

Participants and Planning

| Participant Pathway Experience | As at 31 Dec | As at 30 Sep |
|---|--------------|--------------|
| Active participants (excluding ECEI) | 36,810 | 34,751 |
| Children in the ECEI gateway receiving Initial Supports | 406 | 260 |
| Children in the ECEI gateway not receiving Initial Supports | 26 | 38 |
| Proportion of participants fully or partially self managing their plan | 35% | 36% |
| Proportion of plans activated within 90 days* | 86% | 87% |
| Number of participant plan reviews completed** | 7,644 | 5,739 |
| Access decisions in progress | 820 | 868 |
| Participant Service Guarantee (PSG) - proportion which met target *** | | |
| 2: Access decision made or further information requested within 21 days of access request | 100% | 100% |
| 4: Access decision made within 14 days of final information being provided | 98% | 100% |
| 5: Commence facilitating the preparation of a plan, within 21 days of an access decision has been made | 59% | 55% |
| 6: First plan approved after access decision has been made for participants aged 7 or above, within 90 days | 81% | 82% |
| 7: First plan approved after access decision has been made for participants aged 0 to 6, within 70 days | 94% | 95% |
| 11: Commence facilitating a scheduled plan review 56 days prior to the scheduled review date**** | 21% | 29% |
| 12: Decision made to undertake Participant Requested Reviews (PRRs) within 21 days | 100% | 100% |
| 13: Participant Requested Reviews (PRRs) completed after decision made within 42 days | 56% | 64% |
| 17: Reviews of Reviewable Decisions (RoRDs) completed after request is received within 90 days | 97% | 99% |

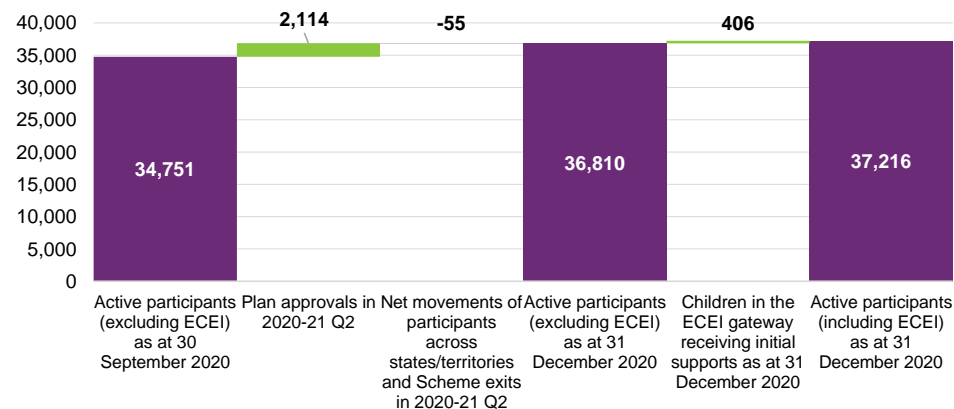
* Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 Q4 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.

** Plans less than 30 days in duration have been excluded. The number of plan reviews during September 2020 quarter have been restated at 31 December 2020 due to retrospective changes in underlying data.

*** The results for the PSG timeframes shown are based on preliminary calculations and the methodology used to determine them may be refined further. The measurement of the remaining PSG timeframes is under development.

**** Despite current underachievement of this scheduled review target, 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.

Change in active participants between 30 Sep 2020 and 31 Dec 2020



Performance summary:

- 37,928 participants have entered the Scheme (incl ECEI) since July 2013. 37,216 of these continue to be active.
- 18,355 active participants are receiving supports for the first time.
- In the current quarter, 2,114 participants have entered the Scheme and there are 406 children with initial supports in the ECEI gateway at the end of December 2020.
- 7,644 plans have been reviewed this quarter.
- 2,616 access decisions have been made in the quarter, 1,985 of which met access and are still active as at 31 December 2020.
- 244 (11.6%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in WA to 2,611 (7.1%).
- 200 (9.5%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in WA to 3,145 (8.5%).

Provider and Market Metrics

| Market supply and participant costs | As at 31 Dec | As at 30 Sep |
|---|--------------|--------------|
| Total number of active providers (with at least one claim ever)* | 1,695 | 1,511 |
| Total number of active providers in last quarter* | 949 | 836 |
| Utilisation (6 month rolling average with 3 month lag) (%) | 63% | 62% |
| Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark)** | 8% | 17% |
| Market concentration (% of service districts where more than 85% of payments for supports go to the top 10 providers) | 33% | 25% |
| Payments paid within 5 days (portal) (%) | 99.7% | 99.8% |
| Growth in annualised plan budget (current quarterly reviews %) *** | 3.3% | 15.0% |

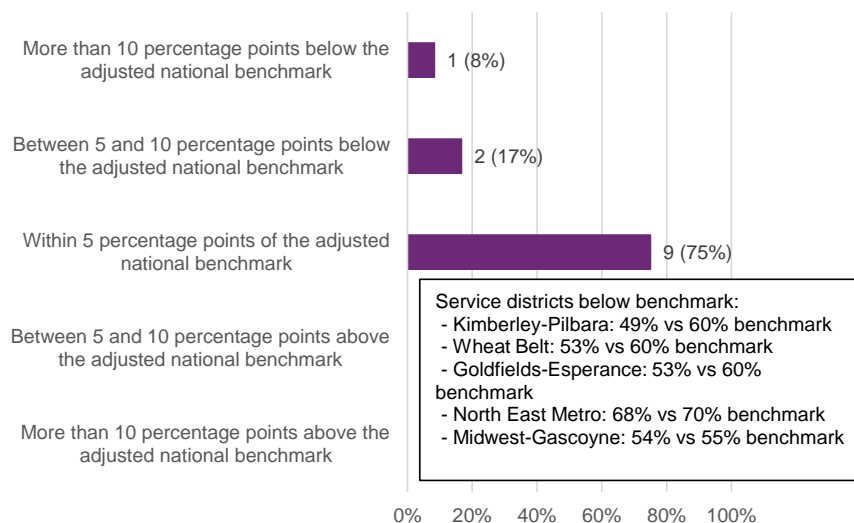
* Active providers refer to those who have received payment for supporting Agency-managed participants.

** 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 had been in the Scheme.

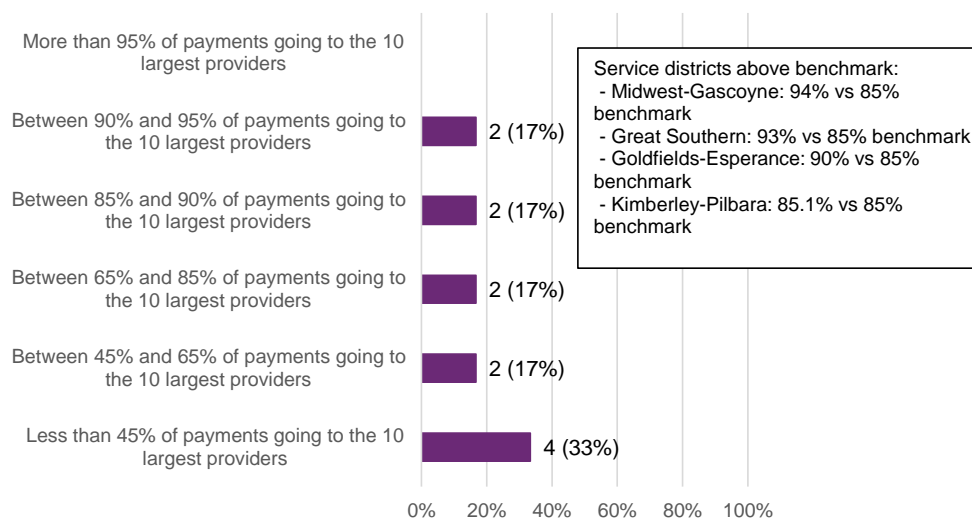
*** The rate of growth for the September 2020 quarter has been restated due to retrospective changes in the underlying data.

- The number of active providers at the end of December is 1,695, growing by 12% in the quarter.
- Utilisation was 63% in the six months from 1 April 2020 to 30 September 2020, with 8% of service districts in Western Australia more than 10 percentage points below the adjusted national benchmark.
- In 33% of service districts, the top 10 providers provide more than 85% of supports by value.

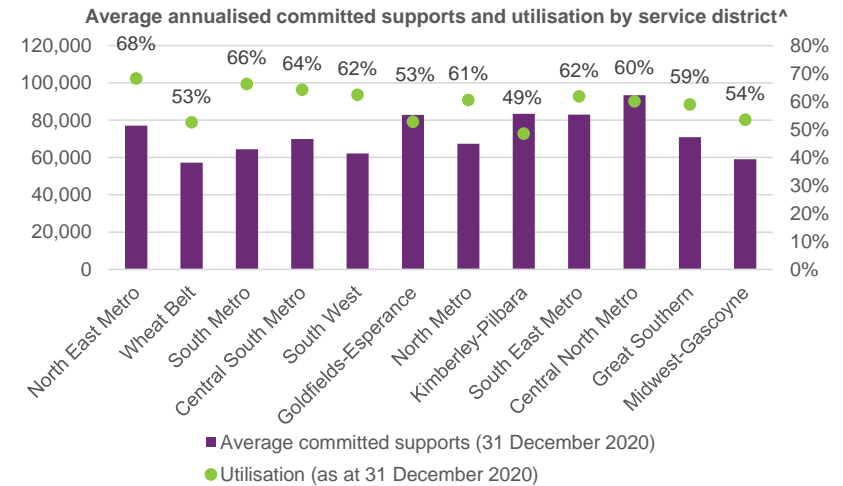
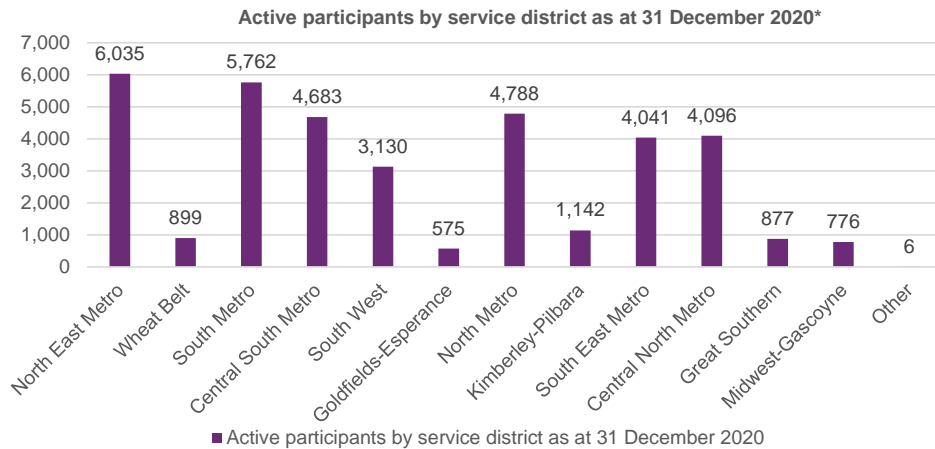
Distribution of service districts by plan utilisation**



Distribution of service districts by market concentration



Service District Summaries



* 'Other' includes participants with service district information missing.

^ Given the small size of the Other group, average annualised committed supports and utilisation for Other are not shown.

- North East Metro has the highest number of active participants (6,035), while Goldfields-Esperance has the lowest (575).
- Central North Metro has the highest average annualised committed supports.
- North East Metro has the highest utilisation at 68%, whilst Kimberley-Pilbara has the lowest utilisation at 49%.
- Only utilisation of committed supports from 1 April 2020 to 1 September 2020 is shown, as experience in the most recent 3 months is still emerging.

Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction

Participant and Scheme Outcome metrics from the Corporate Plan as at 31 December 2020*

- Participant employment rate - ages 15 and over
- Participant social and community engagement rate - ages 15 and over
- Parent and carer employment rate - all ages

% of Participants rating their overall experience as Very Good or Good by pathway stage – current quarter **

- Access
- Pre-planning
- Planning
- Plan review

| | Latest review | Baseline |
|---|---------------|----------|
| - Participant employment rate - ages 15 and over | 25% | 24% |
| - Participant social and community engagement rate - ages 15 and over | 47% | 41% |
| - Parent and carer employment rate - all ages | 47% | 44% |
| 2020-21 Q2 | | |
| - Access | 75% | |
| - Pre-planning | 75% | |
| - Planning | 79% | |
| - Plan review | 69% | |

*These Outcomes results only include participants who have been in the Scheme for at least two years. Trial participants are excluded. The measures compare the responses at the participants' most recent plan review, with the result at Scheme entry (Baseline).

** Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change has resulted in a 'break' in the time series, meaning the previous quarterly results do not compare well with this quarter's result. Hence, this comparison is not included here.