Transcript for Queensland Quarterly Performance Dashboard as at 31 December 2022

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 31 December 2022 and 30 September 2022.

• The number of active participants with approved plans increased from 116,594 as at 30 September 2022 to 120,898 as at 31 December 2022.

• The number of children accessing early connections increased from 4,073 as at 30 September 2022 to 4,259 as at 31 December 2022.

• The number of children waiting for early connections decreased from 53 as at 30 September 2022 to 38 as at 31 December 2022.

• The percentage of participants fully or partially self-managing their plan remained stable at 29%, from 30 September 2022 to 31 December 2022.

• The percentage of plans activated within 90 days increased from 86% as at 30 September 2022 to 87% as at 31 December 2022. Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of the 2021-22 quarter 4 have been excluded.

• The number of participant plan reassessments completed increased from 17,177 in the quarter ending 30 September 2022 to 17,211 in the quarter ending 31 December 2022. Plans less than 31 days in duration have been excluded. The new definition is included under section 49 of the NDIS Act (2013) and replaces the previous definition of plan review.

A chart displays the change in active participants between 30 September 2022 and 31 December 2022.

At the beginning of quarter 2 2022-23 there were 116,594 active participants (excluding children accessing early connections). During 2022-23 quarter 2, there were 4,598 plan approvals and 294 participants exited the Scheme or moved to another state or territory. This resulted in 120,898 active participants as at 31 December 2022.

The following key statistics summarise the Queensland performance as at 31 December 2022.

• 127,282 participants (excluding children accessing early connections) have had an approved plan since July 2013. 120,898 of these continue to be active.

• 77,290 active participants have not previously received disability support via State and Commonwealth government programs in the past.

• In the current quarter, 4,598 participants have entered the Scheme and there are 4,259 children accessing early connections at the end of December 2022.

• 17,211 plans have had reassessments this quarter.

• 6,308 access decisions have been made in the quarter of which 4,982 met access and are still active.

• 516 (11.2%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Queensland to 12,073 (10.0%).

• 205 (4.5%) 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 6,475 (5.4%). 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 2022, the Outcome results include participants who have been in the Scheme for at least two years. Trial participants are excluded. Except for the parent and carer employment rate, only participants aged 15 and over are included. The Baseline results are at Scheme entry. The following four indicators are outcomes measures.

• The participant employment rate increased from 18% at baseline to 19% at the latest reassessment. The Participant Employment Rate metric includes results for participants aged 15 to 64.

• The participant social and community engagement rate increased from 37% at baseline to 44% at the latest reassessment.

• The parent and carer employment rate increased from 43% at baseline to 46% at the latest reassessment.

• The participant perception of choice and control 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 current and previous quarters.

• The percentage for the 'Access' stage increased from 80% in the quarter ending 30 September 2022 to 82% in the quarter ending 31 December 2022.

• The percentage for the 'Pre-planning' stage remained stable at 79%, in the quarters ending 30 September 2022 and 31 December 2022.

• The percentage for the 'Planning' stage increased from 84% in the quarter ending 30 September 2022 to 86% in the quarter ending 31 December 2022.

• The percentage for the 'Plan reassessment' stage decreased from 68% in the quarter ending 30 September 2022 to 64% in the quarter ending 31 December 2022.

## Participant Service Guarantee

The following statistics concern Participant Service Guarantee metrics. These statistics look at the percentage of cases meeting the Service Guarantee target in the quarters ending 30 September 2022 and 31 December 2022. 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 category.

• Participant Service Guarantee number 1: The percentage of explanations of previous decisions made within 28 days after a request for explanation is received has remained stable at 100%, from 30 September 2022 to 31 December 2022.

The following three metrics are concerned with Access.

• Participant Service Guarantee 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 September 2022 to 31 December 2022.

• Participant Service Guarantee number 3: The percentage of access decisions allowing 90 days for prospective participants to provide information, after NDIA has requested further information, decreased from 100% as at 30 September 2022 to 91% as at 31 December 2022.

• Participant Service Guarantee number 4: The percentage of access decisions made within 14 days of final information being provided decreased from 100% as at 30 September 2022 to 98% as at 31 December 2022.

The following three metrics are concerned with Planning.

• Participant Service Guarantee number 5: The percentage of cases where facilitating the preparation of a plan commenced within 21 days of an access decision being made remained stable at 97%, from 30 September 2022 to 31 December 2022.

• Participant Service Guarantee number 6: The percentage of first plans that were approved within 56 days after access decisions were made, increased from 94% as at 30 September 2022 to 95% as at 31 December 2022.

• Participant Service Guarantee number 7: The percentage of first plans that were approved within 90 days after access decisions were made, for Early Childhood Early Intervention participants, increased from 96% as at 30 September 2022 to 97% as at 31 December 2022. Early Childhood Early Intervention is now known as Early Childhood Approach.

The following metric is concerned with Implementation.

• Participant Service Guarantee 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 September 2022 to 31 December 2022.

The following three metrics are concerned with plan reassessments.

• Participant Service Guarantee number 11: The percentage of cases where facilitating a scheduled plan reassessment commenced at least 56 days prior to the scheduled reassessment date decreased from 84% as at 30 September 2022 to 76% as at 31 December 2022. The NDIA’s new participant check-in process ensures that every plan reassessment begins with a contact from the planner or partner to discuss reassessment options well before any scheduled reassessment date. Plans are extended automatically if they have not been reassessed before the reassessment date so participants have continuity of support.

• Participant Service Guarantee number 12: The percentage of cases where the decision to undertake a Participant Requested Plan Reassessment was made within 21 days decreased from 93% as at 30 September 2022 to 82% as at 31 December 2022. The definition of Participant Reassessment Request is included under section 48 of the NDIS Act (2013) and replaces the previous definition of plan review request.

• Participant Service Guarantee number 13: The percentage of reassessments that were completed within 28 days after the decision to accept the request was made increased from 61% as at 30 September 2022 to 67% as at 31 December 2022.

The following two metrics are concerned with Amendments.

• Participant Service Guarantee number 14: The percentage of cases where a plan was amended within 28 days after receiving information that triggers the plan amendment process increased from 93% as at 30 September 2022 to 94% as at 31 December 2022.

• Participant Service Guarantee number 15: The percentage of cases where a plan was amended within 50 days after receiving information that relates to a complex quote that triggers a plan amendment process increased from 50% as at 30 September 2022 to 100% as at 31 December 2022.

The following two metrics are concerned with Reviewable Decisions.

• Participant Service Guarantee number 17: The proportion of internal Reviews of Reviewable Decisions that were completed within 60 days after the request was received increased from 94% as at 30 September 2022 to 97% as at 31 December 2022.

• Participant Service Guarantee number 18: The percentage of cases where an Administrative Appeals Tribunal decision was implemented to amend a plan within 28 days after receiving notification of the Administrative Appeals Tribunal decision decreased from 99% as at 30 September 2022 to 98% as at 31 December 2022.

The following two metrics are concerned with Nominees.

• Participant Service Guarantee number 19: The percentage of cases where a participant requested nominee was cancelled within 14 days remained stable at 100%, from 30 September 2022 to 31 December 2022.

• Participant Service Guarantee number 20: The percentage of cases where a Chief Executive Officer initiated nominee was cancelled within 14 days remained stable at 100%, from 30 September 2022 to 31 December 2022.

• 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. 'NA' means that the Participant Service Guarantee results cannot be measured.

## Provider and market metrics

A table displays the following key statistics on Queensland market supply and participant costs as at 31 December 2022 and at 30 September 2022.

• The total number of active providers (with at least one claim ever) increased from 7,349 as at 30 September 2022 to 7,583 as at 31 December 2022. 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 2,798 as at 30 September 2022 to 2,814 as at 31 December 2022. 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 76% as at 30 September 2022 to 77% as at 31 December 2022.

• 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 2022 to 31 December 2022. 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 70% of payments for supports go to the top 10 providers remained stable at 0%, from 30 September 2022 to 31 December 2022. Improved data on providers is now used to measure provider concentration, with payments to plan managers now attributed to the support provider. This has led to an apparent reduction in concentration, and a change in the benchmark used to 70%.

• The proportion of payments paid within 5 days through the portal decreased from 99.9% as at 30 September 2022 to 99.8% as at 31 December 2022.

• Total payments from 1 July 2022 were $3,526 million as at 31 December 2022.

• Total annualised plan budgets increased from $8,676 million as at 30 September 2022 to $9,093 million as at 31 December 2022.

• Plan inflation (current quarter percentage per annum) decreased from 20.4% in the September 2022 quarter to 14.4% in the December 2022 quarter. Starting with the March 2022 quarter, total plan inflation was altered to include plan budget changes occurring at plan reassessment, as well as changes occurring between reassessments. This increased the rate of inflation previously measured. The annualisation calculation excludes the impact of plan indexation impacting July 2022 following the Annual Pricing Review. The indexation impact is then added back to the annualised figure. This impact is 4.6% Nationally. In this December quarter, a further rescaling is applied to the split between inflation at plan reassessment and within a plan. This results in a minor one-off change in the historical split while overall inflation is not changed.

• Inflation at plan reassessment (current quarter percentage per annum) decreased from 8.6% in the September 2022 quarter to 7.2% in the December 2022 quarter.

• Inflation within a plan, between reviews (current quarter percentage per annum) decreased from 11.8% in the September 2022 quarter to 7.2% in the December 2022 quarter.

• Socioeconomic equity remained stable at 101%, from the September 2022 quarter to the December 2022 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). For the December 2022 quarter, this is mix adjusted for age profile.

The following comments are made regarding the Queensland experience:

• Total annualised plan budgets at 31 December 2022 were $9,093m and payments from 1 July 2022 were $3,526m.

• The number of active providers at the end of December is 7,583, growing by 3% in the quarter.

• Utilisation has been 77% in the six months from 1 April 2022 to 30 September 2022, with no service district in Queensland more than 10 percentage points below the adjusted National benchmark.

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

A chart displays the Queensland distribution of service districts by plan utilisation as at 31 December 2022. 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.

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

• 13 out of 13 (100%) 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 utilisation benchmark:

• Rockhampton: 71% versus 75% benchmark.

• Townsville: 74% versus 77% benchmark.

• Mackay: 74% versus 76% benchmark.

• Toowoomba: 75% versus 77% benchmark.

• Cairns: 74% versus 75% benchmark.

A chart displays the Queensland distribution of service districts by market concentration as at 31 December 2022.

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

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

• 1 out of 13 (8%) 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 closest to market concentration benchmark:

• Bundaberg: 50% versus 70% benchmark.

• Mackay: 42% versus 70% benchmark.

• Rockhampton: 38% versus 70% benchmark.

• Maryborough: 33% versus 70% benchmark.

• Townsville: 29% versus 70% benchmark.

## Summaries by service district

A chart displays the active participants by service district. There are 13 active participants at 31 December 2022 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 at 31 December 2022 was:

• 3,458 for Bundaberg.

• 9,696 for Ipswich.

• 3,907 for Mackay.

• 7,538 for Toowoomba.

• 7,103 for Townsville.

• 6,760 for Rockhampton.

• 13,096 for Beenleigh.

• 22,220 for Brisbane.

• 6,051 for Cairns.

• 4,836 for Maryborough.

• 12,546 for Robina.

• 13,094 for Caboolture/Strathpine.

• 10,580 for Maroochydore.

Another chart displays the average annualised plan budgets and average payments. There are 13 active participants at 31 December 2022 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 average annualised plan budget at 31 December 2022 was:

• $73,100 for Bundaberg.

• $71,000 for Ipswich.

• $67,400 for Mackay.

• $79,700 for Toowoomba.

• $77,500 for Townsville.

• $64,600 for Rockhampton.

• $70,900 for Beenleigh.

• $78,900 for Brisbane.

• $89,300 for Cairns.

• $75,300 for Maryborough.

• $73,900 for Robina.

• $72,800 for Caboolture/Strathpine.

• $78,800 for Maroochydore.

• $75,200 for all of Queensland.

The average payments for the 12 months to 31 December 2022 was:

• $55,900 for Bundaberg.

• $56,900 for Ipswich.

• $50,200 for Mackay.

• $60,800 for Toowoomba.

• $58,300 for Townsville.

• $46,200 for Rockhampton.

• $58,400 for Beenleigh.

• $62,900 for Brisbane.

• $66,600 for Cairns.

• $59,700 for Maryborough.

• $60,100 for Robina.

• $58,700 for Caboolture/Strathpine.

• $60,800 for Maroochydore.

• $59,100 for all of Queensland.

Another chart displays the average annualised plan budgets and average payments for participants in Supported Independent Living. There are 13 active participants at 31 December 2022 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 average annualised plan budget at 31 December 2022 for participants in Supported Independent Living was:

• $403,300 for Bundaberg.

• $399,000 for Ipswich.

• $412,000 for Mackay.

• $368,800 for Toowoomba.

• $418,400 for Townsville.

• $407,000 for Rockhampton.

• $433,400 for Beenleigh.

• $376,400 for Brisbane.

• $434,100 for Cairns.

• $391,900 for Maryborough.

• $400,400 for Robina.

• $408,200 for Caboolture/Strathpine.

• $410,300 for Maroochydore.

• $401,400 for all of Queensland.

The average payments for the 12 months to 31 December 2022 for participants in Supported Independent Living was:

• $362,200 for Bundaberg.

• $410,400 for Ipswich.

• $380,900 for Mackay.

• $341,800 for Toowoomba.

• $383,100 for Townsville.

• $370,900 for Rockhampton.

• $406,100 for Beenleigh.

• $368,900 for Brisbane.

• $374,900 for Cairns.

• $375,400 for Maryborough.

• $368,200 for Robina.

• $392,000 for Caboolture/Strathpine.

• $359,500 for Maroochydore.

• $376,800 for all of Queensland.

Another chart displays the average annualised plan budgets and average payments for participants not in Supported Independent Living. There are 13 active participants at 31 December 2022 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 average annualised plan budget at 31 December 2022 for participants not in Supported Independent Living was:

• $56,700 for Bundaberg.

• $54,200 for Ipswich.

• $53,000 for Mackay.

• $59,000 for Toowoomba.

• $57,400 for Townsville.

• $51,200 for Rockhampton.

• $54,100 for Beenleigh.

• $63,400 for Brisbane.

• $69,000 for Cairns.

• $59,300 for Maryborough.

• $57,400 for Robina.

• $56,200 for Caboolture/Strathpine.

• $62,500 for Maroochydore.

• $58,400 for all of Queensland.

The average payments for the 12 months to 31 December 2022 for participants not in Supported Independent Living was:

• $40,800 for Bundaberg.

• $38,900 for Ipswich.

• $37,400 for Mackay.

• $40,800 for Toowoomba.

• $39,400 for Townsville.

• $33,200 for Rockhampton.

• $42,300 for Beenleigh.

• $47,300 for Brisbane.

• $48,900 for Cairns.

• $44,200 for Maryborough.

• $44,800 for Robina.

• $43,200 for Caboolture/Strathpine.

• $46,700 for Maroochydore.

• $43,100 for all of Queensland.

The following comments are made regarding the Queensland experience at service district level as at 31 December 2022.

• Brisbane has the highest number of active participants at 22,220 participants, while Bundaberg has the lowest number at 3,458 active participants.

• The average annualised plan budget at the end of December for active participants is $75,200 ($58,400 for participants not in Supported Independent Living and $401,400 for participants in Supported Independent Living).

• The average payment for the 12 months ending 31 December 2022 is $59,100 ($43,100 for participants not in Supported Independent Living and $376,800 for participants in Supported Independent Living).

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