Transcript for Queensland Quarterly Performance Dashboard as at 31 December 2020

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

Section 1 Participants and Planning

A table displays the following key statistics on the Queensland participant pathway experience as at 31 December 2020 and 30 September 2020.

• The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 78,811 as at 30 September 2020 to 83,962 as at 31 December 2020.

• The number of children in the E-C-E-I gateway receiving initial supports increased from 2,327 as at 30 September 2020 to 2,573 as at 31 December 2020.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 259 as at 30 September 2020 to 138 as at 31 December 2020.

• The proportion of participants fully or partially self managing their plan remained stable at 32%, from 30 September 2020 to 31 December 2020.

• The proportion of plans activated within 90 days remained stable at 87%, from 30 September 2020 to 31 December 2020. Trial participants are excluded. Participants with initial plans approved after the end of 2019-20 quarter 4 have been excluded from the analysis. They are relatively new and it is too early to examine their durations to activation.

• The number of participant plan reviews completed increased from 16,777 in the quarter ending 30 September 2020 to 17,592 in the quarter ending 31 December 2020. Plans less than 30 days in duration have been excluded. The number of plan reviews during September 2020 quarter have been restated at 31 December 2020 due to retrospective changes in underlying data.

• The number of access decisions in progress decreased from 2,196 as at 30 September 2020 to 2,092 as at 31 December 2020.

The following statistics concern Participant Service Guarantee (PSG) metrics and the proportion which met target. The results for the PSG timeframes shown are based on preliminary calculations and the methodology used to determine them may be refined further. The measurement of the remaining PSG timeframes is under development.

• PSG number 2: The proportion of access decisions made or further information requested within 21 days of access requests remained stable at 100%, from the quarter ending 30 September 2020 to 31 December 2020.

• PSG number 4: The proportion of access decisions made within 14 days of final information being provided decreased from 99% in the quarter ending 30 September 2020 to 98% in the quarter ending 31 December 2020.

• PSG number 5: The proportion of cases where facilitating the preparation of a plan commenced within 21 days of an access decision being made decreased from 82% in the quarter ending 30 September 2020 to 80% in the quarter ending 31 December 2020.

• PSG number 6: The proportion of first plans that were approved within 90 days after access decisions were made, for participants aged 7 or above, decreased from 94% in the quarter ending 30 September 2020 to 93% in the quarter ending 31 December 2020.

• PSG number 7: The proportion of first plans that were approved within 70 days after access decisions were made, for participants aged 0 to 6, remained stable at 97%, from the quarter ending 30 September 2020 to 31 December 2020.

• PSG number 11: The proportion of cases where facilitating a scheduled plan review commenced at least 56 days prior to the scheduled review date decreased from 68% in the quarter ending 30 September 2020 to 61% in the quarter ending 31 December 2020. Despite current underachievement of this scheduled review target, 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.

• PSG number 12: The proportion of cases where the decision to undertake Participant Requested Reviews (PRRs) was made within 21 days remained stable at 100%, from the quarter ending 30 September 2020 to 31 December 2020.

• PSG number 13: The proportion of Participant Requested Reviews (PPRs) that were completed within 42 days after the decision was made decreased from 80% in the quarter ending 30 September 2020 to 77% in the quarter ending 31 December 2020.

• PSG number 17: The proportion of Reviews of Reviewable Decisions (RoRDs) that were completed within 90 days after the request was received decreased from 99% in the quarter ending 30 September 2020 to 98% in the quarter ending 31 December 2020.

A chart displays the change in active participants between 30 September 2020 and 31 December 2020.

There were 78,811 active participants (excluding E-C-E-I) as at 30 September 2020. During 2020-21 quarter 2, there were 5,271 plan approvals and a negative net movement of 120 participants across jurisdictions and Scheme exits. This resulted in 83,962 active participants (excluding E-C-E-I) as at 31 December 2020. Additionally, there were 2,573 children in the E-C-E-I gateway receiving initial supports as at 31 December 2020. When including E-C-E-I, the total number of active participants (including E-C-E-I) as at 31 December 2020 was 86,535.

The following key statistics summarise the Queensland performance as at 31 December 2020.

• 88,923 participants have entered the Scheme (including E-C-E-I) since July 2013 and currently reside in Queensland. 86,535 of these continue to be active.

• 42,112 active participants are receiving supports for the first time.

• In the current quarter, 5,271 participants have entered the Scheme and there are 2,573 children with initial supports in the E-C-E-I gateway at the end of December 2020.

• 17,592 plans have been reviewed this quarter.

• 6,770 access decisions have been made in the quarter, 5,401 of which met access and are still active as at 31 December 2020.

• 551 (10.5%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in QLD to 7,735 (9.2%).

• 295 (5.6%) of the new active participants this quarter are Culturally and Linguistically Diverse, also known as CALD, taking the total number of CALD participants in QLD to 4,646 (5.5%).

Section 2 Provider and Market Metrics

A table displays the following key statistics on Queensland provider and market metrics as at 31 December 2020 and at 30 September 2020.

• The total number of active providers (with at least one claim ever) increased from 5,254 as at 30 September 2020 to 5,474 as at 31 December 2020. Active providers refer to those who have received payment for supporting Agency-managed participants.

• The total number of active providers in last quarter decreased from 2,536 as at 30 September 2020 to 2,507 as at 31 December 2020. 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) decreased from 69% as at 30 September 2020 to 68% as at 31 December 2020.

• 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 2020 to 31 December 2020. 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 had 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 September 2020 to 31 December 2020.

• The proportion of payments paid within 5 days (portal) remained stable at 99.8%, from 30 September 2020 to 31 December 2020.

• The growth in annualised plan budget decreased from 5.7% as at 30 September 2020 to 0.6% as at 31 December 2020. The rate of growth for the September 2020 quarter has been restated due to retrospective changes in the underlying data.

The following comments are made regarding the Queensland provider and market metrics as at 31 December 2020.

• The number of active providers at the end of December is 5,474, growing by 4% in the quarter. Part of this change is caused by the net movement of participants into Queensland since 30 September 2020.

• Utilisation was 68% from 1 April 2020 to 30 September 2020, with no service districts in Queensland more than 10 percentage points below the adjusted national benchmark.

• None of the service districts have the top 10 providers providing more than 85% of supports by value.

A chart displays the Queensland distribution of service districts by plan utilisation as at 31 December 2020. 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 had been in the Scheme.

No service districts are more than 10 percentage points below the national average.

No service districts are between 5 and 10 percentage points below the national average.

12 out of 13 (92%) service districts are within 5 percentage points of the national average.

1 out of 13 (8%) service districts are between 5 and 10 percentage points above the national average.

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

Service districts below benchmark:

• Rockhampton: 63% versus 67% benchmark.

• Mackay: 66% versus 68% benchmark.

• Toowoomba: 69% versus 70% benchmark.

• Townsville: 68% versus 69% benchmark.

A chart displays the Queensland market concentration as at 31 December 2020.

No service districts have more than 95% 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 between 85% and 90% 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.

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

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

Service districts closest to benchmark:

• Bundaberg: 80% versus 85% benchmark.

• Maryborough: 70% versus 85% benchmark.

• Rockhampton: 64% versus 85% benchmark.

Section 3 Service District Summaries

A chart displays the active participants by service district as at 31 December 2020. ‘Other’ includes participants with service district information missing.

A chart displays the average annualised committed supports and utilisation by service district. Given the small size of the Other group, average annualised committed supports and utilisation for Other are not shown.

The following comments are made regarding the Queensland experience at service district level as at 31 December 2020.

• Brisbane has the highest number of active participants (15,755), while Bundaberg has the lowest (2,595).

• Cairns has the highest average annualised committed supports.

• Bundaberg has the highest utilisation at 73%, whilst Rockhampton has the lowest utilisation at 63%.

• Only utilisation of committed supports from 1 April 2020 to 30 September 2020 is shown, as experience in the most recent 3 months is still emerging.

Section 4 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 2020. These Outcomes results only include participants who have been in the Scheme for at least two years. Trial participants are excluded. The measures compare the responses at the participants' most recent plan review, with the result at Scheme entry (which constitutes the Baseline). The following three indicators are outcomes measures.

• The percentage - Participant employment rate - ages 15 and over remained stable at 19%, from Baseline to the latest review.

• The percentage - Participant social and community engagement rate - ages 15 and over increased from 38% at Baseline to 47% at the latest review.

• The percentage - Parent and carer employment rate - all ages increased from 41% at Baseline to 44% 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 the current quarter. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change has resulted in a ‘break’ in the time series, meaning the previous quarterly results do not compare well with this quarter’s result. Hence, this comparison is not included here.

• The percentage for the 'Access' stage was 75% in the quarter ending 31 December 2020.

• The percentage for the 'Pre-planning' stage was 76% in the quarter ending 31 December 2020.

• The percentage for the 'Planning' stage was 84% in the quarter ending 31 December 2020.

• The percentage for the 'Plan review ' stage was 73% in the quarter ending 31 December 2020.