Transcript for Queensland Quarterly Performance Dashboard as at 31 March 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 31 March 2022 and 31 December 2021.

• The number of active participants with approved plans increased from 102,458 as at 31 December 2021 to 107,635 as at 31 March 2022.

• The number of children accessing early connections increased from 3,087 as at 31 December 2021 to 3,368 as at 31 March 2022.

• The number of children waiting for early connections decreased from 55 as at 31 December 2021 to 48 as at 31 March 2022.

• The percentage of participants fully or partially self-managing their plan remained stable at 30%, from 31 December 2021 to 31 March 2022.

• The percentage of plans activated within 90 days remained stable at 86%, from 31 December 2021 to 31 March 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 1 have been excluded.

• The number of participant plan reviews completed decreased from 18,281 in the quarter ending 31 December 2021 to 16,284 in the quarter ending 31 March 2022. Plans less than 31 days in duration have been excluded.

A chart displays the change in active participants between 31 December 2021 and 31 March 2022.

At the beginning of quarter 3 2021-22 there were 102,458 active participants (excluding children accessing early connections). During 2021-22 quarter 3, there were 5,336 plan approvals and 159 participants exited the Scheme or moved to another state or territory. This resulted in 107,635 active participants as at 31 March 2022.

The following key statistics summarise the Queensland performance as at 31 March 2022.

• 112,364 participants (excluding children accessing early connections) have had an approved plan since July 2013. 107,635 of these continue to be active.

• 64,304 active participants are receiving supports for the first time.

• In the current quarter, 5,336 participants have entered the Scheme and there are 3,368 children accessing early connections at the end of March 2022.

• 16,284 plans have been reviewed this quarter.

• 5,558 access decisions have been made in the quarter, of which 4,325 met access and are still active.

• 633 (11.9%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in Queensland to 10,422 (9.7%).

• 271 (5.1%) 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 5,833 (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 March 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 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 77% in the quarter ending 31 December 2021 to 81% in the quarter ending 31 March 2022.

• The percentage for the 'Pre-planning' stage increased from 78% in the quarter ending 31 December 2021 to 80% in the quarter ending 31 March 2022.

• The percentage for the 'Planning' stage increased from 82% in the quarter ending 31 December 2021 to 85% in the quarter ending 31 March 2022.

• The percentage for the 'Plan review ' stage increased from 66% in the quarter ending 31 December 2021 to 68% in the quarter ending 31 March 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 31 December 2021 and 31 March 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 has been made decreased from 100% as at 31 December 2021 to 95% as at 31 March 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 31 December 2021 to 31 March 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, decreased from 100% as at 31 December 2021 to 99% as at 31 March 2022.

• Participant Service Guarantee number 4: The percentage of access decisions made within 14 days of final information being provided decreased from 99% as at 31 December 2021 to 98% as at 31 March 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 91% as at 31 December 2021 to 92% as at 31 March 2022.

• Participant Service Guarantee number 6: The percentage of first plans that were approved within 56 days after access decisions were made, remained stable at 86%, from 31 December 2021 to 31 March 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, decreased from 89% as at 31 December 2021 to 77% as at 31 March 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 31 December 2021 to 31 March 2022.

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 decreased from 27% as at 31 December 2021 to 24% as at 31 March 2022. 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 remained stable at 100%, from 31 December 2021 to 31 March 2022.

• Participant Service Guarantee number 13: The percentage of Participant Requested Reviews that were completed within 28 days after the decision to accept the request was made decreased from 55% as at 31 December 2021 to 48% as at 31 March 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 increased from 94% as at 31 December 2021 to 95% as at 31 March 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 increased from 90% as at 31 December 2021 to 100% as at 31 March 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 increased from 85% as at 31 December 2021 to 93% as at 31 March 2022.

• 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 97%, from 31 December 2021 to 31 March 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 decreased from 100% as at 31 December 2021 to 98% as at 31 March 2022.

• 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 31 December 2021 to 31 March 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 31 March 2022 and at 31 December 2021.

• The total number of active providers (with at least one claim ever) increased from 6,565 as at 31 December 2021 to 6,907 as at 31 March 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 2,671 as at 31 December 2021 to 2,756 as at 31 March 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) increased from 77% as at 31 December 2021 to 78% as at 31 March 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 31 December 2021 to 31 March 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 31 December 2021 to 31 March 2022.

• The proportion of payments paid within 5 days through the portal remained stable at 99.9%, from 31 December 2021 to 31 March 2022.

• Total payments from 1 July 2021 increased from $2,889 million as at 31 December 2021 to $4,363 million as at 31 March 2022.

• Total annualised plan budgets increased from $7,256 million as at 31 December 2021 to $7,545 million as at 31 March 2022.

• Plan inflation (current quarter percentage per annum) increased from 7.2% in the December 2021 quarter to 9.9% in the March 2022 quarter. Total plan inflation consists of plan budget changes occurring at plan review, as well as changes occurring within a plan, between reviews. Previously the NDIA has not included the additional percentage changes in plan budgets that occur within a plan and before the scheduled review, when reporting this metric, and this has underestimated the extent to which plans have increased.

• Inflation at plan review (current quarter percentage per annum) increased from -0.4% in the December 2021 quarter to 1.6% in the March 2022 quarter.

• Inflation within a plan, between reviews (current quarter percentage per annum) increased from 7.5% in the December 2021 quarter to 8.3% in the March 2022 quarter.

• Socioeconomic equity remained stable at 103%, from the December 2021 quarter to the March 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 31 March 2022 were $7,545m and payments from 1 July 2021 were $4,363m.

• The number of active providers at the end of March is 6,907, growing by 5% in the quarter.

• Utilisation was 78% from 1 July 2021 to 31 December 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 distribution of service districts by plan utilisation as at 31 March 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.

• 4 out of 13 (31%) service districts are between 5 and 10 percentage points above the adjusted national benchmark.

• 9 out of 13 (69%) 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 the plan utilisation benchmark:

• Rockhampton: 72% versus 73% benchmark.

A chart displays the Queensland distribution of service districts by market concentration as at 31 March 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: 78% versus 85% benchmark.

• Maryborough: 71% versus 85% benchmark.

## Summaries by service district

A chart displays the active participants by service district. There are 14 active participants at 31 March 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 31 March 2022 was:

• 3,115 for Bundaberg.

• 8,589 for Ipswich.

• 3,479 for Mackay.

• 6,783 for Toowoomba.

• 6,367 for Townsville.

• 5,987 for Rockhampton.

• 11,423 for Beenleigh.

• 20,104 for Brisbane.

• 5,281 for Cairns.

• 4,429 for Maryborough.

• 11,090 for Robina.

• 11,585 for Caboolture/Strathpine.

• 9,389 for Maroochydore.

Another chart displays the average annualised plan budgets and average payments. There are 14 active participants at 31 March 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 31 March 2022 was:

• $66,100 for Bundaberg.

• $65,300 for Ipswich.

• $63,900 for Mackay.

• $74,200 for Toowoomba.

• $71,900 for Townsville.

• $61,400 for Rockhampton.

• $66,400 for Beenleigh.

• $73,200 for Brisbane.

• $81,900 for Cairns.

• $71,700 for Maryborough.

• $68,000 for Robina.

• $69,200 for Caboolture/Strathpine.

• $73,600 for Maroochydore.

• $70,100 for all of Queensland.

The average payments for the 12 months to 31 March 2022 was:

• $54,100 for Bundaberg.

• $55,100 for Ipswich.

• $50,200 for Mackay.

• $60,300 for Toowoomba.

• $57,400 for Townsville.

• $46,500 for Rockhampton.

• $58,700 for Beenleigh.

• $63,400 for Brisbane.

• $66,800 for Cairns.

• $59,300 for Maryborough.

• $58,500 for Robina.

• $58,300 for Caboolture/Strathpine.

• $59,900 for Maroochydore.

• $58,700 for all of Queensland.

Another chart displays the average annualised plan budgets and average payments for participants in Supported Independent Living. There are 14 active participants at 31 March 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 31 March 2022 for participants in Supported Independent Living was:

• $351,900 for Bundaberg.

• $347,800 for Ipswich.

• $366,900 for Mackay.

• $322,400 for Toowoomba.

• $368,700 for Townsville.

• $349,000 for Rockhampton.

• $384,600 for Beenleigh.

• $331,600 for Brisbane.

• $398,500 for Cairns.

• $351,000 for Maryborough.

• $347,500 for Robina.

• $358,100 for Caboolture/Strathpine.

• $354,300 for Maroochydore.

• $352,500 for all of Queensland.

The average payments for the 12 months to 31 March 2022 for participants in Supported Independent Living was:

• $330,600 for Bundaberg.

• $378,800 for Ipswich.

• $349,400 for Mackay.

• $315,900 for Toowoomba.

• $358,600 for Townsville.

• $345,100 for Rockhampton.

• $384,700 for Beenleigh.

• $350,400 for Brisbane.

• $363,100 for Cairns.

• $354,400 for Maryborough.

• $344,900 for Robina.

• $358,500 for Caboolture/Strathpine.

• $337,300 for Maroochydore.

• $352,600 for all of Queensland.

Another chart displays the average annualised plan budgets and average payments for participants not in Supported Independent Living. There are 14 active participants at 31 March 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 31 March 2022 for participants not in Supported Independent Living was:

• $51,200 for Bundaberg.

• $50,600 for Ipswich.

• $51,800 for Mackay.

• $55,800 for Toowoomba.

• $55,000 for Townsville.

• $48,700 for Rockhampton.

• $51,600 for Beenleigh.

• $59,700 for Brisbane.

• $63,200 for Cairns.

• $58,100 for Maryborough.

• $54,400 for Robina.

• $55,800 for Caboolture/Strathpine.

• $60,800 for Maroochydore.

• $55,700 for all of Queensland.

The average payments for the 12 months to 31 March 2022 for participants not in Supported Independent Living was:

• $38,500 for Bundaberg.

• $37,500 for Ipswich.

• $37,900 for Mackay.

• $40,600 for Toowoomba.

• $39,600 for Townsville.

• $32,300 for Rockhampton.

• $42,700 for Beenleigh.

• $47,400 for Brisbane.

• $48,500 for Cairns.

• $44,100 for Maryborough.

• $44,100 for Robina.

• $44,300 for Caboolture/Strathpine.

• $46,900 for Maroochydore.

• $43,000 for all of Queensland.

The following comments are made regarding the Queensland experience at service district level as at 31 March 2022.

• Brisbane has the highest number of active participants at 20,104 participants, while Bundaberg has the lowest number at 3,115 active participants.

• The average annualised plan budget at the end of March for active participants is $70,100 ($55,700 for participants not in Supported Independent Living and $352,500 for participants in Supported Independent Living).

• The average payment for the 12 months ending 31 March 2022 is $58,700 ($43,000 for participants not in Supported Independent Living and $352,600 for participants in Supported Independent Living).

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