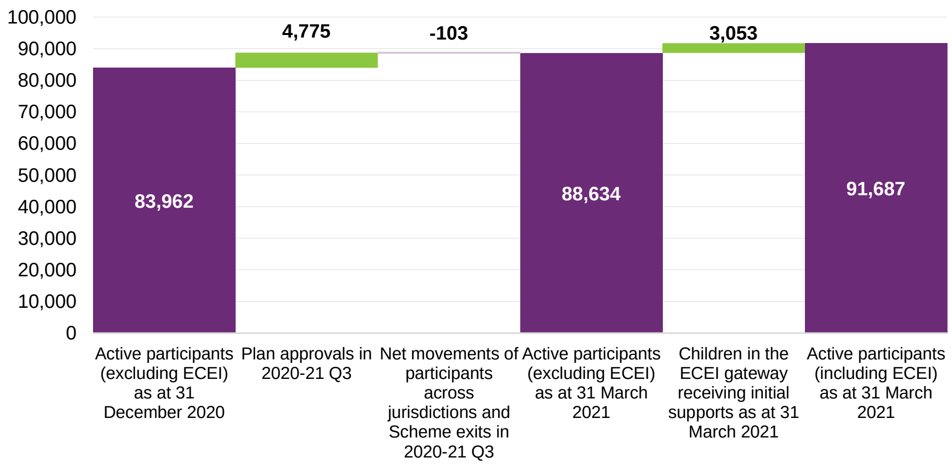
Participants and Planning

Participant Pathway Experience	As at 31 Mar	As at 31 Dec
Active participants (excluding ECEI)	88,634	83,962
Children in the ECEI gateway receiving Initial Supports	3,053	2,573
Children in the ECEI gateway not receiving Initial Supports	92	138
Proportion of participants fully or partially self managing their plan	32%	32%
Proportion of plans activated within 90 days*	87%	87%
Number of participant plan reviews completed in quarter**	18,235	17,569
Access decisions in progress	2,193	2,092
Participant Service Guarantee (PSG) - proportion which met target in quarter		
2: Access decision made or further information requested within 21 days of an access request	100%	100%
4: Access decision made within 14 days of final information being provided	98%	98%
5: Commence facilitating the preparation of a plan, within 21 days of an access decision being made***	74%	75%
6: First plan approved after access decision has been made for participants aged 7 or above, within 56 days****	75%	93%
7: First plan approved after access decision has been made for participants aged 0 to 6, within 90 days	95%	97%
11: Commence facilitating a scheduled plan review 56 days prior to the scheduled review date***	34%	53%
12: Decision made to undertake Participant Requested Reviews (PRRs) within 21 days	100%	100%
13: Participant Requested Reviews (PRRs) completed after decision made within 42 days	71%	77%
17: Reviews of Reviewable Decisions (RoRDs) completed after request is received within 90 days	92%	98%

** Trial participants are excluded. Participants with initial plans approved after the end of 2020-21 Q1 have been excluded. They are relatively new and it is too early to examine their durations to activation.*
*** Plans less than 31 days in duration have been excluded. The number of plan reviews during the December 2020 quarter have been restated at 31 March 2021 due to retrospective changes in underlying data.*
**** The logic used to measure these PSG timeframes has changed based on the use of new interactions in the CRM system. The result for PSG 11 for the March quarter uses the new logic whereas the results for PSG 5 for both quarters use the new logic. Despite current underachievement of PSG 11 regarding facilitating scheduled reviews, 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.*
***** The target timeframe for PSG 6 has been reduced from 70 to 56 days in early 2021. The result for the March 2021 quarter is based on the 56 day timeframe while the result for the December 2020 quarter is based on the 70 day timeframe.*

Change in active participants between 31 Dec 2020 and 31 Mar 2021



Performance summary:
- 94,432 participants have entered the Scheme (incl ECEI) since July 2013 and currently reside in Queensland. 91,687 of these continue to be active.
- 46,344 active participants are receiving supports for the first time.
- In the current quarter, 4,775 participants have entered the Scheme and there are 3,053 children with initial supports in the ECEI gateway at the end of March 2021.
- 18,235 plans have been reviewed this quarter.
- 6,311 access decisions have been made in the quarter, 4,789 of which met access and are still active as at 31 March 2021.
- 548 (11.5%) of the new active participants this quarter identified as Indigenous, taking the total number of Indigenous participants in QLD to 8,283 (9.3%).
- 265 (5.6%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD), taking the total number of CALD participants in QLD to 4,931 (5.6%).

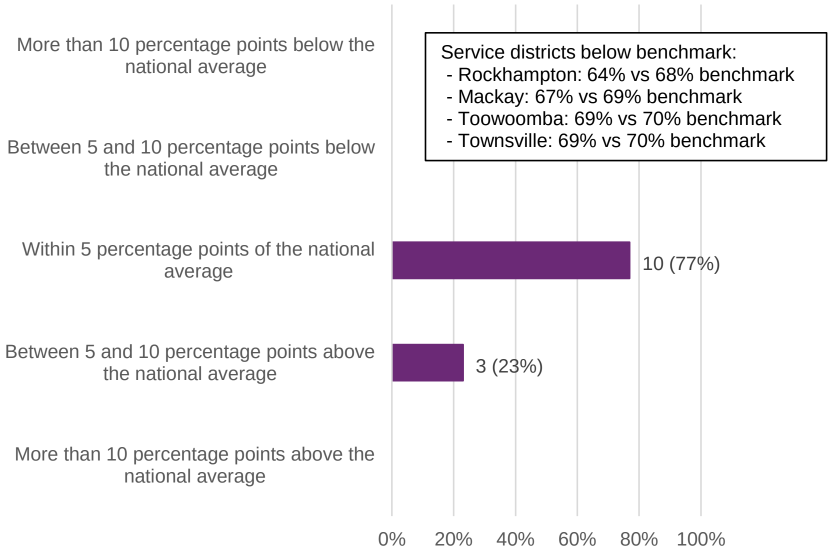
Provider and Market Metrics

Market supply and participant costs	As at 31 Mar	As at 31 Dec
Total number of active providers (with at least one claim ever)*	5,772	5,474
Total number of active providers in last quarter*	2,550	2,507
Utilisation (6 month rolling average with 3 month lag) (%)	70%	68%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark)**	0%	0%
Market concentration (% of service districts where more than 85% of payments for supports go to the top 10 providers)	0%	0%
Payments paid within 5 days (portal) (%)	99.8%	99.8%
Growth in annualised plan budget (current quarter reviews %)***	-1.1%	0.6%

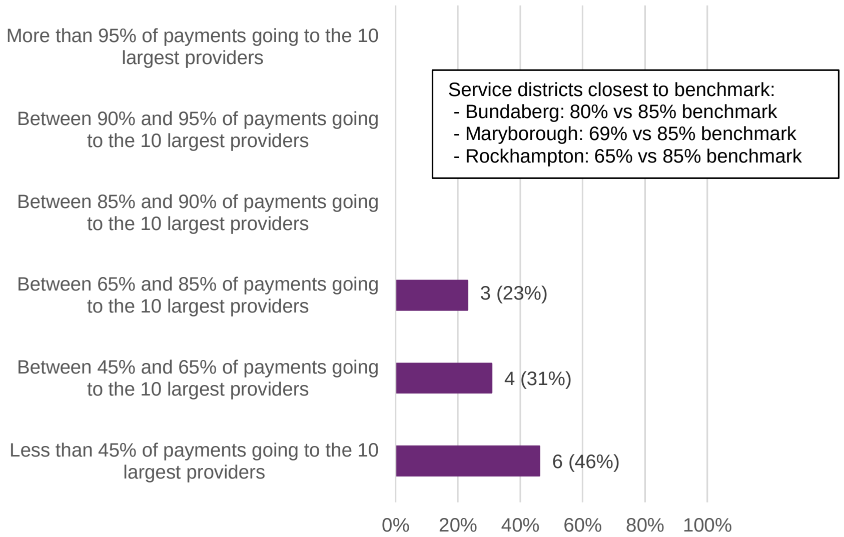
** Active providers refer to those who have received payment for supporting Agency-managed participants.*
*** The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in supported independent living in each service district and the length of time participants have been in the Scheme.*
**** The rate of growth for the December 2020 quarter has been restated due to retrospective changes in the underlying data.*

- The number of active providers at the end of March is 5,772, growing by 5% in the quarter. Part of this change is caused by the net movement of participants into Queensland since 31 December 2020.
- Utilisation was 70% from 1 July 2020 to 31 December 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 payments.

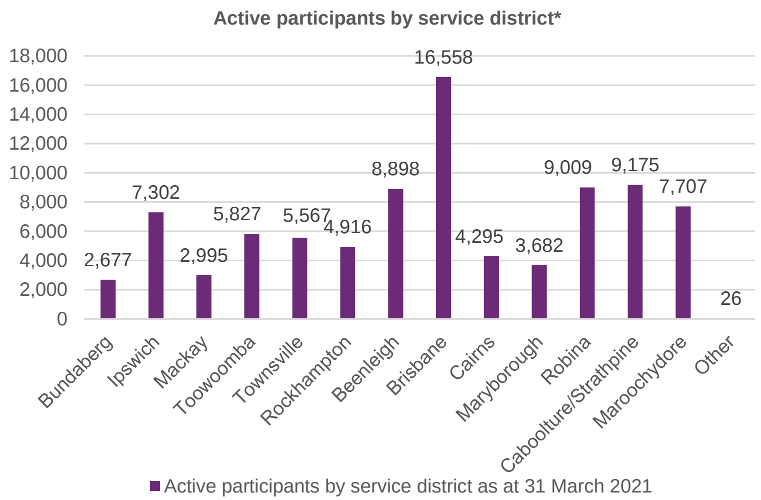
Distribution of service districts by plan utilisation**

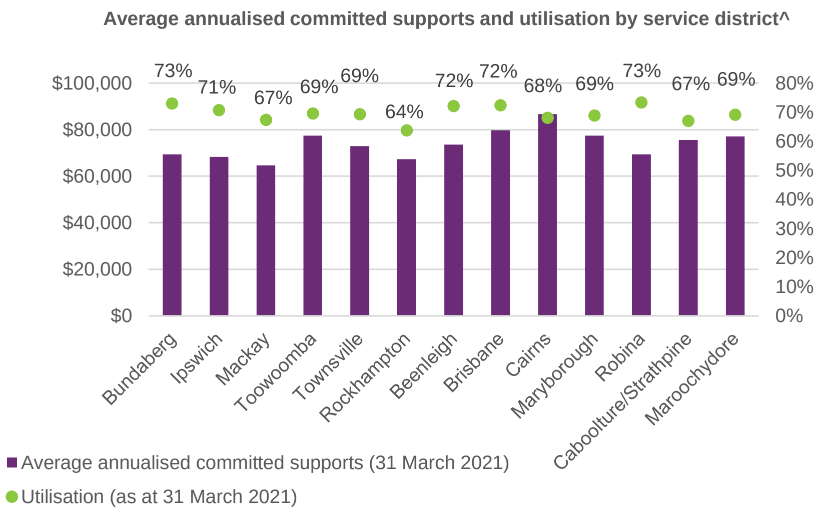


Distribution of service districts by market concentration



Service District Summaries





** 'Other' includes participants with service district information missing.*
^ Given the small size of the Other group, average annualised committed supports and utilisation for Other are not shown.

- Brisbane has the highest number of active participants (16,558), while Bundaberg has the lowest (2,677).
- Cairns has the highest average annualised committed supports.
- Robina and Bundaberg have the highest utilisation at 73%, whilst Rockhampton has the lowest utilisation at 64%.
- Only utilisation of committed supports from 1 July 2020 to 31 December 2020 is shown, as experience in the most recent 3 months is still emerging.

Participant Outcomes and Satisfaction

Participant Outcomes and Satisfaction		
Participant and Scheme Outcome metrics from the Corporate Plan as at 31 March 2021*	***Latest review***	***Baseline***
- Participant employment rate - ages 15 and over	19%	18%
- Participant social and community engagement rate - ages 15 and over	47%	38%
- Parent and carer employment rate - all ages	44%	42%
% of Participants rating their overall experience as Very Good or Good by pathway stage – current quarter**	***2020-21 Q3***	***2020-21 Q2***
- Access	77%	76%
- Pre-planning	79%	76%
- Planning	84%	85%
- Plan review	72%	73%

** 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 (Baseline).*

*** Participant satisfaction results for 2020-21 Q2 have been restated using data as at 31 March 2021 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.*