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Transcript for Queensland Quarterly Performance Dashboard as at 30 September 2022

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 30 September 2022 and 30 June 2022.

• The number of active participants with approved plans increased from 111,837 as at 30 June 2022 to 116,594 as at 30 September 2022.

• The number of children accessing early connections increased from 3,814 as at 30 June 2022 to 4,073 as at 30 September 2022.

• The number of children waiting for early connections remained unchanged at 53, from 30 June 2022 to 30 September 2022.

• The percentage of participants fully or partially self-managing their plan decreased from 30% as at 30 June 2022 to 29% as at 30 September 2022.

• The percentage of plans activated within 90 days remained stable at 86%, from 30 June 2022 to 30 September 2022. Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of the 2021-22 quarter 3 have been excluded.

• The number of participant plan reassessments completed decreased from 21,306 in the quarter ending 30 June 2022 to 17,177 in the quarter ending 30 September 2022. Plans less than 31 days in duration have been excluded. The new definition is included under section 49 of the NDIS Act (2013) and replaces the previous definition of plan review.

A chart displays the change in active participants between 30 June 2022 and 30 September 2022.

At the beginning of quarter 1 2022-23 there were 111,837 active participants (excluding children accessing early connections). During 2022-23 quarter 1, there were 5,155 plan approvals and 398 participants exited the Scheme or moved to another state or territory. This resulted in 116,594 active participants as at 30 September 2022.

The following key statistics summarise the Queensland performance as at 30 September 2022.

• 122,554 participants (excluding children accessing early connections) have had an approved plan since July 2013. 116,594 of these continue to be active.

• 73,036 active participants have not previously received disability support via State and Commonwealth government programs in the past.

• In the current quarter, 5,155 participants have entered the Scheme and there are 4,073 children accessing early connections at the end of September 2022.

• 17,177 plans have had reassessments this quarter.

• 6,198 access decisions have been made in the quarter, of which 4,831 met access and are still active.

• 682 (13.2%) of the new active participants this quarter identified as First Nations Australians, taking the total number of First Nations participants in Queensland to 11,562 (9.9%).

• 225 (4.4%) 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 6,284 (5.4%). The number of Culturally and Linguistically Diverse participants excludes First Nations 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 30 September 2022, 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 increased from 17% at baseline to 18% at the latest reassessment.

• The participant social and community engagement rate increased from 38% at baseline to 45% at the latest reassessment.

• The parent and carer employment rate increased from 42% at baseline to 46% at the latest reassessment.

• The participant perception of choice and control increased from 72% at the first reassessment to 81% 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.

• The percentage for the 'Access' stage decreased from 82% in the quarter ending 30 June 2022 to 80% in the quarter ending 30 September 2022.

• The percentage for the 'Pre-planning' stage remained stable at 79%, in the quarters ending 30 June 2022 and 30 September 2022.

• The percentage for the 'Planning' stage decreased from 86% in the quarter ending 30 June 2022 to 84% in the quarter ending 30 September 2022.

• The percentage for the 'Plan reassessment' stage remained stable at 68%, in the quarters ending 30 June 2022 and 30 September 2022.

## 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 June 2022 and 30 September 2022. Participant Service Guarantee results in the previous quarter may be restated due to ongoing logic refinement and changes in data quality.

The following metric is concerned with the General category.

• Participant Service Guarantee number 1: The percentage of explanations of previous decisions made within 28 days after a request for explanation is received increased from 97% as at 30 June 2022 to 100% as at 30 September 2022.

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 June 2022 to 30 September 2022.

• 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, increased from 99% as at 30 June 2022 to 100% as at 30 September 2022.

• Participant Service Guarantee number 4: The percentage of access decisions made within 14 days of final information being provided increased from 99% as at 30 June 2022 to 100% as at 30 September 2022.

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 96% as at 30 June 2022 to 97% as at 30 September 2022.

• Participant Service Guarantee number 6: The percentage of first plans that were approved within 56 days after access decisions were made, increased from 91% as at 30 June 2022 to 94% as at 30 September 2022.

• 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, increased from 91% as at 30 June 2022 to 96% as at 30 September 2022. 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 June 2022 to 30 September 2022.

The following three metrics are concerned with plan reassessments.

• Participant Service Guarantee number 11: The percentage of cases where facilitating a scheduled plan reassessment commenced at least 56 days prior to the scheduled reassessment date increased from 58% as at 30 June 2022 to 84% as at 30 September 2022. The NDIA’s new participant check-in process ensures that every plan reassessment begins with a contact from the planner or partner to discuss review options well before any plan reassessment date. Plans are extended automatically if they have not been reassessed before the reassessment date so participants have continuity of support.

• Participant Service Guarantee number 12: The percentage of cases where the decision to undertake Participant Requested Plan Reassessments were made within 21 days decreased from 100% as at 30 June 2022 to 93% as at 30 September 2022. The definition of Participant Reassessment Request is included under section 48 of the NDIS Act (2013) and replaces the previous definition of plan review request.

• Participant Service Guarantee number 13: The percentage of reassessments that were completed within 28 days after the decision to accept the request was made increased from 52% as at 30 June 2022 to 61% as at 30 September 2022.

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 the plan amendment process remained stable at 93%, from 30 June 2022 to 30 September 2022.

• 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 amendment process decreased from 100% as at 30 June 2022 to 50% as at 30 September 2022.

The following two metrics are concerned with Reviewable Decisions.

• Participant Service Guarantee number 17: The proportion of internal Reviews of Reviewable Decisions that were completed within 60 days after the request was received decreased from 97% as at 30 June 2022 to 94% as at 30 September 2022.

• Participant Service Guarantee number 18: The percentage of cases where an Administrative Appeals Tribunal decision was implemented to amend a plan within 28 days after receiving notification of the Administrative Appeals Tribunal decision increased from 96% as at 30 June 2022 to 99% as at 30 September 2022.

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 remained stable at 100%, from 30 June 2022 to 30 September 2022.

• Participant Service Guarantee number 20: The percentage of cases where a Chief Executive Officer initiated nominee was cancelled within 14 days increased from 67% as at 30 June 2022 to 100% as at 30 September 2022.

• 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 Queensland market supply and participant costs as at 30 September 2022 and at 30 June 2022.

• The total number of active providers (with at least one claim ever) increased from 7,108 as at 30 June 2022 to 7,349 as at 30 September 2022. 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 2,763 as at 30 June 2022 to 2,798 as at 30 September 2022. 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) decreased from 77% as at 30 June 2022 to 76% as at 30 September 2022.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark remained stable at 0%, from 30 June 2022 to 30 September 2022. 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 June 2022 to 30 September 2022.

• The proportion of payments paid within 5 days through the portal increased from 99.8% as at 30 June 2022 to 99.9% as at 30 September 2022.

• Total payments from 1 July 2022 were $1,728 million as at 30 September 2022. \*\*

• Total annualised plan budgets increased from $7,878 million as at 30 June 2022 to $8,676 million as at 30 September 2022.

• Plan inflation (current quarter percentage per annum) increased from 13.0% in the June 2022 quarter to 20.4% in the September 2022 quarter. Total plan inflation consists of plan budget changes occurring at plan reassessment, as well as changes occurring within a plan, between reassessment. Previously the NDIA has not included the additional percentage changes in plan budgets that occur within a plan and before the scheduled reassessment, when reporting this metric, and this has underestimated the extent to which plans have increased. The annualisation calculation of inflation excludes the impact of plan indexation in July following the Annual Pricing Review. The impact of this indexation is then explicitly added to the annualised calculation which was a 4.6% one-off increase Nationally.

• Inflation at plan reassessment (current quarter percentage per annum) increased from 3.8% in the June 2022 quarter to 8.3% in the September 2022 quarter.

• Inflation within a plan, between reassessments (current quarter percentage per annum) increased from 9.2% in the June 2022 quarter to 12.1% in the September 2022 quarter.

• Socioeconomic equity decreased from 103% in the June 2022 quarter to 101% in the September 2022 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).

The following comments are made regarding the Queensland experience:

• Total annualised plan budgets at 30 September 2022 were $8,676m and payments from 1 July 2022 were $1,728m.

• The number of active providers at the end of September is 7,349, growing by 3% in the quarter.

• Utilisation was 76% from 1 January 2021 to 30 June 2022, 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 distribution of service districts by plan utilisation as at 30 September 2022. 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.

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

• 13 out of 13 (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:

• Rockhampton: 70% versus 74% benchmark.

• Townsville: 74% versus 76% benchmark.

• Mackay: 73% versus 75% benchmark.

• Toowoomba: 75% versus 76% benchmark.

A chart displays the Queensland distribution of service districts by market concentration as at 30 September 2022.

• 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 market concentration benchmark:

• Bundaberg: 76% versus 85% benchmark.

• Maryborough: 69% versus 85% benchmark.

## Summaries by service district

A chart displays the active participants by service district. There are 13 active participants at 30 September 2022 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 30 September 2022 was:

• 3,318 for Bundaberg.

• 9,349 for Ipswich.

• 3,776 for Mackay.

• 7,339 for Toowoomba.

• 6,886 for Townsville.

• 6,514 for Rockhampton.

• 12,517 for Beenleigh.

• 21,527 for Brisbane.

• 5,809 for Cairns.

• 4,732 for Maryborough.

• 12,074 for Robina.

• 12,570 for Caboolture/Strathpine.

• 10,170 for Maroochydore.

Another chart displays the average annualised plan budgets and average payments. There are 13 active participants at 30 September 2022 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 30 September 2022 was:

• $72,300 for Bundaberg.

• $70,400 for Ipswich.

• $66,600 for Mackay.

• $78,100 for Toowoomba.

• $77,200 for Townsville.

• $64,300 for Rockhampton.

• $70,800 for Beenleigh.

• $77,600 for Brisbane.

• $87,300 for Cairns.

• $75,000 for Maryborough.

• $72,800 for Robina.

• $72,600 for Caboolture/Strathpine.

• $77,700 for Maroochydore.

• $74,400 for all of Queensland.

The average payments for the 12 months to 30 September 2022 was:

• $55,800 for Bundaberg.

• $55,600 for Ipswich.

• $49,800 for Mackay.

• $59,900 for Toowoomba.

• $57,400 for Townsville.

• $46,000 for Rockhampton.

• $58,200 for Beenleigh.

• $62,700 for Brisbane.

• $66,000 for Cairns.

• $58,900 for Maryborough.

• $59,200 for Robina.

• $58,500 for Caboolture/Strathpine.

• $60,000 for Maroochydore.

• $58,600 for all of Queensland.

Another chart displays the average annualised plan budgets and average payments for participants in Supported Independent Living. There are 13 active participants at 30 September 2022 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 30 September 2022 for participants in Supported Independent Living was:

• $402,700 for Bundaberg.

• $396,800 for Ipswich.

• $400,000 for Mackay.

• $355,300 for Toowoomba.

• $412,800 for Townsville.

• $395,000 for Rockhampton.

• $433,100 for Beenleigh.

• $365,700 for Brisbane.

• $430,400 for Cairns.

• $386,700 for Maryborough.

• $383,300 for Robina.

• $402,500 for Caboolture/Strathpine.

• $398,800 for Maroochydore.

• $392,900 for all of Queensland.

The average payments for the 12 months to 30 September 2022 for participants in Supported Independent Living was:

• $358,700 for Bundaberg.

• $405,100 for Ipswich.

• $369,600 for Mackay.

• $333,800 for Toowoomba.

• $385,400 for Townsville.

• $368,100 for Rockhampton.

• $399,700 for Beenleigh.

• $363,200 for Brisbane.

• $373,100 for Cairns.

• $356,700 for Maryborough.

• $354,900 for Robina.

• $387,100 for Caboolture/Strathpine.

• $350,500 for Maroochydore.

• $370,000 for all of Queensland.

Another chart displays the average annualised plan budgets and average payments for participants not in Supported Independent Living. There are 13 active participants at 30 September 2022 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 30 September 2022 for participants not in Supported Independent Living was:

• $56,400 for Bundaberg.

• $54,300 for Ipswich.

• $53,800 for Mackay.

• $58,500 for Toowoomba.

• $58,200 for Townsville.

• $51,800 for Rockhampton.

• $54,700 for Beenleigh.

• $63,200 for Brisbane.

• $68,400 for Cairns.

• $59,600 for Maryborough.

• $57,500 for Robina.

• $57,200 for Caboolture/Strathpine.

• $62,600 for Maroochydore.

• $58,700 for all of Queensland.

The average payments for the 12 months to 30 September 2022 for participants not in Supported Independent Living was:

• $40,700 for Bundaberg.

• $38,000 for Ipswich.

• $38,000 for Mackay.

• $40,300 for Toowoomba.

• $39,000 for Townsville.

• $33,000 for Rockhampton.

• $42,500 for Beenleigh.

• $47,400 for Brisbane.

• $48,700 for Cairns.

• $44,000 for Maryborough.

• $44,500 for Robina.

• $43,500 for Caboolture/Strathpine.

• $46,500 for Maroochydore.

• $43,000 for all of Queensland.

The following comments are made regarding the Queensland experience at service district level as at 30 September 2022.

• Brisbane has the highest number of active participants at 21,527 participants, while Bundaberg has the lowest number at 3,318 active participants.

• The average annualised plan budget at the end of September for active participants is $74,400 ($58,700 for participants not in Supported Independent Living and $392,900 for participants in Supported Independent Living).

• The average payment for the 12 months ending 30 September 2022 is $58,600 ($43,000 for participants not in Supported Independent Living and $370,000 for participants in Supported Independent Living).

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