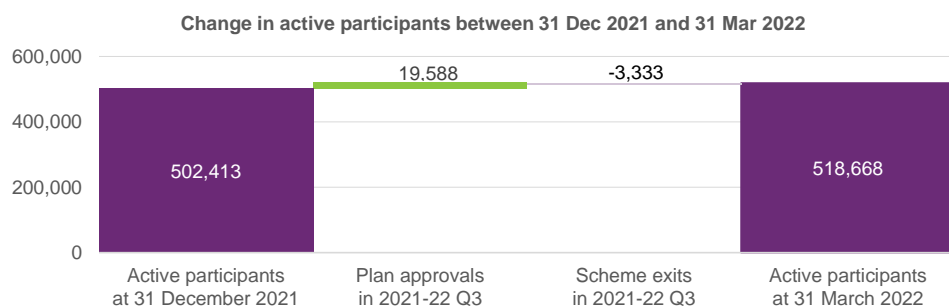


Participants and planning

Participant experience	As at 31 Mar	As at 31 Dec
Active participants with approved plans	518,668	502,413
Children accessing early connections	12,641	12,246
Children waiting for early connections	411	290
Children benefitting from the Scheme no longer needing supports (% p.a.) ¹	6.0%	5.8%
Percentage of participants fully or partially self managing their plan	30%	30%
Percentage of plans activated within 90 days ²	86%	86%
Number of participant plan reviews completed in quarter ³	102,556	107,022



Performance summary:

- 546,239 participants (excluding children accessing early connections) have had an approved plan since July 2013. 518,668 of these continue to be active.
- 297,639 active participants are receiving supports for the first time.
- In the current quarter, 19,588 participants have entered the Scheme and there are 12,641 children accessing early connections at the end of March 2022.
- 102,556 plans have been reviewed this quarter.
- 23,194 access decisions have been made in the quarter, of which 17,498 met access and are still active.
- 1,784 (9.1%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants nationally to 37,313 (7.2%).
- 1,799 (9.2%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD) ⁴, taking the total number of CALD participants nationally to 47,731 (9.2%).

Participant outcomes and satisfaction

Participant outcomes and satisfaction	Latest Review	Baseline
Participant and Scheme Outcome metrics from the Corporate Plan as at 31 March 2022 ⁵		
• Participant employment rate	22%	21%
• Participant social and community engagement rate	44%	36%
• Parent and carer employment rate	50%	46%
• Participant perception of choice and control	Latest Review 76%	First Review 66%
% of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter	2021-22 Q3	2021-22 Q2
• Access	81%	77%
• Pre-planning	78%	76%
• Planning	86%	83%
• Plan review	72%	70%

¹ This is an annualised exit rate for participants aged 0 to 14 with approved plans or who received early connections.

² Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of 2021-22 Q1 have been excluded.

³ Plans less than 31 days in duration have been excluded.

⁴ The number of CALD participants excludes Indigenous participants.

⁵ The Outcome results include participants who have been in the Scheme for at least two years. Trial participants are excluded. Except for the parent and carer employment rate, only participants aged 15 and over are included. The Baseline results are at Scheme entry.

Participant Service Guarantee

Percentage meeting the Service Guarantee in quarter ¹		Service Guarantee	31 Mar	31 Dec
General	1. Explanation of a previous decision, after a request for explanation is received	28 days	98%	99%
Access	2. Make an access decision, or request for more information, after an access request has been received	21 days	100%	100%
	3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	99%	100%
	4. Make an access decision, after the final information has been provided	14 days	99%	99%
Planning	5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	90%	89%
	6. Approve a participant's plan, after an access decision has been made	56 days	83%	86%
	7. Approve a plan for ECEI ² participants, after an access decision has been made	90 days	91%	90%
Implementation	9. If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	100%
Reviews	11. Commence facilitating a scheduled plan review, prior to the scheduled review date ³	56 days	27%	35%
	12. Decide whether to undertake a Participant Requested Plan Review, after the request is received	21 days	100%	100%
	13. Complete a Participant Requested Review, after the decision to accept the request was made	28 days	54%	52%
Amendments	14. Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	93%	92%
	15. Vary a plan, after the receipt of information relating to a complex quote that triggers a plan amendment process	50 days	93%	91%
Reviewable Decisions	17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	87%	84%
	18. Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	97%	97%
Nominee	19. Cancel participant requested nominee	14 days	96%	100%
	20. Cancel CEO initiated nominee	14 days	100%	100%

• The NDIA commenced measuring performance against the PSG metrics prior to the legislation of the Participant Service Charter and Guarantee. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament, and received Royal Assent on 1 April 2022.

¹ PSG results in the previous quarter may be restated due to ongoing logic refinement and changes in data quality.

² ECEI was previously known as Early Childhood Early Intervention. It is now known as Early Childhood Approach (ECA)

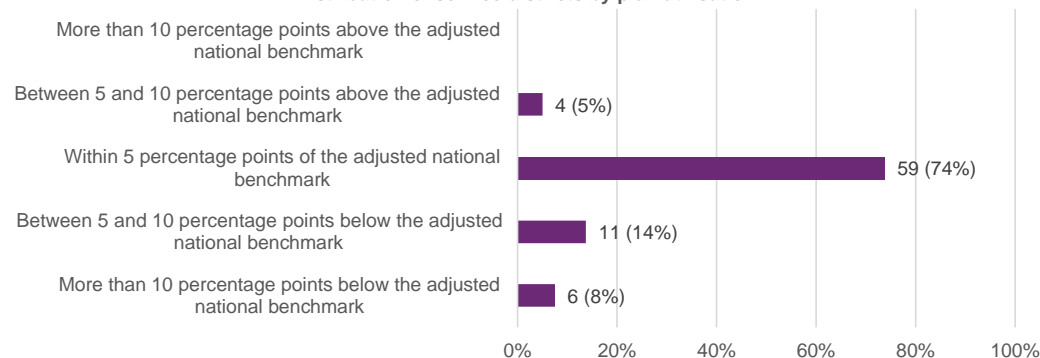
³ The NDIA's new participant check-in process ensures that every scheduled review begins with a contact from the planner or partner to discuss review options well before any scheduled review date. Plans are extended automatically if they have not been reviewed before expiry so participants have continuity of support.

Provider and market metrics

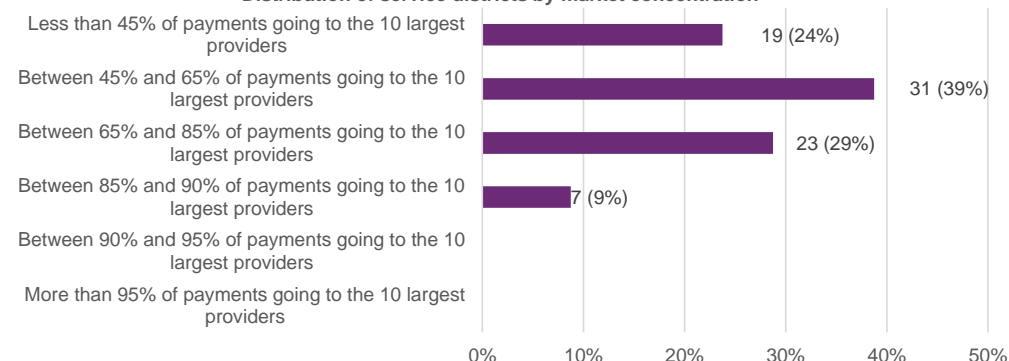
Market supply and participant costs	As at 31 Mar	As at 31 Dec
Total number of active providers (with at least one claim ever) ¹	17,920	17,461
Total number of active providers in last quarter ¹	9,287	9,248
Utilisation (6 month rolling average with 3 month lag) (%)	74%	74%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark) ²	8%	10%
Market concentration (% of service districts where more than 85% of payments for supports go to the top 10 providers)	9%	9%
Payments paid within 5 days (portal) (%)	99.8%	99.8%
Total payments from 1 July 2021 (\$m)	\$20,084m	\$13,193m
Total annualised plan budgets (\$m)	\$35,408m	\$34,391m
Plan inflation (current quarter % per annum) ³	8.3%	8.7%
Inflation at plan review (current quarter % per annum)	2.0%	2.4%
Inflation within a plan, between reviews (current quarter % per annum)	6.3%	6.4%
Socioeconomic equity (%) ⁴	104%	105%

- Total annualised plan budgets at 31 March 2022 were \$35,408m and payments from 1 July 2021 were \$20,084m.
- The number of active providers at the end of March is 17,920, growing by 3% in the quarter.
- Utilisation was 74% from 1 July 2021 to 31 December 2021, with 8% (6 out of 80) of service districts in Australia more than 10 percentage points below the adjusted national benchmark.
- In 9% (7 out of 80) of service districts, the top 10 providers provide more than 85% of payments.

Distribution of service districts by plan utilisation ²



Distribution of service districts by market concentration



Service districts more than 10% below plan utilisation benchmark:

- NT East Arnhem: 46% vs 69% benchmark
- SA Far North (SA): 56% vs 72% benchmark
- NSW Far West: 59% vs 72% benchmark
- NT Darwin Remote: 52% vs 65% benchmark
- WA Kimberley-Pilbara: 57% vs 69% benchmark
- SA Eyre and Western: 60% vs 72% benchmark

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

- WA Midwest-Gascoyne: 89% vs 85% benchmark
- WA Great Southern: 89% vs 85% benchmark
- WA Goldfields-Esperance: 88% vs 85% benchmark
- NT East Arnhem: 86% vs 85% benchmark
- SA Eyre and Western: 86% vs 85% benchmark
- SA Limestone Coast: 86% vs 85% benchmark
- SA Far North (SA): 86% vs 85% benchmark

¹ Active providers refer to those who have received payment for supporting Agency-managed participants.

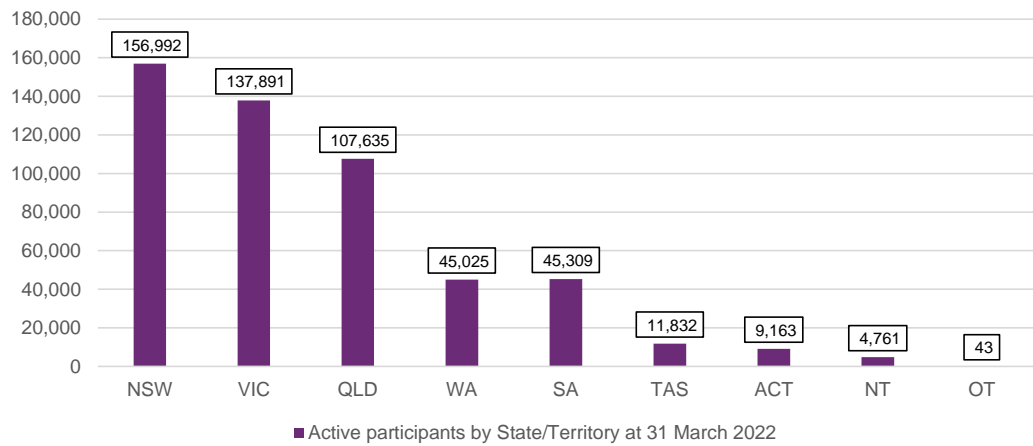
² The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants have been in the Scheme.

³ Total plan inflation consists of plan budget changes occurring at plan review, as well as changes occurring within a plan, between reviews. Previously the NDIA has not included the additional percentage changes in plan budgets that occur within a plan and before the scheduled review, when reporting this metric, and this has underestimated the extent to which plans have increased.

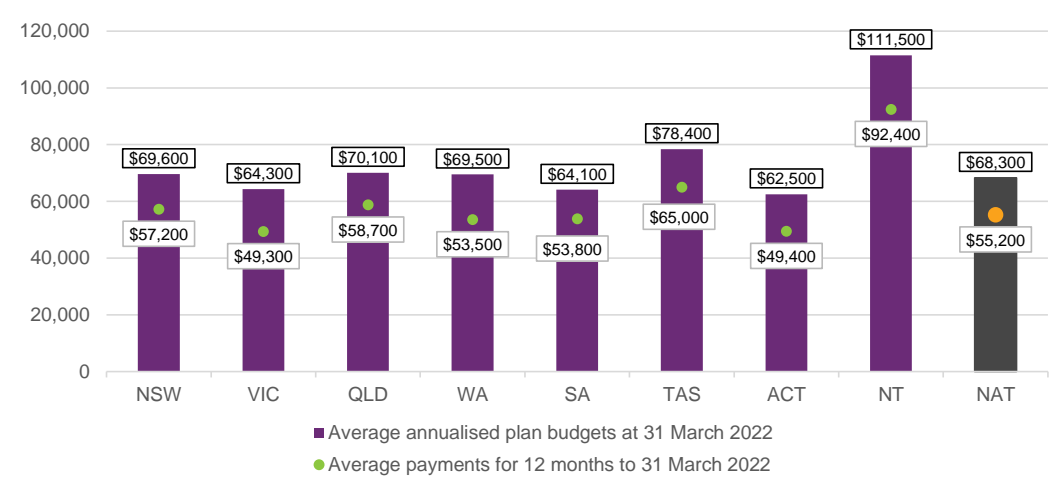
⁴ Socioeconomic status uses deciles from the ABS Index of Education and Occupation (IEO). A higher decile indicates that people residing in that area have a higher level of skills and qualifications on average. The socioeconomic equity metric is equal to the average annualised plan budget of participants residing in the top two IEO deciles divided by the average annualised plan budget of participants residing in the bottom two IEO deciles (participants not in SIL and aged 0 to 64).

Summaries by State/Territory

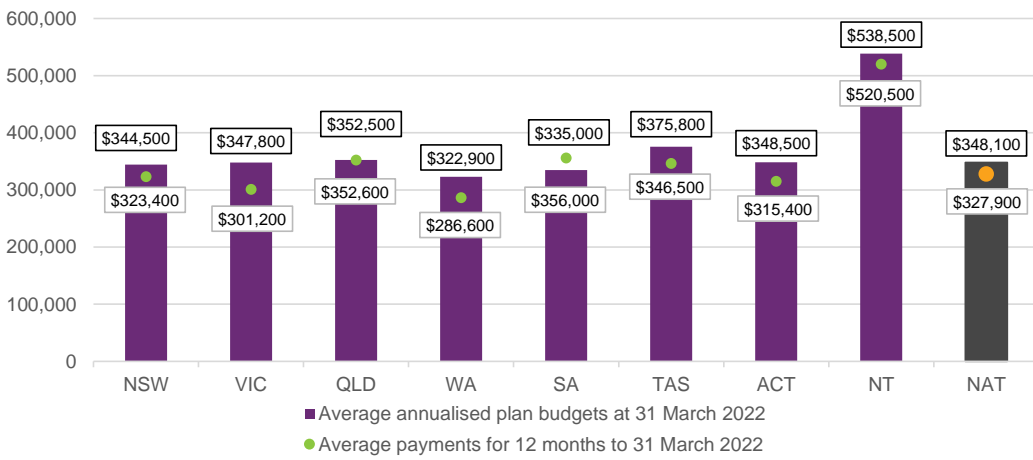
Active participants by State/Territory ¹



Average annualised plan budgets and average payments (\$) ²



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



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



- NSW has the highest number (156,992) of active participants.
- The average annualised plan budget at the end of March for active participants is \$68,300 (\$53,100 for participants not in SIL and \$348,100 for participants in SIL).
- The average payment for the 12 months ending 31 March 2022 is \$55,200 (\$39,700 for participants not in SIL and \$327,900 for participants in SIL).
- NT has the highest average annualised plan budgets and payments. This is partially driven by a higher proportion of participants in SIL compared to other States/Territories.

¹ There are 17 active participants at 31 March 2022 with missing State/Territory information. These participants are not shown in the chart above.

² Given the small size of the Other Territories (OT) and missing groups, average annualised plan budgets and average payments for these groups are not shown.