

District / Support Category Summary Dashboard



as at 31 December 2020 (exposure period: 1 April 2020 to 30 September 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?
New South Wales														
Central Coast	1 Jul 16	7,585	746	10.2	44%	13%	17%	245.66	32,388	174.44	22,998	71%	55%	76%
Far West	1 Jul 17	547	94	5.8	84%	17%	14%	22.73	41,561	12.82	23,436	56%	50%	80%
Hunter New England	1 Jul 13	22,730	1,326	17.1	28%	10%	16%	828.82	36,464	586	25,781	71%	61%	73%
Illawarra Shoalhaven	1 Jul 17	7,700	539	14.3	55%	13%	18%	285.07	37,022	197.01	25,586	69%	56%	73%
Mid North Coast	1 Jul 17	5,222	326	16.0	60%	10%	18%	183.33	35,106	125.07	23,951	68%	55%	77%
Murrumbidgee	1 Jul 17	5,778	414	14.0	57%	12%	17%	194.83	33,719	131.19	22,706	67%	51%	73%
Nepean Blue Mountains	1 Jul 15	7,781	929	8.4	36%	14%	16%	270.86	34,811	194.54	25,002	72%	53%	73%
North Sydney	1 Jul 16	9,200	922	10.0	57%	13%	18%	396.14	43,059	293.42	31,894	74%	45%	76%
Northern NSW	1 Jul 17	6,119	400	15.3	59%	9%	22%	224.74	36,728	158.01	25,823	70%	52%	73%
South Eastern Sydney	1 Jul 17	8,631	958	9.0	47%	12%	17%	318.16	36,862	234.48	27,167	74%	44%	73%
South Western Sydney	1 Jul 16	17,572	1,648	10.7	29%	18%	16%	570.74	32,480	433.72	24,682	76%	44%	64%
Southern NSW	1 Jul 16	3,790	362	10.5	57%	10%	21%	120.65	31,833	79.11	20,872	66%	57%	79%
Sydney	1 Jul 17	7,244	1,137	6.4	37%	13%	17%	258.72	35,715	181.35	25,034	70%	45%	74%
Western NSW	1 Jul 17	5,415	473	11.4	54%	14%	20%	213.22	39,376	135.38	25,001	63%	49%	67%
Western Sydney	1 Jul 16	14,785	1,500	9.9	33%	15%	14%	529.95	35,844	399.14	26,996	75%	46%	71%
New South Wales average		8,673	785	11.0	49%	13%	17%	310.91	36,198	222.38	25,129	70%	51%	74%
New South Wales total		130,108	4,264	30.5	23%	13%	16%	4,644.04	35,847	3,335.90	25,639	72%	50%	72%
Victoria														
Barwon	1 Jul 13	8,493	669	12.7	63%	11%	30%	272.60	32,097	174.58	20,556	64%	67%	67%
Bayside Peninsula	1 Apr 18	13,374	837	16.0	52%	13%	29%	498.75	37,292	311.21	23,270	62%	53%	72%
Brimbank Melton	1 Oct 18	6,558	709	9.2	46%	17%	23%	195.18	29,762	118.98	18,142	61%	46%	65%
Central Highlands	1 Jan 17	4,530	486	9.3	60%	13%	27%	138.77	30,633	86.78	19,157	63%	55%	69%
Goulburn	1 Jan 19	3,238	360	9.0	62%	9%	18%	90.40	27,920	48.41	14,950	54%	56%	71%
Hume Moreland	1 Mar 18	7,436	926	8.0	35%	17%	22%	208.69	28,065	133.28	17,924	64%	55%	67%
Inner East Melbourne	1 Nov 17	8,394	835	10.1	53%	13%	24%	350.61	41,769	223.51	26,627	64%	45%	72%
Inner Gippsland	1 Oct 17	4,328	298	14.5	67%	16%	28%	128.03	29,581	74.97	17,321	59%	62%	72%
Loddon	1 May 17	5,941	511	11.6	51%	15%	25%	167.09	28,125	105.56	17,769	63%	55%	70%
Mallee	1 Jan 19	1,791	132	13.6	81%	20%	22%	59.87	33,426	35.35	19,739	59%	53%	72%
North East Melbourne	1 Jul 16	11,015	1,087	10.1	36%	16%	25%	376.1	34,144	247.21	22,443	66%	52%	70%
Outer East Melbourne	1 Nov 17	8,412	662	12.7	57%	15%	23%	301.92	35,891	187.09	22,241	62%	50%	66%
Outer Gippsland	1 Jan 19	1,939	151	12.8	71%	15%	19%	61.92	31,936	31.79	16,397	51%	60%	69%
Ovens Murray	1 Oct 17	2,912	269	10.8	66%	10%	35%	81.25	27,900	49.91	17,140	61%	51%	70%
Southern Melbourne	1 Sep 18	10,111	760	13.3	52%	21%	22%	302.19	29,887	186.64	18,460	62%	49%	67%
Western District	1 Oct 17	3,391	231	14.7	80%	8%	29%	112.62	33,211	71.47	21,078	63%	53%	74%
Western Melbourne	1 Oct 18	9,337	872	10.7	45%	21%	19%	278.01	29,775	164.98	17,669	59%	51%	66%
Victoria average		6,541	576	11.4	58%	15%	25%	213.18	31,848	132.45	19,464	61%	54%	69%
Victoria total		111,203	2,996	37.1	36%	14%	24%	3,624.07	32,590	2,251.75	20,249	62%	53%	69%
Queensland														
Beenleigh	1 Jul 18	7,799	857	9.1	38%	16%	21%	305.23	39,137	215.15	27,587	70%	49%	81%
Brisbane	1 Jul 18	14,929	1,236	12.1	36%	17%	16%	630.44	42,229	436.93	29,267	69%	51%	79%
Bundaberg	1 Oct 17	2,463	253	9.7	80%	9%	24%	84.08	34,140	61.24	24,863	73%	52%	80%
Caboolture/Strathpine	1 Jan 19	7,891	800	9.9	38%	16%	18%	314.42	39,846	206.02	26,108	66%	50%	75%
Cairns	1 Jul 18	3,822	317	12.1	61%	15%	19%	165.65	43,342	108.86	28,483	66%	53%	73%
Ipswich	1 Jul 17	6,588	885	7.4	30%	19%	18%	235.42	35,735	160.92	24,426	68%	56%	75%
Mackay	1 Nov 16	2,776	258	10.8	55%	9%	18%	91.08	32,811	59.93	21,590	66%	58%	77%
Maroochydore	1 Jan 19	6,608	578	11.4	46%	13%	19%	258.82	39,168	175.24	26,519	68%	53%	83%
Maryborough	1 Jul 18	3,267	353	9.3	70%	19%	19%	135.70	41,538	91.43	27,985	67%	51%	77%
Robina	1 Jul 18	7,667	676	11.3	44%	18%	21%	269.77	35,186	193.57	25,247	72%	51%	77%
Rockhampton	1 Jan 18	4,410	359	12.3	64%	13%	22%	148.18	33,601	93.93	21,300	63%	55%	78%
Toowoomba	1 Jan 17	5,364	564	9.5	39%	11%	14%	209.6	39,076	143.75	26,799	69%	59%	80%
Townsville	1 Apr 16	5,203	441	11.8	48%	11%	12%	188.13	36,158	128.72	24,739	68%	56%	76%
Queensland average		6,061	583	10.5	50%	14%	19%	233.58	37,844	159.67	25,763	68%	53%	78%
Queensland total		78,787	2,850	27.6	25%	14%	17%	3,036.55	38,541	2,075.69	26,346	68%	53%	78%
South Australia*														
Adelaide Hills	1 Jul 13	1,369	175	7.8	70%	5%	17%	42.14	30,785	27.94	20,412	66%	56%	61%
Barossa, Light and Lower North	1 Jul 13	1,767	235	7.5	61%	14%	20%	44.14	24,981	28.71	16,246	65%	59%	70%
Eastern Adelaide	1 Jul 13	3,191	386	8.3	49%	19%	21%	134.46	42,138	91.85	28,785	68%	57%	72%
Eyre and Western	1 Jul 13	1,148	106	10.8	85%	6%	13%	39.98	34,823	21.03	18,320	53%	63%	63%
Far North (SA)	1 Jul 13	459	78	5.9	89%	9%	23%	18.75	40,844	9.39	20,456	50%	48%	52%
Fleurieu and Kangaroo Island	1 Jul 13	972	140	6.9	84%	10%	14%	35.71	36,739	23.81	24,497	67%	62%	76%
Limestone Coast	1 Jul 13	1,227	121	10.1	83%	11%	45%	43.34	35,320	27.37	22,305	63%	61%	59%
Murray and Mallee	1 Jul 13	1,525	171	8.9	73%	17%	17%	51.73	33,922	30.37	19,912	59%	58%	72%
Northern Adelaide	1 Jul 13	12,251	608	20.1	46%	14%	23%	405.30	33,083	287.9	23,500	71%	56%	67%
Southern Adelaide	1 Jul 13	8,078	470	17.2	64%	16%	13%	301.01	37,264	205.92	25,491	68%	53%	66%
Western Adelaide	1 Jul 13	3,245	400	8.1	52%	15%	20%	119.12	36,708	80.84	24,912	68%	58%	72%
Yorke and Mid North	1 Jul 13	1,484	172	8.6	64%	19%	17%	41.82	28,182	25.55	17,214	61%	60%	68%
South Australia average		3,060	255	10	68%	14%	20%	106.49	34,566	71.72	21,837	63%	58%	66%
South Australia total		36,716	935	39.3	44%	13%	23%	1,277.51	34,794	860.67	23,441	67%	56%	67%
Tasmania*														
TAS North	1 Jul 13	2,631	226	11.6	67%	8%	25%	106.97	40,656	73.11	27,788	68%	55%	68%
TAS North West	1 Jul 13	2,226	247	9.0	72%	13%	16%	89.63	40,265	62.94	28,276	70%	56%	79%
TAS South East	1 Jul 13	1,994	248	8.0	62%	11%	15%	70.53	35,372	49.72	24,936	70%	46%	63%
TAS South West	1 Jul 13	2,507	257	9.8	62%	17%	11%	119.18	47,541	89.12	35,548	75%	57%	70%
Tasmania average		2,340	245	9.6	66%	12%	17%	96.58	40,958	68.72	29,137	71%	54%	70%
Tasmania total		9,358	528	17.7	46%	16%	14%	386.31	41,281	274.89	29,375	71%	54%	70%
Australian Capital Territory														
ACT	1 Jul 14	7,906	428	18.5	54%	9%	18%	256.87	32,490	185.60	23,476	72%	66%	76%
ACT average		7,906	428	18.5	54%	9%	18%	256.87	32,490	185.60	23,476	72%	66%	76%
ACT total		7,906	428	18.5	54%	9%	18%	256.87	32,490	185.60	23,476</			

District / Support Category Summary Dashboard



as at 31 December 2020 (exposure period: 1 April 2020 to 30 September 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 the NDIS helped with choice and control?
Core													
Consumables	361,517	2,005	180.3	34%	22%	10%	329.03	910	193.72	536	59%	52%	73%
Daily Activities	361,847	4,771	75.8	19%	18%	14%	7,035.38	19,443	5,512.21	15,234	78%	52%	73%
Community	361,733	2,834	127.6	18%	10%	29%	2,902.03	8,023	1,523.00	4,210	52%	52%	73%
Transport	362,250	993	364.8	24%	2%	37%	335.16	925	323.26	892	96%	52%	73%
Core total	364,440	5,962	61.1	18%	14%	18%	10,601.60	29,090	7,552.19	20,723	71%	52%	73%
Capacity Building													
Choice and Control	185,554	987	188.0	40%	12%	4%	132.08	712	125.28	675	95%	52%	72%
Daily Activities	401,037	6,094	65.8	25%	12%	18%	2,199.03	5,483	1,217.90	3,037	55%	52%	73%
Employment	29,931	721	41.5	27%	7%	19%	205.85	6,877	112.18	3,748	54%	43%	73%
Health and Wellbeing	26,868	1,019	26.4	30%	5%	16%	42.03	1,564	17.28	643	41%	53%	79%
Home Living	2,332	126	18.5	47%	0%	0%	2.29	984	0.36	154	16%	60%	64%
Lifelong Learning	117	17	6.9	93%	0%	0%	0.23	1,939	0.06	519	27%	31%	69%
Relationships	40,242	998	40.3	24%	23%	11%	184.63	4,588	87.73	2,180	48%	17%	70%
Social and Civic	52,669	1,396	37.7	23%	8%	29%	142.20	2,700	41.66	791	29%	48%	68%
Support Coordination	167,718	2,189	76.6	12%	16%	8%	388.47	2,316	273.00	1,628	70%	45%	72%
Capacity Building total	407,984	7,093	57.5	20%	12%	15%	3,296.82	8,081	1,875.44	4,597	57%	52%	72%
Capital													
Assistive Technology	100,841	1,828	55.2	27%	24%	18%	581.03	5,762	331.57	3,288	57%	61%	76%
Home Modifications	29,906	842	35.5	18%	23%	22%	164.29	5,494	110.36	3,690	67%	40%	78%
Capital total	111,124	2,191	50.7	22%	23%	21%	745.33	6,707	441.93	3,977	59%	56%	76%
Missing	707	0	0.0	0%	0%	0%	1.75	2,477	1.75	2,477	100%	69%	31%
All support categories	412,543	9,969	41.4	17%	13%	18%	14,645.49	35,501	9,871.32	23,928	67%	52%	72%

Indicator definitions

Active participants with approved plans	Number of active participants who have an approved plan and reside in the district / 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 district / 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 the 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 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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