COAG Disability Reform Council. This is the Quarterly Performance Report for Tasmania.

This is the December 2018 update on NDIA performance.

Overview

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This report is a summary of the performance and operations of the NDIA in Tasmania for Quarter 2 of 2018-19 (01 October 2018 - 31 December 2018).

It is the tenth quarterly report during the NDIS Transition period, which commenced on 1 July 2016.

A diagram displays the six key parts which will be discussed in the Performance Report. These areas are:

• Participants and Planning,

• Committed Supports and Payments,

• Providers and Markets,

• Information, Linkages and Capacity Building,

• Mainstream Interface; and

• Financial Sustainability.

Summary

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The following are the key statistics discussed in this report:

Participants and Planning

An additional 497 participants with plans this quarter.

At 31 December 2018, plans approved and ECEI referrals represent:

• 50% of year to date bilateral estimate met (1 July 2018 to 31 December 2018)

• 76% of scheme to date bilateral estimate met (1 July 2013 to 31 December 2018)

Participant satisfaction has decreased in 2018-19 Q2 compared with earlier quarters but remains high, with 79% of participants surveyed rating their satisfaction with the Agency's planning process as either 'Good' or 'Very Good'.

Committed Supports and Payments $435.5 million has been paid to providers and participants:

• $10.0m in 2013-14,

• $36.6m in 2014-15,

• $48.6m in 2015-16,

• $78.1m in 2016-17,

• $151.7m in 2017-18,

• $110.4m in 2018-19 to date.

Overall,

• 55% of committed supports were utilised in 2013-14,

• 71% in 2014-15,

• 74% in 2015-16,

• 78% in 2016-17,

• 81% in 2017-18.

The 2018-19 experience is still emerging.

Providers and Markets

There were 1,334 registered providers at 31 December 2018, representing a 7% increase for the quarter.

29% of registered providers were active at 31 December 2018.

26% of registered providers are individuals/sole traders.

25% of registered providers are receiving 75-85% of payments made by the NDIA.

Mainstream Interface

94% of active participants with a plan approved in 2018-19 Q2 access mainstream services.

PART 1: Participants and Planning

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As the transition phase to full scheme continues, the NDIS in Tasmania continues to grow with 497 additional participants with approved plans this quarter.

In total, over 5,500 participants are now being supported by the NDIS in Tasmania, with approximately 35% receiving support for the first time.

Summary

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The NDIS is transitioning to full-scheme according to phasing schedules bilaterally agreed by State/Territory and Commonwealth governments.

The following are the key statistics on Participants and Planning:

5,528 participants are now being supported by the NDIS in Tasmania, including children in the ECEI program

497 initial plans approved in 2018-19 Q2, excluding children in the ECEI program (representing 11% growth since last quarter)

544 children are being supported in the ECEI program, with 157 additional referrals to the ECEI gateway confirmed in 2018-19 Q2

1,961 people are now receiving support for the first time

50% of year to date bilateral estimate met (1 July 2018 to 31 December 2018)

71% of transition to date bilateral estimate met (1 July 2016 to 31 December 2018)

76% of scheme to date bilateral estimate met (1 July 2013 to 31 December 2018)

Quarterly Intake

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There are three charts. The first chart displays the number of participants with access met (Eligible) by Participant Entry point. The second chart displays the number of participants with approved plans by Participant Entry Point. The third chart displays the number of participants with approved plans by Participant Pathway Type.

2018-19 Q2

Of the 699 participants deemed 'eligible' this quarter 42% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

Of the 497 plan approvals this quarter, 48% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 81% entered with a permanent disability and 76 were previously confirmed as ECEI at 2018-19 Q1.

The diagram displays the following key statistics on quarterly intake:

872 access decisions

699 access met

497 plan approvals (excluding ECEI)

157 ECEI

Quarterly Intake Detail

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A chart displays the change in plan approvals between the current and previous quarter.

Plan approvals as at 31 December 2018

Plan approval numbers have increased from 4,487 at the end of 2018-19 Q1 to 4,984 by the end of 2018-19 Q2, an increase of 497 approvals.

At the end of the quarter, 544 are children being supported in the ECEI gateway. Of these, 387 were previously confirmed as ECEI at 30 September 2018 and an additional 157 children entered the gateway this quarter.

Overall, 70 participants with approved plans have exited the Scheme, resulting in 5,458 active participants (including ECEI) as at 31 December 2018.

There were 1,343 plan reviews this quarter. This figure relates to all participants who have entered the scheme.

Cumulative Position

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There are two charts. The first chart displays the comparison between the cumulative plan approvals and the bilateral estimate per quarter. The second chart displays the number of plan approvals by participant referral pathway.

Plan approvals as at 31 Dec 2018

At the end of 2018-19 Q2, the cumulative total number of participants receiving support was 5,528 (including 544 children supported through the ECEI gateway). Of these, 2,356 transitioned from an existing State/Territory program, 667 transitioned from an existing Commonwealth program and 1,961 participants are now receiving support for the first time.

Overall, since 1 July 2013, there have been 6,532 people with access decisions.

Cumulative position reporting is inclusive of trial participants for the reported period and represents participants who have or have had an approved plan.

The following are the key statistics on the cumulative position:

50% of year to date bilateral estimate met (1 July 2018 to 31 December 2018)

71% of transition to date bilateral estimate met (1 July 2016 to 31 December 2018)

76% of scheme to date bilateral estimate met (1 July 2013 to 31 December 2018)

4,984 plan approvals to date; 5,528 including ECEI confirmed

Participant Profiles by Age Group

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There are two charts. The first chart displays the number of participants with an approved plan by age group for the current quarter. The second chart displays the percentage of participants with an approved plan by the participant's age group. This chart compares the current quarter against all prior quarters.

Around 22% of participants entering in this quarter are aged 45 to 54 years. This compares with 6% in prior quarters.

Further, 21% of participants entering in this quarter are aged 0 to 6 years, compared with 5% in prior quarters.

Note: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Participant Profiles by Disability Group

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There are two charts. The first chart displays the number of participants with an approved plan by disability group for the current quarter. The second chart displays the percentage of participants with an approved plan by the participant's disability group. This chart compares the current quarter against all prior quarters.

Of the participants entering in 2018-19 Q2, 25% have a primary disability group of Intellectual Disability and 25% have a primary disability group of Intellectual Disability.

Note 1: Of the 124 active participants identified as having an intellectual disability, 15 (12%) have Down syndrome.

Note 2: Since 2017-18 Q1 Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

Participant Profiles by Level of Function

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A chart displays the percentage of participants with an approved plan by the participant's level of function. This chart compares the current quarter against all prior quarters.

For participants with a plan approval in the current quarter:

• 21% of active participants had a relatively high level of function

• 50% of active participants had a relatively moderate level of function

• 29% had a relatively low level of function

These relativities are within the NDIS participant population, and not comparable to the general population.

Participant Profiles by Gender

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The figure on the right displays the amount and percentage of participants with an approved plan per the participant's gender group. This figure compares the current quarter against all prior quarters.

The majority of participants are males.

Participant Profiles

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There are three charts. The first chart displays the percentage of participants with an approved plan by the participant's Aboriginal & Torres-Strait Islander status. The second chart displays the percentage of participants with an approved plan by the participant's Young people in residential aged care status. The third chart displays the percentage of participants with an approved plan by the participant's Culturally and Linguistically Diverse status. All three charts compare the current quarter against all prior quarters.

Of the participants with a plan approved in 2018-19 Q2:

• 5.8% were Aboriginal or Torres Strait Islander, compared with 7.8% in previous quarters combined.

• 0.8% were young people in residential aged care, compared with 0.3% in previous quarters combined.

• 4.4% were culturally and linguistically diverse, compared with 2.4% in previous quarters combined.

The following are the key statistics for the current quarter on Aboriginal & Torres-Strait Islander status.

29 Aboriginal and Torres Strait Islander

391 Not Aboriginal and Torres Strait Islander

77 Not Stated

The following are the key statistics for the current quarter on Young people in residential aged care status.

4 Young people in residential aged care

493 Young people not in residential aged care

The following are the key statistics for the current quarter on Culturally and Linguistically Diverse status.

22 Culturally and linguistically diverse

475 Not culturally and linguistically diverse

0 Not stated

Plan Management Support Coordination

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Two charts display the proportion of support coordination and plan management for participants. These charts compare the current quarter against all prior quarters.

The proportion of participants electing to fully or partly self-manage their plan was higher in 2018-19 Q2 at 22%, compared with 19% in previous quarters combined.

45% of participants who have had a plan approved in 2018-19 Q2 have support coordination in their plan, compared to 37% in previous quarters combined.

Plan Activation

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Two charts display the proportion of the duration to activate plans. These charts compare plans approved in 2017-18 Q4, against plans approved in prior quarters.

Plan activation refers to the amount of time between plan approval and the commencement of the participant receiving support.

The percentage of plans activated within 90 days of approval were:

• 61% of plans approved in prior quarters

• 80% of plans approved in 2017-18 Q4.

Plan activation can only be approximated using data on payments. As there is a lag between when support is provided and payments made, these statistics are likely to be conservative. That is, it is likely that plan activation is faster than presented. Further, in-kind supports have been excluded from the calculation, which contributes to the conservative figures.

Note: Plans approved after the end of 2017-18 Q4 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

Participant Outcomes

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A chart displays selected key baseline indicators for participants.

Information was collected from 99.8% of participants who have received their initial plan since 1 July 2016 (baseline outcome measures).

• 67% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 67% of participants from school age to 14

• 43% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 21% - 34% for other age groups

• 78% of participants from school age to 14 attend school in a mainstream class, compared to 67% of participants aged 15 to 24

• 23% of participants aged 25 and over have a paid job, compared to 9% of participants aged 15 to 24

• 56% of participants aged 25 and over choose what they do every day, compared to 54% of participants aged 15 to 24

Family/Carers Outcomes

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A chart displays selected key baseline indicators for family and carers of participants.

The percentage of participants' family/carers:

• working in a paid job was highest for participants aged 0 to 14 (42%)

• able to advocate for their child/family member was highest for participants aged 0 to 14 (78%)

• who have friends and family they can see as often as they like was highest for participants aged 25 and over (55%)

• who feel in control selecting services was highest for participants aged 25 and over (45%)

• who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (87%)

Has the NDIS helped? Participants

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Charts display the responses from participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

Perceptions of whether the NDIS has helped.

Participants who entered the Scheme between 1 October 2016 and 31 December 2016 and had a plan review approximately one year later and also two years later were asked questions about whether the NDIS had helped them.

For Participants aged 15 to 24, perceptions of whether the NDIS has helped across increased across all domains. However, the opposite was experienced for Participants aged School to 14.

Note: There is insufficient data for the 0 to before school and the 25 and over participant age groups.

Has the NDIS helped? Family/Carers

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Charts display, from year 1 to year 2, the percentage of family and carers who thought the NDIS has helped in various domains.

Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme between 1 July 2016 and 31 December 2016 and had a plan review approximately one year later and also two years later were asked questions about whether the NDIS had helped them.

Overall, the changes in family and carers' perceptions of whether the NDIS has helped have been mixed.

Participants in Work

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A chart displays, from baseline to year 2, the percentage of participants in paid work by age group.

Participants who entered the Scheme between 1 July 2016 and 31 December 2016 and are of working age are monitored to see whether the NDIS has helped them find paid work.

Overall, the percentage of participants in paid work increased from 9% to 16%.

Note: There is insufficient data for the 25 and over participant age group.

Participants involved in communal and social activities

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A chart displays, from baseline to year 2, the percentage of participants engaged in social activities in their community.

Participants who entered the Scheme between 1 July 2016 and 31 December 2016 are monitored to see whether the NDIS has helped them participate in social activities in their community.

Overall, the percentage of participants participating in communal and social activities increased from 24% to 30%.

Note: There is insufficient data for the 25 and over participant age group.

Participant Satisfaction

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A chart displays, by quarter, the proportion of participants describing satisfaction with the Agency's planning process as 'good' or 'very good'.

79% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This is lower than results in earlier periods with sufficient data but remains high.

A new participant satisfaction survey has been developed. Going forward it will better record the experience of NDIS participants, and their families and carers, at different stages of the participant pathway.

Note: Participant satisfaction results are not shown if there is insufficient data in the group.

PART 2: Committed Supports and Payments

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Both committed and paid supports to participants are increasing in line with the growing scheme.

Of the $588.1 million that has been committed in participant plans, $435.5 million has been paid to date.

Summary

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This section presents information on the amount committed in plans and payments to service providers and participants.

The following are the key statistics on Committed Supports and Payments:

$422.5 million of committed supports in respect of prior financial years including trial

$165.5 million of supports in respect of 2018-19 to date

$10.0m has been paid to providers and participants for supports provided in 2013-14, $36.6m in 2014-15, $48.6m in 2015-16, $78.1m in 2016-17, $151.7m in 2017-18 and $110.4m in 2018-19 to date

Overall, 55% of committed supports were utilised in 2013-14, 71% in 2014-15, 74% in 2015-16, 78% in 2016-17 and 81% in 2017-18.

The 2018-19 experience is still emerging.

Committed Supports and Payments

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A table and a graph show the comparison between the total committed supports and paid support for each year since scheme inception.

Committed supports by year that the support is expected to be provided, compared with committed supports that have been used (paid).

Of the $588.1 million that has been committed in participant plans, $435.5 million has been paid to date.

In particular, for supports provided in:

2013-14: $10.0m has been paid

2014-15: $36.6m has been paid

2015-16: $48.6m has been paid

2016-17: $78.1m has been paid

2017-18: $151.7m has been paid

2018-19 to date: $110.4m has been paid

Committed Supports by Cost Band

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Two charts (including and excluding SIL) show the comparison of the distribution of average annualised committed supports by cost band for the current and previous quarter.

As at 2018-19 Q2, the distribution of average annualised committed supports remained consistent with previous quarters. This is the case whether Supported Independent Living (SIL) supports are included or excluded in the figures.

Committed Supports by Age Band

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A graph shows the comparison between the average annualised committed supports by age band for the current and previous quarter.

The average annualised committed supports increase steeply after age 14.

Note 1: Average annualised committed supports are not shown if there are insufficient data in the group.

Note 2: The age eligibility requirements for the NDIS are based on the age as at the access request date. Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Committed Supports by Disability Group

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A graph shows the comparison between the average annualised committed supports by primary disability group for the current and previous quarter.

Participants with Cerebral Palsy, Acquired Brain Injury and Spinal Cord Injury have the highest average annualised committed supports.

Note: Average annualised committed supports are not shown if there are insufficient data in the group.

Committed Supports by Level of Function

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A graph shows the comparison between the average annualised committed supports by level of function for the current and previous quarter.

The average annualised committed supports generally increase for participants with lower levels of function.

Note 1: Average annualised committed supports are not shown if there are insufficient data in the group.

Note 2: High, medium and low function is relative within the NDIS population and not comparable to the general population.

Utilisation of Committed Supports

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A graph shows the comparison between the utilisation of committed supports by the year that the support was expected to be provided.

Utilisation of committed supports by year that the support was expected to be provided as at 30 September 2018, compared with 31 December 2018.

As there is a lag between when support is provided and when it is paid, the utilisation in 2018-19 will increase.

The utilisation of committed supports in 2018-19 will increase further as there is a lag between when support is provided and when it is paid.

PART 3: Providers and Markets

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The scale and extent of the market continues to grow, with a 7% increase in the number of providers during the quarter to 1,334.

29% of approved providers were active in Tasmania at 31 December 2018, and 71% were yet to have evidence of activity.

Summary

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This section contains information on registered service providers and the market, with key provider and market indicators presented.

Provider registration

•To provide supports to NDIS participants, a service provider is required to register and be approved by the NDIA.

•Providers register with the NDIA by submitting a registration request, indicating the types of support (registration groups) they are accredited to provide.

How providers interact with participants

•NDIS participants have the flexibility to choose the providers who support them.

•Providers are paid for disability supports and services provided to the participants.

The following are the key statistics:

1,334 approved providers, 29% of which were active in Tasmania at 31 December 2018

75-85% of payments made by the NDIA are received by 25% of providers

26% of service providers are individuals/sole traders

Assistance products for personal care and safety has the highest number of approved service providers, followed by therapeutic supports and personal mobility equipment

Providers over time

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A chart displays the cumulative number of approved service providers since June 2016 by the type of provider, individual/sole trader or company/organization.

As at 31 December 2018, there were 1,334 registered service providers, of which 345 were individual/sole trader operated businesses and 989 were companies or organisations.

26% of approved service providers are individuals/sole traders.

The number of approved service providers increased by 7% from 1,245 to 1,334 in the quarter.

1.74 average providers per participant

Proportion of Active Providers

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The figure displays the proportion of active and not yet active providers.

Change in the activity status of providers.

As at 31 December 2018, 29% of providers were active and 71% were yet to have evidence of activity. Of all providers, 110 began delivering new supports in the quarter.

Approved Registration groups

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A chart displays the approved providers by the changes in registration group and percentage over the quarter.

The number of approved providers has increased for most registration groups over the quarter.

The registration groups with the largest numbers of approved providers continue to grow:

• Assistance products for personal care and safety: from 381 to 407 (7% increase)

• Therapeutic Supports: from 286 to 303 (6% increase)

• Personal Mobility Equipment: from 253 to 275 (9% increase)

• Assistive equipment for recreation: from 206 to 223 (8% increase)

• Household Tasks: from 171 to 191 (12% increase)

Active Registration groups

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A chart displays the active providers by the changes in registration group and percentage over the quarter.

The number of providers active in each registration group has increased for most registration groups over the quarter.

The registration groups with the largest numbers of active providers continue to grow:

• Therapeutic Supports: from 150 to 159 (6% increase)

• Assistance in coordinating or managing life stages, transitions and supports: from 76 to 85 (12% increase)

• Participation in community, social and civic activities: from 77 to 82 (6% increase)

• Assistance products for personal care and safety: from 60 to 73 (22% increase)

• Daily Personal Activities: from 65 to 68 (5% increase)

Market share of top providers

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An object displays the market share of the top 25% of providers by registration group.

25% of service providers received 75-85% of the dollars paid for major registration groups.

The following are the key statistics for the market share of the top 25% of providers by registration category:

83% Daily personal activities

77% Early intervention supports for early childhood

84% Participation in community, social and civic activities

83% Therapeutic supports

80% Assistance with daily life tasks in a group or shared living arrangement

PART 4: Information, Linkages and Capacity Building

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Information, Linkages and Capacity Building was covered in the national version of the COAG Quarterly Performance Report.

PART 5: Mainstream Interface

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The proportion of participants entering in the current quarter and accessing mainstream services is slightly lower compared to prior quarters.

Mainstream Interface

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An object displays the comparison of the percentage of participants accessing mainstream supports. The object compares the current quarter against all prior quarters (transition only).

94% of active participants with a plan approved in 2018-19 Q2 access mainstream services, a decrease from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.

The following are the key statistics:

95% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

• Health and wellbeing (57%)

• Lifelong learning (26%)

• Daily activities (7%)

94% of active participants with a plan approved in 2018-19 Q2 access mainstream supports, across the following domains:

• Health and wellbeing (60%)

• Lifelong learning (23%)

• Daily activities (9%)

PART 6: Financial Sustainability

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Financial Sustainability was covered in the national version of the COAG Quarterly Performance Report.