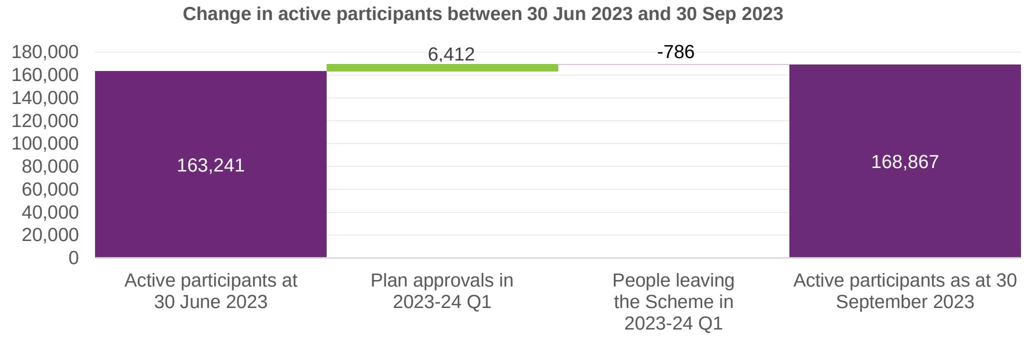
Participants and Planning

Participant experience	As at 30 Sep	As at 30 Jun
Active participants with approved plans (excluding children accessing early connections)	168,867	163,241
Children accessing early connections [1]	3,839	3,592
Children waiting for early connections	518	467
Percentage of participants fully or partially self managing their plan	34%	34%
Percentage of plans activated within 90 days [2]	86%	86%
Number of participant plan reassessments completed in the quarter [3]	16,783	18,794



Performance summary:

- 180,506 participants (excluding children accessing early connections) have had an approved plan since July 2013. 168,867 of these continue to be active.
- 100,911 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- In the current quarter, 6,412 participants have entered the Scheme and there are 3,839 children accessing early connections at the end of September 2023.
- 16,783 plans have had reassessments this quarter.
- 8,986 access decisions have been made in the quarter, of which 6,436 met access and are still active.
- 275 (4.3%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Victoria to 5,772 (3.4%).
- 702 (11.0%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD) [4], taking the total number of CALD participants in Victoria to 19,788 (11.7%).

Participant outcomes and satisfaction

Participant outcomes and satisfaction		
Participant and Scheme Outcome metrics from the Corporate Plan as at 30 September 2023 [5]	**Latest Reassessment**	**Baseline**
• Participant employment rate - Aged 15 - 64 years	21%	19%
• Participant social and community engagement rate - Aged 15+ years	39%	34%
• Parent and carer employment rate - All ages	50%	45%
	Latest Reassessment	**First Reassessment**
• Participant perception of choice and control - Aged 15+ years	76%	64%
% of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter	**2023-24 Q1**	**2022-23 Q4**
• Access	78%	82%
• Pre-planning	84%	81%
• Planning	88%	87%
• Plan reassessment	67%	69%

[1] In the September 2023 quarter, the early childhood approach applies to children younger than nine, following implementation of the ECEI reset age range change project. This change will occur over the next two years and ensures children and their families are supported by an early childhood partner during and after their transition to primary school. This is a change from the June 2023 quarter, where the early childhood approach applied to children younger than seven.
[2] Trial participants (participants with initial plans approved prior to 1 July 2016) and those with initial plans approved after the end of 2022-23 Q3 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 (participants with initial plans approved prior to 1 July 2016) are excluded.

Participant Service Guarantee (PSG)

Percentage meeting the Service Guarantee in the quarter [1]		Service Guarantee	30 Sep	30 Jun
General	1. Explain a previous decision, after a request for explanation is received	28 days	98%	100%
Access	2. Make an access decision, or request for more information, after an access request has been received	21 days	99%	100%
	3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	100%	100%
	4. Make an access decision, after more information has been provided	14 days	90%	97%
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 [2] that have received initial supports)	56 days	93%	94%
	7. Approve a plan for ECA [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 scheduled reassessment date	56 days	78%	80%
	12. Decide whether to undertake a Participant Requested Plan Reassessment, after the request is received	21 days	72%	81%
	13. Complete a reassessment, after the decision to accept the request was made	28 days	72%	72%
Plan Amendments	14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	94%	92%
	15. Amend a plan, after the receipt of information relating to a complex quote that triggers a plan amendment process	50 days	71%	100%
Reviewable Decisions	17. Complete an Internal Review of a Reviewable Decision, after a request is received	60 days	95%	98%
	18. Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	99%	99%
Nominee	19. Cancel participant requested nominee	14 days	96%	100%
	20. Cancel CEO initiated nominee	14 days	100%	100%

- The PSG metrics are based on the recommendations of the 2019 Tune Review. 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. It introduces changes that provide greater flexibility for participants and the NDIA to amend plans.

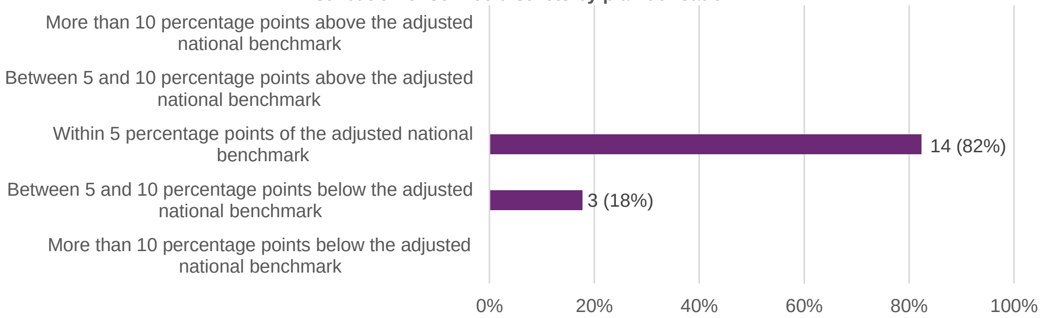
[1] PSG results in the previous quarter may be restated due to ongoing logic refinement and changes in data quality.
[2] ECA stands for Early Childhood Approach.

Provider and market metrics

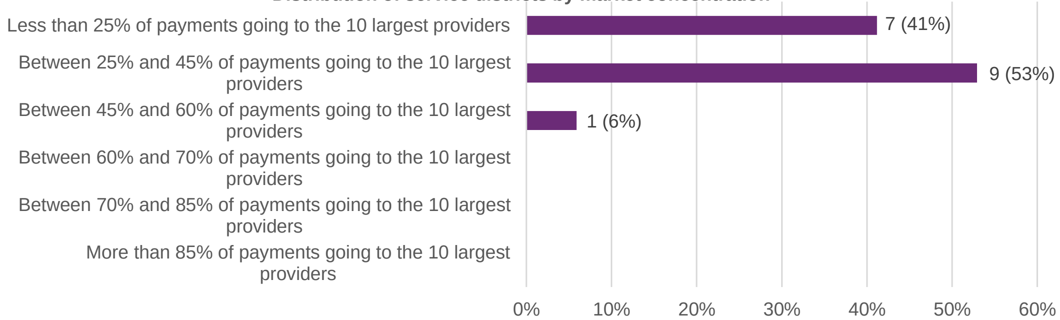
Market supply and participant costs	As at 30 Sep	As at 30 Jun
Total number of active providers (with at least one claim ever) [1]	7,840	7,636
Total number of active providers in the last quarter [1]	2,841	2,837
Utilisation (6 month rolling average with 3 month lag) (%)	76%	74%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark) [2]	0%	0%
Market concentration (% of service districts where more than 70% of payments for supports go to the top 10 providers)	0%	0%
Payments paid within 5 days (%) [3]	99.9%	99.7%
Total payments from 1 July 2023 ($m)	$2,448m	$8,504m
Total annualised plan budgets at the end of quarter ($m) [4]	$12,174m	$11,442m
Total plan inflation (current quarter % per annum) [5 6]	14.4%	11.4%
Inflation at plan reassessment (current quarter % per annum)	3.4%	2.5%
Inflation within a plan, between reassessments (current quarter % per annum)	11.0%	8.9%
Socioeconomic equity (%) [7]	106%	107%

- Total annualised plan budgets at 30 September 2023 were $12,174m and payments from 1 July 2023 were $2,448m.
- The number of active providers at the end of September is 7,840, growing by 3% in the quarter.
- Utilisation has been 76% from 1 January 2023 to 30 June 2023, with no service districts in Victoria more than 10 percentage points below the adjusted national benchmark.
- There were no service districts where 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 between 5% and 10% below plan utilisation benchmark:

- Mallee: 68% vs 75% benchmark
- Western District: 71% vs 78% benchmark
- Barwon: 73% vs 78% benchmark

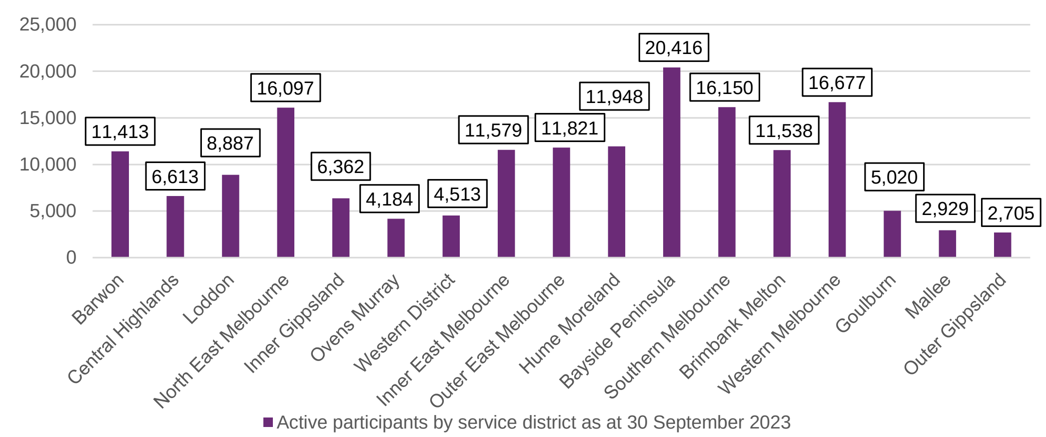
Service districts having between 45% and 70% of payments going to the 10 largest providers:

- Mallee: 47% vs 70% benchmark

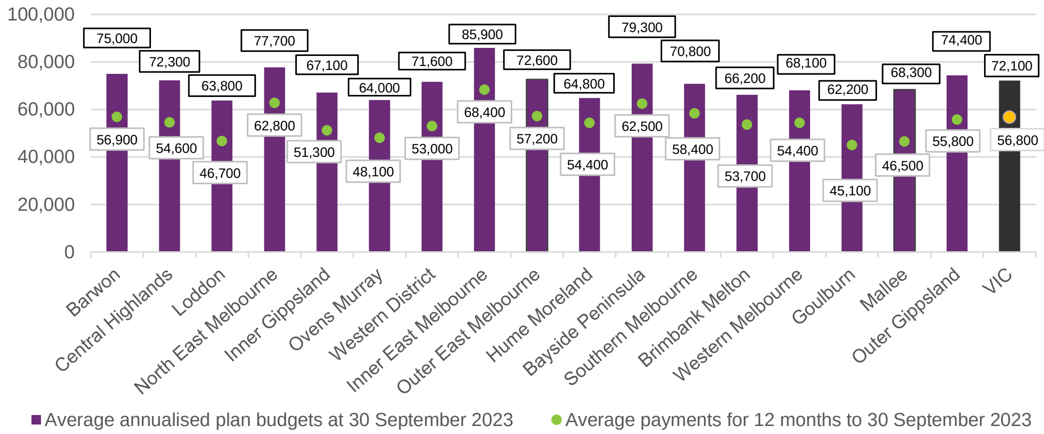
[1] Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.
[2] The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.
[3] The payment enquiries come from the Provider Portal, Participant Portal and NDIS App.
[4] Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.
[5] Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments.
[6] 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 July to maintain the purchasing power of remaining plans. There has been a one-off 2.4% increase in intraplan and total inflation during the month of July 2023.
[7] 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 Service Districts

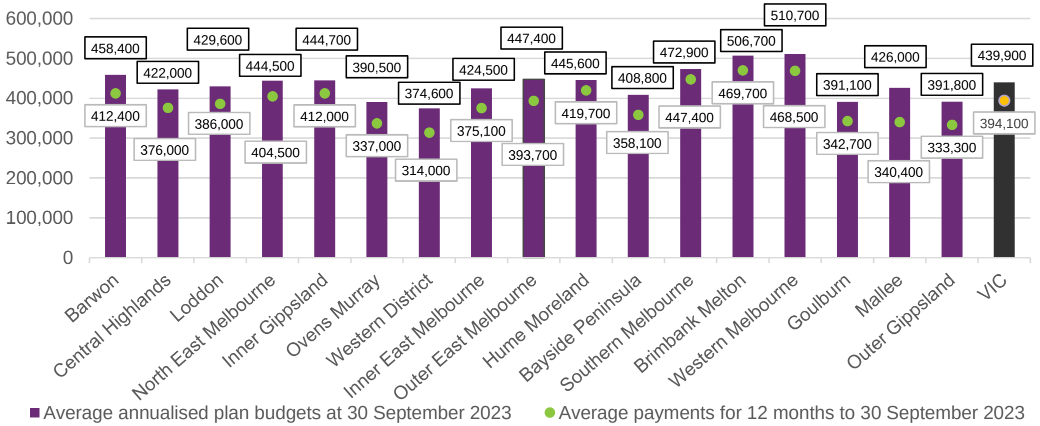
Active participants by service district [1]



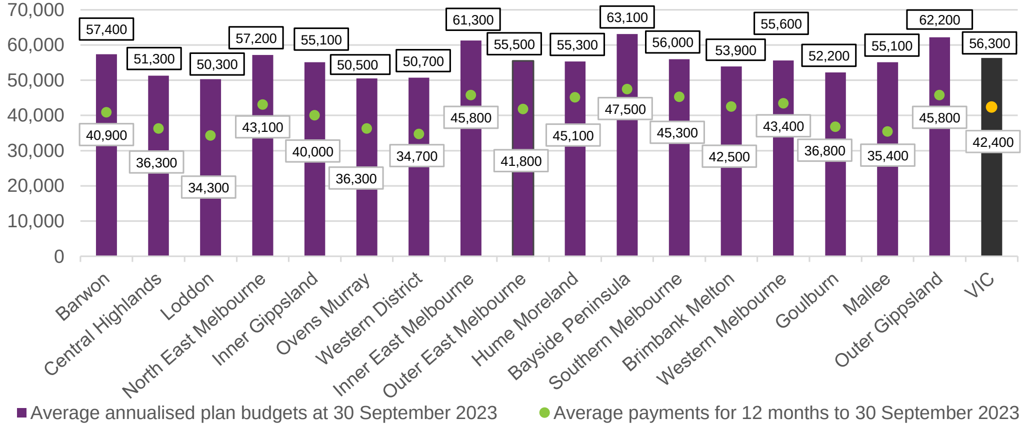
Average annualised plan budgets and average payments ($) [2] [3]



Average annualised plan budgets and average payments - Participants in Supported Independent Living (SIL) ($) [2] [3]



Average annualised plan budgets and average payments - Participants not in SIL ($) [2] [3]



- Bayside Peninsula has the highest number (20,416) of active participants, while Outer Gippsland has the lowest (2,705).
- The average annualised plan budget at the end of September for active participants is $72,100 ($56,300 for participants not in SIL and $439,900 for participants in SIL).
- The average payments for the 12 months ending 30 September 2023 are $56,800 ($42,400 for participants not in SIL and $394,100 for participants in SIL).
- Inner East Melbourne has the highest average annualised plan budgets and payments across all participants.

[1] There are 15 active participants at 30 September 2023 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.
[3] Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants at 30 September 2023. Average payments are calculated as the average of the annualised monthly payments in the same 12 month period, weighted by the participants that are active in each month.