

Participants and Planning

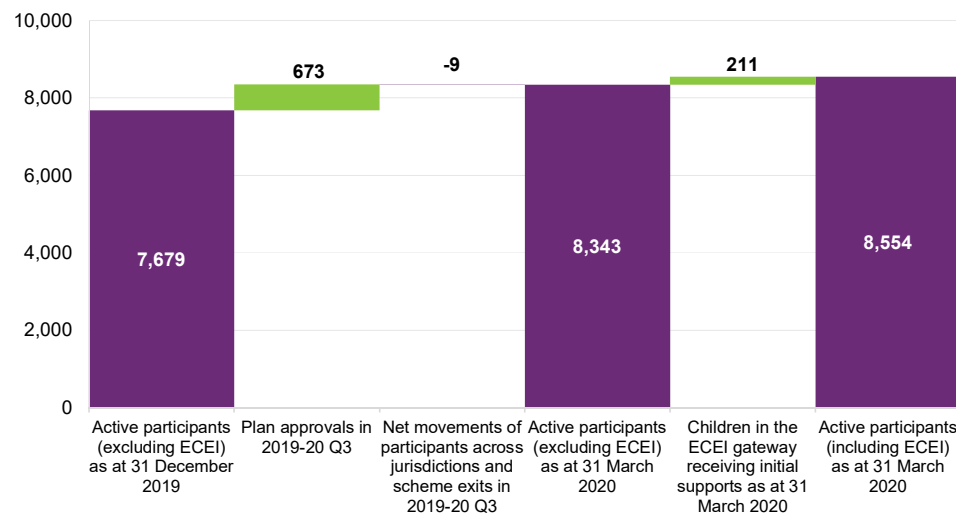
Participant Pathway Experience	Period	As at 31 Mar	As at 31 Dec
Active participants (excluding ECEI)	Current Quarter	8,343	7,679
Children in the ECEI gateway receiving Initial Supports	Current Quarter	211	105
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	114	209
Plans approved (including ECEI with initial supports) vs Bilateral Estimate*	Scheme to date	82%	74%
Proportion of participants fully or partially self managing their plan	Current Quarter	26%	25%
Proportion of plans activated within 90 days**	Current Quarter	84%	84%
Number of participant plan reviews completed	Current Quarter	2,082	1,921
Open participant requested reviews (PRRs)	Current Quarter	19	64
Open reviews of reviewable decisions (RoRDs – Access)***	Current Quarter	10	20
Open reviews of reviewable decisions (RoRDs – Planning)***	Current Quarter	118	205
Access decisions in progress	Current Quarter	146	195
Average days to complete an access decision	Current Quarter		
Age 0 to 6		3	6
Age 7 or above		4	8
Average days to complete first plan after the access requirements have been met	Current Quarter		
Age 0 to 6		58	92
Age 7 or above		80	57

* Bilateral estimate as at 30 June 2019.

** Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 Q1 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.

***RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act). Open RoRD Planning numbers relate to requests made after 15 April 2019.

Change in active participants between 31 Dec 2019 and 31 Mar 2020



Performance summary:

- 8,707 participants have entered the scheme (incl ECEI) since July 2013 and currently reside in Tasmania. 8,554 of these continue to be active.
- 4,164 active participants are receiving supports for the first time.
- In the current quarter, 673 participants have entered the scheme and there are 211 children with initial supports in the ECEI gateway at the end of March 2020.
- 2,082 plans were reviewed this quarter.
- 679 access decisions have been made in the quarter, 497 of which met access and are still active as at 31 March 2020.
- 67 (10.0%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in TAS to 661 (7.9%).
- 20 (3.0%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in TAS to 258 (3.1%).

Provider and Market Metrics

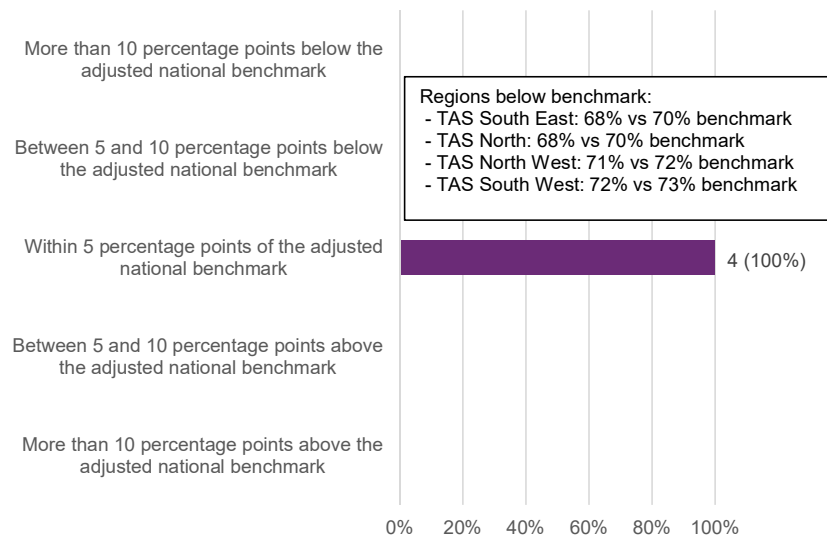
Market supply and participant costs	As at 31 Mar	As at 31 Dec
Total number of active providers (with at least one claim ever)~	996	900
Total number of active providers in last quarter~	493	478
Utilisation (6 month rolling average with 3 month lag) (%)	70%	72%
Plan utilisation by region (% of regions that are more than 10 percentage points below the benchmark)*	0%	0%
Market concentration (% of regions where more than 85% of payments for supports go to the top 10 providers)	0%	0%
Payments paid within 5 days (portal) (%)	99.9%	99.9%
Growth in annualised plan budget (current quarterly reviews %)	9.8%	5.0%

~ Active providers refer to those who have received payment for supporting Agency-managed participants.

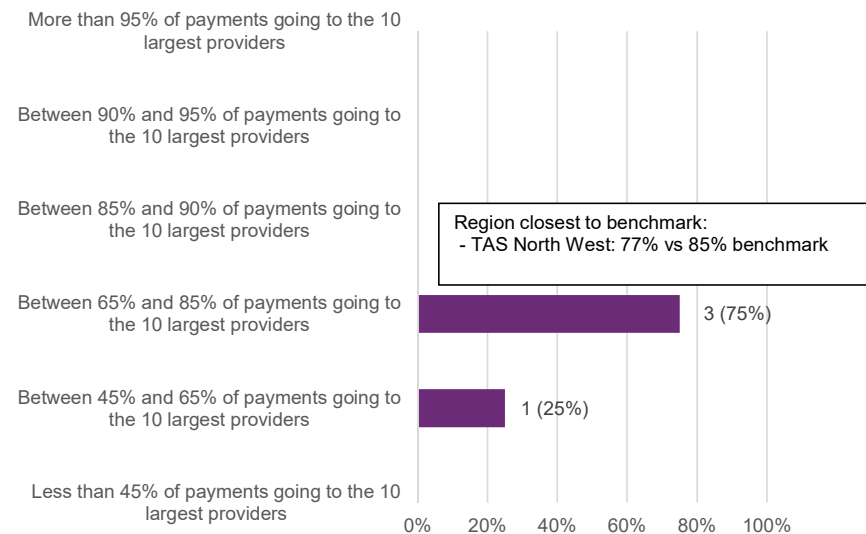
* The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.

- The number of active providers at the end of March is 996, growing by 11% in the quarter.
- Utilisation was 70% in the six months from 1 July 2019 to 31 December 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.

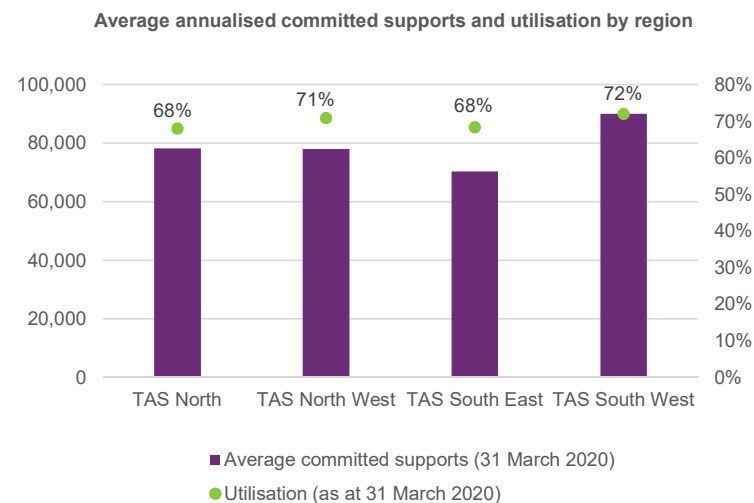
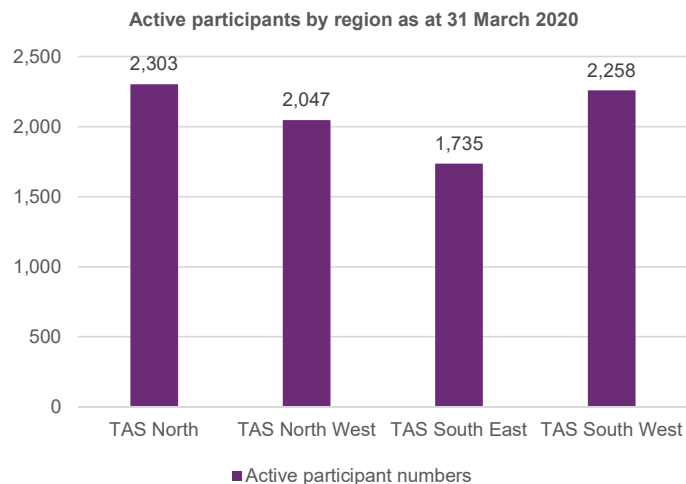
Distribution of regions by plan utilisation*



Distribution of regions by market concentration



Regional Summaries



- TAS North has the highest number of active participants (2,303), while TAS South East has the lowest (1,735).
- TAS South West has the highest average annualised committed supports. This is partly driven by a higher proportion of SIL participants compared with other Tasmanian regions.
- TAS South West has the highest utilisation at 72%, whilst TAS North and TAS South East have the lowest utilisation at 68%.
- Only utilisation of committed supports from 1 July 2019 to 31 December 2019 is shown, as experience in the most recent 3 months is still emerging.

Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction		
Outcomes measures as at 31 March 2020*	Second review	Baseline
- % of participants involved in community / social activities	39%	28%
- % of participants in work	17%	14%
- % of participants who choose who supports them	48%	44%
% of Participants rating their overall experience as Very Good or Good by pathway stage – current vs previous quarter	2019-20 Q3	2019-20 Q2
- Access**	n/a	74%
- Pre-planning	81%	82%
- Planning	92%	78%
- Plan review **	n/a	n/a

* 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 (Baseline). These results only include participants who had their first plan approved between 1 April 2017 and 31 March 2018 and have had a second plan review to date.

** There is insufficient data to report on the participant satisfaction survey results relating to the Access stage for 2019-20 Q3 and the Plan review stage for both 2019-20 Q3 and 2019-20 Q2.