Transcript for Queensland Quarterly Performance Dashboard as at 31 March 2021

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 March 2021 and 31 December 2020.

• The number of active participants, excluding Early Childhood Early Intervention, also known as E-C-E-I, increased from 83,962 as at 31 December 2020 to 88,634 as at 31 March 2021.

• The number of children in the E-C-E-I gateway receiving initial supports increased from 2,573 as at 31 December 2020 to 3,053 as at 31 March 2021.

• The number of children in the E-C-E-I gateway not receiving initial supports decreased from 138 as at 31 December 2020 to 92 as at 31 March 2021.

• The proportion of participants fully or partially self managing their plan remained stable at 32%, from 31 December 2020 to 31 March 2021.

• The proportion of plans activated within 90 days remained stable at 87%, from 31 December 2020 to 31 March 2021. Trial participants are excluded. Participants with initial plans approved after the end of 2020-21 quarter 1 have been excluded. They are relatively new and it is too early to examine their durations to activation.

• The number of participant plan reviews completed increased from 17,569 in the quarter ending 31 December 2020 to 18,235 in the quarter ending 31 March 2021. Plans less than 31 days in duration have been excluded. The number of plan reviews during the December 2020 quarter has been restated at 31 March 2021 due to retrospective changes in underlying data.

• The number of access decisions in progress increased from 2,092 as at 31 December 2020 to 2,193 as at 31 March 2021.

The following statistics concern Participant Service Guarantee (P-S-G) metrics and the proportion meeting target in the quarters ending 31 December 2020 and 31 March 2021.

• P-S-G number 2: The proportion of access decisions made or further information requested within 21 days of an access request remained stable at 100%, from 31 December 2020 to 31 March 2021.

• P-S-G number 4: The proportion of access decisions made within 14 days of final information being provided remained stable at 98%, from 31 December 2020 to 31 March 2021.

• P-S-G 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 75% as at 31 December 2020 to 74% as at 31 March 2021. The logic used to measure these P-S-G timeframes has changed based on the use of new interactions in the CRM system. The result for P-S-G 11 for the March quarter uses the new logic whereas the results for P-S-G 5 for both quarters use the new logic.

• P-S-G number 6: The proportion of first plans that were approved within 56 days after access decisions were made, for participants aged 7 or above, was 93% as at 31 December 2020 and 75% as at 31 March 2021. The target timeframe for P-S-G 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.

• P-S-G number 7: The proportion of first plans that were approved within 90 days after access decisions were made, for participants aged 0 to 6, decreased from 97% as at 31 December 2020 to 95% as at 31 March 2021.

• P-S-G 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 53% as at 31 December 2020 to 34% as at 31 March 2021. The logic used to measure these P-S-G timeframes has changed based on the use of new interactions in the CRM system. The result for P-S-G 11 for the March quarter uses the new logic whereas the results for P-S-G 5 for both quarters use the new logic. Despite current underachievement of P-S-G 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.

• P-S-G 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 31 December 2020 to 31 March 2021.

• P-S-G number 13: The proportion of Participant Requested Reviews (PRRs) that were completed within 42 days after the decision was made decreased from 77% as at 31 December 2020 to 71% as at 31 March 2021.

• P-S-G number 17: The proportion of Reviews of Reviewable Decisions (RoRDs) that were completed within 90 days after the request was received decreased from 98% as at 31 December 2020 to 92% as at 31 March 2021.

A chart displays the change in active participants between 31 December 2020 and 31 March 2021.

There were 83,962 active participants (excluding E-C-E-I) as at 31 December 2020. During 2020-21 quarter 3, there were 4,775 plan approvals and a negative net movement of 103 participants across jurisdictions and Scheme exits. This resulted in 88,634 active participants (excluding E-C-E-I) as at 31 March 2021. Additionally, there were 3,053 children in the E-C-E-I gateway receiving initial supports as at 31 March 2021. When including E-C-E-I, the total number of active participants as at 31 March 2021 was 91,687.

The following key statistics summarise the Queensland performance as at 31 March 2021.

• 94,432 participants have entered the Scheme (including E-C-E-I) 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 E-C-E-I 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, also known as CALD, taking the total number of CALD participants in QLD to 4,931 (5.6%).

## Section 2 Provider and Market Metrics

A table displays the following key statistics on Queensland provider and market metrics as at 31 March 2021 and at 31 December 2020.

• The total number of active providers (with at least one claim ever) increased from 5,474 as at 31 December 2020 to 5,772 as at 31 March 2021. 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 2,507 as at 31 December 2020 to 2,550 as at 31 March 2021. 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 68% as at 31 December 2020 to 70% as at 31 March 2021.

• 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 31 December 2020 to 31 March 2021. 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 85% of payments for supports go to the top 10 providers remained stable at 0%, from 31 December 2020 to 31 March 2021.

• The proportion of payments paid through the portal within 5 days remained stable at 99.8%, from 31 December 2020 to 31 March 2021.

• The growth in annualised plan budgets decreased from 0.6% in the December 2020 quarter to -1.1% in the March 2021. The rate of growth for the December 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 March 2021.

• 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.

A chart displays the Queensland distribution of service districts by plan utilisation as at 31 March 2021. 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 below the national average.

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

10 out of 13 (77%) service districts are within 5 percentage points of the national average.

3 out of 13 (23%) 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: 64% versus 68% benchmark.

• Mackay: 67% versus 69% benchmark.

• Toowoomba: 69% versus 70% benchmark.

• Townsville: 69% versus 70% benchmark.

A chart displays the Queensland market concentration as at 31 March 2021.

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.

3 out of 13 (23%) service districts have between 65% and 85% of payments going to the 10 largest providers.

4 out of 13 (31%) 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: 69% versus 85% benchmark.

• Rockhampton: 65% versus 85% benchmark.

• Cairns: 61% versus 85% benchmark.

## Section 3 Service District Summaries

A chart displays the active participants by service district as at 31 March 2021. '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 March 2021.

• 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.

## 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 March 2021, the 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 Participant employment rate for ages 15 and over increased from 18% at Baseline to 19% at the latest review.

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

• The Parent and carer employment rate for all ages increased from 42% 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 and previous quarters. Participant satisfaction results for 2020-21 quarter 2 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.

• The percentage for the 'Access' stage increased from 76% in the quarter ending 31 December 2020 to 77% in the quarter ending 31 March 2021.

• The percentage for the 'Pre-planning' stage increased from 76% in the quarter ending 31 December 2020 to 79% in the quarter ending 31 March 2021.

• The percentage for the 'Planning' stage decreased from 85% in the quarter ending 31 December 2020 to 84% in the quarter ending 31 March 2021.

• The percentage for the 'Plan review ' stage decreased from 73% in the quarter ending 31 December 2020 to 72% in the quarter ending 31 March 2021.