

Participants and Planning

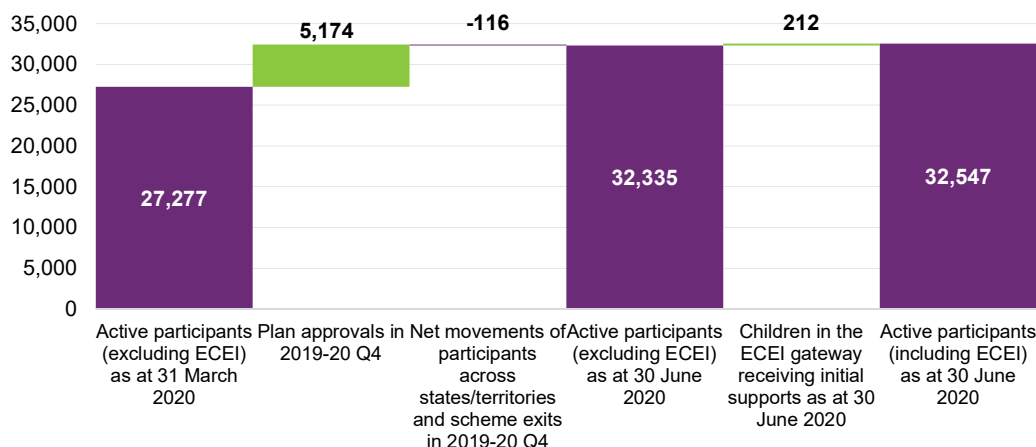
Participant Pathway Experience	Period	As at 30 Jun	As at 31 Mar
Active participants (excluding ECEI)	Current Quarter	32,335	27,277
Children in the ECEI gateway receiving Initial Supports	Current Quarter	212	102
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	116	310
Plans approved (including ECEI with initial supports) vs Bilateral Estimate*	Current Quarter	87%	80%
Proportion of participants fully or partially self managing their plan	Scheme to date	36%	37%
Proportion of plans activated within 90 days**	Scheme to date	87%	87%
Number of participant plan reviews completed	Current Quarter	6,644	6,645
Open participant requested reviews (PRRs)	Current Quarter	203	52
Open reviews of reviewable decisions (RoRDs – Access)***	Current Quarter	20	47
Open reviews of reviewable decisions (RoRDs – Planning)***	Current Quarter	228	707
Access decisions in progress	Current Quarter	769	492
Average days to complete an access decision	Current Quarter		
Age 0 to 6		4	3
Age 7 or above		5	3
Average days to complete first plan after the access requirements have been met	Current Quarter		
Age 0 to 6		92	124
Age 7 or above		120	128

* 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 Q2 are excluded. 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). Numbers of open RoRDs at the end of March have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.

Change in active participants between 31 Mar 2020 and 30 Jun 2020



Performance summary:

- 33,062 participants have entered the scheme (incl ECEI) since July 2013. 32,547 of these continue to be active.
- 15,017 active participants are receiving supports for the first time.
- In the current quarter, 5,174 participants have entered the scheme and there are 212 children with initial supports in the ECEI gateway at the end of June 2020.
- 6,644 plans have been reviewed this quarter.
- 3,401 access decisions have been made in the quarter, 2,810 of which met access and are still active as at 30 June 2020.
- 430 (8.3%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in WA to 2,102 (6.5%).
- 449 (8.7%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in WA to 2,701 (8.4%).

Provider and Market Metrics

Market supply and participant costs	As at 30 Jun	As at 31 Mar
Total number of active providers (with at least one claim ever)~	1,352	1,241
Total number of active providers in last quarter~	726	692
Utilisation (6 month rolling average with 3 month lag) (%)	63%	64%
Plan utilisation by region (% of regions that are more than 10 percentage points below the benchmark)*^A	17%	13%
Market concentration (% of regions where more than 85% of payments for supports go to the top 10 providers)*	33%	25%
Payments paid within 5 days (portal) (%)	99.3%	99.2%
Growth in annualised plan budget (current quarterly reviews %)	27.4%	28.1%

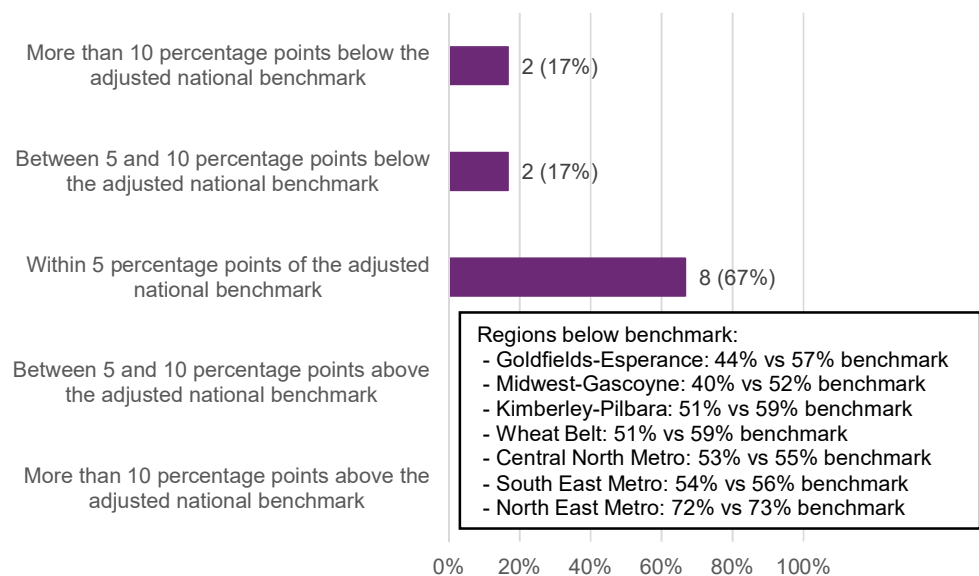
~ Active providers refer to those who have received payment for supporting Agency-managed participants.

* All regions in WA are included in these market monitoring metrics.

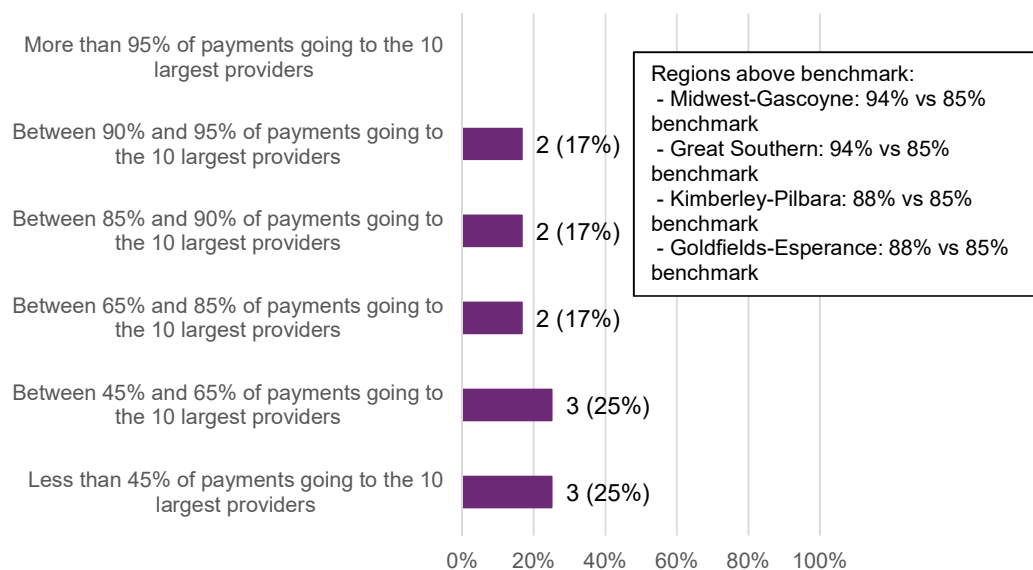
^ The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.

- The number of active providers at the end of June is 1,352, growing by 9% in the quarter.
- Utilisation was 63% in the six months from 1 October 2019 to 31 March 2020, with 17% of regions in Western Australia more than 10 percentage points below the adjusted national benchmark.
- In 33% of regions, the top 10 providers provide more than 85% of supports by value.

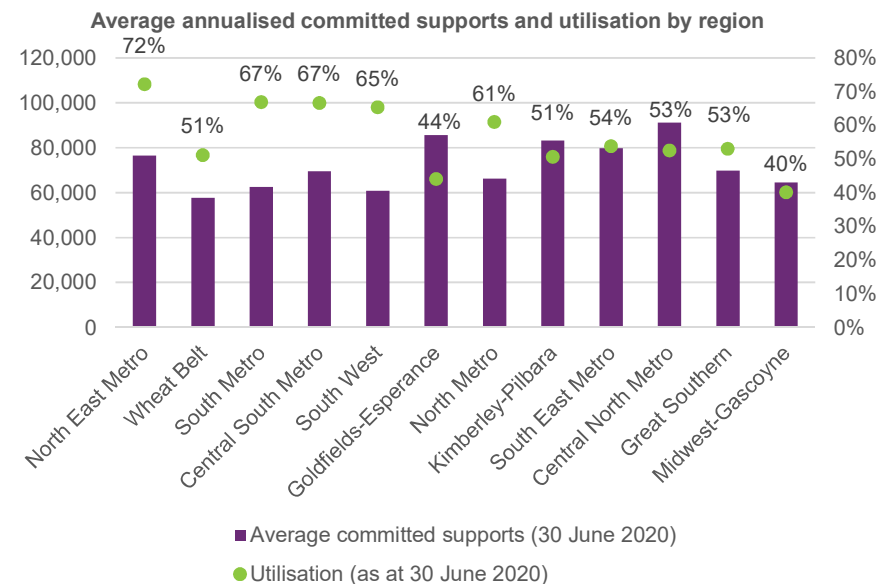
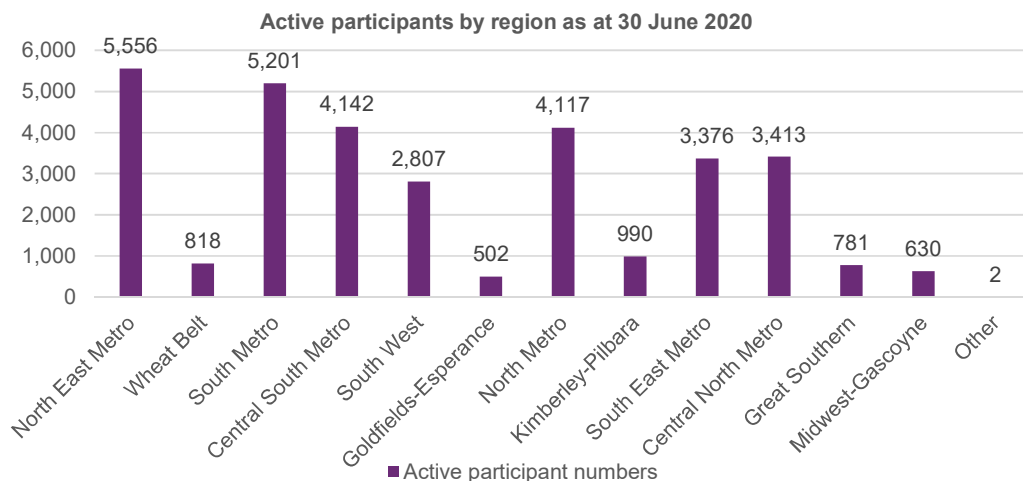
Distribution of regions by plan utilisation*^A



Distribution of regions by market concentration*



Regional summaries



* 'Other' include participants with regional information missing.

- North East Metro has the highest number of active participants (5,556), while Goldfields-Esperance has the lowest (502).
- Central North Metro has the highest average annualised committed supports.
- North East Metro has the highest utilisation at 72%, whilst Midwest-Gascoyne has the lowest utilisation at 40%. 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 October 2019 to 1 March 2020 is shown, as experience in the most recent 3 months is still emerging.

Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction		
Outcomes measures as at 30 June 2020*	Second review	Baseline
- % of participants involved in community / social activities	39%	32%
- % of participants in work	21%	18%
- % of participants who choose who supports them	59%	60%
% of Participants rating their overall experience as Very Good or Good by pathway stage – current vs previous quarter	2019-20 Q4	2019-20 Q3**
- Access	71%	65%
- Pre-planning	73%	76%
- Planning	86%	77%
- Plan review ***	78%	n/a

* 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 July 2017 and 30 June 2018 and have had a second plan review to date.

** Participant satisfaction results for 2019-20 Q3 have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

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