

Participants and planning

Participant experience	As at 31 Mar	As at 31 Dec
Active participants with approved plans	156,992	153,585
Children accessing early connections	4,487	4,057
Children waiting for early connections	60	52
Percentage of participants fully or partially self managing their plan	28%	28%
Percentage of plans activated within 90 days ¹	87%	87%
Number of participant plan reviews completed in quarter ²	36,286	38,034



Performance summary:

- 166,552 participants (excluding children accessing early connections) have had an approved plan since July 2013. 156,992 of these continue to be active.
- 91,760 active participants are receiving supports for the first time.
- In the current quarter, 4,865 participants have entered the Scheme and there are 4,487 children accessing early connections at the end of March 2022.
- 36,286 plans have been reviewed this quarter.
- 6,373 access decisions have been made in the quarter, of which 4,706 met access and are still active.
- 466 (9.6%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in NSW to 12,486 (8.0%).
- 586 (12.1%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD) ³, taking the total number of CALD participants in NSW to 17,041 (10.9%).

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 ⁴		
• Participant employment rate	24%	23%
• Participant social and community engagement rate	46%	34%
• Parent and carer employment rate	53%	49%
• Participant perception of choice and control	Latest Review 75%	First Review 65%
% 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	79%	83%
• Pre-planning	78%	81%
• Planning	87%	83%
• Plan review	75%	75%

¹ 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.

² Plans less than 31 days in duration have been excluded.

³ The number of CALD participants excludes Indigenous participants.

⁴ 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	100%	98%
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	93%	96%
	6. Approve a participant's plan, after an access decision has been made	56 days	89%	93%
	7. Approve a plan for ECEI ² participants, after an access decision has been made	90 days	99%	99%
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	36%	48%
	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	59%	59%
Amendments	14. Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	92%	92%
	15. Vary a plan, after the receipt of information relating to a complex quote that triggers a plan amendment process	50 days	100%	88%
Reviewable Decisions	17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	94%	87%
	18. Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	98%	96%
Nominee	19. Cancel participant requested nominee	14 days	95%	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).

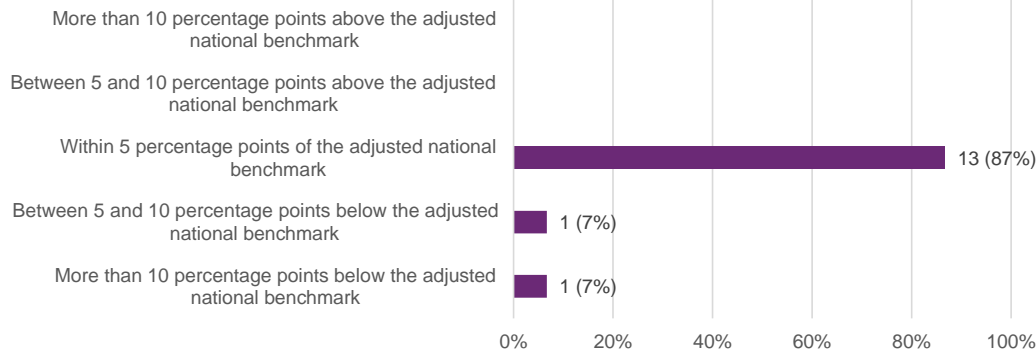
³ The NDIA's new participant check-in process ensures that every scheduled review begins with a contact from the planner or partner to discuss review options well before any scheduled review date. Plans are extended automatically if they have not been reviewed before expiry so participants have continuity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

Provider and market metrics

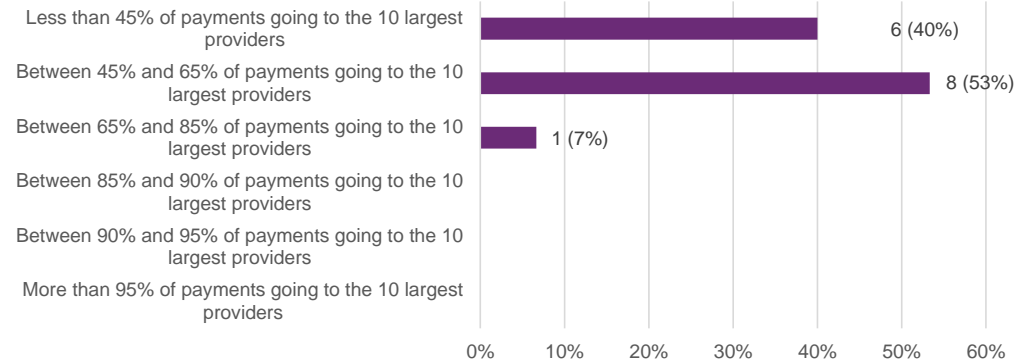
Market supply and participant costs	As at 31 Mar	As at 31 Dec
Total number of active providers (with at least one claim ever) ¹	9,114	8,823
Total number of active providers in last quarter ¹	4,190	4,139
Utilisation (6 month rolling average with 3 month lag) (%)	74%	75%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark) ²	7%	7%
Market concentration (% of service districts where more than 85% of payments for supports go to the top 10 providers)	0%	0%
Payments paid within 5 days (portal) (%)	99.8%	99.8%
Total payments from 1 July 2021 (\$m)	\$6,319m	\$4,136m
Total annualised plan budgets (\$m)	\$10,923m	\$10,696m
Plan inflation (current quarter % per annum) ³	6.9%	9.7%
Inflation at plan review (current quarter % per annum)	2.0%	3.8%
Inflation within a plan, between reviews (current quarter % per annum)	4.9%	5.9%
Socioeconomic equity (%) ⁴	99%	100%

- Total annualised plan budgets at 31 March 2022 were \$10,923m and payments from 1 July 2021 were \$6,319m.
- The number of active providers at the end of March is 9,114, growing by 3% in the quarter.
- Utilisation was 74% from 1 July 2021 to 31 December 2021, with 7% (1 out of 15) of service districts in NSW more than 10 percentage points below the adjusted national benchmark.
- There were no service districts where the top 10 providers were providing 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:

- Far West: 59% vs 72% benchmark

Service districts closest to market concentration benchmark:

- Far West: 83% vs 85% benchmark

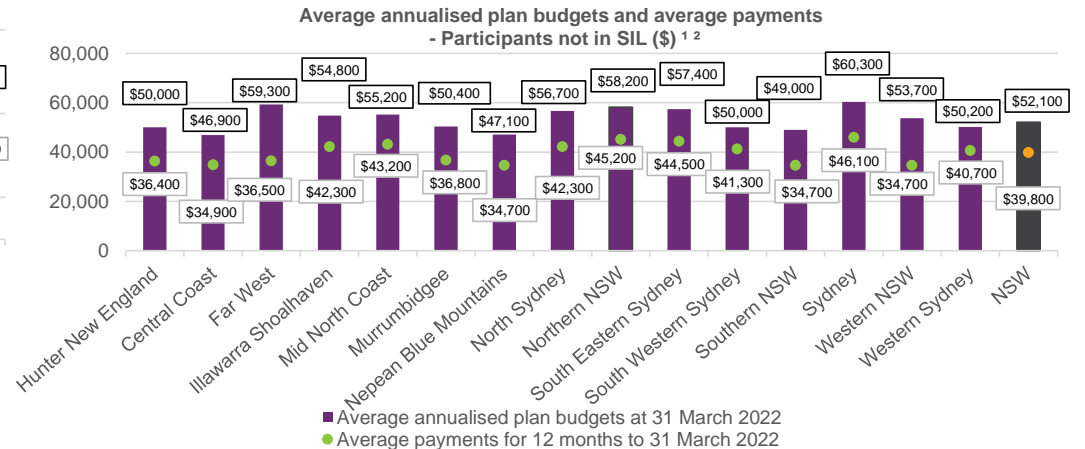
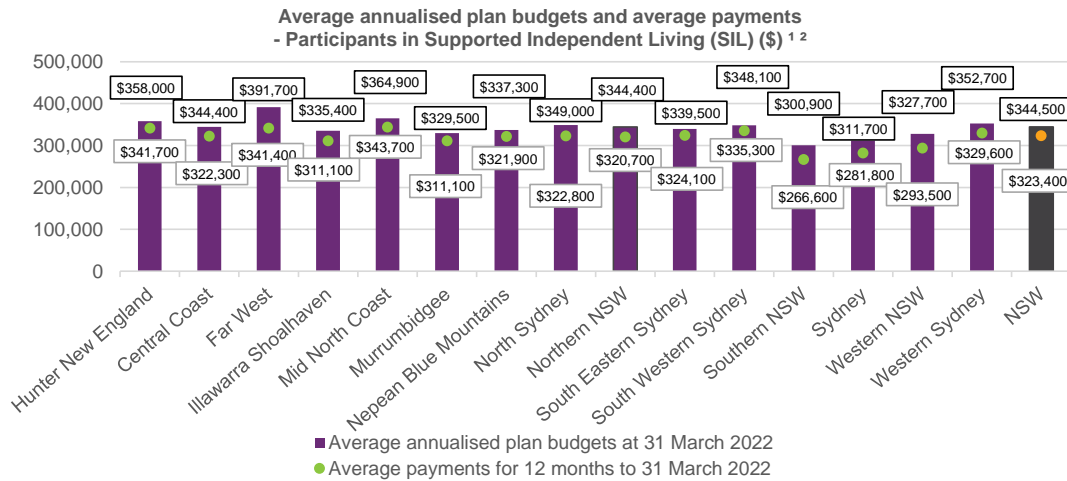
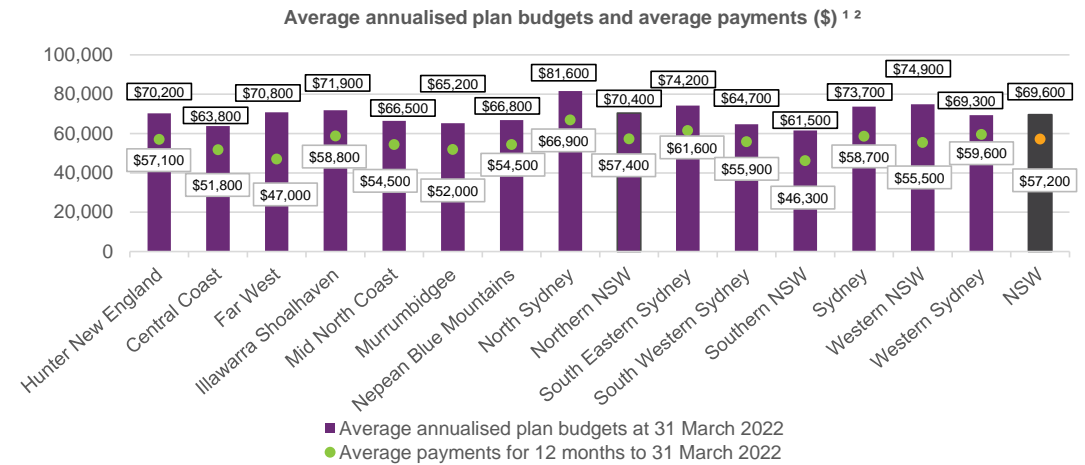
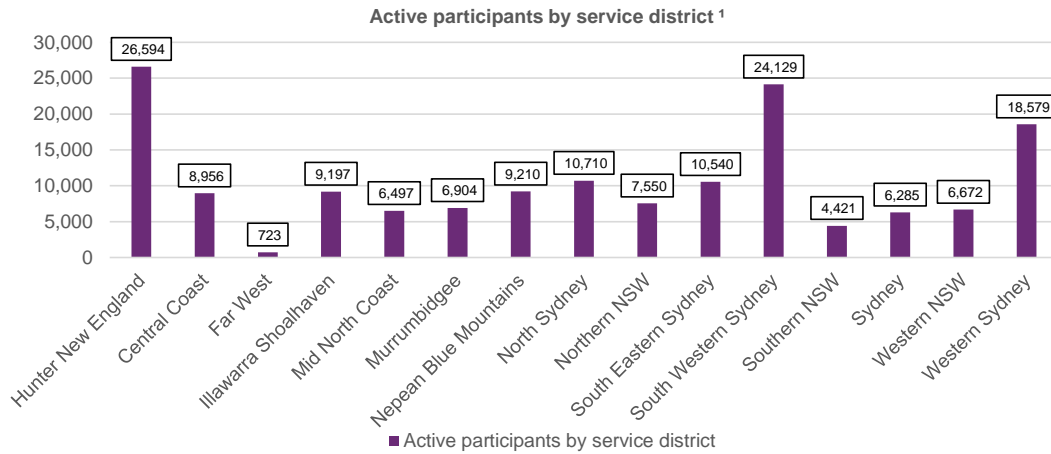
¹ Active providers refer to those who have received payment for supporting Agency-managed participants.

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 service district



- Hunter New England has the highest number (26,594) of active participants, while Far West has the lowest (723).
- The average annualised plan budget at the end of March for active participants is \$69,600 (\$52,100 for participants not in SIL and \$344,500 for participants in SIL).
- The average payment for the 12 months ending 31 March 2022 is \$57,200 (\$39,800 for participants not in SIL and \$323,400 for participants in SIL).
- North Sydney has the highest average annualised plan budgets and payments across all participants.

¹ There are 25 active participants at 31 March 2022 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.

² Figures are not shown if there is insufficient data in the service district.