Transcript for National 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.

The new Information and Communications Technology (ICT) system test commenced in Tasmania in the December 2022 quarter. The Quarterly Performance Dashboard combines 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 30 September 2023 and 30 June 2023:

• The number of active participants with approved plans (excluding children accessing early connections) increased from 610,502 as at 30 June 2023 to 631,529 as at 30 September 2023.

• The number of children accessing early connections increased from 17,589 as at 30 June 2023 to 19,454 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 698 as at 30 June 2023 to 724 as at 30 September 2023.

• Children benefiting from the Scheme no longer needing supports (current quarter % per annum) increased from 5.0% in the quarter ending 30 June 2023 to 5.3% in the quarter ending 30 September 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 29%, from 30 June 2023 to 30 September 2023.

• The percentage of plans activated within 90 days increased from 86% as at 30 June 2023 to 87% as at 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 Q3 have been excluded.

• The number of completed participant plan reassessments decreased from 69,570 in the quarter ending 30 June 2023 to 63,430 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 610,502 active participants (excluding children accessing early connections). During 2023-24 Quarter 1, there were 23,833 plan approvals and 2,806 participants who left the Scheme. This resulted in 631,529 active participants as at 30 September 2023.

The following key statistics summarise the national performance as at 30 September 2023:

• 675,772 participants (excluding children accessing early connections) have had an approved plan since July 2013. 631,529 of these continue to be active.

• 412,697 active participants have not previously received disability support via State and Commonwealth government programs in the past.

• In the current quarter, 23,833 participants have entered the Scheme and there are 19,454 children accessing early connections at the end of September 2023.

• 63,430 plans have had reassessments this quarter.

• 31,944 access decisions have been made in the quarter, of which 23,194 met access and are still active.

• 2,378 (10.0%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants nationally to 48,966 (7.8%).

• 2,022 (8.5%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically Diverse participants nationally to 57,554 (9.1%). 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 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 21% at baseline to 23% at the latest reassessment.

• The participant social and community engagement rate for those aged 15+ years increased from 35% at baseline to 42% at the latest reassessment.

• The parent and carer employment rate across all ages increased from 46% at baseline to 50% at the latest reassessment.

• The participant perception of choice and control for those aged 15+ years 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 both the current and previous quarters:

• At the 'access' stage, this percentage decreased from 80% in the quarter ending 30 June 2023 to 77% in the quarter ending 30 September 2023.

• At the 'pre-planning' stage, this percentage remained stable at 80% in the quarters ending 30 June 2023 and 30 September 2023.

• At the 'planning' stage, this percentage remained stable at 86% in the quarters ending 30 June 2023 and 30 September 2023.

• At the 'plan reassessment' stage, this percentage remained stable at 67% in the quarters ending 30 June 2023 and 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. The Participant Service Guarantee measures currently do not include participants who have migrated to the new Information and Communications Technology (ICT) system in Tasmania. However, the Participant Service Guarantee measures are being remediated where there is a similar process and data available between the new and old systems. 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 99% as at 30 June 2023 to 97% 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 increased from 95% as at 30 June 2023 to 100% as at 30 September 2023.

• Participant Service Guarantee number 4: Make an access decision within 14 days after more information has been provided. This decreased from 97% 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 decreased from 96% as at 30 June 2023 to 95% as at 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 decreased from 94% as at 30 June 2023 to 93% as at 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 decreased from 98% as at 30 June 2023 to 97% as at 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 76% as at 30 June 2023 to 73% 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 72% 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 remained stable at 64%, from 30 June 2023 to 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 90% 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 decreased from 96% as at 30 June 2023 to 88% 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 97% as at 30 June 2023 to 99% 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 decreased from 100% as at 30 June 2023 to 97% as at 30 September 2023.

• Participant Service Guarantee number 20: Cancel CEO initiated nominee within 14 days. This decreased from 100% as at 30 June 2023 to 97% as at 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 national 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 19,969 as at 30 June 2023 to 20,340 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 9,555 as at 30 June 2023 to 9,483 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 76% as at 30 June 2023 to 77% 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 6% as at 30 June 2023 to 11% 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 decreased from 4% as at 30 June 2023 to 3% as at 30 September 2023.

• The proportion of payments paid within five days remained stable at 99.8% from 30 June 2023 to 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 $34,724 million and from 1 July 2023 to 30 September 2023 were $9,939 million.

• Total annualised plan budgets increased from $45,715 million as at 30 June 2023 to $48,665 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 12.3% in the June 2023 quarter to 15.1% 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. Improvements have been made to the committed supports model since the new Information and Communications Technology (ICT) system commenced in Tasmania in the December 2022 quarter. This has resulted in a one-off change in the historical inflation rates. 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 2.5% increase in intraplan and total inflation during the month of July 2023.

• Inflation at plan reassessment (current quarter percentage per annum) increased from 4.6% in the June 2023 quarter to 5.4% in the September 2023 quarter.

• Inflation within a plan, between reassessments (current quarter percentage per annum) increased from 7.7% in the June 2023 quarter to 9.7% in the September 2023 quarter.

• Socioeconomic equity decreased from 102% in the June 2023 quarter to 101% in the September 2023 quarter. 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).

The following comments are made regarding the national experience:

• Total annualised plan budgets at 30 September 2023 were $48,665 million and payments from 1 July 2023 were $9,939 million.

• The number of active providers at the end of September is 20,340, growing by 2% in the quarter.

• Utilisation has been 77% from 1 January 2023 to 30 June 2023, with 11% (9 out of 80) of service districts more than 10 percentage points below the adjusted national benchmark.

• In 3% (2 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 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 80 (3%) service districts are between 5 and 10 percentage points above the adjusted national benchmark.

• 60 out of 80 (75%) service districts are within 5 percentage points of the adjusted national benchmark.

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

• 9 out of 80 (11%) service districts are more than 10 percentage points below the adjusted national benchmark. These are:

• Northern Territory East Arnhem: 51% versus 75% benchmark.

• Western Australia Goldfields-Esperance: 61% versus 75% benchmark.

• Western Australia Wheat Belt: 60% versus 73% benchmark.

• Western Australia Midwest-Gascoyne: 62% versus 75% benchmark.

• Western Australia Kimberley-Pilbara: 62% versus 74% benchmark.

• Northern Territory Darwin Remote: 60% versus 71% benchmark.

• South Australia Far North (South Australia): 66% versus 76% benchmark.

• New South Wales Far West: 65% versus 75% benchmark.

• South Australia Eyre and Western: 66% versus 76% benchmark.

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

• 24 out of 80 (30%) service districts have less than 25% of payments going to the 10 largest providers.

• 39 out of 80 (49%) service districts have between 25% and 45% of payments going to the 10 largest providers.

• 10 out of 80 (13%) service districts have between 45% and 60% of payments going to the 10 largest providers.

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

• 2 out of 80 (3%) 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 Katherine: 79% versus 70% benchmark.

• Northern Territory Barkly: 77% versus 70% benchmark.

## Summaries by State/Territory

A chart displays the active participants by State/Territory as at 30 September 2023. There are three active participants as at 30 September 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 30 September 2023 shows as:

• 189,033 for New South Wales.

• 168,867 for Victoria.

• 134,964 for Queensland.

• 54,165 for Western Australia.

• 54,311 for South Australia.

• 13,702 for Tasmania.

• 10,595 for the Australian Capital Territory.

• 5,838 for the Northern Territory.

• 51 for Other Territories.

Another chart displays the average annualised plan budgets and average payments as at 30 September 2023. 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 State/Territory and Nationally as at 30 September 2023 shows as:

• $77,800 for New South Wales.

• $72,100 for Victoria.

• $78,000 for Queensland.

• $81,900 for Western Australia.

• $76,200 for South Australia.

• $89,200 for Tasmania.

• $70,300 for the Australian Capital Territory.

• $121,200 for the Northern Territory.

• $110,700 for Other Territories.

• $77,100 nationally.

The average payments in each State/Territory and Nationally for the 12 months to 30 September 2023 show as:

• $64,700 for New South Wales.

• $56,800 for Victoria.

• $62,500 for Queensland.

• $60,900 for Western Australia.

• $61,000 for South Australia.

• $68,800 for Tasmania.

• $55,600 for the Australian Capital Territory.

• $102,700 for the Northern Territory.

• $54,200 for Other Territories.

• $61,800 nationally.

Another chart displays the average annualised plan budgets and average payments as at 30 September 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 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. 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 as at 30 September 2023 for participants in Supported Independent Living shows as:

• $419,600 for New South Wales.

• $439,900 for Victoria.

• $436,400 for Queensland.

• $424,700 for Western Australia.

• $459,800 for South Australia.

• $453,100 for Tasmania.

• $419,600 for the Australian Capital Territory.

• $625,900 for the Northern Territory.

• $436,000 nationally.

The average payments in each State/Territory and Nationally for the 12 months to 30 September 2023 for participants in Supported Independent Living show as:

• $382,700 for New South Wales.

• $394,100 for Victoria.

• $408,300 for Queensland.

• $377,000 for Western Australia.

• $430,300 for South Australia.

• $396,400 for Tasmania.

• $378,500 for the Australian Capital Territory.

• $583,100 for the Northern Territory.

• $397,900 nationally.

Another chart displays the average annualised plan budgets and average payments as at 30 September 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 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. 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 as at 30 September 2023 for participants not in Supported Independent Living shows as:

• $56,400 for New South Wales.

• $56,300 for Victoria.

• $59,500 for Queensland.

• $61,900 for Western Australia.

• $53,400 for South Australia.

• $59,400 for Tasmania.

• $48,800 for the Australian Capital Territory.

• $67,100 for the Northern Territory.

• $57,300 nationally.

The average payments in each State/Territory and Nationally for the 12 months to 30 September 2023 for participants not in Supported Independent Living show as:

• $44,600 for New South Wales.

• $42,400 for Victoria.

• $44,700 for Queensland.

• $43,100 for Western Australia.

• $39,100 for South Australia.

• $41,800 for Tasmania.

• $36,000 for the Australian Capital Territory.

• $52,400 for the Northern Territory.

• $43,300 nationally.

The following comments are made regarding the national experience at jurisdiction level as at 30 September 2023:

• New South Wales has the highest number of active participants at 189,033 participants.

• The average annualised plan budget at the end of September for active participants is $77,100 ($57,300 for participants not in Supported Independent Living and $436,000 for participants in Supported Independent Living).

• The average payments for the 12 months ending 30 September 2023 are $61,800 ($43,300 for participants not in Supported Independent Living and $397,900 for participants in Supported Independent Living).

• The 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.