







Q2
2022-23

NDIS Quarterly report to disability ministers

31 December 2022

Office of the Scheme Actuary

ndis

	Key highlights	3
	Section one: Participants and their plans	4
	Section two: Participants and family/carer outcomes	16
	Section three: Participant experience	42
	Section four: Providers and the growing market	71
	Section five: Financial sustainability	94
	Section six: Staff, advisory groups and the NDIS community	115

Key highlights

This quarter, the key highlights and focus areas for National Disability Insurance Agency (NDIA) have been:

1. Participant and family/carer outcomes



2. Scheme financial experience since 30 June 2022



3. Co-design and engagement



4. Improving the experience of participants

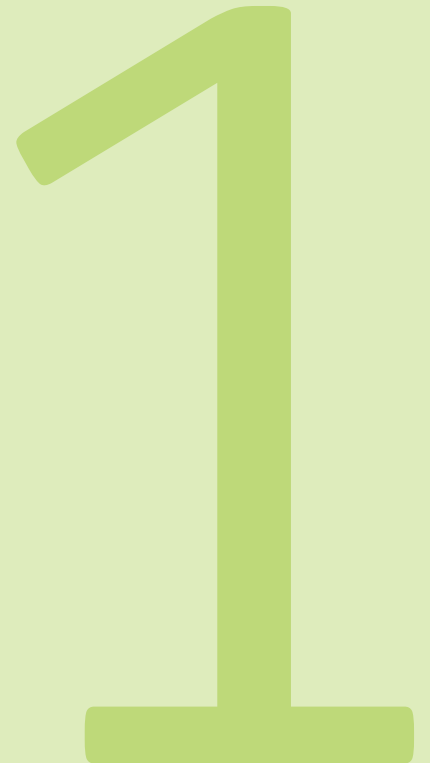


On 18 October 2022, the Minister for the National Disability Insurance Scheme (NDIS) announced the Independent Review into the NDIS to improve the wellbeing of Australians with disability and ensure the Scheme's sustainability so that future generations receive the benefit of the NDIS.

It is expected that the NDIS Review will lead to changes in the NDIA's work plan. Initiatives and activities described in this report, many of which commenced prior to the announcement of the Review, should be viewed in that context.

Section one:

Participants and their plans



1.1 Number of participants in the Scheme



More than 570,000 participants are receiving support from the NDIS.

At 31 December 2022, 573,342 participants had an NDIS plan, and 20,477 participants entered the Scheme during the quarter.

- At 31 December 2022, **573,342** participants had approved plans.¹ This represents a 4% increase from last quarter (an increase of **20,477** participants since September 2022).

Active participants with approved plans and percentage increase over time

	2013 -14	2014 -15	2015 -16	2016 -17	2017 -18	2018 -19	2019 -20	2020 -21	2021 -22	2022-23 to date
Active participants	7,285	17,155	29,719	89,610	172,333	286,015	391,999	466,619	534,655	573,342
Yearly increase ²		9,870	12,564	59,891	82,723	113,682	105,984	74,620	68,036	38,687
% increase in active participants		135%	73%	202%	92%	66%	37%	19%	15%	7%

¹ 35,878 participants with approved plans have left the NDIS in the period between 1 July 2013 and 31 December 2022.

² This is the net increase in the number of active participants in the NDIS each period noting some participants have left the NDIS.

1.2 Children in the NDIS (younger than 7)

At 31 December 2022, there were 92,368 children younger than 7 with an NDIS plan, and a further 12,175 accessing early connections.

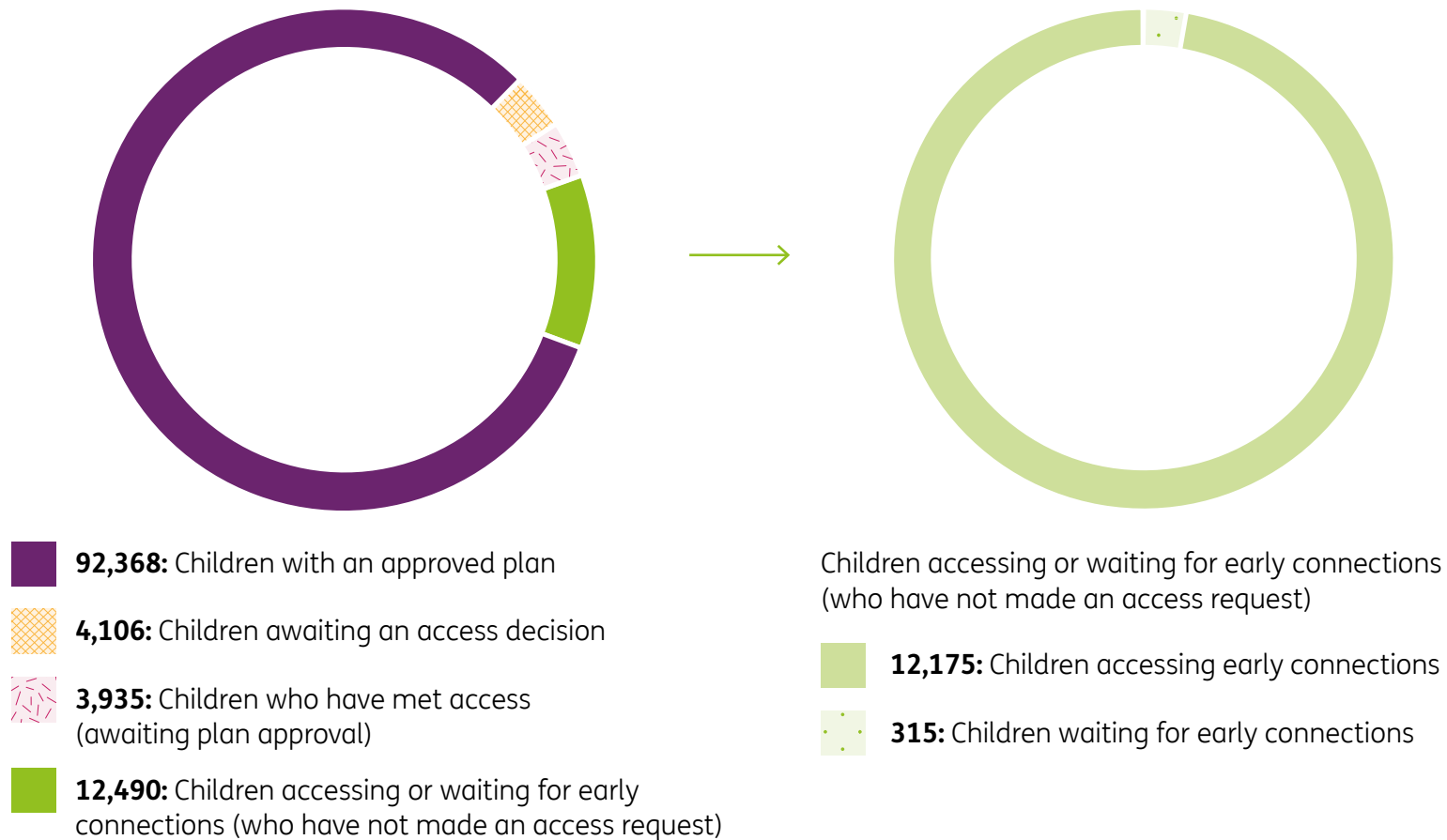
Of the **573,342** participants with an approved plan at 31 December 2022, **92,368** were children younger than 7 (16%), and of the **20,477** new participants with an approved plan this quarter, **9,813** were children younger than 7 (48%).

In addition to the 92,368 children younger than 7 with an approved plan:

- **3,935** children had met the access criteria under Section 24 of the NDIS Act (Permanent Disability) or Section 25 of the NDIS Act (Early Intervention) and were waiting for an approved plan.
- **4,106** were awaiting an access decision from the NDIA (of which **2,739 (67%)** were accessing early connections from the early childhood approach).
- **12,490** children were supported by the early childhood approach (of which **12,175 (97%)** were accessing early connections). Not all children need to make an access request to the NDIA because some will receive early connections, along with support from mainstream and community services.

1.2 Children in the NDIS (younger than 7)

Children in the NDIS



1.3 Participation rates

The number of NDIS participants as a proportion of the Australian population peaks between the ages of 5 to 7, with approximately 10% of 5 to 7 year old males and 4% of 5 to 7 year old females being NDIS participants.

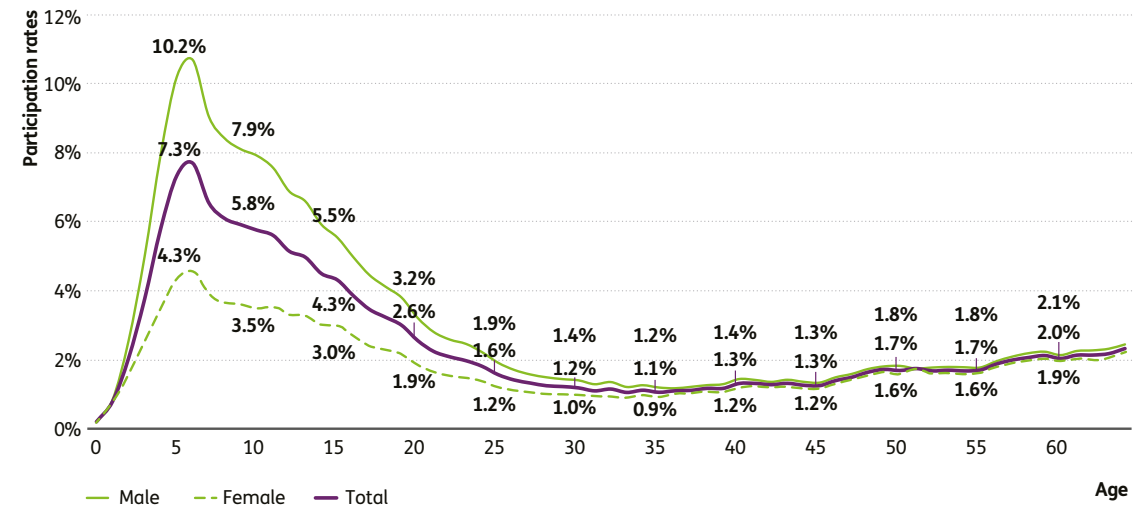
Participation rate refers to the proportion of the Australian population who are NDIS participants.

The rate of participation reflects the age and disability profile of participants in the Scheme:

- Overall, the rate of participation in the NDIS rises steeply from age zero, peaking at roughly **7%** between the ages of 5 to 7.
- The rate then declines steadily to around **1%** at age 35, before rising gradually to **2%** by age 64.
- At the peak, between the ages of 5 to 7, the participation rate for males (**10%**) is more than double that of females (**4%**).
- Between ages 3 to 14, participation rates average **8%** for males and **4%** for females.
- Participants aged 18 or under, the most prevalent disability types are autism (**54%**) and developmental delay (**20%**).

These results are similar to the results presented last quarter, noting that the participation rates have increased by between 0.1 to 0.3 percentage points for each age group.

Participation rate³

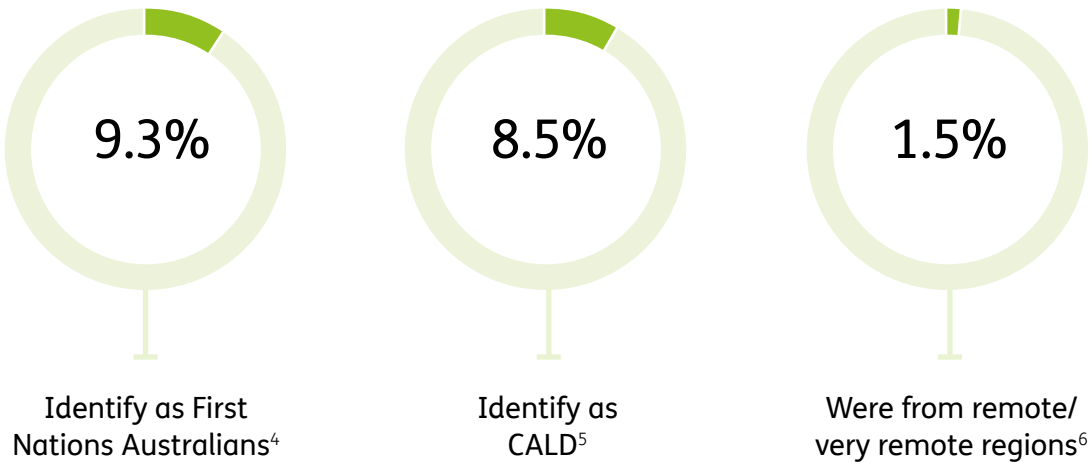


³ There were 6,771 participants aged 0 to 64 years with a gender of 'Other' at 31 December 2022. The participation rates for this group are included within the total rates.

1.4 Participant characteristics

The NDIA continues to monitor the number of participants entering the NDIS who identify as First Nations Australians, CALD, and participants who are from remote and very remote areas.

Of the 23,137 participants entering and receiving a plan in the quarter:



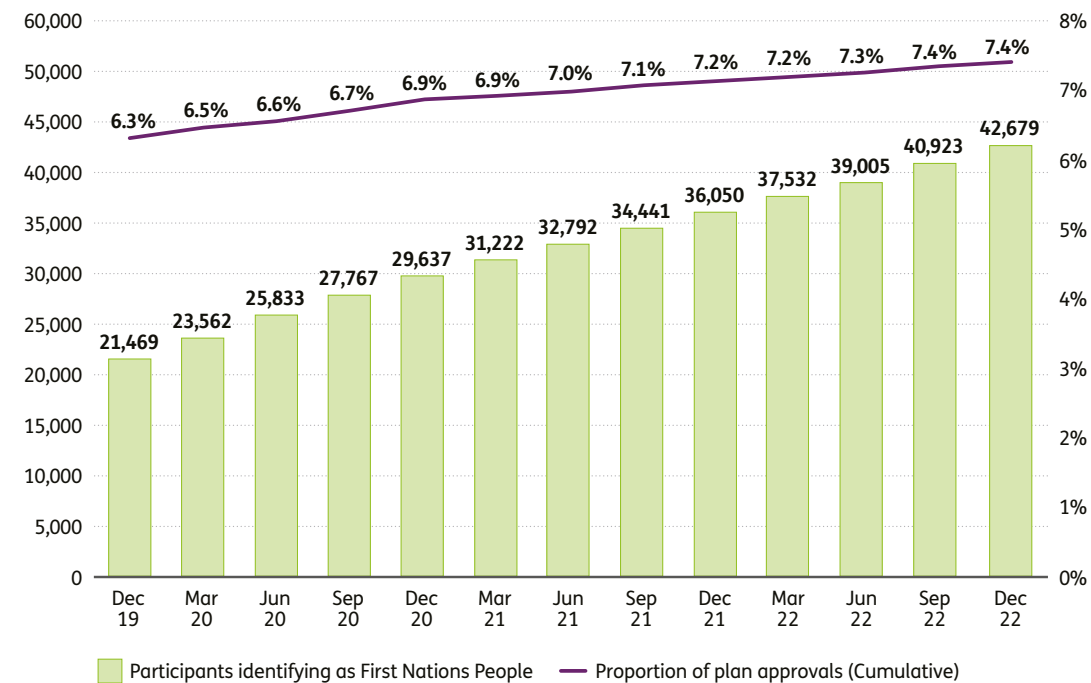
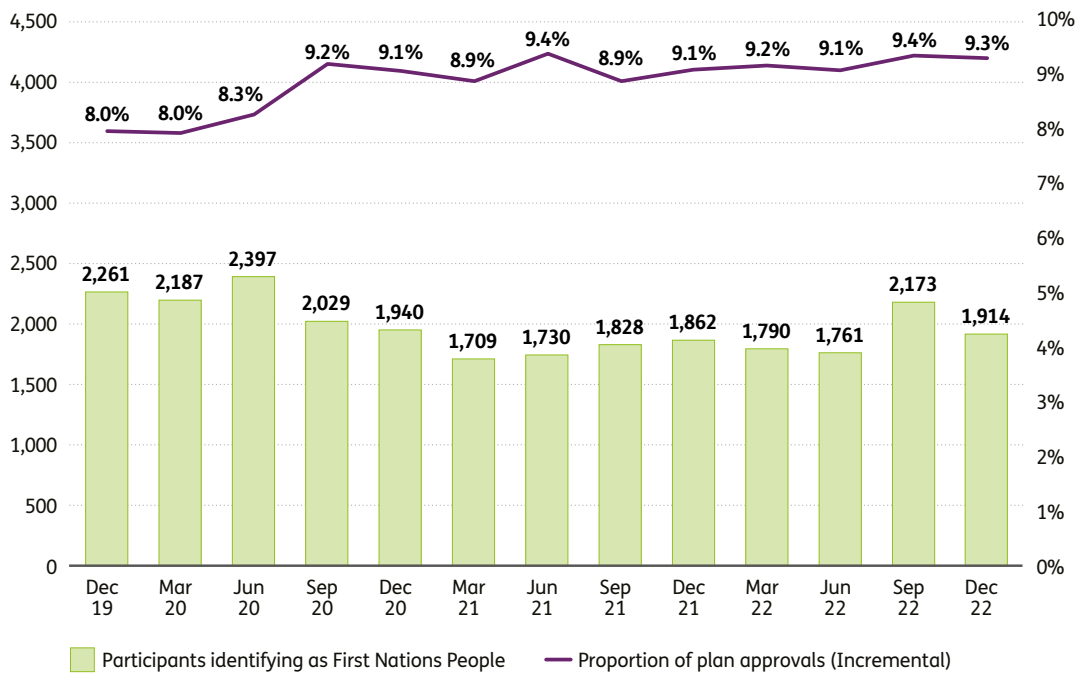
⁴ This compares to 8% of the Australian population identifying as First Nations Peoples who have a need for assistance. Source: Census of Population and Housing 2016 (“Need for Assistance” variable), Persons Place of Usual Residence, by Indigenous Status.

⁵ The percentage of CALD participants excludes participants who identify as First Nations Peoples. Further, the NDIA published extra analysis on CALD participants in the September 2021 quarterly report (<https://www.ndis.gov.au/about-us/publications/quarterly-reports>). The analysis indicated that it is likely that CALD participants are joining the NDIS but have not been identified as CALD in the data collected, rather than a large number of CALD people with a disability not currently being in the NDIS. With the introduction of the new ICT system, the opportunity to collect improved data on participants should allow better identification of CALD participants.

⁶ This compares to 2% of the Australian population living in remote or very remote areas. Source: Census of Population and Housing 2016, Persons Place of Usual Residence, by Remoteness Area.

1.4 Participant characteristics

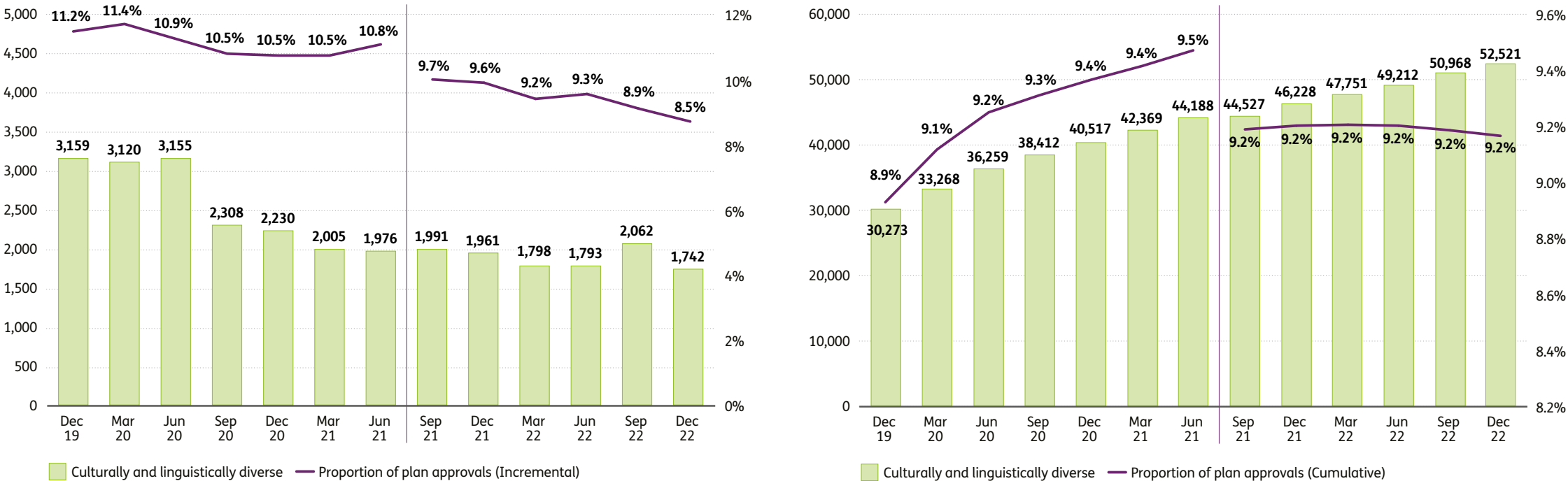
Number and proportion of First Nations participants over time incrementally (left) and cumulatively (right)⁷



⁷ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3 year period.

1.4 Participant characteristics

Number and proportion of CALD participants over time incrementally (left) and cumulatively (right)^{8,9}

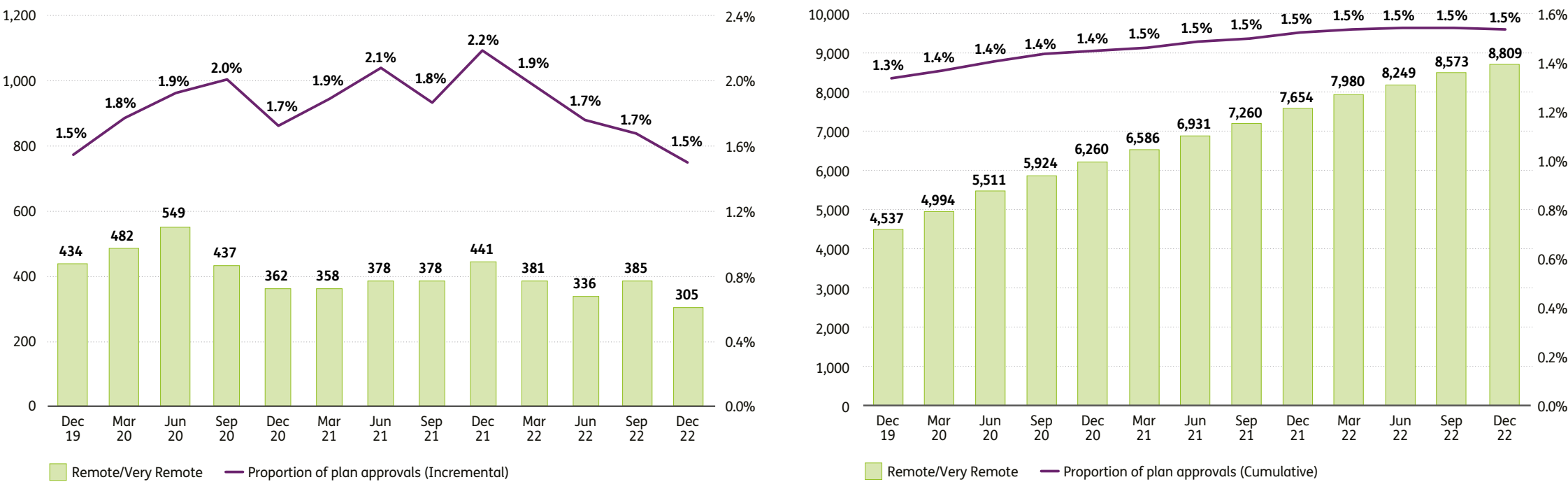


8 The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3 year period.

9 The number of CALD participants from the September 2021 quarter onwards excludes participants who identify as First Nations Peoples. In previous reports, First Nations Peoples participants were included if their main language spoken at home was not English. This has resulted in a “break” in the time series, meaning the results prior to the September 2021 quarter are not directly comparable to the results since.

1.4 Participant characteristics

Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right)¹⁰



10 The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time. Quarterly results are reported based on a rolling 3-year period.

1.4 Participant characteristics

Age and disability

The breakdown of participants by **age** and **disability** this quarter indicates:

- Continuation of a high proportion of children aged 0 to 6 years entering the Scheme (**47.9%** this quarter and **49.9%** in the September 2022 quarter). It is also worth noting that the number of children in the Scheme **aged less than 18 years** was **45.7%** at 31 December 2019 and **48.9%** at 31 December 2022.¹¹
- Consistent with the high numbers of children, a relatively higher proportion of participants with **Developmental Delay** entered the Scheme again this quarter (**34.3%** this quarter and **35.6%** in the September 2022 quarter).
- A consistent proportion of participants entering the Scheme this quarter for the remaining disability types, including **Autism** (**29.5%**), **Psychosocial disability** (**8.3%**) and **Intellectual disability**¹² (**5.8%**).¹³

¹¹ There is further information on the changing mix of participants in the Scheme on page 118 of the report. The chart shows the proportion of children in the Scheme has increased over the last four years. Also, Appendix E of this report contains charts showing the distribution of participants by age group over time.

¹² Intellectual disability includes Down syndrome.

¹³ Appendix E of the report contains charts showing the change in participant profile by disability group over time

1.4 Participant characteristics

Younger People in Residential Aged Care (YPIRAC)

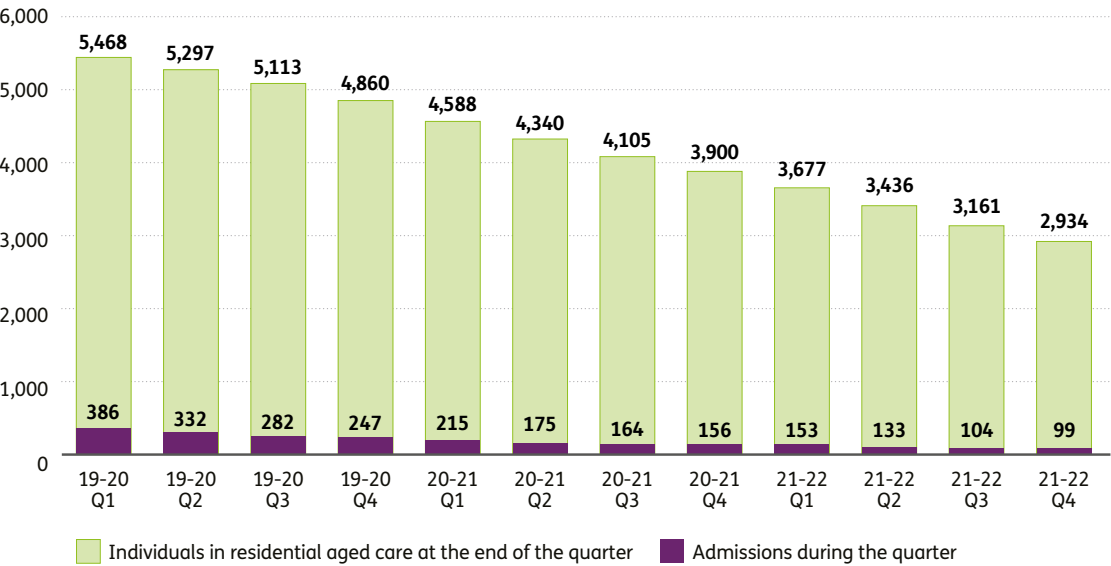
The number of people in residential aged care under the age of 65 years, including those who are not participants of the Scheme, has **decreased** in recent quarters:

- **5,468** at 30 September 2019
- **2,934** at 30 June 2022 (**46% decrease**).

Fewer people aged under 65 years are entering residential aged care:

- **386** people aged under 65 years entered in the September 2019 quarter
- **99** in the June 2022 quarter (**74% decrease**).

Number of individuals in residential aged care and admissions to residential aged care (aged under 65 years), by quarter¹⁴



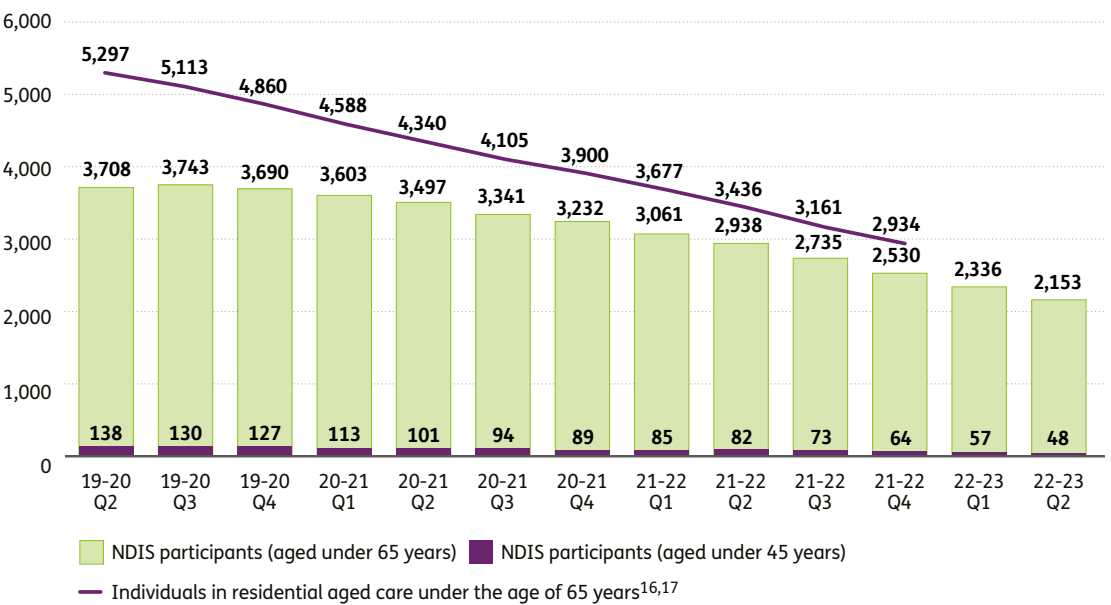
¹⁴ This data is current as at 30 June 2022. As at the time of writing, more current data is not available for publication due to changes to Services Australia’s residential care payment systems.

1.4 Participant characteristics

Younger People in Residential Aged Care (YPIRAC)

- At 31 December 2022, there were **2,153** participants aged under 65 years in residential aged care with an NDIS approved plan, including 48 who were aged under 45 years (**2.2%**).
- Since 1 July 2016, **919** participants have left residential aged care and are now in a more appropriate accommodation setting.

Number of NDIS participants in residential aged care (under age 65 and under age 45), and total number of individuals under age 65 in residential aged care¹⁵



¹⁵ Represents the number of NDIS participants in residential aged care as per data available on respective quarter-ends.
¹⁶ Data provided by the Department of Health and Aged Care as at 30 June 2022.
¹⁷ This data is current as at 30 June 2022. As at the time of writing, more current data is not available for publication due to changes to Services Australia's residential care payment systems.

Section two:

Participant and family/carer outcomes



2

2.1 Participant outcomes summary



The NDIS is having a positive impact on the lives of participants, and their families and carers

The 30 June 2022 annual outcomes reports highlighted some common themes have emerged on areas where outcomes are improving for participants of different ages (and their families/carers), as well as areas where more work is required.

The NDIA recently released the 30 June 2022 [participant outcomes](#)¹⁸ and [family/carers outcomes](#)¹⁹ reports. From these reports, some common themes have emerged on areas where outcomes are improving for participants of different ages (and their families/carers), as well as areas where more work is required. A brief overview of these findings is provided here.

Participants aged 0 to 14

For participants aged from birth to before starting school, there were improvements in the following areas:

- **Specialist services:** an increasing percentage of parents/carers of young children said that their child used specialist services, and that these services helped their child to gain everyday life skills and helped them to assist their child. After five years in the Scheme, 96% used specialist services (a 30 percentage point increase from baseline) and 99% said these services helped their child.
- **Gaining skills to participate in everyday life:** parents/carers are increasingly saying their child is able to do everyday tasks at home and in the community. For example, 67% of those who have been in the Scheme for three years are able to do everyday tasks, a 14 percentage point improvement from baseline.
- **Being welcomed:** children who participate in community activities are increasingly likely to feel welcomed or actively included. This age group also saw strong improvements in making friends with people outside the family.

¹⁸ <https://data.ndis.gov.au/media/3503/download?attachment>

¹⁹ <https://data.ndis.gov.au/media/3504/download?attachment>

2.1 Participant outcomes summary

Improvements for participants aged from starting school to 14 were seen in relation to:

- **Independence:** parents/carers increasingly say their child is becoming more independent (an 11 percentage point increase from 42% at baseline to 53% at fifth reassessment).
- **School:** understanding of children's goals at school shows an increasing trend with time in Scheme.

In addition, children aged 0 to 14 are increasingly likely to fit into family life, particularly those who have recently started school.

On the other hand, results suggest further work is needed to improve outcomes for participants aged 0 to 14 in relation to:

- **Developmental concerns (participants from birth to before starting school):** an increasing percentage of parents/carers report concerns in six or more areas of development, particularly in relation to social interaction, cognitive development, fine motor skills, self-care, and sensory processing. At the same time, as noted above there has been an increasing use of specialist services, and increasing recognition that these services help. Taken together, these results may reflect an increasing awareness of the impacts of their child's disability and the need for, and value of, specialist services.
- **Mainstream schooling:** the percentage of children in a mainstream class at school decreased over time, and children who have been in the Scheme for longer as well as older participants are in general less likely to have attended school in a mainstream class.

2.1 Participant outcomes summary

Participants aged 15 and over

There have been significant positive changes for participants aged 15 and over since entering the Scheme in the areas of lifelong learning, choice and control, relationships, home, social/community participation and health and wellbeing. For example:

- Participants are increasingly getting opportunities to learn new things, and completing year 12.
- An increasing percentage made more decisions than they did two years ago, and felt able to have a say with their support services. More chose how to spend their free time (a 20-percentage point increase from 58% at baseline to 78% at fifth reassessment).
- Participants report getting more opportunities to see friends and be more satisfied with their relationship with staff.
- Growing percentages of participants chose where they lived and who they lived with.
- Higher proportions of participants spent their free time doing activities that interest them, were involved in community groups and leisure activities in the last 12 months, got to know people in the community, and had opportunities to try new things and have new experiences. They also felt safer walking alone in their local area after dark, and had a greater say in the community.
- There have been improvements in some health and wellbeing indicators. Participants are more likely to have a doctor they see regularly (9 percentage point increase from 85% at baseline to 94% at fifth reassessment), less likely to have difficulty accessing health services, less likely to have attended hospital in the last 12 months, and more likely to be vaccinated against the flu.

2.1 Participant outcomes summary

There are a few areas where there has been a deteriorating trend over time for the older age cohorts – particularly in relation to advocacy, employment and self-rated health:

- Participants have become less likely to feel able to advocate for themselves over time in the Scheme. Younger adults are less likely than older adults to feel able to advocate for themselves. Participants continue to express an increasing desire for more choice and control.
- Overall, for participants aged 15 and over there has been little change in the percentage in a paid job over time in the Scheme. However, the results vary considerably by age group, with younger participants showing strong increases in this employment outcome.
- Self-rated health has deteriorated over time, across all age groups and duration cohorts. Older participants are typically less likely to rate their health as “Excellent”, “Very Good” or “Good”. There has also been a decline in dentist visits.
- Participants express an increasing desire to see friends and family more often.

2.1 Participant outcomes summary

Families and carers

Improvements were observed in the areas of employment, feeling supported, access to services, rights and advocacy, and health and wellbeing. Families/carers of younger participants help their child develop and learn, and become more independent. Families/carers of older participants get support for succession planning. For example:

- **Employment:** improvements in employment outcomes (having a paid job, working 15 or more hours per week, and being employed in a permanent position) have been observed for families and carers of participants aged 0 to 14, and to a slightly lesser extent, those aged 15 to 24.
- **Access to services:** increasingly families/carers across all participant age groups are reporting that services used are listening to them and are meeting their needs.
- **Health and wellbeing:** increasing percentages of families and carers feel that services and supports have helped them to better care for their family member with disability. Respondents are more confident about the future of their family member with disability under the NDIS.

On the other hand, areas where further work is needed to improve outcomes include:

- Family/carer self-rated health has declined over time.
- There are some poorer outcomes over time relating to families feeling supported, particularly: having friends they can see as often as they would like, having people they can ask for practical help as often as they need, and having people they can ask for childcare as often as they need.
- For families and carers of participants aged 0 to 14 there has been deterioration in social and community involvement.

2.2 Measuring outcomes

Reports on annual outcomes and specific outcome areas such as employment are publicly available.

Outcomes framework questionnaires

The NDIA's outcomes results are based on responses provided by participants and their families and carers to the outcomes framework questionnaires. These questionnaires collect information on how participants and their families and carers are progressing in different areas (domains) of their lives.

Responses are collected at Scheme entry ("baseline") and at subsequent plan reassessments, allowing progress to be tracked over a participant's time in the Scheme. Responses are also used to monitor Scheme progress, and to compare outcomes for participants with those for the wider population.

In developing the questionnaires, the NDIA talked to many people, including participants and their families and carers, the IAC, disability groups and researchers. Using research done for the IAC about reasonable and necessary supports across the lifespan, four different participant questionnaires, and three different family/carer questionnaires were developed, depending on the age of the participant.

Reporting on outcomes

Information collected from the current outcomes framework questionnaires is used to contribute to a range of publicly available reports, in addition to the Quarterly Report to disability ministers. These reports include:

- Annual outcomes reports ([Participant outcomes report | NDIS²⁰](#), [Family and carer outcomes report | NDIS²¹](#))
- Analysis focussing on specific outcome areas, such as employment ([Employment outcomes - participants, their families and carers | NDIS²²](#)) and health and wellbeing ([Health and wellbeing of NDIS participants and their families and carers | NDIS²³](#)).

In addition, quarterly data cubes are produced containing baseline and longitudinal results for key indicators ([Data downloads | NDIS²⁴](#)).

²⁰ <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/participant-outcomes-report>.

²¹ <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/family-and-carer-outcomes-report>.

²² <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/employment-outcomes-participants-their-families-and-carers>.

²³ <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/health-and-wellbeing-ndis-participants-and-their-families-and-carers>.

²⁴ <https://data.ndis.gov.au/data-downloads>.

2.3 Participation in work and community and social activities

Despite COVID-19, participation rates in community and social activities have increased, while the overall rate of participation in work is stable.

Participation in community and social activities

For participants who have been in the Scheme for at least two years, their community and social participation has increased since they first entered.²⁵ Specifically, comparing responses at the most recent plan reassessment (between two to six years after entry) with responses at Scheme entry^{26,27}.

- **six** percentage point increase from **34%** to **40%** for participants aged 15 to 24 years.
- **ten** percentage point increase from **36%** to **46%** for participants aged 25 to 34 years.
- **eight** percentage point increase from **36%** to **44%** for participants aged 35 to 44 years.
- **seven** percentage point increase from **36%** to **43%** for participants aged 45 to 54 years.
- **six** percentage point increase from **35%** to **41%** for participants aged 55 to 64 years.
- **six** percentage point increase from **36%** to **42%** for participants aged 65 years and older.
- **seven** percentage point increase from **35%** to **42%** for participants aged 15 years and older.

The overall result of 42 per cent compares to a 2022–23 target of 46 per cent.

In general, the increase in participation in community and social activities has improved the longer participants have been in the Scheme.

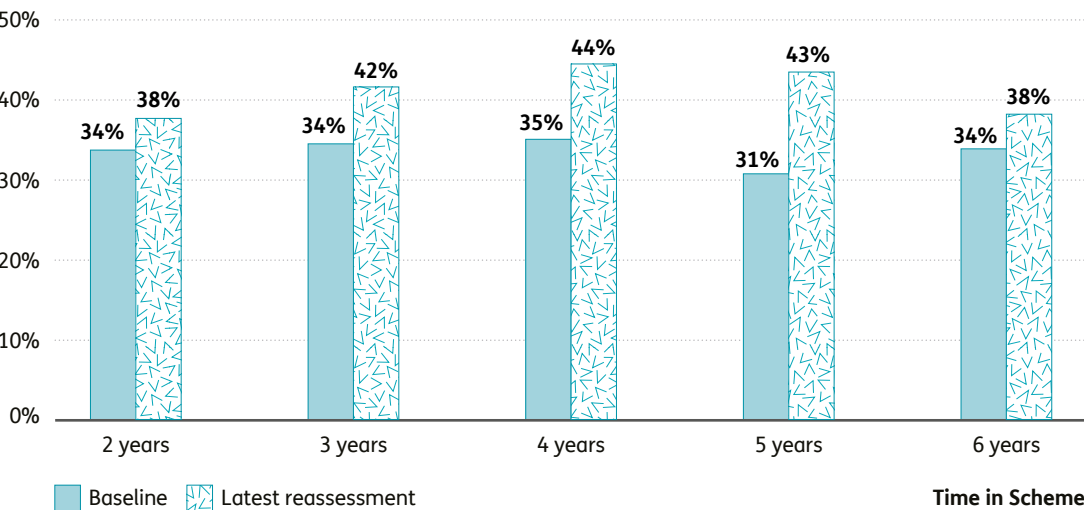
²⁵ This section compares Baseline indicator results when participants entered the Scheme, with results measured at the most recent participant plan reassessment for each respondent. Trial participants are excluded.
²⁶ Figures have been rounded to the nearest whole percentage.
²⁷ The participant age reported in this section is as per their latest plan reassessment.

2.3 Participation in work and community and social activities

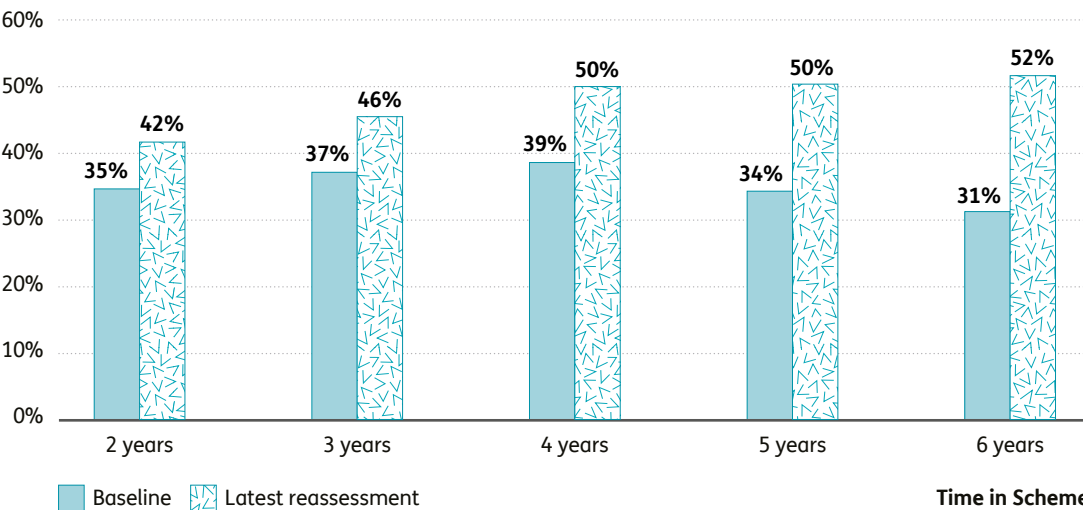
For participants aged 15 to 24, the increase was 34% to 38% for those who have been in the Scheme for 2 years, compared with 31% to 43% for those who have been in the Scheme for 5 years. Those that have been in the Scheme for 6 years increased from 34% to 38%, noting that the number of participants in this group is low and the observed participation rate can be volatile.

Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years

Participants aged 15 to 24 years



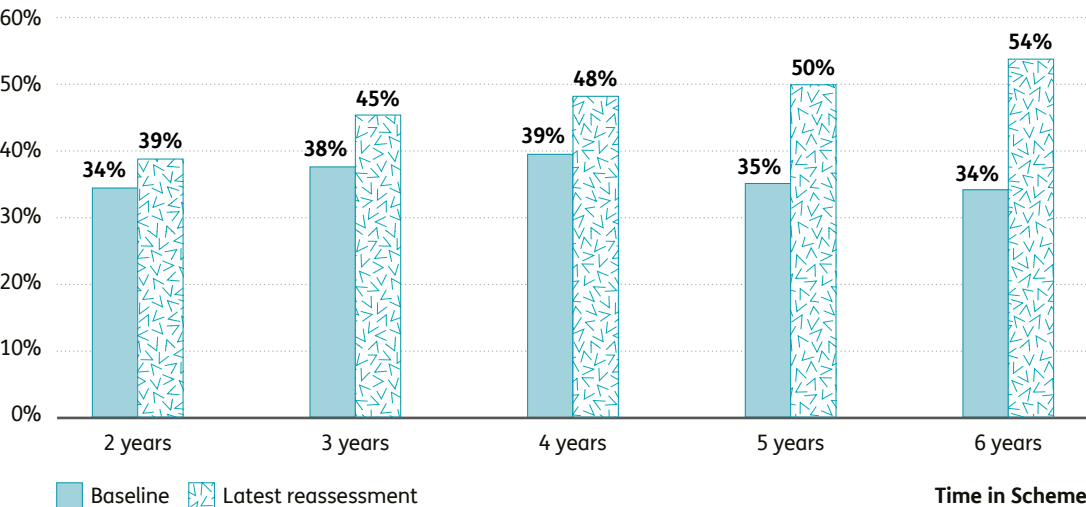
Participants aged 25 to 34 years



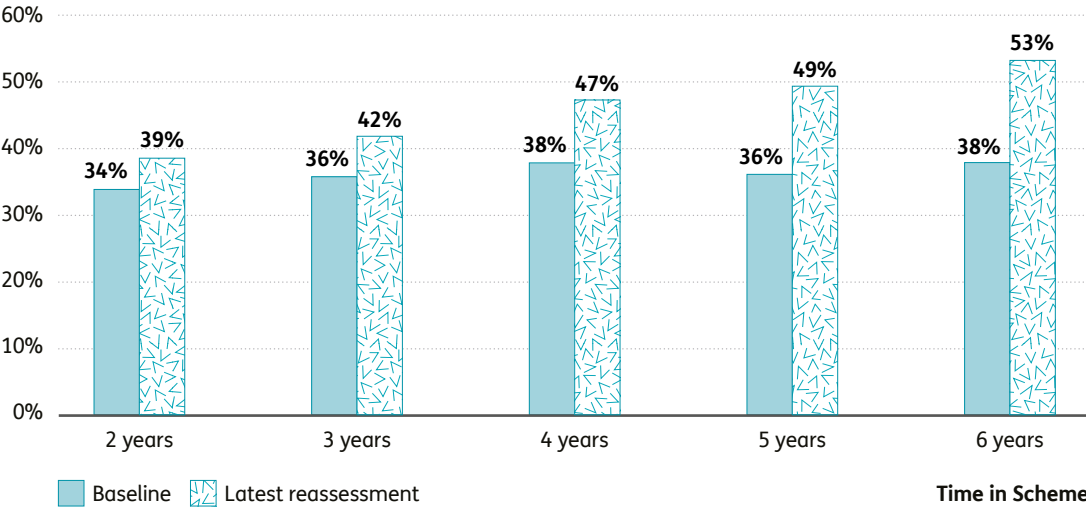
2.3 Participation in work and community and social activities

Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years

Participants aged 35 to 44 years



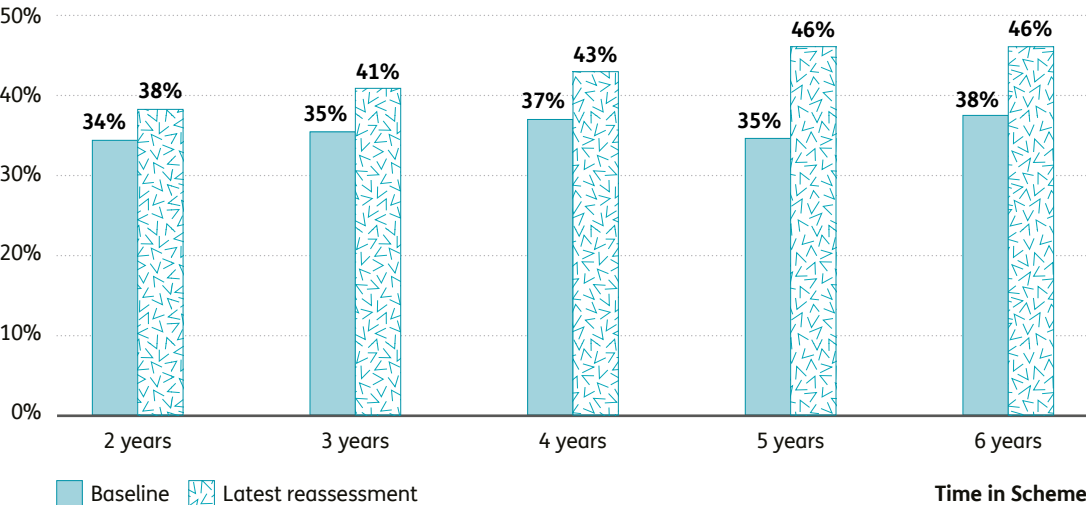
Participants aged 45 to 54 years



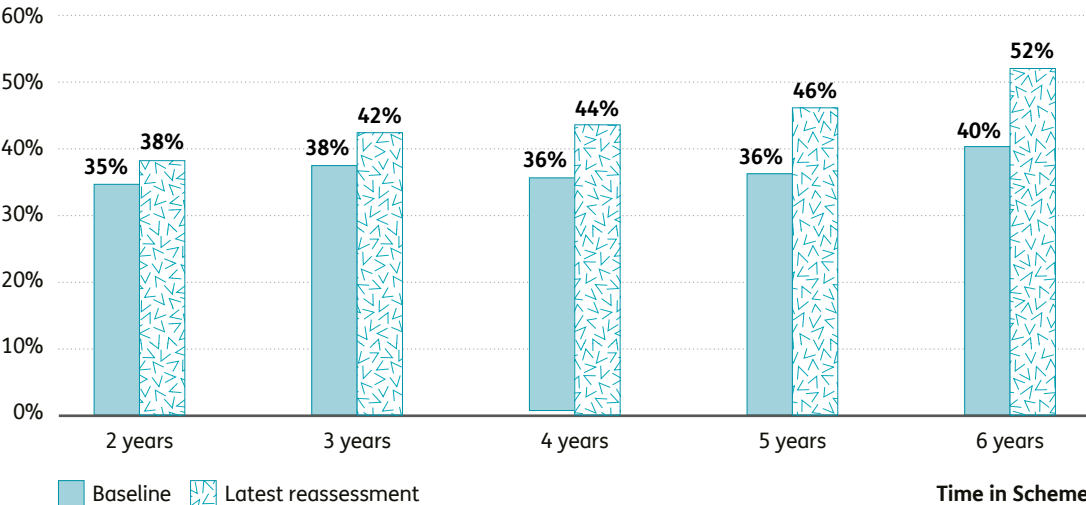
2.3 Participation in work and community and social activities

Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years

Participants aged 55 to 64 years



Participants aged 65 years and over

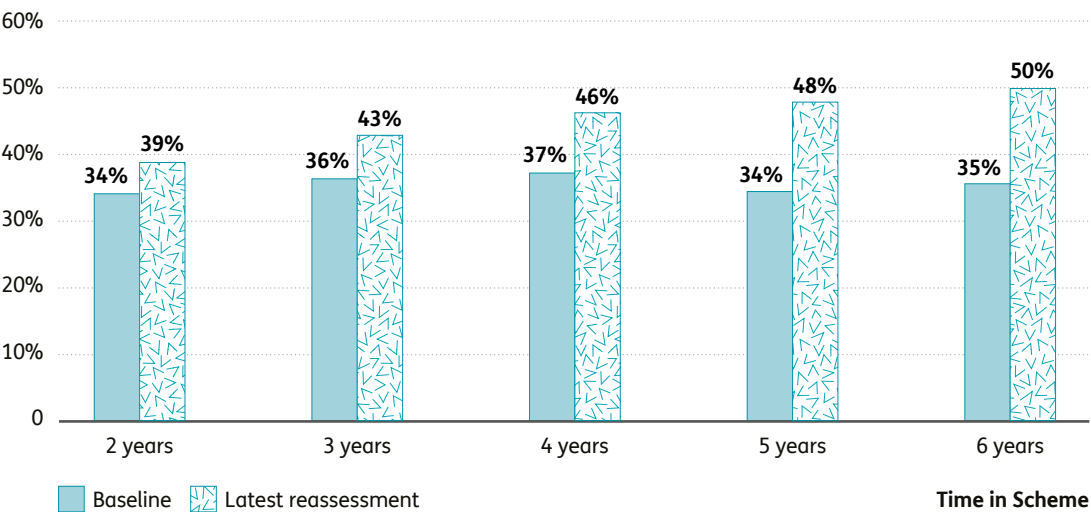


2.3 Participation in work and community and social activities

Combining all age groups, the increase for participants who have been in the Scheme for two years was five percentage points (from 34% to 39%), and the increase for participants who have been in the Scheme for six years is 15 percentage points (from 35% to 50%).

Change in the percentage of participants participating in social activities who have been in the Scheme for 2, 3, 4, 5 or 6 years

Participants aged 15 years and over



2.3 Participation in work and community and social activities

Participation in work (percentage in a paid job)

The percentage in a paid job for those in the Scheme for at least two years continues to be relatively stable overall. However, the percentage and the change over time in the Scheme, differs by age group, with an increase in employment for those in the 15 to 24 year age group, while employment remains stable or declines for all other age bands.

Specifically, comparing responses at the most recent plan reassessment (between two to six years after entry) with responses at Scheme entry²⁸:

- **eleven** percentage point increase from **11%** to **22%** for participants aged 15 to 24 years.²⁹
- **one** percentage point increase from **28%** to **29%** for participants aged 25 to 34 years.
- **one** percentage point decrease from **28%** to **27%** for participants aged 35 to 44 years.
- **two** percentage point decrease from **25%** to **23%** for participants aged 45 to 54 years.
- **four** percentage point decrease from **19%** to **15%** for participants aged 55 to 64 years.³⁰
- **four** percentage point decrease from **13%** to **9%** for participants aged 65 years and older.³¹
- **one** percentage point increase from **21%** to **23%** for participants aged 15–65 years

The overall result of 23 per cent compares to a 2022–23 target of 26 per cent.

²⁸ Figures have been rounded to the nearest whole percentage.

²⁹ Some of the increase is due to participants leaving school and starting work. As the Scheme matures it will be possible to analyse the extent to which the percentage gap increases.

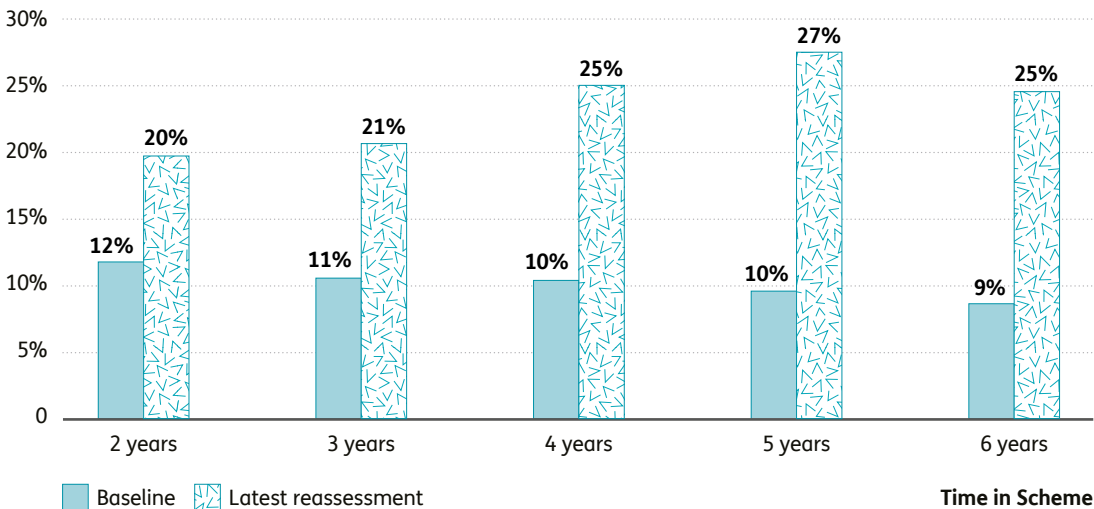
³⁰ Some of the decrease for older age groups is due to participants retiring from the workforce.

³¹ Ibid.

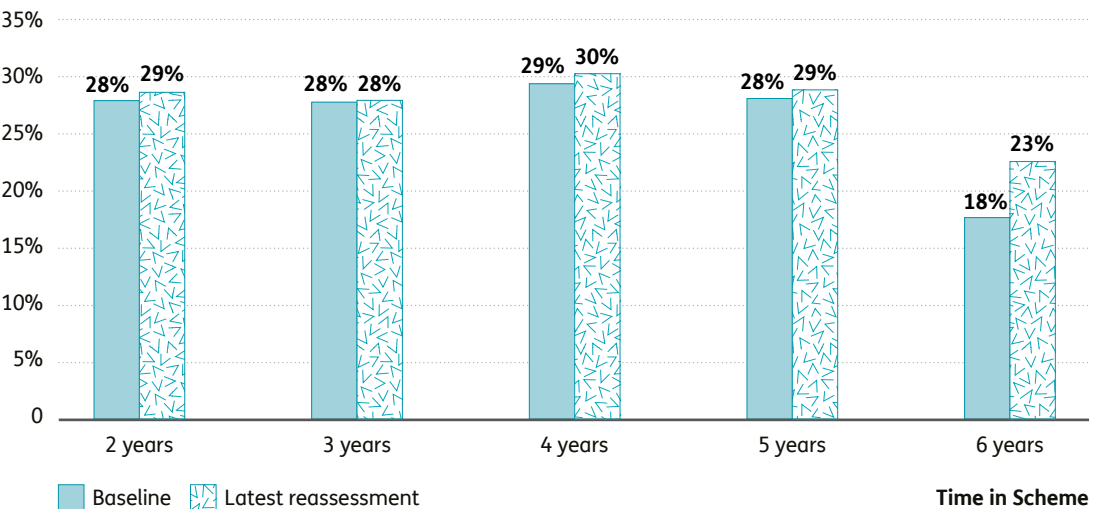
2.3 Participation in work and community and social activities

Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years

Participants aged 15 to 24 years



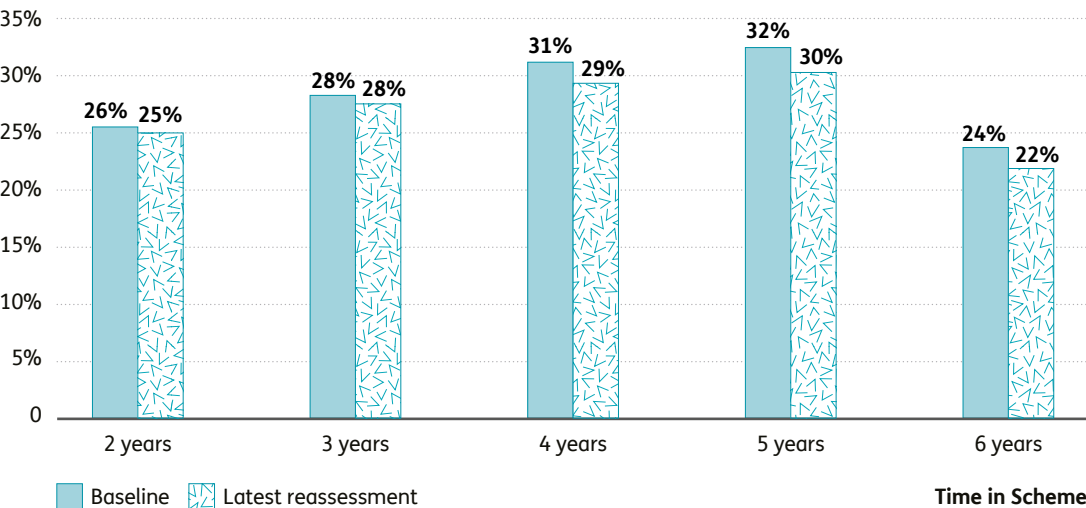
Participants aged 25 to 34 years



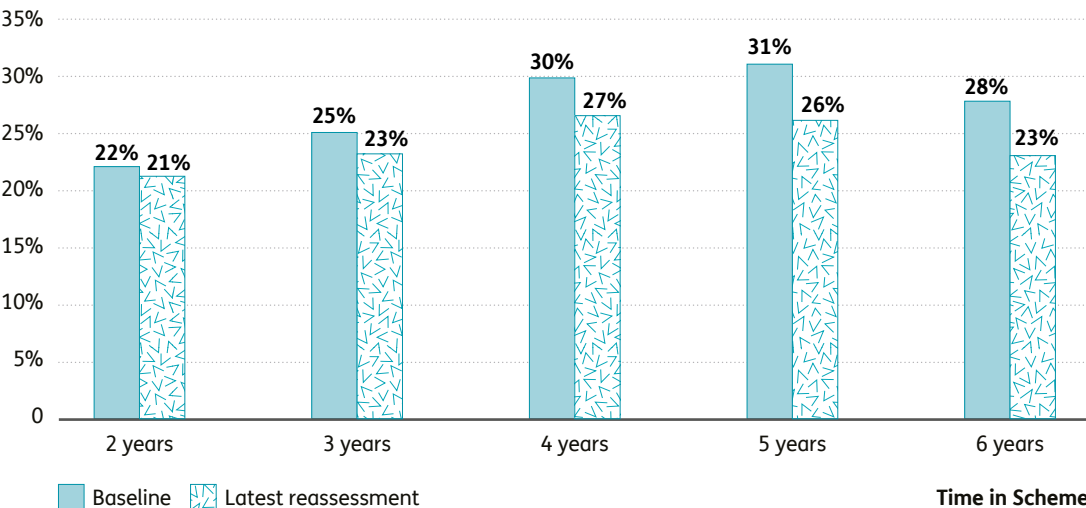
2.3 Participation in work and community and social activities

Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years

Participants aged 35 to 44 years



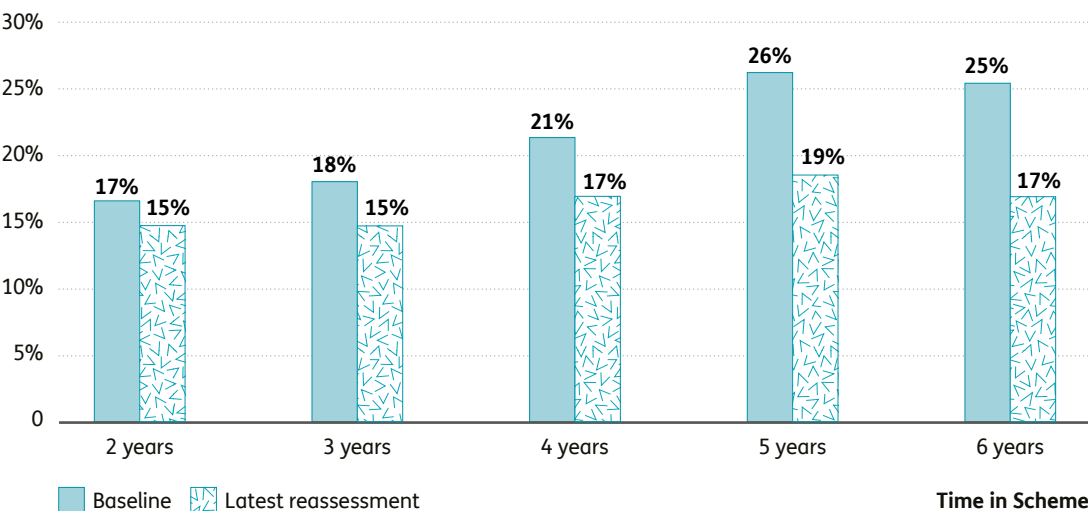
Participants aged 45 to 54 years



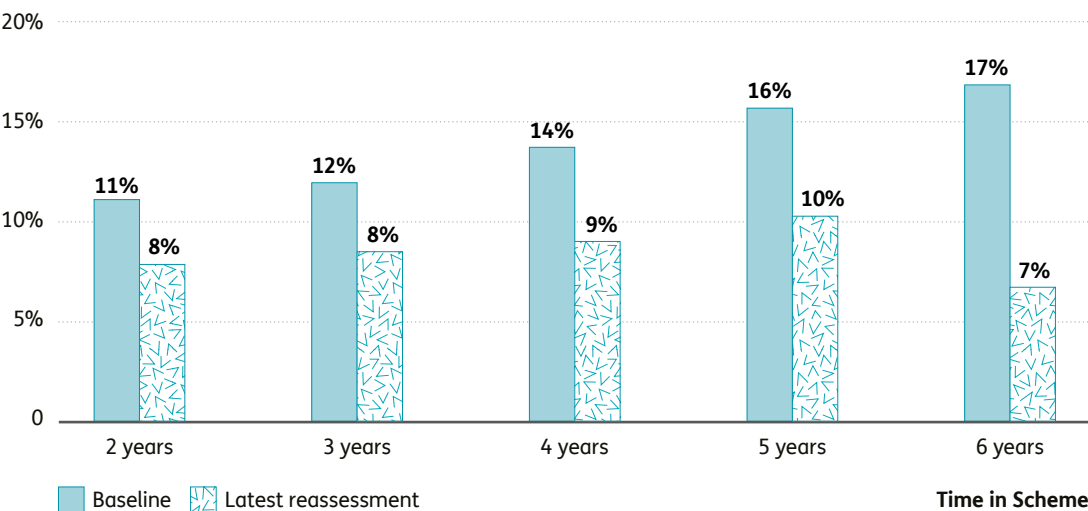
2.3 Participation in work and community and social activities

Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years

Participants aged 55 to 64 years



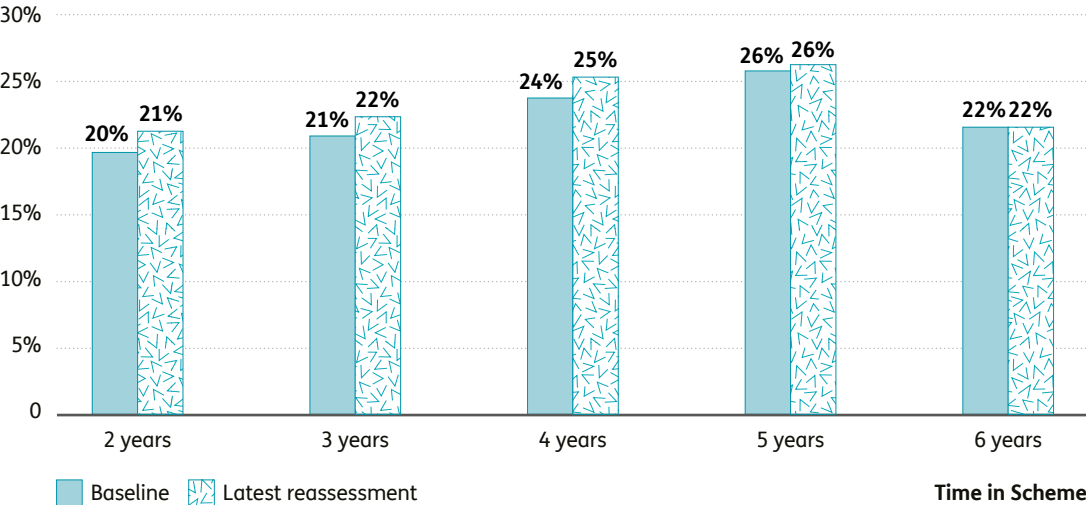
Participants aged 65 years and over



2.3 Participation in work and community and social activities

Change in the percentage of participants in work who have been in the Scheme for 2, 3, 4, 5 or 6 years

Participants aged 15 to 64 years



2.3 Participation in work and community and social activities

NDIS Participant Employment Strategy

The NDIS Participant Employment Strategy and 2021–22 Participant Employment Action Plan concluded in December 2022. In setting priorities for 2023 and beyond, the Agency will:

- Review the outcomes over the last three years to assess progress.
- Confirm the Agency's commitment to improving employment outcomes for participants and responding to the changed employment landscape.
- Develop an Action Plan for 2023, to maintain our focus on employment outcomes.

Consultation with key stakeholders including the NDIA Participant Reference Group has commenced and further consultation on the development of the Action Plan for 2023 is planned for early 2023. The Action Plan will be underpinned by greater alignment with the Australian Disability Strategy and the Department of Social Services Employ My Ability – Disability Employment Strategy, both released in 2021.

Building aspiration for employment and achieving outcomes remains a key focus for the NDIA.

- There has been an increase in employment goals in participant's plans to 37% as at 30 June 2022.
- For participants aged 19 to 24 years, employment goals in participant's plans have increased to 59% as at 30 June 2022.
- The participant employment rate has increased to 23% for people who have been in the Scheme for two or more years.

2.3 Participation in work and community and social activities

Sharing key insights on employment supports for young participants

In October 2022, the Agency published the School Leaver Participants Employment Survey Outcomes Report detailing the experience of participants who received school leaver employment supports in 2018 and/or 2019. The report is based on the results of a survey to understand participant's experience of these supports, the outcomes they achieved and how they think supports could be improved.

The first Provider Quarterly Report – School Leaver Employment was also published in October 2022 and contains the aggregated data received from Providers from January to December 2021. The Provider Quarterly Report will be released on a regular basis to provide valuable insights on participants experience and outcomes achieved and the factors that contributed towards positive employment outcomes.

- Improved guidance for participants and providers on expected outcomes of support.
- Alignment with best practice principles.
- Better planning conversations about participants' employment goals.

Improving pathways from school to work

The Agency's Codesign and Engagement teams have worked in partnership with State and Territory education departments to deliver 33 Pathways to Post School Life information sessions across the country.

These sessions assist students with disability, their parents and carers and education professionals to understand the NDIS and mainstream supports available to help young people to successfully transition from school to work. They also facilitate connections with Local Area Coordinator partners to ensure people can navigate and connect to appropriate supports.

2.4 Perceptions of whether the NDIS has helped

Participants have positive perceptions across most domains and for the different age groups. However, the percentage of positive responses varies by domain and age group.

At each plan reassessment, participants are asked whether the NDIS has helped with areas related to each domain. For these questions, longitudinal change is measured from first plan reassessment, since the Scheme has not had an opportunity to help at baseline. Results shown in this section compare responses provided at the first plan reassessment with those from later reassessments, for participants entering the Scheme since 1 July 2016 and who have been in the Scheme for at least two years.

Participant choice and control

The choice and control metric for participants aged 15 and over is based on the question “Has the NDIS helped you have more choices and more control over your life?” Positive perceptions of whether the NDIS has helped with choice and control have increased for the latest reassessment compared to the first reassessment across all age bands. Older participants tend to have higher levels of satisfaction. Specifically, the percentage who think that the NDIS has helped them have more choice and more control over their life showed:

- **nine** percentage point increase from **61%** to **70%** for participants aged 15 to 24 years
- **eleven** percentage point increase from **66%** to **77%** for participants aged 25 to 34 years
- **ten** percentage point increase from **69%** to **78%** for participants aged 35 to 44 years
- **ten** percentage point increase from **69%** to **79%** for participants aged 45 to 54 years
- **ten** percentage point increase from **71%** to **81%** for participants aged 55 to 64 years
- **eleven** percentage point increase from **71%** to **82%** for participants aged 65 years and older.

Overall, for participants aged 15 and over, there has been a ten percentage point increase, from 66% to 77%, which compared to a 2022–23 target of 75%.

2.4 Perceptions of whether the NDIS has helped

Other “Has the NDIS helped?” questions

For children aged from birth to before starting school, results have improved across all domains.

The following tables show the percentages responding positively at first review and at latest review, as well as the change between the two time points.

- Improvements were slightly stronger for fitting into family and community life.
- For children aged from starting school to age 14, results are generally less positive than for the younger age group but show stronger improvement over time.

“Has the NDIS helped?” – participants aged from birth to before starting school³²

Domain	First review %	Latest review %	Percentage point change
Daily living: child’s development	91	94	+3
Daily living: access to specialist services	91	95	+3
Choice and control (child’s ability to communicate what they want)	83	86	+4
Relationships (fitting into family life)	77	83	+6
Social, community and civic participation (fitting into community life)	63	70	+7

³² Figures in this section have been rounded to the nearest whole percentage.

2.4 Perceptions of whether the NDIS has helped

“Has the NDIS helped?” – participants from starting school to age 14

Domain	First review %	Latest review %	Percentage point change
Daily living (independence)	61	73	+12
Lifelong learning (access to education)	41	50	+9
Relationships (with family and friends)	50	60	+10
Social, community and civic participation (social and recreational life)	45	53	+8

2.4 Perceptions of whether the NDIS has helped

“Has the NDIS helped?” – participants aged 15 to 24

Domain	First review %	Latest review %	Percentage point change
Choice and control	61	70	+9
Daily living	60	72	+12
Relationships	50	54	+4
Home	22	21	–1
Health and wellbeing	43	50	+7
Lifelong learning	36	37	+1
Work	18	17	–1
Social, community and civic participation	55	62	+7

The largest improvement over time in the Scheme has been observed for the daily living domain (+12 percentage point change). Strong improvements have also been observed for choice and control (+9), relationships (+4), health and wellbeing (+7) and social, community and civic participation (+7). Lifelong learning showed a marginal increase (+1), and there were slight declines for home and work.³³

³³ Figures in this section have been rounded to the nearest whole percentage.

2.4 Perceptions of whether the NDIS has helped

For participants aged 25 years and over, perceptions tend to be more positive than for those aged 15 to 24, and the older adult group also shows a stronger improvement over time.

“Has the NDIS helped?” – participants aged 25 and over

Domain	First review %	Latest review %	Percentage point change
Choice and control	69	79	+10
Daily living	72	84	+12
Relationships	52	62	+10
Home	30	35	+5
Health and wellbeing	51	61	+10
Lifelong learning	30	32	+2
Work	19	19	0
Social, community and civic participation	59	69	+10

The largest improvements over time in the Scheme have been observed for daily living (+10 percentage point change), and choice and control (+12). Strong improvements have also been observed for relationships (+10), health and wellbeing (+10) and social, community and civic participation (+10). By contrast with the younger adult group, there was an improvement for the home domain (+5). Similar to the younger adult group, lifelong learning showed a marginal increase (+2), and there was no material change for work.³⁴

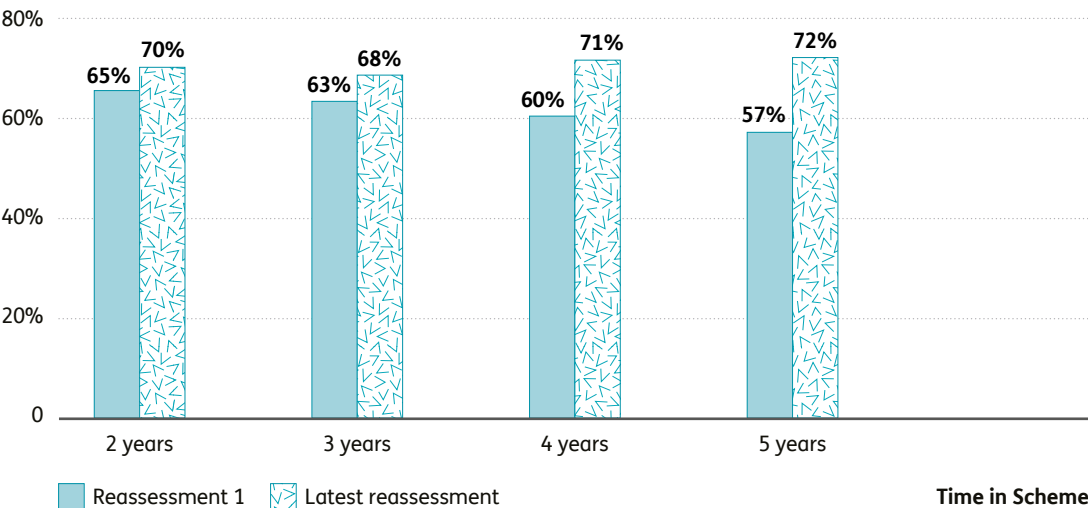
³⁴ Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.

2.4 Perceptions of whether the NDIS has helped

Responses tend to become more positive the longer a participant has been in the Scheme. Highlights include:

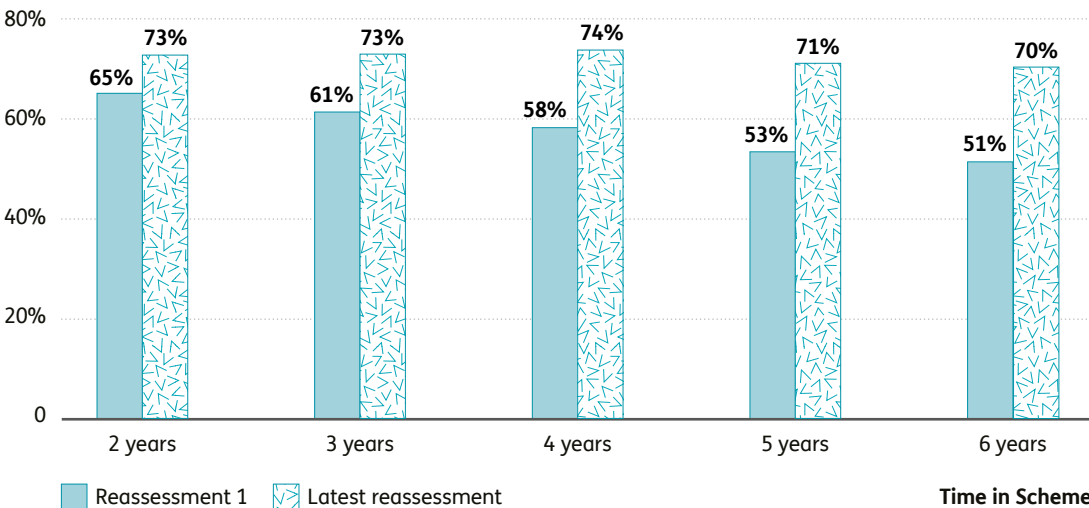
Has the NDIS improved how your child fits into community life?³⁵

For children aged 0 to before starting school



Has the NDIS helped your child to become more independent?

For children starting school to 14 years

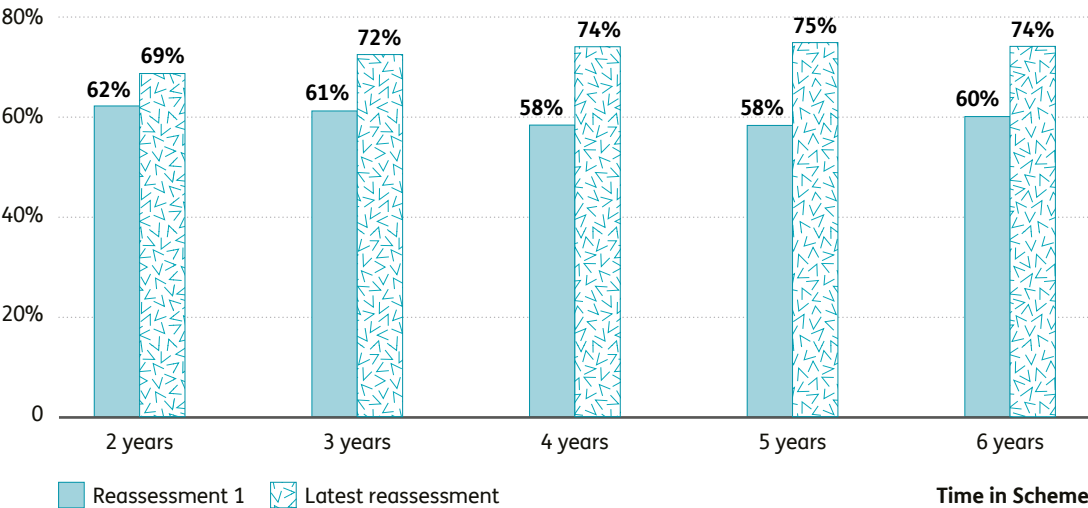


³⁵ There were not enough participants in the Scheme for 6 years for the result to be shown.

2.4 Perceptions of whether the NDIS has helped

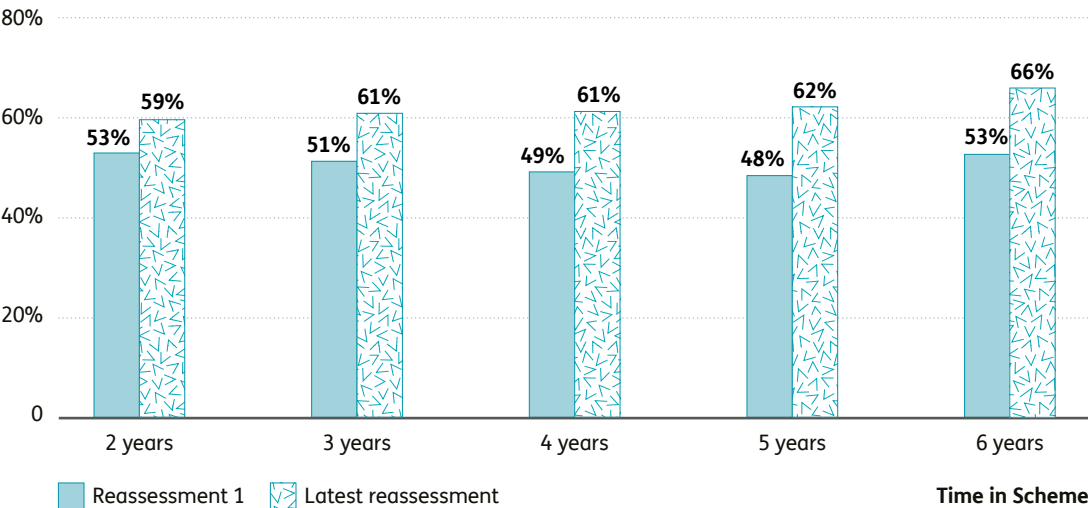
Has the NDIS helped you with daily living activities?

For young adults aged 15 to 24 years



Has your involvement with the NDIS improved your health and wellbeing?

For adults aged 25 years and over



Section three:

Participant experience



3

3.1 Participant Service Improvement Plan



The NDIA is committed to improving service for NDIS participants.

Progress is being made against the Participant Service Improvement Plan deliverables.

The NDIA has a number of activities underway as part of the Participant Service Improvement Plan (SIP). A list of these activities and information about the commitments and progress can be found in the quarterly report.

The highlights for this quarter include:

SIP Commitment	What have we delivered?
We will have new systems to make sure providers are paid promptly and accurately, so your support is not interrupted	The NDIA have enhanced controls and processes as part of the claims and payments build of the new ICT system. This quarter, the controls for core budget claims have been implemented, and there have been some improvements to payment issues associated with service bookings in the ICT system. The NDIA will continue to provide ongoing enhancements to ensure support is uninterrupted for participants.

3.2 Participant Service Guarantee

The latest quarter shows notable improvements in the service standard experience across a number of the measurable PSG metrics.

Performance against the service standards – December 2022

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the December 2022 quarter	Comparison to target of 95%	Change from last quarter	Comparison to target of 95%	Change from last quarter
1	General	Explain a previous decision, after a request for explanation is received	28 days	99%	●	↔	● 95% and over	↑ More than 3 percentage points higher
2	Access	Make an access decision, or request for more information, after an access request has been received	21 days	100%	●	↔	▲ 85%–95%	↔ Within 3 percentage points
3	Access	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	97%	●	↔		
4	Access	Make an access decision, after more information has been provided.	14 days	99%	●	↔	■ Less than 85%	↓ More than 3 percentage points lower
5	Planning	Commence facilitating the preparation of a plan, after an access decision has been made	21 days	96%	●	↔		
6	Planning	Approve a participant's plan, after an access decision has been made (excludes those Early Childhood Approach that have received initial supports)	56 days	95%	▲	↔		
7	Planning	Approve a plan for ECA participants, after an access decision has been made	90 days	98%	●	↔		









3.2 Participant Service Guarantee

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the December 2022 quarter	Comparison to target of 95%	Change from last quarter
8	Implementation	Offer to hold a plan implementation meeting, after the plan is approved	As soon as reasonably practical ³⁶	Reporting will commence in the second half of 2023		
9	Implementation	If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	● 95% and over	↔ Within 3 percentage points
10	Implementation	Provide a copy of the plan to a participant, after the plan is approved	7 days	Reporting will commence in the second half of 2023	▲ 85%–95%	↓ More than 3 percentage points lower
11	Plan reassessment	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	77%*	■ Less than 85%	↓ More than 3 percentage points lower
12	Plan reassessment	Decide whether to undertake a Participant Requested Plan reassessment, after the request is received	21 days	81%	■ Less than 85%	↓ More than 3 percentage points lower
13	Plan reassessment	Complete a reassessment, after the decision to accept the request was made	28 days	71%	■ Less than 85%	↑ More than 3 percentage points higher
14	Plan variations	Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	94%	▲ 85%–95%	↔ Within 3 percentage points

* Note: The NDIA's new participant check-in process ensures that every scheduled reassessment begins with a contact from the planner or partner to discuss reassessment options well before any scheduled reassessment date. Plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support. That is, participants do not stop receiving supports

³⁶ The average (mean) timeframe for this Participant Service Guarantee metric is 19 days and the median is 3 days.

3.2 Participant Service Guarantee

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the December 2022 quarter	Comparison to target of 95%	Change from last quarter	Comparison to target of 95%	Change from last quarter
15	Plan variations	Amend a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	97%		↑	 95% and over	↑ More than 3 percentage points higher
16	Plan variations	Provide a copy of the plan to a participant, after the plan is amended	7 days	Reporting will commence in the second half of 2023			 85%–95%	↔ Within 3 percentage points
17	Reviewable decisions	Complete an internal Review of a Reviewable Decision, after a request is received	60 days	95%		↔	 Less than 85%	↓ More than 3 percentage points lower
18	Reviewable decisions	Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	97%		↔		
19	Nominee	Cancel participant requested nominee	14 days	100%		↔		
20	Nominee	Cancel CEO initiated nominee	14 days	100%		↔		

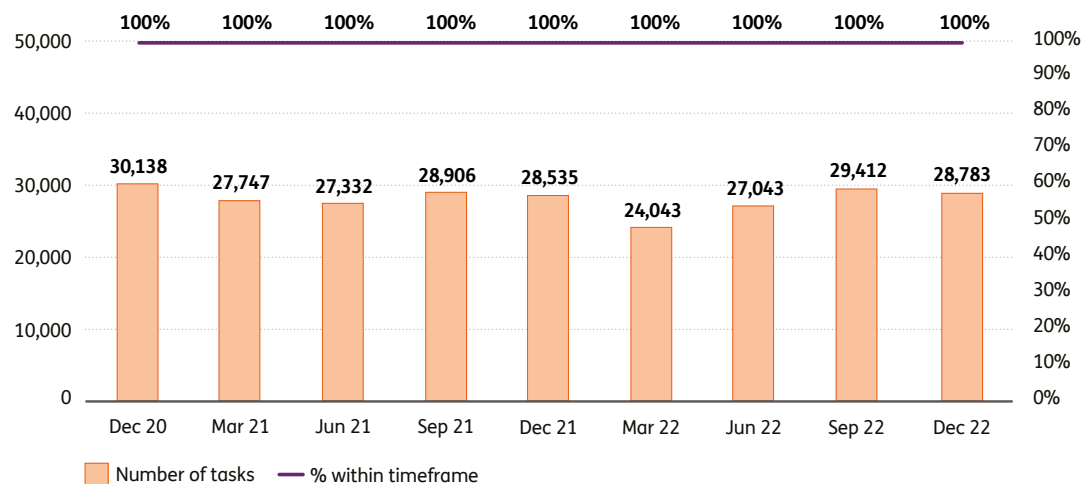
3.2 Participant Service Guarantee

Key trends in PSG metrics

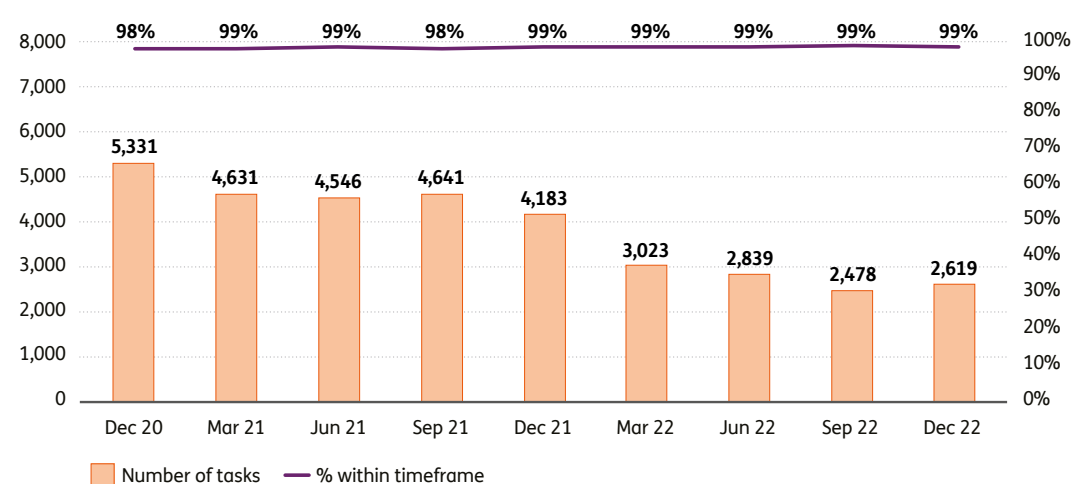
The NDIA has consistently been meeting PSG timeframes for access decisions and first plan approvals (for those aged 0 to 6 years) over the last few quarters, and there has been marked improvement compared to 2020. In the latest quarter, there have been further improvements in meeting the target timeframes for planning, plan reassessments and reviewable decisions.

Access decisions

PSG 2 – Access decision made, or further information requested, after receiving access request



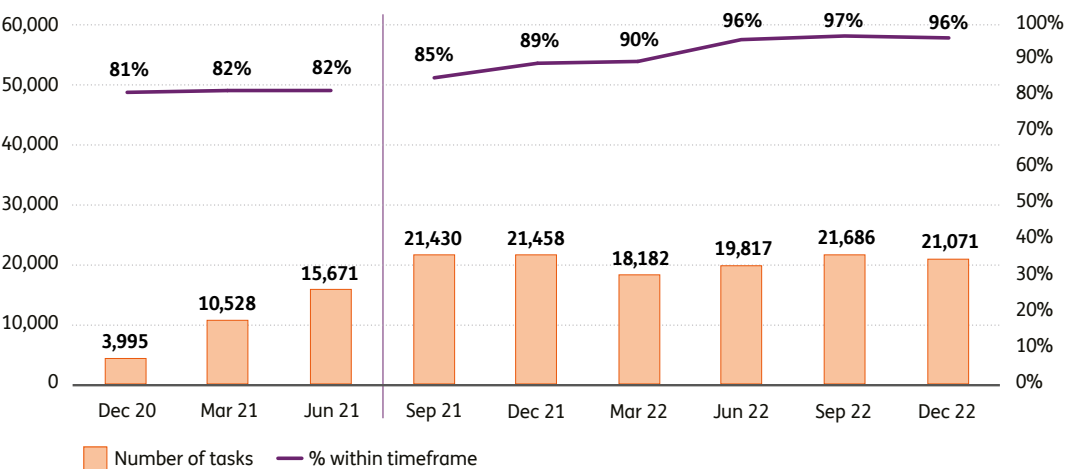
PSG 4 – Make an access decision, after the final information has been provided



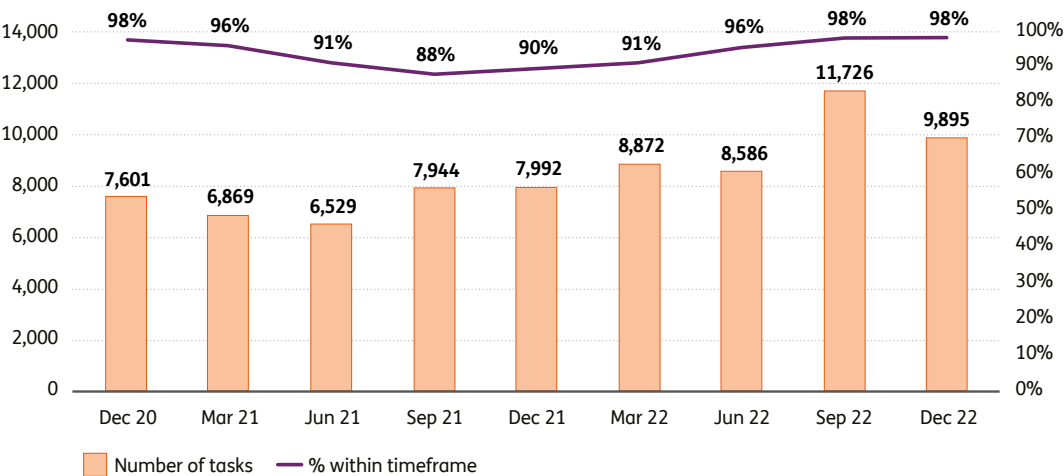
3.2 Participant Service Guarantee

Planning

PSG 5 – Commence facilitating the preparation of a plan, after an access decision has been made³⁷



PSG 7 – First plan approved after access decision has been made, 0 to 6 years

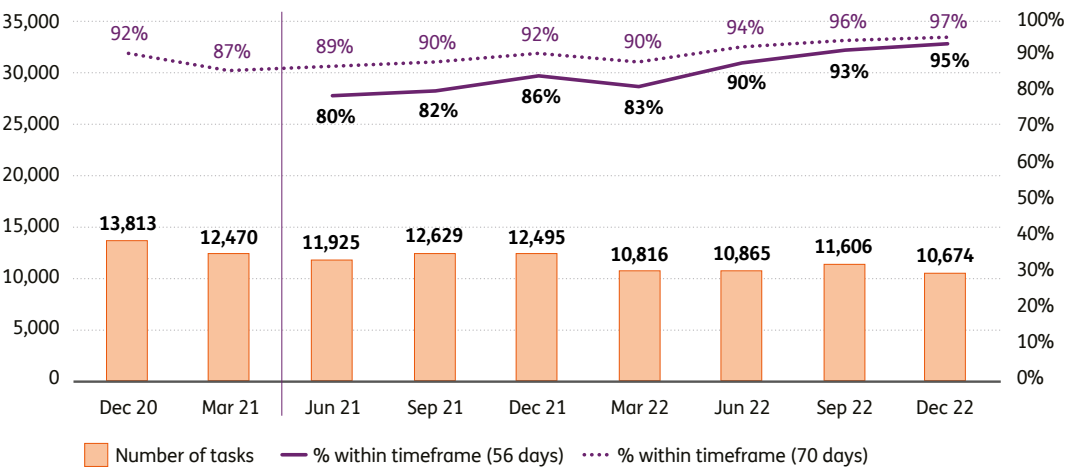


³⁷ New business processes have been implemented from December 2020 and again from July 2021.

3.2 Participant Service Guarantee

Planning

PSG 6 - First plan approved after access decision has been made, 7+ years³⁸



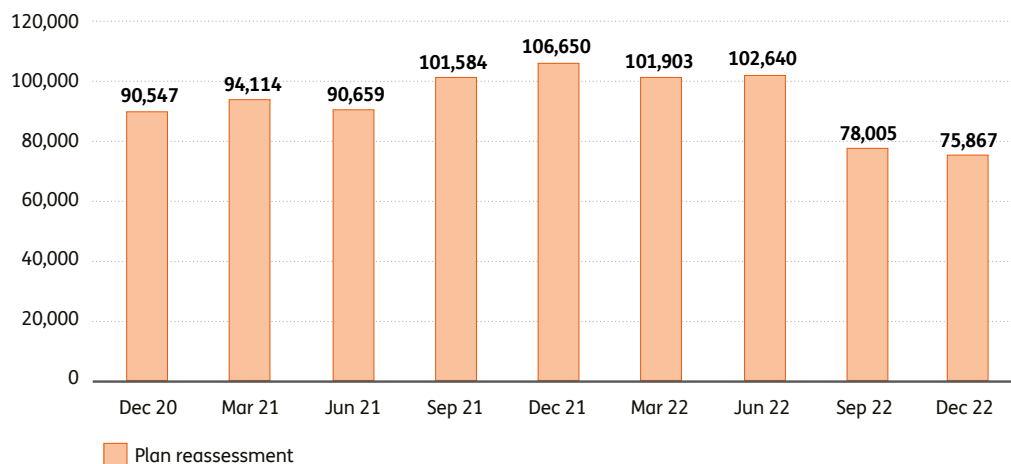
³⁸ The target timeframe for this metric has been reduced from 70 to 56 days in early 2021.

3.2 Participant Service Guarantee

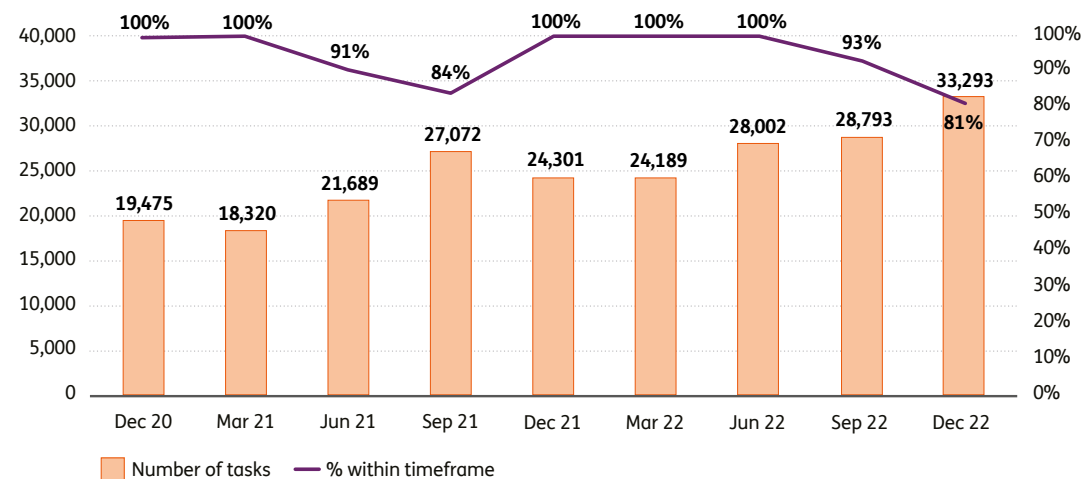
There were 75,867 plan reassessments conducted in the December 2022 quarter. There has been a reduction of plan reassessments from the September 2022 quarter due to a plan continuation strategy involves communicating with the participant to ensure there have been no significant changes in circumstance and that the participant agrees with this approach. This has led to a lower volume of plan reassessments in the quarter.

Plan reassessment³⁹

Number of plan reassessments by quarter⁴⁰



PSG 12 – Decision made to undertake PRR after request is received



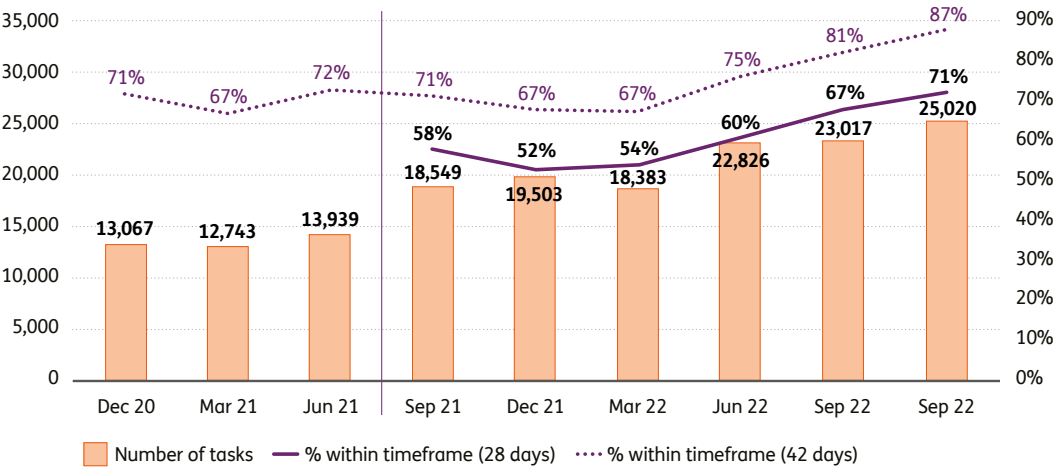
³⁹ Plan Reviews are now referred to as Plan Reassessments in line with the amendments to the NDIA legislation which came into effect on 1 July 2022.

⁴⁰ Short plans (plans with duration less than or equal 30 days) have been excluded. The number of plan reassessments in historical periods have been updated with retrospective data changes.

3.2 Participant Service Guarantee

The target PRR timeframe was reduced from 42 days to 28 days from the September 2021 quarter and there has been a consequent reduction in service level met. The PRR timeframes have increased since the March 2022 quarter and have reached 71% as at December 2022 based on the 28-day target timeframe, and 87% based on the 42-day target timeframe.

PSG 13 – PRR completed after decision made to undertake reassessment⁴¹



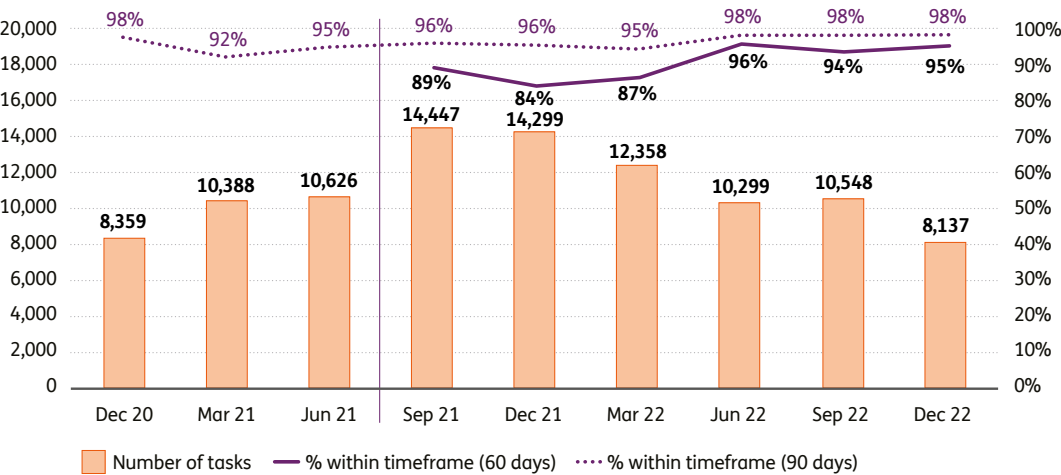
⁴¹ In most cases, the results from September 2021 onwards are based on a 28-day timeframe but the results prior to September 2021 are based on a 42-day timeframe.

3.2 Participant Service Guarantee

Reviewable decisions

The target timeframe for completing a Review of a Reviewable Decision (RoRD) was reduced from 90 days to 60 days from the September 2021 quarter and there has been a consequent reduction in service level met. However, there has been a notable improvement since the December 2021 quarter. The December 2022 quarter has 95% of RoRDs, within the target timeframe of 60 days, on par with levels based on the 90-day timeframe.

PSG 17 – Complete RoRDs after request is received⁴²



⁴² In most cases, the results from September 2021 onwards are based on a 60-day timeframe but the results prior to September 2021 are based on a 90-day timeframe.

3.2 Participant Service Guarantee

Service standards for the National Contact Centre

Service type	Description of the service being guaranteed	Performance
General	Our NCC will answer 80% of calls within 60 seconds.	60% on average throughout the December 2022 quarter (Section 3.4 in this report discusses this further).

Service standards for complaints

Service type	Description of the service being guaranteed	Performance
Complaints	Resolve 90% of complaints within 21 days after we receive it. More complex complaints may take longer to address.	88% in the December 2022 quarter.

3.2 Participant Service Guarantee

Home and Living decisions

The end-to-end process duration for Home and Living applications tracks the time taken from receipt of a Home and Living application form through to plan implementation.⁴³

- In the December 2022 quarter, **7,512** Home and Living applications were closed or implemented⁴⁴ and **72%** were finalised within 90 days. This compares with 8,620 applications closed or implemented in the September 2022 quarter.
- At 31 December 2022, **3,188** applications remained in-progress, a net decrease of **251** applications compared with September 2022. **2,614** in progress applications were waiting for a decision from a Home and Living delegate,⁴⁵ while a further **574**⁴⁶ were waiting for supports to be implemented in a plan.
- Approximately **4%** of the open applications have been in progress for 90 days or more, a decrease from 5% as at 30 September 2022. The number of in-progress applications awaiting plan implementation for 90 days or more has increased from 116 applications in September 2022 to **141** applications as at 31 December 2022.
- At 31 December 2022, **56%** or **1,792** open applications have been flagged as relating to PRR or RoRD requests.

⁴³ The time taken for Participants to respond to requests for further information (RFI) has been removed from the duration.

⁴⁴ An application is considered closed if an application is cancelled or rejected, a Participant is declined all Home and Living supports, or an application won't progress to implementation (e.g. deceased, Participant chooses not to proceed etc.). An application is considered implemented once a Participant has a new approved Plan.

⁴⁵ 83 out of the 2,614 applications the NDIA is waiting on additional information from Participants.

⁴⁶ The Operations and Support Division are continuing to investigate open applications to ensure next steps are underway for Participants as part of an ongoing process.

3.2 Participant Service Guarantee

Numbers of Home and Living Applications by stage in the Plan Implementation process

Cohort	Last period number	New requests in period	Closed in period	On-hold end of period ⁴⁷	Open end of period number		
					Awaiting delegate decision	Awaiting Plan Implementation	Total
H&L Applications	3,092	7,691	7,512	83	2,614	574	3,188 ⁴⁸

Number of Home and Living applications by time taken from application to Plan Implementation

Days	Duration of closed applications in period							Duration of open applications in period						
	no data ⁴⁹	<14 days	15 to 30 days	31 to 60 days	61 to 90 days	90+ days	Total	no data	<14 days	15 to 30 days	31 to 60 days	61 to 90 days	90+ days	Total
H&L Applications	1,812	1,175	1,269	2,285	687	284	7,512	–	870	1,148	785	244	141	3,188
%	24%	16%	17%	30%	9%	4%	100%	0%	27%	36%	25%	8%	4%	100%

⁴⁷ Applications where implementation will only occur at a later date or may not occur. Includes Participants in the CSN / Complex pathway, Participants awaiting a Hospital Discharge, YPIRAC /Aged Care, Voluntary Out of Home Care (VOOHC), Justice Involvement, AAT cases and unresolved s100 / s48 cases.

⁴⁸ There are 3,188 open home and living applications relating to 2,753 unique participants.

⁴⁹ Due to system limitations it is not possible to accurately capture timeframes for all closed applications. This limitation predominantly affects timeframes of cancelled applications.

3.2 Participant Service Guarantee

The NDIS is committed to making significant improvements to this metric, including reducing the number of outstanding 90+ day Home and Living requests to be in line with the performance target of all other Participant Service Guarantee metrics. This includes:

- Increasing the number of delegates to make Home and Living decisions.
- Increasing the number of staff on these panels to process the requests.

The NDIA is also continuing to streamline the end-to-end process with the intent of minimising the number of hand-offs which will result in an improvement in the overall timeframe.

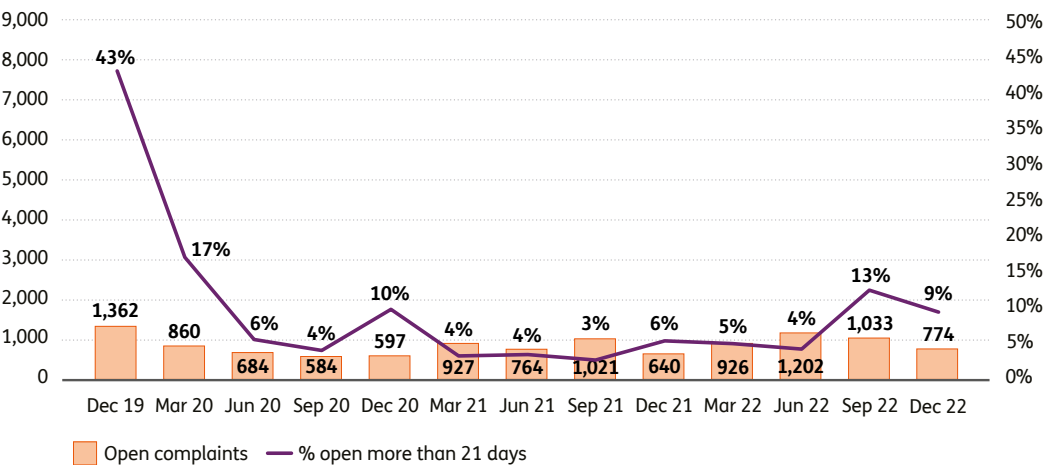
Number of open Home and Living applications by source and time taken from application to Plan Implementation

Application source	Duration of open applications in period					Total	%
	<14 days	<30 days	<60 days	<90 days	90+ days		
PRR	303	626	273	52	27	1,281	40%
RoRD	113	142	175	40	41	511	16%
AIPR	327	134	92	27	25	605	19%
Scheduled Plan Review (SPR)	127	246	241	120	35	769	24%
Missing	0	0	4	5	13	22	1%
Total	870	1,148	785	244	141	3,188	100%

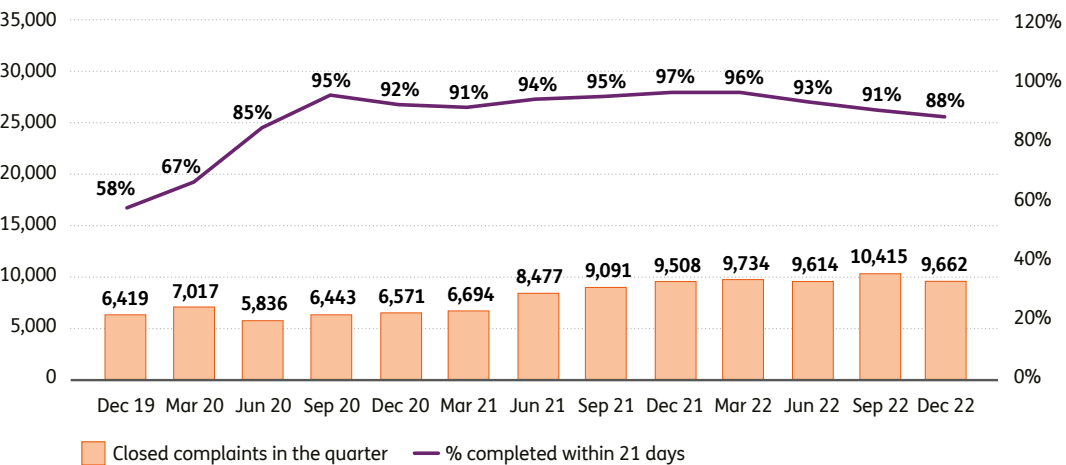
3.2 Participant Service Guarantee

Key trends in complaints, RoRDs, and AAT cases

Open complaints and % that have been open for more than 21 days⁵⁰



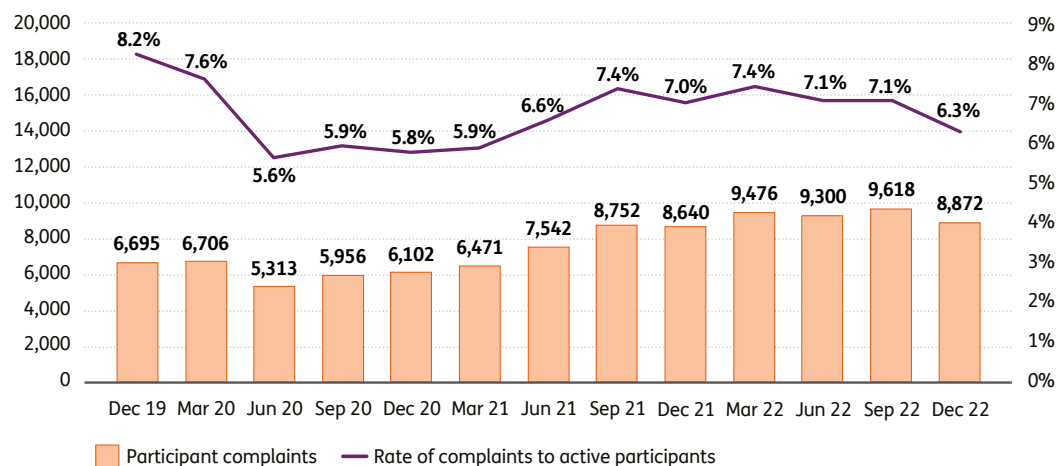
Closed complaints and % completed within 21 day timeframe



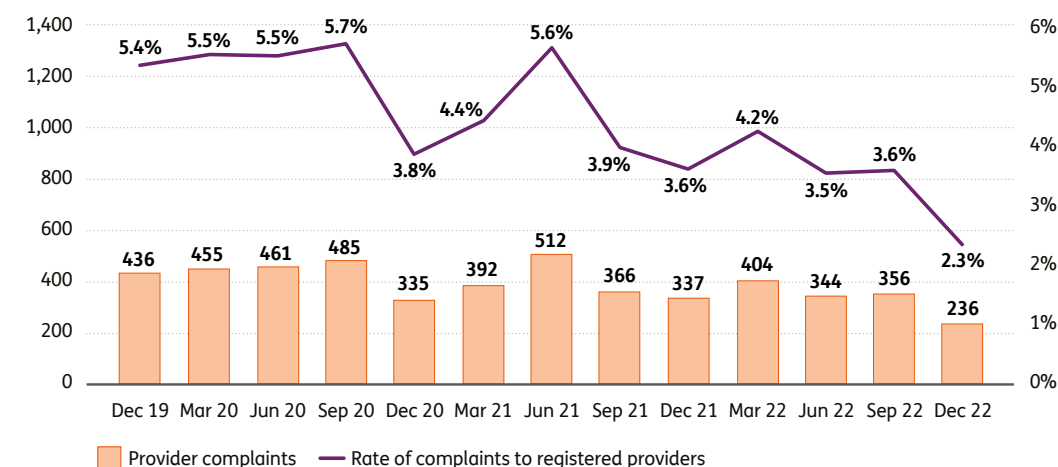
⁵⁰ The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

3.2 Participant Service Guarantee

Number and proportion of participant complaints over time⁵¹



Number and proportion of provider complaints over time⁵²

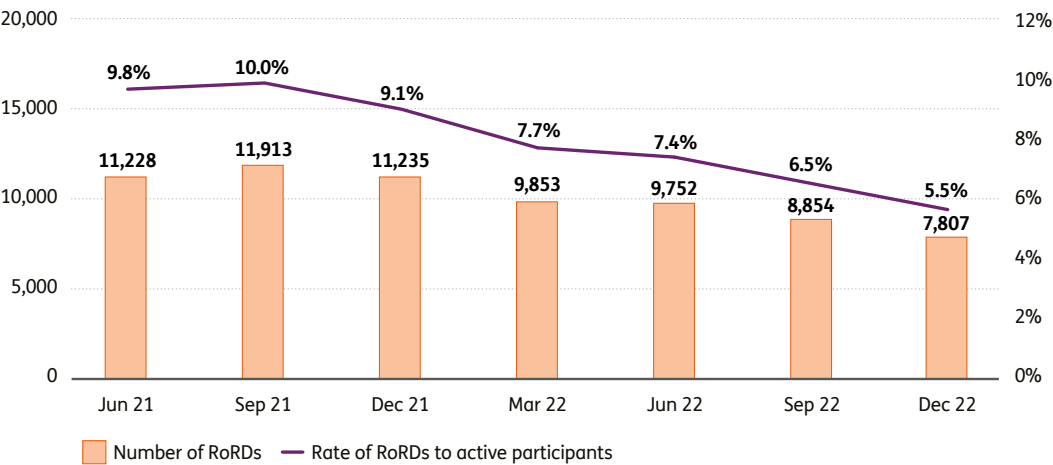


⁵¹ In the 'My Customer Requests' tile launched in October 2019, it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. Previously, the single source was often recorded as a participant regardless of whether a provider was associated with the complaint. As a result of using the 'My Customer Requests' tile, the number and rate of provider complaints increased in 2019–20 Q2.

⁵² Ibid.

3.2 Participant Service Guarantee

Request for a RoRD – quarterly trend⁵³

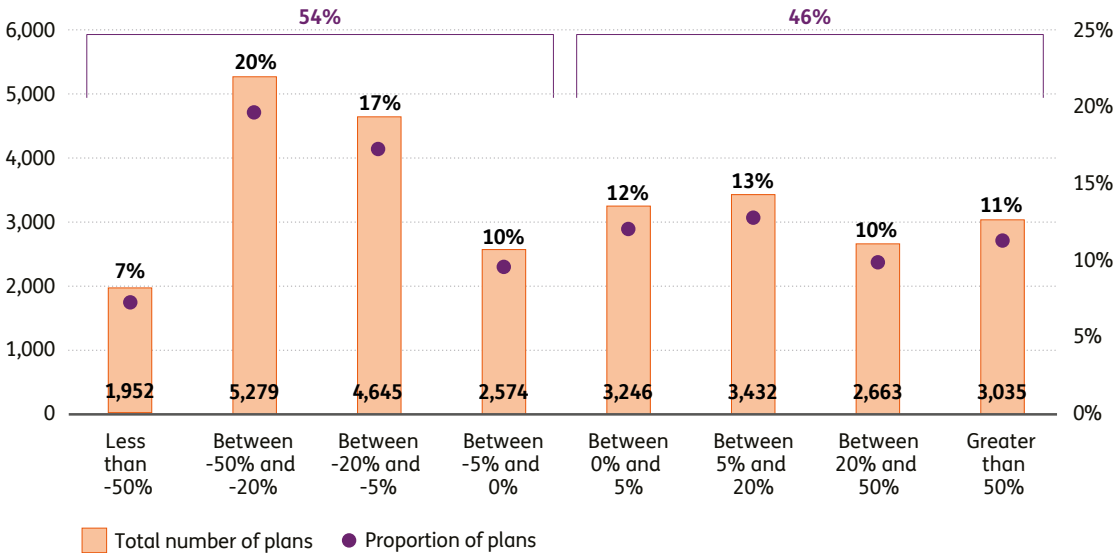


⁵³ The number of RoRDs have changed compared with the previous report. This is due to additional records which have been retrospectively added/removed from the underlying data. Work to include records entered in the off-system database as well as requests that have been recorded in the ICT system continues.

3.2 Participant Service Guarantee

Of the 39,266 RoRDs received over the last year, 26,826 (74%) related to plan reassessment decisions, with the remaining relating to first plan approvals and access decisions. In considering changes in the plan budgets for these plans resulting in a RoRDs, 54% had a decrease in plan budgets and 44% had an increase prior to the RoRD request.

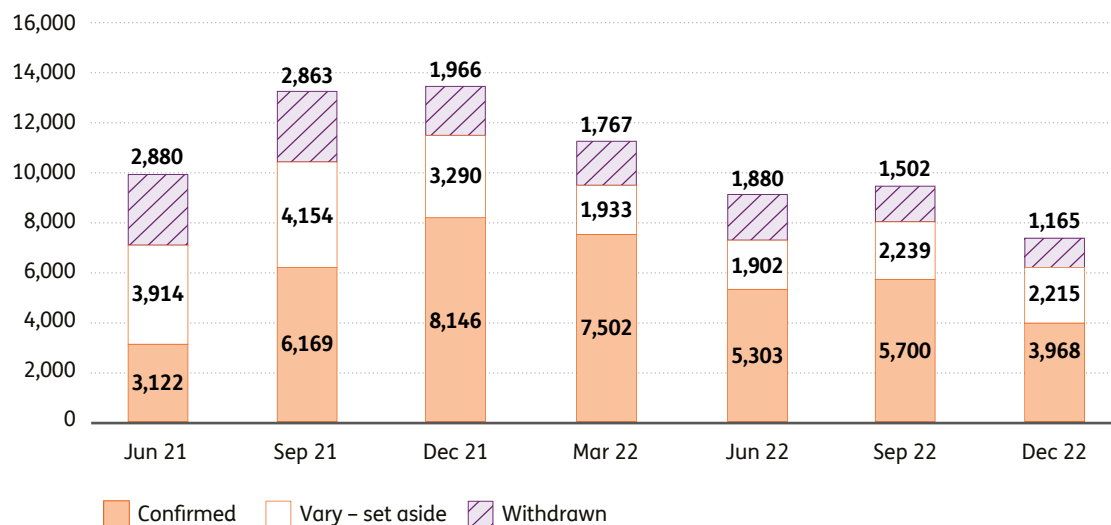
**Change in plan budgets for plans resulting in RoRDs received
(1 January 2022 to 31 December 2022)**



3.2 Participant Service Guarantee

There were 7,348 RoRDs closed in the December 2022 quarter with 1,165 requests withdrawn.⁵⁴ Of the remaining closed RoRDs, 3,968 confirmed the Agency's decision, meaning there was no change from the Agency's decision. Further, there were 2,215 decisions to amend or set aside the decision of the original decision maker. Decisions are often varied or set aside as further evidence is obtained during the review process.

Closed RoRDs by outcome – quarterly trend

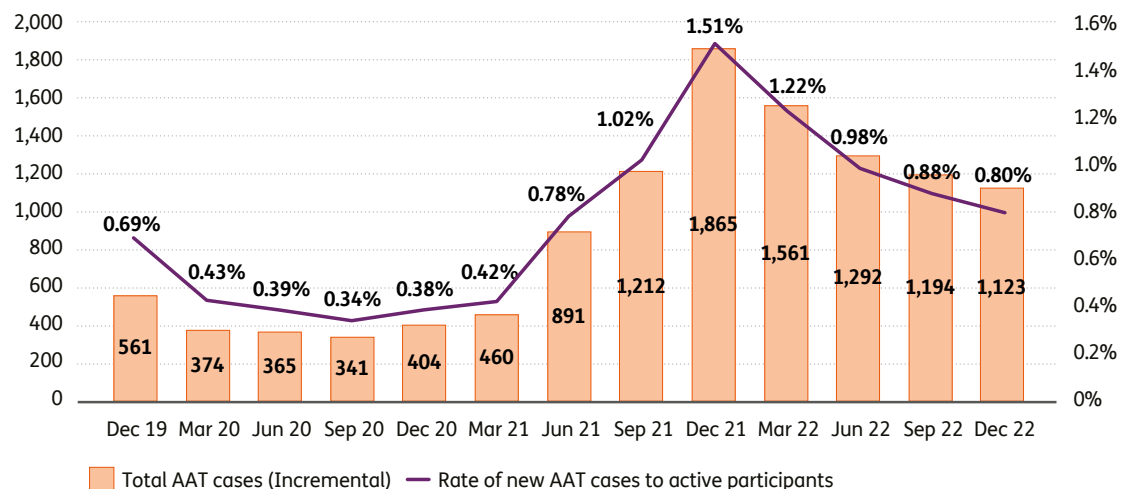


⁵⁴ The number of closed RoRDs have changed compared with the previous report. This is due to additional records which have been retrospectively added/removed from the underlying data. The data on RoRDs will be enhanced with the implementation of the new ICT system and will improve reporting on Internal RoRDs in future reports.

3.2 Participant Service Guarantee

There were 1,123 new AAT cases in the December 2022 quarter, relating to 1,105 participants. The number of new AAT cases (as a proportion of active participants) has decreased steadily over the last three quarters after a significant increase in the year to 31 December 2021. In the December 2022 quarter the rate decreased to 0.80% and has decreased since the December peak of 1.51%.^{55,56}

Number and proportion of new AAT cases over time



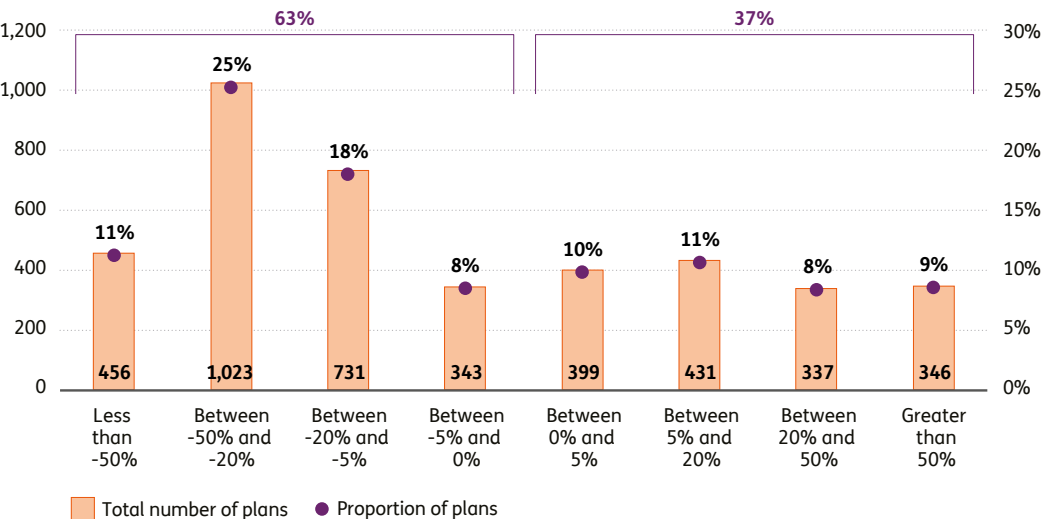
⁵⁵ As part of the AAT process, it is not uncommon for new requests to be made and for new evidence to be provided by applicants while their matters are in progress. This contributes to NDIS decisions being varied in the AAT.

⁵⁶ Further information about the AAT process can be found on the AAT website: <https://www.aat.gov.au/apply-for-a-review/national-disability-insurance-scheme-ndis/can-we-help>

3.2 Participant Service Guarantee

There were 4,066 plan reassessments that led to an AAT case in the last year. In considering changes in the plan budgets for these plans resulting in an AAT case, 63% had a decrease in plan budgets prior to applying to the AAT and 37% had an increase.

Change in plan budgets for plans resulting in an AAT case received in this calendar year (1 January 2022 – 31 December 2022)



There have been **10,621** AAT cases closed since the commencement of the NDIS. Of those cases, **10,370** were resolved before a hearing, with the remaining **251** progressing to (substantive) hearing and receiving a decision on a substantive legal issue. Of the cases no longer before the AAT, approximately 64 per cent were resolved by agreement, 31 per cent were withdrawn by the applicant or dismissed by the AAT and two per cent proceeded to a (substantive) hearing.⁵⁷

AAT cases by open/closed and decision

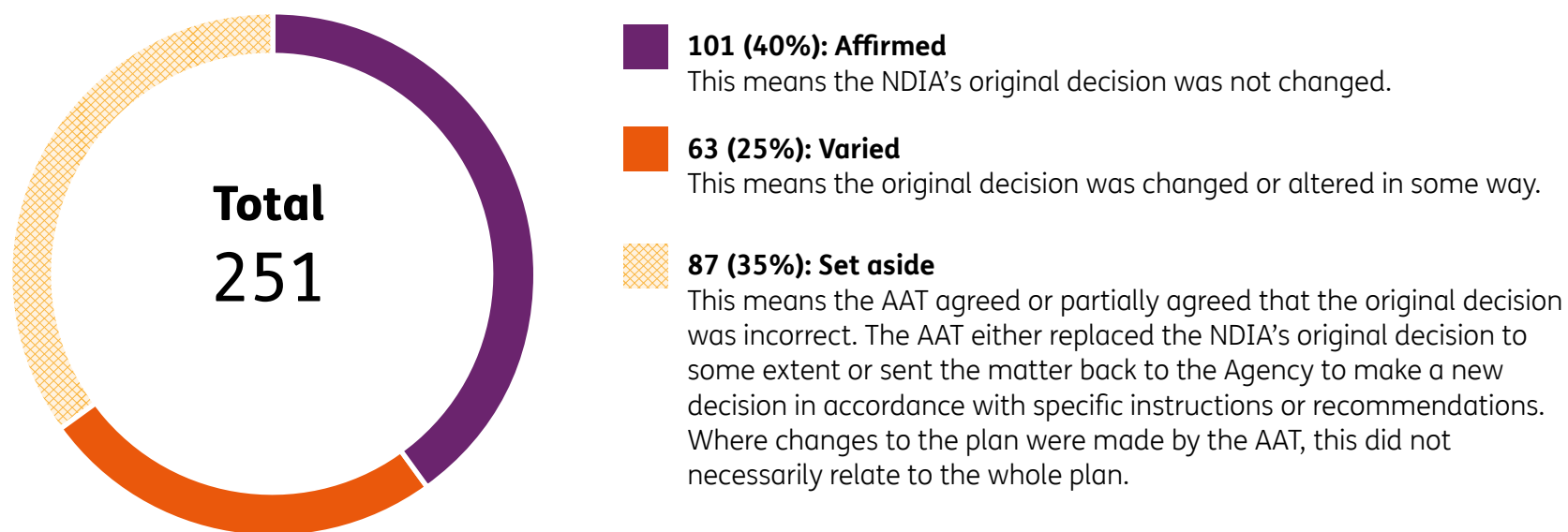
	Number of cases	Number of unique active participants ⁵⁸
AAT Cases	14,312	13,086
Open AAT Cases	3,691	3,657
Closed AAT Cases	10,621	9,756
Resolved before hearing	10,370	9,535
Gone to hearing and received a substantive decision	251	221

⁵⁷ Less than 4% of cases were related to applications for an extension of time which were declined by AAT or were not opposed by the Agency, matters over which AAT has no jurisdiction and reasons that were unspecified.

⁵⁸ As participants may have both open and closed cases, the unique active participants will not sum to the total.

3.2 Participant Service Guarantee

AAT cases that have gone to hearing and received a substantive decision⁵⁹



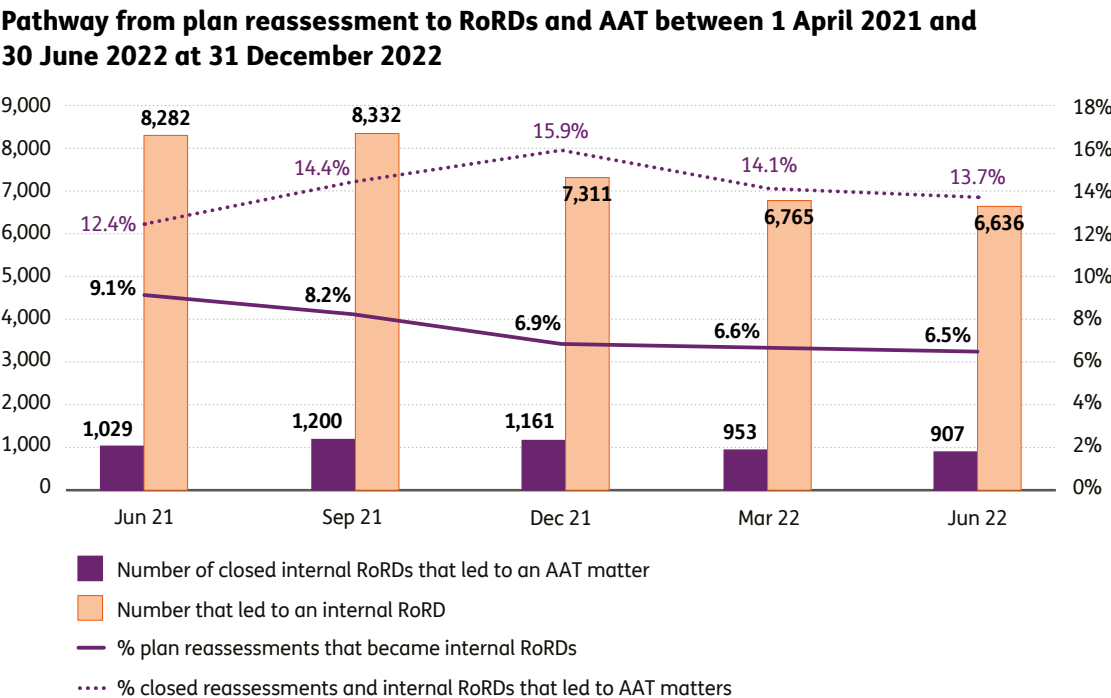
⁵⁹ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

3.2 Participant Service Guarantee

Pathway from plan reassessments to RoRDs and AAT

The proportion of RoRDs arising from plan re-assessments has been reducing in recent quarters. The proportion of AATs arising from RoRDs for plan re-assessments has also been reducing in recent quarters.

- Plan reassessment related RoRDs have declined from a peak of **9.1%** (**8,282** RoRDs) in the June 2021 quarter to **6.5%** (**6,636** RoRDs) in the June 2022 quarter
- Plan reassessment related AATs have declined from a peak of **15.9%** (**1,161** AATs) in the December 2021 quarter to **13.7%** (**907** AATs) in the June 2022 quarter.



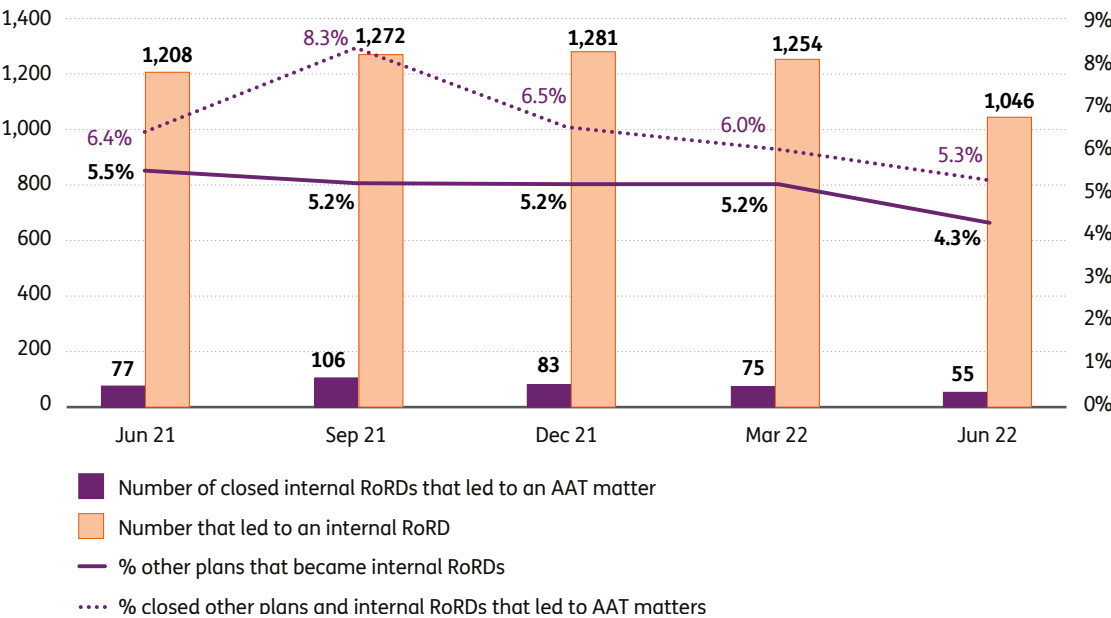
3.2 Participant Service Guarantee

Pathway from plan reassessments to RoRDs and AAT

The proportion of RoRDs arising from first or short plans has been reducing in recent quarters. The proportion of AATs arising from RoRDs for first or short plans, has also been reducing in recent quarters.

- First or short plan related RoRDs have declined from a peak of **5.5%** (**1,208** RoRDs) in the June 2021 quarter to 4.3% (1,046 RoRDs) in the June 2022 quarter
- First or short plan related AATs have declined from a peak of **8.3%** (**106** AATs) in the September 2021 quarter to **5.3%** (**55** AATs) in the June 2022 quarter.

Pathway from first or short plans to RoRDs and AAT between 1 April 2021 and 30 June 2022 at 31 December 2022



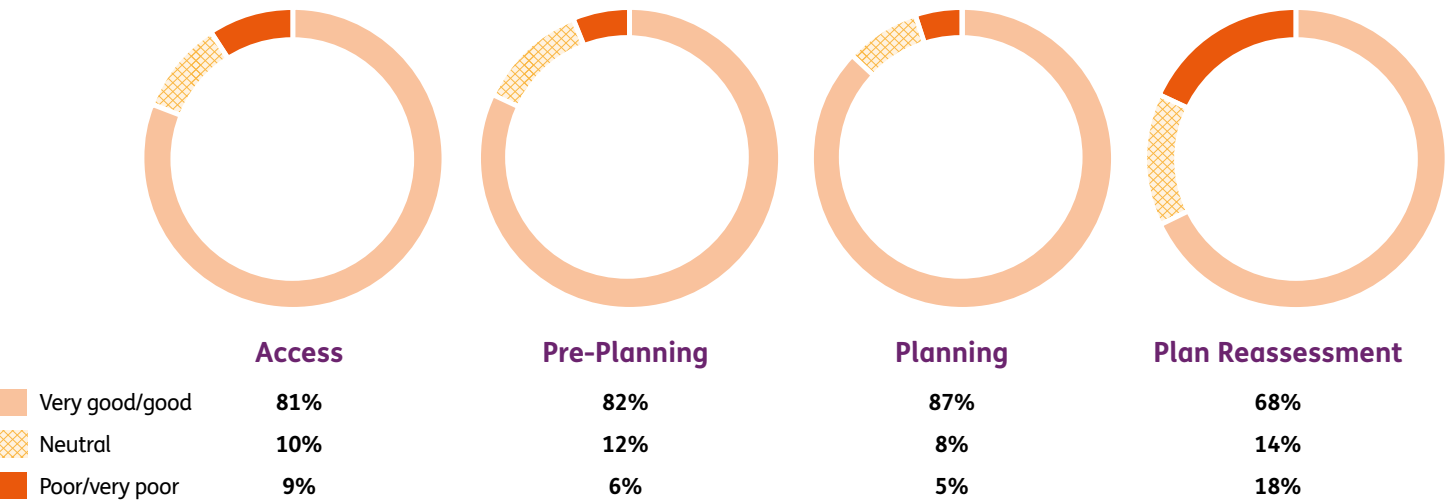
3.3 Participant satisfaction

Participant satisfaction has remained in line with satisfaction over previous quarters.

This quarter, 87% of participants rated the Planning process as either good or very good. Satisfaction with the Plan Reassessment process has remained relatively constant in recent quarters at 68% this quarter noting this decreased from 76% in the December 2020 quarter. These results are based on 1,075 surveys at Access, 914 at Pre-Planning, 4,565 at Planning and 10,080 at Reassessment, which is 16,634 in total.

There has also been a slight (1 percentage point) decrease in the two most recent quarters, after stabilising in the 2021–22 year.

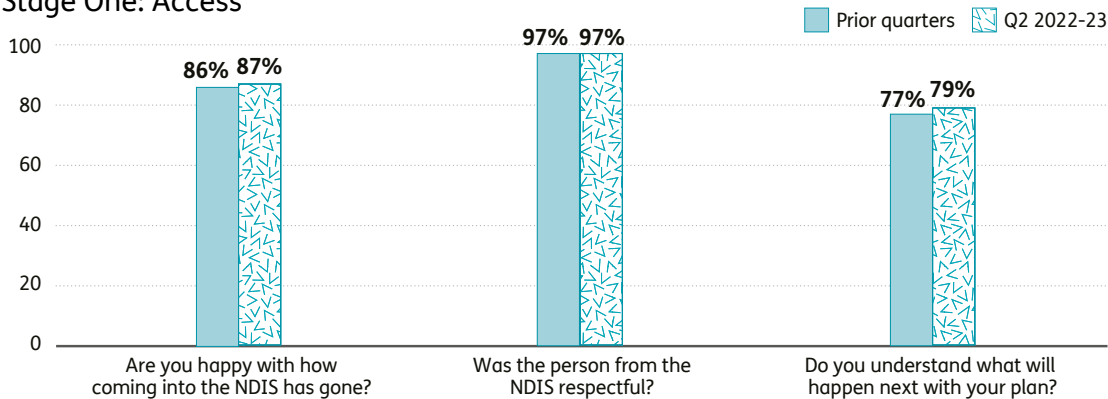
Rating of experience with the NDIS (1 October 2022 to 31 December 2022)



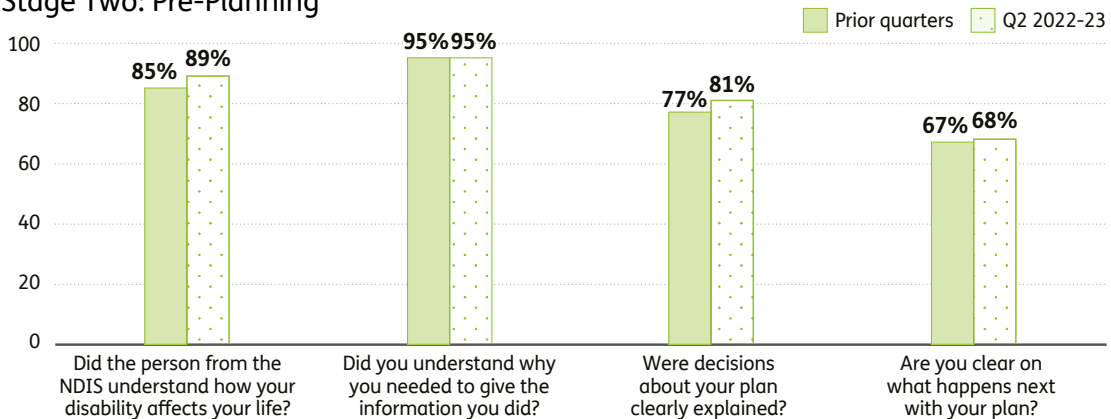
3.3 Participant satisfaction

Satisfaction across the four stages of the pathway⁶⁰

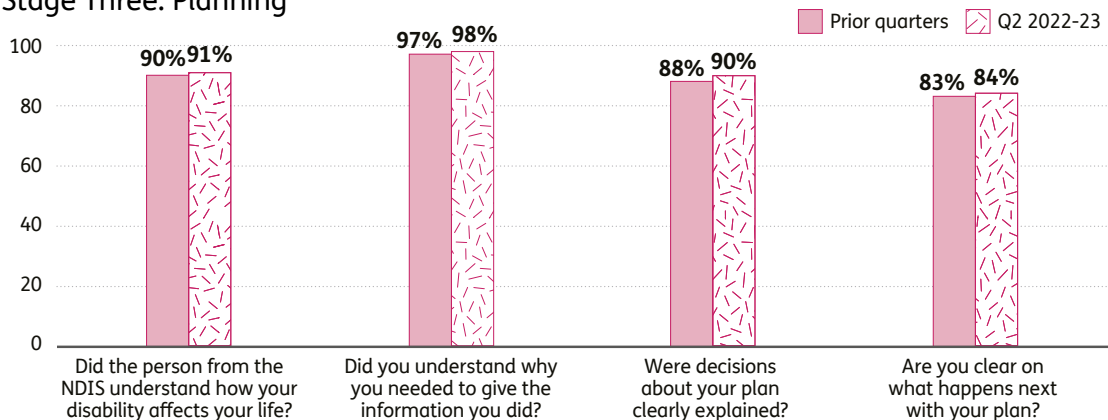
Stage One: Access



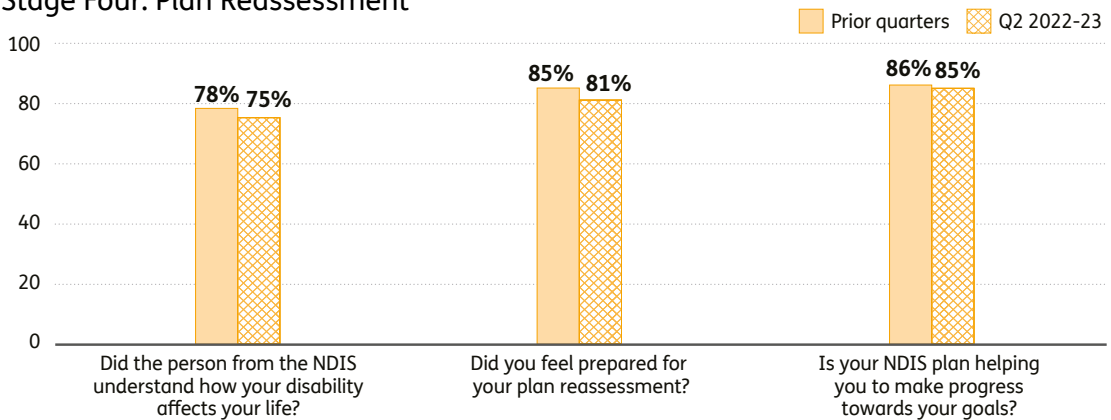
Stage Two: Pre-Planning



Stage Three: Planning



Stage Four: Plan Reassessment



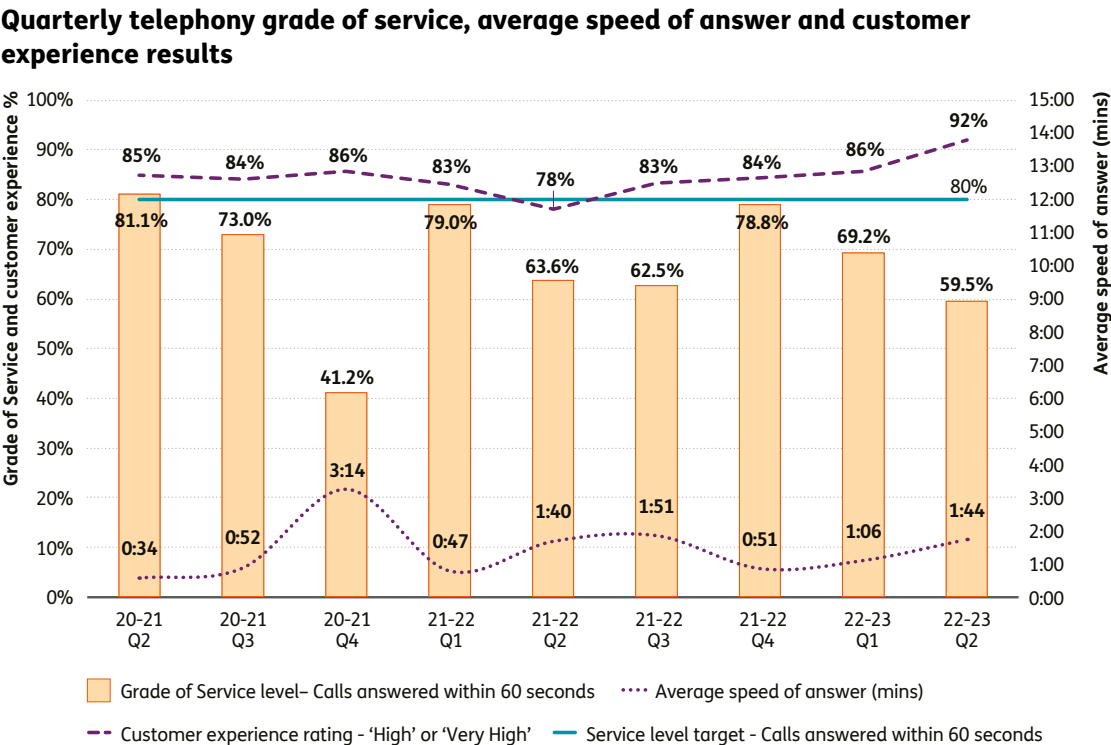
⁶⁰ Prior quarters include responses from 1 October 2020.

3.4 The NDIS National Contact Centre (NCC)

This quarter saw the NCC commence transition to the new ICT system requiring officers to deliver frontline services for participants in two different systems. Customer satisfaction and first contact resolution results continue to remain high.

The NCC services were impacted by increased COVID-19 cases through the NCC workforce and technical issues from the new ICT system migration impacting email processing. A small backlog of emails was cleared.

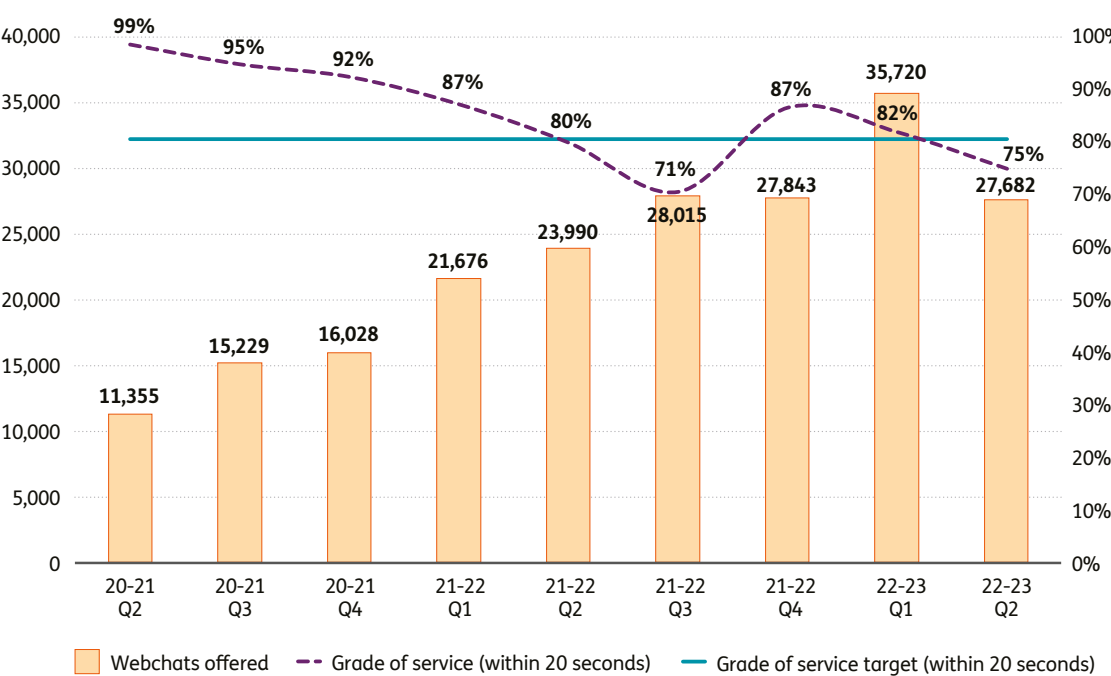
- First call resolution improved to **85.7%** from the prior quarter's result of **79.4%**.
- **59.5%** of calls answered within 60 seconds, reduced from the previous quarter (**69.2%**).
- The average speed of answer was **1 minute and 44 seconds**, which was longer than the previous quarter result of **1 minutes and 6 seconds**.
- Customer experience also improved across the quarter, with **92%** of post call survey respondents scoring their **experience with the NCC as 'High' or 'Very High'**, up from **86%** in the prior quarter.



3.4 The NDIS National Contact Centre

- The NCC’s web-chat channel continues to see significant growth across the financial year to date, with **27,682 webchats** offered for the quarter.
- The webchats received during the quarter, **75%** were answered within 20 seconds, slightly below the target of **80%**.

Quarterly webchat grade of service and offered chat volume



Section four:

Providers and the growing market



4

4.1 Support categories



The provider market continues to grow.

The largest support categories are core support for daily activities, core support for social and community participation, and capacity building for daily activities.

\$31.0bn in support has been provided in the 12 months to 31 December 2022⁶². The largest support categories being:

- Core daily activities (**54%** of total payments).
- Core social and community participation (**20%** of total payments)
- Capacity building daily activities (therapy services) (**13%** of total payments).

Core daily activities includes participants in SIL. **\$7.7bn** of the **\$16.7bn** payments on core daily activities in the 12 months to 31 December 2022 was for payments for participants in SIL.

Total payments from from 1 January 2022 to 31 December 2022

Support Category	Total payments (in \$m)	% total payments
Core - daily activities	16,691	53.9%
Core - community	6,144	19.8%
Core - consumables & transport	1,321	4.3%
Capacity building - daily activities ⁶³	3,888	12.6%
Capacity building - other	1,975	6.4%
Capital	933	3.0%
Total⁶⁴	30,959	100.0%

⁶² This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$32.1 billion.

⁶³ Includes therapy services.

⁶⁴ Total includes \$7m of payments with no support category.

4.1 Support categories

Over the last 2 years, payments have grown by **54%** (from **\$5.5bn** in the December 2020 quarter to **\$8.4bn** in the December 2022 quarter). Payments have grown substantially across the support categories, most notably for core social and community participation (growing by 92% over the period).

Total payments (in \$m and %) per quarter - all participants

Support Category	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22	Dec 22
Core - daily activities	3,022	3,267	3,733	3,506	3,627	3,884	4,066	4,285	4,455
Core - community	934	1,028	1,177	1,163	1,246	1,266	1,447	1,639	1,792
Core - consumables and transport	255	291	293	319	304	309	331	343	338
Capacity building - daily activities	683	678	829	854	873	805	968	1,050	1,065
Capacity building - other	363	368	418	443	447	434	490	523	528
Capital	209	186	183	200	208	190	238	256	249
Total	5,467	5,818	6,634	6,488	6,707	6,890	7,542	8,097	8,430

Support Category	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22	Dec 22
Core - daily activities	55%	56%	56%	54%	54%	56%	54%	53%	53%
Core - community	17%	18%	18%	18%	19%	18%	19%	20%	21%
Core - consumables and transport	5%	5%	4%	5%	5%	4%	4%	4%	4%
Capacity building - daily activities	12%	12%	12%	13%	13%	12%	13%	13%	13%
Capacity building - other	7%	6%	6%	7%	7%	6%	7%	6%	6%
Capital	4%	3%	3%	3%	3%	3%	3%	3%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

4.1 Support categories

Payments for participants receiving SIL supports have also grown over the last two years from \$1.9bn in the December 2020 quarter to **\$2.7bn** in the December 2022 quarter. The SIL component (core daily activities) of the plan represents approximately **77% of total payments**).

Total payments (in \$m and%) per quarter – participants in SIL

Support Category	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22	Dec 22
Core - daily activities	1,513	1,633	1,632	1,649	1,634	1,813	1,824	1,944	2,107
Core - community	205	222	257	245	262	264	304	341	378
Core - consumables and transport	22	24	24	27	26	27	28	32	33
Capacity building - daily activities	35	37	43	44	47	43	51	56	61
Capacity building - other	57	55	64	67	67	66	78	85	91
Capital	45	45	45	45	53	50	56	65	64
Total	1,879	2,017	2,066	2,080	2,090	2,264	2,342	2,526	2,737

Support Category	Dec 20	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22	Dec 22
Core - daily activities	81%	81%	79%	79%	78%	80%	78%	77%	77%
Core - community	11%	11%	12%	12%	13%	12%	13%	14%	14%
Core - consumables and transport	1%	1%	1%	1%	1%	1%	1%	1%	1%
Capacity building - daily activities	2%	2%	2%	2%	2%	2%	2%	2%	2%
Capacity building - other	3%	3%	3%	3%	3%	3%	3%	3%	3%
Capital	2%	2%	2%	2%	3%	2%	2%	3%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

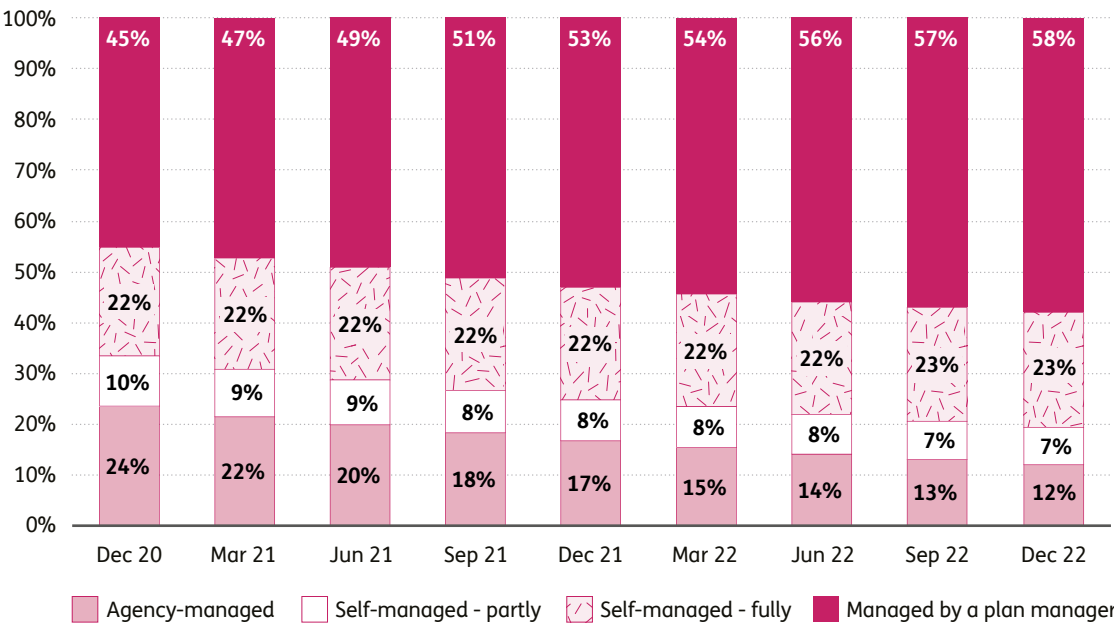
4.2 Plan management types

There has been a significant shift in plan management, with an increasing number of participants choosing to use a plan manager rather than have the Agency manage their plan.

Over the past two years, the proportion of participants who:

- **Self-manage all or part of** their plan has been stable at about **30%**
- Use a **plan manager** has increased from **45%** to **58%**
- Have an **Agency-managed** plan has decreased from **24%** to **12%**.

Distribution of active participants by method of financial plan management over time cumulatively – all participants



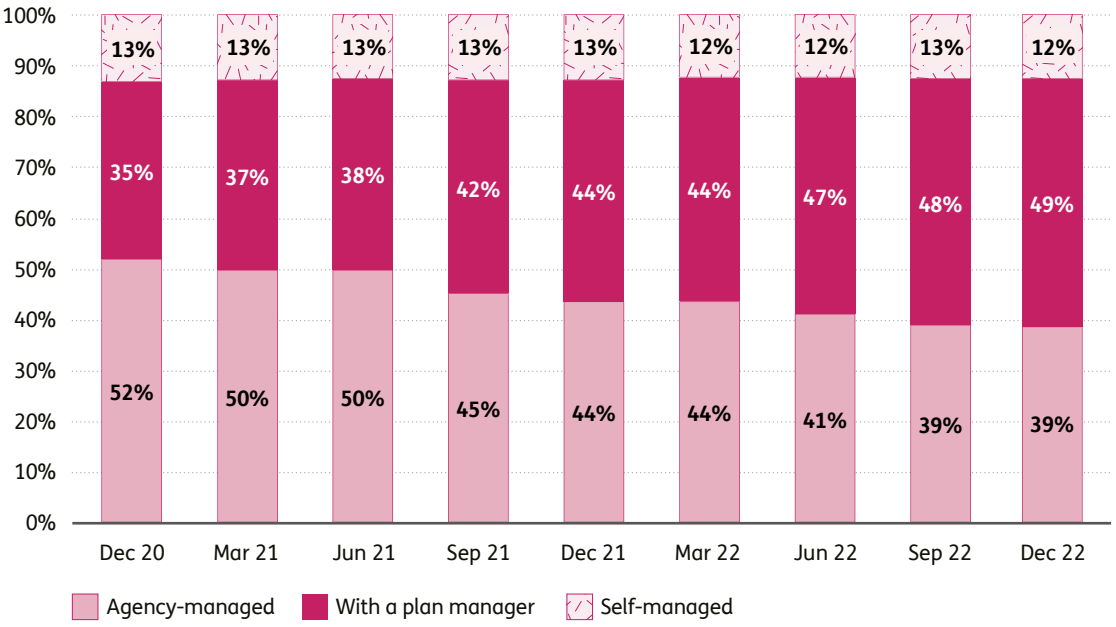
4.2 Plan management types

Out of 151,629 active providers in the first quarter of 2022–23, 9,118⁶⁵ providers provided support to Agency-managed participants and 150,812⁶⁶ providers provided support to plan-managed participants.⁶⁷

There have also been changes in payments over the past two years across these three plan management types:

- **Self-management** has remained between **12%** and **13%**
- Payments managed by a **plan manager** have increased from **35%** to **49%**
- **Agency-managed** payments decreased from **52%** to **39%**.

Distribution of incremental payments by method of financial plan management over time – all participants



⁶⁵ The number does not include plan managers who received only plan management payment.
⁶⁶ The number includes plan managers who are providing agency managed supports.
⁶⁷ A plan manager may provide support to both Agency-managed and plan-managed participants. Therefore, there is an overlap of 8,301 providers between these categories and the number of active providers by plan management type add up to more than 100 per cent.

4.2 Plan management types

In the second quarter of 2022–23, of the **\$8.4bn** in payments:

- **\$1.0bn** was self-managed (**12%**).
- **\$4.1bn** was managed by a plan manager (**49%**).
- **\$3.2bn** was Agency-managed (**39%**).⁶⁸

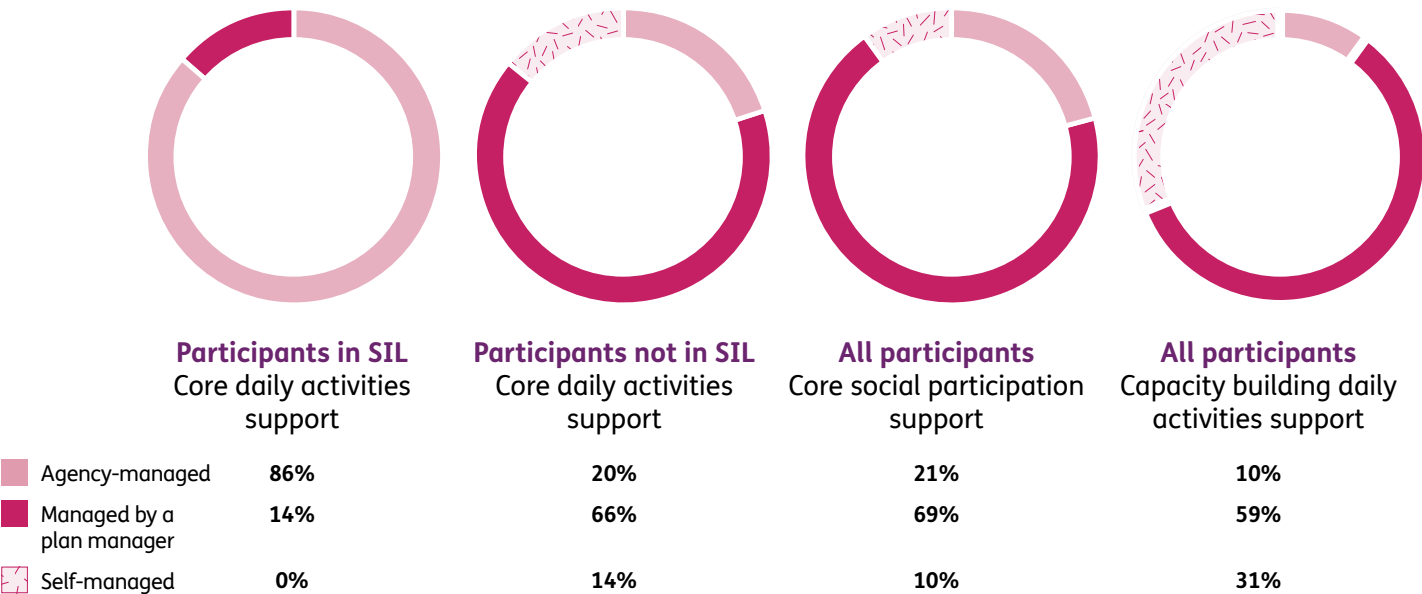
The proportion of payments self-managed, managed by a plan manager, and Agency-managed differs by support category. In the second quarter of 2022–23:

- Payments for **participants in SIL receiving core daily activities support** were **\$2.1bn**. Of this, \$1m was self-managed (**less than 1%**), \$293m was managed by a plan manager (**14%**), and \$1.8bn was Agency-managed (**86%**).
- Payments for **participants not in SIL receiving core daily activities support** were **\$2.3bn**. Of this, \$334m was self-managed (**14%**), \$1.5bn was managed by a plan manager (**66%**), and \$468m was Agency-managed (**20%**).
- Payments for **participants receiving core social participation support** were **\$1.8bn**. Of this, \$175m was self-managed (**10%**), \$1.2bn was managed by a plan manager (**69%**), and \$381m was Agency-managed (**21%**).
- Payments for **participants receiving capacity building daily activities support (therapy supports)** were **\$1.1bn**. Of this, \$330m was self-managed (**31%**), \$629m was managed by a plan manager (**59%**), and \$107m was Agency-managed (**10%**).

⁶⁸ Includes cash and in-kind payments.

4.2 Plan management types

Payments for the largest support categories by plan management type for Q2 2022–23



4.2 Plan management types

Total payments in Q2 2022–23 by plan management type (%)

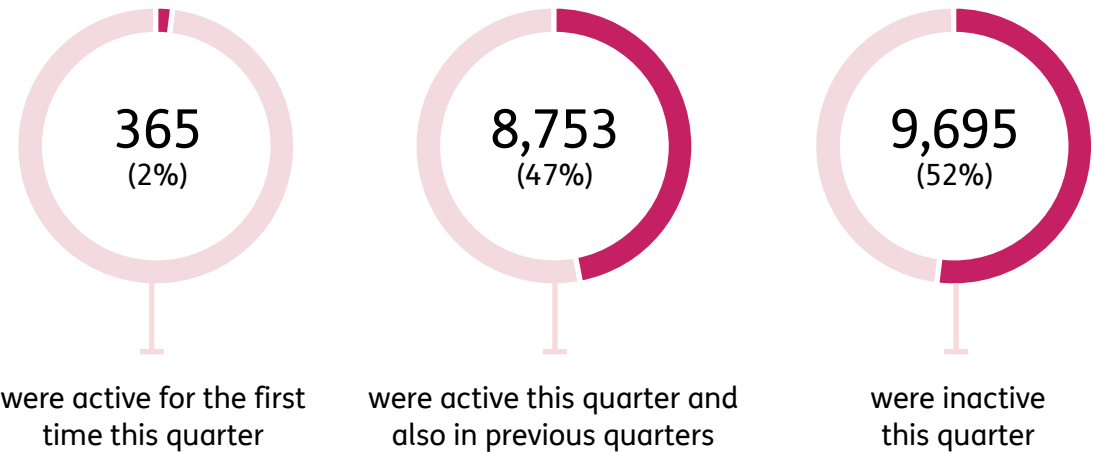
	Agency-managed	With a plan manager	Self-managed	Total
Core support				
Daily activities - SIL	86%	14%	0%	100%
Daily activities - non-SIL	20%	66%	14%	100%
Social & community participation	21%	69%	10%	100%
Consumables	9%	60%	30%	100%
Transport ⁶⁹	48%	3%	48%	100%
Total core support	42%	48%	10%	100%
Capacity building				
Daily activities	10%	59%	31%	100%
Support coordination	67%	31%	2%	100%
Other capacity building support	36%	56%	8%	100%
Total capacity building support	23%	54%	22%	100%
Capital				
Specialist disability accommodation (SDA)	98%	2%	0%	100%
Assistive Technology	30%	51%	19%	100%
Home Modifications	29%	54%	18%	100%
Total capital	44%	41%	15%	100%
Total	39%	49%	12%	100%

⁶⁹ The proportion of plan managed Transport payments of 3% is lower than other support categories because the fortnightly cash transport payments are paid directly to participants' bank accounts, irrespective of their management type, and are therefore considered a self-managed payment.

4.3 Providers supporting Agency-managed participants

While there has been a shift to participants using plan managers, there has also been an increase in the number of providers supporting Agency-managed participants.

Since the start of the Scheme, **18,813** providers have supported Agency-managed participants.^{70,71} Of these:



⁷⁰ Self-managed participants and participants with a plan manager can use unregistered providers, and hence the total number of providers supporting participants will be higher than 18,813. Further, some of the 9,695 inactive providers in the quarter will be supporting participants with a plan manager or who self-manage.
⁷¹ The total excludes 487 providers who received only plan management fees. These 487 providers are included in the tables in appendices as they received payments directly from the Agency.

4.3 Providers supporting Agency-managed participants

Largest ten providers by total payments in Q2 2022–23 (Agency-managed)

ABN	Legal name	Total payment amount (\$m)	Total payments received from Plan Managers for plan managed supports	Total payments
73628264460 ⁷²	Home@Scope Pty Ltd / Scope (Aust) Ltd / Disability Services Australia Limited	82	18	100
15101252171	Life Without Barriers	78	13	92
31001813403 ⁷³	Aruma Services / Aruma Services Victoria / Aruma Foundation / House With No Steps	72	11	83
80009670704	Endeavour Foundation	32	10	42
87302064152	The Northcott Society	31	7	37
45000062288	Cerebral Palsy Alliance	29	6	35
27009942269	CPL – Choice, Passion, Life	25	10	34
49133306902	Achieve Australia Limited	23	3	26
85097999347	Lifestyle Solutions (Aust) Ltd	22	4	26
29001260153	The Disability Trust	22	9	31
Total for largest 10 providers		415	91	506

⁷² In addition, the following additional ABN for this provider are also included in this analysis - 63004280871 and 35002507655.

⁷³ In addition, the following additional ABNs for this provider are also included in this analysis - 59032986751 and 86628265387.

4.4 Plan managers

The number of plan managers in the Scheme continues to grow as more participants choose to use plan managers.

Participants supported by plan managers can use registered or unregistered providers. Unregistered providers are used for more “general” support items which are not necessarily disability specific and can be considered more readily available. For the 12 months to 31 December 2022:

- An unregistered provider was used less frequently and has a higher proportion of one-off payments (i.e. the unregistered provider is only used). On average the frequency of one-off payments was five times lower for registered providers.
- An unregistered provider has a lower average payment amount where the average amount received was approximately two and a half times less than a registered provider

4.4 Plan managers

Payments to plan managers were **\$4.1bn** in the December 2022 quarter. Of this \$4.1bn, **\$114m** was for the plan management services, and the remainder of **\$4.0bn** was for plan managers to pay service providers on behalf of participants.

Participants supported by plan managers can use registered or unregistered providers. Across all plan managers, **58%** of the total plan managed payments in the December 2022 quarter (not including plan management fees) were **paid to registered providers**, **41%** of plan managed payments **were paid to unregistered providers** and **1%** of plan managed payments were **paid to providers with unknown registration**.

The percentages differ by support category:

- Of the **\$293 million** in payments for **daily activities for participants in SIL**, **75%** went to registered providers, **25%** went to unregistered providers and **less than 1%** went to providers with unknown registration.
- Of the **\$1.5 billion** in payments for **daily activities for participants not in SIL**, **49%** went to registered providers, **49%** went to unregistered providers and **1%** went to providers with unknown registration.
- Of the **\$1.2 billion** in payments for **social and community participation**, **62%** went to registered providers, **38%** went to unregistered providers and **less than 1%** went to providers with unknown registration.
- Of the **\$629 million** in payments for **capacity building daily activities (therapy services)**, **60%** went to registered providers, **39%** went to unregistered providers and **1%** went to providers with unknown registration.

4.4 Plan managers

Split of payments by support category and provider registration in Q2 2022–23 – plan managers (%)⁷⁴

	Payments to registered providers (%)	Payments to unregistered providers (%)	Payments to providers with unknown registration (%)	Total
Core support				
Daily activities - SIL	75%	25%	0%	100%
Daily activities - non-SIL	49%	49%	1%	100%
Social and community participation	62%	38%	0%	100%
Consumables and transport	66%	25%	9%	100%
Total core support	57%	42%	1%	100%
Capacity building				
Daily activities	60%	39%	1%	100%
Support coordination	61%	38%	0%	100%
Other capacity building support	63%	36%	1%	100%
Total capacity building support	60%	39%	1%	100%
Capacity supports				
SDA	100%	0%	0%	100%
AT	91%	8%	1%	100%
HM	47%	50%	2%	100%
Total capital supports	84%	15%	1%	100%
Total	58%	41%	1%	100%

⁷⁴ Excludes \$114m paid to plan managers for plan management services.

4.4 Plan managers

Number of providers servicing participants through a plan manager in Q2 2022–23

Payment band in quarter	Number of providers - plan managed		Proportion of total payments in quarter	
	NDIS registered ⁷⁵	Unregistered ⁷⁶	NDIS registered ⁷⁵	Not registered ⁷⁶
1. Less than \$1k	1,039	44,107	0%	1%
2. \$1k to \$10k	3,549	60,380	1%	14%
3. \$10k to \$100k	5,265	30,754	8%	48%
4. \$100k to \$1m	3,290	2,108	44%	31%
5. More than \$1m	495	50	47%	6%
Total	13,638	137,399	\$2,352m	\$1,638m
Percentage	9%	91%	59%	41%

⁷⁵ Registration Status is determined as at posting date of payment. Some providers may be counted more than once if they changed registration status during the quarter.

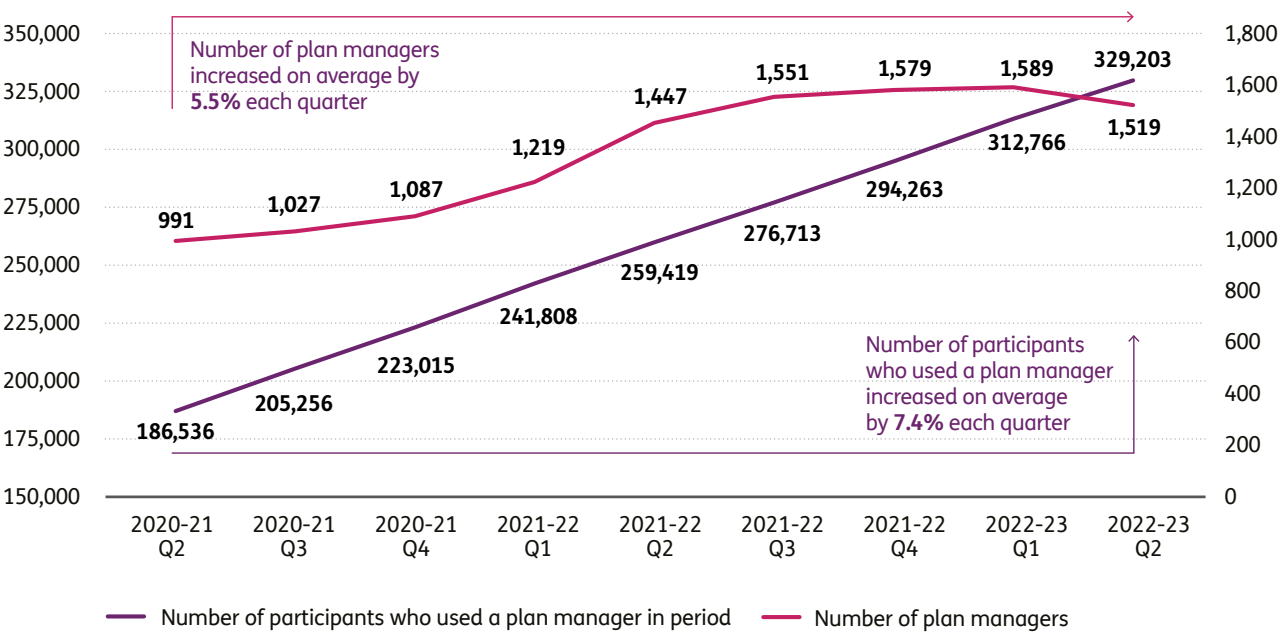
⁷⁶ \$38m of payments made to providers with “unknown” registration have not been included in this table.

4.4 Plan managers

Over the past nine quarters, the number of plan managers has increased. Over the same time period, the number of participants being supported by plan managers has increased from 186,536 to 329,203 – a quarterly average increase of 7.4%.

This indicates that while new plan managers are entering the market and increasing the number of plan managers from which participants can choose from, many plan managers are also expanding as the ratio of participants to providers has increased.

Participants and providers with a plan manager by quarter – all participants



4.4 Plan managers

The largest ten plan managers received **\$1.6bn** payments in the December 2022 quarter, which is 38% of total plan managed payments in the quarter. The split between registered and unregistered providers is largely consistent between the largest providers.

Payments by provider registration for the largest ten plan managers by payments in Q1 2022–23 (% and \$m)

ABN	Legal Name	Payments to registered providers	Payments to unregistered providers	Payments to providers with unknown registration	Payments to plan managers	Total Payment Amount (\$m)
52617963676	My Plan Manager.com.au Pty Ltd	57%	40%	1%	2%	396
54609868993	Plan Management Partners Pty Ltd	56%	40%	2%	3%	271
24619787692	National Disability Support Partners Pty	61%	36%	0%	3%	199
62149233634	Integrated Care Pty Ltd	56%	39%	1%	4%	125
16621969337	Peak Plan Management Pty Ltd	61%	35%	0%	3%	123
92622499898	Leap In! Australia Ltd	49%	48%	0%	3%	110
69624874219	Maple Plan Pty Ltd	54%	43%	0%	3%	100
22729829472	Moirá Limited	61%	36%	1%	2%	93
18620281209	Instacare Pty Ltd	52%	43%	2%	3%	87
73624994565	Connect Plan Management Pty Ltd	54%	44%	1%	2%	76
Total largest 10 plan managers						1,581

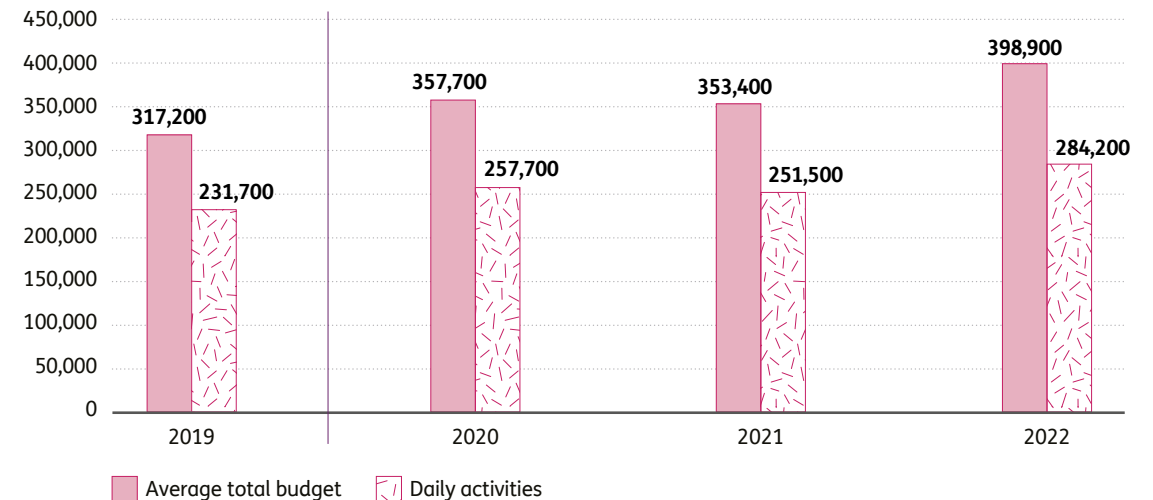
4.5 Supported Independent Living (SIL)

\$2.7 billion of SIL supports was provided in the second quarter of 2022–23.

**Number of participants and payments for years ending 31 December
– participants in SIL⁷⁷**

Year	2018	2019	2020	2021	2022	% increase (per annum)
Active participants	16,880	22,277	23,853	25,433	29,812	10%
Total payments (\$m)		5,469	7,426	8,253	9,869	22%
Average payment (\$)		279,400	322,000	334,900	357,300	9%
Total payments – core daily activities (\$m)		4,445	6,032	6,548	7,688	20%
Average payment – core daily activities (\$)		227,000	261,500	265,700	278,300	7%

**Average plan budgets over time for years ending 31 December
– participants in SIL**



⁷⁷ Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying participants in SIL leading to a restatement in the number of participants in SIL from July 2020 to April 2022. Given the basis for identifying participants in SIL has changed since July 2020, the comparison between 2020 and 2019 is not entirely on a like for like basis.

4.5 Supported Independent Living

Largest ten providers and core daily activities payments in years ending 31 December – participants in SIL⁷⁸

Provider ABN*	Provider name	Core daily activities payments (\$m)		
		2020	2021	2022
73628264460 ⁷⁹	Home@Scope Pty Ltd / Scope (Aust) Ltd / Disability Services Australia Limited	120	207	333
15101252171	Life Without Barriers	214	252	290
31001813403 ⁸⁰	Aruma Services / Aruma Services Victoria / Aruma Foundation / House With No Steps	233	249	265
87302064152	The Northcott Society	127	125	115
45000062288	Cerebral Palsy Alliance	107	120	110
80009670704	Endeavour Foundation	102	91	90
27009942269	CPL - Choice, Passion, Life	68	71	76
29001260153	The Disability Trust	72	70	74
14005304432	Yooralla	60	64	73
37020000711 ⁸¹	Minda Incorporated / Minda Housing Limited	75	72	72
Total largest 10 providers		1,178	1,322	1,499

The top ten providers of participants identified as receiving SIL (by payment volumes) are listed in the table below along with the total payments received for SIL supports in the last three years⁸², noting that these providers receive payments for other supports in addition to SIL..

* Although these large providers have been identified based on an individual ABN, where it is known that they form part of a related group of entities, the statistics have been modified to include the entirety of those entities. The top three providers listed in particular have had growth in participants that relate to former Victorian in-kind participants. These arrangements were “cashed out” in 2020–21 and hence these transferred to non-government providers.

⁷⁸ Includes plan-managed participants where the data is available identifying the support provider rather than payee. This data is complete for the 2022 year, but is not complete for earlier years. This may mean payments to these providers are understated in earlier years where payments received via another payee are not traced to this provider.

⁷⁹ This analysis does not include in-kind payments. However, analysis of in-kind shows that two State governments have received in-kind offsets in the 2021–22 year that are comparable to the top 10 cash providers as follows: (1) Queensland \$146m and (2) South Australia \$128m.

⁸⁰ In addition, the following additional ABNs for this provider are also included in this analysis – 63004280871 and 35002507655.

⁸¹ In addition, the following additional ABN for this provider is included in this analysis – 5903286751 and 86628265387

⁸² In addition, the following additional ABN for this provider is included in this analysis – 49622248908.

4.6 Specialist Disability Accommodation (SDA)

The total number of enrolled SDA dwellings continues to increase.

Total SDA payments have increased by **41%** annually over the last three years, from \$76 million to \$214 million.⁸³
The average SDA payments per participant have also increased, by **19%** per annum.

Number of participants, plan budgets and payments for years ending 31 December – participants with SDA supports

Year	2019	2020	2021	2022	% increase (per annum)
Active participants	13,683	15,667	16,972	22,069	17%
Total SDA supports (\$m)	148	198	231	334	31%
Average SDA supports (\$)	10,848	12,666	13,617	15,120	12%
Total SDA payments (\$m)	76	124	158	214	41%
Average SDA payments (\$)	6,574	8,429	9,688	10,953	19%

⁸³ SDA provider payments have not been handled in a timely fashion due to issues with service bookings. This has resulted in a large backlog of payments. To address the problem, the NDIA has introduced a new SDA line item from 1 July 2022 to ensure providers have an easier way to claim for services delivered to participants. The NDIA has also addressed historic outstanding SDA payments by making off-system payments to providers directly. The \$214m total SDA payments made in the year ending on 31 December 2022 includes off-system payments of \$10.5 million made in June 2022.

4.6 Specialist Disability Accommodation

Largest ten providers and SDA payments for SDA support item claiming in year ending 31 December – participants in SDA^{84,85}

Provider ABN*	Provider name	2020 (\$m)	2021 (\$m)	2022 (\$m)
64617052383 ⁸⁶	Home4life Limited / Compass Housing Services Co Ltd	9	13	16
97824335975 ⁸⁷	The Trustee for Summer Housing SDA Trust / The Trustee for Summer Housing Pavilions SDA Trust / The Trustee for Summer Housing Impact SDA Trust / Summer Foundation Ltd	2	11	14
85236978396	The Trustee for The Disability Housing Trust of South Australia	3	6	5
69118571547	Disability Housing Limited	2	4	5
33931811019	Julia Farr Housing Association Inc	3	3	5
65152013913	Ability SDA Pty Ltd	2	4	4
70630278527	Enliven Housing Pty Ltd	0	1	3
66647041988	Hume Community Housing Association Co Ltd	3	3	3
49616736059	Disability Housing Solutions Pty Ltd	0	2	3
40007008853	Singleton Equity Housing Ltd	0	2	2
Total largest 10 providers		25	49	60

* Although these large providers have been identified based on an individual ABN, where it is known that they form part of a related group of entities, the statistics have been modified to include the entirety of those entities.

⁸⁴ The analysis does not include in-kind payments but does account for \$10.5m in off-system SDA payments made in June 2022.

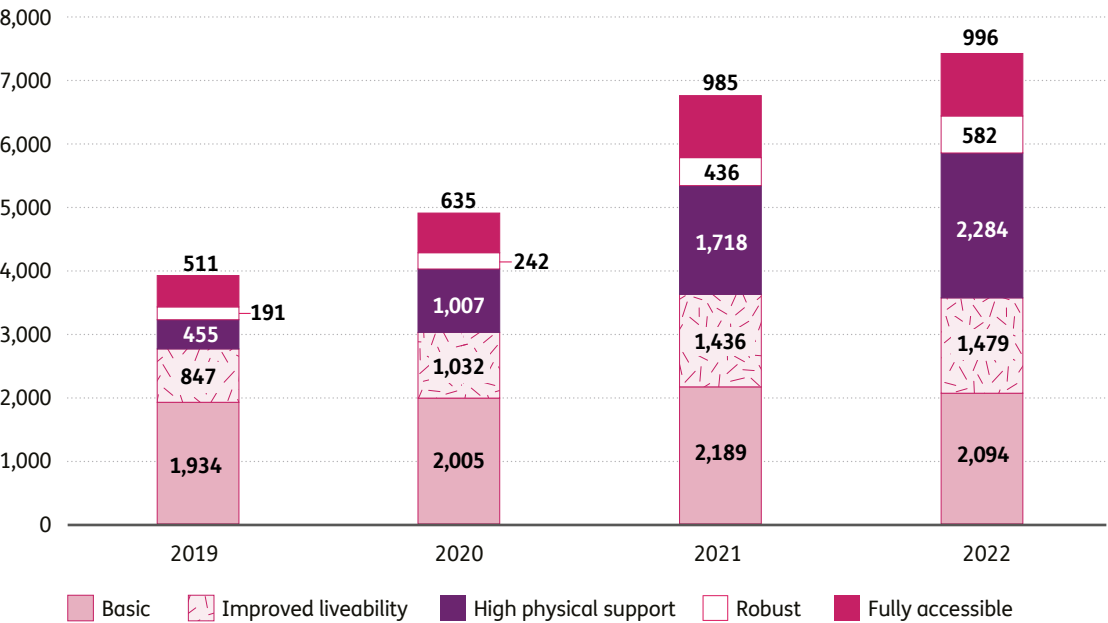
⁸⁵ The analysis excludes government owned providers. In particular, the Department of Health and Human Services (Victoria) claimed \$24m in cash in the 2021–22 year.

⁸⁶ In addition, the following additional ABN for this provider is included in this analysis – 84002862213.

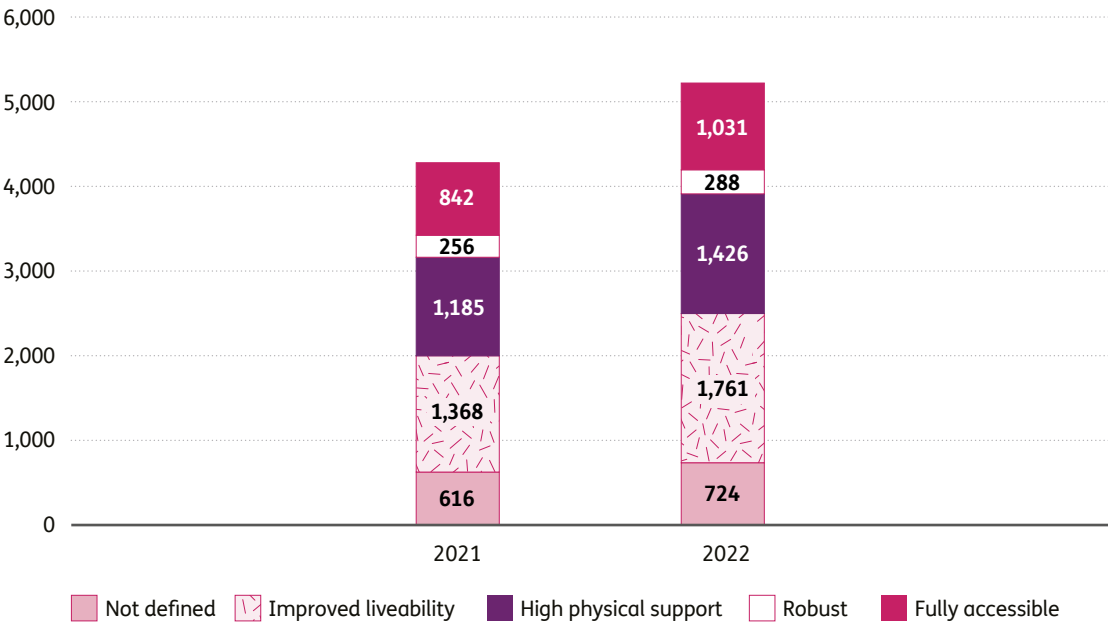
⁸⁷ In addition, the following additional ABNs for this provider are also included in this analysis – 21684858548 and 75699253279 and 90117719516.

4.6 Specialist Disability Accommodation

Enrolled SDA dwellings (excluding in-kind) by design category for years ending 31 December



Number of participants seeking SDA dwelling by design category for years ending 31 December



4.7 Choice and control, utilisation and market concentration

Comprehensive data on market effectiveness is being used to improve participant outcomes across all regions through identifying thin markets.

Three key indicators outlined in the NDIA Corporate Plan aspiration of a “Competitive market with innovative supports” are:

- **Choice and control**
- **Utilisation**
- **Market concentration**

Understanding the extent of variation in performance in these indicators across geographical regions assists with identifying “hot spots”.

Between December 2021 and December 2022, the market concentration performance metric has improved and choice and control performance metric has remained stable.

Further information can be found in the quarterly report.

Section five:

Financial sustainability



5

5.1 Participant and cost projections



A financially sustainable Scheme achieves participant outcomes across their lifetimes, and is affordable now and into the future.

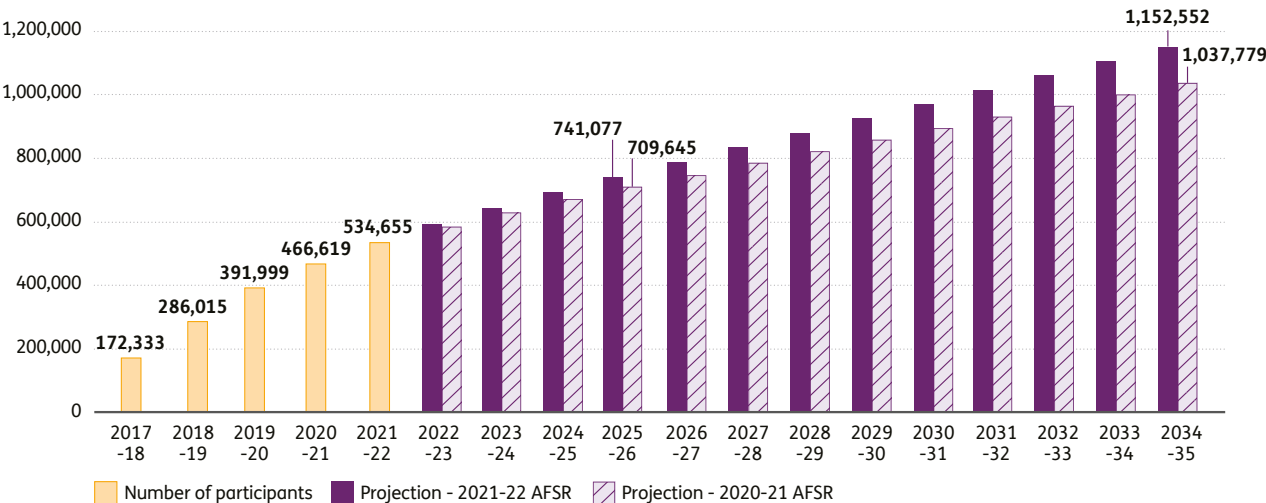
On 4 November 2022, the NDIA Board released both the AFSR, and the Peer Review Report.

The AFSR is produced using data at 30 June each year and a summary of each year’s AFSR is included in the NDIA Annual Report. The AFSR projects that:

- There will be **741,077** participants in the Scheme at the end of June 2026 (of which **697,469** are aged under 65 years)
- There will be **1,017,522** participants in the Scheme at the end of June 2032 (of which **942,226** are aged under 65 years).

These figures indicate a higher rate of growth in projected participant numbers, compared to the 2020–2021 AFSR projections.

Actual and projected participants (2021–22 AFSR and 2020–21 AFSR)



5.1 Participant and cost projections

- Total Scheme expenses are estimated to be **\$34.0 billion** in 2022–23, growing to **\$50.3 billion** in 2025–26, and **\$89.4 billion** in 2031–32 (on an accrual basis).

Projected Scheme expenses

Scheme expenses (\$m)	2022–23	2023–24	2024–25	2025–26	2031–32
Scheme expenses (0–64)	31,394	34,874	39,955	45,187	77,843
Scheme expenses (65+)	2,582	3,259	4,160	5,157	11,559
Total Scheme expenses	33,976	38,133	44,116	50,344	89,403
Total Scheme expenses (% of GDP)	1.48%	1.61%	1.77%	1.93%	2.55%

It is important to recognise that the projected Scheme expenses are shown in nominal terms, i.e. that future dollars of estimated Scheme expenses include the effects of inflation over time. This impact of inflation increases over the longer term and so is particularly significant for the result in 2031–32.

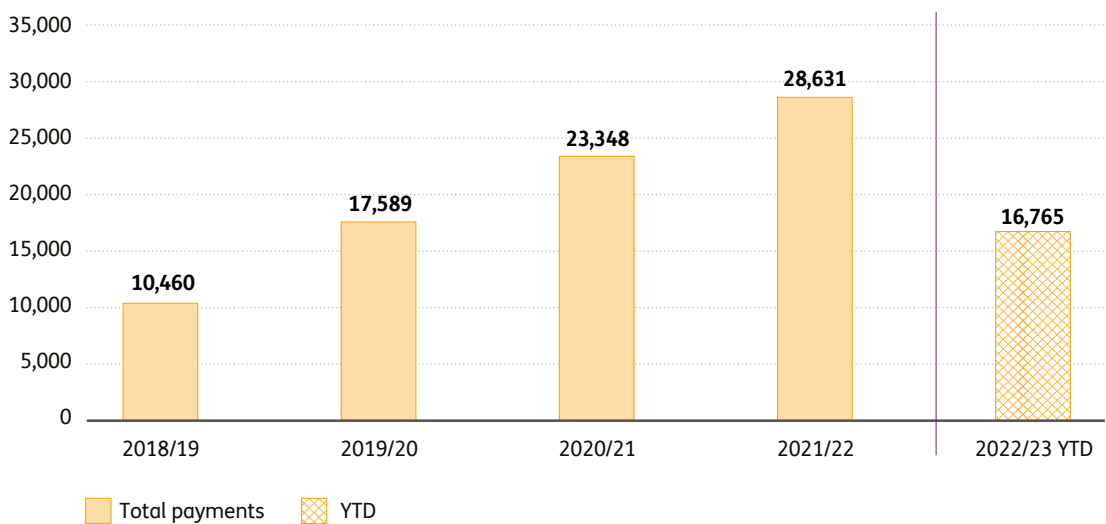
Expressing Scheme expenses as a proportion of GDP is a way of removing the impacts of economic inflation. Scheme expenses are estimated to be 1.48% of GDP in 2022–23, increasing to 2.55% in 2031–32. In considering longer-term projections of Scheme costs it is recommended that users refer to costs as a percentage of GDP rather than nominal dollar figures as these provide a more meaningful measure of Scheme expenses.

5.2 Total payments

Total payments have grown significantly over the last three years in line with a growing Scheme.

The rate of increase has slowed in recent years, reflecting a relatively steadier rate of new entrants to the Scheme since it became available across Australia.⁸⁸

Total payments (\$m) for financial years ending 30 June and the six months to 31 December 2022⁸⁹



⁸⁸ This compares to \$13.2 billion in the 6 months to 31 December 2021.

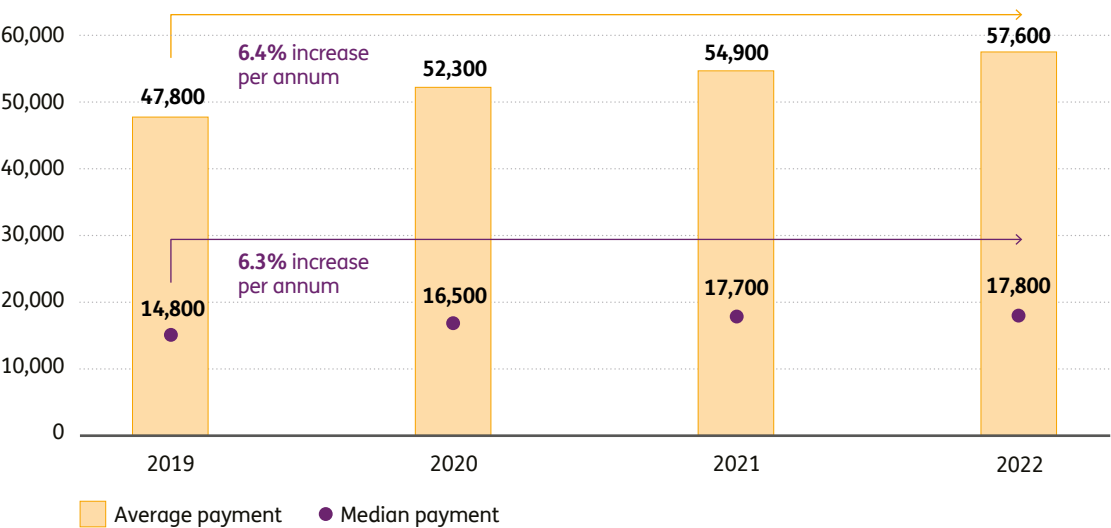
⁸⁹ Total payments are based on an accrual basis, sourced from the NDIA Annual Reports.

5.3 Average and median payment trends

Average and median payments per participant have increased by 6.4% and 6.3% respectively over the last three years.

In the NDIS, the average payment is much higher than the median payment because there is a skewed distribution with a small number of participants receiving very high-cost supports, and a large number receiving low-cost supports.

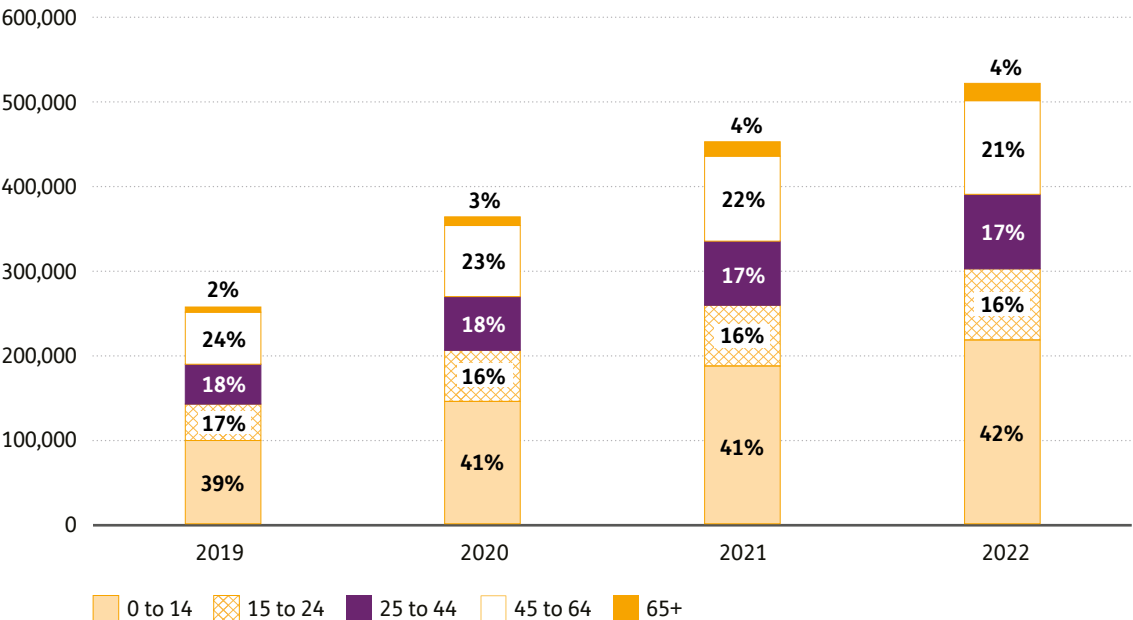
Average and median payments for years ending 31 December - all participants



5.3 Average and median payment trends

Over the past four years, as the Scheme has rolled out across the country, **the proportion of children** in the Scheme has **increased**, and the **proportion of participants in SIL** in the Scheme has **decreased**. Specifically the proportion of children in the Scheme aged 0 to 14 years has increased from 39% at 31 December 2019 to 42% at 31 December 2022.

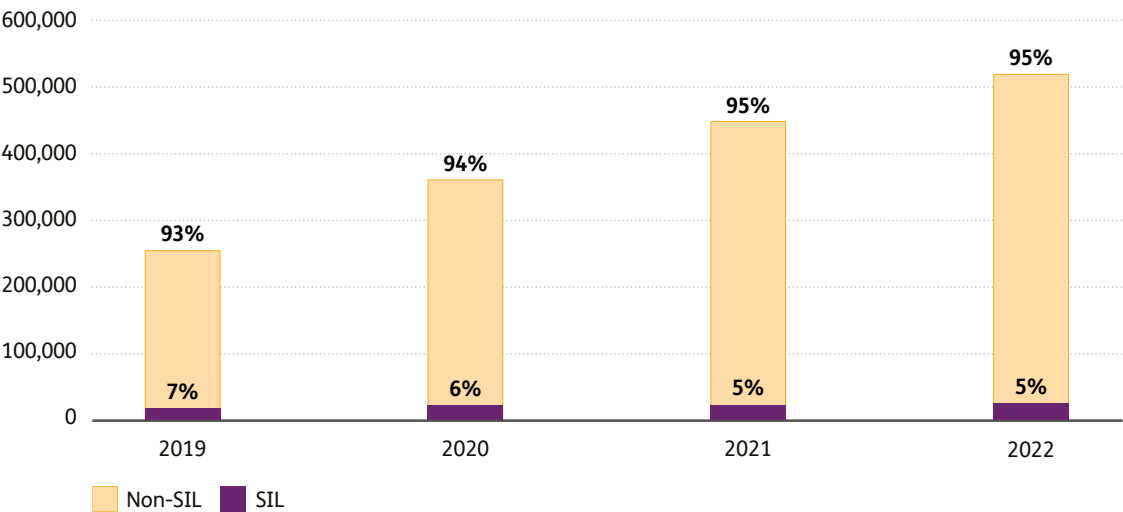
Proportion of participants by age band for years ending 31 December (%) – all participants



5.3 Average and median payment trends

The changing mix of participants living in SIL has changed in the three years to 31 December 2022; reducing from 7% of participants at 31 December 2019 to 5% of participants at 31 December 2022, so the impact of this changing mix is also significant.

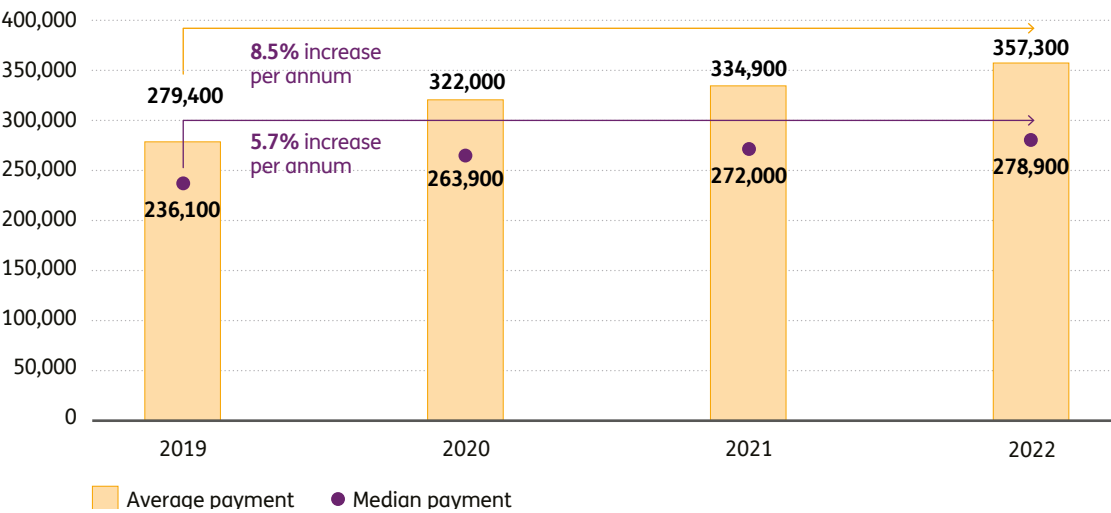
Proportion of participants by age band for years ending 31 December (%) – all participants



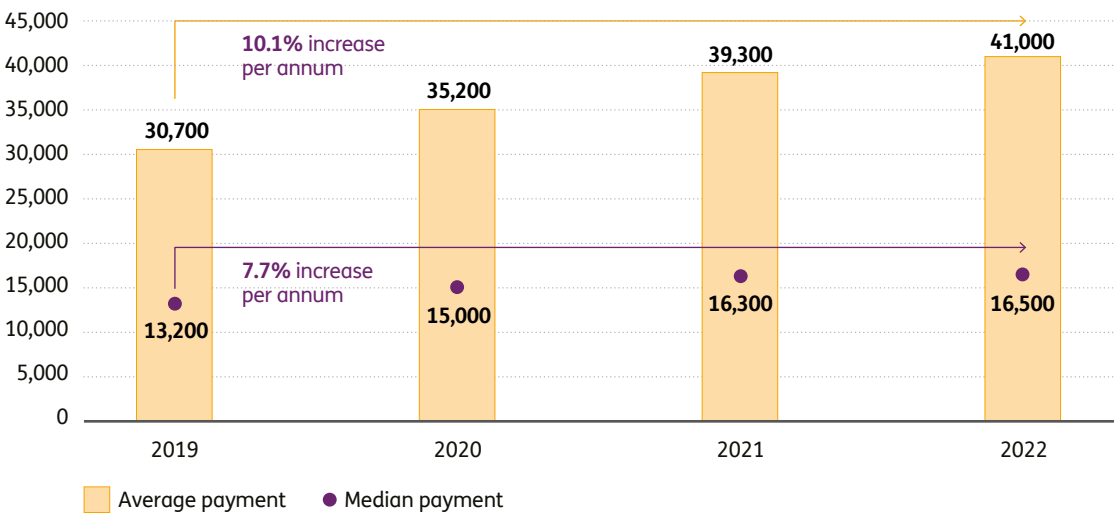
5.3 Average and median payment trends

Participants in SIL and not in SIL

Average and median payments for years ending 31 December – participants in SIL



Average and median payments for years ending 31 December – participants not in SIL

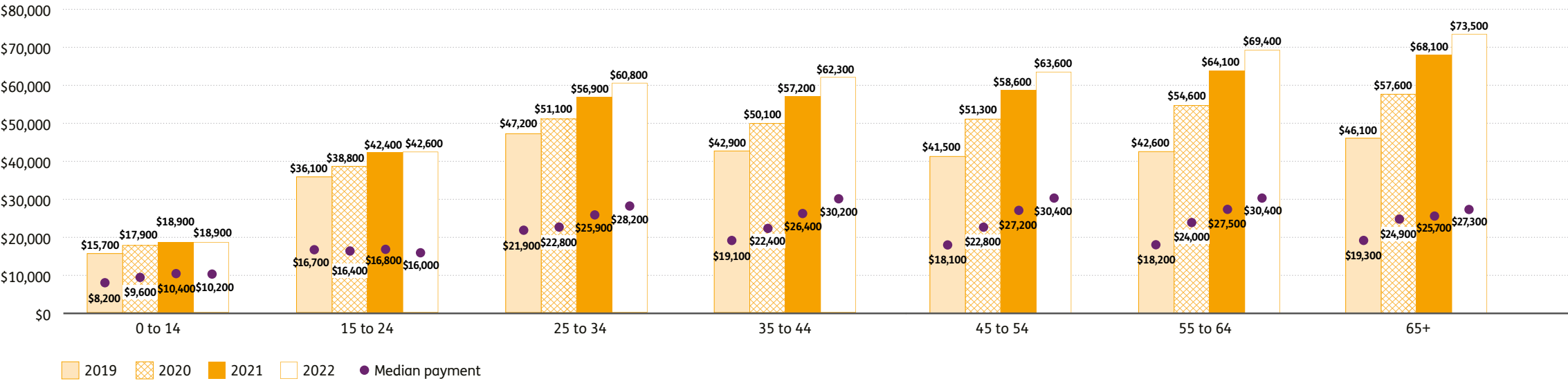


5.3 Average and median payment trends

For participants not in SIL, average payments have increased at a faster rate for adults (particularly those aged over 35) and reflects a material increase in the hours of attendant care support these participants are receiving over time. Large increases are also evident in the median payment.

As younger participants have significantly lower payments compared to older participants, and more younger participants are entering the Scheme over time, the overall average and median payments will therefore be lower, partly offsetting the increases otherwise observed.

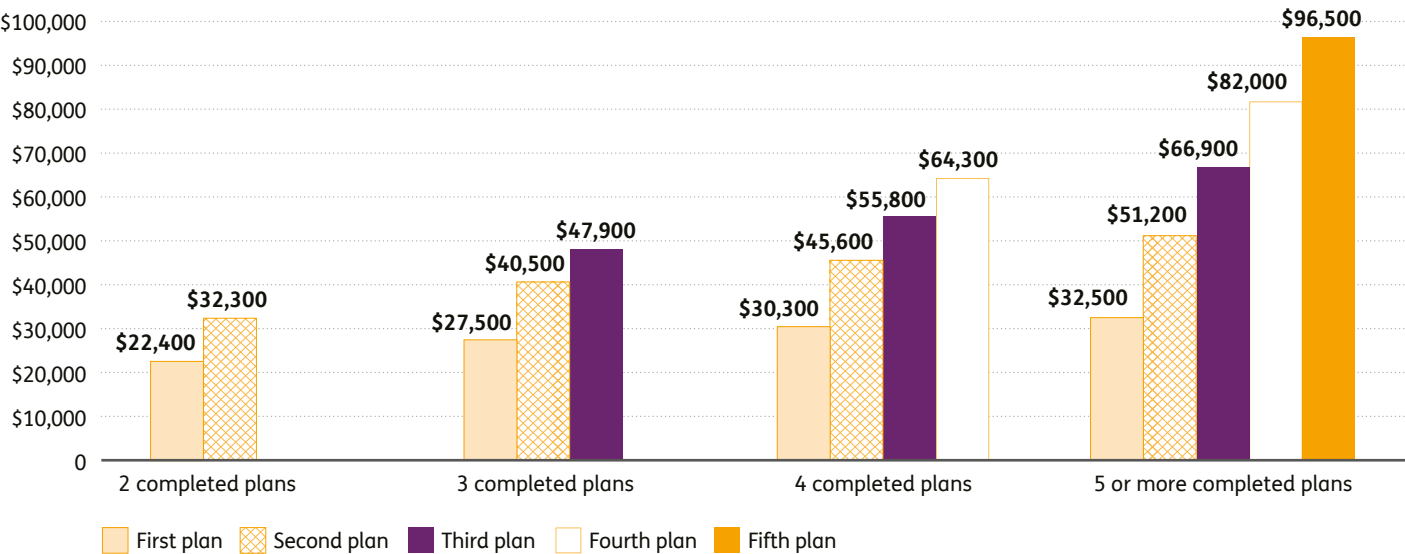
Average and median payments for years ending 31 December by age group - participants not in SIL



5.3 Average and median payment trends

Average payments per participant have increased over time for all participant cohorts having different number of plans since joining the Scheme. Noting however, the rate of increase in average payments to participants is the greatest between the first and second plans, with the rate decreasing over time.

Average payments per participant over time



5.4 Average plan budget trends

Average plan budgets have also increased over time for the same cohort of participants.

Average plan budgets have also increased over time, for both participants in SIL and not in SIL. Specifically, over the three-year period to 31 December 2022:

- Average plan budgets have increased by **3.9%** per annum for all participants.
- Average plan budgets have increased by **7.9%** per annum for participants in SIL.
- Average plan budgets have increased by **5.1%** per annum for participants not in SIL.

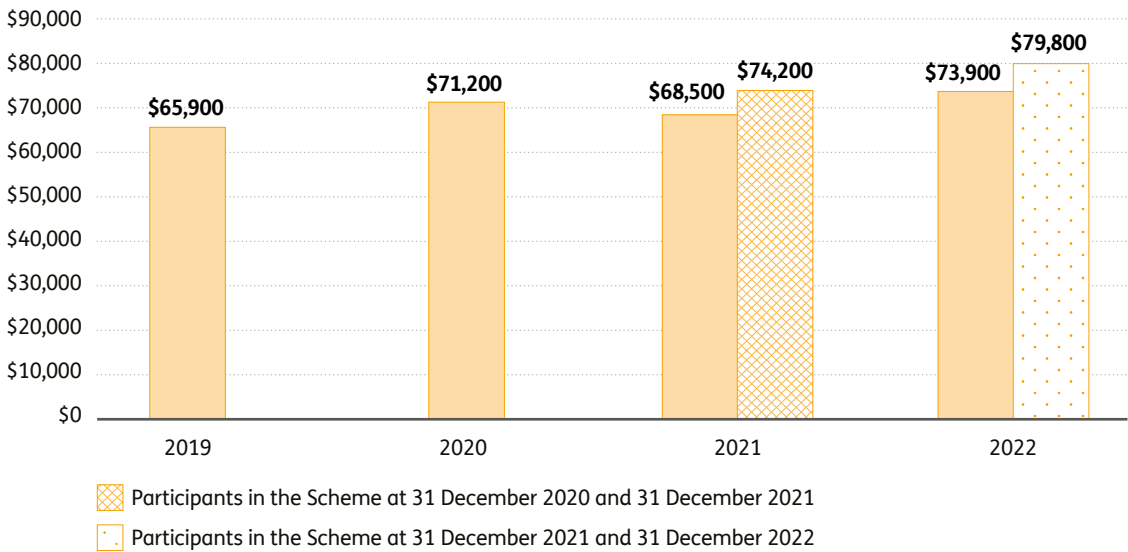
The slight decreases in the year ending 31 December 2021 is due to:

- **New participants** that entered the Scheme between 1 January 2021 and 31 December 2021 having, on average, **lower plan budgets**. This was driven by high proportions of participants entering the Scheme who were under the age of 18 (as children have lower plan budgets on average than adults).
- **Participants having lower support needs on average**, as participants from the State/ Territory disability systems with higher support needs (such as those in SIL) transferred into the Scheme earlier.

Importantly, there was no reduction in the average plan budgets of participants continuing in the Scheme. For example, for these existing participants who were in the Scheme at 31 December 2020 and at 31 December 2021, the average plan budget **increased** from \$71,200 to \$74,200 (4.2%). Similarly, for participants who were in the Scheme at 31 December 2021 and at 31 December 2022, the average plan budget **increased** from \$68,500 to \$79,800 (16.5%).

5.4 Average plan budget trends

Average annualised plan budgets for years ending 31 December – all participants

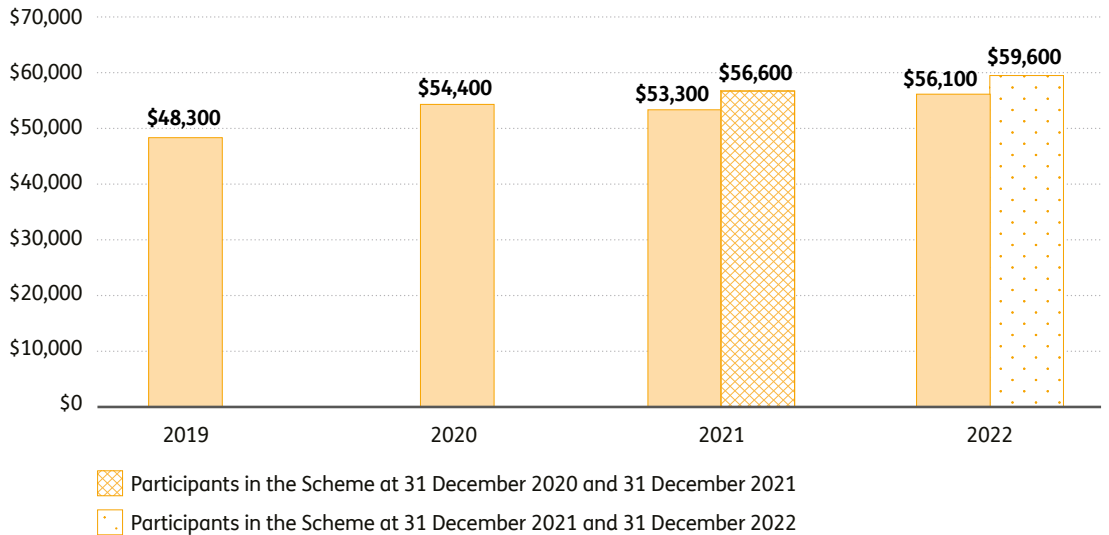


5.4 Average plan budget trends

Average annualised plan budgets for years ending 31 December – participants in SIL



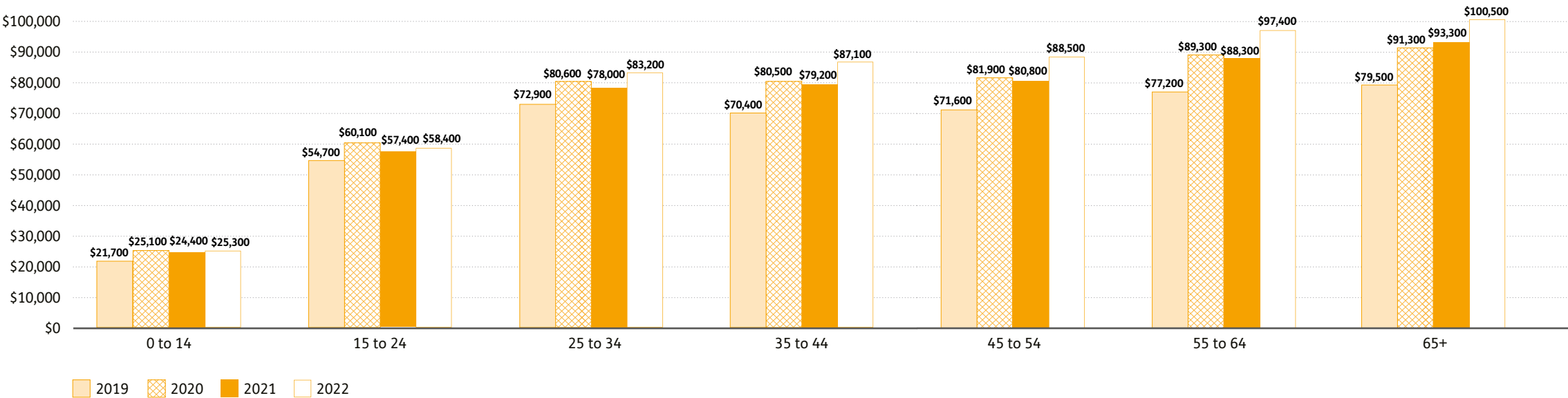
Average annualised plan budgets for years ending 31 December – participants not in SIL



5.4 Average plan budget trends

For participants not in SIL, average plan budgets have increased over time for all age groups.

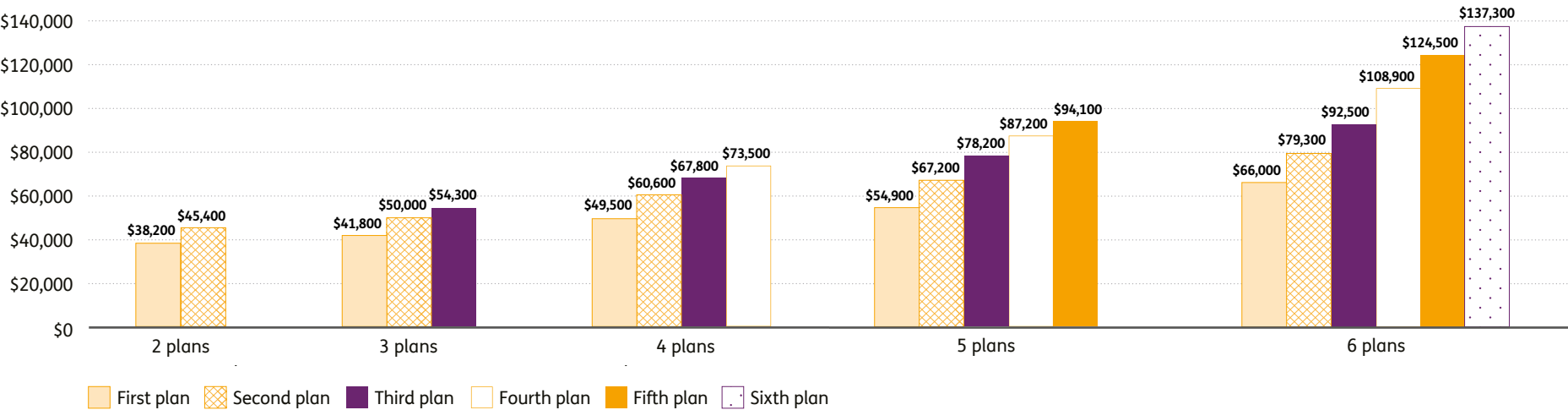
Average annualised plan budgets for years ending 31 December by age group – participants not in SIL



5.4 Average plan budget trends

As the mix of participants has changed over time, understanding trends in average plan budgets for the same group of participants over time is important. In considering participants by the number of plans they have had since joining the Scheme and tracking the average plan budgets for the same cohort of participants over time, it is evident that the average plan budgets have increased for all participant cohorts per plan.

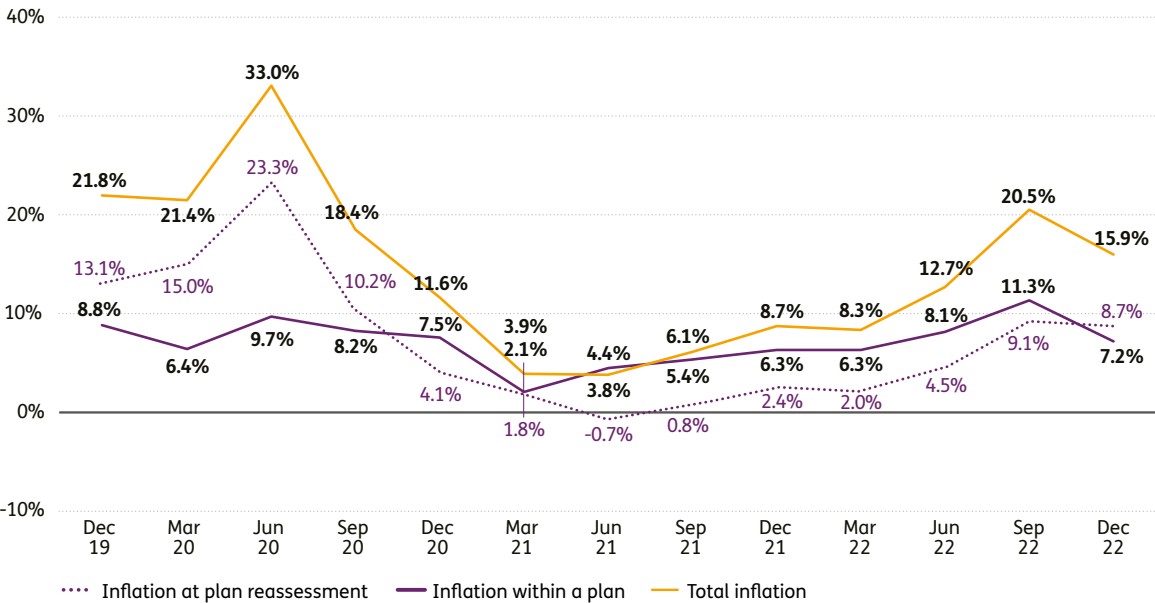
Average annualised plan budgets for participants over time



5.4 Average plan budget trends

In the December 2022 quarter, total plan inflation was 3.8% (15.9%⁹⁰ per annum). Of the 15.9% per annum total plan inflation in the quarter, 8.7% was due to changes at plan reassessment, and 7.2% was due to changes occurring within a plan between reassessments; the 11.3% is inclusive of a 4.6% one-off impact of the indexation of plans in July following the Annual Pricing Review⁹¹.

Annualised percentage change in plan budgets for active participants⁹²



90 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 being a 4.6% one-off increase.

91 The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July of 4.6% each.

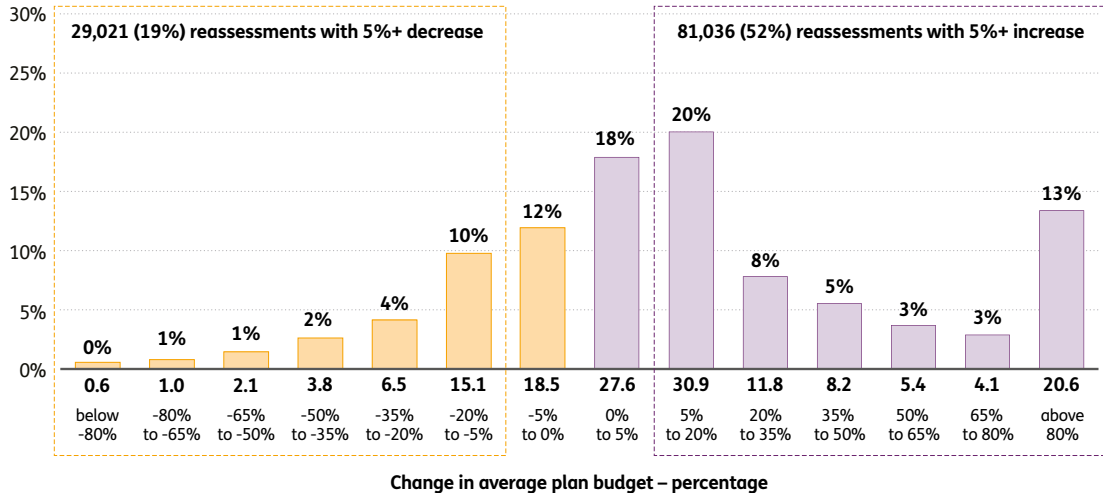
92 Ibid

5.4 Average plan budget trends

At the individual level, plan budgets can vary significantly. Plans increasing and decreasing is consistent with an early investment insurance approach. When looking at experience in this financial year (from 1 July 2022 to 31 December 2022), taking account of total plan inflation, plans were more likely to increase rather than decrease. Specifically:

- 52% of plans increased at reassessment by more than 5%.
- 19% decreased by more than 5%.
- 30% remained within 5%.

Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) – all participants⁹³

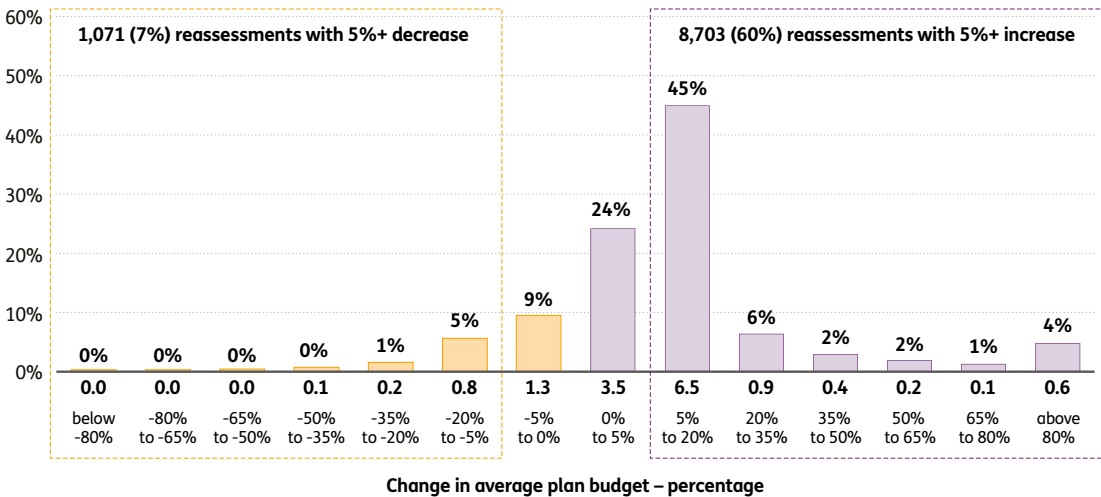


93 The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

5.4 Average plan budget trends

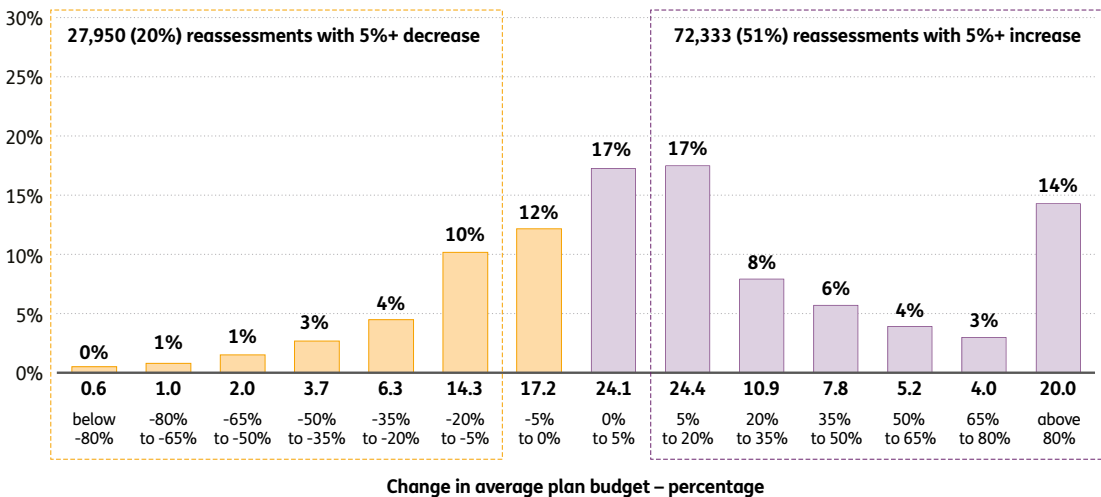
Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) – participants in SIL^{94,95}

Change in average plan budget - percentage



Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) – participants not in SIL⁹⁶

Change in average plan budget - percentage



⁹⁴ Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participants from July 2020 to April 2022. This has resulted in a one-off change in the historical SIL and non-SIL inflation rates.

⁹⁵ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

⁹⁶ Ibid.

5.4 Average plan budget trends

In the financial years 2019–20, 2020–21 and 2021–22, plans were also more likely to increase rather than decrease.

In 2021–22:

- **39%** of plans increased at reassessment by more than 5%
- **25%** decreased by more than 5%
- **36%** remained within 5%

In 2020–21:

- **42%** of plans increased at reassessment by more than 5%
- **29%** decreased by more than 5%
- **29%** remained within 5%

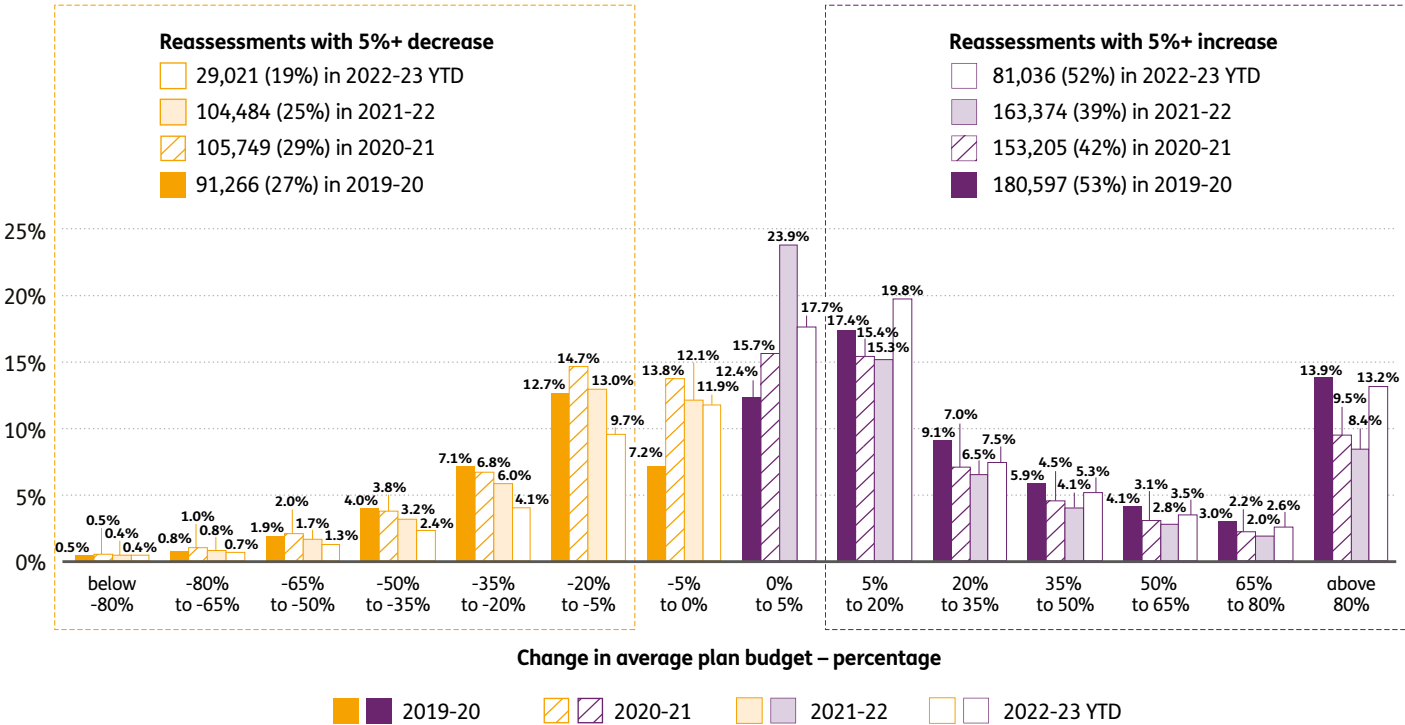
In 2019–20:

- **53%** of plans increased at reassessment by more than 5%
- **27%** decreased by more than 5%
- **20%** remained within 5%

5.4 Average plan budget trends

The following chart shows the distribution of the percentage change in plan budgets for plans reassessed over the three years and two quarters to 31 December 2022, taking account of total plan inflation.

Distribution of the percentage change in plan budgets for plans reassessed over the three years and one quarter to 31 December 2022 – all participants



5.5 Operating expenses

Operating expenses per participant have reduced over the last four years.

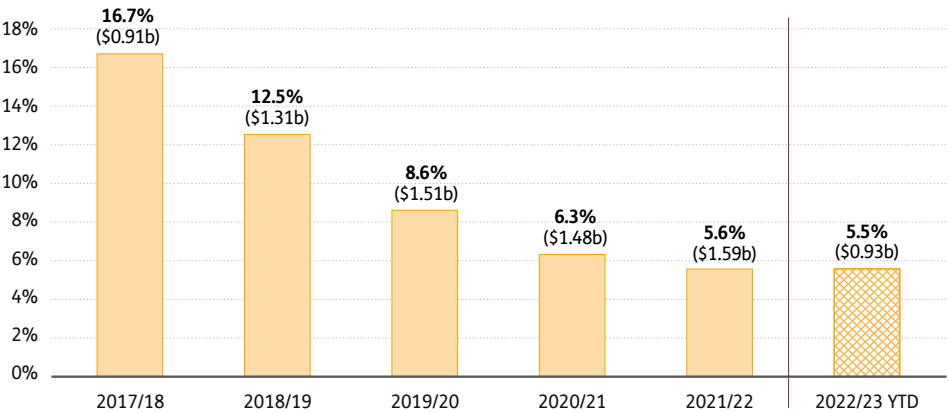
NDIA operating expenses have increased from:

- **\$906 million** in 2017–18, to
- **\$1,590 million** in 2021–22.

As a percentage of the dollars spent on participants, operating expenses have decreased from:

- **16.7%** in 2017–18, to
- **5.6%** in 2021–22.

Operating expenses as a percentage of participant costs⁹⁸



⁹⁷ The annualised operating cost per participant is expected to drop given the seasonality in operating expenses.

⁹⁸ Total operating expenses are based on an accrual basis, the \$1.59 billion figure has been updated since the previous report.

⁹⁹ Average number of participants is taking a simple average of the two periods (opening and closing) on active participants. Cost per participant uses these average participant numbers divided by Total Operating Expenses for the 2022–23 Budget.

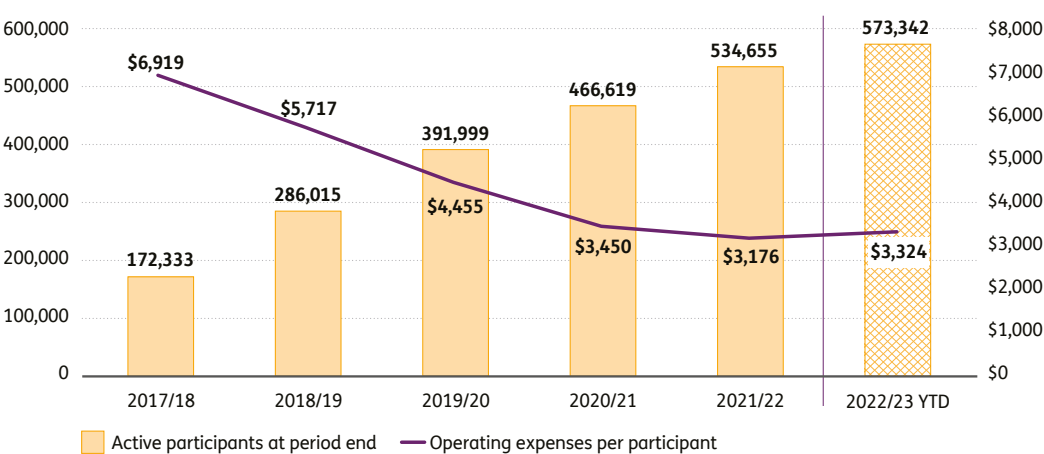
For the six months to 31 December 2022 the expense percentage has decreased slightly to 5.5%.

The Productivity Commission in their 2017 Study report suggests a range of 7 to 10% as an appropriate amount for NDIA operating costs.

Over time, the NDIA has increased efficiency. The annualised operating cost per participant has reduced by **52%** since 2017–18, from:

- **\$6,919** in 2017–18, to
- **\$3,176** in 2021–22⁹⁷

Operating expense per participant⁹⁹



Section six:

Staff, advisory groups and the NDIS community



6

6.1 A high performing NDIA



Participant and sector engagement activities continue to be a focus

Workforce diversity, inclusion and engagement.

As at 31 December 2022, there was **12,993** total in the NDIS workforce.

Of the 12,993 staff:

- **5,272** APS employees.
- **1,977** labour hire workers and contractors.
- **5,744** people employed by the NDIS PITC and NCC partners.

6.1 A high performing NDIA

Key highlights this quarter:

- Recruitment has continued to build the service deliver workforce in this quarter. The increase in service delivery workforce will result in an uplift in the Agency's operational performance and meet our participant service guarantee measures.
- Actions under the Agency's Disability Inclusion Plan (DIP) progressed in this quarter. The Agency held the first Employees with Disability Workplace Experience Deep Dive, which saw a total of 41 listening sessions held with staff and leaders across the Agency. Findings of the Deep Dive will inform further priorities under the DIP and other employee experience improvement projects.
- In November 2022, the Agency supported 50 First Nations staff attend the First Nations Employee Network (FNEN) annual conference. The theme of the conference was: Healing, Connecting, Empowering, and sought to increase engagement with First Nations staff. The highlight of the conference was attendance of guest speaker Senator the Hon Malarndirri McCarthy, Assistant Minister for Indigenous Australians, and Assistant Minister for Indigenous Health, who shared with attendees her personal journey with disability and the important role the NDIS plays in supporting individuals with disability.
- In October 2022, the Agency welcomed the latest cohort of participants in the Indigenous Australian Government Development Program (IAGDP). The Agency participates in the IAGDP, and the Indigenous Apprenticeship Program (IAP) annually, with the 2022 cohort across both programs increasing the number of First Nations staff by nine. NDIA is proud of its continued engagement with these programs.

6.2 Co-design and engagement

Co-design projects which are strengthening the NDIA’s engagement process.

Co-design Advisory Group

The Co-design Advisory Group provides strategic oversight and guidance for the NDIA co-design program.

Over this quarter, the Group have endorsed the Co-design Evaluation Framework, which will support the NDIA to build trust, strengthen engagement, improve the relationship between the NDIA and disability community and deliver better outcomes for NDIS participants.

DRCO Forum

The DCRO Forum met on 18 November 2022. In this meeting, NDIA CEO Rebecca Falkingham met with attendees exploring issues of importance to the disability community. Members were provided with an update on the:

- First Nations Strategy and Culturally and Linguistically Diverse (CALD) Strategy Refresh Strategy co-design projects.
- New Independent External Review (IER) program led by people with disability.
- New Information and Communication Technology (ICT) system, including details of the test being undertaken in Tasmania.

Priority co-design projects

The NDIA continues to work closely with people with disability and the broader disability community on six priority co-design projects:

- Information Gathering for Access and Planning
- Home and Living
- Participant Safeguarding
- Supported Decision Making
- CALD Strategy
- First Nations Strategy

6.3 Valued input from the Independent Advisory Council

The IAC continues to provide valued advice to the NDIA Board and management .

The IAC continues to work closely with NDIA management and the NDIA. Council welcomed the co-Chairs of the NDIS Review, Professor Bruce Bonyhady AM and MS Lisa Paul AO PSM to its November 2022 meeting.

- Council progressed work on advice ‘Improving the NDIS for children and young people: the importance of being guided by their voice’, which will progress to the NDIA Board in Quarter 3 and the draft statement for ‘Operationalising Intersectionality.’
- Council’s Intellectual Disability and Equity and Inclusion Reference Groups held their first official meetings for 2022–23.

Council continues to actively collaborate with the NDIA on a variety of Corporate Plan and co-design priorities and the Council’s own plan of work, including:

- Home and Living Framework
- Supported Decision Making Policy
- Participant Safeguarding Policy
- Development of new First Nations and CALD strategies

Council released its Work Plan in this quarter, which discusses its priorities for the year ahead. The workplan can be found in [NEWS – Independent Advisory Council](https://www.ndis-iac.com.au/news).¹⁰⁰

¹⁰⁰ <https://www.ndis-iac.com.au/news>.

6.4 Public data sharing and the latest release of information

NDIA continues to release timely data and analysis to stakeholders.

- On 4 November 2022, the [Annual Financial Sustainability Report \(AFSR\)](#)¹⁰¹ for 2021–22 was publicly released, providing an assessment of the financial sustainability of the NDIS using data to 30 June 2022.
- On 15 November 2022, the Agency released first quarter NDIS data, refreshing [downloadable data](#)¹⁰² on [data.ndis.gov.au](#) with information up to 30 September 2022.
- On 24 November 2022, an updated version of [explore data](#)¹⁰³, an online interactive tool that allows the public to download open access Agency data, was released. The updated tool includes more datasets and improved functionality, including being able to compare multiple financial quarters of data.
- On 22 December 2022, a new series of reports on the 13 primary disability types in the Scheme were publicly released. The [participant dashboard series](#)¹⁰⁴ contain key insights about demographics, supports, outcomes, and providers data for NDIS participants within each of the 13 primary disability types.
- Several “deep dive” reports and analyses have also been released in previous quarters. A list of these releases can be found in the quarterly report

¹⁰¹ <https://www.ndis.gov.au/about-us/publications/annual-financial-sustainability-reports>

¹⁰² <https://data.ndis.gov.au/data-downloads>

¹⁰³ <https://data.ndis.gov.au/explore-data>

¹⁰⁴ <https://data.ndis.gov.au/reports-and-analyses/participant-dashboards>

6.5 Cyber Security

NDIA Cyber Security continues to proactively identify the most likely and significant threats to enable the informed implementation of risk mitigation.

The NDIA continues to be directly and indirectly impacted by cyber threats from internal and external sources. The NDIA, in conjunction with other cyber security partner organisations, manages against risk and continues to be targeted by social activists, criminal enterprises, state actors and other parties with various motivations.

These threats to the NDIA manifest themselves through the use of malware, ransomware, phishing and social engineering to extort funds, expose sensitive information and deny people of online services. NDIA internal threats present themselves through the misuse of access and information with the intent of causing political and social embarrassment or supporting criminal enterprise.

The NDIA has established an Insider Threat Team to understand and counter the threats from trusted insiders. This capability is beginning its uplift with a roadmap to enhance the Agency’s ability to detect, deter and respond and disrupt adverse activity from trusted insiders.

The NDIA has embarked on a multi-year technology change agenda including:

- a significant uplift of cyber threat detection and prevention capabilities
- Improving the understand and management of ICT risk in NDIA
- improving its ability to detect and respond to threats to the NDIA systems and data through the Security Operations Centre and through new tool sets
- the NDIA Cyber Risk management program currently underway, seeking to implement improved ICT practices and procedures.

In addition, the NDIA conducts regular internal communication and training with staff and partners to maintain awareness of cyber threats, which is reviewed regularly to ensure the training and messaging is effective.

6.6 Fraud and Compliance

The NDIA continues to identify and respond to compliance risks.

The Federal Budget was delivered on 25 October 2022. The Budget set aside \$126m over four years to establish a Fraud Fusion Taskforce to target fraud and serious non-compliance. The taskforce will bring together the NDIA, Services Australia, law enforcement agencies and regulators, to better enable intelligence sharing, identification and response to fraud perpetrated by serious organised crime entities and others seeking to exploit the Government's systems of social supports.

The NDIA continues to identify and respond to compliance risks. Since the establishment of the Compliance Response Team in July 2021, the NDIA has significantly increased its targeted compliance activities, including:

- A significant focus on proactive compliance engagements and education with over 1,700 registered providers contacted. These engagements are a mechanism for the NDIA to educate registered providers and highlight common claiming mistakes.
- Quarter 2 saw a continued increase in the number of tip-offs received by the Agency via the Fraud Reporting and Scams Helpline. The NDIA received 3,792 tip-offs in Q2 as compared to 2,422 for the same period in 2021-22. A total of 7,125 tip offs have been received this financial year, when compared with 4,742 from the same period last financial year. This represents a 55% increase in the volume of tip-offs in 2022-23.

As at 31 December 2022, there were:

- **39 fraud matters under investigation**
- an additional **10 matters under preliminary evaluation** for investigation.
- Of these, **13 matters are before the courts** under prosecution, with a **total alleged fraud value of \$13.4 million**.

6.6 Fraud and Compliance

Key investigation activities or outcomes in this quarter included:

- A person was charged with two counts of Dealing in Proceeds of Crime, and two counts of obtaining a financial advantage by deception, relating to alleged fraud of the Scheme of \$247,484. Further charges are anticipated uncovering a total of \$1.175m in confirmed fraud.
- Another five offenders have been referred to the CDPP. Offences include conspiracy to commit fraud, obtaining financial advantage by deception and dealing in the proceeds of crime. Established fraud: \$2.1m.
- \$2m of assets were identified and restrained by AFP's Criminal Assets Confiscation Team in relation to Operation Pyxis.
- A person was found guilty of defrauding the Scheme of \$556,328 and sentenced to 5 years, 4 months' imprisonment.
- Another person was sentenced to a term of imprisonment for unrelated fraud offences committed in Queensland and on his release in July 2023 he will be sentenced for NDIA fraud totalling \$169,438 committed in Victoria.
- Two warrants were executed simultaneously in Western Australia and New South Wales with evidence seized, analysis of the seized devices is underway.
- One investigation has been referred to the newly formed Fraud Fusion Intelligence Centre.
- The NQSC, working in collaboration with NDIA Fraud Investigations, issued a total of 10 banning orders on individuals and Provider organisations that are the subject of NDIA investigations.

6.7 NDIA's new Information and Communication Technology (ICT)

Real time testing of the new ICT system in Tasmania.

NDIA started real-time testing of our new ICT business system and improved processes in Tasmania in November 2022. From 14 November 2022, new NDIS participants approaching and joining the Scheme experienced the new ICT system and processes, existing NDIS participants started to use the new system from 28 November 2022.

Our new ICT system has been informed by ongoing extensive consultation with participants, NDIA staff, NDIS providers and partners. A key aim of the new system is that it has been designed to minimise any changes for external stakeholders, thus making it easier for them to use.

The Tasmania real-time test involves people with disability, people applying to access the Scheme, new and existing participants, NDIA staff, Tasmanian Partners in the Community, providers and the disability community. Results of this initial test will help inform a larger national rollout expected to begin in 2023.

Test milestones

As of 31 December 2022:

- The NDIA have worked with 88 children, families and people approaching the NDIS to provide early support and community connections.
- More than 30 access decisions have been made, and

- Over 160 plan reassessments (formerly called plan reviews) have been undertaken as well as 21 first plans for new participants.
- Providers and participants are registered and using the new my NDIS participant and provider portals.

External Engagement Activity

From August to December 2022, NDIA held over 150 external engagement activities relating to the new ICT system and improved NDIS processes. Engagement activities have told us that external stakeholders want:

- A focus on Plain English language and accessible communication.
- More information about how Partners in the Community support community connections and connecting with mainstream and other government services.
- Assurance on claims and payments with the removal of service bookings.



Copyright notice

© National Disability Insurance Agency

Copyright and use of the material in this document

Copyright in the material in this document, with the exception of third party material, is owned and protected by the National Disability Insurance Agency. The material in this document, with the exception of logos, trade marks, third party material and other content as specified is licensed under Creative Commons Attribution Non-Commercial No Derivatives (CC BY-NC-ND) licence, version 4.0 International. You may share, copy and redistribute the document in any format. You must acknowledge the National Disability Insurance Agency as the owner of all intellectual property rights in the reproduced material by using '© National Disability Insurance Agency' and you must not use the material for commercial purposes.

Reproduction of any material contained in this document is subject to the CC BY-NC-ND licence conditions available on the Creative Commons Australia site, as is the full legal code for this material.

The National Disability Insurance Agency expects that you will only use the information in this document to benefit people with disability.

Please see the [NDIS website copyright statement](#) for further details about the use of logos and third party material.

www.ndis.gov.au