Transcript for Tasmania Quarterly Performance Dashboard as at 30 June 2020

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 30 June 2020 and 31 March 2020.

• The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 8,343 as at 31 March 2020 to 8,858 as at 30 June 2020.

• The number of children in the E-C-E-I gateway receiving initial supports increased from 211 as at 31 March 2020 to 252 as at 30 June 2020.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 114 as at 31 March 2020 to 29 as at 30 June 2020.

• Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimate increased from 82% as at 31 March 2020 to 87% as at 30 June 2020. The Bilateral estimate is as at 30 June 2019.

• The proportion of participants fully or partially self managing their plan remained stable at 26%, from 31 March 2020 to 30 June 2020.

• The proportion of plans activated within 90 days remained stable at 84%, from 31 March 2020 to 30 June 2020. Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 quarter 2 are excluded. They are relatively new and it is too early to examine their durations to activation.

• The number of participant plan reviews completed increased from 2,082 in the quarter ending 31 March 2020 to 2,309 in the quarter ending 30 June 2020.

• Open participant requested reviews (PRRs) increased from 19 as at 31 March 2020 to 70 as at 30 June 2020.

• Open reviews of reviewable decisions (RoRDs – Access) decreased from 11 as at 31 March 2020 to 8 as at 30 June 2020. RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act). Numbers of open RoRDs at the end of March have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.

• Open reviews of reviewable decisions (RoRDs – Planning) decreased from 123 as at 31 March 2020 to 23 as at 30 June 2020. RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act). Numbers of open RoRDs at the end of March have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data.

• The number of access decisions in progress increased from 146 as at 31 March 2020 to 219 as at 30 June 2020.

• The average number of days to complete an access decision for participants with ages 0 to 6 increased from 3 in the quarter ending 31 March 2020 to 5 in the quarter ending 30 June 2020.

• The average number of days to complete an access decision for participants with ages 7 or above increased from 4 in the quarter ending 31 March 2020 to 8 in the quarter ending 30 June 2020.

• The average number of days to complete first plan after the access requirements have been met for participants with ages 0 to 6 decreased from 58 in the quarter ending 31 March 2020 to 47 in the quarter ending 30 June 2020.

• 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 80 in the quarter ending 31 March 2020 to 40 in the quarter ending 30 June 2020.

A chart displays the change in active participants between 31 March 2020 and 30 June 2020.

There were 8,343 active participants (excluding E-C-E-I) as at 31 March 2020. During 2019-20 quarter 4, there were 547 plan approvals and a negative net movement of 32 participants across jurisdictions and scheme exits. This resulted in 8,858 active participants (excluding E-C-E-I) as at 30 June 2020. Additionally, there were 252 children in the E-C-E-I gateway receiving initial supports as at 30 June 2020. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 30 June 2020 was 9,110.

The following key statistics summarise the Tasmania performance as at 30 June 2020.

• 9,291 participants have entered the scheme (including E-C-E-I) since July 2013 and currently reside in Tasmania. 9,110 of these continue to be active.

• 4,602 active participants are receiving supports for the first time.

• In the current quarter, 547 participants have entered the scheme and there are 252 children with initial supports in the E-C-E-I gateway at the end of June 2020.

• 2,309 plans were reviewed this quarter.

• 556 access decisions have been made in the quarter, 444 of which met access and are still active as at 30 June 2020.

• 56 (10.3%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in TAS to 718 (8.1%).

• 14 (2.6%) 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 270 (3.0%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on Tasmania provider and market metrics as at 30 June 2020 and at 31 March 2020.

• The total number of active providers (with at least one claim ever) increased from 996 as at 31 March 2020 to 1,041 as at 30 June 2020. Active providers refer to those who have received payment for supporting Agency-managed participants.

• The total number of active providers in last quarter decreased from 493 as at 31 March 2020 to 473 as at 30 June 2020. 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) increased from 70% as at 31 March 2020 to 72% as at 30 June 2020.

• Plan utilisation by region. The proportion of regions that are more than 10 percentage points below the benchmark remained stable at 0%, from 31 March 2020 to 30 June 2020. 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 31 March 2020 to 30 June 2020.

• The proportion of payments paid within 5 days (portal) decreased from 99.9% as at 31 March 2020 to 99.8% as at 30 June 2020.

• The growth in annualised plan budget increased from 12.9% as at 31 March 2020 to 19.4% as at 30 June 2020. 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 30 June 2020.

• The number of active providers at the end of June is 1,041, growing by 5% in the quarter.

• Utilisation was 72% in the six months from 1 October 2019 to 31 March 2020, 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 30 June 2020. 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.

No regions are more than 10 percentage points below the adjusted national benchmark.

No regions are between 5 and 10 percentage points below the adjusted national benchmark.

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

No regions are between 5 and 10 percentage points above the adjusted national benchmark.

No regions are more than 10 percentage points above the adjusted national benchmark.

The following regions are below benchmark:

• Tasmania North: 70% versus 72% benchmark.

• Tasmania South East: 71% versus 72% benchmark.

• Tasmania South West: 74% versus 75% benchmark.

A chart displays the Tasmania distribution of regions by market concentration as at 30 June 2020.

No regions have more than 95% of payments going to the 10 largest providers.

No regions have between 90% and 95% of payments going to the 10 largest providers.

No regions have between 85% and 90% of payments going to the 10 largest providers.

3 out of 4 (75%) regions have between 65% and 85% of payments going to the 10 largest providers.

1 out of 4 (25%) regions have between 45% and 65% of payments going to the 10 largest providers.

No regions have less than 45% of payments going to the 10 largest providers.

Region closest to benchmark:

• Tasmania North West: 75% versus 85% benchmark.

Section 3 Regional Summaries

A chart displays the active participants by region as at 30 June 2020.

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 30 June 2020.

• Tasmania North has the highest number of active participants (2,463), while Tasmania South East has the lowest (1,887).

• Tasmania 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.

• Tasmania South West and Tasmania North West have the highest utilisation at 74%, whilst Tasmania North has the lowest utilisation (70%).

• Only utilisation of committed supports from 1 October 2019 to 31 March 2020 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 30 June 2020. 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 July 2017 and 30 June 2018 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 29% at Baseline to 40% at the second review.

• The percentage of participants in work increased from 14% at Baseline to 15% at the second review.

• The percentage of participants who choose who supports them increased from 46% at Baseline to 47% at the second review.

The following results indicate the percentage of participants rating their overall experience as 'Very Good' or 'Good' by pathway stage in the current versus previous quarter. Participant satisfaction results for 2019-20 quarter 3 have been restated using data as at 30 June 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection. There is insufficient data to report on the participant satisfaction survey results relating to the Access stage and the Plan review stage for both 2019-20 quarter 4 and 2019-20 quarter 3.

• The percentage for the 'Pre-planning' stage decreased from 80% in the quarter ending 31 March 2020 to 78% in the quarter ending 30 June 2020.

- The percentage for the 'Planning' stage decreased from 91% in the quarter ending 31 March 2020 to 81% in the quarter ending 30 June 2020.