ndis

The NDIS market
Victoria

30 June 2020

National Disability Insurance Agency

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 the providers to support them.

This presentation provides the latest update to the Victoria market presentation, using data as at 30 June 2020 (the previous presentation used data as at 31 December 2019). The presentation covers the key market metrics that the NDIA monitors across the 17 service districts within Victoria.

Accompanying this presentation is the 30 June 2020 report on 'The NDIS Market' – which compares a number of market indicators across geographical regions and participant characteristics to identify "hot spots" where support provision is comparatively lower or higher than the rest of the NDIS market.

Note that the data in this report is taken over the period from the 1 October 2019 to the 31 March 2020. We allow a three month lag due to the delay between supports being provided and payments being made.

Summary of market monitoring key indicators

A deep dive into the NDIS market has been undertaken to better understand market "hot spots". The three key indicators included in this report are plan utilisation, provider concentration, and choice and control (see table on the right).

Indicators are presented both including and excluding participants in supported independent living (SIL).

In the detailed dashboards, the key indicators are presented by:

- Geographical region
- Support category
- Participant characteristics, including age, primary disability type, level of function, remoteness, Indigenous status 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 analysed (for example, the proportion of SIL participants and the amount of time a participant has been in the Scheme).

Key indicators[1]

Indicator	Definition
Plan utilisation	Payments as a proportion of total plan budgets (or supports committed) for the period
Provider concentration	Proportion of total provider payments that were paid to the ten providers that received the most payments
Choice and control	Proportion of participants who report that they choose who supports them and that the NDIS helps with choice and control

[1] Indicators have been calculated over the period from 1 October 2019 to 31 March 2020, using data available as at 30 June 2020. Please note that in-kind data has been included in the plan utilisation metrics, but excluded from the provider concentration metric.

Summary of market indicators
by service district – Victoria

Service district	Phase in date	Active participants with approved plans	Total plan budgets ($m)	Average plan budget ($)	Total payments ($m)	Average payments ($)	Utilisation
Victoria							
Barwon	1 Jul 13	8,030	233.14	29,034	162.56	20,244	70%
Bayside Peninsula	1 Apr 18	11,420	404.78	35,445	273.82	23,977	68%
Brimbank Melton	1 Oct 18	5,592	152.85	27,333	101.34	18,123	66%
Central Highlands	1 Jan 17	4,178	116.55	27,896	81.90	19,602	70%
Goulburn	1 Jan 19	2,746	69.70	25,383	41.58	15,143	60%
Hume Moreland	1 Mar 18	6,563	164.03	24,993	111.54	16,996	68%
Inner East Melbourne	1 Nov 17	7,643	300.20	39,278	214.07	28,009	71%
Inner Gippsland	1 Oct 17	3,890	108.95	28,008	68.30	17,559	63%
Loddon	1 May 17	5,313	137.51	25,882	94.56	17,797	69%
Mallee	1 Jan 19	1,523	47.89	31,447	31.09	20,414	65%
North East Melbourne	1 Jul 16	10,082	306.89	30,439	226.66	22,482	74%
Outer East Melbourne	1 Nov 17	7,546	257.65	34,144	174.63	23,141	68%
Outer Gippsland	1 Jan 19	1,696	50.24	29,625	28.14	16,595	56%
Ovens Murray	1 Oct 17	2,717	69.69	25,651	47.64	17,535	68%
Southern Melbourne	1 Sep 18	8,697	233.29	26,824	157.20	18,075	67%
Western District	1 Oct 17	3,125	99.42	31,813	68.53	21,929	69%
Western Melbourne	1 Oct 18	7,769	212.87	27,400	133.43	17,175	63%
Victoria total		**98,533**	**2,965.75**	**30,099**	**2,017.04**	**20,471**	**68%**
National total		**364,879**	**11,978.68**	**32,829**	**8,341.41**	**22,861**	**70%**

In the 30 June 2020 report, there were 98,533 active participants with approved plans registered in Victoria and 3,304 active providers. In the 30 June 2020 report, total plan budgets in Victoria over the 6 months from 1 October 2019 to 31 March 2020 amounted to $2,966m. Total payments over the same period amounted to $2,017m, resulting in a utilisation rate of 68%. In the 31 December 2019 report, the equivalent rate for Victoria was 66%, indicating an overall increase in utilisation.

Summary of market indicators
by service district – Victoria cont.

Service districts	Phase in date	Active participants with approved plans	Registered active providers	Participants per provider	Provider concentration	Outcomes indicator on choice and control	Has the NDIS helped with choice and control?
Victoria							
Barwon	1 Jul 13	8,030	733	11.0	60%	67%	66%
Bayside Peninsula	1 Apr 18	11,420	884	12.9	50%	52%	70%
Brimbank Melton	1 Oct 18	5,592	716	7.8	46%	47%	59%
Central Highlands	1 Jan 17	4,178	516	8.1	59%	54%	67%
Goulburn	1 Jan 19	2,746	320	8.6	63%	54%	66%
Hume Moreland	1 Mar 18	6,563	905	7.3	34%	53%	63%
Inner East Melbourne	1 Nov 17	7,643	887	8.6	51%	43%	69%
Inner Gippsland	1 Oct 17	3,890	316	12.3	66%	61%	69%
Loddon	1 May 17	5,313	530	10.0	55%	54%	68%
Mallee	1 Jan 19	1,523	126	12.1	80%	53%	68%
North East Melbourne	1 Jul 16	10,082	1,099	9.2	35%	52%	68%
Outer East Melbourne	1 Nov 17	7,546	702	10.7	59%	48%	61%
Outer Gippsland	1 Jan 19	1,696	130	13.0	74%	60%	65%
Ovens Murray	1 Oct 17	2,717	279	9.7	63%	49%	65%
Southern Melbourne	1 Sep 18	8,697	757	11.5	52%	48%	63%
Western District	1 Oct 17	3,125	242	12.9	77%	52%	72%
Western Melbourne	1 Oct 18	7,769	882	8.8	43%	50%	64%
Victoria average		**5,796**	**590**	**9.8**	**57%**	**–**	**–**
Victoria total		**98,533**	**3,304**	**–**	**–**	**51%**	**66%**
National average		**4,559**	**465**	**9.2**	**60%**	**–**	**–**
National total		**364,879**	**10,740**	**–**	**–**	**51%**	**71%**

State-wide, 51% of respondent participants said that they chose who supported them and 66% said that the NDIS helped with choice and control. The comparative figures from the 31 December 2019 report were 50% and 64% respectively, indicating a minor improvement in responses.

Key indicators – Victoria

Key indicators can be used to understand how further investment might improve regional markets. Here we look at the different indicators and provide some commentary by service district

Utilisation:

The highest level of utilisation was seen in North East Melbourne (74%) and the lowest in Outer Gippsland (56%). In the 31 December 2019 report, the highest level of utilisation was seen in North East Melbourne (74%) and the lowest in Outer Gippsland (47%). There could be a number of reasons for the lower utilisation in Outer Gippsland, including insufficient provider capacity to provide supports to participants (which is supported by higher than average 'participants per provider' levels). However, whilst Outer Gippsland remains the district with the lowest level of utilisation, the level has risen by 9 percentage points.

Provider concentration:

The highest level of provider concentration was 80% in Mallee and the lowest was 34% in Hume Moreland. In the 31 December 2019 report, the highest level of provider concentration was 78% in Outer Gippsland and the lowest was 34% in Hume Moreland. Generally, the lower the concentration, the more competitive the market is likely to be – as payments are going to a range of different providers. Hume Moreland has the lowest participants per provider and remains the district with the lowest provider concentration.

As Mallee is relatively new to the Scheme (with a phase in date of 1 Jan 2019), this may reflect a relative immaturity of the NDIS market in that district. However, provider concentration in Mallee increased by 2 percentage points from the 31 December 2019 report which further indicates there could be insufficient provider capacity in the district despite growing maturity.

Outcomes indicator on choice and control:

In Barwon, 67% of participants responded that they chose who supports them, however in Inner East Melbourne, only 43% of participants responded that they had that choice. This compares to a national total of 51%. Participants in districts with a lower level on the outcomes indicator may thus benefit from increased choice (or more information on their ability to choose).

In the 31 December 2019 presentation, Barwon was the district with the highest proportion of participants responding that they chose who supports them (61%) and Inner East Melbourne was the district with the lowest proportion (41%). This represents a 6 percentage point increase in Barwon and 2 percentage point increase in Inner East Melbourne from the 31 December 2019 report. The relatively high result in Barwon may be a result of the scheme having been in place since July 2013, providing time to fully embed. The national total increased by one percentage point from 50% in the 31 December 2019 report.

Has the NDIS helped with choice and control?:

72% of participants in Western District (the highest in the state) responded that the NDIS had helped with choice and control over support provision, compared with 59% in Brimbank Melton (the lowest in the state), indicating that participants in Brimbank Melton may benefit from greater assistance from the NDIS in choosing their supports and services. The national total is 71%.

In the 31 December 2019 report, 69% of participants in Western Melbourne responded that the NDIS had helped with choice and control over support provision, compared with 47% in Mallee. Mallee has since increased by 21% to a result of 68% at the end of June 2020. The national total has increased by 3 percentage points from 68% in the 31 December 2019 report.

Summary of market indicators
by support category – Victoria

Support category	Active participants with approved plans	Registered active providers	Provider concentration	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?
Core										
Consumables	87,012	576	52%	67.19	772	34.78	400	52%	51%	67%
Daily Activities	85,633	1,276	41%	1,292.05	15,088	1,024.22	11,961	79%	51%	67%
Community	86,031	759	37%	700.36	8,141	402.56	4,679	57%	51%	67%
Transport	82,196	293	55%	80.75	982	80.49	979	100%	50%	67%
Core total	**88,778**	**1,705**	**38%**	**2,140.35**	**24,109**	**1,542.05**	**17,370**	**72%**	**51%**	**67%**
Capacity Building										
Choice and Control	46,280	302	60%	29.90	646	28.15	608	94%	50%	66%
Daily Activities	95,358	1,932	41%	445.82	4,675	227.73	2,388	51%	51%	67%
Employment	6,878	168	40%	41.71	6,064	27.53	4,002	66%	46%	70%
Health and Wellbeing	5,154	221	55%	6.45	1,252	2.45	475	38%	57%	73%
Home Living	1,084	60	65%	1.05	970	0.18	165	17%	59%	59%
Lifelong Learning	29	5	100%	0.09	3,071	0.01	308	10%	30%	62%
Relationships	7,848	234	40%	37.41	4,767	15.26	1,945	41%	17%	64%
Social and Civic	15,120	393	43%	35.50	2,348	10.25	678	29%	52%	64%
Support Coordination	43,167	548	28%	99.36	2,302	69.19	1,603	70%	45%	66%
Capacity Building total	**97,327**	**2,262**	**30%**	**697.30**	**7,164**	**380.75**	**3,912**	**55%**	**51%**	**67%**
Capital										
Assistive Technology	19,637	469	49%	89.64	4,565	65.18	3,319	73%	57%	71%
Home Modifications	8,180	178	44%	38.36	4,690	28.97	3,542	76%	32%	73%
Capital total	**23,307**	**557**	**42%**	**128.00**	**5,492**	**94.15**	**4,040**	**74%**	**50%**	**71%**
All support categories	**98,533**	**3,304**	**34%**	**2,965.75**	**30,099**	**2,017.04**	**20,471**	**68%**	**51%**	**66%**

This slide shows the breakdown of the market indicators by support category in Victoria.

- Daily Activities (Core and Capacity Building) and Community supports are the supports with the highest level of committed supports and payments. Provider concentration is low for these supports indicating a competitive market amongst providers exists.
- The position in the 30 June 2020 report was similar to 31 December 2019 report.

Note: The sum of individual support categories do not equal the totals exactly due to a very small amount of missing information.

Appendix: Summary of market indicators
by support category – Victoria – SIL/SDA only

Support category	Active participants with approved plans	Registered active providers	Provider concentration	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?
Core										
Consumables	5,280	244	52%	7.68	1,455	3.47	656	45%	13%	73%
Daily Activities	5,326	319	48%	578.64	108,644	536.45	100,724	93%	13%	73%
Community	5,314	368	36%	158.98	29,917	107.65	20,258	68%	13%	73%
Transport	5,309	149	58%	8.25	1,553	6.57	1,238	80%	13%	73%
Core total	**5,327**	**621**	**39%**	**753.54**	**141,458**	**654.14**	**122,798**	**87%**	**13%**	**73%**
Capacity Building										
Choice and Control	2,796	97	68%	1.92	688	1.88	673	98%	15%	73%
Daily Activities	5,192	565	44%	20.53	3,955	10.28	1,980	50%	13%	73%
Employment	464	74	51%	3.17	6,831	2.55	5,501	81%	23%	81%
Health and Wellbeing	468	59	54%	0.47	1,004	0.15	312	31%	15%	76%
Home Living	23	7	100%	0.04	1,702	0.01	277	16%	22%	64%
Lifelong Learning	1	0	0%	0.00	361	0.00	0	0%	0%	100%
Relationships	1,869	131	49%	9.99	5,343	4.76	2,546	48%	8%	69%
Social and Civic	339	54	61%	0.94	2,763	0.26	764	28%	26%	76%
Support Coordination	5,298	253	37%	15.36	2,900	11.30	2,133	74%	13%	73%
Capacity Building total	**5,322**	**769**	**27%**	**52.42**	**9,850**	**31.18**	**5,860**	**59%**	**13%**	**73%**
Capital										
Assistive Technology	1,876	161	63%	10.38	5,531	6.76	3,606	65%	13%	73%
Home Modifications	4,770	54	61%	25.91	5,432	21.09	4,422	81%	12%	73%
Capital total	**4,889**	**208**	**45%**	**36.29**	**7,422**	**27.86**	**5,698**	**77%**	**12%**	**73%**
All support categories	**5,329**	**1,162**	**37%**	**842.25**	**158,051**	**713.19**	**133,831**	**85%**	**13%**	**73%**

This slide shows the breakdown of the market indicators by support category in Victoria, for participants with Supported Independent Living (SIL) and / or Specialist Disability Accommodation (SDA) supports.

- Daily Activities (Core) and Community supports are the supports with the highest level of committed supports and payments. Provider concentration is low for these supports indicating a competitive market amongst providers exists.
- Utilisation for these supports is materially higher than for the participant population in general.

Note: The sum of individual support categories do not equal the totals exactly due to a very small amount of missing information.

Appendix: Summary of market indicators
by support category – Victoria – non-SIL/SDA only

Support category	Active participants with approved plans	Registered active providers	Provider concentration	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?
Core										
Consumables	81,732	542	53%	59.51	728	31.31	383	53%	55%	66%
Daily Activities	80,307	1,241	54%	713.41	8,884	487.76	6,074	68%	55%	66%
Community	80,717	740	40%	541.39	6,707	294.91	3,654	54%	55%	66%
Transport	76,887	273	57%	72.50	943	73.92	961	102%	54%	66%
Core total	**83,451**	**1,635**	**47%**	**1,386.81**	**16,618**	**887.90**	**10,640**	**64%**	**55%**	**66%**
Capacity Building										
Choice and Control	43,484	300	60%	27.98	643	26.27	604	94%	53%	65%
Daily Activities	90,166	1,871	41%	425.29	4,717	217.45	2,412	51%	55%	66%
Employment	6,414	163	41%	38.54	6,008	24.97	3,894	65%	48%	69%
Health and Wellbeing	4,686	206	56%	5.98	1,277	2.30	491	38%	61%	72%
Home Living	1,061	58	66%	1.01	955	0.17	163	17%	59%	58%
Lifelong Learning	28	5	100%	0.09	3,168	0.01	319	10%	32%	58%
Relationships	5,979	218	42%	27.42	4,587	10.51	1,757	38%	22%	60%
Social and Civic	14,781	385	43%	34.56	2,338	10.00	676	29%	53%	63%
Support Coordination	37,869	544	29%	84.00	2,218	57.89	1,529	69%	51%	65%
Capacity Building total	**92,005**	**2,198**	**32%**	**644.87**	**7,009**	**349.57**	**3,799**	**54%**	**55%**	**66%**
Capital										
Assistive Technology	17,761	451	48%	79.27	4,463	58.42	3,289	74%	64%	71%
Home Modifications	3,410	133	59%	12.45	3,651	7.88	2,310	63%	63%	74%
Capital total	**18,418**	**501**	**44%**	**91.72**	**4,980**	**66.29**	**3,599**	**72%**	**64%**	**71%**
All support categories	**93,204**	**3,181**	**40%**	**2,123.50**	**22,783**	**1,303.86**	**13,989**	**61%**	**55%**	**66%**

This slide shows the breakdown of the market indicators by support category in Victoria, for participants without Supported Independent Living (SIL) and / or Specialist Disability Accommodation (SDA) supports.

- The position is similar to that shown on Slide 8 – the majority (95%) of participants in Victoria do not have SIL or SDA supports, so the patterns of support category spending is similar to that of the Victorian participant population overall.

Note: 'Core – Transport' shows a utilisation above 100% due to the fungibility of core supports. This refers to the ability of participants to use their funding flexibly between different core support types.
Note: The sum of individual support categories do not equal the totals exactly due to a very small amount of missing information.

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