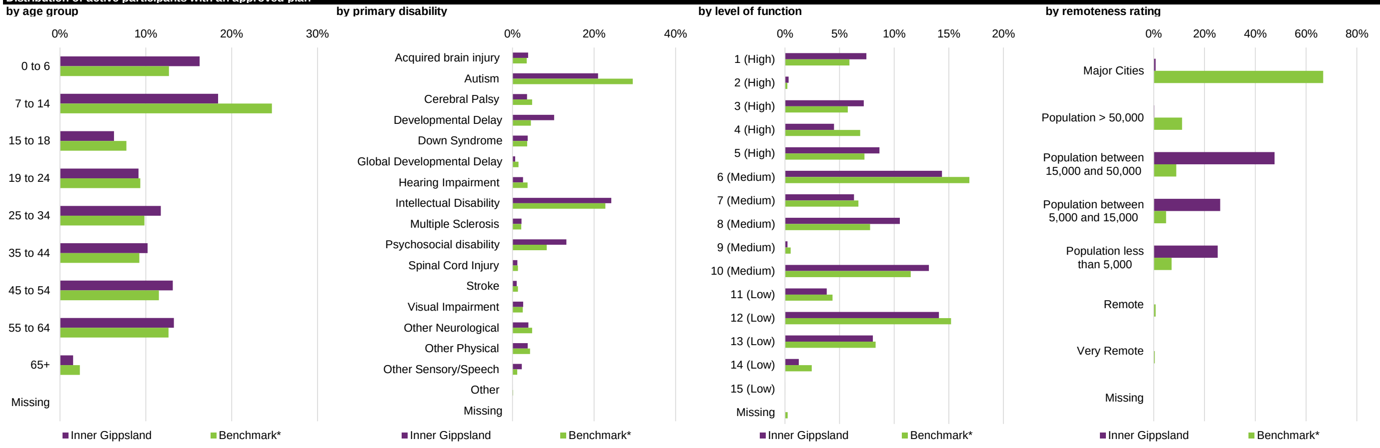
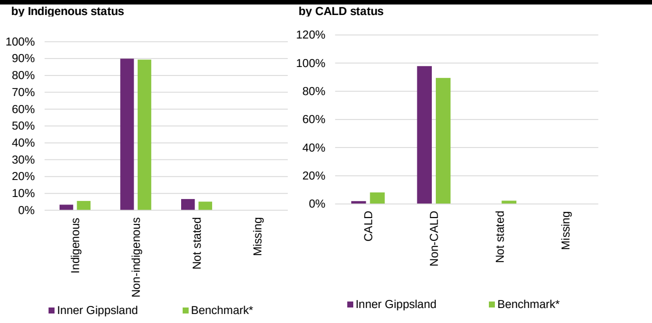
Participant Category Detailed Dashboard as at 30 June 2019 (exposure period: 1 October 2018 to 31 March 2019)

Region: Inner Gippsland (phase in date: 1 October 2017) | Support Category: All | All Participants

Participant profile

Distribution of active participants with an approved plan





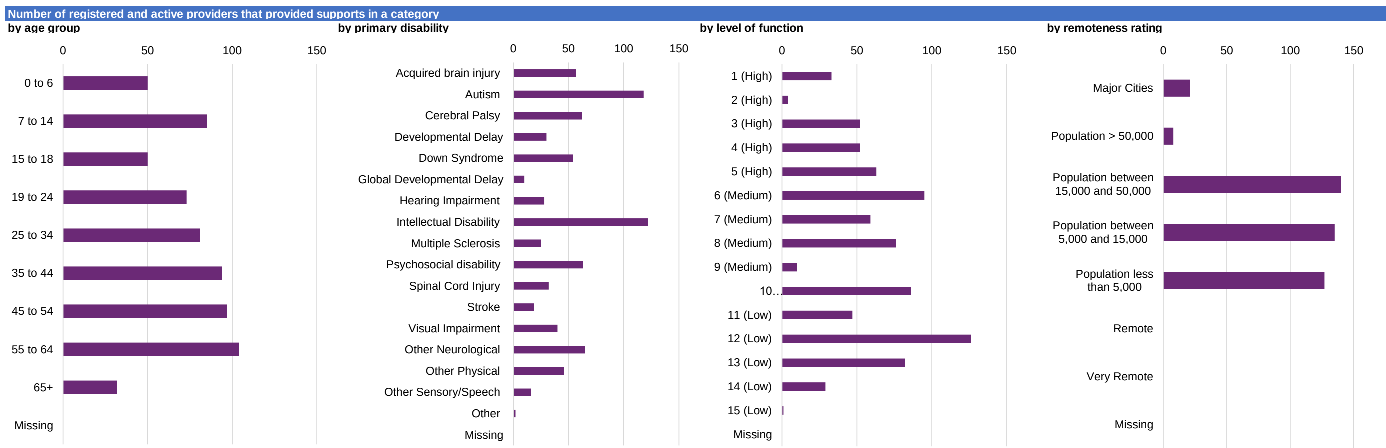
Active participants with an approved plan	
Inner Gippsland	3,007
Benchmark*	259,071
% of benchmark	*1%*

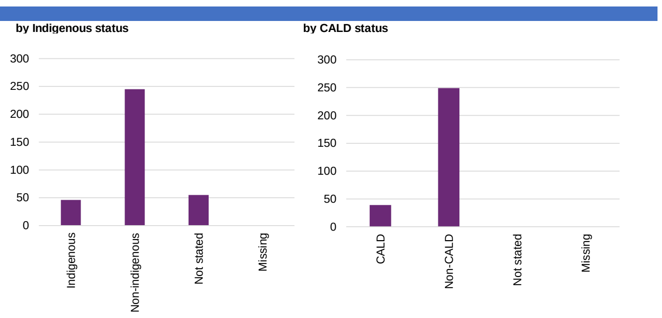
This panel shows the distribution of active participants with an approved plan who have each participant characteristic. The figures shown are based on the number of participants as at the end of the exposure period

** The benchmark is the national distribution*

Service provider indicators

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



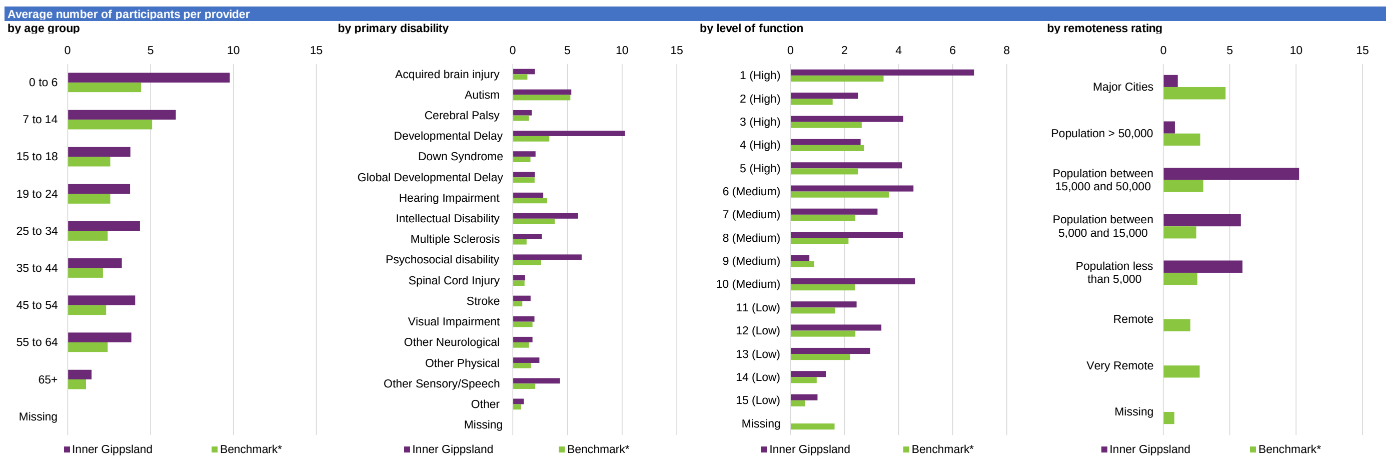


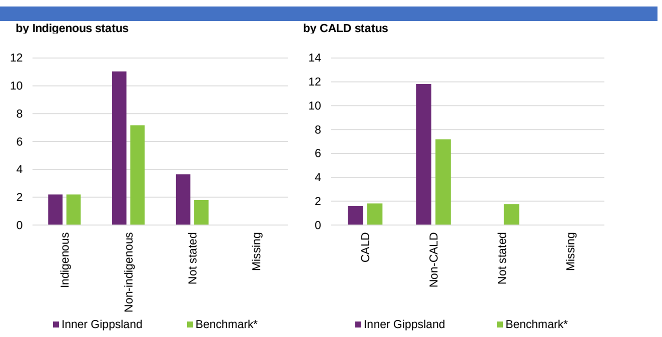
Registered active service providers	
Inner Gippsland	254
Benchmark*	10,220
% of benchmark	*2%*

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



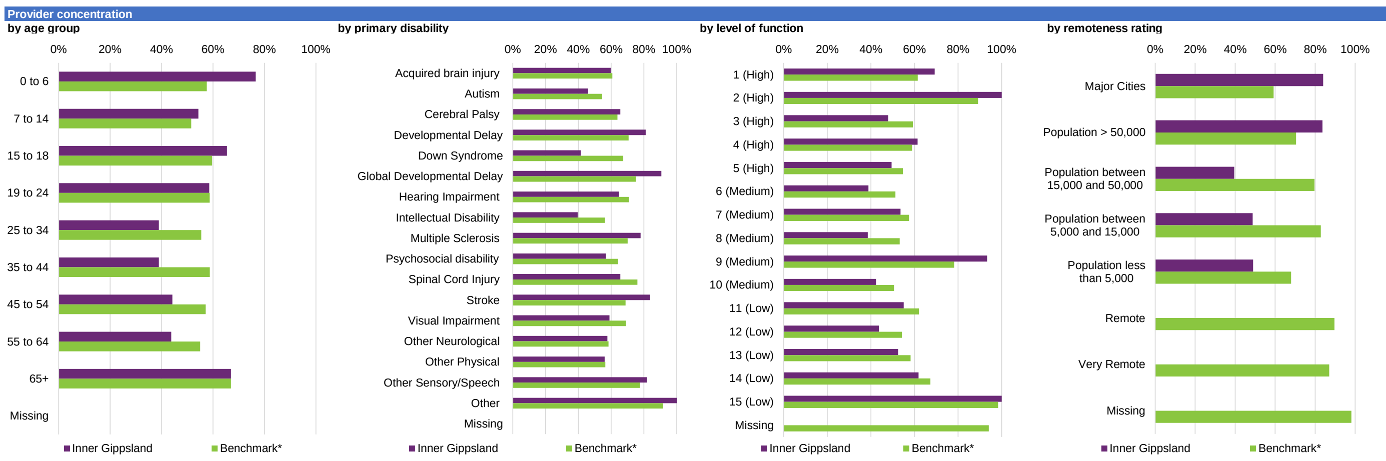


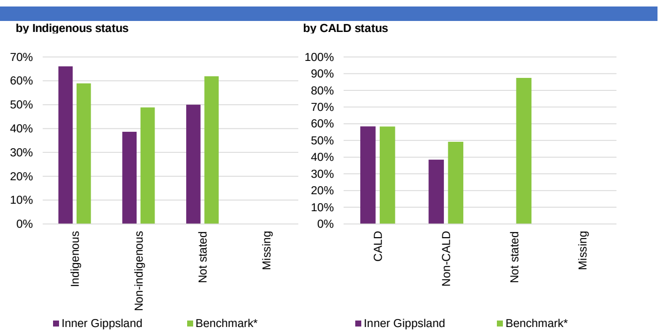
Participants per provider	
Inner Gippsland	11.84
Benchmark*	7.90
Relative to benchmark	*1.50x*

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



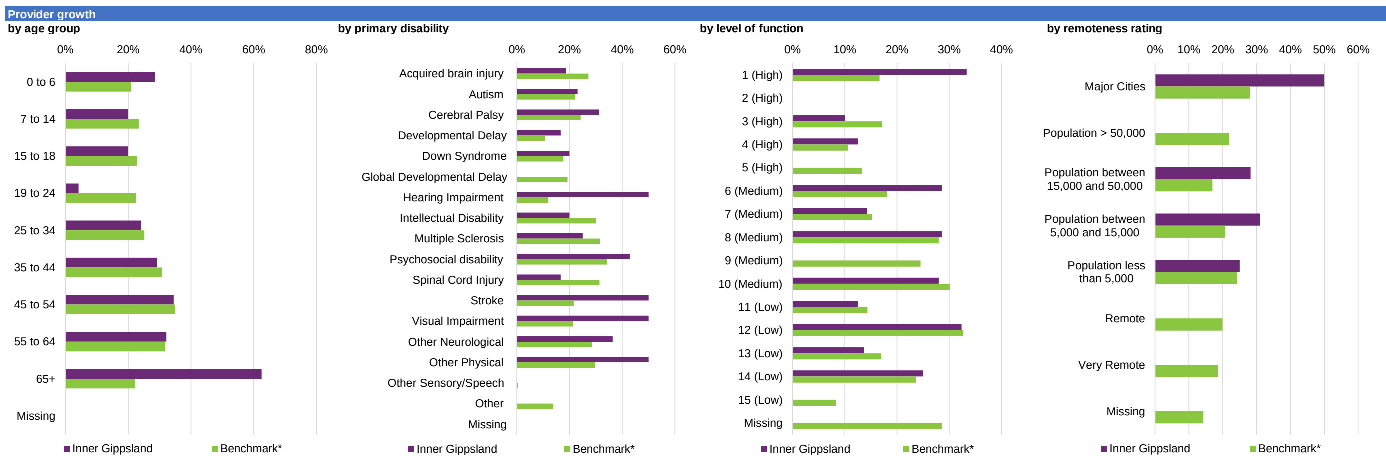


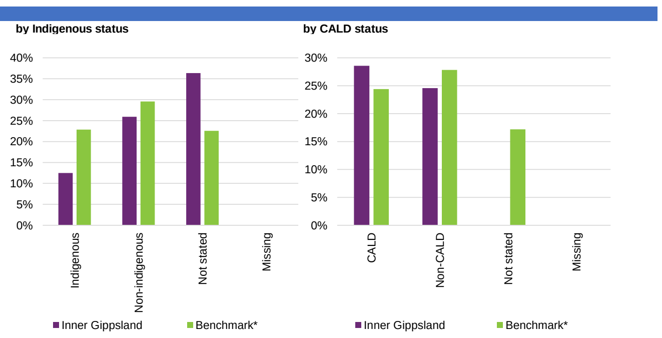
Provider concentration	
Inner Gippsland	39%
Benchmark*	48%
Relative to benchmark	*0.81x*

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



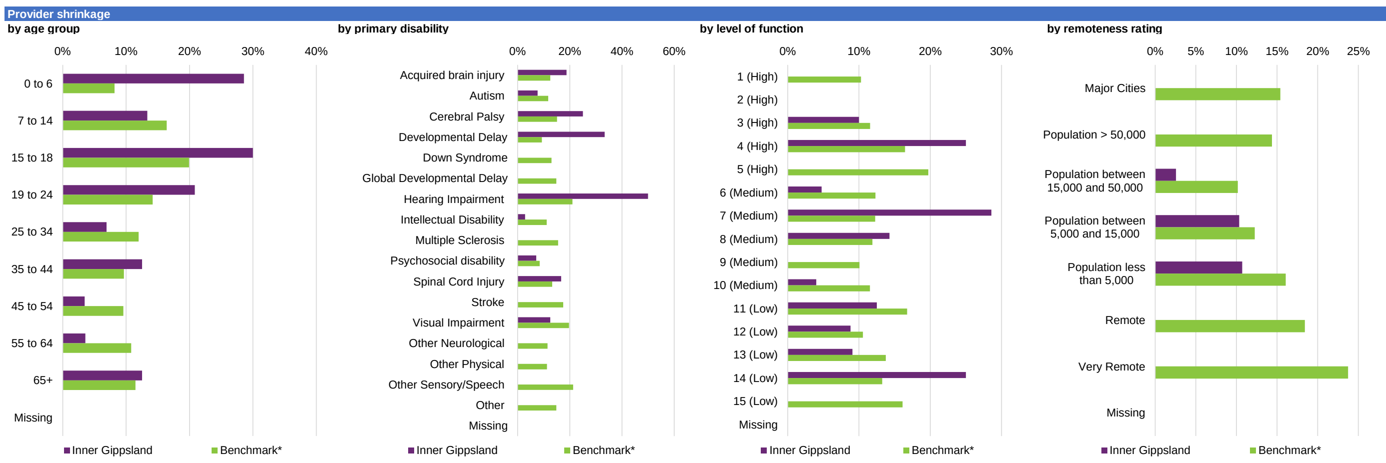


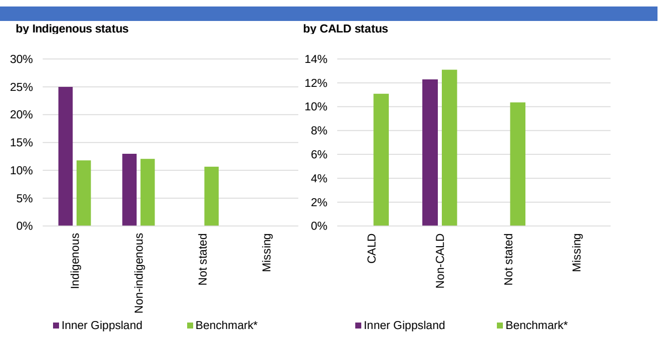
Provider growth	
Inner Gippsland	25%
Benchmark*	30%
Relative to benchmark	*0.82x*

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	
Inner Gippsland	14%
Benchmark*	12%
Relative to benchmark	*1.12x*

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

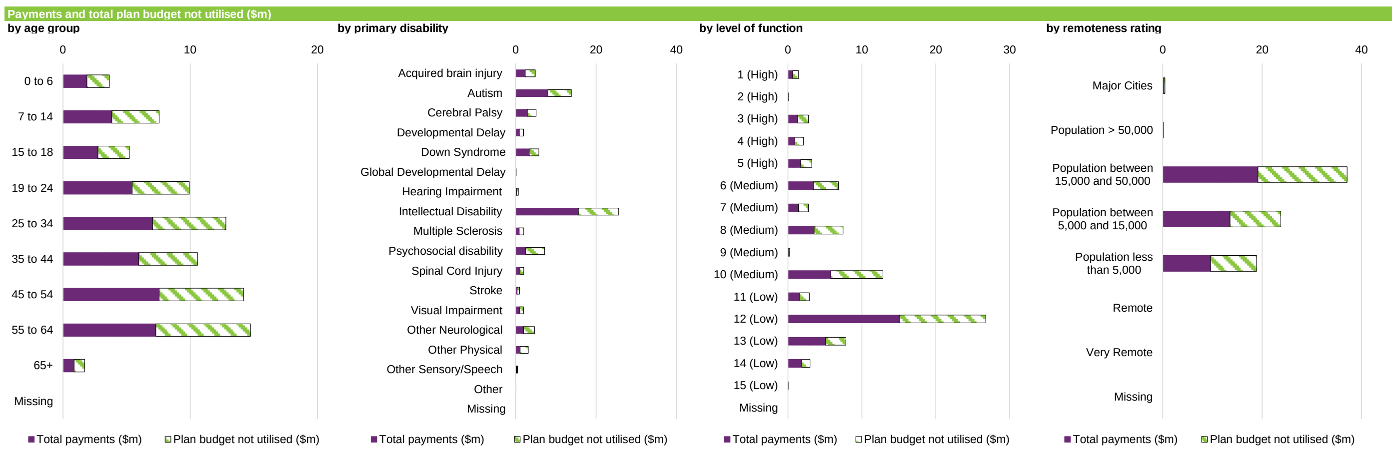
** The benchmark is the unweighted national average*

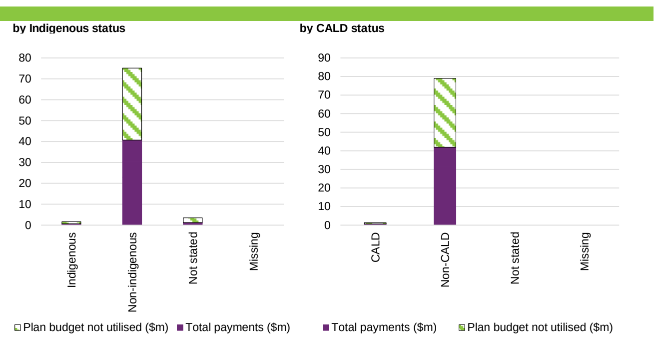
Participant Category Detailed Dashboard as at 30 June 2019 (exposure period: 1 October 2018 to 31 March 2019)

Region: Inner Gippsland (phase in date: 1 October 2017) | Support Category: All | All Participants

Plan utilisation

Payments and total plan budget not utilised ($m)



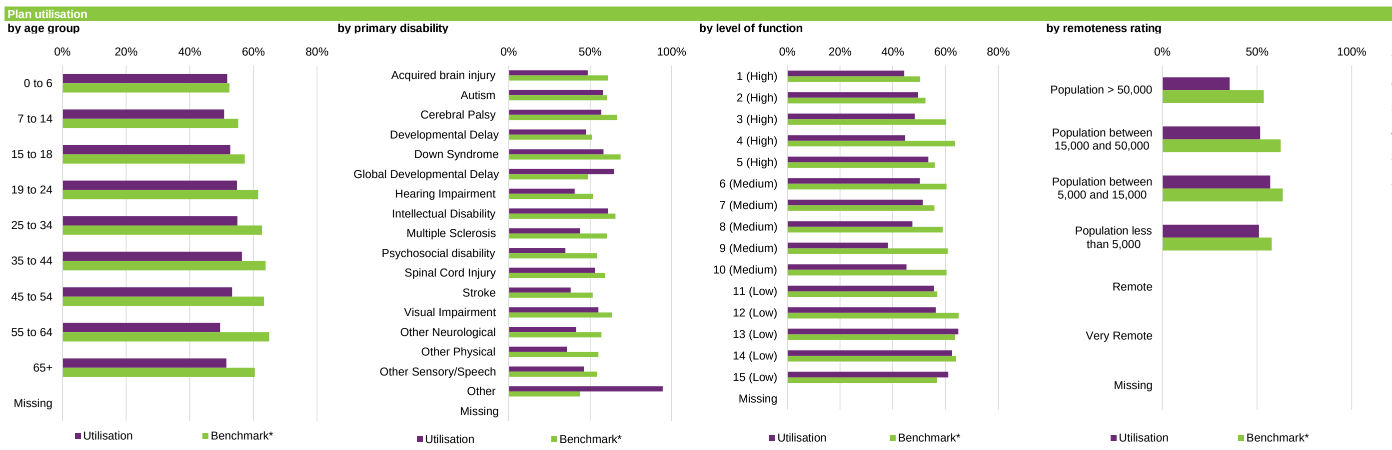


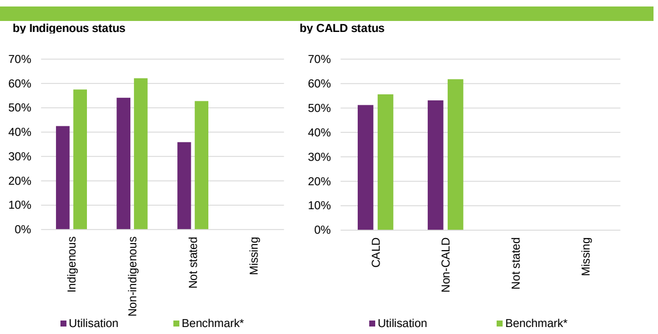
Total plan budgets	
Inner Gippsland	80.32
Benchmark*	7,233.77
% of benchmark	*1%*

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	
Inner Gippsland	53%
Benchmark*	62%
Relative to benchmark	*0.86x*

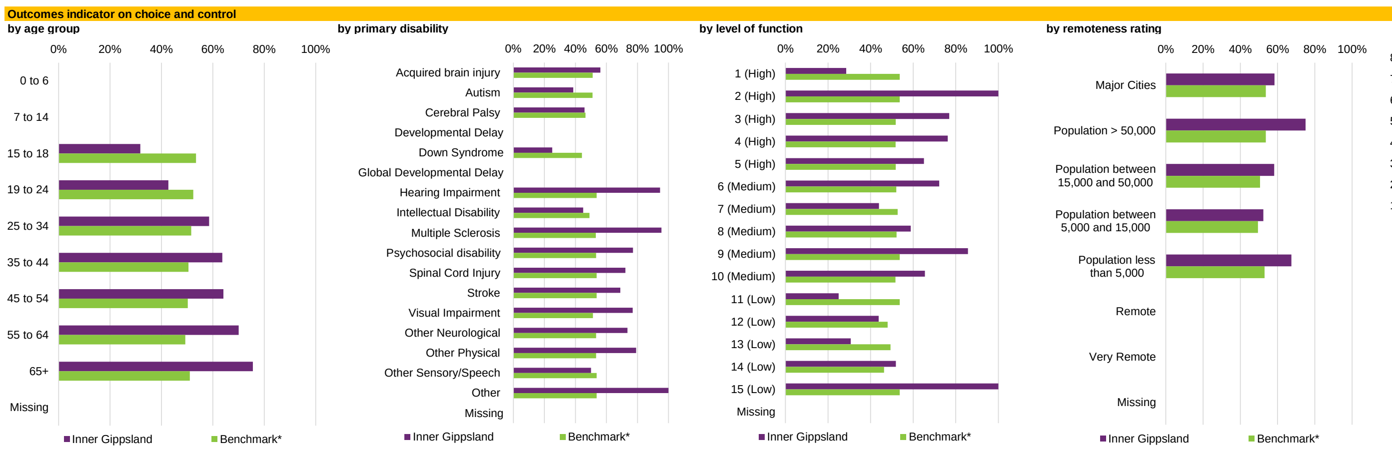
This panel shows plan utilisation over the exposure period, which includes payments to providers, participants and off-system (in-kind and YPIRAC)

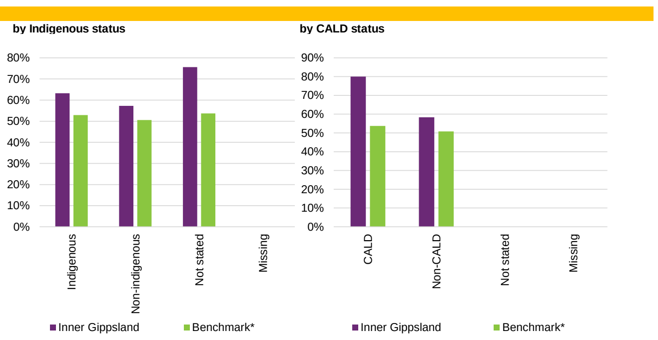
** The benchmark is the national average, adjusted for the mix of SIL / SDA participants and plan number*

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



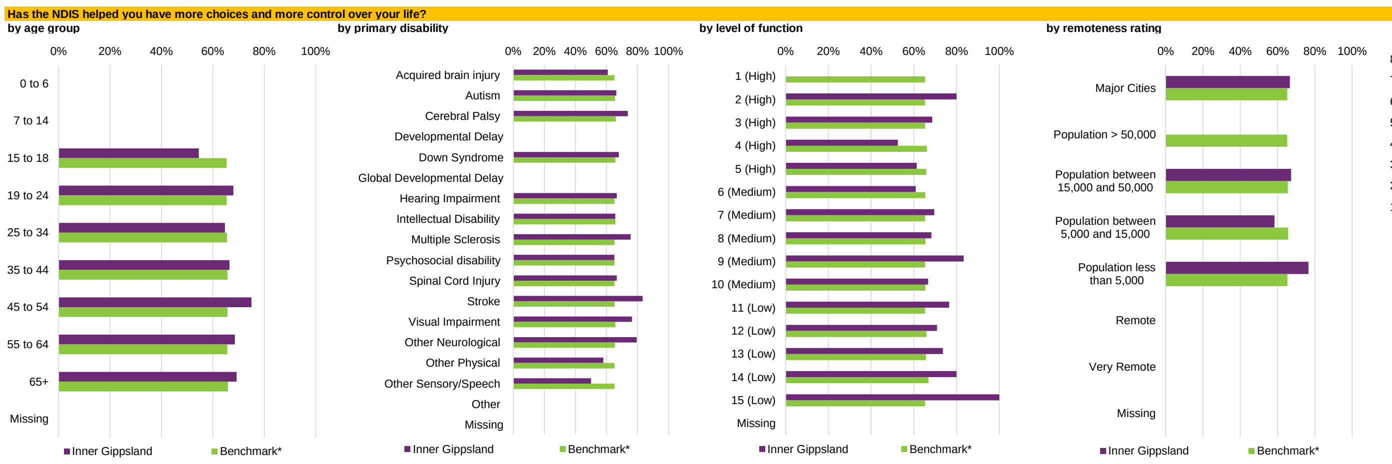


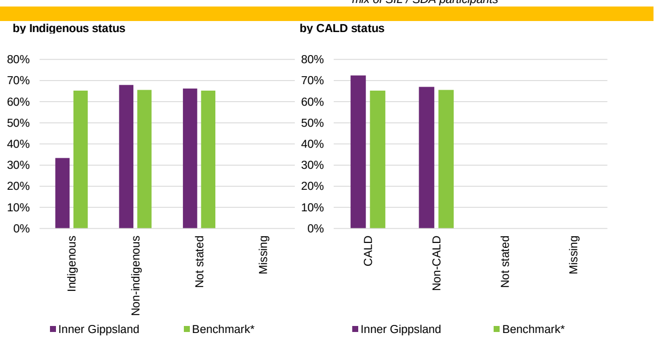
Proportion of participants who reported that they choose who supports them	
Inner Gippsland	59%
Benchmark*	51%
Relative to benchmark	*1.16x*

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	
Inner Gippsland	67%
Benchmark*	66%
Relative to benchmark	*1.03x*

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	2,339	65	36.0	81%	40%	0%	2.06	0.70	34%	58%	67%
Daily Activities	2,189	83	26.4	78%	32%	11%	32.91	20.65	63%	58%	67%
Community	2,283	62	36.8	71%	33%	4%	21.48	10.57	49%	57%	67%
Transport	1,482	22	67.4	84%	0%	0%	2.68	2.56	95%	53%	70%
Core total	**2,625**	**133**	**19.7**	**67%**	**31%**	**8%**	**59.13**	**34.48**	**58%**	**59%**	**67%**
Capacity Building											
Daily Activities	2,703	115	23.5	72%	29%	19%	10.44	3.81	36%	58%	67%
Employment	197	15	13.1	99%	0%	20%	1.28	0.76	59%	59%	69%
Social and Civic	373	25	14.9	79%	0%	0%	0.93	0.16	17%	67%	67%
Support Coordination	1,104	63	17.5	75%	15%	15%	2.30	0.82	36%	52%	62%
Capacity Building total	**2,916**	**163**	**17.9**	**64%**	**22%**	**17%**	**17.57**	**6.60**	**38%**	**58%**	**67%**
Capital											
Assistive Technology	710	41	17.3	93%	0%	33%	2.45	0.85	35%	62%	72%
Home Modifications	333	6	55.5	100%	0%	100%	1.17	0.54	46%	48%	72%
Capital total	**832**	**44**	**18.9**	**91%**	**0%**	**50%**	**3.62**	**1.39**	**38%**	**57%**	**73%**
Missing	0	0	0.0	0%	0%	0%	0.00	0.00	0%	0%	0%
All support categories	**3,007**	**254**	**11.8**	**61%**	**25%**	**14%**	**80.32**	**42.64**	**53%**	**59%**	**67%**

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 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 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

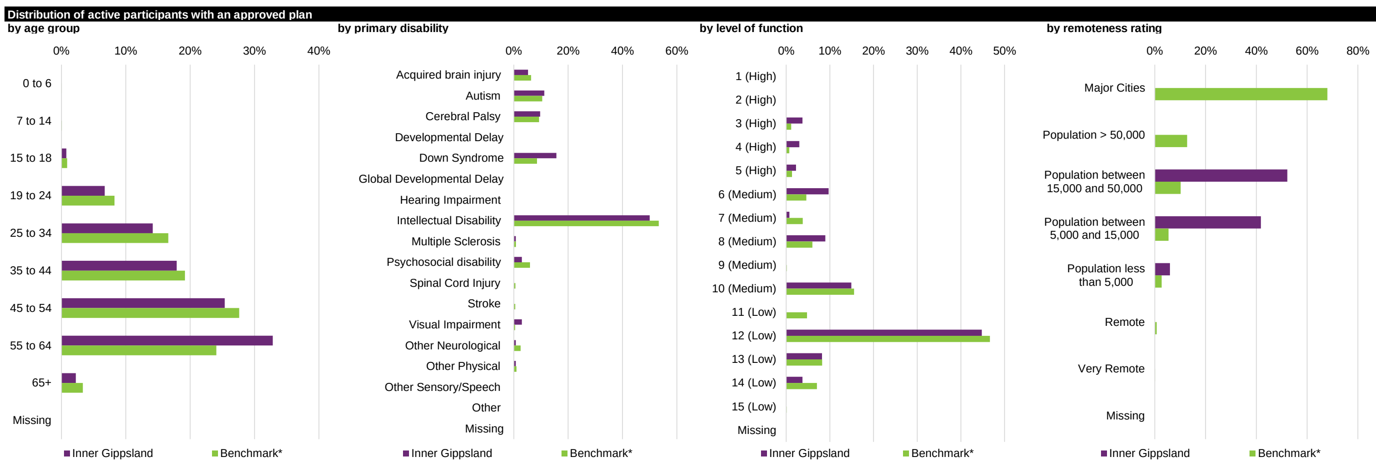
Note: For some metrics – 'good' performance is considered a higher score under the metric. For example, high utilisation rates are considered a sign of a functioning market where participants have access to the supports they need.
For other metrics, a 'good' performance is considered a lower score under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

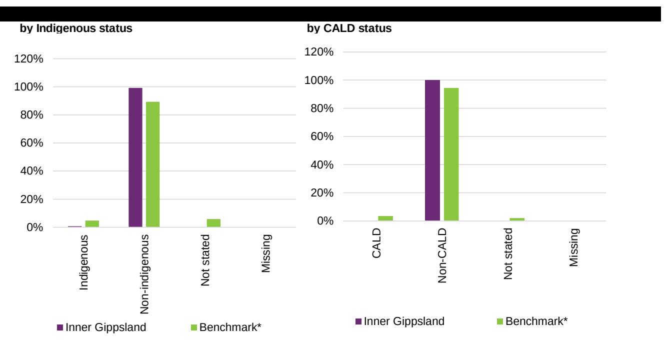
Participant Category Detailed Dashboard as at 30 June 2019 (exposure period: 1 October 2018 to 31 March 2019)

Region: Inner Gippsland (phase in date: 1 October 2017) | Support Category: All | Participants in Supported Independent Living (SIL)

Participant profile

Distribution of active participants with an approved plan





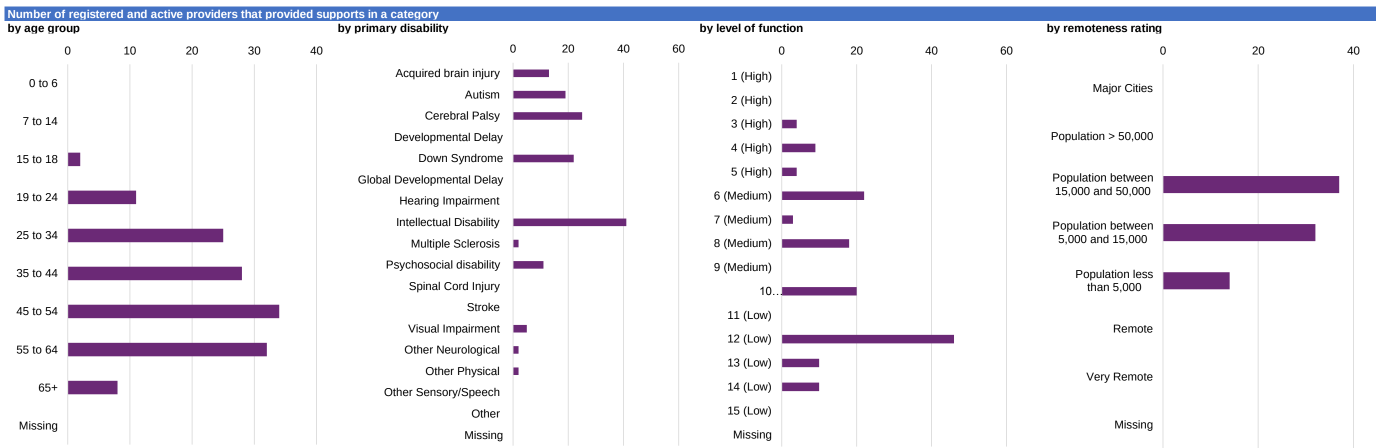
Active participants with an approved plan	
Inner Gippsland	3,007
Benchmark*	259,071
% of benchmark	*1%*

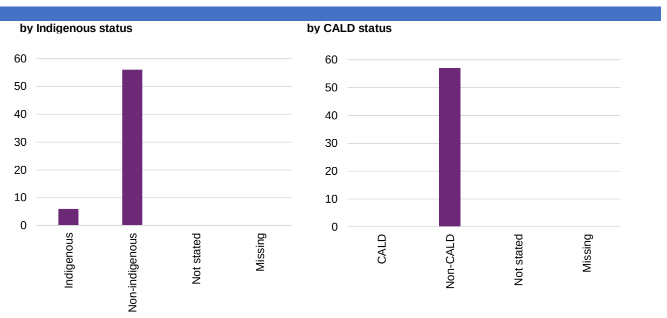
This panel shows the distribution of active participants with an approved plan who have each participant characteristic. The figures shown are based on the number of participants as at the end of the exposure period

** The benchmark is the national distribution*

Service provider indicators

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



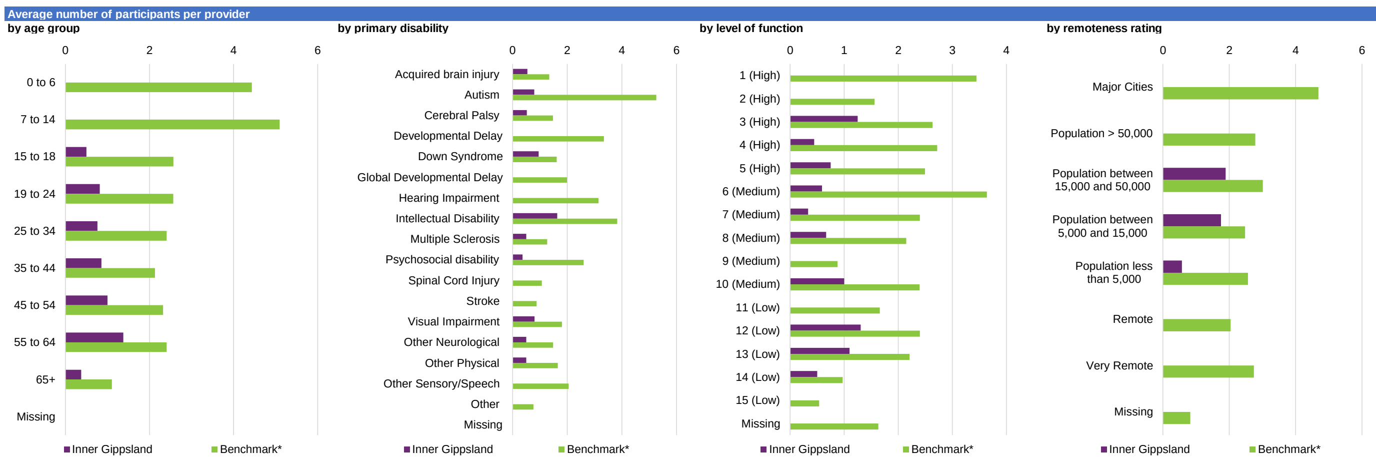


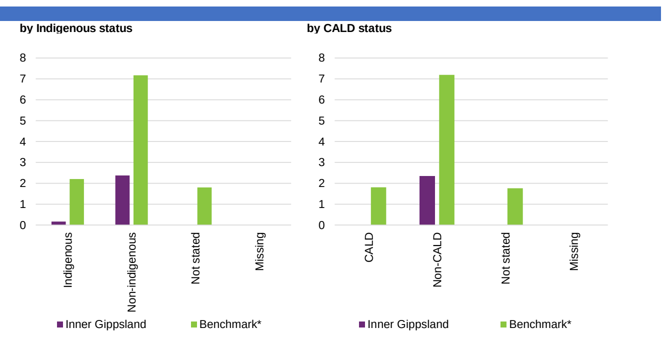
Registered active service providers	
Inner Gippsland	254
Benchmark*	10,220
% of benchmark	*2%*

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



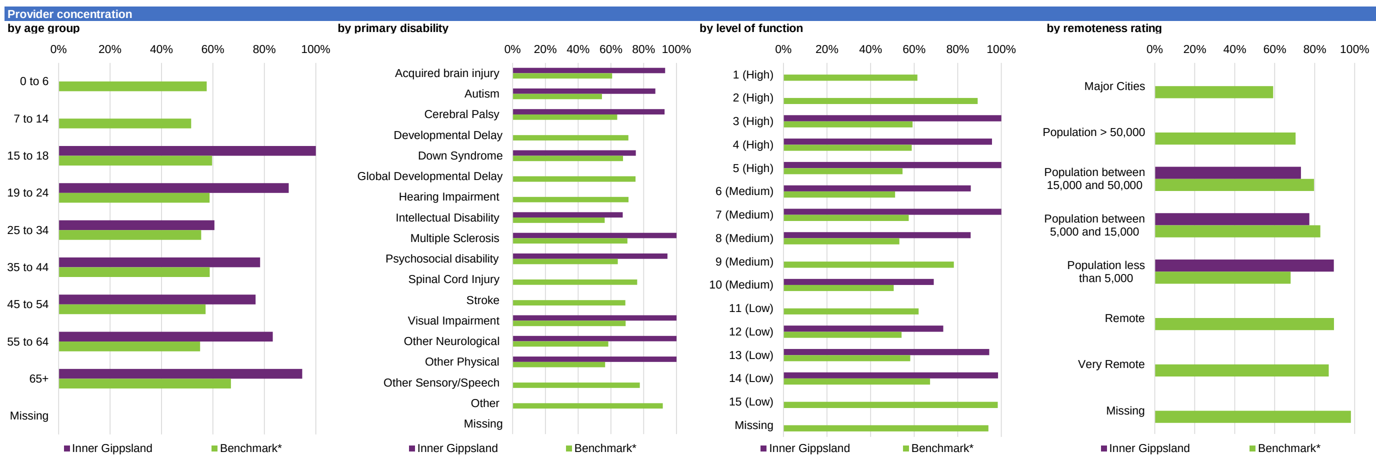


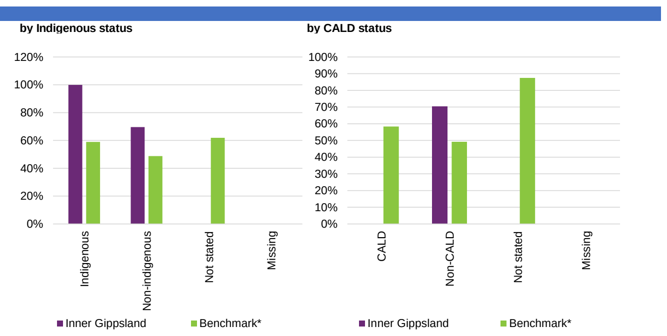
Participants per provider	
Inner Gippsland	11.84
Benchmark*	7.90
Relative to benchmark	*1.50x*

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



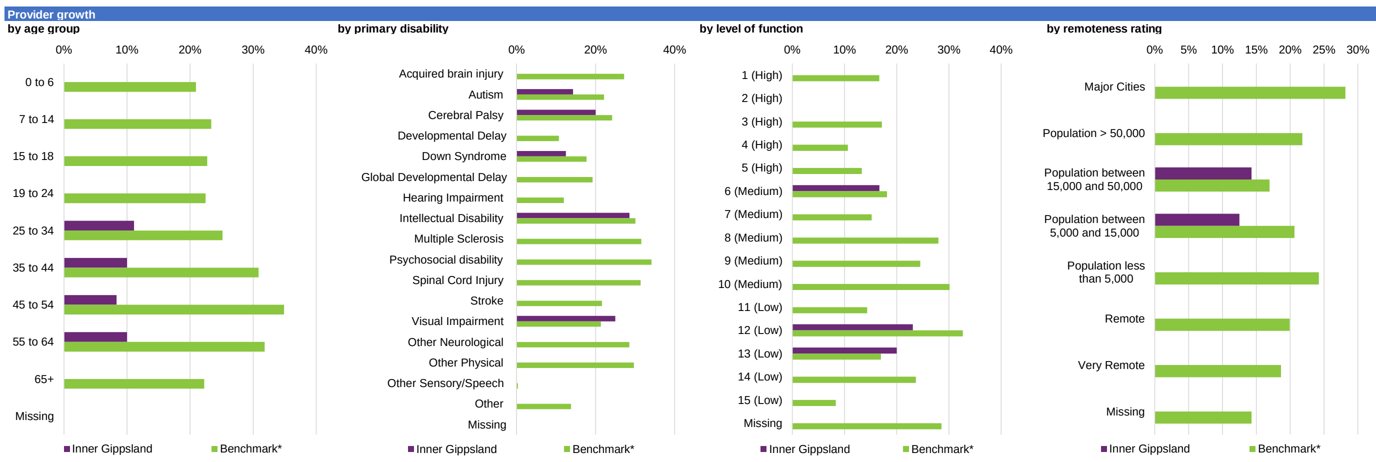


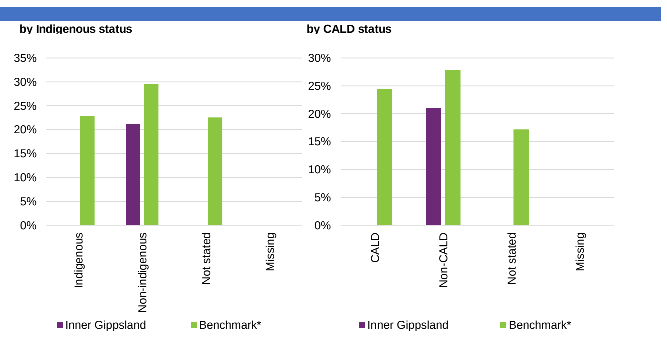
Provider concentration	
Inner Gippsland	39%
Benchmark*	48%
Relative to benchmark	*0.81x*

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



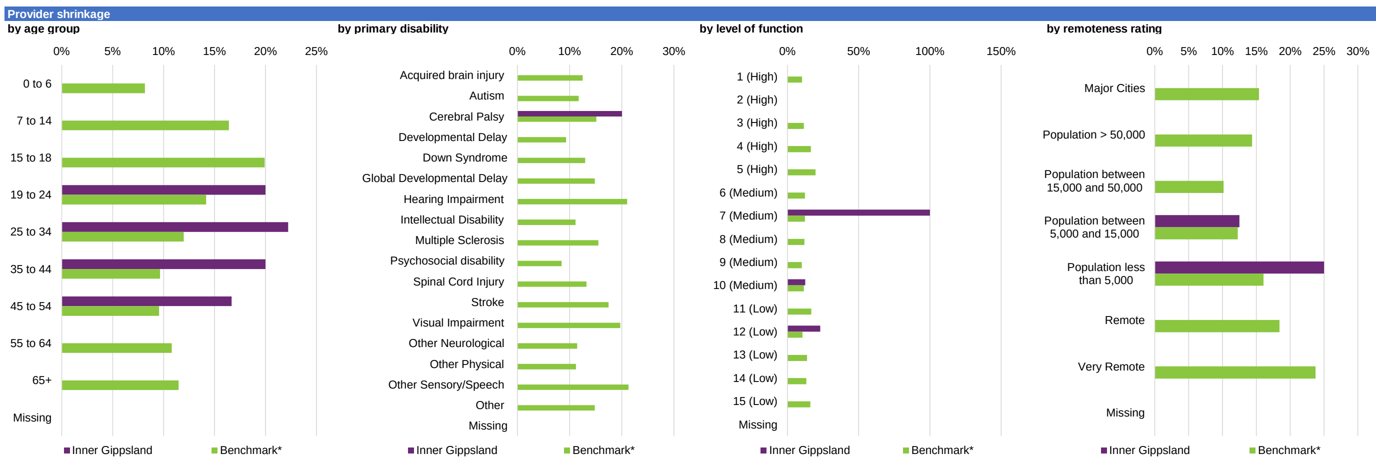


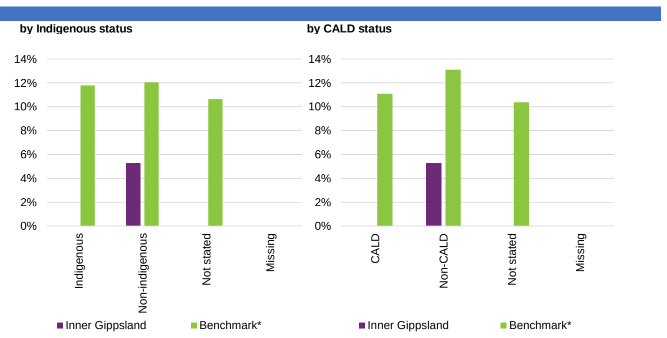
Provider growth	
Inner Gippsland	25%
Benchmark*	30%
Relative to benchmark	*0.82x*

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	
Inner Gippsland	14%
Benchmark*	12%
Relative to benchmark	*1.12x*

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

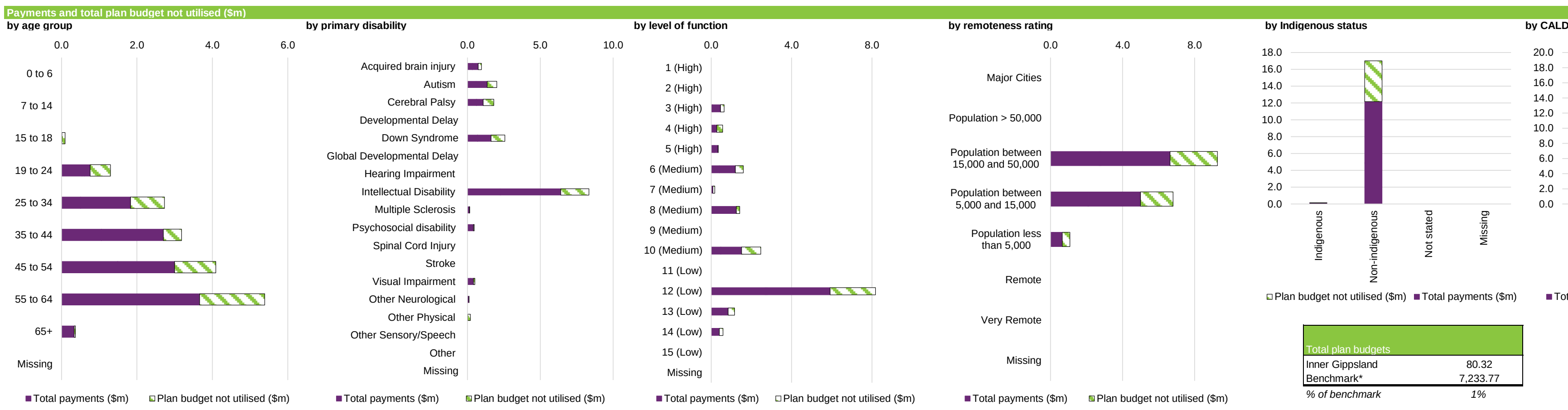
** The benchmark is the unweighted national average*

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

Region: Inner Gippsland (phase in date: 1 October 2017) | Support Category: All | Participants in Supported Independent Living (SIL)

Plan utilisation

Payments and total plan budget not utilised ($m)

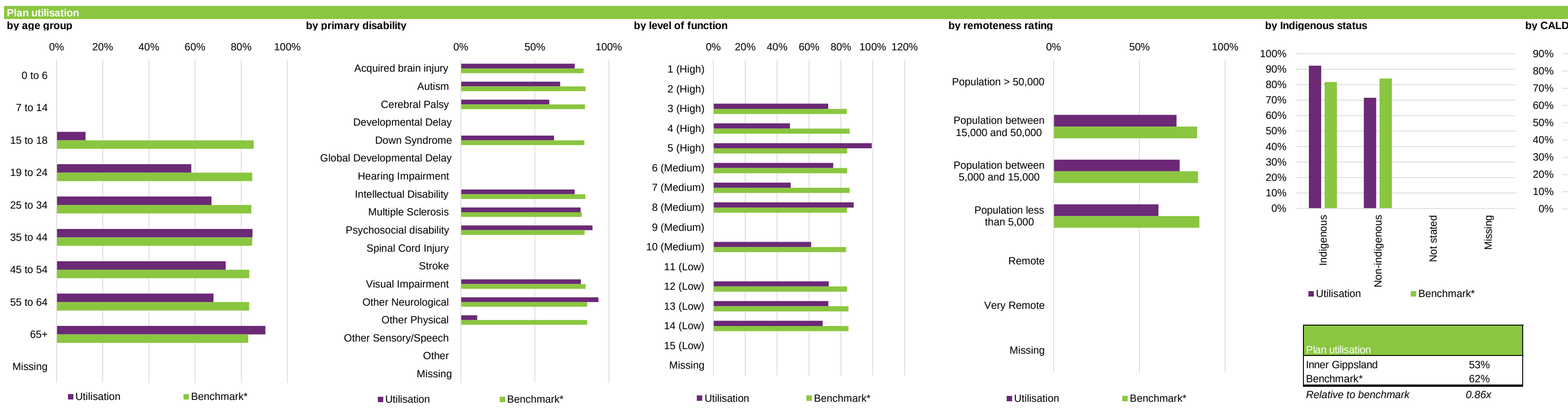


Total plan budgets	
Inner Gippsland	80.32
Benchmark*	7,233.77
% of benchmark	*1%*

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	
Inner Gippsland	53%
Benchmark*	62%
Relative to benchmark	*0.86x*

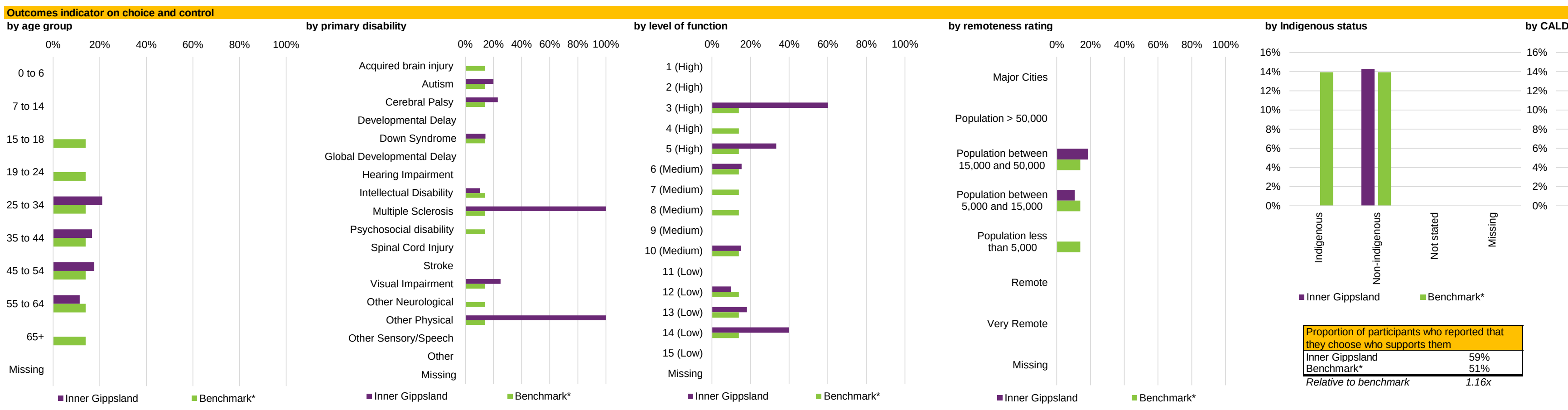
This panel shows plan utilisation over the exposure period, which includes payments to providers, participants and off-system (in-kind and YPIRAC)

** 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

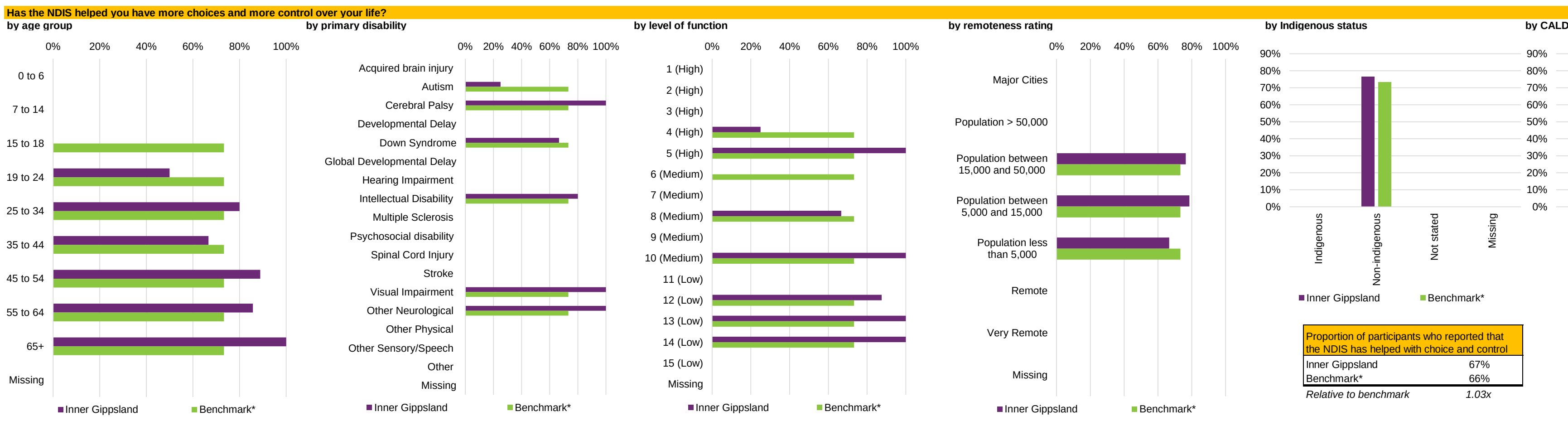


Proportion of participants who reported that they choose who supports them	
Inner Gippsland	59%
Benchmark*	51%
Relative to benchmark	*1.16x*

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	
Inner Gippsland	67%
Benchmark*	66%
Relative to benchmark	*1.03x*

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	132	14	9.4	97%	0%	0%	0.19	0.05	24%	14%	76%
Daily Activities	134	16	8.4	100%	14%	14%	12.13	9.83	81%	14%	76%
Community	134	20	6.7	86%	23%	0%	3.00	1.60	53%	14%	76%
Transport	132	8	16.5	100%	0%	0%	0.17	0.09	54%	14%	76%
Core total	**134**	**33**	**4.1**	**88%**	**19%**	**6%**	**15.49**	**11.56**	**75%**	**14%**	**76%**
Capacity Building											
Daily Activities	120	16	7.5	94%	0%	0%	0.25	0.04	17%	14%	76%
Employment	8	4	2.0	100%	0%	0%	0.04	0.03	74%	38%	100%
Social and Civic	3	2	1.5	100%	0%	0%	0.01	0.01	45%	0%	100%
Support Coordination	134	18	7.4	91%	0%	0%	0.30	0.10	33%	14%	76%
Capacity Building total	**134**	**40**	**3.4**	**78%**	**25%**	**0%**	**0.92**	**0.27**	**30%**	**14%**	**76%**
Capital											
Assistive Technology	56	5	11.2	100%	0%	0%	0.16	0.01	3%	14%	81%
Home Modifications	126	1	126.0	100%	0%	100%	0.58	0.46	78%	14%	76%
Capital total	**128**	**6**	**21.3**	**100%**	**0%**	**100%**	**0.75**	**0.46**	**62%**	**15%**	**76%**
Missing	0	0	0.0	0%	0%	0%	0.00	0.00	0%	0%	0%
All support categories	**134**	**57**	**2.4**	**85%**	**21%**	**5%**	**17.15**	**12.29**	**72%**	**14%**	**76%**

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

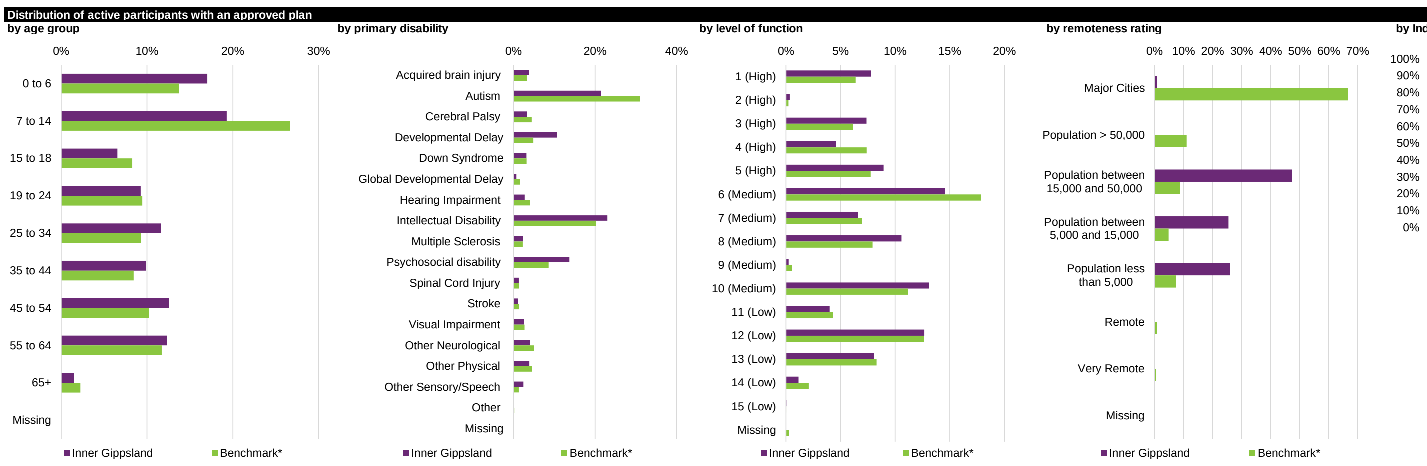
Note: For some metrics – 'good' performance is considered a higher score under the metric. For example, high utilisation rates are considered a sign of a functioning market where participants have access to the supports they need.
For other metrics, a 'good' performance is considered a lower score under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

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

Region: Inner Gippsland (phase in date: 1 October 2017) | Support Category: All | Participants not in Supported Independent Living (Non-SIL)

Participant profile

Distribution of active participants with an approved plan



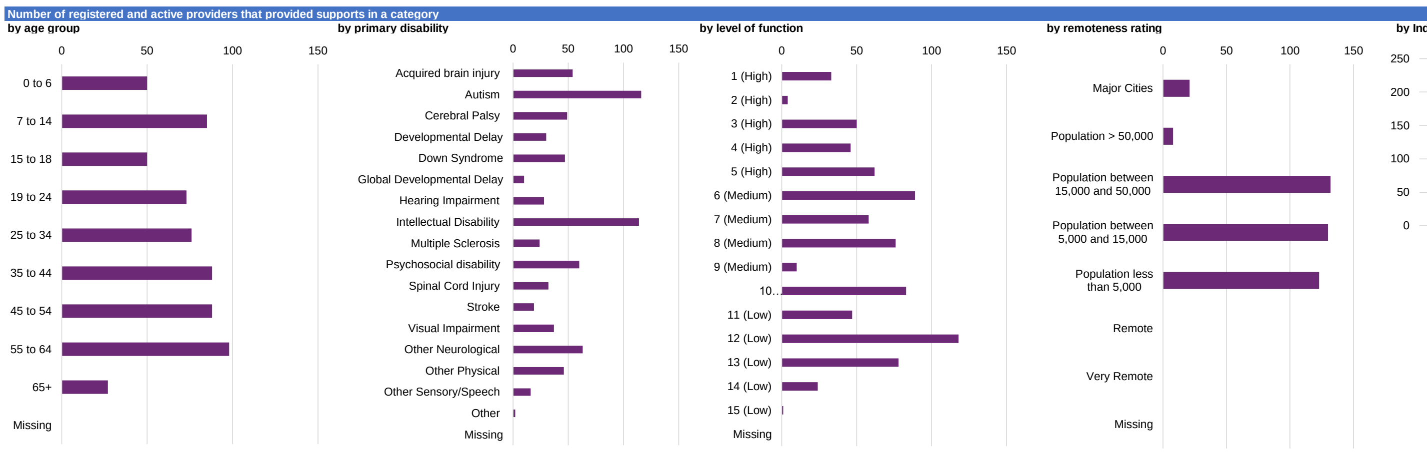
Active participants with an approved plan	
Inner Gippsland	3,007
Benchmark*	259,071
% of benchmark	*1%*

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

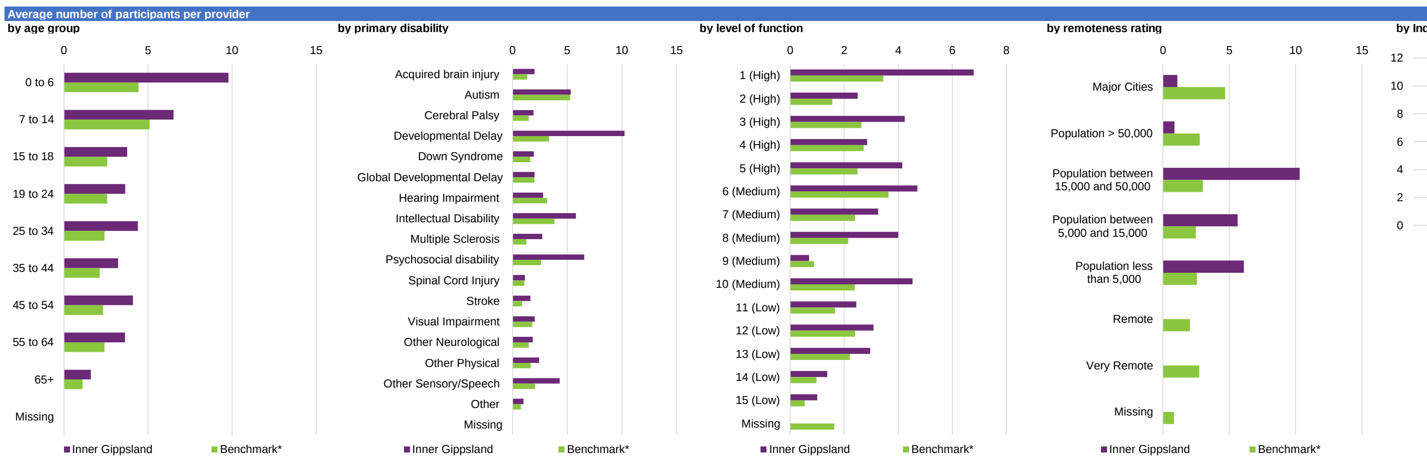


Registered active service providers	
Inner Gippsland	254
Benchmark*	10,220
% of benchmark	*2%*

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

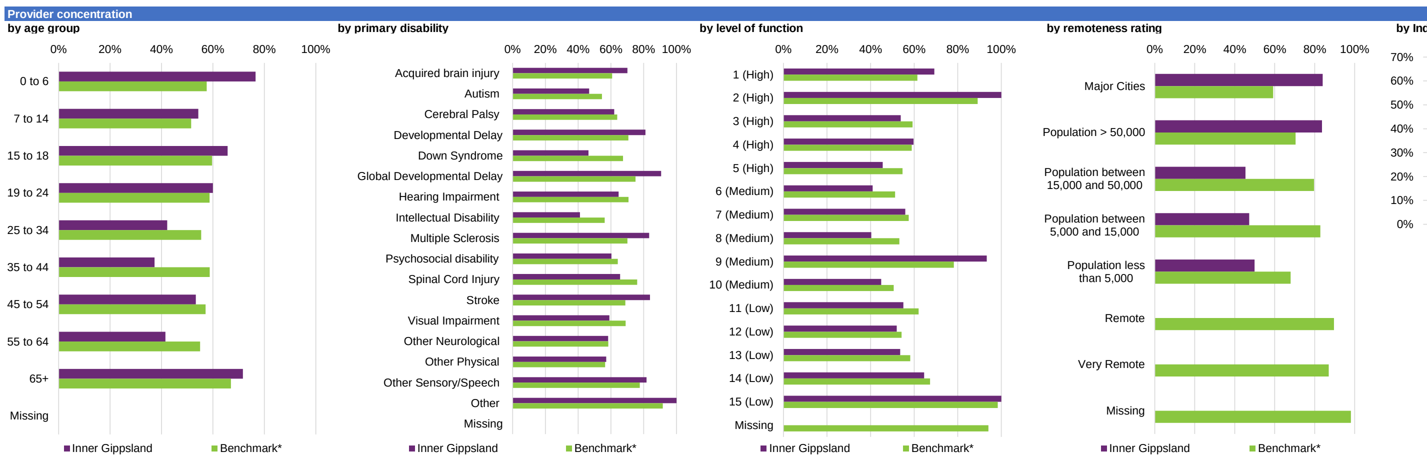


Participants per provider	
Inner Gippsland	11.84
Benchmark*	7.90
Relative to benchmark	*1.50x*

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

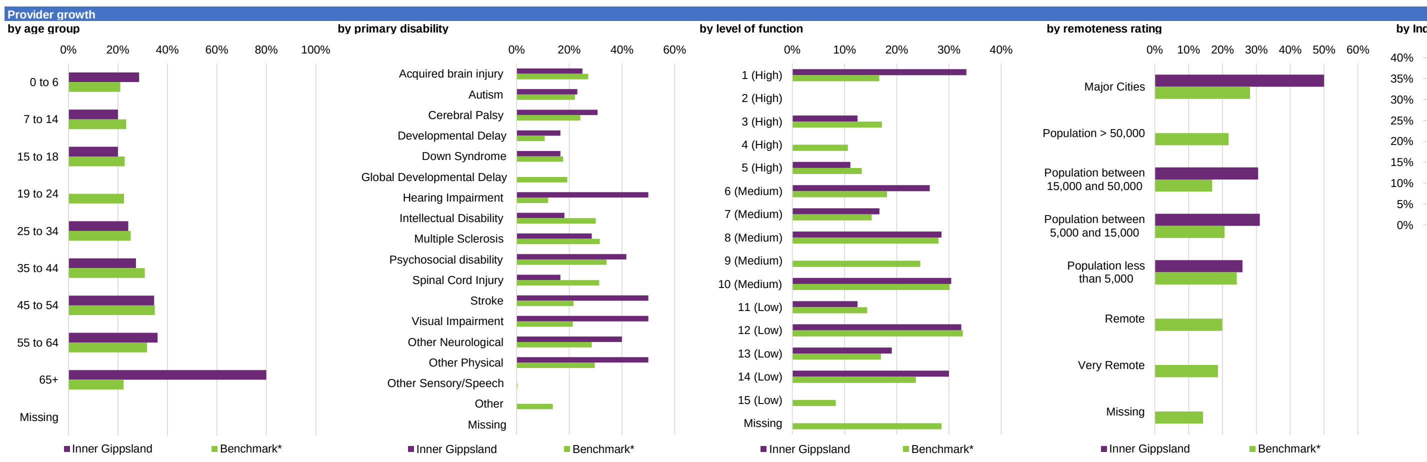


Provider concentration	
Inner Gippsland	39%
Benchmark*	48%
Relative to benchmark	*0.81x*

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

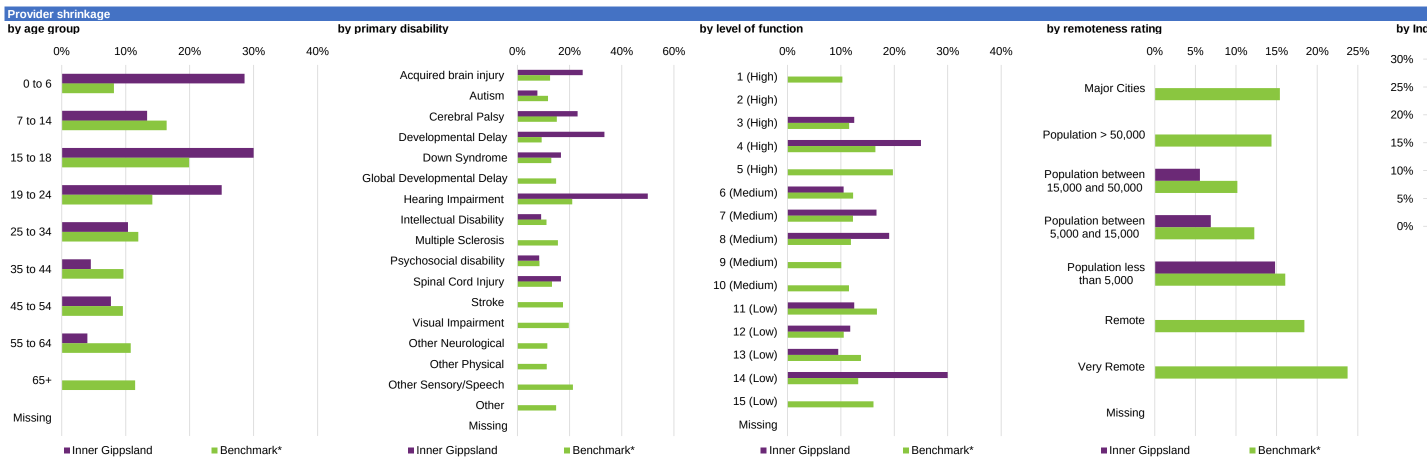


Provider growth	
Inner Gippsland	25%
Benchmark*	30%
Relative to benchmark	*0.82x*

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	
Inner Gippsland	14%
Benchmark*	12%
Relative to benchmark	*1.12x*

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

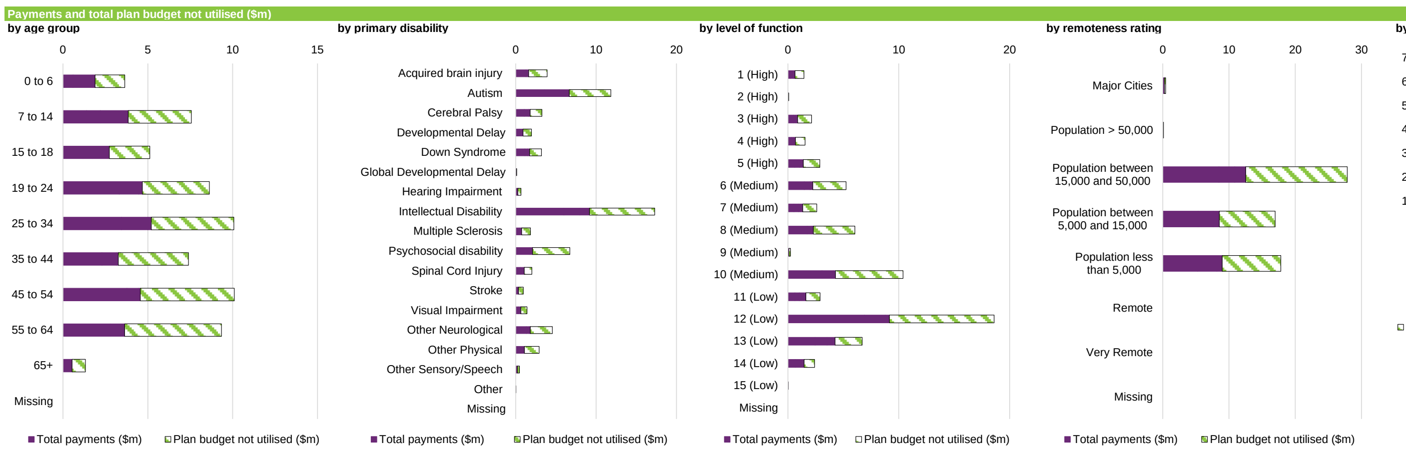
** The benchmark is the unweighted national average*

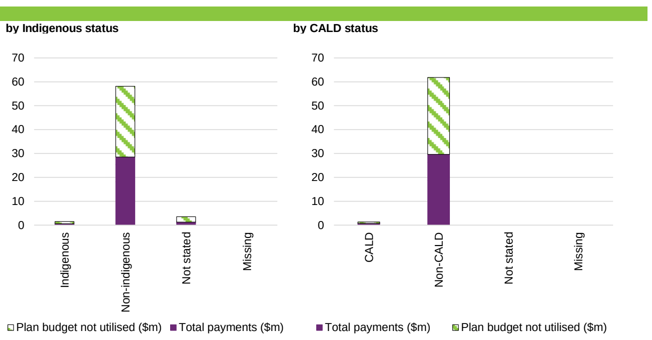
Participant Category Detailed Dashboard as at 30 June 2019 (exposure period: 1 October 2018 to 31 March 2019)

Region: Inner Gippsland (phase in date: 1 October 2017) | Support Category: All | Participants not in Supported Independent Living (Non-SIL)

Plan utilisation

Payments and total plan budget not utilised ($m)



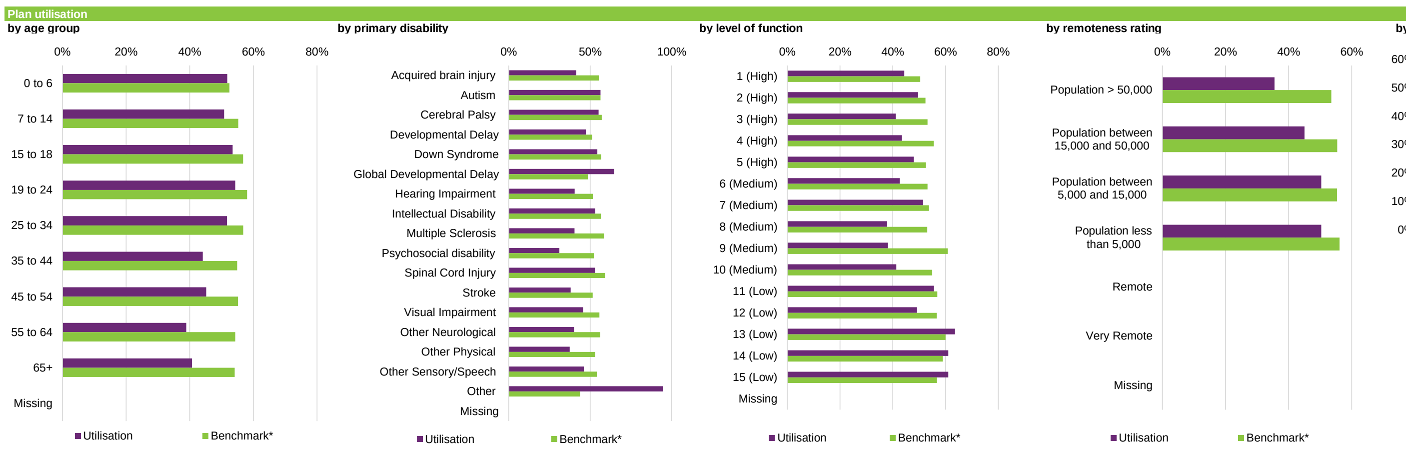


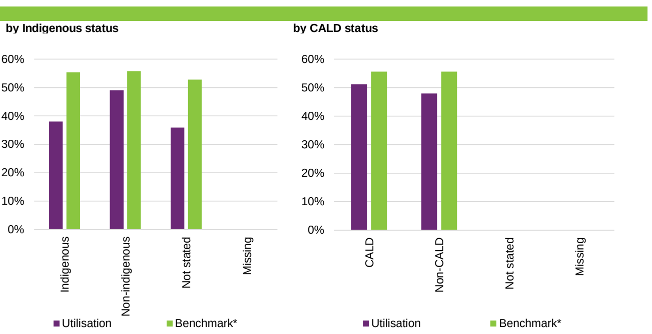
Total plan budgets	
Inner Gippsland	80.32
Benchmark*	7,233.77
% of benchmark	*1%*

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	
Inner Gippsland	53%
Benchmark*	62%
Relative to benchmark	*0.86x*

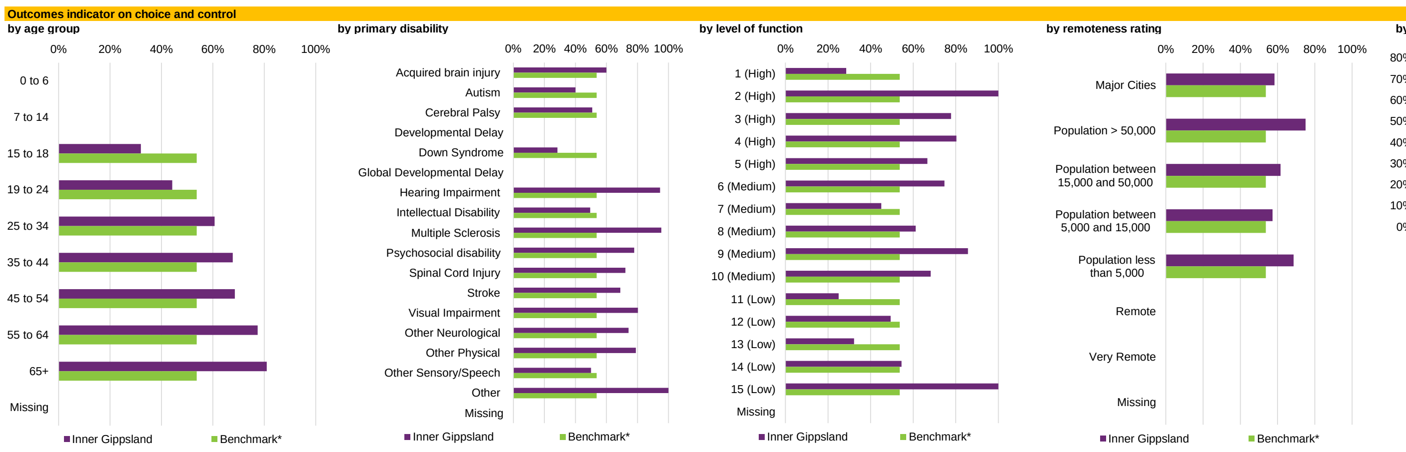
This panel shows plan utilisation over the exposure period, which includes payments to providers, participants and off-system (in-kind and YPIRAC)

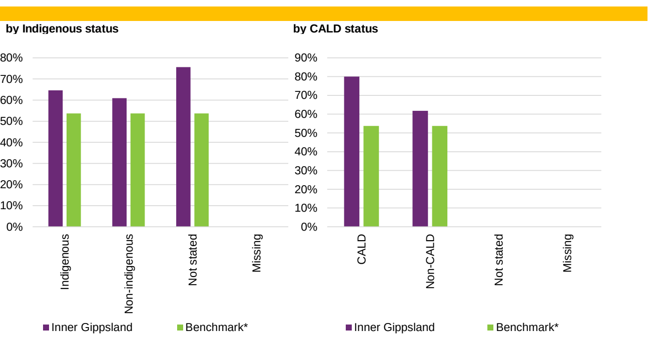
** The benchmark is the national average, adjusted for the mix of SIL / SDA participants and plan number*

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



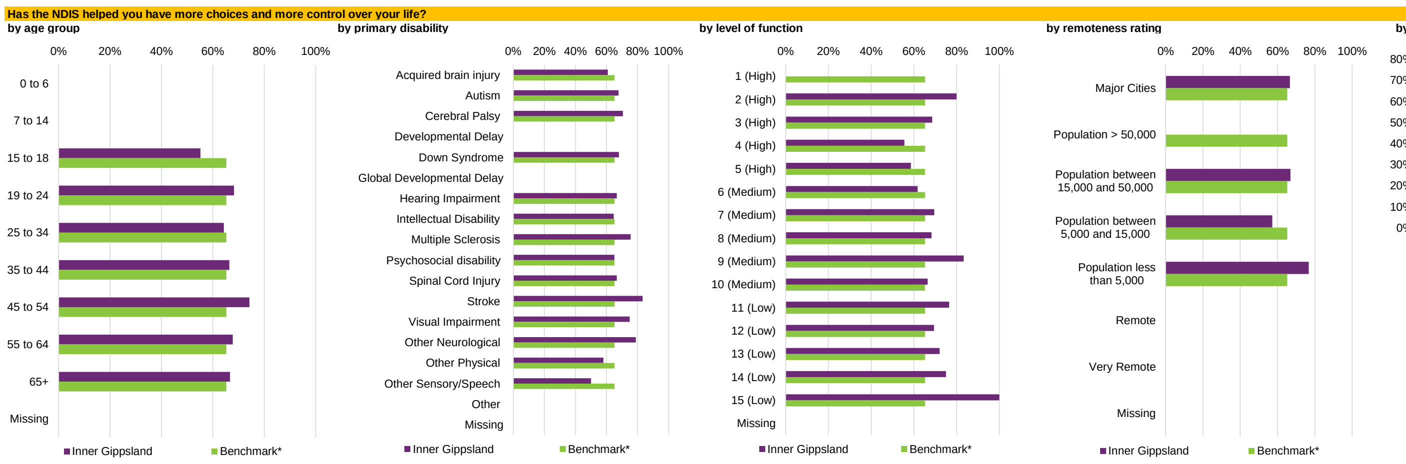


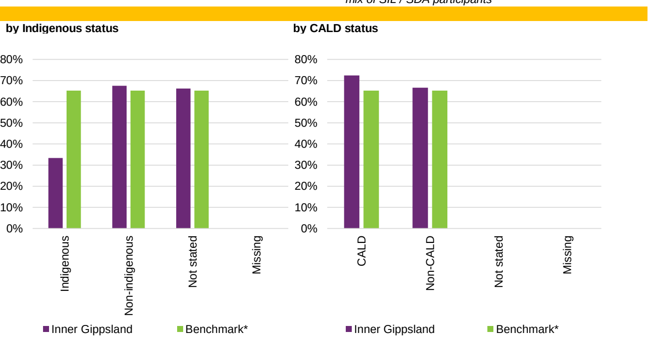
Proportion of participants who reported that they choose who supports them	
Inner Gippsland	59%
Benchmark*	51%
Relative to benchmark	*1.16x*

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	
Inner Gippsland	67%
Benchmark*	66%
Relative to benchmark	*1.03x*

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	2,207	63	35.0	82%	40%	0%	1.87	0.66	35%	62%	67%
Daily Activities	2,055	81	25.4	77%	33%	11%	20.77	10.82	52%	61%	67%
Community	2,149	60	35.8	70%	33%	4%	18.47	8.97	49%	61%	67%
Transport	1,350	21	64.3	83%	0%	0%	2.52	2.47	98%	58%	69%
Core total	**2,491**	**129**	**19.3**	**69%**	**32%**	**8%**	**43.64**	**22.92**	**53%**	**62%**	**67%**
Capacity Building											
Daily Activities	2,583	113	22.9	72%	29%	19%	10.19	3.76	37%	61%	66%
Employment	189	14	13.5	99%	0%	20%	1.24	0.73	59%	59%	69%
Social and Civic	370	24	15.4	79%	0%	0%	0.92	0.15	17%	68%	67%
Support Coordination	970	60	16.2	77%	30%	20%	1.99	0.72	36%	58%	61%
Capacity Building total	**2,782**	**157**	**17.7**	**64%**	**25%**	**17%**	**16.65**	**6.33**	**38%**	**62%**	**67%**
Capital											
Assistive Technology	654	40	16.4	93%	0%	0%	2.29	0.84	37%	68%	72%
Home Modifications	207	5	41.4	100%	0%	0%	0.59	0.09	15%	70%	71%
Capital total	**704**	**42**	**16.8**	**93%**	**0%**	**0%**	**2.87**	**0.93**	**32%**	**67%**	**73%**
Missing	0	0	0.0	0%	0%	0%	0.00	0.00	0%	0%	0%
All support categories	**2,873**	**245**	**11.7**	**62%**	**27%**	**13%**	**63.17**	**30.34**	**48%**	**62%**	**67%**

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.