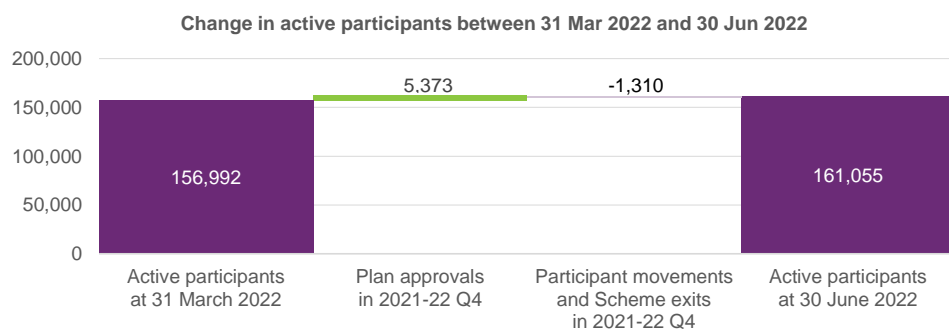


Participants and planning

| Participant experience | As at 30 Jun | As at 31 Mar |
|--|--------------|--------------|
| Active participants with approved plans | 161,055 | 156,992 |
| Children accessing early connections | 4,756 | 4,487 |
| Children waiting for early connections | 61 | 60 |
| 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 | 31,873 | 36,286 |



Performance summary:

- 171,767 participants (excluding children accessing early connections) have had an approved plan since July 2013. 161,055 of these continue to be active.
- 96,103 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- In the current quarter, 5,373 participants have entered the Scheme and there are 4,756 children accessing early connections at the end of June 2022.
- 31,873 plans have been reviewed this quarter.
- 7,409 access decisions have been made in the quarter, of which 5,512 met access and are still active.
- 548 (10.2%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in NSW to 12,940 (8.0%).
- 693 (12.9%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD) ³, taking the total number of CALD participants in NSW to 17,581 (10.9%).

Participant outcomes and satisfaction

| Participant outcomes and satisfaction | Latest Review | Baseline |
|--|-----------------------------|----------------------------|
| Participant and Scheme Outcome metrics from the Corporate Plan as at 30 June 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 Q4 | 2021-22 Q3 |
| • Access | 80% | 79% |
| • Pre-planning | 81% | 78% |
| • Planning | 87% | 87% |
| • Plan review | 74% | 75% |

¹ Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of 2021-22 Q2 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 | 30 Jun | 31 Mar |
|--|--|--|---------|--------|
| General | 1. Explanation of a previous decision, after a request for explanation is received | 28 days | 100% | 100% |
| 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 | 98% | 99% |
| | 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 | 96% |
| | 6. Approve a participant's plan, after an access decision has been made | 56 days | 92% | 89% |
| | 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 | 66% | 36% |
| | 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 | 57% | 59% |
| Amendments | 14. Vary a plan, after the receipt of information that triggers the plan amendment process | 28 days | 89% | 92% |
| | 15. Vary a plan, after the receipt of information relating to a complex quote that triggers a plan amendment process | 50 days | 100% | 100% |
| Reviewable Decisions | 17. Complete an internal Review of a Reviewable Decision, after a request is received | 60 days | 96% | 88% |
| | 18. Implement an AAT decision to vary a plan, after receiving notification of the AAT decision | 28 days | 96% | 98% |
| Nominee | 19. Cancel participant requested nominee | 14 days | 100% | 95% |
| | 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).

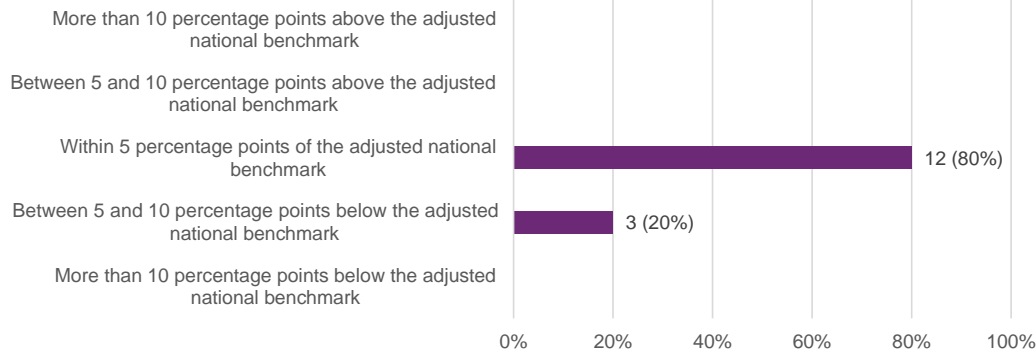
³ The NDIA's new participant check-in process ensures that every scheduled review begins with a contact from the planner or partner to discuss review options well before any scheduled review date. Plans are extended automatically if they have not been reviewed before expiry so participants have continuity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

Provider and market metrics

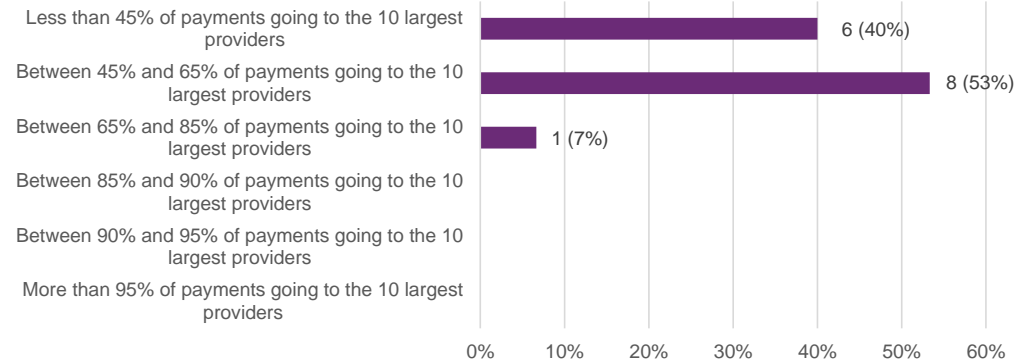
| Market supply and participant costs | As at 30 Jun | As at 31 Mar |
|--|--------------|--------------|
| Total number of active providers (with at least one claim ever) ¹ | 9,392 | 9,114 |
| Total number of active providers in last quarter ¹ | 4,329 | 4,190 |
| Utilisation (6 month rolling average with 3 month lag) (%) | 76% | 74% |
| Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark) ² | 0% | 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) | \$8,710m | \$6,319m |
| Total annualised plan budgets (\$m) | \$11,303m | \$10,923m |
| Plan inflation (current quarter % per annum) ³ | 12.1% | 6.9% |
| Inflation at plan review (current quarter % per annum) | 4.7% | 2.0% |
| Inflation within a plan, between reviews (current quarter % per annum) | 7.4% | 4.9% |
| Socioeconomic equity (%) ⁴ | 100% | 99% |

- Total annualised plan budgets at 30 June 2022 were \$11,303m and payments from 1 July 2021 were \$8,710m.
- The number of active providers at the end of June is 9,392, growing by 3% in the quarter.
- Utilisation was 76% from 1 October 2021 to 31 March 2022, with no service district in New South Wales more than 10 percentage points from 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 between 5% and 10% below plan utilisation benchmark:

- Far West: 63% vs 73% benchmark
- Western NSW: 69% vs 76% benchmark
- Southern NSW: 70% vs 75% benchmark

Service districts closest to market concentration benchmark:

- Far West: 83% vs 85% benchmark

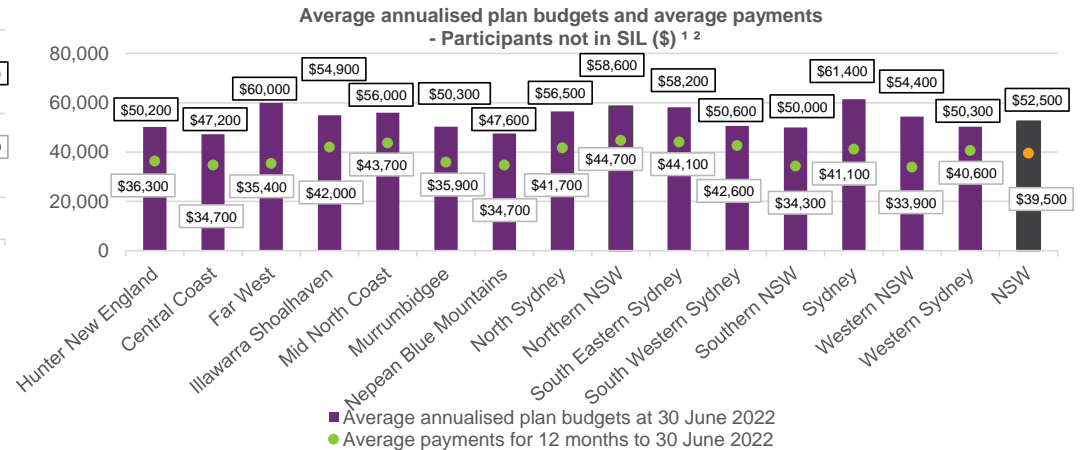
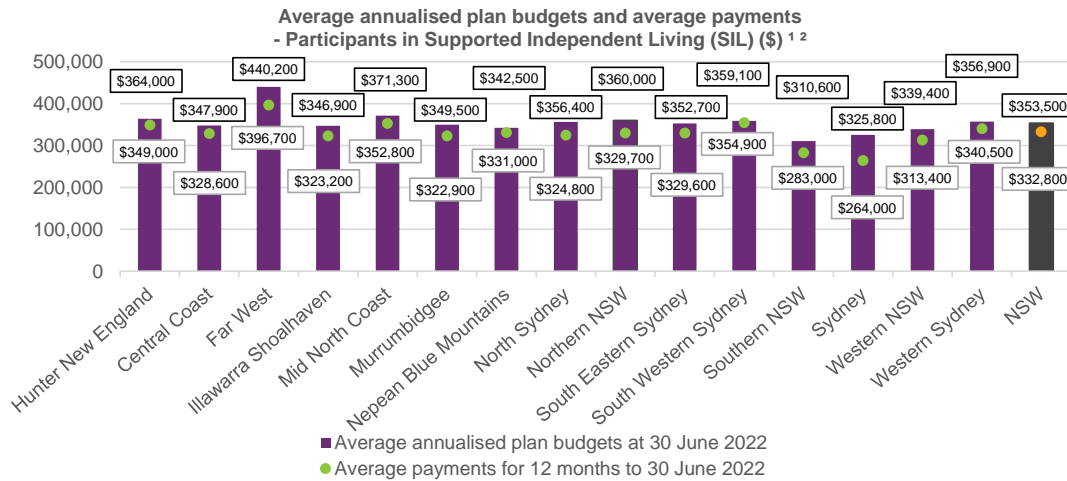
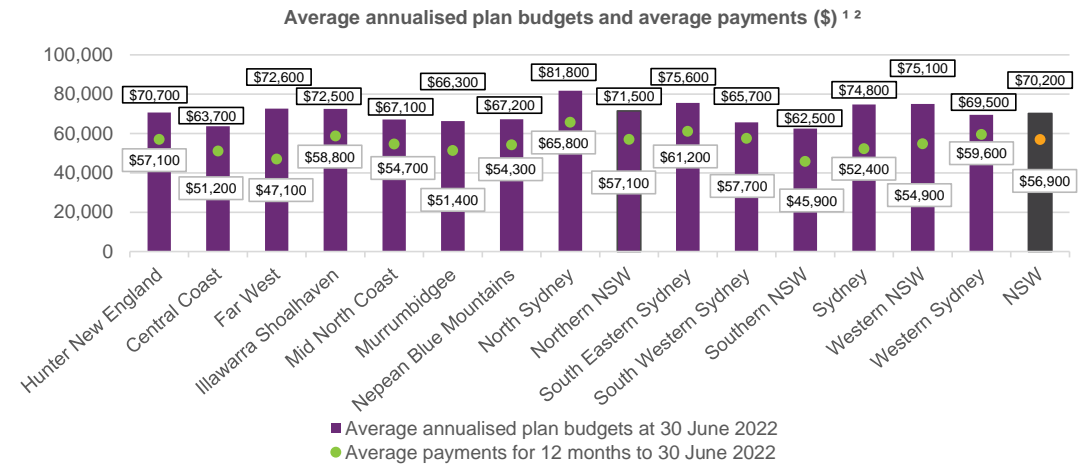
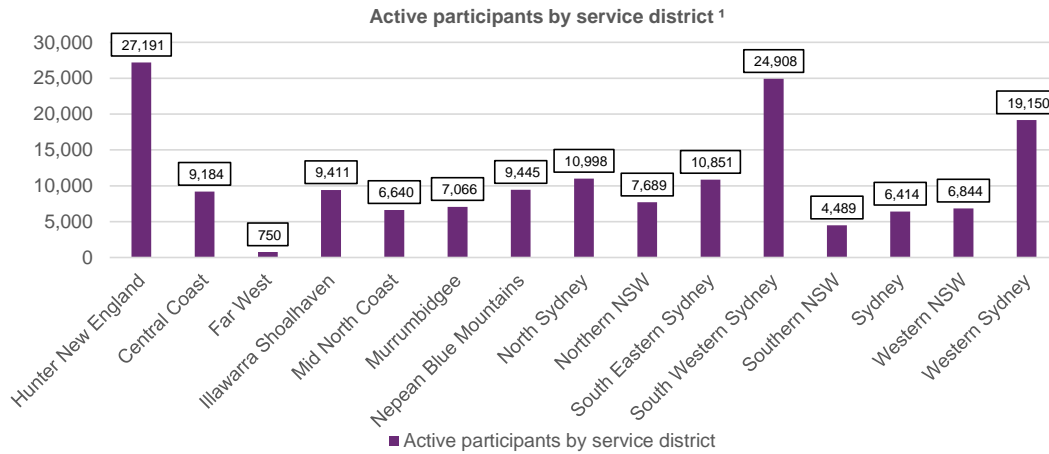
¹ Active providers refer to those who have received payment for supporting Agency-managed participants.

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 (27,191) of active participants, while Far West has the lowest (750).
- The average annualised plan budget at the end of June for active participants is \$70,200 (\$52,500 for participants not in SIL and \$353,500 for participants in SIL).
- The average payment for the 12 months ending 30 June 2022 is \$56,900 (\$39,500 for participants not in SIL and \$332,800 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 30 June 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.