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

This is the September 2017 update on NDIA performance.

Overview

Page: 2

This report is the fifth 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

Page: 3

The following are the key statistics discussed in this report:

Participants and Planning

As at 30 September 2017, there were 2,915 participants with approved plans (including children in the ECEI gateway).

As at 30 September 2017, plans approved and ECEI referrals represent:

• 110% of year to date bilateral estimate met (1 July 2017 to 30 September 2017)

• 101% of transition to date bilateral estimate met (1 July 2016 to 30 September 2017)

• 102% of scheme to date bilateral estimate met (1 July 2013 to 30 September 2017)

The satisfaction rating remained high with 93% of participants surveyed in the quarter rating their satisfaction with the Agency's planning process either good or very good.

Committed Supports and Payments

$353.7 million of supports has been committed to 2,534 participants. This includes $235.4 million of supports in respect of prior financial years including trial, $109.3 million of supports in respect of 2017-18 and $9.0 million of supports in respect of later years.

$188.6 million has been paid to providers and participants.

Overall, 55% of committed supports were utilised in 2013-14, 71% in 2014-15 and 74% in 2015-16. Currently utilisation is 76% in 2016-17, although this will likely increase as there is a lag between when support is provided and when it is paid.

Providers and Markets

821 approved providers, a 12% increase during the quarter.

65-95% of payments made by the NDIA are received by 25% of providers.

24% of services providers are individual/sole traders.

Mainstream Interface

94% of active participants with a plan approved in 2017-18 Q1 access mainstream services.

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

PART 1: Participants and Planning

Page: 4

As the transition phase to full scheme continues, the NDIS in Tasmania continues to grow with 305 additional participants with approved plans this quarter.

381 children were in the ECEI gateway at 30 September 2017. Of these, 12 were previously confirmed as ECEI at 30 June 2017 and an additional 369 entered the gateway this quarter.

Participants and Planning

Page: 5

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

The following are the key statistics on Participants and Planning:

553 access decisions in 2017-18 Q1

305 initial plans approved in 2017-18 Q1

Note: of the 305 initial plans approved this quarter, 3 were previously confirmed as ECEI at 30 June 2017

369 additional children with a confirmed ECEI gateway referral in 2017-18 Q1

110% of year to date bilateral estimate met (1 July 2017 to 30 September 2017)

101% of transition to date bilateral estimate met (1 July 2016 to 30 September 2017)

102% of scheme to date bilateral estimate met (1 July 2013 to 30 September 2017)

55% of participants with an initial plan approved in 2017-18 Q1 are children aged 7-14 years

42% of participants with an initial plan approved in 2017-18 Q1 have a reported primary disability of autism

Quarterly Intake

Page: 6

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.

Of the 503 participants deemed 'eligible' this quarter 62% entered from an existing State/Territory program.

Of the 305 plan approvals this quarter, 65% had transitioned from an existing State/Territory program and 81% entered with a permanent disability.

Overall, since 1 July 2013, there have been 3,211 people with access decisions, and 2,915 participants with an approved plan (including children in the ECEI gateway).

Note: Of the 305 initial plans approved this quarter, 3 were previously confirmed as ECEI at 30 June 2017.

The diagram displays the following key statistics on quarterly intake:

553 access decisions

503 access met

305 plan approvals (excluding ECEI)

369 ECEI

Quarterly Intake Detail

Page: 7

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

Plan approval numbers have increased from 2,229 at the end of 2016-17 Q4 to 2,534 by the end of 2017-18 Q1, an increase of 305 approvals.

As at 30 September 2017 there were 381 children with a confirmed ECEI referral bringing the total number to 2,915. Overall, 32 participants with approved plans have exited the Scheme.

Of the 381 children with a confirmed ECEI referral as at 30 September 2017, 12 were previously confirmed as ECEI at 30 June 2017 and an additional 369 entered the gateway this quarter.

In the quarter of 2017-18 Q1 there were 430 plan reviews. This figure relates to all participants who have entered the scheme (including transition).

Cumulative Position

Page: 8

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.

As at the end of 2017-18 Q1, the cumulative total number of participants receiving support was 2,915 (including 381 children supported through the ECEI gateway). Of these, 1,410 transitioned from an existing State/Territory program and 86 transitioned from an existing Commonwealth program.

In addition, 402 participants were awaiting a plan as at 30 September 2017.

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:

110% of year to date bilateral estimate met (1 July 2017 to 30 September 2017)

101% of transition to date bilateral estimate met (1 July 2016 to 30 September 2017)

102% of scheme to date bilateral estimate met (1 July 2013 to 30 September 2017)

2,534 plan approvals to date; 2,915 including ECEI confirmed

Participant Profiles

Page: 9

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 55% of participants entering in this quarter are aged 7 to 14 years. This is much higher compared to prior quarters, due to the phasing schedule.

Participant Profiles

Page: 10

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.

42% of participants entering in the quarter of 2017-18 Q1 have a primary disability group of Autism. This is higher compared to prior quarters and reflects the high number of children who entered during the quarter.

Participant Profiles

Page: 11

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 period:

• 24% of active participants had a relatively high level of function

• 39% of active participants had a relatively moderate level of function

• 37% had a relatively low level of function

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

Participant Profiles

Page: 12

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.

A chart displays the percentage of participants with an approved plan by Aboriginal and Torres Strait Islanders group. This chart compares the current quarter against all prior quarters. The demographical group with the highest amount of participants are the Not Aboriginal and Torres Strait Islanders group. The following are the key statistics for the current quarter on Aboriginal & Torres-Strait Islander Status

13 Aboriginal and Torres Strait Islander

286 Not Aboriginal and Torres Strait Islander

6 Not Stated

A chart displays the percentage of participants by Young People in residential Aged Care Status. This chart compares the current quarter against all prior quarters. The majority of active participants are the Young People not in Residential Age Care group. The following are the key statistics for the current quarter on Young people in residential aged care status

305 Young people not in residential aged care

Plan Management Support Co-ordination

Page: 13

Two charts displays the proportion of support coordination and plan management for participants. These charts compare the current quarter against all prior quarters. The majority of plans are fully managed by an agency.

The proportion of participants who are fully or partly self-managing their plan was higher in 2017-18 Q1 (20%) compared with the prior quarters of 2016-17 (14%), and 47% of participants who have had a plan approved in 2017-18 Q1 have support coordination in their plan, compared with 42% in prior quarters of 2016-17.

Plan Activation

Page: 14

The charts display the proportion of the duration to activate plans for the preceding four 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:

- 53% of plans approved in 2016-17 Q1
- 46% of plans approved in 2016-17 Q2

• 64% of plans approved in 2016-17 Q3

• 44% of plans approved in 2016-17 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 further contributes to the conservative figures.

Note: Given that plans approved in 2017-18 Quarter 1 are relatively new, it would be too early to examine the duration to plan activation for these plans and hence these have been excluded from the charts.

Participant Outcomes

Page: 15

A table summarises the number of questionnaires for the key indicators for each of the seven Short Form Outcomes Framework (referred herein as SFOF).

Baseline outcome measures were collected from 99% of participants receiving their initial plan since 1 July 2016.

Of participants aged 25 and over:

• 25% choose who supports them

• 71% want more choice and control in their life

• 78% are happy with their home and feel safe or very safe there

• 32% were actively involved in a community group in the past year

For family/carers of children aged 0 to 14:

• 43% have a paid job

• 44% say they are able to work as much as they want

• 40% say they are able to see family and friends as much as they want

Participant Outcomes

Page: 16

A chart displays the percentage of participants by selected baseline indicators.

Key measures on baseline social, economic and independence outcomes. These will be monitored into the future.

Participants before school to age 14:

• 69% were able to make friends outside of family/carers

• 28% involved in age appropriate community, cultural or religious activities

Participants aged 25 and over:

• 19% had a paid job

• 43% choose what they do every day

Participant Outcomes

Page: 17

A chart displays the responses to the question: 'Has the NDIS helped?' split into age categories and life domains.

Participants who entered the Scheme in 2016-17 Q1 and had their plan reviewed in 2017-18 Q1 were asked questions about whether the NDIS had helped them.

There is insufficient data for the 0 to 14 and 25 and over age groups.

Participant Satisfaction

Page: 18

A chart displays the participant's satisfaction with the planning process rated as 'good' or 'very good' by quarter.

93% of participants rated their satisfaction with the Agency planning process as either good or very good in the current quarter. This has decreased since the last quarter.

The Participant Pathway Review aims to improve the participant experience.

Participant satisfaction continues to be high, but has dropped during transition, compared with trial site experience.

PART 2: Committed Supports and Payments

Page: 19

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

To date funding committed to participants with an approved plan amounts to $353.7 million (including support periods in the future), of which $188.6 million has been paid.

The $353.7 million committed support includes $235.4 million of supports in respect of prior financial years including trial, $109.3 million of supports in respect of 2017-18 and $9.0 million of supports in respect of later years.

Note: The $109.3 million in respect of 2017-18 only includes approved plans to date, and not all of these plans cover the full 2017-18 year.

Note: The $9.0 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

Committed Supports and Payments

Page: 20

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:

$353.7 million of supports has been committed to 2,534 participants

$235.4 million of supports in respect of prior financial years including trial

$109.3 million of supports in respect of 2017-18

$9.0 million of supports in respect of later years

$188.6 million has been paid to providers & participants

Overall, 55% of committed supports were utilised in 2013-14, 71% in 2014-15 and 74% in 2015-16. Currently utilisation is 76% in 2016-17, although this will likely increase as there is a lag between when support is provided and when it is paid.

The 2016-17 and 2017-18 experience is still emerging.

Note: The $109.3 million in respect of 2017-18 only includes approved plans to date, and not all of these plans cover the full 2017-18 year.

Note: The $9.0 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

Committed Supports and Payments

Page: 21

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

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

Of the $353.7 million that has been committed in participant plans, $188.6 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: $75.1m has been paid

2017-18 to date: $18.4m has been paid

Committed Supports and Payments

Page: 22

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

A higher proportion of initial plan approvals in 2017-18 Q1 have average annualised committed supports greater than $150,000 compared with participants who entered in prior quarters. This is attributed to participants with shared supported accommodation (SSA) supports.

Average annualised committed supports of between $5,000 and $10,000 represented a higher proportion of participants with initial plan approvals this quarter compared with those in prior quarters. This is driven by the concentration of approvals in the 7-14 year age group. Therefore, the results should be interpreted with caution.

Committed Supports and Payments

Page: 23

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

Average annualised committed supports increase steeply up to age 35 and stabilises to age 65.

Average annualised committed supports has increased in the current quarter for participants at older ages, with the largest increase for participants aged 35 to 44.

This is reflective of the phasing schedule where a large number of participants living in shared supported accommodation entered in 2017-18 Q1.

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

Committed Supports and Payments

Page: 24

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

Participants with Acquired Brain Injury, Cerebral Palsy and Other Neurological have the highest average annualised committed supports. However, due to a high concentration of participants with an intellectual disability and autism in Tasmania, committed supports by primary disability group should be interpreted with caution.

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

Committed Supports and Payments

Page: 25

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.

The average annualised committed supports for participants with an initial plan approval in 2017-18 Q1 is higher compared with participants who entered in prior quarters for participants with a low level of function, higher for participants with a medium level of function, and lower for participants with a high 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.

Committed Supports and Payments

Page: 26

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 June 2017, compared with 30 September 2017.

As there is a lag between when support is provided and when it is paid, the utilisation in 2016-17 and 2017-18 will increase, the latter significantly so.

The utilisation of committed supports has increased for supports provided in 2016-17. This is due to payments in 2017-18 Q1 for supports which were provided during 2016-17.

PART 3: Providers and Markets

Page: 27

The scale and extent of the market continues to grow, with a 12% increase in the number of providers during the quarter to 821.

Providers and Markets

Page: 28

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.

•Providers are approved to deliver disability supports and services to participants of the NDIS if they have at least one registration group approved.

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:

821 approved providers

65-95% of payments made by the NDIA are received by 25% of providers

24% of service providers are individual/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 and Markets

Page: 29

There are two charts. The first chart displays the number of approved services providers over a time period (since December 2016). The second chart displays the type of service provider split into individuals/sole traders and company/organizations over a time period (since December 2016).

As at 30 September 2017, there were 821 registered service providers of which 195 were individual/sole trader operated business while the remaining 626 providers were registered as a company or organisation.

The number of approved service providers increased by 12% from 730 to 821 in the quarter.

24% of approved service providers are individual/sole traders.

The following are the key statistics:

1.36 average number of providers per participant

Providers and Markets

Page: 30

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

Change in the activity status of providers.

As at 30 September 2017, 48% of providers were active in the last quarter, 43% were yet to have evidence of activity and 9% were inactive. Of the overall stock of providers, 71 providers began delivering new supports in the quarter.

Registration Groups

Page: 31

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

The increase in approved providers from 30 June 2017 to 30 September 2017 varies by registration group.

Assistance products for personal care and safety has the highest number of approved service providers and has seen a 21% increase since the previous quarter.

The largest percentage increase in approved providers was for the Assistance with Animals registration group in the quarter. This was followed by Hearing Services, Specialised Disability Accommodation and Innovative Community Participation.

Market share of top providers

Page: 32

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

25% of service providers received 65-95% of the dollars paid for major registration groups.

25% of providers have received 79% of payments during the quarter of 2017-18 Q1 for Assistance with Personal Activities.

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

79% assistance with personal activities

93% early childhood supports

78% community participation

76% therapeutic supports

69% daily tasks and shared living

PART 4: Information, Linkages and Capacity Building

Page: 33

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

PART 5: Mainstream Interface

Page: 34

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

Mainstream Interface

Page: 35

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

94% of active participants with a plan approved in 2017-18 Q1 access mainstream services, an increase from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.

The following are the key statistics:

Main participant profile groups prior quarters (transition only)

Health and wellbeing 53%

Lifelong learning 44%

Daily activities 7%

% of active participants accessing mainstream supports in prior quarters (transition only)

Any mainstream service 89%

Main participant profile groups for the current quarter

Health and wellbeing 58%

Lifelong learning 33%

Daily activities 14%

% of active participants accessing mainstream supports in current quarter

Any mainstream service 94%

PART 6: Financial Sustainability

Page: 36

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