

## Transcript for Western Australia Quarterly Performance Dashboard as at 31 December 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 December 2020 and 30 September 2020.

- The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 34,751 as at 30 September 2020 to 36,810 as at 31 December 2020.
- The number of children in the E-C-E-I gateway receiving initial supports increased from 260 as at 30 September 2020 to 406 as at 31 December 2020.
- The number of children in the E-C-E-I gateway not receiving initial supports decreased from 38 as at 30 September 2020 to 26 as at 31 December 2020.
- The proportion of participants fully or partially self managing their plan decreased from 36% as at 30 September 2020 to 35% as at 31 December 2020.
- The proportion of plans activated within 90 days decreased from 87% as at 30 September 2020 to 86% as at 31 December 2020. Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 quarter 4 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 5,739 in the quarter ending 30 September 2020 to 7,644 in the quarter ending 31 December 2020. 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 number of access decisions in progress decreased from 868 as at 30 September 2020 to 820 as at 31 December 2020.

The following statistics concern Participant Service Guarantee (PSG) metrics and the proportion which met target. 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.

- PSG number 2: The proportion of access decisions made or further information requested within 21 days of access requests remained stable at 100%, from the quarter ending 30 September 2020 to 31 December 2020.
- PSG number 4: The proportion of access decisions made within 14 days of final information being provided decreased from 100% in the quarter ending 30 September 2020 to 98% in the quarter ending 31 December 2020.
- PSG number 5: The proportion of cases where facilitating the preparation of a plan commenced within 21 days of an access decision being made increased from 55% in the quarter ending 30 September 2020 to 59% in the quarter ending 31 December 2020.

- PSG number 6: The proportion of first plans that were approved within 90 days after access decisions were made, for participants aged 7 or above, decreased from 82% in the quarter ending 30 September 2020 to 81% in the quarter ending 31 December 2020.
- PSG number 7: The proportion of first plans that were approved within 70 days after access decisions were made, for participants aged 0 to 6, decreased from 95% in the quarter ending 30 September 2020 to 94% in the quarter ending 31 December 2020.
- PSG number 11: The proportion of cases where facilitating a scheduled plan review commenced at least 56 days prior to the scheduled review date decreased from 29% in the quarter ending 30 September 2020 to 21% in the quarter ending 31 December 2020. 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.
- PSG number 12: The proportion of cases where the decision to undertake Participant Requested Reviews (PRRs) was made within 21 days remained stable at 100%, from the quarter ending 30 September 2020 to 31 December 2020.
- PSG number 13: The proportion of Participant Requested Reviews (PRRs) that were completed within 42 days after the decision was made decreased from 64% in the quarter ending 30 September 2020 to 56% in the quarter ending 31 December 2020.
- PSG number 17: The proportion of Reviews of Reviewable Decisions (RoRDs) that were completed within 90 days after the request was received decreased from 99% in the quarter ending 30 September 2020 to 97% in the quarter ending 31 December 2020.

A chart displays the change in active participants between 30 September 2020 and 31 December 2020.

There were 34,751 active participants (excluding E-C-E-I) as at 30 September 2020. During 2020-21 quarter 2, there were 2,114 plan approvals and a negative net movement of 55 participants across jurisdictions and Scheme exits. This resulted in 36,810 active participants (excluding E-C-E-I) as at 31 December 2020. Additionally, there were 406 children in the E-C-E-I gateway receiving initial supports as at 31 December 2020. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 31 December 2020 was 37,216.

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

- 37,928 participants have entered the Scheme (including E-C-E-I) 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 E-C-E-I 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, also known as CALD, taking the total number of CALD participants in WA to 3,145 (8.5%).

## Section 2 Provider and Market Metrics

A table displays the following key statistics on Western Australia provider and market metrics as at 31 December 2020 and at 30 September 2020.

- The total number of active providers (with at least one claim ever) increased from 1,511 as at 30 September 2020 to 1,695 as at 31 December 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 836 as at 30 September 2020 to 949 as at 31 December 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) increased from 62% as at 30 September 2020 to 63% as at 31 December 2020.
- Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark decreased from 17% as at 30 September 2020 to 8% as at 31 December 2020. 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.
- Market concentration. The proportion of service districts where more than 85% of payments for supports go to the top 10 providers increased from 25% as at 30 September 2020 to 33% as at 31 December 2020.
- The proportion of payments paid within 5 days (portal) decreased from 99.8% as at 30 September 2020 to 99.7% as at 31 December 2020.
- The growth in annualised plan budget decreased from 15.0% as at 30 September 2020 to 3.3% as at 31 December 2020. The rate of growth for the September 2020 quarter has been restated due to retrospective changes in the underlying data

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

- 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.

A chart displays the Western Australia distribution of service districts by plan utilisation as at 31 December 2020. 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.

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

2 out of 12 (17%) service districts are between 5 and 10 percentage points below the adjusted national benchmark.

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

No service districts are between 5 and 10 percentage points above the adjusted national benchmark.

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

Service districts below benchmark:

- Kimberley-Pilbara: 49% versus 60% benchmark.
- Wheat Belt: 53% versus 60% benchmark.
- Goldfields-Esperance: 53% versus 60% benchmark.
- North East Metro: 68% versus 70% benchmark.
- Midwest-Gascoyne: 54% versus 55% benchmark.

A chart displays the Western Australia distribution of service districts by market concentration as at 31 December 2020.

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

2 out of 12 (17%) service districts have between 90% and 95% 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.

2 out of 12 (17%) service districts have between 65% and 85% of payments going to the 10 largest providers.

2 out of 12 (17%) service districts have between 45% and 65% of payments going to the 10 largest providers.

4 out of 12 (33%) service districts have less than 45% of payments going to the 10 largest providers.

Service districts above benchmark:

- Midwest-Gascoyne: 94% versus 85% benchmark.
- Great Southern: 93% versus 85% benchmark.
- Goldfields-Esperance: 90% versus 85% benchmark.
- Kimberly-Pilbara: 85.1% versus 85% benchmark.

### Section 3 Service District Summaries

A chart displays the active participants by service district as at 31 December 2020. 'Other' includes participants with service district information missing.

A chart displays the average annualised committed supports and utilisation by service district. Given the small size of the Other group, average annualised committed supports and utilisation for Other are not shown.

The following comments are made regarding the Western Australia experience at service district level as at 31 December 2020.

- 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.

#### Section 4 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 2020. 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 (which constitutes the Baseline). The following three indicators are outcomes measures.

- The percentage - Participant employment rate - ages 15 and over increased from 24% at Baseline to 25% at the latest review.
- The percentage - Participant social and community engagement rate - ages 15 and over increased from 41% at Baseline to 47% at the latest review.
- The percentage - Parent and carer employment rate - all ages increased from 44% at Baseline to 47% 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 the current quarter. 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.

- The percentage for the 'Access' stage was 75% in the quarter ending 31 December 2020.
- The percentage for the 'Pre-planning' stage was 75% in the quarter ending 31 December 2020.
- The percentage for the 'Planning' stage was 79% in the quarter ending 31 December 2020.
- The percentage for the 'Plan review' stage was 69% in the quarter ending 31 December 2020.