COAG

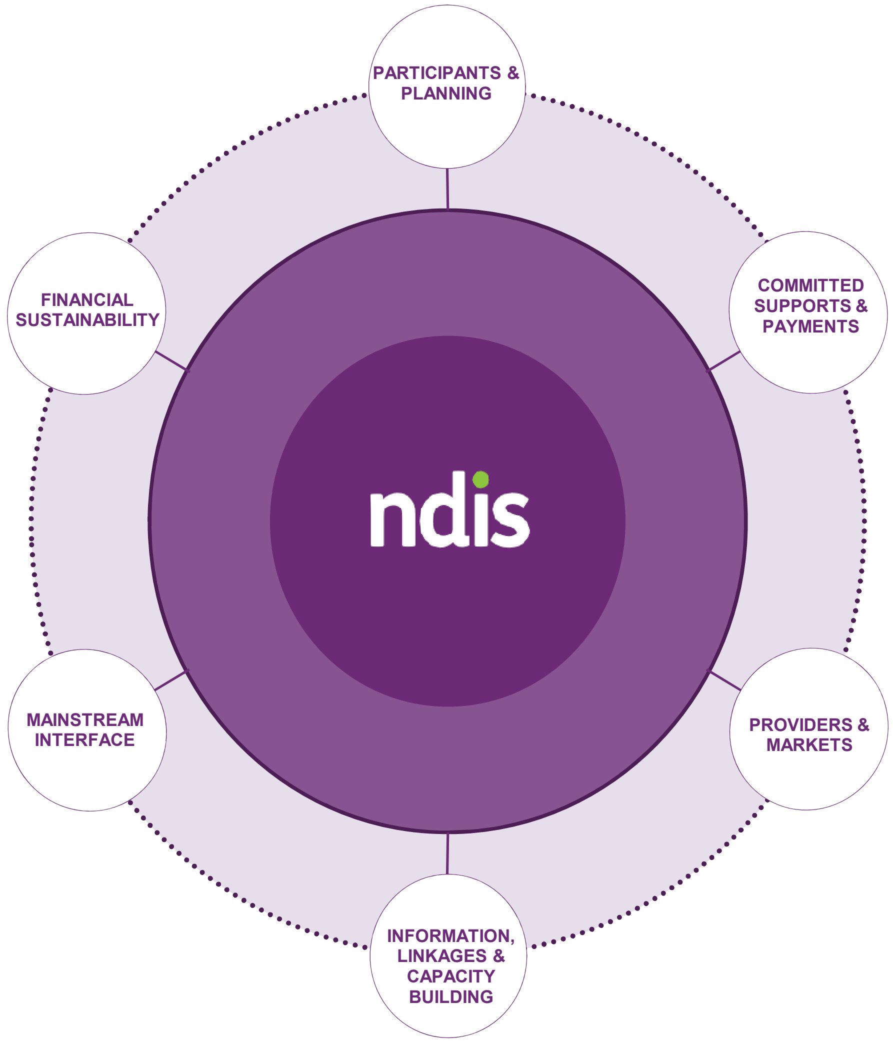
Disability Reform Council

Quarterly Performance Report

Tasmania - 30 September 2017

Overview

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



Summary

Participants and Planning

As at 30 September 2017, there were 2,915 participants with approved plans (including children in the ECEI gateway).

As at 30 September 2017, plans approved and ECEI referrals represent:
• 110% of year to date bilateral estimate met (1 July 2017 - 30 September 2017)
• 101% of transition to date bilateral estimate met (1 July 2016 - 30 September 2017)
• 102% of scheme to date bilateral estimate met (1 July 2013 - 30 September 2017)

The satisfaction rating remained high with 93% of participants surveyed in the quarter rating their satisfaction with the Agency's planning process either good or very good.

Committed Supports and Payments

$353.7 million of supports has been committed to 2,534 participants. This includes $235.4 million of supports in respect of prior financial years including trial, $109.3 million of supports in respect of 2017-18^ and $9.0 million of supports in respect of later years*.

$188.6 million has been paid to providers and participants.

Overall, 55% of committed supports were utilised in 2013-14, 71% in 2014-15 and 74% in 2015-16. Currently utilisation is 76% in 2016-17, although this will likely increase as there is a lag between when support is provided and when it is paid.

Providers and Markets

821 approved providers, a 12% increase during the quarter.

65-95% of payments made by the NDIA are received by 25% of providers.

24% of services providers are individual/sole traders.

Mainstream Interface

94% of active participants with a plan approved in 2017-18 Q1 access mainstream services.

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

^Note: The $109.3 million in respect of 2017-18 only includes approved plans to date, and not all of these plans cover the full 2017-18 year.

*Note: The $9.0 million committed in future years is due to current plans in place that have an end date past 30 June 2018.

PART 1

Participants and Planning

As the transition phase to full scheme continues, the NDIS in Tasmania continues to grow with 305 additional participants with approved plans this quarter.

381 children were in the ECEI gateway at 30 September 2017. Of these, 12 were previously confirmed as ECEI at 30 June 2017 and an additional 369 entered the gateway this quarter.

Participants and Planning

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

Key Statistics

553

ACCESS DECISIONS IN 2017-18 Q1

305

INITIAL PLANS APPROVED IN 2017-18 Q1

NOTE: OF THE 305 INITIAL PLANS APPROVED THIS QUARTER, 3 WERE PREVIOUSLY CONFIRMED AS ECEI AT 30 JUNE 2017

369

ADDITIONAL CHILDREN WITH A CONFIRMED ECEI GATEWAY REFERRAL IN 2017-18 Q1

110%

OF YEAR TO DATE BILATERAL ESTIMATE MET (1 JULY 2017 - 30 SEPTEMBER 2017)

101%

OF TRANSITION TO DATE BILATERAL ESTIMATE MET (1 JULY 2016 - 30 SEPTEMBER 2017)

102%

OF SCHEME TO DATE BILATERAL ESTIMATE MET (1 JULY 2013 - 30 SEPTEMBER 2017)

55%

OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2017-18 Q1 ARE CHILDREN AGED 7-14 YEARS

42%

OF PARTICIPANTS WITH AN INITIAL PLAN APPROVED IN 2017-18 Q1 HAVE A REPORTED PRIMARY DISABILITY OF AUTISM

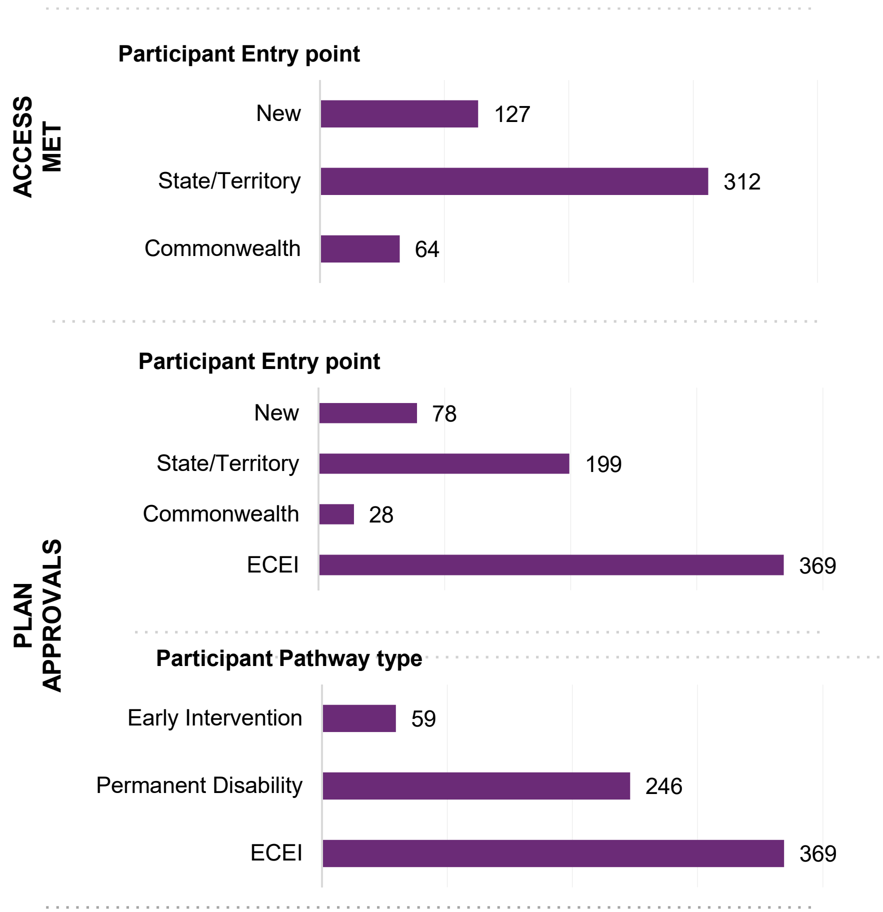
Quarterly Intake

2017-18 Q1

Of the 503 participants deemed 'eligible' this quarter 62% entered from an existing State/Territory program.

Of the 305 plan approvals this quarter, 65% had transitioned from an existing State/Territory program and 81% entered with a permanent disability.

Overall, since 1 July 2013, there have been 3,211 people with access decisions, and 2,915 participants with an approved plan (including children in the ECEI gateway).



Note: Of the 305 initial plans approved this quarter, 3 were previously confirmed as ECEI at 30 June 2017.

Quarterly Intake Detail

Plan approvals as at 30 September 2017

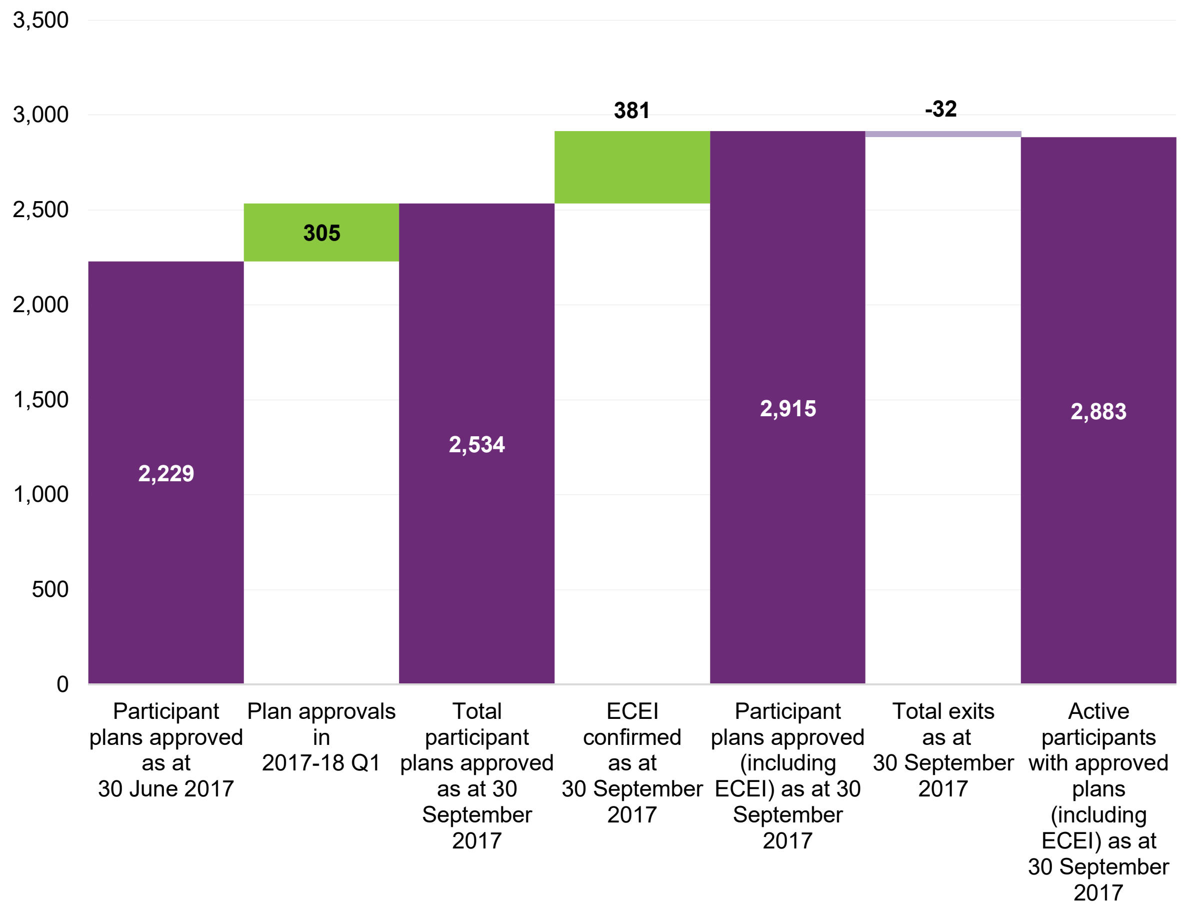
Plan approval numbers have increased from 2,229 at the end of 2016-17 Q4 to 2,534 by the end of 2017-18 Q1, an increase of 305 approvals.

As at 30 September 2017 there were 381 children with a confirmed ECEI referral bringing the total number to 2,915. Overall, 32 participants with approved plans have exited the Scheme.

Of the 381 children with a confirmed ECEI referral as at 30 September 2017, 12 were previously confirmed as ECEI at 30 June 2017 and an additional 369 entered the gateway this quarter.

In the quarter of 2017-18 Q1 there were 430 plan reviews.This figure relates to all participants who have entered the scheme (including transition).

Change in plan approvals between 30 June 2017 and 30 September 2017



Cumulative Position

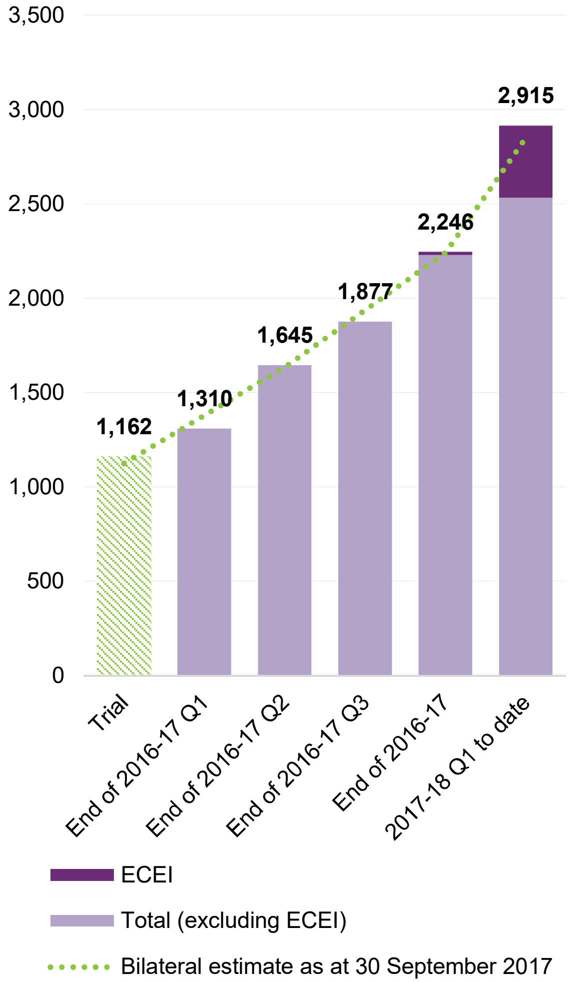
Plan approvals as at 30 September 2017

As at the end of 2017-18 Q1, the cumulative total number of participants receiving support was 2,915 (including 381 children supported through the ECEI gateway). Of these, 1,410 transitioned from an existing State/Territory program and 86 transitioned from an existing Commonwealth program.

In addition, 402 participants were awaiting a plan as at 30 September 2017.

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



110%

of year to date bilateral estimate met (1 July 2017 - 30 September 2017)

101%

of transition to date bilateral estimate met
(1 July 2016 - 30 September 2017)

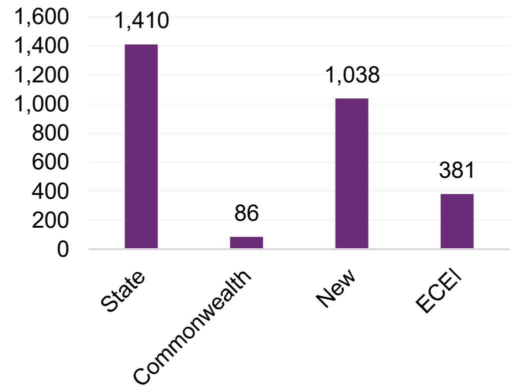
102%

of scheme to date bilateral estimate met (1 July 2013 - 30 September 2017)

2,534

plan approvals to date; 2,915 including ECEI confirmed

Plan approvals by participant referral pathway

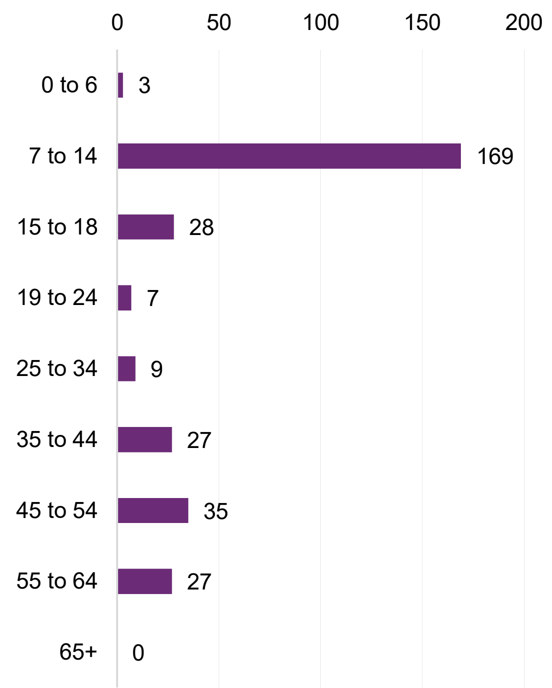


Participant Profiles

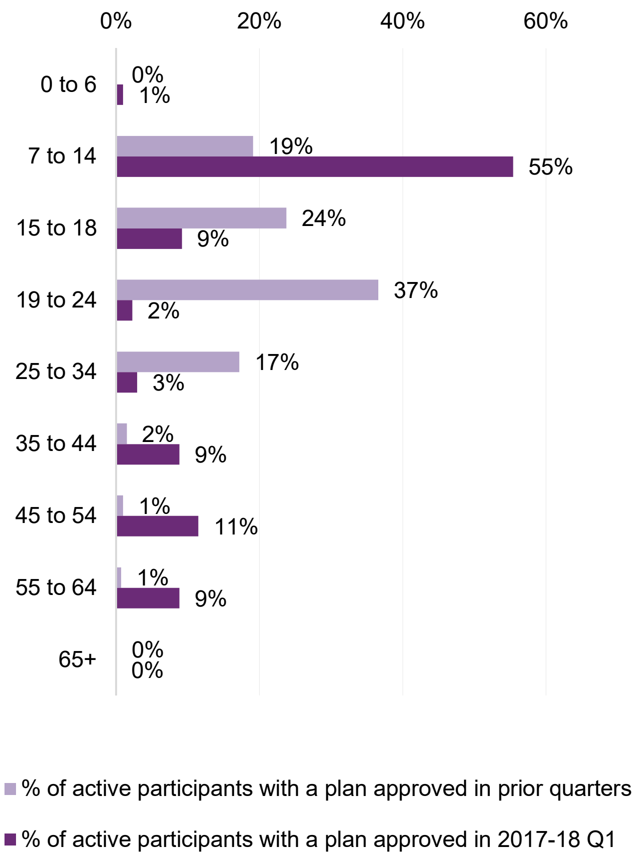
Demographic profile of active participants with a plan approved in the quarter of 2017-18 Q1, compared with plan approvals as at 30 June 2017.

Around 55% of participants entering in this quarter are aged 7 to 14 years. This is much higher compared to prior quarters, due to the phasing schedule.

Active participants with a plan approved in the quarter of 2017-18 Q1 by age group



% of active participants with a plan approved by age group

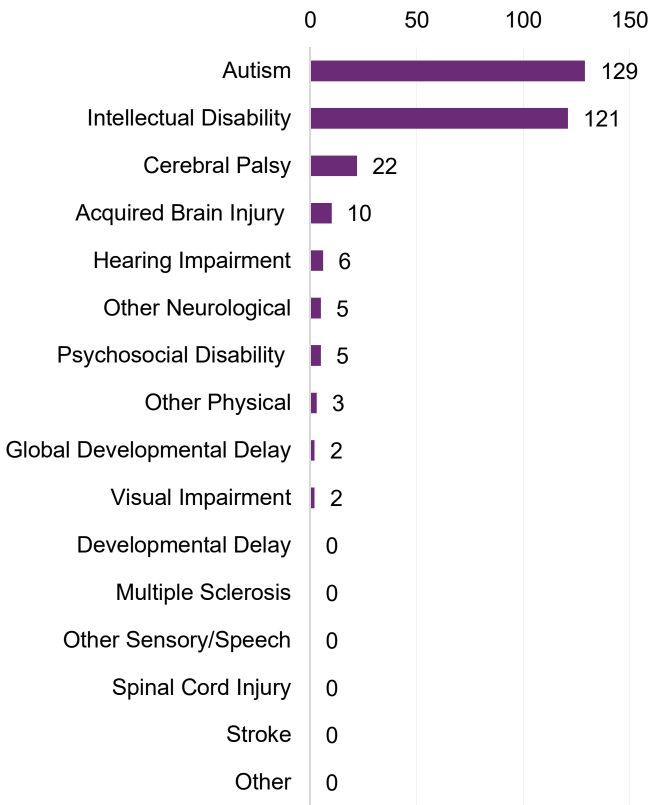


Participant Profiles

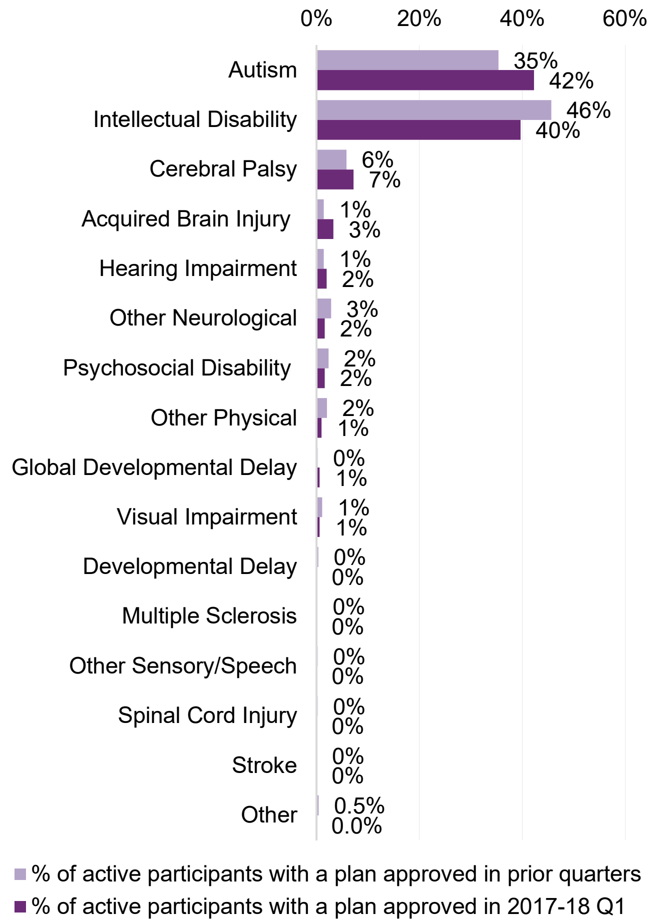
Demographic profile of active participants with a plan approved in the quarter of 2017-18 Q1, compared with plan approvals as at 30 June 2017.

42% of participants entering in the quarter of 2017-18 Q1 have a primary disability group of Autism. This is higher compared to prior quarters and reflects the high number of children who entered during the quarter.

Active participants with a plan approved in the quarter of 2017-18 Q1 by disability group



% of active participants with a plan approved by disability group



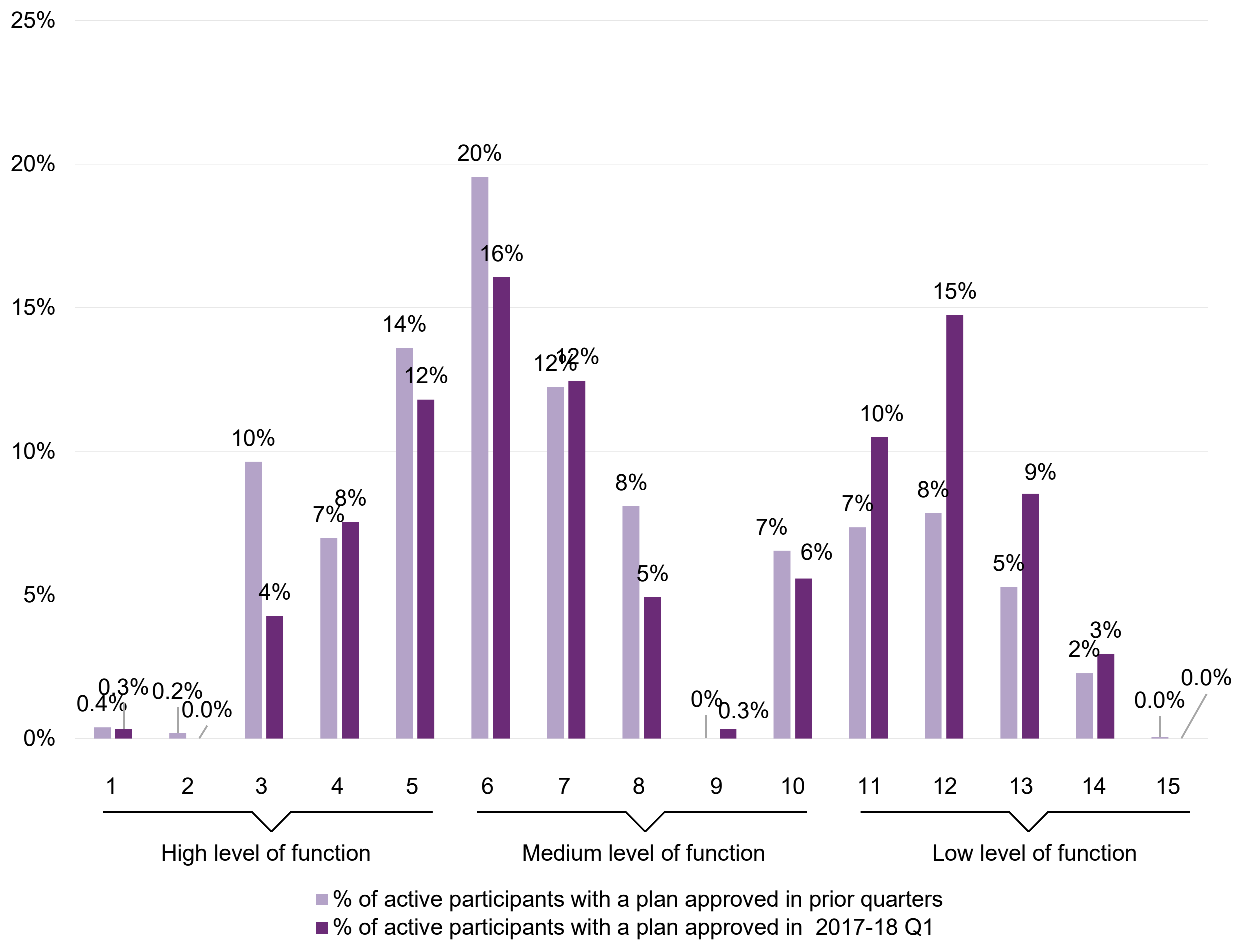
Participant Profiles

Demographic profile of active participants with a plan approved in the quarter of 2017-18 Q1, compared with plan approvals as at 30 June 2017.

For participants with a plan approval in the current period:
• 24% of active participants had a relatively high level of function
• 39% of active participants had a relatively moderate level of function
• 37% had a relatively low level of function

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

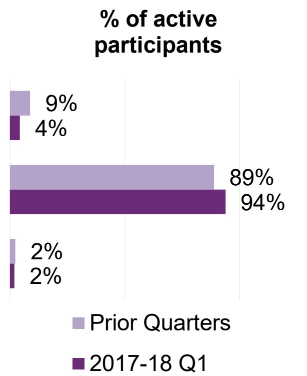
% of active participants with a plan approved by level of function



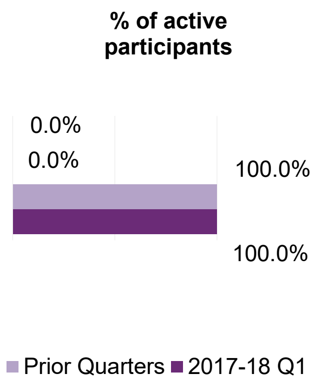
Participant Profiles

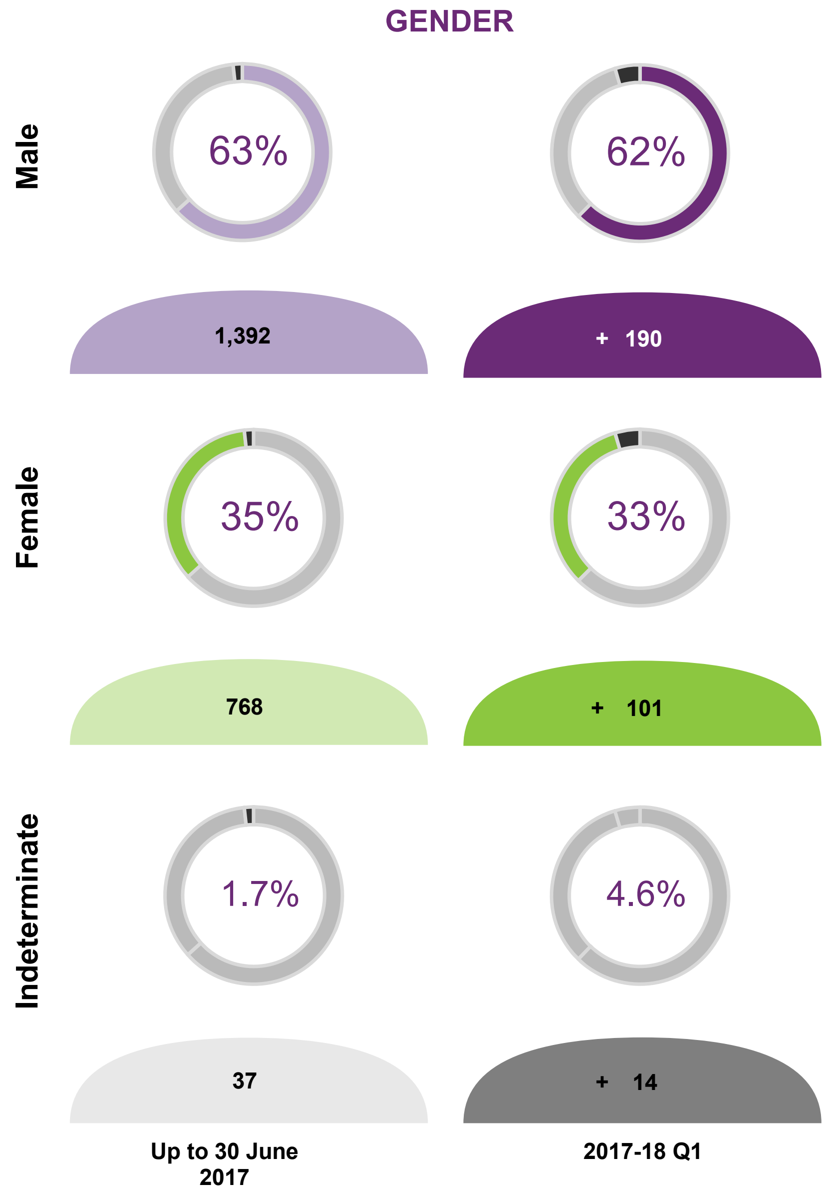
Demographic profile of active participants with a plan approved in the quarter of 2017-18 Q1, compared with plan approvals as at 30 June 2017.

Aboriginal & Torres-Strait Islander Status	2017-18 Q1
Aboriginal and Torres Strait Islander	13
Not Aboriginal and Torres Strait Islander	286
Not Stated	6



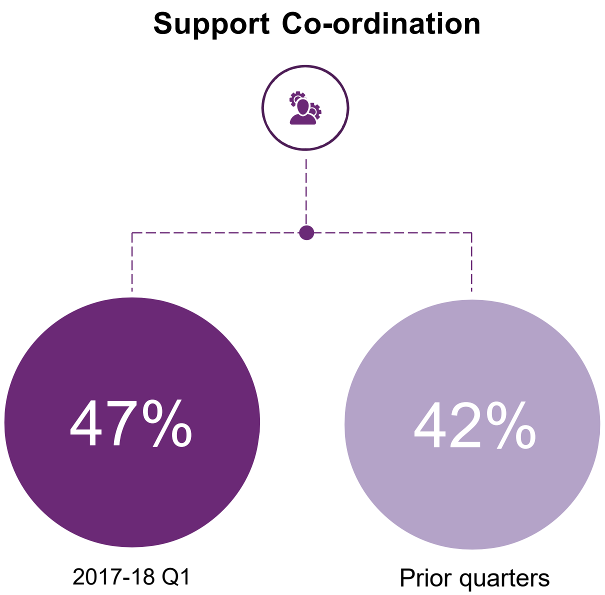
Young people in residential aged care status	2017-18 Q1
Young people in residential aged care	0
Young people not in residential aged care	305

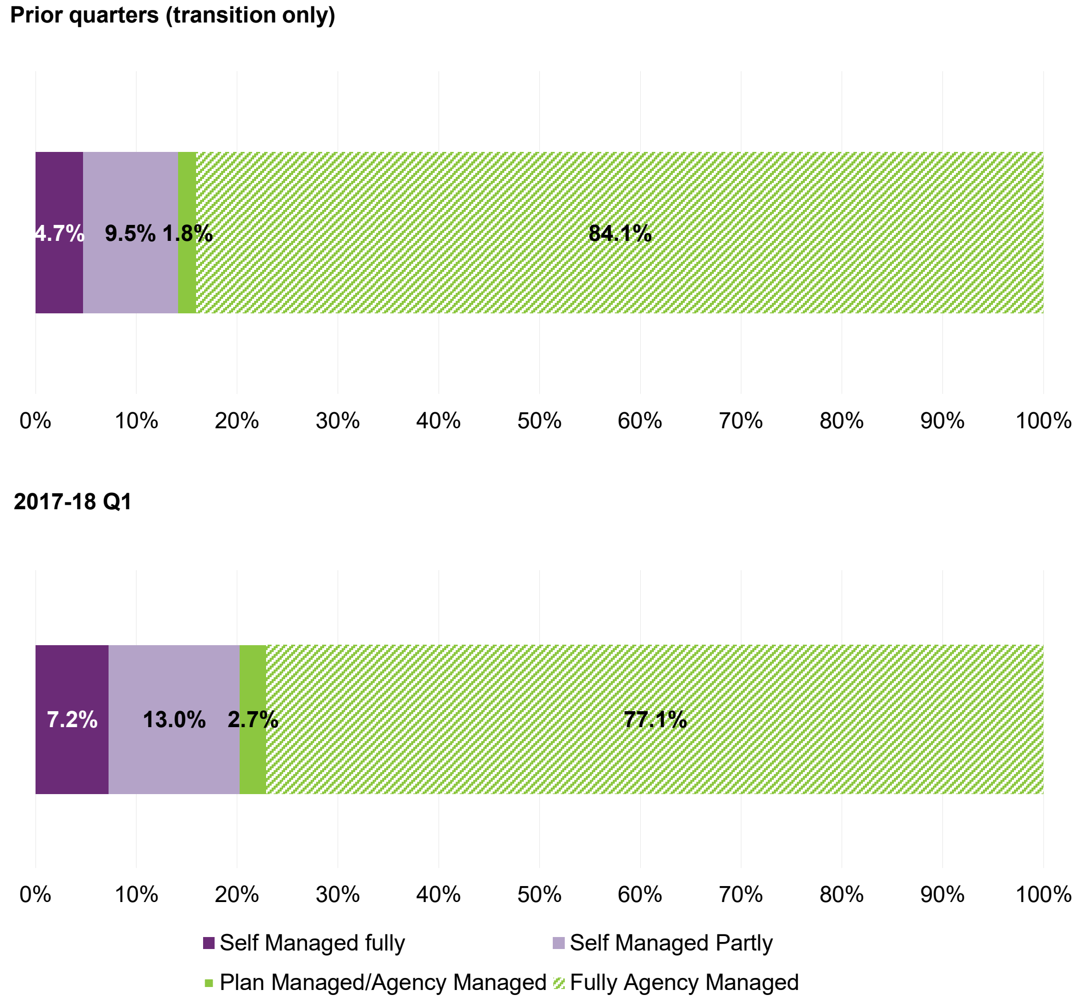




Plan Management Support Co-ordination

The proportion of participants who are fully or partly self-managing their plan was higher in 2017-18 Q1 (20%) compared with the prior quarters of 2016-17 (14%), and 47% of participants who have had a plan approved in 2017-18 Q1 have support coordination in their plan, compared with 42% in prior quarters of 2016-17.





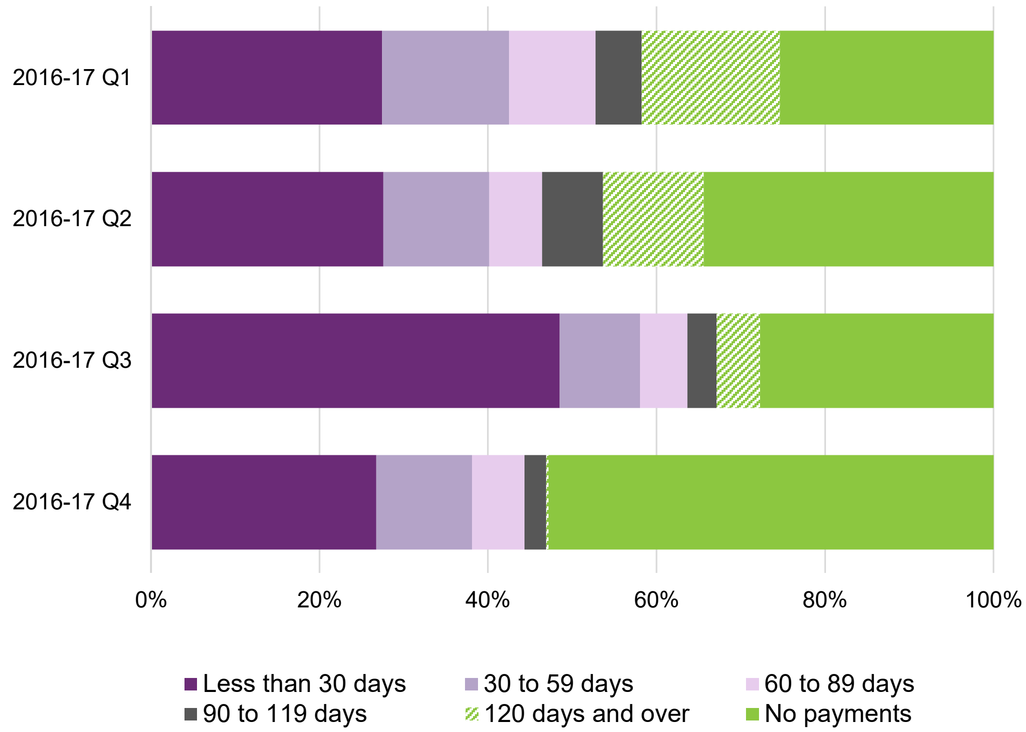
Plan Activation

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:
- **53% of plans approved in 2016-17 Q1**
- **46% of plans approved in 2016-17 Q2**
- **64% of plans approved in 2016-17 Q3**
- **44% of plans approved in 2016-17 Q4**

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 approved by quarter



Note: Given that plans approved in 2017-18 Quarter 1 are relatively new, it would be 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 99% of participants receiving their initial plan since 1 July 2016.

Of participants aged 25 and over:
• 25% choose who supports them
• 71% want more choice and control in their life
• 78% are happy with their home and feel safe or very safe there
• 32% were actively involved in a community group in the past year

For family/carers of children aged 0 to 14:
• 43% have a paid job
• 44% say they are able to work as much as they want
• 40% say they are able to see family and friends as much as they want

Number of questionnaires completed from 1 July 2016 to 30 September 2017 by Short Form Outcomes Framework (SFOF) version

Version	Number of questionnaires		Total
	2016-17	Q1 2017-18	
Participant 0 to school	6	11	17
Participant school to 14	573	171	744
Participant 15 to 24	310	25	335
Participant 25 and over	166	79	245
Total Participant	**1,055**	**286**	**1,341**
Family 0 to 14	528	172	700
Family 15 to 24	164	25	189
Family 25 and over	6	23	29
Total Family	**698**	**220**	**918**
Total	**1,753**	**506**	**2,259**

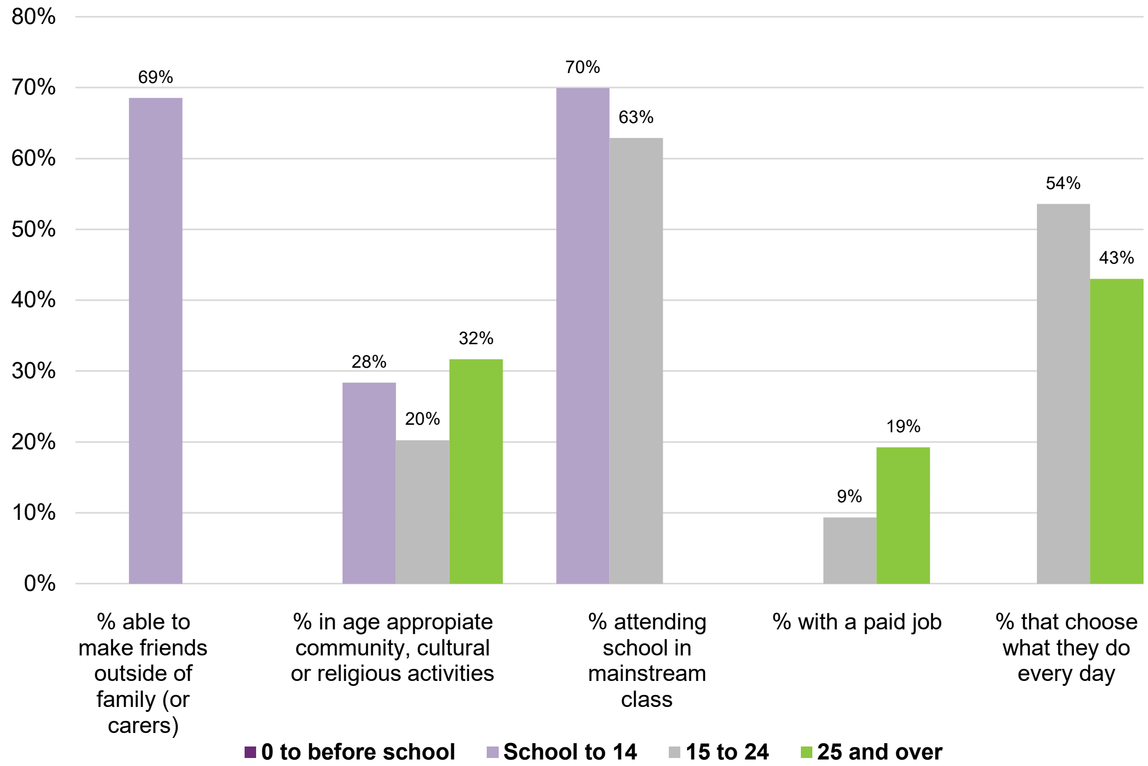
Participant Outcomes

Key measures on baseline social, economic and independence outcomes. These will be monitored into the future.

Participants before school to age 14:
• 69% were able to make friends outside of family/carers
• 28% involved in age appropriate community, cultural or religious activities

Participants aged 25 and over:
• 19% had a paid job
• 43% choose what they do every day

Selected key baseline indicators for participants

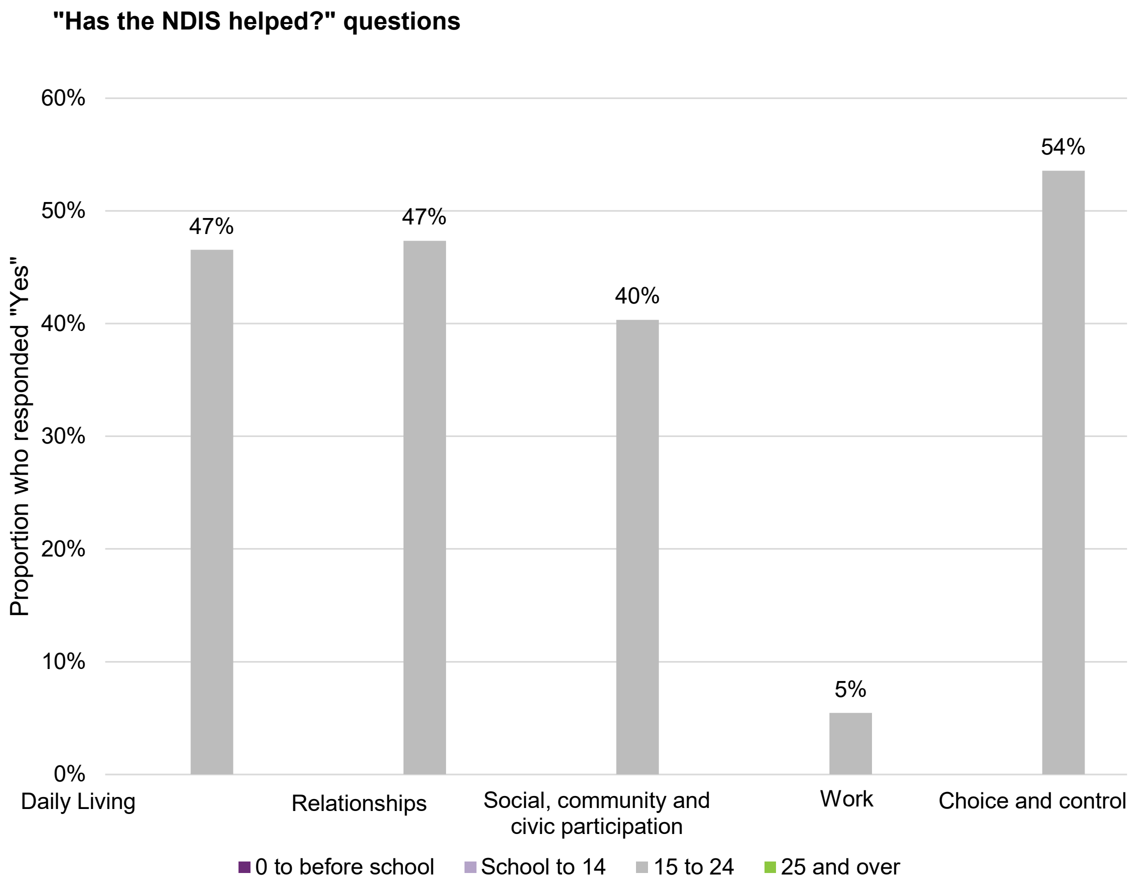


Participant Outcomes

Responses to the “Has the NDIS helped?” questions.

Participants who entered the Scheme in 2016-17 Q1 and had their plan reviewed in 2017-18 Q1 were asked questions about whether the NDIS had helped them.

There is insufficient data for the 0 to 14 and 25 and over age groups.



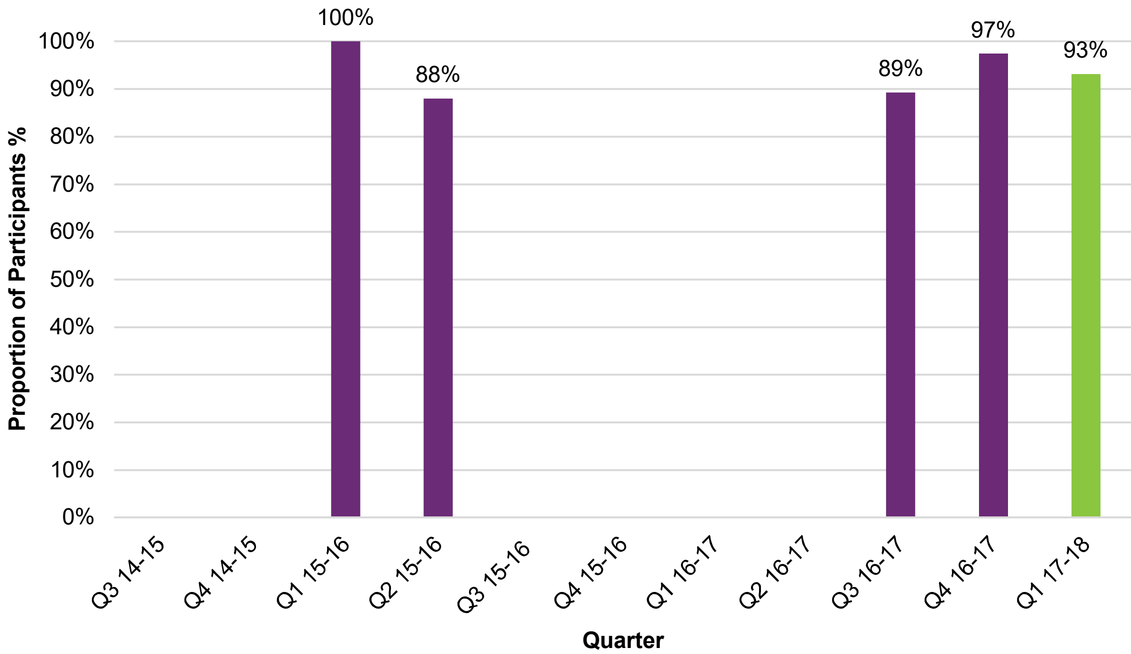
Participant Satisfaction

93% of participants rated their satisfaction with the Agency planning process as either good or very good in the current quarter. This has decreased since the last 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 $353.7 million (including support periods in the future), of which $188.6 million has been paid.

The $353.7 million committed support includes $235.4 million of supports in respect of prior financial years including trial, $109.3 million of supports in respect of 2017-18^ and $9.0 million of supports in respect of later years*.

^Note: The $109.3 million in respect of 2017-18 only includes approved plans to date, and not all of these plans cover the full 2017-18 year.

*Note: The $9.0 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

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

Key Statistics

$353.7

MILLION OF SUPPORTS HAS BEEN COMMITTED TO 2,534 PARTICIPANTS

$235.4

MILLION OF SUPPORTS IN RESPECT OF PRIOR FINANCIAL YEARS INCLUDING TRIAL

$109.3

MILLION OF SUPPORTS IN RESPECT OF 2017-18^

$9.0

MILLION OF SUPPORTS IN RESPECT OF LATER YEARS*

$188.6

MILLION HAS BEEN PAID TO PROVIDERS & PARTICIPANTS

OVERALL, 55% OF COMMITTED SUPPORTS WERE UTILISED IN 2013-14, 71% IN 2014-15 AND 74% IN 2015-16. CURRENTLY UTILISATION IS 76% IN 2016-17, ALTHOUGH THIS WILL LIKELY INCREASE AS THERE IS A LAG BETWEEN WHEN SUPPORT IS PROVIDED AND WHEN IT IS PAID.

THE 2016-17 AND 2017-18 EXPERIENCE IS STILL EMERGING.

^Note: The $109.3 million in respect of 2017-18 only includes approved plans to date, and not all of these plans cover the full 2017-18 year.

*Note: The $9.0 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 $353.7 million that has been committed in participant plans, $188.6 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: $75.1m has been paid
2017-18 to date: $18.4m has been paid

Committed and paid by expected support year

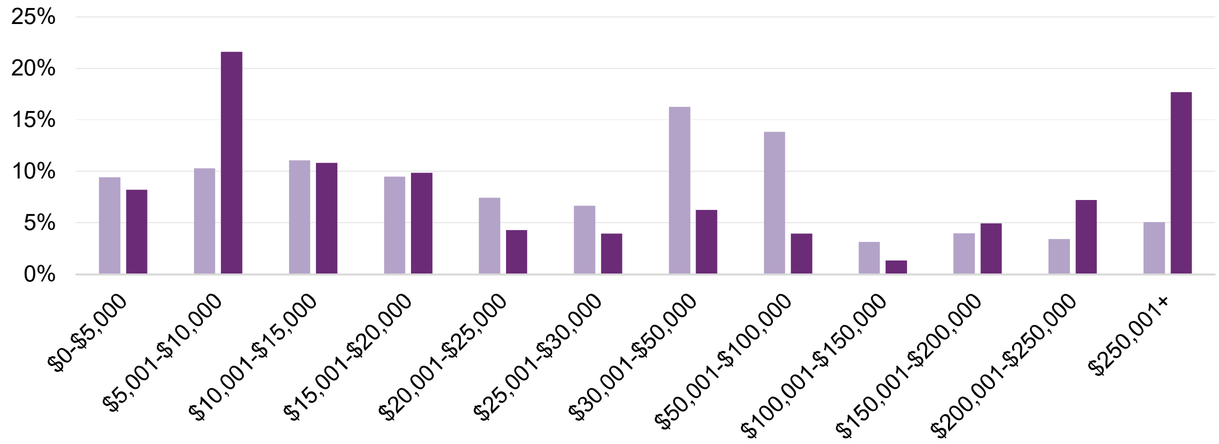
$Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 and beyond	Total
Total committed	18.0	51.9	66.0	99.4	109.3	9.0	353.7
Total paid	10.0	36.6	48.6	75.1	18.4	0.0	188.6

Committed Supports and Payments

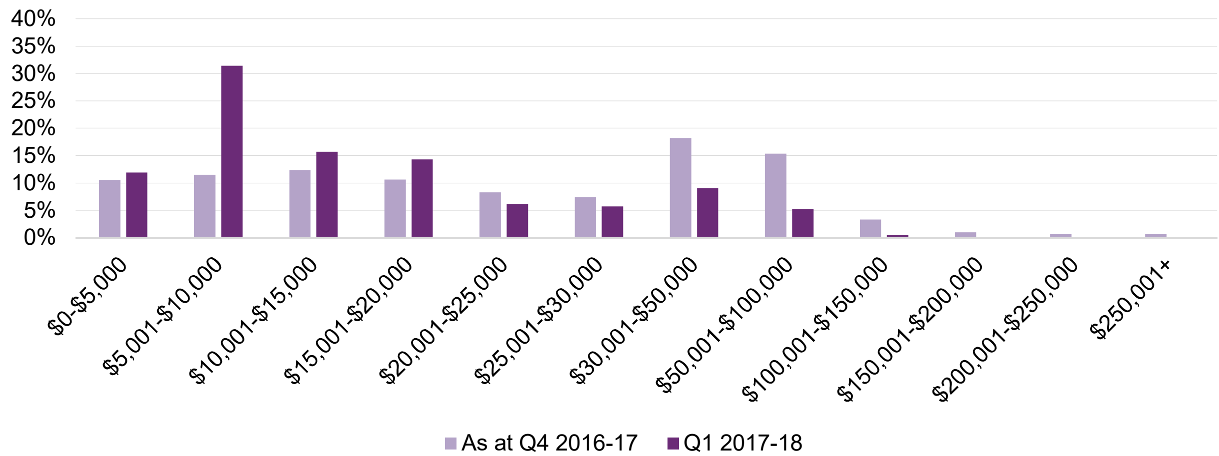
A higher proportion of initial plan approvals in 2017-18 Q1 have average annualised committed supports greater than $150,000 compared with participants who entered in prior quarters. This is attributed to participants with shared supported accommodation (SSA) supports.

Average annualised committed supports of between $5,000 and $10,000 represented a higher proportion of participants with initial plan approvals this quarter compared with those in prior quarters. This is driven by the concentration of approvals in the 7-14 year age group. Therefore, the results should be interpreted with caution.

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



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



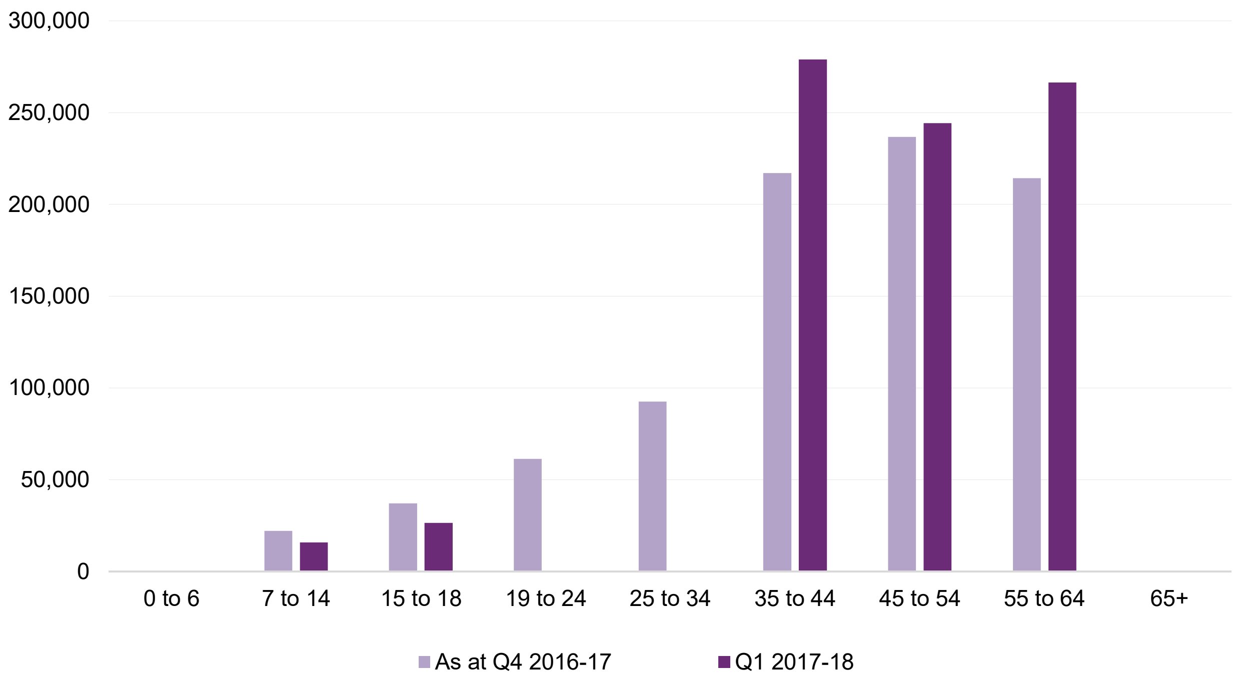
Committed Supports and Payments

Average annualised committed supports increase steeply up to age 35 and stabilises to age 65.

Average annualised committed supports has increased in the current quarter for participants at older ages, with the largest increase for participants aged 35 to 44.

This is reflective of the phasing schedule where a large number of participants living in shared supported accommodation entered in 2017-18 Q1.

Average annualised committed supports by age band

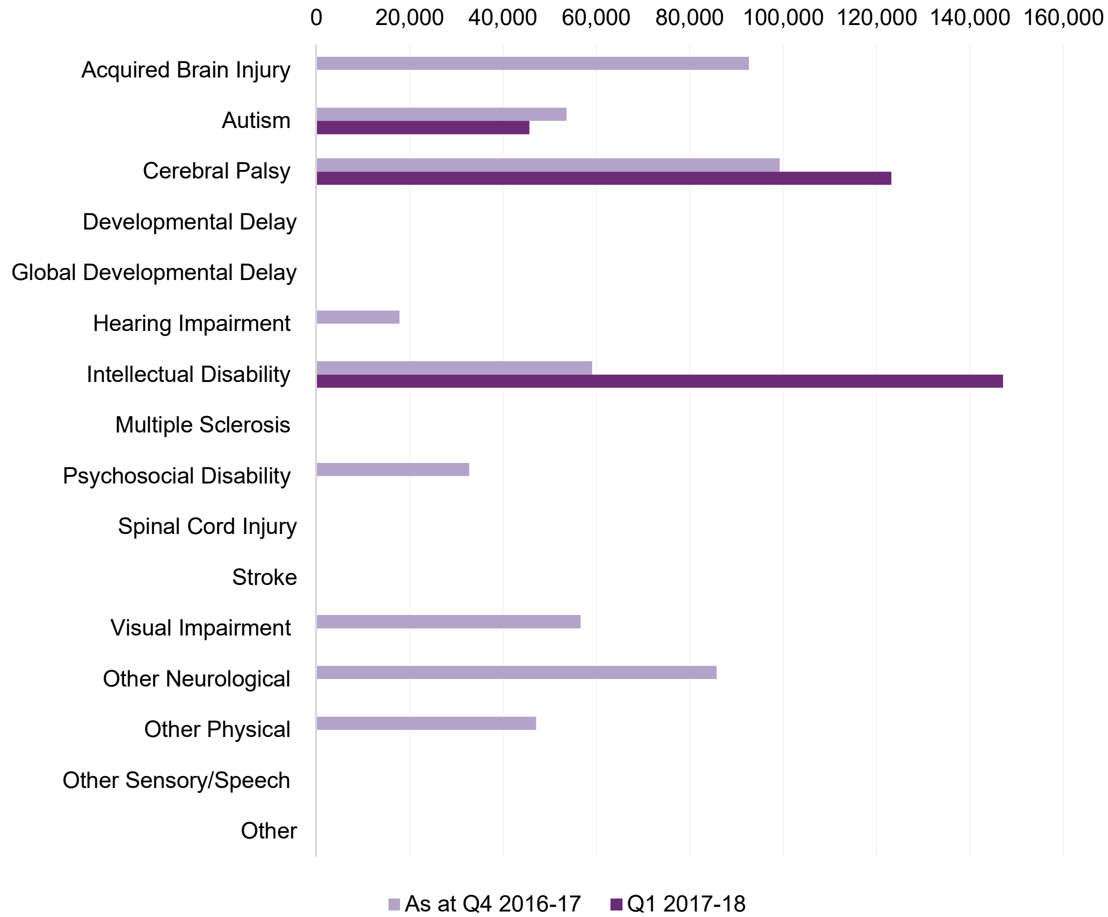


Note 1: Average annualised committed supports are not shown if there are insufficient data in the group

Committed Supports and Payments

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



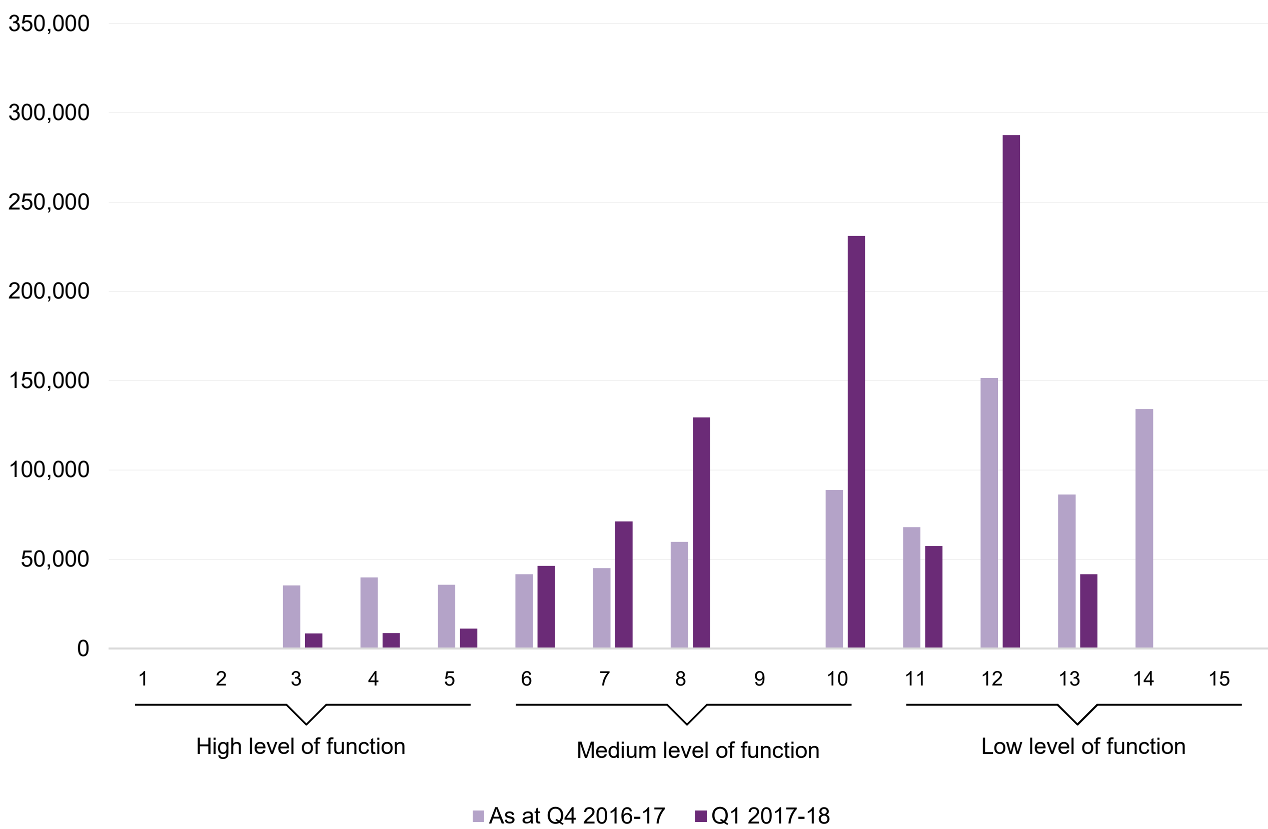
Note 1: Average annualised committed supports are not shown if there are insufficient data in the group

Committed Supports and Payments

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

The average annualised committed supports for participants with an initial plan approval in 2017-18 Q1 is higher compared with participants who entered in prior quarters for participants with a low level of function, higher 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.

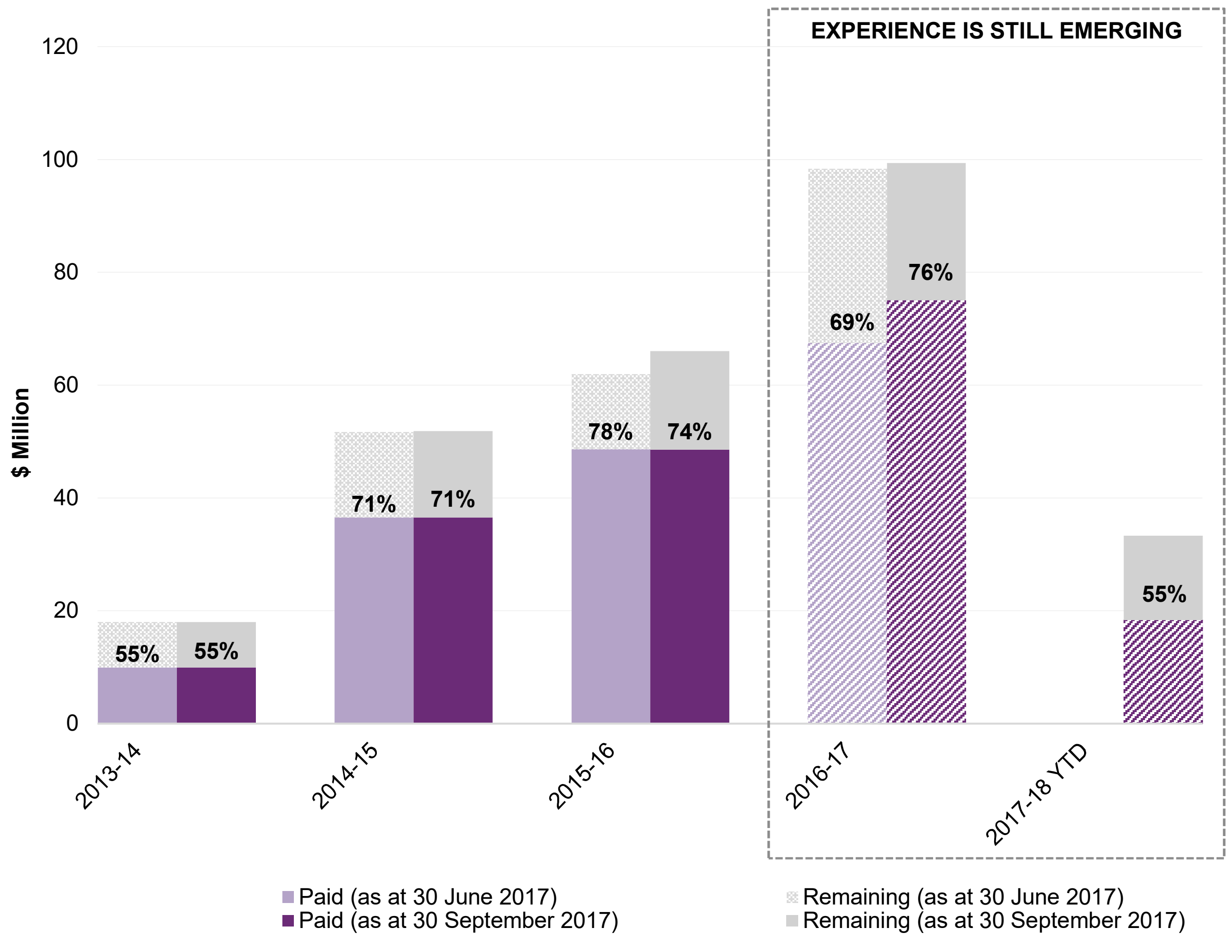
Committed Supports and Payments

Utilisation of committed supports by year that the support was expected to be provided as at 30 June 2017, compared with 30 September 2017.

As there is a lag between when support is provided and when it is paid, the utilisation in 2016-17 and 2017-18 will increase, the latter significantly so.

The utilisation of committed supports has increased for supports provided in 2016-17. This is due to payments in 2017-18 Q1 for supports which were provided during 2016-17.

Utilisation of committed supports as at 30 June 2017 and 30 September 2017



PART 3

Providers and Markets

The scale and extent of the market continues to grow, with a 12% increase in the number of providers during the quarter to 821.

Providers and Markets

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.
- Providers are approved to deliver disability supports and services to participants of the NDIS if they have at least one registration group approved.

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

821
APPROVED PROVIDERS

65-95%
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 and Markets

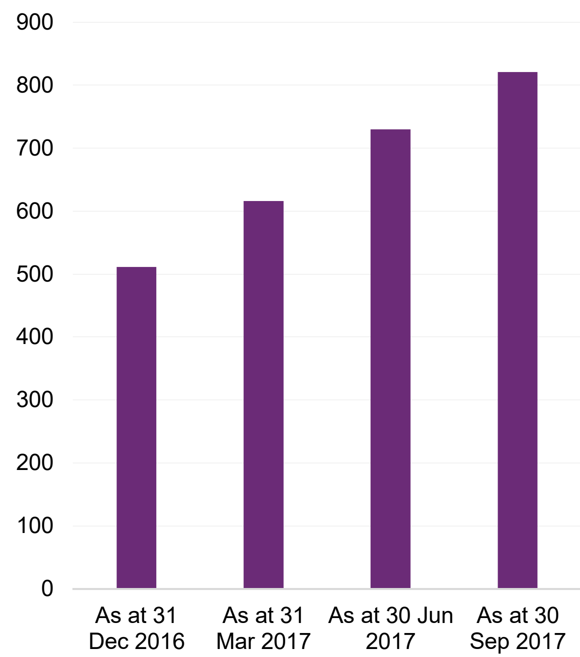
Increase in number of providers over time.

As at 30 September 2017, there were 821 registered service providers of which 195 were individual/sole trader operated business while the remaining 626 providers were registered as a company or organisation.

1.36

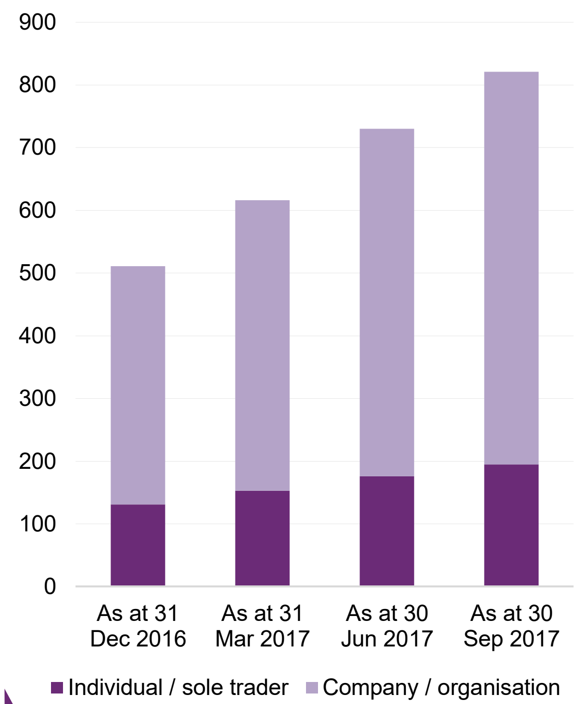
AVERAGE NUMBER OF PROVIDERS PER PARTICIPANT

Approved providers over time



The number of approved service providers increased by 12% from 730 to 821 in the quarter.

Type of provider

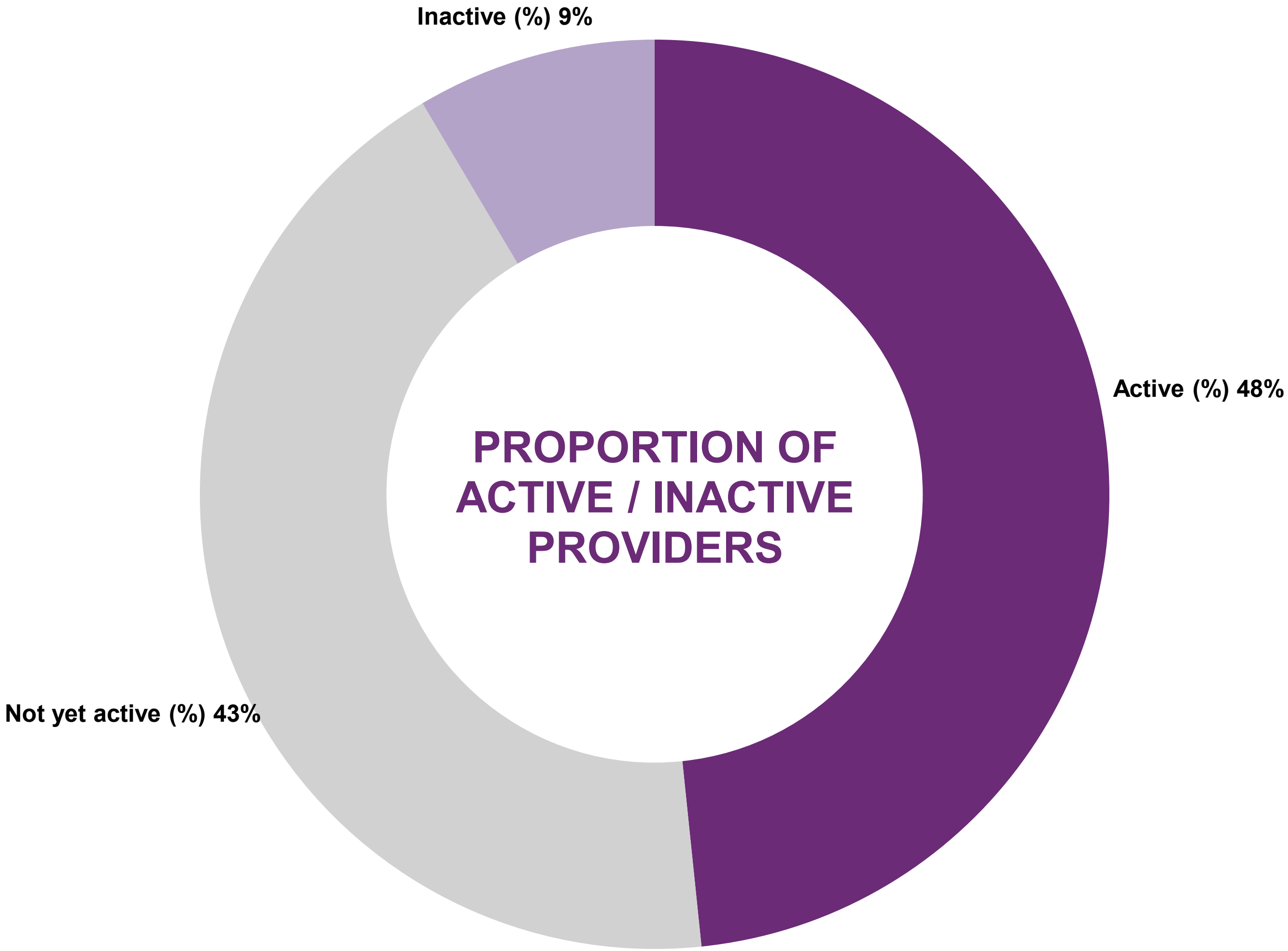


24% of approved service providers are individual/sole traders.

Providers and Markets

Change in the activity status of providers.

As at 30 September 2017, 48% of providers were active in the last quarter, 43% were yet to have evidence of activity and 9% were inactive. Of the overall stock of providers, 71 providers began delivering new supports in the quarter.



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NUMBER OF PROVIDERS DELIVERING NEW SUPPORTS

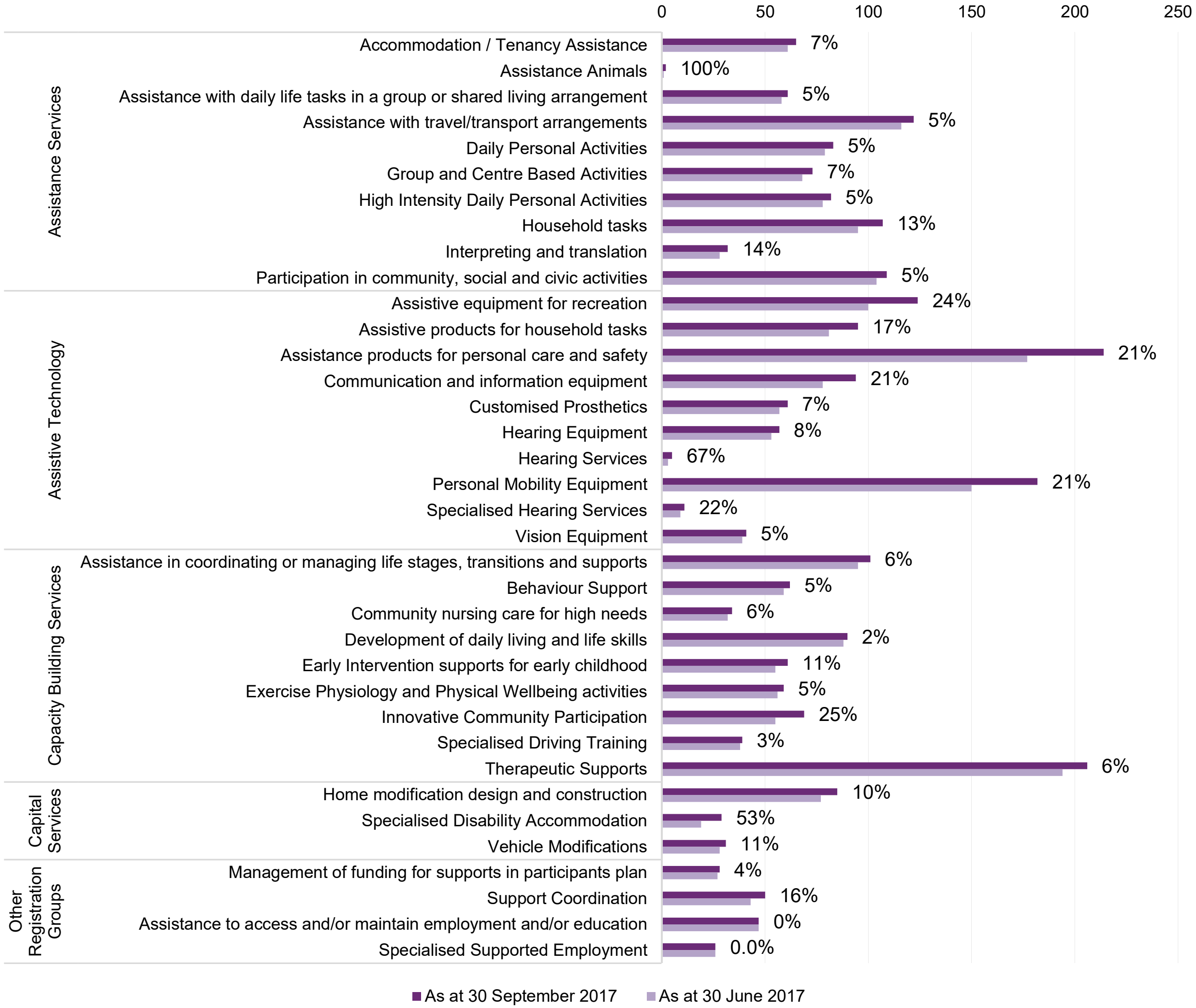
Registration groups

The increase in approved providers from 30 June 2017 to 30 September 2017 varies by registration group.

Assistance products for personal care and safety has the highest number of approved service providers and has seen a 21% increase since the previous quarter.

The largest percentage increase in approved providers was for the Assistance with Animals registration group in the quarter. This was followed by Hearing Services, Specialised Disability Accommodation and Innovative Community Participation.

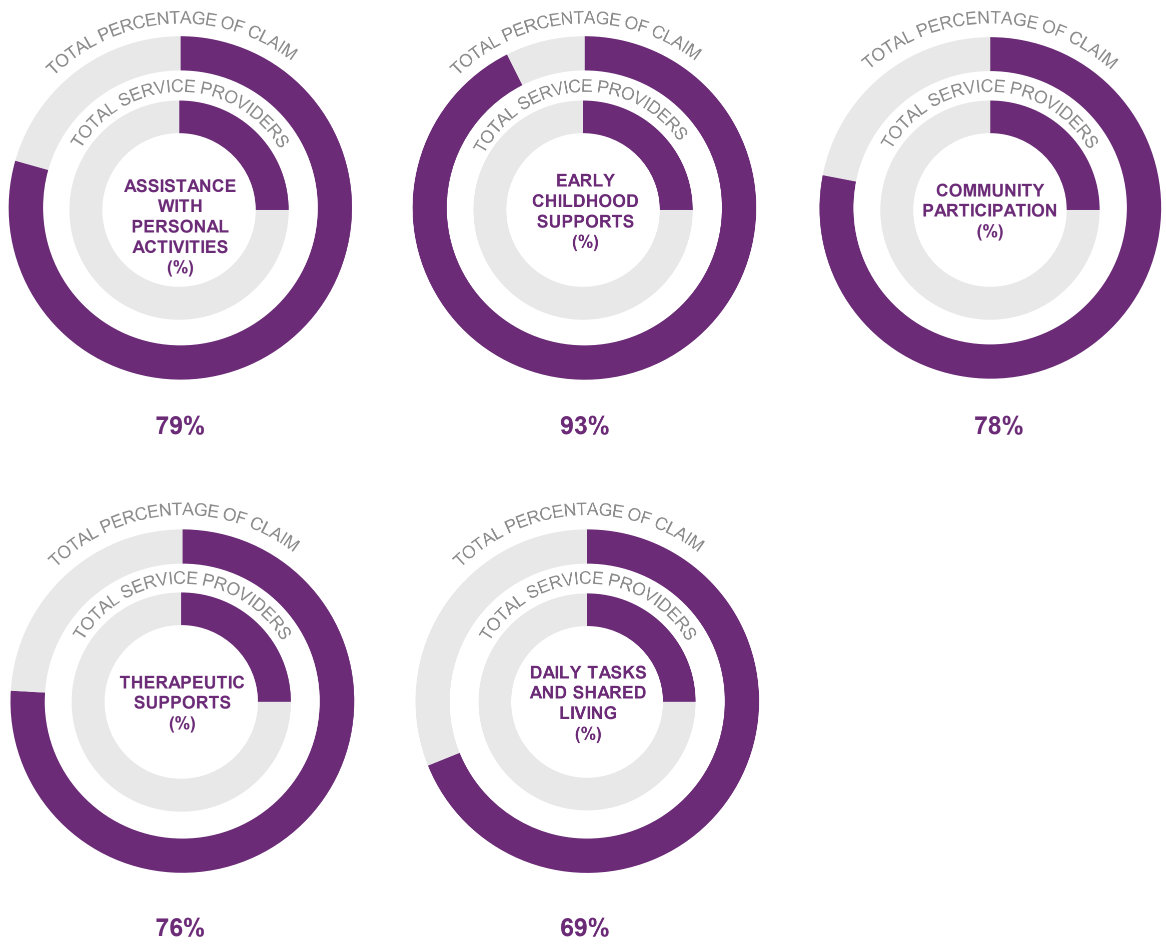
Approved providers by registration group and percentage change over the quarter



Market share of top providers

25% of service providers received 65-95% of the dollars paid for major registration groups.

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



25% of providers have received 79% of payments during the quarter of 2017-18 Q1 for Assistance with Personal Activities.

PART 4

Information, Linkages and Capacity Building

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

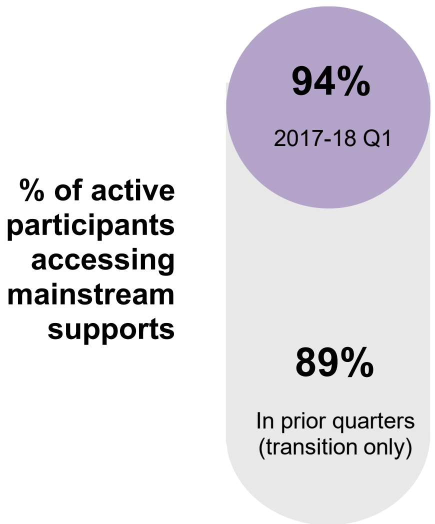
PART 5

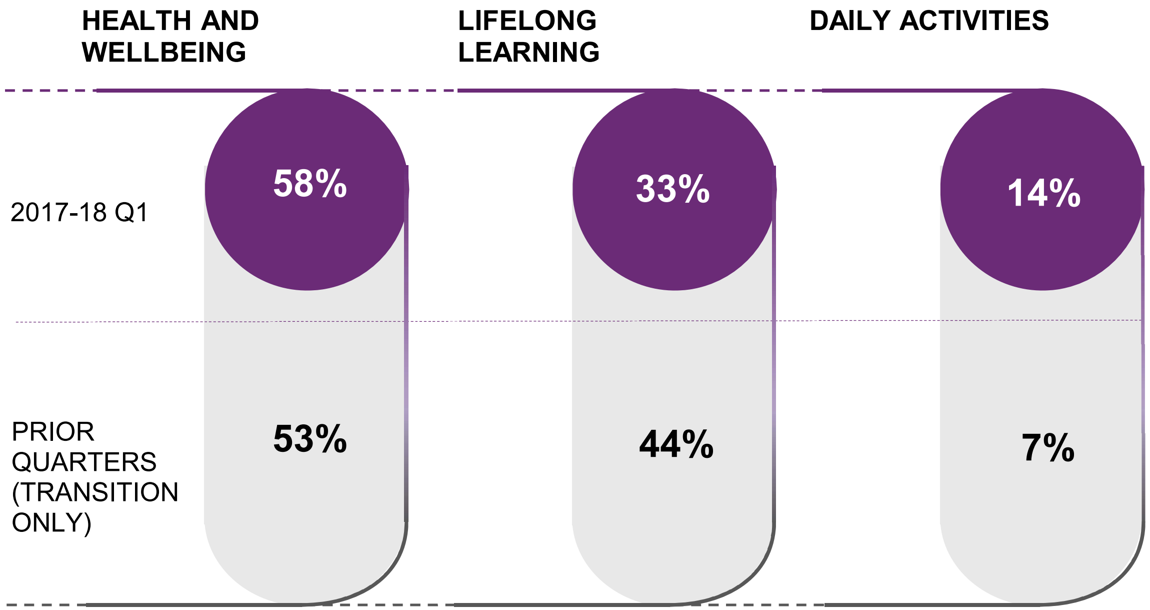
Mainstream Interface

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

Mainstream Interface

94% of active participants with a plan approved in 2017-18 Q1 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.