

# Transcript for Tasmania Quarterly Performance Dashboard as at 31 March 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 Tasmania participant pathway experience as at 31 March 2020 and 31 December 2019.

- The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 7,679 as at 31 December 2019 to 8,343 as at 31 March 2020.
- The number of children in the E-C-E-I gateway receiving initial supports increased from 105 as at 31 December 2019 to 211 as at 31 March 2020.
- The number of children in the E-C-E-I gateway not receiving initial supports decreased from 209 as at 31 December 2019 to 114 as at 31 March 2020.
- Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimate increased from 74% as at 31 December 2019 to 82% as at 31 March 2020. The Bilateral estimate is as at 30 June 2019.
- The proportion of participants fully or partially self managing their plan for the year to date increased from 25% as at 31 December 2019 to 26% as at 31 March 2020.
- The proportion of plans activated within 90 days for the year to date remained stable at 84%, from 31 December 2019 to 31 March 2020. Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 quarter 1 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.
- The number of participant plan reviews completed increased from 1,921 in the quarter ending 31 December 2019 to 2,082 in the quarter ending 31 March 2020.
- Open participant requested reviews (PRRs) (s48) decreased from 64 as at 31 December 2019 to 19 as at 31 March 2020.
- Open reviews of reviewable decisions (RoRDs - Access) (s100) decreased from 20 as at 31 December 2019 to 10 as at 31 March 2020. RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act). Open RoRD Planning numbers relate to requests made after 15 April 2019.
- Open reviews of reviewable decisions (RoRDs - Planning) (s100) decreased from 205 as at 31 December 2019 to 118 as at 31 March 2020. RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act). Open RoRD Planning numbers relate to requests made after 15 April 2019.
- The number of access decisions in progress decreased from 195 as at 31 December 2019 to 146 as at 31 March 2020.

- The average number of days to complete an access decision for participants with ages 0 to 6 decreased from 6 in the quarter ending 31 December 2019 to 3 in the quarter ending 31 March 2020.
- The average number of days to complete an access decision for participants with ages 7 or above decreased from 8 in the quarter ending 31 December 2019 to 4 in the quarter ending 31 March 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 92 in the quarter ending 31 December 2019 to 58 in the quarter ending 31 March 2020.
- The average number of days to complete first plan after the access requirements have been met for participants with ages 7 or above increased from 57 in the quarter ending 31 December 2019 to 80 in the quarter ending 31 March 2020.

A chart displays the change in active participants between 31 December 2019 and 31 March 2020.

There were 7,679 active participants (excluding E-C-E-I) as at 31 December 2019. During 2019-20 quarter 3, there were 673 plan approvals and a negative net movement of 9 participants across jurisdictions and scheme exits. This resulted in 8,343 active participants (excluding E-C-E-I) as at 31 March 2020. Additionally, there were 211 children in the E-C-E-I gateway receiving initial supports as at 31 March 2020. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 31 March 2020 was 8,554.

The following key statistics summarise the Tasmania performance as at 31 March 2020.

- 8,707 participants have entered the scheme (including E-C-E-I) since July 2013 and currently reside in Tasmania. 8,554 of these continue to be active.
- 4,164 active participants are receiving supports for the first time.
- In the current quarter, 673 participants have entered the scheme and there are 211 children with initial supports in the E-C-E-I gateway at the end of March 2020.
- 2,082 plans were reviewed this quarter.
- 679 access decisions have been made in the quarter, 497 of which met access and are still active as at 31 March 2020.
- 67 (10.0%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in Tasmania to 661 (7.9%).
- 20 (3.0%) of the new active participants this quarter are culturally and linguistically diverse, also known as CALD, taking the total number of CALD participants in Tasmania to 258 (3.1%).

## Section 2 Provider and Market Metrics

A table displays the following key statistics on Tasmania provider and market metrics as at 31 March 2020 and at 31 December 2019.

- The total number of active providers (with at least one claim ever) increased from 900 as at 31 December 2019 to 996 as at 31 March 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 478 as at 31 December 2019 to 493 as at 31 March 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 72% as at 31 December 2019 to 70% as at 31 March 2020.
- Plan utilisation by region. The proportion of regions that are more than 10 percentage points below the benchmark remained stable at 0%, from 31 December 2019 to 31 March 2020. 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 remained stable at 0%, from 31 December 2019 to 31 March 2020.
- The proportion of payments paid within 5 days (portal) remained stable at 99.9%, from 31 December 2019 to 31 March 2020.
- The growth in annualised plan budget increased from 5.0% as at 31 December 2019 to 9.8% as at 31 March 2020. This measure is based on plans reviewed in the current quarter.

The following comments are made regarding the Tasmania provider and market metrics as at 31 March 2020.

- The number of active providers at the end of March is 996, growing by 11% in the quarter.
- Utilisation was 70% in the six months from 1 July 2019 to 31 December 2019, with no regions in Tasmania more than 10 percentage points below the adjusted national benchmark.
- None of the regions has the top 10 providers providing more than 85% of supports by value.

A chart displays the Tasmania distribution of regions by plan utilisation as at 31 March 2020. 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.

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

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

4 out of 4 (100%) 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:

- Tasmania South East: 68% versus 70% benchmark.
- Tasmania North: 68% versus 70% benchmark.
- Tasmania North West: 71% versus 72% benchmark.

- Tasmania South West: 72% versus 73% benchmark.

A chart displays the Tasmania distribution of regions by market concentration as at 31 March 2020.

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

No regions have between 90% and 95% of payments going to the 10 largest providers.

No regions have between 85% and 90% of payments going to the 10 largest providers.

3 out of 4 (75%) regions have between 65% and 85% of payments going to the 10 largest providers.

1 out of 4 (25%) regions have between 45% and 65% of payments going to the 10 largest providers.

No regions have less than 45% of payments going to the 10 largest providers.

Region closest to benchmark:

- Tasmania North West: 77% versus 85% benchmark.

### Section 3 Regional Summaries

A chart displays the active participants by region as at 31 March 2020.

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

The following comments are made regarding the Tasmania experience at region level as at 31 March 2020.

- Tasmania North has the highest number of active participants (2,303), while Tasmania South East has the lowest (1,735).
- Tasmania South West has the highest average annualised committed supports. This is partly driven by a higher proportion of SIL participants compared with other Tasmanian regions.
- Tasmania South West has the highest utilisation at 72%, whilst Tasmania North and Tasmania South East have the lowest utilisation at 68%.
- Only utilisation of committed supports from 1 July 2019 to 31 December 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 Tasmania participant outcomes and satisfaction.

For Outcomes measures as at 31 March 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 April 2017 and 31 March 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 28% at Baseline to 39% at the second review.
- The percentage of participants in work increased from 14% at Baseline to 17% at the second review.

- The percentage of participants who choose who supports them increased from 44% at Baseline to 48% 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.

- The percentage for the 'Access' stage was not reportable in the quarter ending 31 December 2019 but was 74% in the quarter ending 31 March 2020. There is insufficient data to report on the participant satisfaction survey results relating to the Access stage for 2019-20 Q3 and the Plan review stage for both 2019-20 Q3 and 2019-20 Q2.
- The percentage for the 'Pre-planning' stage decreased from 82% in the quarter ending 31 December 2019 to 81% in the quarter ending 31 March 2020.
- The percentage for the 'Planning' stage increased from 78% in the quarter ending 31 December 2019 to 92% in the quarter ending 31 March 2020.
- The percentage for the 'Plan review' stage was not reportable in the quarter ending 31 December 2019 nor in the quarter ending 31 March 2020. There is insufficient data to report on the participant satisfaction survey results relating to the Access stage for 2019-20 Q3 and the Plan review stage for both 2019-20 Q3 and 2019-20 Q2.