Transcript for New South Wales Quarterly Performance Dashboard as at 30 September 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.

## Participants and planning

A table displays the following key statistics on the New South Wales participant experience as at 30 September 2023 and 30 June 2023:

• The number of active participants with approved plans (excluding children accessing early connections) increased from 182,920 as at 30 June 2023 to 189,033 as at 30 September 2023.

• The number of children accessing early connections increased from 6,071 as at 30 June 2023 to 6,470 as at 30 September 2023. 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.

• The number of children waiting for early connections increased from 32 as at 30 June 2023 to 55 as at 30 September 2023.

• The percentage of participants fully or partially self-managing their plan remained stable at 28%, from 30 June 2023 to 30 September 2023.

• The percentage of plans activated within 90 days remained stable at 88%, from 30 June 2023 to 30 September 2023. Trial participants (participants with initial plans approved prior to 1 July 2016) and those with initial plans approved after the end of 2022-23 Quarter 3 have been excluded.

• The number of completed participant plan reassessments decreased from 20,492 in the quarter ending 30 June 2023 to 19,369 in the quarter ending 30 September 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 30 June 2023 and 30 September 2023.

At the beginning of Quarter 1 2023-24 there were 182,920 active participants (excluding children accessing early connections). During 2023-24 Quarter 1, there were 7,075 plan approvals and 962 participants who left the Scheme or moved to another State or Territory. This resulted in 189,033 active participants as at 30 September 2023.

The following key statistics summarise the New South Wales performance as at 30 September 2023:

• 203,610 participants (excluding children accessing early connections) have had an approved plan since July 2013. 189,033 of these continue to be active.

• 125,103 active participants have not previously received disability support via State and Commonwealth government programs in the past.

• In the current quarter, 7,075 participants have entered the Scheme and there are 6,470 children accessing early connections at the end of September 2023.

• 19,369 plans have had reassessments this quarter.

• 9,341 access decisions have been made in the quarter, of which 6,706 met access and are still active.

• 854 (12.1%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in New South Wales to 16,559 (8.8%).

• 758 (10.7%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically Diverse participants in New South Wales to 20,644 (10.9%). The number of Culturally and Linguistically Diverse participants excludes First Nations participants.

## Participant outcomes and satisfaction

A table displays the following key statistics on New South Wales participant outcomes and satisfaction.

For Participant and Scheme Outcome metrics from the Corporate Plan as at 30 September 2023, 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. The following four indicators are outcomes measures:

• The participant employment rate for those aged 15 - 64 years increased from 23% at baseline to 25% at the latest reassessment.

• The participant social and community engagement rate for those aged 15+ years increased from 34% at baseline to 45% at the latest reassessment.

• The parent and carer employment rate across all ages increased from 48% at baseline to 53% at the latest reassessment.

• The participant perception of choice and control for those aged 15+ years increased from 66% at the first reassessment to 76% 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 both the current and previous quarters:

• At the 'access’ stage, this percentage decreased from 84% in the quarter ending 30 June 2023 to 81% in the quarter ending 30 September 2023.

• At the 'pre-planning' stage, this percentage remained stable at 79% in the quarters ending 30 June 2023 and 30 September 2023.

• At the 'planning’ stage, this percentage remained stable at 87% in the quarters ending 30 June 2023 and 30 September 2023.

• At the 'plan reassessment’ stage, this percentage decreased from 70% in the quarter ending 30 June 2023 to 69% in the quarter ending 30 September 2023.

## Participant Service Guarantee

The following statistics measure performance against the Participant Service Guarantee metrics. These statistics look at the percentage of cases meeting the Service Guarantee target in the quarters ending 30 June 2023 and 30 September 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 service type:

• Participant Service Guarantee number 1: Explain a previous decision within 28 days after a request for explanation is received. This decreased from 100% as at 30 June 2023 to 98% as at 30 September 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. This remained stable at 100%, from 30 June 2023 to 30 September 2023.

• Participant Service Guarantee number 3: Allow sufficient time (90 days) for prospective participants to provide information, after NDIA has requested further information. This remained stable at 100%, from 30 June 2023 to 30 September 2023.

• Participant Service Guarantee number 4: Make an access decision within 14 days after more information has been provided. This decreased from 96% as at 30 June 2023 to 91% as at 30 September 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. This remained stable at 97%, from 30 June 2023 to 30 September 2023.

• Participant Service Guarantee number 6: Approve a participant's plan within 56 days after an access decision has been made (excludes those ECA that have received initial supports). This remained stable at 96%, from 30 June 2023 to 30 September 2023. ECA stands for Early Childhood Approach.

• Participant Service Guarantee number 7: Approve a plan for ECA participants within 90 days after an access decision has been made. This remained stable at 99%, from 30 June 2023 to 30 September 2023. ECA stands for Early Childhood Approach.

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. This remained stable at 100% from 30 June 2023 to 30 September 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. This decreased from 81% as at 30 June 2023 to 76% as at 30 September 2023.

• Participant Service Guarantee number 12: Decide whether to undertake a Participant Requested Plan Reassessment within 21 days after the request is received. This decreased from 82% as at 30 June 2023 to 71% as at 30 September 2023.

• Participant Service Guarantee number 13: Complete a reassessment within 28 days after the decision to accept the request was made. This decreased from 65% as at 30 June 2023 to 64% as at 30 September 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. This increased from 89% as at 30 June 2023 to 93% as at 30 September 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. This increased from 92% as at 30 June 2023 to 100% as at 30 September 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. This decreased from 98% as at 30 June 2023 to 94% as at 30 September 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. This increased from 96% as at 30 June 2023 to 100% as at 30 September 2023.

The following two metrics are concerned with Nominees:

• Participant Service Guarantee number 19: Cancel participant requested nominee within 14 days. This remained stable at 100% from 30 June 2023 to 30 September 2023.

• Participant Service Guarantee number 20: Cancel CEO initiated nominee within 14 days. This remained stable at 100% from 30 June 2023 to 30 September 2023.

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

## Provider and market metrics

A table displays the following key statistics on New South Wales market supply and participant costs as at 30 September 2023 and as at 30 June 2023:

• The total number of active providers (with at least one claim ever) increased from 10,408 as at 30 June 2023 to 10,633 as at 30 September 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 in the last quarter decreased from 4,413 as at 30 June 2023 to 4,386 as at 30 September 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 six month rolling average with a three month lag) increased from 78% as at 30 June 2023 to 79% as at 30 September 2023.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark increased from 0% as at 30 June 2023 to 7% as at 30 September 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 0%, from 30 June 2023 to 30 September 2023.

• The proportion of payments paid within five days increased from 99.8% as at 30 June 2023 to 99.9% as at 30 September 2023. The payment enquiries come from the Provider Portal, Participant Portal and NDIS App.

• Total payments from 1 July 2022 to 30 June 2023 were $10,897 million and from 1 July 2023 to 30 September 2023 were $3,126 million.

• Total annualised plan budgets increased from $13,885 million as at 30 June 2023 to $14,715 million as at 30 September 2023. Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

• Total plan inflation (current quarter percentage per annum) increased from 11.2% in the June 2023 quarter to 13.8% in the September 2023 quarter. Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments. 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.

• Inflation at plan reassessment (current quarter percentage per annum) increased from 4.4% in the June 2023 quarter to 5.0% in the September 2023 quarter.

• Inflation within a plan, between reassessments (current quarter percentage per annum) increased from 6.8% in the June 2023 quarter to 8.9% in the September 2023 quarter.

• Socioeconomic equity remained stable at 101%, from the June 2023 quarter to the September 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 New South Wales experience:

• Total annualised plan budgets as at 30 September 2023 were $14,715m and payments from 1 July 2023 were $3,126m.

• The number of active providers at the end of September is 10,633, growing by 2% in the quarter.

• Utilisation has been 79% from 1 January 2023 to 30 June 2023, with 7% (1 out of 15) of service districts in New South Wales 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.

A chart displays the New South Wales distribution of service districts by plan utilisation as at 30 September 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.

• 2 out of 15 (13%) service districts are between 5 and 10 percentage points above the adjusted national benchmark.

• 11 out of 15 (73%) service districts are within 5 percentage points of the adjusted national benchmark.

• 1 out of 15 (7%) service districts is between 5 and 10 percentage points below the adjusted national benchmark.

• 1 out of 15 (7%) service districts is more than 10 percentage points below the adjusted national benchmark. This service district is:

• Far West: 65% versus 75% benchmark.

A chart displays the New South Wales distribution of service districts by market concentration as at 30 September 2023. On the chart:

• 7 out of 15 (47%) service districts have less than 25% of payments going to the 10 largest providers.

• 7 out of 15 (47%) service districts have between 25% and 45% of payments going to the 10 largest providers.

• No service districts have between 45% and 60% of payments going to the 10 largest providers.

• 1 out of 15 (7%) service districts has between 60% and 70% of payments going to the 10 largest providers.

• No 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 having between 45% and 70% of payments going to the 10 largest providers:

• Far West: 63% versus 70% benchmark.

## Summaries by Service Districts

A chart displays the active participants by service district as at 30 September 2023. There are 32 active participants as 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.

The number of active participants in each service district as at 30 September 2023 shows as:

• 10,666 for Central Coast.

• 886 for Far West.

• 10,905 for Illawarra Shoalhaven.

• 7,829 for Mid North Coast.

• 8,328 for Murrumbidgee.

• 11,112 for Nepean Blue Mountains.

• 12,783 for North Sydney.

• 9,067 for Northern New South Wales.

• 12,840 for South Eastern Sydney.

• 29,312 for South Western Sydney.

• 5,198 for Southern New South Wales.

• 7,431 for Sydney.

• 7,852 for Western New South Wales.

• 23,114 for Western Sydney.

• 31,678 for Hunter New England.

Another chart displays the average annualised plan budgets and average payments as at 30 September 2023. Figures are not shown if there is insufficient data in the service district. Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants as 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.

The average annualised plan budget in each service district as at 30 September 2023 shows as:

• $70,200 for Central Coast.

• $82,300 for Far West.

• $81,400 for Illawarra Shoalhaven.

• $72,800 for Mid North Coast.

• $74,100 for Murrumbidgee.

• $76,600 for Nepean Blue Mountains.

• $87,400 for North Sydney.

• $78,400 for Northern New South Wales.

• $84,000 for South Eastern Sydney.

• $75,200 for South Western Sydney.

• $67,000 for Southern New South Wales.

• $82,500 for Sydney.

• $83,700 for Western New South Wales.

• $77,700 for Western Sydney.

• $77,000 for Hunter New England.

• $77,800 for all of New South Wales.

The average payments in each service district for the 12 months to 30 September 2023 show as:

• $58,500 for Central Coast.

• $54,600 for Far West.

• $68,000 for Illawarra Shoalhaven.

• $58,400 for Mid North Coast.

• $58,000 for Murrumbidgee.

• $62,300 for Nepean Blue Mountains.

• $73,300 for North Sydney.

• $63,100 for Northern New South Wales.

• $70,300 for South Eastern Sydney.

• $67,100 for South Western Sydney.

• $51,200 for Southern New South Wales.

• $66,400 for Sydney.

• $59,800 for Western New South Wales.

• $68,400 for Western Sydney.

• $63,000 for Hunter New England.

• $64,700 for all of New South Wales.

Another chart displays the average annualised plan budgets and average payments as at 30 September 2023 for participants in Supported Independent Living. Figures are not shown if there is insufficient data in the service district. Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants as 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.

The average annualised plan budget in each service district as at 30 September 2023 for participants in Supported Independent Living shows as:

• $416,900 for Central Coast.

• $553,500 for Far West.

• $411,900 for Illawarra Shoalhaven.

• $426,000 for Mid North Coast.

• $412,900 for Murrumbidgee.

• $424,600 for Nepean Blue Mountains.

• $419,800 for North Sydney.

• $421,200 for Northern New South Wales.

• $419,000 for South Eastern Sydney.

• $425,600 for South Western Sydney.

• $368,600 for Southern New South Wales.

• $389,000 for Sydney.

• $397,000 for Western New South Wales.

• $425,700 for Western Sydney.

• $429,100 for Hunter New England.

• $419,600 for all of New South Wales.

The average payments in each service district for the 12 months to 30 September 2023 for participants in Supported Independent Living show as:

• $383,200 for Central Coast.

• $488,000 for Far West.

• $375,500 for Illawarra Shoalhaven.

• $388,900 for Mid North Coast.

• $371,900 for Murrumbidgee.

• $386,300 for Nepean Blue Mountains.

• $377,500 for North Sydney.

• $379,500 for Northern New South Wales.

• $378,900 for South Eastern Sydney.

• $398,900 for South Western Sydney.

• $325,000 for Southern New South Wales.

• $353,500 for Sydney.

• $345,500 for Western New South Wales.

• $393,200 for Western Sydney.

• $392,200 for Hunter New England.

• $382,700 for all of New South Wales.

Another chart displays the average annualised plan budgets and average payments as at 30 September 2023 for participants not in Supported Independent Living. Figures are not shown if there is insufficient data in the service district. Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants as 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.

The average annualised plan budget in each service district as at 30 September 2023 for participants not in Supported Independent Living shows as:

• $49,800 for Central Coast.

• $65,700 for Far West.

• $59,400 for Illawarra Shoalhaven.

• $58,200 for Mid North Coast.

• $54,000 for Murrumbidgee.

• $52,700 for Nepean Blue Mountains.

• $58,300 for North Sydney.

• $63,200 for Northern New South Wales.

• $62,800 for South Eastern Sydney.

• $55,700 for South Western Sydney.

• $52,800 for Southern New South Wales.

• $66,300 for Sydney.

• $57,900 for Western New South Wales.

• $54,500 for Western Sydney.

• $53,400 for Hunter New England.

• $56,400 for all of New South Wales.

The average payments in each service district for the 12 months to 30 September 2023 for participants not in Supported Independent Living show as:

• $39,500 for Central Coast.

• $39,500 for Far West.

• $47,700 for Illawarra Shoalhaven.

• $45,100 for Mid North Coast.

• $39,300 for Murrumbidgee.

• $39,500 for Nepean Blue Mountains.

• $46,000 for North Sydney.

• $48,600 for Northern New South Wales.

• $50,600 for South Eastern Sydney.

• $49,200 for South Western Sydney.

• $37,800 for Southern New South Wales.

• $50,800 for Sydney.

• $36,900 for Western New South Wales.

• $46,400 for Western Sydney.

• $40,400 for Hunter New England.

• $44,600 for all of New South Wales.

The following comments are made regarding the New South Wales experience at service district level as at 30 September 2023.

• Hunter New England has the highest number of active participants at 31,678 participants, while Far West has the lowest number at 886 active participants.

• The average annualised plan budget at the end of September for active participants is $77,800 ($56,400 for participants not in Supported Independent Living and $419,600 for participants in Supported Independent Living).

• The average payments for the 12 months ending 30 September 2023 are $64,700 ($44,600 for participants not in Supported Independent Living and $382,700 for participants in Supported Independent Living).

• North Sydney has the highest average annualised plan budgets and payments across all participants.