Transcript for Tasmanian Quarterly Performance Dashboard as at 31 March 2023

This dashboard provides a quarterly comparison of key statistics relating to active participants and their experience in the Scheme. It also includes key outcomes and participant satisfaction results as well as market characteristics.

The new Information and Communications Technology (ICT) system test commenced in Tasmania in the December 2022 quarter. The Quarterly Performance Dashboard combined data from the current and new ICT systems, where it is available. Data from the new ICT system is not available for all tables shown. Where this is materially incomplete, the data has not been shown in this dashboard. This may lead to restatements of information in future reports. “n/a” means that results are materially incomplete and hence omitted.

## Participants and planning

A table displays the following key statistics on the Tasmanian participant experience as at 31 March 2023 and 31 December 2022.

• The number of active participants with approved plans (excluding children accessing early connections) increased from 12,819 as at 31 December 2022 to 13,049 as at 31 March 2023.

• The number of children accessing early connections decreased from 183 as at 31 December 2022 to 151 as at 31 March 2023.

• The number of children waiting for early connections remained unchanged at 6, from 31 December 2022 to 31 March 2023.

• The percentage of participants fully or partially self-managing their plan increased from 23% as at 31 December 2022 to 25% as at 31 March 2023.

• The percentage of plans activated within 90 days remained stable at 85%, from 31 December 2022 to 31 March 2023. Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of 2022-23 Quarter 1 have been excluded.

• The number of participant plan reassessments were 1,851 in the quarter ending 31 December 2022. This figure could not be measured in the quarter ending 31 March 2023. Plans less than 31 days in duration have been excluded from this tabulation, as these reassessments are more likely to represent corrections to the plan rather than a new plan reassessment to address a change in circumstance.

A chart displays the change in active participants between 31 December 2022 and 31 March 2023.

At the beginning of Quarter 3 2022-23 there were 12,819 active participants (excluding children accessing early connections). During 2022-23 Quarter 3, there were 257 plan approvals and 27 participants who have left the Scheme or moved to another state or territory. This resulted in 13,049 active participants as at 31 March 2023.

The following key statistics summarise the Tasmanian performance as at 31 March 2023.

• 13,734 participants (excluding children accessing early connections) have had an approved plan since July 2013. 13,049 of these continue to be active. There is one (1) instance of a plan approved in the new Information and Communication Technology (ICT) system, for a participant in Tasmania, however the same plan has not met the conditions for inclusion in this report.

• 8,657 active participants have not previously received disability support via State and Commonwealth government programs in the past.

• In the current quarter, 257 participants have entered the Scheme and there are 151 children accessing early connections at the end of March 2023.

• 327 access decisions have been made in the quarter, of which 289 met access and are still active.

• 29 (11.5%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Tasmania to 1,248 (9.6%).

• 3 (1.2%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically Diverse participants in Tasmania to 363 (2.8%). The number of Culturally and Linguistically Diverse participants excludes First Nations participants.

## Participant outcomes and satisfaction

A table displays the following key statistics on Tasmanian participant outcomes and satisfaction.

For Participant and Scheme Outcome metrics from the Corporate Plan as at 31 March 2023, the Outcome results include participants who have been in the Scheme for at least two years. Trial participants are excluded. Except for the parent and carer employment rate, only participants aged 15 and over are included. The Baseline results are at Scheme entry. The following four indicators are outcomes measures.

• The Participant employment rate remained stable at 18%, from baseline to the latest reassessment. The Participant employment rate metric includes results for participants aged 15 to 64.

• The Participant social and community engagement rate increased from 30% at baseline to 34% at the latest reassessment.

• The Parent and carer employment rate increased from 40% at baseline to 43% at the latest reassessment.

• The Participant perception of choice and control increased from 68% at the first reassessment to 74% at the latest reassessment.

The following results indicate the percentage of participants rating their overall experience as 'Very Good' or 'Good' by pathway stage in current and previous quarters.

• 'Access' stage figures could not be measured for the quarters ending 31 December 2022 and 31 March 2023.

• 'Pre-planning' stage was 86% for the quarter ending 31 December 2022. This figure could not be measured for the quarter ending 31 March 2023.

• 'Planning' stage was 86% for the quarter ending 31 December 2022. This figure could not be measured for the quarter ending 31 March 2023.

• 'Plan reassessment ' was 69% for the quarter ending 31 December 2022. This figure could not be measured in the quarter ending 31 March 2023.

## Participant Service Guarantee

The following statistics concern Participant Service Guarantee metrics. These statistics look at the percentage of cases meeting the Service Guarantee target in the quarters ending 31 December 2022 and 31 March 2023. Participant Service Guarantee results in the previous quarter may be restated due to ongoing logic refinement and changes in data quality. The PSG measures currently do not include participants who have migrated to the new Information and Communications Technology (ICT) system in Tasmania. However, the PSG measures are being remediated where there is a similar process and data available between the new and old systems.

The following metric is concerned with the General category.

• Participant Service Guarantee number 1: Explain a previous decision within 28 days after a request for explanation is received – was 100% for the quarter ending 31 December 2022. This figure could not be measured for the quarter ending 31 March 2023.

The following three metrics are concerned with Access.

• Participant Service Guarantee number 2: Make an access decision, or request for more information within 21 days after an access request has been received - was 99% for the quarter ending 31 December 2022. This figure could not be measured for the quarter ending 31 March 2023.

• Participant Service Guarantee number 3: Allow sufficient time (90 days) for prospective participants to provide information, after NDIA has requested further information - was 99% for the quarter ending 31 December 2022. This figure could not be measured for the quarter ending 31 March 2023.

• Participant Service Guarantee number 4: Make an access decision within 14 days, after more information has been provided - was 95% for the quarter ending 31 December 2022. This figure could not be measured for the quarter ending 31 March 2023.

The following three metrics are concerned with Planning.

• Participant Service Guarantee number 5: Commence facilitating the preparation of a plan within 21 days, after an access decision has been made - was 95% for the quarter ending 31 December 2022. This figure could not be measured for the quarter ending 31 March 2023.

• Participant Service Guarantee number 6: Approve a participant's plan within 56 days, after an access decision has been made (excludes those Early Childhood Approach that have received initial supports) - was 92% for the quarter ending 31 December 2022. This figure could not be measured for the quarter ending 31 March 2023.

• Participant Service Guarantee number 7: Approve a plan for Early Childhood Approach participants within 90 days, after an access decision has been made - was 98% for the quarter ending 31 December 2022. This figure could not be measured for the quarter ending 31 March 2023.

The following metric is concerned with Implementation.

• Participant Service Guarantee number 9: If the participant accepts the offer, hold a plan implementation meeting within 28 days - was 100% for the quarter ending 31 December 2022. This figure could not be measured for the quarter ending 31 March 2023.

The following three metrics are concerned with Plan Reassessments.

• Participant Service Guarantee number 11: Commence facilitating a scheduled plan reassessment at least 56 days, prior to the scheduled reassessment date - was 58% for the quarter ending 31 December 2022. This figure could not be measured for the quarter ending 31 March 2023.

• Participant Service Guarantee number 12: Decide whether to undertake a Participant Requested Plan Reassessment within 21 days, after the request is received - was 92% for the quarter ending 31 December 2022. This figure could not be measured for the quarter ending 31 March 2023.

• Participant Service Guarantee number 13: Complete a reassessment within 28 days, after the decision to accept the request was made - was 62% for the quarter ending 31 December 2022. This figure could not be measured for the quarter ending 31 March 2023.

The following two metrics are concerned with Plan Amendments.

• Participant Service Guarantee number 14: Amend a plan within 28 days, after the receipt of information that triggers the plan amendment process - was 90% for the quarter ending 31 December 2022. This figure could not be measured for the quarter ending 31 March 2023.

• Participant Service Guarantee number 15: Amend a plan within 50 days, after the receipt of information relating to a complex quote that triggers a plan amendment process – was 100% for the quarter ending 31 December 2022. This figure could not be measured for the quarter ending 31 March 2023.

The following two metrics are concerned with Reviewable Decisions.

• Participant Service Guarantee number 17: Complete an Internal Review of a Reviewable Decision within 60 days, after a request is received - was 97% for the quarter ending 31 December 2022. This figure could not be measured for the quarter ending 31 March 2023

• Participant Service Guarantee number 18: Implement an Administrative Appeals Tribunal decision to amend a plan within 28 days, after the Administrative Appeals Tribunal decision is made - was 100% for the quarter ending 31 December 2022. This figure could not be measured for the quarter ending 31 March 2023

The following two metrics are concerned with Nominees.

• Participant Service Guarantee number 19: Cancel participant requested nominee within 14 days - was 100% for the quarter ending 31 December 2022. This figure could not be measured for the quarter ending 31 March 2023.

• Participant Service Guarantee number 20: Cancel CEO initiated nominee within 14 days - was 100% for the quarter ending 31 December 2022. This figure could not be measured for the quarter ending 31 March 2023.

• The NDIA commenced measuring performance against the Participant Service Guarantee metrics prior to the legislation of the Participant Service Charter and Guarantee. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament, and received Royal Assent on 1 April 2022.

## Provider and market metrics

A table displays the following key statistics on Tasmanian market supply and participant costs as at 31 March 2023 and at 31 December 2022.

• The total number of active providers (with at least one claim ever) increased from 1,655 as at 31 December 2022 to 1,687 as at 31 March 2023. Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

• The total number of active providers decreased from 522 as at 31 December 2022 to 499 as at 31 March 2023. Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

• Utilisation (which is calculated as a 6 month rolling average with a 3 month lag) decreased from 76% as at 31 December 2022 to 75% as at 31 March 2023.

• 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 31 December 2022 to 31 March 2023. The ‘benchmark’ in this analysis is the National average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.

• Market concentration. The proportion of service districts where more than 70% of payments for supports go to the top 10 providers remained stable at 0%, from 31 December 2022 to 31 March 2023.

• The proportion of payments paid within 5 days through the portal remained stable at 99.8% from 31 December 2022 to 31 March 2023.

• Total payments from 1 July 2022 were $421 million as at 31 December 2022 and $645 million as at 31 March 2023.

• Total annualised plan budgets increased from $1,087 million as at 31 December 2022 to $1,117 million as at 31 March 2023. Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

• Plan inflation (current quarter percentage per annum) was 14.9% in the December 2022 quarter. This figure could not be measured in the March 2023 quarter. Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments.

• Inflation at plan reassessment (current quarter percentage per annum) was 8.3% in the December 2022. This figure could not be measured in the March 2023 quarter.

• Inflation within a plan, between reassessments (current quarter percentage per annum) was 6.6% in the December 2022 quarter. This figure could not be measured in the March 2023 quarter.

• Socioeconomic equity increased from 94% in the December 2022 quarter to 95% in the March 2023 quarter. Socioeconomic status uses deciles from the ABS Index of Education and Occupation (IEO). A higher decile indicates that people residing in that area have a higher level of skills and qualifications on average. The socioeconomic equity metric is equal to the average annualised plan budget of participants residing in the top two IEO deciles divided by the average annualised plan budget of participants residing in the bottom two IEO deciles (participants not in SIL and aged 0 to 64).

The following comments are made regarding the Tasmanian experience:

• Total annualised plan budgets at 31 March 2023 were $1,117 million and payments from 1 July 2022 were $645 million.

• The number of active providers at the end of March is 1,687, growing by 2% in the quarter.

• Utilisation has been 75% from 1 July 2022 to 31 December 2022, with no service districts in Tasmania more than 10 percentage points below the adjusted National benchmark.

• There were no service districts where the top 10 providers provide more than 70% of payments.

A chart displays the Tasmanian distribution of service districts by plan utilisation as at 31 March 2023. The ‘benchmark’ in this analysis is the National average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.

On the chart,

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

• No service districts are between 5 and 10 percentage points above 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 below the adjusted National benchmark.

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

Service districts below utilisation benchmark:

• Tasmania South East: 73% versus 76% benchmark.

• Tasmania North West: 76% versus 78% benchmark.

• Tasmania North: 74% versus 76% benchmark.

• Tasmania South West: 77% versus 78% benchmark.

A chart displays the Tasmanian distribution of service districts by market concentration as at 31 March 2023.

On the chart,

• No service districts have less than 25% of payments going to the 10 largest providers.

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

• 3 out of 4 (75%) service districts have between 45% and 60% of payments going to the 10 largest providers.

• No service districts have between 60% and 70% of payments going to the 10 largest providers.

• No service districts have between 70% and 85% of payments going to the 10 largest providers.

• No service districts have more than 85% of payments going to the 10 largest providers.

Service districts closest to market concentration benchmark:

• Tasmania North West: 57% versus 70% benchmark.

• Tasmania South West: 52% versus 70% benchmark.

• Tasmania South East: 51% versus 70% benchmark.

• Tasmania North: 43% versus 70% benchmark.

## Summaries by Service Districts

A chart displays the active participants by service district as at 31 March 2023. There are 2 active participants at 31 March 2023 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown.

The number of active participants in each service district as at 31 March 2023 shows as:

• 3,764 for North.

• 2,907 for North West.

• 2,924 for South East.

• 3,452 for South West.

Another chart displays the average annualised plan budgets at 31 March 2023. Figures are not shown if there is insufficient data in the service district. Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months.

The average annualised plan budget in each service district at 31 March 2023 shows as:

• $84,100 for North.

• $91,100 for North West.

• $73,100 for South East.

• $93,200 for South West.

• $85,600 for all of Tasmania.

The average payments in each service district for the 12 months to 31 March 2023 show as:

• $65,900 for North.

• $71,600 for North West.

• $56,400 for South East.

• $76,000 for South West.

• $67,700 for all of Tasmania.

Another chart displays the average annualised plan budgets at 31 March 2023 for participants in Supported Independent Living. Figures are not shown if there is insufficient data in the service district. Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months.

The average annualised plan budget in each service district at 31 March 2023 for participants in Supported Independent Living shows as:

• $427,700 for North.

• $463,100 for North West.

• $427,800 for South East.

• $390,700 for South West.

• $422,300 for all of Tasmania.

The average payments in each service district for the 12 months to 31 March 2023 for participants in Supported Independent Living show as:

• $424,900 for North.

• $435,200 for North West.

• $392,300 for South East.

• $374,400 for South West.

• $403,000 for all of Tasmania.

Another chart displays the average annualised plan budgets at 31 March 2023 for participants not in Supported Independent Living. Figures are not shown if there is insufficient data in the service district. Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months.

The average annualised plan budget in each service district at 31 March 2023 for participants not in Supported Independent Living shows as:

• $63,700 for North.

• $60,400 for North West.

• $50,800 for South East.

• $59,300 for South West.

• $58,900 for all of Tasmania.

The average payments in each service district for the 12 months to 31 March 2023 for participants not in Supported Independent Living show as:

• $43,200 for North.

• $41,300 for North West.

• $34,700 for South East.

• $41,100 for South West.

• $40,300 for all of Tasmania.

The following comments are made regarding the Tasmanian experience at service district level as at 31 March 2023.

• Tasmania North has the highest number of active participants at 3,764 participants, while Tasmania North West has the lowest number at 2,907 active participants.

• The average annualised plan budget at the end of March for active participants is $85,600 ($58,900 for participants not in Supported Independent Living and $422,300 for participants in Supported Independent Living).

• The average payment for the 12 months ending 31 March 2023 is $67,700 ($40,300 for participants not in Supported Independent Living and $403,000 for participants in Supported Independent Living).

• Tasmania South West has the highest average annualised plan budgets and payments across all participants.