# Region / Support Category Summary Dashboard – non-SIL only – as at 30 June 2019 (with exposure period: 1 October 2018 to 31 March 2019)

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## Page 1, Table 1: Bilateral region summary

For **participants not utilising Supported Independent Living (SIL) supports** across each of the 64 bilateral regions with more than 9 months of experience in Scheme, 7 indicators have been calculated. These are:

* Participants per provider;
* Provider concentration;
* Provider growth;
* Provider shrinkage;
* Utilisation;
* Outcomes indicator on choice and control; and
* “Has NDIS helped with choice and control?” indicator

The number of active participants with approved plans, the number of registered active providers, total plan budgets and total payments are also shown. The 7 indicators have a ‘traffic light system’ where the top 10% and bottom 10% of regions – by gap to benchmark – are highlighted.

For **participants per provider**, the top 10% regions are as follows.

* Far West (New South Wales) has 3.9 participants per provider.
* Far North (South Australia) has 4.0.
* Barkly (Northern Territory) has 4.5.
* Central Australia (Northern Territory) has 3.5.
* Darwin Remote (Northern Territory) has 3.6.
* Katherine (Northern Territory) has 2.6.
* Wheat Belt (Western Australia) has 3.9.

The bottom 10% regions are as follows.

* Hunter New England (New South Wales) has 12.8 participants per provider.
* Bayside Peninsula (Victoria) has 11.3.
* Inner Gippsland (Victoria) has 11.7.
* Northern Adelaide (South Australia) has 13.6.
* Australian Capital Territory has 14.4.
* South Metro (Western Australia) has 12.6.
* North East Metro (Western Australia) has 11.9.

For **provider concentration**, the top 10% regions are as follows.

* Hunter New England (New South Wales) has provider concentration level of 23%.
* South Western Sydney (New South Wales) has 31%.
* Sydney (New South Wales) has 33%.
* Western Sydney (New South Wales) has 28%.
* North East Melbourne (Victoria) has 33%.
* Brisbane (Queensland) has 32%.

The bottom 10% regions are as follows.

* Fleurieu and Kangaroo Island (South Australia) has provider concentration level of 75%.
* Barkly (Northern Territory) has 92%.
* Central Australia (Northern Territory) has 77%.
* Darwin Remote (Northern Territory) has 80%.
* East Arnhem (Northern Territory) has 89%.
* Katherine (Northern Territory) has 82%.
* Wheat Belt (Western Australia) has 77%.

For **provider growth**, the 10% regions showing highest growth are as follows.

* Beenleigh (Queensland) has provider growth of 87% since the previous exposure period.
* Brisbane (Queensland) has 89%.
* Cairns (Queensland) has 72%.
* Maryborough (Queensland) has 84%.
* Robina (Queensland) has 85%.
* Darwin Urban (Northern Territory) has 70%.
* South Metro (Western Australia) has 93%.
* Central South Metro (Western Australia) has 71%.

For **provider growth**, the 10% regions showing lowest growth are as follows.

* Barwon (Victoria) has provider growth of 8% since the previous exposure period.
* Western District (Victoria) has 8%.
* Mackay (Queensland) has 4%.
* Barossa, Light and Lower North (South Australia) has 8%.
* Australian Capital Territory has 8%.
* Barkly (Northern Territory) has 0%.
* North East Metro (Western Australia) has 8%.
* Wheat Belt (Western Australia) has 7%.

For **provider shrinkage**, the 10% regions showing the lowest shrinkage are as follows.

* Bayside Peninsula (Victoria) has provider shrinkage of 4% since the previous exposure period.
* Beenleigh (Queensland) has 2%.
* Brisbane (Queensland) has 3%.
* Cairns (Queensland) has 0%.
* Robina (Queensland) has 4%.
* South Metro (Western Australia) has 0%.
* Wheat Belt (Western Australia) has 0%.
* Central South Metro has 0%.

For **provider shrinkage**, the 10% regions showing the highest shrinkage are as follows.

* Mid North Coast (New South Wales) has provider shrinkage of 23% since the previous exposure period.
* Western District (Victoria) has 32%.
* Fleurieu and Kangaroo Island (South Australia) has 33%.
* Murray and Mallee (South Australia) has 22%.
* Yorke and Mid North (South Australia) has 27%.
* Australian Capital Territory) has 26%.
* Barkly (Northern Territory) has 43%.

For **utilisation**, the top 10% regions are as follows.

* Mid North Coast (New South Wales) has a utilisation rate of 62%.
* Northern NSW (New South Wales) has 62%.
* South Eastern Sydney (New South Wales) has 63%.
* South Western Sydney (New South Wales) has 68%.
* Hume Moreland (Victoria) has 62%.
* South Metro (Western Australia) has 58%.
* Central South Metro (Western Australia) has 55%.

The bottom 10% regions are as follows.

* Eyre and Western (South Australia) has a utilisation rate of 43%.
* Far North (South Australia) has 31%.
* Barkly (Northern Territory) has 22%.
* Central Australia (Northern Territory) has 41%.
* Darwin Remote (Northern Territory) has 33%.
* East Arnhem (Northern Territory) has 30%.

For **outcomes indicator on choice and control**, the top 10% regions are as follows.

* Barwon (Victoria) has an outcomes indicator on choice and control of 65%.
* Eastern Adelaide (South Australia) has 63%.
* TAS South West (Tasmania) has 64%.
* Australian Capital Territory has 67%.
* Barkly (Northern Territory) has 73%.
* South Metro (Western Australia) has 64%.
* Central South Metro (Western Australia) has 64%.

The bottom 10% regions are as follows.

* South Eastern Sydney (New South Wales) has an outcomes indicator of 44%.
* South Western Sydney (New South Wales) has 44%.
* Sydney (New South Wales) has 44%.
* TAS South East (Tasmania) has 42%.
* East Arnhem (Northern Territory) has 43%.
* Katherine (Northern Territory) has 30%.

For **“Has NDIS helped with choice and control?” indicator**, the top 10% regions are as follows.

* Southern NSW (New South Wales) has an indicator of 74%.
* Brisbane (Queensland) has 76%.
* Toowoomba (Queensland) has 73%.
* Barkly (Northern Territory) has 83%.
* South Metro (Western Australia) has 86%.
* North East Metro (Western Australia) has 75%.
* Central South Metro (Western Australia) has 79%.

The bottom 10% regions are as follows.

* Limestone Coast (South Australia) has 45%.
* Yorke and Mid North (South Australia) has 40%.
* TAS North (Tasmania) has 48%.
* TAS South East (Tasmania) has 47%.
* Central Australia (Northern Territory) has 43%.
* Darwin Remote (Northern Territory) has 15%.
* East Arnhem (Northern Territory) has 27%.

## Page 2, Table 1: Support category summary, for all bilateral regions

For each of the 15 support categories, the same 7 indicators have been calculated. The number of active (non-SIL) participants with approved plans, the number of registered active providers, total plan budgets and total payments are also shown. The 7 indicators have a ‘traffic light system’ where the top 10% and bottom 10% of support categories – by gap to benchmark – are highlighted.

For **participants per provider**, the top 10% support categories are as follows.

* Capacity Building – Home Living has 12.7 participants per provider.
* Capacity Building – Lifelong Learning has 6.2.

The bottom 10% support categories are as follows.

* Core – Consumables has 119.1 participants per provider.
* Core – Transport has 154.7.

For **provider concentration**, the top 10% support categories are as follows.

* Capacity Building – Social and Civic has a provider concentration level of 15%.
* Capacity Building – Support Coordination has 15%.

The bottom 10% support categories are as follows.

* Capacity Building – Lifelong Learning has a provider concentration level of 74%.
* Capacity Building – Home Living has 52%.

For **provider growth**, the top 10% support categories are as follows.

* Capital – Home Modifications has provider growth of 37% since the previous exposure period.
* Capacity Building – Choice and Control has 39%.

The bottom 10% support categories are as follows.

* Capacity Building – Lifelong Learning has a provider growth level of 0%.
* Capacity Building – Home Living has 0%.

For **provider shrinkage**, the bottom 10% support categories are as follows.

* Capacity Building – Lifelong Learning has a provider shrinkage level of 0%.
* Capacity Building – Home Living has 0%.

The bottom 10% support categories are as follows.

* Capacity Building – Social and Civic has provider shrinkage of 20% since the previous exposure period.
* Capital – Home Modifications has 17%.

For **utilisation**, the top 10% support categories are as follows.

* Core – Transport has a utilisation rate of 101%.
* Capacity Building – Choice and Control has 90%.

The bottom 10% support categories are as follows.

* Capacity Building – Home Living has a utilisation rate of 20%.
* Capacity Building – Lifelong Learning has 22%.

For **outcomes indicator on choice and control**, the top 10% support categories are as follows.

* Capital – Assistive Technology has an outcomes indicator of 65%.
* Capital – Home Modifications has 66%.

The bottom 10% support categories are as follows.

* Capacity Building – Lifelong Learning has an outcomes indicator of 38%.
* Capacity Building – Relationships has 26%.

For **“Has NDIS helped with choice and control?” indicator**, the top 10% support categories are as follows.

* Capacity Building – Health and Wellbeing has an indicator of 73%.
* Capital – Home Modifications has 70%.

The bottom 10% support categories are as follows.

* Capacity Building – Home Living has an indicator of 58%.
* Capacity Building – Relationships has 61%.

## Page 2, Table 2: Definitions for the indicators

* **Active participants with approved plans** is defined as the 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** is defined as the 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** is defined as the ratio between the number of active participants and the number of registered service providers.
* **Provider concentration** is defined as the proportion of provider payments over the exposure period that were paid to the top 10 providers.
* **Provider growth** is defined as 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 $10,000 in payments in both exposure periods have been considered.
* **Provider shrinkage** is defined as 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 $10,000 in payments in both exposure periods have been considered.
* **Total plan budgets** is defined as the value of supports committed in participant plans for the exposure period.
* **Payments** is defined as the 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).
* **Utilisation** is defined as the ratio between payments and total plan budgets.
* **Outcomes indicator on choice and control** is defined as the proportion of participants who reported in their most recent outcomes survey that they choose who supports them.
* **“Has NDIS helped with choice and control?”** indicator is defined as the proportion of participants who reported in their most recent outcomes survey that the NDIS has helped with choice and control.