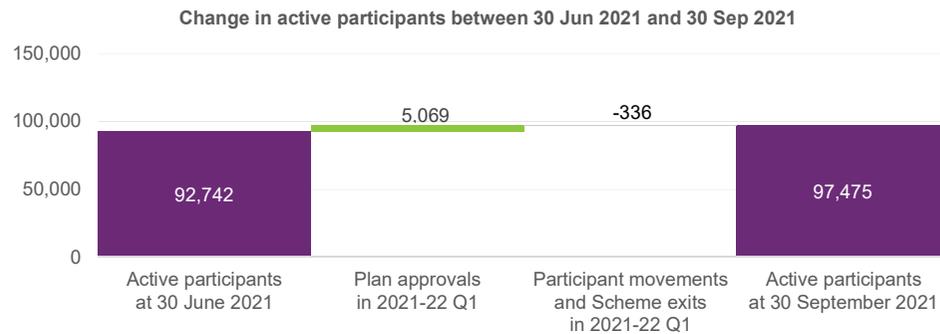


Participants and planning

Participant experience	As at 30 Sep	As at 30 Jun
Active participants with approved plans	97,475	92,742
Children accessing early connections	3,712	3,494
Children waiting for early connections	70	85
Percentage of participants fully or partially self managing their plan	31%	31%
Percentage of plans activated within 90 days <sup>1</sup>	86%	86%
Number of participant plan reviews completed in quarter <sup>2</sup>	18,979	17,394
Access decisions in progress	2,315	1,945



Performance summary:

- 101,096 participants (excluding children accessing early connections) have had an approved plan since July 2013. 97,475 of these continue to be active.
- 54,646 active participants are receiving supports for the first time.
- In the current quarter, 5,069 participants have entered the Scheme and there are 3,712 children accessing early connections at the end of September 2021.
- 18,979 plans have been reviewed this quarter.
- 6,846 access decisions have been made in the quarter, of which 5,240 met access and are still active.
- 518 (10.2%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in QLD to 9,295 (9.5%).
- 297 (5.9%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD) <sup>3</sup>, taking the total number of CALD participants in QLD to 5,263 (5.4%).

Participant outcomes and satisfaction

Participant outcomes and satisfaction	Latest Review	Baseline
<b>Participant and Scheme Outcome metrics from the Corporate Plan as at 30 September 2021 <sup>4</sup></b>		
• Participant employment rate	18%	18%
• Participant social and community engagement rate	46%	38%
• Parent and carer employment rate	45%	43%
• Participant perception of choice and control	<b>Latest Review</b> 81%	<b>First Review</b> 72%
<b>% of Participants rating their overall experience as Very Good or Good by pathway stage – current vs previous quarter</b>	<b>2021-22 Q1</b>	<b>2020-21 Q4</b>
• Access	68%	77%
• Pre-planning	71%	76%
• Planning	87%	83%
• Plan review	68%	72%

<sup>1</sup> Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of 2020-21 Q3 have been excluded.

<sup>2</sup> Plans less than 31 days in duration have been excluded.

<sup>3</sup> The number of CALD participants excludes Indigenous participants. In previous dashboards Indigenous participants were included if their main language spoken at home was not English.

<sup>4</sup> The Outcome results include participants who have been in the Scheme for at least two years. Except for the parent and carer employment rate, participants aged 15 and over are included and trial participants are excluded. The Baseline results are at Scheme entry.

## Participant Service Guarantee

Percentage meeting the Service Guarantee in quarter <sup>1</sup>		Service Guarantee	30 Sep	30 Jun
<b>General</b>	1. Explanation of a previous decision, after a request for explanation is received	28 days	100%	72%
<b>Access</b>	2. Make an access decision, or request for more information, after an access request has been received	21 days	100%	100%
	3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	100%	100%
	4. Make an access decision, after the final information has been provided	14 days	98%	98%
	<b>Planning</b>	5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	78%
	6. Approve a participant's plan, after an access decision has been made	56 days	78%	76%
	7. Approve a plan for ECEI participants, after an access decision has been made	90 days	89%	96%
<b>Implementation</b>	9. If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	100%
<b>Reviews</b>	11. Commence facilitating a scheduled plan review, prior to the scheduled review date <sup>2</sup>	56 days	25%	10%
	12. Decide whether to undertake a Participant Requested Plan Review, after the request is received	21 days	87%	91%
	13. Complete a Participant Requested Review, after the decision to accept the request was made <sup>3</sup>	28 days	61%	78%
<b>Amendments</b>	14. Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	96%	95%
	15. Vary a plan, after the receipt of information relating to a complex quote that triggers a plan amendment process	50 days	100%	75%
<b>Reviewable Decisions</b>	17. Complete an internal Review of a Reviewable Decision, after a request is received <sup>4</sup>	60 days	89%	94%
	18. Implement an AAT decision to vary a plan, after receiving notification of the AAT decision	28 days	92%	100%
<b>Nominee</b>	19. Cancel participant requested nominee	14 days	98%	88%
	20. Cancel CEO initiated nominee	14 days	100%	100%

• The Participant Service Guarantee (PSGs) timeframes shown in the table above have not yet been legislated and continue to be developed.

<sup>1</sup> The results for the timeframes shown are based on preliminary calculations and the methodology used to determine the timeframes may change going forward. As a result, PSG results in the previous quarter may be restated due to logic changes.

<sup>2</sup> 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.

<sup>3</sup> The June 2021 quarter results use a service guarantee timeframe of 42 days.

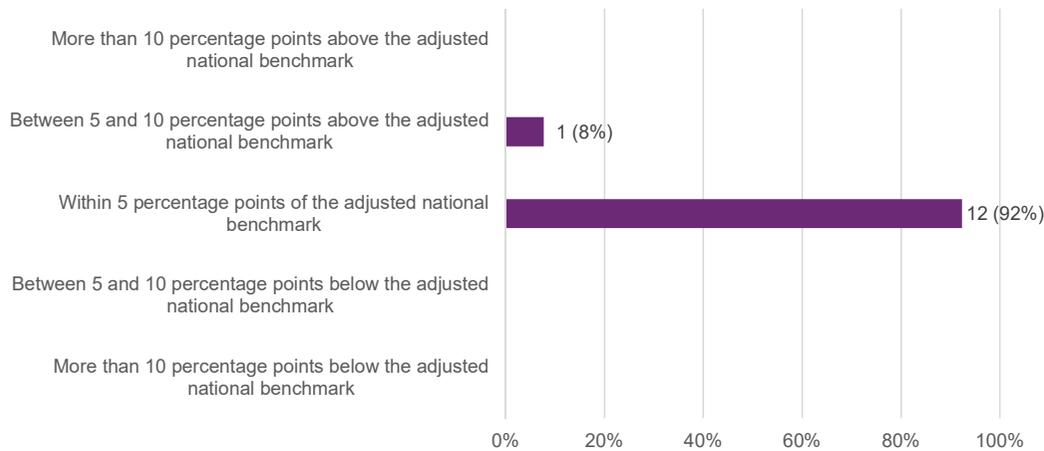
<sup>4</sup> The June 2021 quarter results use a service guarantee timeframe of 90 days.

Provider and market metrics

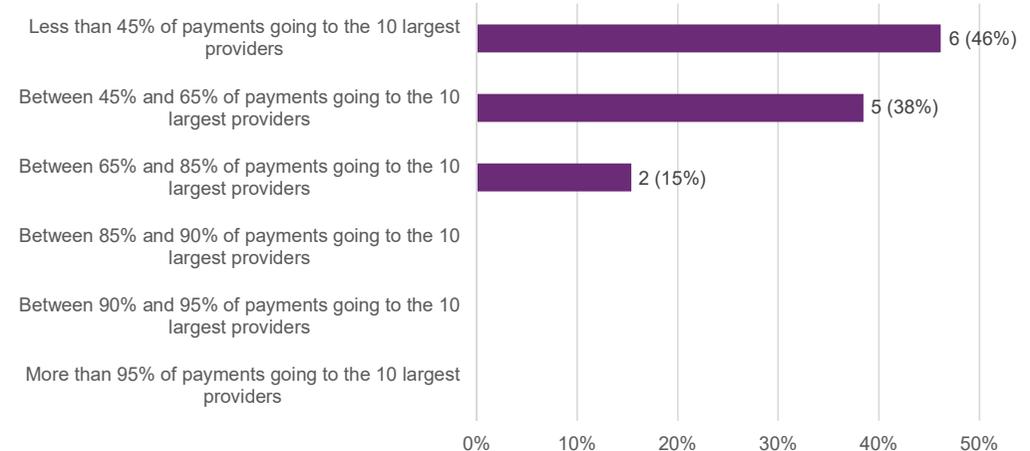
Market supply and participant costs	As at 30 Sep	As at 30 Jun
Total number of active providers (with at least one claim ever) <sup>1</sup>	6,321	6,056
Total number of active providers in last quarter <sup>1</sup>	2,626	2,576
Utilisation (6 month rolling average with 3 month lag) (%)	74%	73%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark) <sup>2</sup>	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) (%)	99.9%	99.8%
Total payments from 1 July 2021 (\$m)	\$1,422m	n/a
Total annualised plan budgets (\$m)	\$7,002m	\$6,780m
Growth in annualised plan budgets (current quarter reviews %)	-1.3%	-3.5%
Socioeconomic equity (%) <sup>3</sup>	105%	106%

- Total annualised plan budgets at 30 September 2021 were \$7,002m and payments from 1 July 2021 were \$1,422m.
- The number of active providers at the end of September is 6,321, growing by 4% in the quarter.
- Utilisation was 74% from 1 January 2021 to 30 June 2021, with no service district in Queensland more than 10 percentage points from the adjusted national benchmark.
- In no service districts the top 10 providers provide more than 85% of payments.

Distribution of service districts by plan utilisation <sup>2</sup>



Distribution of service districts by market concentration



**Service districts below benchmark:**

- Rockhampton: 67% vs 72% benchmark
- Toowoomba: 72% vs 74% benchmark
- Townsville: 73% vs 74% benchmark
- Cairns: 71% vs 72% benchmark

**Service districts closest to benchmark:**

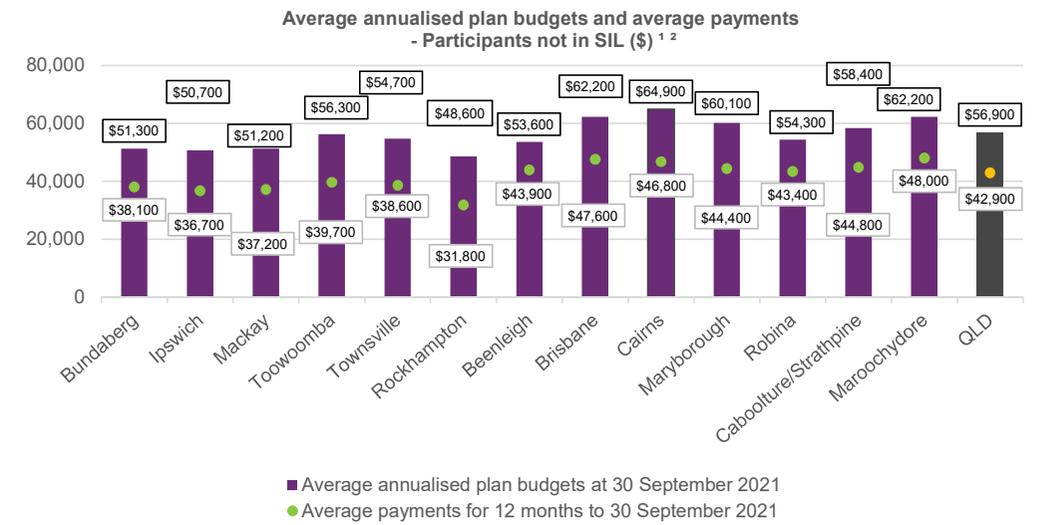
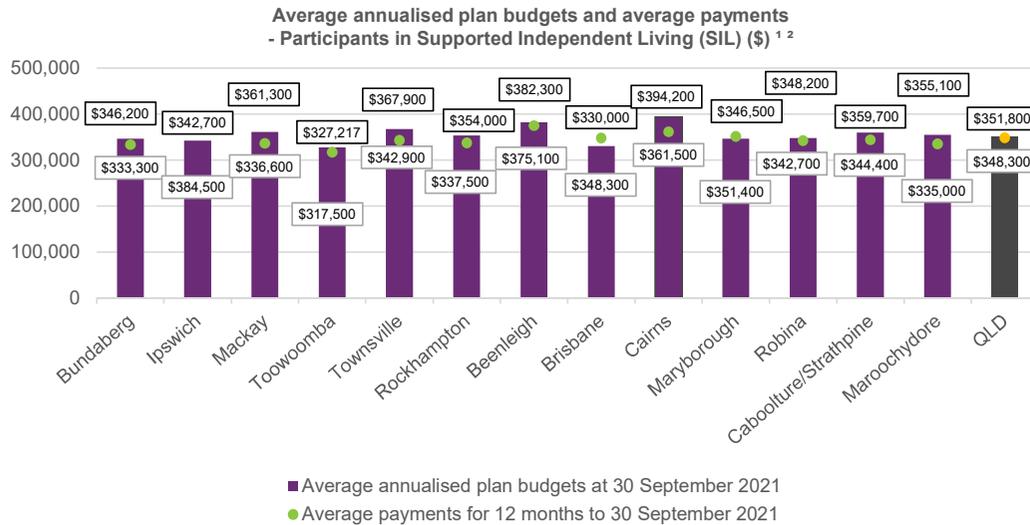
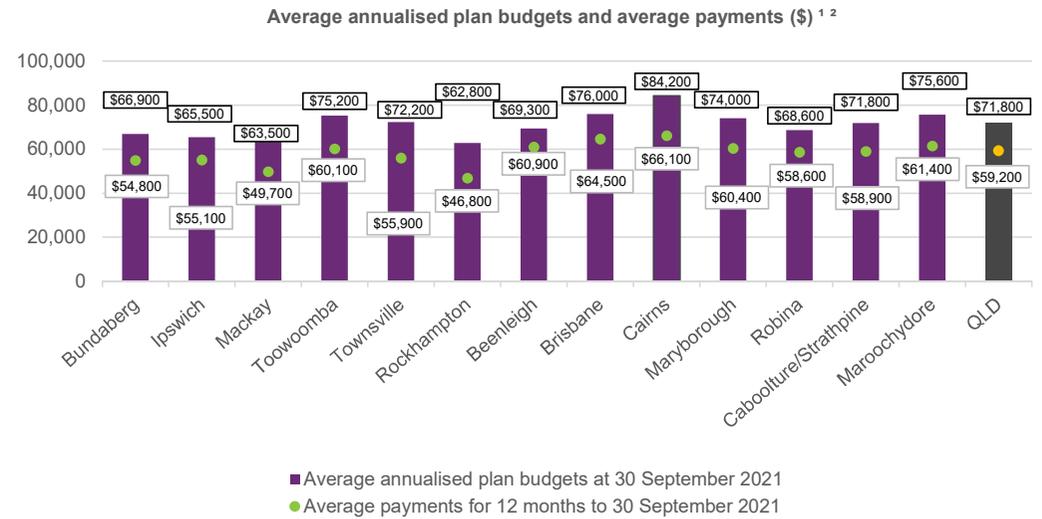
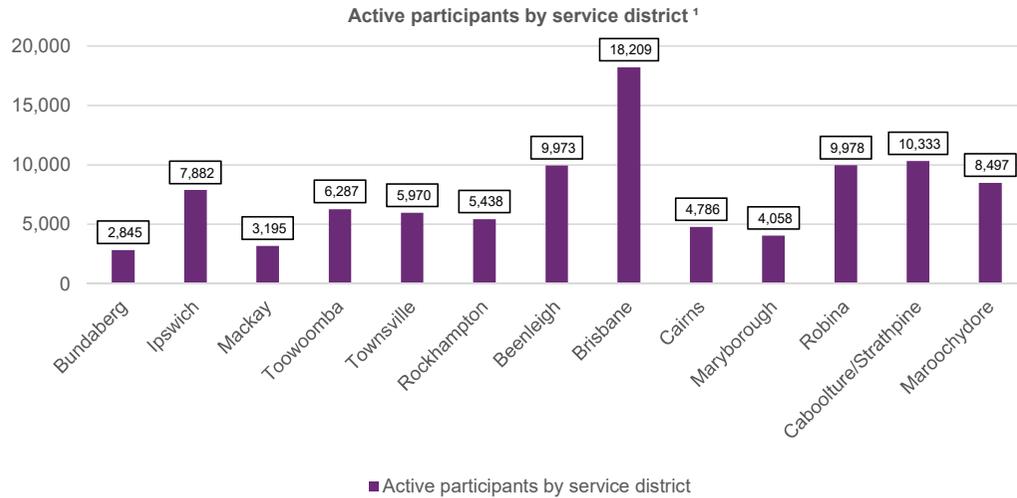
- Bundaberg: 81% vs 85% benchmark
- Maryborough: 72% vs 85% benchmark

<sup>1</sup> Active providers refer to those who have received payment for supporting Agency-managed participants.

<sup>2</sup> 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.

<sup>3</sup> Socioeconomic status uses deciles from the ABS Index of Education and Occupation (IEO). 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 IEO deciles divided by the average annualised plan budget of participants residing in the bottom two IEO deciles (participants not in SIL and aged 0 to 64).

Summaries by service district



- Brisbane has the highest number (18,209) of active participants, while Bundaberg has the lowest (2,845).
- The average annualised plan budget at the end of September for active participants is \$71,800 (\$56,900 for participants not in SIL and \$351,800 for participants in SIL).
- The average payment for the 12 months ending 30 September 2021 is \$59,200 (\$42,900 for participants not in SIL and \$348,300 for participants in SIL).
- Cairns has the highest average annualised plan budgets and payments across all participants.

<sup>1</sup> There are 24 active participants at 30 September 2021 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.

<sup>2</sup> Figures are not shown if there is insufficient data in the service district.