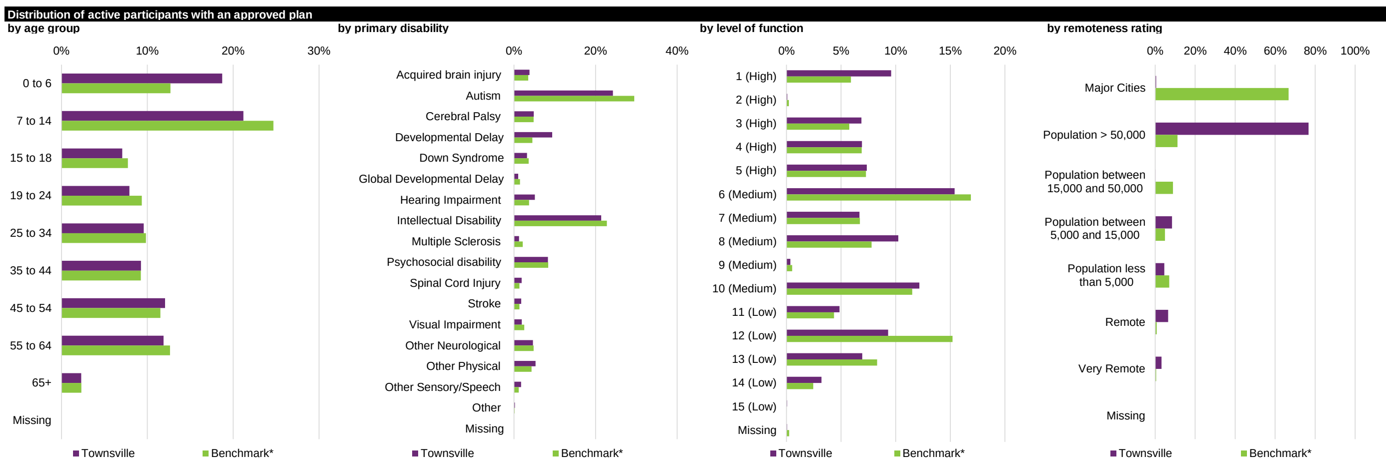
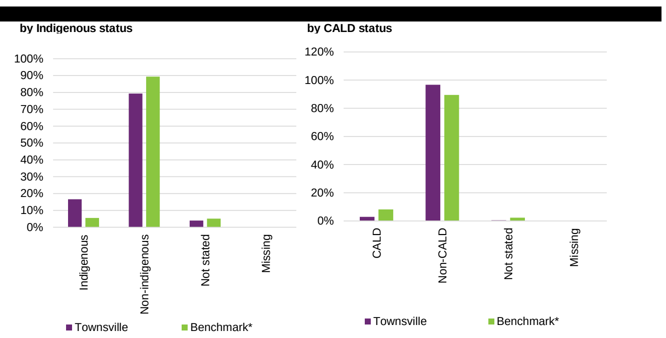
Participant Category Detailed Dashboard as at 30 June 2019 (exposure period: 1 October 2018 to 31 March 2019)

Region: Townsville (phase in date: 1 April 2016) | Support Category: All | All Participants

Participant profile

Distribution of active participants with an approved plan





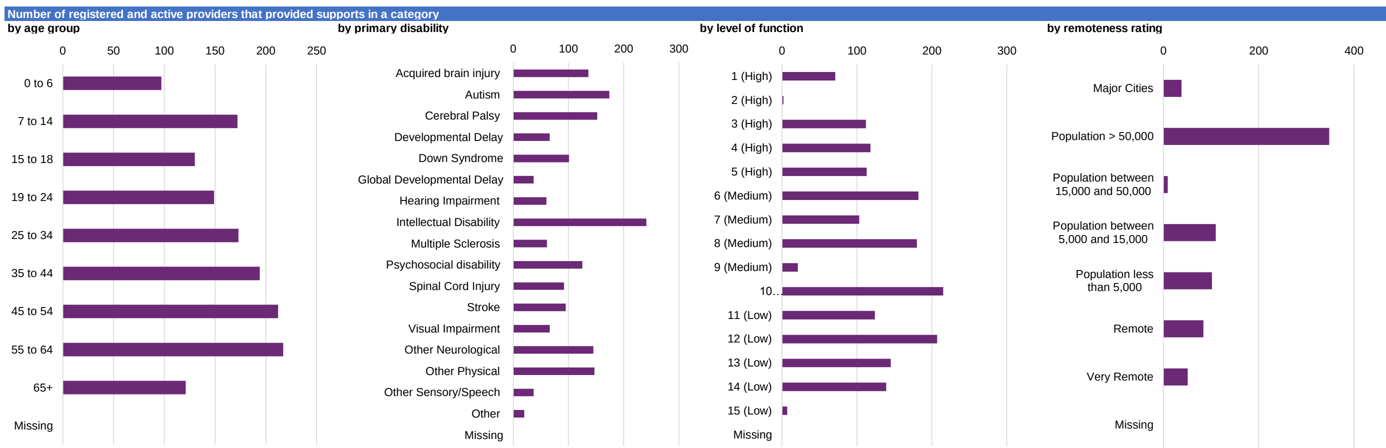
Active participants with an approved plan	
Townsville	3,996
Benchmark*	259,071
% of benchmark	*2%*

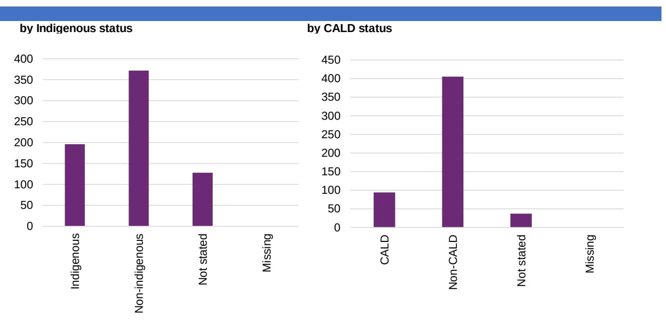
This panel shows the distribution of active participants with an approved plan who have each participant characteristic. The figures shown are based on the number of participants as at the end of the exposure period

** The benchmark is the national distribution*

Service provider indicators

Number of registered and active providers that provided supports in a category



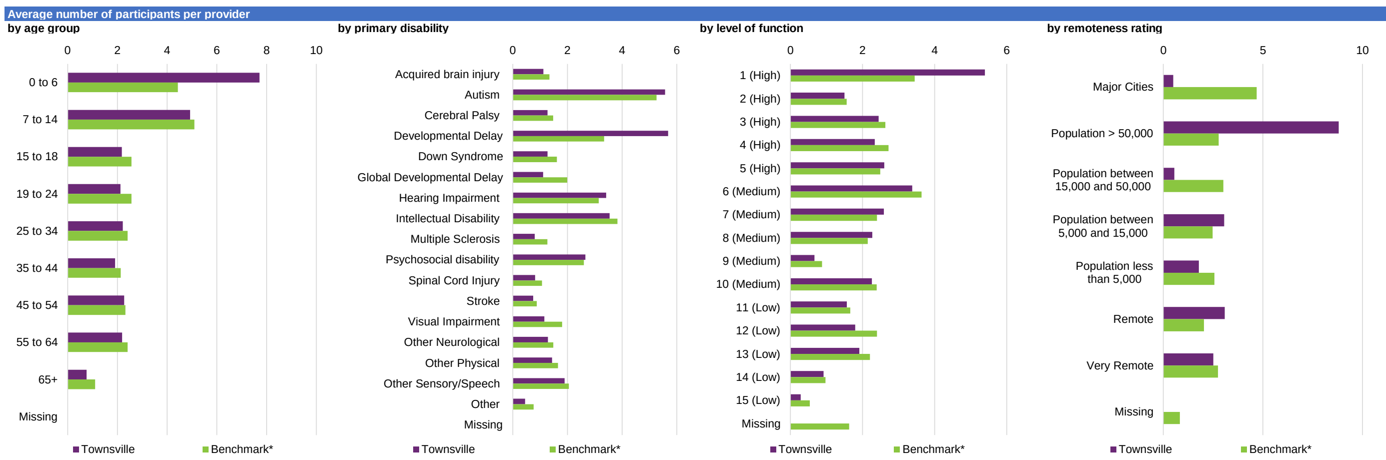


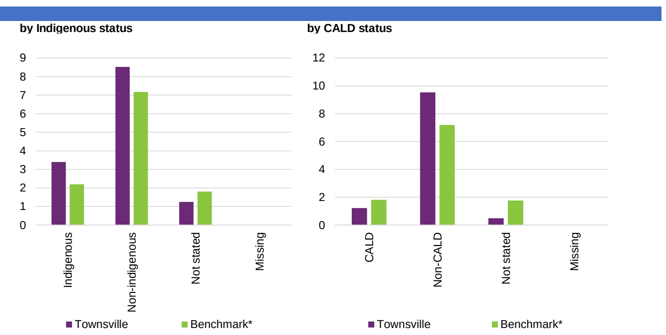
Registered active service providers	
Townsville	411
Benchmark*	10,220
% of benchmark	*4%*

This panel shows the number of registered service providers that have provided a support to a participant with each participant characteristic, over the exposure period

** The benchmark is the national number*

Average number of participants per provider



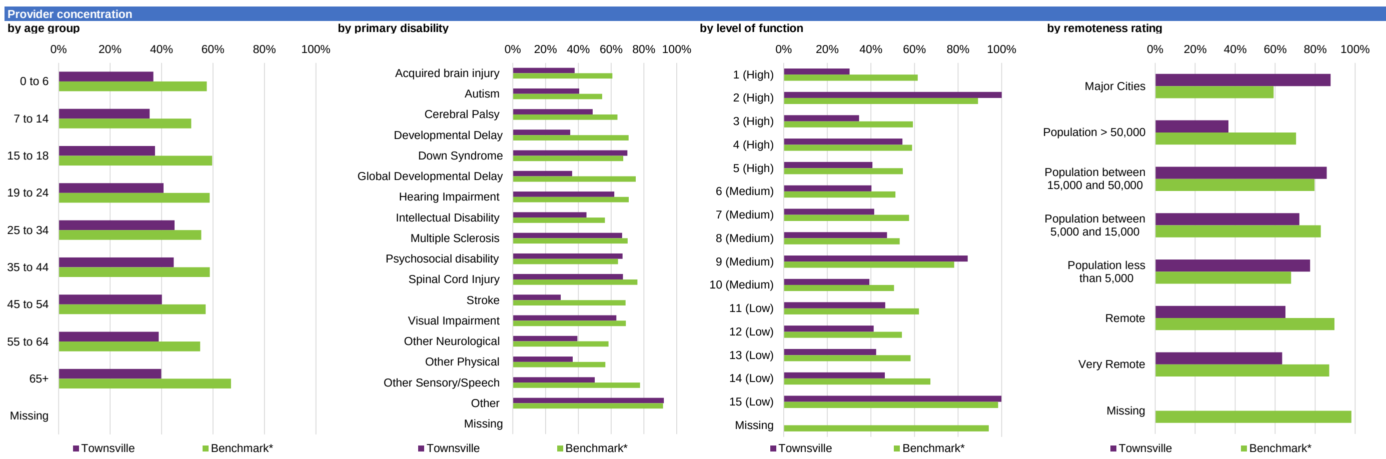


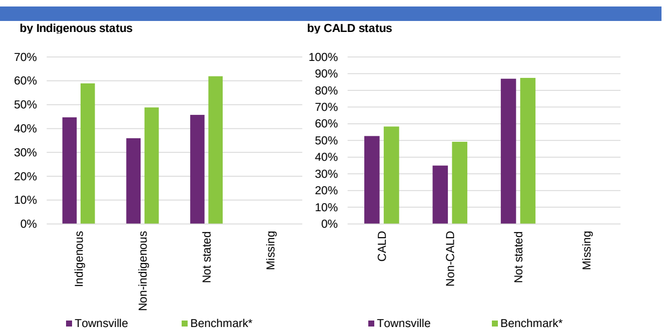
Participants per provider	
Townsville	9.72
Benchmark*	7.90
Relative to benchmark	*1.23x*

This panel shows the ratio between the number of active participants, and the number of registered service providers that provided a support, over the exposure period

** The benchmark is the unweighted national average*

Provider concentration



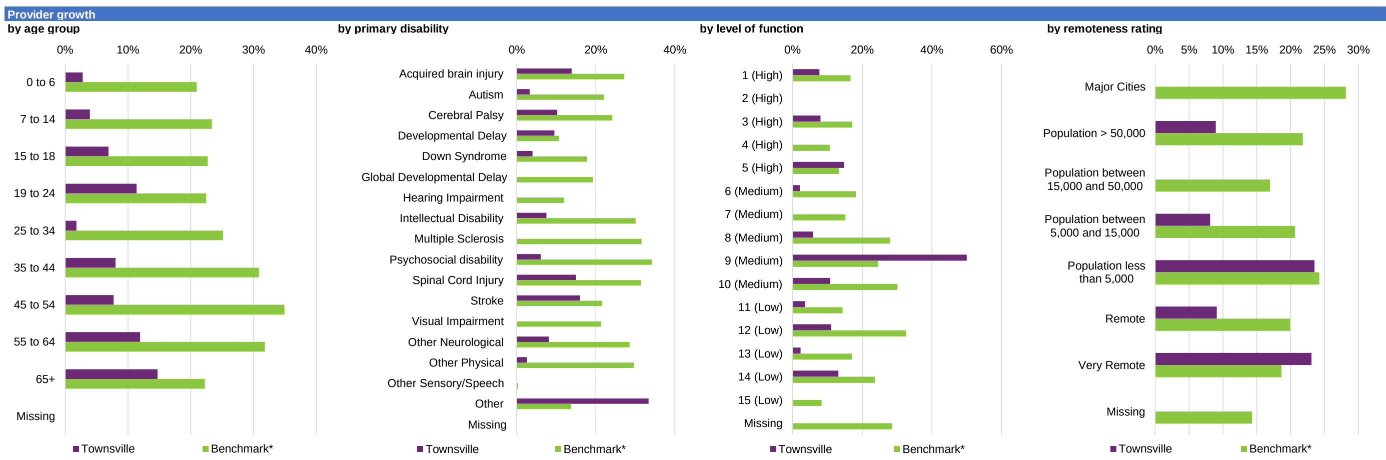


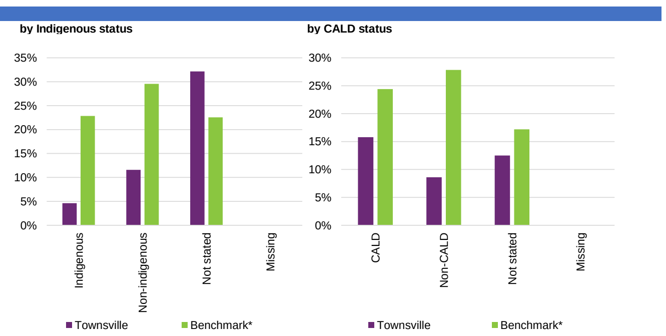
Provider concentration	
Townsville	35%
Benchmark*	48%
Relative to benchmark	*0.73x*

This panel shows the proportion of payments paid to providers over the exposure period that is represented by the top 5 providers

** The benchmark is the unweighted national average*

Provider growth



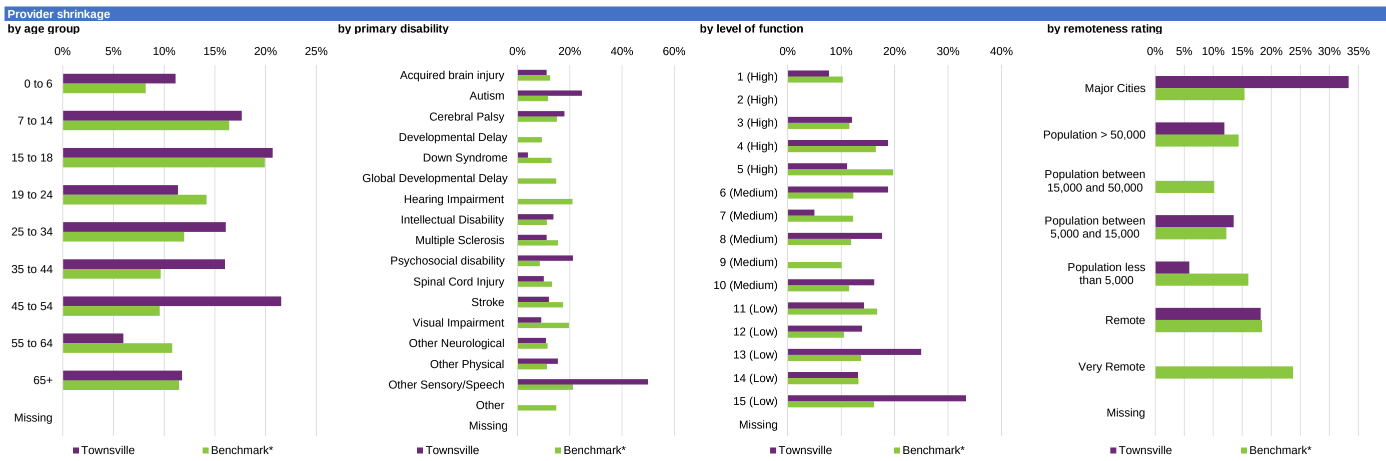


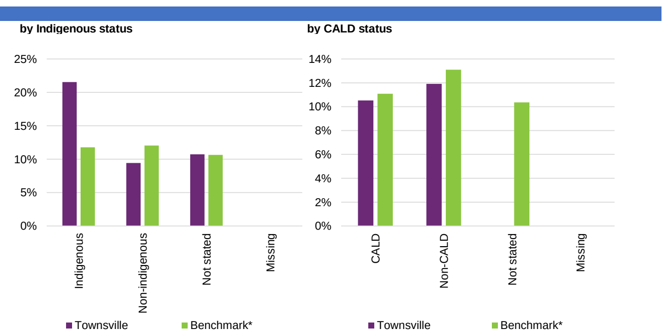
Provider growth	
Townsville	8%
Benchmark*	30%
Relative to benchmark	*0.28x*

This panel shows the proportion of providers for which payments have grown by more than 100% compared to the previous exposure period. Only providers that received more than $10k in payments in both exposure periods have been considered

** The benchmark is the unweighted national average*

Provider shrinkage





Provider shrinkage	
Townsville	12%
Benchmark*	12%
Relative to benchmark	*0.99x*

This panel shows the proportion of providers for which payments have shrunk by more than 25% compared to the previous exposure period. Only providers that received more than $10k in payments in both exposure periods have been considered

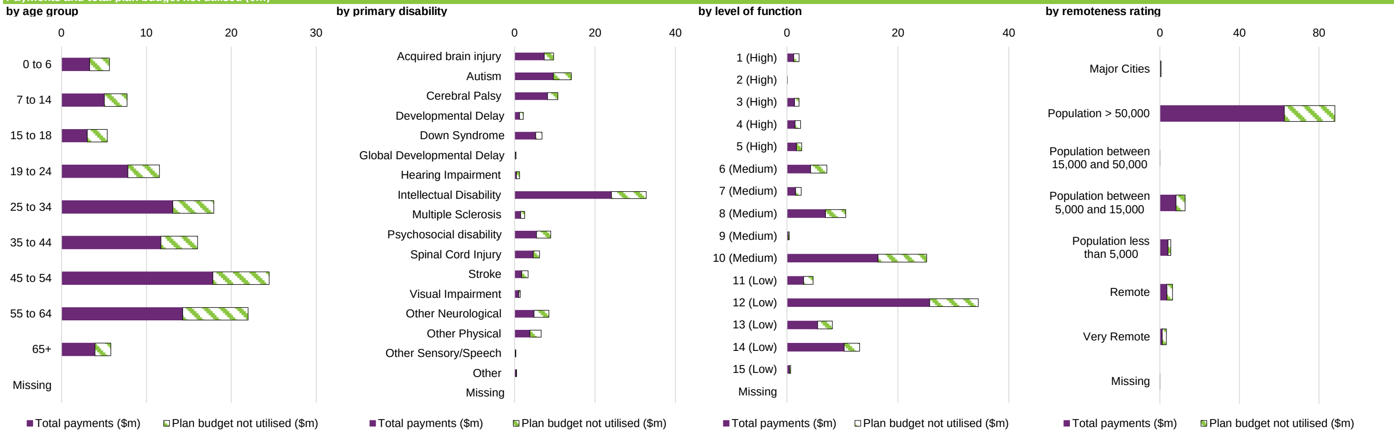
** The benchmark is the unweighted national average*

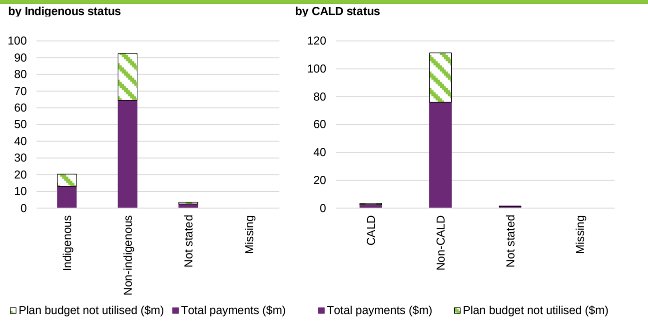
Participant Category Detailed Dashboard as at 30 June 2019 (exposure period: 1 October 2018 to 31 March 2019)

Region: Townsville (phase in date: 1 April 2016) | Support Category: All | All Participants

Plan utilisation

Payments and total plan budget not utilised ($m)



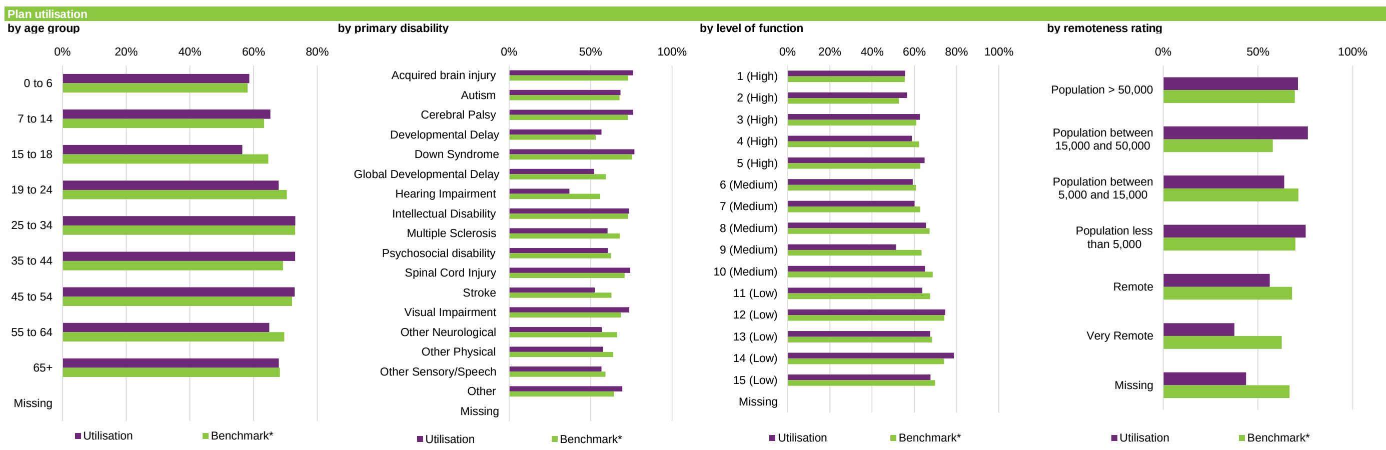


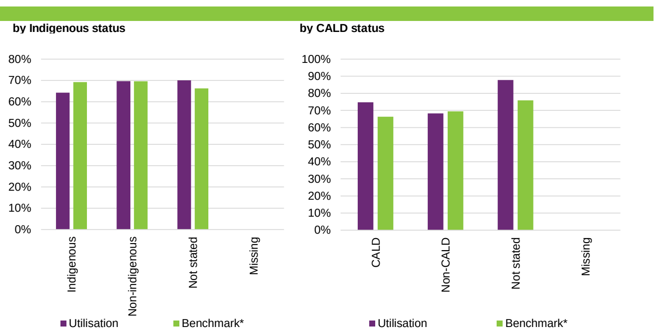
Total plan budgets	
Townsville	116.46
Benchmark*	7,233.77
% of benchmark	*2%*

This panel shows the total value of payments over the exposure period, which includes payments to providers, participants and off-system (in-kind and YPIRAC). Total plan budgets for the exposure period that has not been utilised is also shown

** The benchmark is the national total*

Plan utilisation





Plan utilisation	
Townsville	69%
Benchmark*	66%
Relative to benchmark	*0.99x*

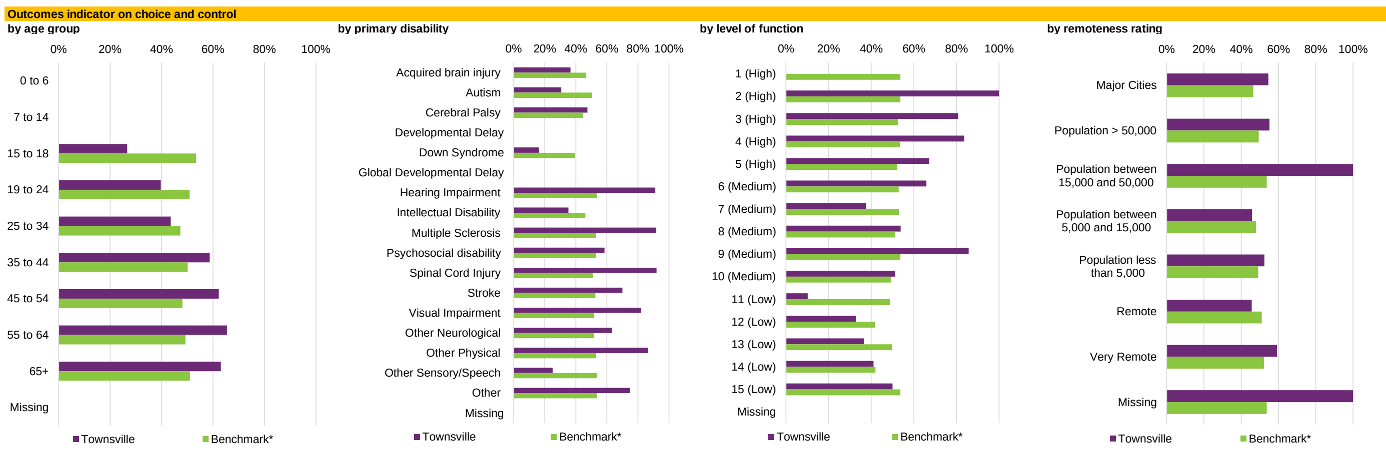
This panel shows plan utilisation over the exposure period, which includes payments to providers, participants and off-system (in-kind and YPIRAC)

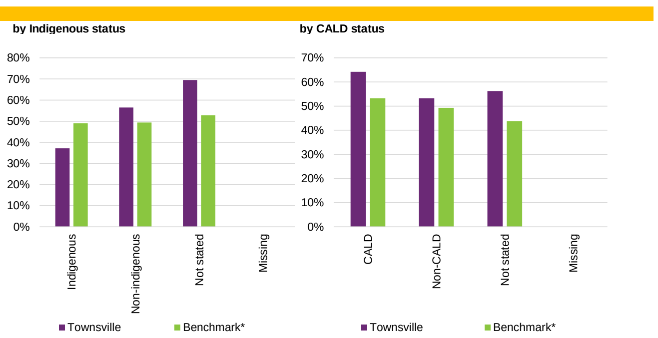
** The benchmark is the national average, adjusted for the mix of SIL / SDA participants and plan number*

Note: A utilisation rate may be above 100% due to the fungibility of core supports. This refers to the ability of participants to use their funding flexibly between different support types, albeit within certain limitations

Outcomes framework

Outcomes indicator on choice and control



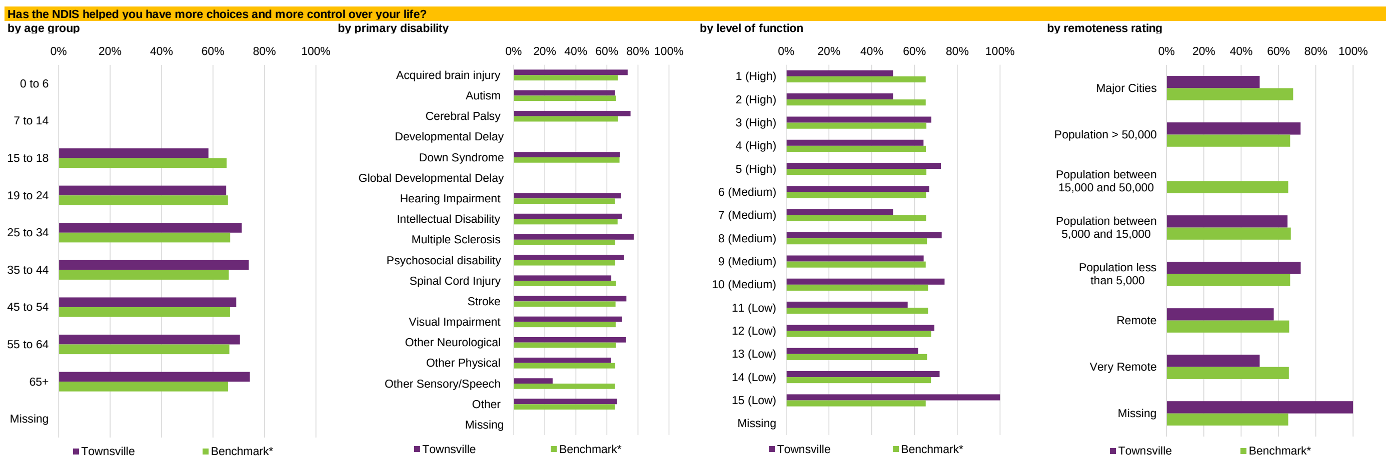


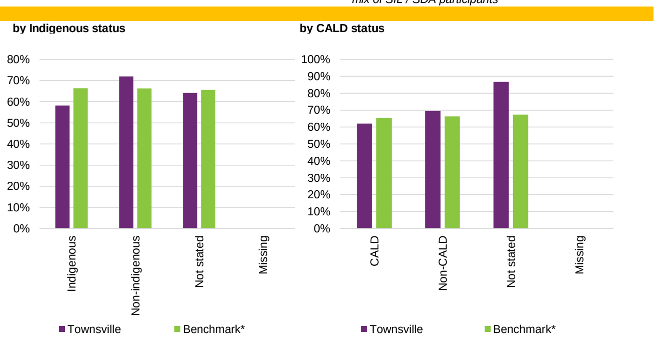
Proportion of participants who reported that they choose who supports them	
Townsville	54%
Benchmark*	49%
Relative to benchmark	*1.09x*

This panel shows the proportion of participants who reported in their most recent outcomes survey that they choose who supports them

** The benchmark is the national average, adjusted for the mix of SIL / SDA participants*

Has the NDIS helped you have more choices and more control over your life?





Proportion of participants who reported that the NDIS has helped with choice and control	
Townsville	69%
Benchmark*	66%
Relative to benchmark	*1.05x*

This panel shows the proportion of participants who reported in their most recent outcomes survey that the NDIS has helped with choice and control

** The benchmark is the national average, adjusted for the mix of SIL / SDA participants*

Support category summary

Support category	Active participants with approved plans	Registered active providers	Participants per provider	Provider concentration	Provider growth	Provider shrinkage	Total plan budgets ($m)	Payments ($m)	Utilisation	Outcomes indicator on choice and control	Has NDIS helped with choice and control?
Core											
Consumables	2,907	106	27.4	76%	27% ●	0%	3.13	1.35	43%	55%	70%
Daily Activities	2,662	132	20.2	65%	10%	16%	62.73	45.42	72%	53%	70%
Community	2,667	90	29.6 ●	63%	18%	12%	20.32	15.28	75%	53%	70%
Transport	1,687	36	46.9 ●	75%	0%	14%	2.41	2.24	93% ●	48%	72%
Core total	**3,158**	**224**	**14.1**	**59%**	**13%**	**11%**	**88.59**	**64.29**	**73%**	**54%**	**70%**
Capacity Building											
Daily Activities	3,868	199	19.4	43% ●	3%	14%	16.34	8.42	52%	54%	70%
Employment	132	8	16.5	100% ●	25% ●	25% ●	0.84	0.57	68%	39%	81% ●
Social and Civic	280	33	8.5	82%	0%	67% ●	0.94	0.45	47%	42%	66%
Support Coordination	1,289	58	22.2	78%	0%	21%	2.88	1.79	62%	41%	64%
Capacity Building total	**3,947**	**234**	**16.9**	**43%**	**2%**	**19%**	**22.88**	**12.20**	**53%**	**53%**	**70%**
Capital											
Assistive Technology	1,067	96	11.1	78%	11%	6%	4.10	2.87	70%	68% ●	71%
Home Modifications	182	15	12.1	97%	14%	0%	0.89	0.69	78%	51% ●	78%
Capital total	**1,125**	**106**	**10.6**	**71%**	**9%**	**4%**	**4.99**	**3.56**	**71%**	**66%**	**72%**
Missing	0	0	0.0	0%	0%	0%	0.00	0.00	0%	0%	0%
All support categories	**3,996**	**411**	**9.7**	**52%**	**8%**	**12%**	**116.46**	**80.06**	**69%**	**54%**	**69%**

Note: Only the major support categories are shown.
Note: A utilisation rate may be above 100% due to the fungibility of core supports. This refers to the ability of participants to use their funding flexibly between different support types, albeit within certain limitations.

Indicator definitions

Active participants with approved plans	Number of active participants who have an approved plan and reside in the region / have supports relating to the support category in their plan
Registered active providers	Number of registered service providers that have provided a support to a participant within the region / support category, over the exposure period
Participants per provider	Ratio between the number of active participants and the number of registered service providers
Provider concentration	Proportion of provider payments over the exposure period that were paid to the top 10 providers
Provider growth	Proportion of providers for which payments have grown by more than 100% compared to the previous exposure period. Only providers that received more than $10k in payments in both exposure periods have been considered
Provider shrinkage	Proportion of providers for which payments have shrunk by more than 25% compared to the previous exposure period. Only providers that received more than $10k in payments in both exposure periods have been considered
Total plan budgets	Value of supports committed in participant plans for the exposure period
Payments	Value of all payments over the exposure period, including payments to providers, payments to participants, and off-system payments (in-kind and Younger People In Residential Aged Care (YPIRAC))
Utilisation	Ratio between payments and total plan budgets
Outcomes indicator on choice and control	Proportion of participants who reported in their most recent outcomes survey that they choose who supports them
Has NDIS helped with choice and control?	Proportion of participants who reported in their most recent outcomes survey that the NDIS has helped with choice and control
● (green)	The green dots indicate the top 10% of regions / support categories when ranked by performance against benchmark for the given metric – in other words – performing relatively well under the metric under consideration
● (red)	The red dots indicate the bottom 10% of regions / support categories when ranked by performance against benchmark for the given metric – in other words – performing relatively poorly under the metric under consideration

Note: For some metrics – 'good' performance is considered a higher score under the metric. For example, high utilisation rates are considered a sign of a functioning market where participants have access to the supports they need.
For other metrics, a 'good' performance is considered a lower score under the metric. For example, a low provider concentration is considered a sign of a competitive market.

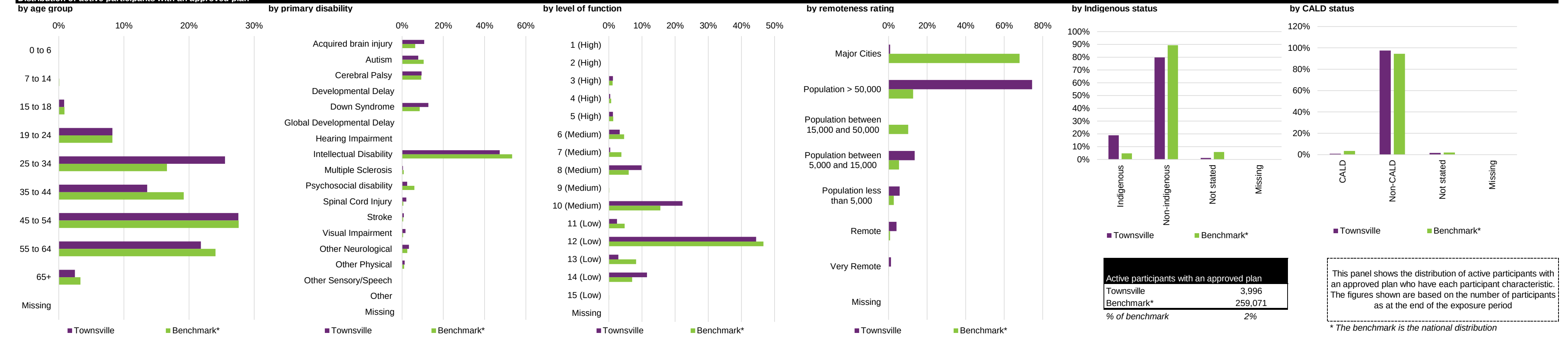
Participant Category Detailed Dashboard as at 30 June 2019 (exposure period: 1 October 2018 to 31 March 2019)

Region: Townsville (phase in date: 1 April 2016) | Support Category: All | Participants in Supported Independent Living (SIL)

Participant profile

Distribution of active participants with an approved plan

by age group | by primary disability | by level of function | by remoteness rating | by Indigenous status | by CALD status



Active participants with an approved plan	
Townsville	3,996
Benchmark*	259,071
% of benchmark	*2%*

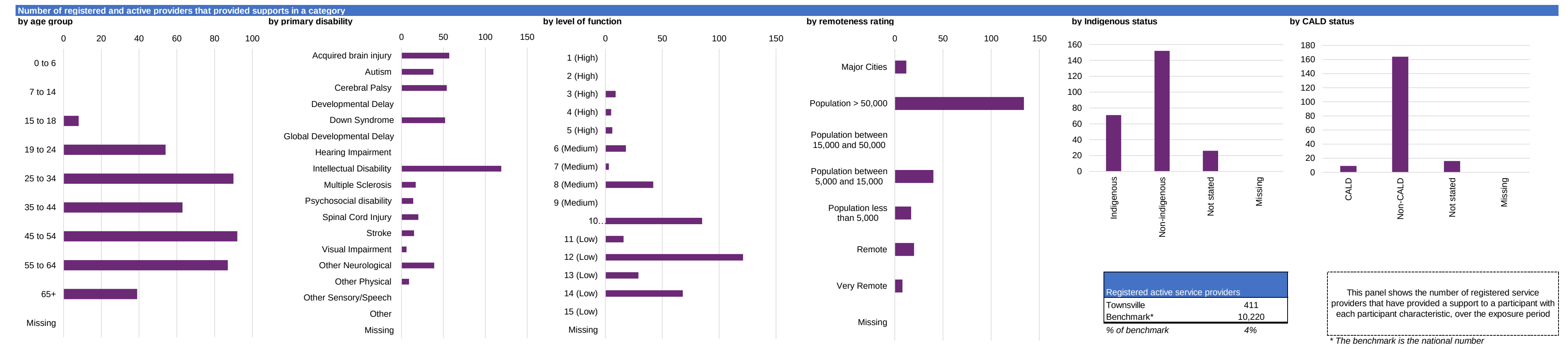
This panel shows the distribution of active participants with an approved plan who have each participant characteristic. The figures shown are based on the number of participants as at the end of the exposure period

* The benchmark is the national distribution

Service provider indicators

Number of registered and active providers that provided supports in a category

by age group | by primary disability | by level of function | by remoteness rating | by Indigenous status | by CALD status



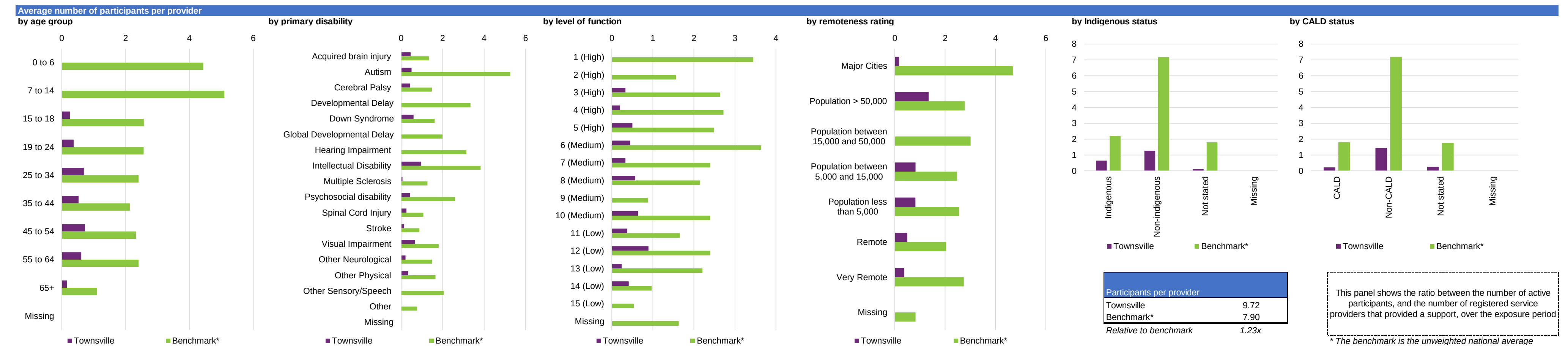
Registered active service providers	
Townsville	411
Benchmark*	10,220
% of benchmark	*4%*

This panel shows the number of registered service providers that have provided a support to a participant with each participant characteristic, over the exposure period

* The benchmark is the national number

Average number of participants per provider

by age group | by primary disability | by level of function | by remoteness rating | by Indigenous status | by CALD status



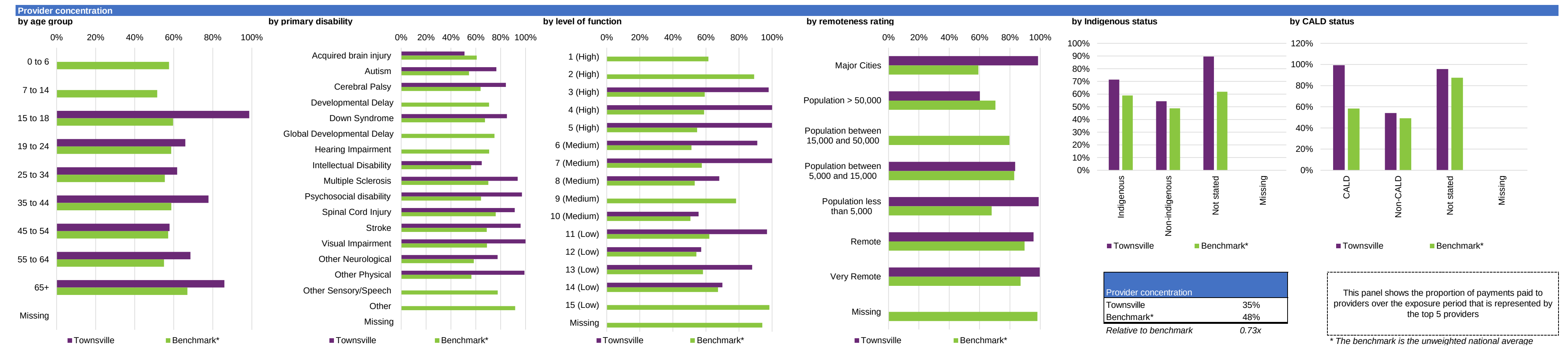
Participants per provider	
Townsville	9.72
Benchmark*	7.90
Relative to benchmark	*1.23x*

This panel shows the ratio between the number of active participants, and the number of registered service providers that provided a support, over the exposure period

* The benchmark is the unweighted national average

Provider concentration

by age group | by primary disability | by level of function | by remoteness rating | by Indigenous status | by CALD status



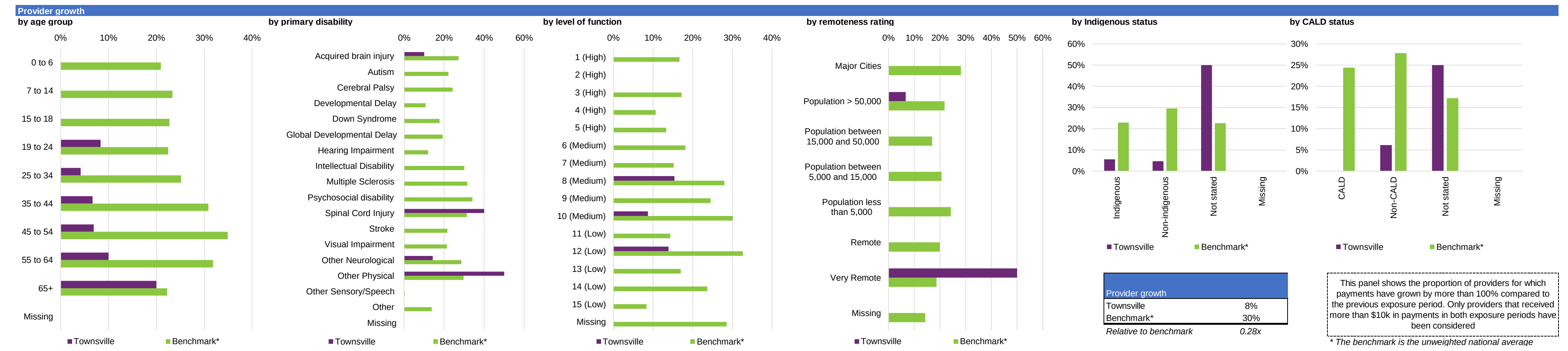
Provider concentration	
Townsville	35%
Benchmark*	48%
Relative to benchmark	*0.73x*

This panel shows the proportion of payments paid to providers over the exposure period that is represented by the top 5 providers

* The benchmark is the unweighted national average

Provider growth

by age group | by primary disability | by level of function | by remoteness rating | by Indigenous status | by CALD status



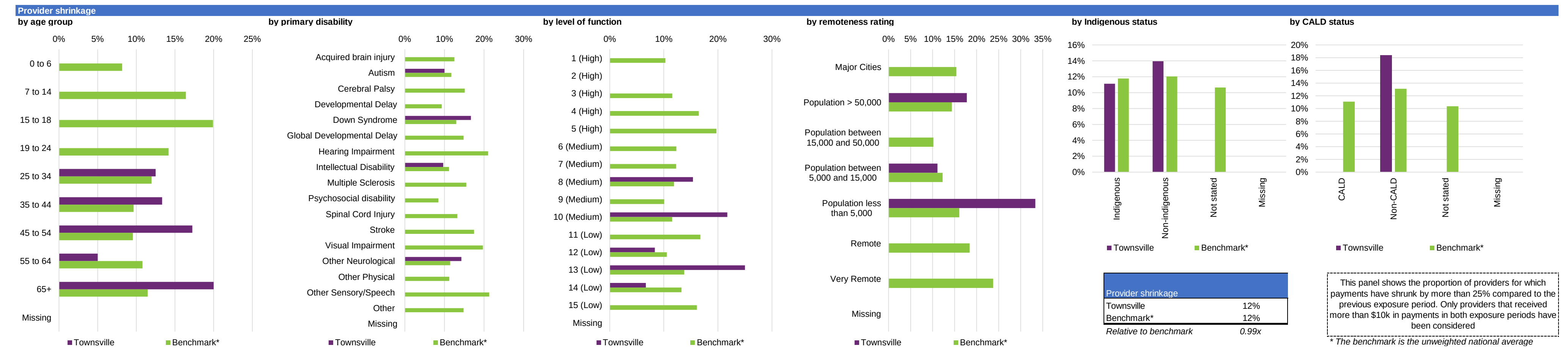
Provider growth	
Townsville	8%
Benchmark*	30%
Relative to benchmark	*0.28x*

This panel shows the proportion of providers for which payments have grown by more than 100% compared to the previous exposure period. Only providers that received more than $10k in payments in both exposure periods have been considered

* The benchmark is the unweighted national average

Provider shrinkage

by age group | by primary disability | by level of function | by remoteness rating | by Indigenous status | by CALD status



Provider shrinkage	
Townsville	12%
Benchmark*	12%
Relative to benchmark	*0.99x*

This panel shows the proportion of providers for which payments have shrunk by more than 25% compared to the previous exposure period. Only providers that received more than $10k in payments in both exposure periods have been considered

* The benchmark is the unweighted national average

Participant Category Detailed Dashboard as at 30 June 2019 (exposure period: 1 October 2018 to 31 March 2019)

Region: Townsville (phase in date: 1 April 2016) | Support Category: All | Participants in Supported Independent Living (SIL)

Plan utilisation

Payments and total plan budget not utilised ($m)

Total plan budgets	
Townsville	116.46
Benchmark*	7,233.77
% of benchmark	*2%*

This panel shows the total value of payments over the exposure period, which includes payments to providers, participants and off-system (in-kind and YPIRAC). Total plan budgets for the exposure period that has not been utilised is also shown

** The benchmark is the national total*

Plan utilisation

Plan utilisation	
Townsville	69%
Benchmark*	69%
Relative to benchmark	*0.99x*

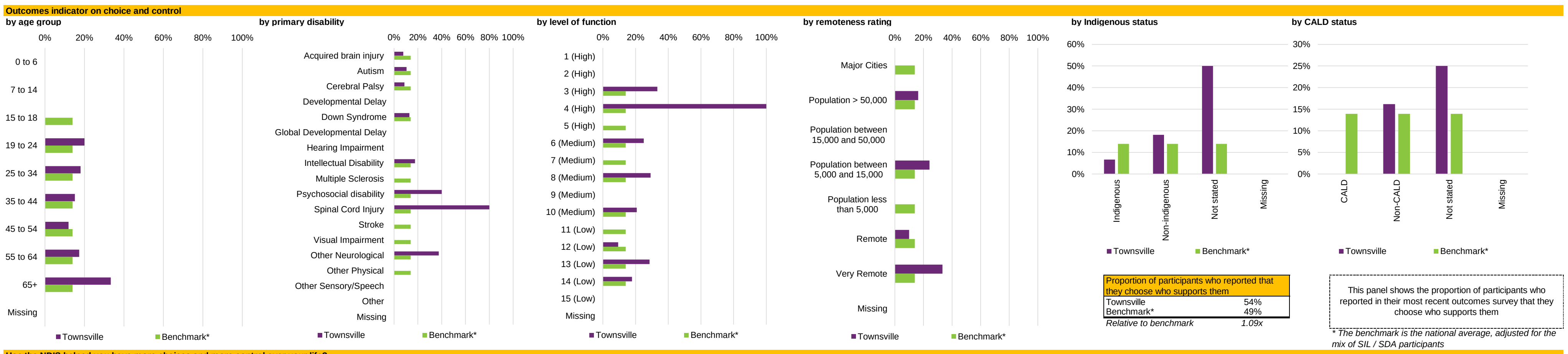
This panel shows plan utilisation over the exposure period, which includes payments to providers, participants and off-system (in-kind and YPIRAC)

** The benchmark is the national average, adjusted for the mix of SIL / SDA participants and plan number*

Note: A utilisation rate may be above 100% due to the fungibility of core supports. This refers to the ability of participants to use their funding flexibly between different support types, albeit within certain limitations

Outcomes framework

Outcomes indicator on choice and control

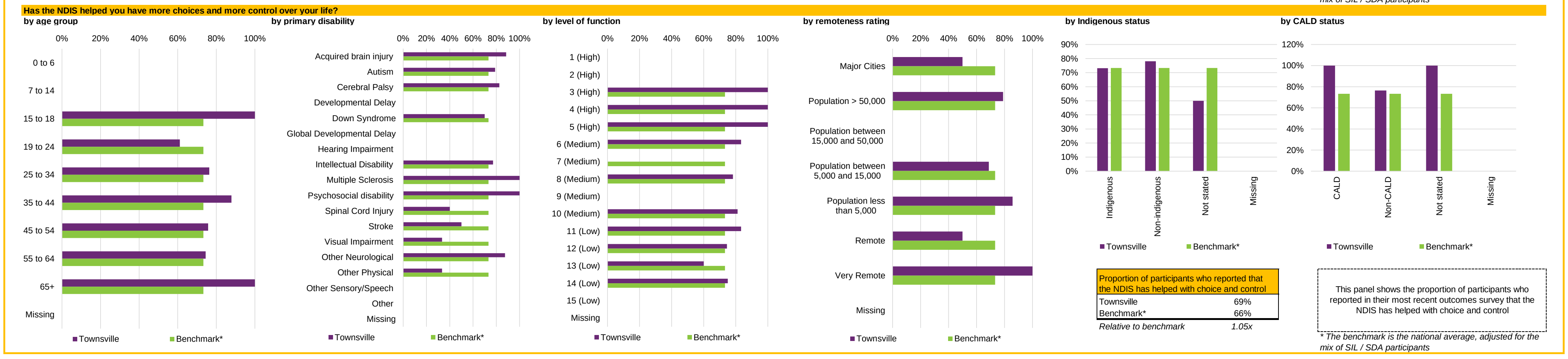


Proportion of participants who reported that they choose who supports them	
Townsville	54%
Benchmark*	49%
Relative to benchmark	*1.09x*

This panel shows the proportion of participants who reported in their most recent outcomes survey that they choose who supports them

** The benchmark is the national average, adjusted for the mix of SIL / SDA participants*

Has the NDIS helped you have more choices and more control over your life?



Proportion of participants who reported that the NDIS has helped with choice and control	
Townsville	69%
Benchmark*	66%
Relative to benchmark	*1.05x*

This panel shows the proportion of participants who reported in their most recent outcomes survey that the NDIS has helped with choice and control

** The benchmark is the national average, adjusted for the mix of SIL / SDA participants*

Support category summary

Support category	Active participants with approved plans	Registered active providers	Participants per provider	Provider concentration	Provider growth	Provider shrinkage	Total plan budgets ($m)	Payments ($m)	Utilisation	Outcomes indicator on choice and control	Has NDIS helped with choice and control?
Core											
Consumables	230	30	7.7	94%	0%	0%	0.49	0.20	40%	17%	77%
Daily Activities	241	51	4.7	81%	14%	18%	25.91	25.29	98%	16%	77%
Community	238	40	6.0	78%	8%	17%	5.05	3.59	71%	17%	78%
Transport	236	22	10.7	85%	0%	0%	0.28	0.19	68%	15%	77%
Core total	**243**	**85**	**2.9**	**79%**	**12%**	**12%**	**31.74**	**29.27**	**92%**	**16%**	**77%**
Capacity Building											
Daily Activities	239	78	3.1	53%	0%	30%	0.97	0.44	45%	17%	77%
Employment	23	3	7.7	100%	0%	0%	0.17	0.14	83%	22%	87%
Social and Civic	11	8	1.4	100%	0%	0%	0.08	0.05	57%	0%	70%
Support Coordination	239	26	9.2	85%	0%	11%	0.68	0.45	67%	15%	77%
Capacity Building total	**243**	**100**	**2.4**	**61%**	**0%**	**24%**	**2.59**	**1.40**	**54%**	**16%**	**77%**
Capital											
Assistive Technology	112	29	3.9	90%	33%	0%	0.51	0.36	72%	14%	75%
Home Modifications	67	3	22.3	100%	0%	0%	0.39	0.21	54%	15%	79%
Capital total	**151**	**31**	**4.9**	**91%**	**0%**	**0%**	**0.90**	**0.57**	**64%**	**16%**	**77%**
Missing	0	0	0.0	0%	0%	0%	0.00	0.00	0%	0%	0%
All support categories	**243**	**166**	**1.5**	**76%**	**6%**	**18%**	**35.22**	**31.24**	**89%**	**16%**	**77%**

Note: Only the major support categories are shown.
Note: A utilisation rate may be above 100% due to the fungibility of core supports. This refers to the ability of participants to use their funding flexibly between different support types, albeit within certain limitations.

Indicator definitions

Active participants with approved plans	Number of active participants who have an approved plan and reside in the region / have supports relating to the support category in their plan
Registered active providers	Number of registered service providers that have provided a support to a participant within the region / support category, over the exposure period
Participants per provider	Ratio between the number of active participants and the number of registered service providers
Provider concentration	Proportion of provider payments over the exposure period that were paid to the top 10 providers
Provider growth	Proportion of providers for which payments have grown by more than 100% compared to the previous exposure period. Only providers that received more than $10k in payments in both exposure periods have been considered
Provider shrinkage	Proportion of providers for which payments have shrunk by more than 25% compared to the previous exposure period. Only providers that received more than $10k in payments in both exposure periods have been considered
Total plan budgets	Value of supports committed in participant plans for the exposure period
Payments	Value of all payments over the exposure period, including payments to providers, payments to participants, and off-system payments (in-kind and Younger People In Residential Aged Care (YPIRAC))
Utilisation	Ratio between payments and total plan budgets
Outcomes indicator on choice and control	Proportion of participants who reported in their most recent outcomes survey that they choose who supports them
Has NDIS helped with choice and control?	Proportion of participants who reported in their most recent outcomes survey that the NDIS has helped with choice and control
	The green dots indicate the top 10% of regions / support categories when ranked by performance against benchmark for the given metric – in other words – performing relatively well under the given consideration
	The red dots indicate the bottom 10% of regions / support categories when ranked by performance against benchmark for the given metric – in other words – performing relatively poorly under the given consideration

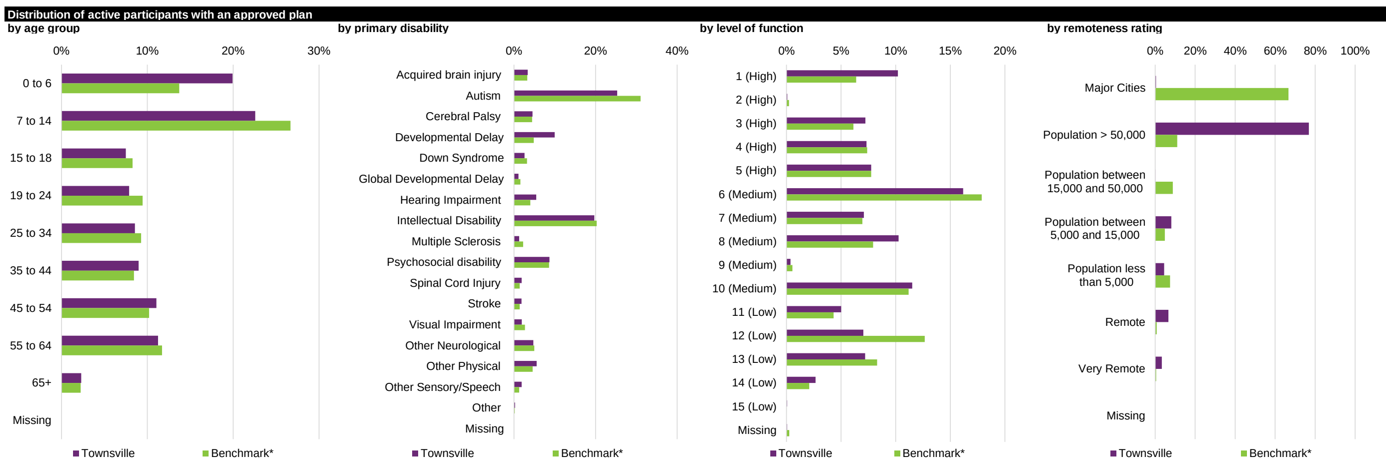
Note: For some metrics – 'good' performance is considered a higher score under the metric. For example, high utilisation rates are considered a sign of a functioning market where participants have access to the supports they need.
For other metrics, a 'good' performance is considered a lower score under the metric. For example, a low provider concentration is considered a sign of a competitive market.

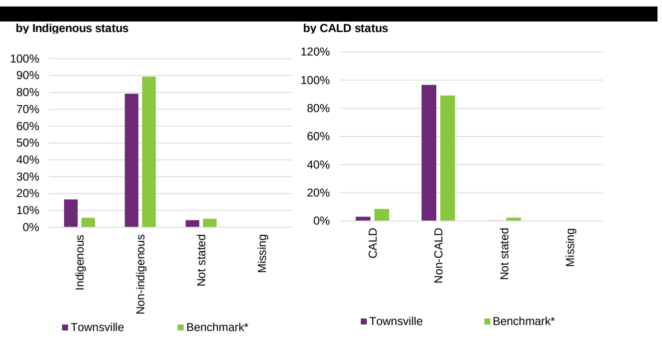
Participant Category Detailed Dashboard as at 30 June 2019 (exposure period: 1 October 2018 to 31 March 2019)

Region: Townsville (phase in date: 1 April 2016) | Support Category: All | Participants not in Supported Independent Living (Non-SIL)

Participant profile

Distribution of active participants with an approved plan





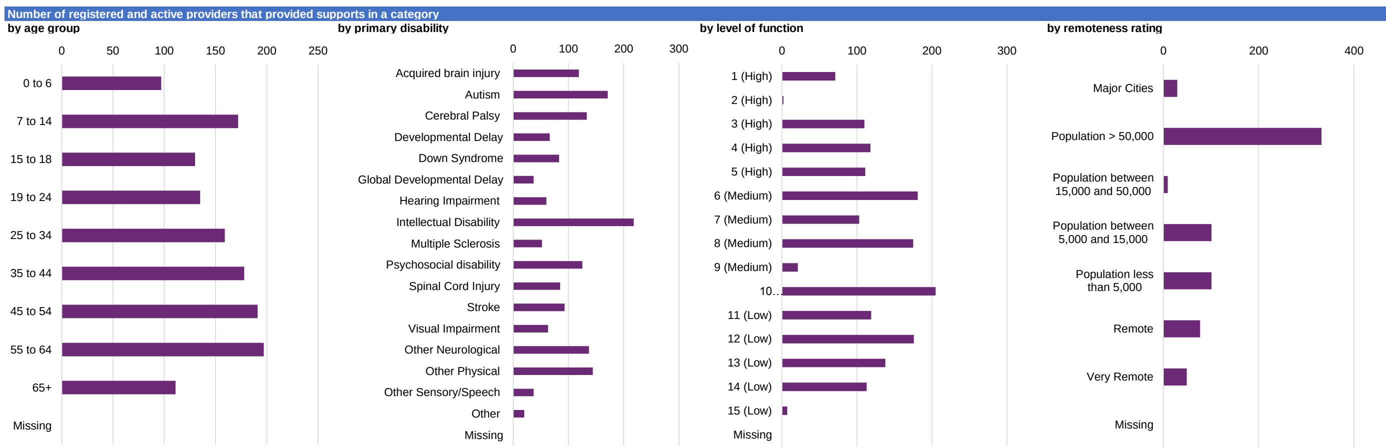
Active participants with an approved plan	
Townsville	3,996
Benchmark*	259,071
% of benchmark	*2%*

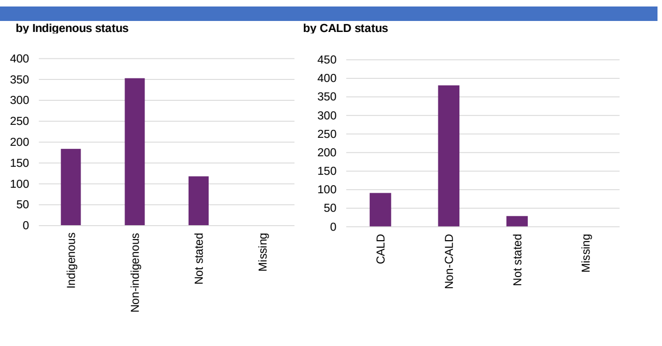
This panel shows the distribution of active participants with an approved plan who have each participant characteristic. The figures shown are based on the number of participants as at the end of the exposure period

** The benchmark is the national distribution*

Service provider indicators

Number of registered and active providers that provided supports in a category



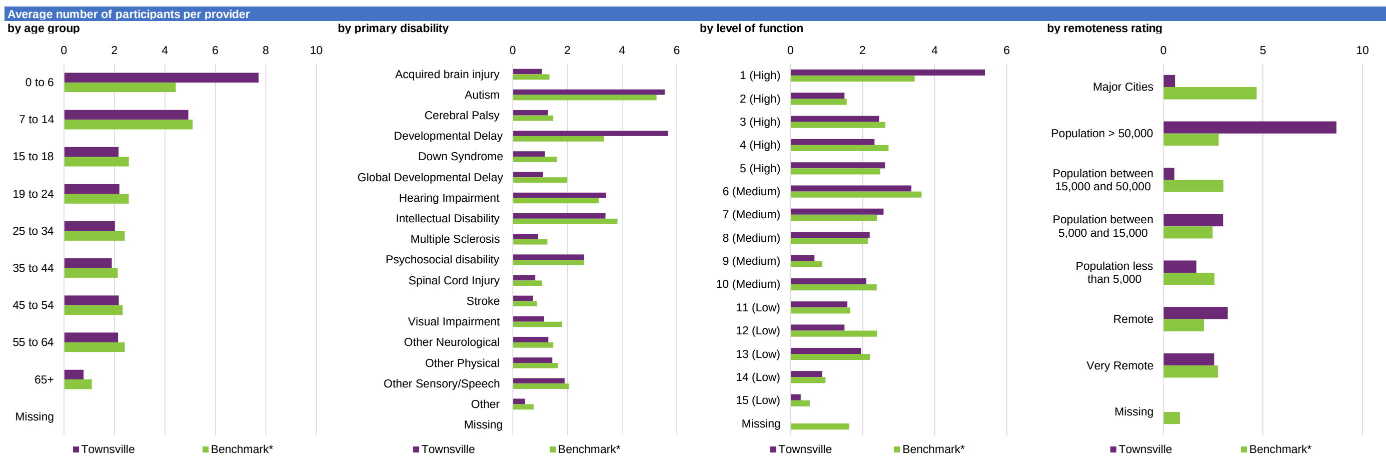


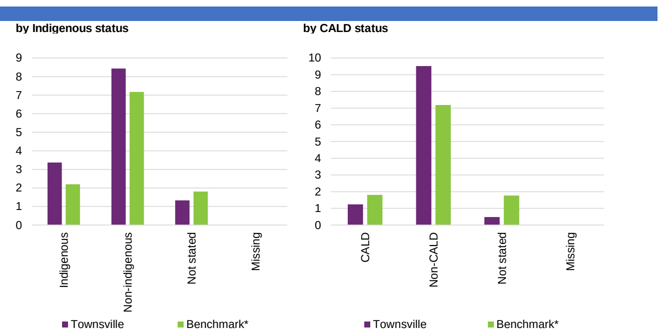
Registered active service providers	
Townsville	411
Benchmark*	10,220
% of benchmark	*4%*

This panel shows the number of registered service providers that have provided a support to a participant with each participant characteristic, over the exposure period

** The benchmark is the national number*

Average number of participants per provider



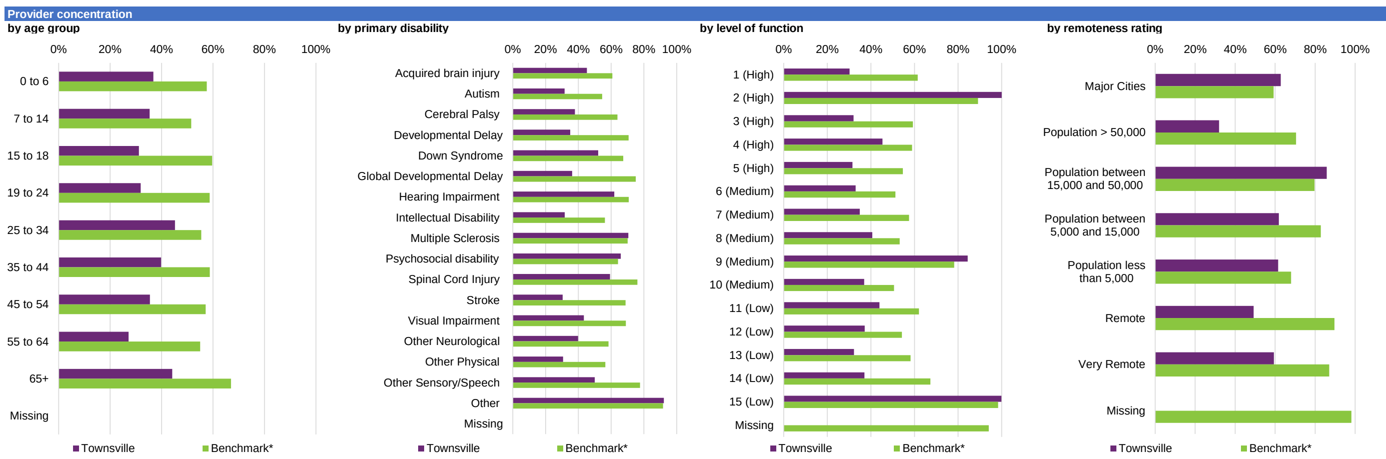


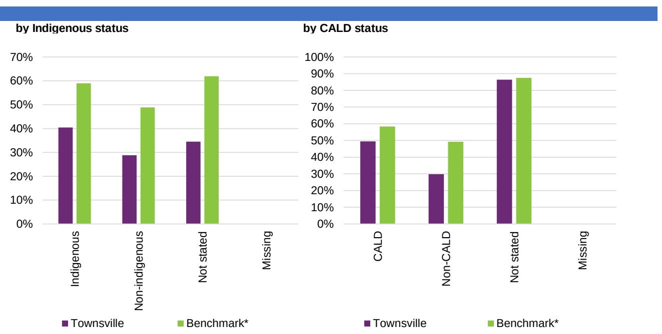
Participants per provider	
Townsville	9.72
Benchmark*	7.90
Relative to benchmark	*1.23x*

This panel shows the ratio between the number of active participants, and the number of registered service providers that provided a support, over the exposure period

** The benchmark is the unweighted national average*

Provider concentration



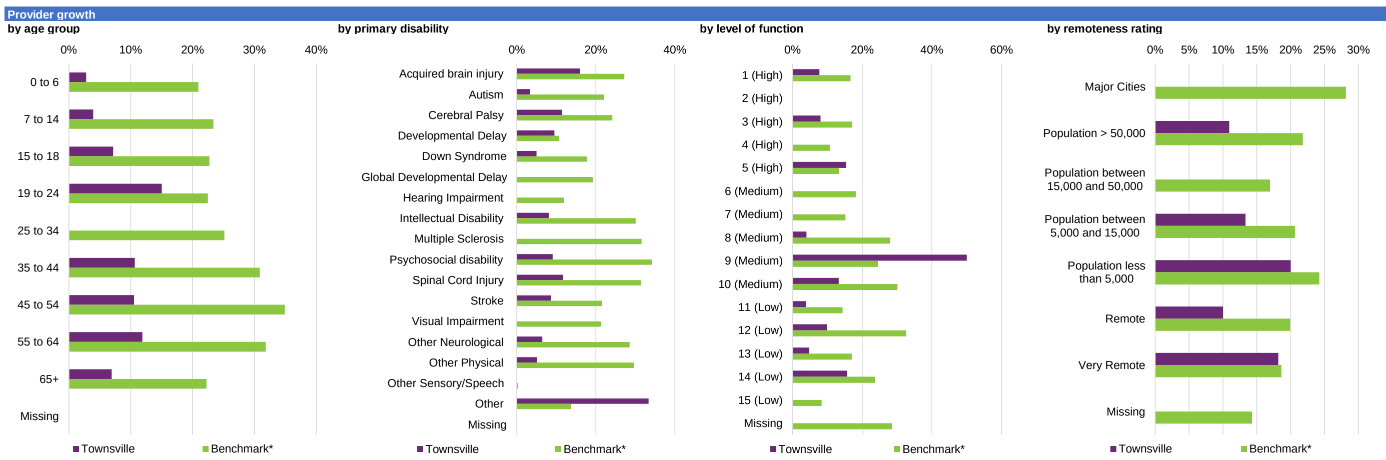


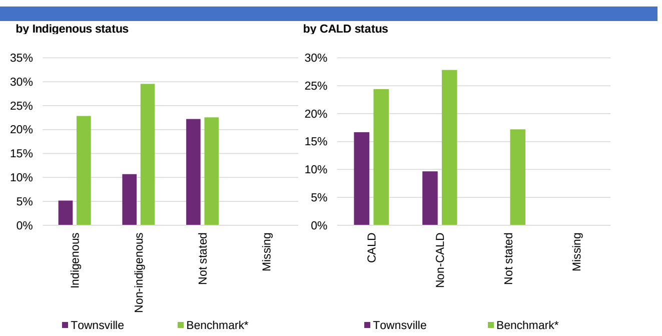
Provider concentration	
Townsville	35%
Benchmark*	48%
Relative to benchmark	*0.73x*

This panel shows the proportion of payments paid to providers over the exposure period that is represented by the top 5 providers

** The benchmark is the unweighted national average*

Provider growth



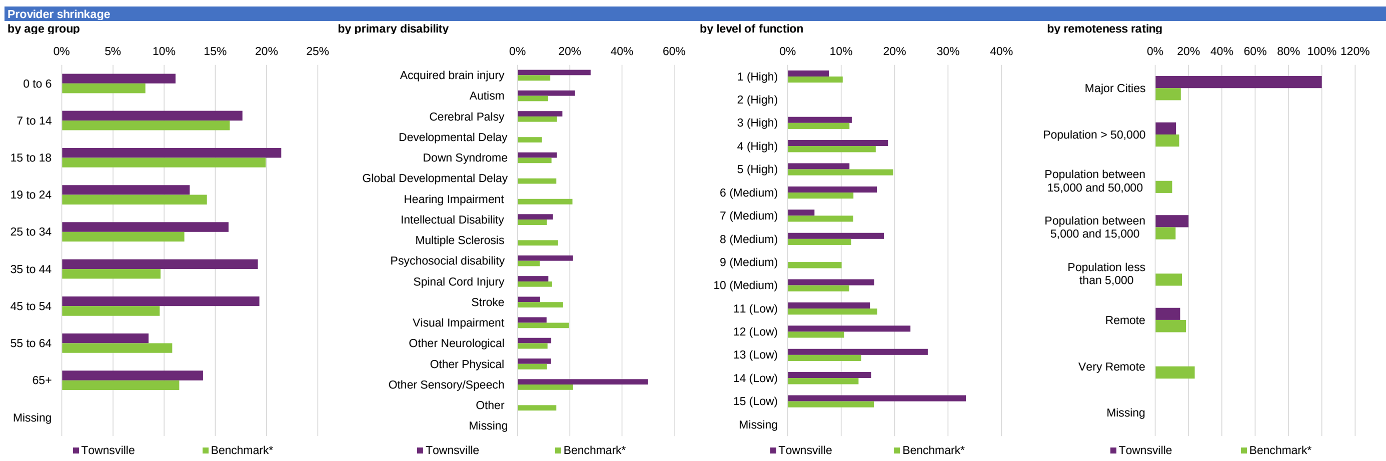


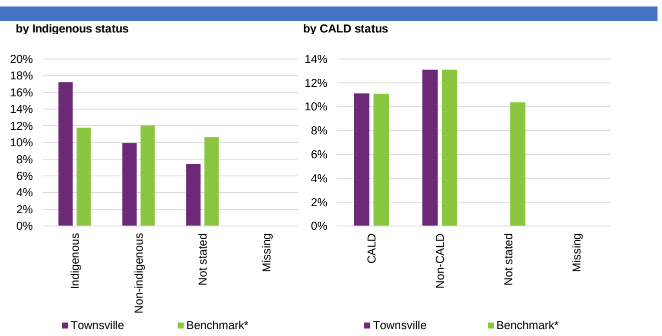
Provider growth	
Townsville	8%
Benchmark*	30%
Relative to benchmark	*0.28x*

This panel shows the proportion of providers for which payments have grown by more than 100% compared to the previous exposure period. Only providers that received more than $10k in payments in both exposure periods have been considered

** The benchmark is the unweighted national average*

Provider shrinkage





Provider shrinkage	
Townsville	12%
Benchmark*	12%
Relative to benchmark	*0.99x*

This panel shows the proportion of providers for which payments have shrunk by more than 25% compared to the previous exposure period. Only providers that received more than $10k in payments in both exposure periods have been considered

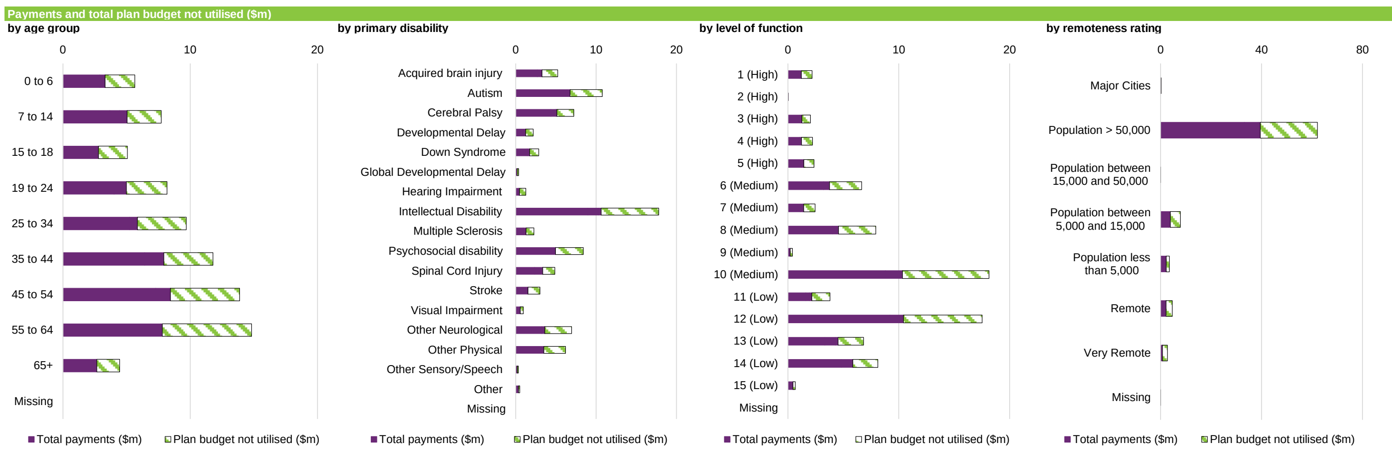
** The benchmark is the unweighted national average*

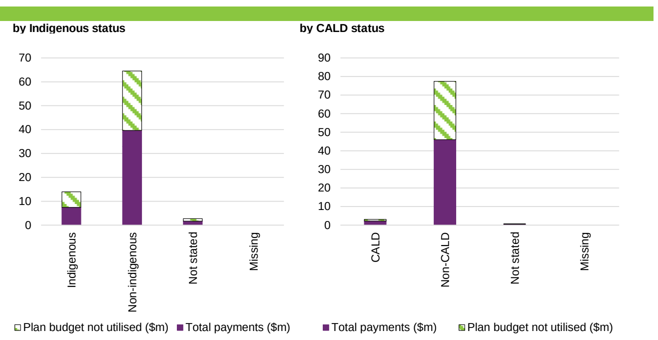
Participant Category Detailed Dashboard as at 30 June 2019 (exposure period: 1 October 2018 to 31 March 2019)

Region: Townsville (phase in date: 1 April 2016) | Support Category: All | Participants not in Supported Independent Living (Non-SIL)

Plan utilisation

Payments and total plan budget not utilised ($m)



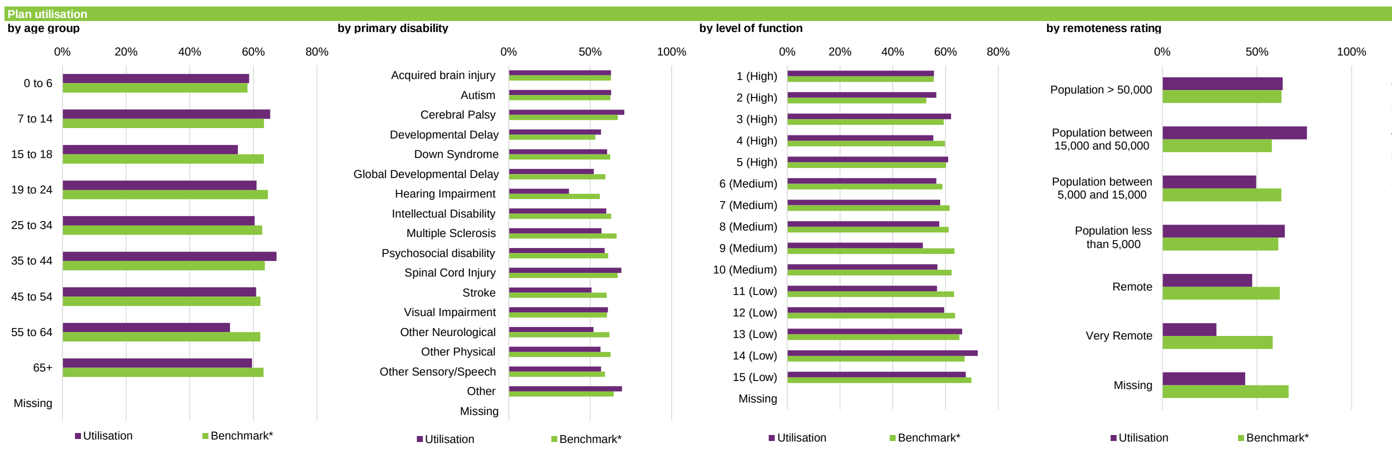


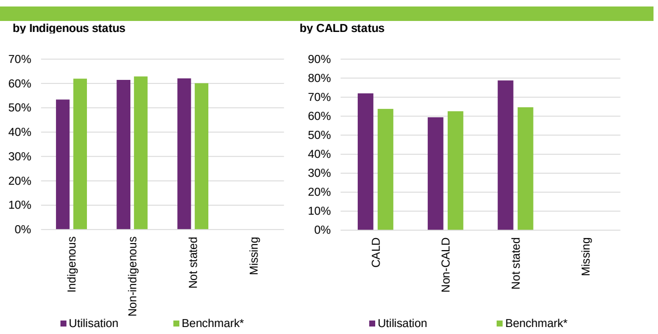
Total plan budgets	
Townsville	116.46
Benchmark*	7,233.77
% of benchmark	*2%*

This panel shows the total value of payments over the exposure period, which includes payments to providers, participants and off-system (in-kind and YPIRAC). Total plan budgets for the exposure period that has not been utilised is also shown

** The benchmark is the national total*

Plan utilisation





Plan utilisation	
Townsville	69%
Benchmark*	69%
Relative to benchmark	*0.99x*

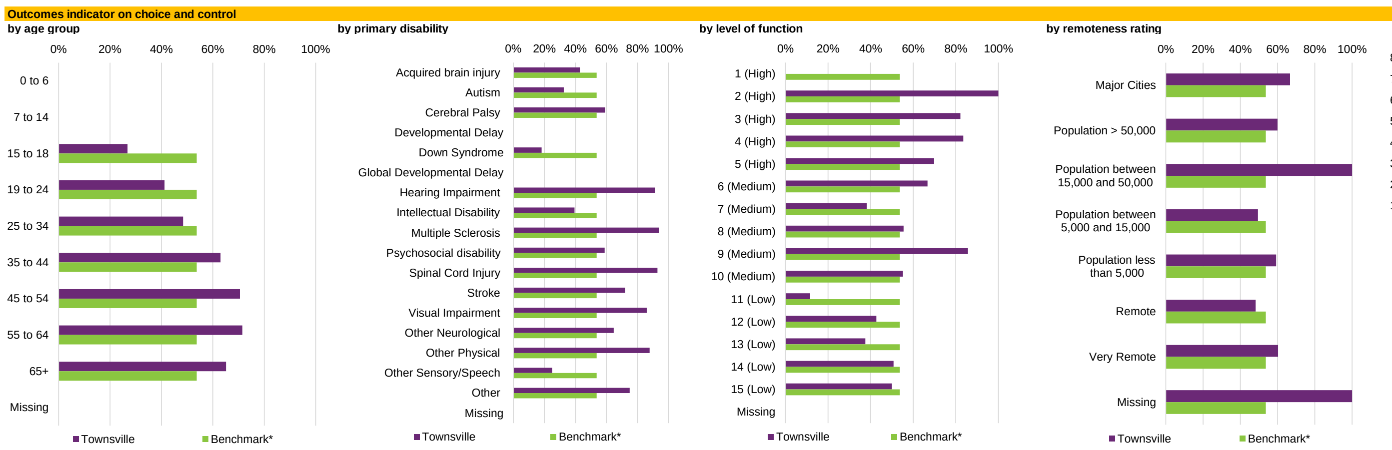
This panel shows plan utilisation over the exposure period, which includes payments to providers, participants and off-system (in-kind and YPIRAC)

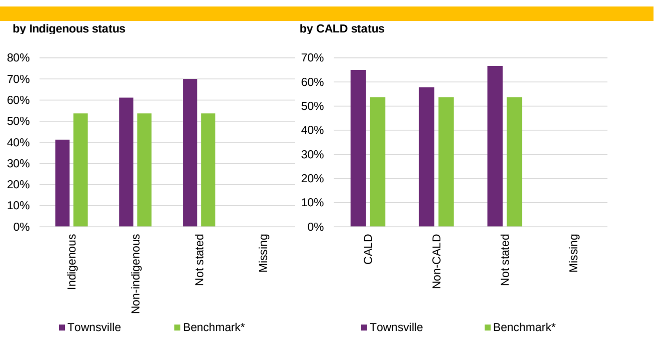
** The benchmark is the national average, adjusted for the mix of SIL / SDA participants and plan number*

Note: A utilisation rate may be above 100% due to the fungibility of core supports. This refers to the ability of participants to use their funding flexibly between different support types, albeit within certain limitations.

Outcomes framework

Outcomes indicator on choice and control



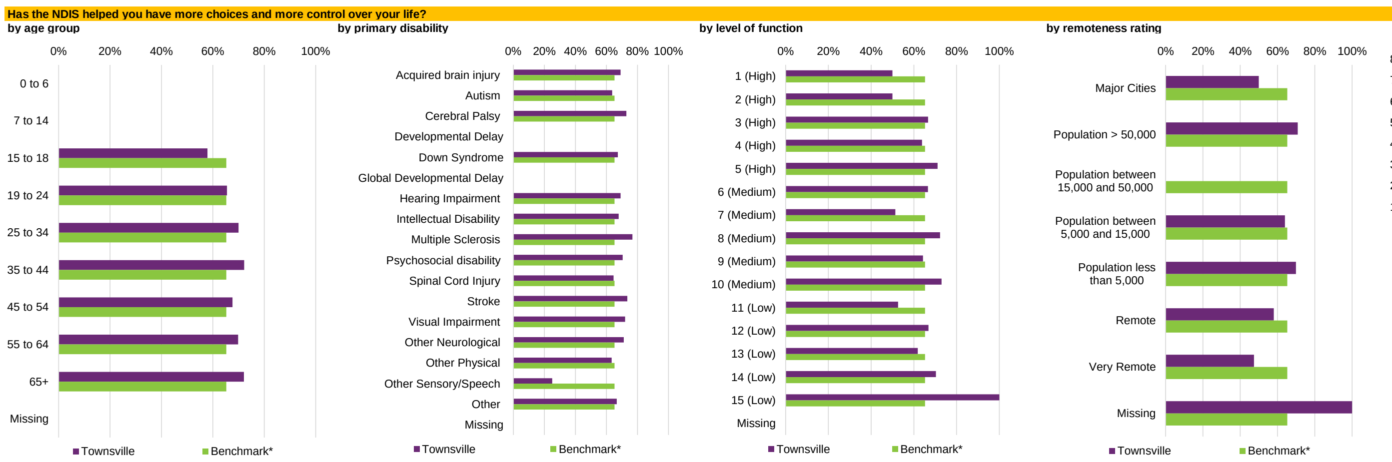


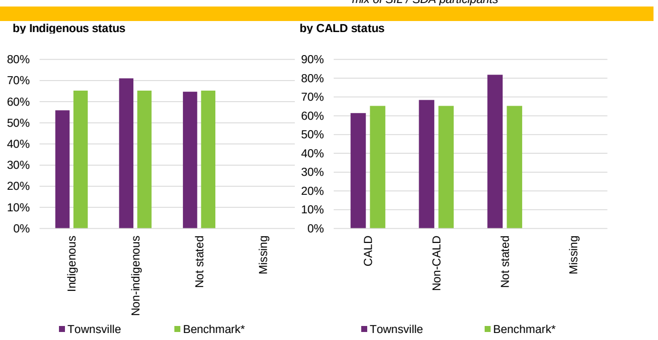
Proportion of participants who reported that they choose who supports them	
Townsville	54%
Benchmark*	49%
Relative to benchmark	*1.09x*

This panel shows the proportion of participants who reported in their most recent outcomes survey that they choose who supports them

** The benchmark is the national average, adjusted for the mix of SIL / SDA participants*

Has the NDIS helped you have more choices and more control over your life?





Proportion of participants who reported that the NDIS has helped with choice and control	
Townsville	69%
Benchmark*	66%
Relative to benchmark	*1.05x*

This panel shows the proportion of participants who reported in their most recent outcomes survey that the NDIS has helped with choice and control

** The benchmark is the national average, adjusted for the mix of SIL / SDA participants*

Support category summary

Support category	Active participants with approved plans	Registered active providers	Participants per provider	Provider concentration	Provider growth	Provider shrinkage	Total plan budgets ($m)	Payments ($m)	Utilisation	Outcomes indicator on choice and control	Has NDIS helped with choice and control?
Core											
Consumables	2,677	102	26.2	74%	27%	0%	2.64	1.16	44%	60%	70%
Daily Activities	2,421	124	19.5	56%	8%	22%	36.82	20.13	55%	58%	69%
Community	2,429	87	27.9	62%	17%	15%	15.26	11.69	77%	57%	69%
Transport	1,451	35	41.5	75%	0%	0%	2.13	2.05	96%	54%	71%
Core total	**2,915**	**214**	**13.6**	**49%**	**14%**	**12%**	**56.85**	**35.03**	**62%**	**58%**	**68%**
Capacity Building											
Daily Activities	3,629	191	19.0	44%	4%	12%	15.37	7.98	52%	59%	69%
Employment	109	7	15.6	100%	33%	33%	0.67	0.43	65%	43%	80%
Social and Civic	269	33	8.2	82%	0%	57%	0.86	0.40	46%	44%	66%
Support Coordination	1,050	55	19.1	78%	0%	20%	2.21	1.33	60%	49%	59%
Capacity Building total	**3,704**	**223**	**16.6**	**42%**	**6%**	**16%**	**20.30**	**10.79**	**53%**	**58%**	**69%**
Capital											
Assistive Technology	955	88	10.9	80%	13%	13%	3.59	2.51	70%	76%	70%
Home Modifications	115	13	8.8	99%	17%	0%	0.50	0.48	96%	75%	77%
Capital total	**974**	**97**	**10.0**	**72%**	**10%**	**10%**	**4.09**	**2.99**	**73%**	**76%**	**70%**
Missing	0	0	0.0	0%	0%	0%	0.00	0.00	0%	0%	0%
All support categories	**3,753**	**387**	**9.7**	**41%**	**10%**	**12%**	**81.24**	**48.81**	**60%**	**58%**	**68%**

Note: Only the major support categories are shown.
Note: A utilisation rate may be above 100% due to the fungibility of core supports. This refers to the ability of participants to use their funding flexibly between different support types, albeit within certain limitations.

Indicator definitions

Active participants with approved plans	Number of active participants who have an approved plan and reside in the region / have supports relating to the support category in their plan
Registered active providers	Number of registered service providers that have provided a support to a participant within the region / support category, over the exposure period
Participants per provider	Ratio between the number of active participants and the number of registered service providers
Provider concentration	Proportion of provider payments over the exposure period that were paid to the top 10 providers
Provider growth	Proportion of providers for which payments have grown by more than 100% compared to the previous exposure period. Only providers that received more than $10k in payments in both exposure periods have been considered
Provider shrinkage	Proportion of providers for which payments have shrunk by more than 25% compared to the previous exposure period. Only providers that received more than $10k in payments in both exposure periods have been considered
Total plan budgets	Value of supports committed in participant plans for the exposure period
Payments	Value of all payments over the exposure period, including payments to providers, payments to participants, and off-system payments (in-kind and Younger People In Residential Aged Care (YPIRAC))
Utilisation	Ratio between payments and total plan budgets
Outcomes indicator on choice and control	Proportion of participants who reported in their most recent outcomes survey that they choose who supports them
Has NDIS helped with choice and control?	Proportion of participants who reported in their most recent outcomes survey that the NDIS has helped with choice and control

The green dots indicate the top 10% of regions / support categories when ranked by performance against benchmark for the given metric – in other words – performing relatively well under the metric under consideration

The red dots indicate the bottom 10% of regions / support categories when ranked by performance against benchmark for the given metric – in other words – performing relatively poorly under the metric under consideration

Note: For some metrics – 'good' performance is considered a higher score under the metric. For example, high utilisation rates are considered a sign of a functioning market where participants have access to the supports they need.
For other metrics, a 'good' performance is considered a lower score under the metric. For example, a low provider concentration is considered a sign of a competitive market.