Transcript for Tasmania Quarterly Performance Dashboard as at 31 December 2019

This dashboard provides a quarterly comparison of key statistics relating to active participants and their experience in the Scheme. It also includes market characteristics, key outcomes and participant satisfaction results.

Section 1 Participants and Planning

A table displays the following key statistics on the Tasmania participant pathway experience as at 31 December 2019 and 30 September 2019.

• The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 6,980 as at 30 September 2019 to 7,679 as at 31 December 2019.

• The number of children in the E-C-E-I gateway receiving initial supports increased from 47 as at 30 September 2019 to 105 as at 31 December 2019.

• The number of children in the E-C-E-I gateway not receiving initial supports increased from 135 as at 30 September 2019 to 209 as at 31 December 2019.

• Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimate as a proportion of scheme to date increased from 67% as at 30 September 2019 to 74% as at 31 December 2019. The Bilateral estimate is as at 30 June 2019.

• The intake as a proportion of operational target for the year to date increased from 104% as at 30 September 2019 to 113% as at 31 December 2019.

• The proportion of participants fully or partially self managing their plan (transition only) for the year to date increased from 24% as at 30 September 2019 to 25% as at 31 December 2019.

• The proportion of plans activated within 90 days for the year to date remained stable at 84%, from 30 September 2019 to 31 December 2019. Trial participants are excluded. Participants with initial plans approved after the end of 2018-19 quarter 4 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.

• The participant plan reviews as a proportion of plan review target for the year to date increased from 97% as at 30 September 2019 to 107% as at 31 December 2019.

• The number of participant plan reviews completed increased from 1,398 in the quarter ending 30 September 2019 to 1,921 in the quarter ending 31 December 2019.

• The number of access decisions in progress decreased from 368 as at 30 September 2019 to 195 as at 31 December 2019.

• The average number of days to complete an access decision for participants with ages 0 to 6 decreased from 8 in the quarter ending 30 September 2019 to 6 in the quarter ending 31 December 2019.

• The average number of days to complete an access decision for participants with ages 7 or above decreased from 17 in the quarter ending 30 September 2019 to 8 in the quarter ending 31 December 2019.

• The average number of days to complete first plan after the access requirements have been met for participants with ages 0 to 6 increased from 78 in the quarter ending 30 September 2019 to 92 in the quarter ending 31 December 2019.

• The average number of days to complete first plan after the access requirements have been met for participants with ages 7 or above decreased from 68 in the quarter ending 30 September 2019 to 57 in the quarter ending 31 December 2019.

A chart displays the change in plan approvals between 30 September 2019 and 31 December 2019.

There were 6,980 active participants (excluding E-C-E-I) as at 30 September 2019. During 2019-20 quarter 2, there were 690 plan approvals and a positive net movement of 9 participants across jurisdictions and scheme exits. This resulted in 7,679 active participants (excluding E-C-E-I) as at 31 December 2019. Additionally, there were 105 children in the E-C-E-I gateway receiving initial supports as at 31 December 2019. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 31 December 2019 was 7,784.

The following key statistics summarise the Tasmania performance as at 31 December 2019.

• 7,910 participants have entered the scheme (including E-C-E-I) since July 2013 and currently reside in Tasmania. 7,784 of these continue to be active.

• 3,622 active participants are receiving supports for the first time.

• In the current quarter, 690 participants have entered the scheme and there are 105 children with initial supports in the E-C-E-I gateway at the end of December 2019.

• On a year to date basis, 1,156 participants have entered the scheme (with an initial approved plan) which is 113% of the operational target.

• 1,921 plans were reviewed this quarter. On a year to date basis, total reviews completed are at 107% of the plan review operational target.

• 844 access decisions have been made in the quarter, 594 of which met access and are still active as at 31 December 2019.

• 63 (9.1%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in TAS to 588 (7.7%).

• 26 (3.8%) of the new active participants this quarter are culturally and linguistically diverse, also known as CALD, taking the total number of CALD participants in TAS to 241 (3.1%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on Tasmania provider and market metrics as at 31 December 2019 and at 30 September 2019.

• The total number of active providers (with at least one claim ever) increased from 827 as at 30 September 2019 to 900 as at 31 December 2019. Active providers refer to those who have received payment for supporting Agency-managed participants.

• The total number of active providers in last quarter increased from 456 as at 30 September 2019 to 478 as at 31 December 2019. Active providers refer to those who have received payment for supporting Agency-managed participants.

• Utilisation (which is calculated as a 6 month rolling average with a 3 month lag) has decreased from 73% at 30 September 2019 to 72% at 31 December 2019.

• Plan utilisation by region. The proportion of regions that are more than 10 percentage points below the benchmark remained stable at 0%, from 30 September 2019 to 31 December 2019. The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.

• Market concentration. The proportion of regions where more than 85% of payments for supports go to the top 10 providers remained stable at 0%, from 30 September 2019 to 31 December 2019.

• The proportion of payments paid within 5 days (portal) increased from 99.7% as at 30 September 2019 to 99.9% as at 31 December 2019.

• The growth in annualised plan budget decreased from 9.9% as at 30 September 2019 to 5.0% as at 31 December 2019. This measure is based on plans reviewed in the current quarter.

The following comments are made regarding the Tasmania provider and market metrics as at 31 December 2019.

• The number of active providers at the end of December is 900, growing by 9% in the quarter. Part of this change is caused by the net movement of participants into Tasmania since 30 September.

• Utilisation was 72% in the six months from 1 April 2019 to 30 September 2019, with no regions in Tasmania more than 10 percentage points below the adjusted national benchmark.

• None of the regions has the top 10 providers providing more than 85% of supports by value.

A chart displays the Tasmania distribution of regions by plan utilisation as at 31 December 2019. The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.

4 out of 4 (100%) regions are within 5 percentage points of the adjusted national benchmark.

The following regions are below benchmark:

• Tasmania South West: 73% versus 74% benchmark.

• Tasmania North: 70% versus 71% benchmark.

• Tasmania South East: 70% versus 72% benchmark.

A chart displays the Tasmania distribution of regions by market concentration as at 31 December 2019.

4 out of 4 (100%) regions have between 65% and 85% of payments going to the 10 largest providers.

Region closest to benchmark:

• Tasmania North West: 79% versus 85% benchmark.

Section 3 Regional Summaries

A chart displays the active participants by region as at 31 December 2019.

A chart displays the average annualised committed supports and utilisation by region.

The following comments are made regarding the Tasmania experience at region level as at 31 December 2019.

• Tasmania North has the highest number of active participants (2,121), while Tasmania South East has the lowest (1,563).

• Tasmania South West has the highest average annualised committed supports. This is driven by a higher proportion of SIL participants compared with other Tasmanian regions.

• Tasmania North West has the highest utilisation at 73%, whilst Tasmania North and Tasmania South East have the lowest utilisation (70%).

• Only utilisation of committed supports from 1 April 2019 to 30 September 2019 is shown, as experience in the most recent 3 months is still emerging.

Section 4 Participant Outcomes and Satisfaction

A table displays the following key statistics on Tasmania participant outcomes and satisfaction.

For Outcomes measures as at 31 December 2019. Outcomes measures represent the weighted average for participants aged 15 and over, and compare the responses at the participants' second plan review, with the result at scheme entry (which constitutes the Baseline). These results only include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date. The following three indicators are outcomes measures.

• The percentage of participants involved in community / social activities increased from 25% at Baseline to 34% at the second review.

• The percentage of participants in work increased from 16% at Baseline to 20% at the second review.

• The percentage of participants who choose who supports them increased from 35% at Baseline to 42% at the second review.

The following result indicates participant satisfaction with the Agency planning process in the current versus previous quarter. The proportion who responded good or very good decreased from 83% as at 30 September 2019 to 80% as at 31 December 2019.