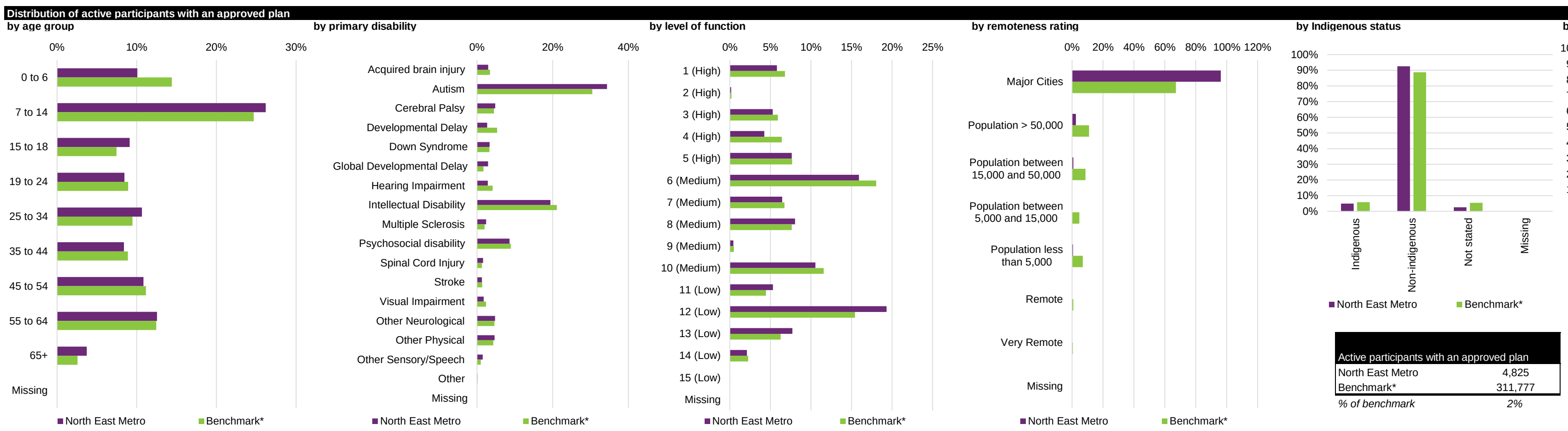
Participant Category Detailed Dashboard as at 31 December 2019 (exposure period: 1 April 2019 to 30 September 2019)

Region: North East Metro (phase in date: 1 July 2014) | Support Category: All | All Participants

Participant profile

Distribution of active participants with an approved plan



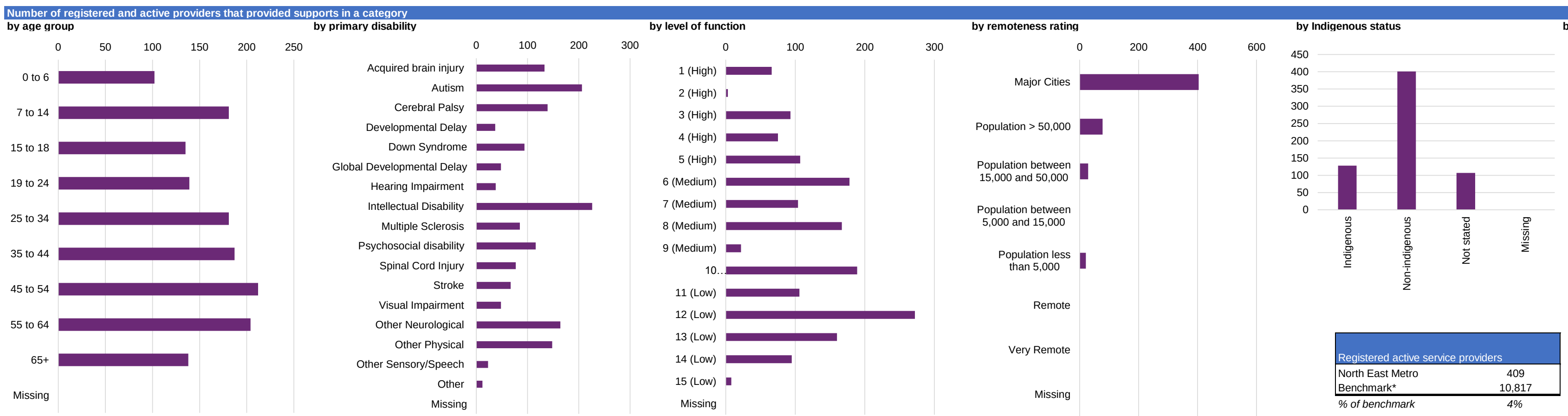
Active participants with an approved plan	
North East Metro	4,825
Benchmark*	311,777
% of benchmark	2%

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

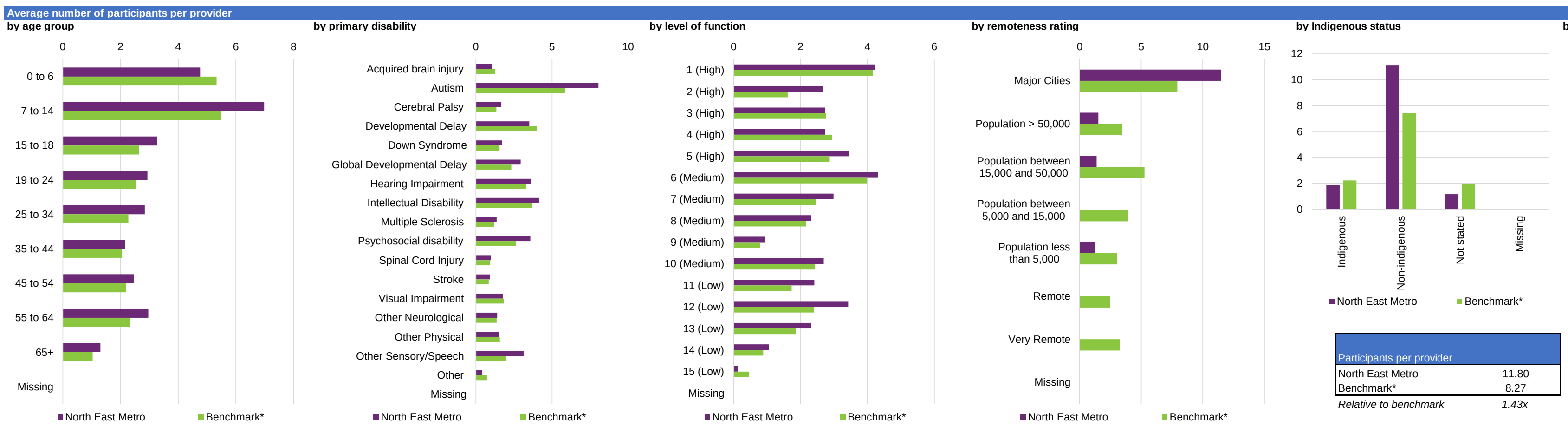


Registered active service providers	
North East Metro	409
Benchmark*	10,817
% of benchmark	4%

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

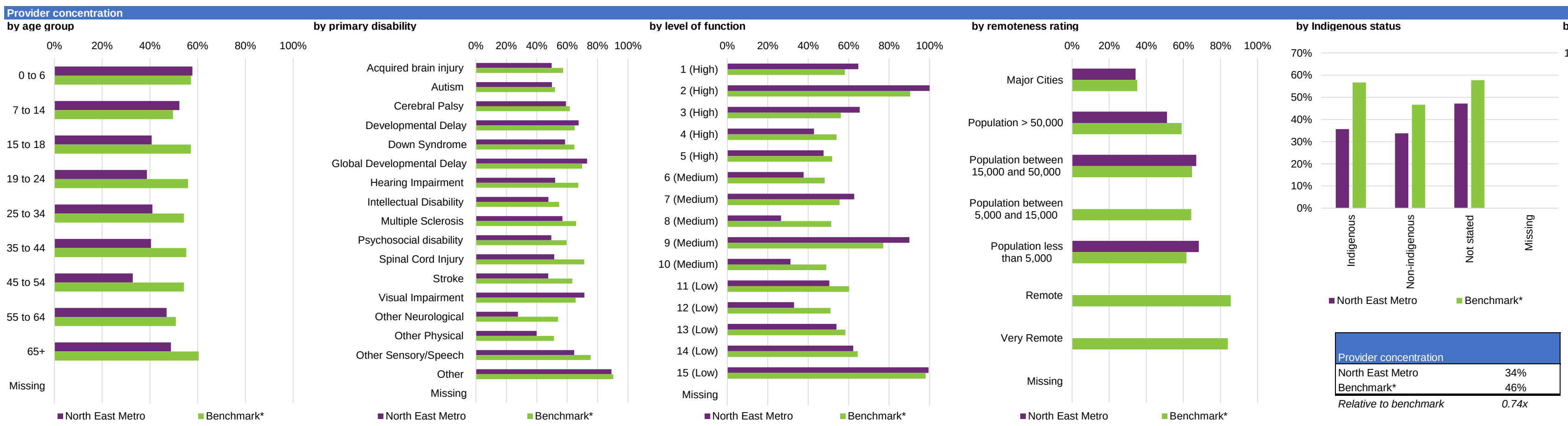


Participants per provider	
North East Metro	11.80
Benchmark*	8.27
Relative to benchmark	1.43x

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

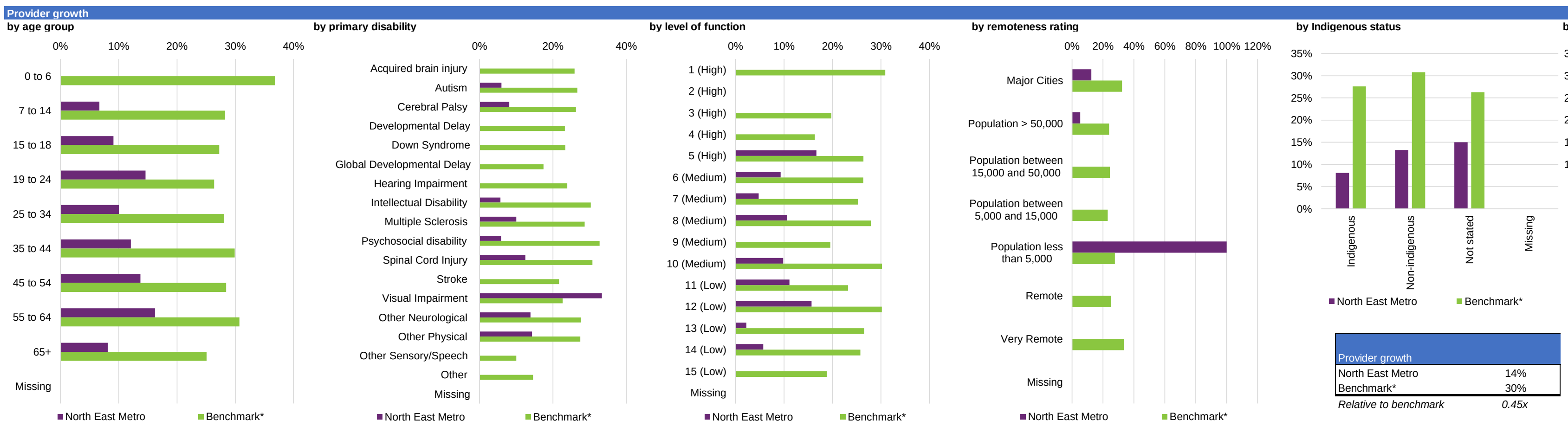


Provider concentration	
North East Metro	34%
Benchmark*	46%
Relative to benchmark	0.74x

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

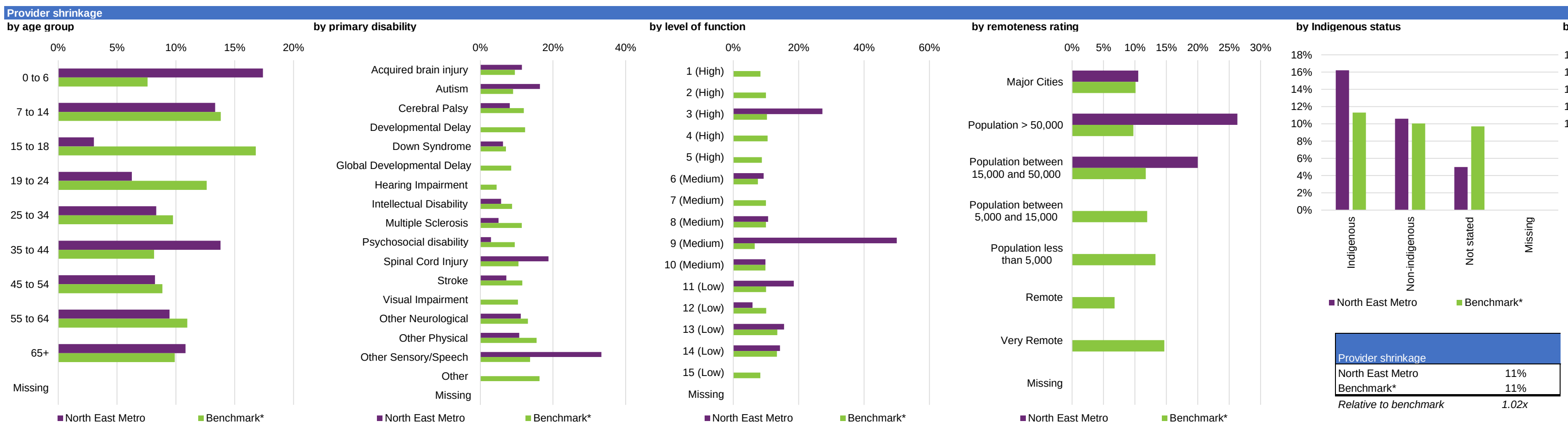


Provider growth	
North East Metro	14%
Benchmark*	30%
Relative to benchmark	0.45x

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	
North East Metro	11%
Benchmark*	11%
Relative to benchmark	1.02x

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

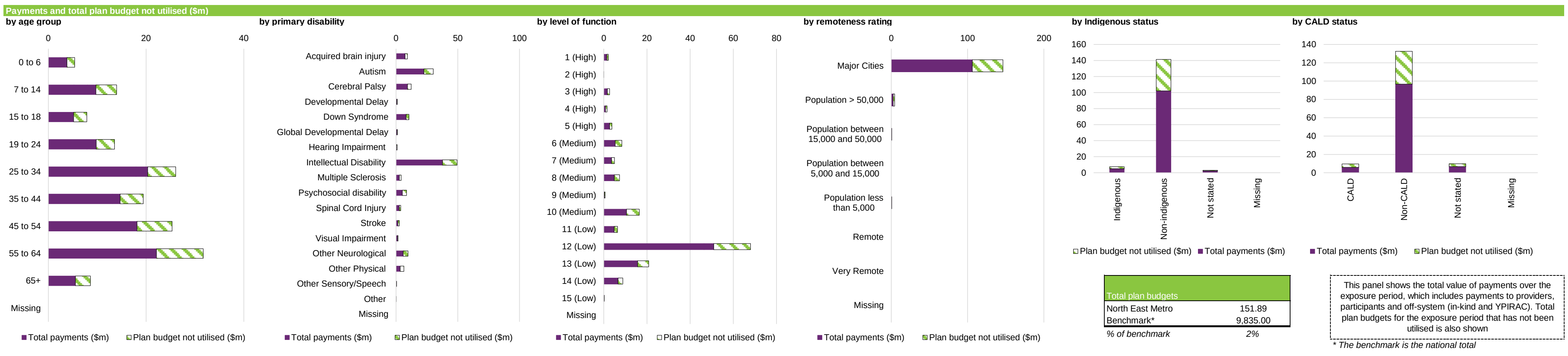
* The benchmark is the unweighted national average

Participant Category Detailed Dashboard as at 31 December 2019 (exposure period: 1 April 2019 to 30 September 2019)

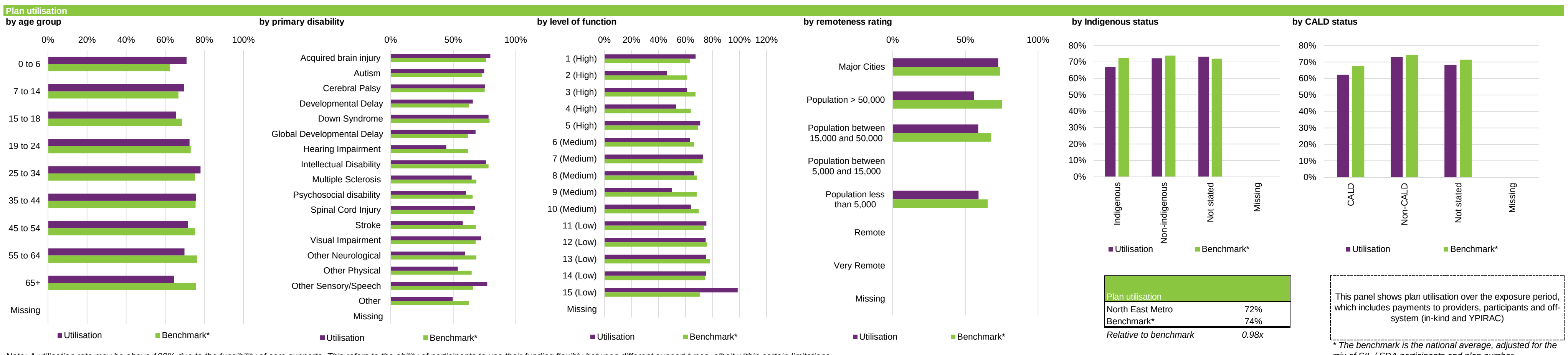
Region: North East Metro (phase in date: 1 July 2014) | Support Category: All | All Participants

Plan utilisation

Payments and total plan budget not utilised ($m)



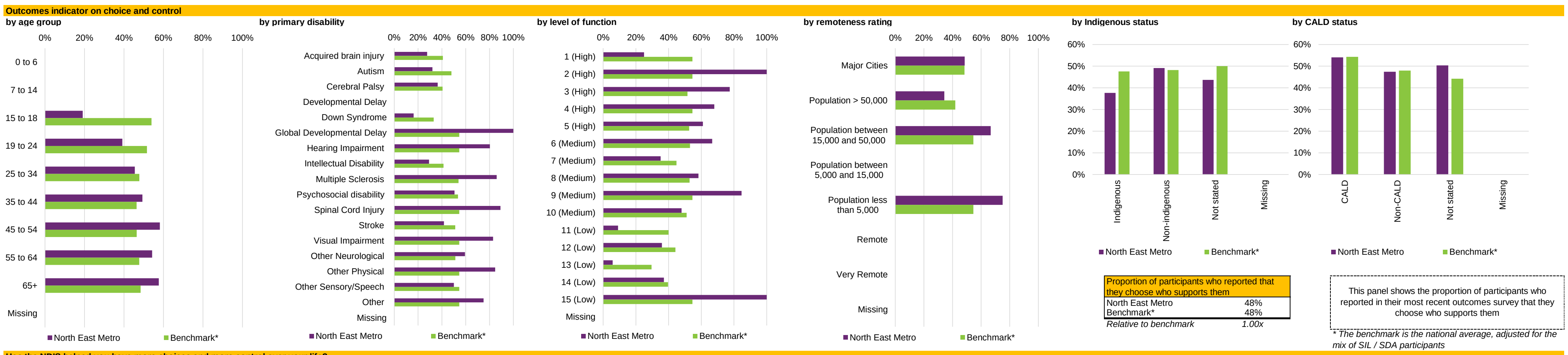
Plan utilisation



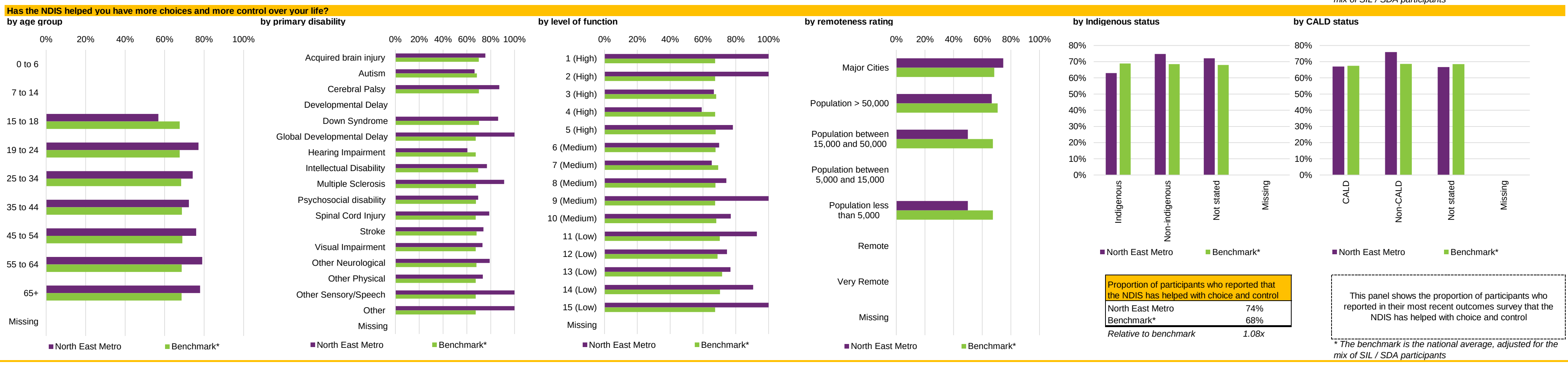
Note: A utilisation rate may be above 100% due to the fungibility of core supports. This refers to the ability of participants to use their funding flexibly between different support types, albeit within certain limitations.

Outcomes framework

Outcomes indicator on choice and control



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



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	2,518	105	24.0	81%	20%	0%	2.76	1.24	45%	52%	78%
Daily Activities	2,728	127	21.5	62%	15%	8%	79.05	64.50	82%	46%	77%
Community	2,867	102	28.1	52%	11%	5%	26.76	19.07	71%	44%	77%
Transport	1,953	58	33.7	67%	0%	0%	3.20	2.94	92%	40%	77%
Core total	**3,739**	**224**	**16.7**	**57%**	**16%**	**5%**	**111.76**	**87.74**	**79%**	**49%**	**75%**
Capacity Building											
Daily Activities	4,544	196	23.2	70%	6%	4%	18.48	12.11	66%	48%	74%
Employment	604	25	24.2	96%	8%	8%	3.45	2.51	73%	28%	74%
Social and Civic	636	62	10.3	57%	0%	20%	1.84	0.90	49%	42%	58%
Support Coordination	2,928	74	39.6	63%	7%	7%	3.95	2.11	53%	43%	74%
Capacity Building total	**4,762**	**227**	**21.0**	**57%**	**5%**	**4%**	**29.74**	**18.63**	**63%**	**48%**	**74%**
Capital											
Assistive Technology	1,754	108	16.2	62%	17%	25%	7.51	2.68	36%	55%	78%
Home Modifications	499	13	38.4	99%	20%	60%	2.80	0.21	8%	33%	86%
Capital total	**1,873**	**114**	**16.4**	**57%**	**16%**	**32%**	**10.31**	**2.89**	**28%**	**52%**	**79%**
Missing	0	0	0.0	0%	0%	0%	0.00	0.00	0%	0%	0%
All support categories	**4,825**	**409**	**11.8**	**51%**	**14%**	**11%**	**151.89**	**109.34**	**72%**	**48%**	**74%**

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

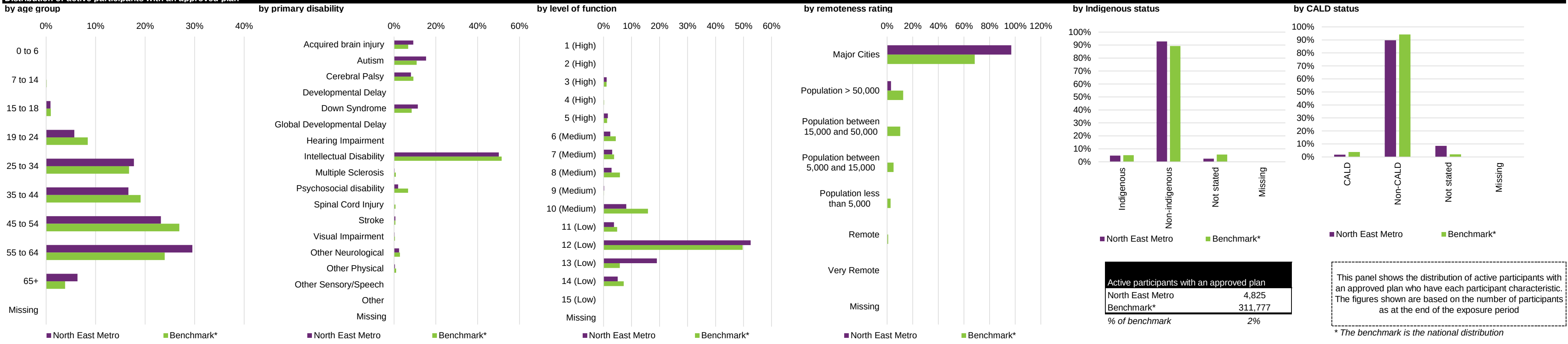
Note: For some metrics – 'good' performance is considered a higher score under the metric. For example, high utilisation rates are considered a sign of a functioning market where participants have access to the supports they need.
For other metrics, a 'good' performance is considered a lower score under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

Participant Category Detailed Dashboard as at 31 December 2019 (exposure period: 1 April 2019 to 30 September 2019)

Region: North East Metro (phase in date: 1 July 2014) | Support Category: All | Participants in Supported Independent Living (SIL)

Participant profile

Distribution of active participants with an approved plan



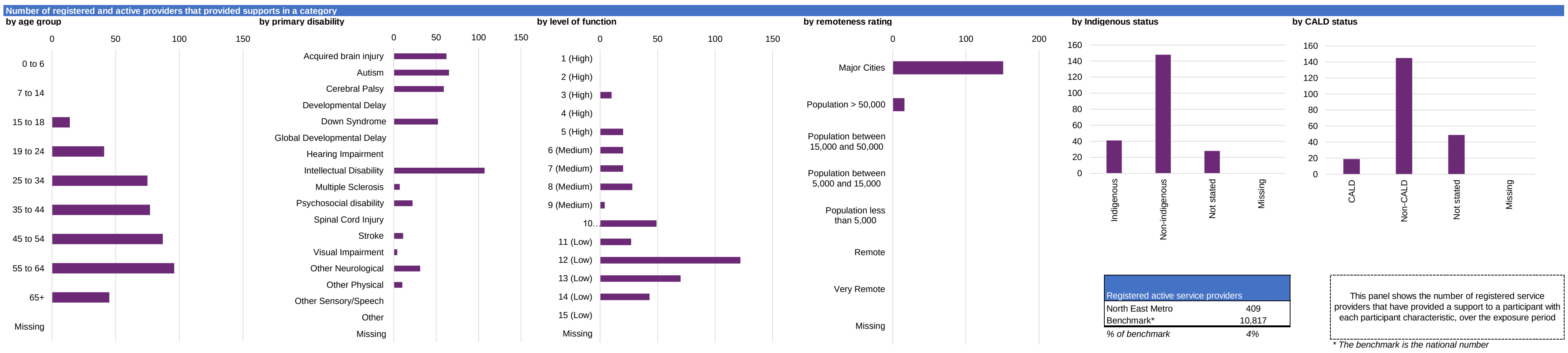
Active participants with an approved plan	
North East Metro	4,825
Benchmark*	311,777
% of benchmark	*2%*

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

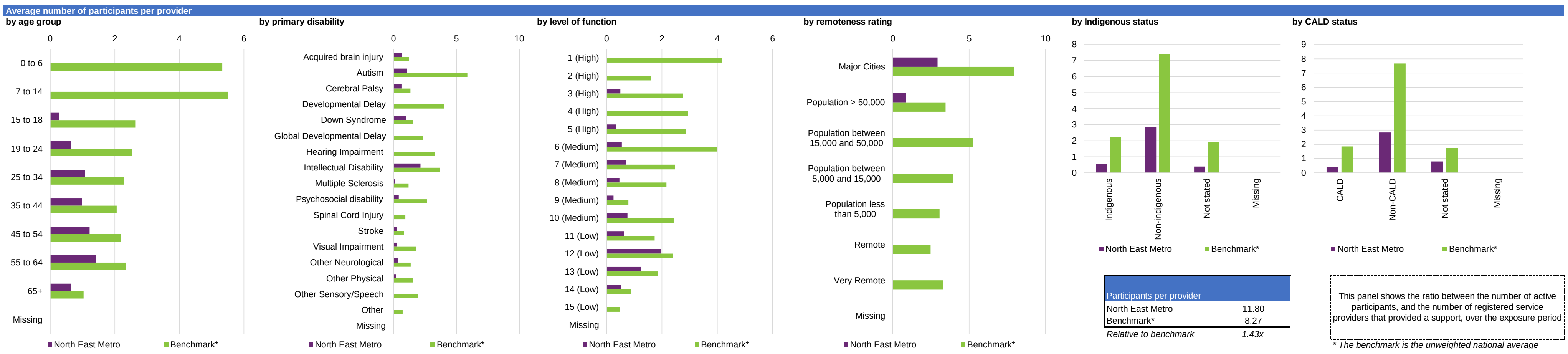


Registered active service providers	
North East Metro	409
Benchmark*	10,817
% of benchmark	*4%*

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

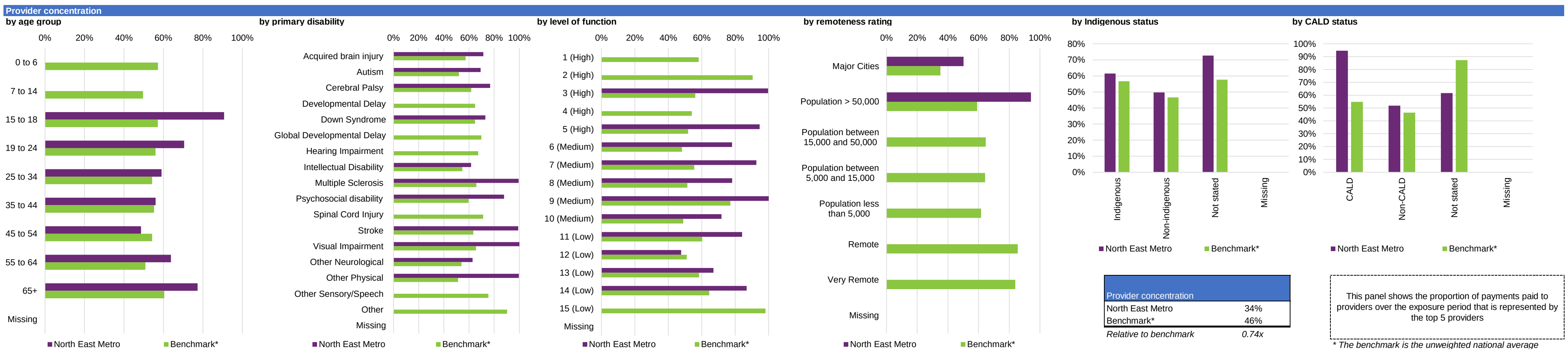


Participants per provider	
North East Metro	11.80
Benchmark*	8.27
Relative to benchmark	*1.43x*

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

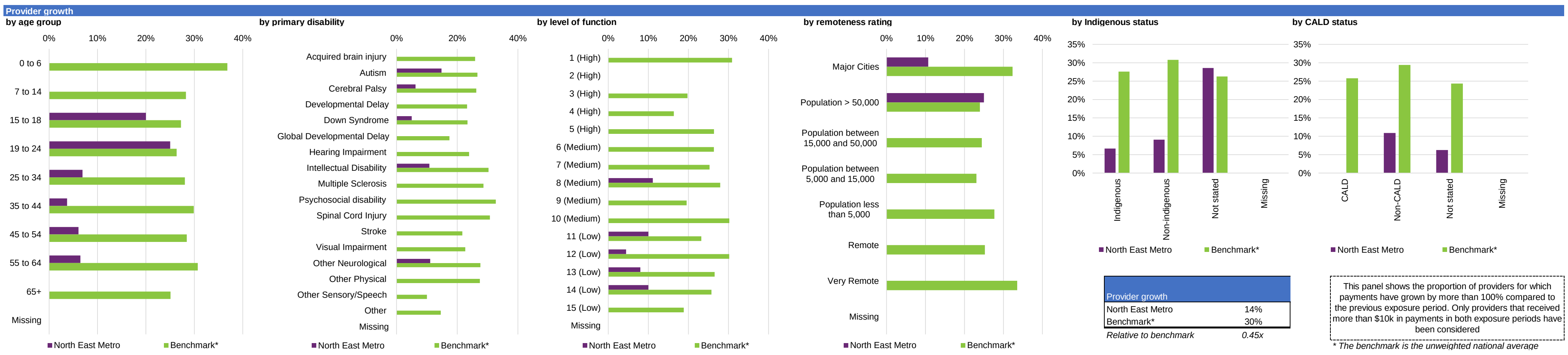


Provider concentration	
North East Metro	34%
Benchmark*	46%
Relative to benchmark	*0.74x*

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

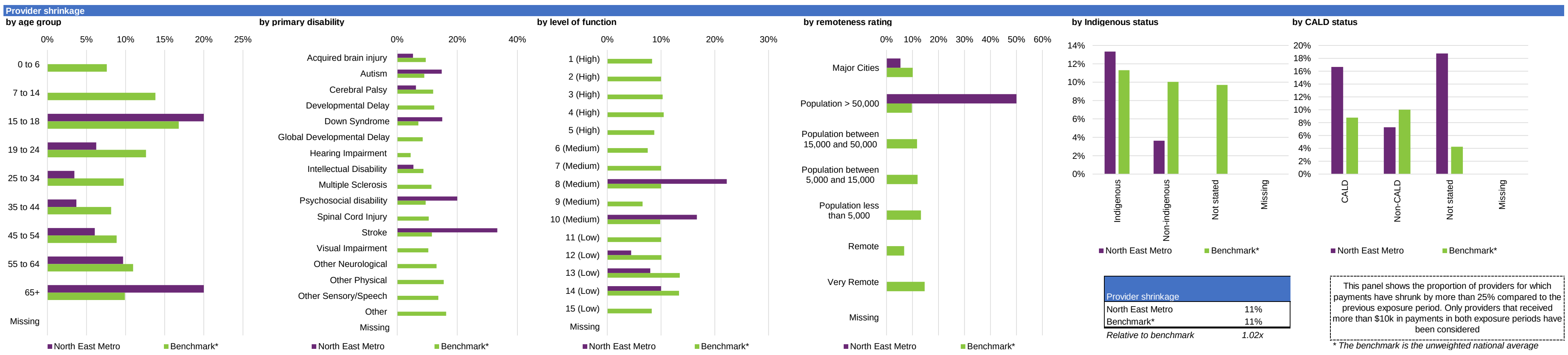


Provider growth	
North East Metro	14%
Benchmark*	30%
Relative to benchmark	*0.45x*

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	
North East Metro	11%
Benchmark*	11%
Relative to benchmark	*1.02x*

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

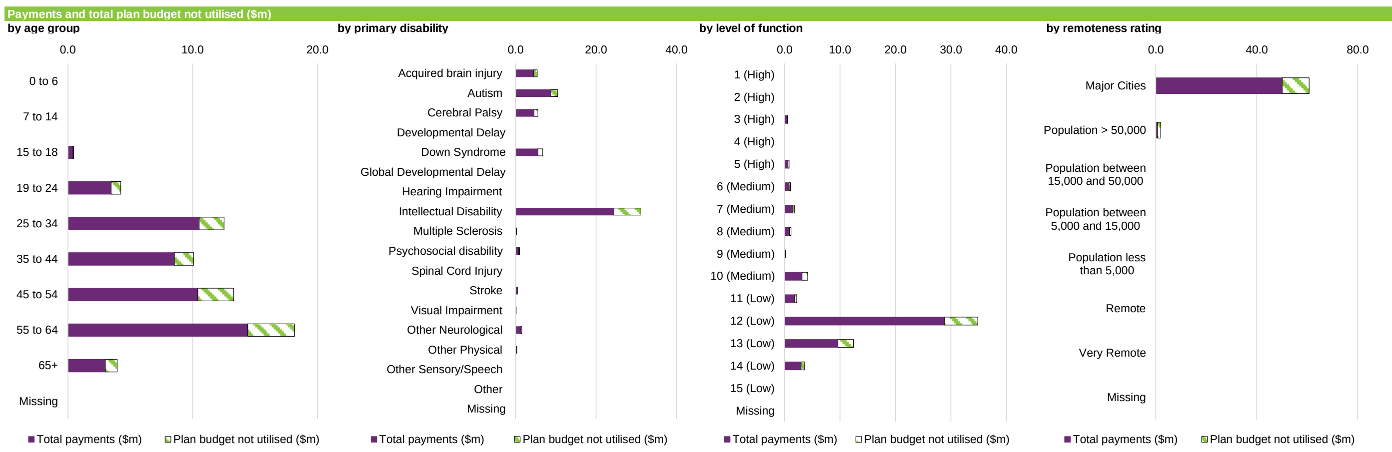
** The benchmark is the unweighted national average*

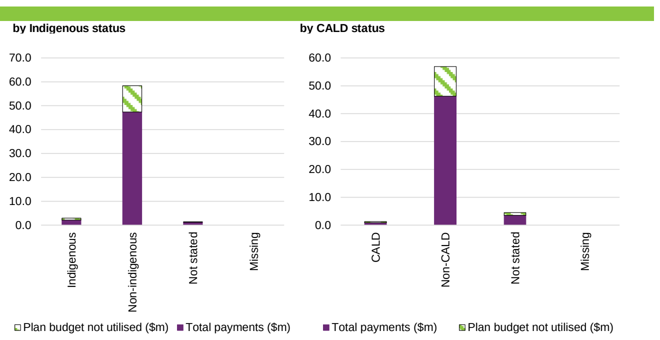
Participant Category Detailed Dashboard as at 31 December 2019 (exposure period: 1 April 2019 to 30 September 2019)

Region: North East Metro (phase in date: 1 July 2014) | Support Category: All | Participants in Supported Independent Living (SIL)

Plan utilisation

Payments and total plan budget not utilised ($m)



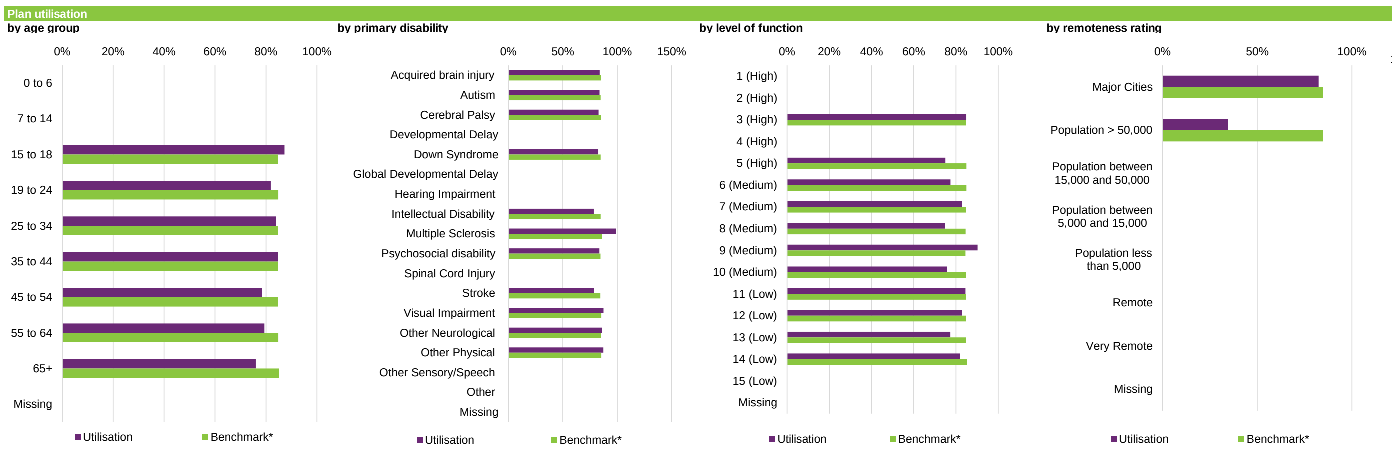


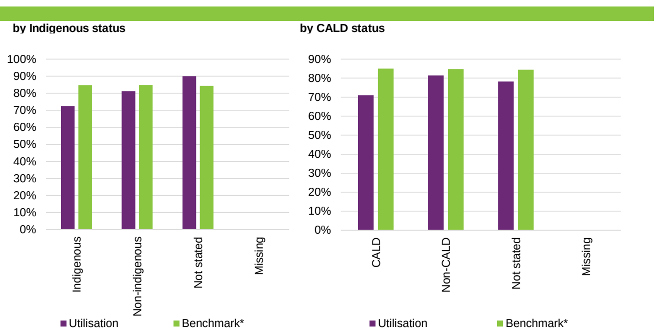
Total plan budgets	
North East Metro	151.89
Benchmark*	9,835.00
% of benchmark	*2%*

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	
North East Metro	72%
Benchmark*	74%
Relative to benchmark	*0.98x*

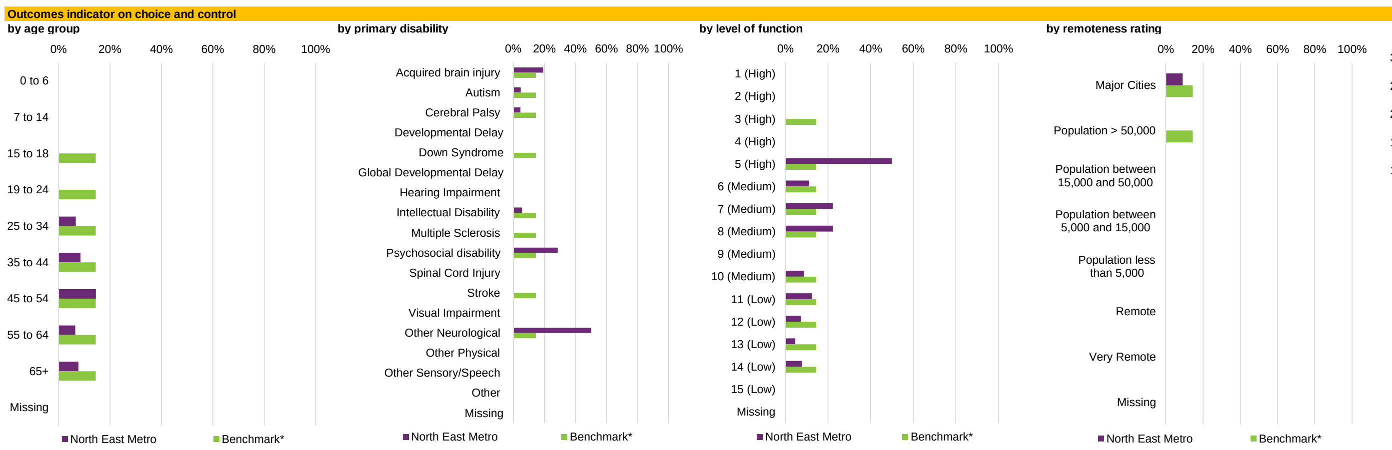
This panel shows plan utilisation over the exposure period, which includes payments to providers, participants and off-system (in-kind and YPIRAC)

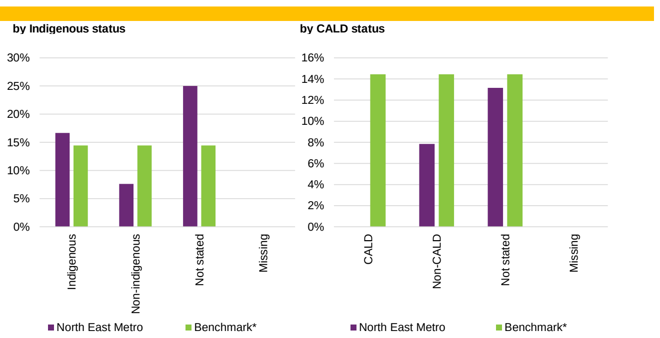
** The benchmark is the national average, adjusted for the mix of SIL / SDA participants and plan number*

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



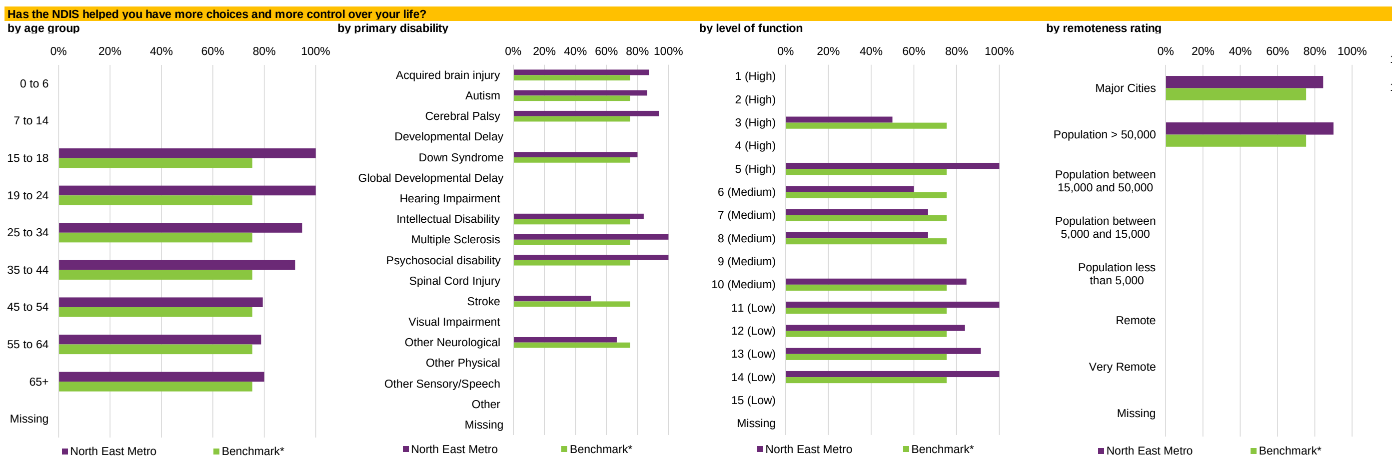


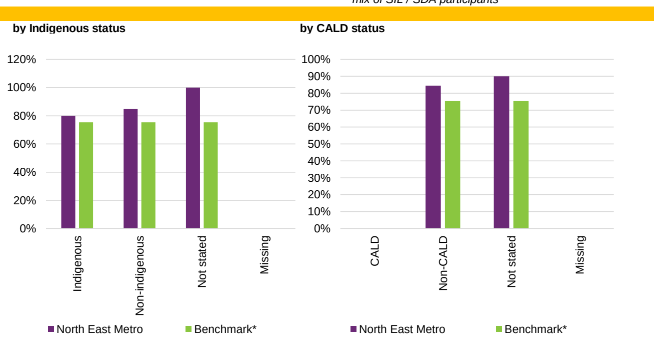
Proportion of participants who reported that they choose who supports them	
North East Metro	48%
Benchmark*	48%
Relative to benchmark	*1.00x*

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	
North East Metro	74%
Benchmark*	68%
Relative to benchmark	*1.08x*

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	352	30	11.7	96%	33%	0%	0.49	0.20	40%	8%	85%
Daily Activities	452	38	11.9	82%	3%	10%	46.51	41.14	88%	8%	85%
Community	444	60	7.4	73%	22%	3%	8.63	6.48	75%	9%	85%
Transport	441	38	11.6	79%	0%	0%	0.69	0.42	61%	8%	85%
Core total	**457**	**90**	**5.1**	**79%**	**13%**	**4%**	**56.32**	**48.24**	**86%**	**9%**	**85%**
Capacity Building											
Daily Activities	441	54	8.2	84%	10%	0%	1.57	1.10	70%	8%	85%
Employment	110	10	11.0	100%	0%	0%	0.83	0.70	84%	9%	85%
Social and Civic	12	7	1.7	100%	0%	0%	0.08	0.04	58%	13%	50%
Support Coordination	370	34	10.9	82%	25%	0%	0.76	0.27	35%	9%	87%
Capacity Building total	**451**	**81**	**5.6**	**73%**	**11%**	**0%**	**3.67**	**2.30**	**63%**	**9%**	**85%**
Capital											
Assistive Technology	256	39	6.6	79%	0%	60%	0.74	0.22	30%	9%	86%
Home Modifications	292	1	292.0	100%	0%	0%	1.97	0.00	0%	8%	87%
Capital total	**364**	**40**	**9.1**	**78%**	**0%**	**60%**	**2.70**	**0.22**	**8%**	**8%**	**87%**
Missing	0	0	0.0	0%	0%	0%	0.00	0.00	0%	0%	0%
All support categories	**457**	**153**	**3.0**	**78%**	**9%**	**7%**	**62.69**	**50.76**	**81%**	**9%**	**85%**

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

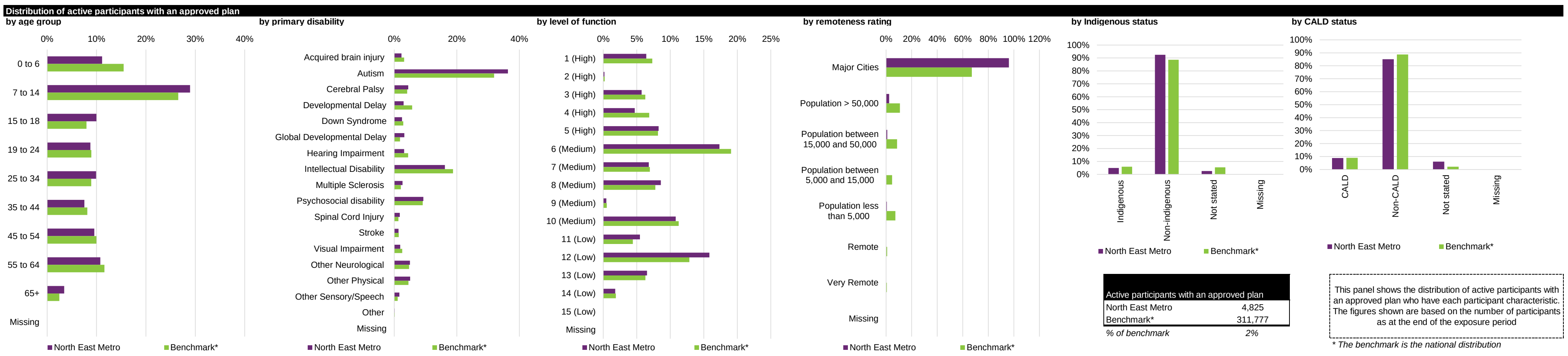
Note: For some metrics – 'good' performance is considered a higher score under the metric. For example, high utilisation rates are considered a sign of a functioning market where participants have access to the supports they need.
For other metrics, a 'good' performance is considered a lower score under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

Participant Category Detailed Dashboard as at 31 December 2019 (exposure period: 1 April 2019 to 30 September 2019)

Region: North East Metro (phase in date: 1 July 2014) | Support Category: All | Participants not in Supported Independent Living (Non-SIL)

Participant profile

Distribution of active participants with an approved plan



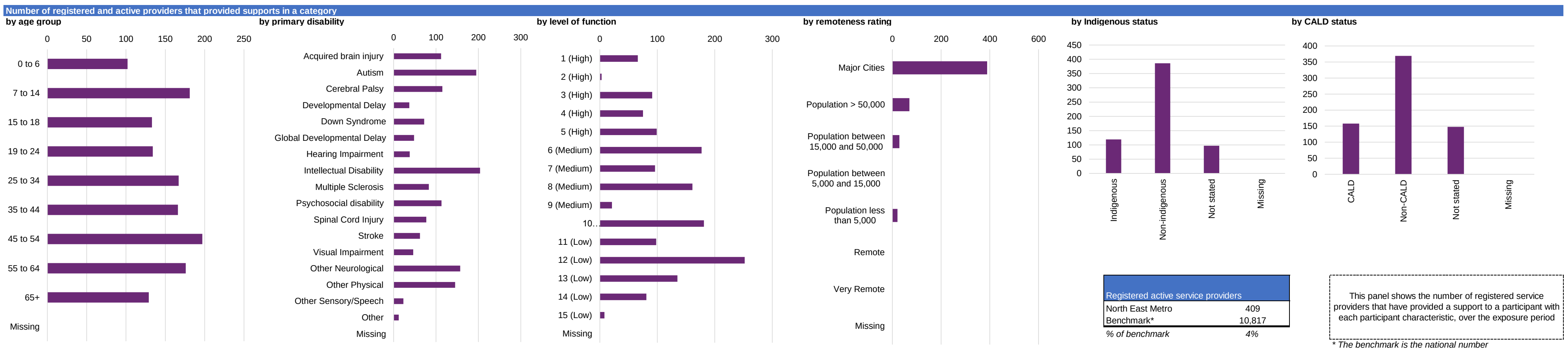
Active participants with an approved plan	
North East Metro	4,825
Benchmark*	311,777
% of benchmark	*2%*

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

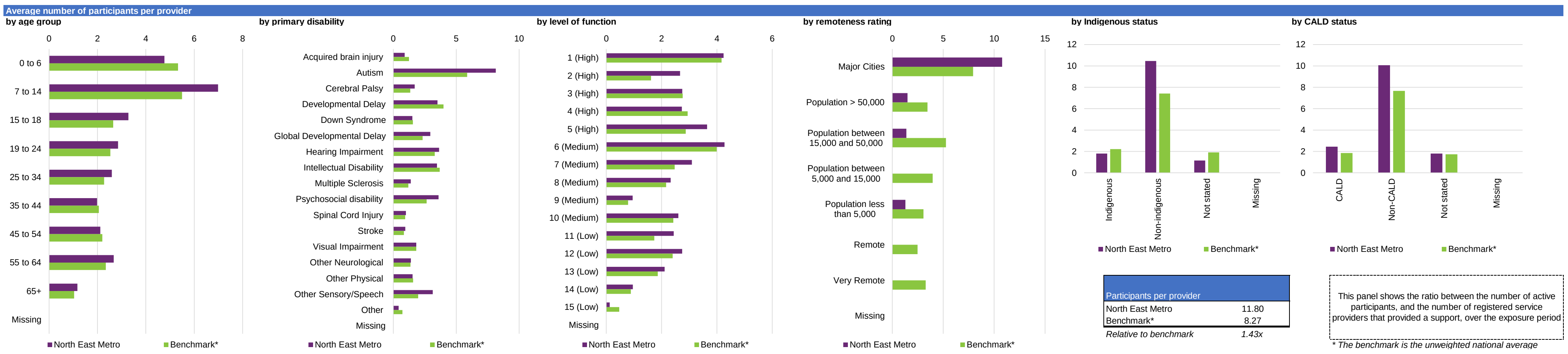


Registered active service providers	
North East Metro	409
Benchmark*	10,817
% of benchmark	*4%*

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

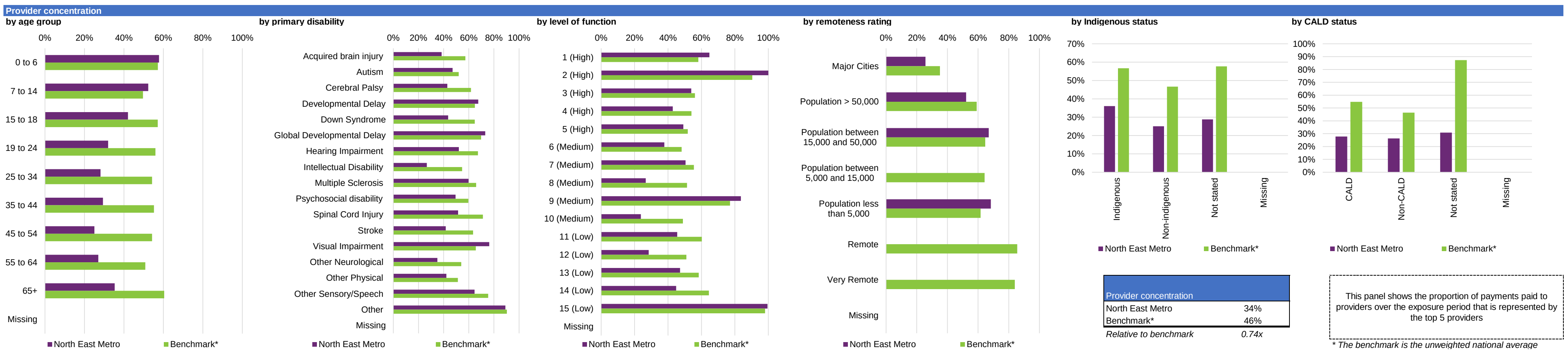


Participants per provider	
North East Metro	11.80
Benchmark*	8.27
Relative to benchmark	*1.43x*

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

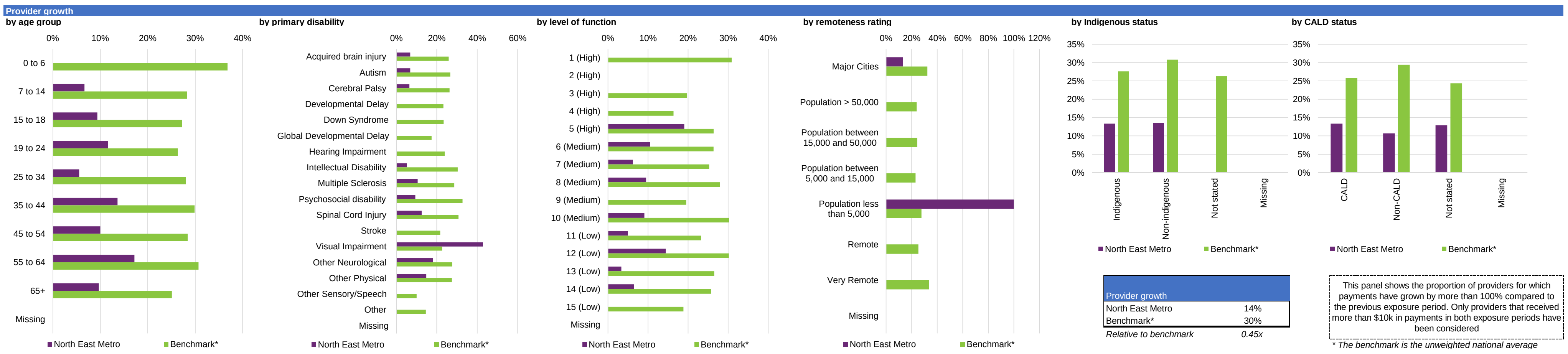


Provider concentration	
North East Metro	34%
Benchmark*	46%
Relative to benchmark	*0.74x*

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

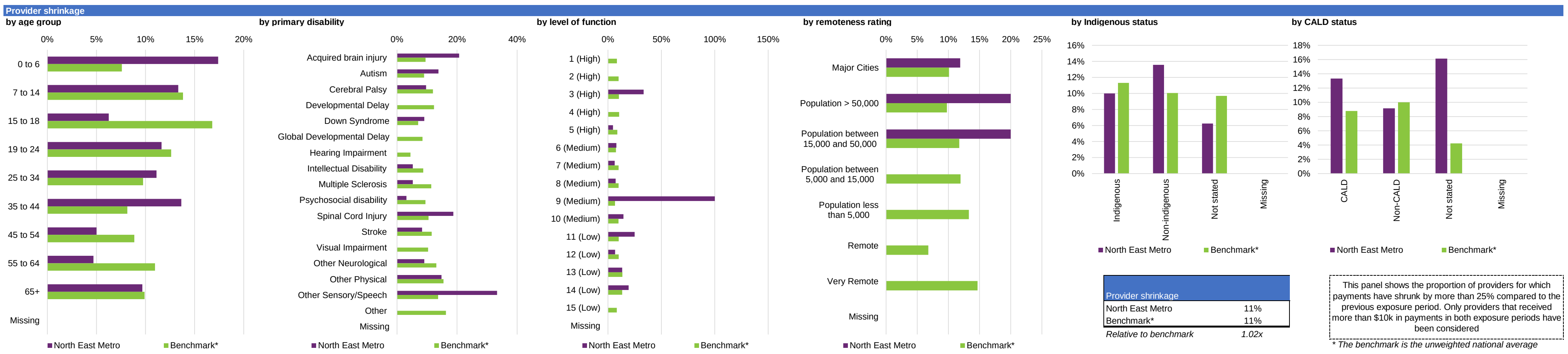


Provider growth	
North East Metro	14%
Benchmark*	30%
Relative to benchmark	*0.45x*

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	
North East Metro	11%
Benchmark*	11%
Relative to benchmark	*1.02x*

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

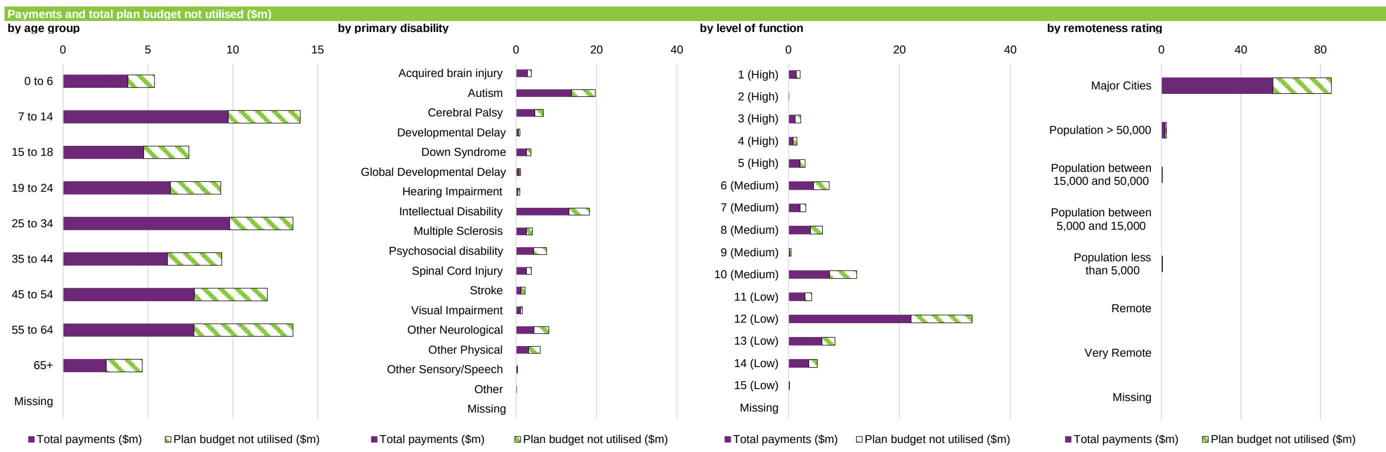
** The benchmark is the unweighted national average*

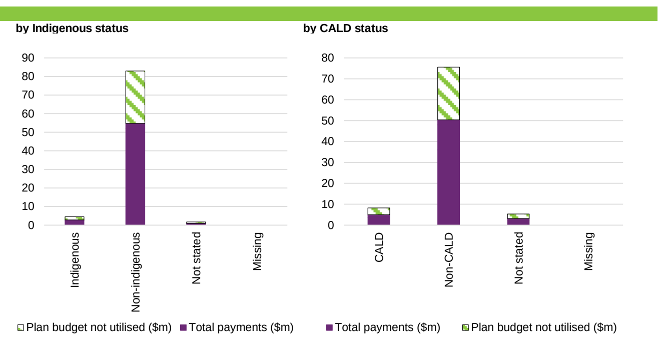
Participant Category Detailed Dashboard as at 31 December 2019 (exposure period: 1 April 2019 to 30 September 2019)

Region: North East Metro (phase in date: 1 July 2014) | Support Category: All | Participants not in Supported Independent Living (Non-SIL)

Plan utilisation

Payments and total plan budget not utilised ($m)



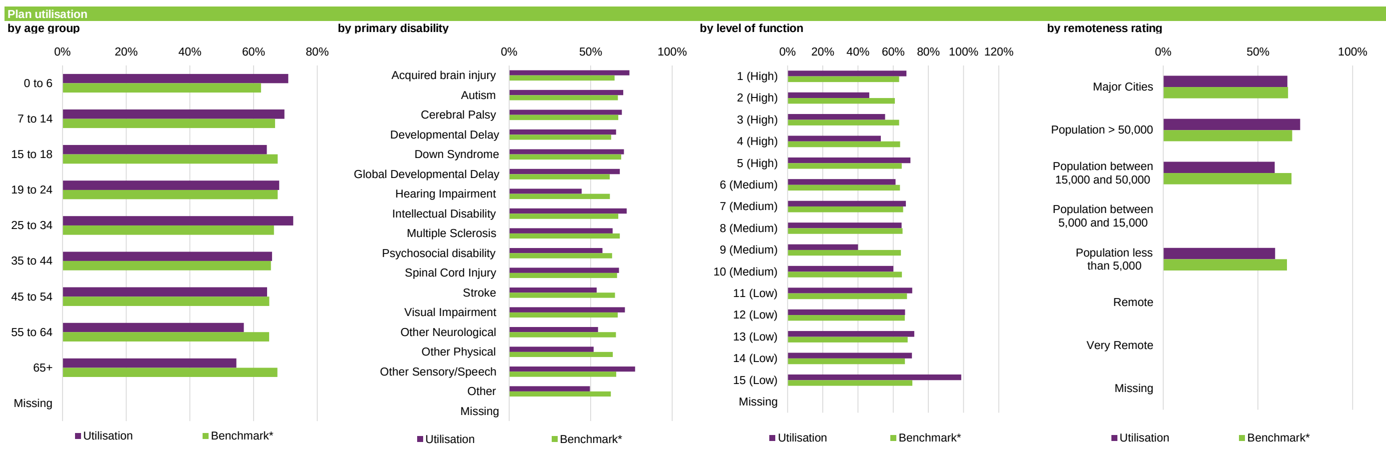


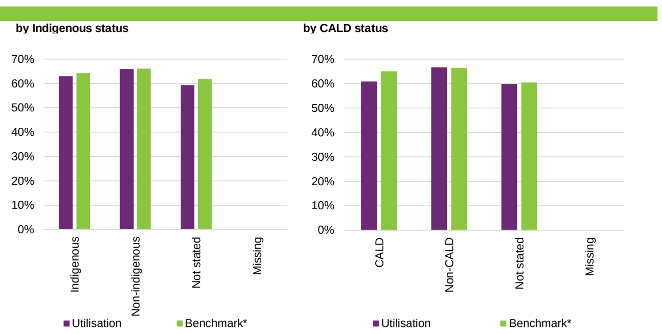
Total plan budgets	
North East Metro	151.89
Benchmark*	9,835.00
% of benchmark	*2%*

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	
North East Metro	72%
Benchmark*	74%
Relative to benchmark	*0.98x*

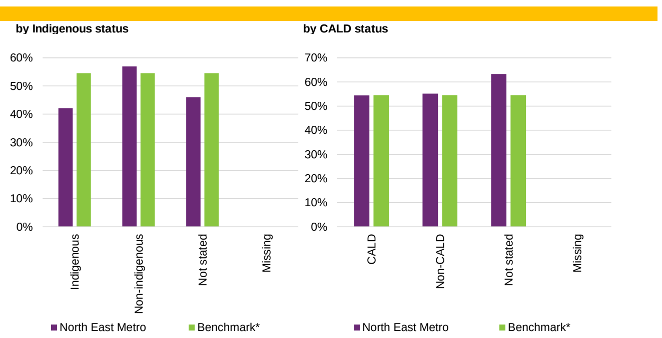
This panel shows plan utilisation over the exposure period, which includes payments to providers, participants and off-system (in-kind and YPIRAC)

** 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

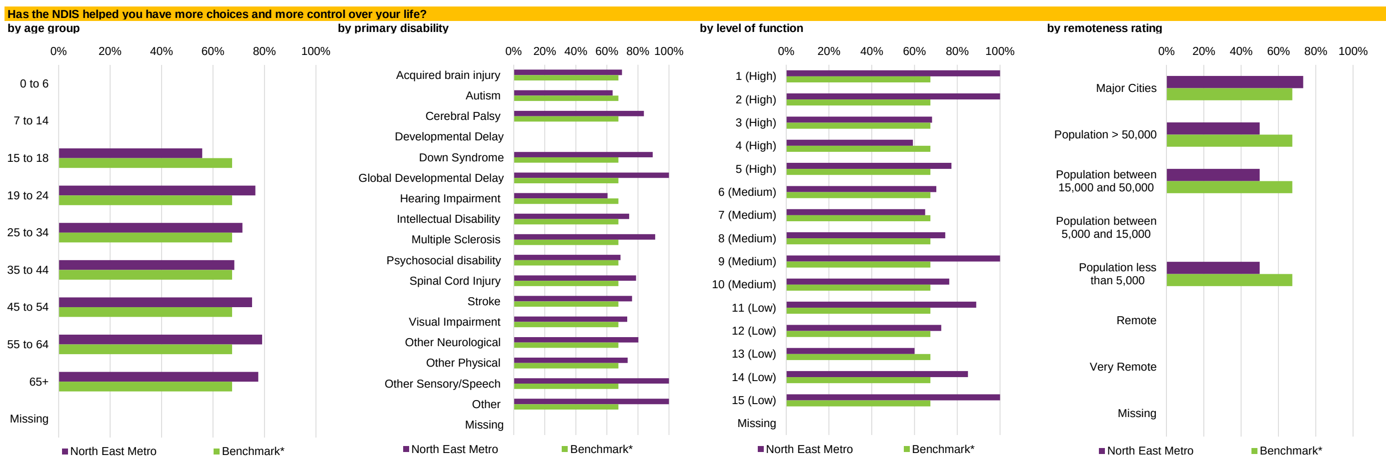


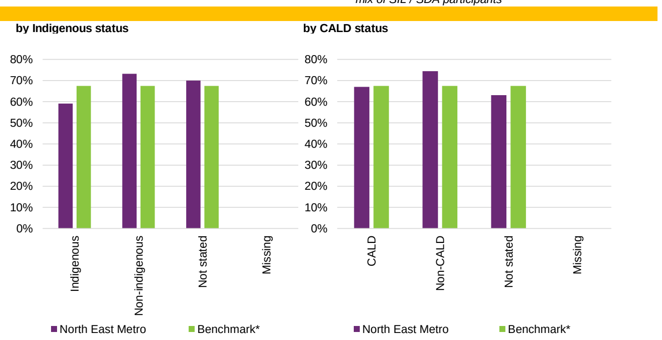
Proportion of participants who reported that they choose who supports them	
North East Metro	48%
Benchmark*	48%
Relative to benchmark	*1.00x*

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	
North East Metro	74%
Benchmark*	68%
Relative to benchmark	*1.08x*

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	2,166	95	22.8	78%	0%	0%	2.27	1.04	46%	63%	76%
Daily Activities	2,276	123	18.5	56%	16%	12%	32.54	23.35	72%	56%	75%
Community	2,423	92	26.3	50%	13%	5%	18.12	12.59	69%	52%	75%
Transport	1,512	47	32.2	63%	0%	0%	2.51	2.52	100%	50%	75%
Core total	**3,282**	**208**	**15.8**	**46%**	**13%**	**6%**	**55.44**	**39.51**	**71%**	**57%**	**74%**
Capacity Building											
Daily Activities	4,103	193	21.3	72%	6%	6%	16.91	11.01	65%	55%	72%
Employment	494	24	20.6	96%	8%	8%	2.61	1.81	70%	34%	70%
Social and Civic	624	59	10.6	59%	0%	20%	1.76	0.86	49%	43%	58%
Support Coordination	2,558	72	35.5	63%	7%	7%	3.19	1.84	58%	50%	72%
Capacity Building total	**4,311**	**225**	**19.2**	**58%**	**6%**	**6%**	**26.07**	**16.33**	**63%**	**55%**	**73%**
Capital											
Assistive Technology	1,498	103	14.5	62%	13%	30%	6.77	2.47	36%	68%	77%
Home Modifications	207	13	15.9	98%	25%	75%	0.84	0.21	25%	69%	85%
Capital total	**1,509**	**109**	**13.8**	**57%**	**13%**	**37%**	**7.61**	**2.67**	**35%**	**68%**	**76%**
Missing	0	0	0.0	0%	0%	0%	0.00	0.00	0%	0%	0%
All support categories	**4,368**	**394**	**11.1**	**41%**	**14%**	**12%**	**89.19**	**58.58**	**66%**	**56%**	**73%**

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.