Queensland | 31 March 2020 | Quarterly Performance Dashboard

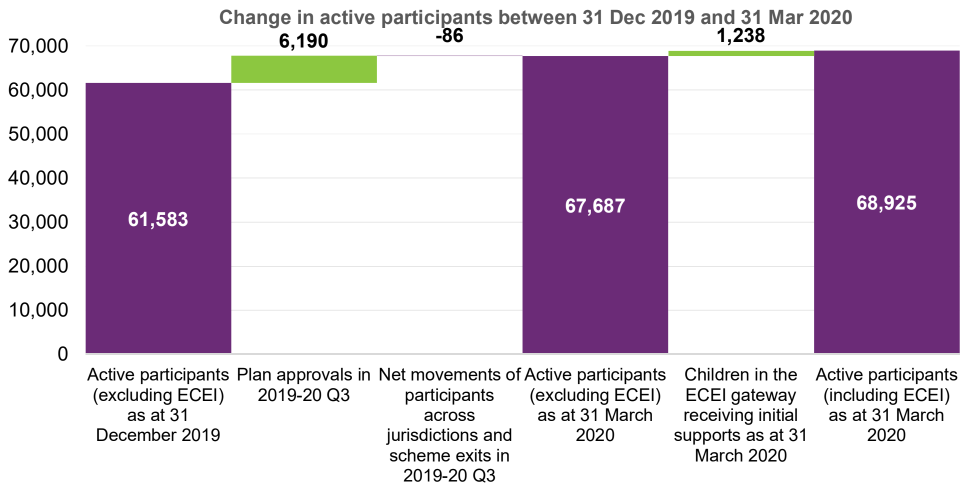
Participants and Planning

Participant Pathway Experience	Period	As at 31 Mar	As at 31 Dec
Active participants (excluding ECEI)	Current Quarter	67,687	61,583
Children in the ECEI gateway receiving Initial Supports	Current Quarter	1,238	549
Children in the ECEI gateway not receiving Initial Supports	Current Quarter	1,729	2,115
Plans approved (including ECEI with initial supports) vs Bilateral Estimate*	Scheme to date	76%	68%
Proportion of participants fully or partially self managing their plan	Current Quarter	31%	31%
Proportion of plans activated within 90 days**	Current Quarter	87%	88%
Number of participant plan reviews completed	Current Quarter	16,291	14,414
Open participant requested reviews (PRRs)	Current Quarter	175	402
Open reviews of reviewable decisions (RoRDs – Access)****	Current Quarter	80	191
Open reviews of reviewable decisions (RoRDs – Planning)****	Current Quarter	1,198	1,739
Access decisions in progress	Current Quarter	1,188	1,490
Average days to complete an access decision	Current Quarter		
Age 0 to 6		3	7
Age 7 or above		5	8
Average days to complete first plan after the access requirements have been met	Current Quarter		
Age 0 to 6		57	55
Age 7 or above		80	75

** Bilateral estimate as at 30 June 2019.*

*** Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 Q1 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.*

****RoRD is a Review of a Reviewable Decision (s100 of the NDIS Act). Open RoRD Planning numbers relate to requests made after 15 April 2019.*



Performance summary:

- 70,452 participants have entered the scheme (incl ECEI) since July 2013 and currently reside in Queensland. 68,925 of these continue to be active.
- 28,142 active participants are receiving supports for the first time.
- In the current quarter, 6,190 participants have entered the scheme and there are 1,238 children with initial supports in the ECEI gateway at the end of March 2020.
- 16,291 plans have been reviewed this quarter.
- 6,703 access decisions have been made in the quarter, 5,204 of which met access and are still active as at 31 March 2020.
- 636 (10.3%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in QLD to 5,889 (8.7%).
- 413 (6.7%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in QLD to 3,625 (5.4%).

Provider and Market Metrics

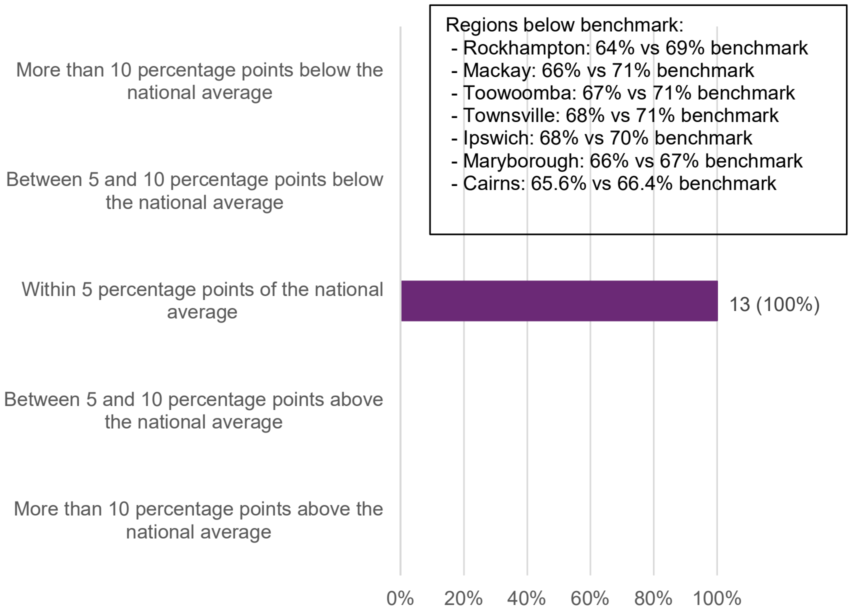
Market supply and participant costs	As at 31 Mar	As at 31 Dec
Total number of active providers (with at least one claim ever) ~	4,848	4,654
Total number of active providers in last quarter ~	2,731	2,720
Utilisation (6 month rolling average with 3 month lag) (%)	67%	66%
Plan utilisation by region (% of regions that are more than 10 percentage points below the benchmark)*	0%	0%
Market concentration (% of regions where more than 85% of payments for supports go to the top 10 providers)	0%	0%
Payments paid within 5 days (portal) (%)	99.7%	99.6%
Growth in annualised plan budget (current quarter reviews %)	10.6%	10.1%

~ Active providers refer to those who have received payment for supporting Agency-managed participants.

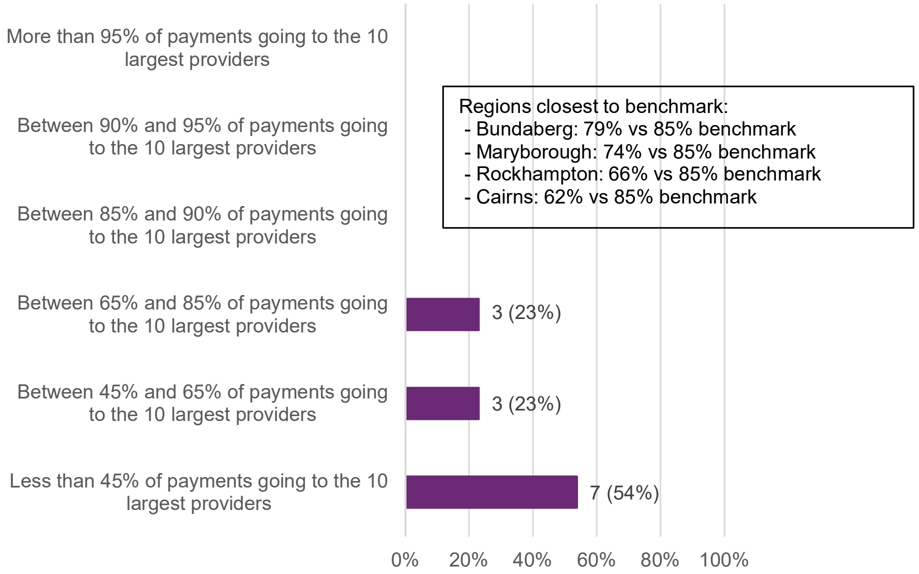
**The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each region and the length of time participants had been in the Scheme.*

- The number of active providers at the end of March is 4,848, growing by 4% in the quarter. Part of this change is caused by the net movement of participants into Queensland since 31 December 2019.
- Utilisation was 67% from 1 July 2019 to 31 December 2019, with no regions in Queensland more than 10 percentage points below the adjusted national benchmark.
- None of the regions has the top 10 providers providing more than 85% of supports by value.

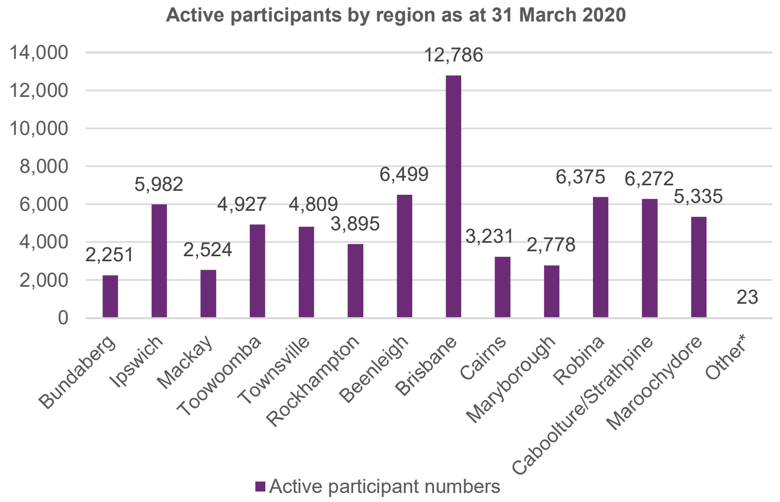
Distribution of regions by plan utilisation*

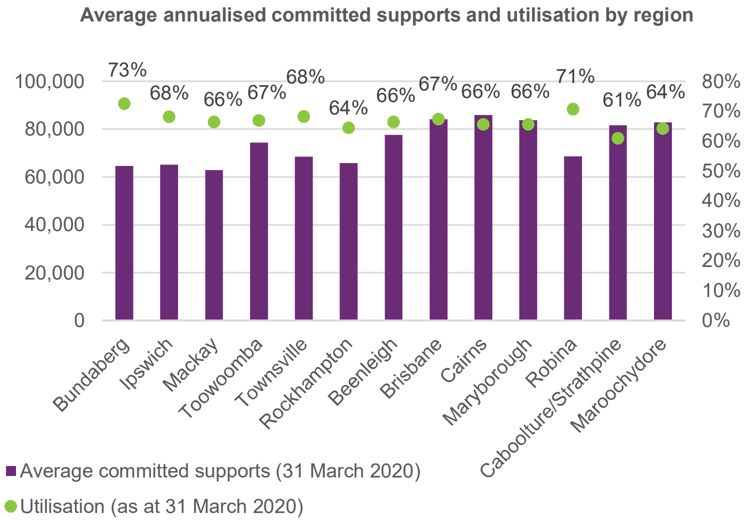


Distribution of regions by market concentration



Regional Summaries





** 'Other' includes participants with regional information missing.*

- Brisbane has the highest number of active participants (12,786), while Bundaberg has the lowest (2,251).
- Cairns has the highest average annualised committed supports.
- Bundaberg has the highest utilisation at 73%, whilst Caboolture/Strathpine has the lowest utilisation at 61%.
- Only utilisation of committed supports from 1 July 2019 to 31 December 2019 is shown, as experience in the most recent 3 months is still emerging.

Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction		
Outcomes measures as at 31 March 2020*	***Second review***	***Baseline***
- % of participants involved in community / social activities	45%	34%
- % of participants in work	19%	19%
- % of participants who choose who supports them	55%	52%
% of Participants rating their overall experience as Very Good or Good by pathway stage – current vs previous quarter	***2019-20 Q3***	***2019-20 Q2***
- Access	*68%*	*73%*
- Pre-planning	*84%*	*79%*
- Planning	*78%*	*82%*
- Plan review	86%	75%

**Outcomes measures represent the weighted average for participants aged 15 and over, and compare the responses at the participants' second plan review, with the result at scheme entry (Baseline). These results only include participants who had their first plan approved between 1 April 2017 and 31 March 2018 and have had a second plan review to date.*