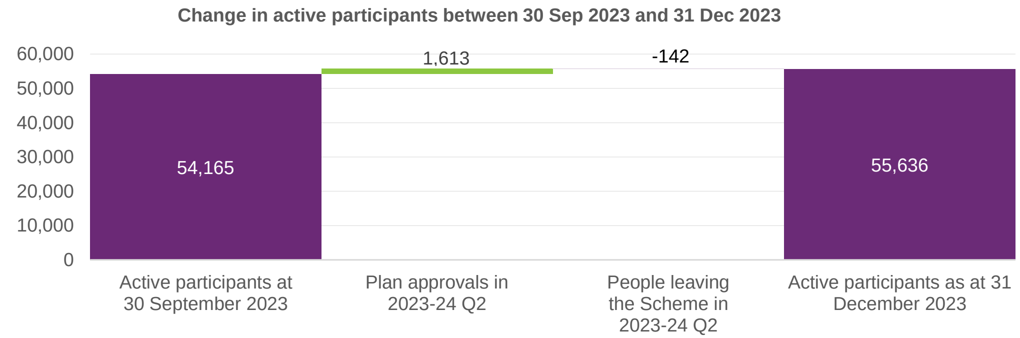
The new computer system commenced in Tasmania in the December 2022 quarter and Nationally from 30 October 2023. The Quarterly Performance Dashboard combines data from the current and new systems, where it is available. Data from the new system is not available for all tables shown. Where this is materially 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)	55,636	54,165
Children accessing early connections [1]	n/a	1,300
Children waiting for early connections [1]	n/a	38
Percentage of participants fully or partially self managing their plan	29%	29%
Percentage of plans activated within 90 days [2]	55%	86%
Number of participant plan reassessments completed in the quarter [3]	4,477	5,940



Performance summary:

- 58,463 participants (excluding children accessing early connections) have had an approved plan since July 2013. 55,636 of these continue to be active.
- 36,883 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- 1,613 participants have entered the Scheme in the December 2023 quarter and net participants leaving the Scheme are 142, reflecting active participant movements in and out of the Scheme and Western Australia.
- 4,477 plans have had reassessments this quarter.
- 1,609 access decisions have been made in the quarter, of which 1,198 met access and are still active.
- 140 (8.7%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Western Australia to 4,502 (8.1%).
- 105 (6.5%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD) [4] , taking the total number of CALD participants in Western Australia to 4,378 (7.9%).

Participant outcomes and satisfaction

Participant outcomes and satisfaction		
Participant and Scheme Outcome metrics from the Corporate Plan as at 31 December 2023 [5]	**Latest Reassessment**	**Baseline**
• Participant employment rate - Aged 15 - 64 years	25%	23%
• Participant social and community engagement rate - Aged 15+ years	39%	37%
• Parent and carer employment rate - All ages	51%	46%
	Latest Reassessment	**First Reassessment**
• Participant perception of choice and control - Aged 15+ years	77%	72%
% of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter	**2023-24 Q2**	**2023-24 Q1**
• Access	81%	74%
• Pre-planning	71%	70%
• Planning	81%	84%
• Plan reassessment	70%	65%

[1] 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.
[2] 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.
[3] 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.
[4] The number of CALD participants excludes First Nations participants.
[5] 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.

Participant Service Guarantee (PSG)

Percentage meeting the Service Guarantee in the quarter [1]		Service Guarantee	31 Dec	30 Sep
General	1. Explain a previous decision, after a request for explanation is received	28 days	n/a	93%
Access	2. Make an access decision, or request for more information, after an access request has been received	21 days	n/a	100%
	3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	n/a	100%
	4. Make an access decision, after more information has been provided	14 days	n/a	87%
Planning	5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	n/a	96%
	6. Approve a participant's plan, after an access decision has been made (excludes those ECA [2] that have received initial supports)	56 days	n/a	92%
	7. Approve a plan for ECA [2] participants, after an access decision has been made	90 days	n/a	95%
Implementation	9. If the participant accepts the offer, hold a plan implementation meeting	28 days	n/a	100%
Plan Reassessments	11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	n/a	76%
	12. Decide whether to undertake a Participant Requested Plan Reassessment, after the request is received	21 days	n/a	74%
	13. Complete a reassessment, after the decision to accept the request was made	28 days	n/a	54%
Plan Amendments	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	100%
Reviewable Decisions	17. Complete an Internal Review of a Reviewable Decision, after a request is received	60 days	n/a	93%
	18. Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	n/a	99%
Nominee	19. Cancel participant requested nominee	14 days	n/a	97%
	20. Cancel CEO initiated nominee	14 days	n/a	67%

• 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.

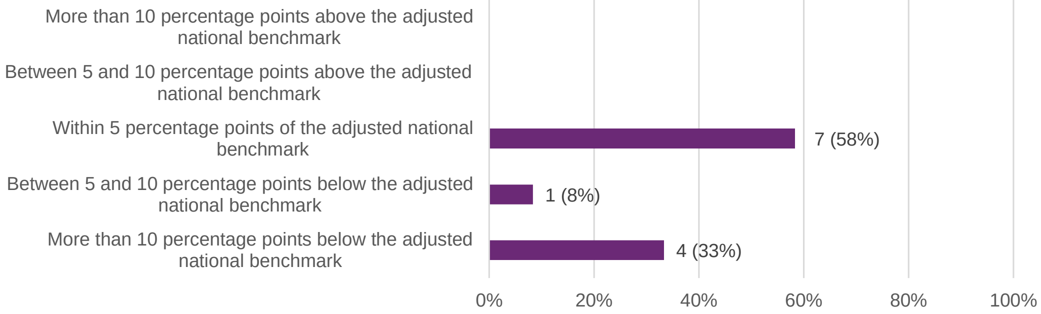
[1] The PSG measures currently do not include participants who have migrated to the new computer system. However, the PSG measures are being remediated where there is a similar process and data available between the new and old systems. Where these results remain unreliable for this quarter, "n/a" has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

Provider and market metrics

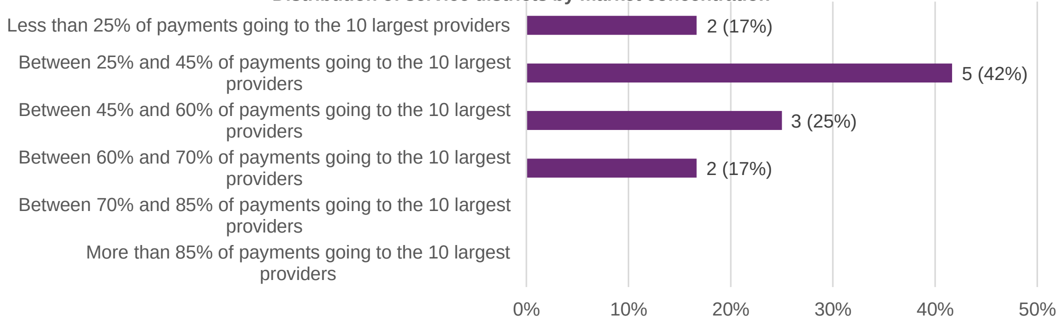
Market supply and participant costs	As at 31 Dec	As at 30 Sep
Total number of active providers (with at least one claim ever) [1]	3,393	3,248
Total number of active providers in the last quarter [1]	1,351	1,307
Utilisation (6 month rolling average with 3 month lag) (%)	74%	73%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark) [2]	33%	33%
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 (%) [3]	99.6%	99.4%
Total payments from 1 July 2023 ($m)	$1,738m	$848m
Total annualised plan budgets at the end of quarter ($m) [4]	$4,613m	$4,437m
Total plan inflation (current quarter % per annum) [5] [6]	13.6%	16.1%
Inflation at plan reassessment (current quarter % per annum)	7.4%	8.2%
Inflation within a plan, between reassessments (current quarter % per annum)	6.2%	7.9%
Socioeconomic equity (%) [7]	109%	110%

- Total annualised plan budgets at 31 December 2023 were $4,613m and payments from 1 July 2023 were $1,738m.
- The number of active providers at the end of December is 3,393, growing by 4% in the quarter.
- Utilisation has been 74% from 1 April 2023 to 30 September 2023, with 33% (4 out of 12) of service districts in Western Australia more than 10 percentage points below the adjusted national benchmark.
- There were no service districts where the top 10 providers provide more than 70% of payments.

Distribution of service districts by plan utilisation [2]



Distribution of service districts by market concentration



Service districts more than 10% below plan utilisation benchmark:

- Goldfields-Esperance: 63% vs 77% benchmark
- Midwest-Gascoyne: 64% vs 76% benchmark
- Wheat Belt: 62% vs 74% benchmark
- Great Southern: 65% vs 75% benchmark

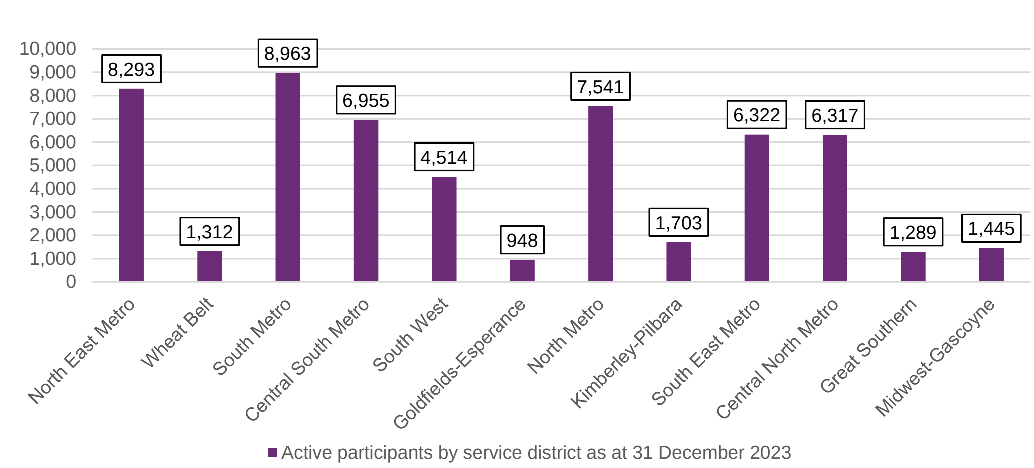
Service districts having between 45% and 70% of payments going to the 10 largest providers:

- Great Southern: 63% vs 70% benchmark
- Goldfields-Esperance: 61% vs 70% benchmark
- Kimberley-Pilbara: 52% vs 70% benchmark
- South West: 51% vs 70% benchmark
- Midwest-Gascoyne: 47% vs 70% benchmark

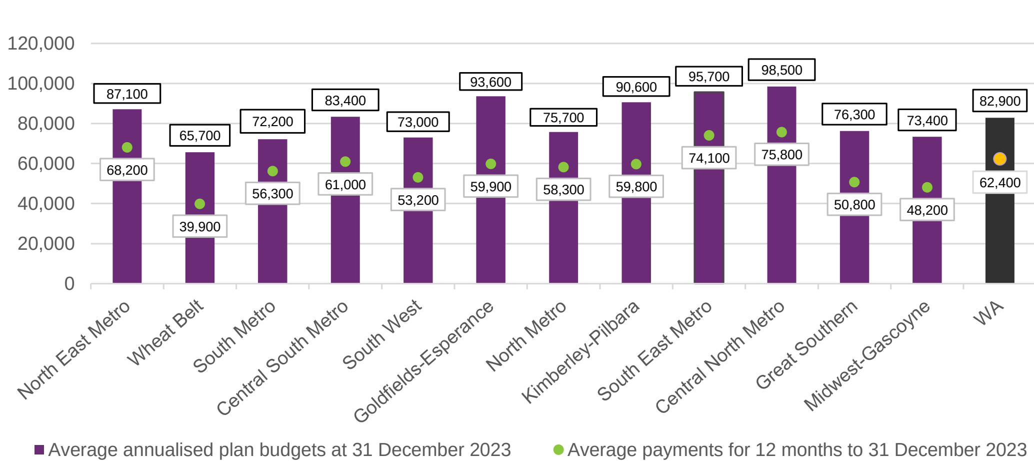
[1] Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.
[2] The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.
[3] The payment enquiries come from the Provider Portal, Participant Portal and NDIS App.
[4] Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.
[5] Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments.
[6] 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 2.43% increase in intraplan and total inflation during the month of July 2023.
[7] Socioeconomic status uses deciles from the ABS Index of Education and Occupation (IEO). A higher decile indicates that people residing in that area have a higher level of skills and qualifications on average. The socioeconomic equity metric is equal to the average annualised plan budget of participants residing in the top two IEO deciles divided by the average annualised plan budget of participants residing in the bottom two IEO deciles (participants not in SIL and aged 0 to 64).

Summaries by Service Districts

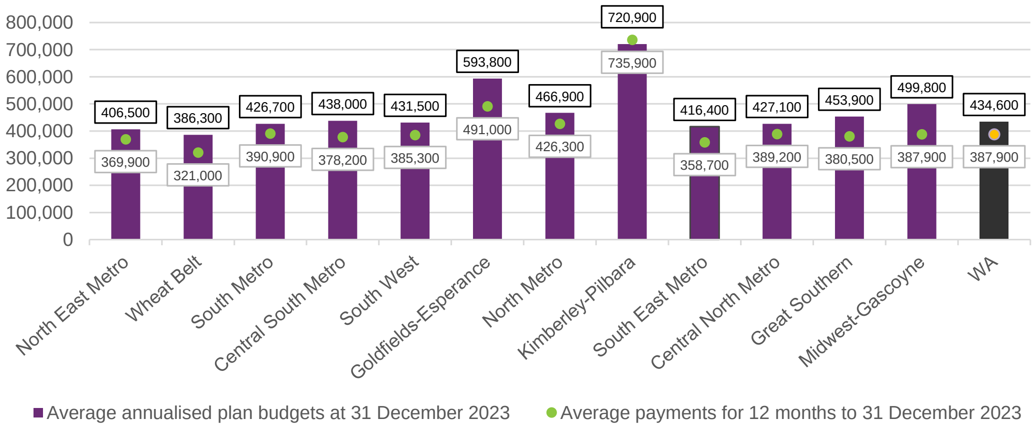
Active participants by service district [1]



Average annualised plan budgets and average payments ($) [2] [3]



Average annualised plan budgets and average payments - Participants in Supported Independent Living (SIL) ($) [2] [3]



Average annualised plan budgets and average payments - Participants not in SIL ($) [2] [3]

- South Metro has the highest number (8,963) of active participants, while Goldfields-Esperance has the lowest (948).
- The average annualised plan budget at the end of December for active participants is $82,900 ($62,200 for participants not in SIL and $434,600 for participants in SIL).
- The average payments for the 12 months ending 31 December 2023 are $62,400 ($43,600 for participants not in SIL and $387,900 for participants in SIL).
- Central North Metro has the highest average annualised plan budgets and payments across all participants.

[1] There are 34 active participants as at 31 December 2023 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown.
[2] Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants as at 31 December 2023. 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.
[3] Figures are not shown if there is insufficient data in the service district.