Region: Central Highlands (phase in date: 1 January 2017) | Support Category: All | All Participants







Region: Central Highlands (phase in date: 1 January 2017) | Support Category: All | All Participants



| upport category         | Active participants<br>with approved plans | Registered active<br>providers | Participants<br>per provider | Provider<br>concentration | Provider<br>growth | Provider<br>shrinkage | Total plan<br>budgets (\$m) | Payments (\$m) | Utilisation | Outcomes indicator on<br>choice and control | Has NDIS helped wi<br>choice and control |
|-------------------------|--|--------------------------------|------------------------------|---------------------------|--------------------|-----------------------|-----------------------------|----------------|-------------|---|--|
| Dre                     |  |                                |                              |                           |                    |                       |                             |                |             |   |  |
| Consumables             | 2,802                                      | 61                             | 45.9 🔴                       | 85%                       | 0%                 | 17%                   | 1.82                        | 0.64           | 35%         | 48%   | 62%                                      |
| Daily Activities        | 2,719                                      | 122                            | 22.3                         | 71%                       | 20%                | 14%                   | 38.77                       | 30,71          | 79%         | 47%   | 62%                                      |
| Community               | 2,778                                      | 106                            | 26.2                         | 72%                       | 16%                | 5%                    | 20.61                       | 12.44          | 60%         | 47%   | 62%                                      |
| Transport               | 1,666                                      | 44                             | 37.9                         | 69%                       | 0%                 | 0%                    | 2.94                        | 2.74           | 93%         | 42%   | 64%                                      |
| Core total              | 2,996                                      | 205                            | 14.6                         | 66%                       | 17%                | 7%                    | 64.14                       | 46.52          | 73%         | 48%   | 62%                                      |
| apacity Building        |  |                                |                              |                           |                    |                       |                             |                |             |   |  |
| Daily Activities        | 3.337                                      | 250                            | 13.3                         | 57%                       | 10%                | 6%                    | 10.81                       | 5.26           | 49%         | 48%   | 62%                                      |
| Employment              | 345  | 15                             | 23.0                         | 99%                       | 0%                 | 0%                    | 2.29                        | 1.65           | 72%         | 47%   | 68%                                      |
| Social and Civic        | 233  | 23                             | 10.1                         | 79%                       | 0%                 | 0%                    | 0.36                        | 0.07           | 20%         | 52%   | 61%                                      |
| Support Coordination    | 1,313                                      | 76                             | 17.3                         | 67%                       | 14%                | 19%                   | 2.96                        | 1.82           | 61%         | 39%   | 63%                                      |
| Capacity Building total | 3,446                                      | 301                            | 11.4                         | 57%                       | 12%                | 7%                    | 18.33                       | 9.98           | 54%         | 48%   | 62%                                      |
| apital                  |  |                                |                              |                           |                    |                       |                             |                |             |   |  |
| Assistive Technology    | 642  | 45                             | 14.3                         | 95%                       | 0%                 | 0%                    | 2.92                        | 1.83           | 63%         | 52%   | 63%                                      |
| Home Modifications      | 334  | 8                              | 41.8                         | 100%                      | 0%                 | 25%                   | 1.44                        | 0.96           | 67%         | 26%   | 68%                                      |
| Capital total           | 822  | 52                             | 15.8                         | 94%                       | 0%                 | 13%                   | 4.36                        | 2.79           | 64%         | 42%   | 63%                                      |
| Missing                 | 0  | 0                              | 0.0                          | 0%                        | 0%                 | 0%                    | 0.00                        | 0.00           | 0%          | 0%  | 0%                                       |
| All support categories  | 3.519                                      | 446                            | 7.9                          | 59%                       | 12%                | 5%                    | 86.84                       | 59.40          | 68%         | 49%   | 61%                                      |

| 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<br>Participants per provider<br>Provider concentration<br>Provider growth<br>Provider shrinkage | Number of registered service providers that have provided a support to a participant within the region / support category, over the exposure period<br>Ratio between the number of acting participants and the number of registered service providers<br>Proportion of provider payments over the exposure period that were paid to the top 10 providers<br>Proportion of providers for which payments have grown by more than 10% compared to the previous exposure period. Only providers that received more than \$10k in payments in both exposure periods have been considered<br>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<br>Payments<br>Utilisation   | Value of supports committed in participant plans for the exposure period<br>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))<br>Ratio between payments and total plan budgets  |
| Outcomes indicator on choice and control<br>Has NDIS helped with choice and control?  | Proportion of participants who reported in their most recent outcomes survey that they choose who supports them<br>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<br>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   |
|   | dered 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.<br>Idered a lower score under the metric. For example, a low provider concentration is considered a sign of a competitive market.  |

Region: Central Highlands (phase in date: 1 January 2017) | Support Category: All | Participants in Supported Independent Living (SIL)





Region: Central Highlands (phase in date: 1 January 2017) | Support Category: All | Participants in Supported Independent Living (SIL)



| pport category          | Active participants<br>with approved plans | Registered active<br>providers | Participants<br>per provider | Provider<br>concentration | Provider<br>growth | Provider<br>shrinkage |     | Total plan<br>budgets (\$m) | Payments (\$m) | Utilisation | Outcomes indicator on<br>choice and control | Has NDIS help<br>choice and co |  |
|-------------------------|--|--------------------------------|------------------------------|---------------------------|--------------------|-----------------------|-----|-----------------------------|----------------|-------------|---|--------------------------------|--|
| re                      |  |                                |                              |                           |                    |                       |     |                             |                |             |   |                                |  |
| Consumables             | 228  | 15                             | 15.2                         | 98%                       | 0%                 | 100%                  | •   | 0.27                        | + 0.06         | 23%         | 9%  | 68%                            |  |
| Daily Activities        | 238  | 32                             | 7.4                          | 98%                       | 25%                | 25%                   |     | 19.20                       | 19.80          | 103%        | 9%  | 68%                            |  |
| Community               | 238  | 38                             | 6.3                          | 91%                       | 7%                 | 7%                    |     | 5.54                        | 3.70           | 67%         | 9%  | 68%                            |  |
| Transport               | 236  | 12                             | 19.7 🔴                       | 99%                       | 0%                 | 0%                    | - E | 0.32                        | 0.21           | 66%         | 8%  | 69%                            |  |
| Core total              | 238  | 58                             | 4.1                          | 90%                       | 10%                | 15%                   |     | 25.33                       | 23.78          | 94%         | 9%  | 68%                            |  |
|                         |  |                                |                              |                           |                    |                       |     |                             |                |             |   |                                |  |
| pacity Building         |  |                                |                              |                           |                    |                       |     |                             |                |             |   |                                |  |
| Daily Activities        | 220  | 46                             | 4.8                          | 73%                       | 0%                 | 33%                   |     | 0.59                        | 0.25           | 43%         | 9%  | 67%                            |  |
| Employment              | 29   | 3                              | 9.7                          | 100%                      | 0%                 | 0%                    | 1   | 0.23                        | 0.21           | 88%         | 21%   | 77%                            |  |
| Social and Civic        | 10   | 3                              | 3.3                          | 100%                      | 0%                 | 0%                    |     | 0.02                        | 0.00           | 31%         | 17%   | 60%                            |  |
| Support Coordination    | 237  | 31                             | 7.6                          | 82%                       | 14%                | 29%                   |     | 0.66                        | 0.36           | 55%         | 9%  | 68%                            |  |
| Capacity Building total | 238  | 73                             | 3.3                          | 70%                       | 7%                 | 21%                   |     | 1.81                        | 0.99           | 54%         | 9%  | 68%                            |  |
| pital                   |  |                                |                              |                           |                    |                       |     |                             |                |             |   |                                |  |
| Assistive Technology    | 68   | 9                              | 7.6                          | 100%                      | 0%                 | 0%                    |     | 0.41                        | 0.22           | 53%         | 5%  | 75%                            |  |
| Home Modifications      | 204  | 1                              | 204.0                        | 100%                      | 0%                 | 100%                  | •   | 0.81                        | 0.67           | 82%         | 10%   | 66%                            |  |
| Capital total           | 218  | 10                             | 21.8                         | 100%                      | 0%                 | 50%                   |     | 1.23                        | 0.89           | 72%         | 9%  | 67%                            |  |
| Missing                 | 0  | 0                              | 0.0                          | 0%                        | 0%                 | 0%                    |     | 0.00                        | 0.00           | 0%          | 0%  | 0%                             |  |
| All support categories  | 238  | 105                            | 2.3                          | 84%                       | 18%                | 11%                   |     | 28.37                       | 25.65          | 90%         | 9%  | 68%                            |  |

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.

| 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 providers for which payments have grown by more than 100% compared to the pto 100 providers shat received more than \$10k in payments in both exposure periods have been considered   |
| Provider growth                          | Proportion of providers for which payments have structs by more than 100% compared to the pto vious 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 structs 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<br>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 |

Region: Central Highlands (phase in date: 1 January 2017) | Support Category: All | Participants not in Supported Independent Living (Non-SIL)







Region: Central Highlands (phase in date: 1 January 2017) | Support Category: All | Participants not in Supported Independent Living (Non-SIL)



| ipport category         | Active participants<br>with approved plans | Registered active<br>providers | Participants<br>per provider | Provider<br>concentration | Provider<br>growth | Provider<br>shrinkage | Total plan<br>budgets (\$m) | Payments (\$m) | Utilisation | Outcomes indicator on<br>choice and control | Has NDIS helped wi<br>choice and control |
|-------------------------|--|--------------------------------|------------------------------|---------------------------|--------------------|-----------------------|-----------------------------|----------------|-------------|---|--|
| ore                     |  |                                |                              |                           |                    |                       |                             |                |             |   |  |
| Consumables             | 2,574                                      | 58                             | 44.4 🔴                       | 83%                       | 0%                 | 0%                    | 1.55                        | 0.58           | 37%         | 52%   | 61%                                      |
| Daily Activities        | 2,481                                      | 116                            | 21.4                         | 65%                       | 18%                | 13%                   | 19.57                       | 10.91          | 56%         | 52%   | 61%                                      |
| Community               | 2,540                                      | 103                            | 24.7                         | 67%                       | 17% 🔵              | 8%                    | 15.07                       | 8.74           | 58%         | 51%   | 62%                                      |
| Transport               | 1,430                                      | 42                             | 34.0 🔴                       | 68%                       | 0%                 | 0%                    | 2.62                        | 2.53           | 96%         | 48%   | 63%                                      |
| Core total              | 2,758                                      | 196                            | 14.1                         | 62%                       | 16%                | 7%                    | 38.81                       | 22.74          | 59%         | 53%   | 61%                                      |
| pacity Building         |  |                                |                              |                           |                    |                       |                             |                |             |   |  |
| Daily Activities        | 3,117                                      | 244                            | 12.8                         | 57%                       | 9%                 | 2%                    | 10.22                       | 5.01           | 49%         | 53%   | 62%                                      |
| Employment              | 316  | 15                             | 21.1                         | 99%                       | 0%                 | 0%                    | 2.06                        | 1.45           | 70%         | 49%   | 67%                                      |
| Social and Civic        | 223  | 22                             | 10.1                         | 80%                       | 0%                 | 0%                    | 0.35                        | + 0.07         | 19% 🔴       | 54%   | 61%                                      |
| Support Coordination    | 1,076                                      | 74                             | 14.5                         | 66%                       | 11%                | 11% 🛑                 | 2.30                        | 1.46           | 63%         | 47%   | 62%                                      |
| Capacity Building total | 3,208                                      | 294                            | 10.9                         | 56%                       | 11%                | 6%                    | 16.52                       | 9.00           | 54%         | 53%   | 62%                                      |
| pital                   |  |                                |                              |                           |                    |                       |                             |                |             |   |  |
| Assistive Technology    | 574  | 42                             | 13.7                         | 95%                       | 0%                 | 0%                    | 2.50                        | 1.61           | 64%         | 60%   | 61%                                      |
| Home Modifications      | 130  | 7                              | 18.6                         | 100% 🔴                    | 0%                 | 0%                    | 0.63                        | 0.29           | 46%         | 57%   | 70%                                      |
| Capital total           | 604  | 48                             | 12.6                         | 95%                       | 0%                 | 0%                    | 3.14                        | 1.90           | 61%         | 59%   | 62%                                      |
| Missing                 | 0  | 0                              | 0.0                          | 0%                        | 0%                 | 0%                    | 0.00                        | 0.00           | 0%          | 0%  | 0%                                       |
| All support categories  | 3.281                                      | 433                            | 7.6                          | 55%                       | 11%                | 7%                    | 58.48                       | 33.75          | 58%         | 53%   | 61%                                      |

| 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<br>Provider growth             | Proportion of provider payments over the exposure period that were paid to the top 10 providers   |
| Provider growth<br>Provider shrinkage                 | 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<br>Proportion of providences for which payments have shrunk by more than 25% compared to the previous exposure period. New providers that received more than \$10k in payments in both exposure periods have been considered |
| Provider shrinkage                                    | Proportion of providers for which payments have smalled by more main 25% compared to the previous exposure period. Only providers that received more main 510k in payments in outh 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  |
| ĕ   | The end 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 consid | dered 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 ourer metrics, a good performance is consi        |   |