Transcript for Tasmania Quarterly Performance Dashboard as at 30 September 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 September 2020 and 30 June 2020.

• The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 8,858 as at 30 June 2020 to 9,358 as at 30 September 2020.

• The number of children in the E-C-E-I gateway receiving initial supports decreased from 252 as at 30 June 2020 to 244 as at 30 September 2020.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 29 as at 30 June 2020 to 19 as at 30 September 2020.

• Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimates increased from 87% as at 30 June 2020 to 92% as at 30 September 2020. Bilateral Estimates as at 30 June 2019.

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

• The proportion of plans activated within 90 days remained stable at 84%, from 30 June 2020 to 30 September 2020. Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 quarter 3 are excluded. They are relatively new and it is too early to examine their durations to activation.

• The number of participant plan reviews completed decreased from 2,309 in the quarter ending 30 June 2020 to 1,806 in the quarter ending 30 September 2020. Plans less than 30 days in duration have been excluded.

• The proportion of decisions made to undertake Participant Requested Reviews (PRRs) within 21 days remained stable at 100%, from the quarter ending 30 June 2020 to the quarter ending 30 September 2020.

• The proportion of Participant Requested Reviews (PRRs) completed after decision made within 42 days increased from 61% in the quarter ending 30 June 2020 to 73% in the quarter ending 30 September 2020.

• The proportion of Reviews of Reviewable Decisions (RoRDs) completed after request is received within 90 days increased from 85% in the quarter ending 30 June 2020 to 99% in the quarter ending 30 September 2020.

• The number of access decisions in progress increased from 220 as at 30 June 2020 to 247 as at 30 September 2020.

• The proportion of access decisions that were made or further information requested within 21 days of access request decreased from 100.0% in the quarter ending 30 June 2020 to 99.8% in the quarter ending 30 September 2020.

• The proportion of access decisions that were made within 14 days of final information being provided remained stable at 100.0%, from 30 June 2020 to 30 September 2020.

• The proportion of first plan approved after access decision has been made that were for participants aged 0 to 6, within 70 days increased from 94% in the quarter ending 30 June 2020 to 97% in the quarter ending 30 September 2020.

• The proportion of first plan approved after access decision has been made that were for participants aged 7 or above, within 90 days increased from 92% in the quarter ending 30 June 2020 to 96% in the quarter ending 30 September 2020.

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

There were 8,858 active participants (excluding E-C-E-I) as at 30 June 2020. During 2020-21 quarter 1, there were 532 plan approvals and a negative net movement of 32 participants across jurisdictions and Scheme exits. This resulted in 9,358 active participants (excluding E-C-E-I) as at 30 September 2020. Additionally, there were 244 children in the E-C-E-I gateway receiving initial supports as at 30 September 2020. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 30 September 2020 was 9,602.

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

• 9,809 participants have entered the Scheme (including E-C-E-I) since July 2013 and currently reside in Tasmania. 9,602 of these continue to be active.

• 5,059 active participants are receiving supports for the first time.

• In the current quarter, 532 participants have entered the Scheme and there are 244 children with initial supports in the E-C-E-I gateway at the end of September 2020.

• 1,806 plans were reviewed this quarter.

• 724 access decisions have been made in the quarter, 558 of which met access and are still active as at 30 September 2020.

• 53 (10.0%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in Tasmania to 769 (8.2%).

• 21 (3.9%) of the new active participants this quarter are Culturally and Linguistically Diverse, also known as CALD, taking the total number of CALD participants in Tasmania to 289 (3.1%).

Section 2 Provider and Market Metrics

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

• The total number of active providers (with at least one claim ever) increased from 1,041 as at 30 June 2020 to 1,092 as at 30 September 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 473 as at 30 June 2020 to 460 as at 30 September 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) remained stable at 72%, from 30 June 2020 to 30 September 2020.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark remained stable at 0%, from 30 June 2020 to 30 September 2020. The ‘benchmark’ in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants had been in the Scheme.

• Market concentration. The proportion of service districts where more than 85% of payments for supports go to the top 10 providers remained stable at 0%, from 30 June 2020 to 30 September 2020.

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

• The growth in annualised plan budget decreased from 19.4% as at 30 June 2020 to 4.9% as at 30 September 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 September 2020.

• The number of active providers at the end of September is 1,092, growing by 5% in the quarter.

• Utilisation was 72% in the six months from 1 January 2020 to 30 June 2020, with no service districts in Tasmania more than 10 percentage points below the adjusted national benchmark.

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

A chart displays the Tasmania distribution of service districts by plan utilisation as at 30 September 2020. The ‘benchmark’ in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants had been in the Scheme.

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

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

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

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

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

Service districts below benchmark:

• Tasmania North: 70% versus 71% benchmark.

• Tasmania North West: 72% versus 73% benchmark.

A chart displays the Tasmania distribution of service districts by market concentration as at 30 September 2020.

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

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

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

1 out of 4 (25%) service districts have between 65% and 85% of payments going to the 10 largest providers.

3 out of 4 (75%) service districts have between 45% and 65% of payments going to the 10 largest providers.

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

Service district closest to benchmark:

• Tasmania North West: 73% versus 85% benchmark.

Section 3 Service District Summaries

A chart displays the active participants by service district as at 30 September 2020.

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

The following comments are made regarding the Tasmania experience at service district level as at 30 September 2020.

• Tasmania North has the highest number of active participants (2,631), while Tasmania South East has the lowest (1,994).

• 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 service districts.

• Tasmania South West has the highest utilisation at 75%, whilst Tasmania North has the lowest utilisation 70%.

• Only utilisation of committed supports from 1 January 2020 to 30 June 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 Participant and Scheme Outcome metrics from the Corporate Plan as at 30 September 2020. These Outcomes results only include participants who have been in the Scheme for at least two years. Trial participants are excluded. The measures compare the responses at the participants' most recent plan review, with the result at Scheme entry (which constitutes the Baseline). The following three indicators are outcomes measures.

• The percentage - Participant employment rate - ages 15 and over increased from 12% at Baseline to 16% at the latest review.

• The percentage - Participant social and community engagement rate - ages 15 and over increased from 29% at Baseline to 34% at the latest review.

• The percentage - Parent and carer employment rate - all ages increased from 43% at Baseline to 45% at the latest 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 4 have been restated using data as at 30 September 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 for 2019-20 quarter 4 and the Plan review stage for both 2019-20 quarter 4 and 2020-21 quarter 1.

• The percentage for the 'Access' stage was 82% in the quarter ending 30 September 2020. There is insufficient data to report on the participant satisfaction survey results relating to the Access stage for 2019-20 quarter 4.

• The percentage for the 'Pre-planning' stage increased from 83% in the quarter ending 30 June 2020 to 84% in the quarter ending 30 September 2020.

• The percentage for the 'Planning' stage increased from 81% in the quarter ending 30 June 2020 to 83% in the quarter ending 30 September 2020.

• There is insufficient data to report on the participant satisfaction survey results relating to the Plan review stage for both 2019-20 quarter 4 and 2020-21 quarter 1.