Transcript for Western Australia Quarterly Performance Dashboard as at 30 June 2020

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 30 June 2020 and 31 March 2020.

• The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 27,277 as at 31 March 2020 to 32,335 as at 30 June 2020.

• The number of children in the E-C-E-I gateway receiving initial supports increased from 102 as at 31 March 2020 to 212 as at 30 June 2020.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 310 as at 31 March 2020 to 116 as at 30 June 2020.

• Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimate increased from 80% as at 31 March 2020 to 87% as at 30 June 2020. Includes participants with approved plans who have transferred from the Western Australia NDIS.

• The proportion of participants fully or partially self managing their plan decreased from 37% as at 31 March 2020 to 36% as at 30 June 2020.

• The proportion of plans activated within 90 days remained stable at 87%, from 31 March 2020 to 30 June 2020. Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 quarter 2 are excluded. They are relatively new and it is too early to examine their durations to activation.

• The number of participant plan reviews completed decreased from 6,645 in the quarter ending 31 March 2020 to 6,644 in the quarter ending 30 June 2020.

• Open participant requested reviews (PRRs) increased from 52 as at 31 March 2020 to 203 as at 30 June 2020.

• Open reviews of reviewable decisions (RoRDs – Access) decreased from 47 as at 31 March 2020 to 20 as at 30 June 2020. RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act). Numbers of open RoRDs at the end of March have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.

• Open reviews of reviewable decisions (RoRDs – Planning) decreased from 707 as at 31 March 2020 to 228 as at 30 June 2020. RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act). Numbers of open RoRDs at the end of March have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.

• The number of access decisions in progress increased from 492 as at 31 March 2020 to 766 as at 30 June 2020.

• The average number of days to complete an access decision for participants with ages 0 to 6 increased from 3 in the quarter ending 31 March 2020 to 4 in the quarter ending 30 June 2020.

• The average number of days to complete an access decision for participants with ages 7 or above increased from 3 in the quarter ending 31 March 2020 to 5 in the quarter ending 30 June 2020.

• 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 124 in the quarter ending 31 March 2020 to 92 in the quarter ending 30 June 2020.

• 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 128 in the quarter ending 31 March 2020 to 120 in the quarter ending 30 June 2020.

A chart displays the change in active participants between 31 March 2020 and 30 June 2020.

There were 27,277 active participants (excluding E-C-E-I) as at 31 March 2020. During 2019-20 quarter 4, there were 5,174 plan approvals and a negative net movement of 116 participants across jurisdictions and scheme exits. This resulted in 32,335 active participants (excluding E-C-E-I) as at 30 June 2020. Additionally, there were 212 children in the E-C-E-I gateway receiving initial supports as at 30 June 2020. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 30 June 2020 was 32,547.

The following key statistics summarise the Western Australia performance as at 30 June 2020.

• 33,062 participants have entered the scheme (including E-C-E-I) since July 2013. 32,547 of these continue to be active.

• 15,017 active participants are receiving supports for the first time.

• In the current quarter, 5,174 participants have entered the scheme and there are 212 children with initial supports in the E-C-E-I gateway at the end of June 2020.

• 6,644 plans have been reviewed this quarter.

• 3,401 access decisions have been made in the quarter, 2,810 of which met access and are still active as at 30 June 2020.

• 430 (8.3%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in WA to 2,102 (6.5%).

• 449 (8.7%) 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 2,701 (8.4%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on Western Australia provider and market metrics as at 30 June 2020 and at 31 March 2020.

• The total number of active providers (with at least one claim ever) increased from 1,241 as at 31 March 2020 to 1,352 as at 30 June 2020. 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 692 as at 31 March 2020 to 726 as at 30 June 2020. 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 64% as at 31 March 2020 to 63% as at 30 June 2020.

- Plan utilisation by region. The proportion of regions that are more than 10 percentage points below the benchmark increased from 13% as at 31 March 2020 to 17% as at 30 June 2020. All regions in WA 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.

- Market concentration. The proportion of regions where more than 85% of payments for supports go to the top 10 providers increased from 25% as at 31 March 2020 to 33% as at 30 June 2020. All regions in WA are included in these market monitoring metrics.

- The proportion of payments paid within 5 days (portal) increased from 99.2% as at 31 March 2020 to 99.3% as at 30 June 2020.

- The growth in annualised plan budget decreased from 28.1% as at 31 March 2020 to 27.4% as at 30 June 2020. 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 30 June 2020.

- The number of active providers at the end of June is 1,352, growing by 9% in the quarter.

- Utilisation was 63% in the six months from 1 October 2019 to 31 March 2020 , with 17% of regions in Western Australia more than 10 percentage points below the adjusted national benchmark.

- In 33% 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 30 June 2020. All regions in WA 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.

2 out of 12 (17%) regions are more than 10 percentage points below the adjusted national benchmark.

2 out of 12 (17%) regions are between 5 and 10 percentage points below the adjusted national benchmark.

8 out of 12 (67%) regions are within 5 percentage points of the adjusted national benchmark.

No regions are between 5 and 10 percentage points above the adjusted national benchmark.

No regions are more than 10 percentage points above the adjusted national benchmark.

The following regions are below benchmark:

- Goldfields-Esperance: 44% versus 57% benchmark.

- Midwest-Gascoyne: 40% versus 52% benchmark.

- Kimberley-Pilbara: 51% versus 59% benchmark.

- Wheat Belt: 51% versus 59% benchmark.

- Central North Metro: 53% versus 55% benchmark.

- South East Metro: 54% versus 56% benchmark.

• North East Metro: 72% versus 73% benchmark.

A chart displays the Western Australia distribution of regions by market concentration as at 30 June 2020. All regions in WA are included in these market monitoring metrics.

No regions have more than 95% of payments going to the 10 largest providers.

2 out of 12 (17%) regions have between 90% and 95% of payments going to the 10 largest providers.

2 out of 12 (17%) regions have between 85% and 90% of payments going to the 10 largest providers.

2 out of 12 (17%) regions have between 65% and 85% of payments going to the 10 largest providers.

3 out of 12 (25%) regions have between 45% and 65% of payments going to the 10 largest providers.

3 out of 12 (25%) regions have less than 45% of payments going to the 10 largest providers.

The following regions are above benchmark:

• Midwest-Gascoyne: 94% versus 85% benchmark.

• Great Southern: 94% versus 85% benchmark.

• Kimberley-Pilbara: 88% versus 85% benchmark.

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

Section 3 Regional summaries

A chart displays the active participants by region as at 30 June 2020. ('Other' include participants with regional information missing.)

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 30 June 2020.

• North East Metro has the highest number of active participants (5,556), while Goldfields-Esperance has the lowest (502).

• Central North Metro has the highest average annualised committed supports.

• North East Metro has the highest utilisation at 72%, whilst Midwest-Gascoyne has the lowest utilisation at 40%. Midwest-Gascoyne only commenced phasing in 1 July 2019, and therefore most participants in the region are still on their initial plan.

• Only utilisation of committed supports from 1 October 2019 to 1 March 2020 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 30 June 2020. 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 July 2017 and 30 June 2018 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 32% at Baseline to 39% at the second review.

• The percentage of participants in work increased from 18% at Baseline to 21% at the second review.

• The percentage of participants who choose who supports them decreased from 60% at Baseline to 59% at the second review.

The following results indicate the percentage of participants rating their overall experience as 'Very Good' or 'Good' by pathway stage in the current versus previous quarter. Participant satisfaction results for 2019-20 quarter 3 have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection. There is insufficient data to report on the participant satisfaction survey results relating to the Plan Review stage for 2019-20 quarter 3.

• The percentage for the 'Access' stage increased from 65% in the quarter ending 31 March 2020 to 71% in the quarter ending 30 June 2020.

• The percentage for the 'Pre-planning' stage decreased from 76% in the quarter ending 31 March 2020 to 73% in the quarter ending 30 June 2020.

• The percentage for the 'Planning' stage increased from 77% in the quarter ending 31 March 2020 to 86% in the quarter ending 30 June 2020.

• The percentage for the 'Plan review' stage was 78% in the quarter ending 30 June 2020. There is insufficient data to report on the participant satisfaction survey results relating to the Plan Review stage for 2019-20 quarter 3.