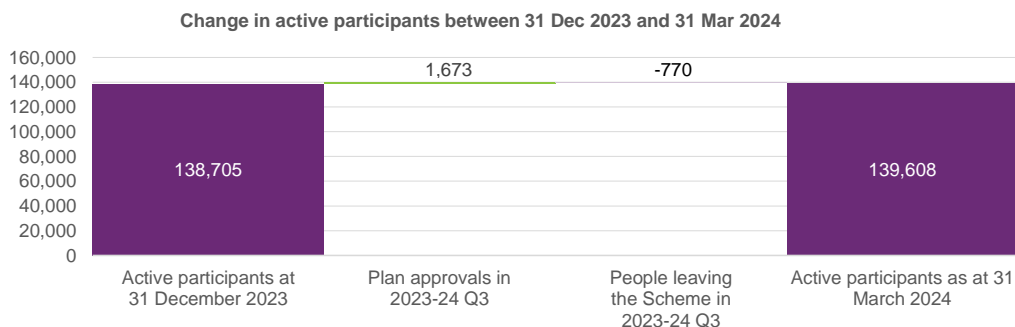


Participants and Planning

Participant experience	As at 31 Mar	As at 31 Dec
Active participants with approved plans (excluding children accessing early connections)	139,608	138,705
Children accessing early connections ¹	3,364	n/a
Children waiting for early connections ¹	n/a	n/a
Percentage of participants fully or partially self managing their plan	27%	27%
Percentage of plans activated within 90 days ²	87%	87%
Number of participant plan reassessments completed in the quarter ³	8,319	12,958



Performance summary:

- 149,625 participants (excluding children accessing early connections) have had an approved plan since July 2013. 139,608 of these continue to be active.
- 96,025 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- 1,673 participants have entered the Scheme in the March 2024 quarter and net participants leaving the Scheme are 770, reflecting active participant movements in and out of the Scheme and Queensland.
- 8,319 plans have had reassessments this quarter.
- 2,956 access decisions have been made in the quarter, of which 2,483 met access and are still active.
- 285 (17.1%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Queensland to 14,685 (10.5%).
- 65 (3.9%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD) ⁴, taking the total number of CALD participants in Queensland to 7,349 (5.3%).

Participant outcomes and satisfaction

Participant outcomes and satisfaction	Latest Reassessment	Baseline
Participant and Scheme Outcome metrics from the Corporate Plan as at 31 March 2024 ⁵		
<ul style="list-style-type: none"> • Participant employment rate - Aged 15 - 64 years • Participant social and community engagement rate - Aged 15+ years • Parent and carer employment rate - All ages 	19%	18%
	42%	36%
	47%	43%
	Latest Reassessment	First Reassessment
<ul style="list-style-type: none"> • Participant perception of choice and control - Aged 15+ years 	81%	73%
% of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter ⁶	2023-24 Q3	2023-24 Q2
<ul style="list-style-type: none"> • Early Supports Process 	62%	n/a
<ul style="list-style-type: none"> • Community Connections Process 	78%	n/a
<ul style="list-style-type: none"> • Apply for NDIS Process (access met) 	58%	n/a
<ul style="list-style-type: none"> • Apply for NDIS Process (access not met) 	45%	n/a
<ul style="list-style-type: none"> • Plan Approval Process 	64%	n/a
<ul style="list-style-type: none"> • Plan Implementation Process 	65%	n/a
<ul style="list-style-type: none"> • Plan Reassessment Process 	66%	n/a

¹ The early childhood approach indicators under the new system (PACE) continue to be refined. Some metrics are still unavailable and "n/a" has been substituted until these are resolved further.

² Trial participants (participants with initial plans approved prior to 1 July 2016) and those with initial plans approved after the end of 2023-24 Q1 have been excluded.

³ 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.

⁴ The number of CALD participants excludes First Nations participants.

⁵ The Outcome results include participants who have been in the Scheme for at least two years. Trial participants (participants with initial plans approved prior to 1 July 2016) are excluded.

⁶ New metrics for the participant satisfaction survey have been introduced in 2023-24 Q3, with the introduction of PACE and the Performance Management Framework. Where the results remain unavailable, "n/a" has been substituted until data becomes available.

Participant Service Guarantee (PSG)

Percentage meeting the Service Guarantee in the quarter ¹		Service Guarantee	31 Mar	31 Dec
General	1. Explain a previous decision, after a request for explanation is received	28 days	n/a	n/a
Access	2. Make an access decision, or request for more information, after an access request has been received	21 days	48%	n/a
	3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	n/a	n/a
Planning	4. Make an access decision, after more information has been provided	14 days	51%	n/a
	5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	n/a	n/a
	6. Approve a participant's plan, after an access decision has been made (excludes those ECA ² that have received initial supports)	56 days	57%	n/a
Implementation	7. Approve a plan for ECA ² participants, after an access decision has been made	90 days	99%	n/a
	8. Offer to hold a plan implementation meeting, after the plan is approved	7 days	76%	n/a
Plan Reassessments	9. If the participant accepts the offer, hold a plan implementation meeting	28 days	n/a	n/a
	11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	74%	n/a
	12. Decide whether to undertake a Participant Requested Plan Reassessment, after the request is received	21 days	22%	n/a
Plan Amendments	13. Complete a reassessment, after the decision to accept the request was made	28 days	63%	n/a
	14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	56%	n/a
Reviewable Decisions	15. Amend a plan, after the receipt of information relating to a complex quote that triggers a plan amendment process	50 days	n/a	n/a
	17. Complete an Internal Review of a Reviewable Decision, after a request is received	60 days	19%	n/a
Nominee	18. Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	n/a	n/a
	19. Cancel participant requested nominee	14 days	n/a	n/a
	20. Cancel CEO initiated nominee	14 days	n/a	n/a

• The PSG metrics are based on the recommendations of the 2019 Tune Review. The NDIA commenced measuring performance against the PSG 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. It introduces changes that provide greater flexibility for participants and the NDIA to amend plans.

¹ From the March 2024 quarter, performance is being measured using the available data on processes and dates. Milestones are being built into the new computer system to improve the capture of performance data. Where the performance remains unavailable for this quarter, "n/a" has been substituted.

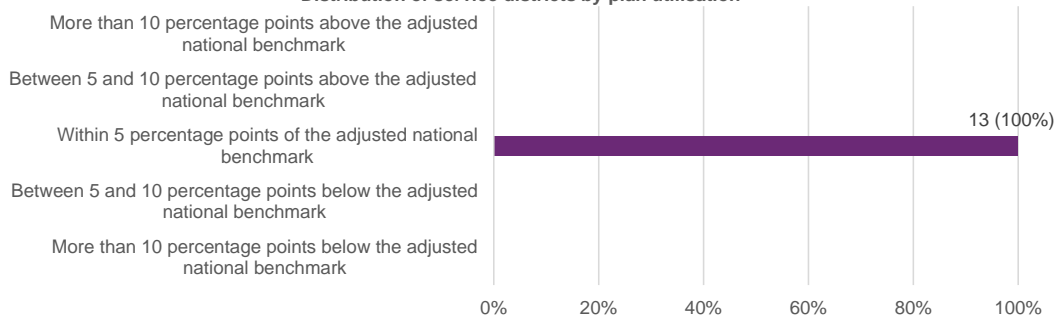
² ECA stands for early childhood approach.

Provider and market metrics

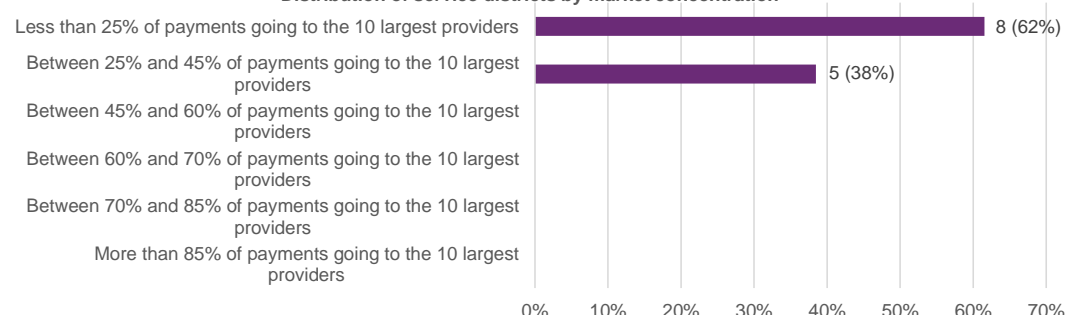
Market supply and participant costs	As at 31 Mar	As at 31 Dec
Total number of active providers (with at least one claim ever) ¹	8,775	8,480
Total number of active providers in the last quarter ¹	2,817	2,821
Utilisation (6 month rolling average with 3 month lag) (%)	78%	78%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark) ²	0%	0%
Market concentration (% of service districts where more than 70% of payments for supports go to the top 10 providers)	0%	0%
Payments paid within 5 days (%) ³	99.9%	99.9%
Total payments from 1 July 2023 (\$m)	\$6,492m	\$4,309m
Total annualised plan budgets at the end of quarter (\$m) ⁴	\$11,165m	\$10,947m
Total plan inflation (current quarter % per annum) ⁵	8.2%	14.0%
Inflation at plan reassessment (current quarter % per annum)	2.5%	7.2%
Inflation within a plan, between reassessments (current quarter % per annum)	5.7%	6.8%
Socioeconomic equity (%) ⁶	94%	96%

- Total annualised plan budgets at 31 March 2024 were \$11,165m and payments from 1 July 2023 were \$6,492m.
- The number of active providers at the end of March is 8,775, growing by 3% in the quarter.
- Utilisation has been 78% from 1 July 2023 to 31 December 2023, 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.

Distribution of service districts by plan utilisation ²



Distribution of service districts by market concentration



Service districts below utilisation benchmark:

- Rockhampton: 72% vs 77% benchmark
- Mackay: 74% vs 77% benchmark
- Townsville: 75% vs 79% benchmark
- Cairns: 74% vs 77% benchmark
- Toowoomba: 76% vs 79% benchmark

Service districts having between 25% and 45% of payments going to the 10 largest providers:

- Bundaberg: 44% vs 70% benchmark
- Mackay: 37% vs 70% benchmark
- Rockhampton: 32% vs 70% benchmark
- Maryborough: 28% vs 70% benchmark
- Townsville: 26% vs 70% benchmark

¹ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

² 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.

³ The payment enquiries come from the Provider Portal, Participant Portal and NDIS App.

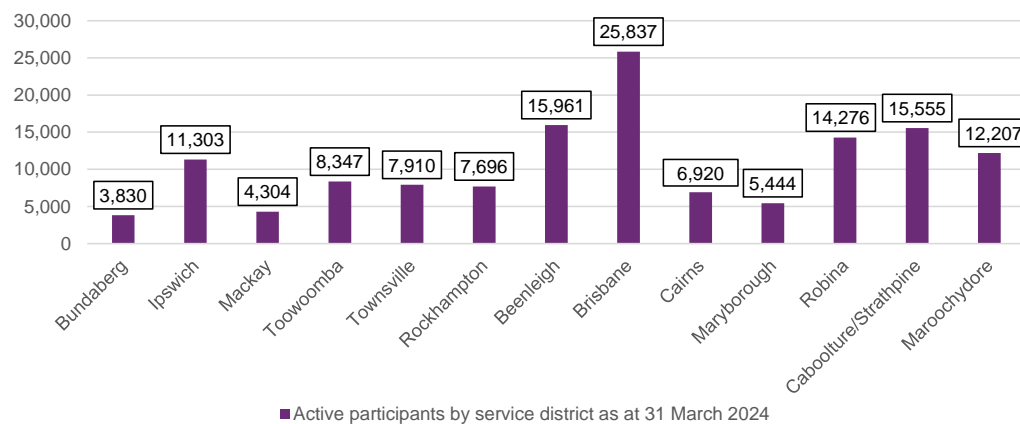
⁴ Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

⁵ Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments.

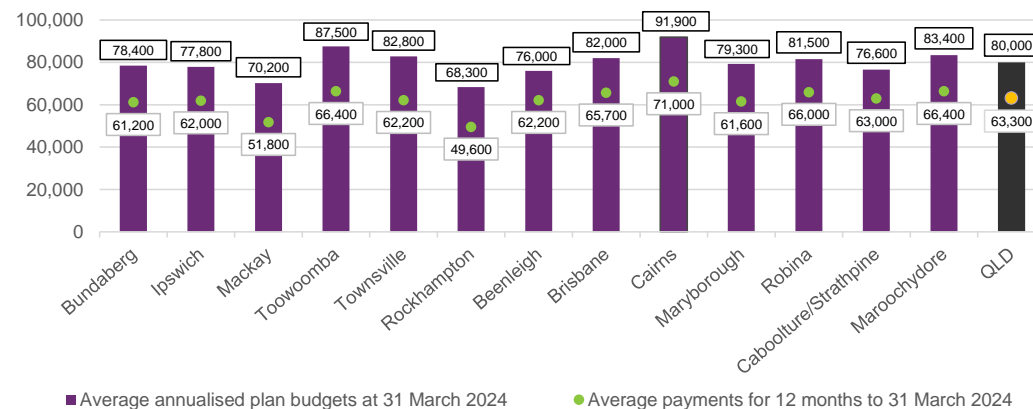
⁶ Socioeconomic status uses deciles from the ABS Index of Education and Occupation (IEO). A higher decile indicates that people residing in that area have a higher level of skills and qualifications on average. The socioeconomic equity metric is equal to the average annualised plan budget of participants residing in the top two IEO deciles divided by the average annualised plan budget of participants residing in the bottom two IEO deciles (participants not in SIL and aged 0 to 64).

Summaries by Service Districts

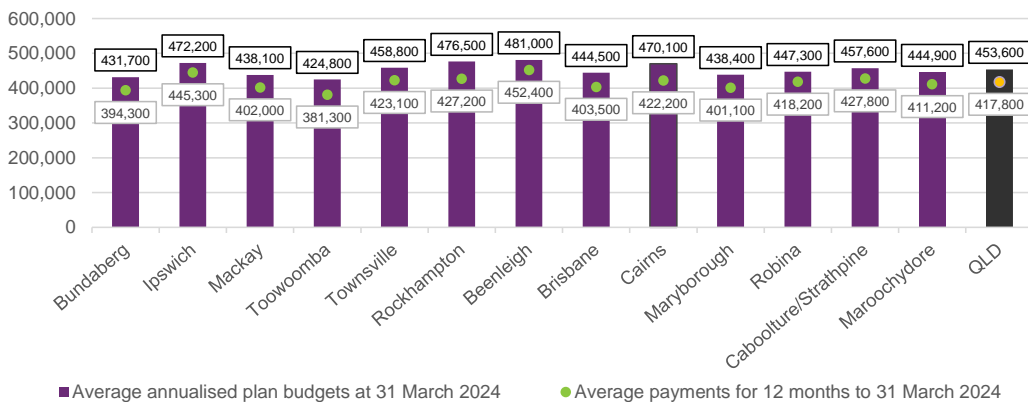
Active participants by service district ¹



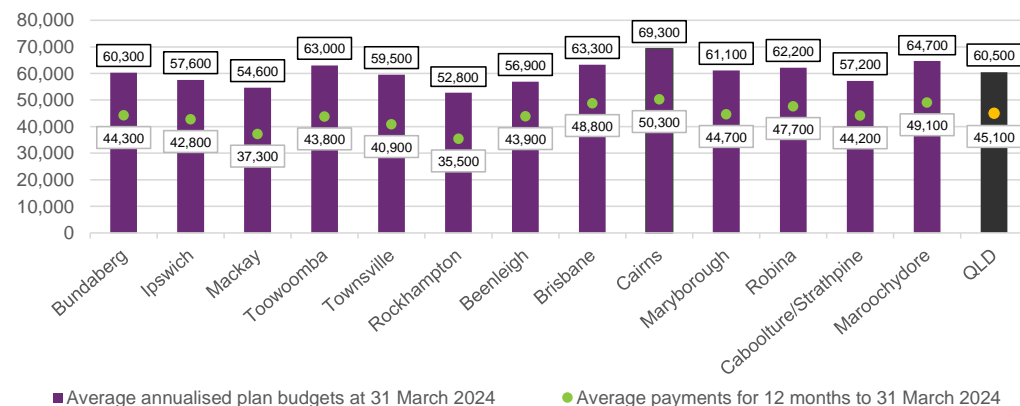
Average annualised plan budgets and average payments (\$) ^{2 3}



Average annualised plan budgets and average payments - Participants in Supported Independent Living (SIL) (\$) ^{2 3}



Average annualised plan budgets and average payments - Participants not in SIL (\$) ^{2 3}



- Brisbane has the highest number (25,837) of active participants, while Bundaberg has the lowest (3,830).
- The average annualised plan budget at the end of March for active participants is \$80,000 (\$60,500 for participants not in SIL and \$453,600 for participants in SIL).
- The average payments for the 12 months ending 31 March 2024 are \$63,300 (\$45,100 for participants not in SIL and \$417,800 for participants in SIL).
- Cairns has the highest average annualised plan budgets and payments across all participants.

¹ There are 18 active participants as at 31 March 2024 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.

² Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants as at 31 March 2024. Average payments are calculated as the average of the annualised monthly payments in the same 12 month period, weighted by the participants that are active in each month.

³ Figures are not shown if there is insufficient data in the service district.