Transcript for Queensland Quarterly Performance Dashboard as at 31 March 2024

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.

## Participants and planning

A table displays the following key statistics on the Queensland participant experience as at 31 March 2024 and 31 December 2023:

• The number of active participants with approved plans (excluding children accessing early connections) increased from 138,705 as at 31 December 2023 to 139,608 as at 31 March 2024.

• The number of children accessing early connections was unavailable as at 31 December 2023 and 3,364 as at 31 March 2024. The early childhood approach indicators under the new system (PACE) continue to be refined. Some metrics are still unavailable and n/a has been substituted until these are resolved further.

• The number of children waiting for early connections was unavailable as 31 December 2023 and 31 March 2024. The early childhood approach indicators under the new system (PACE) continue to be refined. Some metrics are still unavailable and n/a has been substituted until these are resolved further.

• The percentage of participants fully or partially self-managing their plan remained stable at 27%, from 31 December 2023 to 31 March 2024.

• The percentage of plans activated within 90 days remained stable at 87%, from 31 December 2023 to 31 March 2024. Trial participants (participants with initial plans approved prior to 1 July 2016), and those with initial plans approved after the end of 2023-24 Quarter 1, have been excluded.

• The number of completed participant plan reassessments in the quarter decreased from 12,958 in the quarter ending 31 December 2023 to 8,319 in the quarter ending 31 March 2024. 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 31 December 2023 and 31 March 2024.

At the beginning of Quarter 3 2023-24 there were 138,705 active participants (excluding children accessing early connections). During 2023-24 Quarter 3, there were 1,673 plan approvals and 770 participants left the Scheme or moved to another state or territory. This resulted in 139,608 active participants as at 31 March 2024.

The following key statistics summarise the Queensland performance as at 31 March 2024:

• 149,625 participants (excluding children accessing early connections) have had an approved plan since July 2013. 139,608 of these continue to be active.

• 96,025 active participants have not previously received disability support via State and Commonwealth government programs.

• 1,673 participants entered the Scheme in the March 2024 quarter and the net number of participants leaving the Scheme was 770, which is the active participant movements in and out of the Scheme and Queensland.

• 8,319 plans have had reassessments this quarter.

• 2,956 access decisions have been made in the quarter, of which 2,483 met access and are still active.

• 285 (17.1%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Queensland to 14,685 (10.5% of all participants).

• 65 (3.9%) 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 7,349 (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 March 2024, 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: New metrics for the participant satisfaction survey have been introduced in 2023-24 quarter 3, with the introduction of PACE and the Performance Management Framework. Where the results remain unavailable, n/a has been substituted until data becomes available.

• At the 'Early Supports Process' stage, this percentage was 62% in the quarter ending 31 March 2024. This figure is not available for the quarter ending 31 December 2023.

• At the 'Community Connections Process' stage, this percentage was 78% in the quarter ending 31 March 2024. This figure is not available for the quarter ending 31 December 2023.

• At the 'Apply for NDIS Process (access met)' stage, this percentage was 58% in the quarter ending 31 March 2024. This figure is not available for the quarter ending 31 December 2023.

• At the 'Apply for NDIS Process (access not met)' stage, this percentage was 45% in the quarter ending 31 March 2024. This figure is not available for the quarter ending 31 December 2023.

• At the 'Plan Approval Process' stage, this percentage was 64% in the quarter ending 31 March 2024. This figure is not available for the quarter ending 31 December 2023.

• At the 'Plan Implementation Process' stage, this percentage was 65% in the quarter ending 31 March 2024. This figure is not available for the quarter ending 31 December 2023.

• At the 'Plan Reassessment Process' stage, this percentage was 66% in the quarter ending 31 March 2024. This figure is not available for 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 31 December 2023 and 31 March 2024. From the March 2024 quarter, performance is being measured using the available data on processes and dates. Milestones are being built into the new computer system to improve the capture of performance data. Where the performance remains unavailable for this quarter, "n/a" has been substituted.

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 metric cannot be measured for the quarters ending 31 March 2024 and 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 48% as at 31 March 2024. 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 metric cannot be measured for the quarters ending 31 March 2024 and 31 December 2023.

• Participant Service Guarantee number 4: Make an access decision within 14 days after more information has been provided. This was 51% at 31 March 2024. 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 metric cannot be measured for the quarters ending 31 March 2024 and 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 57% as at 31 March 2024. 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 99% as at 31 March 2024. This metric cannot be measured for the quarter ending 31 December 2023. ECA stands for early childhood approach.

The following two metrics relate to Implementation:

• Participant Service Guarantee number 8: Offer to hold a plan implementation meeting within 7 days after the plan is approved. This was 76% as at 31 March 2024. This metric cannot be measured for the quarter ending 31 December 2023.

• Participant Service Guarantee number 9: If the participant accepts the offer, hold a plan implementation meeting within 28 days. This metric cannot be measured for the quarters ending 31 March 2024 and 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 74% as at 31 March 2024. 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 22% as at 31 March 2024. 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 63% as at 31 March 2024. 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 56% as at 31 March 2024. 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 metric cannot be measured in the quarters ending 31 March 2024 and 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 19% as at 31 March 2024. 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 metric cannot be measured for the quarters ending 31 March 2024 and 31 December 2023.

The following two metrics are concerned with Nominees:

• Participant Service Guarantee number 19: Cancel participant requested nominee within 14 days. This metric cannot be measured for quarters ending 31 March 2024 and 31 December 2023.

• Participant Service Guarantee number 20: Cancel CEO initiated nominee within 14 days. This metric cannot be measured for the quarters ending 31 March 2024 and 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 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 31 March 2024 and as at 31 December 2023:

• The total number of active providers (with at least one claim) increased from 8,480 as at 31 December 2023 to 8,775 as at 31 March 2024. 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 2,821 as at 31 December 2023 to 2,817 as at 31 March 2024. 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 31 December 2023 to 31 March 2024.

• 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%, as at 31 December 2023 and as at 31 March 2024. 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%, as at 31 December 2023 and as at 31 March 2024.

• The proportion of payments paid within five days remained stable at 99.9% from 31 December 2023 to 31 March 2024. The payment enquiries come from the Provider Portal, Participant Portal and NDIS App.

• Total payments from 1 July 2023 to 31 December 2023 were $4,309 million and from 1 July 2023 to 31 March 2024 were $6,492 million.

• Total annualised plan budgets increased from $10,947 million as at 31 December 2023 to $11,165 million as at 31 March 2024. 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 14.0% in the December 2023 quarter to 8.2% in the March 2024 quarter. Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments.

• Inflation at plan reassessment (current quarter percentage per annum) decreased from 7.2% in the December 2023 quarter to 2.5% in the March 2024 quarter.

• Inflation within a plan, between reassessments (current quarter percentage per annum) decreased from 6.8% in the December 2023 quarter to 5.7% in the March 2024 quarter.

• Socioeconomic equity decreased from 96% in the December 2023 quarter to 94% in the March 2024 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 March 2024 were $11,165 million and payments from one July 2023 were $6,492 million.

• The number of active providers at the end of March is 8,775, having grown by 3% in the quarter.

• Utilisation has been 78% from one July 2023 to 31 December 2023, with no service districts in Rule 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 March 2024. 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.

Service districts below utilisation benchmark:

• Rockhampton: 72% versus 77% benchmark.

• Mackay: 74% versus 77% benchmark.

• Townsville: 75% versus 79% benchmark.

• Cairns: 74% versus 77% benchmark.

• Toowoomba: 76% versus 79% benchmark.

A chart displays the Queensland distribution of service districts by market concentration as at 31 March 2024.

On the chart:

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

• five out of 13 (38%) 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: 44% versus 70% benchmark.

• Mackay: 37% versus 70% benchmark.

• Rockhampton: 32% versus 70% benchmark.

• Maryborough: 28% versus 70% benchmark.

• Townsville: 26% versus 70% benchmark.

## Summaries by State/Territory

A chart displays the active participants by service district as at 31 March 2024.There are 18 active participants as at 31 March 2024 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 March 2024 shows as:

• 3,830 for Bundaberg.

• 11,303 for Ipswich.

• 4,304 for Mackay.

• 8,347 for Toowoomba.

• 7,910 for Townsville.

• 7,696 for Rockhampton.

• 15,961 for Beenleigh.

• 25,837 for Brisbane.

• 6,920 for Cairns.

• 5,444 for Maryborough.

• 14,276 for Robina.

• 15,555 for Caboolture/Strathpine.

• 12,207 for Maroochydore.

Another chart displays the average annualised plan budgets and average payments as at 31 March 2024. Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants as at 31 March 2024. 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. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget in each service district as at 31 March 2024 shows as:

• $78,400 for Bundaberg.

• $77,800 for Ipswich.

• $70,200 for Mackay.

• $87,500 for Toowoomba.

• $82,800 for Townsville.

• $68,300 for Rockhampton.

• $76,000 for Beenleigh.

• $82,000 for Brisbane.

• $91,900 for Cairns.

• $79,300 for Maryborough.

• $81,500 for Robina.

• $76,600 for Caboolture/Strathpine.

• $83,400 for Maroochydore.

• $80,000 for all of Queensland.

The average payments to participants in each service district for the 12 months to 31 March 2024 show as:

• $61,200 for Bundaberg.

• $62,000 for Ipswich.

• $51,800 for Mackay.

• $66,400 for Toowoomba.

• $62,200 for Townsville.

• $49,600 for Rockhampton.

• $62,200 for Beenleigh.

• $65,700 for Brisbane.

• $71,000 for Cairns.

• $61,600 for Maryborough.

• $66,000 for Robina.

• $63,000 for Caboolture/Strathpine.

• $66,400 for Maroochydore.

• $63,300 for all of Queensland.

Another chart displays the average annualised plan budgets and average payments as at 31 March 2024 for participants in Supported Independent Living. Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants as at 31 March 2024. 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. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget in each service district as at 31 March 2024 for participants in Supported Independent Living shows as:

• $431,700 for Bundaberg.

• $472,200 for Ipswich.

• $438,100 for Mackay.

• $424,800 for Toowoomba.

• $458,800 for Townsville.

• $476,500 for Rockhampton.

• $481,000 for Beenleigh.

• $444,500 for Brisbane.

• $470,100 for Cairns.

• $438,400 for Maryborough.

• $447,300 for Robina.

• $457,600 for Caboolture/Strathpine.

• $444,900 for Maroochydore.

• $453,600 for all of Queensland.

The average payments in each service district for the 12 months to 31 March 2024 for participants in Supported Independent Living show as:

• $394,300 for Bundaberg.

• $445,300 for Ipswich.

• $402,000 for Mackay.

• $381,300 for Toowoomba.

• $423,100 for Townsville.

• $427,200 for Rockhampton.

• $452,400 for Beenleigh.

• $403,500 for Brisbane.

• $422,200 for Cairns.

• $401,100 for Maryborough.

• $418,200 for Robina.

• $427,800 for Caboolture/Strathpine.

• $411,200 for Maroochydore.

• $417,800 for all of Queensland.

Another chart displays the average annualised plan budgets and average payments as at 31 March 2024 for participants not in Supported Independent Living. Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants as at 31 March 2024. 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. Figures are not shown if there is insufficient data in the service district.

The average annualised plan budget in each service district as at 31 March 2024 for participants not in Supported Independent Living shows as:

• $60,300 for Bundaberg.

• $57,600 for Ipswich.

• $54,600 for Mackay.

• $63,000 for Toowoomba.

• $59,500 for Townsville.

• $52,800 for Rockhampton.

• $56,900 for Beenleigh.

• $63,300 for Brisbane.

• $69,300 for Cairns.

• $61,100 for Maryborough.

• $62,200 for Robina.

• $57,200 for Caboolture/Strathpine.

• $64,700 for Maroochydore.

• $60,500 for all of Queensland.

The average payments in each service district for the 12 months to 31 March 2024 for participants not in Supported Independent Living show as:

• $44,300 for Bundaberg.

• $42,800 for Ipswich.

• $37,300 for Mackay.

• $43,800 for Toowoomba.

• $40,900 for Townsville.

• $35,500 for Rockhampton.

• $43,900 for Beenleigh.

• $48,800 for Brisbane.

• $50,300 for Cairns.

• $44,700 for Maryborough.

• $47,700 for Robina.

• $44,200 for Caboolture/Strathpine.

• $49,100 for Maroochydore.

• $45,100 for all of Queensland.

The following comments are made regarding the Queensland experience at service district level as at 31 March 2024.

• Brisbane has the highest number of active participants at 25,837 participants, while Bundaberg has the lowest number at 3,830 active participants.

• The average annualised plan budget at the end of March for active participants is $80,000 ($60,500 for participants not in Supported Independent Living and $453,600 for participants in Supported Independent Living).

• The average payments for the 12 months ending 31 March 2024 are $63,300 ($45,100 for participants not in Supported Independent Living and $417,800 for participants in Supported Independent Living).

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