Transcript for Western Australia Quarterly Performance Dashboard as at 31 December 2021

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 Western Australia participant experience as at 31 December 2021 and 30 September 2021.

• The number of active participants with approved plans increased from 41,656 as at 30 September 2021 to 43,475 as at 31 December 2021.

• The number of children accessing early connections increased from 600 as at 30 September 2021 to 612 as at 31 December 2021.

• The number of children waiting for early connections decreased from 23 as at 30 September 2021 to 20 as at 31 December 2021.

• The percentage of participants fully or partially self-managing their plan decreased from 33% as at 30 September 2021 to 32% as at 31 December 2021.

• The percentage of plans activated within 90 days remained stable at 86%, from 30 September 2021 to 31 December 2021. Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of the 2020-21 quarter 4 have been excluded.

• The number of participant plan reviews completed increased from 7,132 in the quarter ending 30 September 2021 to 8,871 in the quarter ending 31 December 2021. Plans less than 31 days in duration have been excluded.

A chart displays the change in active participants between 30 September 2021 and 31 December 2021.

At the beginning of quarter 2 2021-22, there were 41,656 active participants (excluding children accessing early connections). During 2021-22 quarter 2, there were 1,942 plan approvals and 123 participants exited the Scheme or moved to another state or territory. This resulted in 43,475 active participants as at 31 December 2021.

The following key statistics summarise the Western Australia performance as at 31 December 2021.

• 44,725 participants (excluding children accessing early connections) have had an approved plan since July 2013. 43,475 of these continue to be active.

• 24,611 active participants are receiving supports for the first time.

• In the current quarter, 1,942 participants have entered the Scheme and there are 612 children accessing early connections at the end of December 2021.

• 8,871 plans have been reviewed this quarter.

• 2,554 access decisions have been made in the quarter, of which 1,870 met access and are still active.

• 210 (10.8%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in Western Australia to 3,317 (7.6%).

• 171 (8.8%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically Diverse participants in Western Australia to 3,540 (8.1%). The number of Culturally and Linguistically Diverse participants excludes Indigenous participants.

## Participant outcomes and satisfaction

A table displays the following key statistics on Western Australia participant outcomes and satisfaction.

For Participant and Scheme Outcome metrics from the Corporate Plan as at 31 December 2021, 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, 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 24% at baseline to 25% at the latest review.

• The participant social and community engagement rate increased from 41% at baseline to 44% at the latest review.

• The parent and carer employment rate increased from 46% at baseline to 49% at the latest review.

• The participant perception of choice and control increased from 71% at the first review to 76% 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 77% in the quarter ending 30 September 2021 to 72% in the quarter ending 31 December 2021.

• The percentage for the 'Pre-planning' stage decreased from 71% in the quarter ending 30 September 2021 to 67% in the quarter ending 31 December 2021.

• The percentage for the 'Planning' stage increased from 78% in the quarter ending 30 September 2021 to 81% in the quarter ending 31 December 2021.

• The percentage for the 'Plan review ' stage decreased from 66% in the quarter ending 30 September 2021 to 62% in the quarter ending 31 December 2021.

## 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 30 September 2021 and 31 December 2021. The results for the timeframes shown are based on preliminary calculations and the methodology used to determine the timeframes may change going forward. As a result, Participant Service Guarantee results in the previous quarter may be restated due to logic changes.

The following metric is concerned with the General category.

• Participant Service Guarantee number 1: The percentage of explanation of a previous decision made within 28 days after a request has been made increased from 94% as at 30 September 2021 to 100% as at 31 December 2021.

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 30 September 2021 to 31 December 2021.

• 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 30 September 2021 to 99% as at 31 December 2021.

• Participant Service Guarantee number 4: The percentage of access decisions made within 14 days of final information being provided remained stable at 98%, from 30 September 2021 to 31 December 2021.

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 increased from 94% as at 30 September 2021 to 95% as at 31 December 2021.

• Participant Service Guarantee number 6: The percentage of first plans that were approved within 56 days after access decisions were made, increased from 81% as at 30 September 2021 to 86% as at 31 December 2021.

• Participant Service Guarantee number 7: The percentage of first plans that were approved within 90 days after access decisions were made, Early Childhood Early Intervention participants, increased from 65% as at 30 September 2021 to 85% as at 31 December 2021. 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 30 September 2021 to 31 December 2021.

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 19% as at 30 September 2021 to 17% as at 31 December 2021. 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 increased from 80% as at 30 September 2021 to 100% as at 31 December 2021.

• Participant Service Guarantee number 13: The percentage of Participant Requested Reviews that were completed within 28 days after the decision was made decreased from 47% as at 30 September 2021 to 46% as at 31 December 2021.

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 a plan review decreased from 93% as at 30 September 2021 to 92% as at 31 December 2021.

• 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 review remained stable at 100%, from 30 September 2021 to 31 December 2021.

The following two metrics are concerned with Reviewable Decisions.

• Participant Service Guarantee number 17: The proportion of Reviews of Reviewable Decisions that were completed within 60 days after the request was received decreased from 89% as at 30 September 2021 to 87% as at 31 December 2021.

• 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 93% as at 30 September 2021 to 96% as at 31 December 2021.

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 remained stable at 100%, from 30 September 2021 to 31 December 2021.

• 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 30 September 2021 to 31 December 2021.

• The Participant Service Guarantee timeframes shown above have not yet been legislated and continue to be developed.

## Provider and market metrics

A table displays the following key statistics on Western Australia market supply and participant costs as at 31 December 2021 and at 30 September 2021.

• The total number of active providers (with at least one claim ever) increased from 2,176 as at 30 September 2021 to 2,273 as at 31 December 2021. Active providers refer to those who have received payment for supporting Agency-managed participants.

• The total number of active providers in the last quarter decreased from 1,072 as at 30 September 2021 to 1,064 as at 31 December 2021. 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) increased from 70% as at 30 September 2021 to 73% as at 31 December 2021.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark increased from 8% as at 30 September 2021 to 17% as at 31 December 2021. 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 25%, from 30 September 2021 to 31 December 2021.

• The proportion of payments paid within 5 days through the portal remained stable at 99.7%, from 30 September 2021 to 31 December 2021.

• Total Payments from 1 July 2021 increased from $540 million as at 30 September 2021 to $1,111 million as at 31 December 2021.

• Total annualised plan budgets increased from $2,896 million as at 30 September 2021 to $3,019 million as at 31 December 2021.

• The growth in annualised plan budgets increased from 0.2% in the September 2021 quarter to 5.1% in the December 2021 quarter.

• Socioeconomic equity (%) decreased from 116% in the September 2021 quarter to 114% in the December 2021 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).

• Total annualised plan budgets at 31 December 2021 were $3,019m and payments from 1 July 2021 were $1,111m.

• The number of active providers at the end of December is 2,273, growing by 4% in the quarter.

• Utilisation was 73% from 1 April 2021 to 30 September 2021, with 17% (2 out of 12) of service districts in Western Australia more than 10 percentage points below the adjusted national benchmark.

• In 25% (3 out of 12) of service districts, the top 10 providers provide more than 85% of payments.

A chart displays the Western Australia service districts that were more than 10 percentage points below the adjusted national benchmark as at 31 December 2021. 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.

9 out of 12 (75%) service districts are within 5 percentage points of the adjusted national benchmark.

1 out of 12 (8%) service districts are between 5 and 10 percentage points below the adjusted national benchmark.

2 out of 12 (17%) service districts are more than 10 percentage points below the adjusted national benchmark.

Service districts below benchmark:

• Kimberley-Pilbara: 58% versus 69% benchmark.

• Wheat Belt: 58% versus 68% benchmark.

• Goldfields-Esperance: 62% versus 70% benchmark.

• Midwest-Gascoyne: 66% versus 68% benchmark.

• Great Southern: 68% versus 69% benchmark.

• North East Metro: 76% versus 77% benchmark.

A chart displays the Western Australia service districts that had between 90% and 95% of payments going to the 10 largest providers as at 31 December 2021.

5 out of 12 (42%) service districts have less than 45% of payments going to the 10 largest providers.

1 out of 12 (8%) service districts have between 45% and 65% of payments going to the 10 largest providers.

3 out of 12 (25%) service districts have between 65% and 85% of payments going to the 10 largest providers.

2 out of 12 (17%) service districts have between 85% and 90% of payments going to the 10 largest providers.

1 out of 12 (8%) 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 benchmark:

• Midwest-Gascoyne: 90% versus 85% benchmark.

• Great Southern: 90% versus 85% benchmark.

• Goldfields-Esperance: 88% versus 85% benchmark.

• Kimberley-Pilbara: 77% versus 85% benchmark.

• South West: 75% versus 85% benchmark.

• Wheat Belt: 72% versus 85% benchmark.

## Summaries by service district

A chart displays the active participants by service district. There are 5 active participants at 31 December 2021 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 December 2021 was:

6,825 for North East Metro.

1,028 for Wheat Belt.

6,772 for South Metro.

5,478 for Central South Metro.

3,665 for South West.

710 for Goldfields-Esperance.

5,678 for North Metro.

1,362 for Kimberley-Pilbara.

4,923 for South East Metro.

4,965 for Central North Metro.

1,049 for Great Southern.

1,015 for Midwest-Gascoyne.

Another chart displays the average annualised plan budgets and average payments. There are 5 active participants at 31 December 2021 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 December 2021 was:

$73,600 for North East Metro.

$54,600 for Wheat Belt.

$62,400 for South Metro.

$67,100 for Central South Metro.

$60,600 for South West.

$72,000 for Goldfields-Esperance.

$64,300 for North Metro.

$74,000 for Kimberley-Pilbara.

$78,000 for South East Metro.

$85,700 for Central North Metro.

$66,300 for Great Southern.

$51,800 for Midwest-Gascoyne.

$69,400 for all of Western Australia.

The average payments for the 12 months to 31 December 2021 was:

$58,200 for North East Metro.

$33,900 for Wheat Belt.

$48,300 for South Metro.

$52,100 for Central South Metro.

$46,300 for South West.

$50,000 for Goldfields-Esperance.

$48,000 for North Metro.

$45,900 for Kimberley-Pilbara.

$62,000 for South East Metro.

$68,100 for Central North Metro.

$48,600 for Great Southern.

$36,600 for Midwest-Gascoyne.

$53,300 for all of Western Australia.

Another chart displays the average annualised plan budgets and average payments for participants in Supported Independent Living. There are 5 active participants at 31 December 2021 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 December 2021 for participants in Supported Independent Living was:

$316,100 for North East Metro.

$240,200 for Wheat Belt.

$317,100 for South Metro.

$319,600 for Central South Metro.

$301,900 for South West.

$406,300 for Goldfields-Esperance.

$317,100 for North Metro.

$456,700 for Kimberley-Pilbara.

$318,700 for South East Metro.

$329,800 for Central North Metro.

$251,100 for Great Southern.

$282,600 for Midwest-Gascoyne.

$318,200 for all of Western Australia.

The average payments for the 12 months to 31 December 2021 for participants in Supported Independent Living was:

$283,100 for North East Metro.

$219,300 for Wheat Belt.

$272,900 for South Metro.

$292,200 for Central South Metro.

$274,800 for South West.

$363,900 for Goldfields-Esperance.

$266,000 for North Metro.

$441,100 for Kimberley-Pilbara.

$274,600 for South East Metro.

$289,900 for Central North Metro.

$223,700 for Great Southern.

$234,800 for Midwest-Gascoyne.

$280,300 for all of Western Australia.

Another chart displays the average annualised plan budgets and average payments for participants not in Supported Independent Living. There are 5 active participants at 31 December 2021 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 December 2021 for participants not in Supported Independent Living was:

$53,500 for North East Metro.

$50,000 for Wheat Belt.

$50,300 for South Metro.

$55,000 for Central South Metro.

$51,700 for South West.

$58,200 for Goldfields-Esperance.

$54,100 for North Metro.

$66,600 for Kimberley-Pilbara.

$57,000 for South East Metro.

$67,100 for Central North Metro.

$55,800 for Great Southern.

$43,800 for Midwest-Gascoyne.

$55,300 for all of Western Australia.

The average payments for the 12 months to 31 December 2021 for participants not in Supported Independent Living was:

$38,300 for North East Metro.

$29,000 for Wheat Belt.

$37,300 for South Metro.

$40,100 for Central South Metro.

$37,400 for South West.

$36,200 for Goldfields-Esperance.

$39,000 for North Metro.

$37,500 for Kimberley-Pilbara.

$41,900 for South East Metro.

$49,400 for Central North Metro.

$38,100 for Great Southern.

$28,900 for Midwest-Gascoyne.

$39,500 for all of Western Australia.

The following comments are made regarding the Western Australia experience at service district level as at 31 December 2021.

• North East Metro has the highest number of active participants at 6,825, while Goldfields-Esperance has the lowest number of active participants at 710.

• The average annualised plan budget at the end of December for active participants is $69,400 ($55,300 for participants not in Supported Independent Living and $318,200 for participants in Supported Independent Living).

• The average payment for the 12 months ending 31 December 2021 is $53,300 ($39,500 for participants not in Supported Independent Living and $280,300 for participants in Supported Independent Living).

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