

Transcript for Queensland Quarterly Performance Dashboard as at 31 December 2019

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

Section 1 Participants and Planning

A table displays the following key statistics on the Queensland participant pathway experience as at 31 December 2019 and 30 September 2019.

- The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 55,014 as at 30 September 2019 to 61,583 as at 31 December 2019.
- The number of children in the E-C-E-I gateway receiving initial supports decreased from 563 as at 30 September 2019 to 549 as at 31 December 2019.
- The number of children in the E-C-E-I gateway not receiving initial supports increased from 2,080 as at 30 September 2019 to 2,115 as at 31 December 2019.
- Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimate as a proportion of scheme to date increased from 61% as at 30 September 2019 to 68% as at 31 December 2019. The Bilateral estimate is as at 30 June 2019.
- The intake as a proportion of operational target for the year to date decreased from 156% as at 30 September 2019 to 113% as at 31 December 2019.
- The proportion of participants fully or partially self managing their plan (transition only) for the year to date increased from 29% as at 30 September 2019 to 31% as at 31 December 2019.
- The proportion of plans activated within 90 days for the year to date increased from 87% as at 30 September 2019 to 88% as at 31 December 2019. Trial participants are excluded. Participants with initial plans approved after the end of 2018-19 quarter 4 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.
- The participant plan reviews as a proportion of plan review target for the year to date decreased from 125% as at 30 September 2019 to 117% as at 31 December 2019.
- The number of participant plan reviews completed increased from 12,367 in the quarter ending 30 September 2019 to 14,414 in the quarter ending 31 December 2019.
- The number of access decisions in progress decreased from 2,180 as at 30 September 2019 to 1,490 as at 31 December 2019.
- The average number of days to complete an access decision for participants with ages 0 to 6 decreased from 10 in the quarter ending 30 September 2019 to 7 in the quarter ending 31 December 2019.
- The average number of days to complete an access decision for participants with ages 7 or above decreased from 19 in the quarter ending 30 September 2019 to 8 in the quarter ending 31 December 2019.

- The average number of days to complete first plan after the access requirements have been met for participants with ages 0 to 6 decreased from 62 in the quarter ending 30 September 2019 to 55 in the quarter ending 31 December 2019.
- The average number of days to complete first plan after the access requirements have been met for participants with ages 7 or above decreased from 78 in the quarter ending 30 September 2019 to 75 in the quarter ending 31 December 2019.

A chart displays the change in plan approvals between 30 September 2019 and 31 December 2019.

There were 55,014 active participants (excluding E-C-E-I) as at 30 September 2019. During 2019-20 quarter 2, there were 6,578 plan approvals and a negative net movement of 9 participants across jurisdictions and scheme exits. This resulted in 61,583 active participants (excluding E-C-E-I) as at 31 December 2019. Additionally, there were 549 children in the E-C-E-I gateway receiving initial supports as at 31 December 2019. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 31 December 2019 was 62,132.

The following key statistics summarise the Queensland performance as at 31 December 2019.

- 63,419 participants have entered the scheme (including E-C-E-I) since July 2013 and currently reside in Queensland. 62,132 of these continue to be active.
- 23,555 active participants are receiving supports for the first time.
- In the current quarter, 6,578 participants have entered the scheme and there are 549 children with initial supports in the E-C-E-I gateway at the end of December 2019.
- On a year to date basis, 11,838 participants have entered the scheme (with an initial approved plan) which is 113% of the operational target.
- 14,414 plans have been reviewed this quarter. On a year to date basis, total reviews completed are at 117% of the plan review operational target.
- 7,797 access decisions have been made in the quarter, 5,897 of which met access and are still active as at 31 December 2019.
- 633 (9.6%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in QLD to 5,211 (8.5%).
- 388 (5.9%) of the new active participants this quarter are culturally and linguistically diverse, also known as CALD, taking the total number of CALD participants in QLD to 3,201 (5.2%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on Queensland provider and market metrics as at 31 December 2019 and at 30 September 2019.

- The total number of active providers (with at least one claim ever) increased from 4,197 as at 30 September 2019 to 4,490 as at 31 December 2019. Active providers refer to those who have received payment for supporting Agency-managed participants.
- The total number of active providers in last quarter decreased from 2,735 as at 30 September 2019 to 2,720 as at 31 December 2019. 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 64% as at 30 September 2019 to 66% as at 31 December 2019.
- Plan utilisation by region. The proportion of regions that are more than 10 percentage points below the benchmark remained stable at 0%, from 30 September 2019 to 31 December 2019. The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme. All regions in Queensland are included in these market monitoring metrics.
- Market concentration. The proportion of regions where more than 85% of payments for supports go to the top 10 providers remained stable at 0%, from 30 September 2019 to 31 December 2019. All regions in Queensland are included in these market monitoring metrics.
- The proportion of payments paid within 5 days (portal) decreased from 99.7% as at 30 September 2019 to 99.6% as at 31 December 2019.
- The growth in annualised plan budget increased from 8.7% as at 30 September 2019 to 10.1% as at 31 December 2019. This measure is based on plans reviewed in the current quarter.

The following comments are made regarding the Queensland provider and market metrics as at 31 December 2019.

- The number of active providers at the end of December is 4,490, growing by 7% in the quarter. Part of this change is caused by the net movement of participants into Queensland since 30 September.
- Utilisation was 66% from 1 April 2019 to 30 September 2019, with no regions in Queensland more than 10 percentage points below the adjusted national benchmark.
- None of the regions has the top 10 providers providing more than 85% of supports by value.

A chart displays the Queensland regional plan utilisation as at 31 December 2019. The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme. All regions in Queensland are included in these market monitoring metrics.

13 out of 13 (100%) regions are within 5 percentage points of the national average.

The following regions are below benchmark:

- Toowoomba: 67% versus 72% benchmark.
- Rockhampton: 66% versus 69% benchmark.
- Mackay: 68% versus 71% benchmark.
- Townsville: 69% versus 72% benchmark.
- Ipswich: 68% versus 70% benchmark.
- Caboolture/Strathpine: 57% versus 59% benchmark.
- Maryborough: 64% versus 66% benchmark.
- Beenleigh: 64.8% versus 65.1% benchmark.

A chart displays the Queensland market concentration as at 31 December 2019. All regions in Queensland are included in these market monitoring metrics.

4 out of 13 (31%) regions have between 65% and 85% of payments going to the 10 largest providers.

3 out of 13 (23%) regions have between 45% and 65% of payments going to the 10 largest providers.

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

The following regions are closest to benchmark:

- Bundaberg: 79% versus 85% benchmark.
- Maryborough: 74% versus 85% benchmark.
- Rockhampton: 66% versus 85% benchmark.
- Cairns: 66% versus 85% benchmark.

Section 3 Regional Summaries

A chart displays the active participants by region as at 31 December 2019.

A chart displays the average annualised committed supports and utilisation by region.

Note: 'Other' includes participants with regional information missing.

The following comments are made regarding the Queensland experience at region level as at 31 December 2019.

- Brisbane has the highest number of active participants (11,462), while Bundaberg has the lowest (2,110).
- Brisbane has the highest average annualised committed supports.
- Bundaberg has the highest utilisation at 74%, whilst Caboolture/Strathpine has the lowest utilisation at 57%.
- Only utilisation of committed supports from 1 April 2019 to 30 September 2019 is shown, as experience in the most recent 3 months is still emerging.

Section 4 Participant Outcomes and Satisfaction

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

For Outcomes measures as at 31 December 2019. Outcomes measures represent the weighted average for participants aged 15 and over, and compare the responses at the participants' second plan review, with the result at scheme entry (which constitutes the Baseline). These results only include participants who had their first plan approved between 1 January 2017 and 31 December 2017 and have had a second plan review to date. The following three indicators are outcomes measures.

- The percentage of participants involved in community / social activities increased from 35% at Baseline to 48% at the second review.
- The percentage of participants in work remained stable at 20%, from Baseline to the second review.

- The percentage of participants who choose who supports them increased from 51% at Baseline to 54% at the second review.

The following result indicates participant satisfaction with the Agency planning process in the current versus previous quarter. The proportion who responded good or very good increased from 85% as at 30 September 2019 to 87% as at 31 December 2019.