Transcript for Queensland Quarterly Performance Dashboard as at 31 March 2023

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 March 2023 and 31 December 2022.

• The number of active participants with approved plans (excluding children accessing early connections) increased from 120,898 as at 31 December 2022 to 125,549 as at 31 March 2023.

• The number of children accessing early connections increased from 4,259 as at 31 December 2022 to 4,629 as at 31 March 2023.

• The number of children waiting for early connections increased from 38 as at 31 December 2022 to 51 as at 31 March 2023.

• The percentage of participants fully or partially self-managing their plan decreased from 29% as at 31 December 2022 to 28% as at 31 March 2023.

• The percentage of plans activated within 90 days remained stable at 87%, from 31 December 2022 to 31 March 2023. Participants who joined the Scheme prior to 1 July 2016 and those with initial plans approved after the end of 2022-23 Quarter 1 have been excluded.

• The number of participant plan reassessments completed decreased from 17,211 in the quarter ending 31 December 2022 to 16,710 in the quarter ending 31 March 2023. Plans less than 31 days in duration have been excluded from this tabulation, as these reassessments are more likely to represent corrections to the plan rather than a new plan reassessment to address a change in circumstance.

A chart displays the change in active participants between 31 December 2022 and 31 March 2023.

At the beginning of Quarter 3 2022-23 there were 120,898 active participants (excluding children accessing early connections). During 2022-23 Quarter 3, there were 5,095 plan approvals and 444 participants who have left the Scheme or moved to another state or territory. This resulted in 125,549 active participants as at 31 March 2023.

The following key statistics summarise the Queensland performance as at 31 March 2023.

• 132,573 participants (excluding children accessing early connections) have had an approved plan since July 2013. 125,549 of these continue to be active.

• 81,901 active participants have not previously received disability support via State and Commonwealth government programs in the past.

• In the current quarter, 5,095 participants have entered the Scheme and there are 4,629 children accessing early connections at the end of March 2023.

• 16,710 plans have had reassessments this quarter.

• 6,782 access decisions have been made in the quarter, of which 5,256 met access and are still active.

• 654 (12.9%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Queensland to 12,705 (10.1%).

• 260 (5.1%) 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 6,722 (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 March 2023, 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 43% 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.

• 'Access' stage decreased from 82% in the quarter ending 31 December 2022 to 81% in the quarter ending 31 March 2023.

• 'Pre-planning' stage increased from 79% in the quarter ending 31 December 2022 to 84% in the quarter ending 31 March 2023.

• 'Planning' stage remained stable at 86%, in the quarters ending 31 December 2022 and 31 March 2023.

• 'Plan reassessment ' stage increased from 64%, in the quarter ending 31 December 2022 to 67% in the quarter ending 31 March 2023.

## 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 31 December 2022 and 31 March 2023. 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: Explain a previous decision within 28 days after a request for explanation is received - decreased from 100% as at 31 December 2022 to 98% as at 31 March 2023.

The following three metrics are concerned with Access.

• Participant Service Guarantee number 2: Make an access decision, or request for more information within 21 days after an access request has been received - decreased from 100% as at 31 December 2022 to 97% as at 31 March 2023.

• Participant Service Guarantee number 3: Allow sufficient time (90 days) for prospective participants to provide information, after NDIA has requested further information - increased from 95% as at 31 December 2022 to 100% as at 31 March 2023.

• Participant Service Guarantee number 4: Make an access decision within 14 days, after more information has been provided - decreased from 98% as at 31 December 2022 to 97% as at 31 March 2023.

The following three metrics are concerned with Planning.

• Participant Service Guarantee number 5: Commence facilitating the preparation of a plan within 21 days, after an access decision has been made - decreased from 97% as at 31 December 2022 to 95% as at 31 March 2023.

• Participant Service Guarantee number 6: Approve a participant's plan within 56 days, after an access decision has been made (excludes those Early Childhood Approach that have received initial supports) - decreased from 95% as at 31 December 2022 to 93% as at 31 March 2023.

• Participant Service Guarantee number 7: Approve a plan for Early Childhood Approach participants within 90 days, after an access decision has been made - decreased from 97% as at 31 December 2022 to 96% as at 31 March 2023.

The following metric is concerned with Implementation.

• Participant Service Guarantee number 9: If the participant accepts the offer, hold a plan implementation meeting within 28 days - remained stable at 100% from 31 December 2022 to 31 March 2023.

The following three metrics are concerned with Plan Reassessments.

• Participant Service Guarantee number 11: Commence facilitating a scheduled plan reassessment at least 56 days, prior to the scheduled reassessment date - decreased from 72% as at 31 December 2022 to 71% as at 31 March 2023.

• Participant Service Guarantee number 12: Decide whether to undertake a Participant Requested Plan Reassessment within 21 days, after the request is received - decreased from 82% as at 31 December 2022 to 78% as at 31 March 2023.

• Participant Service Guarantee number 13: Complete a reassessment within 28 days, after the decision to accept the request was made - decreased from 67% as at 31 December 2022 to 64% as at 31 March 2023.

The following two metrics are concerned with Plan Amendments.

• Participant Service Guarantee number 14: Amend a plan within 28 days, after the receipt of information that triggers the plan amendment process - remained stable at 94%, from 31 December 2022 to 31 March 2023.

• Participant Service Guarantee number 15: Amend a plan within 50 days, after the receipt of information relating to a complex quote that triggers a plan amendment process - remained stable at 100% from 31 December 2022 to 31 March 2023.

The following two metrics are concerned with Reviewable Decisions.

• Participant Service Guarantee number 17: Complete an Internal Review of a Reviewable Decision within 60 days, after a request is received - decreased from 97% as at 31 December 2022 to 94% as at 31 March 2023.

• Participant Service Guarantee number 18: Implement an Administrative Appeals Tribunal decision to amend a plan within 28 days, after the Administrative Appeals Tribunal decision is made - increased from 98% as at 31 December 2022 to 99% as at 31 March 2023.

The following two metrics are concerned with Nominees.

• Participant Service Guarantee number 19: Cancel participant requested nominee within 14 days - remained stable at 100% from 31 December 2022 to 31 March 2023.

• Participant Service Guarantee number 20: Cancel CEO initiated nominee within 14 days - remained stable at 100% from 31 December 2022 to 31 March 2023.

• 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. 'n/a' means that 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 March 2023 and at 31 December 2022.

• The total number of active providers (with at least one claim ever) increased from 7,583 as at 31 December 2022 to 7,827 as at 31 March 2023. Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

• The total number of active providers decreased from 2,814 as at 31 December 2022 to 2,807 as at 31 March 2023. Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

• Utilisation (which is calculated as a 6 month rolling average with a 3 month lag) decreased from 77% as at 31 December 2022 to 76% as at 31 March 2023.

• 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 2022 to 31 March 2023. The ‘benchmark’ in this analysis is the National average after adjusting for the proportion of participants in Supported Independent Living (SIL) 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 31 December 2022 to 31 March 2023.

• The proportion of payments paid within 5 days through the portal remained stable at 99.8% from 31 December 2022 to 31 March 2023.

• Total payments from 1 July 2022 were $3,526 million as at 31 December 2022 and $5,437 million as at 31 March 2023.

• Total annualised plan budgets increased from $9,093 million as at 31 December 2022 to $9,464 million as at 31 March 2023. Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

• Plan inflation (current quarter percentage per annum) decreased from 14.4% in the December 2022 quarter to 12.6% in the March 2023 quarter. Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments.

• Inflation at plan reassessment (current quarter percentage per annum) decreased from 7.2% in the December 2022 quarter to 4.5% in the March 2023 quarter.

• Inflation within a plan, between reassessments (current quarter percentage per annum) increased from 7.2% in the December 2022 quarter to 8.1% in the March 2023 quarter.

• Socioeconomic equity remained stable at 101%, from the December 2022 quarter to the March 2023 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).

The following comments are made regarding the Queensland experience:

• Total annualised plan budgets at 31 March 2023 were $9,464 million and payments from 1 July 2022 were $5,437 million.

• The number of active providers at the end of March is 7,827, growing by 3% in the quarter.

• Utilisation has been 76% from 1 July 2022 to 31 December 2022, with no service districts in Queensland more than 10 percentage points below the adjusted National benchmark.

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

A chart displays the Queensland distribution of service districts by plan utilisation as at 31 March 2023. The ‘benchmark’ in this analysis is the National average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.

On the chart,

• 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.

• 12 out of 13 (92%) service districts are within 5 percentage points of the adjusted National benchmark.

• 1 out of 13 (8%) 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 between 5% and 10% below plan utilisation benchmark:

• Rockhampton: 69% versus 74% benchmark.

A chart displays the Queensland distribution of service districts by market concentration as at 31 March 2023.

 On the chart,

• 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: 49% versus 70% benchmark.

• Mackay: 41% versus 70% benchmark.

• Rockhampton: 37% versus 70% benchmark.

• Maryborough: 32% versus 70% benchmark.

• Townsville: 29% versus 70% benchmark.

## Summaries by Service Districts

A chart displays the active participants by service district as at 31 March 2023. There are 14 active participants at 31 March 2023 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 in each service district as at 31 March 2023 shows as:

• 3,563 for Bundaberg.

• 10,123 for Ipswich.

• 4,041 for Mackay.

• 7,704 for Toowoomba.

• 7,320 for Townsville.

• 6,969 for Rockhampton.

• 13,781 for Beenleigh.

• 23,103 for Brisbane.

• 6,273 for Cairns.

• 5,038 for Maryborough.

• 12,975 for Robina.

• 13,678 for Caboolture/Strathpine.

• 10,967 for Maroochydore.

Another chart displays the average annualised plan budgets at 31 March 2023. Figures are not shown if there is insufficient data in the service district. Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months.

The average annualised plan budget in each service district at 31 March 2023 shows as:

• $73,300 for Bundaberg.

• $71,200 for Ipswich.

• $67,000 for Mackay.

• $80,900 for Toowoomba.

• $77,600 for Townsville.

• $65,000 for Rockhampton.

• $71,000 for Beenleigh.

• $78,500 for Brisbane.

• $89,600 for Cairns.

• $74,400 for Maryborough.

• $75,400 for Robina.

• $72,800 for Caboolture/Strathpine.

• $78,800 for Maroochydore.

• $75,400 for all of Queensland.

The average payments in each service district for the 12 months to 31 March 2023 show as:

• $57,500 for Bundaberg.

• $58,600 for Ipswich.

• $50,700 for Mackay.

• $62,700 for Toowoomba.

• $59,300 for Townsville.

• $47,100 for Rockhampton.

• $58,900 for Beenleigh.

• $63,900 for Brisbane.

• $68,200 for Cairns.

• $60,300 for Maryborough.

• $61,700 for Robina.

• $59,600 for Caboolture/Strathpine.

• $62,800 for Maroochydore.

• $60,300 for all of Queensland.

Another chart displays the average annualised plan budgets at 31 March 2023 for participants in Supported Independent Living. Figures are not shown if there is insufficient data in the service district. Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months.

The average annualised plan budget in each service district at 31 March 2023 for participants in Supported Independent Living shows as:

• $402,800 for Bundaberg.

• $408,600 for Ipswich.

• $414,700 for Mackay.

• $377,500 for Toowoomba.

• $429,800 for Townsville.

• $414,700 for Rockhampton.

• $428,500 for Beenleigh.

• $383,900 for Brisbane.

• $441,400 for Cairns.

• $400,400 for Maryborough.

• $412,100 for Robina.

• $415,600 for Caboolture/Strathpine.

• $412,700 for Maroochydore.

• $408,100 for all of Queensland.

The average payments in each service district for the 12 months to 31 March 2023 for participants in Supported Independent Living show as:

• $371,200 for Bundaberg.

• $424,200 for Ipswich.

• $383,900 for Mackay.

• $347,900 for Toowoomba.

• $397,200 for Townsville.

• $383,100 for Rockhampton.

• $421,400 for Beenleigh.

• $382,400 for Brisbane.

• $395,100 for Cairns.

• $388,500 for Maryborough.

• $383,700 for Robina.

• $399,300 for Caboolture/Strathpine.

• $380,500 for Maroochydore.

• $390,000 for all of Queensland.

Another chart displays the average annualised plan budgets at 31 March 2023 for participants not in Supported Independent Living. Figures are not shown if there is insufficient data in the service district. Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months.

The average annualised plan budget in each service district at 31 March 2023 for participants not in Supported Independent Living shows as:

• $56,400 for Bundaberg.

• $53,700 for Ipswich.

• $52,000 for Mackay.

• $58,800 for Toowoomba.

• $56,300 for Townsville.

• $51,100 for Rockhampton.

• $54,100 for Beenleigh.

• $62,700 for Brisbane.

• $68,300 for Cairns.

• $58,200 for Maryborough.

• $57,500 for Robina.

• $55,200 for Caboolture/Strathpine.

• $61,800 for Maroochydore.

• $57,900 for all of Queensland.

The average payments in each service district for the 12 months to 31 March 2023 for participants not in Supported Independent Living show as:

• $41,700 for Bundaberg.

• $40,100 for Ipswich.

• $37,400 for Mackay.

• $41,900 for Toowoomba.

• $39,800 for Townsville.

• $33,900 for Rockhampton.

• $42,400 for Beenleigh.

• $47,800 for Brisbane.

• $49,200 for Cairns.

• $44,400 for Maryborough.

• $45,500 for Robina.

• $43,400 for Caboolture/Strathpine.

• $47,600 for Maroochydore.

• $43,700 for all of Queensland.

The following comments are made regarding the Queensland experience at service district level as at 31 March 2023.

• Brisbane has the highest number of active participants at 23,103 participants, while Bundaberg has the lowest number at 3,563 active participants.

• The average annualised plan budget at the end of March for active participants is $75,400 ($57,900 for participants not in Supported Independent Living and $408,100 for participants in Supported Independent Living).

• The average payment for the 12 months ending 31 March 2023 is $60,300 ($43,700 for participants not in Supported Independent Living and $390,000 for participants in Supported Independent Living).

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