COAG

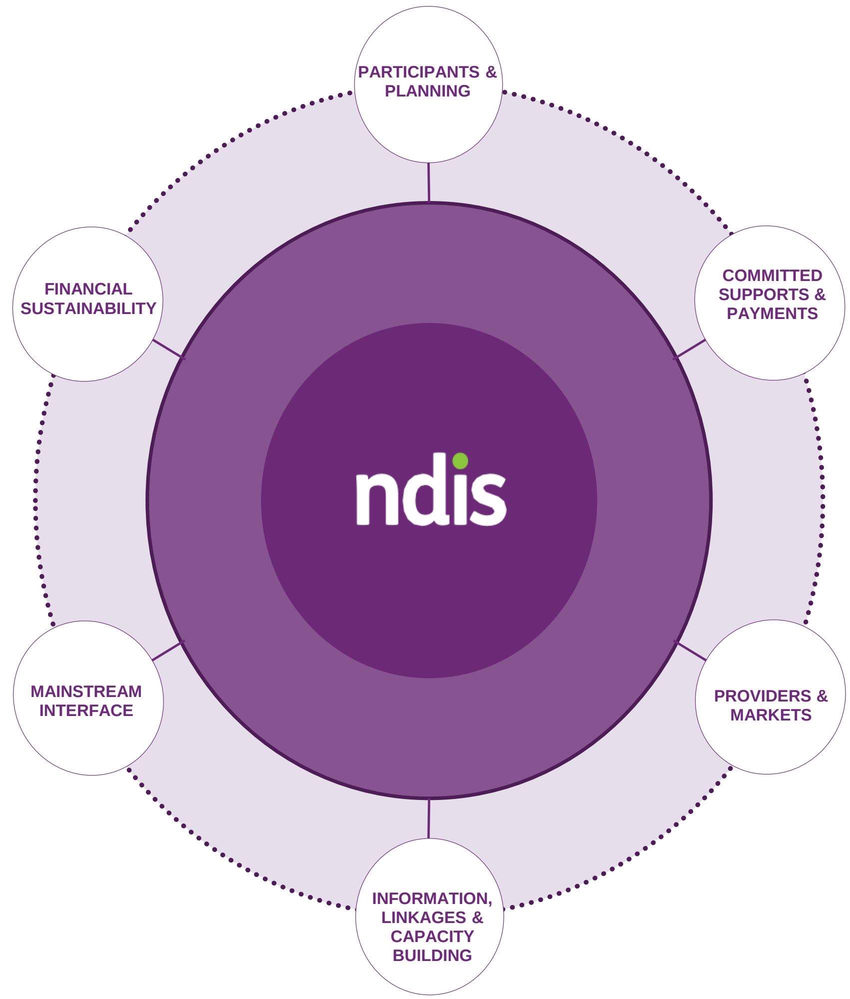
Disability Reform Council

Quarterly Performance Report

Tasmania - 31 March 2018

Overview

This report is the seventh quarterly report during the NDIS Transition period, which commenced on 1 July 2016.



Summary

Participants and Planning

560 additional participants with plans this quarter.

As at 31 March 2018, plans approved and ECEI referrals represent:
- **91% of year to date bilateral estimate met (1 July 2017 - 31 March 2018)**
- **96% of scheme to date bilateral estimate met (1 July 2013 - 31 March 2018)**

Committed Supports and Payments

$262.9 million has been paid to providers and participants since Scheme inception.

Overall,
- **55% of committed supports were utilised in 2013-14,**
- **71% in 2014-15,**
- **74% in 2015-16,**
- **78% in 2016-17.**

2017-18 experience is still emerging.

Providers and Markets

1,002 approved providers, a 9% increase for the quarter.

75-85% of payments made by the NDIA are received by 25% of providers.

24% of service providers are individual/sole traders.

Mainstream Interface

95% of active participants with a plan approved in 2017-18 Q3 access mainstream services.

PART 1

Participants and Planning

As the transition phase to full scheme continues, the NDIS in Tasmania continues to grow with 560 additional participants with approved plans this quarter.

Summary

The NDIS is transitioning to full-scheme according to phasing schedules bilaterally agreed by State/Territory and Commonwealth governments.

Key Statistics

762

ACCESS DECISIONS IN 2017-18 Q3

(INCLUDING BOTH ACCESS MET AND ACCESS NOT MET)

560

INITIAL PLANS APPROVED IN 2017-18 Q3

OF THE 560 INITIAL PLANS APPROVED THIS QUARTER, 113 WERE PREVIOUSLY CONFIRMED AS ECEI AT 31 DECEMBER 2017

49

ADDITIONAL CHILDREN WITH A CONFIRMED ECEI GATEWAY REFERRAL IN 2017-18 Q3

91%

OF YEAR TO DATE BILATERAL ESTIMATE MET (1 JULY 2017 - 31 MARCH 2018)

93%

OF TRANSITION TO DATE BILATERAL ESTIMATE MET (1 JULY 2016 - 31 MARCH 2018)

96%

OF SCHEME TO DATE BILATERAL ESTIMATE MET (1 JULY 2013 - 31 MARCH 2018)

44%

OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2017-18 Q3 ARE AGED 7 TO 14 YEARS

39%

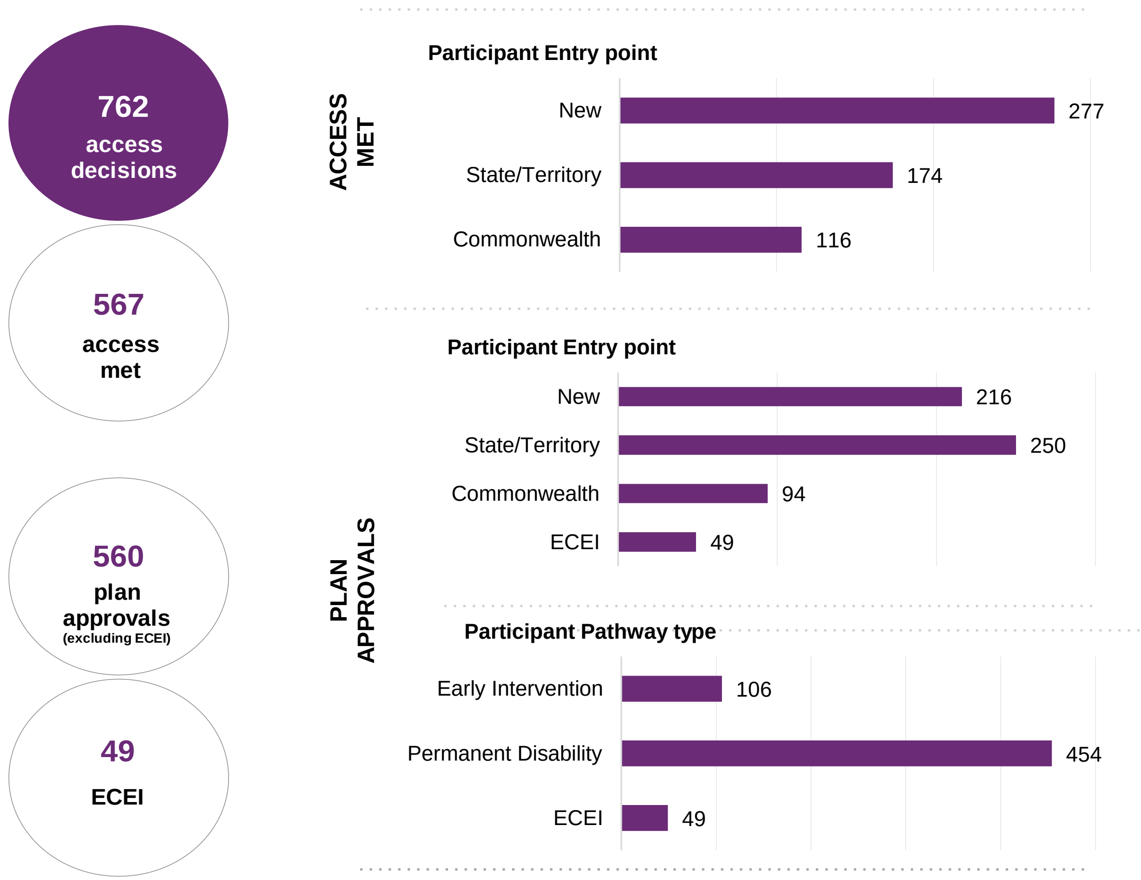
OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2017-18 Q3 HAVE A REPORTED PRIMARY DISABILITY OF AUTISM

Quarterly Intake

2017-18 Q3

Of the 567 participants deemed 'eligible' this quarter 49% were 'New' participants (i.e. had not transitioned from an existing State/Territory or Commonwealth program).

Of the 560 plan approvals this quarter, 45% had transitioned from an existing State/Territory program, 81% entered with a permanent disability and 113 were previously confirmed as ECEI at 2017-18 Q2.



Quarterly Intake Detail

Plan approvals as at 31 March 2018

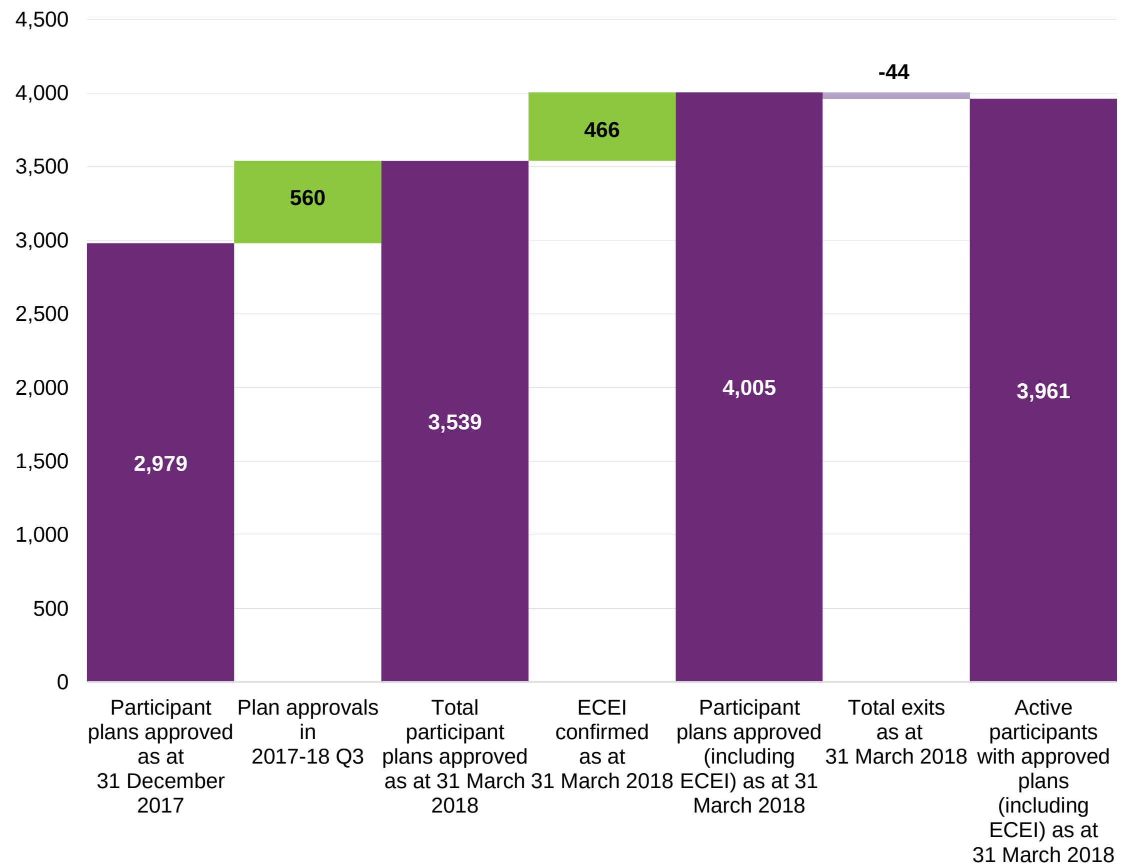
Plan approval numbers have increased from 2,979 at the end of 2017-18 Q2 to 3,539 by the end of 2017-18 Q3, an increase of 560 approvals.

As at 31 March 2018 there were 466 children with a confirmed ECEI referral bringing the total number to 4,005. Overall, 44 participants with approved plans have exited the Scheme.

Of the 466 children with a confirmed ECEI referral as at 31 March 2018, 417 were previously confirmed as ECEI at 31 December 2017 and an additional 49 entered the gateway this quarter.

In the quarter of 2017-18 Q3 there were 793 plan reviews.This figure relates to all participants who have entered the Scheme.

Change in plan approvals between 31 December 2017 and 31 March 2018



Cumulative Position

Plan approvals as at 31 March 2018

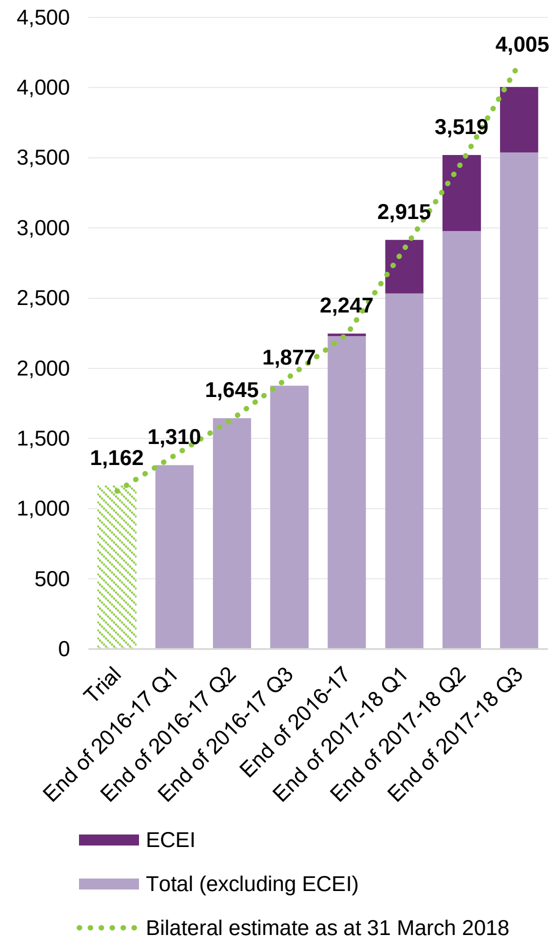
As at the end of 2017-18 Q3, the cumulative total number of participants receiving support was 4,005 (including 466 children supported through the ECEI gateway). Of these, 1,919 transitioned from an existing State/Territory program and 257 transitioned from an existing Commonwealth program.

In addition, 314 participants were awaiting a plan as at 31 March 2018.

Overall, since 1 July 2013, there have been 4,450 people with access decisions.

Cumulative position reporting is inclusive of trial participants for the reported period and represents participants who have or have had an approved plan.

Cumulative plan approvals compared with bilateral estimate



91%

of year to date bilateral estimate met (1 July 2017 - 31 March 2018)

93%

of transition to date bilateral estimate met (1 July 2016 - 31 March 2018)

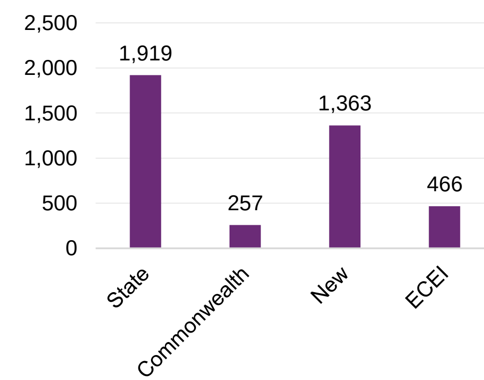
96%

of scheme to date bilateral estimate met (1 July 2013 - 31 March 2018)

3,539

plan approvals to date; 4,005 including ECEI confirmed

Plan approvals by participant referral pathway



Participant Profiles by Age Group

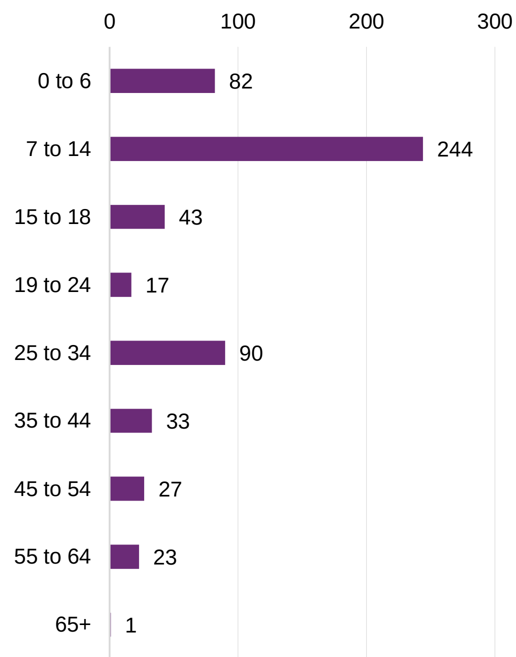
Demographic profile of active participants with a plan approved in 2017-18 Q3, compared with plan approvals as at 31 December 2017, by age group.

The proportion of participants that entered in 2017-18 Q3 aged 7 to 14 years has increased from 26% in prior quarters to 44%.

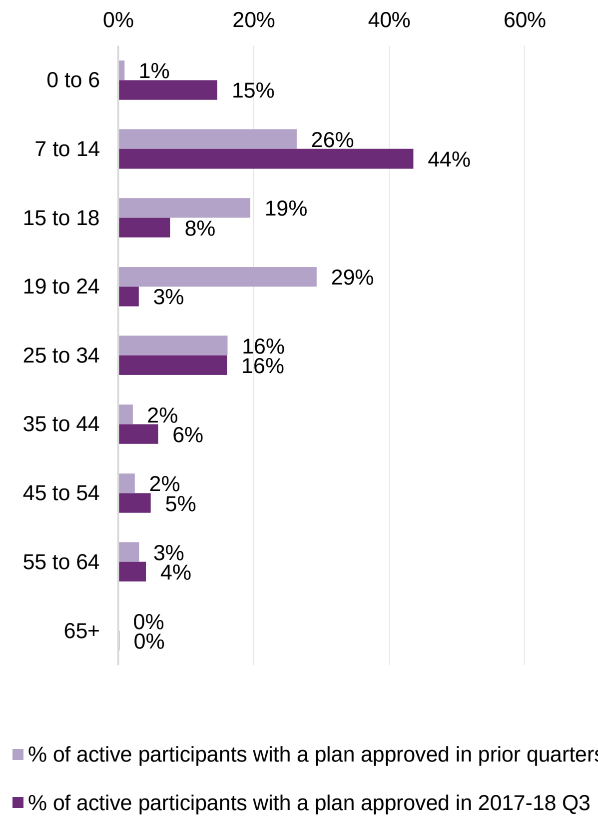
The proportion of participants aged 19 to 24 years has decreased from 29% in prior quarters to 3% in 2017-18 Q3.

These trends can be attributed to the phasing schedule.

Active participants with a plan approved in the quarter of 2017-18 Q3 by age group



% of active participants with a plan approved by age group



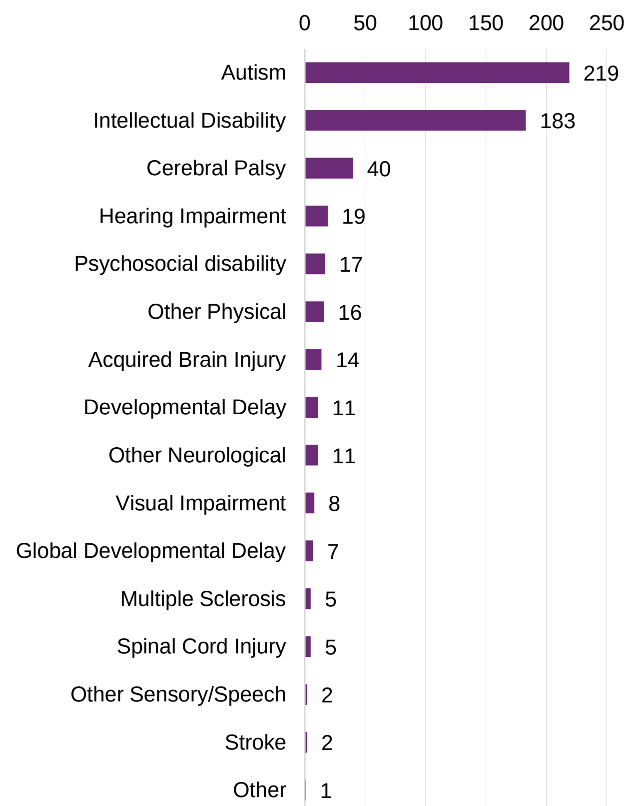
Note: The age eligibility requirements for the NDIS are based on the age as at the access request date.
Participants with their initial plan approved aged 65+ have turned 65 since their access request was received.

Participant Profiles by Disability Group

Demographic profile of active participants with a plan approved in 2017-18 Q3, compared with plan approvals as at 31 December 2017, by disability group.

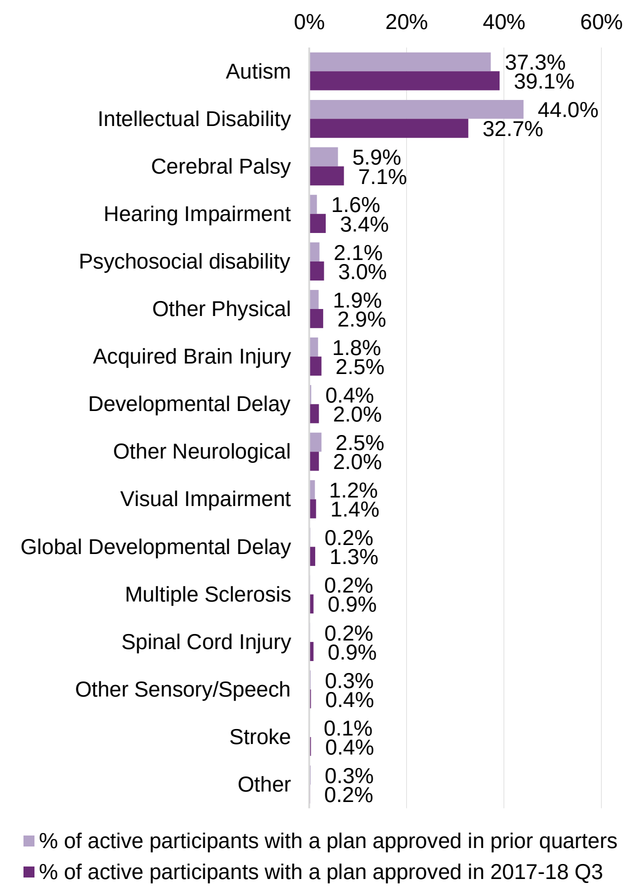
39% of participants entering in the quarter of 2017-18 Q3 have a primary disability group of Autism.

Active participants with a plan approved in the quarter of 2017-18 Q3 by disability group



Note: Of the 183 active participants identified as having an intellectual disability, 19 (10%), have down syndrome.

% of active participants with a plan approved by disability group



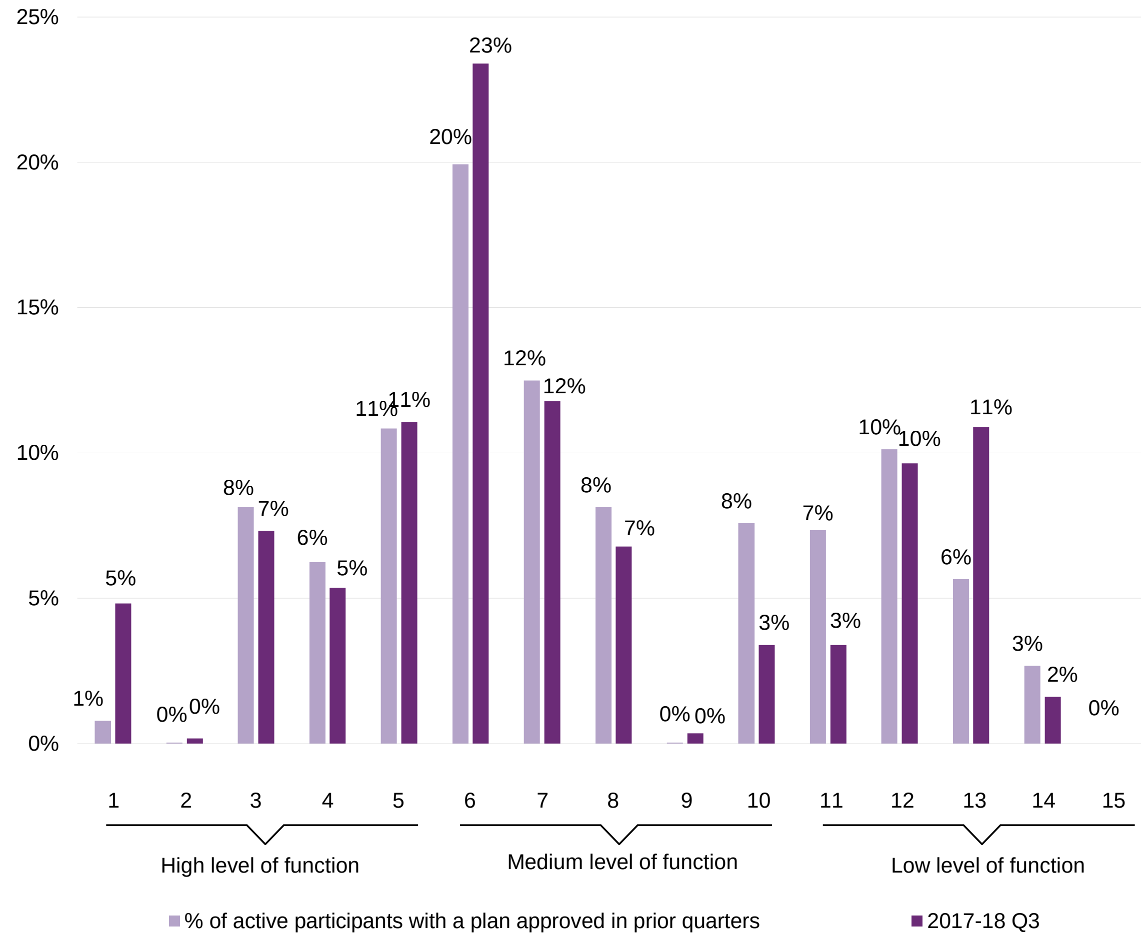
Participant Profiles by Level of Function

Demographic profile of active participants with a plan approved in 2017-18 Q3, compared with plan approvals as at 31 December 2017, by level of function.

For participants with a plan approval in the current period:
• 29% of active participants had a relatively high level of function
• 46% of active participants had a relatively moderate level of function
• 26% had a relatively low level of function

These relativities are within the NDIS participant population, and not comparable to the general population.

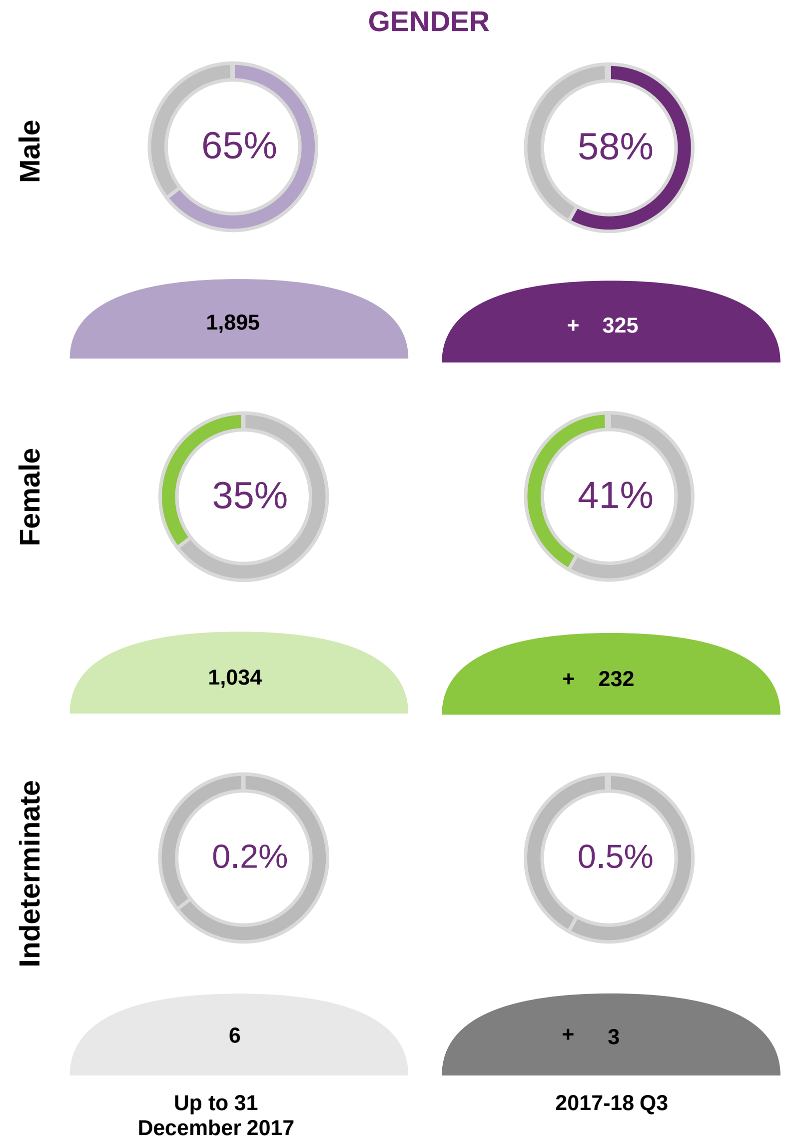
% of active participants with a plan approved by level of function



Participant Profiles by Gender

Demographic profile of active participants with a plan approved in 2017-18 Q3, compared with plan approvals as at 31 December 2017, by gender.

The majority of participants are males.



Participant Profiles

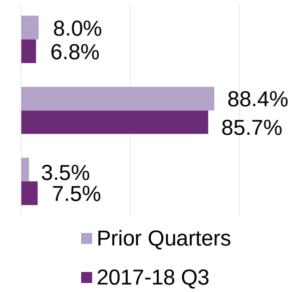
Demographic profile of active participants with a plan approved in 2017-18 Q3, compared with plan approvals as at 31 December 2017.

Of the participants with a plan approved in 2017-18 Q3:

- **6.8% were Aboriginal or Torres Strait Islander, compared with 8.0% for prior periods.**
- **0% were young people in residential aged care, compared with 0% for prior periods.**
- **1.6% were culturally and linguistically diverse, compared with 2.0% for prior periods.**

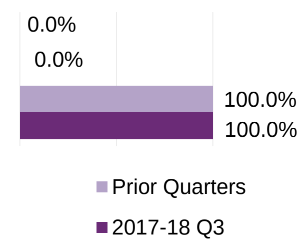
Aboriginal & Torres-Strait Islander status	2017-18 Q3
Aboriginal and Torres Strait Islander	38
Not Aboriginal and Torres Strait Islander	480
Not Stated	42

% of active participants



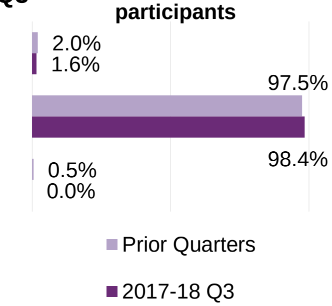
Young people in residential aged care status	2017-18 Q3
Young people in residential aged care	0
Young people not in residential aged care	560

% of active participants



Culturally and linguistically diverse status	2017-18 Q3
Culturally and linguistically diverse	9
Not culturally and linguistically diverse	551
Not stated	0

% of active participants

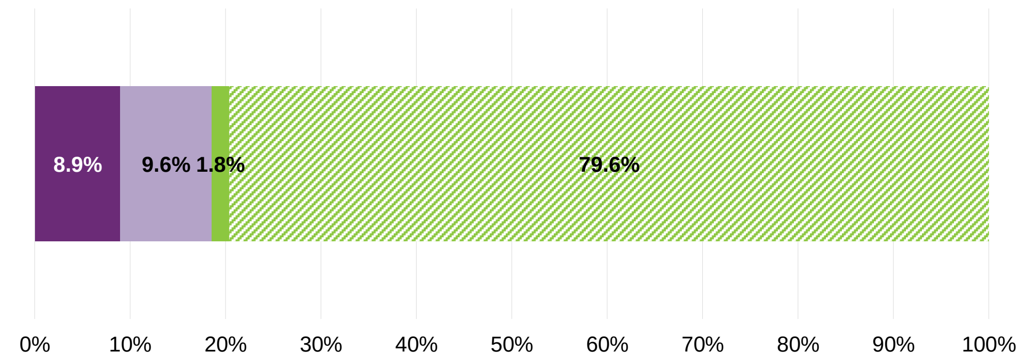


Plan Management
Support Co-ordination

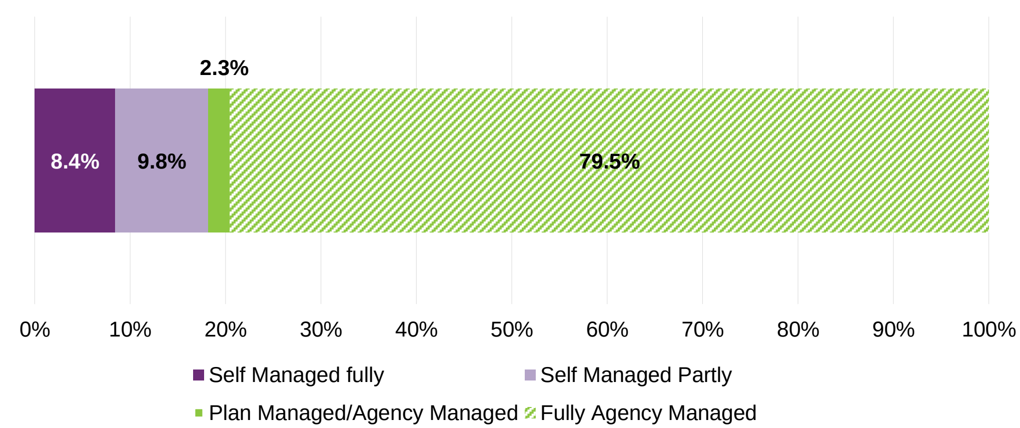
The proportion of participants who are fully or partly self-managing their plan was slightly lower in 2017-18 Q3 (18%) compared with prior quarters of transition (19%).

42% of participants who have had a plan approved in 2017-18 Q3 have support coordination in their plan, compared with 35% in prior quarters during transition.

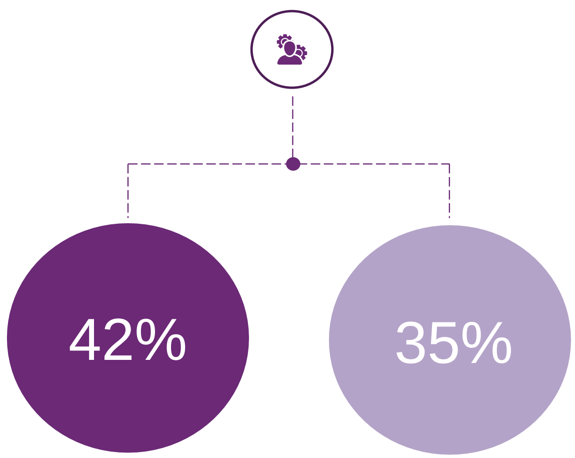
Prior quarters (transition only)



2017-18 Q3



Support Co-ordination



2017-18 Q3

Prior quarters

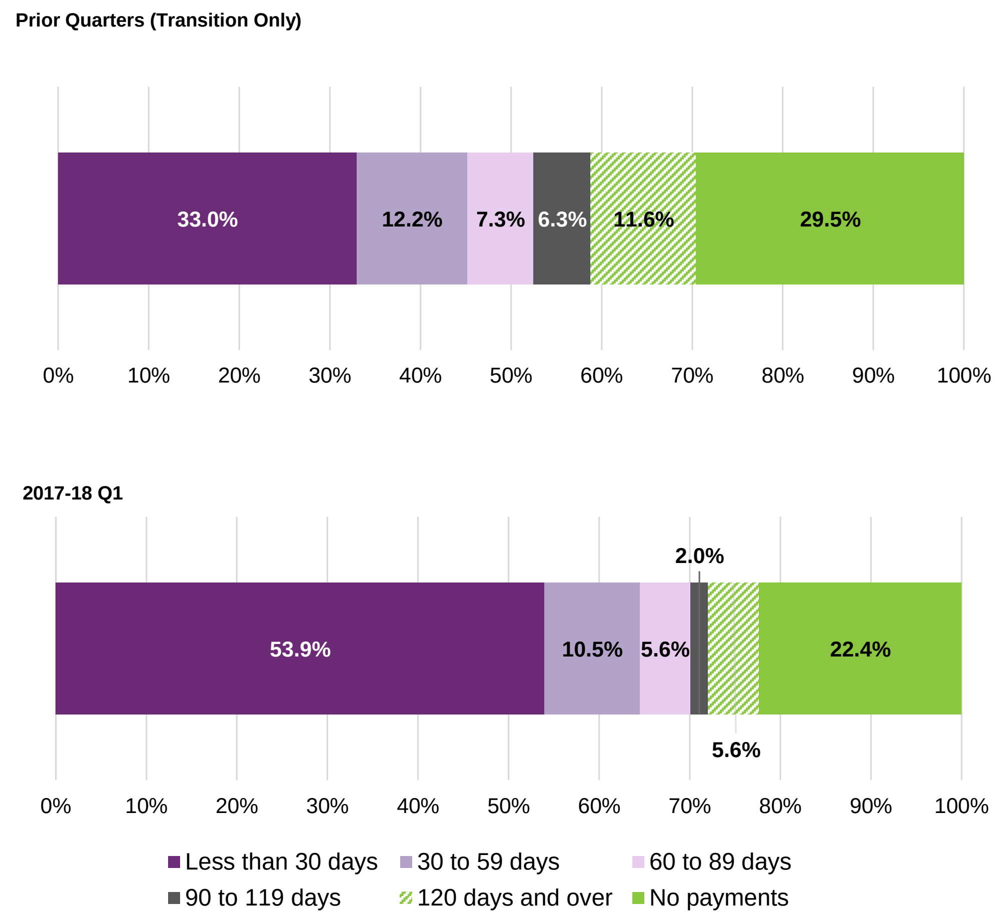
Plan Activation

Plan activation refers to the amount of time between plan approval and the commencement of the participant receiving support.

The percentage of plans activated within 90 days of approval were:
- **52% of plans approved in prior quarters**
- **70% of plans approved in 2017-18 Q1.**

Plan activation can only be approximated using data on payments. As there is a lag between when support is provided and payments made, these statistics are likely to be conservative. That is, it is likely that plan activation is faster than presented. Further, in-kind supports have been excluded from the calculation, which further contributes to the conservative figures.

Duration to Plan activation for initial plans



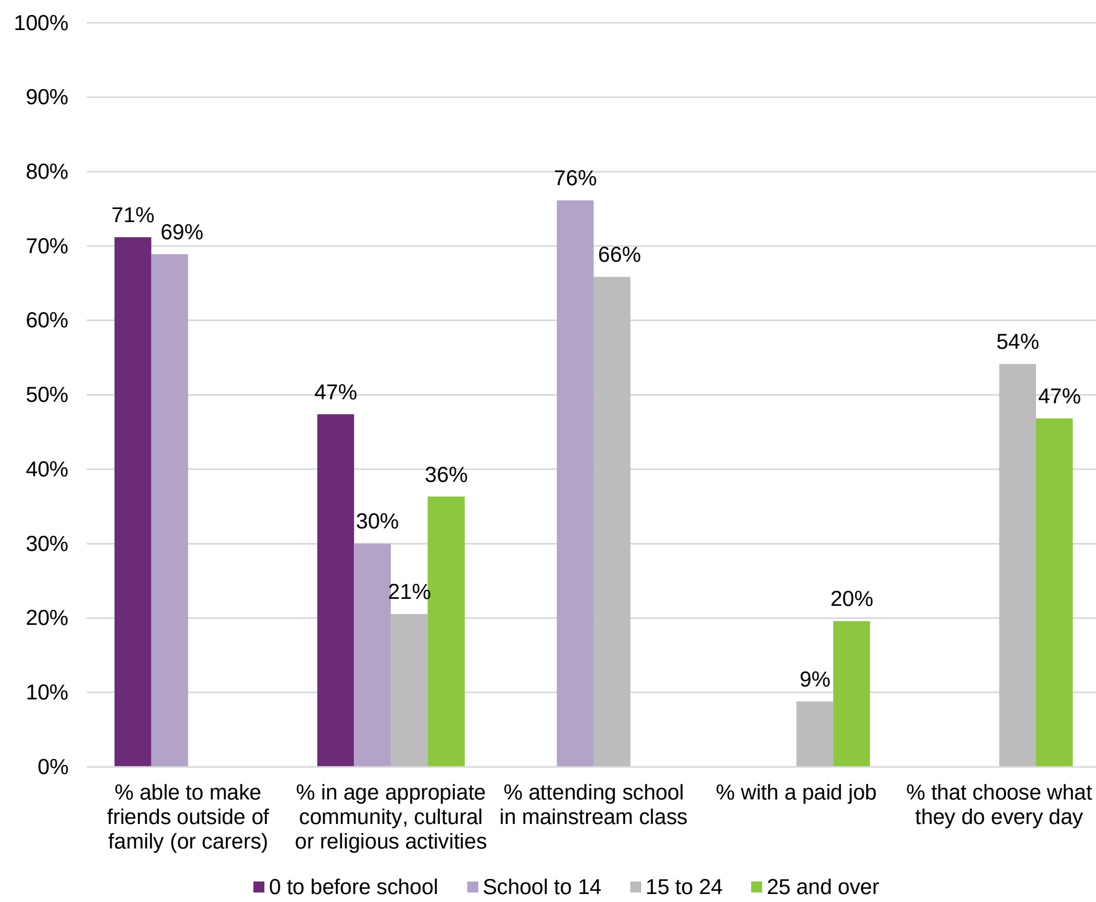
Note: Given that plans approved since 2017-18 Q1 are relatively new, it is too early to examine the duration to plan activation for these plans and hence these have been excluded from the charts.

Participant Outcomes

Baseline outcome measures were collected from 100% of participants receiving their initial plan since 1 July 2016.

- **71% of participants aged 0 to before school are able to make friends outside of family/carers, compared to 69% of participants from school age to 14**
- **47% of participants aged 0 to before school are engaged in age appropriate community, cultural or religious activities, compared to 21% - 36% for other age groups**
- **76% of participants from school age to 14 attend school in a mainstream class, compared to 66% of participants aged 15 to 24**
- **20% of participants aged 25 and over have a paid job, compared to 9% of participants aged 15 to 24**
- **47% of participants aged 25 and over choose what they do every day, compared to 54% of participants aged 15 to 24**

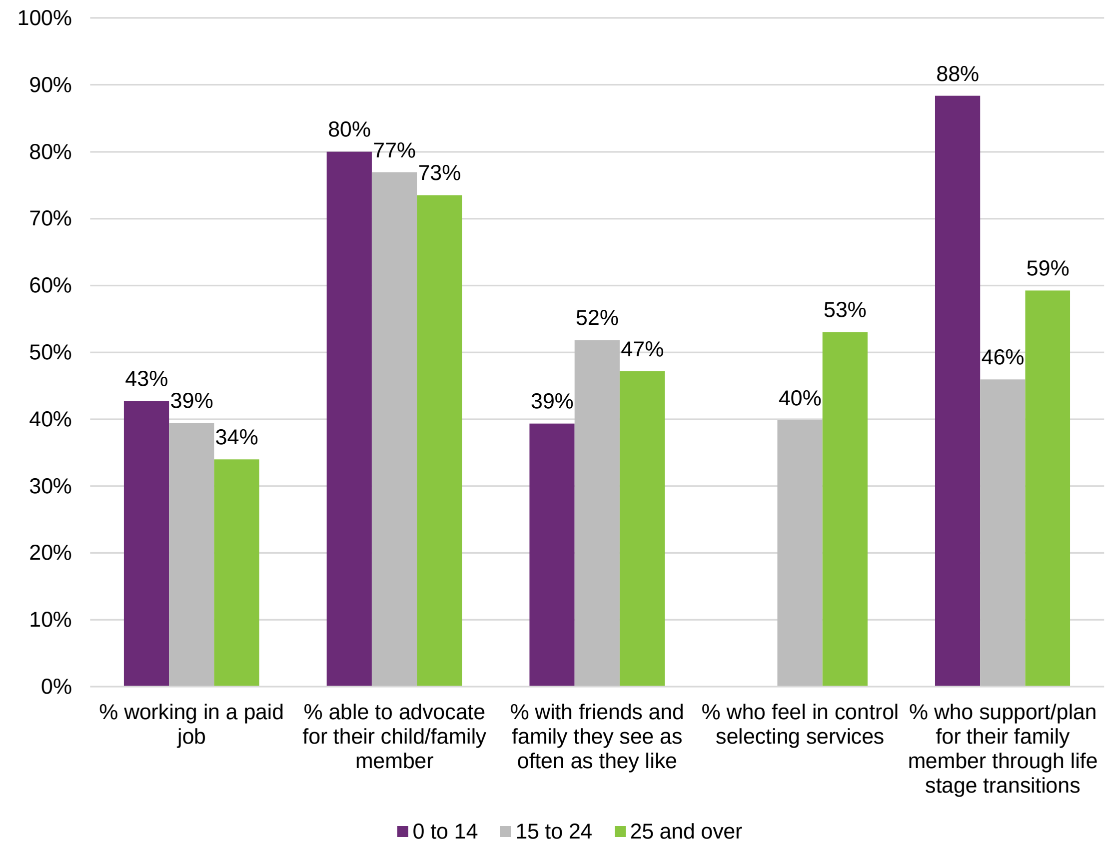
Selected key baseline indicators for participants



Family/Carers Outcomes

The percentage of participants' family/carers:
• working in a paid job was highest for participants aged 0 to 14 (43%)
• able to advocate for their child/family member was highest for participants aged 0 to 14 (80%)
• who have friends and family they can see as often as they like was highest for participants aged 15 to 24 (52%)
• who feel in control selecting services was highest for participants aged 25 and over (53%)
• who support/plan for their family member through life stage transitions was highest for participants aged 0 to 14 (88%)

Selected key baseline indicators for families and carers of participants



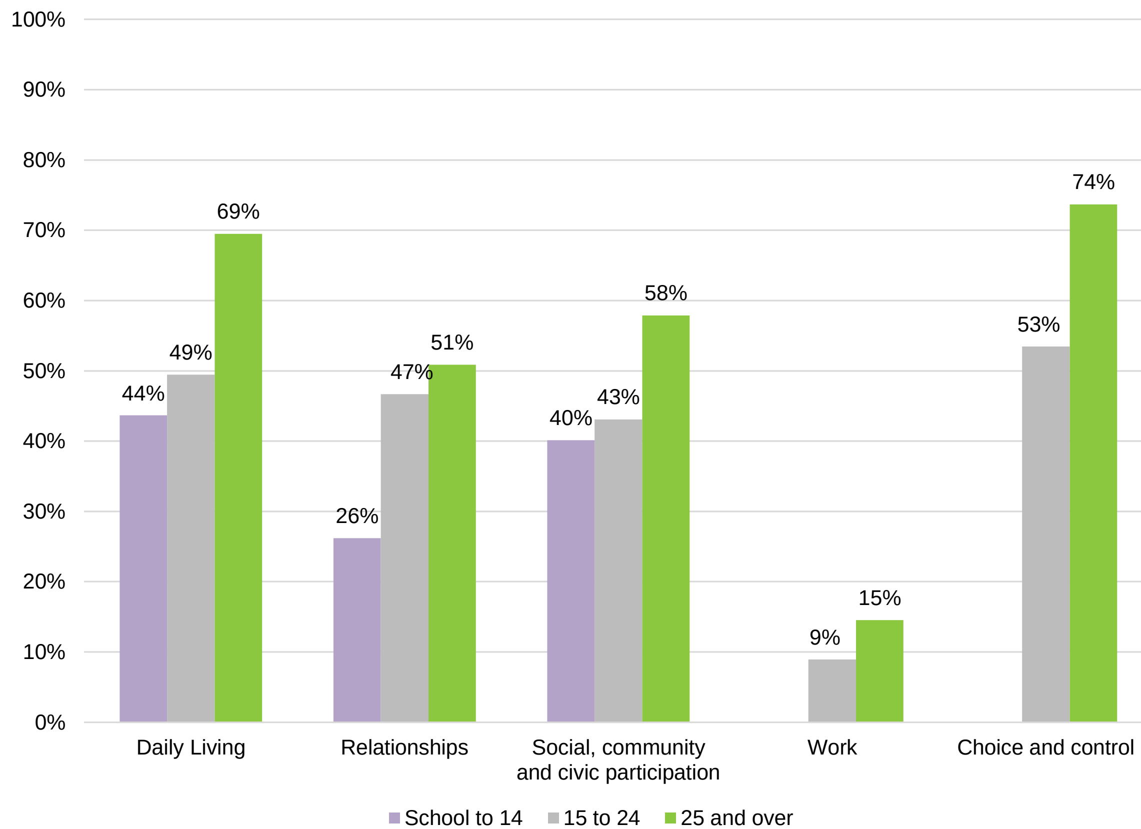
Has the NDIS helped? Participants

Perceptions of whether the NDIS has helped.

Participants who entered the Scheme in the first three quarters of 2016/17 and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The percentage responding 'Yes' was highest for the domain of:
• Daily Living (44%), for participants of school age to 14
• Choice and control (53%), for participants aged 15 to 24
• Choice and control (74%), for participants aged 25 and over

"Has the NDIS helped?" questions for participants



Note: There was insufficient data for participants aged 0 to before school

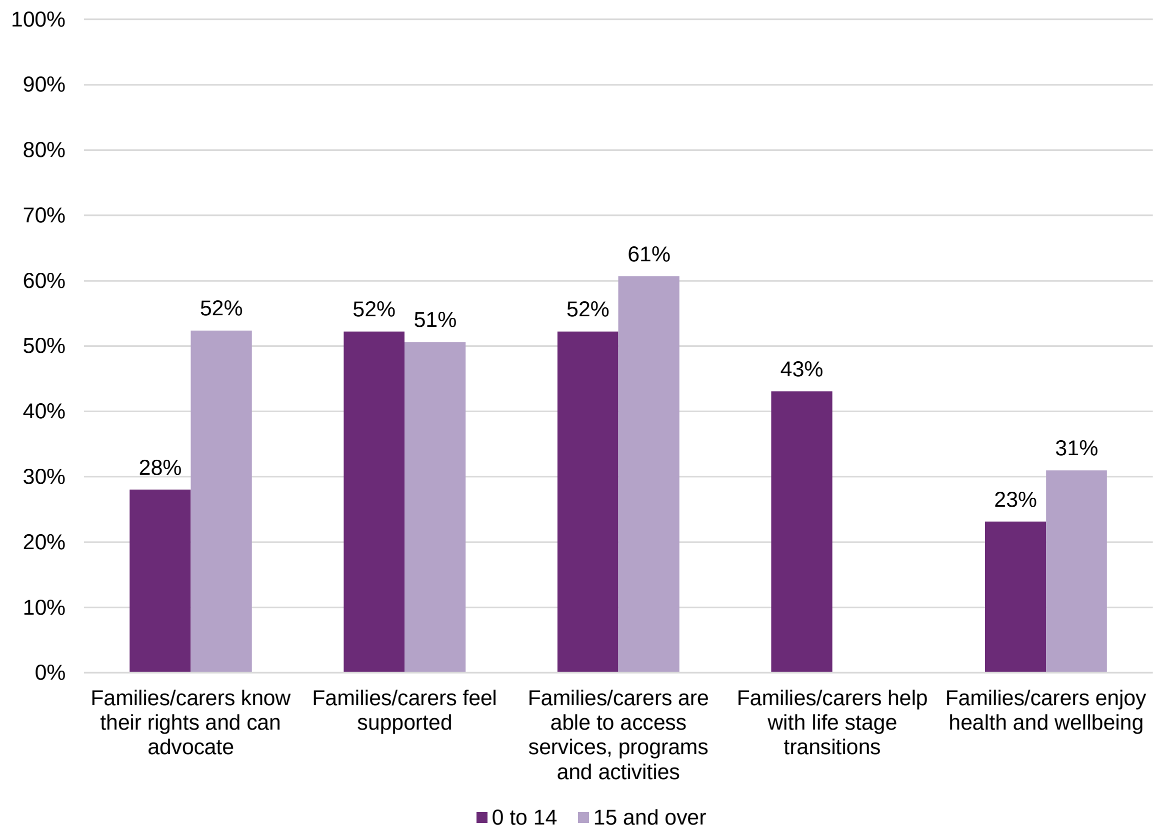
Has the NDIS helped? Family/Carers

Perceptions of whether the NDIS has helped.

Families and cares of participants who entered the Scheme in the first three quarters of 2016/17 and had a plan review approximately one year later were asked questions about whether the NDIS had helped them.

The NDIS has helped families and carers of participants most with accessing services, programs and activities, and feeling supported.

"Has the NDIS helped?" questions for families and carers of participants



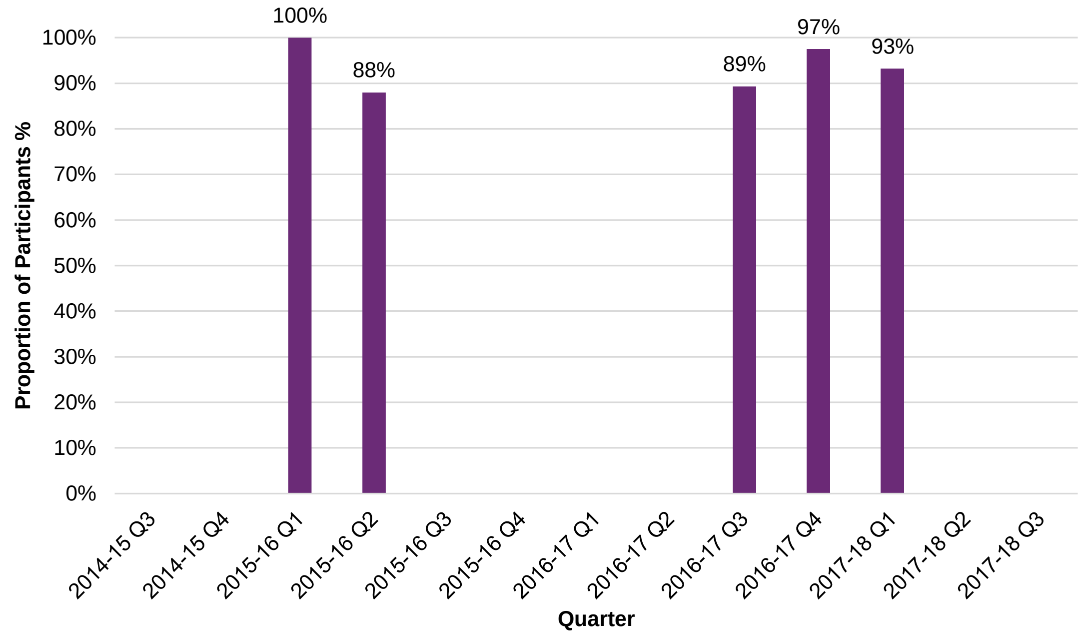
Participant Satisfaction

Due to low number of participant survey responses in 2017-18 Q3, participant satisfaction is not shown for this quarter.

The Participant Pathway Review aims to improve the participant experience.

Participant satisfaction continues to be high, but has dropped during transition, compared with trial site experience.

Proportion of participants describing satisfaction with the Agency's planning process as good or very good - by quarter



Note: Participant satisfaction results are not shown if there is insufficient data in the group.

PART 2

Committed Supports and Payments

Both committed and paid supports to participants are increasing in line with the growing scheme.

To date funding committed to participants with an approved plan amounts to $499.0 million (including support periods in the future), of which $262.9 million has been paid.

Summary

This section presents information on the amount committed in plans and payments to service providers and participants.

Key Statistics

$499.0
MILLION OF SUPPORTS HAS BEEN COMMITTED TO 3,539 PARTICIPANTS

$235.1
MILLION OF SUPPORTS IN RESPECT OF PRIOR FINANCIAL YEARS INCLUDING TRIAL

$178.2
MILLION OF SUPPORTS IN RESPECT OF 2017-18^

$85.7
MILLION OF SUPPORTS IN RESPECT OF LATER YEARS*

$262.9
MILLION HAS BEEN PAID TO PROVIDERS & PARTICIPANTS

OVERALL, 55% OF COMMITTED SUPPORTS WERE UTILISED IN 2013-14, 71% IN 2014-15, 74% IN 2015-16 AND 78% IN 2016-17.

THE 2017-18 EXPERIENCE IS STILL EMERGING.

^Note: The $178.2 million in respect of 2017-18 only includes approved plans to date.

*Note: The $85.7 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

Committed Supports and Payments

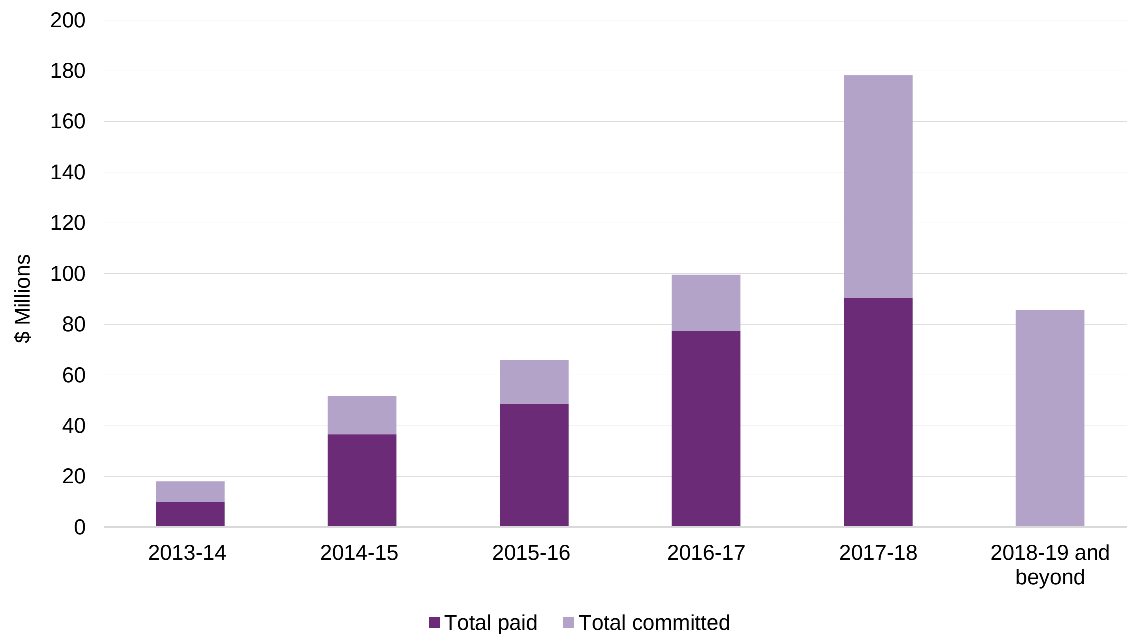
Committed amount by year that the support is expected to be provided, compared with committed supports that have been used (paid).

Of the $499.0 million that has been committed in participant plans, $262.9 million has been paid to date.

In particular, for supports provided in:
2013-14: $10.0m has been paid
2014-15: $36.6m has been paid
2015-16: $48.6m has been paid
2016-17: $77.4m has been paid
2017-18 to date: $90.3m has been paid

Committed and paid by expected support year

$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total committed	18.0	51.6	65.9	99.5	178.2	85.7	499.0
Total paid	10.0	36.6	48.6	77.4	90.3	0.0	262.9



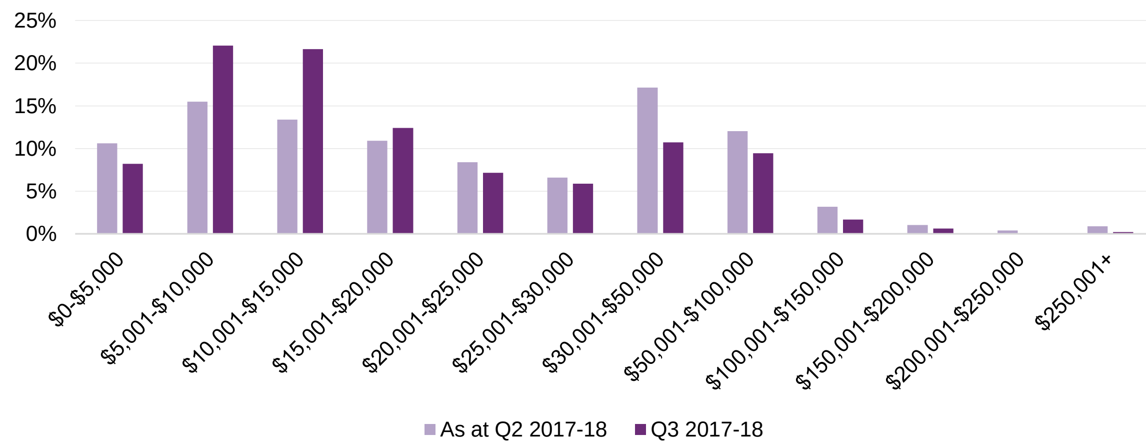
Committed Supports by Cost Band

A lower proportion of initial plan approvals in 2017-18 Q3 have average annualised committed supports between $20,001 and $250,000 compared with participants who entered in prior quarters when participants with shared supported accommodation (SSA) supports are included.

This is also the case when SSA participants are excluded.

Distribution of average annualised committed supports by cost band (including SSA)

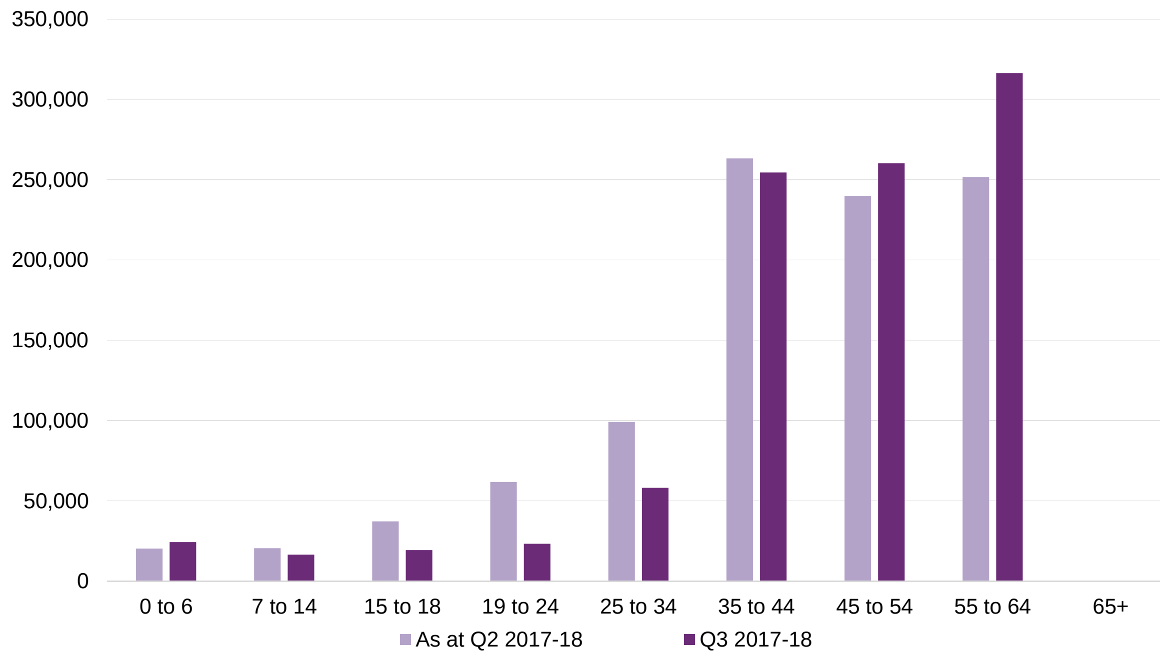
Distribution of average annualised committed supports by cost band (excluding SSA)



Committed Supports by Age Band

Average annualised committed supports increase steeply up to age 35 and stabilises to age 64.

Average annualised committed supports by age band



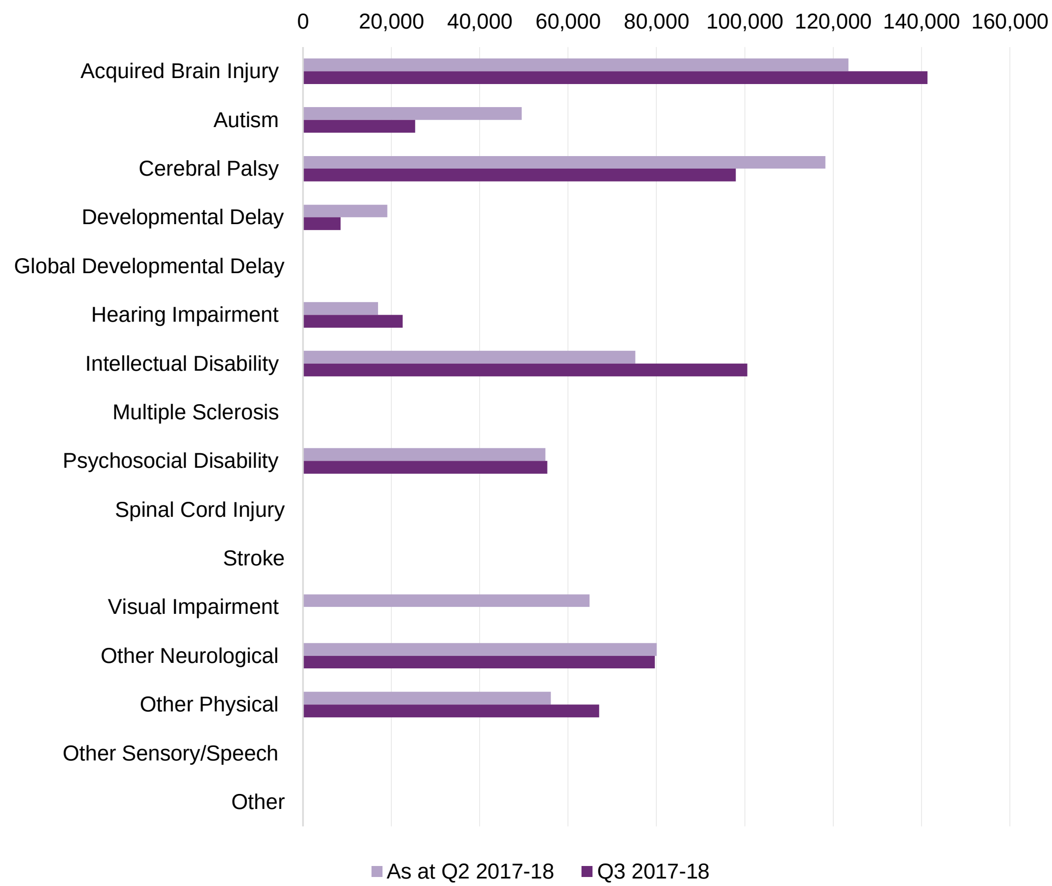
Note: Average annualised committed supports are not shown if there are insufficient data in the group.

Committed Supports by Disability Group

Participants entering with Acquired Brain Injury, Cerebral Palsy and Other Neurological disability types have the highest average annualised committed supports.

Due to a high concentration of participants with an Intellectual Disability and Autism in Tasmania, committed supports by primary disability group should be interpreted with caution.

Average annualised committed supports by primary disability group



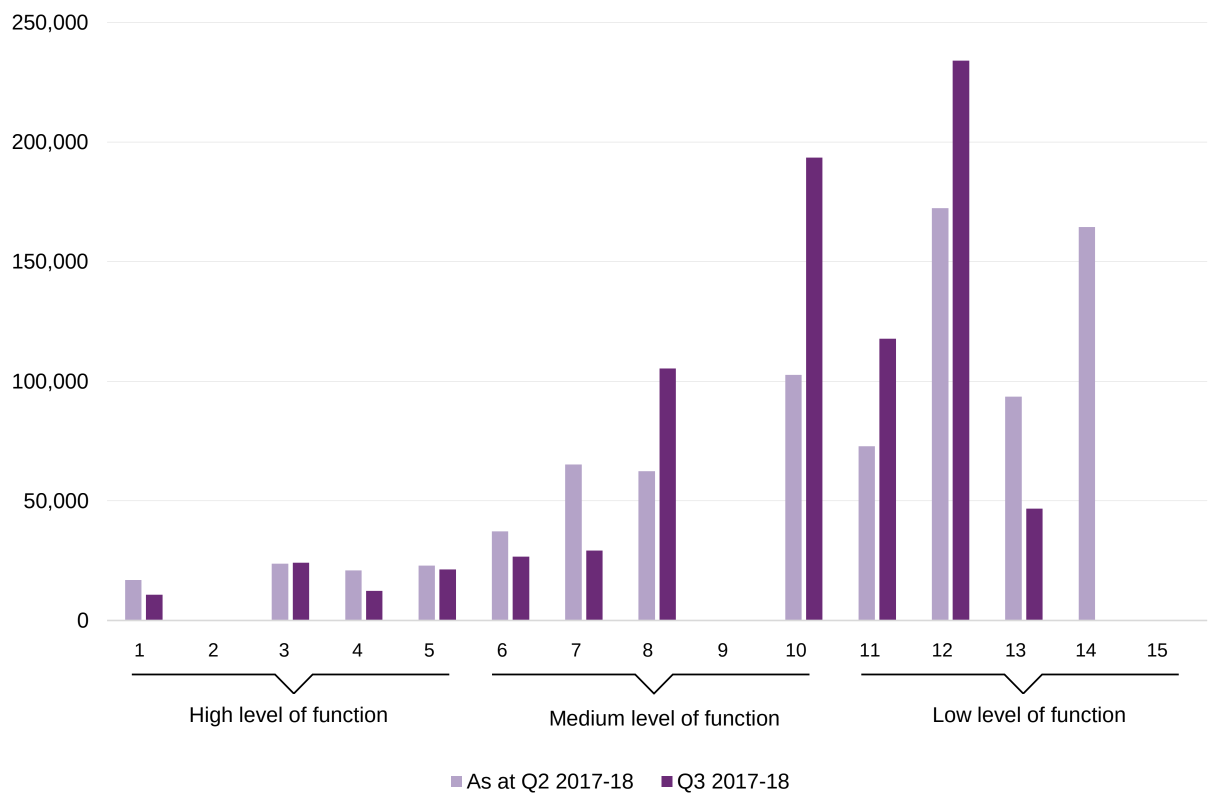
Note: Average annualised committed supports are not shown if there are insufficient data in the group.

Committed Supports by Level of Function

The average annualised committed supports generally increase for participants with lower levels of function.

Overall, the average annualised committed supports for participants with an initial plan approval in 2017-18 Q3 is higher compared with participants who entered in prior quarters for participants with a low level of function, lower for participants with a medium level of function, and lower for participants with a high level of function.

Average annualised committed supports by level of function



Note 1: Average annualised committed supports are not shown if there are insufficient data in the group.
Note 2: High, medium and low function is relative within the NDIS population and not comparable to the general population.

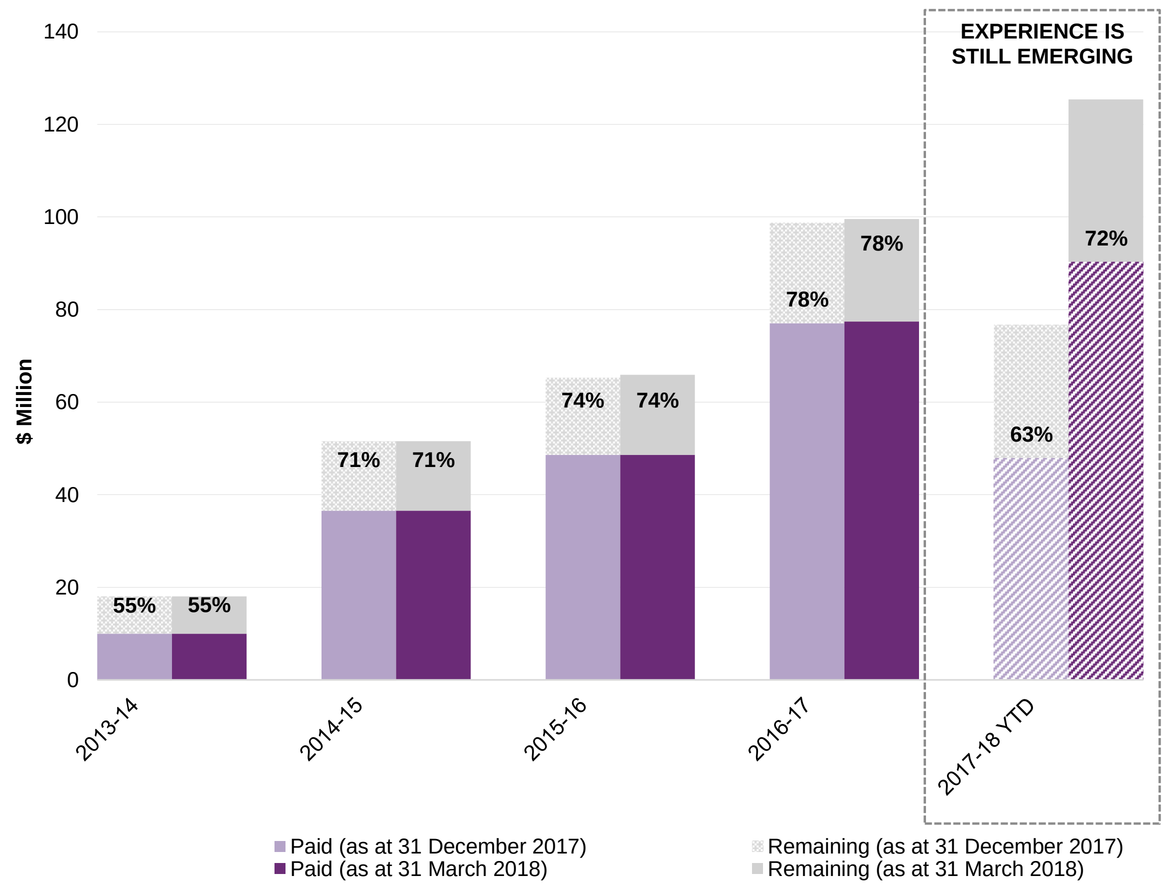
Utilisation of Committed Supports

Utilisation of committed supports by year that the support was expected to be provided as at 31 December 2017, compared with 31 March 2018.

As there is a lag between when support is provided and when it is paid, the utilisation in 2017-18 will increase.

The utilisation of committed supports in 2017-18 YTD is still emerging and the utilisation rate is expected to increase as there is a lag between when support is provided and when it is paid.

Utilisation of committed supports as at 31 December 2017 and 31 March 2018



PART 3

Providers and Markets

The scale and extent of the market continues to grow, with a 9% increase in the number of providers during the quarter to 1,002.

Summary

This section contains information on registered service providers and the market, with key provider and market indicators presented.

Provider registration

- **To provide supports to NDIS participants, a service provider is required to register and be approved by the NDIA.**
- **Providers register with the NDIA by submitting a registration request, indicating the types of support (registration groups) they are accredited to provide.**

How providers interact with participants

- **NDIS participants have the flexibility to choose the providers who support them.**
- **Providers are paid for disability supports and services provided to the participants.**

Key Statistics

1,002

APPROVED PROVIDERS

75-85%

OF PAYMENTS MADE BY THE NDIA ARE RECEIVED BY 25% OF PROVIDERS

24%

OF SERVICE PROVIDERS ARE INDIVIDUAL/SOLE TRADERS

ASSISTANCE PRODUCTS FOR PERSONAL CARE AND SAFETY HAS THE HIGHEST NUMBER OF APPROVED SERVICE PROVIDERS, FOLLOWED BY THERAPEUTIC SUPPORTS AND PERSONAL MOBILITY EQUIPMENT

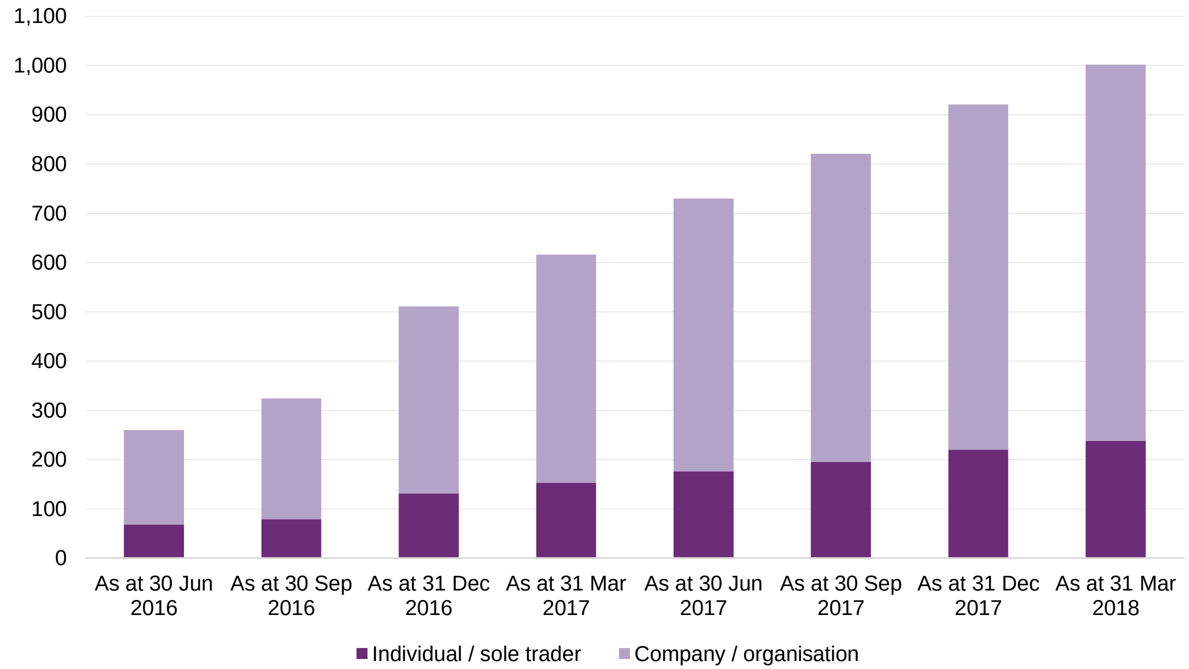
Providers over time

As at 31 March 2018, there were 1,002 registered service providers of which 238 were individual/sole trader operated business while the remaining 764 providers were registered as a company or organisation.

1.41

AVERAGE NUMBER OF PROVIDERS PER PARTICIPANT

Approved providers over time by type of provider



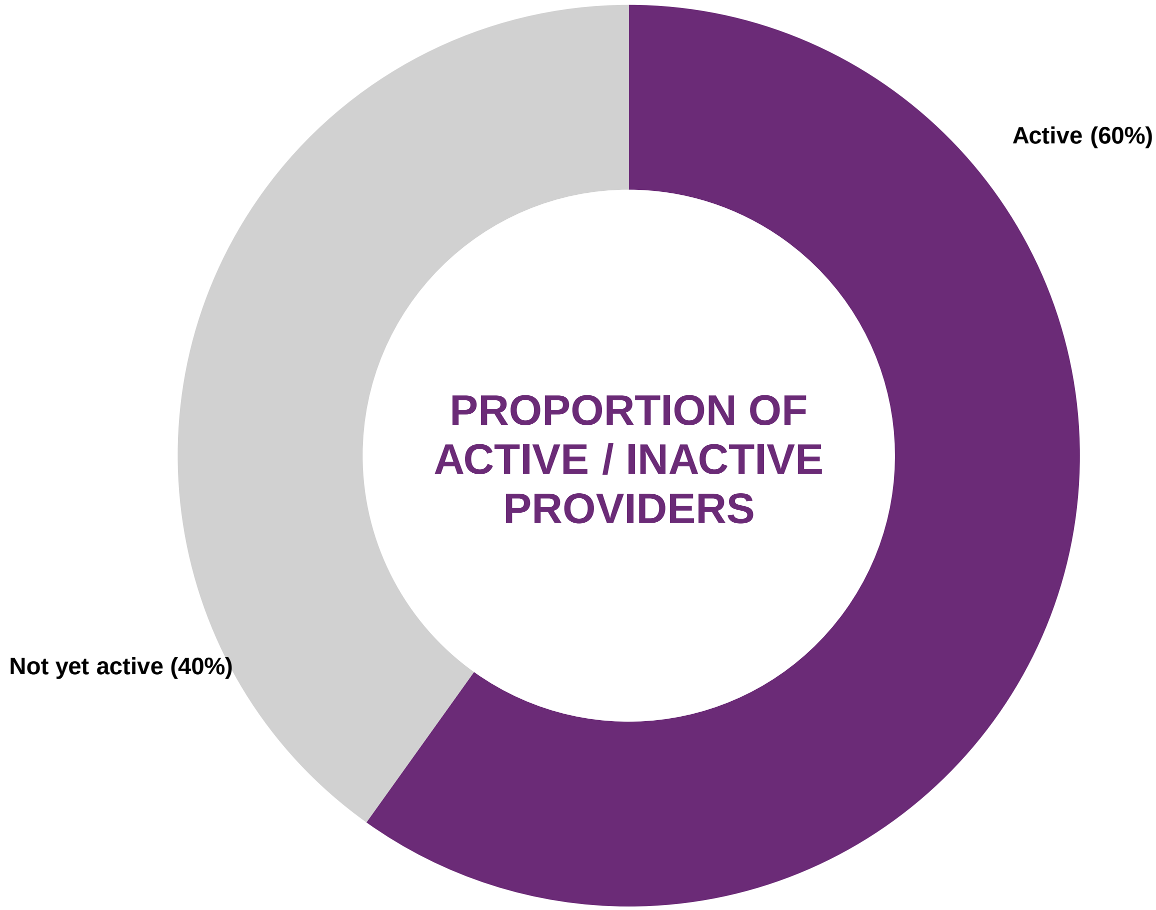
24% of approved service providers are individual/sole traders.

The number of approved service providers increased by 9% from 921 to 1,002 in the quarter.

Proportion of Active Providers

Change in the activity status of providers.

As at 31 March 2018, 60% of providers have been active and 40% were yet to have evidence of activity. Of the overall stock of providers, 95 providers began delivering new supports in the quarter.



95

NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS

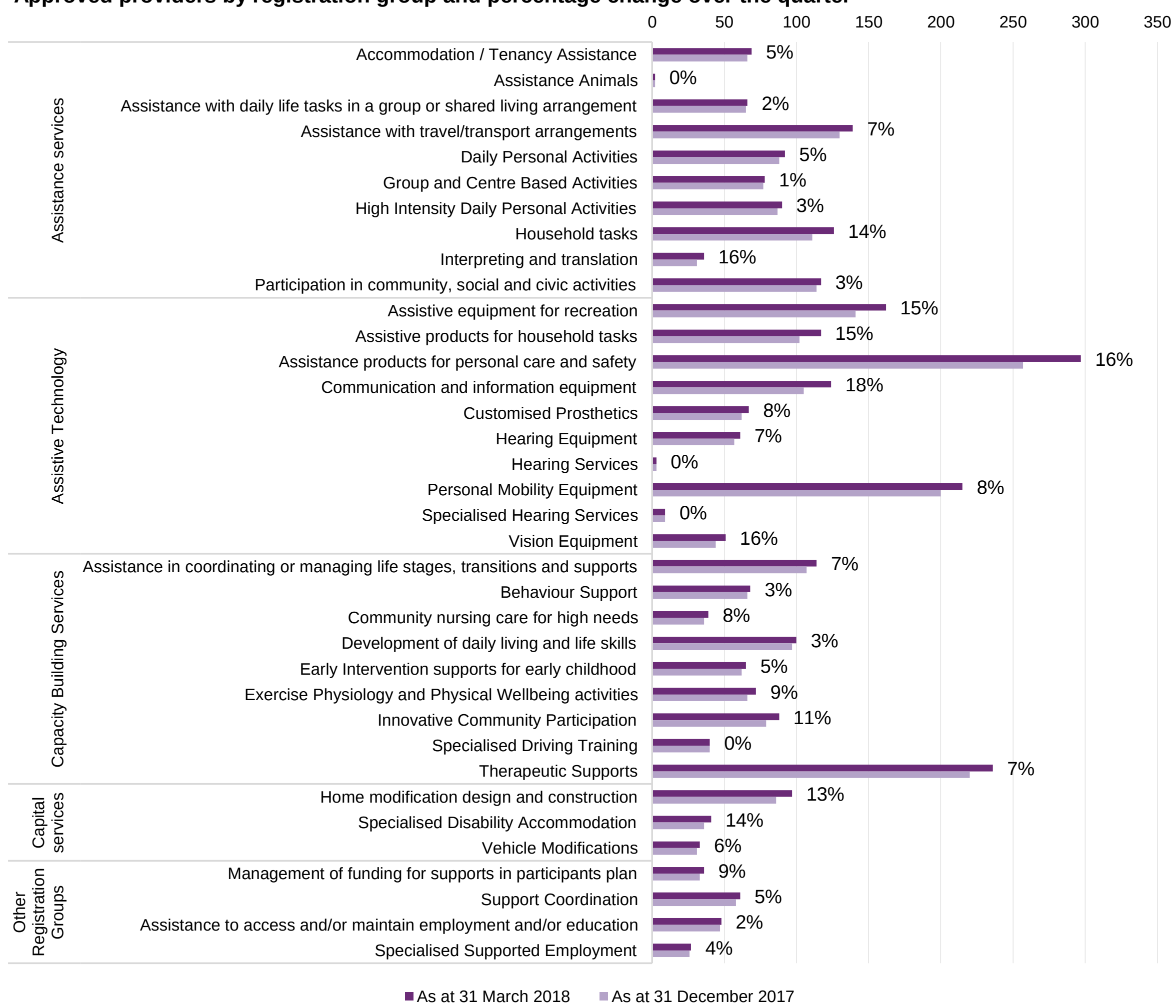
Approved Registration groups

The number of approved providers has increased for most registration groups over the quarter.

Assistance products for personal care and safety has the highest number of approved service providers and has seen a 16% increase since the previous quarter.

The largest percentage increase in approved providers was for the Communication and information equipment registration group in the quarter. This was followed by Interpreting and translation, Vision Equipment and Assistance products for personal care and safety.

Approved providers by registration group and percentage change over the quarter



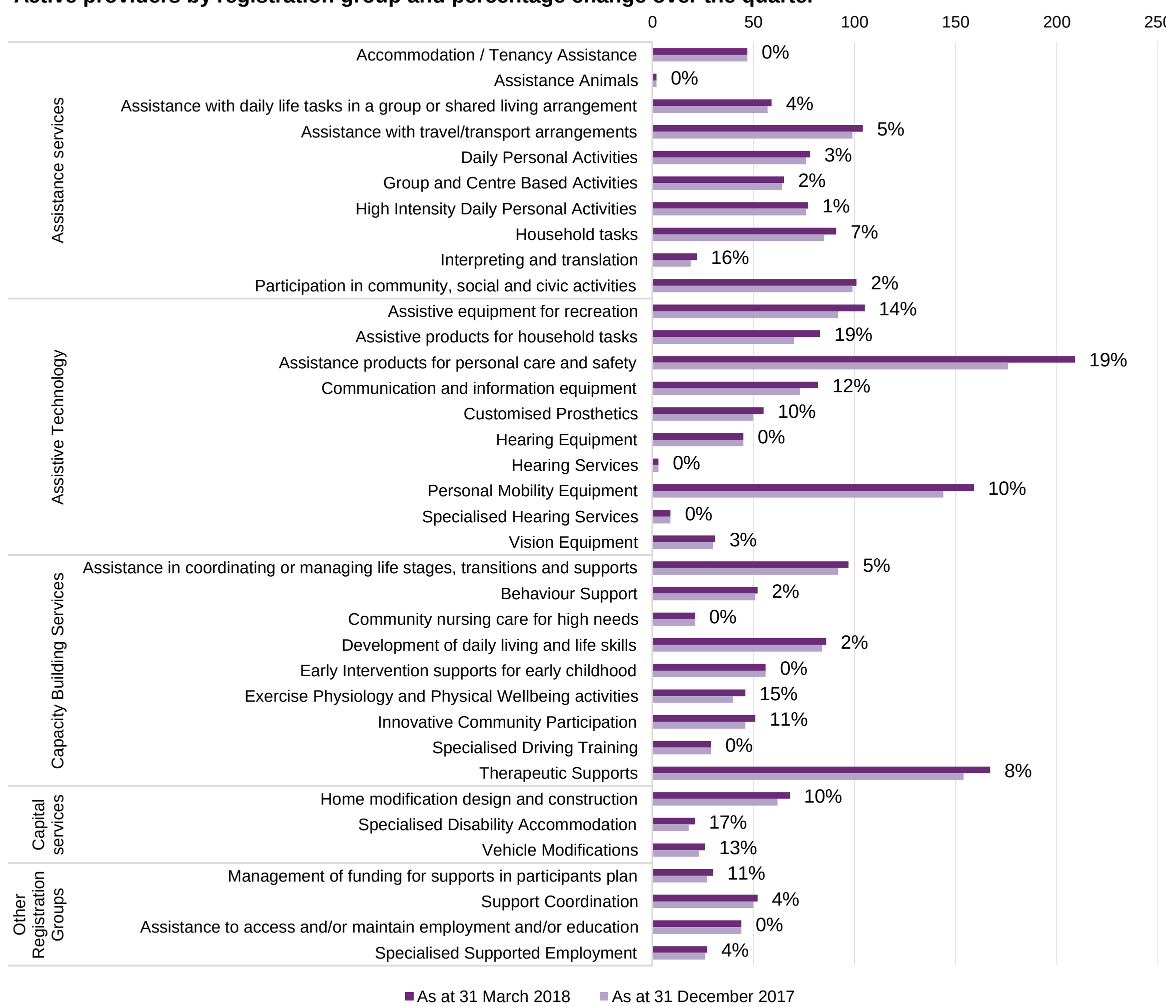
Active Registration groups

The number of active providers in each registration group has increased for most registration groups over the quarter.

Assistance products for personal care and safety has the highest number of active service providers and has seen a 19% increase since the previous quarter.

The largest percentage increase in active providers in the quarter was for the Assistance products for personal care and safety registration group, increasing from 176 as at 31 December 2017 to 209 as at 31 March 2018. This was followed by Assistive products for household tasks, Specialised Disability Accommodation and Interpreting and translation.

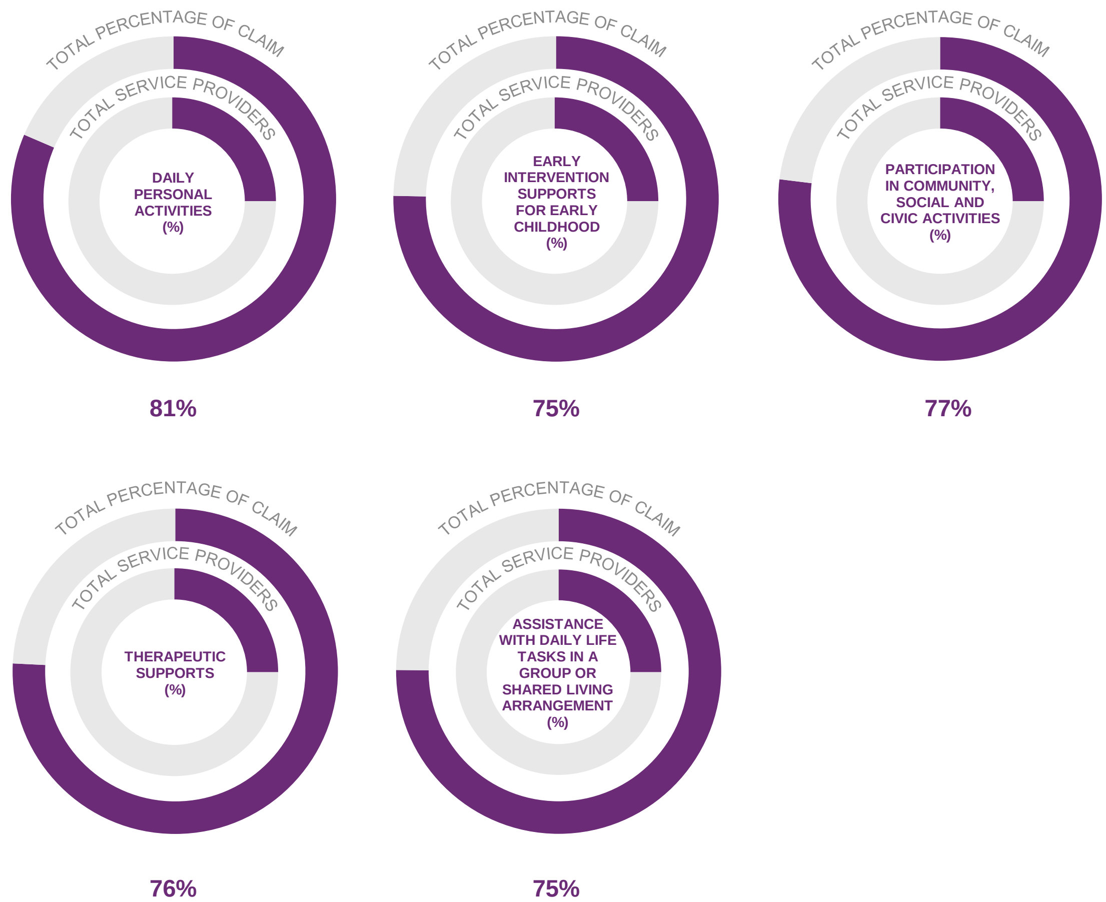
Active providers by registration group and percentage change over the quarter



Market share of top providers

25% of service providers received 75-85% of the dollars paid for major registration groups.

Market share of the top 25% of providers by registration group.



PART 4

Information, Linkages and Capacity Building

Information, Linkages and Capacity Building was covered in the national version of the COAG Quarterly Performance Report

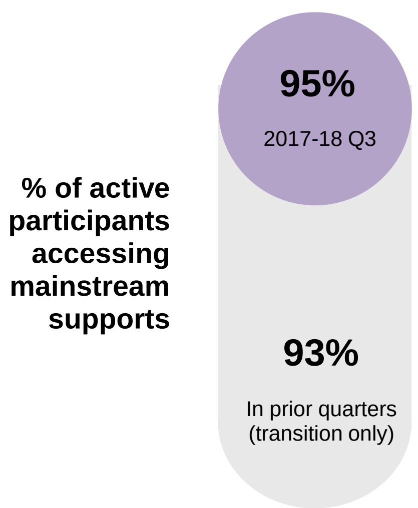
PART 5

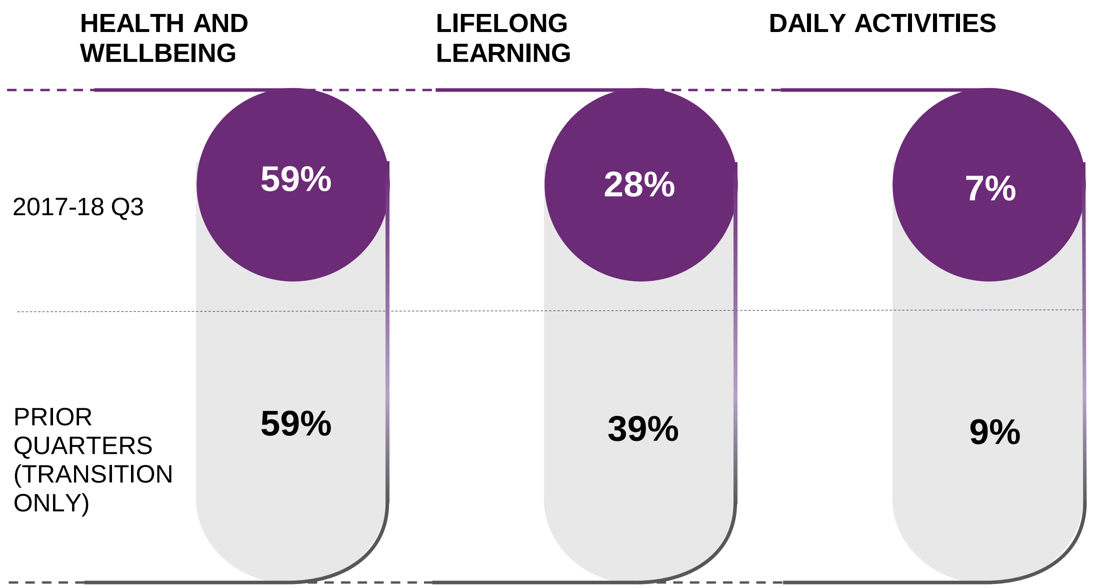
Mainstream Interface

The proportion of participants entering in the current quarter accessing mainstream services is higher compared to prior quarters.

Mainstream Interface

95% of active participants with a plan approved in 2017-18 Q3 access mainstream services, an increase from prior quarters. Participants are accessing mainstream services predominantly for health and wellbeing, lifelong learning and daily activities.





PART 6

Financial Sustainability

Financial Sustainability was covered in the national version of the COAG Quarterly Performance Report.