Transcript for Queensland Quarterly Performance Dashboard as at 31 December 2021

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.

## Participants and planning

A table displays the following key statistics on the Queensland participant experience as at 31 December 2021 and 30 September 2021.

• The number of active participants with approved plans increased from 97,475 as at 30 September 2021 to 102,458 as at 31 December 2021.

• The number of children accessing early connections decreased from 3,712 as at 30 September 2021 to 3,087 as at 31 December 2021.

• The number of children waiting for early connections decreased from 70 as at 30 September 2021 to 55 as at 31 December 2021.

• The percentage of participants fully or partially self-managing their plan decreased from 31% as at 30 September 2021 to 30% as at 31 December 2021.

• The percentage of plans activated within 90 days remained stable at 86%, from 30 September 2021 to 31 December 2021. Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of the 2020-21 quarter 4 have been excluded.

• The number of participant plan reviews completed decreased from 18,979 in the quarter ending 30 September 2021 to 18,281 in the quarter ending 31 December 2021. Plans less than 31 days in duration have been excluded.

A chart displays the change in active participants between 30 September 2021 and 31 December 2021.

At the beginning of quarter 2 2021-22, there were 97,475 active participants (excluding children accessing early connections). During 2021-22 quarter 2, there were 5,314 plan approvals and 331 participants exited the Scheme or moved to another state or territory. This resulted in 102,458 active participants as at 31 December 2021.

The following key statistics summarise the Queensland performance as at 31 December 2021.

• 106,589 participants (excluding children accessing early connections) have had an approved plan since July 2013. 102,458 of these continue to be active.

• 59,400 active participants are receiving supports for the first time.

• In the current quarter, 5,314 participants have entered the Scheme and there are 3,087 children accessing early connections at the end of December 2021.

• 18,281 plans have been reviewed this quarter.

• 7,307 access decisions have been made in the quarter, of which 5,750 met access and are still active.

• 570 (10.7%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in Queensland to 9,830 (9.6%).

• 278 (5.2%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically Diverse participants in Queensland to 5,540 (5.4%). The number of Culturally and Linguistically Diverse participants excludes Indigenous participants.

## Participant outcomes and satisfaction

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

For Participant and Scheme Outcome metrics from the Corporate Plan as at 31 December 2021, 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, 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 review.

• The participant social and community engagement rate increased from 38% at baseline to 46% at the latest review.

• The parent and carer employment rate increased from 43% at baseline to 45% at the latest review.

• The participant perception of choice and control increased from 72% at the first review to 81% 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 current and previous quarters.

• The percentage for the 'Access' stage increased from 68% in the quarter ending 30 September 2021 to 77% in the quarter ending 31 December 2021.

• The percentage for the 'Pre-planning' stage increased from 71% in the quarter ending 30 September 2021 to 78% in the quarter ending 31 December 2021.

• The percentage for the 'Planning' stage decreased from 87% in the quarter ending 30 September 2021 to 82% in the quarter ending 31 December 2021.

• The percentage for the 'Plan review ' stage decreased from 68% in the quarter ending 30 September 2021 to 66% in the quarter ending 31 December 2021.

## 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 30 September 2021 and 31 December 2021. The results for the timeframes shown are based on preliminary calculations and the methodology used to determine the timeframes may change going forward. As a result, Participant Service Guarantee results in the previous quarter may be restated due to logic changes.

The following metric is concerned with the General category.

• Participant Service Guarantee number 1: The percentage of explanation of a previous decision made within 28 days after a request has been made remained stable at 100%, from 30 September 2021 to 31 December 2021.

The following three metrics are concerned with Access.

• Participant Service Guarantee number 2: The percentage of access decisions made or further information requested within 21 days of an access request remained stable at 100%, from 30 September 2021 to 31 December 2021.

• Participant Service Guarantee number 3: The percentage of access decisions allowing 90 days for prospective participants to provide information after NDIA has requested further information remained stable at 100%, from 30 September 2021 to 31 December 2021.

• Participant Service Guarantee number 4: The percentage of access decisions made within 14 days of final information being provided increased from 98% as at 30 September 2021 to 99% as at 31 December 2021.

The following three metrics are concerned with Planning.

• Participant Service Guarantee number 5: The percentage of cases where facilitating the preparation of a plan commenced within 21 days of an access decision being made increased from 78% as at 30 September 2021 to 91% as at 31 December 2021.

• Participant Service Guarantee number 6: The percentage of first plans that were approved within 56 days after access decisions were made, increased from 78% as at 30 September 2021 to 86% as at 31 December 2021.

• Participant Service Guarantee number 7: The percentage of first plans that were approved within 90 days after access decisions were made, for Early Childhood Early Intervention participants, remained stable at 89%, from 30 September 2021 to 31 December 2021. Early Childhood Early Intervention is now known as Early Childhood Approach.

The following metric is concerned with Implementation.

• Participant Service Guarantee number 9: The percentage of cases where a plan implementation meeting was held within 28 days if the participant accepts the offer remained stable at 100%, from 30 September 2021 to 31 December 2021.

The following three metrics are concerned with Reviews.

• Participant Service Guarantee number 11: The percentage of cases where facilitating a scheduled plan review commenced at least 56 days prior to the scheduled review date increased from 24% as at 30 September 2021 to 28% as at 31 December 2021. The NDIA’s new participant check-in process ensures that every scheduled review begins with a contact from the planner or partner to discuss review options well before any scheduled review date. Plans are extended automatically if they have not been reviewed before expiry so participants have continuity of support.

• Participant Service Guarantee number 12: The percentage of cases where the decision, to undertake Participant Requested Reviews, was made within 21 days increased from 87% as at 30 September 2021 to 100% as at 31 December 2021.

• Participant Service Guarantee number 13: The percentage of Participant Requested Reviews that were completed within 28 days after the decision was made decreased from 61% as at 30 September 2021 to 55% as at 31 December 2021.

The following two metrics are concerned with Amendments.

• Participant Service Guarantee number 14: The percentage of cases where a plan was varied within 28 days after receiving information that triggers a plan review decreased from 96% as at 30 September 2021 to 94% as at 31 December 2021.

• Participant Service Guarantee number 15: The percentage of cases where a plan was varied within 50 days after receiving information that relates to a complex quote that triggers a plan review decreased from 100% as at 30 September 2021 to 90% as at 31 December 2021.

The following two metrics are concerned with Reviewable Decisions.

• Participant Service Guarantee number 17: The proportion of Reviews of Reviewable Decisions that were completed within 60 days after the request was received decreased from 89% as at 30 September 2021 to 87% as at 31 December 2021.

• Participant Service Guarantee number 18: The percentage of cases where an Administrative Appeals Tribunal decision was implemented to vary a plan within 28 days after receiving notification of the Administrative Appeals Tribunal decision remained stable at 98%, from 30 September 2021 to 31 December 2021.

The following two metrics are concerned with Nominees.

• Participant Service Guarantee number 19: The percentage of cases where a participant requested nominee was cancelled within 14 days increased from 98% as at 30 September 2021 to 100% as at 31 December 2021.

• Participant Service Guarantee number 20: The percentage of cases where a Chief Executive Officer initiated nominee was cancelled within 14 days remained stable at 100%, from 30 September 2021 to 31 December 2021.

• The Participant Service Guarantee timeframes shown above have not yet been legislated and continue to be developed.

## Provider and market metrics

A table displays the following key statistics on Queensland market supply and participant costs as at 31 December 2021 and at 30 September 2021.

• The total number of active providers (with at least one claim ever) increased from 6,321 as at 30 September 2021 to 6,565 as at 31 December 2021. Active providers refer to those who have received payment for supporting Agency-managed participants.

• The total number of active providers in the last quarter increased from 2,626 as at 30 September 2021 to 2,671 as at 31 December 2021. 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) increased from 74% as at 30 September 2021 to 77% as at 31 December 2021.

• 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 September 2021 to 31 December 2021. 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 have 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 September 2021 to 31 December 2021.

• The proportion of payments paid within 5 days through the portal remained stable at 99.9%, from 30 September 2021 to 31 December 2021.

• Total Payments from 1 July 2021 increased from $1,422 million as at 30 September 2021 to $2,889 million as at 31 December 2021.

• Total annualised plan budgets increased from $7,002 million as at 30 September 2021 to $7,256 million as at 31 December 2021.

• The growth in annualised plan budgets increased from -1.3% in the September 2021 quarter to -0.3% in the December 2021 quarter.

• Socioeconomic equity (%) decreased from 105% in the September 2021 quarter to 103% in the December 2021 quarter. Socioeconomic status uses deciles from the Australian Bureau of Statistics Index of Education and Occupation. 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 deciles divided by the average annualised plan budget of participants residing in the bottom two deciles (participants not in Supported Independent Living and aged 0 to 64).

• Total annualised plan budgets at 31 December 2021 were $7,256m and payments from 1 July 2021 were $2,889m.

• The number of active providers at the end of December is 6,565, growing by 4% in the quarter.

• Utilisation was 77% from 1 April 2021 to 30 September 2021, with no service district in Queensland more than 10 percentage points from the adjusted national benchmark.

• There were no service districts where the top 10 providers were providing more than 85% of payments.

A chart displays the Queensland service districts that were more than 10 percentage points below the adjusted national benchmark as at 31 December 2021. 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 have been in the Scheme.

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

3 out of 13 (23%) service districts are between 5 and 10 percentage points above the adjusted national benchmark.

10 out of 13 (77%) 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 benchmark:

• Rockhampton: 71% versus 74% benchmark.

• Townsville: 75% versus 76% benchmark.

A chart displays the Queensland service districts that had between 90% and 95% of payments going to the 10 largest providers as at 31 December 2021.

6 out of 13 (46%) service districts have less than 45% of payments going to the 10 largest providers.

5 out of 13 (38%) service districts have between 45% and 65% of payments going to the 10 largest providers.

2 out of 13 (15%) service districts have between 65% and 85% of payments going to the 10 largest providers.

No service districts have between 85% and 90% 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 more than 95% of payments going to the 10 largest providers.

Service districts closest to benchmark:

• Bundaberg: 80% versus 85% benchmark.

• Maryborough: 72% versus 85% benchmark.

## Summaries by service district

A chart displays the active participants by service district. There are 16 active participants at 31 December 2021 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 at 31 December 2021 was:

2,995 for Bundaberg.

8,231 for Ipswich.

3,337 for Mackay.

6,537 for Toowoomba.

6,110 for Townsville.

5,725 for Rockhampton.

10,659 for Beenleigh.

19,139 for Brisbane.

5,043 for Cairns.

4,235 for Maryborough.

10,466 for Robina.

11,002 for Caboolture/Strathpine.

8,963 for Maroochydore.

Another chart displays the average annualised plan budgets and average payments. There are 16 active participants at 31 December 2021 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. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget at 31 December 2021 was:

$66,400 for Bundaberg.

$66,100 for Ipswich.

$63,700 for Mackay.

$74,600 for Toowoomba.

$72,400 for Townsville.

$61,600 for Rockhampton.

$67,800 for Beenleigh.

$74,200 for Brisbane.

$82,600 for Cairns.

$72,600 for Maryborough.

$68,500 for Robina.

$69,800 for Caboolture/Strathpine.

$74,100 for Maroochydore.

$70,800 for all of Queensland.

The average payments for the 12 months to 31 December 2021 was:

$54,200 for Bundaberg.

$55,400 for Ipswich.

$50,200 for Mackay.

$60,200 for Toowoomba.

$57,100 for Townsville.

$46,800 for Rockhampton.

$60,100 for Beenleigh.

$64,300 for Brisbane.

$66,300 for Cairns.

$60,100 for Maryborough.

$59,200 for Robina.

$59,000 for Caboolture/Strathpine.

$60,900 for Maroochydore.

$59,200 for all of Queensland.

Another chart displays the average annualised plan budgets and average payments for participants in Supported Independent Living. There are 16 active participants at 31 December 2021 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. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget at 31 December 2021 for participants in Supported Independent Living was:

$348,300 for Bundaberg.

$342,400 for Ipswich.

$367,300 for Mackay.

$324,300 for Toowoomba.

$370,200 for Townsville.

$350,100 for Rockhampton.

$379,900 for Beenleigh.

$324,300 for Brisbane.

$389,900 for Cairns.

$345,400 for Maryborough.

$350,700 for Robina.

$353,100 for Caboolture/Strathpine.

$354,500 for Maroochydore.

$349,700 for all of Queensland.

The average payments for the 12 months to 31 December 2021 for participants in Supported Independent Living was:

$331,200 for Bundaberg.

$385,500 for Ipswich.

$339,400 for Mackay.

$317,000 for Toowoomba.

$352,000 for Townsville.

$343,500 for Rockhampton.

$378,500 for Beenleigh.

$351,400 for Brisbane.

$365,100 for Cairns.

$354,300 for Maryborough.

$344,100 for Robina.

$355,700 for Caboolture/Strathpine.

$332,300 for Maroochydore.

$351,500 for all of Queensland.

Another chart displays the average annualised plan budgets and average payments for participants not in Supported Independent Living. There are 16 active participants at 31 December 2021 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. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget at 31 December 2021 for participants not in Supported Independent Living was:

$51,500 for Bundaberg.

$51,400 for Ipswich.

$51,200 for Mackay.

$56,200 for Toowoomba.

$54,700 for Townsville.

$48,400 for Rockhampton.

$52,600 for Beenleigh.

$61,100 for Brisbane.

$64,300 for Cairns.

$59,000 for Maryborough.

$54,600 for Robina.

$57,100 for Caboolture/Strathpine.

$61,000 for Maroochydore.

$56,400 for all of Queensland.

The average payments for the 12 months to 31 December 2021 for participants not in Supported Independent Living was:

$38,200 for Bundaberg.

$37,300 for Ipswich.

$37,900 for Mackay.

$40,300 for Toowoomba.

$39,400 for Townsville.

$32,100 for Rockhampton.

$43,600 for Beenleigh.

$48,000 for Brisbane.

$47,600 for Cairns.

$44,500 for Maryborough.

$44,400 for Robina.

$45,000 for Caboolture/Strathpine.

$47,800 for Maroochydore.

$43,300 for all of Queensland.

The following comments are made regarding the Queensland experience at service district level as at 31 December 2021.

• Brisbane has the highest number of active participants at 19,139, while Bundaberg has the lowest number of active participants at 2,995.

• The average annualised plan budget at the end of December for active participants is $70,800 ($56,400 for participants not in Supported Independent Living and $349,700 for participants in Supported Independent Living).

• The average payment for the 12 months ending 31 December 2021 is $59,200 ($43,300 for participants not in Supported Independent Living and $351,500 for participants in Supported Independent Living).

• Cairns has the highest average annualised plan budgets and payments across all participants.