Transcript for Queensland Quarterly Performance Dashboard as at 30 September 2023

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

## Participants and planning

A table displays the following key statistics on the Queensland participant experience as at 30 September 2023 and 30 June 2023:

• The number of active participants with approved plans (excluding children accessing early connections) increased from 129,989 as at 30 June 2023 to 134,964 as at 30 September 2023.

• The number of children accessing early connections increased from 4,973 as at 30 June 2023 to 5,876 as at 30 September 2023. In the September 2023 quarter, the early childhood approach applies to children younger than nine, following implementation of the ECEI reset age range change project. This change will occur over the next two years and ensures children and their families are supported by an early childhood partner during and after their transition to primary school. This is a change from the June 2023 quarter, where the early childhood approach applied to children younger than seven.

• The number of children waiting for early connections decreased from 56 as at 30 June 2023 to 51 as at 30 September 2023.

• The percentage of participants fully or partially self-managing their plan remained stable at 28%, from 30 June 2023 to 30 September 2023.

• The percentage of plans activated within 90 days remained stable at 87%, from 30 June 2023 to 30 September 2023. Trial participants (participants with initial plans approved prior to 1 July 2016) and those with initial plans approved after the end of 2022-23 Quarter 3 have been excluded.

• The number of completed participant plan reassessments decreased from 15,545 in the quarter ending 30 June 2023 to 13,982 in the quarter ending 30 September 2023. Plans less than 31 days in duration have been excluded from this tabulation, as these reassessments are more likely to represent corrections to the plan rather than a new plan reassessment to address a change in circumstance.

A chart displays the change in active participants between 30 June 2023 and 30 September 2023.

At the beginning of Quarter 1 2023-24 there were 129,989 active participants (excluding children accessing early connections). During 2023-24 Quarter 1, there were 5,444 plan approvals and 469 participants who left the Scheme or moved to another state or territory. This resulted in 134,964 active participants as at 30 September 2023.

The following key statistics summarise the Queensland performance as at 30 September 2023.

• 143,299 participants (excluding children accessing early connections) have had an approved plan since July 2013. 134,964 of these continue to be active.

• 91,335 active participants have not previously received disability support via State and Commonwealth government programs in the past.

• In the current quarter, 5,444 participants have entered the Scheme and there are 5,876 children accessing early connections at the end of September 2023.

• 13,982 plans have had reassessments this quarter.

• 7,163 access decisions have been made in the quarter, of which 5,278 met access and are still active.

• 685 (12.6%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Queensland to 13,977 (10.4%).

• 236 (4.3%) of the new active participants this quarter are Culturally and Linguistically Diverse, taking the total number of Culturally and Linguistically Diverse participants in Queensland to 7,160 (5.3%). The number of Culturally and Linguistically Diverse participants excludes First Nations participants.

## Participant outcomes and satisfaction

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

For Participant and Scheme Outcome metrics from the Corporate Plan as at 30 September 2023, the Outcome results include participants who have been in the Scheme for at least two years. Trial participants (participants with initial plans approved prior to 1 July 2016) are excluded. The following four indicators are outcomes measures.

• The participant employment rate for those - aged 15 - 64 years increased from 18% at baseline to 19% at the latest reassessment.

• The participant social and community engagement rate for those aged 15+ years increased from 37% at baseline to 42% at the latest reassessment.

• The parent and carer employment rate across all ages increased from 43% at baseline to 47% at the latest reassessment.

• The participant perception of choice and control for those aged 15+ years increased from 73% at the first reassessment to 81% at the latest reassessment.

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

• At the 'access' stage, this percentage increased from 76% in the quarter ending 30 June 2023 to 78% in the quarter ending 30 September 2023.

• At the 'pre-planning' stage, this percentage increased from 80% in the quarter ending 30 June 2023 to 82% in the quarter ending 30 September 2023.

• At the 'planning' stage, this percentage decreased from 88% in the quarter ending 30 June 2023 to 87% in the quarter ending 30 September 2023.

• At the 'plan reassessment' stage, this percentage increased from 65% in the quarter ending 30 June 2023 to 66% in the quarter ending 30 September 2023.

## Participant Service Guarantee

The following statistics measure performance against the Participant Service Guarantee metrics. These statistics look at the percentage of cases meeting the Service Guarantee target in the quarters ending 30 June 2023 and 30 September 2023. Participant Service Guarantee results in the previous quarter may be restated due to ongoing logic refinement and changes in data quality.

The following metric is concerned with the General service type:

• Participant Service Guarantee number 1: Explain a previous decision within 28 days after a request for explanation is received. This remained stable at 98% from 30 June 2023 to 30 September 2023.

The following three metrics are concerned with Access:

• Participant Service Guarantee number 2: Make an access decision, or request for more information within 21 days after an access request has been received. This decreased from 100% as at 30 June 2023 to 99% as at 30 September 2023.

• Participant Service Guarantee number 3: Allow sufficient time (90 days) for prospective participants to provide information, after NDIA has requested further information. This increased from 50% as at 30 June 2023 to 100% as at 30 September 2023.

• Participant Service Guarantee number 4: Make an access decision within 14 days after more information has been provided. This decreased from 98% as at 30 June 2023 to 91% as at 30 September 2023.

The following three metrics are concerned with Planning:

• Participant Service Guarantee number 5: Commence facilitating the preparation of a plan within 21 days after an access decision has been made. This remained stable at 95%, from 30 June 2023 to 30 September 2023.

• Participant Service Guarantee number 6: Approve a participant's plan within 56 days after an access decision has been made (excludes those ECA that have received initial supports) - decreased from 95% as at 30 June 2023 to 93% as at 30 September 2023. ECA stands for Early Childhood Approach.

• Participant Service Guarantee number 7: Approve a plan for ECA participants within 90 days after an access decision has been made - decreased from 95% as at 30 June 2023 to 94% as at 30 September 2023. ECA stands for Early Childhood Approach.

The following metric is concerned with Implementation:

• Participant Service Guarantee number 9: If the participant accepts the offer, hold a plan implementation meeting within 28 days. This remained stable at 100% from 30 June 2023 to 30 September 2023.

The following three metrics are concerned with Plan Reassessments:

• Participant Service Guarantee number 11: Commence facilitating a scheduled plan reassessment at least 56 days prior to the scheduled reassessment date. This increased from 77% as at 30 June 2023 to 78% as at 30 September 2023.

• Participant Service Guarantee number 12: Decide whether to undertake a Participant Requested Plan Reassessment within 21 days after the request is received. This decreased from 83% as at 30 June 2023 to 73% as at 30 September 2023.

• Participant Service Guarantee number 13: Complete a reassessment within 28 days after the decision to accept the request was made. This remained stable at 59%, from 30 June 2023 to 30 September 2023.

The following two metrics are concerned with Plan Amendments:

• Participant Service Guarantee number 14: Amend a plan within 28 days after the receipt of information that triggers the plan amendment process. This increased from 91% as at 30 June 2023 to 94% as at 30 September 2023.

• Participant Service Guarantee number 15: Amend a plan within 50 days after the receipt of information relating to a complex quote that triggers a plan amendment process. This remained stable at 100% from 30 June 2023 to 30 September 2023.

The following two metrics are concerned with Reviewable Decisions:

• Participant Service Guarantee number 17: Complete an Internal Review of a Reviewable Decision within 60 days after a request is received. This decreased from 98% as at 30 June 2023 to 94% as at 30 September 2023.

• Participant Service Guarantee number 18: Implement an Administrative Appeals Tribunal decision to amend a plan within 28 days after the Administrative Appeals Tribunal decision is made. This increased from 98% as at 30 June 2023 to 99% as at 30 September 2023.

The following two metrics are concerned with Nominees:

• Participant Service Guarantee number 19: Cancel participant requested nominee within 14 days. This decreased from 100% as at 30 June 2023 to 96% as at 30 September 2023.

• Participant Service Guarantee number 20: Cancel CEO initiated nominee within 14 days. This remained stable at 100% from 30 June 2023 to 30 September 2023.

• The Participant Service Guarantee metrics are based on the recommendations of the 2019 Tune Review. The NDIA commenced measuring performance against the Participant Service Guarantee metrics prior to the legislation of the Participant Service Charter and Guarantee. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament, and received Royal Assent on 1 April 2022. It introduces changes that provide greater flexibility for participants and the NDIA to amend plans.

## Provider and market metrics

A table displays the following key statistics on Queensland market supply and participant costs as at 30 September 2023 and as at 30 June 2023:

• The total number of active providers (with at least one claim ever) increased from 8,038 as at 30 June 2023 to 8,281 as at 30 September 2023. Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

• The total number of active providers in the last quarter increased from 2,823 as at 30 June 2023 to 2,845 as at 30 September 2023. Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

• Utilisation (which is calculated as a six month rolling average with a three month lag) increased from 77% as at 30 June 2023 to 78% as at 30 September 2023.

• Plan utilisation by service district. The proportion of service districts that are more than 10 percentage points below the benchmark remained stable at 0%, from 30 June 2023 to 30 September 2023. The ‘benchmark’ in this analysis is the National average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.

• Market concentration. The proportion of service districts where more than 70% of payments for supports go to the top 10 providers remained stable at 0%, from 30 June 2023 to 30 September 2023.

• The proportion of payments paid within five days increased from 99.8% as at 30 June 2023 to 99.9% as at 30 September 2023. The payment enquiries come from the Provider Portal, Participant Portal and NDIS App.

• Total payments from 1 July 2022 to 30 June 2023 were $7,435 million and from 1 July 2023 to 30 September 2023 were $2,129 million.

• Total annualised plan budgets increased from $9,834 million as at 30 June 2023 to $10,521 million as at 30 September 2023. Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

• Total plan inflation (current quarter percentage per annum) increased from 12.1% in the June 2023 quarter to 16.4% in the September 2023 quarter. Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments. The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in July to maintain the purchasing power of remaining plans. There has been a one-off 2.5% increase in intraplan and total inflation during the month of July 2023.

• Inflation at plan reassessment (current quarter percentage per annum) increased from 3.8% in the June 2023 quarter to 6.3% in the September 2023 quarter.

• Inflation within a plan, between reassessments (current quarter percentage per annum) increased from 8.4% in the June 2023 quarter to 10.1% in the September 2023 quarter.

• Socioeconomic equity decreased from 99% in the June 2023 quarter to 97% in the September 2023 quarter. Socioeconomic status uses deciles from the Australian Bureau of Statistics Index of Education and Occupation. 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 deciles divided by the average annualised plan budget of participants residing in the bottom two deciles (participants not in Supported Independent Living and aged 0 to 64).

The following comments are made regarding the Queensland experience:

• Total annualised plan budgets as at 30 September 2023 were $10,521 million and payments from 1 July 2023 were $2,129 million.

• The number of active providers at the end of September is 8,281, growing by 3% in the quarter.

• Utilisation has been 78% from 1 January 2023 to 30 June 2023, with no service districts in Queensland more than 10 percentage points below the adjusted National benchmark.

• There were no service districts where the top 10 providers provide more than 70% of payments.

A chart displays the Queensland distribution of service districts by plan utilisation as at 30 September 2023. The ‘benchmark’ in this analysis is the National average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme. On the chart,

• No service districts are more than 10 percentage points above the adjusted national benchmark.

• No service districts are between 5 and 10 percentage points above the adjusted national benchmark.

• 12 out of 13 (92%) service districts are within 5 percentage points of the adjusted national benchmark.

• 1 out of 13 (8%) service districts is between 5 and 10 percentage points below the adjusted national benchmark.

• No service districts are more than 10 percentage points below the adjusted national benchmark.

Service districts between 5% and 10% below plan utilisation benchmark:

• Rockhampton: 71% versus 76% benchmark.

A chart displays the Queensland distribution of service districts by market concentration as at 30 September 2023. On the chart,

• 7 out of 13 (54%) service districts have less than 25% of payments going to the 10 largest providers.

• 6 out of 13 (46%) service districts have between 25% and 45% of payments going to the 10 largest providers.

• No service districts have between 45% and 60% of payments going to the 10 largest providers.

• No service districts have between 60% and 70% of payments going to the 10 largest providers.

• No service districts have between 70% and 85% of payments going to the 10 largest providers.

• No service districts have more than 85% of payments going to the 10 largest providers.

Service districts having between 25% and 45% of payments going to the 10 largest providers:

• Bundaberg: 45% versus 70% benchmark.

• Mackay: 39% versus 70% benchmark.

• Rockhampton: 34% versus 70% benchmark.

• Maryborough: 30% versus 70% benchmark.

• Townsville: 27% versus 70% benchmark.

• Cairns: 26% versus 70% benchmark.

## Summaries by Service Districts

A chart displays the active participants by service district as at 30 September 2023. There are 16 active participants as at 30 September 2023 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.

The number of active participants in each service district as at 30 September 2023 shows as:

• 3,787 for Bundaberg.

• 10,949 for Ipswich.

• 4,281 for Mackay.

• 8,126 for Toowoomba.

• 7,802 for Townsville.

• 7,456 for Rockhampton.

• 15,135 for Beenleigh.

• 24,842 for Brisbane.

• 6,712 for Cairns.

• 5,327 for Maryborough.

• 13,928 for Robina.

• 14,816 for Caboolture/Strathpine.

• 11,787 for Maroochydore.

Another chart displays the average annualised plan budgets and average payments as at 30 September 2023. Figures are not shown if there is insufficient data in the service district. Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants as at 30 September 2023. Average payments are calculated as the average of the annualised monthly payments in the same 12 month period, weighted by the participants that are active in each month.

The average annualised plan budget in each service district as at 30 September 2023 shows as:

• $75,900 for Bundaberg.

• $74,100 for Ipswich.

• $68,700 for Mackay.

• $83,800 for Toowoomba.

• $79,700 for Townsville.

• $66,800 for Rockhampton.

• $74,500 for Beenleigh.

• $80,000 for Brisbane.

• $91,600 for Cairns.

• $76,700 for Maryborough.

• $78,400 for Robina.

• $76,400 for Caboolture/Strathpine.

• $81,700 for Maroochydore.

• $78,000 for all of Queensland.

The average payments in each service district for the 12 months to 30 September 2023 show as:

• $59,600 for Bundaberg.

• $61,400 for Ipswich.

• $51,400 for Mackay.

• $64,900 for Toowoomba.

• $60,700 for Townsville.

• $48,600 for Rockhampton.

• $61,200 for Beenleigh.

• $65,900 for Brisbane.

• $70,500 for Cairns.

• $61,500 for Maryborough.

• $64,200 for Robina.

• $62,100 for Caboolture/Strathpine.

• $65,400 for Maroochydore.

• $62,500 for all of Queensland.

Another chart displays the average annualised plan budgets and average payments as at 30 September 2023 for participants in Supported Independent Living. Figures are not shown if there is insufficient data in the service district. Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants as at 30 September 2023. Average payments are calculated as the average of the annualised monthly payments in the same 12 month period, weighted by the participants that are active in each month.

The average annualised plan budget in each service district as at 30 September 2023 for participants in Supported Independent Living shows as:

• $421,800 for Bundaberg.

• $439,500 for Ipswich.

• $439,200 for Mackay.

• $399,500 for Toowoomba.

• $452,400 for Townsville.

• $440,800 for Rockhampton.

• $470,000 for Beenleigh.

• $409,500 for Brisbane.

• $461,200 for Cairns.

• $423,600 for Maryborough.

• $439,400 for Robina.

• $453,000 for Caboolture/Strathpine.

• $438,300 for Maroochydore.

• $436,400 for all of Queensland.

The average payments in each service district for the 12 months to 30 September 2023 for participants in Supported Independent Living show as:

• $388,100 for Bundaberg.

• $445,200 for Ipswich.

• $389,000 for Mackay.

• $369,500 for Toowoomba.

• $409,900 for Townsville.

• $409,400 for Rockhampton.

• $439,600 for Beenleigh.

• $398,100 for Brisbane.

• $414,300 for Cairns.

• $393,100 for Maryborough.

• $407,300 for Robina.

• $416,400 for Caboolture/Strathpine.

• $402,000 for Maroochydore.

• $408,300 for all of Queensland.

Another chart displays the average annualised plan budgets and average payments as at 30 September 2023 for participants not in Supported Independent Living. Figures are not shown if there is insufficient data in the service district. Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants as at 30 September 2023. Average payments are calculated as the average of the annualised monthly payments in the same 12 month period, weighted by the participants that are active in each month.

The average annualised plan budget in each service district as at 30 September 2023 for participants not in Supported Independent Living shows as:

• $58,200 for Bundaberg.

• $56,000 for Ipswich.

• $53,300 for Mackay.

• $61,100 for Toowoomba.

• $57,800 for Townsville.

• $53,000 for Rockhampton.

• $55,600 for Beenleigh.

• $63,400 for Brisbane.

• $69,800 for Cairns.

• $59,400 for Maryborough.

• $59,700 for Robina.

• $56,600 for Caboolture/Strathpine.

• $63,700 for Maroochydore.

• $59,500 for all of Queensland.

The average payments in each service district for the 12 months to 30 September 2023 for participants not in Supported Independent Living show as:

• $43,000 for Bundaberg.

• $42,000 for Ipswich.

• $37,400 for Mackay.

• $42,900 for Toowoomba.

• $40,300 for Townsville.

• $34,700 for Rockhampton.

• $43,500 for Beenleigh.

• $49,000 for Brisbane.

• $50,300 for Cairns.

• $45,000 for Maryborough.

• $46,500 for Robina.

• $44,100 for Caboolture/Strathpine.

• $48,700 for Maroochydore.

• $44,700 for all of Queensland.

The following comments are made regarding the Queensland experience at service district level as at 30 September 2023.

• Brisbane has the highest number of active participants at 24,842 participants, while Bundaberg has the lowest number at 3,787 active participants.

• The average annualised plan budget at the end of September for active participants is $78,000 ($59,500 for participants not in Supported Independent Living and $436,400 for participants in Supported Independent Living).

• The average payments for the 12 months ending 30 September 2023 are $62,500 ($44,700 for participants not in Supported Independent Living and $408,300 for participants in Supported Independent Living).

• Cairns has the highest average annualised plan budgets and payments across all participants.