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Transcript for Western Australian Quarterly Performance Dashboard as at 30 September 2022

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

## Participants and planning

A table displays the following key statistics on the Western Australian participant experience as at 30 September 2022 and 30 June 2022.

• The number of active participants with approved plans increased from 46,475 as at 30 June 2022 to 47,936 as at 30 September 2022.

• The number of children accessing early connections increased from 827 as at 30 June 2022 to 846 as at 30 September 2022.

• The number of children waiting for early connections decreased from 30 as at 30 June 2022 to 16 as at 30 September 2022.

• The percentage of participants fully or partially self-managing their plan remained stable at 31%, from 30 June 2022 to 30 September 2022.

• The percentage of plans activated within 90 days remained stable at 86%, from 30 June 2022 to 30 September 2022. Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of the 2021-22 quarter 3 have been excluded.

• The number of participant plan reassessments completed decreased from 9,491 in the quarter ending 30 June 2022 to 8,868 in the quarter ending 30 September 2022. Plans less than 31 days in duration have been excluded. The new definition is included under section 49 of the NDIS Act (2013) and replaces the previous definition of plan review.

A chart displays the change in active participants between 30 June 2022 and 30 September 2022.

At the beginning of quarter 1 2022-23 there were 46,475 active participants (excluding children accessing early connections). During 2022-23 quarter 1, there were 1,604 plan approvals and 143 participants exited the Scheme or moved to another state or territory. This resulted in 47,936 active participants as at 30 September 2022.

The following key statistics summarise the Western Australian performance as at 30 September 2022.

• 49,784 participants (excluding children accessing early connections) have had an approved plan since July 2013. 47,936 of these continue to be active.

• 29,087 active participants have not previously received disability support via State and Commonwealth government programs in the past.

• In the current quarter, 1,604 participants have entered the Scheme and there are 846 children accessing early connections at the end of September 2022.

• 8,868 plans have had reassessments this quarter.

• 2,159 access decisions have been made in the quarter, of which 1,666 met access and are still active.

• 142 (8.9%) of the new active participants this quarter identified as First Nations Australians, taking the total number of First Nations participants in Western Australia to 3,747 (7.8%).

• 135 (8.4%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically Diverse participants in Western Australia to 3,885 (8.1%). The number of Culturally and Linguistically Diverse participants excludes First Nations participants.

## Participant outcomes and satisfaction

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

For Participant and Scheme Outcome metrics from the Corporate Plan as at 30 September 2022, the Outcome results include participants who have been in the Scheme for at least two years. Trial participants are excluded. Except for the parent and carer employment rate, only participants aged 15 and over are included. The Baseline results are at Scheme entry. The following four indicators are outcomes measures.

• The participant employment rate increased from 24% at baseline to 25% at the latest reassessment.

• The participant social and community engagement rate increased from 39% at baseline to 41% at the latest reassessment.

• The parent and carer employment rate decreased from 45% at baseline to 50% at the latest reassessment.

• The participant perception of choice and control increased from 71% at the first reassessment to 77% at the latest reassessment.

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

• The percentage for the 'Access' stage increased from 78% in the quarter ending 30 June 2022 to 83% in the quarter ending 30 September 2022.

• The percentage for the 'Pre-planning' stage increased from 80% in the quarter ending 30 June 2022 to 81% in the quarter ending 30 September 2022.

• The percentage for the 'Planning' stage increased from 82% in the quarter ending 30 June 2022 to 84% in the quarter ending 30 September 2022.

• The percentage for the 'Plan reassessment' stage remained stable at 66%, in the quarters ending 30 June 2022 and 30 September 2022.

## Participant Service Guarantee

The following statistics concern Participant Service Guarantee metrics. These statistics look at the percentage of cases meeting the Service Guarantee target in the quarters ending 30 June 2022 and 30 September 2022. Participant Service Guarantee results in the previous quarter may be restated due to ongoing logic refinement and changes in data quality.

The following metric is concerned with the General category.

• Participant Service Guarantee number 1: The percentage of explanations of previous decisions made within 28 days after a request for explanation is received decreased from 100% as at 30 June 2022 to 95% as at 30 September 2022.

The following three metrics are concerned with Access.

• Participant Service Guarantee number 2: The percentage of access decisions made or further information requested within 21 days of an access request remained stable at 100%, from 30 June 2022 to 30 September 2022.

• Participant Service Guarantee number 3: The percentage of access decisions allowing 90 days for prospective participants to provide information, after NDIA has requested further information, remained stable at 100%, from 30 June 2022 to 30 September 2022.

• Participant Service Guarantee number 4: The percentage of access decisions made within 14 days of final information being provided decreased from 100% as at 30 June 2022 to 98% as at 30 September 2022.

The following three metrics are concerned with Planning.

• Participant Service Guarantee number 5: The percentage of cases where facilitating the preparation of a plan commenced within 21 days of an access decision being made increased from 97% as at 30 June 2022 to 98% as at 30 September 2022.

• Participant Service Guarantee number 6: The percentage of first plans that were approved within 56 days after access decisions were made, increased from 92% as at 30 June 2022 to 94% as at 30 September 2022.

• Participant Service Guarantee number 7: The percentage of first plans that were approved within 90 days after access decisions were made, for Early Childhood Early Intervention participants, increased from 92% as at 30 June 2022 to 94% as at 30 September 2022. Early Childhood Early Intervention is now known as Early Childhood Approach.

The following metric is concerned with Implementation.

• Participant Service Guarantee number 9: The percentage of cases where a plan implementation meeting was held within 28 days if the participant accepts the offer remained stable at 100%, from 30 June 2022 to 30 September 2022.

The following three metrics are concerned with plan reassessments.

• Participant Service Guarantee number 11: The percentage of cases where facilitating a scheduled plan reassessment commenced at least 56 days prior to the scheduled reassessment date increased from 44% as at 30 June 2022 to 73% as at 30 September 2022. The NDIA’s new participant check-in process ensures that every plan reassessment begins with a contact from the planner or partner to discuss review options well before any plan reassessment date. Plans are extended automatically if they have not been reassessed before the reassessment date so participants have continuity of support.

• Participant Service Guarantee number 12: The percentage of cases where the decision to undertake Participant Requested Plan Reassessments were made within 21 days decreased from 100% as at 30 June 2022 to 91% as at 30 September 2022. The definition of Participant Reassessment Request is included under section 48 of the NDIS Act (2013) and replaces the previous definition of plan review request.

• Participant Service Guarantee number 13: The percentage of reassessments that were completed within 28 days after the decision to accept the request was made increased from 56% as at 30 June 2022 to 70% as at 30 September 2022.

The following two metrics are concerned with Amendments.

• Participant Service Guarantee number 14: The percentage of cases where a plan was varied within 28 days after receiving information that triggers the plan amendment process increased from 92% as at 30 June 2022 to 95% as at 30 September 2022.

• Participant Service Guarantee number 15: The percentage of cases where a plan was varied within 50 days after receiving information that relates to a complex quote that triggers a plan amendment process remained stable at 100%, from 30 June 2022 to 30 September 2022.

The following two metrics are concerned with Reviewable Decisions.

• Participant Service Guarantee number 17: The proportion of internal Reviews of Reviewable Decisions that were completed within 60 days after the request was received decreased from 95% as at 30 June 2022 to 94% as at 30 September 2022.

• Participant Service Guarantee number 18: The percentage of cases where an Administrative Appeals Tribunal decision was implemented to amend a plan within 28 days after receiving notification of the Administrative Appeals Tribunal decision increased from 96% as at 30 June 2022 to 100% as at 30 September 2022.

The following two metrics are concerned with Nominees.

• Participant Service Guarantee number 19: The percentage of cases where a participant requested nominee was cancelled within 14 days increased from 96% as at 30 June 2022 to 100% as at 30 September 2022.

• Participant Service Guarantee number 20: The percentage of cases where a Chief Executive Officer initiated nominee was cancelled within 14 days remained stable at 100%, from 30 June 2022 to 30 September 2022.

• The NDIA commenced measuring performance against the Participant Service Guarantee metrics prior to the legislation of the Participant Service Charter and Guarantee. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament, and received Royal Assent on 1 April 2022.

## Provider and market metrics

A table displays the following key statistics on Western Australian market supply and participant costs as at 30 September 2022 and at 30 June 2022.

• The total number of active providers (with at least one claim ever) increased from 2,555 as at 30 June 2022 to 2,733 as at 30 September 2022. Active providers refer to those who have received payment for supporting Agency-managed participants.

• The total number of active providers in the last quarter increased from 1,154 as at 30 June 2022 to 1,207 as at 30 September 2022. 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 73% as at 30 June 2022 to 71% as at 30 September 2022.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark increased from 8% as at 30 June 2022 to 17% as at 30 September 2022. 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 have 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 remained stable at 25%, from 30 June 2022 to 30 September 2022.

• The proportion of payments paid within 5 days through the portal increased from 99.7% as at 30 June 2022 to 99.8% as at 30 September 2022.

• Total payments from 1 July 2022 were $667 million as at 30 September 2022.

• Total annualised plan budgets increased from $3,281 million as at 30 June 2022 to $3,626 million as at 30 September 2022.

• Plan inflation (current quarter percentage per annum) increased from 16.2% in the June 2022 quarter to 24.9% in the September 2022 quarter. Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan, between reassessments. Previously the NDIA has not included the additional percentage changes in plan budgets that occur within a plan and before the scheduled review, when reporting this metric, and this has underestimated the extent to which plans have increased. The annualisation calculation of inflation excludes the impact of plan indexation in July following the Annual Pricing Review. The impact of this indexation is then explicitly added to the annualised calculation which was a 4.6% one-off increase Nationally.

• Inflation at plan reassessment (current quarter percentage per annum)⁴ increased from 10.1% in the June 2022 quarter to 15.4% in the September 2022 quarter.

• Inflation within a plan, between reassessments (current quarter percentage per annum) increased from 6.1% in the June 2022 quarter to 9.5% in the September 2022 quarter.

• Socioeconomic equity decreased from 112% in the June 2022 quarter to 107% in the September 2022 quarter. Socioeconomic status uses deciles from the Australian Bureau of Statistics Index of Education and Occupation. A higher decile indicates that people residing in that area have a higher level of skills and qualifications on average. The socioeconomic equity metric is equal to the average annualised plan budget of participants residing in the top two deciles divided by the average annualised plan budget of participants residing in the bottom two deciles (participants not in Supported Independent Living and aged 0 to 64).

The following comments are made regarding the Western Australian experience:

• Total annualised plan budgets at 30 September 2022 were $3,626m and payments from 1 July 2022 were $667m.

• The number of active providers at the end of September is 2,733, growing by 7% in the quarter.

• Utilisation was 71% from 1 January 2021 to 30 June 2022, with 17% (2 out of 12) of service districts in Western Australia more than 10 percentage points below the adjusted National benchmark.

• In 25% (3 out of 12) of service districts, the top 10 providers provide more than 85% of payments.

A chart displays the Western Australian distribution of service districts by plan utilisation as at 30 September 2022. 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 have been in the Scheme.

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

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

• 8 out of 12 (67%) service districts are within 5 percentage points of the adjusted National benchmark.

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

• 2 out of 12 (17%) service districts are more than 10 percentage points below the adjusted National benchmark.

Service districts more than 10% below plan utilisation benchmark:

• Kimberley-Pilbara: 57% versus 70% benchmark.

• Midwest-Gascoyne: 59% versus 69% benchmark.

A chart displays the Western Australian distribution of service districts by market concentration as at 30 September 2022.

• 4 out of 12 (33%) service districts have less than 45% 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.

• 3 out of 12 (25%) service districts have between 65% and 85% of payments going to the 10 largest providers.

• 3 out of 12 (25%) service districts have between 85% and 90% of payments going to the 10 largest providers.

• No service districts have between 90% and 95% of payments going to the 10 largest providers.

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

Service districts closest to market concentration benchmark:

• Midwest-Gascoyne: 87% versus 85% benchmark.

• Great Southern: 86% versus 85% benchmark.

• Goldfields-Esperance: 86% versus 85% benchmark.

## Summaries by service district

A chart displays the active participants by service district. There are 8 active participants at 30 September 2022 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown.

The number of active participants at 30 September 2022 was:

• 7,339 for North East Metro.

• 1,122 for Wheat Belt.

• 7,501 for South Metro.

• 6,051 for Central South Metro.

• 3,974 for South West.

• 793 for Goldfields-Esperance.

• 6,395 for North Metro.

• 1,481 for Kimberley-Pilbara.

• 5,407 for South East Metro.

• 5,501 for Central North Metro.

• 1,146 for Great Southern.

• 1,218 for Midwest-Gascoyne.

Another chart displays the average annualised plan budgets and average payments. There are 8 active participants at 30 September 2022 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget at 30 September 2022 was:

• $80,600 for North East Metro.

• $62,000 for Wheat Belt.

• $67,600 for South Metro.

• $73,800 for Central South Metro.

• $67,100 for South West.

• $78,000 for Goldfields-Esperance.

• $70,400 for North Metro.

• $79,500 for Kimberley-Pilbara.

• $84,700 for South East Metro.

• $90,900 for Central North Metro.

• $68,000 for Great Southern.

• $64,100 for Midwest-Gascoyne.

• $75,600 for all of Western Australia.

The average payments for the 12 months to 30 September 2022 was:

• $58,600 for North East Metro.

• $35,500 for Wheat Belt.

• $49,700 for South Metro.

• $52,800 for Central South Metro.

• $46,100 for South West.

• $52,800 for Goldfields-Esperance.

• $49,000 for North Metro.

• $47,600 for Kimberley-Pilbara.

• $63,400 for South East Metro.

• $67,700 for Central North Metro.

• $46,900 for Great Southern.

• $36,800 for Midwest-Gascoyne.

• $54,000 for all of Western Australia.

Another chart displays the average annualised plan budgets and average payments for participants in Supported Independent Living. There are 8 active participants at 30 September 2022 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget at 30 September 2022 for participants in Supported Independent Living was:

• $356,000 for North East Metro.

• $360,900 for South Metro.

• $376,700 for Central South Metro.

• $381,100 for South West.

• $482,600 for Goldfields-Esperance.

• $412,500 for North Metro.

• $707,200 for Kimberley-Pilbara.

• $357,000 for South East Metro.

• $364,200 for Central North Metro.

• $363,200 for Great Southern.

• $336,700 for Midwest-Gascoyne.

• $371,600 for all of Western Australia.

The average payments for the 12 months to 30 September 2022 for participants in Supported Independent Living was:

• $287,200 for North East Metro.

• $315,300 for South Metro.

• $309,900 for Central South Metro.

• $320,300 for South West.

• $535,600 for Goldfields-Esperance.

• $313,300 for North Metro.

• $661,200 for Kimberley-Pilbara.

• $302,600 for South East Metro.

• $309,800 for Central North Metro.

• $323,100 for Great Southern.

• $277,900 for Midwest-Gascoyne.

• $310,600 for all of Western Australia.

Another chart displays the average annualised plan budgets and average payments for participants not in Supported Independent Living. There are 8 active participants at 30 September 2022 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget at 30 September 2022 for participants not in Supported Independent Living was:

• $58,300 for North East Metro.

• $57,400 for Wheat Belt.

• $54,400 for South Metro.

• $60,600 for Central South Metro.

• $57,200 for South West.

• $62,600 for Goldfields-Esperance.

• $58,800 for North Metro.

• $67,800 for Kimberley-Pilbara.

• $61,900 for South East Metro.

• $71,200 for Central North Metro.

• $58,400 for Great Southern.

• $58,400 for Midwest-Gascoyne.

• $60,100 for all of Western Australia.

The average payments for the 12 months to 30 September 2022 for participants not in Supported Independent Living was:

• $39,900 for North East Metro.

• $31,400 for Wheat Belt.

• $37,700 for South Metro.

• $41,500 for Central South Metro.

• $37,600 for South West.

• $36,100 for Goldfields-Esperance.

• $39,900 for North Metro.

• $36,800 for Kimberley-Pilbara.

• $43,100 for South East Metro.

• $49,600 for Central North Metro.

• $37,600 for Great Southern.

• $30,700 for Midwest-Gascoyne.

• $40,400 for all of Western Australia.

The following comments are made regarding the Western Australian experience at service district level as at 30 September 2022.

• South Metro has the highest number of active participants at 7,501 participants, while Goldfields-Esperance has the lowest number at 793 active participants.

• The average annualised plan budget at the end of September for active participants is $75,600 ($60,100 for participants not in Supported Independent Living and $371,600 for participants in Supported Independent Living).

• The average payment for the 12 months ending 30 September 2022 is $54,000 ($40,400 for participants not in Supported Independent Living and $310,600 for participants in Supported Independent Living).

• Central North Metro has the highest average annualised plan budgets and payments across all participants.