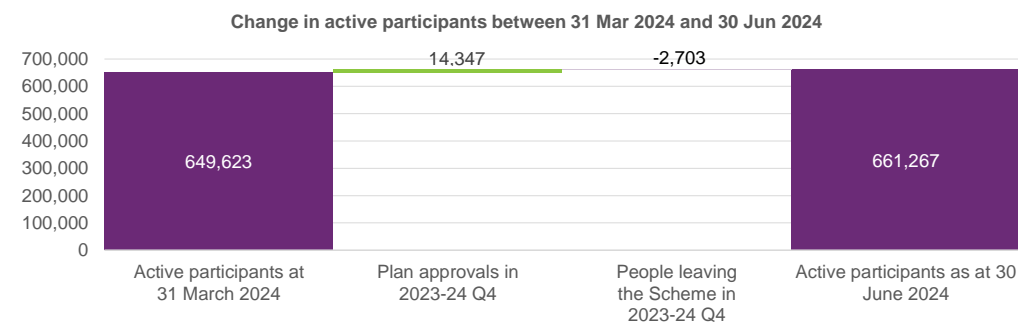


## Participants and Planning

Participant experience	As at 30 Jun	As at 31 Mar
Active participants with approved plans (excluding children accessing early connections)	661,267	649,623
Children accessing early connections	10,408	10,779
Children waiting for early connections <sup>1</sup>	n/a	n/a
Children benefiting from the Scheme no longer needing supports (current quarter % per annum) <sup>1 2</sup>	n/a	n/a
Percentage of participants fully or partially self managing their plan	29%	29%
Percentage of plans activated within 90 days <sup>3</sup>	87%	87%
Number of participant plan reassessments completed in the quarter <sup>4</sup>	56,002	40,552



## Performance summary:

- 715,657 participants (excluding children accessing early connections) have had an approved plan since July 2013. 661,267 of these continue to be active.
- 444,310 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- 14,347 participants have entered the Scheme in the June 2024 quarter and net participants leaving the Scheme are 2,703, reflecting active participant movements in and out of the Scheme.
- 56,002 plans have had reassessments this quarter.
- 16,274 access decisions have been made in the quarter, of which 13,501 met access and are still active.
- 1,424 (9.9%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants nationally to 52,449 (7.9%).
- 1,090 (7.6%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD) <sup>5</sup>, taking the total number of CALD participants nationally to 59,333 (9.0%).

## Participant outcomes and satisfaction

Participant outcomes and satisfaction	Latest Reassessment	Baseline
<b>Participant and Scheme Outcome metrics from the Corporate Plan as at 30 June 2024 <sup>6</sup></b>		
• Participant employment rate - Aged 15 - 64 years	23%	21%
• Participant social and community engagement rate - Aged 15+ years	41%	34%
• Parent and carer employment rate - All ages	52%	47%
	<b>Latest Reassessment</b>	<b>First Reassessment</b>
• Participant perception of choice and control - Aged 15+ years	76%	67%
<b>% of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter</b>	<b>2023-24 Q4</b>	<b>2023-24 Q3</b>
• Early Supports Process	66%	63%
• Community Connections Process	72%	76%
• Apply for NDIS Process (access met)	52%	58%
• Apply for NDIS Process (access not met)	32%	46%
• Plan Approval Process	51%	64%
• Plan Implementation Process	58%	65%
• Plan Reassessment Process	70%	67%

<sup>1</sup> The early childhood approach indicators under the new system (PACE) continue to be refined. Some metrics are still unavailable and "n/a" has been substituted until these are resolved further.

<sup>2</sup> This is an annualised rate of people leaving the scheme for participants aged 0 to 14 with approved plans and those who received early connections.

<sup>3</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) and those with initial plans approved after the end of 2023-24 Q2 have been excluded.

<sup>4</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.

<sup>5</sup> The number of CALD participants excludes First Nations participants.

<sup>6</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.

## Participant Service Guarantee (PSG)

Percentage meeting the Service Guarantee in the quarter <sup>1</sup>		Service Guarantee	30 Jun	31 Mar
<b>General</b>	1. Explain a previous decision, after a request for explanation is received	28 days	n/a	n/a
<b>Access</b>	2. Make an access decision, or request for more information, after an access request has been received	21 days	30%	49%
	3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	n/a	n/a
	4. Make an access decision, after more information has been provided	14 days	40%	54%
<b>Planning</b>	5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	n/a	n/a
	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	23%	51%
	7. Approve a plan for ECA <sup>2</sup> participants, after an access decision has been made	90 days	99%	100%
<b>Implementation</b>	8. Offer to hold a plan implementation meeting, after the plan is approved	7 days	81%	81%
	9. If the participant accepts the offer, hold a plan implementation meeting	28 days	n/a	n/a
<b>Plan Reassessments</b>	11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	70%	65%
	12. Decide whether to undertake a Participant Requested Plan Reassessment, after the request is received	21 days	18%	21%
	13. Complete a reassessment, after the decision to accept the request was made	28 days	74%	63%
<b>Plan Amendments</b>	14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	39%	63%
	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	24%	20%
	18. Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	n/a	n/a
<b>Nominee</b>	19. Cancel participant requested nominee	14 days	n/a	n/a
	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> From the March 2024 quarter, performance is being measured using the available data on processes and dates. Milestones are being built into the new computer system to improve the capture of performance data. Where the performance remains unavailable for this quarter, "n/a" has been substituted.

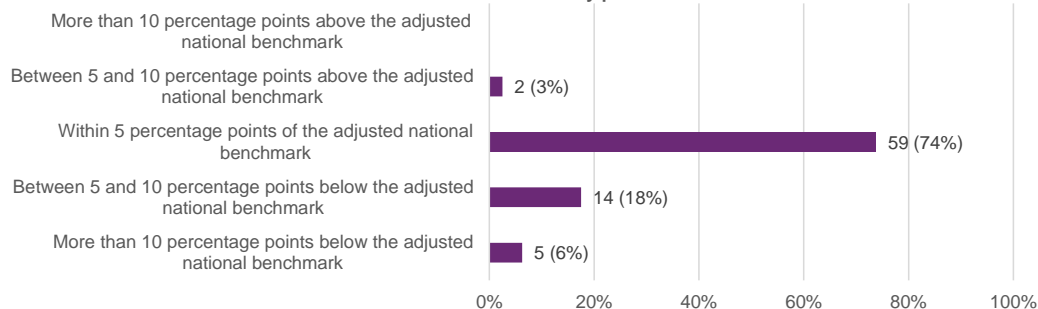
<sup>2</sup> ECA stands for early childhood approach.

Provider and market metrics

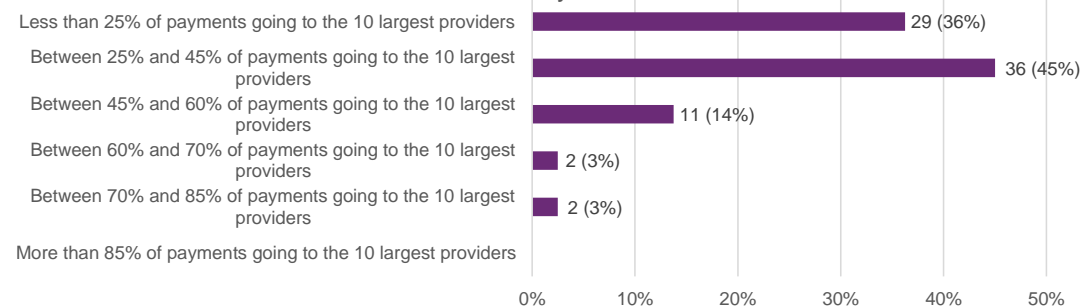
Market supply and participant costs	As at 30 Jun	As at 31 Mar
Total number of active providers <sup>1</sup> in the last quarter	215,779	205,367
Utilisation (6 month rolling average with 3 month lag) (%)	78%	78%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark) <sup>2</sup>	6%	9%
Market concentration (% of service districts where more than 70% of payments for supports go to the top 10 providers)	3%	3%
Payments paid within 5 days (%) <sup>3</sup>	99.8%	99.8%
Total payments from 1 July 2023 (\$m)	\$41,254m	\$30,182m
Total annualised plan budgets at the end of quarter (\$m) <sup>4</sup>	\$52,596m	\$51,087m
Total plan inflation (current quarter % per annum) <sup>5</sup>	10.1%	7.5%
Inflation at plan reassessment (current quarter % per annum)	2.5%	1.8%
Inflation within a plan, between reassessments (current quarter % per annum)	7.6%	5.7%
Socioeconomic equity (%) <sup>6</sup>	100%	99%

- Total annualised plan budgets at 30 June 2024 were \$52,596m and payments from 1 July 2023 were \$41,254m.
- Out of 215,779 active providers in the June 2024 quarter, 8,964 providers provided support to Agency-managed participants, 188,943 providers provided support to plan-managed participants and 61,359 providers provided support to self-managed participants.<sup>1</sup>
- Utilisation has been 78% from 1 October 2023 to 31 March 2024, with 6% (5 out of 80) of service districts more than 10 percentage points below the adjusted national benchmark.
- In 3% (2 out of 80) of service districts, the top 10 providers provide more than 70% of payments.

Distribution of service districts by plan utilisation<sup>2</sup>



Distribution of service districts by market concentration



Service districts more than 10% below plan utilisation benchmark:

- SA Far North (SA): 62% vs 77% benchmark
- NT East Arnhem: 60% vs 74% benchmark
- WA Wheat Belt: 60% vs 73% benchmark
- NT Barkly: 67% vs 79% benchmark
- WA Midwest-Gascoyne: 65% vs 75% benchmark

Service districts above the market concentration benchmark:

- NT Barkly: 80% vs 70% benchmark
- NT Katherine: 79% vs 70% benchmark

<sup>1</sup> From the March 2024 quarter, the active provider number includes both registered and unregistered providers. A participant may have a combination of plan management types over time.

<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.

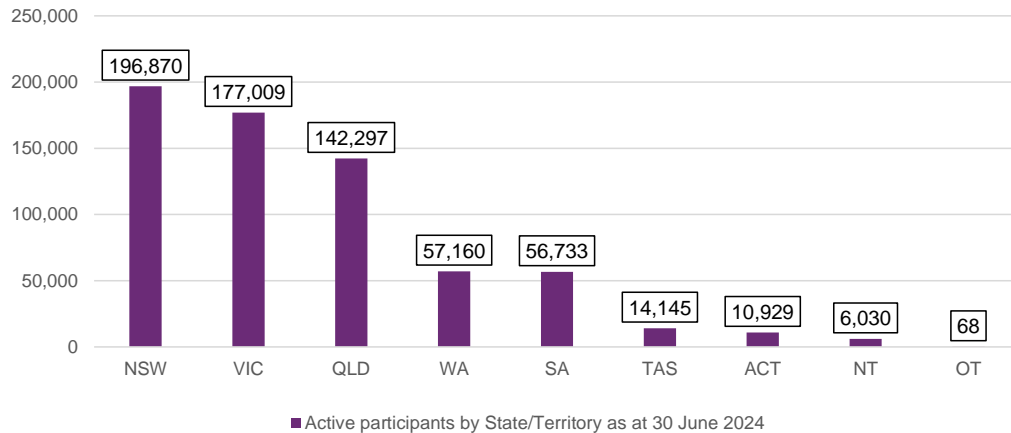
<sup>4</sup> Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

<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.

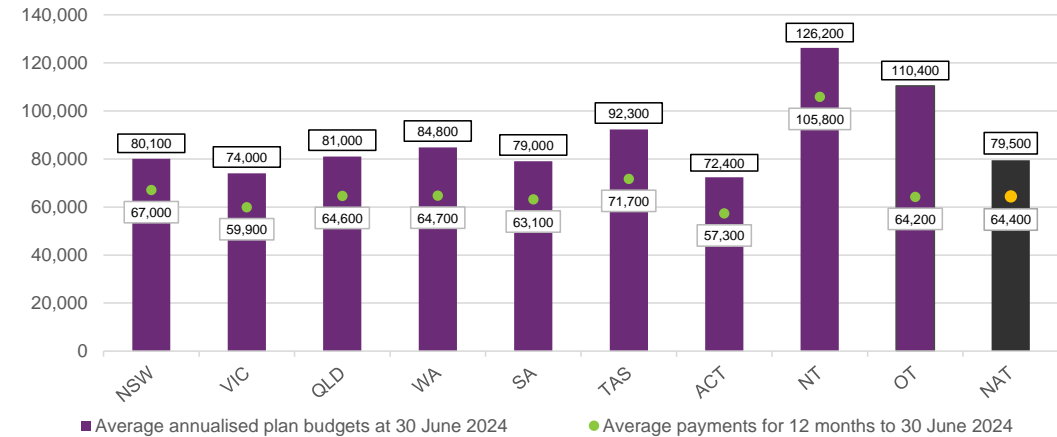
<sup>6</sup> Socioeconomic status uses deciles from the ABS Index of Education and Occupation (IEO). A higher decile indicates that people residing in that area have a higher level of skills and qualifications on average. The socioeconomic equity metric is equal to the average annualised plan budget 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 State/Territory

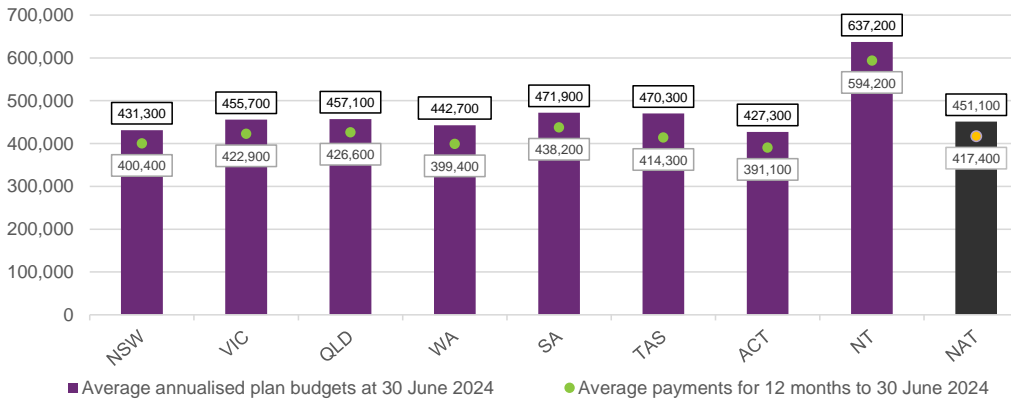
Active participants by State/Territory <sup>1</sup>



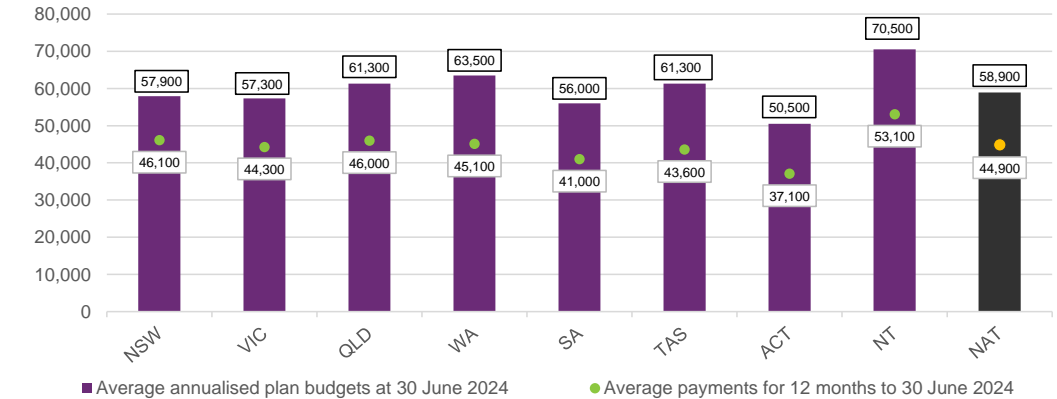
Average annualised plan budgets and average payments (\$) <sup>2</sup>



Average annualised plan budgets and average payments - Participants in Supported Independent Living (SIL) (\$) <sup>2 3</sup>



Average annualised plan budgets and average payments - Participants not in SIL (\$) <sup>2 3</sup>



- NSW has the highest number (196,870) of active participants.
- The average annualised plan budget at the end of June for active participants is \$79,500 (\$58,900 for participants not in SIL and \$451,100 for participants in SIL).
- The average payments for the 12 months ending 30 June 2024 are \$64,400 (\$44,900 for participants not in SIL and \$417,400 for participants in SIL).
- NT has the highest average annualised plan budgets and payments. This is partially driven by a higher proportion of participants in SIL compared to other States/Territories.

Users of this dashboard can find these statistics and many more available via the NDIS Data Explorer at: <https://dataresearch.ndis.gov.au/explore-data>

<sup>1</sup> There are 26 active participants as at 30 June 2024 with missing State/Territory information. These participants are not shown in the chart.

<sup>2</sup> Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants as at 30 June 2024. 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.

<sup>3</sup> Given the small size of the Other Territories (OT) and missing groups, average annualised plan budgets and average payments for these groups are not shown.