Transcript for Queensland Quarterly Performance Dashboard as at 31 December 2023

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

The new computer system commenced in Tasmania in the December 2022 quarter and nationally from 30 October 2023. The Quarterly Performance Dashboard combines data from the current and new systems, where it is available. Data from the new system is not available for all tables shown. Where this is materially incomplete, the underlying data for this dashboard has not been shown. This may lead to restatements of information in future reports.

## Participants and planning

A table displays the following key statistics on the Queensland participant experience as at 31 December 2023 and 30 September 2023:

• The number of active participants with approved plans (excluding children accessing early connections) increased from 134,964 as at 30 September 2023 to 138,705 as at 31 December 2023.

• The number of children accessing early connections was 5,876, as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023. The early childhood approach indicators under the new system (PACE) are being refined. Where these results remain unreliable for this quarter, n/a has been substituted until these are resolved further.

• The number of children waiting for early connections was 51 as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023. The early childhood approach indicators under the new system (PACE) are being refined. Where these results remain unreliable for this quarter, n/a has been substituted until these are resolved further.

• The percentage of participants fully or partially self-managing their plan decreased from 28% as at 30 September 2023 to 27% as at 31 December 2023.

• The percentage of plans activated within 90 days remained stable at 87%, from 30 September 2023 to 31 December 2023. Trial participants (participants with initial plans approved prior to one 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 in the quarter decreased from 13,982 in the quarter ending 30 September 2023 to 10,725 in the quarter ending 31 December 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. Plan reassessments exclude data from the new system (PACE) until resolved further.

A chart displays the change in active participants between 30 September 2023 and 31 December 2023.

At the beginning of Quarter two 2023-24 there were 134,964 active participants (excluding children accessing early connections). During 2023-24 Quarter 2, there were 4,341 plan approvals and 600 participants left the Scheme or moved to another state or territory. This resulted in 138,705 active participants as at 31 December 2023.

The following key statistics summarise the Queensland performance as at 31 December 2023:

• 147,689 participants (excluding children accessing early connections) have had an approved plan since July 2013. 138,705 of these continue to be active.

• 95,053 active participants have not previously received disability support via State and Commonwealth government programs.

• 4,341 participants entered the Scheme in the December 2023 quarter and the net number of participants leaving the Scheme was 600, which is the active participant movements in and out of the Scheme and Queensland.

• 10,725 plans have had reassessments this quarter.

• 4,492 access decisions have been made in the quarter, of which 3,433 met access and are still active.

• 573 (13.2%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Queensland to 14,488 (10.4% of all participants).

• 187 (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 7,288 (5.3% of all participants). 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 31 December 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 one July 2016) are excluded. The following four indicators are outcomes measures from the corporate plan.

• 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 36% 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 78% in the quarter ending 30 September 2023 to 81% in the quarter ending 31 December 2023.

• At the 'pre-planning' stage, this percentage decreased from 82% in the quarter ending 30 September 2023 to 81% in the quarter ending 31 December 2023.

• At the 'planning' stage, this percentage decreased from 87% in the quarter ending 30 September 2023 to 86% in the quarter ending 31 December 2023.

• At the 'plan reassessment' stage, this percentage decreased from 66% in the quarter ending 30 September 2023 to 63% in the quarter ending 31 December 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 September 2023 and 31 December 2023. The Participant Service Guarantee measures currently do not include participants who have migrated to the new computer system. However, the Participant Service Guarantee measures are being remediated where there is a similar process and data available between the new and old systems. Where these results remain unreliable for this quarter, n/a has been substituted until these are resolved further.

The following metric is concerned with the General service type. The metric number and description is provided below followed by the percentages themselves:

• Participant Service Guarantee number 1: Explain a previous decision within 28 days after a request for explanation is received. This was 98% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 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 was 99% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 3: Allow sufficient time (90 days) for prospective participants to provide information, after NDIA has requested further information. This was 100% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 4: Make an access decision within 14 days after more information has been provided. This was 91% at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

The following three metrics relate to Planning:

• Participant Service Guarantee number 5: Commence facilitating the preparation of a plan within 21 days after an access decision has been made. This was 95% at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 6: Approve a participant's plan within 56 days after an access decision has been made (excludes those ECA [Early Childhood Approach] that have received initial supports). This was 93% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 7: Approve a plan for ECA participants within 90 days after an access decision has been made. This was 94% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.ECA stands for early childhood approach.

The following metric relates to Implementation:

• Participant Service Guarantee number 9: If the participant accepts the offer, hold a plan implementation meeting within 28 days. This was 100% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

The following three metrics relate to Plan Reassessments:

• Participant Service Guarantee number 11: Commence facilitating a scheduled plan reassessment at least 56 days prior to the scheduled reassessment date. This was 78% at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 12: Decide whether to undertake a Participant Requested Plan Reassessment within 21 days after the request is received. This was 73% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 13: Complete a reassessment within 28 days after the decision to accept the request was made. This was 59% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

The following two metrics relate to 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 was 94% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 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 was 100% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

The following two metrics relate to Reviewable Decisions:

• Participant Service Guarantee number 17: Complete an Internal Review of a Reviewable Decision within 60 days after a request is received. This was 94% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 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 was 99% as at 30 September 2023. This metric cannot be measure for the quarter ending 31 December 2023.

The following two metrics are concerned with Nominees:

• Participant Service Guarantee number 19: Cancel participant requested nominee within 14 days. This was 96% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 20: Cancel CEO initiated nominee within 14 days. This was 100% as at 30 September 2023. This metric cannot be measured for the quarter ending 31 December 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 one 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 31 December 2023 and as at 30 September 2023:

• The total number of active providers (with at least one claim) increased from 8,281 as at 30 September 2023 to 8,480 as at 31 December 2023. Active providers means 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 decreased from 2,845 as at 30 September 2023 to 2,821 as at 31 December 2023. Active providers means 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) remained stable at 78%, from 30 September 2023 to 31 December 2023.

• The following relates to 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 September 2023 to 31 December 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 goes to the top 10 providers remained stable at 0%, from 30 September 2023 to 31 December 2023.

• The proportion of payments paid within five days remained stable at 99.9% from 30 September 2023 to 31 December 2023. The payment enquiries come from the Provider Portal, Participant Portal and NDIS App.

• Total payments from one July 2023 to 30 September 2023 were $2,129 million and from one July 2023 to 31 December 2023 were $4,309 million.

• Total annualised plan budgets increased from $10,521 million as at 30 September 2023 to $10,947 million as at 31 December 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) decreased from 16.4% in the September 2023 quarter to 14.0% in the December 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 one 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 2.53% increase in intraplan and total inflation during the month of July 2023.

• Inflation at plan reassessment (current quarter percentage per annum) increased from 6.3% in the September 2023 quarter to 7.0% in the December 2023 quarter.

• Inflation within a plan, between reassessments (current quarter percentage per annum) decreased from 10.1% in the September 2023 quarter to 7.0% in the December 2023 quarter.

• Socioeconomic equity decreased from 97% in the September 2023 quarter to 96% in the December 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 31 December 2023 were $10,947 million and payments from one July 2023 were $4,309 million.

• The number of active providers at the end of December is 8,480, having grown by 2% in the quarter.

• Utilisation has been 78% from one April 2023 to 30 September 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 receive more than 70% of payments.

A chart displays the Queensland distribution of service districts by plan utilisation as at 31 December 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 five and 10 percentage points above the adjusted national benchmark.

• 13 out of 13 (100%) service districts are within five percentage points of the adjusted national benchmark.

• No service districts are between five and 10 percentage points below the adjusted national benchmark.

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

Link to text box:

• Rockhampton: 72% versus 77% benchmark.

• Mackay: 73% versus 77% benchmark.

• Townsville: 76% versus 79% benchmark.

• Toowoomba: 76% versus 79% benchmark.

• Cairns: 75% versus 77% benchmark.

• Bundaberg: 77% versus 78% benchmark.

A chart displays the Queensland distribution of service districts by market concentration as at 31 December 2023.

 On the chart:

• In eight out of 13 (62%) service districts less than 25% of payments going to the 10 largest providers.

• In five out of 13 (38%) service districts have between 25% and 45% of payments going to the 10 largest providers.

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

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

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

• No service districts 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: 44% versus 70% benchmark.

• Mackay: 38% versus 70% benchmark.

• Rockhampton: 33% versus 70% benchmark.

• Maryborough: 29% versus 70% benchmark.

• Townsville: 26% versus 70% benchmark.

## Summaries by State/Territory

A chart displays the active participants by service district as at 31 December 2023.There are 16 active participants as at 31 December 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 31 December 2023 shows as:

• 3,833 for Bundaberg.

• 11,218 for Ipswich.

• 4,331 for Mackay.

• 8,299 for Toowoomba.

• 7,897 for Townsville.

• 7,655 for Rockhampton.

• 15,779 for Beenleigh.

• 25,591 for Brisbane.

• 6,878 for Cairns.

• 5,430 for Maryborough.

• 14,246 for Robina.

• 15,409 for Caboolture/Strathpine.

• 12,123 for Maroochydore.

Another chart displays the average annualised plan budgets and average payments as at 31 December 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 31 December 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 31 December 2023 shows as:

• $77,000 for Bundaberg.

• $76,400 for Ipswich.

• $68,900 for Mackay.

• $85,500 for Toowoomba.

• $81,300 for Townsville.

• $67,500 for Rockhampton.

• $74,800 for Beenleigh.

• $80,900 for Brisbane.

• $91,700 for Cairns.

• $78,100 for Maryborough.

• $80,100 for Robina.

• $76,500 for Caboolture/Strathpine.

• $82,600 for Maroochydore.

• $78,900 for all Queensland.

The average payments to participants in each service district for the 12 months to 31 December 2023 show as:

• $60,500 for Bundaberg.

• $62,000 for Ipswich.

• $51,700 for Mackay.

• $65,900 for Toowoomba.

• $61,800 for Townsville.

• $49,300 for Rockhampton.

• $61,900 for Beenleigh.

• $66,300 for Brisbane.

• $71,000 for Cairns.

• $61,800 for Maryborough.

• $65,300 for Robina.

• $62,900 for Caboolture/Strathpine.

• $66,200 for Maroochydore.

• $63,200 for all Queensland.

Another chart displays the average annualised plan budgets and average payments as at 31 December 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 31 December 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 31 December 2023 for participants in Supported Independent Living shows as:

• $430,600 for Bundaberg.

• $464,300 for Ipswich.

• $438,900 for Mackay.

• $418,100 for Toowoomba.

• $460,800 for Townsville.

• $463,600 for Rockhampton.

• $478,700 for Beenleigh.

• $437,300 for Brisbane.

• $466,000 for Cairns.

• $435,600 for Maryborough.

• $445,300 for Robina.

• $457,900 for Caboolture/Strathpine.

• $435,200 for Maroochydore.

• $449,100 for all Queensland.

The average payments in each service district for the 12 months to 31 December 2023 for participants in Supported Independent Living show as:

• $389,000 for Bundaberg.

• $449,700 for Ipswich.

• $393,700 for Mackay.

• $376,800 for Toowoomba.

• $420,900 for Townsville.

• $417,800 for Rockhampton.

• $445,100 for Beenleigh.

• $405,300 for Brisbane.

• $419,800 for Cairns.

• $399,100 for Maryborough.

• $413,800 for Robina.

• $423,200 for Caboolture/Strathpine.

• $407,700 for Maroochydore.

• $414,900 for all Queensland.

Another chart displays the average annualised plan budgets and average payments as at 31 December 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 31 December 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 31 December 2023 for participants not in Supported Independent Living shows as:

• $59,300 for Bundaberg.

• $56,800 for Ipswich.

• $53,800 for Mackay.

• $61,900 for Toowoomba.

• $58,800 for Townsville.

• $52,900 for Rockhampton.

• $56,100 for Beenleigh.

• $63,300 for Brisbane.

• $69,600 for Cairns.

• $60,100 for Maryborough.

• $61,200 for Robina.

• $57,100 for Caboolture/Strathpine.

• $64,500 for Maroochydore.

• $60,000 for all Queensland.

The average payments in each service district for the 12 months to 31 December 2023 for participants not in Supported Independent Living show as:

• $43,800 for Bundaberg.

• $42,400 for Ipswich.

• $37,400 for Mackay.

• $43,400 for Toowoomba.

• $40,600 for Townsville.

• $35,400 for Rockhampton.

• $43,900 for Beenleigh.

• $49,200 for Brisbane.

• $50,400 for Cairns.

• $45,000 for Maryborough.

• $47,200 for Robina.

• $44,400 for Caboolture/Strathpine.

• $49,000 for Maroochydore.

• $45,000 for all Queensland.

The following comments are made regarding the Queensland experience at service district level as at 31 December 2023.

• Brisbane has the highest number of active participants at 25,591 participants, while Bundaberg has the lowest number at 3,833 active participants.

• The average annualised plan budget at the end of December for active participants is $78,900 ($60,000 for participants not in Supported Independent Living and $449,100 for participants in Supported Independent Living).

• The average payments for the 12 months ending 31 December 2023 are $63,200 ($45,000 for participants not in Supported Independent Living and $414,900 for participants in Supported Independent Living).

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