

Participants and Planning

Participant Pathway Experience	As at 31 Dec	As at 30 Sep
Active participants (excluding ECEI)	83,962	78,811
Children in the ECEI gateway receiving Initial Supports	2,573	2,327
Children in the ECEI gateway not receiving Initial Supports	138	259
Proportion of participants fully or partially self managing their plan	32%	32%
Proportion of plans activated within 90 days*	87%	87%
Number of participant plan reviews completed**	17,592	16,777
Access decisions in progress	2,092	2,196
Participant Service Guarantee (PSG) - proportion which met target ***		
2: Access decision made or further information requested within 21 days of access request	100%	100%
4: Access decision made within 14 days of final information being provided	98%	99%
5: Commence facilitating the preparation of a plan, within 21 days of an access decision has been made	80%	82%
6: First plan approved after access decision has been made for participants aged 7 or above, within 90 days	93%	94%
7: First plan approved after access decision has been made for participants aged 0 to 6, within 70 days	97%	97%
11: Commence facilitating a scheduled plan review 56 days prior to the scheduled review date****	61%	68%
12: Decision made to undertake Participant Requested Reviews (PRRs) within 21 days	100%	100%
13: Participant Requested Reviews (PRRs) completed after decision made within 42 days	77%	80%
17: Reviews of Reviewable Decisions (RoRDs) completed after request is received within 90 days	98%	99%

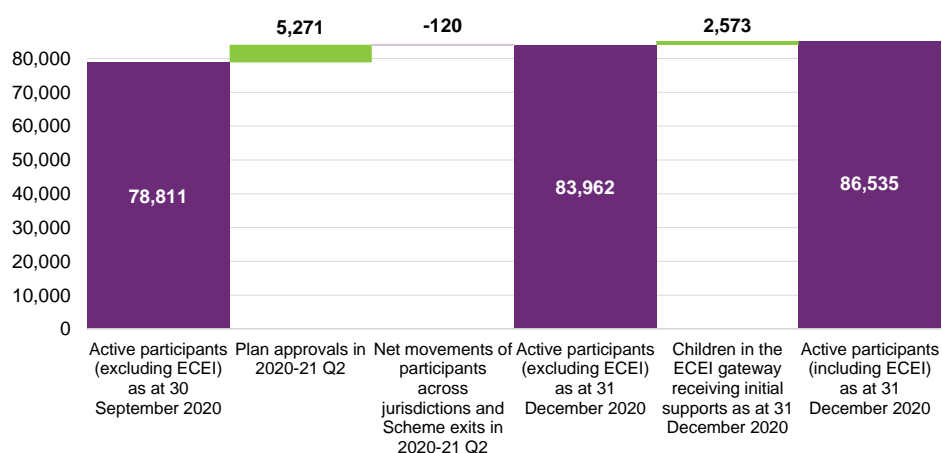
* Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 Q4 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.

** Plans less than 30 days in duration have been excluded. The numbers of plan reviews during September 2020 quarter have been restated at 31 December 2020 due to retrospective changes in underlying data.

*** The results for the PSG timeframes shown are based on preliminary calculations and the methodology used to determine them may be refined further. The measurement of the remaining PSG timeframes is under development.

**** Despite current underachievement of this scheduled review target, 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.

Change in active participants between 30 Sep 2020 and 31 Dec 2020



Performance summary:

- 88,923 participants have entered the Scheme (incl ECEI) since July 2013 and currently reside in Queensland. 86,535 of these continue to be active.
- 42,112 active participants are receiving supports for the first time.
- In the current quarter, 5,271 participants have entered the Scheme and there are 2,573 children with initial supports in the ECEI gateway at the end of December 2020.
- 17,592 plans have been reviewed this quarter.
- 6,770 access decisions have been made in the quarter, 5,401 of which met access and are still active as at 31 December 2020.
- 551 (10.5%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in QLD to 7,735 (9.2%).
- 295 (5.6%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in QLD to 4,646 (5.5%).

Provider and Market Metrics

Market supply and participant costs	As at 31 Dec	As at 30 Sep
Total number of active providers (with at least one claim ever) *	5,474	5,254
Total number of active providers in last quarter *	2,507	2,536
Utilisation (6 month rolling average with 3 month lag) (%)	68%	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%	99.8%
Growth in annualised plan budget (current quarter reviews %) ***	0.6%	5.7%

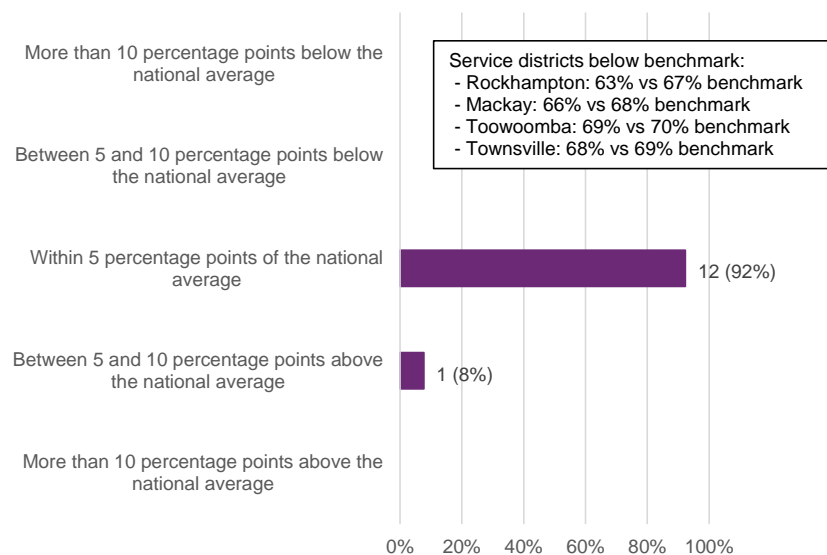
* Active providers refer to those who have received payment for supporting Agency-managed participants.

** 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.

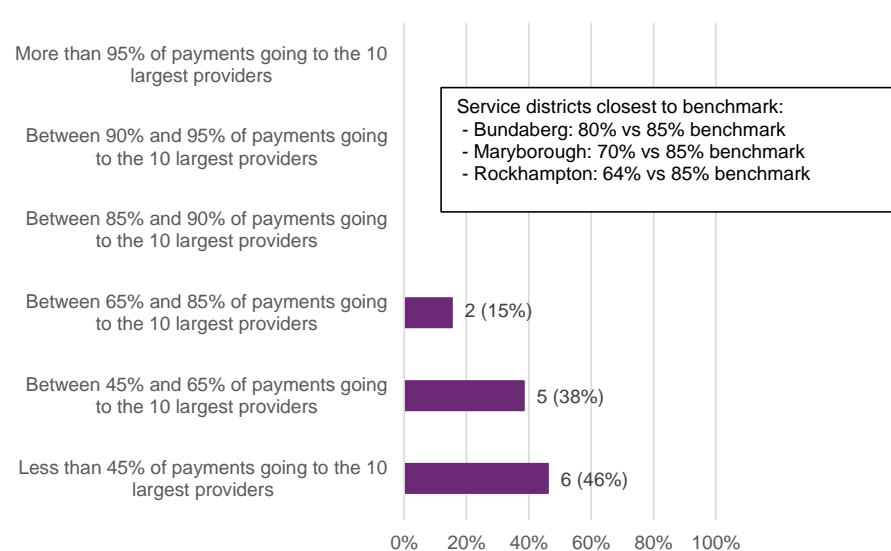
*** The rate of growth for the September 2020 quarter has been restated due to retrospective changes in the underlying data.

- The number of active providers at the end of December is 5,474, growing by 4% in the quarter. Part of this change is caused by the net movement of participants into Queensland since 30 September 2020.
- Utilisation was 68% from 1 April 2020 to 30 September 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.

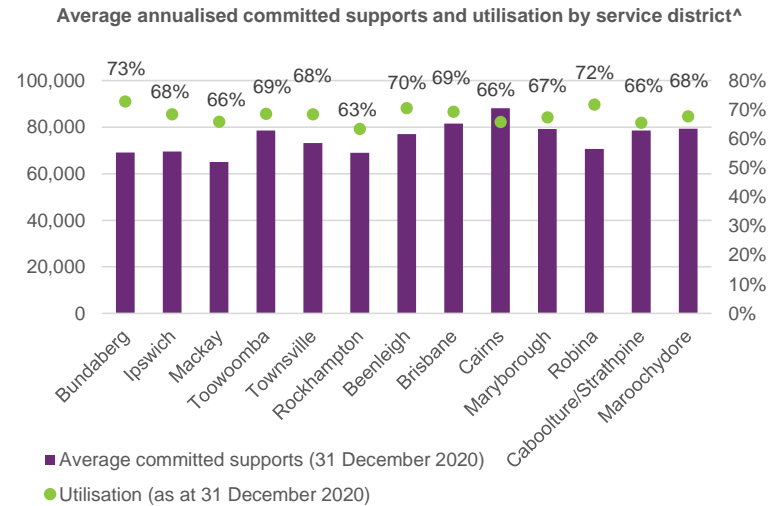
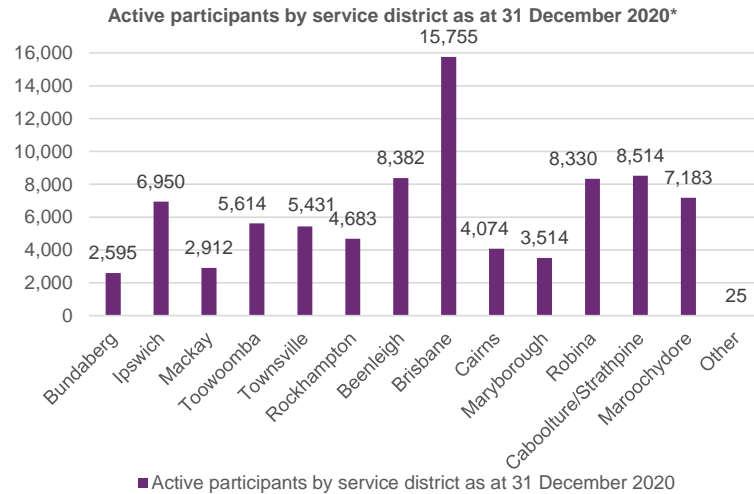
Distribution of service districts by plan utilisation**



Distribution of service districts by market concentration



Service District Summaries



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

^ Given the small size of the Other group, average annualised committed supports and utilisation for Other are not shown.

- Brisbane has the highest number of active participants (15,755), while Bundaberg has the lowest (2,595).
- Cairns has the highest average annualised committed supports.
- Bundaberg has the highest utilisation at 73%, whilst Rockhampton has the lowest utilisation at 63%.
- Only utilisation of committed supports from 1 April 2020 to 30 September 2020 is shown, as experience in the most recent 3 months is still emerging.

Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction		
Participant and Scheme Outcome metrics from the Corporate Plan as at 31 December 2020*		
- Participant employment rate - ages 15 and over	Latest review	Baseline
- Participant social and community engagement rate - ages 15 and over	19%	19%
- Parent and carer employment rate - all ages	47%	38%
	44%	41%
% of Participants rating their overall experience as Very Good or Good by pathway stage – current quarter **		
	2020-21 Q2	
- Access	75%	
- Pre-planning	76%	
- Planning	84%	
- Plan review	73%	

*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).

**Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change has resulted in a 'break' in the time series, meaning the previous quarterly results do not compare well with this quarter's result. Hence, this comparison is not included here.