

## Participants and Planning

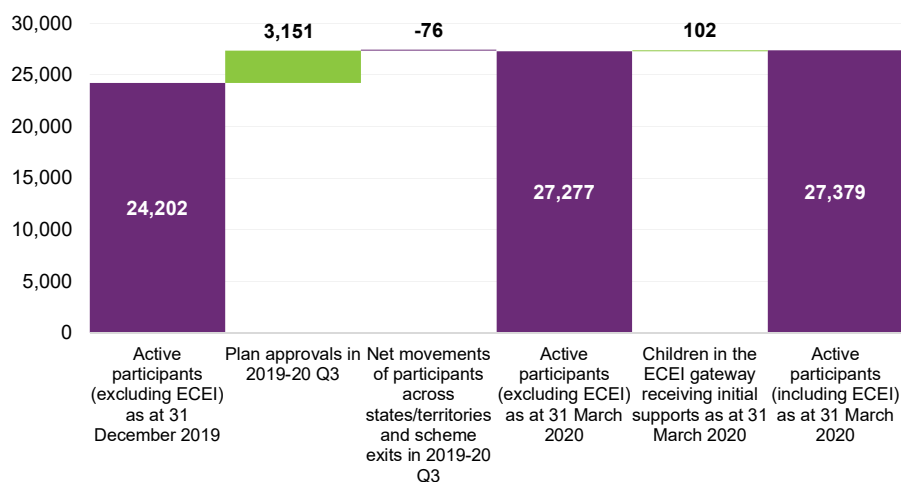
Participant Pathway Experience	Period	As at 31 Mar	As at 31 Dec
Active participants (excluding ECEI)	Current Quarter	27,277	24,202
Children in the ECEI gateway receiving Initial Supports	Current Quarter	102	52
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	310	308
Plans approved (including ECEI with initial supports) vs Bilateral Estimate*	Current Quarter	80%	80%
Proportion of participants fully or partially self managing their plan	Scheme to date	37%	36%
Proportion of plans activated within 90 days**	Scheme to date	87%	88%
Number of participant plan reviews completed	Current Quarter	6,645	4,380
Open participant requested reviews (PRRs)	Current Quarter	52	137
Open reviews of reviewable decisions (RoRDs – Access)***	Current Quarter	45	116
Open reviews of reviewable decisions (RoRDs – Planning)***	Current Quarter	665	861
Access decisions in progress	Current Quarter	492	604
<b>Average days to complete an access decision</b>	Current Quarter		
Age 0 to 6		3	5
Age 7 or above		3	7
<b>Average days to complete first plan after the access requirements have been met</b>	Current Quarter		
Age 0 to 6		124	99
Age 7 or above		128	114

\* Includes participants with approved plans who have transferred from the WA NDIS

\*\* Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 Q1 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.

\*\*\*RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act). Open RoRD Planning numbers relate to requests made after 15 April 2019.

Change in active participants between 31 Dec 2019 and 31 Mar 2020



### Performance summary:

- 27,780 participants have entered the scheme (incl ECEI) since July 2013. 27,379 of these continue to be active.
- 12,349 active participants are receiving supports for the first time.
- In the current quarter, 3,151 participants have entered the scheme and there are 102 children with initial supports in the ECEI gateway at the end of March 2020.
- 6,645 plans have been reviewed this quarter.
- 3,515 access decisions have been made in the quarter, 2,828 of which met access and are still active as at 31 March 2020.
- 208 (6.6%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in WA to 1,685 (6.2%).
- 365 (11.6%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in WA to 2,265 (8.3%).

## Provider and Market Metrics

Market supply and participant costs	As at 31 Mar	As at 31 Dec
Total number of active providers (with at least one claim ever)~	1,241	1,098
Total number of active providers in last quarter~	692	632
Utilisation (6 month rolling average with 3 month lag) (%)	64%	67%
Plan utilisation by region (% of regions that are more than 10 percentage points below the benchmark)**	13%	25%
Market concentration (% of regions where more than 85% of payments for supports go to the top 10 providers)*	25%	38%
Payments paid within 5 days (portal) (%)	99.2%	99.0%
Growth in annualised plan budget (current quarterly reviews %)	28.1%	18.8%

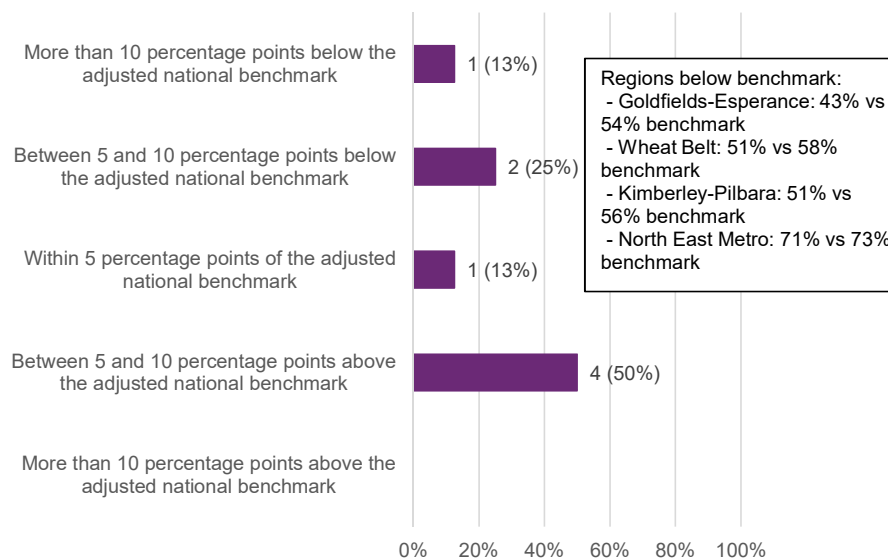
~ Active providers refer to those who have received payment for supporting Agency-managed participants.

\* Only regions which commenced phasing on or before 1 April 2019 are included in these market monitoring metrics.

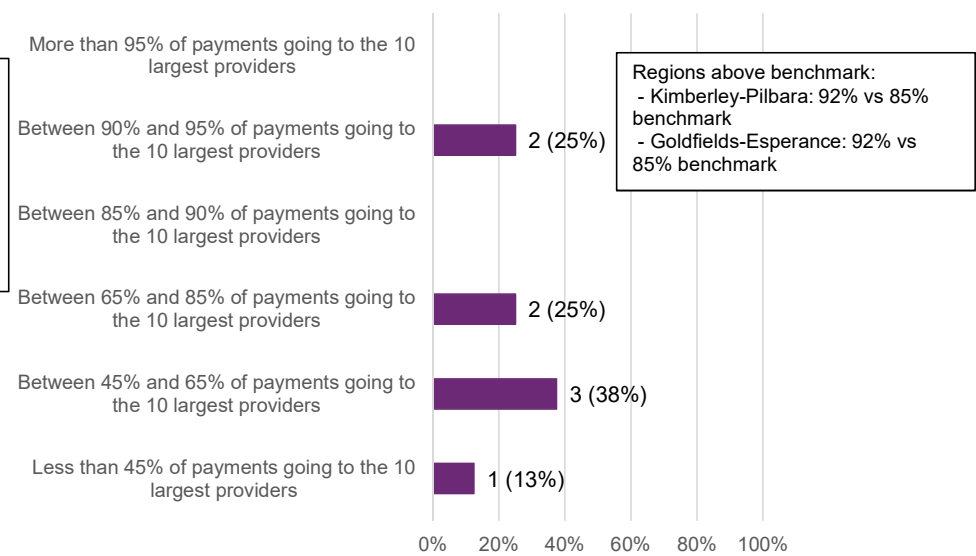
^ The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.

- The number of active providers at the end March is 1,241, growing by 13% in the quarter.
- Utilisation was 64% in the six months from 1 July 2019 to 31 December 2019, with 13% of regions in Western Australia more than 10 percentage points below the adjusted national benchmark.
- In 25% of regions, the top 10 providers provide more than 85% of supports by value.

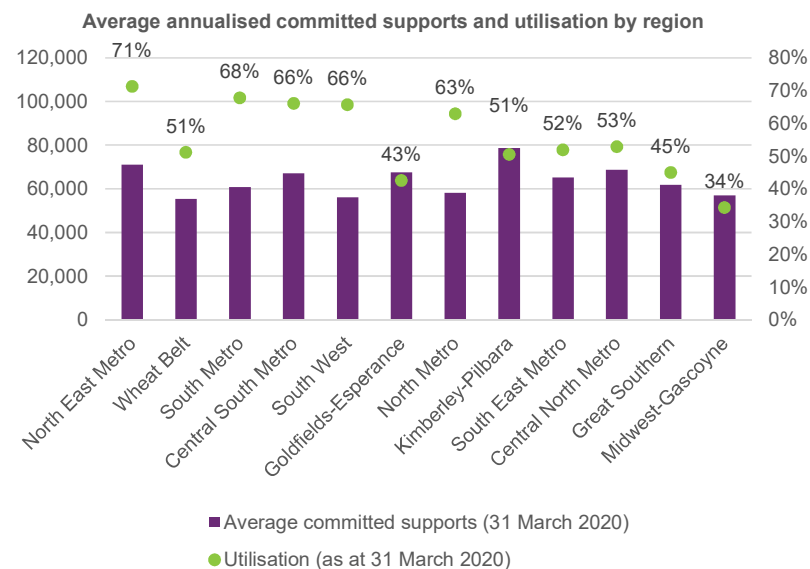
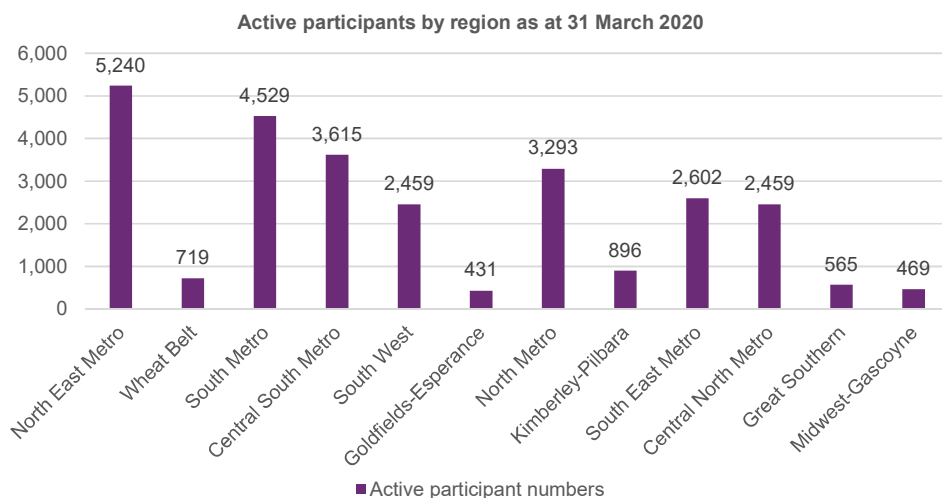
Distribution of regions by plan utilisation\*\*



Distribution of regions by market concentration\*



## Regional summaries



- North East Metro has the highest number of active participants (5,240), while Goldfields-Esperance has the lowest (431).
- Kimberley-Pilbara has the highest average annualised committed supports.
- North East Metro has the highest utilisation at 71%, whilst Midwest-Gascoyne has the lowest utilisation at 34%. Midwest-Gascoyne only commenced phasing in 1 July 2019, and therefore most participants in the region are still on their initial plan.
- Only utilisation of committed supports from 1 July 2019 to 1 December 2019 is shown, as experience in the most recent 3 months is still emerging.

## Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction		
<b>Outcomes measures as at 31 March 2020*</b>	<b>Second review</b>	<b>Baseline</b>
- % of participants involved in community / social activities	48%	40%
- % of participants in work	28%	26%
- % of participants who choose who supports them	53%	54%
<b>% of Participants rating their overall experience as Very Good or Good by pathway stage – current vs previous quarter</b>	<b>2019-20 Q3</b>	<b>2019-20 Q2</b>
- Access	71%	64%
- Pre-planning	76%	84%
- Planning	75%	77%
- Plan review **	n/a	95%

\* Outcomes measures represent the weighted average for participants aged 15 and over, and compare the responses at the participants' second plan review, with the result at scheme entry (Baseline). These results only include participants who had their first plan approved between 1 April 2017 and 31 March 2018 and have had a second plan review to date.

\*\*There is insufficient data to report on the participant satisfaction survey results relating to the Plan Review stage for 2019-20 Q3.