Transcript for Queensland Quarterly Performance Dashboard as at 30 September 2021

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.

## Section 1 Participants and planning

A table displays the following key statistics on the Queensland participant experience as at 30 September 2021 and 30 June 2021.

• The number of active participants with approved plans increased from 92,742 as at 30 June 2021 to 97,475 as at 30 September 2021.

• The number of children accessing early connections increased from 3,494 as at 30 June 2021 to 3,712 as at 30 September 2021.

• The number of children waiting for early connections decreased from 85 as at 30 June 2021 to 70 as at 30 September 2021.

• The percentage of participants fully or partially self managing their plan remained stable at 31%, from 30 June 2021 to 30 September 2021.

• The percentage of plans activated within 90 days remained stable at 86%, from 30 June 2021 to 30 September 2021. Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of the 2020-21 quarter 3 have been excluded.

• The number of participant plan reviews completed increased from 17,394 in the quarter ending 30 June 2021 to 18,979 in the quarter ending 30 September 2021. Plans less than 31 days in duration have been excluded.

• The number of access decisions in progress increased from 1,945 as at 30 June 2021 to 2,315 as at 30 September 2021.

A chart displays the change in active participants between 30 June 2021 and 30 September 2021.

There were 92,742 active participants (excluding children accessing early connections). During 2021-22 quarter 1, there were 5,069 plan approvals and 336 participants exited the Scheme. This resulted in 97,475 active participants as at 30 September 2021. Additionally, there were 3,712 children accessing early connections at the end of September 2021.

The following key statistics summarise the Queensland performance as at 30 September 2021.

• 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 Queensland to 9,295 (9.5%).

• 297 (5.9%) 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 5,263 (5.4%). 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.

## Section 2 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 2021 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. The following four indicators are outcomes measures.

• The Participant employment rate remained stable at 18%, from baseline to the latest review.

• The Participant social and community engagement rate increased from 38% at baseline to 46% at the latest review.

• The Parent and carer employment rate increased from 43% at baseline to 45% at the latest review.

• The Participant perception of choice and control increased from 72% at the first review to 81% at the latest review.

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

• The percentage for the 'Access' stage decreased from 77% in the quarter ending 30 June 2021 to 68% in the quarter ending 30 September 2021.

• The percentage for the 'Pre-planning' stage decreased from 76% in the quarter ending 30 June 2021 to 71% in the quarter ending 30 September 2021.

• The percentage for the 'Planning' stage increased from 83% in the quarter ending 30 June 2021 to 87% in the quarter ending 30 September 2021.

• The percentage for the 'Plan review ' stage decreased from 72% in the quarter ending 30 June 2021 to 68% in the quarter ending 30 September 2021.

## Section 3 Participant Service Guarantee

The following statistics concern Participant Service Guarantee (P-S-G) metrics. These statistics look at the percentage of cases meeting the Service Guarantee target in the quarters ending 30 June 2021 and 30 September 2021. 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, P-S-G results in the previous quarter may be restated due to logic changes.

The following metric is concerned with the General category.

• P-S-G number 1: The percentage of explanation of a previous decisions made within 28 days after a request has been made increased from 72% as at 30 June 2021 to 100% as at 30 September 2021.

The following three metrics are concerned with Access.

• P-S-G number 2: The percentage of access decisions made or further information requested within 21 days of an access request remained stable at 100%, from 30 June 2021 to 30 September 2021.

• P-S-G number 3: The percentage of access decisions allowing 90 days for prospective participants to provide information, after NDIA has requested further information remained stable at 100%, from 30 June 2021 to 30 September 2021.

• P-S-G number 4: The percentage of access decisions made within 14 days of final information being provided remained stable at 98%, from 30 June 2021 to 30 September 2021.

The following three metrics are concerned with Planning.

• P-S-G number 5: The percentage of cases where facilitating the preparation of a plan commenced within 21 days of an access decision being made increased from 70% as at 30 June 2021 to 78% as at 30 September 2021.

• P-S-G number 6: The percentage of first plans that were approved within 56 days after access decisions were made, increased from 76% as at 30 June 2021 to 78% as at 30 September 2021.

• P-S-G number 7: The percentage of first plans that were approved within 90 days after access decisions were made, for E-C-E-I participants, decreased from 96% as at 30 June 2021 to 89% as at 30 September 2021.

The following metric is concerned with Implementation.

• P-S-G number 9: The percentage of cases where a plan implementation meeting was held within 28 days if the participant accepts the offer remained stable at 100%, from 30 June 2021 to 30 September 2021.

The following three metrics are concerned with Reviews.

• P-S-G number 11: The percentage of cases where facilitating a scheduled plan review commenced at least 56 days prior to the scheduled review date increased from 10% as at 30 June 2021 to 25% as at 30 September 2021. 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.

• P-S-G number 12: The percentage of cases where the decision, to undertake Participant Requested Reviews (PRRs), was made within 21 days decreased from 91% as at 30 June 2021 to 87% as at 30 September 2021.

• P-S-G number 13: The percentage of Participant Requested Reviews (PPRs) that were completed within a given timeframe after the decision was made decreased from 78% as at 30 June 2021 to 61% as at 30 September 2021. The June 2021 quarter results use a service guarantee timeframe of 42 days whereas the September 2021 quarter results use a 28 day timeframe.

The following two metrics are concerned with Amendments.

• P-S-G number 14: The percentage of cases where a plan was varied within 28 days after receiving information that triggers a plan review increased from 95% as at 30 June 2021 to 96% as at 30 September 2021.

• P-S-G number 15: The percentage of cases where a plan was varied within 50 days after receiving information that relates to a complex quote that triggers a plan review increased from 75% as at 30 June 2021 to 100% as at 30 September 2021.

The following two metrics are concerned with Reviewable Decisions.

• P-S-G number 17: The proportion of Reviews of Reviewable Decisions (RoRDs) that were completed within a given timeframe after the request was received decreased from 94% as at 30 June 2021 to 89% as at 30 September 2021. The June 2021 quarter results use a service guarantee timeframe of 90 days whereas the September 2021 quarter results use a 60 day timeframe.

• P-S-G number 18: The percentage of cases where an AAT decision was implemented to vary a plan within 28 days after receiving notification of the AAT decision decreased from 100% as at 30 June 2021 to 92% as at 30 September 2021.

The following two metrics are concerned with Nominees.

• P-S-G number 19: The percentage of cases where a participant requested nominee was cancelled within 14 days increased from 88% as at 30 June 2021 to 98% as at 30 September 2021.

• P-S-G number 20: The percentage of cases where a CEO initiated nominee was cancelled within 14 days remained stable at 100%, from 30 June 2021 to 30 September 2021.

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

## Section 4 Provider and market metrics

A table displays the following key statistics on Queensland market supply and participant costs as at 30 September 2021 and at 30 June 2021.

• The total number of active providers (with at least one claim ever) increased from 6,056 as at 30 June 2021 to 6,321 as at 30 September 2021. Active providers refer to those who have received payment for supporting Agency-managed participants.

• The total number of active providers in the last quarter increased from 2,576 as at 30 June 2021 to 2,626 as at 30 September 2021. 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 73% as at 30 June 2021 to 74% as at 30 September 2021.

• 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 2021 to 30 September 2021. 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.

• Market concentration. The proportion of service districts where more than 85% of payments for supports go to the top 10 providers remained stable at 0%, from 30 June 2021 to 30 September 2021.

• The proportion of payments paid within 5 days through the portal increased from 99.8% as at 30 June 2021 to 99.9% as at 30 September 2021.

• Total Payments from 1 July 2021 were $1,422 million as at 30 September 2021.

• Total annualised plan budgets increased from $6,780 million as at 30 June 2021 to $7,002 million as at 30 September 2021.

• The growth in annualised plan budgets increased from -3.5% in the June 2021 quarter to -1.3% in the September 2021 quarter.

• Socioeconomic equity (%) decreased from 106% in the June 2021 quarter to 105% in the September 2021 quarter. Socioeconomic status uses deciles from the A-B-S 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).

• Total annualised plan budgets at 30 September 2021 were $7,002 million and payments from 1 July 2021 were $1,422 million.

• 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.

A chart displays the Queensland more than 10 percentage points below the adjusted national benchmark as at 30 September 2021. 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.

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

1 out of 13 (8%) 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.

No service districts are 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 below benchmark:

• Rockhampton: 67% versus 72% benchmark.

• Toowoomba: 72% versus 74% benchmark.

• Townsville: 73% versus 74% benchmark.

• Cairns: 71% versus 72% benchmark.

A chart displays the Queensland between 90% and 95% of payments going to the 10 largest providers as at 30 September 2021.

6 out of 13 (46%) service districts have less than 45% of payments going to the 10 largest providers.

5 out of 13 (38%) service districts have between 45% and 65% of payments going to the 10 largest providers.

2 out of 13 (15%) service districts have between 65% and 85% of payments going to the 10 largest providers.

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

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

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

Service districts closest to benchmark:

• Bundaberg: 81% versus 85% benchmark.

• Maryborough: 72% versus 85% benchmark.

## Section 5 Summaries by service district

A chart displays the active participants by service district. 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.

Another chart displays the average annualised plan budgets and average payments. 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. Figures are not shown if there is insufficient data in the service district.

Another chart displays the average annualised plan budgets and average payments for participants in Supported Independent Living (SIL). 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. Figures are not shown if there is insufficient data in the service district.

Another chart displays the average annualised plan budgets and average payments for participants not in SIL. 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. Figures are not shown if there is insufficient data in the service district.

The following comments are made regarding the Queensland experience at service district level as at 30 September 2021.

• 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.