Children accessing early connections	16,013	14,914
Children waiting for early connections	540	347
Children benefiting from the Scheme no longer needing supports (% p.a.) [1]	4.4%	4.0%
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]	71,160	75,867

Change in active participants between 31 Dec 2022 and 31 Mar 2023



Performance summary:

- 630,423 participants (excluding children accessing early connections) have had an approved plan since July 2013. 592,059 of these continue to be active.
- 372,164 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- In the current quarter, 21,209 participants have entered the Scheme and there are 16,013 children accessing early connections at the end of March 2023.
- 71,160 plans have had reassessments this quarter.
- 28,380 access decisions have been made in the quarter, of which 21,686 met access and are still active.
- 2,097 (9.9%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants nationally to 44,689 (7.5%).
- 1,957 (9.2%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD) [4], taking the total number of CALD participants nationally to 54,201 (9.2%).

Participant outcomes and satisfaction

Participant outcomes and satisfaction		
Participant and Scheme Outcome metrics from the Corporate Plan as at 31 March 2023 [5]	**Latest Reassessment**	**Baseline**
• Participant employment rate [6]	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%	67%
% of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter	**2022-23 Q3**	**2022-23 Q2**
• Access	81%	81%
• Pre-planning	82%	82%
• Planning	87%	87%
• Plan reassessment	69%	68%

[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 2022-23 Q1 have been excluded.

[3] Plans less than 31 days in duration have been excluded from this tabulation, as these reassessments are more likely to represent corrections to the plan rather than a new plan reassessment to address a change in circumstance.

[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] [2]		Service Guarantee	31 Mar	31 Dec
General	1. Explain 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	96%	100%
	3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	96%	99%
	4. Make an access decision, after more information has been provided	14 days	96%	99%
Planning	5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	94%	96%
	6. Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports)	56 days	93%	95%
	7. Approve a plan for ECA 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 scheduled reassessment date	56 days	68%	73%
	12. Decide whether to undertake a Participant Requested Plan Reassessment, after the request is received	21 days	79%	81%
	13. Complete a reassessment, after the decision to accept the request was made	28 days	67%	71%
Plan Amendments	14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	93%	94%
	15. Amend a plan, after the receipt of information relating to a complex quote that triggers a plan amendment process	50 days	97%	97%
Reviewable Decisions	17. Complete an Internal Review of a Reviewable Decision, after a request is received	60 days	94%	95%
	18. Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	98%	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. 'n/a' 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.

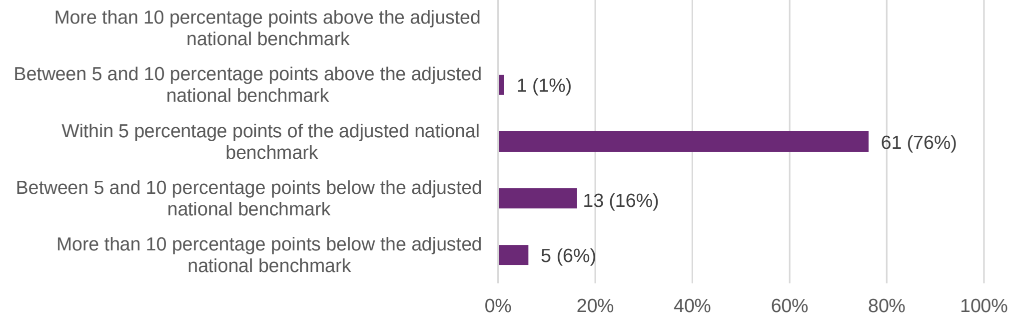
[2] The PSG measures currently do not include participants who have migrated to the new Information and Communications Technology (ICT) system in Tasmania. However, the PSG measures are being remediated where there is a similar process and data available between the new and old systems.

Provider and market metrics

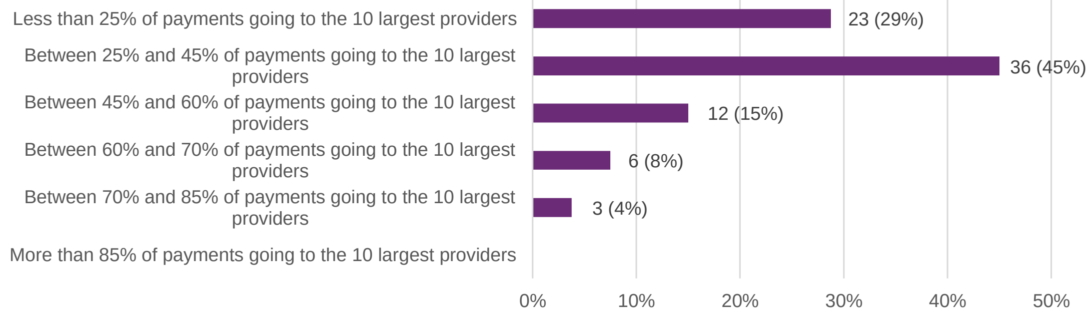
Market supply and participant costs	As at 31 Mar	As at 31 Dec
Total number of active providers (with at least one claim ever) [1]	19,633	19,300
Total number of active providers in last quarter [1]	9,543	9,660
Utilisation (6 month rolling average with 3 month lag) (%)	75%	76%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark) [2]	6%	9%
Market concentration (% of service districts where more than 70% of payments for supports go to the top 10 providers)	4%	4%
Payments paid within 5 days (portal) (%)	99.8%	99.8%
Total payments from 1 July 2022 ($m)	$25,381m	$16,527m
Total annualised plan budgets at the end of quarter ($m) [3]	$44,062m	$42,361m
Plan inflation (current quarter % per annum) [4]	12.9%	15.9%
Inflation at plan reassessment (current quarter % per annum)	5.3%	8.7%
Inflation within a plan, between reassessments (current quarter % per annum)	7.7%	7.2%
Socioeconomic equity (%) [5]	102%	103%

- Total annualised plan budgets at 31 March 2023 were $44,062m and payments from 1 July 2022 were $25,381m.
- The number of active providers at the end of March is 19,633, growing by 2% in the quarter.
- Utilisation has been 75% from 1 July 2022 to 31 December 2022, with 6% (5 out of 80) of service districts 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.

Distribution of service districts by plan utilisation [2]



Distribution of service districts by market concentration



Service districts more than 10% below plan utilisation benchmark:
- NT East Arnhem: 57% vs 72% benchmark
- WA Kimberley-Pilbara: 59% vs 72% benchmark
- WA Wheat Belt: 59% vs 71% benchmark
- SA Eyre and Western: 62% vs 73% benchmark
- SA Far North (SA): 63% vs 75% benchmark

Service districts above the market concentration benchmark:
- NT Barkly: 80% vs 70% benchmark
- NT Katherine: 79% vs 70% benchmark
- NT East Arnhem: 75% vs 70% benchmark

[1] Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

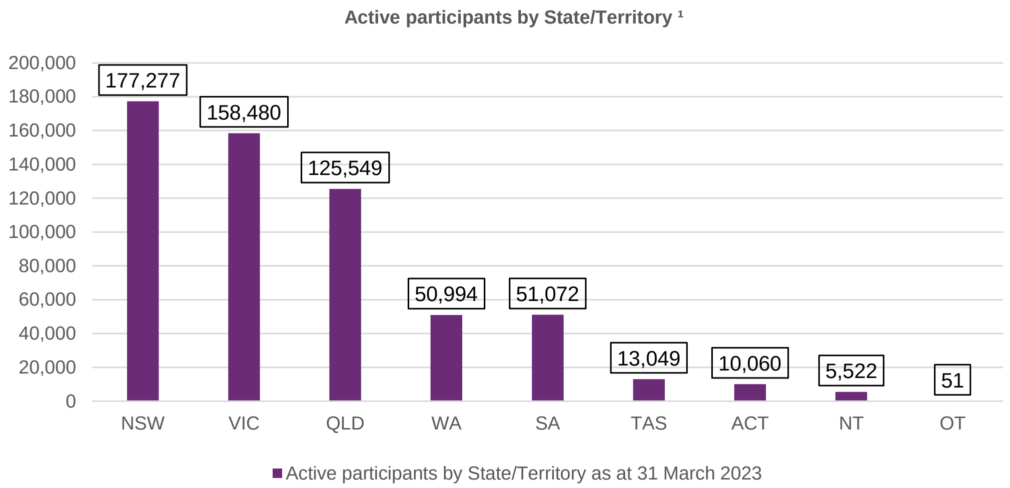
[2] The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.

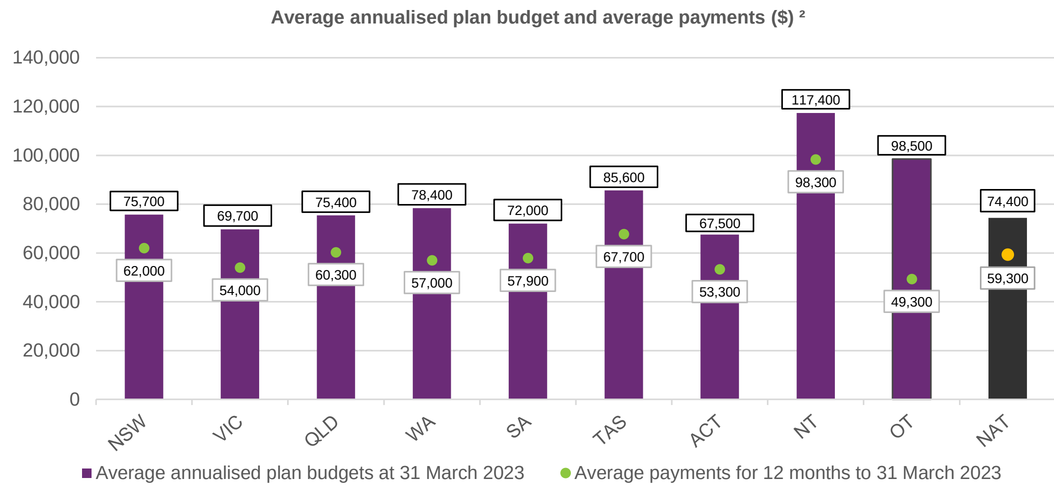
[3] Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

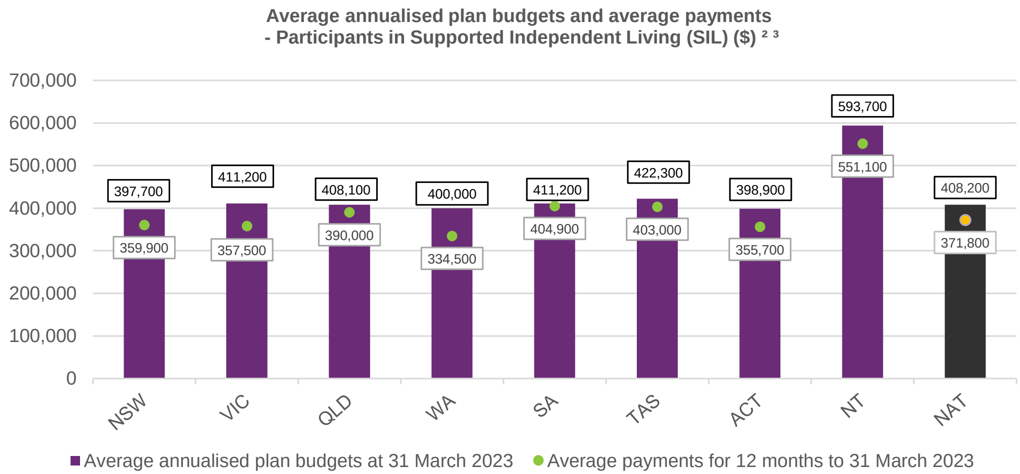
[4] Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments.

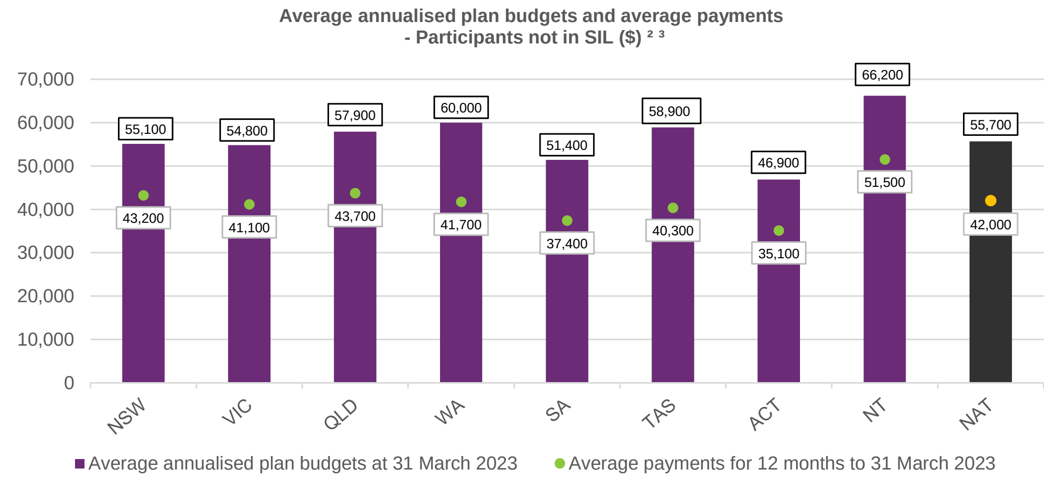
[5] Socioeconomic status uses deciles from the ABS Index of Education and Occupation (IEO). A higher decile indicates that people residing in that area have a higher level of skills and qualifications on average. The socioeconomic equity metric is equal to the average annualised plan budget of participants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

Summaries by State/Territory









- NSW has the highest number (177,277) of active participants.
- The average annualised plan budget at the end of March for active participants is $74,400 ($55,700 for participants not in SIL and $408,200 for participants in SIL).
- The average payment for the 12 months ending 31 March 2023 is $59,300 ($42,000 for participants not in SIL and $371,800 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 5 active participants as at 31 March 2023 with missing State/Territory information. These participants are not shown in the chart.

² Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months.

³ 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.