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

This is the September 2018 update on NDIA performance.

Overview

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This report is the ninth 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

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The following are the key statistics discussed in this report:

Participants and Planning

609 additional participants with plans this quarter.

As at 30 September 2018, plans approved and ECEI referrals represent:

• 55% of year to date bilateral estimate met (1 July 2018 to 30 September 2018)

• 83% of scheme to date bilateral estimate met (1 July 2013 to 30 September 2018)

Committed Supports and Payments

$370.9 million has been paid to providers and participants:

• $10.0m in 2013-14,

• $36.6m in 2014-15,

• $48.6m in 2015-16,

• $77.8m in 2016-17,

• $150.4m in 2017-18,

• $47.5m in 2018-19 to date.

Overall,

- 55% of committed supports were utilised in 2013-14,
- 71% in 2014-15,
- 74% in 2015-16,
- 78% in 2016-17,
- 80% in 2017-18.

The 2017-18 and 2018-19 experience is still emerging.

Providers and Markets

1,245 approved providers, a 7% increase for the quarter.

29% of approved providers were active in Tasmania at 30 September 2018, and 71% were yet to have evidence of activity.

70-85% of payments made by the NDIA are received by 25% of providers.

25% of service providers are individuals/sole traders.

Mainstream Interface

94% of active participants with a plan approved in 2018-19 Q1 access mainstream services.

PART 1: Participants and Planning

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As the transition phase to full scheme continues, the NDIS in Tasmania continues to grow with 609 additional participants with approved plans this quarter.

Summary

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

The following are the key statistics on Participants and Planning:

728 access decisions in 2018-19 Q1 (including both access met and access not met)

609 initial plans approved in 2018-19 Q1

Of the 609 initial plans approved this quarter, 106 were previously confirmed as ECEI at 30 June 2018

159 additional children with a confirmed ECEI gateway referral in 2018-19 Q1

55% of year to date bilateral estimate met (1 July 2018 to 30 September 2018)

78% of transition to date bilateral estimate met (1 July 2016 to 30 September 2018)

83% of scheme to date bilateral estimate met (1 July 2013 to 30 September 2018)

Quarterly Intake

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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.

2018-19 Q1

Of the 548 participants deemed 'eligible' this quarter 44% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

Of the 609 plan approvals this quarter, 40% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 86% entered with a permanent disability and 106 were previously confirmed as ECEI at 2017-18 Q4.

The diagram displays the following key statistics on quarterly intake:

728 access decisions

548 access met

609 plan approvals (excluding ECEI)

159 ECEI

Quarterly Intake Detail

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

Plan approvals as at 30 September 2018

Plan approval numbers have increased from 3,878 at the end of 2017-18 Q4 to 4,487 by the end of 2018-19 Q1, an increase of 609 approvals.

As at 30 September 2018 there were 536 children with a confirmed ECEI referral bringing the total number to 5,023. Overall, 61 participants with approved plans have exited the Scheme.

Of the 536 children with a confirmed ECEI referral as at 30 September 2018, 377 were previously confirmed as ECEI at 30 June 2018 and an additional 159 entered the gateway this quarter.

In the quarter of 2018-19 Q1 there were 821 plan reviews. This figure relates to all participants who have entered the Scheme.

Cumulative Position

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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.

Plan approvals as at 30 September 2018

As at the end of 2018-19 Q1, the cumulative total number of participants receiving support was 5,023 (including 536 children supported through the ECEI gateway). Of these, 2,207 transitioned from an existing State/Territory program and 544 transitioned from an existing Commonwealth program.

Overall, since 1 July 2013, there have been 5,706 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.

The following are the key statistics on the cumulative position:

55% of year to date bilateral estimate met (1 July 2018 to 30 September 2018)

78% of transition to date bilateral estimate met (1 July 2016 to 30 September 2018)

83% of scheme to date bilateral estimate met (1 July 2013 to 30 September 2018)

4,487 plan approvals to date; 5,023 including ECEI confirmed

Participant Profiles by Age Group

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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.

Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by age group.

Around 17% of participants entering this quarter are aged 0 to 6 years. This compares with 4% in prior quarters.

Around 54% of participants entering in this quarter are aged 35 to 54 years. This compares with 6% for these age groups in prior quarters and reflects the phasing schedule.

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

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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.

Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by disability group.

33% of participants entering in 2018-19 Q1 have a primary disability group of Intellectual Disability, compared to 41% in previous quarters.

Note 1: Of the 201 active participants identified as having an intellectual disability, 16 (8%), 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

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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.

Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by level of function.

For participants with a plan approval in the current period:

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

• 51% of active participants had a relatively moderate level of function

• 25% had a relatively low level of function

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

Participant Profiles by Gender

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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.

Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018, by gender.

The majority of participants are males.

Participant Profiles

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There are three charts. The first chart displays the percentage of participants with an approved plan by the participant's Aboriginal & Torres-Strait Islander status. The second chart displays the percentage of participants with an approved plan by the participant's Young people in residential aged care status. The third chart displays the percentage of participants with an approved plan by the participant's Culturally and Linguistically Diverse status. All three charts compare the current quarter against all prior quarters.

Demographic profile of active participants with a plan approved in 2018-19 Q1, compared with plan approvals as at 30 June 2018.

Of the participants with a plan approved in 2018-19 Q1:

• 7.1% were Aboriginal or Torres Strait Islander, compared with 7.8% for prior periods.

• 1.3% were young people in residential aged care, compared with 0.2% for prior periods.

• 4.8% were culturally and linguistically diverse, compared with 2.0% for prior periods.

The following are the key statistics for the current quarter on Aboriginal & Torres-Strait Islander status.

43 Aboriginal and Torres Strait Islander

514 Not Aboriginal and Torres Strait Islander

52 Not Stated

The following are the key statistics for the current quarter on Young people in residential aged care status.

8 Young people in residential aged care

601 Young people not in residential aged care

The following are the key statistics for the current quarter on Culturally and Linguistically Diverse status.

29 Culturally and linguistically diverse

579 Not culturally and linguistically diverse

1 Not stated

Plan Management Support Coordination

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Two charts display the proportion of support coordination and plan management for participants. These charts compare the current quarter against all prior quarters.

The proportion of participants who are fully or partly self-managing their plan was higher in 2018-19 Q1 (21%), compared with prior quarters of transition (18%).

41% of participants who have had a plan approved in 2018-19 Q1 have support coordination in their plan, compared to 38% in prior quarters of transition.

Plan Activation

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Two charts display the proportion of the duration to activate plans. These charts compare plans approved in 2017-18 Q3, against plans approved in prior 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:

• 58% of plans approved in prior quarters

• 69% of plans approved in 2017-18 Q3.

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: Plans approved after the end of 2017-18 Q3 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

Participant Outcomes

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A chart displays selected key baseline indicators for participants.

Information was collected from 99% of participants who have received their initial plan since 1 July 2016 (baseline outcome measures).

• 68% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 67% of participants from school age to 14

• 44% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 21% - 34% for other age groups

• 78% of participants from school age to 14 attend school in a mainstream class, compared to 67% of participants aged 15 to 24

• 23% of participants aged 25 and over have a paid job, compared to 8% of participants aged 15 to 24

• 56% of participants aged 25 and over choose what they do every day, compared to 55% of participants aged 15 to 24

Family/Carers Outcomes

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A chart displays selected key baseline indicators for family and carers of participants.

The percentage of participants' family/carers:

• working in a paid job was highest for participants aged 0 to 14 (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 (54%)

• who feel in control selecting services was highest for participants aged 25 and over (46%)

• who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (88%)

Has the NDIS helped? Participants

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

Perceptions of whether the NDIS has helped.

Participants who entered the Scheme between 1 October 2016 and 30 September 2017 and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The percentage responding 'Yes' was highest for the domain of Daily Living for each age group with sufficient data to report.

The national report includes data on participants who entered the Scheme in 2016-17 Q1 and were asked questions about whether the NDIS had helped them at the end of their second year of the Scheme (as well as at the end of their first year in the Scheme). This gives an indication of the effect of the NDIS on participants over a longer period of time. As only one quarter of data is available, results by State/Territory are not yet available.

Has the NDIS helped? Family/Carers

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A chart displays the responses from family/carers of participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

Perceptions of whether the NDIS has helped.

Families and carers of participants who entered the Scheme between 1 October 2016 and 30 September 2017 and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The NDIS has helped families and carers of participants most to access services, programs and activities and to feel supported.

Participant Satisfaction

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A chart displays, by quarter, the proportion of participants describing satisfaction with the Agency's planning process as 'good' or 'very good'.

Due to low number of participant survey responses in 2018-19 Q1, participant satisfaction is not shown for this quarter.

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

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

PART 2: Committed Supports and Payments

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

Overall, $10.0m has been paid to providers and participants for supports provided in 2013-14, $36.6m in 2014-15, $48.6m in 2015-16, $77.8m in 2016-17, $150.4m in 2017-18 and $47.5m in 2018-19 Q1.

Summary

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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:

$422.3 million of committed supports in respect of prior financial years including trial

$76.7 million of supports in respect of 2018-19 Q1

$10.0m has been paid to providers and participants for supports provided in 2013-14, $36.6m in 2014-15, $48.6m in 2015-16, $77.8M in 2016-17, $150.4m in 2017-18 and $47.5m in 2018-19 Q1.

Overall, 55% of committed supports were utilised in 2013-14, 71% in 2014-15, 74% in 2015-16, 78% in 2016-17 and 80% in 2017-18.

The 2017-18 and 2018-19 experience is still emerging.

Committed Supports and Payments

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

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

Of the $499.0 million that has been committed in participant plans, $370.9 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: $77.8m has been paid

2017-18: $150.4m has been paid

2018-19 Q1: $47.5m has been paid

Committed Supports by Cost Band

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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.

As at September 2018 the average annualised committed supports have remained consistent with prior quarters when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA is excluded.

Committed Supports by Age Band

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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 steadily by age.

The average annualised committed supports for 35-54 year olds have reduced significantly during the quarter. This is because participants in these age groups as at 30 June 2018 were predominantly in SSA and hence the average committed supports were very high. Since 30 June, many non-SSA participants at these ages have had initial plans approved which has resulted in lower average committed supports as at 30 September 2018.

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

Committed Supports by Disability Group

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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 Spinal Cord Injury have the highest average annualised committed supports.

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

Committed Supports by Level of Function

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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.

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

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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 2018, compared with 30 September 2018.

As there is a lag between when support is provided and when it is paid, the utilisation in 2017-18 and 2018-19 will increase.

The utilisation of committed supports in 2017-18 will increase further as there is a lag between when support is provided and when it is paid. The experience for 2018-19 is also still emerging.

PART 3: Providers and Markets

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The scale and extent of the market continues to grow, with a 7% increase in the number of providers during the quarter to 1,245.

29% of approved providers were active in Tasmania at 30 September 2018, and 71% were yet to have evidence of activity.

Summary

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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.

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:

1,245 approved providers, 29% of which were active in Tasmania at 30 September 2018

70-85% of payments made by the NDIA are received by 25% of providers

25% 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

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A chart displays the cumulative number of approved service providers since June 2016 by the type of provider, individual/sole trader or company/organization.

As at 30 September 2018, there were 1,245 registered service providers, of which 311 were individual/sole trader operated businesses and 934 were companies or organisations.

25% of approved service providers are individuals/sole traders.

The number of approved service providers increased by 7% from 1,159 to 1,245 in the quarter.

1.72 average providers per participant

Proportion of Active Providers

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

Change in the activity status of providers.

As at 30 September 2018, 29% of providers were active and 71% were yet to have evidence of activity. Of all providers, 134 began delivering new supports in the quarter.

Approved Registration groups

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

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 352 to 383 (9% increase)

• Therapeutic Supports: from 257 to 286 (11% increase)

• Personal Mobility Equipment: from 239 to 253 (6% increase)

• Assistive equipment for recreation: from 190 to 207 (9% increase)

• Assistance with travel/transport arrangements: from 153 to 171 (12% increase)

Active Registration groups

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

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

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

• Therapeutic Supports: from 124 to 149 (20% increase)

• Participation in community, social and civic activities: from 74 to 77 (4% increase)

• Assistance in coordinating or managing life stages, transitions and supports: from 72 to 76 (6% increase)

• Daily Personal Activities: from 63 to 66 (5% increase)

• Assistance products for personal care and safety: from 53 to 60 (13% increase)

Market share of top providers

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

25% of service providers received 70-85% of the dollars paid for major registration groups.

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

79% Daily personal activities

73% Early intervention supports for early childhood

81% Participation in community, social and civic activities

83% Therapeutic supports

78% Assistance with daily life tasks in a group or shared living arrangement

PART 4: Information, Linkages and Capacity Building

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

PART 5: Mainstream Interface

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

Mainstream Interface

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

94% of active participants with a plan approved in 2018-19 Q1 access mainstream services, a slight decrease from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.

The following are the key statistics:

95% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

• Health and wellbeing (60%)

• Lifelong learning (32%)

• Daily activities (8%)

94% of active participants with a plan approved in 2018-19 Q1 access mainstream supports, across the following domains:

• Health and wellbeing (56%)

• Lifelong learning (20%)

• Daily activities (8%)

PART 6: Financial Sustainability

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