Transcript for Western Australian Quarterly Performance Dashboard as at 31 March 2023

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 2023 and 31 December 2022.

• The number of active participants with approved plans (excluding children accessing early connections) increased from 49,419 as at 31 December 2022 to 50,994 as at 31 March 2023.

• The number of children accessing early connections increased from 974 as at 31 December 2022 to 1,173 as at 31 March 2023.

• The number of children waiting for early connections increased from 21 as at 31 December 2022 to 32 as at 31 March 2023.

• The percentage of participants fully or partially self-managing their plan remained stable at 30%, from 31 December 2022 to 31 March 2023.

• The percentage of plans activated within 90 days remained stable at 86%, from 31 December 2022 to 31 March 2023. Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of 2022-23 Quarter 1 have been excluded.

• The number of participant plan reassessments completed decreased from 8,010 in the quarter ending 31 December 2022 to 6,956 in the quarter ending 31 March 2023. Plans less than 31 days in duration have been excluded from this tabulation, as these reassessments are more likely to represent corrections to the plan rather than a new plan reassessment to address a change in circumstance.

A chart displays the change in active participants between 31 December 2022 and 31 March 2023.

At the beginning of Quarter 3 2022-23 there were 49,419 active participants (excluding children accessing early connections). During 2022-23 Quarter 3, there were 1,692 plan approvals and 117 participants who have left the Scheme or moved to another state or territory. This resulted in 50,994 active participants as at 31 March 2023.

The following key statistics summarise the Western Australian performance as at 31 March 2023.

• 53,212 participants (excluding children accessing early connections) have had an approved plan since July 2013. 50,994 of these continue to be active.

• 32,182 active participants have not previously received disability support via State and Commonwealth government programs in the past.

• In the current quarter, 1,692 participants have entered the Scheme and there are 1,173 children accessing early connections at the end of March 2023.

• 6,956 plans have had reassessments this quarter.

• 2,220 access decisions have been made in the quarter, of which 1,679 met access and are still active.

• 169 (10.0%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Western Australia to 4,017 (7.9%).

• 122 (7.2%) 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 4,114 (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 31 March 2023, 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 26% at the latest reassessment. The Participant employment rate metric includes results for participants aged 15 to 64.

• The Participant social and community engagement rate increased from 38% at baseline to 40% at the latest reassessment.

• The Parent and carer employment rate increased from 46% 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.

• 'Access' stage remained stable at 76%, in the quarters ending 31 December 2022 and 31 March 2023.

• 'Pre-planning' stage increased from 82% in the quarter ending 31 December 2022 to 85% in the quarter ending 31 March 2023.

• 'Planning' stage decreased from 86% in the quarter ending 31 December 2022 to 83% in the quarter ending 31 March 2023.

• 'Plan reassessment ' stage decreased from 69%, in the quarter ending 31 December 2022 to 67% in the quarter ending 31 March 2023.

## 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 2022 and 31 March 2023. 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: Explain a previous decision within 28 days after a request for explanation is received - remained stable at 100% from 31 December 2022 to 31 March 2023.

The following three metrics are concerned with Access.

• Participant Service Guarantee number 2: Make an access decision, or request for more information within 21 days after an access request has been received - decreased from 100% as at 31 December 2022 to 96% as at 31 March 2023.

• Participant Service Guarantee number 3: Allow sufficient time (90 days) for prospective participants to provide information, after NDIA has requested further information - remained stable at 100%, from 31 December 2022 to 31 March 2023.

• Participant Service Guarantee number 4: Make an access decision within 14 days, after more information has been provided - remained stable at 97%, from 31 December 2022 to 31 March 2023.

The following three metrics are concerned with Planning.

• Participant Service Guarantee number 5: Commence facilitating the preparation of a plan within 21 days, after an access decision has been made - decreased from 97% as at 31 December 2022 to 96% as at 31 March 2023.

• Participant Service Guarantee number 6: Approve a participant's plan within 56 days, after an access decision has been made (excludes those Early Childhood Approach that have received initial supports) - decreased from 95% as at 31 December 2022 to 92% as at 31 March 2023.

• Participant Service Guarantee number 7: Approve a plan for Early Childhood Approach participants within 90 days, after an access decision has been made - increased from 95% as at 31 December 2022 to 97% as at 31 March 2023.

The following metric is concerned with Implementation.

• Participant Service Guarantee number 9: If the participant accepts the offer, hold a plan implementation meeting within 28 days - remained stable at 100% from 31 December 2022 to 31 March 2023.

The following three metrics are concerned with Plan Reassessments.

• Participant Service Guarantee number 11: Commence facilitating a scheduled plan reassessment at least 56 days, prior to the scheduled reassessment date - decreased from 68% as at 31 December 2022 to 67% as at 31 March 2023.

• Participant Service Guarantee number 12: Decide whether to undertake a Participant Requested Plan Reassessment within 21 days, after the request is received - remained stable at 76%, from 31 December 2022 to 31 March 2023.

• Participant Service Guarantee number 13: Complete a reassessment within 28 days, after the decision to accept the request was made - decreased from 74% as at 31 December 2022 to 64% as at 31 March 2023.

The following two metrics are concerned with Plan Amendments.

• Participant Service Guarantee number 14: Amend a plan within 28 days, after the receipt of information that triggers the plan amendment process - decreased from 96% as at 31 December 2022 to 93% as at 31 March 2023.

• Participant Service Guarantee number 15: Amend a plan within 50 days, after the receipt of information relating to a complex quote that triggers a plan amendment process - increased from 80% as at 31 December 2022 to 100% as at 31 March 2023.

The following two metrics are concerned with Reviewable Decisions.

• Participant Service Guarantee number 17: Complete an Internal Review of a Reviewable Decision within 60 days, after a request is received - decreased from 96% as at 31 December 2022 to 93% as at 31 March 2023.

• Participant Service Guarantee number 18: Implement an Administrative Appeals Tribunal decision to amend a plan within 28 days, after the Administrative Appeals Tribunal decision is made - decreased from 100% as at 31 December 2022 to 96% as at 31 March 2023.

The following two metrics are concerned with Nominees.

• Participant Service Guarantee number 19: Cancel participant requested nominee within 14 days - remained stable at 100% from 31 December 2022 to 31 March 2023.

• Participant Service Guarantee number 20: Cancel CEO initiated nominee within 14 days - was 100% as at 31 December 2022. This metric cannot be measured for the quarter ending 31 March 2023.

• 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. 'n/a' means that Participant Service Guarantee results cannot be measured.

## Provider and market metrics

A table displays the following key statistics on Western Australian market supply and participant costs as at 31 March 2023 and at 31 December 2022.

• The total number of active providers (with at least one claim ever) increased from 2,851 as at 31 December 2022 to 2,995 as at 31 March 2023. Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

• The total number of active providers increased from 1,242 as at 31 December 2022 to 1,246 as at 31 March 2023. Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

• Utilisation (which is calculated as a 6 month rolling average with a 3 month lag) remained stable at 71%, from 31 December 2022 to 31 March 2023.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark decreased from 25% as at 31 December 2022 to 17% as at 31 March 2023. The ‘benchmark’ in this analysis is the National average after adjusting for the proportion of participants in Supported Independent Living (SIL) 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 70% of payments for supports go to the top 10 providers remained stable at 0%, from 31 December 2022 to 31 March 2023.

• The proportion of payments paid within 5 days through the portal decreased from 99.8% as at 31 December 2022 to 99.7% as at 31 March 2023.

• Total payments from 1 July 2022 were $1,382 million as at 31 December 2022 and $2,123 million as at 31 March 2023.

• Total annualised plan budgets increased from $3,818 million as at 31 December 2022 to $4,000 million as at 31 March 2023. Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

• Plan inflation (current quarter percentage per annum) decreased from 17.6% in the December 2022 quarter to 15.3% in the March 2023 quarter. Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments.

• Inflation at plan reassessment (current quarter percentage per annum) decreased from 12.3% in the December 2022 quarter to 8.7% in the March 2023 quarter.

• Inflation within a plan, between reassessments (current quarter percentage per annum) increased from 5.2% in the December 2022 quarter to 6.6% in the March 2023 quarter.

• Socioeconomic equity increased from 109% in the December 2022 quarter to 111% in the March 2023 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 2023 were $4,000 million and payments from 1 July 2022 were $2,123 million.

• The number of active providers at the end of March is 2,995, growing by 5% in the quarter.

• Utilisation has been 71% from 1 July 2022 to 31 December 2022, with 17% (2 out of 12) of service districts in Western Australia more than 10 percentage points below the adjusted National benchmark.

• There were no service districts where the top 10 providers provide more than 70% of payments.

A chart displays the Western Australian distribution of service districts by plan utilisation as at 31 March 2023. The ‘benchmark’ in this analysis is the National average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.

On the chart,

• 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: 59% versus 72% benchmark.

• Wheat Belt: 59% versus 71% benchmark.

A chart displays the Western Australian distribution of service districts by market concentration as at 31 March 2023.

On the chart,

• No service districts have less than 25% of payments going to the 10 largest providers.

• 7 out of 12 (58%) service districts have between 25% and 45% of payments going to the 10 largest providers.

• 2 out of 12 (17%) service districts have between 45% and 60% of payments going to the 10 largest providers.

• 3 out of 12 (25%) service districts have between 60% and 70% of payments going to the 10 largest providers.

• No service districts have between 70% and 85% of payments going to the 10 largest providers.

• No service districts have more than 85% of payments going to the 10 largest providers.

Service districts closest to market concentration benchmark:

• Great Southern: 68% versus 70% benchmark.

• Goldfields-Esperance: 66% versus 70% benchmark.

• Kimberley-Pilbara: 60% versus 70% benchmark.

• South West: 56% versus 70% benchmark.

• Midwest-Gascoyne: 53% versus 70% benchmark.

## Summaries by Service Districts

A chart displays the active participants by service district as at 31 March 2023. There are 9 active participants at 31 March 2023 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 in each service district as at 31 March 2023 shows as:

• 7,732 for North East Metro.

• 1,198 for Wheat Belt.

• 8,126 for South Metro.

• 6,426 for Central South Metro.

• 4,175 for South West.

• 841 for Goldfields-Esperance.

• 6,828 for North Metro.

• 1,581 for Kimberley-Pilbara.

• 5,755 for South East Metro.

• 5,836 for Central North Metro.

• 1,183 for Great Southern.

• 1,304 for Midwest-Gascoyne.

Another chart displays the average annualised plan budgets at 31 March 2023. Figures are not shown if there is insufficient data in the service district. Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months.

The average annualised plan budget in each service district at 31 March 2023 shows as:

• $82,800 for North East Metro.

• $61,800 for Wheat Belt.

• $69,500 for South Metro.

• $76,900 for Central South Metro.

• $69,000 for South West.

• $86,400 for Goldfields-Esperance.

• $72,500 for North Metro.

• $85,600 for Kimberley-Pilbara.

• $89,400 for South East Metro.

• $93,600 for Central North Metro.

• $71,300 for Great Southern.

• $68,900 for Midwest-Gascoyne.

• $78,400 for all of Western Australia.

The average payments in each service district for the 12 months to 31 March 2023 show as:

• $62,400 for North East Metro.

• $36,900 for Wheat Belt.

• $52,300 for South Metro.

• $55,700 for Central South Metro.

• $49,100 for South West.

• $53,700 for Goldfields-Esperance.

• $52,800 for North Metro.

• $50,300 for Kimberley-Pilbara.

• $67,500 for South East Metro.

• $69,200 for Central North Metro.

• $48,200 for Great Southern.

• $42,900 for Midwest-Gascoyne.

• $57,000 for all of Western Australia.

Another chart displays the average annualised plan budgets at 31 March 2023 for participants in Supported Independent Living. Figures are not shown if there is insufficient data in the service district. Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months.

The average annualised plan budget in each service district at 31 March 2023 for participants in Supported Independent Living shows as:

• $384,600 for North East Metro.

• $379,700 for Wheat Belt.

• $397,800 for South Metro.

• $398,500 for Central South Metro.

• $400,700 for South West.

• $510,400 for Goldfields-Esperance.

• $428,100 for North Metro.

• $707,300 for Kimberley-Pilbara.

• $373,700 for South East Metro.

• $394,800 for Central North Metro.

• $394,500 for Great Southern.

• $452,100 for Midwest-Gascoyne.

• $400,000 for all of Western Australia.

The average payments in each service district for the 12 months to 31 March 2023 for participants in Supported Independent Living show as:

• $320,700 for North East Metro.

• $297,000 for Wheat Belt.

• $341,300 for South Metro.

• $330,400 for Central South Metro.

• $328,000 for South West.

• $488,500 for Goldfields-Esperance.

• $363,300 for North Metro.

• $563,200 for Kimberley-Pilbara.

• $320,400 for South East Metro.

• $325,300 for Central North Metro.

• $332,200 for Great Southern.

• $292,100 for Midwest-Gascoyne.

• $334,500 for all of Western Australia.

Another chart displays the average annualised plan budgets at 31 March 2023 for participants not in Supported Independent Living. Figures are not shown if there is insufficient data in the service district. Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months.

The average annualised plan budget in each service district at 31 March 2023 for participants not in Supported Independent Living shows as:

• $57,100 for North East Metro.

• $55,300 for Wheat Belt.

• $53,000 for South Metro.

• $60,500 for Central South Metro.

• $56,500 for South West.

• $67,400 for Goldfields-Esperance.

• $58,900 for North Metro.

• $68,200 for Kimberley-Pilbara.

• $63,400 for South East Metro.

• $71,500 for Central North Metro.

• $58,800 for Great Southern.

• $59,300 for Midwest-Gascoyne.

• $60,000 for all of Western Australia.

The average payments in each service district for the 12 months to 31 March 2023 for participants not in Supported Independent Living show as:

• $41,000 for North East Metro.

• $32,000 for Wheat Belt.

• $38,500 for South Metro.

• $42,600 for Central South Metro.

• $39,400 for South West.

• $36,600 for Goldfields-Esperance.

• $41,700 for North Metro.

• $37,700 for Kimberley-Pilbara.

• $45,200 for South East Metro.

• $50,300 for Central North Metro.

• $38,300 for Great Southern.

• $36,300 for Midwest-Gascoyne.

• $41,700 for all of Western Australia.

The following comments are made regarding the Western Australian experience at service district level as at 31 March 2023.

• South Metro has the highest number of active participants at 8,126 participants, while Goldfields-Esperance has the lowest number at 841 active participants.

• The average annualised plan budget at the end of March for active participants is $78,400 ($60,000 for participants not in Supported Independent Living and $400,000 for participants in Supported Independent Living).

• The average payment for the 12 months ending 31 March 2023 is $57,000 ($41,700 for participants not in Supported Independent Living and $334,500 for participants in Supported Independent Living).

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