Tasmania | 30 June 2020 | Quarterly Performance Dashboard

Participants and Planning

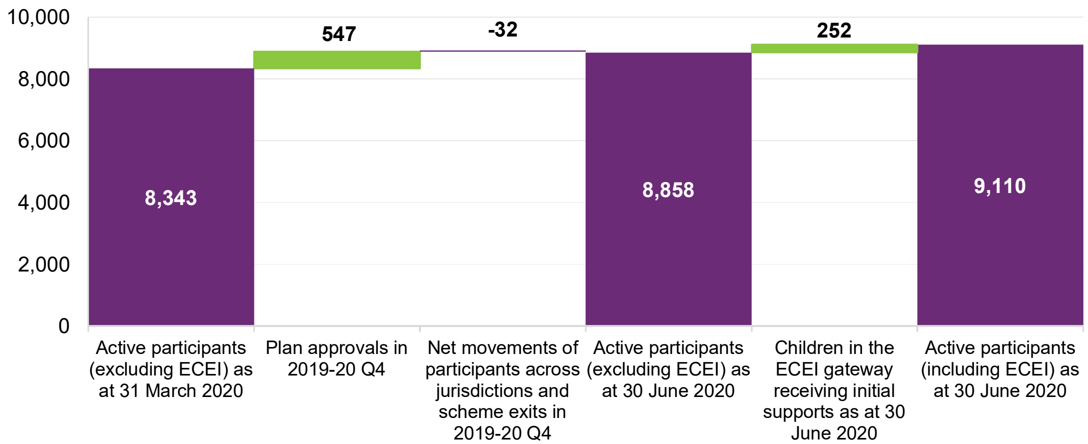
Participant Pathway Experience	Period	As at 30 Jun	As at 31 Mar
Active participants (excluding ECEI)	Current Quarter	8,858	8,343
Children in the ECEI gateway receiving Initial Supports	Current Quarter	252	211
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	29	114
Plans approved (including ECEI with initial supports) vs Bilateral Estimate*	Scheme to date	87%	82%
Proportion of participants fully or partially self managing their plan	Current Quarter	26%	26%
Proportion of plans activated within 90 days**	Current Quarter	84%	84%
Number of participant plan reviews completed	Current Quarter	2,309	2,082
Open participant requested reviews (PRRs)	Current Quarter	70	19
Open reviews of reviewable decisions (RoRDs – Access)***	Current Quarter	8	11
Open reviews of reviewable decisions (RoRDs – Planning)***	Current Quarter	23	123
Access decisions in progress	Current Quarter	220	146
Average days to complete an access decision	Current Quarter		
Age 0 to 6		5	3
Age 7 or above		8	4
Average days to complete first plan after the access requirements have been met	Current Quarter		
Age 0 to 6		47	58
Age 7 or above		40	80

** Bilateral estimate as at 30 June 2019.*

*** Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 Q2 are excluded. 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). 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.*

Change in active participants between 31 Mar 2020 and 30 Jun 2020



Performance summary:
- 9,291 participants have entered the scheme (incl ECEI) 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 ECEI 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 (CALD), taking the total number of CALD participants in TAS to 270 (3.0%).

Provider and Market Metrics

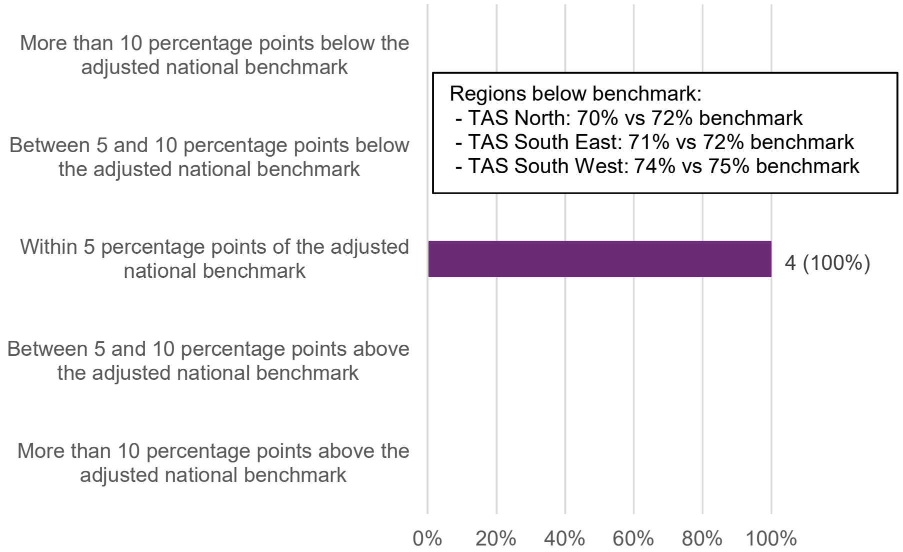
Market supply and participant costs	As at 30 Jun	As at 31 Mar
Total number of active providers (with at least one claim ever)~	1,041	996
Total number of active providers in last quarter~	473	493
Utilisation (6 month rolling average with 3 month lag) (%)	72%	70%
Plan utilisation by region (% of regions 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) (%)	99.8%	99.9%
Growth in annualised plan budget (current quarterly reviews %)	19.4%	12.9%

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

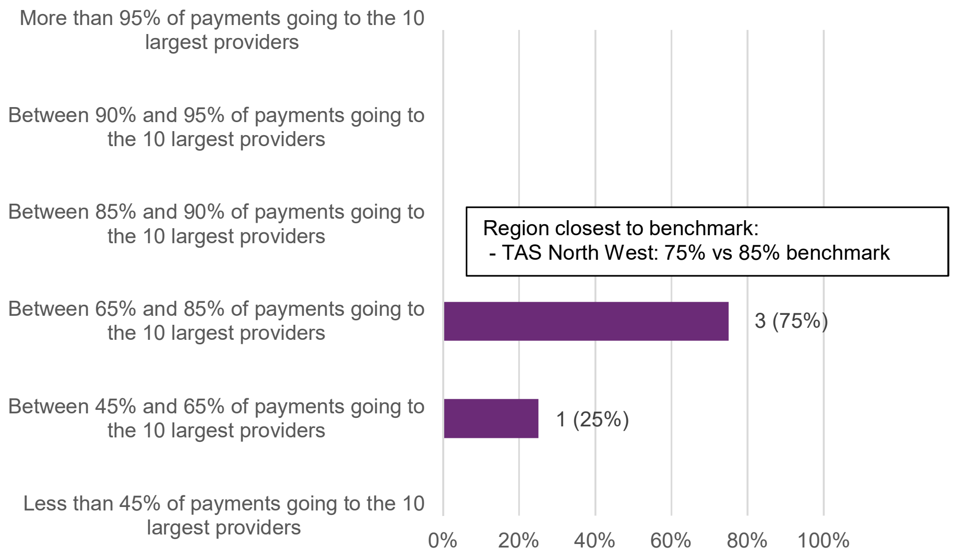
** The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.*

- The number of active providers at the end of 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.

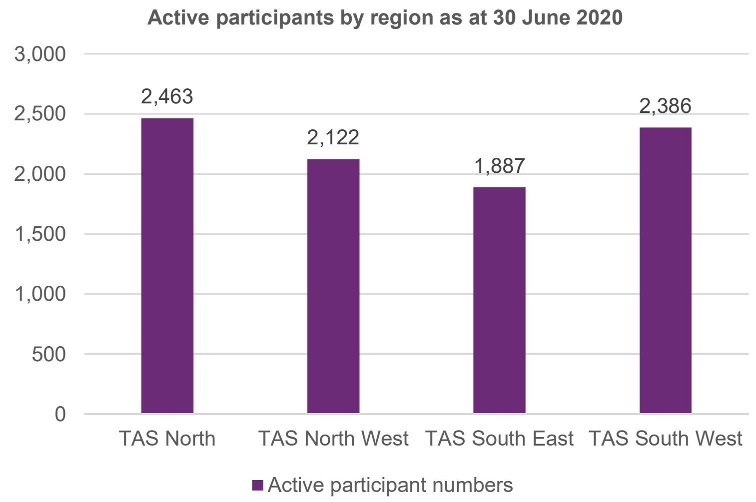
Distribution of regions by plan utilisation*

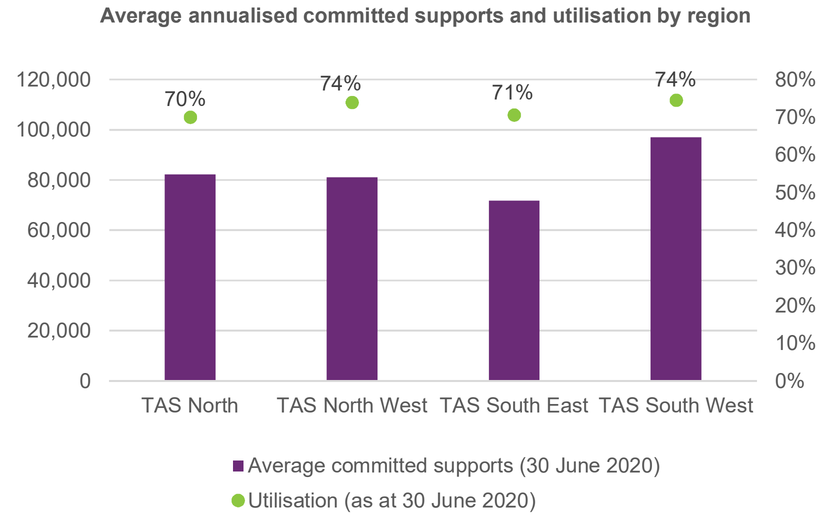


Distribution of regions by market concentration



Regional Summaries





- TAS North has the highest number of active participants (2,463), while TAS South East has the lowest (1,887).
- 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 and TAS North West have the highest utilisation at 74%, whilst TAS 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.

Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction		
Outcomes measures as at 30 June 2020*	***Second review***	***Baseline***
- % of participants involved in community / social activities	40%	29%
- % of participants in work	15%	14%
- % of participants who choose who supports them	47%	46%
% of Participants rating their overall experience as Very Good or Good by pathway stage – current vs previous quarter	**2019-20 Q4**	**2019-20 Q3*** **
- Access**	n/a	n/a
- Pre-planning	78%	80%
- Planning	81%	91%
- 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 July 2017 and 30 June 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 and the Plan review stage for both 2019-20 Q4 and 2019-20 Q3.*

**** Participant satisfaction results for 2019-20 Q3 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.*