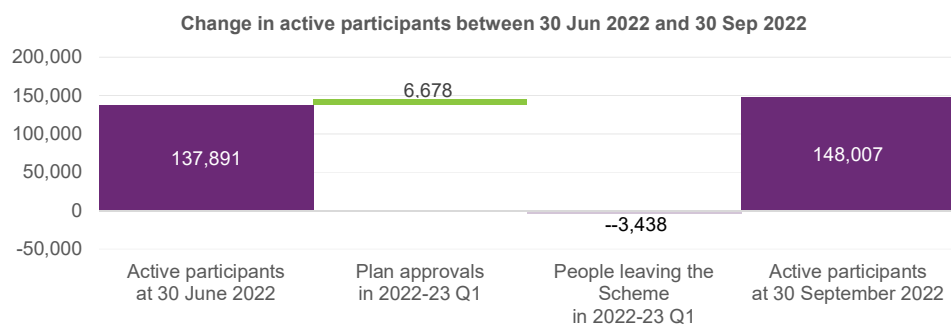


Participants and planning

Participant experience	As at 30 Sep	As at 30 Jun
Active participants with approved plans	148,007	137,891
Children accessing early connections	3,138	3,222
Children waiting for early connections	175	182
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 reassessments completed in quarter <sup>2 3</sup>	19,731	26,472



**Performance summary:**

- 156,853 participants (excluding children accessing early connections) have had an approved plan since July 2013. 148,007 of these continue to be active.
- 79,554 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- In the current quarter, 6,678 participants have entered the Scheme and there are 3,138 children accessing early connections at the end of September 2022.
- 19,731 plans have had reassessments this quarter.
- 7,888 access decisions have been made in the quarter, of which 6,159 met access and are still active.
- 245 (3.7%) of the new active participants this quarter identified as First Nations Australians, taking the total number of First Nations participants in VIC to 4,741 (3.2%).
- 756 (11.3%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD) <sup>4</sup>, taking the total number of CALD participants in VIC to 17,386 (11.7%).

Participant outcomes and satisfaction

Participant outcomes and satisfaction	Latest Reassessment	Baseline
<b>Participant and Scheme Outcome metrics from the Corporate Plan as at 30 September 2022 <sup>5</sup></b>		
<ul style="list-style-type: none"> <li>• Participant employment rate</li> <li>• Participant social and community engagement rate</li> <li>• Parent and carer employment rate</li> </ul>	20%	19%
	40%	35%
	49%	45%
<ul style="list-style-type: none"> <li>• Participant perception of choice and control</li> </ul>	<b>Latest Reassessment</b> 75%	<b>First Reassessment</b> 63%
<b>% of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter</b>	<b>2022-23 Q1</b>	<b>2021-22 Q4</b>
<ul style="list-style-type: none"> <li>• Access</li> </ul>	84%	84%
<ul style="list-style-type: none"> <li>• Pre-planning</li> </ul>	85%	81%
<ul style="list-style-type: none"> <li>• Planning</li> </ul>	84%	85%
<ul style="list-style-type: none"> <li>• Plan reassessment</li> </ul>	71%	73%

<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 Q3 have been excluded.

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

<sup>3</sup> The new definition is included under s49 of the NDIS Act (2013) and replaces the previous definition of plan review.

<sup>4</sup> The number of CALD participants excludes First Nations participants.

<sup>5</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 Sep	30 Jun
<b>General</b>	1. Explanation of a previous decision, after a request for explanation is received	28 days	99%	100%
<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	100%	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	97%	96%
	6. Approve a participant's plan, after an access decision has been made	56 days	92%	87%
	7. Approve a plan for ECEI <sup>2</sup> participants, after an access decision has been made	90 days	98%	97%
<b>Implementation</b>	9. If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	100%
<b>Reassessments</b>	11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date <sup>3</sup>	56 days	89%	59%
	12. Decide whether to undertake a Participant Requested Plan Reassessment, after the request is received <sup>4</sup>	21 days	94%	100%
	13. Complete a Participant Reassessment Request, after the decision to accept the request was made	28 days	81%	72%
<b>Amendments</b>	14. Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	94%	94%
	15. Vary a plan, after the receipt of information relating to a complex quote that triggers a plan amendment process	50 days	100%	80%
<b>Reviewable Decisions</b>	17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	94%	96%
	18. Implement an AAT decision to amend a plan, after receiving notification of the AAT decision	28 days	98%	97%
<b>Nominee</b>	19. Cancel participant requested nominee	14 days	100%	100%
	20. Cancel CEO initiated nominee	14 days	100%	89%

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 plan reassessment begins with a contact from the planner or partner to discuss review options well before any plan reassessment date. Plans are extended automatically if they have not been reassessed before the reassessment date so participants have continuity of support.

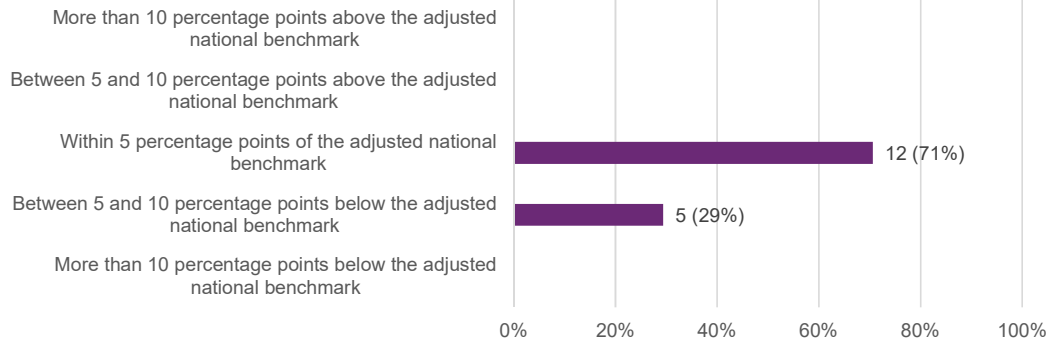
<sup>4</sup> The definition of Participant Reassessment Request is included under s48 of the NDIS Act (2013) and replaces the previous definition of plan review request.

## Provider and market metrics

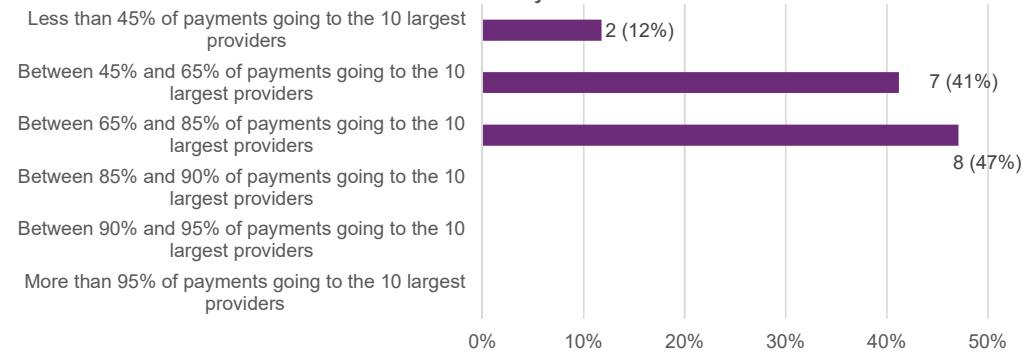
Market supply and participant costs	As at 30 Sep	As at 30 Jun
Total number of active providers (with at least one claim ever) <sup>1</sup>	7,041	6,768
Total number of active providers in last quarter <sup>1</sup>	2,778	2,684
Utilisation (6 month rolling average with 3 month lag) (%)	72%	72%
Plan utilisation 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) (%)	99.9%	99.7%
Total payments from 1 July 2022 (\$m)	\$1,974m	\$6,594m
Total annualised plan budgets (\$m)	\$10,121m	\$9,227m
Plan inflation (current quarter % per annum) <sup>3 4</sup>	19.4%	12.7%
Inflation at plan reassessment (current quarter % per annum)	6.2%	3.3%
Inflation within a plan, between reassessments (current quarter % per annum)	13.2%	9.4%
Socioeconomic equity (%) <sup>5</sup>	110%	111%

- Total annualised plan budgets at 30 September 2022 were \$10,121m and payments from 1 July 2022 were \$1,974m.
- The number of active providers at the end of September is 7,041, growing by 4% in the quarter.
- Utilisation was 72% from 1 January 2022 to 31 June 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

- Western District: 70% vs 76% benchmark
- Loddon: 68% vs 75% benchmark
- Goulburn: 66% vs 72% benchmark
- Central Highlands: 72% vs 77% benchmark

### Service districts closest to market concentration benchmark:

- Mallee: 80% vs 85% benchmark
- Western District: 74% vs 85% benchmark
- Outer Gippsland: 73% vs 85% benchmark
- Ovens Murray: 69% vs 85% benchmark
- Goulburn: 68% 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.

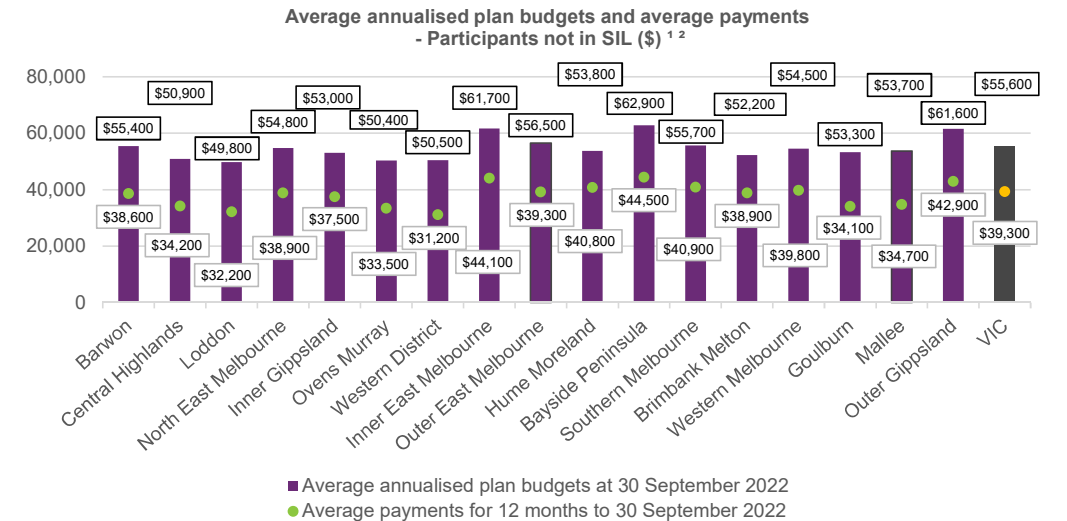
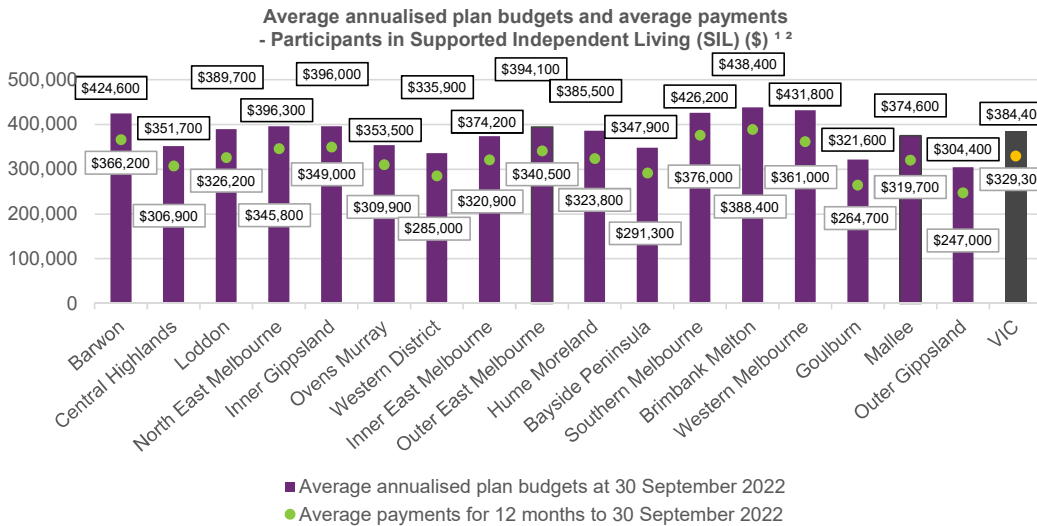
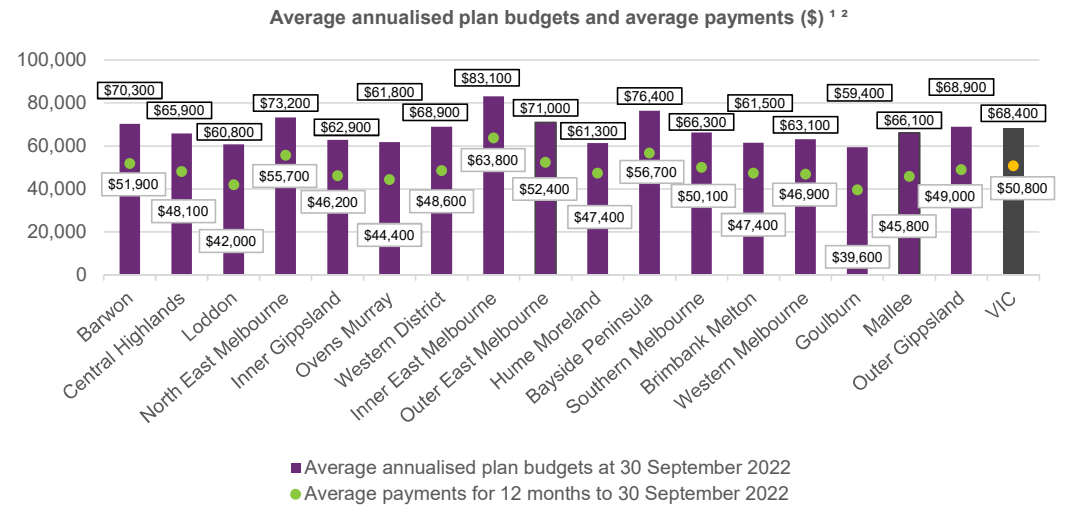
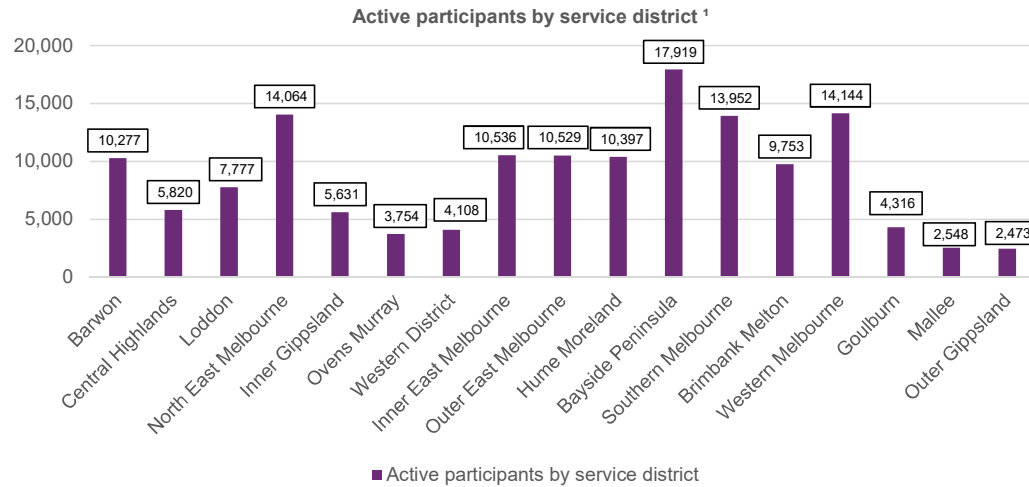
<sup>2</sup> The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants have been in the Scheme.

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

<sup>4</sup> The annualisation calculation of inflation excludes the impact of plan indexation in July following the Annual Pricing Review. The impact of this indexation is then explicitly added to the annualised calculation which was a 4.6% one-off increase Nationally.

<sup>5</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 (17,919) of active participants, while Outer Gippsland has the lowest (2,473).
- The average annualised plan budget at the end of September for active participants is \$68,400 (\$55,600 for participants not in SIL and \$384,400 for participants in SIL).
- The average payment for the 12 months ending 30 September 2022 is \$50,800 (\$39,300 for participants not in SIL and \$329,300 for participants in SIL).
- Inner East Melbourne has the highest average annualised plan budgets and payments across all participants.

<sup>1</sup> There are 9 active participants at 30 September 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.