

The new Information and Communications Technology (ICT) system test commenced in Tasmania in the December 2022 quarter. The Quarterly Performance Dashboard combined data from the current and new ICT systems, where it is available. Data from the new ICT system is not available for all tables shown. Where this is materially incomplete, the data has not been shown in this dashboard. This may lead to restatements of information in future reports. "n/a" means that results are materially incomplete and hence omitted.

### Participants and Planning

Participant experience	As at 31 Mar	As at 31 Dec
Active participants with approved plans (excluding children accessing early connections)	13,049	12,819
Children accessing early connections	151	183
Children waiting for early connections	6	6
Percentage of participants fully or partially self managing their plan	25%	23%
Percentage of plans activated within 90 days <sup>1</sup>	85%	85%
Number of participant plan reassessments completed in quarter <sup>2</sup>	n/a	1,851

Change in active participants between 31 Dec 2022 and 31 Mar 2023



#### Performance summary:

- 13,734 participants <sup>3</sup> (excluding children accessing early connections) have had an approved plan since July 2013. 13,049 of these continue to be active.
- 8,657 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- In the current quarter, 257 participants have entered the Scheme and there are 151 children accessing early connections at the end of March 2023.
- 327 access decisions have been made in the quarter, of which 289 met access and are still active.
- 29 (11.5%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in TAS to 1,248 (9.6%).
- 3 (1.2%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD) <sup>4</sup>, taking the total number of CALD participants in TAS to 363 (2.8%).

### Participant outcomes and satisfaction

Participant outcomes and satisfaction	Latest Reassessment	Baseline
<b>Participant and Scheme Outcome metrics from the Corporate Plan as at 31 March 2023 <sup>5</sup></b>		
• Participant employment rate <sup>6</sup>	18%	18%
• Participant social and community engagement rate	34%	30%
• Parent and carer employment rate	43%	40%
	<b>Latest Reassessment</b>	<b>First Reassessment</b>
• Participant perception of choice and control	74%	68%
<b>% of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter</b>	<b>2022-23 Q3</b>	<b>2022-23 Q2</b>
• Access	n/a	n/a
• Pre-planning	n/a	86%
• Planning	n/a	86%
• Plan reassessment	n/a	69%

<sup>1</sup> Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of 2022-23 Q1 have been excluded.

<sup>2</sup> Plans less than 31 days in duration have been excluded from this tabulation, as these reassessments are more likely to represent corrections to the plan rather than a new plan reassessment to address a change in circumstance.

<sup>3</sup> There is one (1) instance of a plan approved in the new Information and Communication Technology (ICT) system, for a participant in Tasmania, however the same plan has not met the conditions for inclusion in this report.

<sup>4</sup> The number of CALD participants excludes First Nations participants.

<sup>5</sup> The Outcome results include participants who have been in the Scheme for at least two years. Trial participants are excluded. Except for the parent and carer employment rate, only participants aged 15 and over are included. The Baseline results are at Scheme entry.

<sup>6</sup> Participant employment rate metric includes results for participants aged 15 to 64.

## Participant Service Guarantee

Percentage meeting the Service Guarantee in quarter <sup>1 2</sup>		Service Guarantee	31 Mar	31 Dec
<b>General</b>	1. Explain a previous decision, after a request for explanation is received	28 days	n/a	100%
<b>Access</b>	2. Make an access decision, or request for more information, after an access request has been received	21 days	n/a	99%
	3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	n/a	99%
	4. Make an access decision, after more information has been provided	14 days	n/a	95%
	<b>Planning</b>	5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	n/a
<b>Implementation</b>	6. Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports)	56 days	n/a	92%
	7. Approve a plan for ECA participants, after an access decision has been made	90 days	n/a	98%
	9. If the participant accepts the offer, hold a plan implementation meeting	28 days	n/a	100%
<b>Plan Reassessments</b>	11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	n/a	58%
	12. Decide whether to undertake a Participant Requested Plan Reassessment, after the request is received	21 days	n/a	92%
	13. Complete a reassessment, after the decision to accept the request was made	28 days	n/a	62%
<b>Plan Amendments</b>	14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	n/a	90%
	15. Amend a plan, after the receipt of information relating to a complex quote that triggers a plan amendment process	50 days	n/a	100%
<b>Reviewable Decisions</b>	17. Complete an Internal Review of a Reviewable Decision, after a request is received	60 days	n/a	97%
	18. Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	n/a	100%
<b>Nominee</b>	19. Cancel participant requested nominee	14 days	n/a	100%
	20. Cancel CEO initiated nominee	14 days	n/a	100%

• The NDIA commenced measuring performance against the PSG metrics prior to the legislation of the Participant Service Charter and Guarantee. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament, and received Royal Assent on 1 April 2022.

<sup>1</sup> PSG results in the previous quarter may be restated due to ongoing logic refinement and changes in data quality.

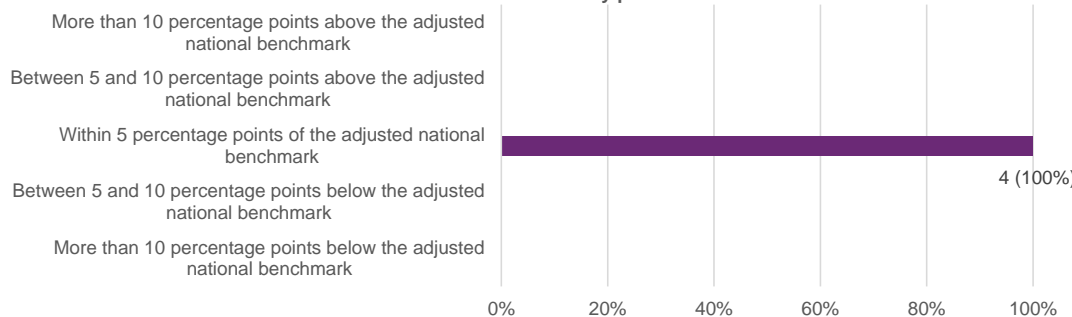
<sup>2</sup> The PSG measures currently do not include participants who have migrated to the new Information and Communications Technology (ICT) system in Tasmania. However, the PSG measures are being remediated where there is a similar process and data available between the new and old systems. As this process is incomplete, the results are not yet able to be shown for the March 2023 quarter.

Provider and market metrics

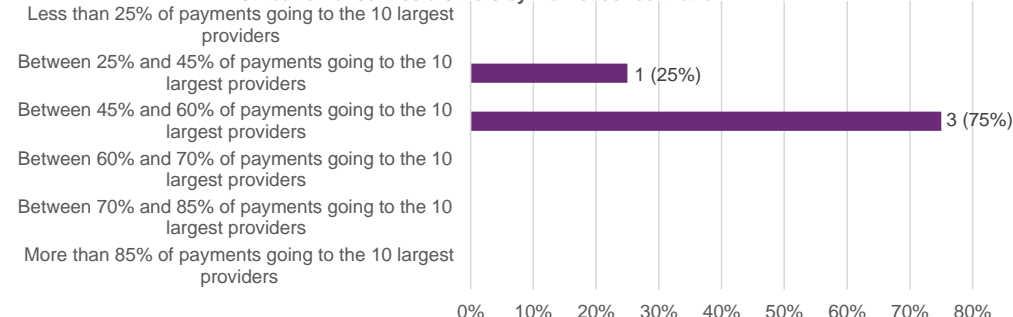
Market supply and participant costs	As at 31 Mar	As at 31 Dec
Total number of active providers (with at least one claim ever) <sup>1</sup>	1,687	1,655
Total number of active providers in last quarter <sup>1</sup>	499	522
Utilisation (6 month rolling average with 3 month lag) (%)	75%	76%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark) <sup>2</sup>	0%	0%
Market concentration (% of service districts where more than 70% of payments for supports go to the top 10 providers)	0%	0%
Payments paid within 5 days (portal) (%)	99.8%	99.8%
Total payments from 1 July 2022 (\$m)	\$645m	\$421m
Total annualised plan budgets at the end of quarter (\$m) <sup>3</sup>	\$1,117m	\$1,087m
Plan inflation (current quarter % per annum) <sup>4</sup>	n/a	14.9%
Inflation at plan reassessment (current quarter % per annum)	n/a	8.3%
Inflation within a plan, between reassessments (current quarter % per annum)	n/a	6.6%
Socioeconomic equity (%) <sup>5</sup>	95%	94%

- Total annualised plan budgets at 31 March 2023 were \$1,117m and payments from 1 July 2022 were \$645m.
- The number of active providers at the end of March is 1,687, growing by 2% in the quarter.
- Utilisation has been 75% from 1 July 2022 to 31 December 2022, with no service districts in Tasmania more than 10 percentage points below the adjusted national benchmark.
- There were no service districts where the top 10 providers provide more than 70% of payments.

Distribution of service districts by plan utilisation <sup>2</sup>



Distribution of service districts by market concentration



Service districts below utilisation benchmark:

- TAS South East: 73% vs 76% benchmark
- TAS North West: 76% vs 78% benchmark
- TAS North: 74% vs 76% benchmark
- TAS South West: 77% vs 78% benchmark

Service districts closest to market concentration benchmark:

- TAS North West: 57% vs 70% benchmark
- TAS South West: 52% vs 70% benchmark
- TAS South East: 51% vs 70% benchmark
- TAS North: 43% vs 70% benchmark

<sup>1</sup> Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

<sup>2</sup> The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.

<sup>3</sup> Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

<sup>4</sup> Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments.

<sup>5</sup> Socioeconomic status uses deciles from the ABS Index of Education and Occupation (IEO). A higher decile indicates that people residing in that area have a higher level of skills and qualifications on average. The socioeconomic equity metric is equal to the average annualised plan budget of participants residing in the top two IEO deciles divided by the average annualised plan budget of participants residing in the bottom two IEO deciles (participants not in SIL and aged 0 to 64).

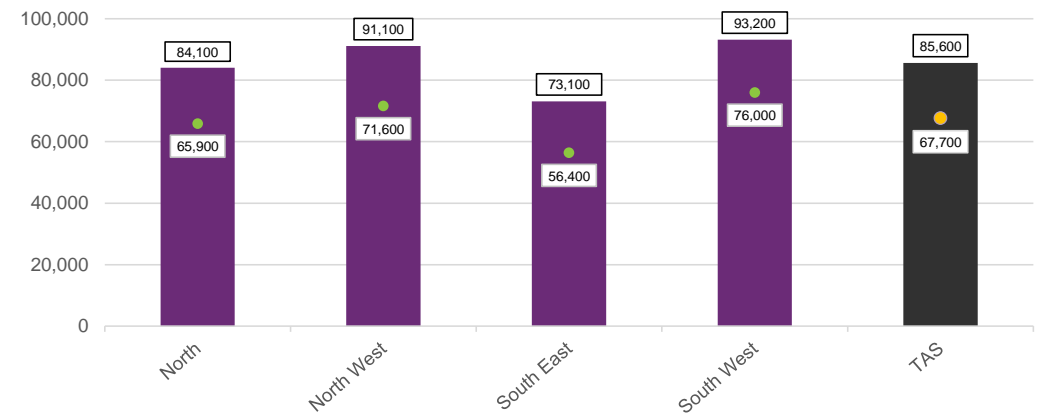
Summaries by Service Districts

Active participants by service district <sup>1</sup>



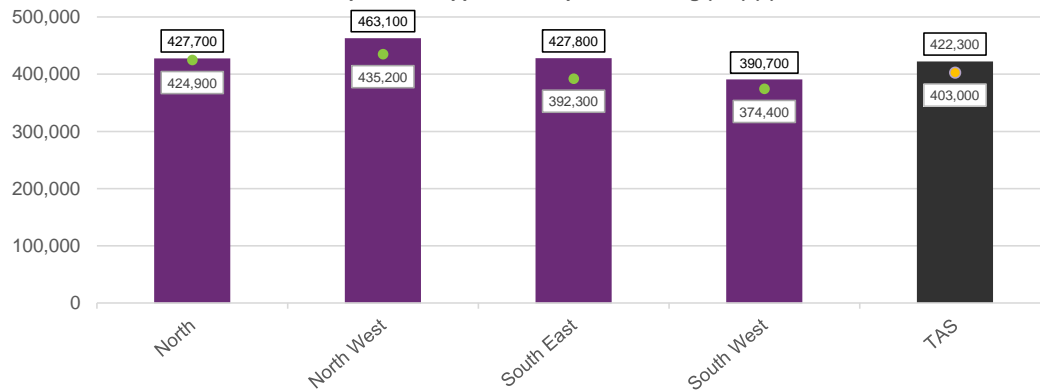
Active participants by service district as at 31 March 2023

Average annualised plan budget and average payments (\$) <sup>2 3</sup>



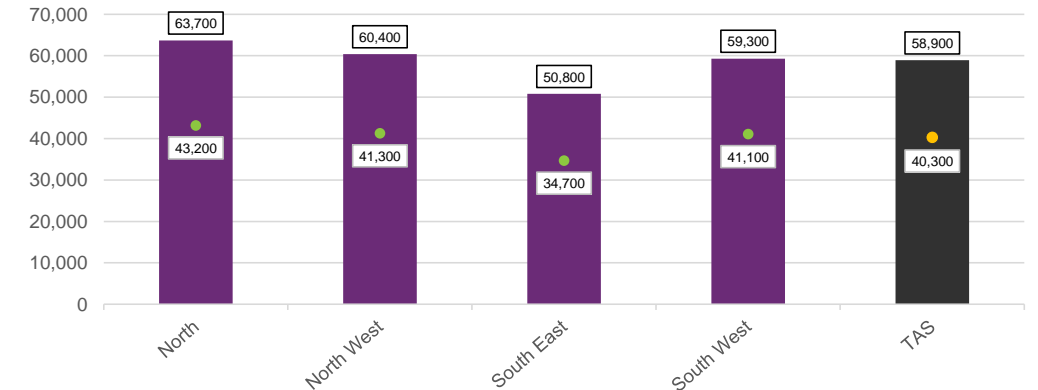
Average annualised plan budgets at 31 March 2023 Average payments for 12 months to 31 March 2023

Average annualised plan budgets and average payments - Participants in Supported Independent Living (SIL) (\$) <sup>2 3</sup>



Average annualised plan budgets at 31 March 2023 Average payments for 12 months to 31 March 2023

Average annualised plan budgets and average payments - Participants not in SIL (\$) <sup>2 3</sup>



Average annualised plan budgets at 31 March 2023 Average payments for 12 months to 31 March 2023

- TAS North has the highest number (3,764) of active participants, while TAS North West has the lowest (2,907).
- The average annualised plan budget at the end of March for active participants is \$85,600 (\$58,900 for participants not in SIL and \$422,300 for participants in SIL).
- The average payment for the 12 months ending 31 March 2023 is \$67,700 (\$40,300 for participants not in SIL and \$403,000 for participants in SIL).
- TAS South West has the highest average annualised plan budgets and payments across all participants.

<sup>1</sup> There are 2 active participants at 31 March 2023 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown.

<sup>2</sup> Figures are not shown if there is insufficient data in the service district.

<sup>3</sup> Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months.