

## Participants and Planning

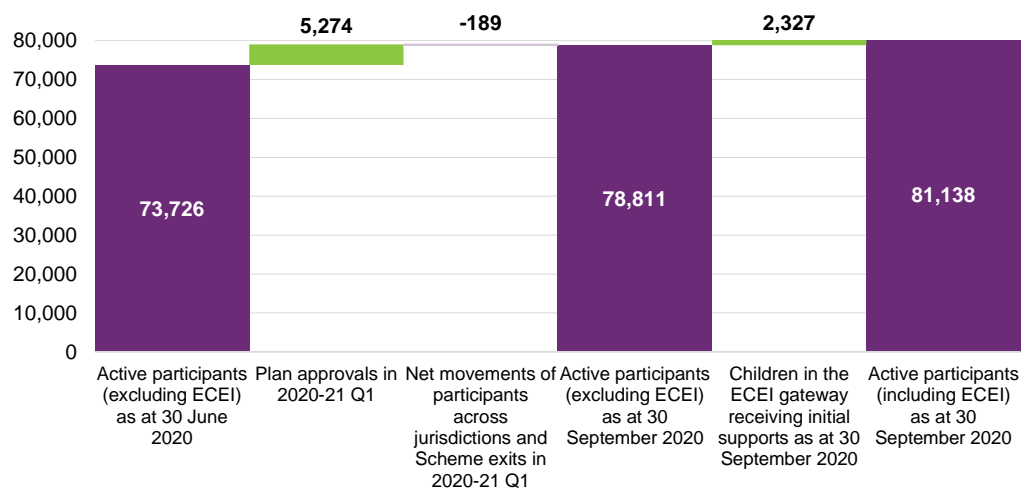
Participant Pathway Experience	Period	As at 30 Sep	As at 30 Jun
Active participants (excluding ECEI)	Current Quarter	78,811	73,726
Children in the ECEI gateway receiving Initial Supports	Current Quarter	2,327	2,199
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	259	505
Plans approved (including ECEI with initial supports) vs Bilateral Estimates*	Scheme to date	90%	84%
Proportion of participants fully or partially self managing their plan	Current Quarter	32%	32%
Proportion of plans activated within 90 days**	Current Quarter	87%	87%
Number of participant plan reviews completed***	Current Quarter	16,860	20,539
Proportion of decisions made to undertake Participant Requested Reviews (PRRs) within 21 days	Current Quarter	100%	100%
Proportion of Participant Requested Reviews (PRRs) completed after decision made within 42 days	Current Quarter	80%	73%
Proportion of Reviews of Reviewable Decisions (RoRDs) completed after request is received within 90 days	Current Quarter	99%	86%
Access decisions in progress	Current Quarter	2,196	2,015
<b>Proportion of access decisions</b>	Current Quarter		
Made or further information requested within 21 days of access request		99.9%	100.0%
Made within 14 days of final information being provided		99.5%	99.8%
<b>Proportion of first plan approved after access decision has been made</b>	Current Quarter		
For participants aged 0 to 6, within 70 days		97%	89%
For participants aged 7 or above, within 90 days		94%	87%

\* Bilateral Estimates as at 30 June 2019.

\*\* Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 Q3 are excluded. They are relatively new and it is too early to examine their durations to activation.

\*\*\* Plans less than 30 days in duration have been excluded.

Change in active participants between 30 Jun 2020 and 30 Sep 2020



### Performance summary:

- 83,292 participants have entered the Scheme (incl ECEI) since July 2013 and currently reside in Queensland. 81,138 of these continue to be active.
- 37,495 active participants are receiving supports for the first time.
- In the current quarter, 5,274 participants have entered the Scheme and there are 2,327 children with initial supports in the ECEI gateway at the end of September 2020.
- 16,860 plans have been reviewed this quarter.
- 6,868 access decisions have been made in the quarter, 5,505 of which met access and are still active as at 30 September 2020.
- 608 (11.5%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in QLD to 7,151 (9.1%).
- 338 (6.4%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in QLD to 4,344 (5.5%).

## Provider and Market Metrics

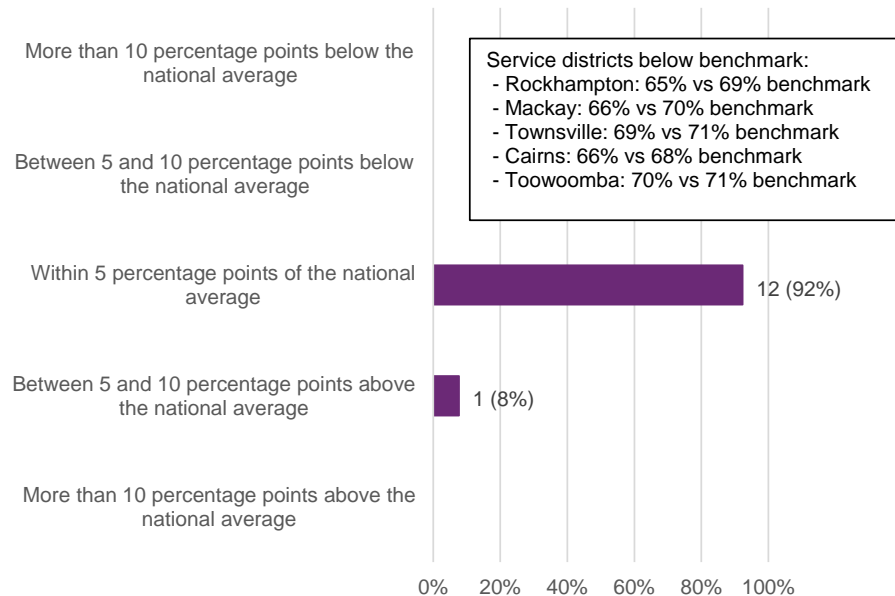
Market supply and participant costs	As at 30 Sep	As at 30 Jun
Total number of active providers (with at least one claim ever) *	5,254	5,058
Total number of active providers in last quarter *	2,536	2,570
Utilisation (6 month rolling average with 3 month lag) (%)	69%	69%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark)**	0%	0%
Market concentration (% of service districts where more than 85% of payments for supports go to the top 10 providers)	0%	0%
Payments paid within 5 days (portal) (%)	99.8%	99.6%
Growth in annualised plan budget (current quarter reviews %)	3.9%	14.2%

\* Active providers refer to those who have received payment for supporting Agency-managed participants.

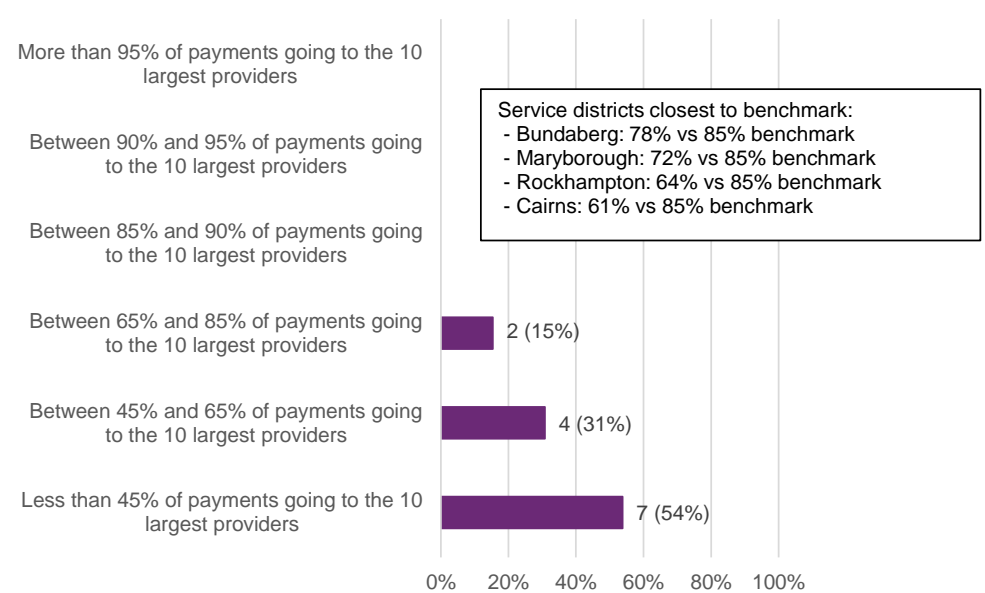
\*\* The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants had been in the Scheme.

- The number of active providers at the end of September is 5,254, growing by 4% in the quarter. Part of this change is caused by the net movement of participants into Queensland since 30 June 2020.
- Utilisation was 69% from 1 January 2020 to 30 June 2020, with no service districts in Queensland more than 10 percentage points below the adjusted national benchmark.
- None of the service districts have the top 10 providers providing more than 85% of supports by value.

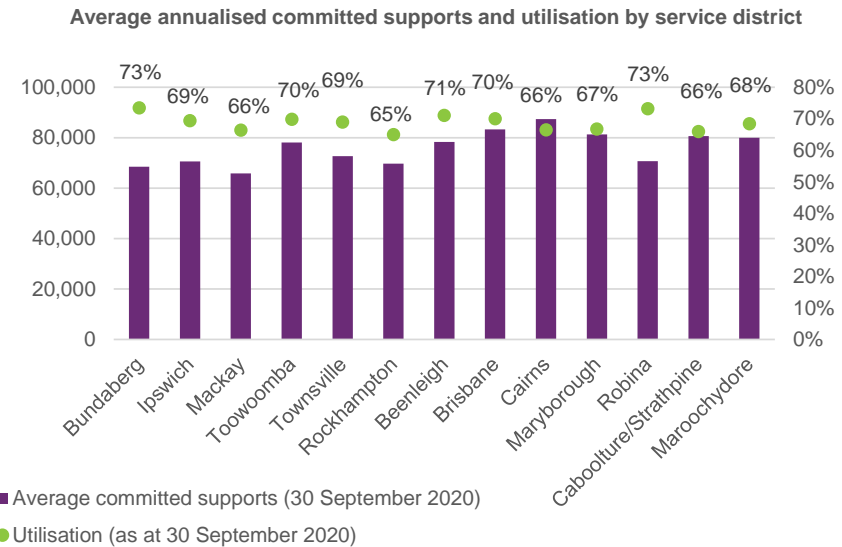
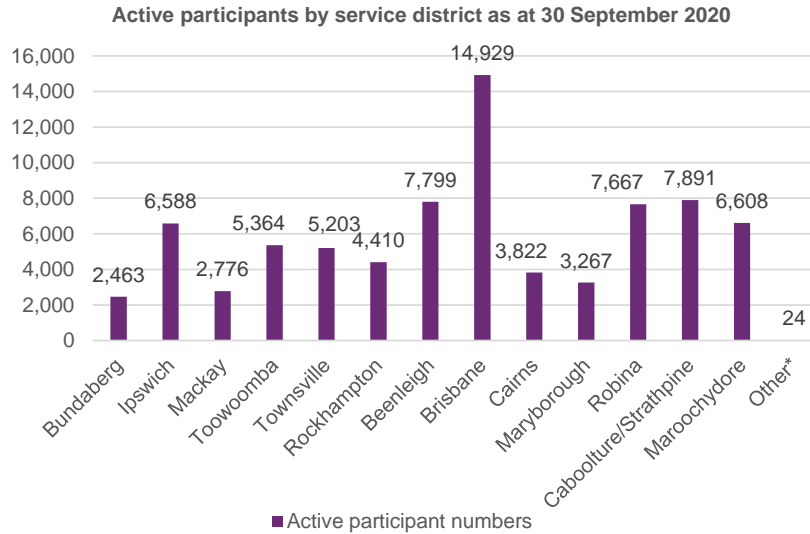
Distribution of service districts by plan utilisation\*\*



Distribution of service districts by market concentration



## Service District Summaries



\*'Other' includes participants with service district information missing.

- Brisbane has the highest number of active participants (14,929), while Bundaberg has the lowest (2,463).
- Cairns has the highest average annualised committed supports.
- Bundaberg and Robina have the highest utilisation at 73%, whilst Rockhampton has the lowest utilisation at 65%.
- Only utilisation of committed supports from 1 January 2020 to 30 June 2020 is shown, as experience in the most recent 3 months is still emerging.

## Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction		
<b>Participant and Scheme Outcome metrics from the Corporate Plan as at 30 September 2020*</b>		
- Participant employment rate - ages 15 and over	<b>Latest review</b>	<b>Baseline</b>
- Participant social and community engagement rate - ages 15 and over	19%	19%
- Parent and carer employment rate - all ages	46%	36%
	44%	40%
<b>% of Participants rating their overall experience as Very Good or Good by pathway stage – current vs previous quarter</b>	<b>2020-21 Q1</b>	<b>2019-20 Q4 **</b>
- Access	84%	85%
- Pre-planning	79%	82%
- Planning	84%	82%
- Plan review	88%	82%

\*These Outcomes results only include participants who have been in the Scheme for at least two years. Trial participants are excluded. The measures compare the responses at the participants' most recent plan review, with the result at Scheme entry (Baseline).

\*\* Participant satisfaction results for 2019-20 Q4 have been restated using data as at 30 September 2020 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.