Transcript for Queensland Quarterly Performance Dashboard as at 31 March 2020

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 March 2020 and 31 December 2019.

• The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 61,583 as at 31 December 2019 to 67,687 as at 31 March 2020.

• The number of children in the E-C-E-I gateway receiving initial supports increased from 549 as at 31 December 2019 to 1,238 as at 31 March 2020.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 2,115 as at 31 December 2019 to 1,729 as at 31 March 2020.

• Plans approved (including E-C-E-I with initial supports) versus Bilateral Estimate as a proportion of scheme to date increased from 68% as at 31 December 2019 to 76% as at 31 March 2020. The Bilateral estimate is as at 30 June 2019.

• The proportion of participants fully or partially self managing their plan (transition only) for the year to date remained stable at 31%, from 31 December 2019 to 31 March 2020.

• The proportion of plans activated within 90 days for the year to date decreased from 88% as at 31 December 2019 to 87% as at 31 March 2020. Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 quarter 1 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.

• The number of participant plan reviews completed increased from 14,414 in the quarter ending 31 December 2019 to 16,291 in the quarter ending 31 March 2020.

• Open participant requested reviews (PRRs) (s48) decreased from 402 as at 31 December 2019 to 175 as at 31 March 2020.

• Open reviews of reviewable decisions (RoRDs - Access) (s100) decreased from 191 as at 31 December 2019 to 80 as at 31 March 2020. RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act). Open RoRD Planning numbers relate to requests made after 15 April 2019.

• Open reviews of reviewable decisions (RoRDs - Planning) (s100) decreased from 1,739 as at 31 December 2019 to 1,198 as at 31 March 2020. RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act). Open RoRD Planning numbers relate to requests made after 15 April 2019.

• The number of access decisions in progress decreased from 1,490 as at 31 December 2019 to 1,188 as at 31 March 2020.

• The average number of days to complete an access decision for participants with ages 0 to 6 decreased from 7 in the quarter ending 31 December 2019 to 3 in the quarter ending 31 March 2020.

• The average number of days to complete an access decision for participants with ages 7 or above decreased from 8 in the quarter ending 31 December 2019 to 5 in the quarter ending 31 March 2020.

• The average number of days to complete first plan after the access requirements have been met for participants with ages 0 to 6 increased from 55 in the quarter ending 31 December 2019 to 57 in the quarter ending 31 March 2020.

• The average number of days to complete first plan after the access requirements have been met for participants with ages 7 or above increased from 75 in the quarter ending 31 December 2019 to 80 in the quarter ending 31 March 2020.

A chart displays the change in plan active participants between 31 December 2019 and 31 March 2020.

There were 61,583 active participants (excluding E-C-E-I) as at 31 December 2019. During 2019-20 quarter 3, there were 6,190 plan approvals and a negative net movement of 86 participants across jurisdictions and scheme exits. This resulted in 67,687 active participants (excluding E-C-E-I) as at 31 March 2020. Additionally, there were 1,238 children in the E-C-E-I gateway receiving initial supports as at 31 March 2020. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 31 March 2020 was 68,925.

The following key statistics summarise the Queensland performance as at 31 March 2020.

• 70,452 participants have entered the scheme (including E-C-E-I) since July 2013 and currently reside in Queensland. 68,925 of these continue to be active.

• 28,142 active participants are receiving supports for the first time.

• In the current quarter, 6,190 participants have entered the scheme and there are 1,238 children with initial supports in the E-C-E-I gateway at the end of March 2020.

• 16,291 plans have been reviewed this quarter.

• 6,703 access decisions have been made in the quarter, 5,204 of which met access and are still active as at 31 March 2020.

• 636 (10.3%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in Queensland to 5,889 (8.7%).

• 413 (6.7%) of the new active participants this quarter are culturally and linguistically diverse, also known as CALD, taking the total number of CALD participants in Queensland to 3,625 (5.4%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on Queensland provider and market metrics as at 31 March 2020 and at 31 December 2019.

• The total number of active providers (with at least one claim ever) increased from 4,654 as at 31 December 2019 to 4,848 as at 31 March 2020. Active providers refer to those who have received payment for supporting Agency-managed participants.

• The total number of active providers in last quarter increased from 2,720 as at 31 December 2019 to 2,731 as at 31 March 2020. 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 66% as at 31 December 2019 to 67% as at 31 March 2020.

• Plan utilisation by region. The proportion of regions that are more than 10 percentage points below the benchmark remained stable at 0%, from 31 December 2019 to 31 March 2020.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.

• 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 31 December 2019 to 31 March 2020.

• The proportion of payments paid within 5 days (portal) increased from 99.6% as at 31 December 2019 to 99.7% as at 31 March 2020.

• The growth in annualised plan budget increased from 10.1% as at 31 December 2019 to 10.6% as at 31 March 2020. 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 March 2020.

• The number of active providers at the end of March is 4,848, growing by 4% in the quarter. Part of this change is caused by the net movement of participants into Queensland since 31 December 2019.

• Utilisation was 67% from 1 July 2019 to 31 December 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 March 2020.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.

No regions are more than 10 percentage points below the national average.

No regions are between 5 and 10 percentage points below the national average.

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

No regions are between 5 and 10 percentage points above the national average.

No regions are more than 10 percentage points above the national average.

The following regions are below benchmark:

• Rockhampton: 64% versus 69% benchmark.

• Mackay: 66% versus 71% benchmark.

• Toowoomba: 67% versus 71% benchmark.

• Townsville: 68% versus 71% benchmark.

• Ipswich: 68% versus 70% benchmark.

• Maryborough: 66% versus 67% benchmark.

• Cairns: 65.6% versus 66.4% benchmark.

A chart displays the Queensland market concentration as at 31 March 2020.

No regions have more than 95% of payments going to the 10 largest providers.

No regions have between 90% and 95% of payments going to the 10 largest providers.

No regions have between 85% and 90% of payments going to the 10 largest providers.

3 out of 13 (23%) 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.

7 out of 13 (54%) 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: 62% versus 85% benchmark.

Section 3 Regional Summaries

A chart displays the active participants by region as at 31 March 2020. (‘Other’ include participants with regional information missing.)

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

The following comments are made regarding the Queensland experience at region level as at 31 March 2020.

• Brisbane has the highest number of active participants (12,786), while Bundaberg has the lowest (2,251).

• Cairns has the highest average annualised committed supports.

• Bundaberg has the highest utilisation at 73%, whilst Caboolture/Strathpine has the lowest utilisation at 61%.

• Only utilisation of committed supports from 1 July 2019 to 31 December 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 March 2020. 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 (Baseline). These results only include participants who had their first plan approved between 1 April 2017 and 31 March 2018 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 34% at Baseline to 45% at the second review.

• The percentage of participants in work remained stable at 19%, from Baseline to the second review.

• The percentage of participants who choose who supports them increased from 52% at Baseline to 55% at the second review.

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

• The percentage for the 'Access' stage decreased from 73% in the quarter ending 31 December 2019 to 68% in the quarter ending 31 March 2020.

• The percentage for the 'Pre-planning' stage increased from 79% in the quarter ending 31 December 2019 to 84% in the quarter ending 31 March 2020.

• The percentage for the 'Planning' stage decreased from 82% in the quarter ending 31 December 2019 to 78% in the quarter ending 31 March 2020.

• The percentage for the 'Plan review' stage increased from 75% in the quarter ending 31 December 2019 to 86% in the quarter ending 31 March 2020.