

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

This is the March 2019 update on NDIA performance.

Overview

Page: 2

This report is a summary of the performance and operations of the NDIA in Tasmania for Quarter 3 of 2018-19 (01 January 2019 - 31 March 2019).

It is the 11th 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

Participants and Planning

An additional 740 participants with plans this quarter.

At 31 March 2019, plans approved and ECEI referrals represent:

- 51% of year to date bilateral estimate met (1 July 2018 to 31 March 2019)
- 71% of scheme to date bilateral estimate met (1 July 2013 to 31 March 2019)

Participant satisfaction has decreased in the quarter, with 63% of participants surveyed rating their satisfaction with the Agency's planning process as either 'Good' or 'Very Good'.

Committed Supports and Payments

\$505.0 million has been paid to providers and participants:

- \$10.0m in 2013-14,
- \$36.6m in 2014-15,
- \$48.6m in 2015-16,
- \$78.2m in 2016-17,
- \$152.0m in 2017-18,

- \$179.6m 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,
- 81% in 2017-18.

The 2018-19 experience is still emerging.

Providers and Markets

There were 1,459 registered providers at 31 March 2019, representing a 9% increase for the quarter.

30% of registered providers were active at 31 March 2019.

27% of registered providers are individuals/sole traders.

25% of registered providers are receiving 75-85% of payments made by the NDIA.

Mainstream Interface

92% of active participants with a plan approved in 2018-19 Q3 access mainstream services.

PART 1: Participants and Planning

Page: 4

As the transition phase to full scheme continues, the NDIS in Tasmania continues to grow with 740 additional participants with approved plans this quarter.

In total, over 6,300 participants have now been supported by the NDIS in Tasmania, with approximately 35% receiving support for the first time.

Summary

Page: 5

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:

6,314 participants are now being supported by the NDIS in Tasmania, including children in the ECEI program

740 initial plans approved in 2018-19 Q3, excluding children in the ECEI program (representing 15% growth since last quarter)

590 children are being supported in the ECEI program, with 277 additional referrals to the ECEI gateway confirmed in 2018-19 Q3

2,226 people are now receiving support for the first time

51% of year to date bilateral estimate met (1 July 2018 to 31 March 2019)

66% of transition to date bilateral estimate met (1 July 2016 to 31 March 2019)

71% of scheme to date bilateral estimate met (1 July 2013 to 31 March 2019)

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.

2018-19 Q3

Of the 529 participants deemed 'eligible' this quarter 52% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

Of the 740 plan approvals this quarter, 39% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program), 86% entered with a permanent disability and 67 were previously confirmed as ECEI at 2018-19 Q2.

The diagram displays the following key statistics on quarterly intake:

658 access decisions

529 access met

740 plan approvals (excluding ECEI)

277 ECEI

Quarterly Intake Detail

Page: 7

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

Plan approvals as at 31 March 2019

Plan approval numbers have increased from 4,984 at the end of 2018-19 Q2 to 5,724 by the end of 2018-19 Q3, an increase of 740 approvals.

At the end of the quarter, 590 children are being supported in the ECEI gateway. Of these, 313 were previously confirmed as ECEI at 31 December 2018 and an additional 277 children entered the gateway this quarter.

Overall, 75 participants with approved plans have exited the Scheme, resulting in 6,239 active participants (including ECEI) as at 31 March 2019.

There were 1,266 plan reviews this quarter. This figure relates to all participants who have entered the scheme.

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.

Plan approvals as at 31 Mar 2019

At the end of 2018-19 Q3, the cumulative total number of participants receiving support was 6,314 (including 590 children supported through the ECEI gateway). Of these, 2,710 transitioned from an existing State/Territory program, 788 transitioned from an existing Commonwealth program and 2,226 participants are now receiving support for the first time.

Overall, since 1 July 2013, there have been 7,135 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:

51% of year to date bilateral estimate met (1 July 2018 to 31 March 2019)

66% of transition to date bilateral estimate met (1 July 2016 to 31 March 2019)

71% of scheme to date bilateral estimate met (1 July 2013 to 31 March 2019)

5,724 plan approvals to date; 6,314 including ECEI confirmed

Participant Profiles by Age Group

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.

32% of participants entering in this quarter are aged 55 to 64 years, compared to 5% in prior quarters.

Further, 25% of participants entering in this quarter are aged 45 to 54 years, compared with 8% in prior quarters.

This reflects the phasing schedule where people aged 50 to 64 years began phasing in Tasmania from 1 January 2019.

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

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.

Of the participants entering in 2018-19 Q3, 26% have a primary disability group of Intellectual Disability and 16% have a primary disability group of Autism.

Note 1: Of the 196 active participants identified as having an intellectual disability, 19 (10%) 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

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 quarter:

- 19% of active participants had a relatively high level of function
- 37% of active participants had a relatively moderate level of function
- 44% had a relatively low level of function

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

Note: An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

Participant Profiles by Gender

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.

Participant Profiles

Page: 13

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.

Of the participants with a plan approved in 2018-19 Q3:

- 4.7% were Aboriginal or Torres Strait Islander, compared with 7.6% in previous periods combined.
- 1.4% were young people in residential aged care, compared with 0.3% in previous periods combined.
- 3.8% were culturally and linguistically diverse, compared with 2.6% in previous periods combined.

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

35 Aboriginal and Torres Strait Islander

592 Not Aboriginal and Torres Strait Islander

113 Not Stated

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

10 Young people in residential aged care

730 Young people not in residential aged care

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

28 Culturally and linguistically diverse

712 Not culturally and linguistically diverse

0 Not stated

Plan Management Support Coordination

Page: 14

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

The proportion of participants electing to fully or partly self-manage their plan was 22% in 2018-19 Q3, in line with previous quarters combined.

42% of participants who have had a plan approved in 2018-19 Q3 have support coordination in their plan, compared to 40% in previous quarters combined.

Plan Activation

Page: 15

Two charts display the proportion of the duration to activate plans. These charts compare participants with initial plans approved in 2018-19 Q1, against those with initial plans approved in prior quarters (transition only).

Plan activation refers to the amount of time between a participant's initial plan being approved, and the date the participant first receives support.

There has been a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

The percentage of participants who activated plans within 90 days of initial plan approval was:

- 88% of participants entering in 2018-19 Q1
- 81% of participants entering in previous quarters combined

Plan activation figures are approximations based on payment data. As there is a lag between when the support is provided to a participant, and the payment being made, these statistics are a conservative estimate; it is likely plan activation is faster than presented.

Note: Participants with initial plans approved after the end of 2018-19 Q1 have been excluded from the charts. They are relatively new and it is too early to examine their durations to activation.

Participant Outcomes

Page: 16

A chart displays selected key baseline indicators for participants.

This information on participant outcomes has been collected from 99.8% of participants who have received their initial plan since 1 July 2016 (when they entered the scheme).

- 61% 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
- 48% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 21% - 33% for other age groups
- 80% of participants from school age to 14 attend school in a mainstream class, compared to 67% of participants aged 15 to 24
- 22% of participants aged 25 and over have a paid job, compared to 8% of participants aged 15 to 24
- 61% of participants aged 25 and over choose what they do every day, compared to 55% of participants aged 15 to 24

Family/Carers Outcomes

Page: 17

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

The percentage of participants' family/carers when they entered the Scheme (baseline indicators):

- working in a paid job was highest for participants aged 0 to 14 (41%)
- 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 (52%)
- who feel in control selecting services was highest for participants aged 25 and over (42%)
- 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

Page: 18

Charts display, from year 1 to year 2, the responses from participants to the question: 'Has the NDIS helped?' split into age categories and life domains.

This data reflects participants' perceptions on whether engagement with the NDIS has helped them.

The NDIA asked the question 'Has the NDIS helped?' to individuals who entered the Scheme between 1 July 2016 and 31 March 2017, after their first year participating in the Scheme and again at the end of their second year of the Scheme.

For Participants aged 15 to 24, perceptions of whether the NDIS has helped across increased across all domains. However, the opposite was experienced for Participants aged School to 14, and the experience was mixed for Participants aged 25 years and over.

Note: There is insufficient data for the 0 to before school participant age groups.

Has the NDIS helped? Family/Carers

Page: 19

Charts display, from year 1 to year 2, the percentage of family and carers who thought the NDIS has helped in various domains.

This data reflects families and carers' perceptions on whether engagement with the NDIS has helped them.

The NDIA asked the question 'Has the NDIS helped?' to families and carers of individuals who entered the Scheme between 1 July 2016 and 31 March 2017, after their first year participating in the Scheme and again at the end of their second year of the Scheme.

Overall, the changes in family and carers' perceptions of whether the NDIS has helped have been mixed.

Participants in Work

Page: 20

A chart displays, from baseline to year 2, the percentage of participants in paid work by age group.

The NDIA is acutely aware of the benefits that employment brings to participants and tracks employment outcomes to see whether the NDIS has helped participants to find paid work.

Baseline measures on employment are collected as a participant enters the Scheme, after their first year and again at the end of their second year of the Scheme. This data relates to participants who entered the Scheme between 1 July 2016 and 31 March 2017.

The percentage of participants in paid work increased from 8% to 14% for those aged 15 to 24, but decreased from 27% to 24% for those aged 25 and over. Overall, the percentage increased from 12% to 17%.

Participants involved in communal and social activities

Page: 21

A chart displays, from baseline to year 2, the percentage of participants engaged in social activities in their community.

The number of participants engaging in community and social activities is one of the key measures for ensuring quality experiences and outcomes for participants.

For participants who entered the Scheme between 1 July 2016 and 31 March 2017, levels of engagement in community and social activity are being tracked to see whether the NDIS has helped them to increase their participation.

The percentage of participants engaged in social activities in their community increased from 24% to 27% for those aged 15 to 24, and increased from 29% to 32% for those aged 25 and over. Overall, the percentage increased from 25% to 27%.

Participant Satisfaction

Page: 22

63% of participants rated their satisfaction with the Agency's planning process as either good or very good in the current quarter. This is lower than results in earlier periods with sufficient data.

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

Page: 23

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

Of the \$694 million that has been committed in participant plans, \$505 million has been paid to date.

Summary

Page: 24

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:

\$423.3 million of committed supports in respect of prior financial years including trial

\$270.4 million of supports in respect of 2018-19 to date

Summary of payments for supports provided by financial year since the NDIS trial was launched in 2013-14:

2013-14: \$10.0m

2014-15: \$36.6m

2015-16: \$48.6m

2016-17: \$78.2m

2017-18: \$152.0m

2018-19: \$179.6m to date.

Percentage of committed supports utilisation by financial year:

2013-14: 55%

2014-15: 71%

2015-16: 74%

2016-17: 78%

2017-18: 81%

Utilisation of committed supports in 2018-19 is still emerging.

Committed Supports and Payments

Page: 25

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

This data shows the committed supports by the year they are expected to be provided, in comparison to the committed supports that have been paid.

Of the \$693.7 million that has been committed in participant plans, \$505.0 million has been paid to date.

Summary of committed supports paid in financial years since the NDIS trial launched:

2013-14: \$10.0m

2014-15: \$36.6m

2015-16: \$48.6m

2016-17: \$78.2m

2017-18: \$152.0m

2018-19 to date: \$179.6m

Committed Supports by Cost Band

Page: 26

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

This quarter, the distribution of average annualised committed supports has remained consistent with prior quarters. This is the case whether Supported Independent Living (SIL) supports are included or excluded in the figures.

Committed Supports by Age Band

Page: 27

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

The average annualised committed supports generally increase with age. Average annualised committed supports for participants aged 45 and over have reduced in 2018-19 Q3, with the largest percentage reductions attributable to participants aged 55 and over. This is likely to reflect the phasing schedules outlined in the bilateral agreements where clients of Supported Accommodation services were prioritised and transitioned earlier.

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

Committed Supports by Disability Group

Page: 28

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

The highest average annualised committed supports are for participants with Cerebral Palsy, Acquired Brain Injury and Spinal Cord Injury.

Committed Supports by Level of Function

Page: 29

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 among participants with higher needs.

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.

Note 3: An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

Utilisation of Committed Supports

Page: 30

A graph shows the comparison between the utilisation of committed supports by the year that the support was expected to be provided.

This data demonstrates the utilisation of committed supports by the year they were expected to be provided at 31 December 2018 and 31 March 2019.

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

Experience shows that participants utilise less of their first plan, compared with their second and subsequent plans, as it takes time to familiarise with the NDIS and decide which supports to use.

PART 3: Providers and Markets

Page: 31

The provider network grows in scale and diversity, increasing participants' access to high quality services.

There were a total of 1,459 providers at 31 March 2019, representing a 9% increase on last quarter. Of these, 30% were active.

Summary

Page: 32

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 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:

1,459 approved providers, 30% of which were active in Tasmania at 31 March 2019

75-85% of payments made by the NDIA are received by 25% of providers

27% 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

Page: 33

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 31 March 2019, there were 1,459 registered service providers, of which 391 were individual/sole trader operated businesses and 1,068 were companies or organisations.

27% of approved service providers are individuals/sole traders.

The number of approved service providers increased by 9% from 1,334 to 1,459 in the quarter.

1.73 average providers per participant

Proportion of Active Providers

Page: 34

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

As at 31 March 2019, 30% of providers were active and 70% were inactive.

Of the total providers, 127 began delivering new supports in the quarter.

Approved Registration groups

Page: 35

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 407 to 451 (11% increase)
- Therapeutic Supports: from 302 to 328 (9% increase)
- Personal Mobility Equipment: from 275 to 303 (10% increase)
- Assistive equipment for recreation: from 223 to 253 (13% increase)
- Household Tasks: from 191 to 227 (19% increase)

Active Registration groups

Page: 36

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

The number of providers active 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 159 to 174 (9% increase)
- Assistance in coordinating or managing life stages, transitions and supports: from 86 to 93 (8% increase)
- Participation in community, social and civic activities: from 82 to 85 (4% increase)
- Assistance products for personal care and safety: from 73 to 84 (15% increase)
- Daily Personal Activities: from 68 to 71 (4% increase)

Market share of top providers

Page: 37

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

25% of service providers received 75-85% 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

80% Early intervention supports for early childhood

84% Participation in community, social and civic activities

84% Therapeutic supports

83% Assistance with daily life tasks in a group or shared living arrangement

PART 4: Information, Linkages and Capacity Building

Page: 38

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

PART 5: Mainstream Interface

Page: 39

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

Mainstream Interface

Page: 40

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).

Of the total number of active participants with a plan approved in 2018-19 Q3, 92% access mainstream services, a 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:

94% of active participants with a plan approved in prior quarters (transition only) access mainstream supports, across the following domains:

- Health and wellbeing (58%)
- Lifelong learning (24%)
- Daily activities (8%)

92% of active participants with a plan approved in 2018-19 Q3 access mainstream supports, across the following domains:

- Health and wellbeing (57%)
- Lifelong learning (19%)
- Daily activities (8%)

PART 6: Financial Sustainability

Page: 41

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