

Q3
2022-23

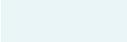
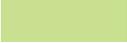


NDIS Quarterly report to disability ministers

31 March 2023

Office of the Scheme Actuary

ndis

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NDIA's key highlights and focus areas for the quarter:

1. Participant outcomes key highlights



2. Scheme financial experience



3. Co-design and engagement



4. Improving the participant experience



1. Participant outcomes key highlights

The NDIS continued to make a positive difference to participants, their families and carer.

The most recent participant outcome data¹ clearly demonstrates the positive impacts being delivered by the Scheme:

- **Participation in community and social activities** has **increased by seven percentage points** from **35%** to **42%** for all Scheme participants aged 15 years and older.
- **Participation in work (percentage in a paid job)** has **increased by twelve percentage points** from **9%** to **21%** for participants aged 15 to 24 with autism.
- **Participation in work (percentage in a paid job)** has **increased by nine percentage points** from **11%** to **20%** for those aged 15 to 24 for participants with an intellectual disability
- **The percentage of parents and carers in a paid job** for participants who have been in the Scheme for at least two years has **increased by six percentage points**² from **46%** to **51%** for parents/carers of participants aged 0 to 14 years.
- **Positive perceptions of whether the NDIS has helped with choice and control** has **increased ten percentage points** from **67%** to **77%** for participants aged 15 years and older.

¹ <https://data.ndis.gov.au/reports-and-analyses/participant-dashboards>

² The difference is calculated from unrounded metrics.

2. Scheme financial experience

Since 30 June 2022, payments for participant supports, plan budgets and the number of participants entering the Scheme are above the Annual Financial Sustainability Report (AFSR) expectations.

The Scheme's financial experience is monitored against the 2021–22 AFSR. Since 30 June 2022, payments for participant supports, plan budgets, and participant numbers have increased and are above AFSR expectations. Total Scheme expenses for the 9 months to 31 March 2023 were \$25.7bn, which is 2.8% higher than the AFSR estimate. There are several drivers of this experience:

- **More participants in the Scheme** – the total number of Scheme participants at 31 March 2023 was 592,059, which is approximately 13,800 (2.4 per cent) higher than the AFSR expectations.
- **Higher participant plan budgets** – for the 9 months to 31 March 2023, total growth in plan budgets for participants already in the Scheme was 19.5% per annum. Around 6.4% per annum can be attributed to indexation and pricing impacts, while the remaining 13.1% per annum growth is over and above these impacts.
- **More participants accessing Supported Independent Living (SIL) support** – Since June 2022, the number of participants with Supported Independent Living (SIL) supports has increased by 4,418 from 26,950 to 31,368, higher than expected. On average, participants with SIL supports have higher plan budgets and payments compared to other participants.

The NDIA is examining data to understand the variance from the AFSR. Key insights include:

- More children with developmental delay and autism have entered the Scheme since June 2022 than expected.
- Plan budgets have increased across most participant cohorts and exceeded the allowance for additional growth in the AFSR.

3. Co-design and engagement

Co-design projects which are strengthening the NDIA's engagement process.

Co-design Advisory Group

The Co-design Advisory Group provides strategic oversight for the NDIA co-design program. During this quarter, the Group endorsed the Co-design Evaluation Framework to support the NDIA in building trust and delivering better outcomes for NDIS participants.

DRCO Forum

The DCRO Forum met on 24 February 2023. NDIA CEO Rebecca Falkingham and DCEO Corri McKenzie led a discussion about issues important to the disability community. Members were updated on the:

- First Nations Strategy and Culturally and Linguistically Diverse (CALD) Strategy Refresh Strategy co-design projects.
- New Independent External Review (IER) program led by people with disability.
- New Information and Communication Technology (ICT) system, including details of the test being undertaken in Tasmania.

Priority co-design projects

The NDIA continues to work closely with people with disability and the broader disability community on six priority co-design projects:

- Information Gathering for Access and Planning
- Home and Living
- Participant Safeguarding
- Supported Decision Making
- CALD Strategy
- First Nations Strategy

4. Improving the participant experience

The NDIA continues to improve processes to empower participants and their experience.

In this quarter, the NDIA has been improving the experience of participants across the external review process, home and living supports, developing a strategy for First Nations people with disability and promoting continuity of supports.

NDIS appeals

The NDIA has reduced the number of participants waiting for an external review of an NDIA decision at the Administrative Appeals Tribunal (AAT).

Since June 2022, the NDIA implemented an alternative resolution process that reduced legacy cases and new cases heading to the AAT. Since implementing these improvements:

- **4,401** NDIS cases have been resolved at the AAT
- Overall caseload has reduced **27%** since May 2022 (to 3,280)
- **70%** of the 4,501 legacy cases waiting to be heard by the AAT by May 2022 have now been resolved³.

Independent Expert Review (IER)

To reduce cases referred to the AAT, the NDIA introduced a pilot IER program. A disability expert independent of the NDIA reviews individual cases and provides recommendations. An Oversight Committee led by Graeme Innes AM monitors the IER trial.

³ <https://www.ndis.gov.au/news/8935-media-release-minister-ndis-case-numbers-slashed>

4. Improving the participant experience

Home and Living demonstration project grants

The NDIA has invited organisations to apply for grants to deliver innovative projects that empower participants to explore and understand home and living opportunities through:

- Testing and evaluating different models for providing participants with high quality information, assistance and connections.
- Support participants to exercise improved choice and control and achieve greater independence.
- Provide accessible information and assistance to participants.

NDIA is partnering with the First Peoples Disability Network (FPDN) to co-design a new First Nations Strategy and action plan⁴. FPDN is a national organisation representing and includes First Nations Australians with disability, their families and communities. The NDIA will partner with the FPDN to ensure the First Nations strategy and action plan is:

- culturally appropriate
- promotes self advocacy
- provides value and can be measured
- reflects the goals and hopes of First Nations people with disability.

⁴ <https://www.ndis.gov.au/about-us/strategies/first-nations-strategy>

4. Improving the participant experience

Improved hospital discharge

The Australian Government and NDIA are committed to improving the safe and timely discharge of NDIS participants from hospital. The NDIA has implemented operational improvements to reduce discharge delays and is developing their Hospital Discharge Case Management System with notable developments including:

- Improving data quality and integrate Hospital Discharge processes into NDIA's core workflow.
- Integrating data and digital systems with hospitals for timely collaboration and less manual check-ins.

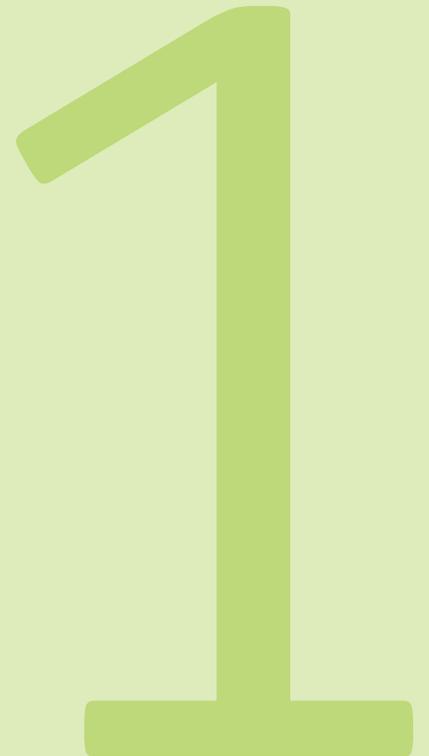
During the quarter, the performance on two key performance metrics was as follows:

- NDIA's target of contacting NDIS participants within 4 days remains high at **89%** in March 2023, compared to **87%** in December 2022.
- The average days between an NDIS participant being medically ready for discharge and being discharged reduced from **33 days** in December 2022 to **30 days** in March 2023.

Improving plan approval timelines is a key focus and requires cooperation between State and Territory health systems and the NDIA. The NDIA is working with hospitals to resolve issues impacting hospital discharge

Section one:

Participants and their plans



1.1 Number of participants in the Scheme



More than 590,000 participants are receiving support from the NDIS.

At 31 March 2023, 592,059 participants had an NDIS plan, and 21,179 participants entered the Scheme during the quarter.

- At March 2023, **592,059** participants had approved plans.⁵ This represents a 4% increase from last quarter (an increase of 21,179 participants since September 2022).

Active participants with approved plans and percentage increase over time

	2013 -14	2014 -15	2015 -16	2016 -17	2017 -18	2018 -19	2019 -20	2020 -21	2021 -22	2022-23 to date
Active participants	7,285	17,155	29,719	89,610	172,333	286,015	391,999	466,619	534,655	592,059
Yearly increase ⁶		9,870	12,564	59,891	82,723	113,682	105,984	74,620	68,036	57,404
% increase in active participants		135%	73%	202%	92%	66%	37%	19%	15%	11%

⁵ 38,364 participants with approved plans have left the NDIS in the period between 1 July 2013 and 31 March 2023.

⁶ This is the net increase in the number of active participants in the NDIS each period noting some participants have left the NDIS.

1.3 Participation rates

The number of NDIS participants as a proportion of the Australian population peaks between the ages of 5 and 7, with approximately eleven per cent of 5 to 7 year old males and five per cent of 5 to 7 year old females being NDIS participants.

Participation rate refers to the proportion of the Australian population who are NDIS participants.

The rate of participation reflects the age and disability profile of participants in the Scheme:

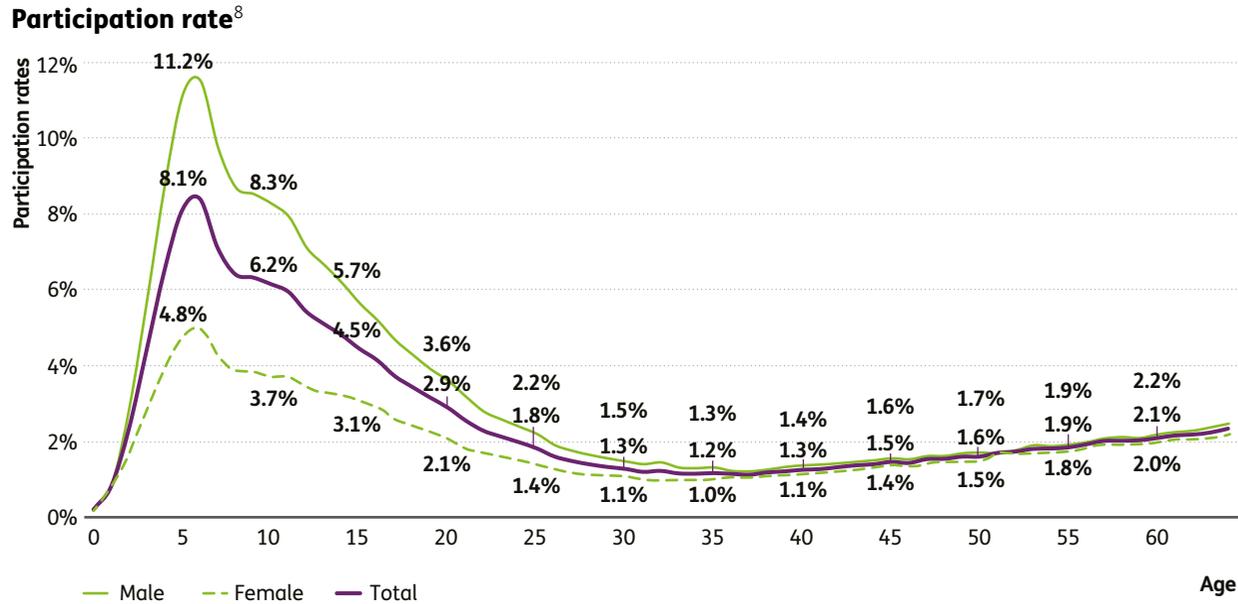
- Overall, the rate of participation in the NDIS rises steeply from birth, peaking at roughly **8%** between the ages of 5 to 7.
- The rate declines to **1%** at age 35, then rises to **2%** by age 64.
- At the peak, between the ages of 5 to 7, the participation rate for males (**11%**) is more than double that of females (**5%**).
- Between ages 3 to 14, participation rates average **8%** for males and **4%** for females.
- Participants aged 18 or under, the most prevalent disability types are autism (**54%**) and developmental delay (**21%**).

In this quarter, population estimates were adjusted to reflect updated views of Australia's current and future population growth.⁷ Population estimates were adjusted this quarter, resulting in an increase to participation rates. The greatest change was seen between ages 0–6, where rates increased by 0.3 percentage points. Excluding the population update, rates are slightly higher than last quarter.

The participation rates by age and gender in each service district are shown in Appendix O.

⁷ Based on 'Regional population by age and sex' (reference period 2021) from the Australian Bureau of Statistics, and the '2022 Population Statement' from the Centre of Population.

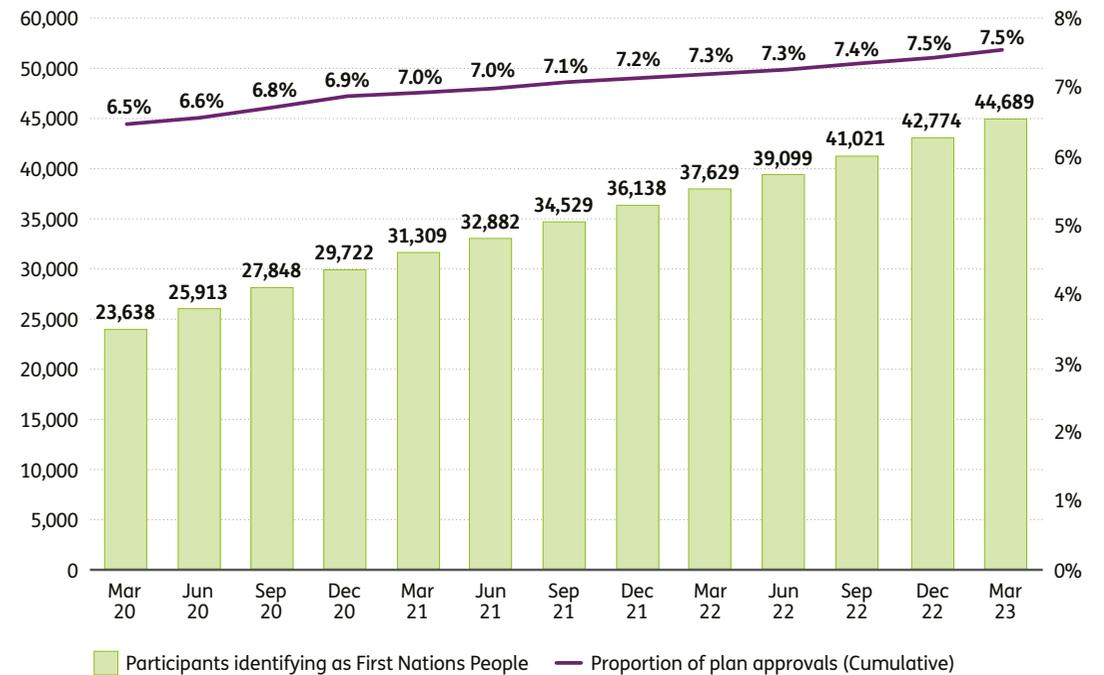
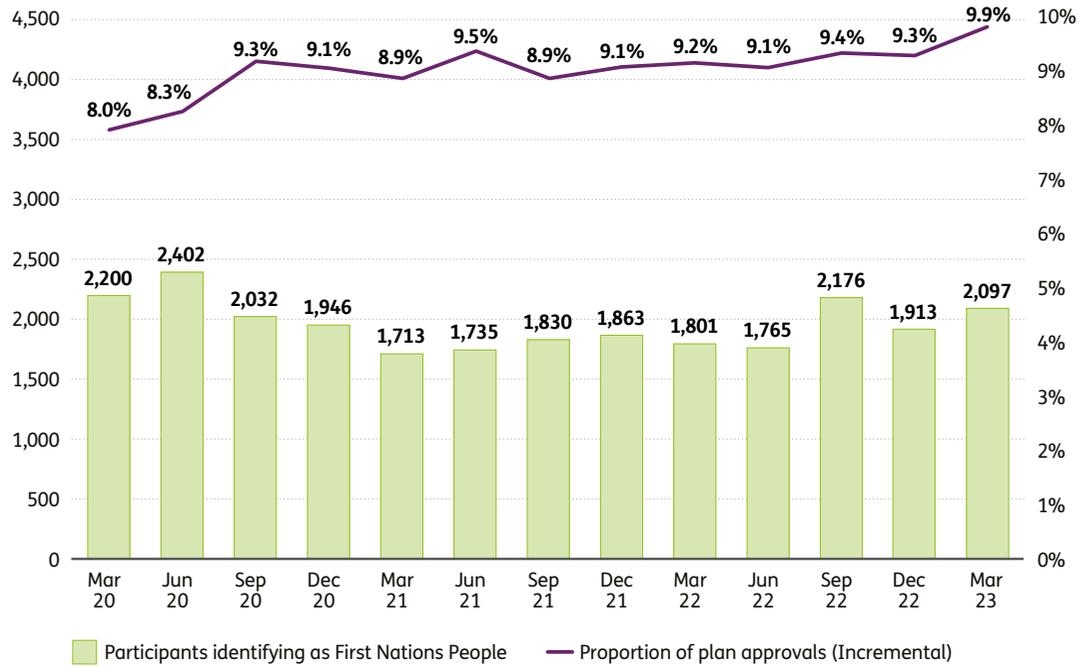
1.3 Participation rates



⁸ There were 7,164 participants aged 0 to 64 years with a gender of 'Other' at 31 March 2023. The participation rates for this group are included within the total rates

1.4 Participant characteristics

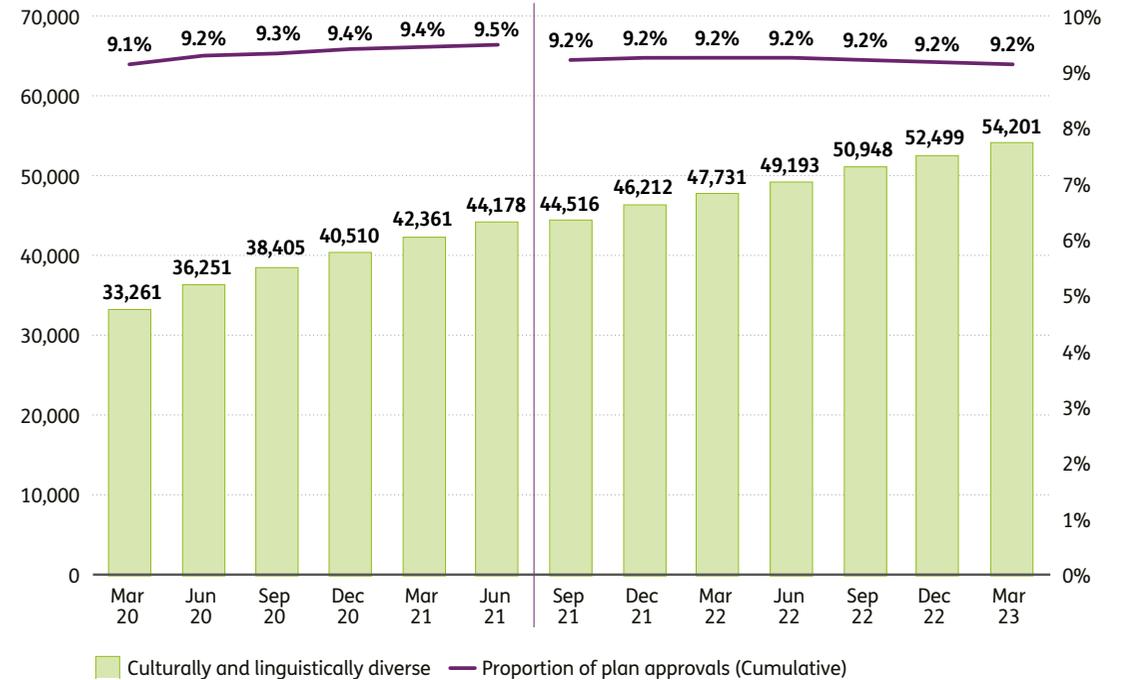
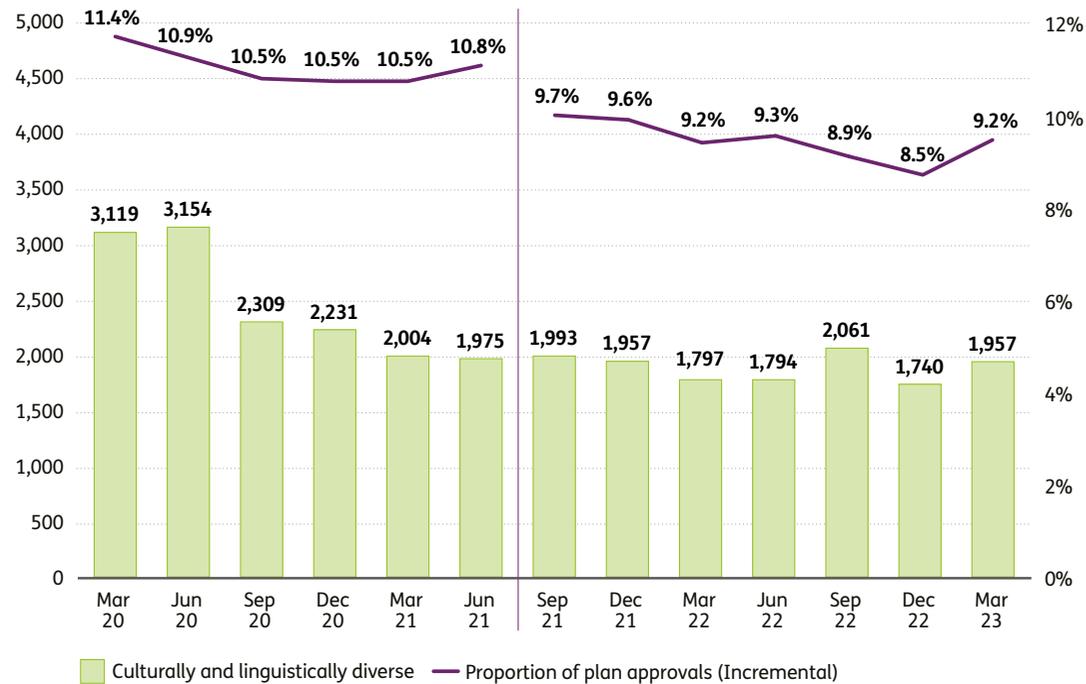
Number and proportion of First Nations participants over time incrementally (left) and cumulatively (right)⁹



⁹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time.

1.4 Participant characteristics

Number and proportion of CALD participants over time incrementally (left) and cumulatively (right)^{10,11}

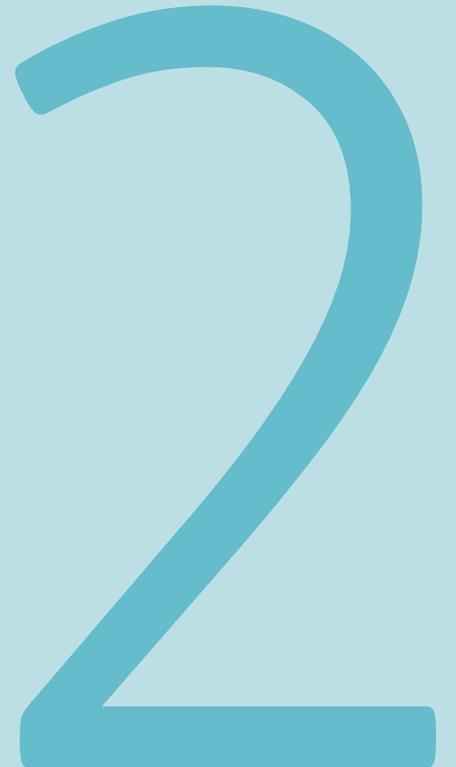


10 The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time.

11 The number of CALD participants from the September 2021 quarter onwards excludes participants who identify as First Nations Peoples. In previous reports, First Nations Peoples participants were included if their main language spoken at home was not English. This has resulted in a "break" in the time series, meaning the results prior to the September 2021 quarter are not directly comparable to the results since.

Section two:

Participant and family/carer outcomes



2.1 Participant outcomes summary



The NDIS is having a positive impact on the lives of participants, and their families and carers

The 31 December 2022 disability dashboards highlighted differences between the outcomes of participants with different primary disability types. This section discusses these differences with respect to participants' participation in work and community and social activities.

The NDIA recently released participant disability dashboards.¹² These dashboards show common themes on areas where outcomes differ by participant disability type and age group. This section compares employment and community and social participation outcomes for participants with a primary disability of autism, intellectual disability or a psychosocial disability with the Scheme as a whole. A brief overview of these findings is provided here.

Participation in community and social activities

Community and social participation has increased for participants with autism, intellectual disability or a psychosocial disability who have been in the Scheme for at least two years. Comparing responses at the most recent plan reassessment (between two and six years after entry) with responses at Scheme entry^{13,14}:

- **six percentage point increase** from **33%** to **39%** for participants aged 15 years and older with autism.
- **eleven percentage point increase** from **39%** to **50%** for participants aged 15 years and older with intellectual disability.
- **four percentage point increase** from **28%** to **32%** for participants aged 15 years and older with psychosocial disability.
- **seven percentage point increase** from **35%** to **42%** for all Scheme participants aged 15 years and older.

¹² <https://data.ndis.gov.au/reports-and-analyses/participant-dashboards>

¹³ Figures have been rounded to the nearest whole percentage.

¹⁴ For the individual disability types, the difference is calculated from the rounded metrics. For the Scheme, the difference is calculated from unrounded metrics.

2.1 Participant outcomes summary

Participation in work (percentage in a paid job)

The percentage in a paid job for those in the Scheme for at least two years continues to be relatively stable overall. For the three disability types and the Scheme overall, the changes from baseline to latest reassessment are¹⁵:

- **eight percentage point increase** from **15%** to **23%** for participants aged 15 to 64 with autism.
- **one percentage point increase** from **26%** to **27%** for participants aged 15 to 64 with intellectual disability.
- **one percentage point decrease** from **12%** to **11%** for participants aged 15 to 64 with psychosocial disability.
- **one percentage point increase** from **21%** to **23%** for all Scheme participants aged 15 to 64.

¹⁵ For the Scheme, the difference is calculated from the unrounded metrics.

2.3 Participation in work and community and social activities

Participation in work (percentage in a paid job)

The percentage in a paid job for those in the Scheme for at least two years continues to be relatively stable overall. However, the percentage and the change over time in the Scheme differs by age group. For instance, the largest percentage increase was for participants in the 15 to 24 age group, consistent with participants entering the workforce for the first time. The percentage in a paid job remains stable or declines for all other age bands. Specifically, comparing responses at the most recent plan reassessment (between two to six years after entry) with responses at Scheme entry¹⁶:

- **eleven** percentage point increase from **11%** to **22%** for participants aged 15 to 24 years.¹⁷
- **one** percentage point increase from **28%** to **29%** for participants aged 25 to 34 years.
- **one** percentage point decrease from **28%** to **27%** for participants aged 35 to 44 years.
- **two** percentage point decrease from **25%** to **23%** for participants aged 45 to 54 years.
- **four** percentage point decrease from **19%** to **15%** for participants aged 55 to 64 years.¹⁸
- **four** percentage point decrease from **13%** to **9%** for participants aged 65 years and older.¹⁹
- **one** percentage point increase from **21%** to **23%** for participants aged 15–64 years.

The overall result of 23% compares to a 2022–23 target of 26%.

¹⁶ Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

¹⁷ Some of the increase is due to participants leaving school and starting work. As the Scheme matures it will be possible to analyse the extent to which the percentage gap increases.

¹⁸ Some of the decrease for older age groups is due to participants retiring from the workforce.

¹⁹ Ibid

2.4 Perceptions of whether the NDIS has helped

Participants have positive perceptions across most domains and for the different age groups. However, the percentage of positive responses varies by domain and age group.

At each plan reassessment, participants are asked whether the NDIS has helped with areas related to each domain. For these questions, longitudinal change is measured from first plan reassessment, since the Scheme has not had an opportunity to help at baseline. Results shown in this section compare responses provided at the first plan reassessment with those from later reassessments, for participants entering the Scheme since 1 July 2016 and who have been in the Scheme for at least two years.

2.4 Perceptions of whether the NDIS has helped

Participant choice and control

The choice and control metric for participants aged 15 and over is based on the question “Has the NDIS helped you have more choices and more control over your life?” Positive perceptions of whether the NDIS has helped with choice and control have increased for the latest reassessment compared to the first reassessment across all age bands. Older participants tend to have higher levels of satisfaction. Specifically, the percentage who think that the NDIS has helped them have more choice and more control over their life showed²⁰:

- **nine** percentage point increase from **61%** to **70%** for participants aged 15 to 24 years
- **eleven** percentage point increase from **66%** to **77%** for participants aged 25 to 34 years
- **ten** percentage point increase from **69%** to **79%** for participants aged 35 to 44 years
- **ten** percentage point increase from **69%** to **80%** for participants aged 45 to 54 years
- **ten** percentage point increase from **71%** to **81%** for participants aged 55 to 64 years
- **twelve** percentage point increase from **71%** to **82%** for participants aged 65 years and older
- **ten** percentage point increase from **67%** to **77%** for participants aged 15 years and older.

Overall, for participants aged 15 and over, there has been a ten percentage point increase, from 66% to 77%, which compared to a 2022–23 target of 75%.

²⁰ Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

2.4 Perceptions of whether the NDIS has helped

Improvements were slightly stronger for fitting into family and community life. For children aged from starting school to age 14, results show stronger improvement over time. The figure below shows the percentages responding positively at first and latest reassessment and the change between the two time points.

“Has the NDIS helped?” – participants from starting school to age 14²¹

Domain	First review %	Latest review %	Percentage point change
Daily living (independence)	61	73	+12
Lifelong learning (access to education)	41	50	+9
Relationships (with family and friends)	50	60	+10
Social, community and civic participation (social and recreational life)	45	53	+7

²¹ Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

2.4 Perceptions of whether the NDIS has helped

For young adults aged 15 to 24 years, the percentages responding positively at first assessment and at latest reassessment are shown below, as well as the change between the two time points.

“Has the NDIS helped?” – participants aged 15 to 24²²

Domain	First review %	Latest review %	Percentage point change
Choice and control	61	70	+9
Daily living	60	72	+12
Relationships	50	54	+4
Home	22	21	-1
Health and wellbeing	43	50	+7
Lifelong learning	36	37	+1
Work	18	17	-1
Social, community and civic participation	55	62	+7

The largest improvement over time in the Scheme has been observed for the daily living domain (+11 percentage point change). Strong improvements have also been observed for choice and control (+9), relationships (+5), health and wellbeing (+7) and social, community and civic participation (+7). Lifelong learning showed a marginal increase (+1), and there were slight declines for home and work.

²² Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

2.4 Perceptions of whether the NDIS has helped

For participants aged 25 years and over, perceptions tend to be more positive than for those aged 15 to 24, and the older adult group also shows a stronger improvement over time.

“Has the NDIS helped?” – participants aged 25 and over²³

Domain	First review %	Latest review %	Percentage point change
Choice and control	69	80	+11
Daily living	72	84	+11
Relationships	52	62	+9
Home	30	35	+4
Health and wellbeing	51	61	+9
Lifelong learning	30	32	+2
Work	19	19	0
Social, community and civic participation	59	69	+10

The largest improvements over time in the Scheme have been observed for daily living (+11 percentage point change), and choice and control (+11). Strong improvements have also been observed for relationships (+9), health and wellbeing (+9) and social, community and civic participation (+10). By contrast with the younger adult group, there was an improvement for the home domain (+4). Similar to the younger adult group, lifelong learning showed a marginal increase (+2), and there was no material change for work.²⁴

²³ Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

²⁴ Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.

Section three:

Participant experience



3.2 Participant Service Guarantee

The latest quarter shows notable improvements in the service standard experience across a number of the measurable PSG metrics.

Performance against the service standards – March 2023

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the December 2022 quarter	Comparison to target of 95%	Change from last quarter	Comparison to target of 95%	Change from last quarter
1	General	Explain a previous decision, after a request for explanation is received	28 days	99%	●	↔	● 95% and over	↑ More than 3 percentage points higher
2	Access	Make an access decision, or request for more information, after an access request has been received	21 days	96%	●	↓	▲ 85%–95%	↔ Within 3 percentage points
3	Access	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	96%	●	↔	■ Less than 85%	↓ More than 3 percentage points lower
4	Access	Make an access decision, after more information has been provided.	14 days	96%	●	↔		
5	Planning	Commence facilitating the preparation of a plan, after an access decision has been made	21 days	94%	▲	↔		
6	Planning	Approve a participant's plan, after an access decision has been made (excludes those Early Childhood Approach that have received initial supports)	56 days	93%	▲	↔		
7	Planning	Approve a plan for ECA participants, after an access decision has been made	90 days	98%	●	↔		

3.2 Participant Service Guarantee

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the December 2022 quarter	Comparison to target of 95%	Change from last quarter
8	Implementation	Offer to hold a plan implementation meeting, after the plan is approved	As soon as reasonably practical ²⁵	Reporting will commence in the second half of 2023		
9	Implementation	If the participant accepts the offer, hold a plan implementation meeting	28 days	100%		↔
10	Implementation	Provide a copy of the plan to a participant, after the plan is approved	7 days	Reporting will commence in the second half of 2023		
11	Plan reassessment	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	68%*		↓
12	Plan reassessment	Decide whether to undertake a Participant Requested Plan reassessment, after the request is received	21 days	79%		↔
13	Plan reassessment	Complete a reassessment, after the decision to accept the request was made	28 days	67%		↓
14	Plan variations	Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	93%		↔

Comparison to target of 95%

-  95% and over
-  85%–95%
-  Less than 85%

Change from last quarter

-  More than 3 percentage points higher
-  Within 3 percentage points
-  More than 3 percentage points lower

* Note: The NDIA's new participant check-in process ensures that every scheduled reassessment begins with a contact from the planner or partner to discuss reassessment options well before any scheduled reassessment date. Plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support. That is, participants do not stop receiving supports.

²⁵ The average (mean) timeframe for this Participant Service Guarantee metric is 17 days and the median is 3 days.

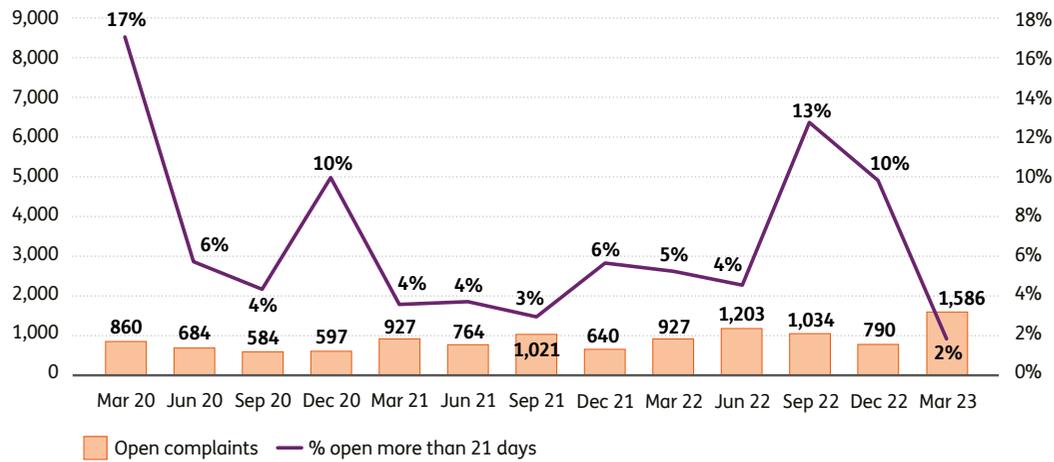
3.2 Participant Service Guarantee

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the December 2022 quarter	Comparison to target of 95%	Change from last quarter	Comparison to target of 95%	Change from last quarter
15	Plan variations	Amend a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	97%		↑	 95% and over	↑ More than 3 percentage points higher
16	Plan variations	Provide a copy of the plan to a participant, after the plan is amended	7 days	Reporting will commence in the second half of 2023			 85%–95%	↔ Within 3 percentage points
17	Reviewable decisions	Complete an internal Review of a Reviewable Decision, after a request is received	60 days	94%		↔	 Less than 85%	↓ More than 3 percentage points lower
18	Reviewable decisions	Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	98%		↔		
19	Nominee	Cancel participant requested nominee	14 days	100%		↔		
20	Nominee	Cancel CEO initiated nominee	14 days	100%		↔		

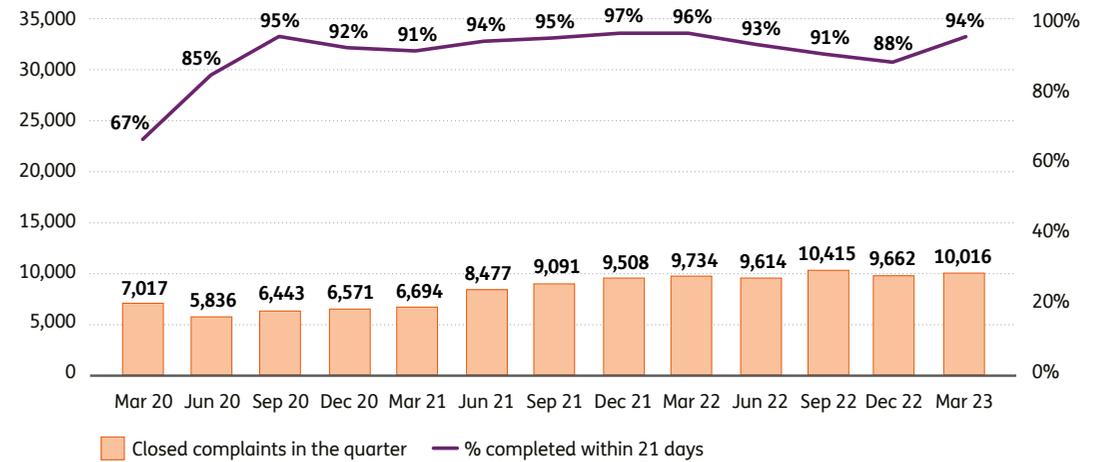
3.2 RoRDs and AAT

Key trends in complaints, RoRDs, and AAT cases

Open complaints and % that have been open for more than 21 days²⁶



Closed complaints and % completed within 21 day timeframe



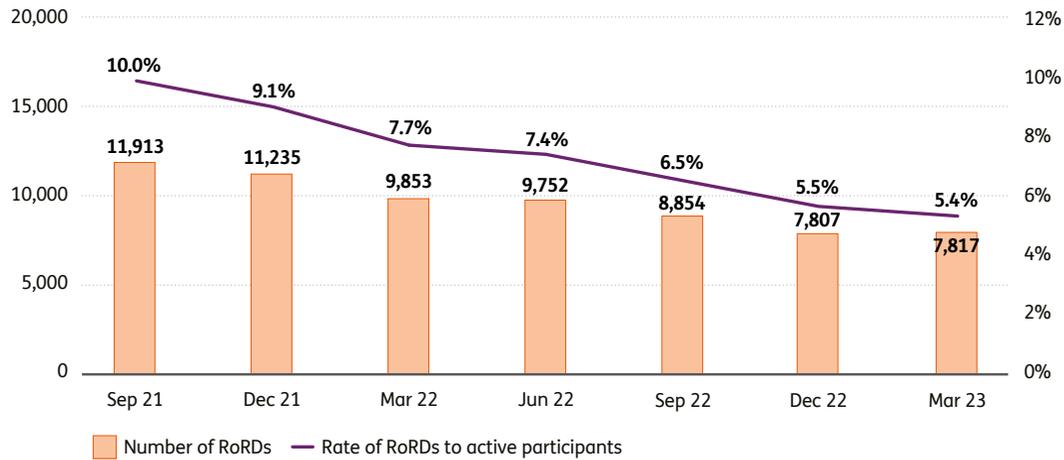
²⁶ The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Participant experience

3.2 RoRDs and AAT



Request for a RoRD – quarterly trend²⁷

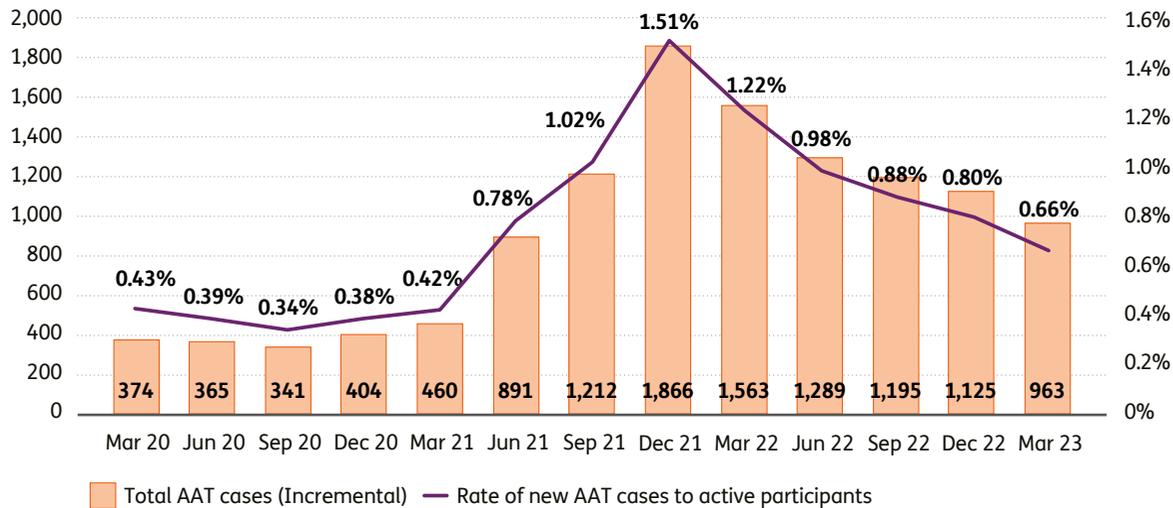


²⁷ The number of RoRDs have changed compared with the previous report. This is due to additional records which have been retrospectively added/removed from the underlying data. Work to include records entered in the off-system database as well as requests that have been recorded in the ICT system continues

3.2 RoRDs and AAT

There were 963 new AAT cases in the March 2023 quarter, relating to 944 participants. The number of new AAT cases (as a proportion of active participants) has decreased steadily over the last five quarters after a significant increase in the year to 31 December 2021. The rate has decreased since the December 2021 peak of 1.51 per cent and in the March 2023 quarter the rate decreased further to 0.66 per cent.^{28,29}

Number and proportion of new AAT cases over time



²⁸ As part of the AAT process, it is not uncommon for new requests to be made and for new evidence to be provided by applicants while their matters are in progress. This contributes to NDIS decisions being varied in the AAT.

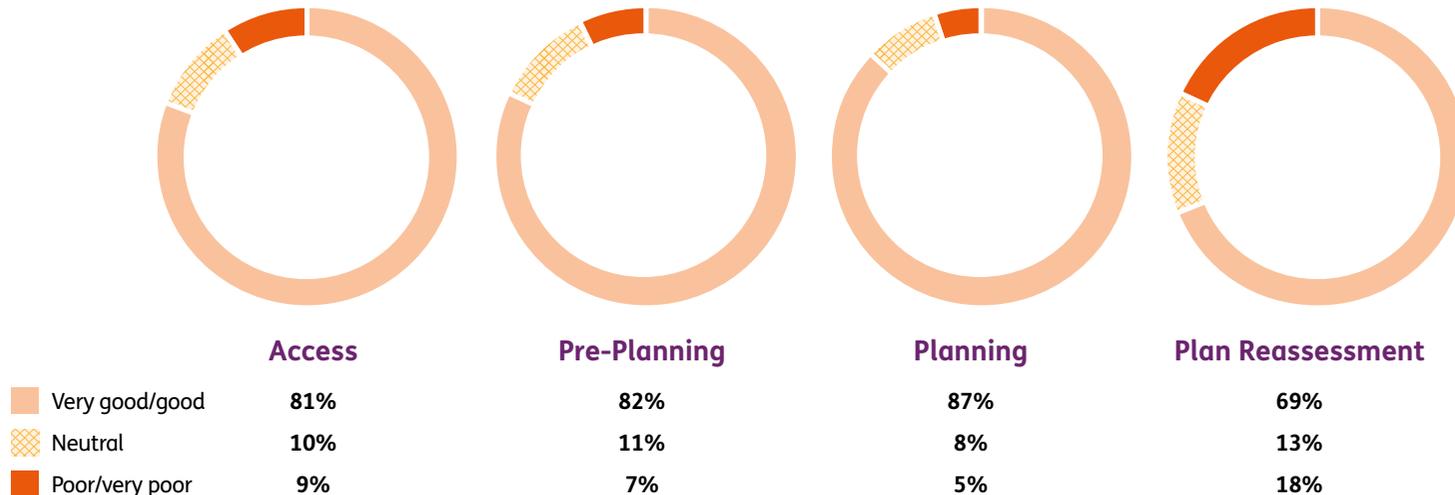
²⁹ Further information about the AAT process can be found on the AAT website: <https://www.aat.gov.au/apply-for-a-review/national-disability-insurance-scheme-ndis/can-we-help>

3.3 Participant satisfaction

Participant satisfaction has remained in line with satisfaction over previous quarters.

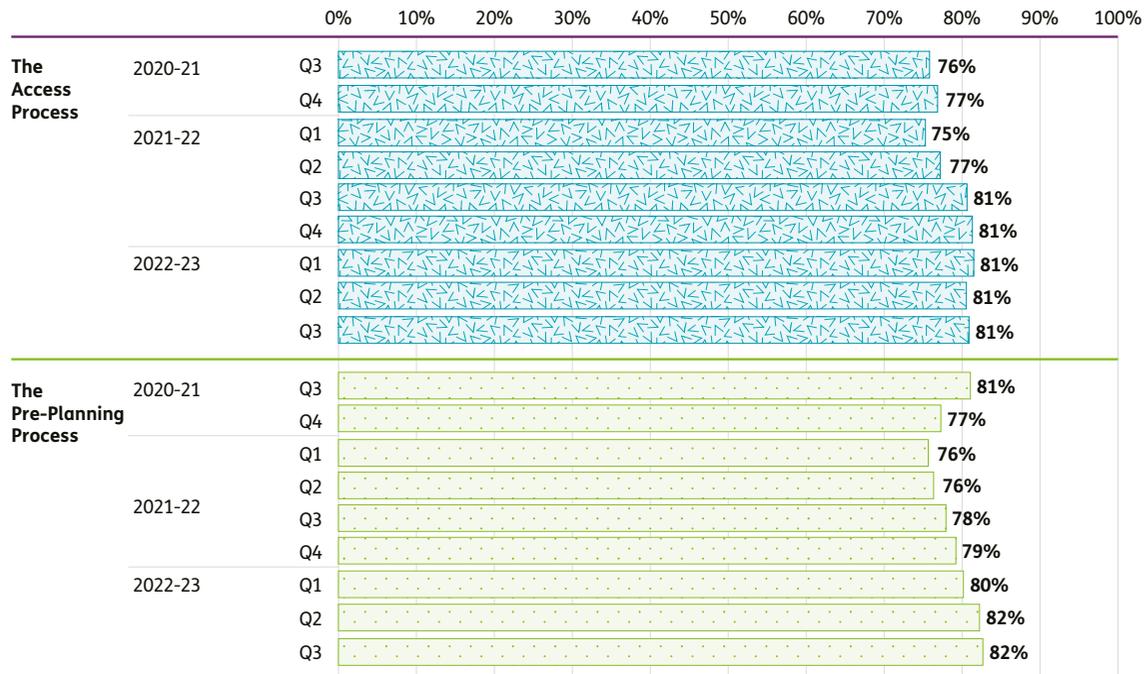
This quarter, **87%** of participants rated the Planning process as good or very good, with **8%** rating it as neutral. **81%** rated the Access process as good or very good, **82%** rated the Pre-Planning process as good or very good, and **69%** rated the Plan Reassessment process as good or very good. These results are based on a total of 17,049 surveys. Satisfaction with the Plan Reassessment process increased slightly by one percentage point in the most recent quarter.

Rating of experience with the NDIS (1 October 2022 to 31 March 2023)



3.3 Participant satisfaction

Trend of satisfaction across the pathway (% very good/good)³⁰

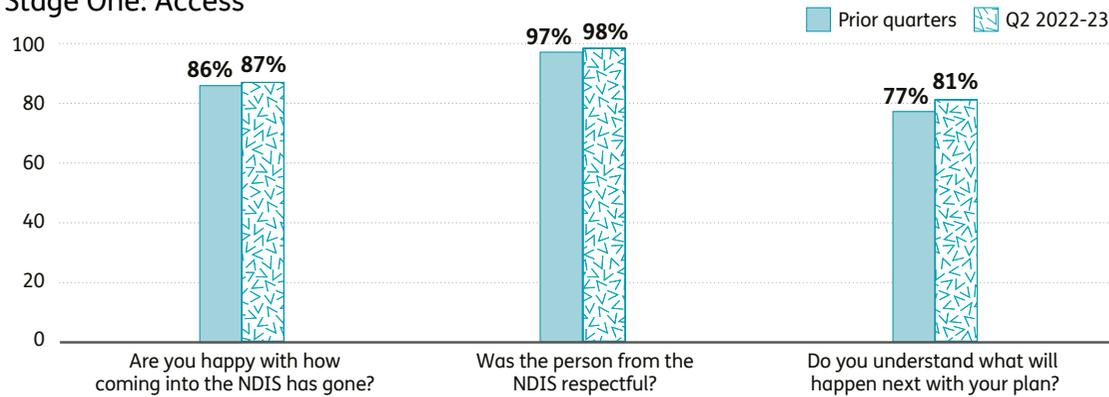


³⁰ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

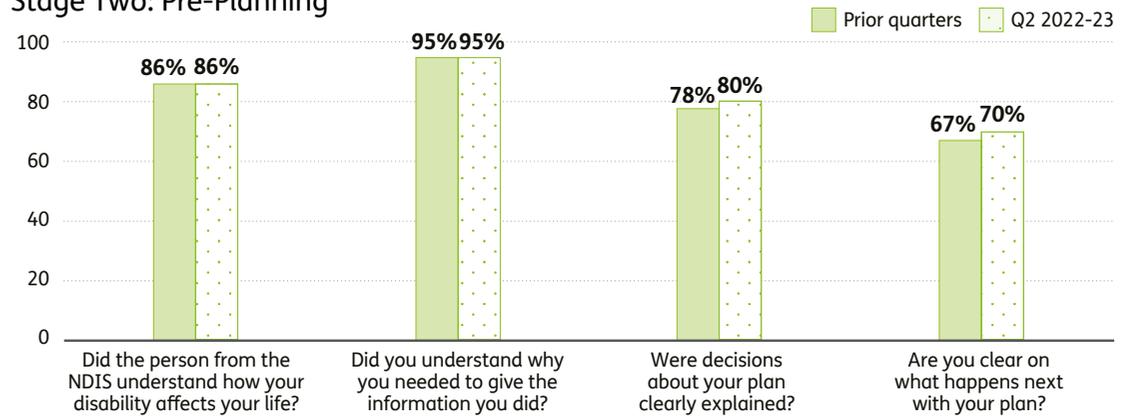
3.3 Participant satisfaction

Satisfaction across the four stages of the pathway³¹

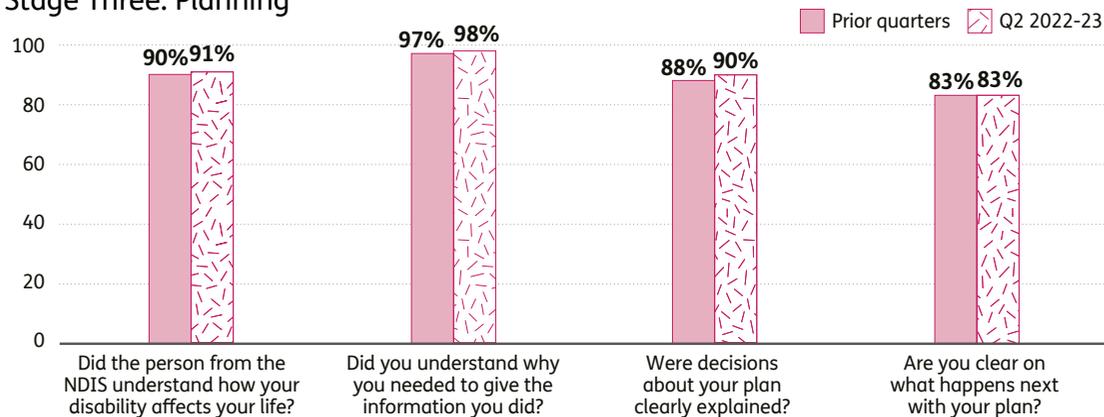
Stage One: Access



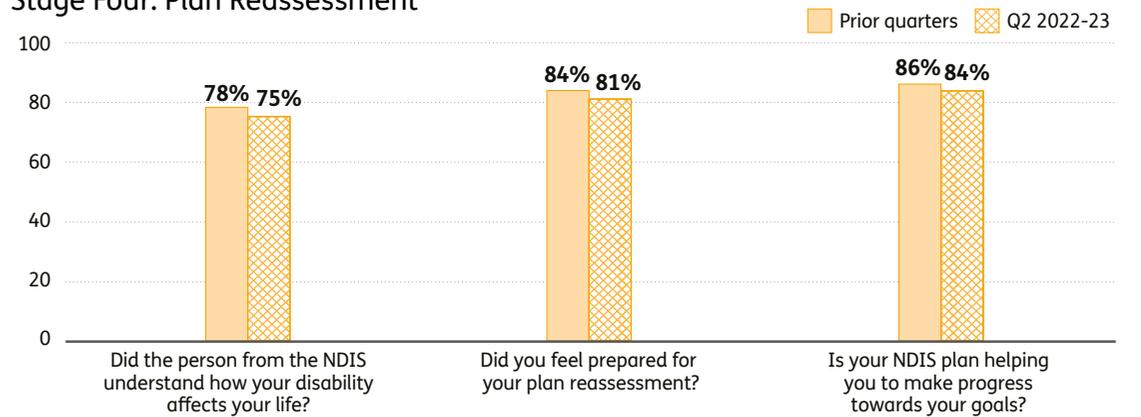
Stage Two: Pre-Planning



Stage Three: Planning



Stage Four: Plan Reassessment



³¹ Prior quarters include responses from 1 October 2020.

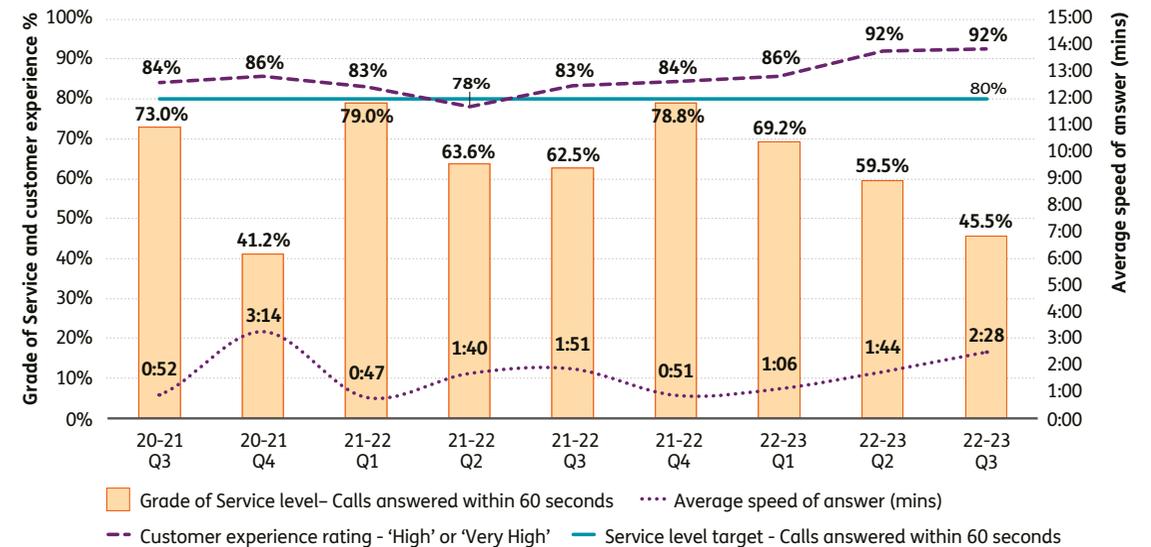
3.4 The NDIS National Contact Centre (NCC)

This quarter, the NCC began implementing a transformation of its contact centre operation, including partial insourcing of staff, upgrading and retraining of staff skills, and process reengineering. Customer satisfaction and first contact resolution results remain high in Quarter 3.

The NDIS NCC experienced higher-than-expected call demand and staff recruitment challenges in the March quarter of 2023. This resulted in longer wait times for callers, with only 45.5% of calls being answered within 60 seconds. The NCC has taken steps to address these challenges, such as utilising “virtual hold” automatic call back functionality and recruiting additional staff.

- The NDIS NCC answered 45.5% of calls within 60 seconds in the March quarter of 2023.
- The average speed of answer for the quarter was 2 minutes and 28 seconds.
- The NCC utilized “virtual hold” automatic call back functionality to remove the need for callers to wait in queue.
- Customer satisfaction remained consistently strong, with 92% of post call survey respondents scoring their experience with the NCC as ‘High’ or ‘Very High’.
- The outsourced contact centre has onboarded 37 additional staff with more recruitment underway.

Quarterly telephony grade of service, average speed of answer and customer experience results



Section four:

Providers and the growing market



4

4.1 Support categories



The provider market continues to grow.

The largest support categories are core support for daily activities, core support for social and community participation, and capacity building for daily activities.

\$32.9bn in support has been provided in the 12 months to 31 March 2023.³² The largest support categories being:

- Core daily activities (53% of total payments).
- Core social and community participation (21% of total payments)
- Capacity building daily activities (therapy services) (13% of total payments).

Core daily activities includes participants in SIL. \$8.3bn of the \$17.5bn payments on core daily activities in the 12 months to 31 March 2023 was for payments for participants in SIL.

Total payments from 1 April 2022 to 31 March 2023

Support Category	Total payments (in \$m)	% total payments
Core – daily activities	17,525	53.2%
Core – community	6,818	20.7%
Core – consumables & transport	1,369	4.2%
Capacity building – daily activities ³³	4,122	12.5%
Capacity building – other	2,091	6.4%
Capital	992	3.0%
Total³⁴	32,923	100.0%

³² This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$34.0 billion.

³³ Includes therapy services.

³⁴ Total includes \$7m of payments with no support category.

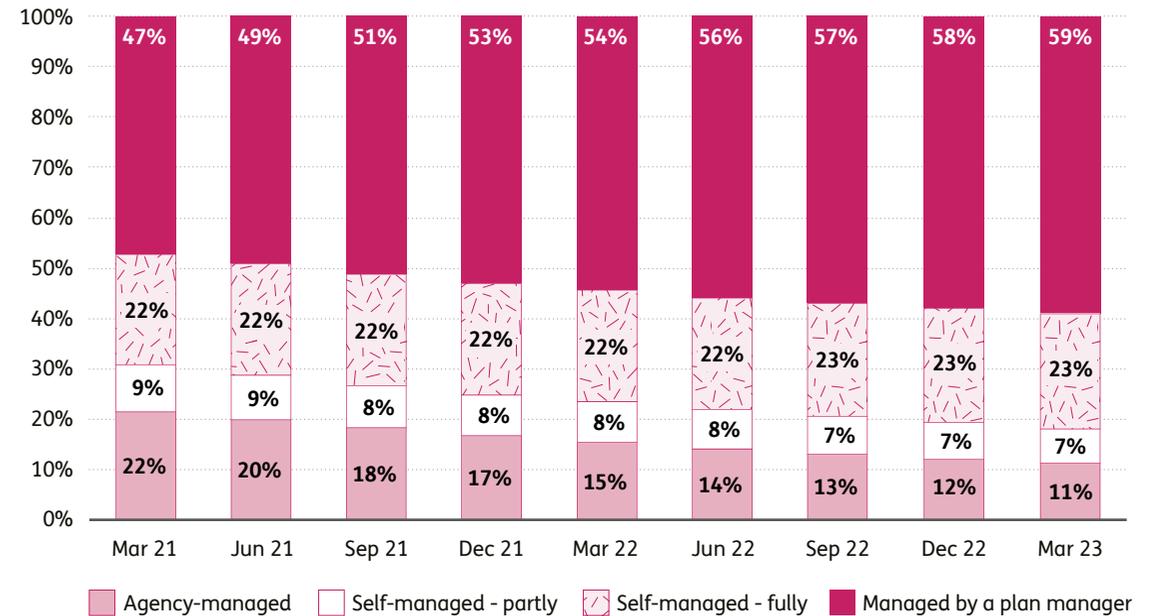
4.2 Plan management types

There has been a significant shift in plan management, with an increasing number of participants choosing to use a plan manager rather than have the Agency manage their plan.

Over the past two years, the proportion of participants who:

- **Self-manage all or part of** their plan has been stable at about **30%**
- Use a **plan manager** has increased from **47%** to **59%**
- Have an **Agency-managed** plan has decreased from **22%** to **11%**.

Distribution of active participants by method of financial plan management over time cumulatively – all participants



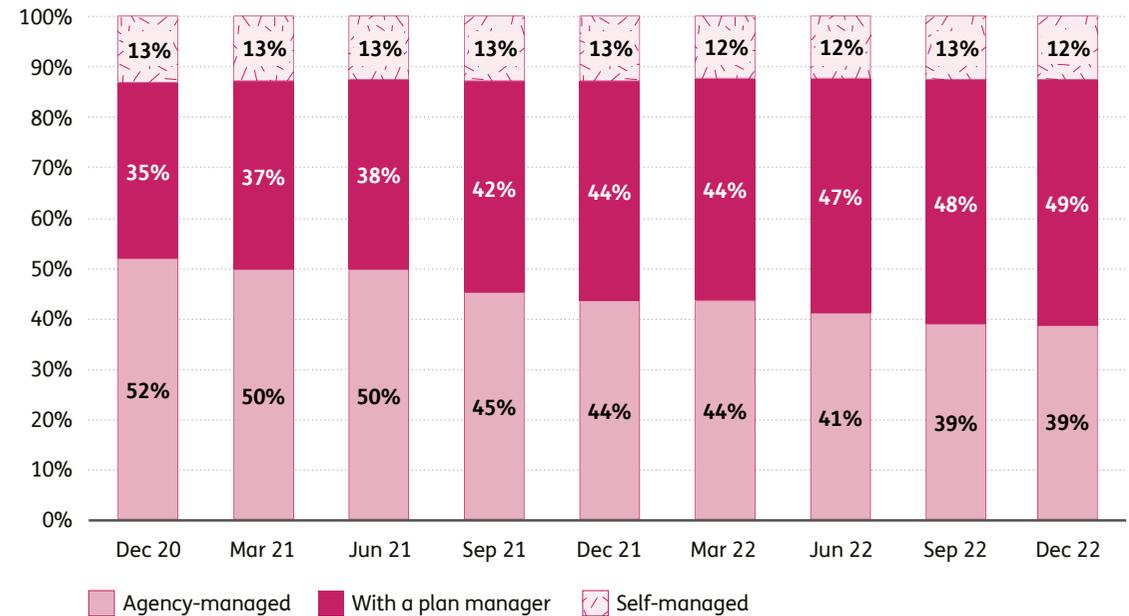
4.2 Plan management types

Out of 160,210 active providers in the first quarter of 2022–23, 8,970³⁵ providers provided support to Agency-managed participants and 159,442³⁶ providers provided support to plan-managed participants.³⁷

There have also been changes in payments over the past two years across these three plan management types:

- **Self-management** has remained between **12%** and **13%**
- Payments managed by a **plan manager** have increased from **37%** to **51%**
- **Agency-managed** payments decreased from **50%** to **37%**.

Distribution of incremental payments by method of financial plan management over time – all participants



³⁵ The number does not include plan managers who received only payment for plan management fees.

³⁶ The number includes plan managers who are providing Agency-managed supports.

³⁷ A plan manager may provide support to both Agency-managed and plan-managed participants. There is an overlap of 8,202 providers between these categories and the number of active providers by plan management type add up to more than 100 per cent.

Section five:

Financial sustainability



5

5.1 Participant and cost projections



A financially sustainable Scheme achieves participant outcomes across their lifetimes, and is affordable now and into the future.

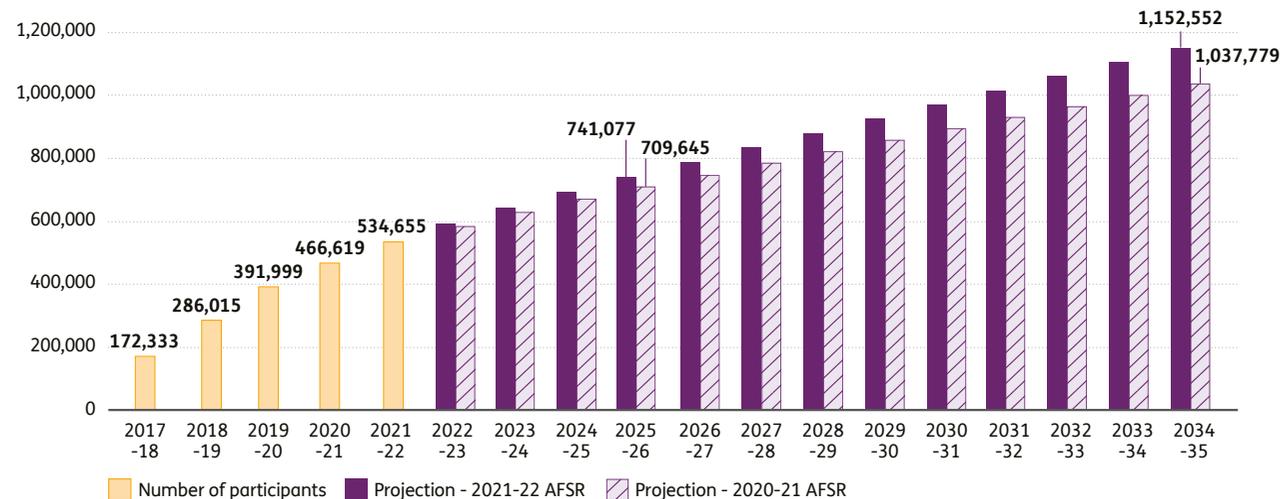
On 4 November 2022, the NDIA Board released both the AFSR, and the Peer Review Report.

The AFSR is produced using data at 30 June each year and a summary of each year’s AFSR is included in the NDIA Annual Report. The AFSR projects that:

- There will be **741,077** participants in the Scheme at the end of June 2026 (of which **697,469** are aged under 65 years)
- There will be **1,017,522** participants in the Scheme at the end of June 2032 (of which **942,226** are aged under 65 years).

These figures indicate a higher rate of growth in projected participant numbers, compared to the 2020–2021 AFSR projections.

Actual and projected participants (2021–22 AFSR and 2020–21 AFSR)



5.1 Participant and cost projections

- Total Scheme expenses are estimated to be **\$34.0 billion** in 2022–23, growing to **\$50.3 billion** in 2025–26, and **\$89.4 billion** in 2031–32 (on an accrual basis).

Projected Scheme expenses

Scheme expenses (\$m)	2022–23	2023–24	2024–25	2025–26	2031–32
Scheme expenses (0–64)	31,394	34,874	39,955	45,187	77,843
Scheme expenses (65+)	2,582	3,259	4,160	5,157	11,559
Total Scheme expenses	33,976	38,133	44,116	50,344	89,403
Total Scheme expenses (% of GDP)	1.48%	1.61%	1.77%	1.93%	2.55%

It is important to recognise that the projected Scheme expenses are shown in nominal terms, i.e. that future dollars of estimated Scheme expenses include the effects of inflation over time. This impact of inflation increases over the longer term and so is particularly significant for the result in 2031–32.

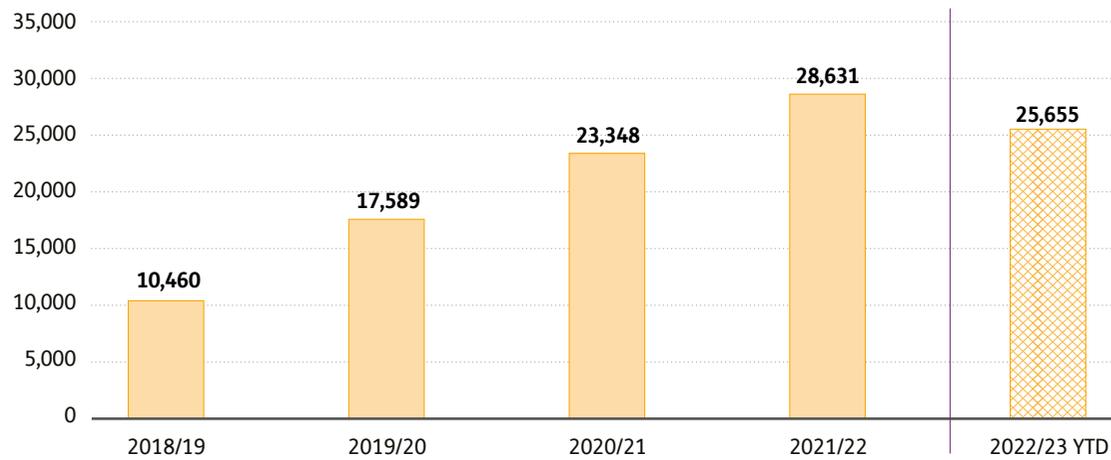
Expressing Scheme expenses as a proportion of GDP is a way of removing the impacts of economic inflation. Scheme expenses are estimated to be 1.48% of GDP in 2022–23, increasing to 2.55% in 2031–32. In considering longer-term projections of Scheme costs it is recommended that users refer to costs as a percentage of GDP rather than nominal dollar figures as these provide a more meaningful measure of Scheme expenses.

5.2 Total payments

Total payments have grown significantly over the last three years in line with a growing Scheme.

Total payments have increased over the last three years, from \$10.5 billion in the year to 30 June 2019 to \$28.6 billion in the year to 30 June 2022. The payments in the 9 months to 31 March 2023 were \$25.7 billion.³⁸ This is in line with a growing Scheme, with an increasing number of participants benefitting from the Scheme.

Total payments (\$m) for financial years ending 30 June and the nine months to 31 March 2023³⁹



³⁸ This compares to \$20.4 billion in the 9 months to 31 March 2022.

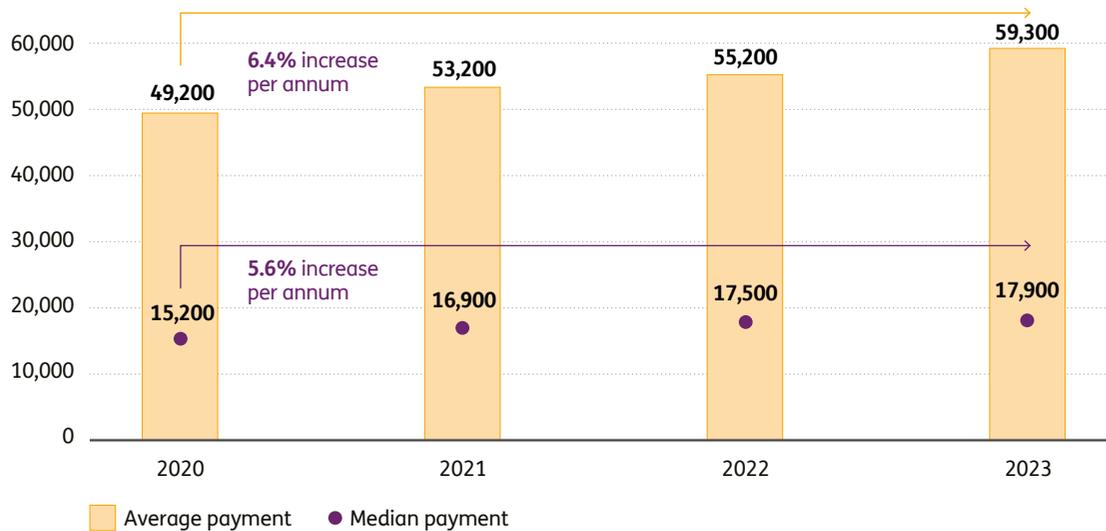
³⁹ Total payments are based on an accrual basis, sourced from the NDIA Annual Reports.

5.3 Average and median payment trends

Average and median payments per participant have increased by 6.4 per cent and 5.6 per cent per annum respectively over the last three years.

In the NDIS, the average payment is much higher than the median payment because there is a skewed distribution with a small number of participants receiving very high-cost supports, and a large number receiving low-cost supports.

Average and median payments for years ending 31 March – all participants



5.4 Average plan budget trends

As the mix of participants has changed over time, understanding trends in average plan budgets for the same group of participants over time is important. In considering participants by the number of plans they have had since joining the Scheme and tracking the average plan budgets for the same cohort of participants over time, it is evident that the average plan budgets have increased for all participant cohorts per plan.

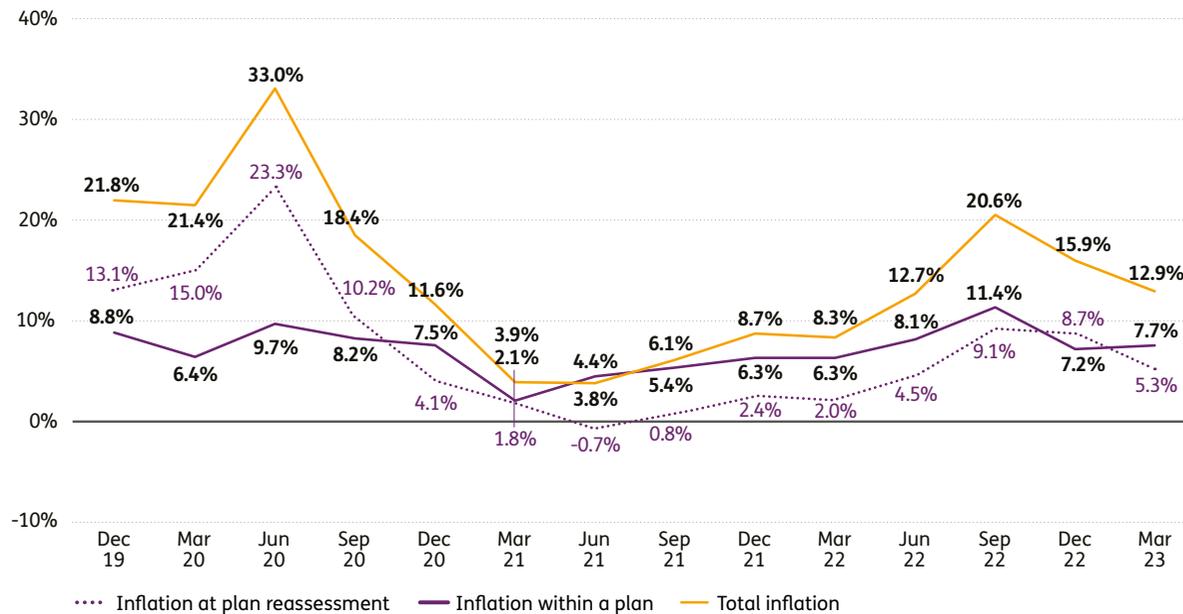
Average annualised plan budgets for participants over time



5.4 Average plan budget trends

In the March 2023 quarter, total plan inflation was **3.1%** (**12.9%** per annum). Of the **12.9%** per annum total plan inflation in the quarter, **5.3%** was due to changes at plan reassessment, and **7.7%** was due to changes occurring within a plan between reassessments. The **11.4%** is inclusive of a **4.6%** one-off impact of the indexation of plans in July following the Annual Pricing Review.⁴⁰

Annualised percentage change in plan budgets for active participants



⁴⁰ 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 early July to maintain the purchasing power of remaining plans. Due to this, there has been a one off increase in intraplan and total inflation during the month of July of 4.6% each.

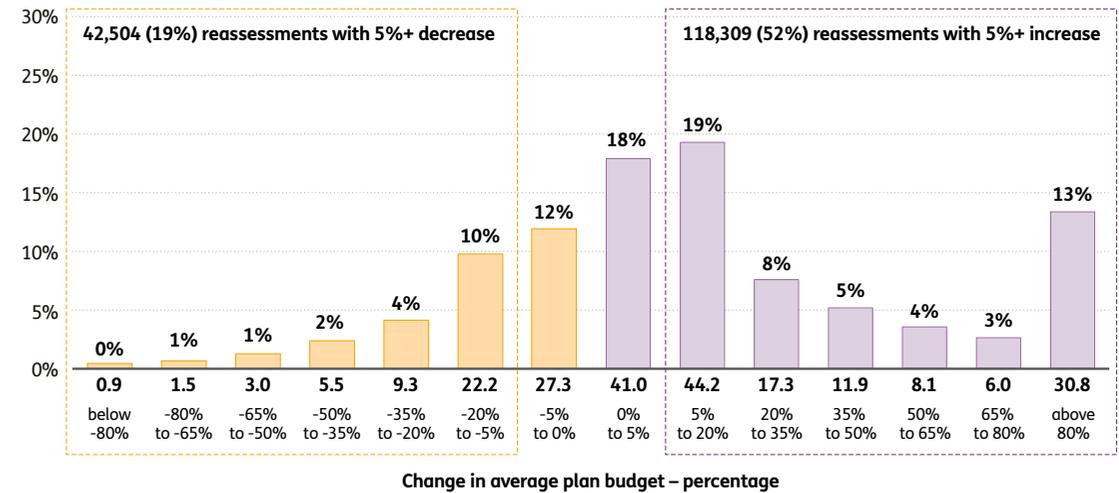
5.4 Average plan budget trends

At the individual level, plan budgets can vary significantly. Plans increasing and decreasing is consistent with an early investment insurance approach. When looking at experience in this financial year (from 1 July 2022 to 31 March 2023), taking account of total plan inflation, plans were more likely to increase rather than decrease.

Specifically:

- **52%** of plans increased at reassessment by more than 5%.
- **19%** decreased by more than 5%.
- **29%** remained within 5%.

Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) – all participants⁴¹



⁴¹ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

5.5 Operating expenses

Operating expenses per participant have reduced over the last four years.

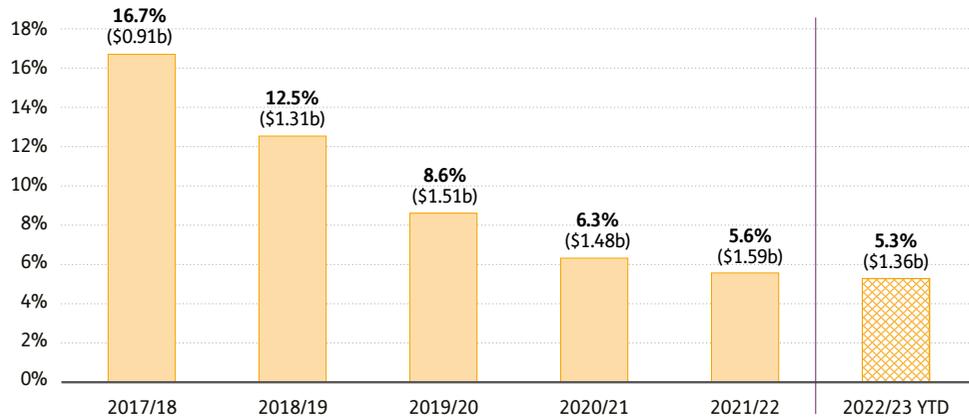
NDIA operating expenses have increased from:

- **\$906 million** in 2017–18, to
- **\$1,590 million** in 2021–22.

As a percentage of the dollars spent on participants, operating expenses have decreased from:

- **16.7%** in 2017–18, to
- **5.6%** in 2021–22.

Operating expenses as a percentage of participant costs



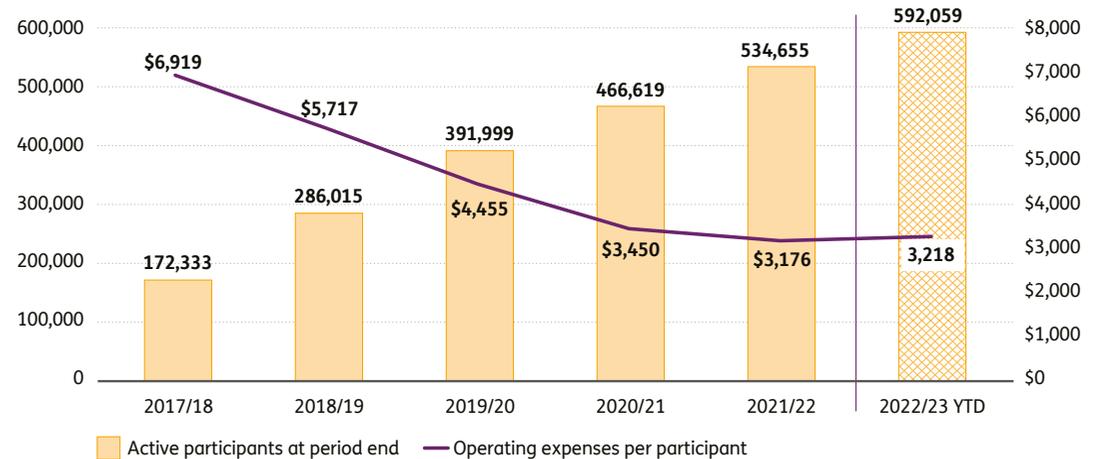
For the nine months to 31 March 2023 the expense percentage has further decreased to 5.3%.

The Productivity Commission in their 2017 Study report suggests a range of 7% to 10% as an appropriate amount for NDIA operating costs.

Over time, the NDIA has increased efficiency. The annualised operating cost per participant has reduced by **52%** since 2017–18, from:

- **\$6,919** in 2017–18, to
- **\$3,176** in 2021–22

Operating expense per participant⁴²



⁴² Average number of participants is taking a simple average of the two periods (opening and closing) on active participants. Cost per participant uses these average participant numbers divided by Total Operating Expenses for the 2022–23 Budget.



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