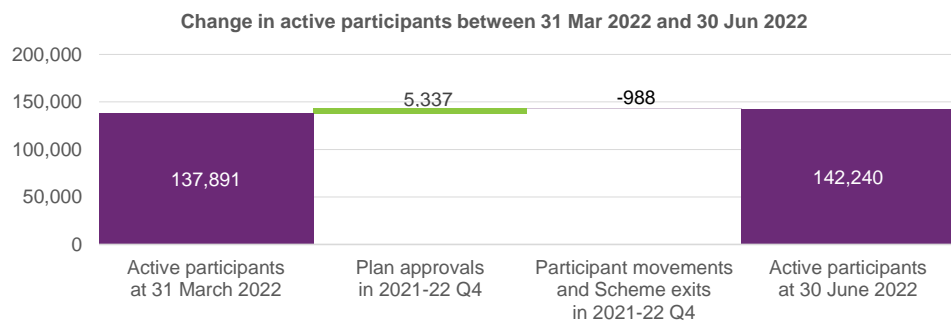


Participants and planning

Participant experience	As at 30 Jun	As at 31 Mar
Active participants with approved plans	142,240	137,891
Children accessing early connections	3,222	2,930
Children waiting for early connections	182	220
Percentage of participants fully or partially self managing their plan	34%	34%
Percentage of plans activated within 90 days <sup>1</sup>	85%	85%
Number of participant plan reviews completed in quarter <sup>2</sup>	26,472	26,570



**Performance summary:**

- 150,238 participants (excluding children accessing early connections) have had an approved plan since July 2013. 142,240 of these continue to be active.
- 73,664 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- In the current quarter, 5,337 participants have entered the Scheme and there are 3,222 children accessing early connections at the end of June 2022.
- 26,472 plans have been reviewed this quarter.
- 7,112 access decisions have been made in the quarter, of which 5,359 met access and are still active.
- 232 (4.4%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in VIC to 4,518 (3.2%).
- 603 (11.3%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD) <sup>3</sup>, taking the total number of CALD participants in VIC to 16,751 (11.8%).

Participant outcomes and satisfaction

Participant outcomes and satisfaction	Latest Review	Baseline
<b>Participant and Scheme Outcome metrics from the Corporate Plan as at 30 June 2022 <sup>4</sup></b>		
• Participant employment rate	20%	19%
• Participant social and community engagement rate	40%	35%
• Parent and carer employment rate	49%	45%
• Participant perception of choice and control	<b>Latest Review</b> 75%	<b>First Review</b> 63%
<b>% of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter</b>	<b>2021-22 Q4</b>	<b>2021-22 Q3</b>
• Access	84%	79%
• Pre-planning	81%	77%
• Planning	85%	87%
• Plan review	73%	75%

<sup>1</sup> 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.

<sup>2</sup> Plans less than 31 days in duration have been excluded.

<sup>3</sup> The number of CALD participants excludes Indigenous participants.

<sup>4</sup> 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 <sup>1</sup>		Service Guarantee	30 Jun	31 Mar
<b>General</b>	1. Explanation of a previous decision, after a request for explanation is received	28 days	100%	99%
<b>Access</b>	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%	99%
	4. Make an access decision, after the final information has been provided	14 days	99%	99%
<b>Planning</b>	5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	96%	86%
	6. Approve a participant's plan, after an access decision has been made	56 days	87%	78%
	7. Approve a plan for ECEI <sup>2</sup> participants, after an access decision has been made	90 days	97%	96%
<b>Implementation</b>	9. If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	100%
<b>Reviews</b>	11. Commence facilitating a scheduled plan review, prior to the scheduled review date <sup>3</sup>	56 days	57%	29%
	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	72%	55%
<b>Amendments</b>	14. Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	94%	95%
	15. Vary a plan, after the receipt of information relating to a complex quote that triggers a plan amendment process	50 days	80%	80%
<b>Reviewable Decisions</b>	17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	97%	85%
	18. Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	96%	94%
<b>Nominee</b>	19. Cancel participant requested nominee	14 days	100%	95%
	20. Cancel CEO initiated nominee	14 days	89%	NA

• 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.

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

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

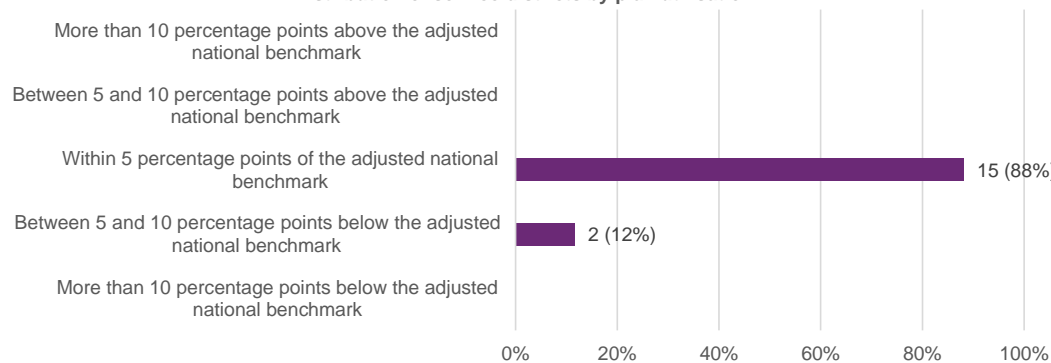
<sup>3</sup> The NDIA's new participant check-in process ensures that every scheduled review begins with a contact from the planner or partner to discuss review options well before any scheduled review date. Plans are extended automatically if they have not been reviewed before expiry so participants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

Provider and market metrics

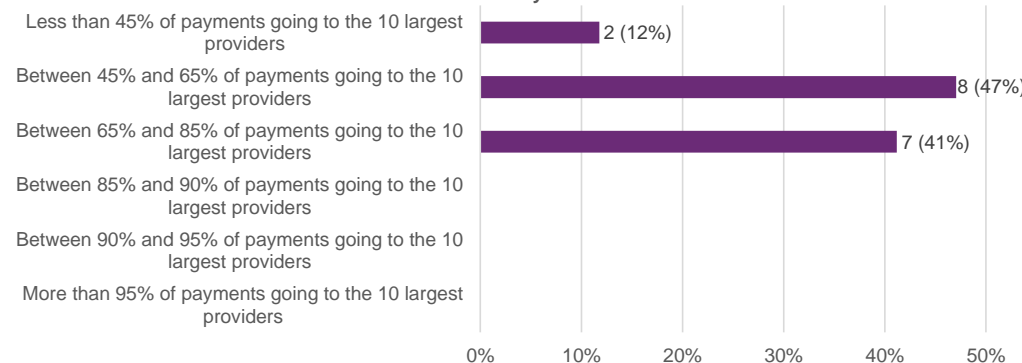
Market supply and participant costs	As at 30 Jun	As at 31 Mar
Total number of active providers (with at least one claim ever) <sup>1</sup>	6,768	6,548
Total number of active providers in last quarter <sup>1</sup>	2,684	2,637
Utilisation (6 month rolling average with 3 month lag) (%)	72%	71%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark) <sup>2</sup>	0%	0%
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) (%)	99.7%	99.7%
Total payments from 1 July 2021 (\$m)	\$6,594m	\$4,790m
Total annualised plan budgets (\$m)	\$9,227m	\$8,868m
Plan inflation (current quarter % per annum) <sup>3</sup>	12.7%	9.0%
Inflation at plan review (current quarter % per annum)	3.3%	2.0%
Inflation within a plan, between reviews (current quarter % per annum)	9.4%	7.0%
Socioeconomic equity (%) <sup>4</sup>	111%	113%

- Total annualised plan budgets at 30 June 2022 were \$9,227m and payments from 1 July 2021 were \$6,594m.
- The number of active providers at the end of June is 6,768, growing by 3% in the quarter.
- Utilisation was 72% from 1 October 2021 to 31 March 2022, with no service district in Victoria 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 <sup>2</sup>



Distribution of service districts by market concentration



Service districts between 5% and 10% below plan utilisation benchmark

- Mallee: 66% vs 72% benchmark
- Western District: 70% vs 76% benchmark

Service districts closest to market concentration benchmark:

- Mallee: 79% vs 85% benchmark
- Western District: 76% vs 85% benchmark
- Outer Gippsland: 73% vs 85% benchmark
- Ovens Murray: 68% vs 85% benchmark
- Goulburn: 67% vs 85% benchmark
- Inner Gippsland: 66% vs 85% benchmark
- Barwon: 66% vs 85% benchmark

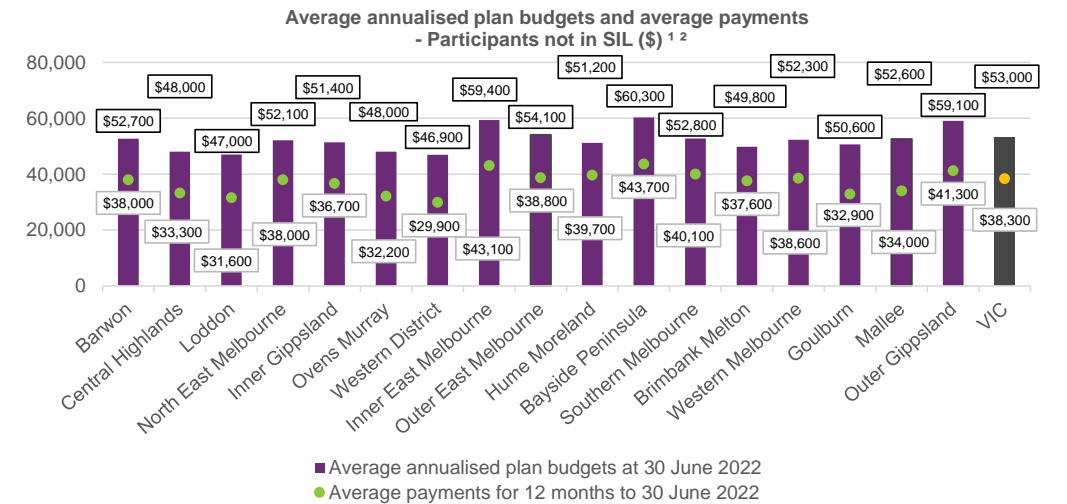
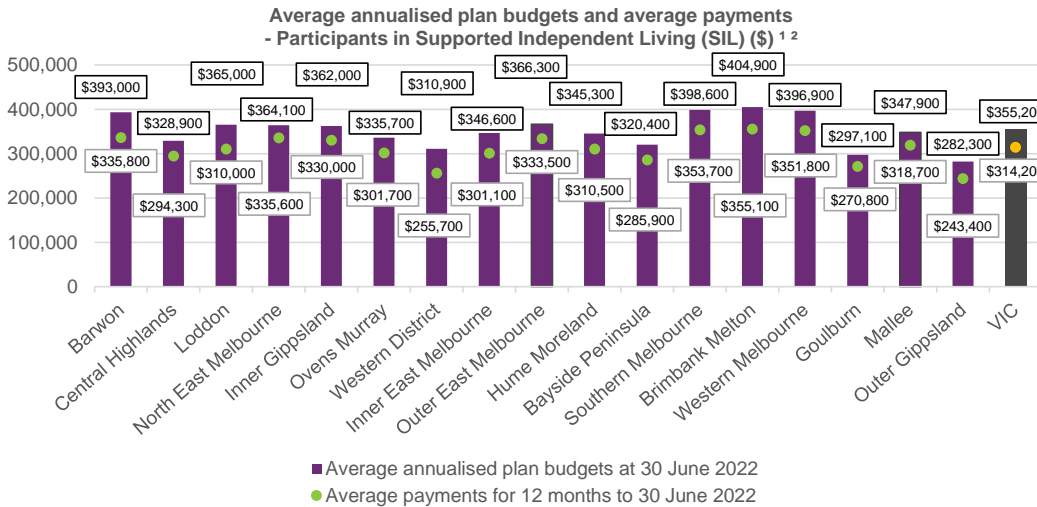
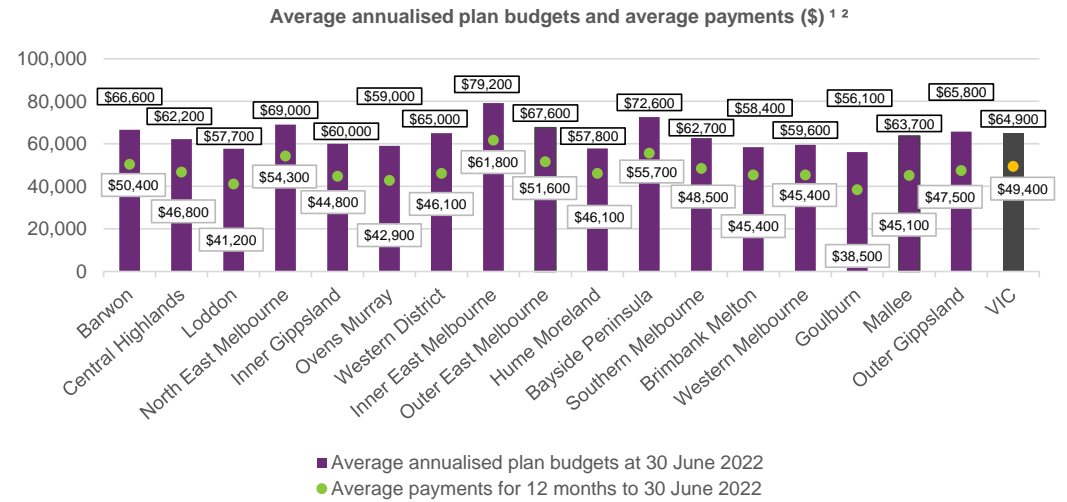
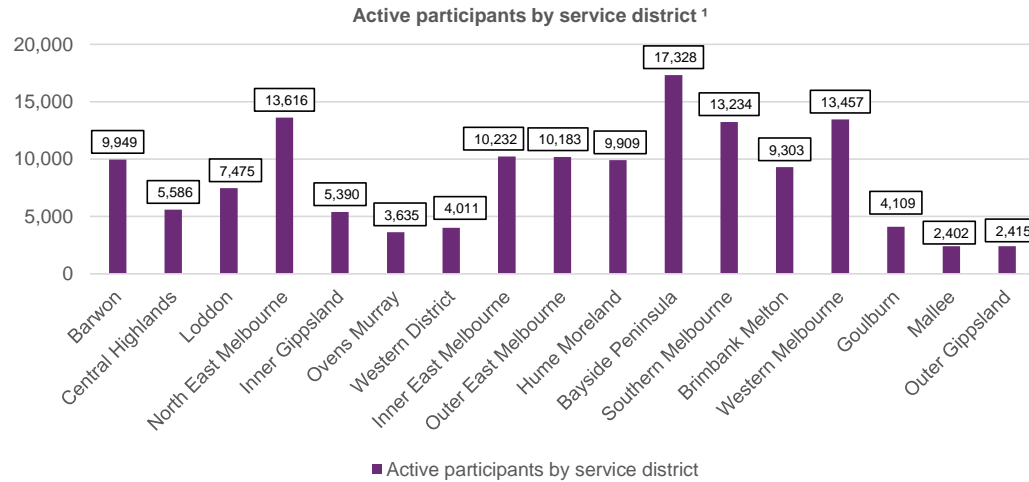
<sup>1</sup> Active providers refer to those who have received payment for supporting Agency-managed participants.

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> 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



- Bayside Peninsula has the highest number (17,328) of active participants, while Mallee has the lowest (2,402).
- The average annualised plan budget at the end of June for active participants is \$64,900 (\$53,000 for participants not in SIL and \$355,200 for participants in SIL).
- The average payment for the 12 months ending 30 June 2022 is \$49,400 (\$38,300 for participants not in SIL and \$314,200 for participants in SIL).
- Inner East Melbourne has the highest average annualised plan budgets and payments across all participants.

<sup>1</sup> There are 6 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.

<sup>2</sup> Figures are not shown if there is insufficient data in the service district.