Transcript for Western Australia Quarterly Performance Dashboard as at 31 December 2019

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

Section 1 Participants and Planning

A table displays the following key statistics on the Western Australia participant pathway experience as at 31 December 2019 and 30 September 2019.

• The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 20,127 as at 30 September 2019 to 24,202 as at 31 December 2019.

• The number of children in the E-C-E-I gateway receiving initial supports increased from 38 as at 30 September 2019 to 52 as at 31 December 2019.

• The number of children in the E-C-E-I gateway not receiving initial supports increased from 230 as at 30 September 2019 to 308 as at 31 December 2019.

• Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimate as a proportion of scheme to date increased from 74% as at 30 September 2019 to 80% as at 31 December 2019. This includes participants with approved plans who have transferred from the Western Australia NDIS.

• The intake as a proportion of operational target for the year to date increased from 74% as at 30 September 2019 to 87% as at 31 December 2019.

• The proportion of participants fully or partially self managing their plan (transition only) for the year to date increased from 34% as at 30 September 2019 to 36% as at 31 December 2019.

• The proportion of plans activated within 90 days for the year to date remained stable at 88%, from 30 September 2019 to 31 December 2019. Trial participants are excluded. Participants with initial plans approved after the end of 2018-19 quarter 4 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.

• The participant plan reviews as a proportion of plan review target for the year to date decreased from 108% as at 30 September 2019 to 93% as at 31 December 2019.

• The number of participant plan reviews completed increased from 2,704 in the quarter ending 30 September 2019 to 4,380 in the quarter ending 31 December 2019.

• The number of access decisions in progress decreased from 1,113 as at 30 September 2019 to 604 as at 31 December 2019.

• The average number of days to complete an access decision for participants with ages 0 to 6 decreased from 14 in the quarter ending 30 September 2019 to 5 in the quarter ending 31 December 2019.

• The average number of days to complete an access decision for participants with ages 7 or above decreased from 14 in the quarter ending 30 September 2019 to 7 in the quarter ending 31 December 2019.

• The average number of days to complete first plan after the access requirements have been met for participants with ages 0 to 6 decreased from 109 in the quarter ending 30 September 2019 to 99 in the quarter ending 31 December 2019.

• The average number of days to complete first plan after the access requirements have been met for participants with ages 7 or above decreased from 119 in the quarter ending 30 September 2019 to 114 in the quarter ending 31 December 2019.

A chart displays the change in plan approvals between 30 September 2019 and 31 December 2019.

There were 20,127 active participants (excluding E-C-E-I) as at 30 September 2019. During 2019-20 quarter 2, there were 4,113 plan approvals and a negative net movement of 38 participants across jurisdictions and scheme exits. This resulted in 24,202 active participants (excluding E-C-E-I) as at 31 December 2019. Additionally, there were 52 children in the E-C-E-I gateway receiving initial supports as at 31 December 2019. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 31 December 2019 was 24,254.

The following key statistics summarise the Western Australia performance as at 31 December 2019.

• 24,561 participants have entered the scheme (including E-C-E-I) since July 2013. 24,254 of these continue to be active.

• In total, 7,456 plans have been approved for participants who transferred from the WA NDIS. 7,388 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 E-C-E-I 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, also known as CALD, taking the total number of CALD participants in WA to 1,905 (7.9%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on Western Australia provider and market metrics as at 31 December 2019 and at 30 September 2019.

• The total number of active providers (with at least one claim ever) increased from 978 as at 30 September 2019 to 1,098 as at 31 December 2019. Active providers refer to those who have received payment for supporting Agency-managed participants.

• The total number of active providers in last quarter increased from 562 as at 30 September 2019 to 632 as at 31 December 2019. 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 69% as at 30 September 2019 to 67% as at 31 December 2019.

• Plan utilisation by region. The proportion of regions that are more than 10 percentage points below the benchmark remained stable at 25%, from 30 September 2019 to 31 December 2019. 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. Only regions which commenced phasing on or before 1 January 2019 are included in these market monitoring metrics.

• Market concentration. The proportion of regions where more than 85% of payments for supports go to the top 10 providers remained stable at 38%, from 30 September 2019 to 31 December 2019. Only regions which commenced phasing on or before 1 January 2019 are included in these market monitoring metrics.

• The proportion of payments paid within 5 days (portal) decreased from 99.5% as at 30 September 2019 to 99.0% as at 31 December 2019.

• The growth in annualised plan budget decreased from 20.2% as at 30 September 2019 to 18.8% as at 31 December 2019. This measure is based on plans reviewed in the current quarter.

The following comments are made regarding the Western Australia provider and market metrics as at 31 December 2019.

• 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.

A chart displays the Western Australia distribution of regions by plan utilisation as at 31 December 2019. 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. Only regions which commenced phasing on or before 1 January 2019 are included in these market monitoring metrics.

2 out of 8 (25%) regions are more than 10 percentage points below the adjusted national benchmark.

1 out of 8 (13%) regions are between 5 and 10 percentage points below the adjusted national benchmark.

1 out of 8 (13%) regions are within 5 percentage points of the adjusted national benchmark.

3 out of 8 (38%) regions are between 5 and 10 percentage points above the adjusted national benchmark.

1 out of 8 (13%) regions are more than 10 percentage points above the adjusted national benchmark.

The following regions are below benchmark:

• Goldfields-Esperance: 42% versus 53% benchmark.

• Kimberley-Pilbara: 45% versus 56% benchmark.

• Wheat Belt: 54% versus 59% benchmark.

• North East Metro: 72% versus 74% benchmark.

A chart displays the Western Australia distribution of regions by market concentration as at 31 December 2019. Only regions which commenced phasing on or before 1 January 2019 are included in these market monitoring metrics.

2 out of 8 (25%) regions have between 90% and 95% of payments going to the 10 largest providers.

1 out of 8 (13%) regions have between 85% and 90% of payments going to the 10 largest providers.

1 out of 8 (13%) regions have between 65% and 85% of payments going to the 10 largest providers.

4 out of 8 (50%) regions have between 45% and 65% of payments going to the 10 largest providers.

The following regions are above benchmark:

• Goldfields-Esperance: 95% versus 85% benchmark.

• Kimberley-Pilbara: 94% versus 85% benchmark.

• South West: 85% versus 85% benchmark.

Section 3 Regional summaries

A chart displays the active participants by region as at 31 December 2019.

A chart displays the average annualised committed supports and utilisation by region.

The following comments are made regarding the Western Australia experience at region level as at 31 December 2019.

• 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.

Section 4 Participant Outcomes and Satisfaction

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

For Outcomes measures as at 31 December 2019. 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 (which constitutes the 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. The following three indicators are outcomes measures.

• The percentage of participants involved in community / social activities increased from 42% at Baseline to 49% at the second review.

• The percentage of participants in work increased from 25% at Baseline to 26% at the second review.

• The percentage of participants who choose who supports them remained stable at 51%, from Baseline to the second review.

The following result indicates participant satisfaction with the Agency planning process in the current versus previous quarter. The proportion who responded good or very good increased from 88% as at 30 September 2019 to 89% as at 31 December 2019.