Transcript for Western Australian Quarterly Performance Dashboard as at 31 March 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 31 March 2022 and 31 December 2021.

• The number of active participants with approved plans increased from 43,475 as at 31 December 2021 to 45,025 as at 31 March 2022.

• The number of children accessing early connections increased from 612 as at 31 December 2021 to 727 as at 31 March 2022.

• The number of children waiting for early connections increased from 20 as at 31 December 2021 to 23 as at 31 March 2022.

• The percentage of participants fully or partially self-managing their plan remained stable at 32%, from 31 December 2021 to 31 March 2022.

• The percentage of plans activated within 90 days remained stable at 86%, from 31 December 2021 to 31 March 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 1 have been excluded.

• The number of participant plan reviews completed increased from 8,871 in the quarter ending 31 December 2021 to 9,930 in the quarter ending 31 March 2022. Plans less than 31 days in duration have been excluded.

A chart displays the change in active participants between 31 December 2021 and 31 March 2022.

At the beginning of quarter 3 2021-22 there were 43,475 active participants (excluding children accessing early connections). During 2021-22 quarter 3, there were 1,716 plan approvals and 166 participants exited the Scheme or moved to another state or territory. This resulted in 45,025 active participants as at 31 March 2022.

The following key statistics summarise the Western Australian performance as at 31 March 2022.

• 46,465 participants (excluding children accessing early connections) have had an approved plan since July 2013. 45,025 of these continue to be active.

• 26,161 active participants are receiving supports for the first time.

• In the current quarter, 1,716 participants have entered the Scheme and there are 727 children accessing early connections at the end of March 2022.

• 9,930 plans have been reviewed this quarter.

• 2,098 access decisions have been made in the quarter, of which 1,537 met access and are still active.

• 178 (10.4%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in Western Australia to 3,478 (7.7%).

• 126 (7.3%) 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 3,661 (8.1%). The number of Culturally and Linguistically Diverse participants excludes Indigenous 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 31 March 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 review.

• The participant social and community engagement rate increased from 39% at baseline to 42% at the latest review.

• The parent and carer employment rate increased from 46% at baseline to 49% at the latest review.

• The participant perception of choice and control increased from 71% at the first review to 77% 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 current and previous quarters.

• The percentage for the 'Access' stage increased from 72% in the quarter ending 31 December 2021 to 82% in the quarter ending 31 March 2022.

• The percentage for the 'Pre-planning' stage increased from 67% in the quarter ending 31 December 2021 to 71% in the quarter ending 31 March 2022.

• The percentage for the 'Planning' stage increased from 81% in the quarter ending 31 December 2021 to 85% in the quarter ending 31 March 2022.

• The percentage for the 'Plan review ' stage increased from 62% in the quarter ending 31 December 2021 to 67% in the quarter ending 31 March 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 31 December 2021 and 31 March 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 has been made remained stable at 100%, from 31 December 2021 to 31 March 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 31 December 2021 to 31 March 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, increased from 99% as at 31 December 2021 to 100% as at 31 March 2022.

• Participant Service Guarantee number 4: The percentage of access decisions made within 14 days of final information being provided remained stable at 98%, from 31 December 2021 to 31 March 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 decreased from 94% as at 31 December 2021 to 93% as at 31 March 2022.

• Participant Service Guarantee number 6: The percentage of first plans that were approved within 56 days after access decisions were made, decreased from 86% as at 31 December 2021 to 82% as at 31 March 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 85% as at 31 December 2021 to 89% as at 31 March 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 31 December 2021 to 31 March 2022.

The following three metrics are concerned with Reviews.

• Participant Service Guarantee number 11: The percentage of cases where facilitating a scheduled plan review commenced at least 56 days prior to the scheduled review date decreased from 17% as at 31 December 2021 to 16% as at 31 March 2022. 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. Plans are extended automatically if they have not been reviewed before expiry so participants have continuity of support.

• Participant Service Guarantee number 12: The percentage of cases where the decision to undertake Participant Requested Reviews was made within 21 days remained stable at 100%, from 31 December 2021 to 31 March 2022.

• Participant Service Guarantee number 13: The percentage of Participant Requested Reviews that were completed within 28 days after the decision to accept the request was made increased from 46% as at 31 December 2021 to 51% as at 31 March 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 31 December 2021 to 93% as at 31 March 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 31 December 2021 to 31 March 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 increased from 86% as at 31 December 2021 to 94% as at 31 March 2022.

• Participant Service Guarantee number 18: The percentage of cases where an Administrative Appeals Tribunal decision was implemented to vary a plan within 28 days after receiving notification of the Administrative Appeals Tribunal decision increased from 96% as at 31 December 2021 to 97% as at 31 March 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 remained stable at 100%, from 31 December 2021 to 31 March 2022.

• Participant Service Guarantee number 20: The percentage of cases where a Chief Executive Officer initiated nominee was cancelled within 14 days was 100% as at 31 December 2021. This metric cannot be measured for the quarter ending 31 March 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 31 March 2022 and at 31 December 2021.

• The total number of active providers (with at least one claim ever) increased from 2,273 as at 31 December 2021 to 2,429 as at 31 March 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 1,064 as at 31 December 2021 to 1,116 as at 31 March 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) remained stable at 73%, from 31 December 2021 to 31 March 2022.

• 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 31 December 2021 to 8% as at 31 March 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 31 December 2021 to 31 March 2022.

• The proportion of payments paid within 5 days through the portal remained stable at 99.7%, from 31 December 2021 to 31 March 2022.

• Total payments from 1 July 2021 increased from $1,111 million as at 31 December 2021 to $1,679 million as at 31 March 2022.

• Total annualised plan budgets increased from $3,019 million as at 31 December 2021 to $3,131 million as at 31 March 2022.

• Plan inflation (current quarter percentage per annum) decreased from 10.9% in the December 2021 quarter to 10.5% in the March 2022 quarter. Total plan inflation consists of plan budget changes occurring at plan review, as well as changes occurring within a plan, between reviews. 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.

• Inflation at plan review (current quarter percentage per annum) decreased from 5.8% in the December 2021 quarter to 5.2% in the March 2022 quarter.

• Inflation within a plan, between reviews (current quarter percentage per annum) increased from 5.1% in the December 2021 quarter to 5.3% in the March 2022 quarter.

• Socioeconomic equity decreased from 114% in the December 2021 quarter to 113% in the March 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 31 March 2022 were $3,131m and payments from 1 July 2021 were $1,679m.

• The number of active providers at the end of March is 2,429, growing by 7% in the quarter.

• Utilisation was 73% from 1 July 2021 to 31 December 2021, with 8% (1 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 31 March 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.

• 9 out of 12 (75%) 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.

• 1 out of 12 (8%) 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 69% benchmark.

A chart displays the Western Australian distribution of service districts by market concentration as at 31 March 2022.

• 5 out of 12 (42%) service districts have less than 45% of payments going to the 10 largest providers.

• 1 out of 12 (8%) 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: 89% versus 85% benchmark.

• Great Southern: 89% versus 85% benchmark.

• Goldfields-Esperance: 88% versus 85% benchmark.

## Summaries by service district

A chart displays the active participants by service district. There are 4 active participants at 31 March 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 31 March 2022 was:

• 6,968 for North East Metro.

• 1,063 for Wheat Belt.

• 7,005 for South Metro.

• 5,660 for Central South Metro.

• 3,776 for South West.

• 739 for Goldfields-Esperance.

• 5,925 for North Metro.

• 1,419 for Kimberley-Pilbara.

• 5,128 for South East Metro.

• 5,154 for Central North Metro.

• 1,086 for Great Southern.

• 1,098 for Midwest-Gascoyne.

Another chart displays the average annualised plan budgets and average payments. There are 4 active participants at 31 March 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 31 March 2022 was:

• $73,900 for North East Metro.

• $55,300 for Wheat Belt.

• $62,100 for South Metro.

• $68,100 for Central South Metro.

• $61,200 for South West.

• $72,400 for Goldfields-Esperance.

• $64,200 for North Metro.

• $75,200 for Kimberley-Pilbara.

• $78,300 for South East Metro.

• $85,000 for Central North Metro.

• $64,400 for Great Southern.

• $50,300 for Midwest-Gascoyne.

• $69,500 for all of Western Australia.

The average payments for the 12 months to 31 March 2022 was:

• $58,600 for North East Metro.

• $34,400 for Wheat Belt.

• $48,900 for South Metro.

• $52,600 for Central South Metro.

• $45,900 for South West.

• $50,100 for Goldfields-Esperance.

• $48,100 for North Metro.

• $47,500 for Kimberley-Pilbara.

• $62,200 for South East Metro.

• $68,100 for Central North Metro.

• $47,900 for Great Southern.

• $35,800 for Midwest-Gascoyne.

• $53,500 for all of Western Australia.

Another chart displays the average annualised plan budgets and average payments for participants in Supported Independent Living. There are 4 active participants at 31 March 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 31 March 2022 for participants in Supported Independent Living was:

• $318,800 for North East Metro.

• $237,700 for Wheat Belt.

• $320,400 for South Metro.

• $327,100 for Central South Metro.

• $306,600 for South West.

• $426,500 for Goldfields-Esperance.

• $323,100 for North Metro.

• $494,000 for Kimberley-Pilbara.

• $326,000 for South East Metro.

• $330,700 for Central North Metro.

• $252,800 for Great Southern.

• $277,300 for Midwest-Gascoyne.

• $322,900 for all of Western Australia.

The average payments for the 12 months to 31 March 2022 for participants in Supported Independent Living was:

• $286,400 for North East Metro.

• $222,500 for Wheat Belt.

• $285,300 for South Metro.

• $297,300 for Central South Metro.

• $276,700 for South West.

• $380,400 for Goldfields-Esperance.

• $275,300 for North Metro.

• $518,400 for Kimberley-Pilbara.

• $276,400 for South East Metro.

• $296,200 for Central North Metro.

• $219,500 for Great Southern.

• $238,900 for Midwest-Gascoyne.

• $286,600 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 4 active participants at 31 March 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 31 March 2022 for participants not in Supported Independent Living was:

• $53,900 for North East Metro.

• $50,900 for Wheat Belt.

• $49,900 for South Metro.

• $55,500 for Central South Metro.

• $51,800 for South West.

• $58,000 for Goldfields-Esperance.

• $54,100 for North Metro.

• $66,800 for Kimberley-Pilbara.

• $56,600 for South East Metro.

• $67,000 for Central North Metro.

• $54,200 for Great Southern.

• $42,900 for Midwest-Gascoyne.

• $55,200 for all of Western Australia.

The average payments for the 12 months to 31 March 2022 for participants not in Supported Independent Living was:

• $39,000 for North East Metro.

• $29,700 for Wheat Belt.

• $37,500 for South Metro.

• $40,500 for Central South Metro.

• $36,900 for South West.

• $35,500 for Goldfields-Esperance.

• $39,000 for North Metro.

• $37,400 for Kimberley-Pilbara.

• $42,300 for South East Metro.

• $49,800 for Central North Metro.

• $37,800 for Great Southern.

• $28,500 for Midwest-Gascoyne.

• $39,700 for all of Western Australia.

The following comments are made regarding the Western Australian experience at service district level as at 31 March 2022.

• South Metro has the highest number of active participants at 7,005 participants, while Goldfields-Esperance has the lowest number at 739 active participants.

• The average annualised plan budget at the end of March for active participants is $69,500 ($55,200 for participants not in Supported Independent Living and $322,900 for participants in Supported Independent Living).

• The average payment for the 12 months ending 31 March 2022 is $53,500 ($39,700 for participants not in Supported Independent Living and $286,600 for participants in Supported Independent Living).

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