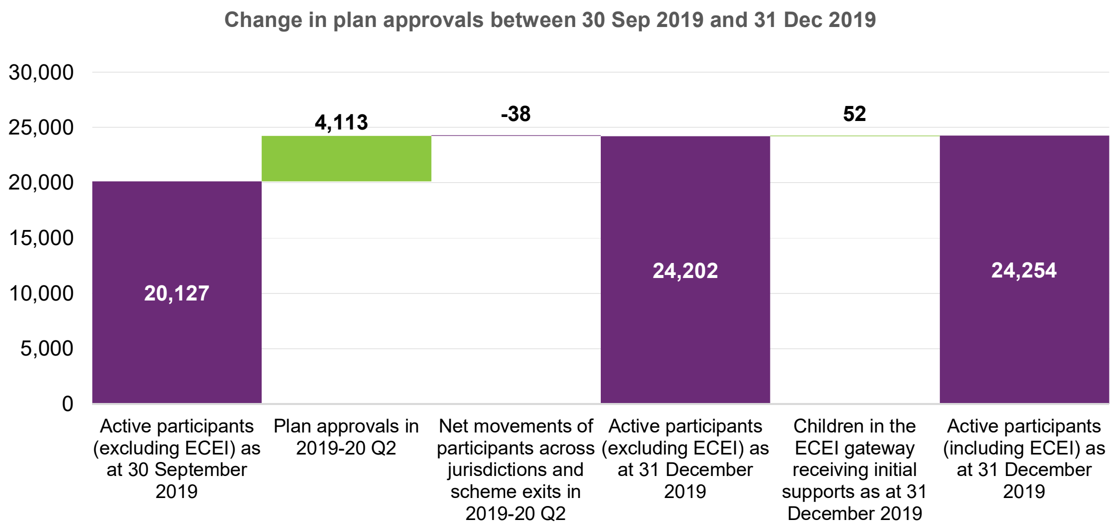
Participants and Planning

Participant Pathway Experience	Period	As at 31 Dec	As at 30 Sep
Active participants (excluding ECEI)	Current Quarter	24,202	20,127
Children in the ECEI gateway receiving Initial Supports	Current Quarter	52	38
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	308	230
Plans approved (including ECEI with initial supports) vs Bilateral Estimate (scheme to date %)*	Current Quarter	80%	74%
Intake as % of operational target	Year to date	87%	74%
Proportion of participants fully or partially self managing their plan (transition only)	Scheme to date	36%	34%
Proportion of plans activated within 90 days**	Scheme to date	88%	88%
Participant plan reviews as % of plan review target	Year to date	93%	108%
Number of participant plan reviews completed	Current Quarter	4,380	2,704
Access decisions in progress	Current Quarter	604	1,113
Average days to complete an access decision	Current Quarter		
Age 0 to 6		5	14
Age 7 or above		7	14
Average days to complete first plan after the access requirements have been met	Current Quarter		
Age 0 to 6		99	109
Age 7 or above		114	119

** Includes participants with approved plans who have transferred from the WA NDIS*

*** Trial participants are excluded. Participants with initial plans approved after the end of 2018-19 Q4 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.*



Performance summary:
- 24,561 participants have entered the scheme (incl ECEI) since July 2013. 24,254 of these continue to be active.
- 10,926 active participants are receiving supports for the first time.
- In the current quarter, 4,113 participants have entered the scheme and there are 52 children with initial supports in the ECEI gateway at the end of December 2019.
- On a year to date basis, 7,869 participants have entered the scheme (with an initial approved plan) which is 87% of the operational target.
- 4,380 plans have been reviewed this quarter. On a year to date basis, total reviews completed are 93% of the plan review operational target.
- 4,043 access decisions have been made in the quarter, 3,072 of which met access and are still active as at 31 December 2019.
- 237 (5.8%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in WA to 1,474 (6.1%).
- 533 (13.0%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in WA to 1,905 (7.9%).

Provider and Market Metrics

Market supply and participant costs	As at 31 Dec	As at 30 Sep
Total number of active providers (with at least one claim ever)~	1,098	978
Total number of active providers in last quarter~	632	562
Utilisation (6 month rolling average with 3 month lag) (%)	67%	69%
Plan utilisation by region (% of regions that are more than 10 percentage points below the benchmark)*^	25%	25%
Market concentration (% of regions where more than 85% of payments for supports go to the top 10 providers)*	38%	38%
Payments paid within 5 days (portal) (%)	99.0%	99.5%
Growth in annualised plan budget (current quarterly reviews %)	18.8%	20.2%

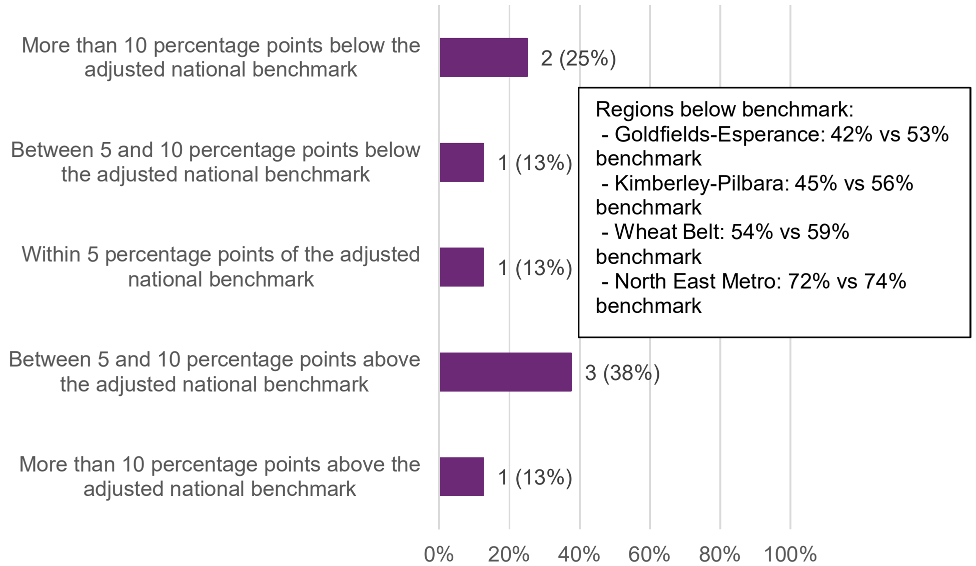
~ Active providers refer to those who have received payment for supporting Agency-managed participants.

** Only regions which commenced phasing on or before 1 January 2019 are included in these market monitoring metrics.*

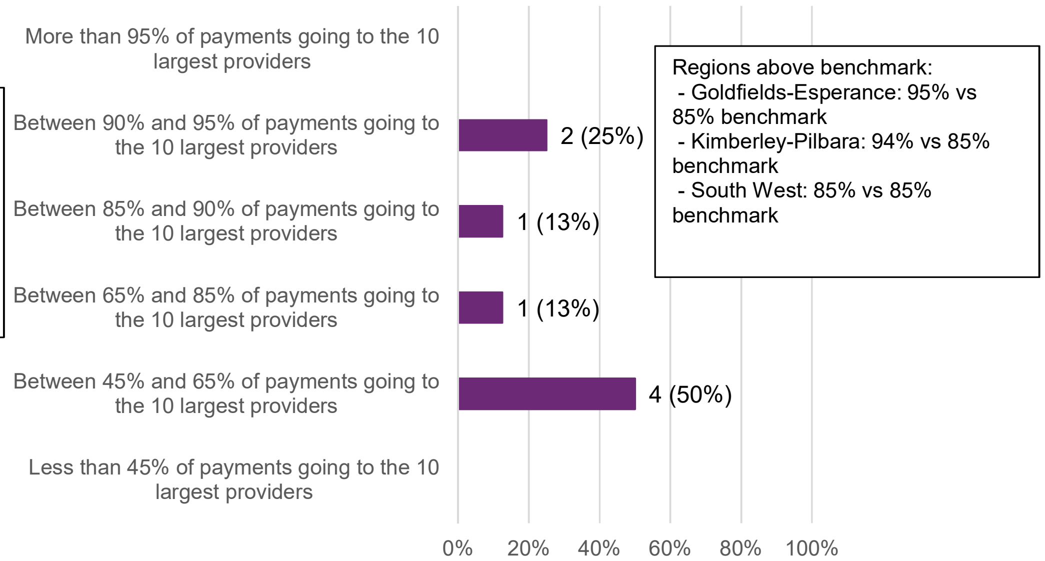
^ The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.

- The number of active providers at the end December is 1,098, growing by 12% in the quarter. Part of this change is caused by the net movement of participants into Western Australia since 30 September.
- Utilisation was 67% in the six months from 1 April 2019 to 30 September 2019 , with 25% of regions in Western Australia more than 10 percentage points below the adjusted national benchmark.
- In 38% of regions, the top 10 providers provide more than 85% of supports by value.

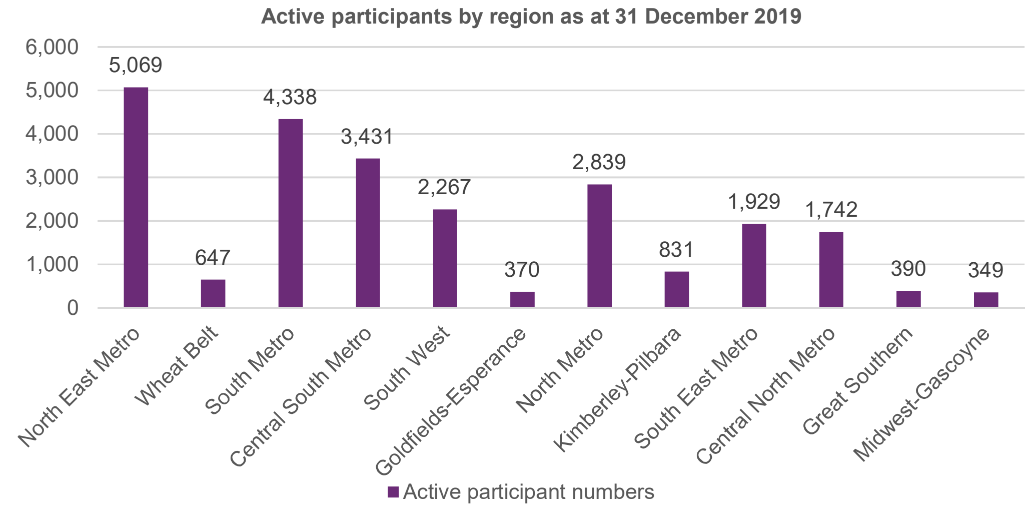
Distribution of regions by plan utilisation*^

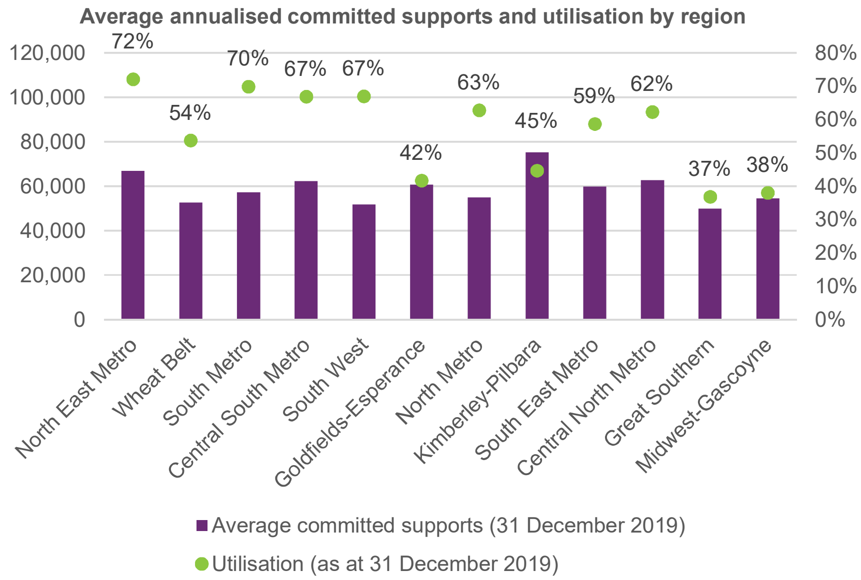


Distribution of regions by market concentration*



Regional summaries





- North East Metro has the highest number of active participants (5,069), while Midwest-Gascoyne has the lowest (349).
- Kimberley-Pilbara has the highest average annualised committed supports.
- North East Metro has the highest utilisation at 72%, whilst Great Southern has the lowest utilisation (37%). The three regions with the lowest utilisation rates have only commenced phasing in 1 July 2019, and therefore most participants in these regions are still on their initial plan.
- Only utilisation of committed supports from 1 April 2019 to 1 September 2019 is shown, as experience in the most recent 3 months is still emerging.

Participant Outcomes and Satisfaction

Partcipant Outcomes and Satisfaction		
Outcomes measures as at 31 December 2019*	***Second review***	***Baseline***
- % of participants involved in community / social activities	49%	42%
- % of participants in work	26%	25%
- % of participants who choose who supports them	51%	51%
	2019-20 Q2	***2019-20 Q1***
Participant satisfaction with the Agency planning process- current vs previous quarter (% who responded good or very good)	89%	88%

* Outcomes measures represent the weighted average for participants aged 15 and over, and compare the responses at the participants' second plan review, with the result at scheme entry (Baseline). These results only include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date.