

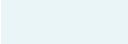





Q4  
2022-23

# NDIS Quarterly report to disability ministers

**30 June 2023**

Office of the Scheme Actuary

**ndis**

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# Introduction

# 1. Key highlights for Quarter 4, 2022–23

The NDIS continued to make a positive difference to participants, their families and carers.

The most recent participant outcome data<sup>1</sup> clearly demonstrates the positive impacts being delivered by the Scheme:

- **Participation in community and social activities** has **increased by 7 percentage points** from **35%** to **42%** for all Scheme participants aged 15 years and older.
- **Participation in work (percentage in a paid job)** has **increased by 11 percentage points** from **11%** to **22%** for participants aged 15 to 24.
- **The percentage of parents and carers in a paid job** for participants who have been in the Scheme for at least two years has **increased by 6 percentage points**<sup>2</sup> from **46%** to **51%** for parents/carers of participants aged 0 to 14 years.
- **Positive perceptions of whether the NDIS has helped with choice and control** has **increased 10 percentage points** from **67%** to **77%** for participants aged 15 years and older.

<sup>1</sup> <https://data.ndis.gov.au/reports-and-analyses/participant-dashboards>

<sup>2</sup> The difference is calculated from unrounded metrics.

# 2. 10 years of the NDIS

**The NDIS has now been in operation for 10 years – a significant milestone for the Scheme and the Australian community. A grassroots campaign was at the heart of the creation of the NDIS with people with disability, community organisations, advocates and governments working hard to make disability reform a reality.**

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- In 2013, the NDIA launched the first 4 trial sites in the Hunter area (New South Wales), Barwon (Victoria), South Australia for 0-to 14-year-olds and Tasmania for 15-to 24-year-olds.
- At the end of the trial period in 2016, the Scheme had approximately 30,000 participants.
- From 1 July 2020 the NDIS was available to all Australians and today there are more than 610,000 participants working towards or achieving their goals.
- It is now truly a national Scheme with many participants receiving formal supports for their disability for the first time.
- A timeline of the NDIA can be found on the [NDIS website](https://www.ndis.gov.au/about-us/history-ndis)<sup>3</sup>, including stories of participant experiences from trial through to full Scheme.

<sup>3</sup> <https://www.ndis.gov.au/about-us/history-ndis>

### 3. Improving the Scheme – the next 10 years

**When the NDIS began, it was described as a world-first. This means there was no guidebook to help us through the first decade.**

The NDIS Agency is committed to being guided by the voice of participants and co-designing initiatives with them and the disability sector. The NDIS Review is revisiting the original intent of the Scheme and the NDIA is preparing to respond to its recommendations. The Minister for the NDIS has outlined 6 reforms for better outcomes and sustainability of the Scheme.

To support the delivery of these priorities, the Commonwealth Government announced an investment of more than \$720 million over 4 years from 2023–24 to lift the NDIA’s capability, capacity and systems to better support participants.<sup>4</sup> This work is currently being progressed through a co-design program with people with disability and the disability community.

- |    |   |
|----|---|
| 1. | Increasing the NDIA workforce and sharpening its specialisation |
| 2. | Long-term planning  |
| 3. | Addressing financial pressures on the Scheme                    |
| 4. | Better outcomes from Supported Independent Living               |
| 5. | Eliminate unethical practices                                   |
| 6. | Increasing community and mainstream supports                    |

<sup>4</sup> <https://www.ndis.gov.au/news/9087-media-release-minister-national-cabinet-commits-sustainable-ndis>

## 4. Scheme financial experience

**Since 30 June 2022, payments for participant supports, plan budgets and the number of participants entering the Scheme are above AFSR expectations.**

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The Scheme's financial experience is monitored against expectations in the 2021-22 Annual Financial Sustainability Report<sup>5</sup> (AFSR) published by the NDIA. Since 30 June 2022, payments for participant supports, plan budgets and participant numbers have increased and are above AFSR expectations. Total participant costs for the 12 months to 30 June 2023 were \$35.1 billion, 3.2% higher than the AFSR estimate of \$34.0 billion.

- **More participants in the Scheme** – the total number of Scheme participants at 30 June 2023 was **610,502**, which is approximately 18,200 (3.1%) higher than the AFSR expectations.
- **Higher participant plan budgets** – for the 12 months to 30 June 2023, total growth in plan budgets for participants already in the Scheme was **19.4%** per annum. Around 6.3% per annum of the total can be attributed to the combined effects of indexation, following the 2021-22 Annual Pricing Review<sup>6</sup>. The remaining 13.1% per annum growth is over and above indexation and pricing impacts.
- **More participants accessing Supported Independent Living (SIL) support** – since June 2022, the number of participants with SIL supports has increased from 26,950 to 31,509 or by **4,559**, higher than expected. On average, participants with SIL supports have higher plan budgets and payments compared with other participants.

<sup>5</sup> <https://www.ndis.gov.au/about-us/publications/annual-financial-sustainability-reports>

<sup>6</sup> <https://www.ndis.gov.au/providers/pricing-arrangements/making-pricing-decisions/pricing-review-archive>

## 4. Scheme financial experience

The NDIA continues to examine available data to understand the drivers behind the variance from the ASFR.

Key insights include:

- Additional children with developmental delay and autism entering the Scheme since June 2022 than expected.
- Plan budgets have increased across most participant cohorts when considering age, primary disability, geography, and whether or not the participant is receiving Supported Independent Living supports. This level of increase exceeds the allowance for additional growth in the AFSR.

The Agency is currently progressing work to deliver better outcomes for people with disability and, in the process, help secure the ongoing sustainability of the Scheme by managing the ongoing growth outlined above. This work is supported by the commonwealth government's investment of over \$720 million dollars over 4 years to build the capability and efficiency of the Agency.



## 5. Improving the participant experience

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### The NDIA continues to improve processes to empower participants and their experience.

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The NDIA has continued improving the experience of participants, focusing on the following areas:

- **NDIS appeals** – NDIS appeals: Reduced external review wait times through alternative resolution process, **6,232** NDIS cases resolved at AAT, **35%** reduction in overall caseload since May 2022, **85%** of legacy cases resolved.
- **Independent Expert Review (IER)** – Pilot program involving an independent disability expert reviewing a case and providing a recommendation to the NDIA has concluded. Outcomes will support future AAT resolution processes.
- **Home and Living demonstration project grants** – Grants offered for innovative projects to empower participants to explore home and living opportunities, including testing and evaluating different models for providing high-quality information, assistance, and connections, supporting improved choice and control, and providing accessible information and assistance.
- **First Peoples Disability Network partnership** – Partnership to co-design a new First Nations Strategy that is culturally appropriate, promotes self-advocacy, provides value, can be measured, and reflects the goals of First Nations people with disability.
- **Improved hospital discharge** – Working with the broader Australian Government to improve safe and timely discharge of NDIS participants from hospitals. In the June 2023 quarter, 89% contact rate within 4 days and reduced average discharge time from 30 days to 27 days.

## 6. Co-design and engagement

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### Working with participants and the disability community to ensure they have a say on their NDIS.

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People with disability are the experts in their own lives and in how the NDIS works for them. Listening to, and learning from, participants and the disability community is fundamental to improving the NDIS.

The NDIA has continued to progress co-design work on key initiatives and projects to ensure the participant voice is heard and contributes to decision-making.

#### Priority co-design projects

The NDIA continues to work closely with people with disability and the broader community on co-designing policy areas. This quarter the NDIA released the Participant Safeguarding Policy<sup>7</sup> and the Supported Decision Making Policy<sup>8</sup>.

#### Reform for outcomes

This quarter, the NDIA commenced co-design work with participants and disability community representatives on reform initiatives supported by a \$724.4 million Australian Government investment in the NDIS.

Further information on the NDIA's co-design approach, including details on each of the priority co-design projects and meetings of the Co-Design Advisory Group, and Disability Representative and Carer Organisations Forum, is included in section 6.2 of this report.

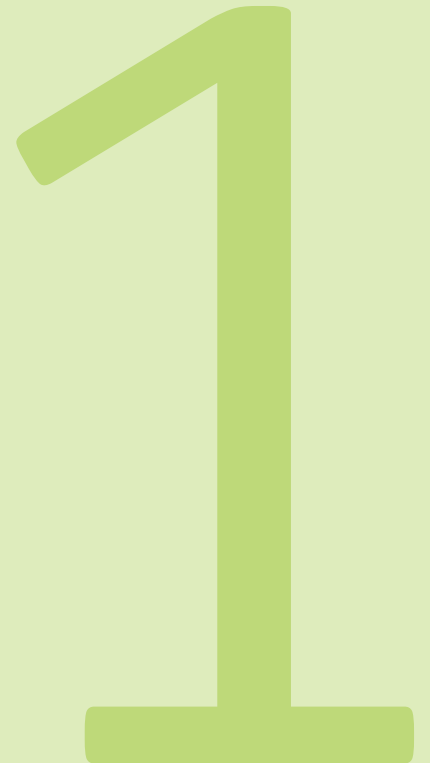
<sup>7</sup> <https://www.ndis.gov.au/participantsafeguarding>

<sup>8</sup> <https://www.ndis.gov.au/about-us/policies/supported-decision-making-policy>

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**Section one:**

# Participants and their plans



## 1.1 Number of participants in the Scheme



More than 610,000 participants are receiving support from the NDIS.

At 30 June 2023, 610,502 participants had an NDIS plan, and 21,501 participants entered the Scheme during the quarter.

- At June 2023, **610,502** participants had approved plans.<sup>9</sup> This represents a **4%** increase from last quarter (an increase of 21,501 participants since March).

### 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
Active participants	7,285	17,155	29,719	89,610	172,333	286,015	391,999	466,619	534,655	<b>610,502</b>
Yearly increase <sup>10</sup>		9,870	12,564	59,891	82,723	113,682	105,984	74,620	68,036	<b>75,847</b>
% increase in active participants		135%	73%	202%	92%	66%	37%	19%	15%	<b>14%</b>

<sup>9</sup> 41,441 participants with approved plans have left the NDIS in the period between 1 July 2013 and 30 June 2023.

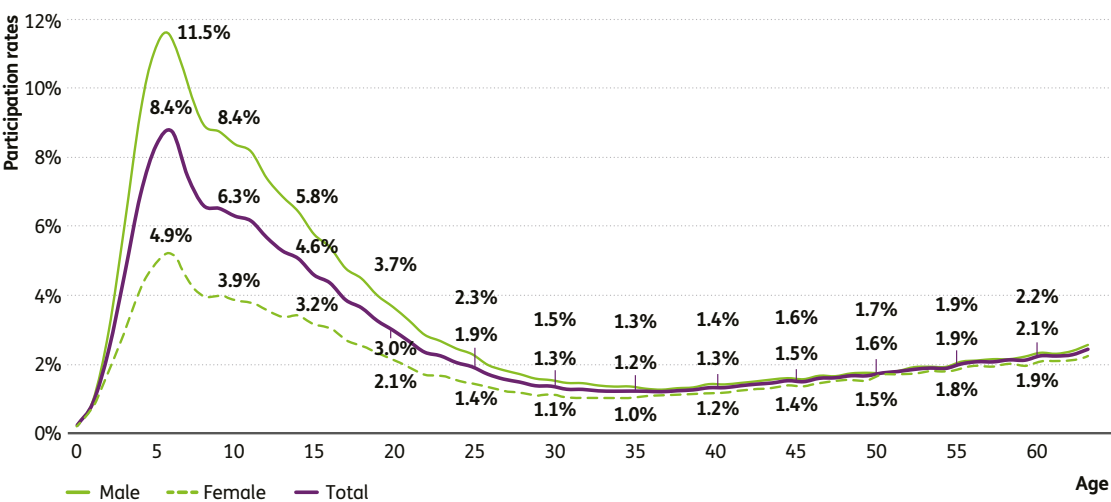
<sup>10</sup> This is the net increase in the number of active participants in the NDIS each period noting some participants have left the NDIS.

# 1.2 Participation rates

The number of NDIS participants as a proportion of the Australian population peaks between the ages of 5 and 7, with approximately 11% of 5 to 7 year old males and 5% of 5 to 7 year old females being NDIS participants.

- NDIS participation rate varies by age and gender
- Peaks at roughly **8%** between the ages of 5 and 7, declines to around **1%** at age 35, and rises to **2%** by age 64
- Over half of all NDIS participants are aged 18 or under
- Participation rates for males and females differ considerably at younger ages
- Higher prevalence of autism and developmental delay in males
- Participation rates up to age 25 have slightly increased from last quarter.

Participation rates<sup>11</sup>



11 There were 7,658 participants aged 0 to 64 years with a gender of 'Other' at 30 June 2023. The participation rates for this group are included within the total rates.

# 1.3 Participant characteristics

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

Of the **21,501** participants entering and receiving a plan in the quarter:

- **9.9%** were **First Nations peoples**<sup>12</sup>
- **8.6%** were **CALD**<sup>13</sup>
- **1.8%** were from **remote and very remote areas**<sup>14</sup>

The NDIA is continuing to co-design and develop the CALD Strategy refresh and a new First Nations Strategy.<sup>15</sup>

Trends in First Nations participants are shown in the Figures overleaf. CALD and Remote participation is similar to that observed in previous reports, and is not repeated in this report.

<sup>12</sup> 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 2021 ("Need for Assistance" variable), Persons Place of Usual Residence, by Indigenous Status.

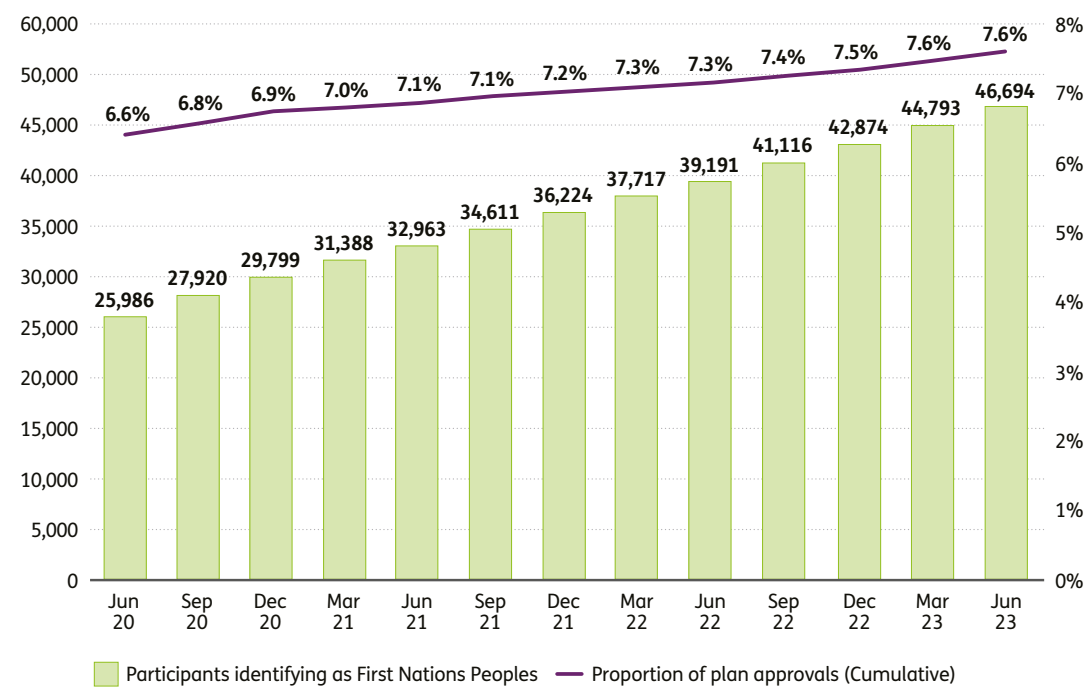
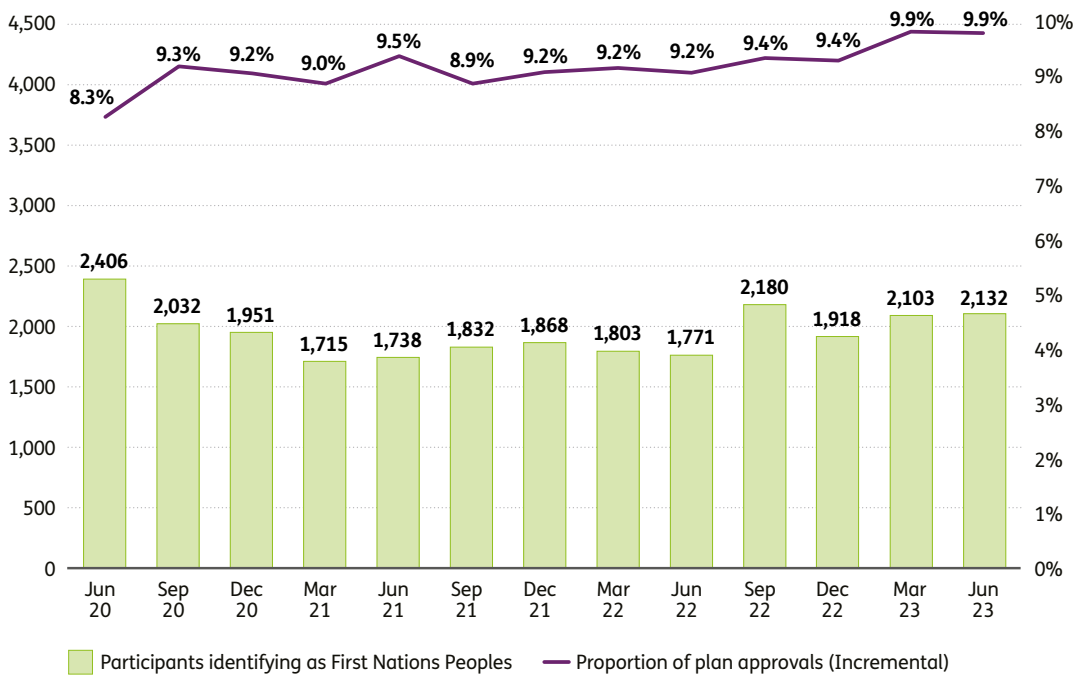
<sup>13</sup> The percentage of CALD participants excludes participants who identify as First Nations Peoples. Further, the NDIA published extra analysis on CALD participants in the September 2021 quarterly report (<https://www.ndis.gov.au/about-us/publications/quarterly-reports>). The analysis indicated 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.

<sup>14</sup> This compares to 2% of the Australian population living in remote or very remote areas. Source: Census of Population and Housing 2021, Persons Place of Usual Residence, by Remoteness Area.

<sup>15</sup> Further information on these strategies can be found here: <https://www.ndis.gov.au/about-us/strategies/first-nations-strategy> and <https://www.ndis.gov.au/about-us/strategies/cultural-and-linguistic-diversity-strategy>

# 1.3 Participant characteristics

Number and proportion of First Nations participants over time incrementally (left) and cumulatively (right)<sup>16,17</sup>



<sup>16</sup> 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.  
<sup>17</sup> <https://data.ndis.gov.au/explore-data> has detail on numbers of CALD participants and remote and very remote participants

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**Section two:**

# Participant and family/carer outcomes



# 2



# 2.1 Participation in work and community and social activities<sup>18,19</sup>

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. Specifically, comparing responses at the most recent plan reassessment (between two and six years after entry) with responses at Scheme entry<sup>20</sup>:

- **six** percentage point increase from **34%** to **40%** for participants aged 15 to 24 years.
- **nine** percentage point increase from **36%** to **45%** for participants aged 25 to 34 years.
- **seven** percentage point increase from **36%** to **43%** for participants aged 35 to 44 years.
- **seven** percentage point increase from **35%** to **42%** for participants aged 45 to 54 years.
- **five** percentage point increase from **35%** to **40%** 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% compares to a 2022–23 target of 46%. In general, the increase in participation in community and social activities has improved the longer participants have been in the Scheme.

18 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.

19 The participant age reported in this section is as per their latest plan reassessment.

20 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

# 2.1 Participation in work and community and social activities

### Participation in work (percentage in a paid job).

The percentage of participants in a paid job for at least two years remains stable overall, but differs by age group. The largest increase was for participants aged 15 to 24, consistent with entering the workforce for the first time. The percentage remains stable or declines for other age groups when comparing responses at the most recent plan reassessment with responses at Scheme entry<sup>21</sup>:

- **eleven** percentage point increase from **11%** to **22%** for participants aged 15 to 24 years.<sup>22</sup>
- **one** percentage point increase from **27%** 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.<sup>23</sup>
- **four** percentage point decrease from **13%** to **8%** for participants aged 65 years and older.<sup>24</sup>
- **two** percentage point increase from **21%** to **23%** for participants aged 15–64 years.

<sup>21</sup> Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

<sup>22</sup> 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.

<sup>23</sup> Some of the decrease for older age groups is due to participants retiring from the workforce.

<sup>24</sup> Ibid.

## 2.2 Perceptions of whether the NDIS has helped

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**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.**

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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.

## 2.2 Perceptions of whether the NDIS has helped

### 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 than the 15 to 24 year age group. Specifically, the percentage who think that the NDIS has helped them have more choices and more control over their life showed<sup>25</sup>:

- **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 **79%** for participants aged 35 to 44 years
- **ten** percentage point increase from **69%** to **80%** for participants aged 45 to 54 years
- **ten** percentage point increase from **71%** to **81%** for participants aged 55 to 64 years
- **twelve** percentage point increase from **71%** to **82%** for participants aged 65 years and older
- **ten** percentage point increase from **67%** to **77%** for participants aged 15 years and older.

Overall, for participants aged 15 and over, there has been a 10 percentage point increase, from 67% to 77%. This compares to a 2022–23 target of 75%.

<sup>25</sup> Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

## 2.2 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 figure below shows the percentages responding positively at first assessment and at latest reassessment, as well as the change between the two time points.

“Has the NDIS helped?” – participants aged from birth to before starting school<sup>26</sup>

Domain	First assessment %	Latest reassessment %	Percentage point change
Daily living: child’s development	91	94	+3
Daily living: access to specialist services	92	95	+3
Choice and control (child’s ability to communicate what they want)	83	86	+3
Relationships (fitting into family life)	77	83	+6
Social, community and civic participation (fitting into community life)	63	70	+6

Improvements were slightly stronger for fitting into family and community life (although results for these domains started off at a lower level and hence had more scope to improve).

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.

<sup>26</sup> Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

## 2.2 Perceptions of whether the NDIS has helped

The figure below shows the percentages responding positively at first assessment and at latest reassessment, as well as the change between the two time points.

“Has the NDIS helped?” – participants aged from starting school to age 14<sup>27</sup>

Domain	First assessment %	Latest reassessment %	Percentage point change
Daily living (independence)	61	73	+12
Lifelong learning (access to education)	41	51	+9
Relationships (with family and friends)	50	60	+10
Social, community and civic participation (social and recreational life)	45	53	+7

<sup>27</sup> Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

## 2.2 Perceptions of whether the NDIS has helped

For young adults aged 15 to 24 years, figure below shows the percentages responding positively at first assessment and at latest reassessment, as well as the change between the two time points.

“Has the NDIS helped?” – participants aged 15 to 24<sup>28</sup>

Domain	First review %	Latest review %	Percentage point change
Choice and control	61	70	+9
Daily living	61	72	+11
Relationships	50	54	+5
Home	22	21	-1
Health and wellbeing	43	51	+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 (+11 percentage point change). Strong improvements have also been observed for choice and control (+9), relationships (+5), 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.

<sup>28</sup> Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

## 2.2 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. The older adult group also shows a stronger improvement over time. The figure shows the percentages responding positively at first assessment and latest reassessment, as well as the change between the two time points.

“Has the NDIS helped?” – participants aged 25 and over<sup>29</sup>

Domain	First review %	Latest review %	Percentage point change
Choice and control	69	80	+11
Daily living	72	84	+11
Relationships	52	62	+9
Home	31	35	+5
Health and wellbeing	52	61	+9
Lifelong learning	30	32	+2
Work	19	19	0
Social, community and civic participation	59	70	+10

From above, the largest improvements over time in the Scheme have been observed for daily living (+11), choice and control (+11), relationships (+9), health and wellbeing (+9), and social, community and civic participation (+10). There was an improvement for the home domain (+5) for the older adult group, while lifelong learning showed a marginal increase (+2) and there was no material change for work.<sup>30</sup>

### Results continue to improve with time in Scheme

The longer a participant has been in the Scheme, the more positive their responses tend to become. However, there are areas where outcomes could be improved, such as for participants aged 25 and over, only 19% agreed that being in the NDIS had helped them find a suitable job after at least two years in the Scheme. The NDIA is actively working to improve participation in work.

<sup>29</sup> Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.  
<sup>30</sup> Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.



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**Section three:**

# Participant experience



3

## 3.1 Participant Service Guarantee

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

In the June 2023 quarter, 12 out of the 17 (71%) PSG timeframes were met in 95% of cases, compared to 10 out of 17 (59%) in the March quarter and 12 out of 17 (71%) in the December quarter.

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the June 2023 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%	●	↔
2	Access	Make an access decision, or request for more information, after an access request has been received	21 days	100%	●	↑
3	Access	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	95%	●	↑
4	Access	Make an access decision, after more information has been provided.	14 days	97%	●	↔
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	94%	▲	↔
7	Planning	Approve a plan for ECA participants, after an access decision has been made	90 days	98%	●	↔

Comparison to target of 95%

● 95% and over

▲ 85%–95%

■ Less than 85%

Change from last quarter

↑ More than 3 percentage points higher

↔ Within 3 percentage points

↓ More than 3 percentage points lower

## 3.1 Participant Service Guarantee

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the June 2023 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 <sup>31</sup>	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	↑ More than 3 percentage points higher
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%	↔ Within 3 percentage points
11	Plan reassessment	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	76%*	■ 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	82%	■ Less than 85%	↔ Within 3 percentage points
13	Plan reassessment	Complete a reassessment, after the decision to accept the request was made	28 days	64%	■ Less than 85%	↔ 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.

<sup>31</sup> The average (mean) timeframe for this Participant Service Guarantee metric is 17 days and the median is 3 days.

## 3.1 Participant Service Guarantee

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the June 2023 quarter	Comparison to target of 95%	Change from last quarter	Comparison to target of 95%	Change from last quarter
14	Plan variations	Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	90%	▲	↔	● 95% and over	↑ More than 3 percentage points higher
15	Plan variations	Amend a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	96%	●	↔	▲ 85%–95%	↔ Within 3 percentage points
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			■ Less than 85%	↓ More than 3 percentage points lower
17	Reviewable decisions	Complete an internal Review of a Reviewable Decision, after a request is received	60 days	98%	●	↑		
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%	●	↔		

# 3.1 Participant Service Guarantee

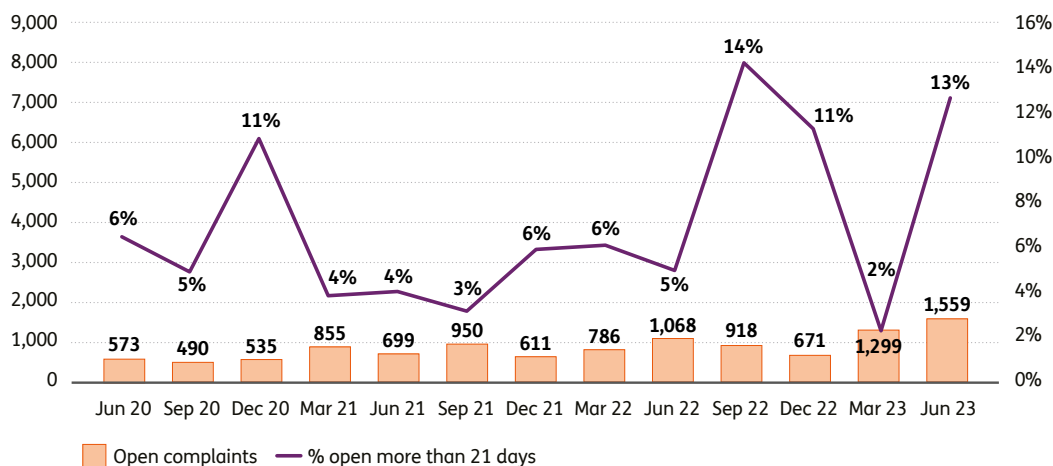
## Participant Service Guarantee metrics below target

Further detail around the five PSG timeframes that that were not met in 95% of cases are as follows:

- **PSG 6 – Approve a participant’s plan, after an access decision has been made (excludes ECA):** The metric is at **94%** and is slightly below target. The NDIA is committed to reaching service standards and is reviewing and manually assigning records on a weekly basis.
- **PSG 11 – Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date:** The metric is at **76%** and there has been a considerable improvement (8%) since the March quarter. The NDIA has a key focus on continuing to improve this metric with early contact with participants prior to plan reassessment. We note that in the month of June 2023 the performance metric reached 82%.
- **PSG 12 – Decide whether to undertake a Participant Requested Plan reassessment, after the request is received, PSG 13 – Complete a reassessment, after the decision to accept the request was made:** There has been an increase in the number of unscheduled reviews requested which has resulted in a decrease in the resulting performance metrics for PSG 12 and PSG 13 over recent quarters. The NDIA is reviewing the ability to balance this with other key priority areas and is actioning the allocation of additional staff and operational changes.
- **PSG 14 – Amend a plan, after the receipt of information that triggers the plan amendment process:** The metric is at **90%** and is below target, partially due to a business process error where plan changes were incorrectly being categorised as amendments. Weekly communications are being sent to business areas to improve performance.

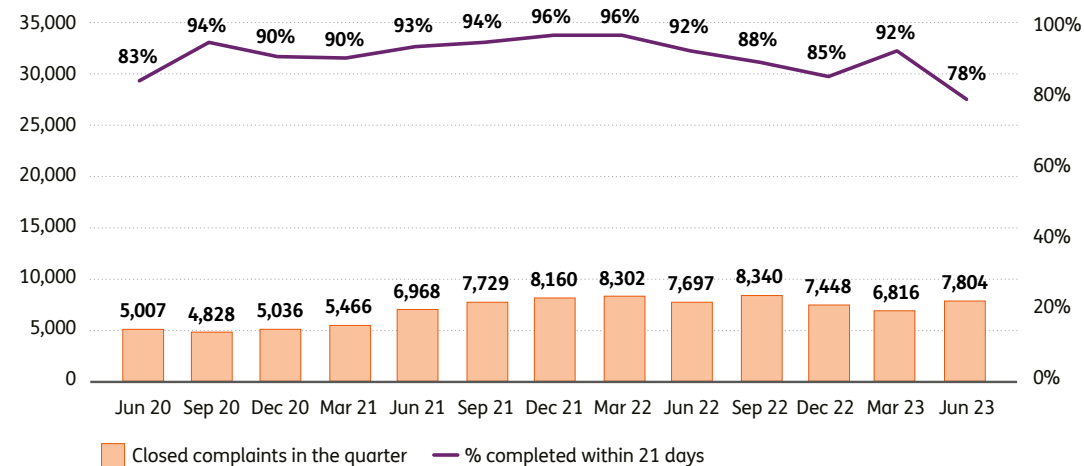
## 3.2 Complaints, Critical Incidents, Review Requests and AAT Cases

**Open complaints and percentage that have been open for more than 21 days**<sup>32,33</sup>



Around 86% of complaints have been closed within 21 days in the past four quarters, this proportion has declined from levels seen in 2021.

**Closed complaints and percentage completed within 21-day timeframe**<sup>34,35</sup>



Complaints as a proportion of active participants have slightly increased over the last three quarters from 4.7% in December 2022 to 5.1% in June 2023, which is an improvement from the experience between the September 2021 and September 2022 quarters where complaints averaged approximately 6.0% of active participants.

<sup>32</sup> 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.

<sup>33</sup> The historical number of complaints reported prior to the June 2023 QRDM has changed due to Participant Critical Incidents being reported separately from the June 2023 QRDM onwards, see later in the section for further details.

<sup>34</sup> 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.

<sup>35</sup> The historical number of complaints reported prior to the June 2023 QRDM has changed due to Participant Critical Incidents being reported separately from the June 2023 QRDM onwards.

## 3.2 Complaints, Critical Incidents, Review Requests and AAT Cases

### Participant Critical Incidents (PCIs)

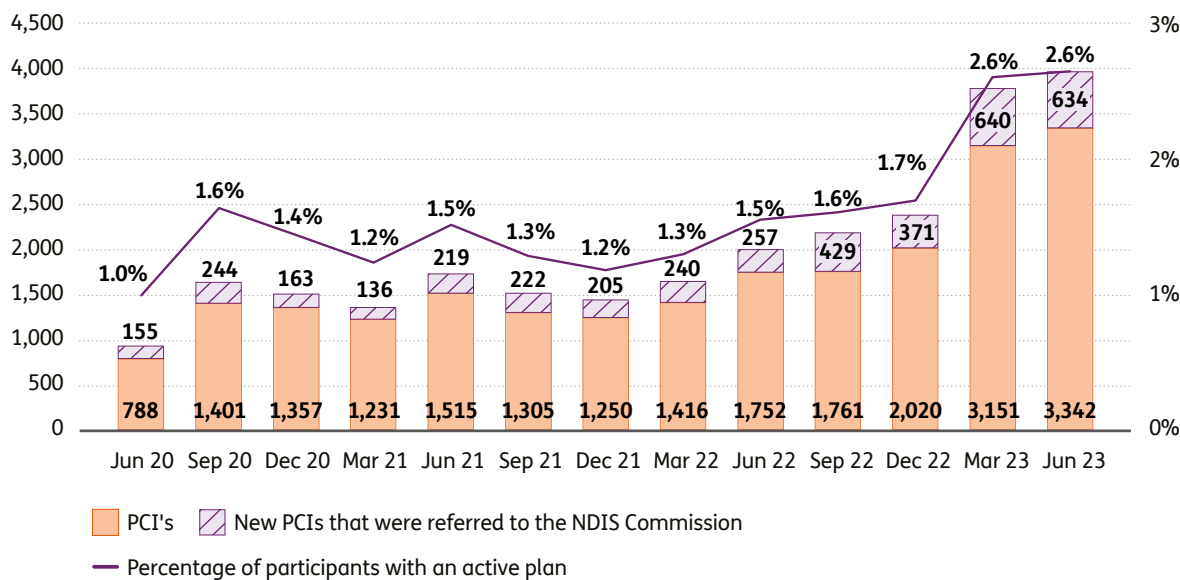
- NDIA staff and Partner staff may encounter participant critical incidents (PCIs) while working with participants, their families, and carers.
- The NDIA follows protocols to determine when and how to disclose incident information to the NDIS Commission.
- There has been an increase in the total volume of PCIs received in the March and June 2023 quarters due to increased awareness of financial abuse and improved reporting.

### Improving complaints and feedback management processes

- The NDIA has initiated a project to improve the management and resolution of complaints, feedback, and enquiries.'
- The aim is to improve practices, build staff capability, and ensure our culture aligns with the Participant Service Charter and NDIS Act.
- The project is considering improvements across the whole Agency, including the National Contact Centre (NCC), AAT Branch, and front-line service delivery and partners.
- The project will work with Disability Representative and Carer Organisations (DRCOs) and the Participant Reference Group to better understand issues and opportunities.
- The improvements will include making sure processes are accessible and accommodate individual circumstances, and that staff take a holistic approach and consistently recognise individual rights.

## 3.2 Complaints, Critical Incidents, Review Requests and AAT Cases

Number and proportion of PCI's complaints over time



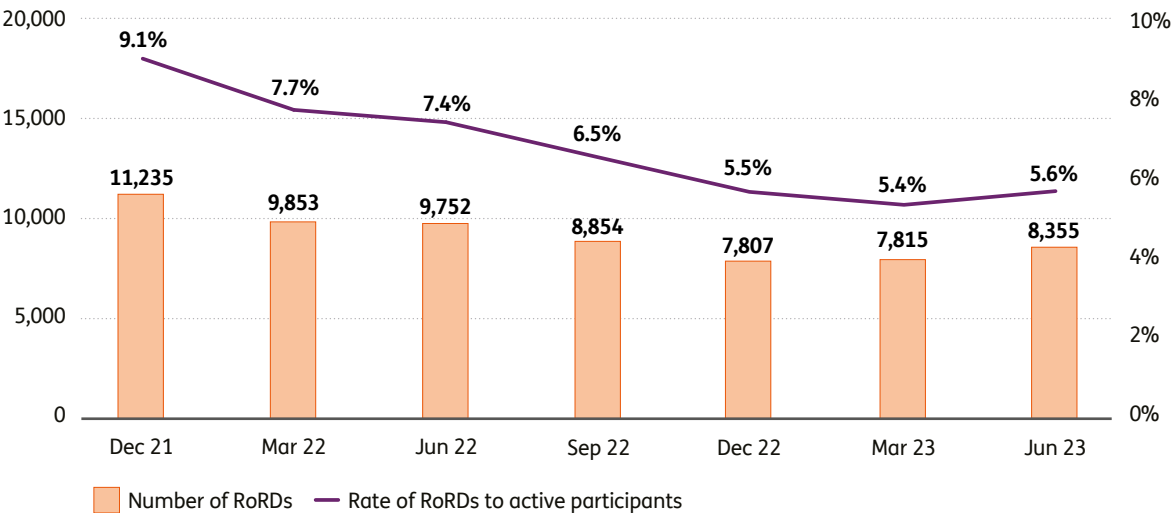


# 3.2 Complaints, Critical Incidents, Review Requests and AAT Cases

## Review of a Reviewable Decision (RoRD)<sup>36</sup>

The number of RoRDs as a percentage of active participants has decreased from 9.1% in the December 2021 quarter to 5.6% in the June 2023 quarter.

Requests for a RoRD – quarterly trend<sup>37</sup>



In the June 2023 quarter, 7,680 RoRDs were closed with 1,262 requests withdrawn. Of the remaining closed RoRDs, 4,127 confirmed the Agency’s decision and 2,291 decisions were amended or set aside. Decisions are often varied or set aside as further evidence is obtained during the review process.

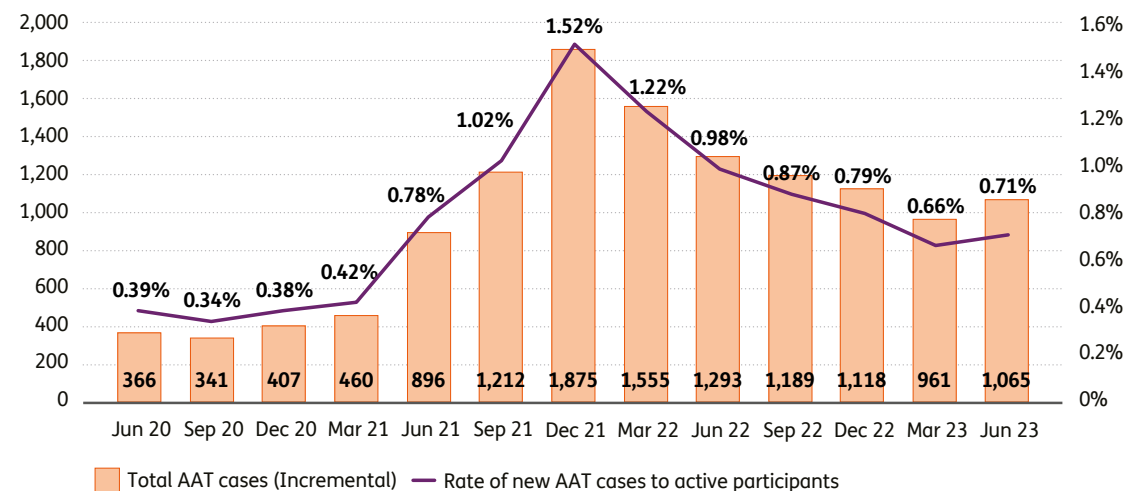
<sup>36</sup> Figures do not capture 391 review records that have been migrated to the new ICT system, see section 6.6 for further information.  
<sup>37</sup> The number of RoRDs have changed compared with the previous report. This is due to additional records which have been retrospectively added/removed 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 Complaints, Critical Incidents, Review Requests and AAT Cases

### Administrative Appeals Tribunal (AAT)

- A person may apply to the AAT for review of a decision made by a reviewer if they are not satisfied with the outcome of their review.
- The NDIA is committed to acting as a model litigant in the AAT and works with applicants and their legal representatives to resolve their matters as early as possible in the AAT process.<sup>38,39</sup>
- There were **1,065** new AAT cases in the June 2023 quarter, relating to **1,046** participants.
- The number of new AAT cases (as a proportion of active participants) has decreased since the December 2021 peak of **1.52%** to **0.71%** in the June 2023 quarter.
- The decrease is also a result of the Independent Expert Review (IER) trial which is one of the Alternative Dispute Resolution (ADR) initiatives introduced to reduce the AAT case backlog and improve dispute resolution processes.

Number and proportion of new AAT cases over time



<sup>38</sup> 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.

<sup>39</sup> 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>

### 3.3 Participant satisfaction

Participant satisfaction has remained in line with previous quarters.

This quarter, **86%** of participants rated the Planning process as good or very good, with **9%** rating it as neutral. **80%** of participants rated the Access and Pre-Planning processes as good or very good, and **67%** rated the Plan Reassessment process as good or very good.<sup>40</sup> Satisfaction with the Plan Reassessment process has decreased slightly, by 2 percentage points in the most recent quarter.

Rating of experience with the NDIS (1 January 2023 to 31 March 2023)

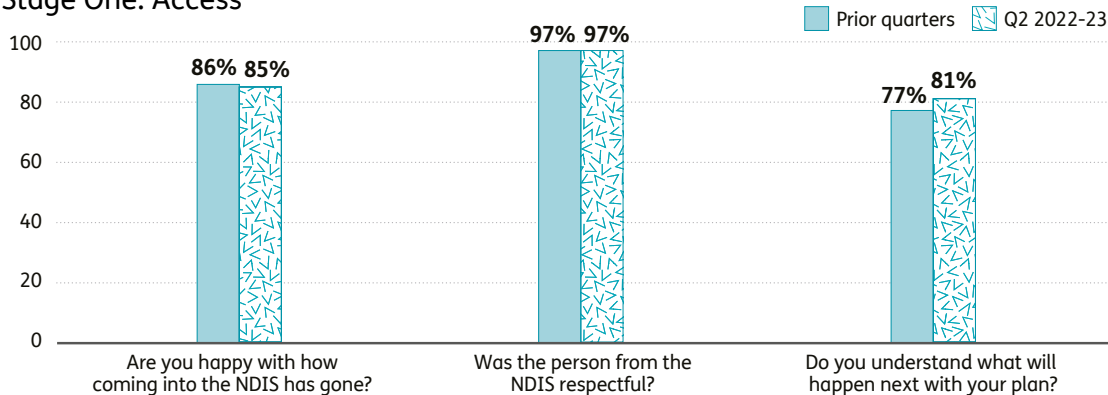
	Access	Pre-Planning	Planning	Plan Reassessment
Very good/good	80%	80%	86%	67%
Neutral	11%	13%	9%	14%
Poor/very poor	10%	7%	5%	19%

<sup>40</sup> These results are based on 1,025 surveys at Access, 971 at Pre-Planning, 5,594 at Planning and 9,459 at Reassessment, which is 17,049 in total.

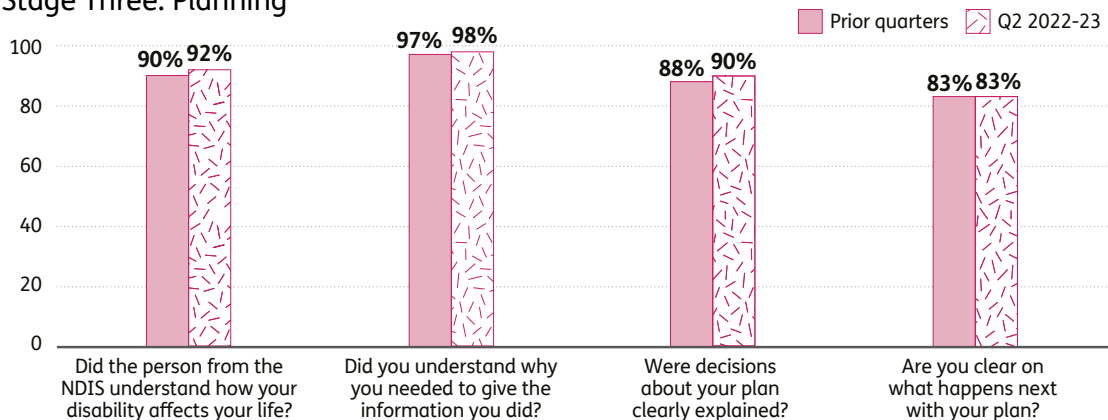
# 3.3 Participant satisfaction

## Satisfaction across the four stages of the pathway<sup>41</sup>

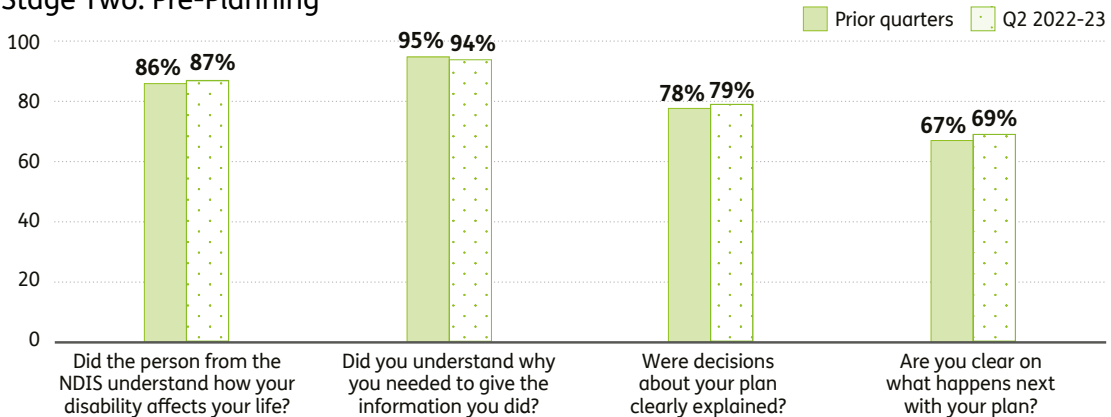
### Stage One: Access



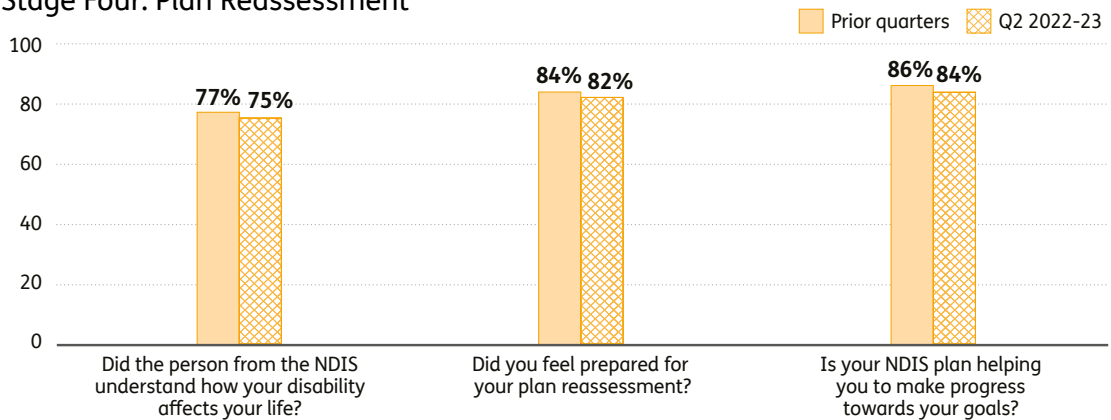
### Stage Three: Planning



### Stage Two: Pre-Planning



### Stage Four: Plan Reassessment



<sup>41</sup> Prior quarters include responses from 1 October 2020.

## 3.4 The NDIS National Contact Centre (NCC)

**This quarter, the NCC continued with the progressive implementation of a transformation to its contact centre operations, including the partial insourcing of contact centre staff, upgrading and retraining of staff skills, process reengineering, and technology uplift.**

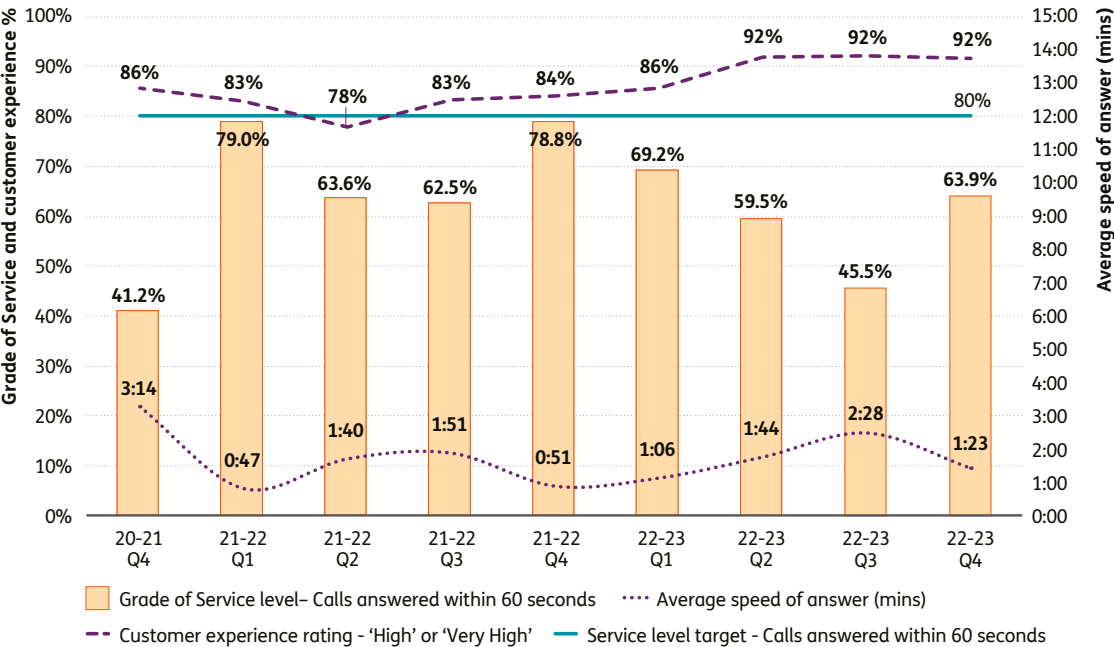
The NDIS NCC provides personal and high-quality services and information about the NDIS. Specialist teams have been created to respond to service requests, supported by improved training and redesigned processes. The most complex enquiries will be answered by NDIA staff through a partial insourcing of contact centre roles. The NCC has implemented a new contact centre technology platform and a dedicated phone line for Government appointed advocates, guardians, and trustees was launched this quarter.

For the whole of quarter results:

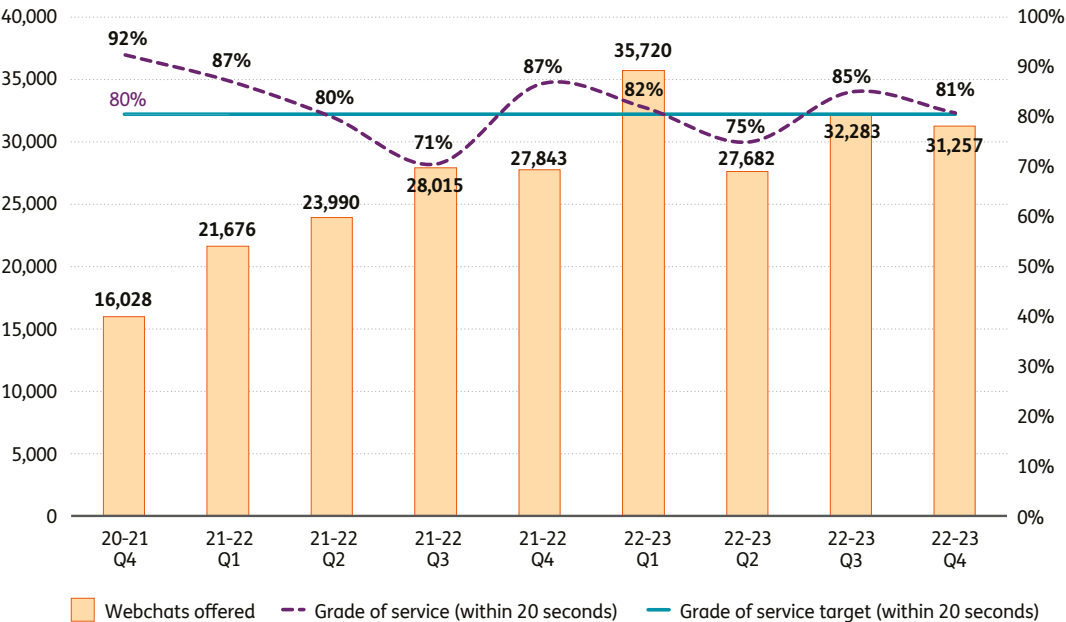
- Call answering performance improved to **64%** of calls answered in 60 seconds, with the June result of **74%** within 60 seconds, this was an increase from the previous quarters result of **45%**. The NCC has not received any complaints about wait times.
- **81%** of all webchats received were answered within 20 seconds. Webchat channel continues to see significant growth across the financial year to date, with **31,257** webchats offered for the quarter.
- **72%** of email enquiries were answered within 2 business days. Email enquiries continued to increase this quarter, with **260,438** emails received, up **7%** from the previous quarter.
- First contact resolution remained consistent at **86%** based on post call survey responses.
- Customer experience remained strong this quarter, with **92%** of post call survey respondents scoring their experience with the NCC as 'High' or 'Very High'.
- The NCC utilised "virtual hold" automatic call back functionality through this period thus removing the need to wait in queue.

# 3.4 The NDIS National Contact Centre (NCC)

Quarterly telephony grade of service, average speed of answer and customer experience results



Quarterly webchat grade of service and offered chat volume



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**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.

**\$34.7bn** in support has been provided in the 12 months to 30 June 2023<sup>42</sup>. The largest support categories are core daily activities (53% of total payments), core social and community participation (21% of total payments), and capacity building daily activities (therapy services) (13% of total payments). Core daily activities includes participants in SIL. \$8.8bn of the \$18.3bn payments on core daily activities in the 12 months to 30 June 2023 was for payments for participants in SIL.

### Total payments from 1 July 2022 to 30 June 2023

Support Category	Total payments (in \$m)	% of total payments
Core – daily activities	18,291	52.7%
Core – community	7,464	21.5%
Core – consumables & transport	1,392	4.0%
Capacity building – daily activities <sup>43</sup>	4,363	12.6%
Capacity building – other	2,199	6.3%
Capital	1,007	2.9%
<b>Total<sup>44</sup></b>	<b>34,724</b>	<b>100.0%</b>

<sup>42</sup> This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$35.1 billion. Please note this figure is a provisional result and subject to change including ANAO audit.

<sup>43</sup> Includes therapy services.

<sup>44</sup> Total includes \$8m of payments with no support category.



### 4.2 Plan management types<sup>45</sup>

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.

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

- **Self-manage all or part of** their plan has been broadly stable, decreasing from **31%** to **29%**
- Use a **plan manager** has increased from **49%** to **60%**
- Have an **Agency-managed** plan has decreased from **20%** to **10%**.

<sup>45</sup> All figures in this section are impacted by a correction put through for a covid-related data issue, which has resulted in a retrospective reallocation of payments from 'plan-managed' to 'Agency-managed', and impacts all payment quarters since 2021-22 Q4.

### 4.2 Plan management types

Many participants who have entered the Scheme in more recent years have chosen to use a plan manager for most or some of their supports. This is a key driver of the increase in the number of participants with plan managers. Out of 167,409 active providers in the fourth quarter of 2022–23, 8,971<sup>46</sup> providers provided support to Agency-managed participants and 166,641<sup>47</sup> providers provided support to plan-managed participants.<sup>48</sup>

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 **38%** to **53%**
- **Agency-managed** payments decreased from **50%** to **35%**.

<sup>46</sup> The number does not include plan managers who received only payment for plan management fees.

<sup>47</sup> The number includes plan managers who are providing Agency-managed supports.

<sup>48</sup> A plan manager may provide support to both Agency-managed and plan-managed participants. There is an overlap of 8,203 providers between these categories and the number of active providers by plan management type add up to more than 100%.

### 4.2 Plan management types

In the fourth quarter of 2022–23, of the \$9.3bn in payments, \$1.1bn was self-managed (12%), \$4.9bn was managed by a plan manager (53%), and \$3.3bn was Agency-managed (35%)<sup>49</sup>.

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

- Payments for **participants in SIL receiving core daily activities support** were **\$2.4bn**. Of this, \$1m was self-managed (**less than 1%**), \$456m was managed by a plan manager (**19%**), and \$1.9bn was Agency-managed (**81%**).
- Payments for **participants not in SIL receiving core daily activities support** were **\$2.4bn**. Of this, \$354m was self-managed (**15%**), \$1.7bn was managed by a plan manager (**70%**), and \$380m was Agency-managed (**16%**).
- Payments for **participants receiving core social participation support** were **\$2.1bn**. Of this, \$188m was self-managed (**9%**), \$1.5bn was managed by a plan manager (**73%**), and \$379m was Agency-managed (**18%**).
- Payments for **participants receiving capacity building daily activities support (therapy supports)** were **\$1.2bn**. Of this, \$358m was self-managed (**30%**), \$749m was managed by a plan manager (**62%**), and \$102m was Agency-managed (**8%**).

<sup>49</sup> Includes cash and in-kind payments.

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**Section five:**

# Financial sustainability



# 5

# 5.1 Total payments



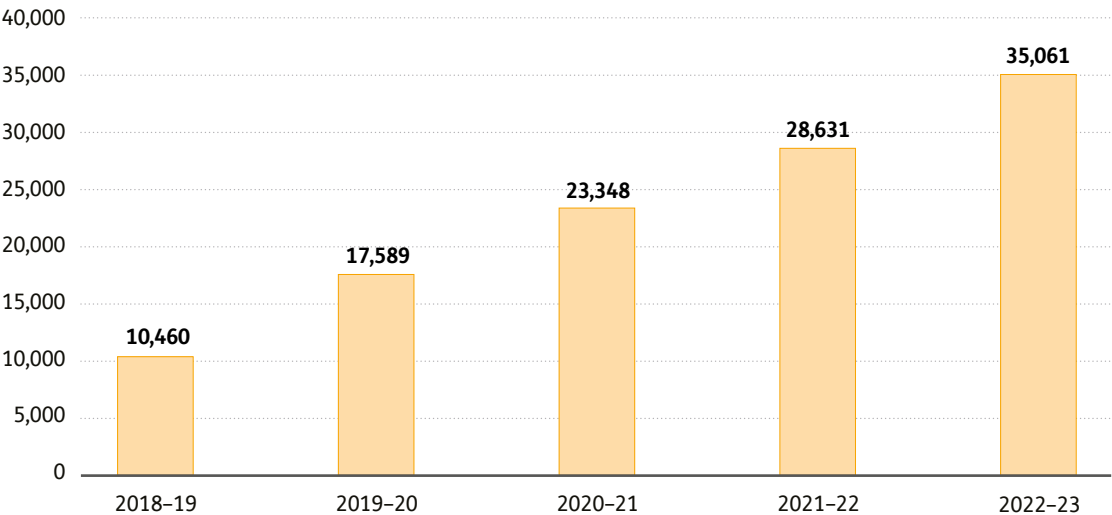
A financially sustainable Scheme achieves participant outcomes across their lifetimes, and is affordable now and into the future.

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

Total payments have increased over the last four years, from \$10.5 billion in the year to 30 June 2019 to \$35.1 billion in the year to 30 June 2023.

The increasing number of participants benefitting from the Scheme is a contributing factor to the increase in payments.

**Total payments (\$m) for financial years ending 30 June<sup>50</sup>**



<sup>50</sup> Total scheme costs are presented on an accrual basis, sourced from the NDIA Financial Accounts. The Scheme costs figure is made of total Scheme expenses, less Scheme grant payments, write-downs and write-offs. The full year Scheme costs of \$35,061m in 2022-23 is a provisional result and subject to change including ANAO audit.

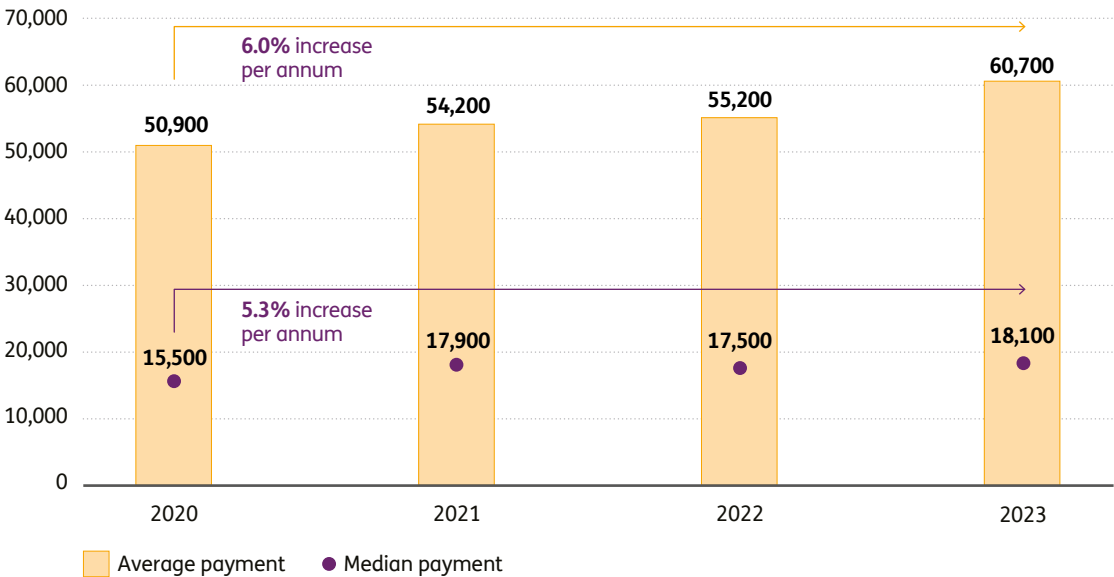
# 5.2 Average and median payment trends

**Average and median payments per participant have increased by 6.0% and 5.3% per annum respectively over the last three years.**

In the NDIS, the average payment per participant is higher than the median payment due to a skewed distribution with a small number receiving very high cost supports and a large number receiving low cost supports. Between 1 July 2019 and 30 June 2023, average payments increased by 6.0% per annum and median payments increased by 5.3% per annum.

Trends in average and median payments are affected by changes in the profile of participants in the Scheme over time. Average payments are much higher for participants in SIL than those not in SIL, and for adults compared to children. Over the past four years, the proportion of participants under 15 years of age has increased, while the proportion of participants in SIL has decreased. This changing mix reduces the average and median payment, all else being equal.

**Average and median payments for years ending 30 June**

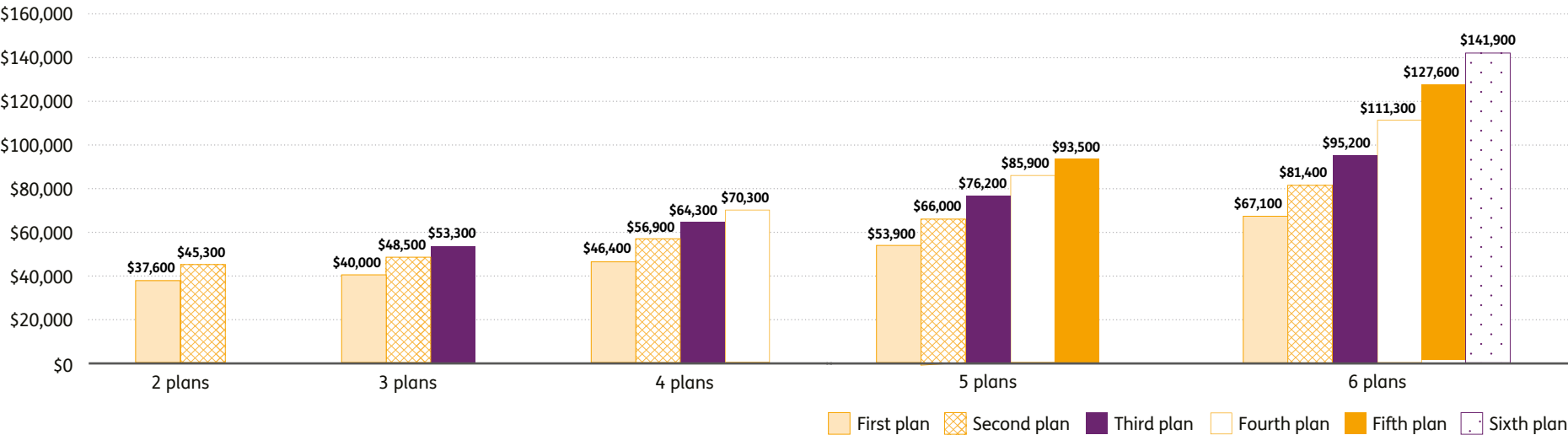


# 5.3 Average plan budget trends

The mix of participants has changed over time, so it’s important to understand trends in average plan budgets for the same group of participants. Figure below shows that average plan budgets increase for each subsequent plan.

For example, average plan budgets for participants who have had three plans increased from \$40,000 for the first plan to \$53,300 for the third plan. However, first plan budgets for participants joining the Scheme have decreased over time, reflecting a change in the profile of participants with a higher proportion of lower cost participants and fewer new participants in SIL.

Average annualised plan budgets for participants over time



# 5.3 Average plan budget trends

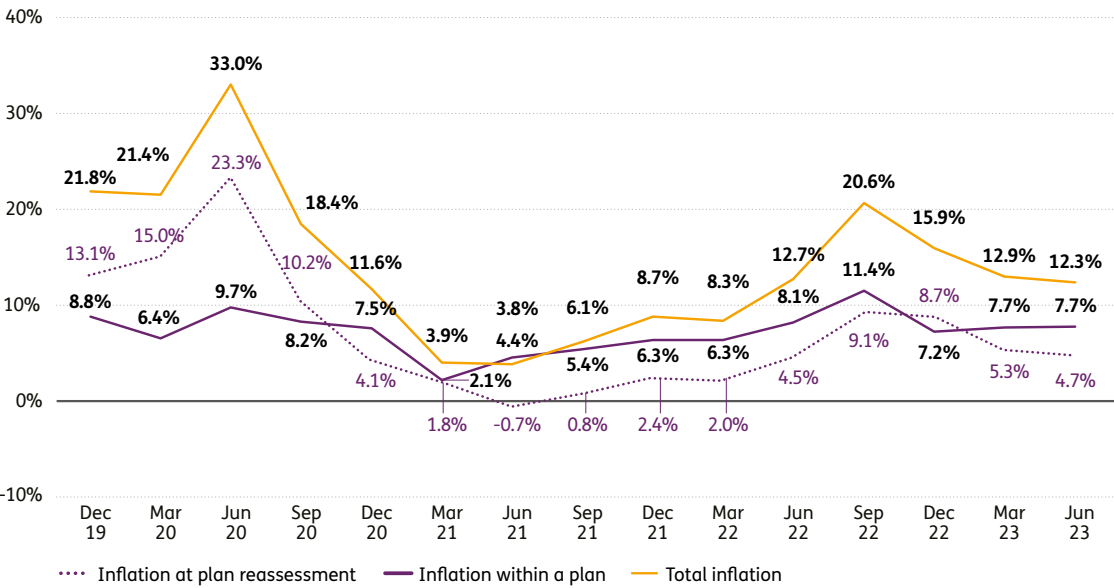
## Plan reassessments and plan budgets variations

Plan reassessments can result in plan budgets varying for a variety of reasons, such as one-off capital items or investment in capacity building. The NDIA has published an Operational Guideline on [Plan Reassessments](#)<sup>51</sup> which details the reasons why a new plan could be different to a current plan.

## Plan inflation

In the June 2023 quarter, total plan inflation was 3.0%, or 12.3% per annum. Of this, 4.7% was due to changes at plan reassessment and 7.7% was due to changes within a plan between reassessments. This compares with plan inflation of 12.9% per annum in March 2023 and 15.9% per annum in December 2022. For the 2022–23 financial year, the total annualised plan inflation was 19.4% per annum, with 7.0% due to growth in plan budgets at reassessment and 12.5% due to growth between reassessments.

Annualised percentage change in plan budgets for active participants



51 <https://ourguidelines.ndis.gov.au/your-plan-menu/changing-your-plan>

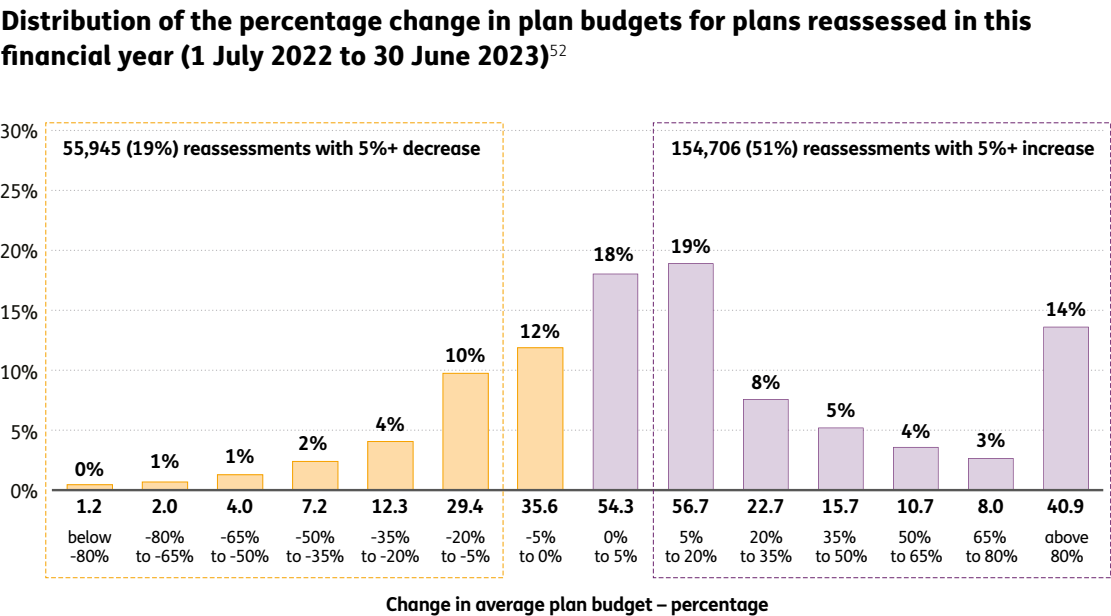


# 5.3 Average plan budget trends

At the individual level, plan budgets can vary significantly. When looking at experience in this financial year (from 1 July 2022 to 30 June 2023), taking account of total plan inflation, plans were more likely to increase rather than decrease.

Specifically:

- 51% of plans increased at reassessment by more than 5%
- 19% decreased by more than 5%
- 30% remained within 5%



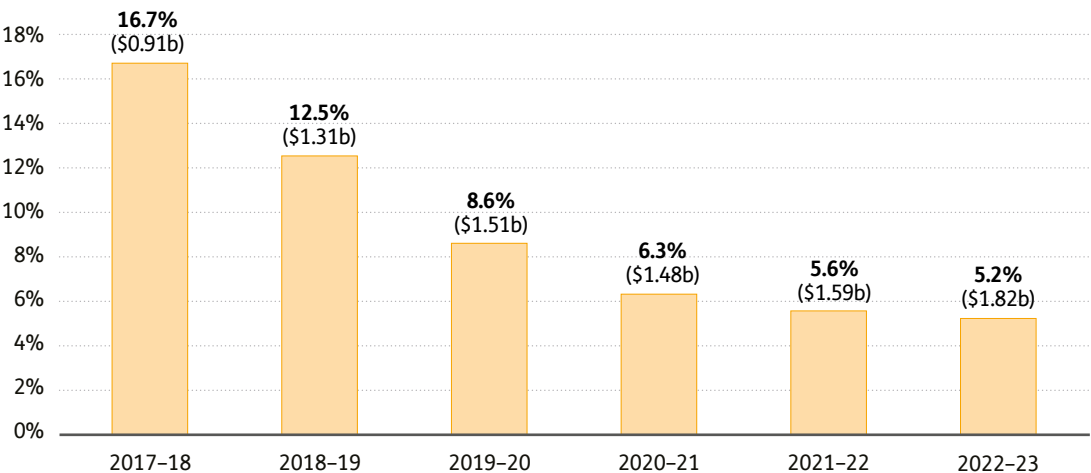
<sup>52</sup> The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

# 5.4 Operating expenses

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

In addition to the money spent through participant plans on supports for participants, the NDIA receives money to run the NDIA, including paying staff wages. This is referred to as the NDIA’s operating expenses. NDIA operating expenses have increased from \$906 million in 2017–18 to \$1,822 million in 2022–23. As a percentage of the dollars spent on participants, operating expenses have decreased from 16.7% in 2017–18 to 5.2% in 2022–23. The Productivity Commission in their 2017 Study report<sup>53</sup> suggests a range of 7–10% as an appropriate benchmark for NDIA operating costs.

Operating expenses as a percentage of participant costs

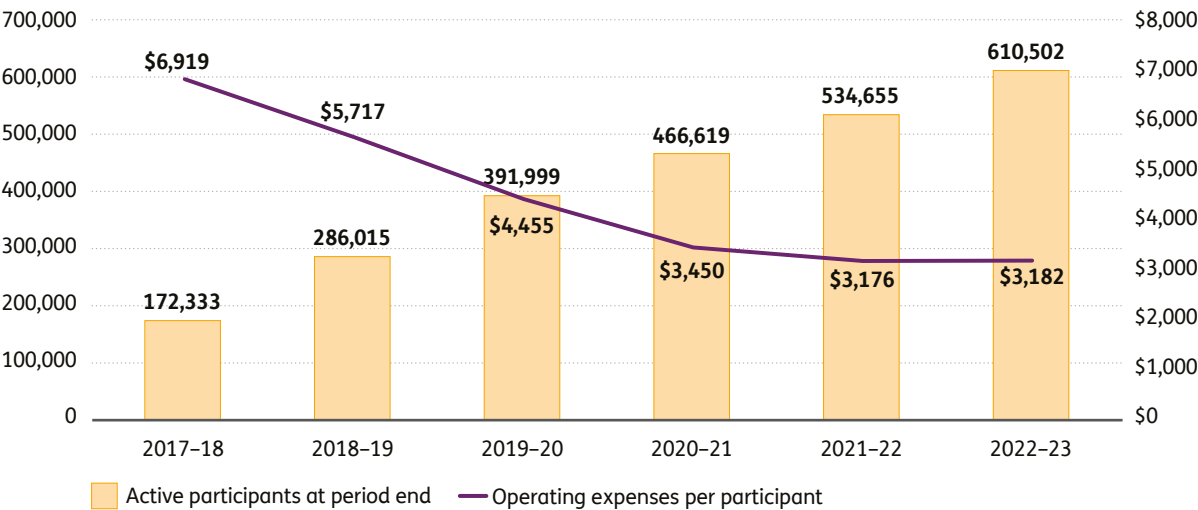


53 <https://www.pc.gov.au/inquiries/completed/ndis-costs#report>

# 5.4 Operating expenses

Over time, the NDIA has increased efficiency. The annualised operating cost per participant has reduced by 54% since 2017–18, from \$6,919 to \$3,182 in 2022–23.

Operating expense per participant<sup>54</sup>



<sup>54</sup> 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 to divide the Total Operating Expenses for the 2022–23 Accounts.



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