



Guide for the NDIS Market dashboards

30 June 2020

National Disability Insurance Agency

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Background



The purpose of the National Disability Insurance Scheme (NDIS) is to provide reasonable and necessary funding to people with a permanent and significant disability so that they may access the supports and services they need to achieve their goals. Participants receive individual budgets from which they choose providers to support them.

This report explains the indicators that are used to identify “hot spots” where investment to improve markets might be required, and provides an overview of the dashboards that accompany the 30 June 2020 report on ‘The NDIS Market’.

Key indicators



There are five key indicators of hot spot thin markets across each market segment:

Plan utilisation

Provider concentration

Choice and control

Participants per provider

Provider growth / shrinkage

The monitoring framework presents these indicators by:

Service district

Support category

Participant characteristics, including age, primary disability type, level of function, remoteness, indigenous and culturally and linguistically diverse (CALD) status

An appropriate benchmark is also presented for each indicator and market segment. The benchmark represents the national average, and for some indicators, is adjusted for the mix of participants within the market being assessed.

Key indicators



Plan utilisation – Payments as a proportion of supports committed for the period. Low utilisation relative to benchmark may indicate insufficient provision of supports in the market. Additional investment in markets might be required to increase utilisation in these markets.

Provider concentration – Proportion of total provider payments that were paid to the 10 providers that received the most payments. The lower the concentration relative to benchmark, the more competitive the market is likely to be since payments are going to a range of different providers.

Outcomes indicator on choice and control – Proportion of participants that report that they choose who supports them. A lower result in the outcomes indicator on choice and control relative to benchmark may suggest participants will benefit from increased choice (or information on their ability to choose).

Outcomes indicator on “Has the NDIS helped with choice and control?” – Proportion of participants that report that the NDIS helps with choice and control. A lower result in this choice and control indicator relative to benchmark may also suggest participants will benefit from increased choice (or information on their ability to choose)

Participants per provider – Ratio between the number of active participants and the number of active providers. The participants per provider result can indicate low numbers of participants in the market, but in some cases could be indicative of the size of the average provider in the market. E.g. a low participant per provider result may suggest a prevalence of sole traders or small providers with limited capacity in the market.

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.

Insights dashboard



The insights dashboard has four key sections:

1. Utilisation for each service district versus benchmark

2. Provider concentration for each service district versus benchmark

3. Proportion of participants that report that they choose who supports them versus benchmark

4. “Hot spot” districts

For sections 1–3, each service district has been allocated into one of three buckets. These buckets represent the size of the district, as measured by supports committed for the exposure period. The three buckets are currently defined as:

- Less than \$75m in committed supports
- \$75m - \$175m in committed supports
- More than \$175m in committed support

This allocation is decided upon so that a broadly even number of service districts remain in each bucket.

Section 4 highlights service district / market indicator combinations which have been identified as being the ‘hot spot’ markets – i.e districts where weak performance for a given metric indicates that the market may be ‘thin’. ‘Hot spot’ markets within each bucket are identified by comparing the indicator against the benchmark over the exposure period, and ranking by gap to benchmark (with a weighting based on committed support sizes to give greater weight to larger service districts). The 5 districts with the largest weighted gap to the benchmark are listed for each of the three committed support buckets.

District / support category

Summary dashboard

The district / support category summary dashboard provides a nationwide summary of the thin market indicators across the scheme. This dashboard has two sections:

1. Service district summary

2. Support category summary

Within each section, the following metrics are shown for each service district / support category:

- Number of active participants with approved plans
- Number of registered active providers
- Participants per provider
- Provider concentration
- Provider growth
- Provider shrinkage
- Total plan budgets
- Average plan budgets
- Total payments
- Average payments
- Utilisation
- Proportion of participants that report that they choose who supports them
- Proportion of participants that report that the NDIS helps with choice and control

The dashboard uses a “traffic light” system to highlight the top 10% (green dot) and bottom 10% (red dot) markets relative to the benchmark for each indicator.

There are three versions of the district / support category summary dashboard – all participants, all SIL participants, and non-SIL participants.

District / support category

Detailed dashboard

The district / support category detailed dashboard provides a greater level of granularity than the other dashboards by showing the indicators for the service district and support category by the following participant characteristics:

- Age group
- Primary disability
- Level of function
- Remoteness rating
- Indigenous status
- CALD status

This dashboard has five sections:

1. Participant profile
2. Service provider indicators (including provider concentration, participants per provider, provider growth / shrinkage)
3. Plan utilisation
4. Outcomes framework (including outcomes indicator on choice and control and “Has the NDIS helped with choice and control?”)
5. Support category summary

All indicators are shown against appropriate benchmarks. A detailed dashboard is produced for each service district.

LGA / support category

Summary dashboard

The LGA / support category summary dashboard provides a nationwide summary of the market indicators for each LGA across the scheme. This dashboard has two sections:

1. Local Government Area summary

2. Support category summary

Within each section, the following metrics are shown for each service LGA / support category:

- Number of active participants with approved plans
- Number of registered active providers
- Participants per provider
- Total plan budgets
- Average plan budgets
- Total payments
- Average payments
- Utilisation
- Proportion of participants that report that they choose who supports them
- Proportion of participants that report that the NDIS helps with choice and control

Note the following for the LGA / support category summary dashboard:

- The “traffic light” system is not used in the LGA / support category summary dashboard
- Results are excluded for those LGA’s that have fewer than 10 participants
- The following indicators are not presented in the LGA / support category summary dashboard:
 - Provider concentration
 - Provider growth / shrinkage

LGA / support category

Detailed dashboard

The LGA / support category detailed dashboard provides a greater level of granularity than the other dashboards by showing the indicators for the LGA and support category by the following participant characteristics:

- Age group
- Primary disability
- Level of function
- Remoteness rating
- Indigenous status
- CALD status

This dashboard has five sections:

1. Participant profile
2. Service provider indicators (including the number of active providers and participants per provider)
3. Plan utilisation
4. Outcomes framework (including outcomes indicator on choice and control and “Has the NDIS helped with choice and control?”)
5. Support category summary

All indicators are shown against their respective state averages. A detailed dashboard is produced for each LGA (excluding those LGA’s that have fewer than 10 participants).



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