COAG

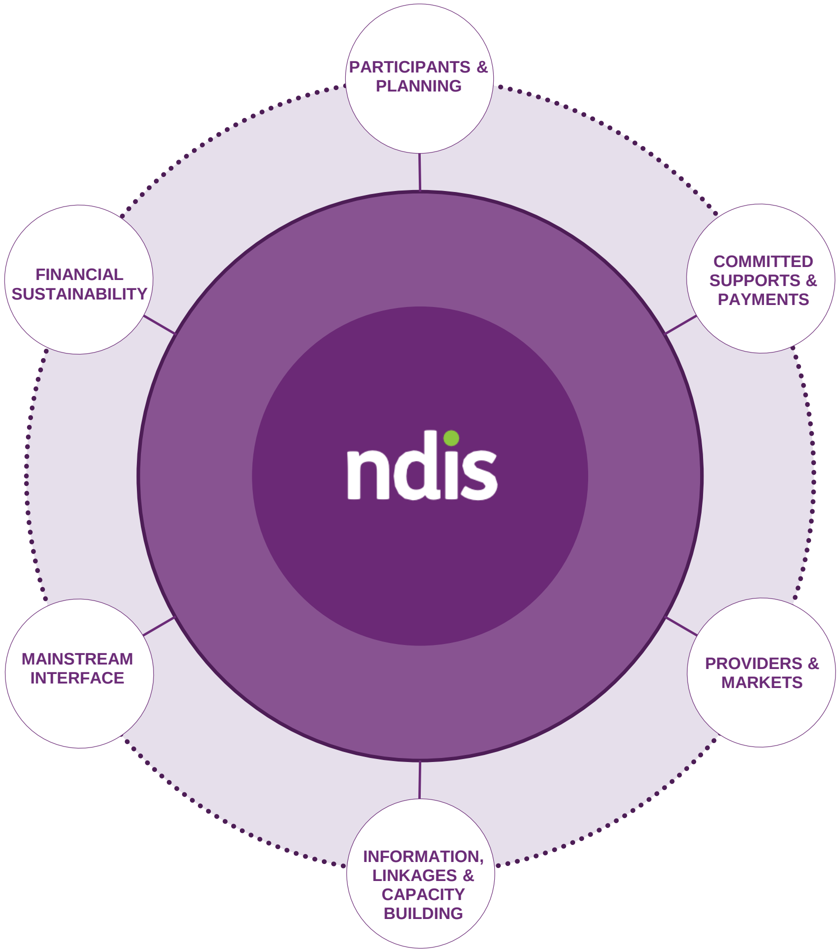
Disability Reform Council
Quarterly Performance Report

Tasmania - 30 June 2019

Overview

This report is a summary of the performance and operations of the NDIA in Tasmania for Quarter 4 of 2018-19 (01 April 2019 - 30 June 2019).

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



Summary

Participants and Planning

An additional 875 participants with plans this quarter (excluding ECEI).

At 30 June 2019, plans approved and ECEI referrals represent:
• 45% of 2018-19 bilateral estimate met
• 65% of scheme to date bilateral estimate met
(1 July 2013 - 30 June 2019)

Participant satisfaction has increased in the quarter, with 67% of participants surveyed rating their satisfaction with the Agency's planning process as either 'Good' or 'Very Good'.

Committed Supports and Payments

$594.6 million has been paid to providers and participants:
• $10.0m in 2013-14,
• $36.6m in 2014-15,
• $48.6m in 2015-16,
• $78.3m in 2016-17,
• $152.7m in 2017-18,
• $268.3m in 2018-19.

Overall,
• 55% of committed supports were utilised in 2013-14,
• 71% in 2014-15,
• 74% in 2015-16,
• 79% in 2016-17,
• 81% in 2017-18.
The 2018-19 experience is still emerging.

Providers and Markets

There were 1,525 registered providers at 30 June 2019, representing a 5% increase for the quarter.

32% of registered providers were active at 30 June 2019.

27% of registered providers are individuals/sole traders.

25% of registered providers are receiving 80-85% of payments made by the NDIA.

Mainstream Interface

93% of active participants with a plan approved in 2018-19 Q4 access mainstream services.

PART 1

Participants and Planning

The NDIS in Tasmania continues to grow with 875 additional participants with approved plans this quarter.

In total, over 6,800 participants have now been supported by the NDIS in Tasmania, with approximately 40% receiving support for the first time.

Summary

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

Key Statistics

6,831
PARTICIPANTS HAVE NOW BEEN SUPPORTED BY THE NDIS IN TASMANIA, INCLUDING CHILDREN IN THE ECEI PROGRAM

875
INITIAL PLANS APPROVED IN 2018-19 Q4, EXCLUDING CHILDREN IN THE ECEI PROGRAM (REPRESENTING 15% GROWTH SINCE LAST QUARTER)

232
CHILDREN ARE BEING SUPPORTED IN THE ECEI PROGRAM, WITH 102 ADDITIONAL REFERRALS TO THE ECEI GATEWAY CONFIRMED IN 2018-19 Q4

2,734
PEOPLE HAVE NOW RECEIVED SUPPORT FOR THE FIRST TIME

45%
OF 2018-19 BILATERAL ESTIMATE MET

60%
OF TRANSITION TO DATE BILATERAL ESTIMATE MET (1 JULY 2016 - 30 JUNE 2019)

65%
OF SCHEME TO DATE BILATERAL ESTIMATE MET (1 JULY 2013 - 30 JUNE 2019)

Quarterly Intake

2018-19 Q4

Of the 639 participants deemed 'eligible' this quarter 66% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

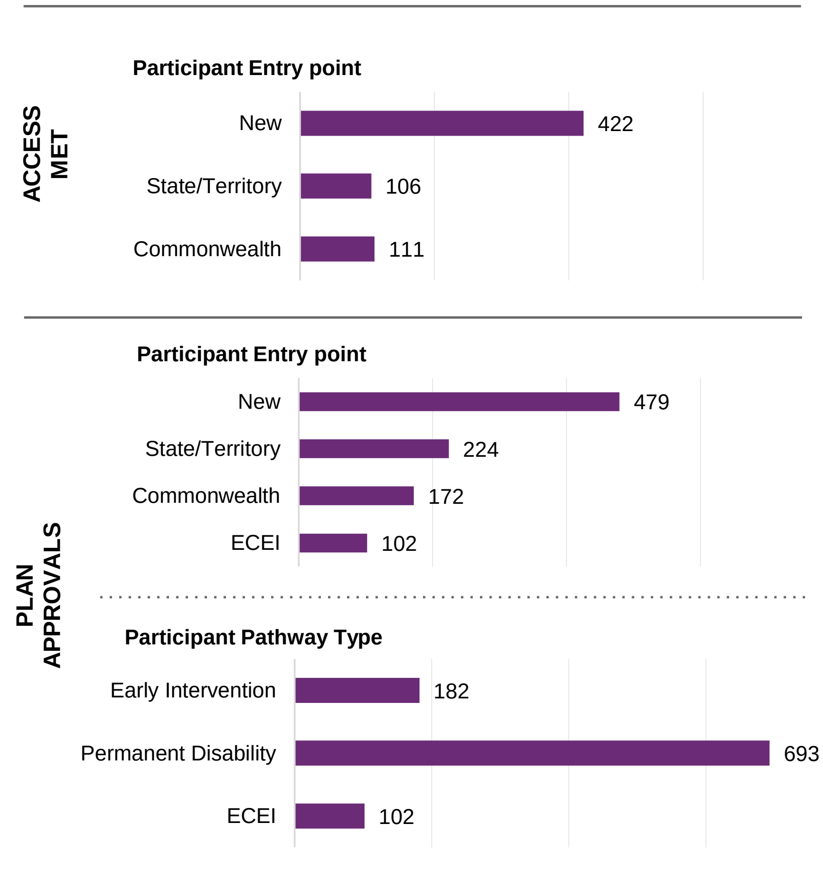
Of the 875 plan approvals this quarter, 55% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 79% entered with a permanent disability and 98 were previously confirmed as ECEI at 2018-19 Q3.

888 access decisions

639 access met

875 plan approvals (excluding ECEI)

102 ECEI



Quarterly Intake Detail

Plan approval numbers have increased from 5,724 at the end of 2018-19 Q3 to 6,599 by the end of 2018-19 Q4, an increase of 875 approvals.

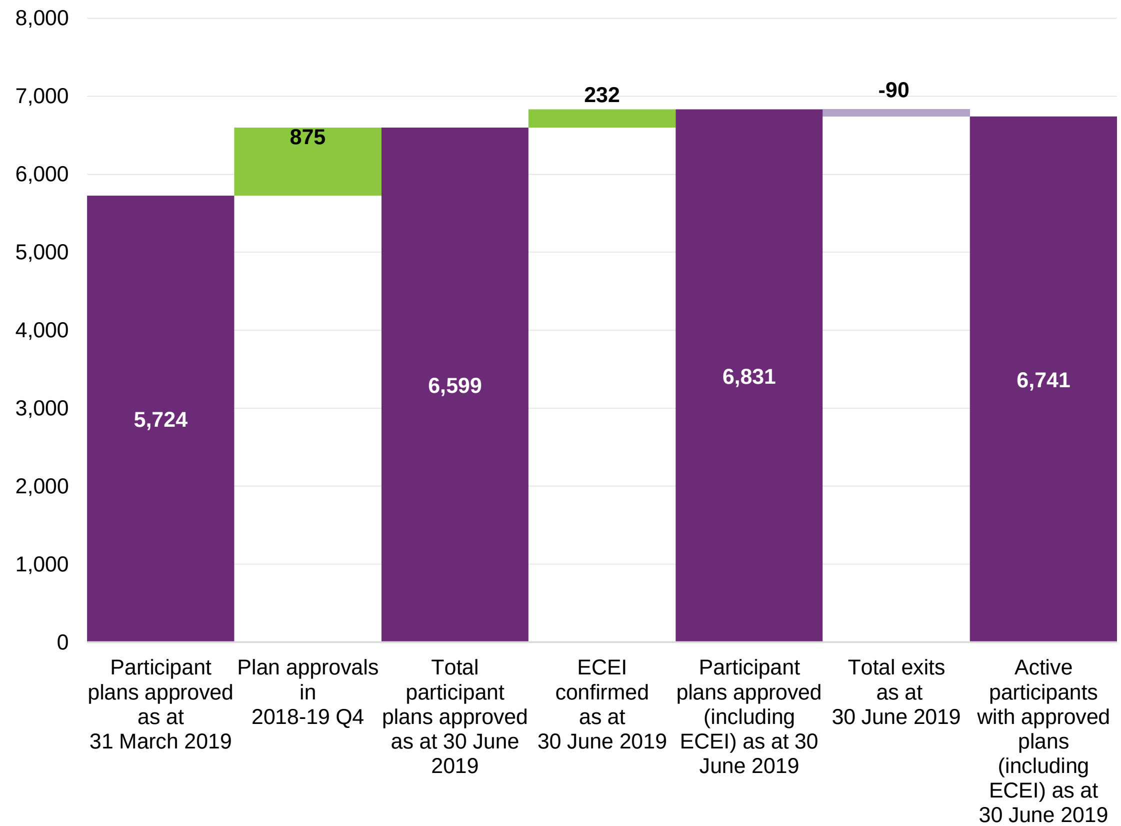
At the end of the quarter, 232 children are being supported in the ECEI gateway. Of these, 130 were previously confirmed as ECEI at 31 March 2019 and an additional 102 children entered the gateway this quarter.

The number of confirmed ECEI referrals reduced since 31 March 2019 due to children who moved out of the ECEI gateway since 31 March 2019 for a number of reasons including where the child has been referred to appropriate mainstream services. In other cases, children who were previously ECEI have had an initial plan approved during the quarter.

Overall, 90 participants with approved plans have exited the Scheme, resulting in 6,741 active participants (including ECEI) as at 30 June 2019.

There were 1,356 plan reviews this quarter. This figure relates to all participants who have entered the scheme.

Change in plan approvals between 31 March 2019 and 30 June 2019



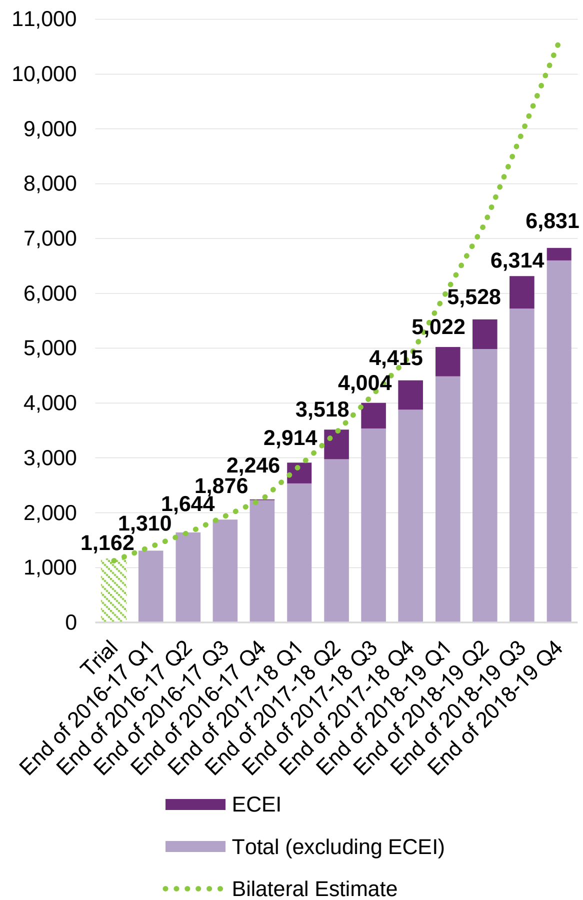
Cumulative Position

At the end of 2018-19 Q4, the cumulative total number of participants that have received support was 6,831 (including 232 children supported through the ECEI gateway). Of these, 2,877 transitioned from an existing State/Territory program, 988 transitioned from an existing Commonwealth program and 2,734 participants have received support for the first time.

Overall, since 1 July 2013, there have been 7,964 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.

Cumulative plan approvals compared with bilateral estimate



45%

of 2018-19 bilateral estimate met

60%

of transition to date bilateral estimate met (1 July 2016 - 30 June 2019)

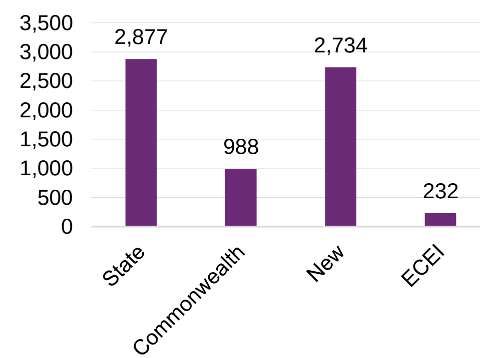
65%

of scheme to date bilateral estimate met (1 July 2013 - 30 June 2019)

6,599

plan approvals to date; 6,831 including ECEI confirmed

Plan approvals by participant referral pathway



Participant Profiles by Age Group

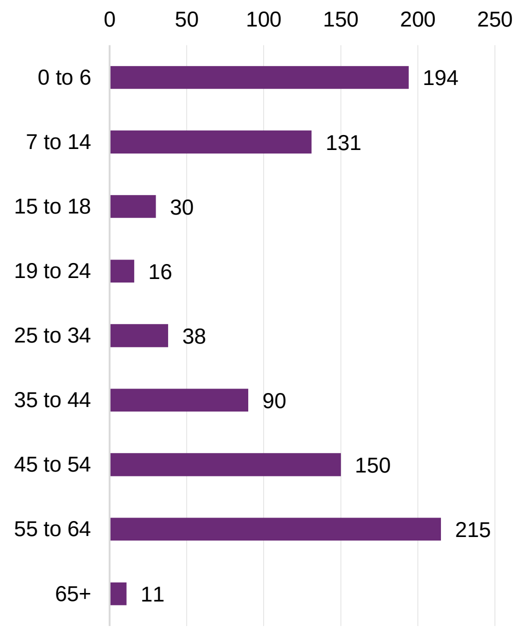
These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q4, compared with plan approvals as at 31 March 2019, by age group.

25% of participants entering in this quarter are aged 55 to 64 years, compared to 8% in prior quarters.

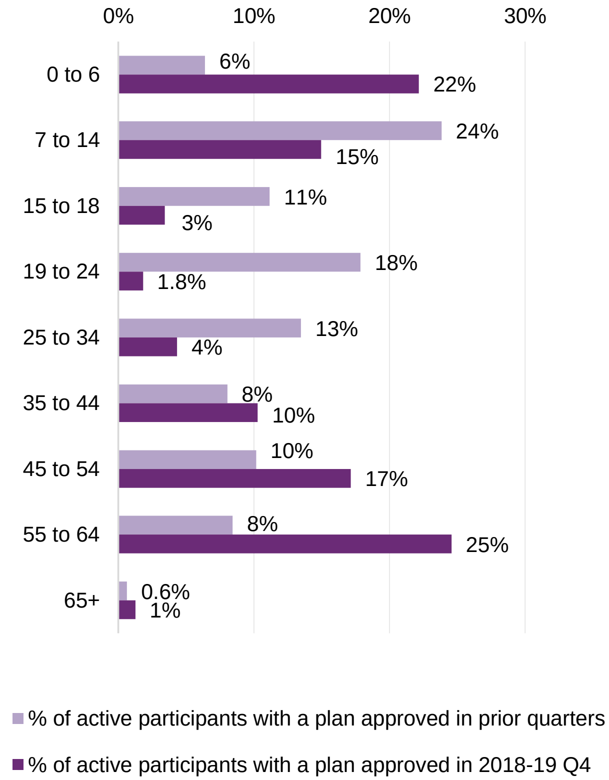
This reflects the phasing schedule where people aged 50 to 64 years began phasing in Tasmania from 1 January 2019.

Further, 22% of participants entering in this quarter are aged 0 to 6 years, compared with 6% in prior quarters.

Active participants with a plan approved in 2018-19 Q4 by age group



% of active participants with a plan approved by age group



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.

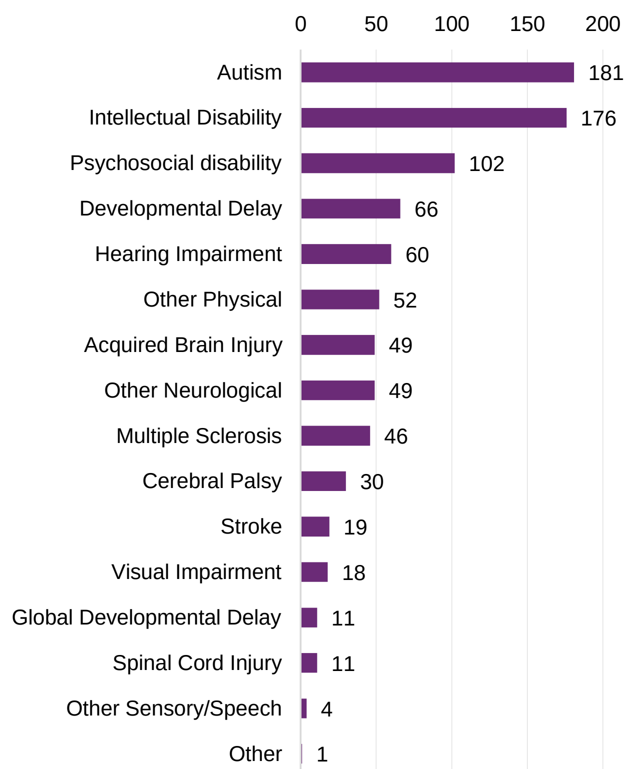
Participant Profiles by Disability Group

These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q4, compared with plan approvals as at 31 March 2019, by disability group.

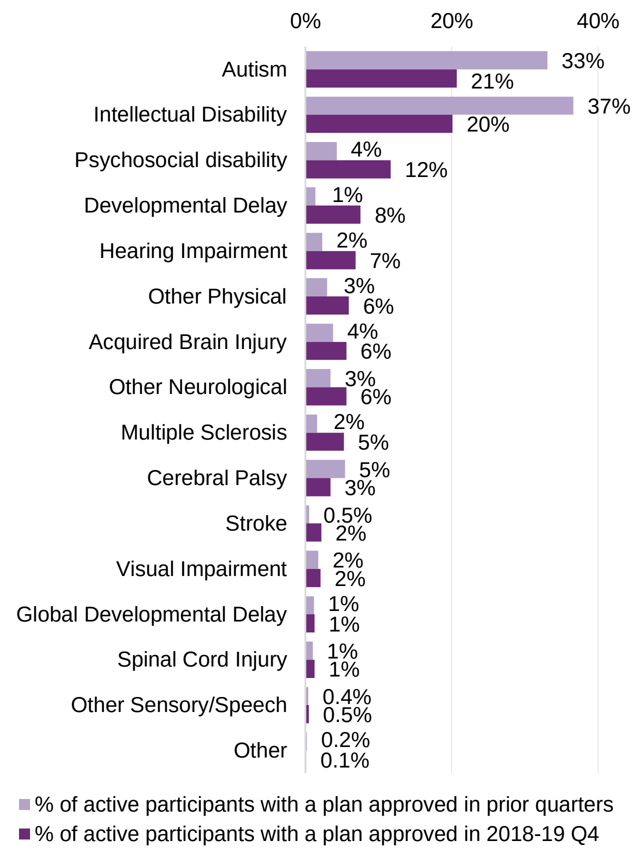
Of the participants entering in this quarter, only 21% had a primary disability of Autism and 20% had an Intellectual Disability compared with 33% and 37% respectively in prior quarters. This reflects the lower proportion of school age children and younger adults joining the Scheme.

Further, 8% of participants entering in the quarter had a primary disability of Developmental Delay compared with 1% in previous quarters. This reflects the large proportion of 0-6 year olds joining the Scheme.

Active participants with a plan approved in 2018-19 Q4 by disability group



% of active participants with a plan approved by disability group



Note 1: Of the 176 active participants identified as having an intellectual disability, 16 (9%) have Down syndrome.
Note 2: Since 2017-18 Q1 Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

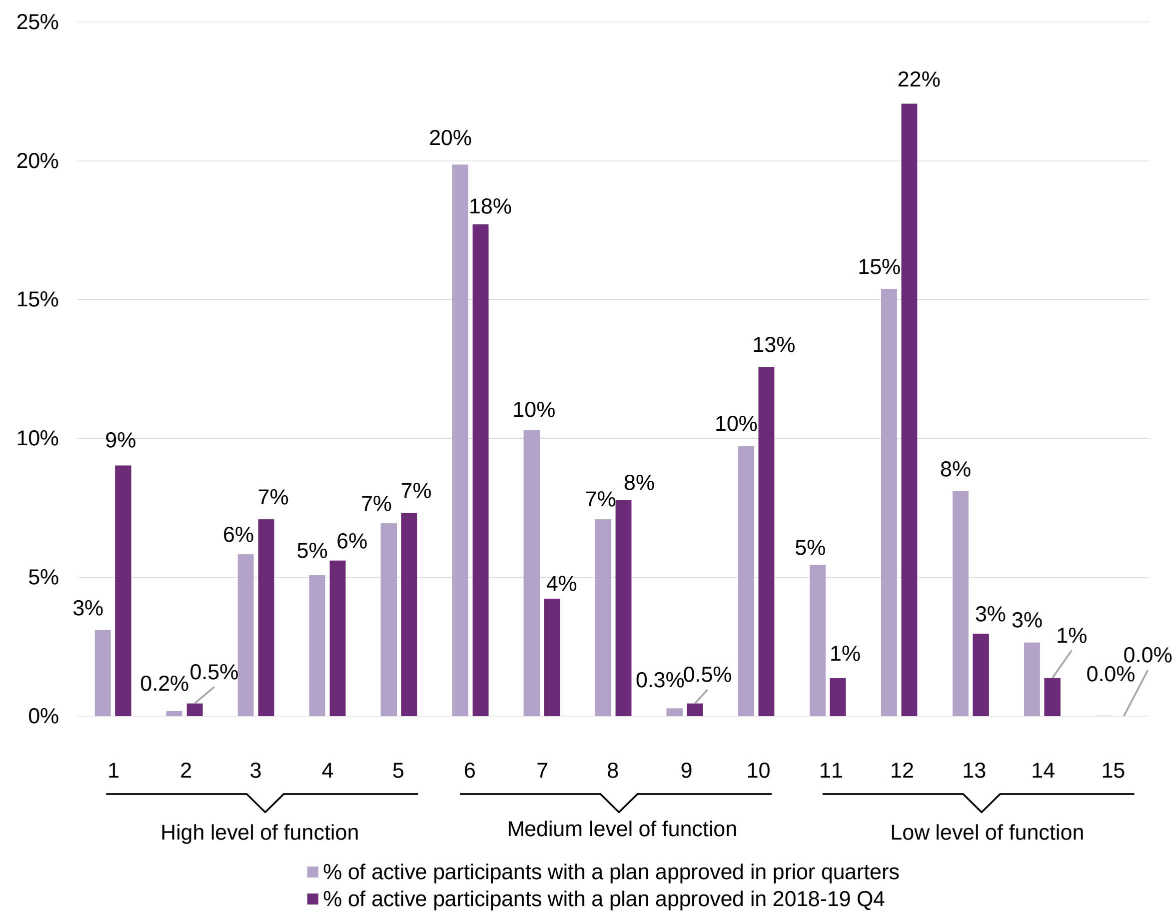
Participant Profiles by Level of Function

These bar charts show the demographic profile of active participants with a plan approved in 2018-19 Q4, compared with plan approvals as at 31 March 2019, by level of function.

For participants with a plan approval in the current quarter:
- **29% of active participants had a relatively high level of function**
- **43% of active participants had a relatively moderate level of function**
- **28% had a relatively low level of function**

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

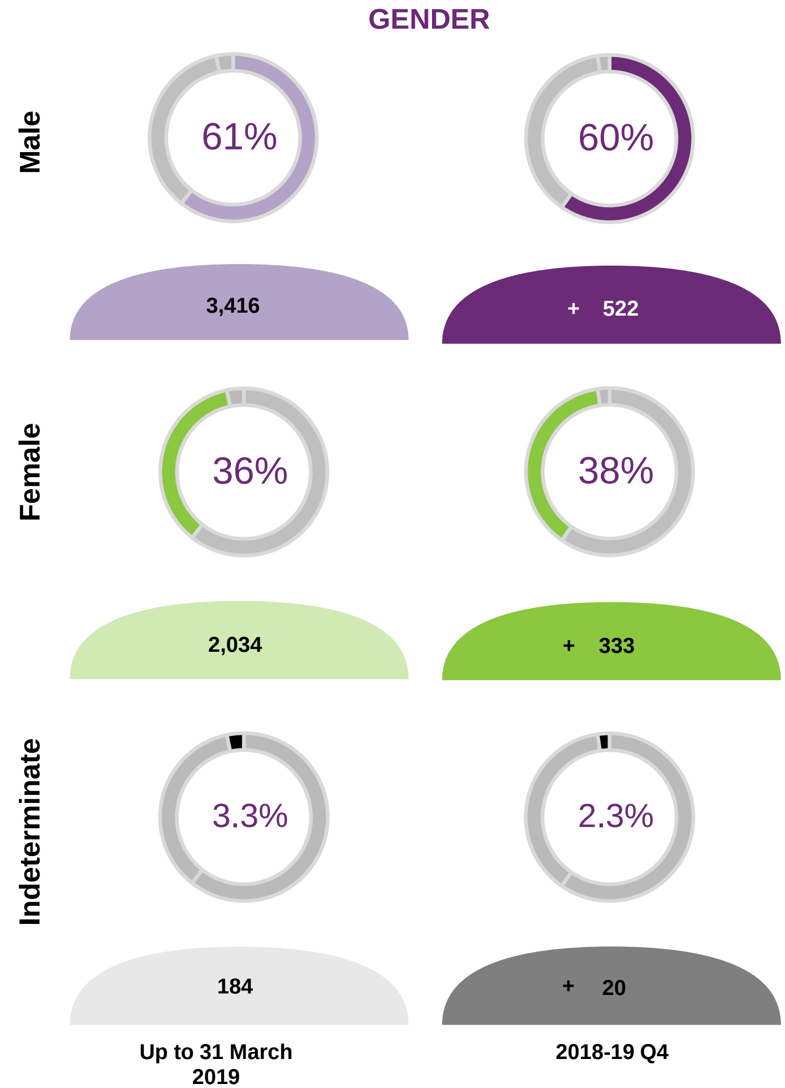
% of active participants with a plan approved by level of function



Participant Profiles by Gender

These charts show the demographic profile of active participants with a plan approved in 2018-19 Q4, compared with plan approvals as at 31 March 2019, by gender.

The majority of participants are males.



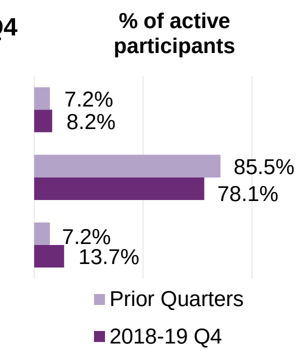
Participant Profiles

These bar charts show other demographic profiles of active participants with a plan approved in 2018-19 Q4, compared with plan approvals as at 31 March 2019.

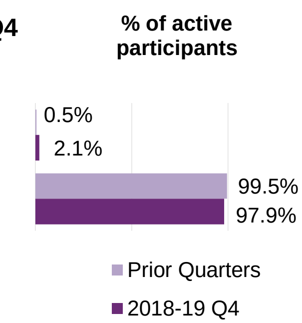
Of the participants with a plan approved in 2018-19 Q4:

- **8.2% were Aboriginal or Torres Strait Islander, compared with 7.2% in previous periods combined.**
- **2.1% were young people in residential aged care, compared with 0.5% in previous periods combined.**
- **4.0% were culturally and linguistically diverse, compared with 2.8% in previous periods combined.**

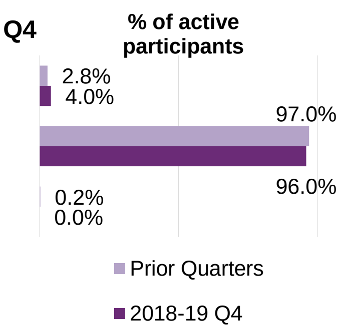
Aboriginal & Torres Strait Islander status	2018-19 Q4
Aboriginal and Torres Strait Islander	72
Not Aboriginal and Torres Strait Islander	683
Not Stated	120



Young people in residential aged care status	2018-19 Q4
Young people in residential aged care	18
Not young people in residential aged care	857



Culturally and linguistically diverse status	2018-19 Q4
Culturally and linguistically diverse	35
Not culturally and linguistically diverse	840
Not stated	0



Plan Management
Support Coordination

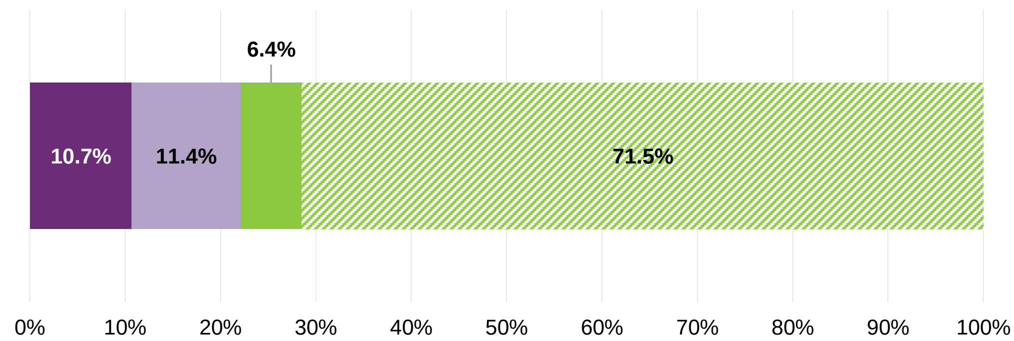
The proportion of participants electing to fully or partly self-manage their plan was 23% in 2018-19 Q4, compared with 22% in previous quarters combined.

43% of participants who have had a plan approved in 2018-19 Q4 have support coordination in their plan, compared to 40% in previous quarters combined.

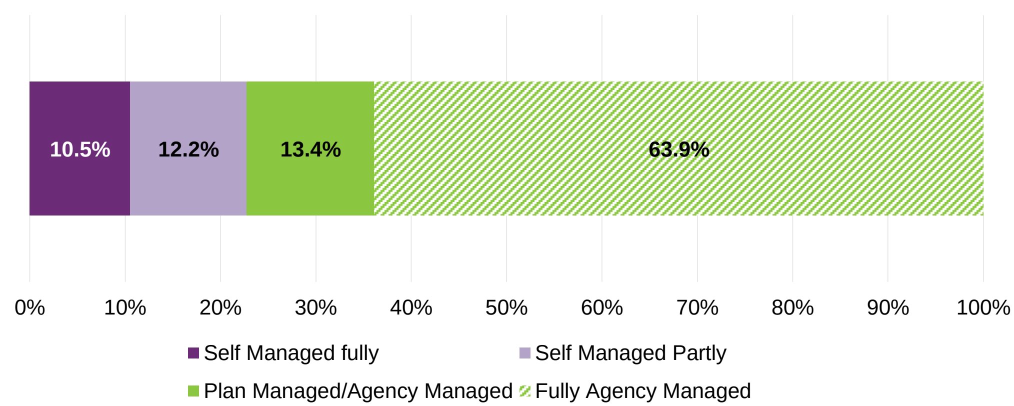
Support Coordination

2018-19 Q4 | Prior quarters

Prior quarters (transition only)



2018-19 Q4



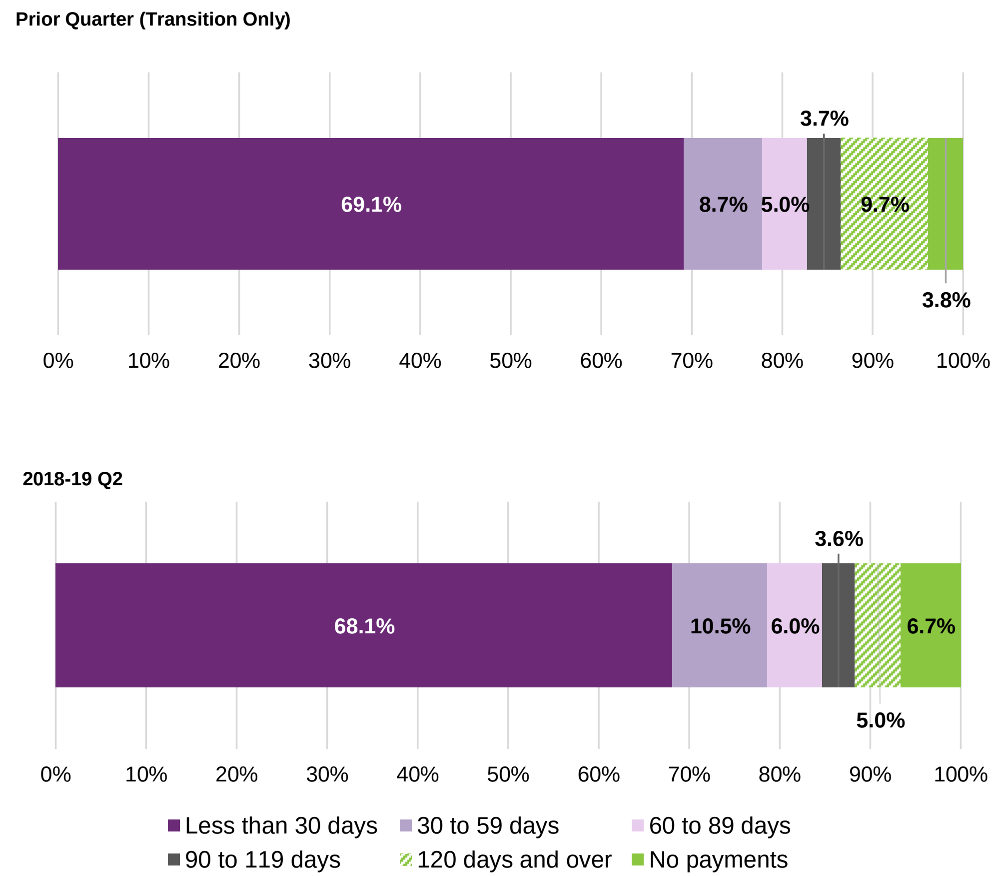
Plan Activation

Plan activation refers to the amount of time between a participant's initial plan being approved, and the date the participant first receives support. In-kind supports are included.

The percentage of participants who activated plans within 90 days of initial plan approval was:
- **85% of participants entering in 2018-19 Q2**
- **83% of participants entering in previous quarters combined**

Plan activation figures are approximations based on payment data. As there is a lag between when the support is provided to a participant, and the payment being made, these statistics are a conservative estimate; it is likely plan activation is faster than presented.

Duration to Plan activation for participants with initial plan approval



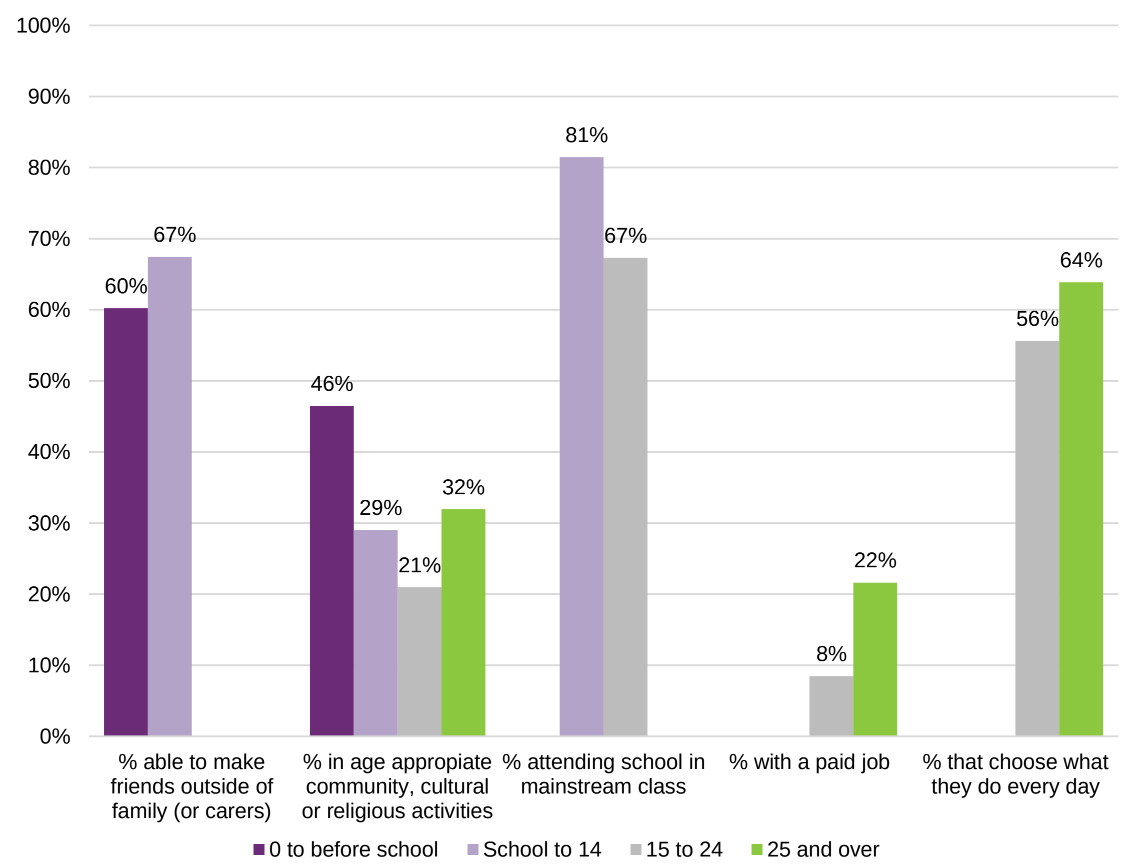
Note: Participants with initial plans approved after the end of 2018-19 Q2 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

Participant Outcomes

This information on participant outcomes has been collected from 99.9% of participants who have received their initial plan since 1 July 2016 (when they entered the scheme).

- **67% of participants from school age to 14 are able to make friends outside of family/carers, compared to 60% of participants aged 0 to before school**
- **46% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 21% - 32% for other age groups**
- **81% of participants from school age to 14 attend school in a mainstream class, compared to 67% of participants aged 15 to 24**
- **22% of participants aged 25 and over have a paid job, compared to 8% of participants aged 15 to 24**
- **64% of participants aged 25 and over choose what they do every day, compared to 56% of participants aged 15 to 24**

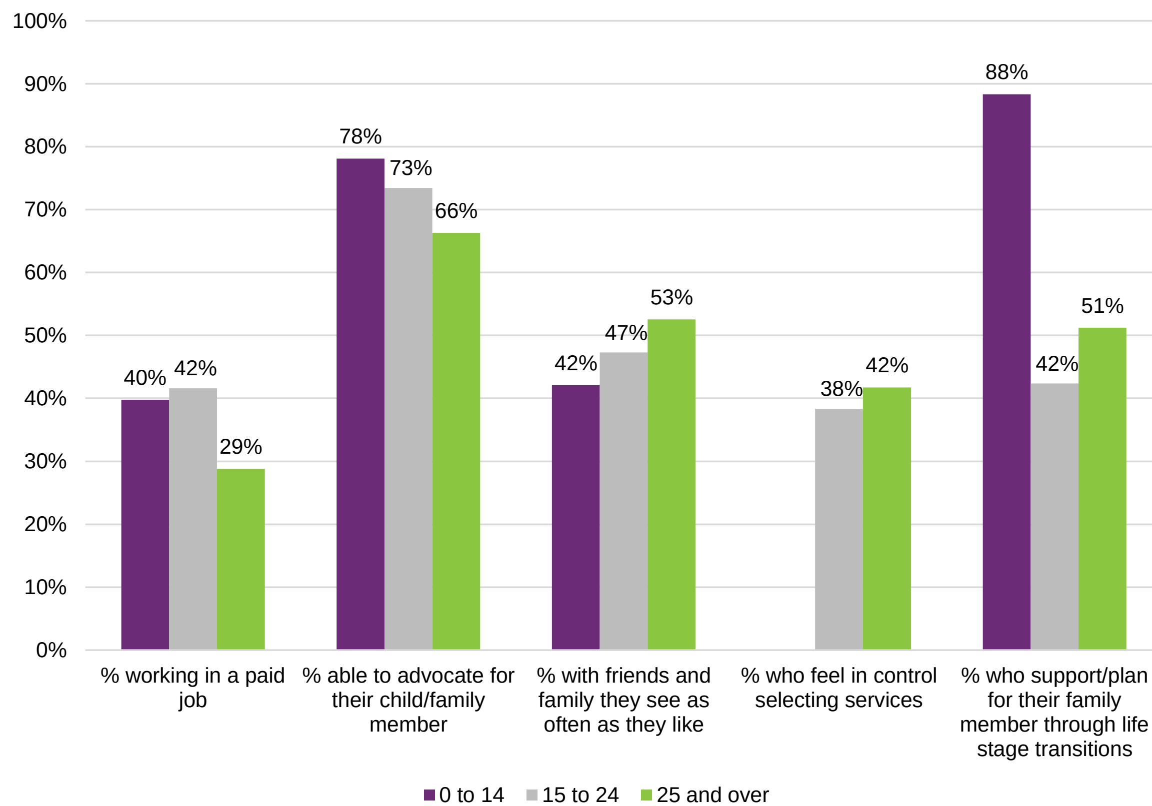
Selected key baseline indicators for participants



Family/Carers Outcomes

The percentage of participants' family/carers when they entered the Scheme (baseline indicators):
• working in a paid job was highest for participants aged 15 to 24 (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 (53%)
• who feel in control selecting services was highest for participants aged 25 and over (42%)
• who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (88%)

Selected key baseline indicators for families and carers of participants



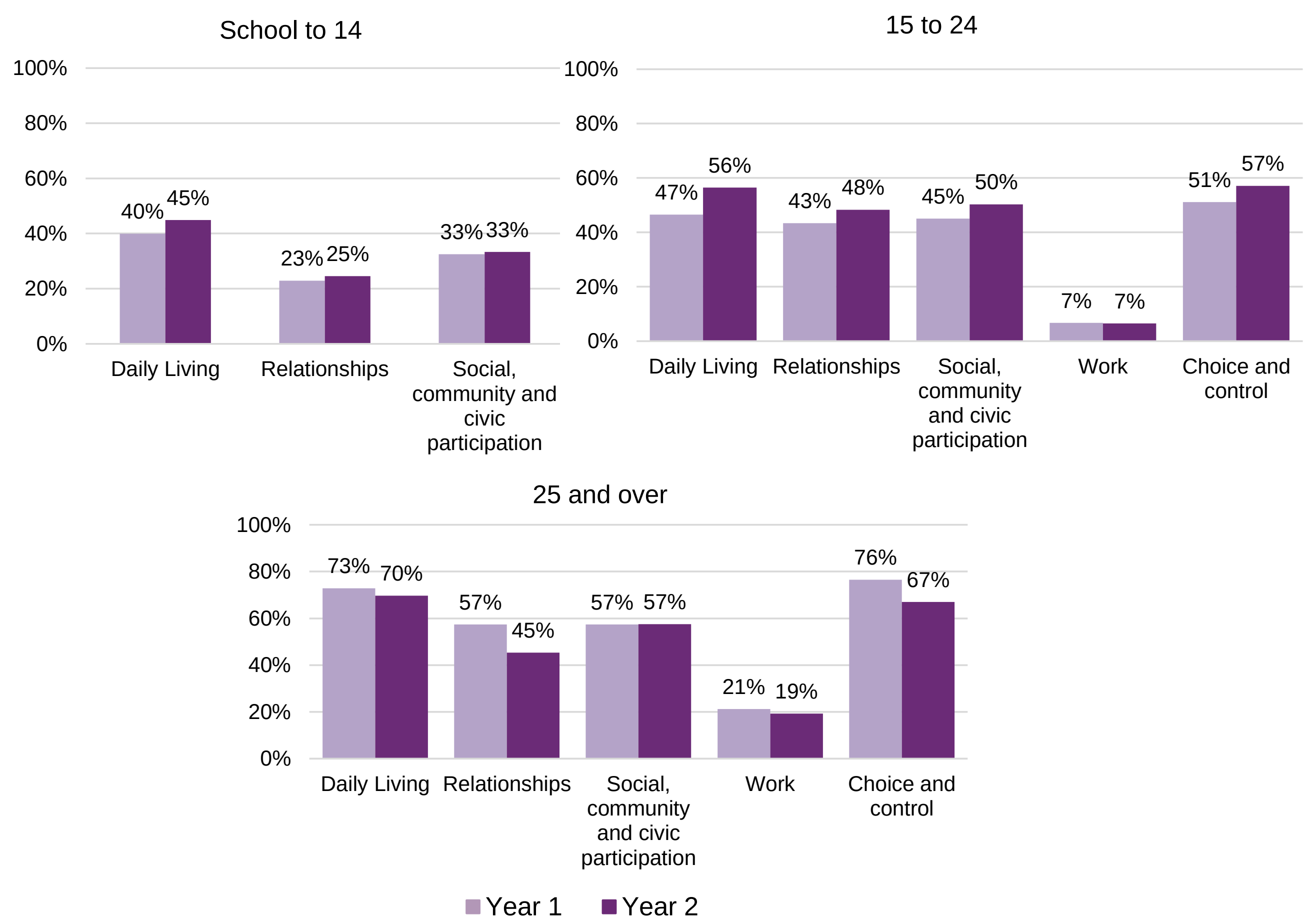
Has the NDIS helped? Participants

This data reflects participants' perceptions on whether engagement with the NDIS has helped them.

The NDIA asked the question 'Has the NDIS helped?' to individuals who entered the Scheme between 1 July 2016 and 30 June 2017, after their first year participating in the Scheme and again at the end of their second year of the Scheme.

For participants aged School to 14 and 15 to 24, perceptions of whether the NDIS has helped improved across all domains with the exception of Work. However, the perceptions of those aged 25 years and over have deteriorated across most domains.

"Has the NDIS helped?" questions for participants



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

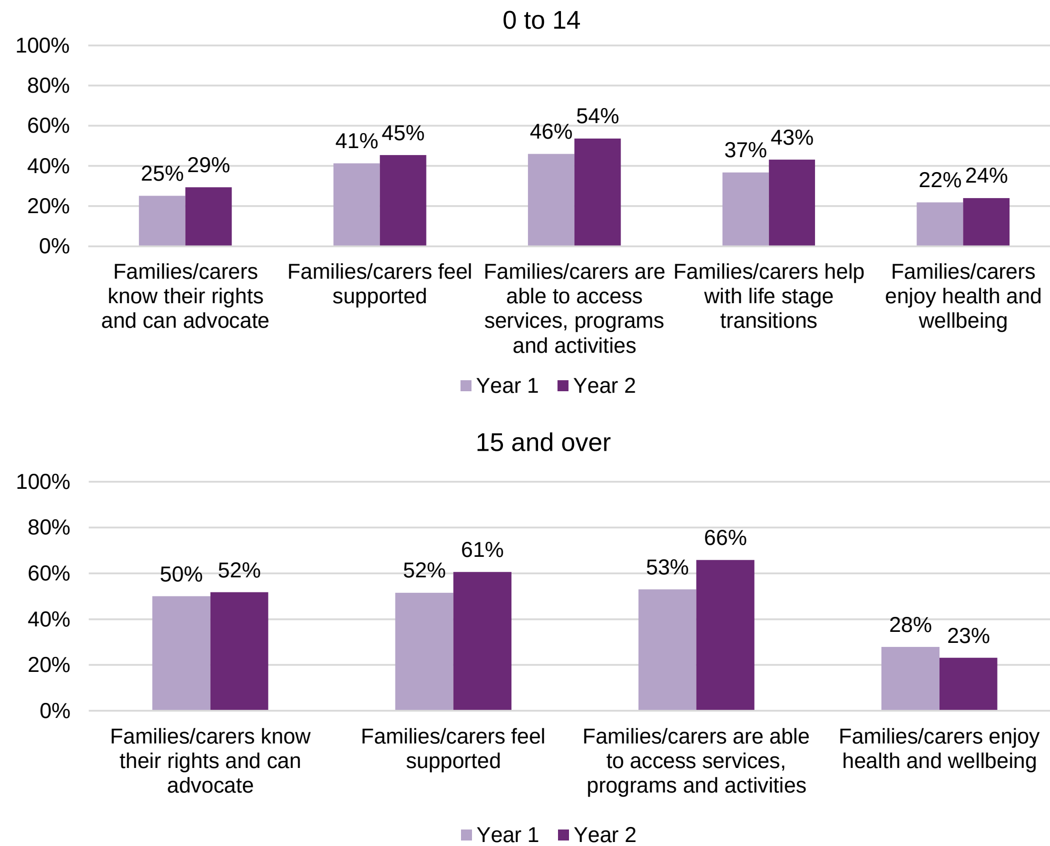
Has the NDIS helped? Family/Carers

This data reflects families and carers' perceptions on whether engagement with the NDIS has helped them.

The NDIA asked the question 'Has the NDIS helped?' to families and carers of individuals who entered the Scheme between 1 July 2016 and 30 June 2017, after their first year participating in the Scheme and again at the end of their second year of the Scheme.

Overall, the changes in family and carers' perceptions of whether the NDIS has helped have increased except for the health and wellbeing domain of participants aged 15 and over.

"Has the NDIS helped?" questions for families and carers of participants



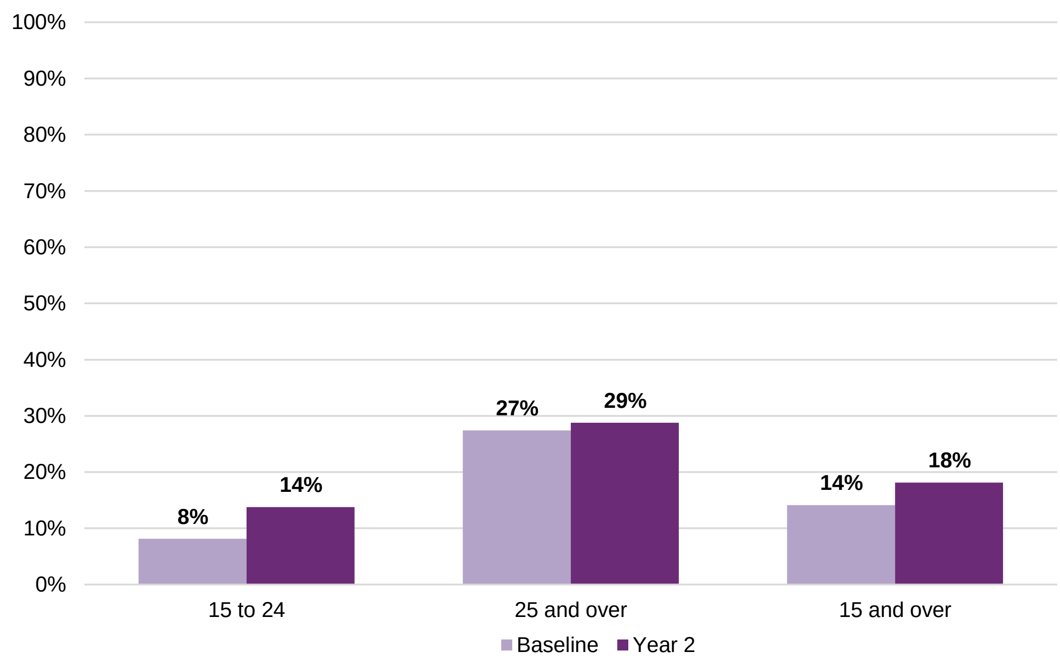
Participants in Work

The NDIA is acutely aware of the benefits that employment brings to participants and tracks employment outcomes to see whether the NDIS has helped participants to find paid work.

Baseline measures on employment are collected as a participant enters the Scheme, after their first year and again at the end of their second year of the Scheme. This data relates to participants who entered the Scheme between 1 July 2016 and 30 June 2017.

The percentage of participants in paid work increased from 8% to 14% for those aged 15 to 24 and increased from 27% to 29% for those aged 25 and over. Overall, the percentage increased from 14% to 18%.

NDIS Participants in paid employment, by age group.



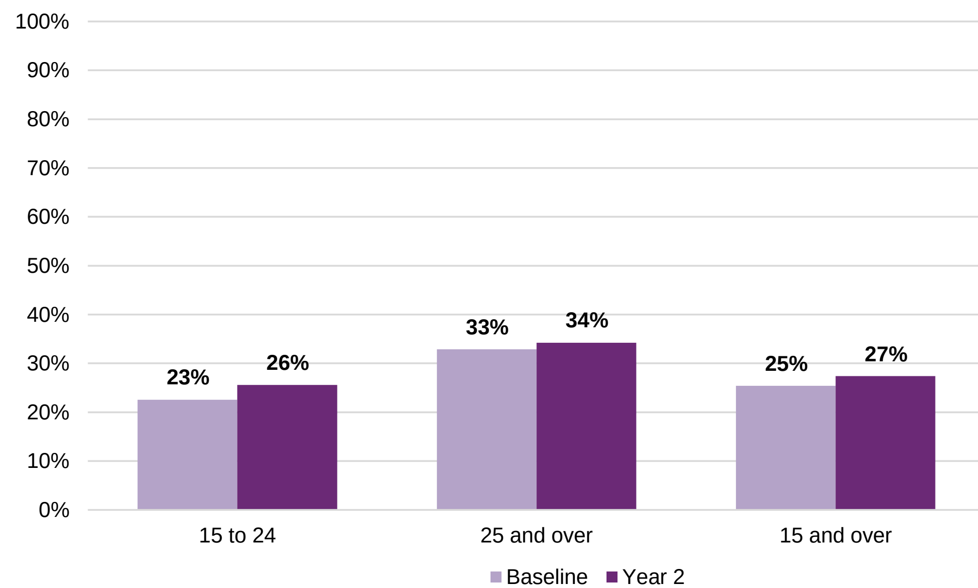
Participants involved in community and social activities

The number of participants engaging in community and social activities is one of the key measures for ensuring quality experiences and outcomes for participants.

For participants who entered the Scheme between 1 July 2016 and 30 June 2017, levels of engagement in community and social activity are being tracked to see whether the NDIS has helped them to increase their participation.

The percentage of participants engaged in social activities in their community increased from 23% to 26% for those aged 15 to 24, and increased from 33% to 34% for those aged 25 and over. Overall, the percentage increased from 25% to 27%.

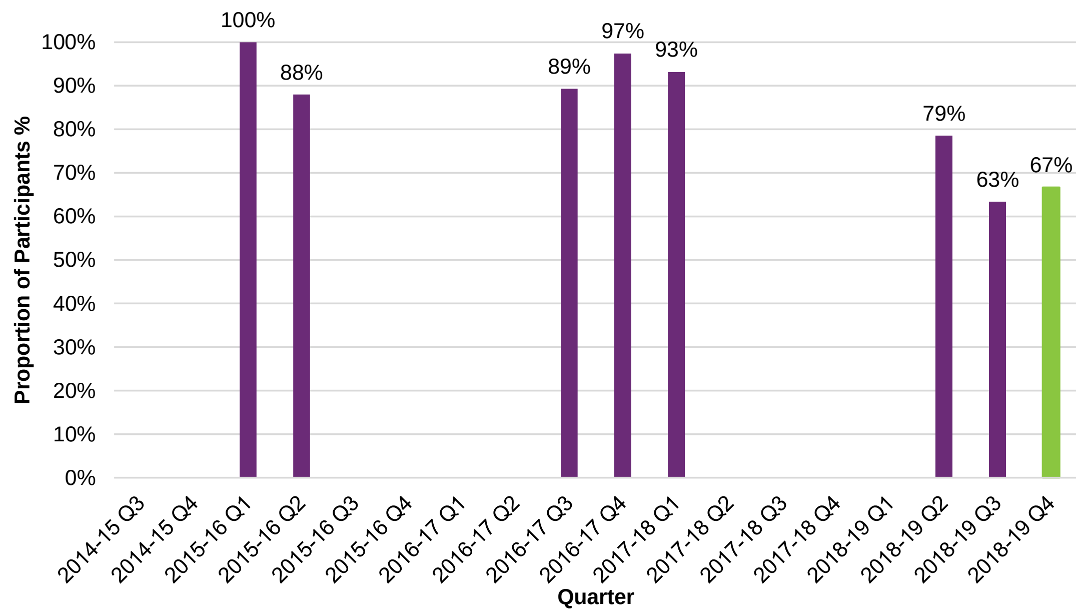
NDIS Participants participating in social activities in their community, by age group.



Participant Satisfaction

67% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter.

Proportion of participants describing satisfaction with the Agency's planning process as good or very good - by quarter



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

Participant Satisfaction - New Survey Method

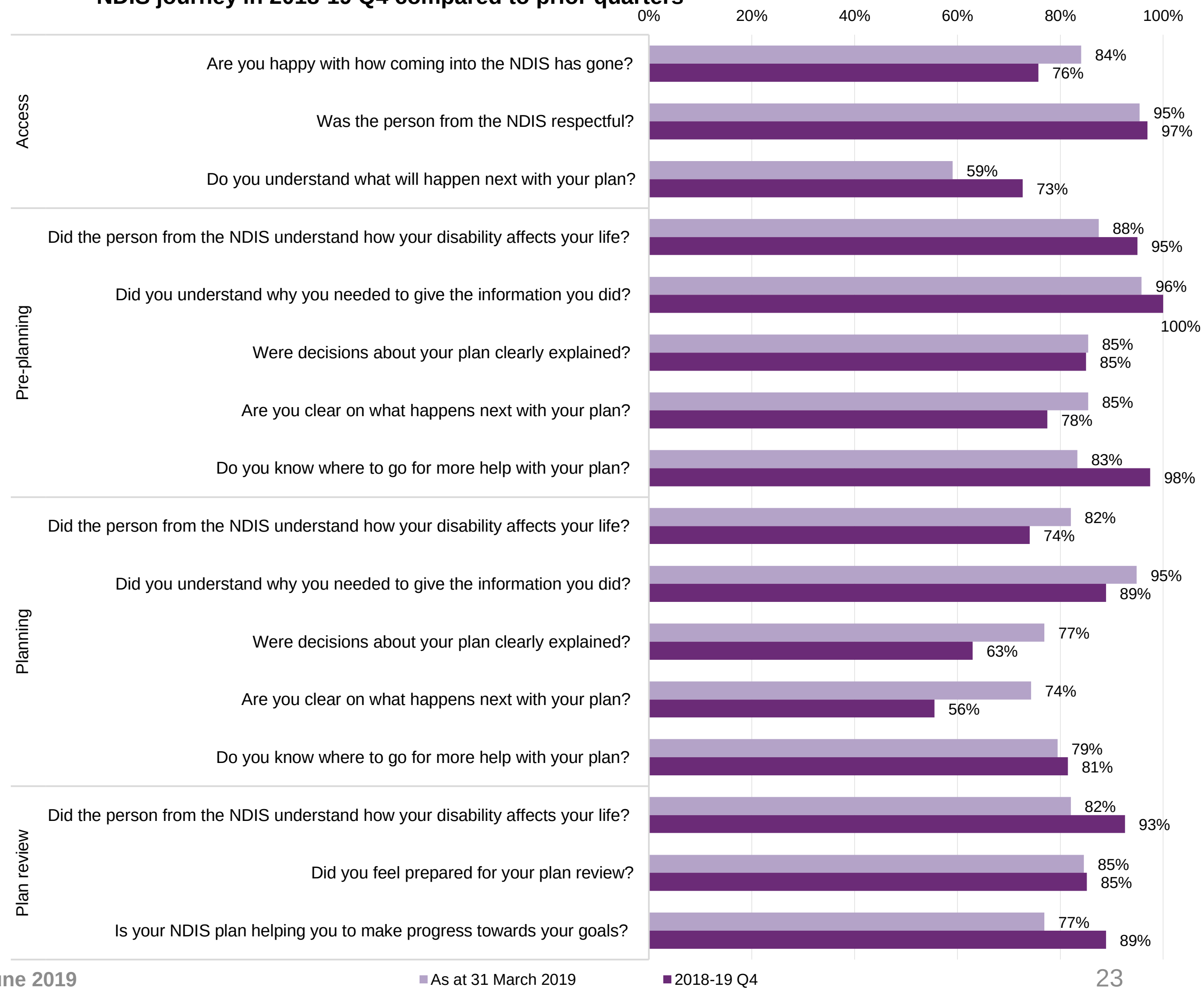
A new participant satisfaction survey has been developed to better record the experience of NDIS participants and their families and carers at different stages of the participant pathway.

It began roll-out on 1 September 2018 and will become the primary tool for analysing participant experience. The new survey is designed to gather data at the four primary stages of the participant pathway:

- **Access**
- **Pre-planning**
- **Planning**
- **Plan Review**

Overall, the level of participant satisfaction this quarter compared with previous quarters was mixed. There is still work required to improve participant understanding of the NDIS process and what happens next for individuals at each stage of the process

Proportion of participants who agreed with statements about the different stages of NDIS journey in 2018-19 Q4 compared to prior quarters



PART 2

Committed Supports and Payments

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

Of the $812 million that has been committed in participant plans, $595 million has been paid to date.

Summary

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

Key Statistics

SUMMARY OF PAYMENTS FOR SUPPORTS PROVIDED BY FINANCIAL YEAR SINCE THE NDIS TRIAL WAS LAUNCHED IN 2013-14:
2013-14: $10.0M
2014-15: $36.6M
2015-16: $48.6M
2016-17: $78.3M
2017-18: $152.7M
2018-19: $268.3M

PERCENTAGE OF COMMITTED SUPPORTS UTILISATION BY FINANCIAL YEAR:
2013-14: 55%
2014-15: 71%
2015-16: 74%
2016-17: 79%
2017-18: 81%

UTILISATION OF COMMITTED SUPPORTS IN 2018-19 IS STILL EMERGING.

Committed Supports and Payments

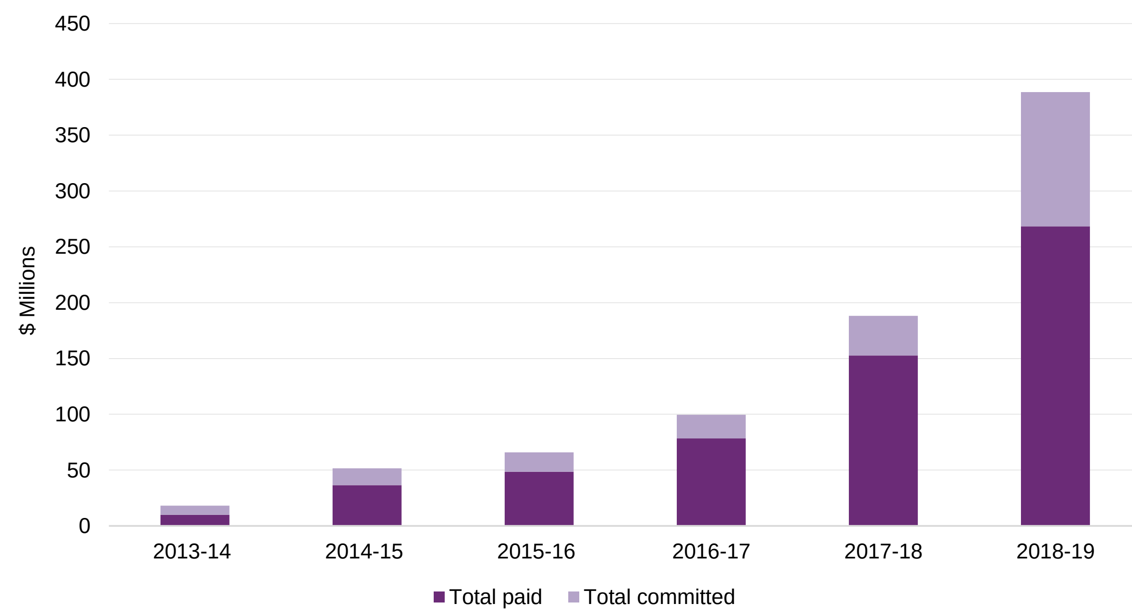
This data shows the committed supports by the year they are expected to be provided, in comparison to the committed supports that have been paid.

Of the $812.2 million that has been committed in participant plans, $594.6 million has been paid to date.

Summary of committed supports paid in financial years since the NDIS trial launched:
2013-14: $10.0m
2014-15: $36.6m
2015-16: $48.6m
2016-17: $78.3m
2017-18: $152.7m
2018-19: $268.3m

Committed and paid by expected support year

$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
Total committed	18.0	51.6	65.9	99.7	188.2	388.7	812.2
Total paid	10.0	36.6	48.6	78.3	152.7	268.3	594.6

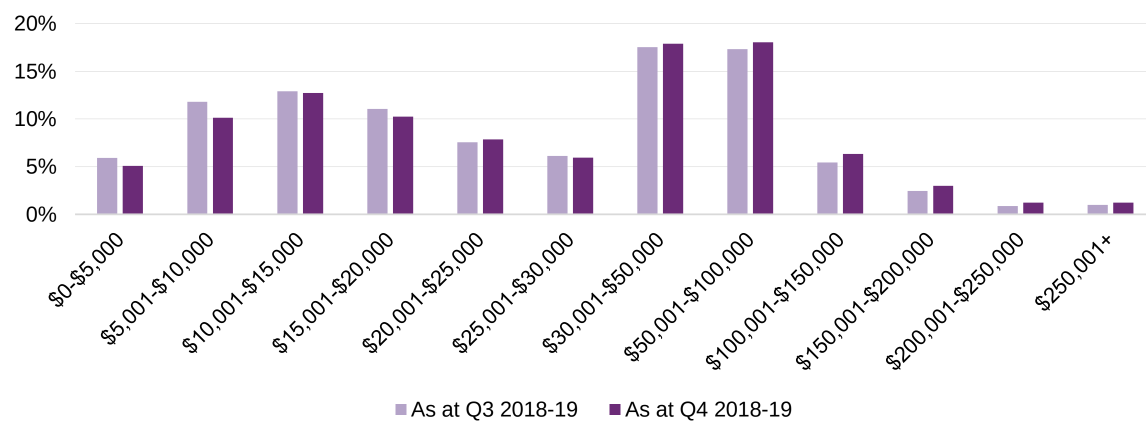


Committed Supports by Cost Band

This quarter, the distribution of average annualised committed supports has remained consistent with prior quarters. This is the case whether Supported Independent Living (SIL) supports are included or excluded in the figures.

Distribution of average annualised committed supports by cost band (including SIL)

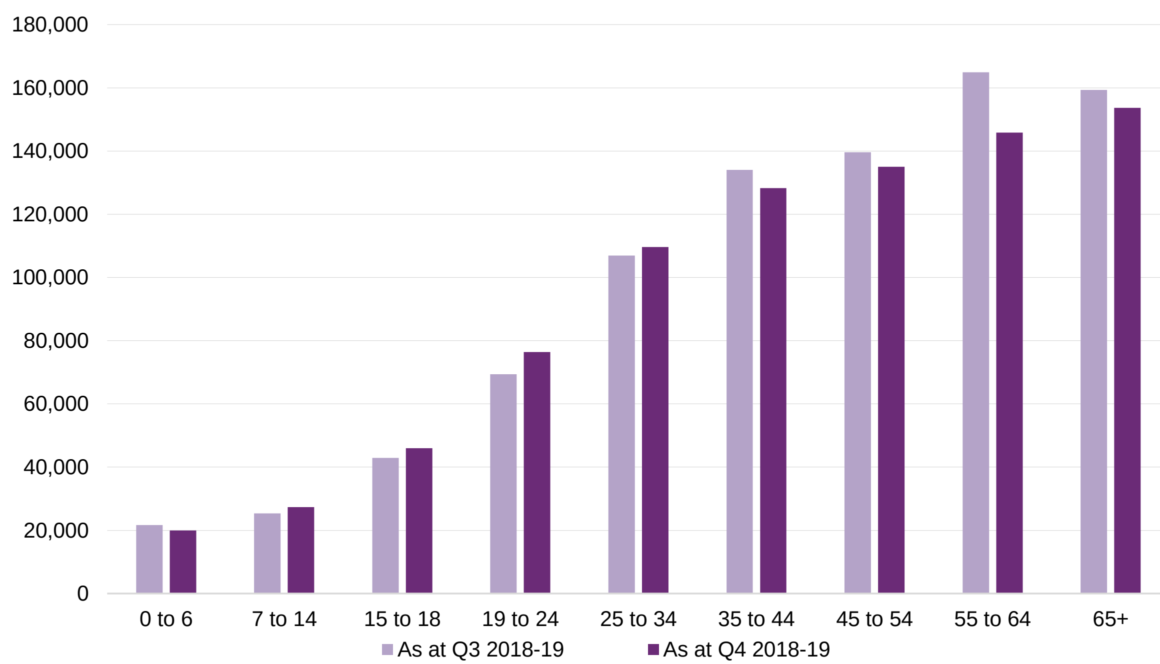
Distribution of average annualised committed supports by cost band (excluding SIL)



Committed Supports by Age Band

Average annualised committed supports for participants aged 35 and over have reduced in 2018-19 Q4. This is likely to reflect the phasing schedules outlined in the bilateral agreements where clients of Supported Accommodation services were prioritised and transitioned earlier.

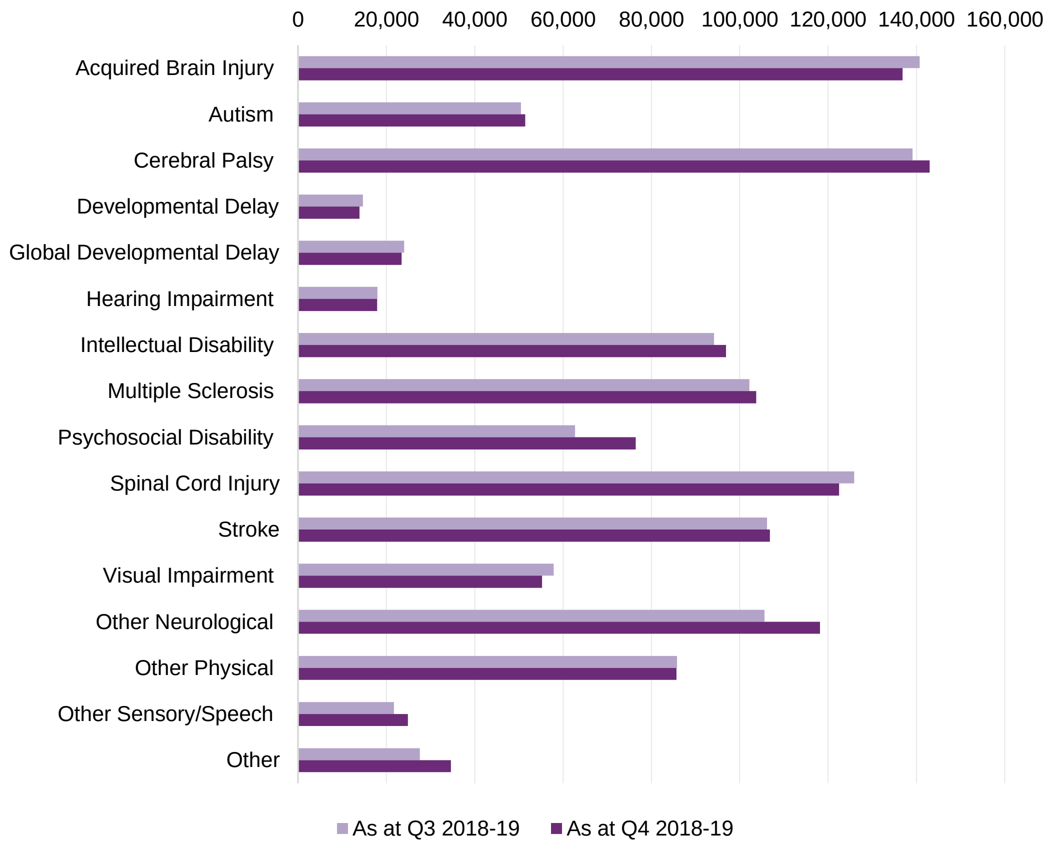
Average annualised committed supports by age band



Committed Supports by Disability Group

The highest average annualised committed supports are for participants with Cerebral Palsy, Acquired Brain Injury and Spinal Cord Injury.

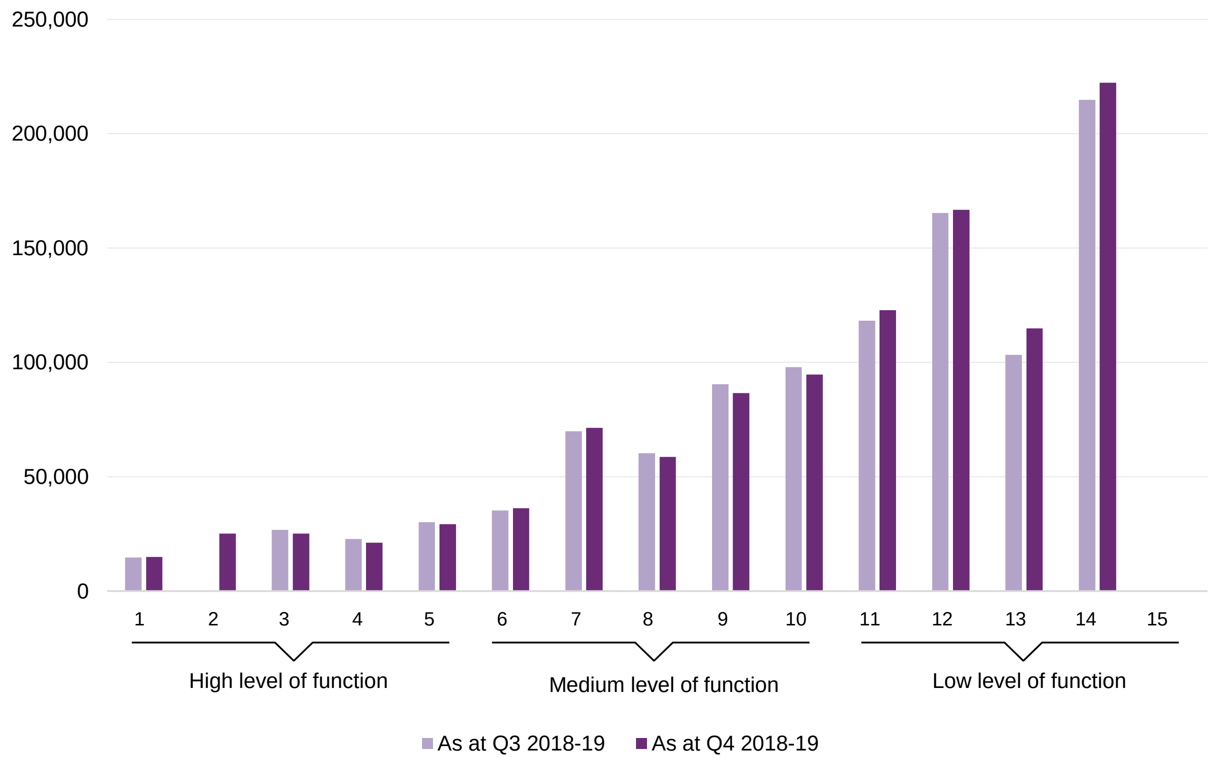
Average annualised committed supports by primary disability group



Committed Supports by Level of Function

The average annualised committed supports generally increase among participants with higher needs.

Average annualised committed supports by level 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.

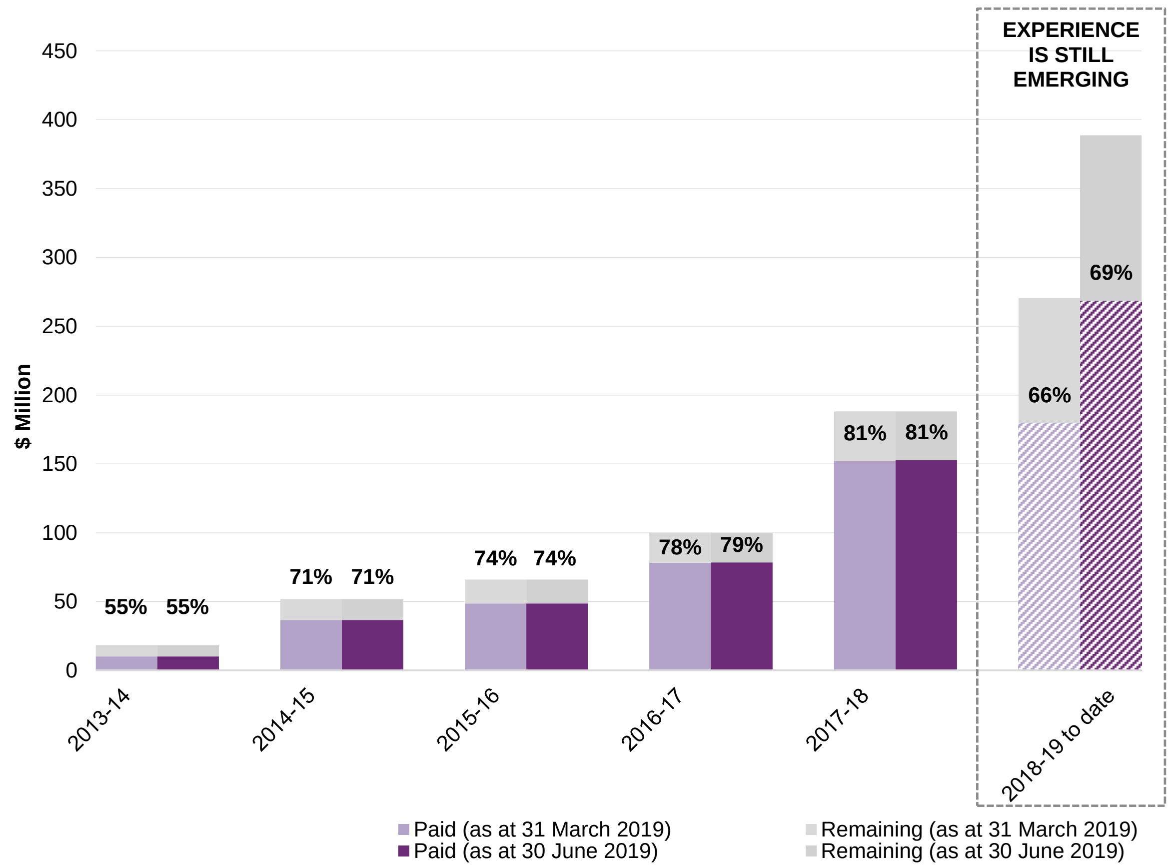
Utilisation of Committed Supports

This data demonstrates the utilisation of committed supports by the year they were expected to be provided as at 31 March 2019 and 30 June 2019.

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

Experience shows that participants utilise less of their first plan, compared with their second and subsequent plans, as it takes time to familiarise with the NDIS and decide which supports to use.

Utilisation of committed supports as at 31 March 2019 and 30 June 2019



PART 3

Providers and Markets

The provider network grows in scale and diversity, increasing participants' access to high quality services.

There were a total of 1,525 providers at 30 June 2019, representing a 5% increase on last quarter. Of these, 32% were active.

Summary

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 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.**

Key Statistics

1,525
APPROVED PROVIDERS, 32% OF WHICH WERE ACTIVE IN TASMANIA AT 30 JUNE 2019

80-85%
OF PAYMENTS MADE BY THE NDIA ARE RECEIVED BY 25% OF PROVIDERS

27%
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

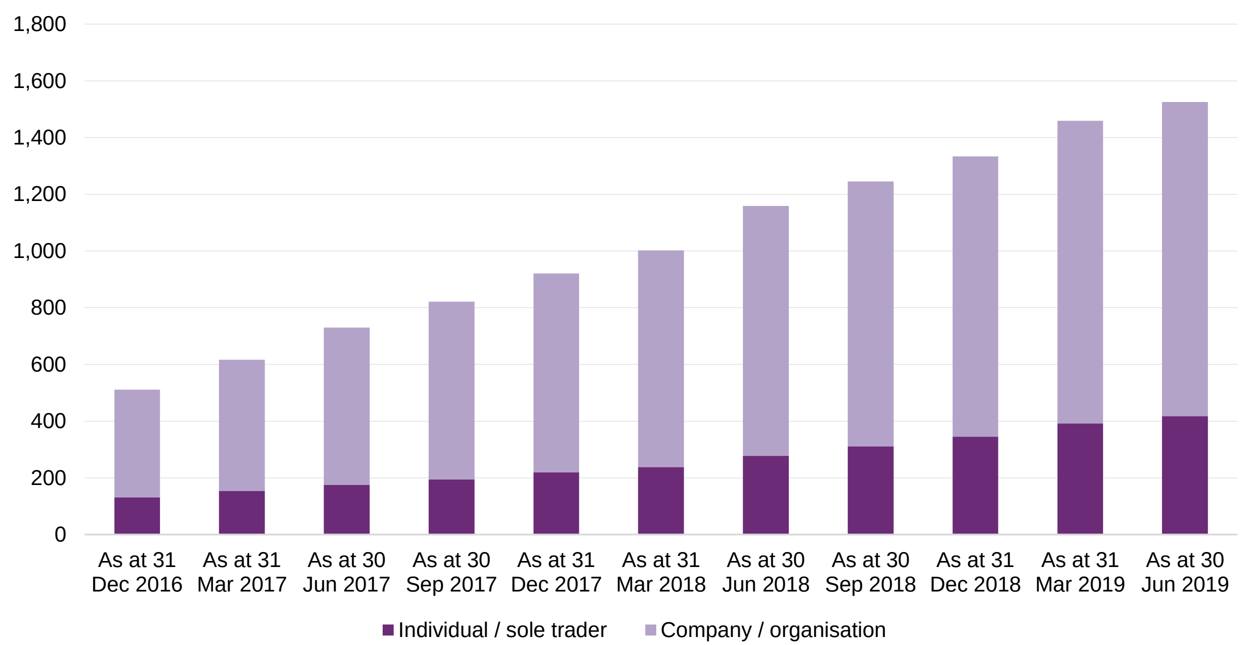
Providers over time

As at 30 June 2019, there were 1,525 registered service providers, of which 418 were individual/sole trader operated businesses and 1,107 were companies or organisations.

1.88

AVERAGE PROVIDERS PER PARTICIPANT

Approved providers over time by type of provider



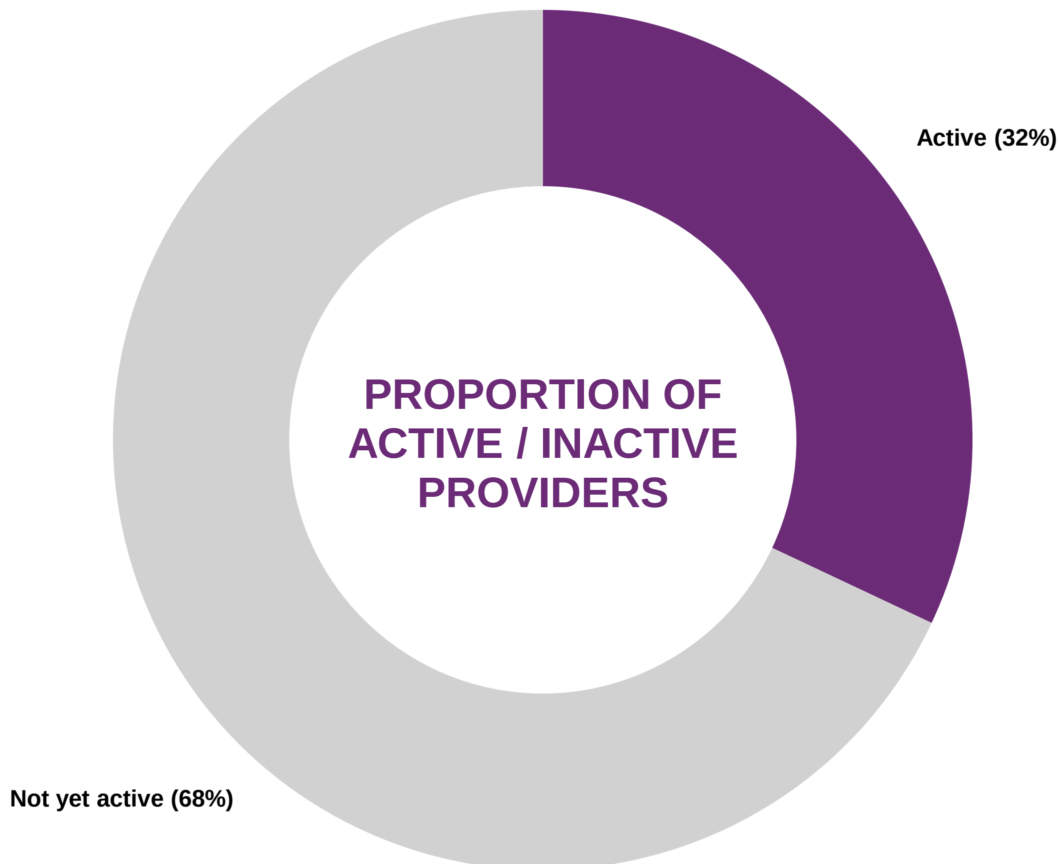
27% of approved service providers are individuals/sole traders.

The number of approved service providers increased by 5% from 1,459 to 1,525 in the quarter.

Proportion of Active Providers

As at 30 June 2019, 32% of providers were active and 68% were inactive.

Of the total providers, 173 began delivering new supports in the quarter.



173

NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS

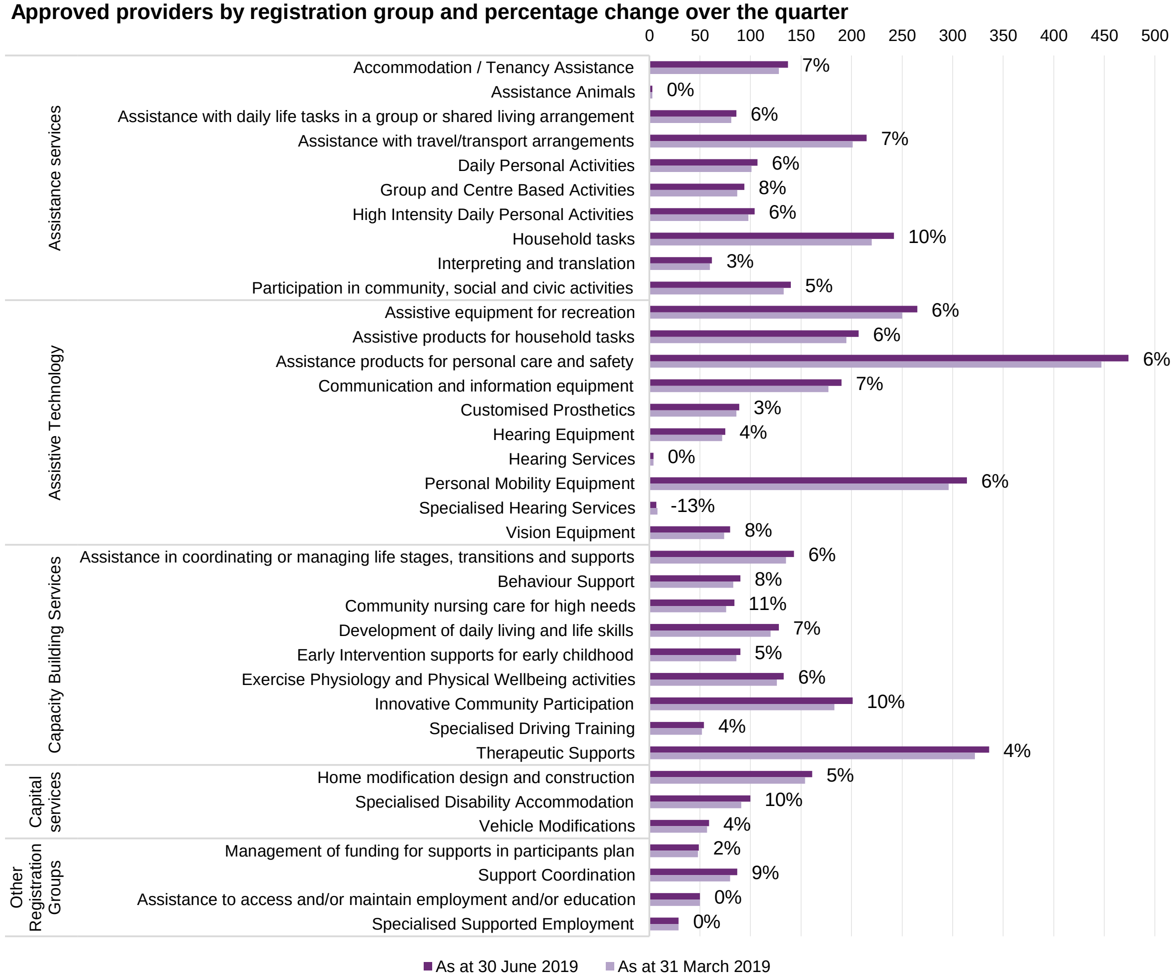
Approved Registration Groups

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 447 to 474 (6% increase)**
- **Therapeutic Supports: from 322 to 336 (4% increase)**
- **Personal Mobility Equipment: from 296 to 314 (6% increase)**
- **Assistive equipment for recreation: from 250 to 265 (6% increase)**
- **Household Tasks: from 220 to 242 (10% increase)**

Approved providers by registration group and percentage change over the quarter



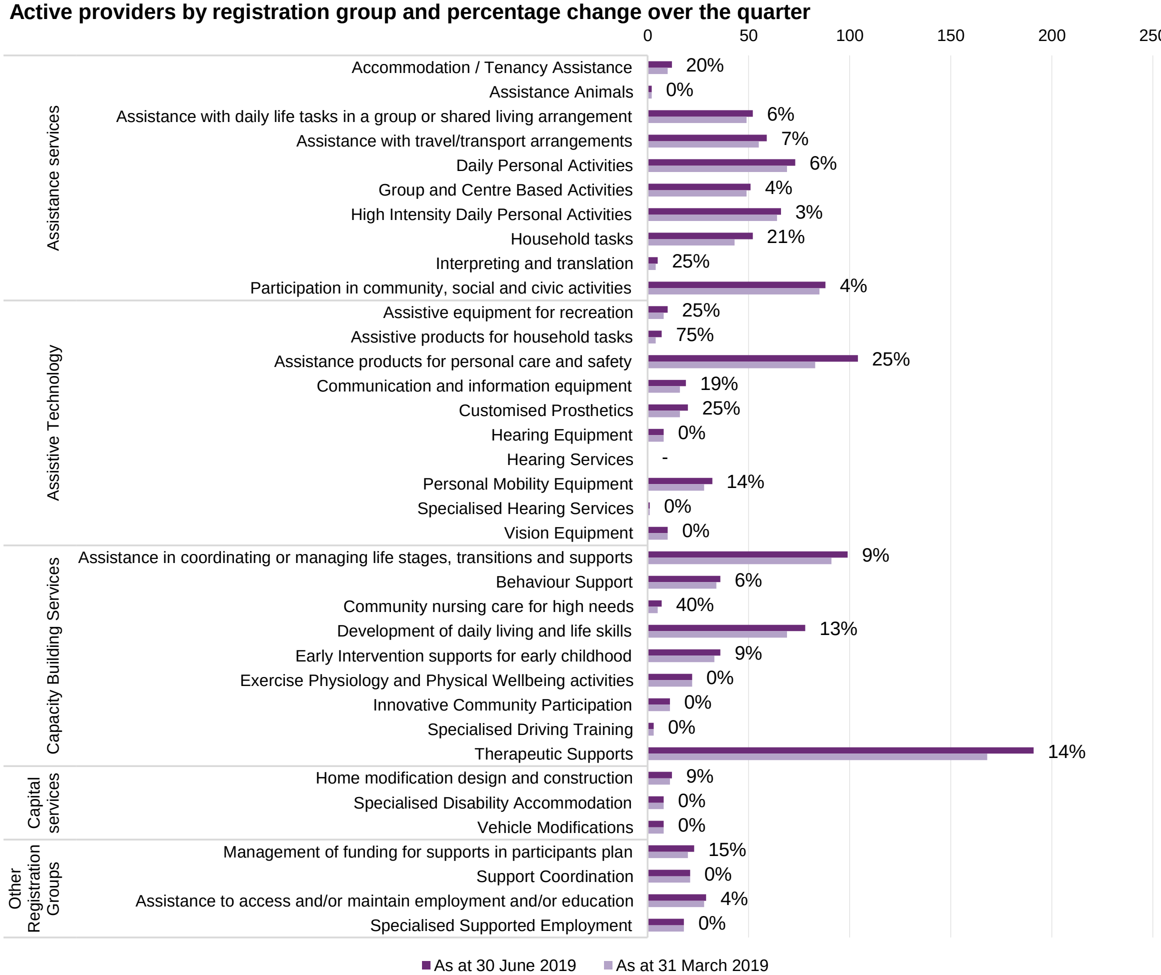
Active Registration Groups

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

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

- **Therapeutic Supports: from 168 to 191 (14% increase)**
- **Assistance products for personal care and safety: from 83 to 104 (25% increase)**
- **Assistance in coordinating or managing life stages, transitions and supports: from 91 to 99 (9% increase)**
- **Participation in community, social and civic activities: from 85 to 88 (4% increase)**
- **Development of daily living and life skills: from 69 to 78 (13% increase)**

Active providers by registration group and percentage change over the quarter



Market share of top providers

25% of service providers received 80-85% of the dollars paid for major registration groups.

Market share of the top 25% of providers by registration group.

PART 4

Information, Linkages and Capacity Building

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

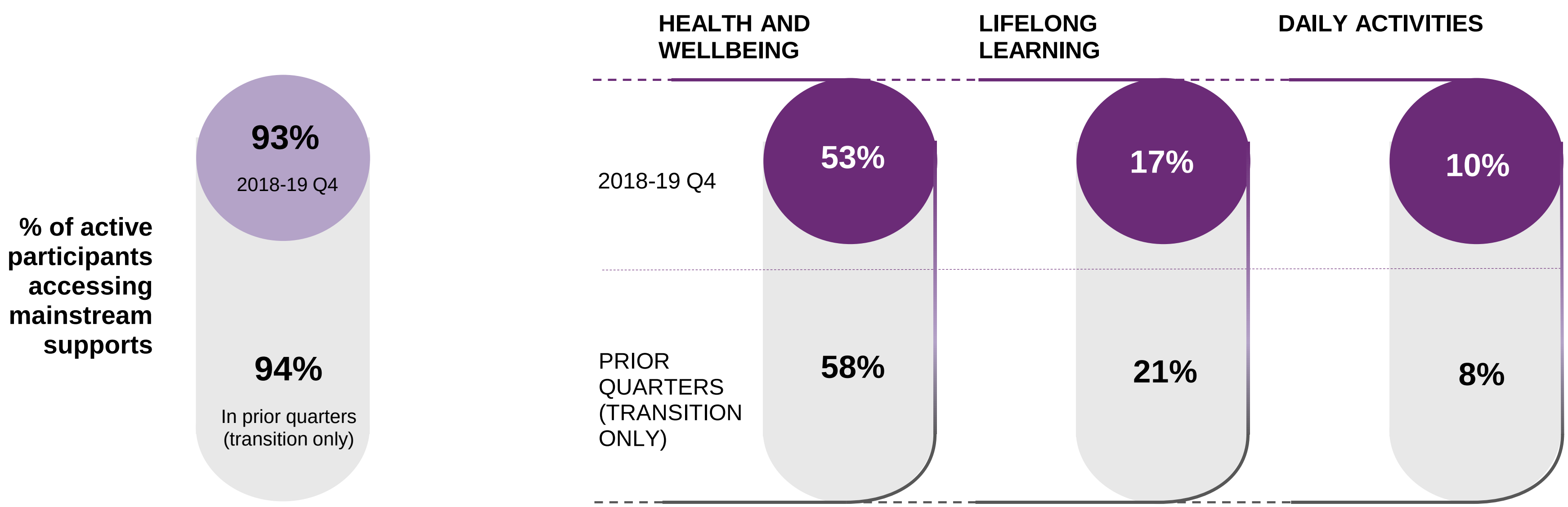
PART 5

Mainstream Interface

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

Mainstream Interface

Of the total number of active participants with a plan approved in 2018-19 Q4, 93% access mainstream services, a slight decrease from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.



PART 6

Financial Sustainability

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