Transcript for New South Wales Quarterly Performance Dashboard as at 31 March 2022

This dashboard provides a quarterly comparison of key statistics relating to active participants and their experience in the Scheme. It also includes key outcomes and participant satisfaction results as well as market characteristics.

## Participants and planning

A table displays the following key statistics on the New South Wales participant experience as at 31 March 2022 and 31 December 2021.

• The number of active participants with approved plans increased from 153,585 as at 31 December 2021 to 156,992 as at 31 March 2022.

• The number of children accessing early connections increased from 4,057 as at 31 December 2021 to 4,487 as at 31 March 2022.

• The number of children waiting for early connections increased from 52 as at 31 December 2021 to 60 as at 31 March 2022.

• The percentage of participants fully or partially self-managing their plan remained stable at 28%, from 31 December 2021 to 31 March 2022.

• The percentage of plans activated within 90 days remained stable at 87%, from 31 December 2021 to 31 March 2022. Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of the 2021-22 quarter 1 have been excluded.

• The number of participant plan reviews completed decreased from 38,034 in the quarter ending 31 December 2021 to 36,286 in the quarter ending 31 March 2022. Plans less than 31 days in duration have been excluded.

A chart displays the change in active participants between 31 December 2021 and 31 March 2022.

At the beginning of quarter 3 2021-22 there were 153,585 active participants (excluding children accessing early connections). During 2021-22 quarter 3, there were 4,865 plan approvals and 1,458 participants exited the Scheme or moved to another state or territory. This resulted in 156,992 active participants as at 31 March 2022.

The following key statistics summarise the New South Wales performance as at 31 March 2022.

• 166,552 participants (excluding children accessing early connections) have had an approved plan since July 2013. 156,992 of these continue to be active.

• 91,760 active participants are receiving supports for the first time.

• In the current quarter, 4,865 participants have entered the Scheme and there are 4,487 children accessing early connections at the end of March 2022.

• 36,286 plans have been reviewed this quarter.

• 6,373 access decisions have been made in the quarter, of which 4,706 met access and are still active.

• 466 (9.6%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in New South Wales to 12,486 (8.0%).

• 586 (12.1%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically Diverse participants in New South Wales to 17,041 (10.9%). The number of Culturally and Linguistically Diverse participants excludes Indigenous participants.

## Participant outcomes and satisfaction

A table displays the following key statistics on New South Wales participant outcomes and satisfaction.

For Participant and Scheme Outcome metrics from the Corporate Plan as at 31 March 2022, the Outcome results include participants who have been in the Scheme for at least two years. Trial participants are excluded. Except for the parent and carer employment rate, only participants aged 15 and over are included. The Baseline results are at Scheme entry. The following four indicators are outcomes measures.

• The participant employment rate increased from 23% at baseline to 24% at the latest review.

• The participant social and community engagement rate increased from 34% at baseline to 46% at the latest review.

• The parent and carer employment rate increased from 49% at baseline to 53% at the latest review.

• The participant perception of choice and control increased from 65% at the first review to 75% at the latest review.

The following results indicate the percentage of participants rating their overall experience as 'Very Good' or 'Good' by pathway stage in current and previous quarters.

• The percentage for the 'Access' stage decreased from 83% in the quarter ending 31 December 2021 to 79% in the quarter ending 31 March 2022.

• The percentage for the 'Pre-planning' stage decreased from 81% in the quarter ending 31 December 2021 to 78% in the quarter ending 31 March 2022.

• The percentage for the 'Planning' stage increased from 83% in the quarter ending 31 December 2021 to 87% in the quarter ending 31 March 2022.

• The percentage for the 'Plan review ' stage remained stable at 75%, in the quarters ending 31 December 2021 and 31 March 2022.

## Participant Service Guarantee

The following statistics concern Participant Service Guarantee metrics. These statistics look at the percentage of cases meeting the Service Guarantee target in the quarters ending 31 December 2021 and 31 March 2022. Participant Service Guarantee results in the previous quarter may be restated due to ongoing logic refinement and changes in data quality.

The following metric is concerned with the General category.

• Participant Service Guarantee number 1: The percentage of explanations of previous decisions made within 28 days after a request has been made increased from 98% as at 31 December 2021 to 100% as at 31 March 2022.

The following three metrics are concerned with Access.

• Participant Service Guarantee number 2: The percentage of access decisions made or further information requested within 21 days of an access request remained stable at 100%, from 31 December 2021 to 31 March 2022.

• Participant Service Guarantee number 3: The percentage of access decisions allowing 90 days for prospective participants to provide information, after NDIA has requested further information, decreased from 100% as at 31 December 2021 to 99% as at 31 March 2022.

• Participant Service Guarantee number 4: The percentage of access decisions made within 14 days of final information being provided remained stable at 99%, from 31 December 2021 to 31 March 2022.

The following three metrics are concerned with Planning.

• Participant Service Guarantee number 5: The percentage of cases where facilitating the preparation of a plan commenced within 21 days of an access decision being made decreased from 96% as at 31 December 2021 to 93% as at 31 March 2022.

• Participant Service Guarantee number 6: The percentage of first plans that were approved within 56 days after access decisions were made, decreased from 93% as at 31 December 2021 to 89% as at 31 March 2022.

• Participant Service Guarantee number 7: The percentage of first plans that were approved within 90 days after access decisions were made, for Early Childhood Early Intervention participants, remained stable at 99%, from 31 December 2021 to 31 March 2022. Early Childhood Early Intervention is now known as Early Childhood Approach.

The following metric is concerned with Implementation.

• Participant Service Guarantee number 9: The percentage of cases where a plan implementation meeting was held within 28 days if the participant accepts the offer remained stable at 100%, from 31 December 2021 to 31 March 2022.

The following three metrics are concerned with Reviews.

• Participant Service Guarantee number 11: The percentage of cases where facilitating a scheduled plan review commenced at least 56 days prior to the scheduled review date decreased from 48% as at 31 December 2021 to 36% as at 31 March 2022. The NDIA’s new participant check-in process ensures that every scheduled review begins with a contact from the planner or partner to discuss review options well before any scheduled review date. Plans are extended automatically if they have not been reviewed before expiry so participants have continuity of support.

• Participant Service Guarantee number 12: The percentage of cases where the decision to undertake Participant Requested Reviews was made within 21 days remained stable at 100%, from 31 December 2021 to 31 March 2022.

• Participant Service Guarantee number 13: The percentage of Participant Requested Reviews that were completed within 28 days after the decision to accept the request was made remained stable at 59%, from 31 December 2021 to 31 March 2022.

The following two metrics are concerned with Amendments.

• Participant Service Guarantee number 14: The percentage of cases where a plan was varied within 28 days after receiving information that triggers the plan amendment process remained stable at 92%, from 31 December 2021 to 31 March 2022.

• Participant Service Guarantee number 15: The percentage of cases where a plan was varied within 50 days after receiving information that relates to a complex quote that triggers a plan amendment process increased from 88% as at 31 December 2021 to 100% as at 31 March 2022.

The following two metrics are concerned with Reviewable Decisions.

• Participant Service Guarantee number 17: The proportion of internal Reviews of Reviewable Decisions that were completed within 60 days after the request was received increased from 87% as at 31 December 2021 to 94% as at 31 March 2022.

• Participant Service Guarantee number 18: The percentage of cases where an Administrative Appeals Tribunal decision was implemented to vary a plan within 28 days after receiving notification of the Administrative Appeals Tribunal decision increased from 96% as at 31 December 2021 to 98% as at 31 March 2022.

The following two metrics are concerned with Nominees.

• Participant Service Guarantee number 19: The percentage of cases where a participant requested nominee was cancelled within 14 days decreased from 100% as at 31 December 2021 to 95% as at 31 March 2022.

• Participant Service Guarantee number 20: The percentage of cases where a Chief Executive Officer initiated nominee was cancelled within 14 days remained stable at 100%, from 31 December 2021 to 31 March 2022.

• The NDIA commenced measuring performance against the Participant Service Guarantee 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.

## Provider and market metrics

A table displays the following key statistics on New South Wales market supply and participant costs as at 31 March 2022 and at 31 December 2021.

• The total number of active providers (with at least one claim ever) increased from 8,823 as at 31 December 2021 to 9,114 as at 31 March 2022. Active providers refer to those who have received payment for supporting Agency-managed participants.

• The total number of active providers in the last quarter increased from 4,139 as at 31 December 2021 to 4,190 as at 31 March 2022. Active providers refer to those who have received payment for supporting Agency-managed participants.

• Utilisation (which is calculated as a 6 month rolling average with a 3 month lag) decreased from 75% as at 31 December 2021 to 74% as at 31 March 2022.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark remained stable at 7%, from 31 December 2021 to 31 March 2022. The ‘benchmark’ in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants have been in the Scheme.

• Market concentration. The proportion of service districts where more than 85% of payments for supports go to the top 10 providers remained stable at 0%, from 31 December 2021 to 31 March 2022.

• The proportion of payments paid within 5 days through the portal remained stable at 99.8%, from 31 December 2021 to 31 March 2022.

• Total payments from 1 July 2021 increased from $4,136 million as at 31 December 2021 to $6,319 million as at 31 March 2022.

• Total annualised plan budgets increased from $10,696 million as at 31 December 2021 to $10,923 million as at 31 March 2022.

• Plan inflation (current quarter percentage per annum) decreased from 9.7% in the December 2021 quarter to 6.9% in the March 2022 quarter. Total plan inflation consists of plan budget changes occurring at plan review, as well as changes occurring within a plan, between reviews. Previously the NDIA has not included the additional percentage changes in plan budgets that occur within a plan and before the scheduled review, when reporting this metric, and this has underestimated the extent to which plans have increased.

• Inflation at plan review (current quarter percentage per annum) decreased from 3.8% in the December 2021 quarter to 2.0% in the March 2022 quarter.

• Inflation within a plan, between reviews (current quarter percentage per annum) decreased from 5.9% in the December 2021 quarter to 4.9% in the March 2022 quarter.

• Socioeconomic equity decreased from 100% in the December 2021 quarter to 99% in the March 2022 quarter. Socioeconomic status uses deciles from the Australian Bureau of Statistics Index of Education and Occupation. 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 deciles divided by the average annualised plan budget of participants residing in the bottom two deciles (participants not in Supported Independent Living and aged 0 to 64).

The following comments are made regarding the New South Wales experience:

• Total annualised plan budgets at 31 March 2022 were $10,923m and payments from 1 July 2021 were $6,319m.

• The number of active providers at the end of March is 9,114, growing by 3% in the quarter.

• Utilisation was 74% from 1 July 2021 to 31 December 2021, with 7% (1 out of 15) of service districts in NSW more than 10 percentage points below the adjusted national benchmark.

•There were no service districts where the top 10 providers were providing more than 85% of payments

A chart displays the New South Wales distribution of service districts by plan utilisation as at 31 March 2022. The ‘benchmark’ in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants have been in the Scheme.

• No service districts are more than 10 percentage points above the adjusted national benchmark.

• No service districts are between 5 and 10 percentage points above the adjusted national benchmark.

• 13 out of 15 (87%) service districts are within 5 percentage points of the adjusted national benchmark.

• 1 out of 15 (7%) service districts are between 5 and 10 percentage points below the adjusted national benchmark.

• 1 out of 15 (7%) service districts are more than 10 percentage points below the adjusted national benchmark.

Service districts more than 10% below plan utilisation benchmark:

• Far West: 59% versus 72% benchmark.

A chart displays the New South Wales distribution of service districts by market concentration as at 31 March 2022.

• 6 out of 15 (40%) service districts have less than 45% of payments going to the 10 largest providers.

• 8 out of 15 (53%) service districts have between 45% and 65% of payments going to the 10 largest providers.

• 1 out of 15 (7%) service districts have between 65% and 85% of payments going to the 10 largest providers.

• No service districts have between 85% and 90% of payments going to the 10 largest providers.

• No service districts have between 90% and 95% of payments going to the 10 largest providers.

• No service districts have more than 95% of payments going to the 10 largest providers.

Service districts closest to market concentration benchmark:

• Far West: 83% versus 85% benchmark.

## Summaries by service district

A chart displays the active participants by service district. There are 25 active participants at 31 March 2022 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.

The number of active participants at 31 March 2022 was:

• 26,594 for Hunter New England.

• 8,956 for Central Coast.

• 723 for Far West.

• 9,197 for Illawarra Shoalhaven.

• 6,497 for Mid North Coast.

• 6,904 for Murrumbidgee.

• 9,210 for Nepean Blue Mountains.

• 10,710 for North Sydney.

• 7,550 for Northern New South Wales.

• 10,540 for South Eastern Sydney.

• 24,129 for South Western Sydney.

• 4,421 for Southern New South Wales.

• 6,285 for Sydney.

• 6,672 for Western New South Wales.

• 18,579 for Western Sydney.

Another chart displays the average annualised plan budgets and average payments. There are 25 active participants at 31 March 2022 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. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget at 31 March 2022 was:

• $70,200 for Hunter New England.

• $63,800 for Central Coast.

• $70,800 for Far West.

• $71,900 for Illawarra Shoalhaven.

• $66,500 for Mid North Coast.

• $65,200 for Murrumbidgee.

• $66,800 for Nepean Blue Mountains.

• $81,600 for North Sydney.

• $70,400 for Northern New South Wales.

• $74,200 for South Eastern Sydney.

• $64,700 for South Western Sydney.

• $61,500 for Southern New South Wales.

• $73,700 for Sydney.

• $74,900 for Western New South Wales.

• $69,300 for Western Sydney.

• $69,600 for all of New South Wales.

The average payments for the 12 months to 31 March 2022 was:

• $57,100 for Hunter New England.

• $51,800 for Central Coast.

• $47,000 for Far West.

• $58,800 for Illawarra Shoalhaven.

• $54,500 for Mid North Coast.

• $52,000 for Murrumbidgee.

• $54,500 for Nepean Blue Mountains.

• $66,900 for North Sydney.

• $57,400 for Northern New South Wales.

• $61,600 for South Eastern Sydney.

• $55,900 for South Western Sydney.

• $46,300 for Southern New South Wales.

• $58,700 for Sydney.

• $55,500 for Western New South Wales.

• $59,600 for Western Sydney.

• $57,200 for all of New South Wales.

Another chart displays the average annualised plan budgets and average payments for participants in Supported Independent Living. There are 25 active participants at 31 March 2022 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. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget at 31 March 2022 for participants in Supported Independent Living was:

• $358,000 for Hunter New England.

• $344,400 for Central Coast.

• $391,700 for Far West.

• $335,400 for Illawarra Shoalhaven.

• $364,900 for Mid North Coast.

• $329,500 for Murrumbidgee.

• $337,300 for Nepean Blue Mountains.

• $349,000 for North Sydney.

• $344,400 for Northern New South Wales.

• $339,500 for South Eastern Sydney.

• $348,100 for South Western Sydney.

• $300,900 for Southern New South Wales.

• $311,700 for Sydney.

• $327,700 for Western New South Wales.

• $352,700 for Western Sydney.

• $344,500 for all of New South Wales.

The average payments for the 12 months to 31 March 2022 for participants in Supported Independent Living was:

• $341,700 for Hunter New England.

• $322,300 for Central Coast.

• $341,400 for Far West.

• $311,100 for Illawarra Shoalhaven.

• $343,700 for Mid North Coast.

• $311,100 for Murrumbidgee.

• $321,900 for Nepean Blue Mountains.

• $322,800 for North Sydney.

• $320,700 for Northern New South Wales.

• $324,100 for South Eastern Sydney.

• $335,300 for South Western Sydney.

• $266,600 for Southern New South Wales.

• $281,800 for Sydney.

• $293,500 for Western New South Wales.

• $329,600 for Western Sydney.

• $323,400 for all of New South Wales.

Another chart displays the average annualised plan budgets and average payments for participants not in Supported Independent Living. There are 25 active participants at 31 March 2022 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. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget at 31 March 2022 for participants not in Supported Independent Living was:

• $50,000 for Hunter New England.

• $46,900 for Central Coast.

• $59,300 for Far West.

• $54,800 for Illawarra Shoalhaven.

• $55,200 for Mid North Coast.

• $50,400 for Murrumbidgee.

• $47,100 for Nepean Blue Mountains.

• $56,700 for North Sydney.

• $58,200 for Northern New South Wales.

• $57,400 for South Eastern Sydney.

• $50,000 for South Western Sydney.

• $49,000 for Southern New South Wales.

• $60,300 for Sydney.

• $53,700 for Western New South Wales.

• $50,200 for Western Sydney.

• $52,100 for all of New South Wales.

The average payments for the 12 months to 31 March 2022 for participants not in Supported Independent Living was:

• $36,400 for Hunter New England.

• $34,900 for Central Coast.

• $36,500 for Far West.

• $42,300 for Illawarra Shoalhaven.

• $43,200 for Mid North Coast.

• $36,800 for Murrumbidgee.

• $34,700 for Nepean Blue Mountains.

• $42,300 for North Sydney.

• $45,200 for Northern New South Wales.

• $44,500 for South Eastern Sydney.

• $41,300 for South Western Sydney.

• $34,700 for Southern New South Wales.

• $46,100 for Sydney.

• $34,700 for Western New South Wales.

• $40,700 for Western Sydney.

• $39,800 for all of New South Wales.

The following comments are made regarding the New South Wales experience at service district level as at 31 March 2022.

• Hunter New England has the highest number of active participants at 26,594 participants, while Far West has the lowest number at 723 active participants.

• The average annualised plan budget at the end of March for active participants is $69,600 ($52,100 for participants not in Supported Independent Living and $344,500 for participants in Supported Independent Living).

• The average payment for the 12 months ending 31 March 2022 is $57,200 ($39,800 for participants not in Supported Independent Living and $323,400 for participants in Supported Independent Living).

• North Sydney has the highest average annualised plan budgets and payments across all participants.