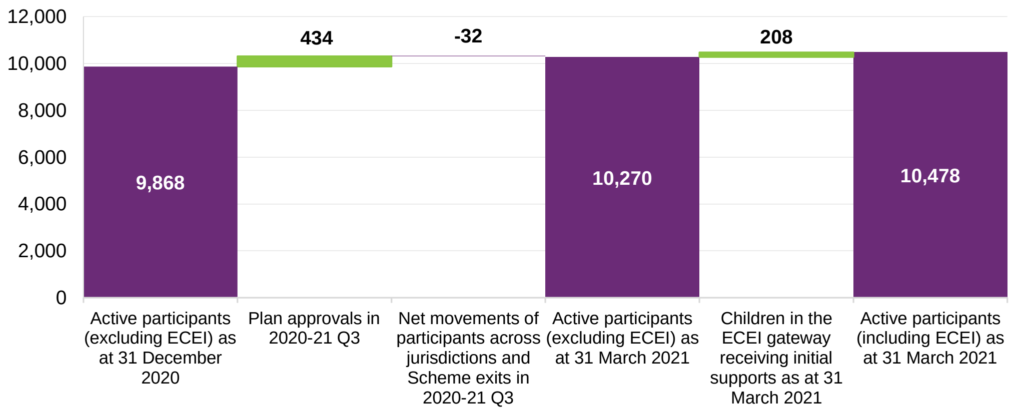
Tasmania | 31 March 2021 | Quarterly Performance Dashboard

Participants and Planning

Participant Pathway Experience	As at 31 Mar	As at 31 Dec
Active participants (excluding ECEI)	10,270	9,868
Children in the ECEI gateway receiving Initial Supports	208	241
Children in the ECEI gateway not receiving Initial Supports	15	15
Proportion of participants fully or partially self managing their plan	25%	25%
Proportion of plans activated within 90 days*	84%	84%
Number of participant plan reviews completed in quarter**	2,220	2,202
Access decisions in progress	240	231
Participant Service Guarantee (PSG) - proportion which met target in quarter		
2: Access decision made or further information requested within 21 days of an access request	100%	100%
4: Access decision made within 14 days of final information being provided	99%	98%
5: Commence facilitating the preparation of a plan, within 21 days of an access decision being made***	76%	82%
6: First plan approved after access decision has been made for participants aged 7 or above, within 56 days****	90%	97%
7: First plan approved after access decision has been made for participants aged 0 to 6, within 90 days	98%	98%
11: Commence facilitating a scheduled plan review 56 days prior to the scheduled review date***	10%	77%
12: Decision made to undertake Participant Requested Reviews (PRRs) within 21 days	100%	100%
13: Participant Requested Reviews (PRRs) completed after decision made within 42 days	70%	68%
17: Reviews of Reviewable Decisions (RoRDs) completed after request is received within 90 days	93%	97%

** Trial participants are excluded. Participants with initial plans approved after the end of 2020-21 Q1 have been excluded. They are relatively new and it is too early to examine their durations to activation.*
*** Plans less than 31 days in duration have been excluded. The number of plan reviews during the December 2020 quarter have been restated at 31 March 2021 due to retrospective changes in underlying data.*
**** The logic used to measure these PSG timeframes has changed based on the use of new interactions in the CRM system. The result for PSG 11 for the March quarter uses the new logic whereas the results for PSG 5 for both quarters use the new logic. Despite current underachievement of PSG 11 regarding facilitating scheduled reviews, the NDIA's new participant check-in process ensures that every scheduled review begins with a contact from the planner or partner to discuss review options well before any scheduled review date.*
***** The target timeframe for PSG 6 has been reduced from 70 to 56 days in early 2021. The result for the March 2021 quarter is based on the 56 day timeframe while the result for the December 2020 quarter is based on the 70 day timeframe.*

Change in active participants between 31 Dec 2020 and 31 Mar 2021



Performance summary:
- 10,752 participants have entered the Scheme (incl ECEI) since July 2013 and currently reside in Tasmania. 10,478 of these continue to be active.
- 5,911 active participants are receiving supports for the first time.
- In the current quarter, 434 participants have entered the Scheme and there are 208 children with initial supports in the ECEI gateway at the end of March 2021.
- 2,220 plans were reviewed this quarter.
- 615 access decisions have been made in the quarter, 444 of which met access and are still active as at 31 March 2021.
- 37 (8.5%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in TAS to 868 (8.5%).
- 13 (3.0%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in TAS to 311 (3.0%).

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Provider and Market Metrics

Market supply and participant costs	As at 31 Mar	As at 31 Dec
Total number of active providers (with at least one claim ever)*	1,198	1,143
Total number of active providers in last quarter*	475	477
Utilisation (6 month rolling average with 3 month lag) (%)	72%	71%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark)**	0%	0%
Market concentration (% of service districts where more than 85% of payments for supports go to the top 10 providers)	0%	0%
Payments paid within 5 days (portal) (%)	99.8%	99.8%
Growth in annualised plan budget (current quarterly reviews %)***	1.0%	0.2%

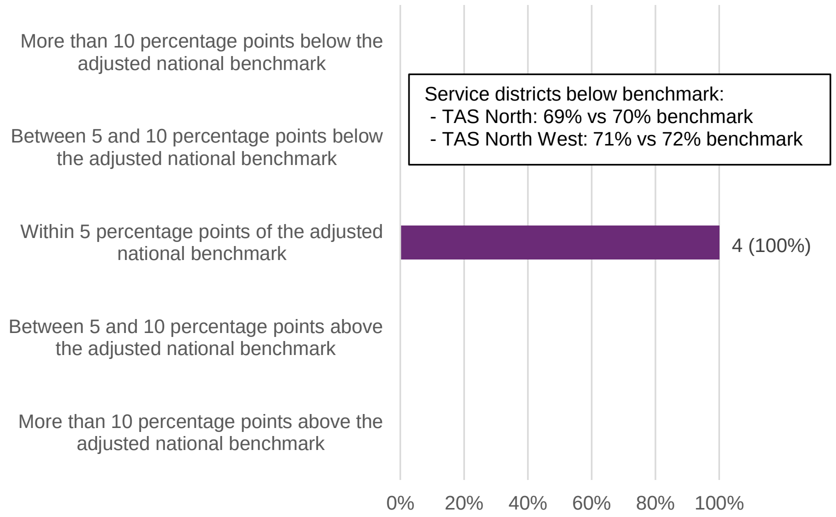
** Active providers refer to those who have received payment for supporting Agency-managed participants.*

*** The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants have been in the Scheme.*

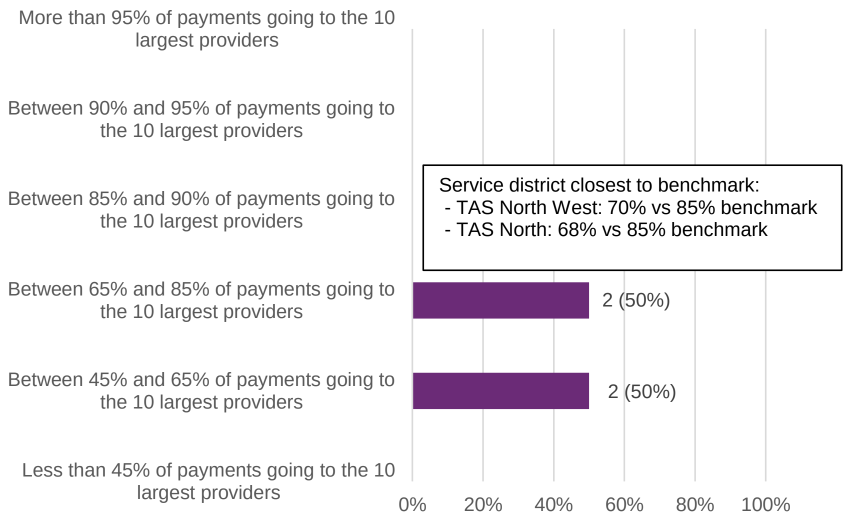
**** The rate of growth for the December 2020 quarter has been restated due to retrospective changes in the underlying data.*

- The number of active providers at the end of March is 1,198, growing by 5% in the quarter.
- Utilisation was 72% in the six months from 1 July 2020 to 31 December 2020, with no service districts in Tasmania more than 10 percentage points below the adjusted national benchmark.
- None of the service districts has the top 10 providers providing more than 85% of payments.

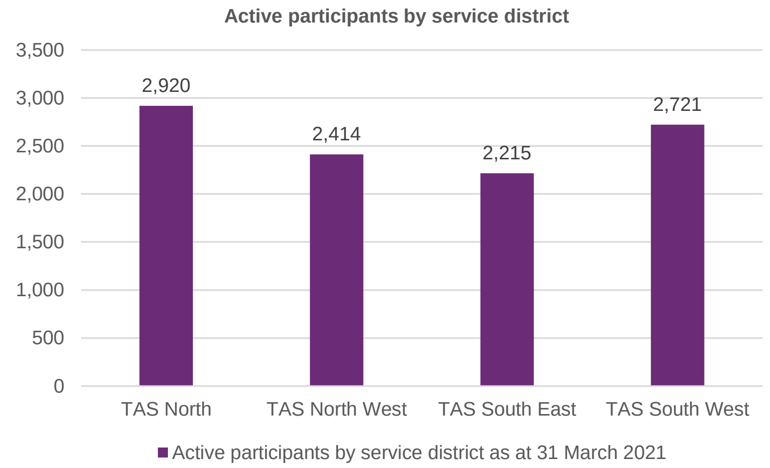
Distribution of service districts by plan utilisation**

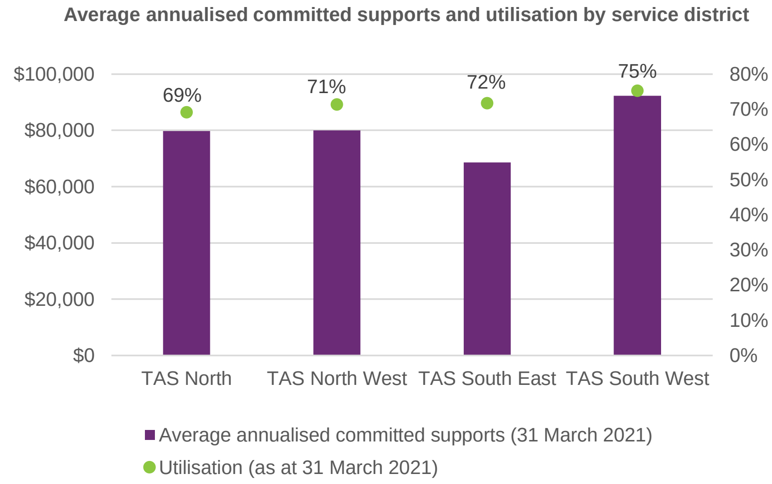


Distribution of service districts by market concentration



Service District Summaries





- TAS North has the highest number of active participants (2,920), while TAS South East has the lowest (2,215).
- TAS South West has the highest average annualised committed supports. This is partly driven by a higher proportion of SIL participants compared with other Tasmanian service districts.
- TAS South West has the highest utilisation at 75%, whilst TAS North has the lowest utilisation (69%).
- Only utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent 3 months is still emerging.

Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction		
Participant and Scheme Outcome metrics from the Corporate Plan as at 31 March 2021*	***Latest review***	***Baseline***
- Participant employment rate - ages 15 and over	18%	16%
- Participant social and community engagement rate - ages 15 and over	33%	29%
- Parent and carer employment rate - all ages	43%	41%
% of Participants rating their overall experience as Very Good or Good by pathway stage – current quarter**	***2020-21 Q3***	***2020-21 Q2***
- Access***	n/a	n/a
- Pre-planning	78%	88%
- Planning	90%	91%
- Plan review	77%	80%

** These Outcomes results only include participants who have been in the Scheme for at least two years. Trial participants are excluded. The measures compare the responses at the participants' most recent plan review, with the result at Scheme entry (Baseline)*

*** Participant satisfaction results for 2020-21 Q2 have been restated using data as at 31 March 2021 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 Access stage for 2020-21 Q2 and 2020-21 Q3.*