Transcript for National Quarterly Performance Dashboard as at 31 March 2023

This dashboard provides a quarterly comparison of key statistics relating to active participants and their experience in the Scheme. It also includes key outcomes and participant satisfaction results as well as market characteristics.

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

A table displays the following key statistics on the National participant experience as at 31 March 2023 and 31 December 2022.

• The number of active participants with approved plans (excluding children accessing early connections) increased from 573,342 as at 31 December 2022 to 592,059 as at 31 March 2023.

• The number of children accessing early connections increased from 14,914 as at 31 December 2022 to 16,013 as at 31 March 2023.

• The number of children waiting for early connections increased from 347 as at 31 December 2022 to 540 as at 31 March 2023.

• Children benefiting from the Scheme no longer needing supports (% p.a.) increased from 4.0% in the quarter ending 31 December 2022 to 4.4% in the quarter ending 31 March 2023. 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.

• The percentage of participants fully or partially self-managing their plan remained stable at 30%, from 31 December 2022 to 31 March 2023.

• The percentage of plans activated within 90 days remained stable at 86%, from 31 December 2022 to 31 March 2023. Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of 2022-23 Quarter 1 have been excluded.

• The number of participant plan reassessments completed decreased from 75,867 in the quarter ending 31 December 2022 to 71,160 in the quarter ending 31 March 2023. 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.

A chart displays the change in active participants between 31 December 2022 and 31 March 2023.

At the beginning of Quarter 3 2022-23 there were 573,342 active participants (excluding children accessing early connections). During 2022-23 Quarter 3, there were 21,209 plan approvals and 2,492 participants who have left the Scheme. This resulted in 592,059 active participants as at 31 March 2023.

The following key statistics summarise the National performance as at 31 March 2023.

• 630,423 participants (excluding children accessing early connections) have had an approved plan since July 2013. 592,059 of these continue to be active. There is one (1) instance of a plan approved in the new Information and Communication Technology (ICT) system, for a participant in Tasmania, however the same plan has not met the conditions for inclusion in this report.

• 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, taking the total number of Culturally and Linguistically Diverse participants nationally to 54,201 (9.2%). The number of Culturally and Linguistically Diverse participants excludes First Nations participants.

## Participant outcomes and satisfaction

A table displays the following key statistics on National participant outcomes and satisfaction.

For Participant and Scheme Outcome metrics from the Corporate Plan as at 31 March 2023, 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. The following four indicators are outcomes measures.

• The Participant employment rate increased from 21% at baseline to 23% at the latest reassessment. The Participant employment rate metric includes results for participants aged 15 to 64.

• The Participant social and community engagement rate increased from 35% at baseline to 42% at the latest reassessment.

• The Parent and carer employment rate increased from 46% at baseline to 50% at the latest reassessment.

• The Participant perception of choice and control increased from 67% at the first reassessment to 77% at the latest reassessment.

The following results indicate the percentage of participants rating their overall experience as 'Very Good' or 'Good' by pathway stage in current and previous quarters.

• 'Access' stage remained stable at 81%, in the quarters ending 31 December 2022 and 31 March 2023.

• 'Pre-planning' stage remained stable at 82%, in the quarters ending 31 December 2022 and 31 March 2023.

• 'Planning' stage remained stable at 87%, in the quarters ending 31 December 2022 and 31 March 2023.

• 'Plan reassessment' stage increased from 68%, in the quarter ending 31 December 2022 to 69% in the quarter ending 31 March 2023.

## Participant Service Guarantee

The following statistics concern Participant Service Guarantee metrics. These statistics look at the percentage of cases meeting the Service Guarantee target in the quarters ending 31 December 2022 and 31 March 2023. Participant Service Guarantee results in the previous quarter may be restated due to ongoing logic refinement and changes in data quality.

The following metric is concerned with the General category.

• Participant Service Guarantee number 1: Explain a previous decision within 28 days, after a request for explanation is received - remained stable at 99% from 31 December 2022 to 31 March 2023.

The following three metrics are concerned with Access.

• Participant Service Guarantee number 2: Make an access decision, or request for more information within 21 days, after an access request has been received - decreased from 100% as at 31 December 2022 to 96% as at 31 March 2023.

• Participant Service Guarantee number 3: Allow sufficient time (90 days) for prospective participants to provide information, after NDIA has requested further information - decreased from 99% as at 31 December 2022 to 96% as at 31 March 2023.

• Participant Service Guarantee number 4: Make an access decision within 14 days, after more information has been provided - decreased from 99% as at 31 December 2022 to 96% as at 31 March 2023.

The following three metrics are concerned with Planning.

• Participant Service Guarantee number 5: Commence facilitating the preparation of a plan within 21 days, after an access decision has been made - decreased from 96% as at 31 December 2022 to 94% as at 31 March 2023.

• Participant Service Guarantee number 6: Approve a participant's plan within 56 days, after an access decision has been made (excludes those Early Childhood Approach that have received initial supports) - decreased from 95% as at 31 December 2022 to 93% as at 31 March 2023.

• Participant Service Guarantee number 7: Approve a plan for Early Childhood Approach participants within 90 days, after an access decision has been made - remained stable at 98%, from 31 December 2022 to 31 March 2023.

The following metric is concerned with Implementation.

• Participant Service Guarantee number 9: If the participant accepts the offer, hold a plan implementation meeting within 28 days - remained stable at 100% from 31 December 2022 to 31 March 2023.

The following three metrics are concerned with Plan Reassessments.

• Participant Service Guarantee number 11: Commence facilitating a scheduled plan reassessment at least 56 days, prior to the scheduled reassessment date - decreased from 73% as at 31 December 2022 to 68% as at 31 March 2023.

• Participant Service Guarantee number 12: Decide whether to undertake a Participant Requested Plan Reassessment within 21 days, after the request is received - decreased from 81% as at 31 December 2022 to 79% as at 31 March 2023.

• Participant Service Guarantee number 13: Complete a reassessment within 28 days, after the decision to accept the request was made - decreased from 71% as at 31 December 2022 to 67% as at 31 March 2023.

The following two metrics are concerned with Plan Amendments.

• Participant Service Guarantee number 14: Amend a plan within 28 days, after the receipt of information that triggers the plan amendment process - decreased from 94% as at 31 December 2022 to 93% as at 31 March 2023.

• Participant Service Guarantee number 15: Amend a plan within 50 days, after the receipt of information relating to a complex quote that triggers a plan amendment process - remained stable at 97% from 31 December 2022 to 31 March 2023.

The following two metrics are concerned with Reviewable Decisions.

• Participant Service Guarantee number 17: Complete an Internal Review of a Reviewable Decision within 60 days, after a request is received - decreased from 95% as at 31 December 2022 to 94% as at 31 March 2023.

• Participant Service Guarantee number 18: Implement an Administrative Appeals Tribunal decision to amend a plan within 28 days, after the Administrative Appeals Tribunal decision is made - remained stable at 98% from 31 December 2022 to 31 March 2023.

The following two metrics are concerned with Nominees.

• Participant Service Guarantee number 19: Cancel participant requested nominee within 14 days - remained stable at 100%from 31 December 2022 to 31 March 2023.

• Participant Service Guarantee number 20: Cancel CEO initiated nominee within 14 days -remained stable at 100% from 31 December 2022 to 31 March 2023.

• The NDIA commenced measuring performance against the Participant Service Guarantee 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 Participant Service Guarantee results cannot be measured.

## Provider and market metrics

A table displays the following key statistics on National market supply and participant costs as at 31 March 2023 and at 31 December 2022.

• The total number of active providers (with at least one claim ever) increased from 19,300 as at 31 December 2022 to 19,633 as at 31 March 2023. Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

• The total number of active providers decreased from 9,660 as at 31 December 2022 to 9,543 as at 31 March 2023. Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

• Utilisation (which is calculated as a 6 month rolling average with a 3 month lag) decreased from 76% as at 31 December 2022 to 75% as at 31 March 2023.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark decreased from 9% as at 31 December 2022 to 6% as at 31 March 2023. 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.

• Market concentration. The proportion of service districts where more than 70% of payments for supports go to the top 10 providers remained stable at 4%, from 31 December 2022 to 31 March 2023.

• The proportion of payments paid within 5 days through the portal remained stable at 99.8% from 31 December 2022 to 31 March 2023.

• Total payments from 1 July 2022 were $16,527 million as at 31 December 2022 and $25,381 million as at 31 March 2023.

• Total annualised plan budgets increased from $42,361 million as at 31 December 2022 to $44,062 million as at 31 March 2023. Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

• Plan inflation (current quarter percentage per annum) decreased from 15.9% in the December 2022 quarter to 12.9% in the March 2023 quarter. Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments.

• Inflation at plan reassessment (current quarter percentage per annum) decreased from 8.7% in the December 2022 quarter to 5.3% in the March 2023 quarter.

• Inflation within a plan, between reassessments (current quarter percentage per annum) increased from 7.2% in the December 2022 quarter to 7.7% in the March 2023 quarter.

• Socioeconomic equity decreased from 103% in the December 2022 quarter to 102% in the March 2023 quarter. Socioeconomic status uses deciles from the Australian Bureau of Statistics Index of Education and Occupation. 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 deciles divided by the average annualised plan budget of participants residing in the bottom two deciles (participants not in Supported Independent Living and aged 0 to 64).

The following comments are made regarding the National experience:

• Total annualised plan budgets at 31 March 2023 were $44,062 million and payments from 1 July 2022 were $25,381 million.

• 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.

A chart displays the National distribution of service districts by plan utilisation as at 31 March 2023. 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.

On the chart,

• No service districts are more than 10 percentage points above the adjusted National benchmark.

• 1 out of 80 (1%) service districts are between 5 and 10 percentage points above the adjusted National benchmark.

• 61 out of 80 (76%) service districts are within 5 percentage points of the adjusted National benchmark.

• 13 out of 80 (16%) service districts are between 5 and 10 percentage points below the adjusted National benchmark.

• 5 out of 80 (6%) service districts are more than 10 percentage points below the adjusted National benchmark. These are:

• Northern Territory East Arnhem: 57% versus 72% benchmark.

• Western Australia Kimberley-Pilbara: 59% versus 72% benchmark.

• Western Australia Wheat Belt: 59% versus 71% benchmark.

• South Australia Eyre and Western: 62% versus 73% benchmark.

• South Australia Far North (South Australia): 63% versus 75% benchmark.

A chart displays the National distribution of service districts by market concentration as at 31 March 2023.

 On the chart,

• 23 out of 80 (29%) service districts have less than 25% of payments going to the 10 largest providers.

• 36 out of 80 (45%) service districts have between 25% and 45% of payments going to the 10 largest providers.

• 12 out of 80 (15%) service districts have between 45% and 60% of payments going to the 10 largest providers.

• 6 out of 80 (8%) service districts have between 60% and 70% of payments going to the 10 largest providers.

• 3 out of 80 (4%) service districts have between 70% and 85% of payments going to the 10 largest providers.

• No service districts have more than 85% of payments going to the 10 largest providers.

Service districts above the market concentration benchmark:

• Northern Territory Barkly: 80% versus 70% benchmark.

• Northern Territory Katherine: 79% versus 70% benchmark.

• Northern Territory East Arnhem: 75% versus 70% benchmark.

## Summaries by State/Territory

A chart displays the active participants by State/Territory as at 31 March 2023. There are 5 active participants as at 31 March 2023 with missing State/Territory information. These participants are not shown in the chart.

The number of active participants in each State/Territory as at 31 March 2023 shows as:

• 177,277 for New South Wales.

• 158,480 for Victoria.

• 125,549 for Queensland.

• 50,994 for Western Australia.

• 51,072 for South Australia.

• 13,049 for Tasmania.

• 10,060 for Australian Capital Territory.

• 5,522 for Northern Territory.

• 51 for Other Territories.

Another chart displays the average annualised plan budgets at 31 March 2023. 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.

The average annualised plan budget in each State/Territory and Nationally at 31 March 2023 shows as:

• $75,700 for New South Wales.

• $69,700 for Victoria.

• $75,400 for Queensland.

• $78,400 for Western Australia.

• $72,000 for South Australia.

• $85,600 for Tasmania.

• $67,500 for Australian Capital Territory.

• $117,400 for Northern Territory.

• $98,500 for Other Territories.

• $74,400 nationally.

The average payments in each State/Territory and Nationally for the 12 months to 31 March 2023 show as:

• $62,000 for New South Wales.

• $54,000 for Victoria.

• $60,300 for Queensland.

• $57,000 for Western Australia.

• $57,900 for South Australia.

• $67,700 for Tasmania.

• $53,300 for Australian Capital Territory.

• $98,300 for Northern Territory.

• $49,300 for Other Territories.

• $59,300 nationally.

Another chart displays the average annualised plan budgets at 31 March 2023 for participants in Supported Independent Living. 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. Given the small size of the Other Territories and missing groups, average annualised plan budgets and average payments for these groups are not shown.

The average annualised plan budget in each State/Territory and Nationally at 31 March 2023 for participants in Supported Independent Living shows as:

• $397,700 for New South Wales.

• $411,200 for Victoria.

• $408,100 for Queensland.

• $400,000 for Western Australia.

• $411,200 for South Australia.

• $422,300 for Tasmania.

• $398,900 for Australian Capital Territory.

• $593,700 for Northern Territory.

• $408,200 nationally.

The average payments in each State/Territory and Nationally for the 12 months to 31 March 2023 for participants in Supported Independent Living show as:

• $359,900 for New South Wales.

• $357,500 for Victoria.

• $390,000 for Queensland.

• $334,500 for Western Australia.

• $404,900 for South Australia.

• $403,000 for Tasmania.

• $355,700 for Australian Capital Territory.

• $551,100 for Northern Territory.

• $371,800 nationally.

Another chart displays the average annualised plan budgets at 31 March 2023 for participants not in Supported Independent Living. 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. Given the small size of the Other Territories and missing groups, average annualised plan budgets and average payments for these groups are not shown.

The average annualised plan budget in each State/Territory and Nationally at 31 March 2023 for participants not in Supported Independent Living shows as:

• $55,100 for New South Wales.

• $54,800 for Victoria.

• $57,900 for Queensland.

• $60,000 for Western Australia.

• $51,400 for South Australia.

• $58,900 for Tasmania.

• $46,900 for Australian Capital Territory.

• $66,200 for Northern Territory.

• $55,700 nationally.

The average payments in each State/Territory and Nationally for the 12 months to 31 March 2023 for participants not in Supported Independent Living show as:

• $43,200 for New South Wales.

• $41,100 for Victoria.

• $43,700 for Queensland.

• $41,700 for Western Australia.

• $37,400 for South Australia.

• $40,300 for Tasmania.

• $35,100 for Australian Capital Territory.

• $51,500 for Northern Territory.

• $42,000 nationally.

The following comments are made regarding the National experience at jurisdiction level as at 31 March 2023.

• New South Wales has the highest number of active participants at 177,277 participants.

• The average annualised plan budget at the end of March for active participants is $74,400 ($55,700 for participants not in Supported Independent Living and $408,200 for participants in Supported Independent Living).

• The average payment for the 12 months ending 31 March 2023 is $59,300 ($42,000 for participants not in Supported Independent Living and $371,800 for participants in Supported Independent Living).

• Northern Territory has the highest average annualised plan budgets and payments. This is partially driven by a higher proportion of participants in Supported Independent Living compared to other States/Territories.