Transcript for National Quarterly Performance Dashboard as at 31 March 2022

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.

## Participants and planning

A table displays the following key statistics on the National participant experience as at 31 March 2022 and 31 December 2021.

• The number of active participants with approved plans increased from 502,413 as at 31 December 2021 to 518,668 as at 31 March 2022.

• The number of children accessing early connections increased from 12,246 as at 31 December 2021 to 12,641 as at 31 March 2022.

• The number of children waiting for early connections increased from 290 as at 31 December 2021 to 411 as at 31 March 2022.

• Children benefitting from the Scheme no longer needing supports (% p.a.) increased from 5.8% in the quarter ending 31 December 2021 to 6.0% in the quarter ending 31 March 2022. This is an annualised exit rate for participants aged 0 to 14 with approved plans or who received early connections.

• The percentage of participants fully or partially self-managing their plan remained stable at 30%, from 31 December 2021 to 31 March 2022.

• The percentage of plans activated within 90 days remained stable at 86%, from 31 December 2021 to 31 March 2022. Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of the 2021-22 quarter 1 have been excluded.

• The number of participant plan reviews completed decreased from 107,022 in the quarter ending 31 December 2021 to 102,556 in the quarter ending 31 March 2022. Plans less than 31 days in duration have been excluded.

A chart displays the change in active participants between 31 December 2021 and 31 March 2022.

At the beginning of quarter 3 2021-22 there were 502,413 active participants (excluding children accessing early connections). During 2021-22 quarter 3, there were 19,588 plan approvals and 3,333 participants exited the Scheme or moved to another state or territory. This resulted in 518,668 active participants as at 31 March 2022.

The following key statistics summarise the National performance as at 31 March 2022.

• 546,239 participants (excluding children accessing early connections) have had an approved plan since July 2013. 518,668 of these continue to be active.

• 297,639 active participants are receiving supports for the first time.

• In the current quarter, 19,588 participants have entered the Scheme and there are 12,641 children accessing early connections at the end of March 2022.

• 102,556 plans have been reviewed this quarter.

• 23,194 access decisions have been made in the quarter, of which 17,498 met access and are still active.

• 1,784 (9.1%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants nationally to 37,313 (7.2%).

• 1,799 (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 47,731 (9.2%). The number of Culturally and Linguistically Diverse participants excludes Indigenous 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 2022, 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 22% at the latest review.

• The participant social and community engagement rate increased from 36% at baseline to 44% at the latest review.

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

• The participant perception of choice and control increased from 66% at the first review to 76% at the latest review.

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.

• The percentage for the 'Access' stage increased from 77% in the quarter ending 31 December 2021 to 81% in the quarter ending 31 March 2022.

• The percentage for the 'Pre-planning' stage increased from 76% in the quarter ending 31 December 2021 to 78% in the quarter ending 31 March 2022.

• The percentage for the 'Planning' stage increased from 83% in the quarter ending 31 December 2021 to 86% in the quarter ending 31 March 2022.

• The percentage for the 'Plan review ' stage increased from 70% in the quarter ending 31 December 2021 to 72% in the quarter ending 31 March 2022.

## 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 2021 and 31 March 2022. 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: The percentage of explanations of previous decisions made within 28 days after a request has been made decreased from 99% as at 31 December 2021 to 98% as at 31 March 2022.

The following three metrics are concerned with Access.

• Participant Service Guarantee number 2: The percentage of access decisions made or further information requested within 21 days of an access request remained stable at 100%, from 31 December 2021 to 31 March 2022.

• Participant Service Guarantee number 3: The percentage of access decisions allowing 90 days for prospective participants to provide information, after NDIA has requested further information, decreased from 100% as at 31 December 2021 to 99% as at 31 March 2022.

• Participant Service Guarantee number 4: The percentage of access decisions made within 14 days of final information being provided remained stable at 99%, from 31 December 2021 to 31 March 2022.

The following three metrics are concerned with Planning.

• Participant Service Guarantee number 5: The percentage of cases where facilitating the preparation of a plan commenced within 21 days of an access decision being made increased from 89% as at 31 December 2021 to 90% as at 31 March 2022.

• Participant Service Guarantee number 6: The percentage of first plans that were approved within 56 days after access decisions were made, decreased from 86% as at 31 December 2021 to 83% as at 31 March 2022.

• Participant Service Guarantee number 7: The percentage of first plans that were approved within 90 days after access decisions were made, for Early Childhood Early Intervention participants, increased from 90% as at 31 December 2021 to 91% as at 31 March 2022. Early Childhood Early Intervention is now known as Early Childhood Approach.

The following metric is concerned with Implementation.

• Participant Service Guarantee number 9: The percentage of cases where a plan implementation meeting was held within 28 days if the participant accepts the offer remained stable at 100%, from 31 December 2021 to 31 March 2022.

The following three metrics are concerned with Reviews.

• Participant Service Guarantee number 11: The percentage of cases where facilitating a scheduled plan review commenced at least 56 days prior to the scheduled review date decreased from 35% as at 31 December 2021 to 27% as at 31 March 2022. The NDIA’s new participant check-in process ensures that every scheduled review begins with a contact from the planner or partner to discuss review options well before any scheduled review date. Plans are extended automatically if they have not been reviewed before expiry so participants have continuity of support.

• Participant Service Guarantee number 12: The percentage of cases where the decision to undertake Participant Requested Reviews was made within 21 days remained stable at 100%, from 31 December 2021 to 31 March 2022.

• Participant Service Guarantee number 13: The percentage of Participant Requested Reviews that were completed within 28 days after the decision to accept the request was made increased from 52% as at 31 December 2021 to 54% as at 31 March 2022.

The following two metrics are concerned with Amendments.

• Participant Service Guarantee number 14: The percentage of cases where a plan was varied within 28 days after receiving information that triggers the plan amendment process increased from 92% as at 31 December 2021 to 93% as at 31 March 2022.

• Participant Service Guarantee number 15: The percentage of cases where a plan was varied within 50 days after receiving information that relates to a complex quote that triggers a plan amendment process increased from 91% as at 31 December 2021 to 93% as at 31 March 2022.

The following two metrics are concerned with Reviewable Decisions.

• Participant Service Guarantee number 17: The proportion of internal Reviews of Reviewable Decisions that were completed within 60 days after the request was received increased from 84% as at 31 December 2021 to 87% as at 31 March 2022.

• Participant Service Guarantee number 18: The percentage of cases where an Administrative Appeals Tribunal decision was implemented to vary a plan within 28 days after receiving notification of the Administrative Appeals Tribunal decision remained stable at 97%, from 31 December 2021 to 31 March 2022.

The following two metrics are concerned with Nominees.

• Participant Service Guarantee number 19: The percentage of cases where a participant requested nominee was cancelled within 14 days decreased from 100% as at 31 December 2021 to 96% as at 31 March 2022.

• Participant Service Guarantee number 20: The percentage of cases where a Chief Executive Officer initiated nominee was cancelled within 14 days remained stable at 100%, from 31 December 2021 to 31 March 2022.

• 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.

## Provider and market metrics

A table displays the following key statistics on National market supply and participant costs as at 31 March 2022 and at 31 December 2021.

• The total number of active providers (with at least one claim ever) increased from 17,461 as at 31 December 2021 to 17,920 as at 31 March 2022. Active providers refer to those who have received payment for supporting Agency-managed participants.

• The total number of active providers in the last quarter increased from 9,248 as at 31 December 2021 to 9,287 as at 31 March 2022. Active providers refer to those who have received payment for supporting Agency-managed participants.

• Utilisation (which is calculated as a 6 month rolling average with a 3 month lag) remained stable at 74%, from 31 December 2021 to 31 March 2022.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark decreased from 10% as at 31 December 2021 to 8% as at 31 March 2022. 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.

• Market concentration. The proportion of service districts where more than 85% of payments for supports go to the top 10 providers remained stable at 9%, from 31 December 2021 to 31 March 2022.

• The proportion of payments paid within 5 days through the portal remained stable at 99.8%, from 31 December 2021 to 31 March 2022.

• Total payments from 1 July 2021 increased from $13,193 million as at 31 December 2021 to $20,084 million as at 31 March 2022.

• Total annualised plan budgets increased from $34,391 million as at 31 December 2021 to $35,408 million as at 31 March 2022.

• Plan inflation (current quarter percentage per annum) decreased from 8.7% in the December 2021 quarter to 8.3% in the March 2022 quarter. Total plan inflation consists of plan budget changes occurring at plan review, as well as changes occurring within a plan, between reviews. Previously the NDIA has not included the additional percentage changes in plan budgets that occur within a plan and before the scheduled review, when reporting this metric, and this has underestimated the extent to which plans have increased.

• Inflation at plan review (current quarter percentage per annum) decreased from 2.4% in the December 2021 quarter to 2.0% in the March 2022 quarter.

• Inflation within a plan, between reviews (current quarter percentage per annum) decreased from 6.4% in the December 2021 quarter to 6.3% in the March 2022 quarter.

• Socioeconomic equity decreased from 105% in the December 2021 quarter to 104% in the March 2022 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 2022 were $35,408m and payments from 1 July 2021 were $20,084m.

• The number of active providers at the end of March is 17,920, growing by 3% in the quarter.

• Utilisation was 74% from 1 July 2021 to 31 December 2021, with 8% (6 out of 80) of service districts in Australia more than 10 percentage points below the adjusted national benchmark.

• In 9% (7 out of 80) of service districts, the top 10 providers provide more than 85% of payments.

A chart displays the National distribution of service districts by plan utilisation as at 31 March 2022. 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.

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

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

• 59 out of 80 (74%) service districts are within 5 percentage points of the adjusted national benchmark.

• 11 out of 80 (14%) service districts are between 5 and 10 percentage points below the adjusted national benchmark.

• 6 out of 80 (8%) service districts are more than 10 percentage points below the adjusted national benchmark.

Service districts more than 10% below plan utilisation benchmark:

• Northern Territory East Arnhem: 46% versus 69% benchmark.

• South Australia Far North (South Australia): 56% versus 72% benchmark.

• New South Wales Far West: 59% versus 72% benchmark.

• Northern Territory Darwin Remote: 52% versus 65% benchmark.

• Western Australia Kimberley-Pilbara: 57% versus 69% benchmark.

• South Australia Eyre and Western: 60% versus 72% benchmark.

A chart displays the National distribution of service districts by market concentration as at 31 March 2022.

• 19 out of 80 (24%) service districts have less than 45% of payments going to the 10 largest providers.

• 31 out of 80 (39%) service districts have between 45% and 65% of payments going to the 10 largest providers.

• 23 out of 80 (29%) service districts have between 65% and 85% of payments going to the 10 largest providers.

• 7 out of 80 (9%) service districts have between 85% and 90% of payments going to the 10 largest providers.

• No service districts have between 90% and 95% of payments going to the 10 largest providers.

• No service districts have more than 95% of payments going to the 10 largest providers.

Service districts with more than 85% of payments going to the 10 largest providers:

• Western Australia Midwest-Gascoyne: 89% versus 85% benchmark.

• Western Australia Great Southern: 89% versus 85% benchmark.

• Western Australia Goldfields-Esperance: 88% versus 85% benchmark.

• Northern Territory East Arnhem: 86% versus 85% benchmark.

• South Australia Eyre and Western: 86% versus 85% benchmark.

• South Australia Limestone Coast: 86% versus 85% benchmark.

• South Australia Far North (South Australia): 86% versus 85% benchmark.

## Summaries by State/Territory

A chart displays the active participants by State/Territory at 31 March 2022. There are 17 active participants at 31 March 2022 with missing State/Territory information. These participants are not shown in the chart.

The number of active participants at 31 March 2022 was:

• 156,992 for New South Wales.

• 137,891 for Victoria.

• 107,635 for Queensland.

• 45,025 for Western Australia.

• 45,309 for South Australia.

• 11,832 for Tasmania.

• 9,163 for Australian Capital Territory.

• 4,761 for Northern Territory.

• 43 for Other Territories.

Another chart displays the average annualised plan budgets and average payments by State/Territory. 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 at 31 March 2022 was:

• $69,600 for New South Wales.

• $64,300 for Victoria.

• $70,100 for Queensland.

• $69,500 for Western Australia.

• $64,100 for South Australia.

• $78,400 for Tasmania.

• $62,500 for Australian Capital Territory.

• $111,500 for Northern Territory.

• $68,300 Nationally.

The average payments for the 12 months to 31 March 2022 was:

• $57,200 for New South Wales.

• $49,300 for Victoria.

• $58,700 for Queensland.

• $53,500 for Western Australia.

• $53,800 for South Australia.

• $65,000 for Tasmania.

• $49,400 for Australian Capital Territory.

• $92,400 for Northern Territory.

• $55,200 Nationally.

Another chart displays the average annualised plan budgets and average payments by State/Territory for participants in Supported Independent Living. 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 at 31 March 2022 for participants in Supported Independent Living was:

• $344,500 for New South Wales.

• $347,800 for Victoria.

• $352,500 for Queensland.

• $322,900 for Western Australia.

• $335,000 for South Australia.

• $375,800 for Tasmania.

• $348,500 for Australian Capital Territory.

• $538,500 for Northern Territory.

• $348,100 Nationally.

The average payments for the 12 months to 31 March 2022 for participants in Supported Independent Living was:

• $323,400 for New South Wales.

• $301,200 for Victoria.

• $352,600 for Queensland.

• $286,600 for Western Australia.

• $356,000 for South Australia.

• $346,500 for Tasmania.

• $315,400 for Australian Capital Territory.

• $520,500 for Northern Territory.

• $327,900 Nationally.

Another chart displays the average annualised plan budgets and average payments by State/Territory for participants not in Supported Independent Living. 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 at 31 March 2022 for participants not in Supported Independent Living was:

• $52,100 for New South Wales.

• $52,900 for Victoria.

• $55,700 for Queensland.

• $55,200 for Western Australia.

• $48,500 for South Australia.

• $52,500 for Tasmania.

• $46,600 for Australian Capital Territory.

• $70,600 for Northern Territory.

• $53,100 Nationally.

The average payments for the 12 months to 31 March 2022 for participants not in Supported Independent Living was:

• $39,800 for New South Wales.

• $38,600 for Victoria.

• $43,000 for Queensland.

• $39,700 for Western Australia.

• $35,700 for South Australia.

• $39,100 for Tasmania.

• $34,300 for Australian Capital Territory.

• $49,700 for Northern Territory.

• $39,700 Nationally.

The following comments are made regarding the National experience at jurisdiction level as at 31 March 2022.

• New South Wales has the highest number of active participants at 156,992 participants.

• The average annualised plan budget at the end of March for active participants is $68,300 ($53,100 for participants not in Supported Independent Living and $348,100 for participants in Supported Independent Living).

• The average payment for the 12 months ending 31 March 2022 is $55,200 ($39,700 for participants not in Supported Independent Living and $327,900 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.