

Transcript for Western Australia Quarterly Performance Dashboard as at 31 March 2020

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

Section 1 Participants and Planning

A table displays the following key statistics on the Western Australia participant pathway experience as at 31 March 2020 and 31 December 2019.

- The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 24,202 as at 31 December 2019 to 27,277 as at 31 March 2020.
- The number of children in the E-C-E-I gateway receiving initial supports increased from 52 as at 31 December 2019 to 102 as at 31 March 2020.
- The number of children in the E-C-E-I gateway not receiving initial supports increased from 308 as at 31 December 2019 to 310 as at 31 March 2020.
- Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimate remained stable at 80%, from 31 December 2019 to 31 March 2020. Includes participants with approved plans who have transferred from the Western Australia NDIS.
- The proportion of participants fully or partially self managing their plan for the year to date increased from 36% as at 31 December 2019 to 37% as at 31 March 2020.
- The proportion of plans activated within 90 days for the year to date decreased from 88% as at 31 December 2019 to 87% as at 31 March 2020. Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 quarter 1 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.
- The number of participant plan reviews completed increased from 4,380 in the quarter ending 31 December 2019 to 6,645 in the quarter ending 31 March 2020.
- Open participant requested reviews (PRRs) (s48) decreased from 137 as at 31 December 2019 to 52 as at 31 March 2020.
- Open reviews of reviewable decisions (RoRDs - Access) (s100) decreased from 116 as at 31 December 2019 to 45 as at 31 March 2020. 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.
- Open reviews of reviewable decisions (RoRDs - Planning) (s100) from 861 as at 31 December 2019 to 665 as at 31 March 2020. 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.
- The number of access decisions in progress decreased from 604 as at 31 December 2019 to 492 as at 31 March 2020.

- The average number of days to complete an access decision for participants with ages 0 to 6 decreased from 5 in the quarter ending 31 December 2019 to 3 in the quarter ending 31 March 2020.
- The average number of days to complete an access decision for participants with ages 7 or above decreased from 7 in the quarter ending 31 December 2019 to 3 in the quarter ending 31 March 2020.
- The average number of days to complete first plan after the access requirements have been met for participants with ages 0 to 6 increased from 99 in the quarter ending 31 December 2019 to 124 in the quarter ending 31 March 2020.
- The average number of days to complete first plan after the access requirements have been met for participants with ages 7 or above increased from 114 in the quarter ending 31 December 2019 to 128 in the quarter ending 31 March 2020.

A chart displays the change in active participants between 31 December 2019 and 31 March 2020.

There were 24,202 active participants (excluding E-C-E-I) as at 31 December 2019. During 2019-20 quarter 3, there were 3,151 plan approvals and a negative net movement of 76 participants across jurisdictions and scheme exits. This resulted in 27,277 active participants (excluding E-C-E-I) as at 31 March 2020. Additionally, there were 102 children in the E-C-E-I gateway receiving initial supports as at 31 March 2020. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 31 March 2020 was 27,379.

The following key statistics summarise the Western Australia performance as at 31 March 2020.

- 27,780 participants have entered the scheme (including E-C-E-I) 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 E-C-E-I 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 Western Australia to 1,685 (6.2%).
- 365 (11.6%) of the new active participants this quarter are culturally and linguistically diverse, also known as CALD, taking the total number of CALD participants in Western Australia to 2,265 (8.3%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on Western Australia provider and market metrics as at 31 March 2020 and at 31 December 2019.

- The total number of active providers (with at least one claim ever) increased from 1,098 as at 31 December 2019 to 1,241 as at 31 March 2020. Active providers refer to those who have received payment for supporting Agency-managed participants.

- The total number of active providers in last quarter increased from 632 as at 31 December 2019 to 692 as at 31 March 2020. 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 67% as at 31 December 2019 to 64% as at 31 March 2020.
- Plan utilisation by region. The proportion of regions that are more than 10 percentage points below the benchmark decreased from 25% as at 31 December 2019 to 13% as at 31 March 2020. 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. Only regions which commenced phasing on or before 1 April 2019 are included in these market monitoring metrics.
- Market concentration. The proportion of regions where more than 85% of payments for supports go to the top 10 providers decreased from 38% as at 31 December 2019 to 25% as at 31 March 2020. Only regions which commenced phasing on or before 1 April 2019 are included in these market monitoring metrics.
- The proportion of payments paid within 5 days (portal) increased from 99.0% as at 31 December 2019 to 99.2% as at 31 March 2020.
- The growth in annualised plan budget increased from 18.8% as at 31 December 2019 to 28.1% as at 31 March 2020. This measure is based on plans reviewed in the current quarter.

The following comments are made regarding the Western Australia provider and market metrics as at 31 March 2020.

- 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.

A chart displays the Western Australia distribution of regions by plan utilisation as at 31 March 2020. 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. Only regions which commenced phasing on or before 1 April 2019 are included in these market monitoring metrics.

1 out of 8 (13%) regions are more than 10 percentage points below the adjusted national benchmark.

2 out of 8 (25%) regions are between 5 and 10 percentage points below the adjusted national benchmark.

1 out of 8 (13%) regions are within 5 percentage points of the adjusted national benchmark.

4 out of 8 (50%) regions are between 5 and 10 percentage points above the adjusted national benchmark.

No regions are more than 10 percentage points above the adjusted national benchmark.

The following regions are below benchmark:

- Goldfields-Esperance: 43% versus 54% benchmark.
- Wheat Belt: 51% versus 58% benchmark.
- Kimberley-Pilbara: 51% versus 56% benchmark.
- North East Metro: 71% versus 73% benchmark.

A chart displays the Western Australia distribution of regions by market concentration as at 31 March 2020. Only regions which commenced phasing on or before 1 April 2019 are included in these market monitoring metrics.

No regions have more than 95% of payments going to the 10 largest providers.

2 out of 8 (25%) regions have between 90% and 95% of payments going to the 10 largest providers.

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

2 out of 8 (25%) regions have between 65% and 85% of payments going to the 10 largest providers.

3 out of 8 (38%) regions have between 45% and 65% of payments going to the 10 largest providers.

1 out of 8 (13%) regions have less than 45% of payments going to the 10 largest providers.

The following regions are above benchmark:

- Kimberley-Pilbara: 92% versus 85% benchmark.
- Goldfields-Esperance: 92% versus 85% benchmark.

Section 3 Regional summaries

A chart displays the active participants by region as at 31 March 2020.

A chart displays the average annualised committed supports and utilisation by region.

The following comments are made regarding the Western Australia experience at region level as at 31 March 2020.

- 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.

Section 4 Participant Outcomes and Satisfaction

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

For Outcomes measures as at 31 March 2020. 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 (which constitutes the 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. The following three indicators are outcomes measures.

- The percentage of participants involved in community / social activities increased from 40% at Baseline to 48% at the second review.
- The percentage of participants in work increased from 26% at Baseline to 28% at the second review.
- The percentage of participants who choose who supports them decreased from 54% at Baseline to 53% at the second review.

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

- The percentage for the 'Access' stage increased from 64% in the quarter ending 31 December 2019 to 71% in the quarter ending 31 March 2020.
- The percentage for the 'Pre-planning' stage decreased from 84% in the quarter ending 31 December 2019 to 76% in the quarter ending 31 March 2020.
- The percentage for the 'Planning' stage decreased from 77% in the quarter ending 31 December 2019 to 75% in the quarter ending 31 March 2020.
- The percentage for the 'Plan review' stage was 95% in the quarter ending 31 March 2020. There is insufficient data to report on the participant satisfaction survey results relating to the Plan review stage in 2019-20 Q3.