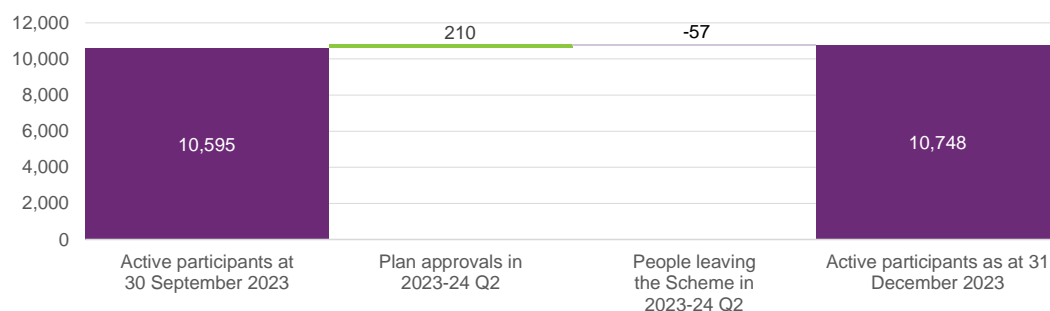


The new computer system commenced in Tasmania in the December 2022 quarter and Nationally from 30 October 2023. The Quarterly Performance Dashboard combines data from the current and new systems, where it is available. Data from the new system is not available for all tables shown. Where this is materially incomplete, the underlying data for this dashboard has not been shown. This may lead to restatements of information in future reports.

## Participants and Planning

| Participant experience                                                                   | As at 31 Dec | As at 30 Sep |
|------------------------------------------------------------------------------------------|--------------|--------------|
| Active participants with approved plans (excluding children accessing early connections) | 10,748       | 10,595       |
| Children accessing early connections <sup>1</sup>                                        | n/a          | 188          |
| Children waiting for early connections <sup>1</sup>                                      | n/a          | 0            |
| Percentage of participants fully or partially self managing their plan                   | 44%          | 45%          |
| Percentage of plans activated within 90 days <sup>2</sup>                                | 83%          | 82%          |
| Number of participant plan reassessments completed in the quarter <sup>3</sup>           | 672          | 898          |

Change in active participants between 30 Sep 2023 and 31 Dec 2023



### Performance summary:

- 12,361 participants (excluding children accessing early connections) have had an approved plan since July 2013. 10,748 of these continue to be active.
- 8,023 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- 210 participants have entered the Scheme in the December 2023 quarter and net participants leaving the Scheme are 57, reflecting active participant movements in and out of the Scheme and Australian Capital Territory.
- 672 plans have had reassessments this quarter.
- 267 access decisions have been made in the quarter, of which 196 met access and are still active.
- 14 (6.7%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Australian Capital Territory to 489 (4.5%).
- 11 (5.2%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD) <sup>4</sup>, taking the total number of CALD participants in Australian Capital Territory to 1,043 (9.7%).

## Participant outcomes and satisfaction

| Participant outcomes and satisfaction                                                                                                                                                                                                    | Latest Reassessment        | Baseline                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|---------------------------|
| <b>Participant and Scheme Outcome metrics from the Corporate Plan as at 31 December 2023 <sup>5</sup></b>                                                                                                                                |                            |                           |
| <ul style="list-style-type: none"> <li>• Participant employment rate - Aged 15 - 64 years</li> <li>• Participant social and community engagement rate - Aged 15+ years</li> <li>• Parent and carer employment rate - All ages</li> </ul> | 31%                        | 30%                       |
|                                                                                                                                                                                                                                          | 42%                        | 36%                       |
|                                                                                                                                                                                                                                          | 62%                        | 56%                       |
|                                                                                                                                                                                                                                          | <b>Latest Reassessment</b> | <b>First Reassessment</b> |
| <ul style="list-style-type: none"> <li>• Participant perception of choice and control - Aged 15+ years</li> </ul>                                                                                                                        | 78%                        | 71%                       |
| <b>% of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter <sup>6</sup></b>                                                                                                | <b>2023-24 Q2</b>          | <b>2023-24 Q1</b>         |
| <ul style="list-style-type: none"> <li>• Access</li> </ul>                                                                                                                                                                               | n/a                        | n/a                       |
| <ul style="list-style-type: none"> <li>• Pre-planning</li> </ul>                                                                                                                                                                         | n/a                        | n/a                       |
| <ul style="list-style-type: none"> <li>• Planning</li> </ul>                                                                                                                                                                             | 80%                        | 73%                       |
| <ul style="list-style-type: none"> <li>• Plan reassessment</li> </ul>                                                                                                                                                                    | 63%                        | 67%                       |

<sup>1</sup> The early childhood approach indicators under the new system (PACE) are being refined. Where these results remain unreliable for this quarter, "n/a" has been substituted until these are resolved further.

<sup>2</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) and those with initial plans approved after the end of 2022-23 Q3 have been excluded.

<sup>3</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these reassessments are more likely to represent corrections to the plan rather than a new plan reassessment to address a change in circumstance. Plan reassessments exclude data from the new system (PACE) until resolved further.

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

<sup>5</sup> The Outcome results include participants who have been in the Scheme for at least two years. Trial participants (participants with initial plans approved prior to 1 July 2016) are excluded.

<sup>6</sup> "n/a" means that results cannot be measured.

## Participant Service Guarantee (PSG)

| Percentage meeting the Service Guarantee in the quarter <sup>1</sup> |                                                                                                                                               | Service Guarantee | 31 Dec | 30 Sep |
|----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------|--------|
| <b>General</b>                                                       | 1. Explain a previous decision, after a request for explanation is received                                                                   | 28 days           | n/a    | 100%   |
| <b>Access</b>                                                        | 2. Make an access decision, or request for more information, after an access request has been received                                        | 21 days           | n/a    | 99%    |
|                                                                      | 3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information                    | 90 days           | n/a    | 100%   |
| <b>Planning</b>                                                      | 4. Make an access decision, after more information has been provided                                                                          | 14 days           | n/a    | 93%    |
|                                                                      | 5. Commence facilitating the preparation of a plan, after an access decision has been made                                                    | 21 days           | n/a    | 99%    |
|                                                                      | 6. Approve a participant's plan, after an access decision has been made (excludes those ECA <sup>2</sup> that have received initial supports) | 56 days           | n/a    | 97%    |
| <b>Implementation</b>                                                | 7. Approve a plan for ECA <sup>2</sup> participants, after an access decision has been made                                                   | 90 days           | n/a    | 100%   |
|                                                                      | 9. If the participant accepts the offer, hold a plan implementation meeting                                                                   | 28 days           | n/a    | 100%   |
| <b>Plan Reassessments</b>                                            | 11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date                                             | 56 days           | n/a    | 75%    |
|                                                                      | 12. Decide whether to undertake a Participant Requested Plan Reassessment, after the request is received                                      | 21 days           | n/a    | 77%    |
|                                                                      | 13. Complete a reassessment, after the decision to accept the request was made                                                                | 28 days           | n/a    | 68%    |
| <b>Plan Amendments</b>                                               | 14. Amend a plan, after the receipt of information that triggers the plan amendment process                                                   | 28 days           | n/a    | 93%    |
|                                                                      | 15. Amend a plan, after the receipt of information relating to a complex quote that triggers a plan amendment process                         | 50 days           | n/a    | n/a    |
| <b>Reviewable Decisions</b>                                          | 17. Complete an Internal Review of a Reviewable Decision, after a request is received                                                         | 60 days           | n/a    | 95%    |
|                                                                      | 18. Implement an AAT decision to amend a plan, after the AAT decision is made                                                                 | 28 days           | n/a    | 94%    |
| <b>Nominee</b>                                                       | 19. Cancel participant requested nominee                                                                                                      | 14 days           | n/a    | 100%   |
|                                                                      | 20. Cancel CEO initiated nominee                                                                                                              | 14 days           | n/a    | n/a    |

• The PSG metrics are based on the recommendations of the 2019 Tune Review. The NDIA commenced measuring performance against the PSG metrics prior to the legislation of the Participant Service Charter and Guarantee. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament, and received Royal Assent on 1 April 2022. It introduces changes that provide greater flexibility for participants and the NDIA to amend plans.

<sup>1</sup> The PSG measures currently do not include participants who have migrated to the new computer system. However, the PSG measures are being remediated where there is a similar process and data available between the new and old systems. Where these results remain unreliable for this quarter, "n/a" has been substituted until these are resolved further.

<sup>2</sup> ECA stands for early childhood approach.

## Provider and market metrics

| Market supply and participant costs                                                                                                    | As at 31 Dec | As at 30 Sep |
|----------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|
| Total number of active providers (with at least one claim ever) <sup>1</sup>                                                           | 1,809        | 1,747        |
| Total number of active providers in the last quarter <sup>1</sup>                                                                      | 484          | 480          |
| Utilisation (6 month rolling average with 3 month lag) (%)                                                                             | 77%          | 77%          |
| Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark) <sup>2</sup> | 0%           | 0%           |
| Market concentration (% of service districts where more than 70% of payments for supports go to the top 10 providers)                  | 0%           | 0%           |
| Payments paid within 5 days (%) <sup>3</sup>                                                                                           | 99.8%        | 99.8%        |
| Total payments from 1 July 2023 (\$m)                                                                                                  | \$299m       | \$150m       |
| Total annualised plan budgets at the end of quarter (\$m) <sup>4</sup>                                                                 | \$759m       | \$745m       |
| Total plan inflation (current quarter % per annum) <sup>5 6</sup>                                                                      | 6.5%         | 12.5%        |
| Inflation at plan reassessment (current quarter % per annum)                                                                           | 2.4%         | 4.8%         |
| Inflation within a plan, between reassessments (current quarter % per annum)                                                           | 4.1%         | 7.7%         |
| Socioeconomic equity (%) <sup>7</sup>                                                                                                  | 118%         | 109%         |

- Total annualised plan budgets at 31 December 2023 were \$759m and payments from 1 July 2023 were \$299m.
- The number of active providers at the end of December is 1,809, growing by 4% in the quarter.
- Utilisation has been 77% from 1 April 2023 to 30 September 2023, compared with an adjusted national benchmark of 79%.
- There were no providers receiving more than 70% of payments.
- The average annualised plan budget <sup>8</sup> at the end of December for active participants is \$70,600 (\$423,100 for participants in Supported Independent Living (SIL) and \$49,400 for participants not in SIL).
- The average payment <sup>9</sup> for the 12 month ending 31 December 2023 is \$55,900 (\$380,200 for participants in Supported Independent Living (SIL) and \$36,200 for participants not in SIL).

<sup>1</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

<sup>2</sup> The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.

<sup>3</sup> The payment enquiries come from the Provider Portal, Participant Portal and NDIS App.

<sup>4</sup> Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

<sup>5</sup> Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments.

<sup>6</sup> 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 July to maintain the purchasing power of remaining plans. There has been a one-off 2.42% increase in intraplan and total inflation during the month of July 2023.

<sup>7</sup> Socioeconomic status uses deciles from the ABS Index of Education and Occupation (IEO). A higher decile indicates that people residing in that area have a higher level of skills and qualifications on average. The socioeconomic equity metric is equal to the average annualised plan budget of participants residing in the top four IEO deciles divided by the average annualised plan budget of participants residing in the bottom four IEO deciles (participants not in SIL and aged 0 to 64).

<sup>8</sup> Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants at 31 December 2023.

<sup>9</sup> Average payments are calculated as the average of the annualised monthly payments in the same 12 month period, weighted by the participants that are active in each month.