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

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

The new computer system commenced in Tasmania in the December 2022 quarter and nationally from 30 October 2023. The Quarterly Performance Dashboard combines data from the current and new systems, where it is available. Data from the new system is not available for all tables shown. Where this is materially incomplete, the underlying data for this dashboard has not been shown. This may lead to restatements of information in future reports.

## Participants and planning

A table displays the following key statistics on the Western Australian participant experience as at 31 December 2023 and 30 September 2023:

• The number of active participants with approved plans (excluding children accessing early connections) increased from 54,165 as at 30 September 2023 to 55,636 as at 31 December 2023.

• The number of children accessing early connections was 1,300, as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023. The early childhood approach indicators under the new system (PACE) are being refined. Where these results remain unreliable for this quarter, n/a has been substituted until these are resolved further.

• The number of children waiting for early connections was 38 as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023. The early childhood approach indicators under the new system (PACE) are being refined. Where these results remain unreliable for this quarter, n/a has been substituted until these are resolved further.

• The percentage of participants fully or partially self-managing their plan remained stable at 29%, from 30 September 2023 to 31 December 2023.

• The percentage of plans activated within 90 days decreased from 86% as at 30 September 2023 to 55% as at 31 December 2023. Trial participants (participants with initial plans approved prior to one July 2016), and those with initial plans approved after the end of 2022-23 Quarter 3, have been excluded.

• The number of completed participant plan reassessments in the quarter decreased from 5,940 in the quarter ending 30 September 2023 to 4,477 in the quarter ending 31 December 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. Plan reassessments exclude data from the new system (PACE) until resolved further.

A chart displays the change in active participants between 30 September 2023 and 31 December 2023.

At the beginning of Quarter two 2023-24 there were 54,165 active participants (excluding children accessing early connections). During 2023-24 Quarter 2, there were 1,613 plan approvals and 142 participants left the Scheme or moved to another state or territory. This resulted in 55,636 active participants as at 31 December 2023.

The following key statistics summarise the Western Australian performance as at 31 December 2023:

• 58,463 participants (excluding children accessing early connections) have had an approved plan since July 2013. 55,636 of these continue to be active.

• 36,883 active participants have not previously received disability support via State and Commonwealth government programs.

• 1,613 participants entered the Scheme in the December 2023 quarter and the net number of participants leaving the Scheme was 142, which is the active participant movements in and out of the Scheme and Western Australia.

• 4,477 plans have had reassessments this quarter.

• 1,609 access decisions have been made in the quarter, of which 1,198 met access and are still active.

• 140 (8.7%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Western Australia to 4,502 (8.1% of all participants).

• 105 (6.5%) 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 4,378 (7.9% of all participants). 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 December 2023, the Outcome results include participants who have been in the Scheme for at least two years. Trial participants (participants with initial plans approved prior to one July 2016) are excluded. The following four indicators are outcomes measures from the corporate plan.

• The participant employment rate for those aged 15 - 64 years increased from 23% at baseline to 25% at the latest reassessment.

• The participant social and community engagement rate for those aged 15+ years increased from 37% at baseline to 39% at the latest reassessment.

• The parent and carer employment rate across all ages increased from 46% at baseline to 51% at the latest reassessment.

• The participant perception of choice and control for those aged 15+ years increased from 72% 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 both the current and previous quarter:

• At the 'access' stage, this percentage increased from 74% in the quarter ending 30 September 2023 to 81% in the quarter ending 31 December 2023.

• At the 'pre-planning' stage, this percentage increased from 70% in the quarter ending 30 September 2023 to 71% in the quarter ending 31 December 2023.

• At the 'planning' stage, this percentage decreased from 84% in the quarter ending 30 September 2023 to 81% in the quarter ending 31 December 2023.

• At the 'plan reassessment' stage, this percentage increased from 65% in the quarter ending 30 September 2023 to 70% in the quarter ending 31 December 2023.

## Participant Service Guarantee

The following statistics measure performance against the Participant Service Guarantee metrics. These statistics look at the percentage of cases meeting the Service Guarantee target in the quarters ending 30 September 2023 and 31 December 2023. The Participant Service Guarantee measures currently do not include participants who have migrated to the new computer system. However, the Participant Service Guarantee measures are being remediated where there is a similar process and data available between the new and old systems. Where these results remain unreliable for this quarter, n/a has been substituted until these are resolved further.

The following metric is concerned with the General service type. The metric number and description is provided below followed by the percentages themselves:

• Participant Service Guarantee number 1: Explain a previous decision within 28 days after a request for explanation is received. This was 93% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 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. This was 100% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 3: Allow sufficient time (90 days) for prospective participants to provide information, after NDIA has requested further information. This was 100% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 4: Make an access decision within 14 days after more information has been provided. This was 87% at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

The following three metrics relate to Planning:

• Participant Service Guarantee number 5: Commence facilitating the preparation of a plan within 21 days after an access decision has been made. This was 96% at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 6: Approve a participant's plan within 56 days after an access decision has been made (excludes those ECA [Early Childhood Approach] that have received initial supports). This was 92% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 7: Approve a plan for ECA participants within 90 days after an access decision has been made. This was 95% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.ECA stands for early childhood approach.

The following metric relates to Implementation:

• Participant Service Guarantee number 9: If the participant accepts the offer, hold a plan implementation meeting within 28 days. This was 100% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

The following three metrics relate to Plan Reassessments:

• Participant Service Guarantee number 11: Commence facilitating a scheduled plan reassessment at least 56 days prior to the scheduled reassessment date. This was 76% at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 12: Decide whether to undertake a Participant Requested Plan Reassessment within 21 days after the request is received. This was 74% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 13: Complete a reassessment within 28 days after the decision to accept the request was made. This was 54% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

The following two metrics relate to Plan Amendments:

• Participant Service Guarantee number 14: Amend a plan within 28 days after the receipt of information that triggers the plan amendment process. This was 93% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 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. This was 100% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

The following two metrics relate to Reviewable Decisions:

• Participant Service Guarantee number 17: Complete an Internal Review of a Reviewable Decision within 60 days after a request is received. This was 93% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 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. This was 99% as at 30 September 2023. This metric cannot be measure for the quarter ending 31 December 2023.

The following two metrics are concerned with Nominees:

• Participant Service Guarantee number 19: Cancel participant requested nominee within 14 days. This was 97% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 20: Cancel CEO initiated nominee within 14 days. This was 67% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

The Participant Service Guarantee metrics are based on the recommendations of the 2019 Tune Review. 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 one April 2022. It introduces changes that provide greater flexibility for participants and the NDIA to amend plans.

## Provider and market metrics

A table displays the following key statistics on Western Australian market supply and participant costs as at 31 December 2023 and as at 30 September 2023:

• The total number of active providers (with at least one claim) increased from 3,248 as at 30 September 2023 to 3,393 as at 31 December 2023. Active providers means those who have received payment for supports provided to Agency-managed participants and plan managers.

• The total number of active providers in the last quarter increased from 1,307 as at 30 September 2023 to 1,351 as at 31 December 2023. Active providers means those who have received payment for supports provided to Agency-managed participants and plan managers.

• Utilisation (which is calculated as a six month rolling average with a three month lag) increased from 73% as at 30 September 2023 to 74% as at 31 December 2023.

• The following relates to plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark remained stable at 33%, as at 30 September 2023 and as at 31 December 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 goes to the top 10 providers remained stable at 0%, as at 30 September 2023 and as at 31 December 2023.

• The proportion of payments paid within five days increased from 99.4% as at 30 September 2023 to 99.6% as at 31 December 2023. The payment enquiries come from the Provider Portal, Participant Portal and NDIS App.

• Total payments from one July 2023 to 30 September 2023 were $848 million and from 1 July 2023 to 31 December 2023 were $1,738 million.

• Total annualised plan budgets increased from $4,437 million as at 30 September 2023 to $4,613 million as at 31 December 2023. Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

• Total plan inflation (current quarter percentage per annum) decreased from 16.1% in the September 2023 quarter to 13.6% in the December 2023 quarter. Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments. The Annual Pricing Review saw price limit increases on one July where unspent portions of plan budgets were increased in line with indexation rates in July to maintain the purchasing power of remaining plans. There has been a one-off 2.43% increase in intraplan and total inflation during the month of July 2023.

• Inflation at plan reassessment (current quarter percentage per annum) decreased from 8.2% in the September 2023 quarter to 7.4% in the December 2023 quarter.

• Inflation within a plan, between reassessments (current quarter percentage per annum) decreased from 7.9% in the September 2023 quarter to 6.2% in the December 2023 quarter.

• Socioeconomic equity decreased from 110% in the September 2023 quarter to 109% in the December 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 as at 31 December 2023 were $4,613 million and payments from one July 2023 were $1,738 million.

• The number of active providers at the end of December is 3,393, having grown by 4% in the quarter.

• Utilisation has been 74% from 1 April 2023 to 30 September 2023, with 33% (4 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 receive more than 70% of payments.

A chart displays the Western Australian distribution of service districts by plan utilisation as at 31 December 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 five and 10 percentage points above the adjusted national benchmark.

• seven out of 12 (58%) service districts are within five percentage points of the adjusted national benchmark.

• one out of 12 (8%) service districts are between five and 10 percentage points below the adjusted national benchmark.

• four out of 12 (33%) service districts are more than 10 percentage points below the adjusted national benchmark.

Service districts more than 10% below plan utilisation benchmark:

• Goldfields-Esperance: 63% versus 77% benchmark.

• Midwest-Gascoyne: 64% versus 76% benchmark.

• Wheat Belt: 62% versus 74% benchmark.

• Great Southern: 65% versus 75% benchmark.

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

 On the chart:

• In two out of 12 (17%) service districts less than 25% of payments going to the 10 largest providers.

• In five out of 12 (42%) service districts have between 25% and 45% of payments going to the 10 largest providers.

• In three out of 12 (25%) service districts have between 45% and 60% of payments going to the 10 largest providers.

• In two out of 12 (17%) service districts have between 60% and 70% of payments going to the 10 largest providers.

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

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

Service districts having between 45% and 70% of payments going to the 10 largest providers:

• Great Southern: 63% versus 70% benchmark.

• Goldfields-Esperance: 61% versus 70% benchmark.

• Kimberley-Pilbara: 52% versus 70% benchmark.

• South West: 51% versus 70% benchmark.

• Midwest-Gascoyne: 47% versus 70% benchmark.

## Summaries by State/Territory

A chart displays the active participants by service district as at 31 December 2023.There are 34 active participants as at 31 December 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 December 2023 shows as:

• 8,293 for North East Metro.

• 1,312 for Wheat Belt.

• 8,963 for South Metro.

• 6,955 for Central South Metro.

• 4,514 for South West.

• 948 for Goldfields-Esperance.

• 7,541 for North Metro.

• 1,703 for Kimberley-Pilbara.

• 6,322 for South East Metro.

• 6,317 for Central North Metro.

• 1,289 for Great Southern.

• 1,445 for Midwest-Gascoyne.

Another chart displays the average annualised plan budgets and average payments as at 31 December 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 as at 31 December 2023. Average payments are calculated as the average of the annualised monthly payments in the same 12 month period, weighted by the participants that are active in each month.

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

• $87,100 for North East Metro.

• $65,700 for Wheat Belt.

• $72,200 for South Metro.

• $83,400 for Central South Metro.

• $73,000 for South West.

• $93,600 for Goldfields-Esperance.

• $75,700 for North Metro.

• $90,600 for Kimberley-Pilbara.

• $95,700 for South East Metro.

• $98,500 for Central North Metro.

• $76,300 for Great Southern.

• $73,400 for Midwest-Gascoyne.

• $82,900 nationally.

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

• $68,200 for North East Metro.

• $39,900 for Wheat Belt.

• $56,300 for South Metro.

• $61,000 for Central South Metro.

• $53,200 for South West.

• $59,900 for Goldfields-Esperance.

• $58,300 for North Metro.

• $59,800 for Kimberley-Pilbara.

• $74,100 for South East Metro.

• $75,800 for Central North Metro.

• $50,800 for Great Southern.

• $48,200 for Midwest-Gascoyne.

• $62,400 nationally.

Another chart displays the average annualised plan budgets and average payments as at 31 December 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 as at 31 December 2023. Average payments are calculated as the average of the annualised monthly payments in the same 12 month period, weighted by the participants that are active in each month.

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

• $406,500 for North East Metro.

• $386,300 for Wheat Belt.

• $426,700 for South Metro.

• $438,000 for Central South Metro.

• $431,500 for South West.

• $593,800 for Goldfields-Esperance.

• $466,900 for North Metro.

• $720,900 for Kimberley-Pilbara.

• $416,400 for South East Metro.

• $427,100 for Central North Metro.

• $453,900 for Great Southern.

• $499,800 for Midwest-Gascoyne.

• $434,600 nationally.

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

• $369,900 for North East Metro.

• $321,000 for Wheat Belt.

• $390,900 for South Metro.

• $378,200 for Central South Metro.

• $385,300 for South West.

• $491,000 for Goldfields-Esperance.

• $426,300 for North Metro.

• $735,900 for Kimberley-Pilbara.

• $358,700 for South East Metro.

• $389,200 for Central North Metro.

• $380,500 for Great Southern.

• $387,900 for Midwest-Gascoyne.

• $387,900 nationally.

Another chart displays the average annualised plan budgets and average payments as at 31 December 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 as at 31 December 2023. Average payments are calculated as the average of the annualised monthly payments in the same 12 month period, weighted by the participants that are active in each month.

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

• $60,400 for North East Metro.

• $58,200 for Wheat Belt.

• $54,700 for South Metro.

• $64,500 for Central South Metro.

• $58,900 for South West.

• $70,400 for Goldfields-Esperance.

• $58,800 for North Metro.

• $71,100 for Kimberley-Pilbara.

• $67,100 for South East Metro.

• $72,600 for Central North Metro.

• $58,100 for Great Southern.

• $62,900 for Midwest-Gascoyne.

• $62,200 nationally.

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

• $43,100 for North East Metro.

• $33,900 for Wheat Belt.

• $39,600 for South Metro.

• $44,700 for Central South Metro.

• $40,500 for South West.

• $40,200 for Goldfields-Esperance.

• $43,600 for North Metro.

• $41,500 for Kimberley-Pilbara.

• $48,500 for South East Metro.

• $52,200 for Central North Metro.

• $37,300 for Great Southern.

• $39,600 for Midwest-Gascoyne.

• $43,600 nationally.

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

• South Metro has the highest number of active participants at 8,963 participants, while Goldfields-Esperance has the lowest number at 948 active participants.

• The average annualised plan budget at the end of December for active participants is $82,900 ($62,200 for participants not in Supported Independent Living and $434,600 for participants in Supported Independent Living).

• The average payments for the 12 months ending 31 December 2023 are $62,400 ($43,600 for participants not in Supported Independent Living and $387,900 for participants in Supported Independent Living).

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