

# District / Support Category Summary Dashboard



as at 30 June 2020 (exposure period: 1 October 2019 to 31 March 2020)

## All participants

### Service district summary

Service district	Phase-in date	Active participants with approved plans	Registered active providers	Participants per provider	Provider concentration	Provider growth	Provider shrinkage	Total plan budgets (\$m)	Average plan budget (\$)	Total payments (\$m)	Average payments (\$)	Utilisation	Outcomes indicator on choice and control	Has the NDIS helped with choice and control?
<b>New South Wales</b>														
Central Coast	1 Jul 16	6,949	739	9.4	45%	9%	19%	205.3	29,550	149.4	21,499	73%	54%	75%
Far West	1 Jul 17	504	82	6.1	84%	19%	13%	18.7	37,113	11.3	22,474	61%	49%	76%
Hunter New England	1 Jul 13	21,204	1,332	15.9	28%	10%	19%	731.2	34,484	533.0	25,135	73%	60%	73%
Illawarra Shoalhaven	1 Jul 17	6,974	529	13.2	57%	11%	22%	242.5	34,767	173.6	24,887	72%	56%	72%
Mid North Coast	1 Jul 17	4,718	358	13.2	60%	7%	28%	157.5	33,383	111.0	23,532	70%	52%	77%
Murrumbidgee	1 Jul 17	5,265	418	12.6	60%	10%	23%	169.5	32,197	121.8	23,135	72%	50%	72%
Nepean Blue Mountains	1 Jul 15	7,182	875	8.2	38%	11%	16%	224.9	31,313	162.5	22,621	72%	52%	72%
North Sydney	1 Jul 16	8,502	917	9.3	59%	10%	15%	346.5	40,760	261.5	30,753	75%	44%	75%
Northern NSW	1 Jul 17	5,537	386	14.3	60%	12%	29%	188.7	34,085	134.8	24,351	71%	50%	71%
South Eastern Sydney	1 Jul 17	7,884	932	8.5	48%	14%	19%	270.3	34,281	200.0	25,372	74%	42%	72%
South Western Sydney	1 Jul 16	15,895	1,573	10.1	32%	12%	15%	467.3	29,400	352.9	22,203	76%	43%	62%
Southern NSW	1 Jul 16	3,546	357	9.9	59%	11%	21%	109.1	30,774	75.1	21,174	69%	57%	79%
Sydney	1 Jul 17	6,666	1,080	6.2	36%	11%	17%	223.2	33,488	154.3	23,154	69%	43%	73%
Western NSW	1 Jul 17	4,939	465	10.6	59%	16%	21%	186.6	37,788	123.5	25,013	66%	48%	64%
Western Sydney	1 Jul 16	13,482	1,375	9.8	35%	15%	14%	441.8	32,771	340.9	25,282	77%	44%	71%
<b>New South Wales average</b>		<b>7,950</b>	<b>761</b>	<b>10.4</b>	<b>51%</b>	<b>12%</b>	<b>20%</b>	<b>265.6</b>	<b>33,744</b>	<b>193.7</b>	<b>24,039</b>	<b>71%</b>	<b>50%</b>	<b>72%</b>
<b>New South Wales total</b>		<b>119,256</b>	<b>4,443</b>	<b>26.8</b>	<b>24%</b>	<b>10%</b>	<b>17%</b>	<b>3,983.8</b>	<b>33,405</b>	<b>2,905.8</b>	<b>24,366</b>	<b>73%</b>	<b>49%</b>	<b>71%</b>
<b>Victoria</b>														
Barwon	1 Jul 13	8,030	733	11.0	60%	15%	20%	233.1	29,034	162.6	20,244	70%	67%	66%
Bayside Peninsula	1 Apr 18	11,420	884	12.9	50%	19%	10%	404.8	35,445	273.8	23,977	68%	52%	70%
Brimbank Melton	1 Oct 18	5,592	716	7.8	46%	23%	11%	152.8	27,333	101.3	18,123	66%	47%	59%
Central Highlands	1 Jan 17	4,178	516	8.1	59%	7%	18%	116.5	27,896	81.9	19,602	70%	54%	67%
Goulburn	1 Jan 19	2,746	320	8.6	63%	38%	7%	69.7	25,383	41.6	15,143	60%	54%	66%
Hume Moreland	1 Mar 18	6,563	905	7.3	34%	17%	11%	164.0	24,993	111.5	16,996	68%	53%	63%
Inner East Melbourne	1 Nov 17	7,643	887	8.6	51%	15%	19%	300.2	39,278	214.1	28,009	71%	43%	69%
Inner Gippsland	1 Oct 17	3,890	316	12.3	66%	16%	13%	109.0	28,008	68.3	17,559	63%	61%	69%
Loddon	1 May 17	5,313	530	10.0	55%	14%	15%	137.5	25,882	94.6	17,797	69%	54%	68%
Mallee	1 Jan 19	1,523	126	12.1	80%	24%	4%	47.9	31,447	31.1	20,414	65%	53%	68%
North East Melbourne	1 Jul 16	10,082	1,099	9.2	35%	15%	15%	306.9	30,439	226.7	22,482	74%	52%	68%
Outer East Melbourne	1 Nov 17	7,546	702	10.7	59%	16%	19%	257.7	34,144	174.6	23,141	68%	48%	61%
Outer Gippsland	1 Jan 19	1,696	130	13.0	74%	23%	5%	50.2	29,625	28.1	16,595	56%	60%	65%
Ovens Murray	1 Oct 17	2,717	279	9.7	63%	9%	14%	69.7	25,651	47.6	17,535	68%	49%	65%
Southern Melbourne	1 Sep 18	8,697	757	11.5	52%	23%	12%	233.3	26,824	157.2	18,075	67%	48%	63%
Western District	1 Oct 17	3,125	242	12.9	77%	10%	25%	99.4	31,813	68.5	21,929	69%	52%	72%
Western Melbourne	1 Oct 18	7,769	882	8.8	43%	29%	10%	212.9	27,400	133.4	17,175	63%	50%	64%
<b>Victoria average</b>		<b>5,796</b>	<b>590</b>	<b>9.8</b>	<b>57%</b>	<b>18%</b>	<b>13%</b>	<b>174.5</b>	<b>29,447</b>	<b>118.6</b>	<b>19,694</b>	<b>67%</b>	<b>53%</b>	<b>66%</b>
<b>Victoria total</b>		<b>98,533</b>	<b>3,304</b>	<b>29.8</b>	<b>34%</b>	<b>16%</b>	<b>14%</b>	<b>2,965.7</b>	<b>30,099</b>	<b>2,017.0</b>	<b>20,471</b>	<b>68%</b>	<b>51%</b>	<b>66%</b>
<b>Queensland</b>														
Beenleigh	1 Jul 18	6,499	881	7.4	39%	20%	13%	243.8	37,518	170.0	26,161	70%	48%	80%
Brisbane	1 Jul 18	12,786	1,227	10.4	35%	21%	12%	523.9	40,973	360.7	28,209	69%	49%	76%
Bundaberg	1 Oct 17	2,251	274	8.2	77%	20%	16%	72.6	32,252	52.9	23,497	73%	51%	79%
Caboolture/Strathpine	1 Jan 19	6,272	780	8.0	36%	32%	6%	247.0	39,385	161.1	25,682	65%	48%	74%
Cairns	1 Jul 18	3,231	335	9.6	62%	13%	12%	129.9	40,204	87.9	27,206	68%	52%	70%
Ipswich	1 Jul 17	5,982	853	7.0	33%	14%	14%	190.5	31,849	132.1	22,077	69%	54%	74%
Mackay	1 Nov 16	2,524	257	9.8	56%	11%	18%	75.5	29,919	50.7	20,103	67%	57%	75%
Maroochydore	1 Jan 19	5,335	604	8.8	43%	32%	9%	211.6	39,661	143.7	26,936	68%	50%	82%
Maryborough	1 Jul 18	2,778	366	7.6	74%	16%	17%	111.8	40,241	75.8	27,299	68%	49%	75%
Robina	1 Jul 18	6,375	713	8.9	43%	17%	17%	210.1	32,961	153.5	24,080	73%	49%	76%
Rockhampton	1 Jan 18	3,895	359	10.8	65%	12%	16%	122.5	31,450	79.6	20,441	65%	54%	76%
Toowoomba	1 Jan 17	4,927	591	8.3	39%	18%	18%	181.1	36,764	126.1	25,602	70%	58%	79%
Townsville	1 Apr 16	4,809	462	10.4	46%	7%	16%	158.7	32,991	108.4	22,550	68%	56%	75%
<b>Queensland average</b>		<b>5,205</b>	<b>592</b>	<b>8.9</b>	<b>50%</b>	<b>18%</b>	<b>14%</b>	<b>190.7</b>	<b>35,859</b>	<b>131.0</b>	<b>24,603</b>	<b>69%</b>	<b>52%</b>	<b>76%</b>
<b>Queensland total</b>		<b>67,664</b>	<b>3,160</b>	<b>21.4</b>	<b>26%</b>	<b>16%</b>	<b>13%</b>	<b>2,479.1</b>	<b>36,638</b>	<b>1,702.6</b>	<b>25,163</b>	<b>69%</b>	<b>51%</b>	<b>76%</b>
<b>South Australia*</b>														
Adelaide Hills	1 Jul 13	1,215	197	6.2	72%	11%	18%	34.9	28,705	24.7	20,341	71%	52%	58%
Borossa, Light and Lower North	1 Jul 13	1,617	260	6.2	62%	8%	24%	37.3	23,065	24.1	14,908	65%	58%	68%
Eastern Adelaide	1 Jul 13	2,886	406	7.1	53%	16%	13%	102.3	35,450	71.9	24,910	70%	56%	73%
Eyre and Western	1 Jul 13	1,004	107	9.4	81%	3%	26%	32.4	32,273	17.1	17,037	53%	62%	64%
Far North (SA)	1 Jul 13	395	72	5.5	87%	15%	23%	13.6	34,440	6.6	16,691	48%	45%	51%
Fleurieu and Kangaroo Island	1 Jul 13	888	155	5.7	86%	14%	16%	28.7	32,307	19.0	21,367	66%	59%	76%
Limestone Coast	1 Jul 13	1,116	118	9.5	82%	8%	40%	38.2	34,195	23.3	20,899	61%	62%	55%
Murray and Mallee	1 Jul 13	1,380	182	7.6	75%	10%	18%	43.5	31,493	27.5	19,903	63%	55%	70%
Northern Adelaide	1 Jul 13	11,105	627	17.7	46%	13%	17%	334.8	30,144	234.7	21,132	70%	55%	66%
Southern Adelaide	1 Jul 13	7,209	485	14.9	66%	11%	24%	244.9	33,975	170.4	23,638	70%	51%	64%
Western Adelaide	1 Jul 13	2,940	400	7.4	53%	15%	21%	95.6	32,530	67.1	22,810	70%	56%	70%
Yorke and Mid North	1 Jul 13	1,372	178	7.7	64%	18%	21%	35.6	25,982	21.1	15,367	59%	59%	65%
<b>South Australia average</b>		<b>2,761</b>	<b>266</b>	<b>8.7</b>	<b>69%</b>	<b>12%</b>	<b>22%</b>	<b>86.8</b>	<b>31,213</b>	<b>58.9</b>	<b>19,917</b>	<b>64%</b>	<b>56%</b>	<b>65%</b>
<b>South Australia total</b>		<b>33,127</b>	<b>989</b>	<b>33.5</b>	<b>44%</b>	<b>12%</b>	<b>25%</b>	<b>1,041.8</b>	<b>31,448</b>	<b>707.4</b>	<b>21,354</b>	<b>68%</b>	<b>55%</b>	<b>66%</b>
<b>Tasmania*</b>														
TAS North	1 Jul 13	2,303	271	8.5	63%	15%	10%	88.9	38,587	62.2	27,009	70%	54%	64%
TAS North West	1 Jul 13	2,047	236	8.7	75%	20%	12%	78.7	38,443	58.1	28,389	74%	56%	77%
TAS South East	1 Jul 13	1,735	284	6.1	65%	13%	15%	58.0	33,443	40.9	23,593	71%	43%	58%
TAS South West	1 Jul 13	2,258	278	8.1	66%	8%	17%	97.5	43,179	72.6	32,159	74%	57%	68%
<b>Tasmania average</b>		<b>2,086</b>	<b>267</b>	<b>7.9</b>	<b>67%</b>	<b>14%</b>	<b>13%</b>	<b>80.8</b>	<b>38,413</b>	<b>58.5</b>	<b>27,787</b>	<b>72%</b>	<b>52%</b>	<b>67%</b>
<b>Tasmania total</b>		<b>8,343</b>	<b>575</b>	<b>14.5</b>	<b>49%</b>	<b>16%</b>	<b>12%</b>	<b>323.1</b>	<b>38,725</b>	<b>233.9</b>	<b>28,031</b>	<b>72%</b>	<b>53%</b>	<b>67%</b>
<b>Australian Capital Territory</b>														
ACT	1 Jul 14	7,488	456	16.4	55%	9%	19%	225.5	30,112	164.5	21,975	73%	66%	75%
<b>ACT average</b>		<b>7,488</b>	<b>456</b>	<b>16.4</b>	<b>55%</b>	<b>9%</b>	<b>19%</b>	<b>225.5</b>	<b>30,112</b>	<b>164.5</b>	<b>21,975</b>	<b>73%</b>	<b>66%</b>	<b>75%</b>
<b>ACT total</b>		<b>7,488</b>	<b>456</b>	<b>16.4</b>	<b>55%</b>	<b>9%</b>	<b>19%</b>	<b>225.5</b>	<b>30,112</b>	<b>164.5</b>	<b>21,975</b>	<b>73%</b>	<b>66%</b>	<b>75%</b>
<b>Northern Territory</b>														
Barkly	1 Jul 14	153	40	3.8	93%	36%	14%	8.9	58,001	4.7				

# District / Support Category Summary Dashboard



as at 30 June 2020 (exposure period: 1 October 2019 to 31 March 2020)

## All participants

### Support category summary (National)

Support category	Active participants with approved plans	Registered active providers	Participants per provider	Provider concentration	Provider growth	Provider shrinkage	Total plan budgets (\$m)	Average plan budget (\$)	Total payments (\$m)	Average payments (\$)	Utilisation	Outcomes indicator on choice and control	Has NDIS helped with choice and control?
<b>Core</b>													
Consumables	307,718	1,878	163.9	35%	18%	8%	268.7	873	138.2	449	51%	51%	71%
Daily Activities	303,900	4,399	69.1	20%	15%	12%	5,868.3	19,310	4,618.2	15,197	79%	51%	71%
Community	304,363	2,738	111.2	17%	14%	12%	2,434.5	7,999	1,527.0	5,017	63%	51%	71%
Transport	293,156	956	306.6	27%	7%	12%	297.5	1,015	297.4	1,014	100%	50%	71%
<b>Core total</b>	<b>315,280</b>	<b>5,563</b>	<b>56.7</b>	<b>17%</b>	<b>14%</b>	<b>12%</b>	<b>8,869.0</b>	<b>28,131</b>	<b>6,580.8</b>	<b>20,873</b>	<b>74%</b>	<b>51%</b>	<b>71%</b>
<b>Capacity Building</b>													
Choice and Control	145,093	919	157.9	40%	13%	3%	94.3	650	88.2	608	94%	51%	70%
Daily Activities	352,520	6,768	52.1	21%	9%	20%	1,652.0	4,686	863.8	2,450	52%	51%	71%
Employment	29,877	675	44.3	30%	6%	10%	185.1	6,195	124.2	4,158	67%	43%	73%
Health and Wellbeing	24,063	1,096	22.0	30%	2%	13%	34.0	1,415	15.1	628	44%	53%	77%
Home Living	2,151	155	13.9	42%	0%	25%	2.0	933	0.3	152	16%	57%	62%
Lifelong Learning	99	21	4.7	77%	0%	0%	0.3	2,587	0.0	434	17%	40%	72%
Relationships	34,866	977	35.7	23%	19%	12%	137.2	3,935	59.2	1,698	43%	17%	69%
Social and Civic	46,940	1,522	30.8	18%	10%	25%	120.1	2,559	40.7	867	34%	48%	67%
Support Coordination	142,957	1,939	73.7	12%	13%	10%	310.1	2,169	206.9	1,447	67%	43%	70%
<b>Capacity Building total</b>	<b>360,338</b>	<b>7,723</b>	<b>46.7</b>	<b>17%</b>	<b>10%</b>	<b>16%</b>	<b>2,535.0</b>	<b>7,035</b>	<b>1,398.6</b>	<b>3,881</b>	<b>55%</b>	<b>51%</b>	<b>71%</b>
<b>Capital</b>													
Assistive Technology	90,843	1,739	52.2	29%	30%	14%	439.1	4,834	273.5	3,010	62%	60%	74%
Home Modifications	27,408	738	37.1	18%	25%	17%	132.3	4,826	83.7	3,055	63%	38%	76%
<b>Capital total</b>	<b>101,139</b>	<b>2,069</b>	<b>48.9</b>	<b>24%</b>	<b>29%</b>	<b>14%</b>	<b>571.4</b>	<b>5,650</b>	<b>357.2</b>	<b>3,532</b>	<b>63%</b>	<b>55%</b>	<b>74%</b>
Missing	551	0	0.0	0%	0%	0%	3.2	5,872	4.8	8,691	148%	67%	33%
<b>All support categories</b>	<b>364,879</b>	<b>10,740</b>	<b>34.0</b>	<b>16%</b>	<b>13%</b>	<b>14%</b>	<b>11,978.7</b>	<b>32,829</b>	<b>8,341.4</b>	<b>22,861</b>	<b>70%</b>	<b>51%</b>	<b>71%</b>

## Indicator definitions

<b>Active participants with approved plans</b>	Number of active participants who have an approved plan and reside in the district have supports relating to the support category in their plan
<b>Registered active providers</b>	Number of registered service providers that have provided a support to a participant within the district / support category, over the exposure period
<b>Participants per provider</b>	Ratio between the number of active participants and the number of registered service providers
<b>Provider concentration</b>	Proportion of provider payments over the exposure period that were paid to the top 10 providers
<b>Provider growth</b>	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
<b>Provider shrinkage</b>	Proportion of providers for which payments have shrunk by more than 25% compared to the previous exposure period. Only providers that more than \$10k in payments in both exposure periods have been considered
<b>Total plan budgets</b>	Value of supports committed in participant plans for the exposure period
<b>Payments</b>	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))
<b>Utilisation</b>	Ratio between payments and total plan budgets
<b>Outcomes indicator on choice and control</b>	Proportion of participants who reported in their most recent outcomes survey that they choose who supports them
<b>Has the NDIS helped with choice and control?</b>	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 districts / 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 districts / 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, 'good' performance is considered a lower score under the metric. For example, a low provider concentration is considered a sign of a competitive market.

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