

# Service District/Support Category Summary Dashboard



as at 30 June 2021 (exposure period: 1 October 2020 to 31 March 2021)

## All participants

### Service district summary

Please note that the data presented is based on only six months of data and not a full year.

Service district	Phase-in date	Active participants with approved plans	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	8,096	783	10.3	44%	9%	16%	265.0	32,727	197.8	24,433	75%	55%	77%
Far West	1 Jul 17	612	96	6.4	83%	11%	13%	23.6	38,618	14.8	24,168	63%	50%	77%
Hunter New England	1 Jul 13	24,157	1,408	17.2	26%	8%	18%	894.3	37,020	647.7	26,814	72%	61%	74%
Illawarra Shoalhaven	1 Jul 17	8,314	570	14.6	53%	13%	22%	316.0	38,004	229.8	27,635	73%	57%	74%
Mid North Coast	1 Jul 17	5,747	322	17.8	62%	10%	20%	203.5	35,401	144.5	25,149	71%	57%	78%
Murrumbidgee	1 Jul 17	6,236	426	14.6	54%	11%	22%	210.4	33,737	150.6	24,150	72%	52%	74%
Nepean Blue Mountains	1 Jul 15	8,342	976	8.5	34%	12%	22%	295.8	35,462	215.3	25,809	73%	55%	74%
North Sydney	1 Jul 16	9,853	981	10.0	42%	10%	15%	424.6	43,090	323.0	32,778	76%	46%	77%
Northern NSW	1 Jul 17	6,665	392	17.0	55%	11%	22%	247.8	37,174	182.2	27,341	74%	52%	76%
South Eastern Sydney	1 Jul 17	9,370	1,023	9.2	45%	13%	19%	352.4	37,611	268.9	28,700	76%	45%	74%
South Western Sydney	1 Jul 16	19,041	1,765	10.8	27%	15%	16%	640.4	33,635	501.9	26,360	78%	45%	65%
Southern NSW	1 Jul 16	4,060	373	10.9	55%	9%	25%	127.7	31,451	88.4	21,785	69%	58%	79%
Sydney	1 Jul 17	7,741	1,160	6.7	39%	14%	20%	283.4	36,613	209.5	27,066	74%	47%	76%
Western NSW	1 Jul 17	5,844	512	11.4	55%	7%	23%	226.7	38,795	151.1	25,853	67%	49%	68%
Western Sydney	1 Jul 16	16,124	1,643	9.8	31%	14%	16%	592.8	36,766	457.9	28,399	77%	47%	72%
<b>New South Wales average</b>		<b>9,347</b>	<b>829</b>	<b>11.3</b>	<b>48%</b>	<b>11%</b>	<b>19%</b>	<b>340.3</b>	<b>36,407</b>	<b>252.2</b>	<b>26,429</b>	<b>73%</b>	<b>52%</b>	<b>74%</b>
<b>New South Wales total</b>		<b>140,211</b>	<b>4,372</b>	<b>32.1</b>	<b>23%</b>	<b>11%</b>	<b>17%</b>	<b>5,104.8</b>	<b>36,408</b>	<b>3,783.7</b>	<b>26,986</b>	<b>74%</b>	<b>51%</b>	<b>73%</b>
<b>Victoria</b>														
Barwon	1 Jul 13	8,914	628	14.2	66%	7%	30%	293.0	32,874	200.1	22,446	68%	66%	68%
Bayside Peninsula	1 Apr 18	14,429	879	16.4	54%	10%	21%	547.0	37,913	361.4	25,049	66%	54%	73%
Brimbank Melton	1 Oct 18	7,372	710	10.4	46%	12%	18%	219.4	29,764	143.9	19,514	66%	49%	67%
Central Highlands	1 Jan 17	4,873	467	10.4	61%	4%	19%	151.6	31,116	103.1	21,147	68%	55%	71%
Goulburn	1 Jan 19	3,596	340	10.6	64%	7%	24%	99.2	27,587	60.3	16,775	61%	57%	73%
Hume Moreland	1 Mar 18	8,159	963	8.5	38%	12%	19%	237.4	29,095	164.4	20,149	69%	56%	69%
Inner East Melbourne	1 Nov 17	8,911	829	10.7	54%	10%	20%	365.8	41,053	256.3	28,759	70%	46%	74%
Inner Gippsland	1 Oct 17	4,643	303	15.3	67%	15%	13%	141.0	30,365	90.9	19,587	65%	62%	74%
Loddon	1 May 17	6,442	517	12.5	49%	9%	22%	183.7	28,519	122.6	19,031	67%	56%	70%
Mallee	1 Jan 19	1,981	129	15.4	81%	8%	14%	64.7	32,656	40.4	20,374	62%	54%	71%
North East Melbourne	1 Jul 16	11,700	1,108	10.6	37%	12%	19%	406.7	34,764	283.9	24,264	70%	53%	71%
Outer East Melbourne	1 Nov 17	8,945	639	14.0	58%	12%	26%	316.3	35,366	209.7	23,439	66%	51%	68%
Outer Gippsland	1 Jan 19	2,097	156	13.4	75%	14%	16%	68.0	32,425	42.7	20,356	63%	61%	73%
Ovens Murray	1 Oct 17	3,157	283	11.2	62%	13%	21%	88.3	27,980	59.4	18,824	67%	52%	73%
Southern Melbourne	1 Sep 18	10,983	776	14.2	54%	12%	23%	343.4	31,264	232.7	21,185	68%	49%	69%
Western District	1 Oct 17	3,595	229	15.7	78%	5%	19%	120.6	33,557	80.9	22,514	67%	52%	76%
Western Melbourne	1 Oct 18	10,567	933	11.3	47%	15%	22%	322.5	30,518	208.8	19,756	65%	51%	66%
<b>Victoria average</b>		<b>7,080</b>	<b>582</b>	<b>12.2</b>	<b>58%</b>	<b>10%</b>	<b>20%</b>	<b>233.5</b>	<b>32,166</b>	<b>156.6</b>	<b>21,363</b>	<b>66%</b>	<b>54%</b>	<b>71%</b>
<b>Victoria total</b>		<b>120,369</b>	<b>2,904</b>	<b>41.4</b>	<b>39%</b>	<b>10%</b>	<b>23%</b>	<b>3,969.1</b>	<b>32,975</b>	<b>2,661.5</b>	<b>22,111</b>	<b>67%</b>	<b>53%</b>	<b>71%</b>
<b>Queensland</b>														
Beenleigh	1 Jul 18	8,898	895	9.9	37%	12%	20%	337.5	37,935	252.3	28,351	75%	50%	83%
Brisbane	1 Jul 18	16,558	1,290	12.8	36%	12%	20%	667.3	40,303	503.2	30,389	75%	52%	80%
Bundaberg	1 Oct 17	2,677	237	11.3	80%	12%	20%	93.5	34,937	69.5	25,963	74%	53%	81%
Caboolture/Strathpine	1 Jan 19	9,175	842	10.9	41%	10%	21%	349.6	38,102	247.1	26,927	71%	51%	75%
Cairns	1 Jul 18	4,295	326	13.2	59%	9%	15%	186.4	43,394	132.0	30,728	71%	54%	75%
Ipswich	1 Jul 17	7,302	960	7.6	31%	11%	19%	257.8	35,299	188.1	25,756	73%	56%	75%
Mackay	1 Nov 16	2,995	242	12.4	57%	7%	25%	97.0	32,390	68.4	22,828	70%	59%	78%
Maroochydore	1 Jan 19	7,707	633	12.2	46%	9%	21%	297.4	38,588	215.2	27,917	72%	53%	85%
Maryborough	1 Jul 18	3,682	360	10.2	69%	11%	21%	146.7	39,848	103.5	28,116	71%	53%	79%
Robina	1 Jul 18	9,009	732	12.3	40%	12%	22%	314.5	34,913	237.5	26,367	76%	51%	78%
Rockhampton	1 Jan 18	4,916	364	13.5	64%	10%	17%	163.9	33,343	107.7	21,909	66%	57%	79%
Toowoomba	1 Jan 17	5,827	562	10.4	40%	8%	22%	229.1	39,312	164.6	28,244	72%	59%	80%
Townsville	1 Apr 16	5,567	446	12.5	48%	6%	20%	204.4	36,714	146.8	26,372	72%	57%	77%
<b>Queensland average</b>		<b>6,816</b>	<b>607</b>	<b>11.5</b>	<b>50%</b>	<b>10%</b>	<b>20%</b>	<b>257.3</b>	<b>37,314</b>	<b>187.4</b>	<b>26,913</b>	<b>72%</b>	<b>54%</b>	<b>79%</b>
<b>Queensland total</b>		<b>88,608</b>	<b>2,903</b>	<b>30.5</b>	<b>27%</b>	<b>8%</b>	<b>22%</b>	<b>3,345.2</b>	<b>37,752</b>	<b>2,435.7</b>	<b>27,489</b>	<b>73%</b>	<b>54%</b>	<b>79%</b>
<b>South Australia*</b>														
Adelaide Hills	1 Jul 13	1,498	163	9.2	69%	12%	18%	45.7	30,479	31.7	21,167	69%	54%	65%
Borossa, Light and Lower North	1 Jul 13	1,891	250	7.6	59%	11%	21%	48.2	25,468	32.8	17,328	68%	60%	70%
Eastern Adelaide	1 Jul 13	3,390	379	8.9	51%	8%	27%	140.4	41,421	98.2	28,971	70%	59%	73%
Eyre and Western	1 Jul 13	1,228	108	11.4	83%	3%	15%	44.2	35,987	24.1	19,620	55%	62%	65%
Far North (SA)	1 Jul 13	507	82	6.2	91%	16%	20%	20.6	40,595	11.5	22,646	56%	46%	53%
Fleurieu and Kangaroo Island	1 Jul 13	1,063	138	7.7	82%	21%	21%	39.3	36,946	27.4	25,810	70%	62%	77%
Limestone Coast	1 Jul 13	1,318	120	11.0	84%	7%	16%	46.5	35,247	30.4	23,066	65%	61%	63%
Murray and Mallee	1 Jul 13	1,650	185	8.9	72%	10%	21%	54.3	32,882	34.0	20,587	63%	60%	74%
Northern Adelaide	1 Jul 13	13,293	642	20.7	47%	9%	23%	450.2	33,871	322.6	24,265	72%	56%	69%
Southern Adelaide	1 Jul 13	8,673	502	17.3	63%	11%	23%	327.8	37,798	230.3	26,550	70%	54%	68%
Western Adelaide	1 Jul 13	3,515	405	8.7	53%	6%	25%	132.1	37,592	93.2	26,524	71%	58%	73%
Yorke and Mid North	1 Jul 13	1,587	170	9.3	66%	10%	21%	47.1	29,671	29.3	18,482	62%	60%	70%
<b>South Australia average</b>		<b>3,301</b>	<b>262</b>	<b>10.6</b>	<b>68%</b>	<b>10%</b>	<b>21%</b>	<b>116.4</b>	<b>34,830</b>	<b>80.5</b>	<b>22,918</b>	<b>66%</b>	<b>58%</b>	<b>68%</b>
<b>South Australia total</b>		<b>39,613</b>	<b>996</b>	<b>39.8</b>	<b>46%</b>	<b>7%</b>	<b>24%</b>	<b>1,396.3</b>	<b>35,248</b>	<b>965.5</b>	<b>24,372</b>	<b>69%</b>	<b>57%</b>	<b>69%</b>
<b>Tasmania*</b>														
TAS North	1 Jul 13	2,920	230	12.7	68%	8%	17%	117.3	40,171	83.3	28,526	71%	57%	69%
TAS North West	1 Jul 13	2,414	265	9.1	69%	13%	15%	98.7	40,874	71.7	29,701	73%	57%	79%
TAS South East	1 Jul 13	2,215	259	8.6	59%	12%	15%	76.9	34,734	55.8	25,201	73%	48%	68%
TAS South West	1 Jul 13	2,721	279	9.8	58%	10%	23%	127.6	46,900	96.5	35,474	76%	58%	72%
<b>Tasmania average</b>		<b>2,568</b>	<b>258</b>	<b>10.0</b>	<b>63%</b>	<b>11%</b>	<b>18%</b>	<b>105.1</b>	<b>40,670</b>	<b>76.8</b>	<b>29,726</b>	<b>73%</b>	<b>55%</b>	<b>72%</b>
<b>Tasmania total</b>		<b>10,270</b>	<b>552</b>	<b>18.6</b>	<b>45%</b>	<b>9%</b>	<b>23%</b>	<b>420.5</b>	<b>40,946</b>	<b>307.3</b>	<b>29,926</b>	<b>73%</b>	<b>55%</b>	<b>72%</b>
<b>Australian Capital Territory</b>														
ACT	1 Jul 14	8,383	465	18.0	55%	9%	20%	274.4	32,732	203.1	24,227	74%	65%	77%
<b>ACT average</b>		<b>8,383</b>	<b>465</b>	<b>18.0</b>	<b>55%</b>	<b>9%</b>	<b>20%</b>	<b>274.4</b>	<b>32,732</b>	<b>203.1</b>	<b>24,227</b>	<b>74%</b>	<b>65%</b>	<b>77%</b>
<b>ACT total</b>		<b>8,383</b>	<b>465</b>	<b>18.0</b>	<b>55%</b>	<b>9%</b>	<b>20%</b>	<b>274.4</b>	<b>32,732</b>	<b>203.1</b>	<b>24,227</b>	<b>74%</b>	<b>65%</b>	<b>77%</b>
<b>Northern Territory</b>														
Barkly														

# Service District/Support Category Summary Dashboard



as at 30 June 2021 (exposure period: 1 October 2020 to 31 March 2021)

## All participants

### Support category summary (National)

Please note that the data presented is based on only six months of data and not a full year.

Support category	Active participants with approved plans	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>Core</b>													
Consumables	338,720	1,960	172.8	34%	5%	21%	364.1	1,075	212.3	627	58%	53%	75%
Daily Activities	260,904	5,203	50.1	21%	13%	14%	7,688.5	29,469	6,463.4	24,773	84%	51%	75%
Community	282,939	2,988	94.7	19%	15%	12%	3,277.1	11,582	1,985.7	7,018	61%	50%	75%
Transport	188,415	1,040	181.2	27%	8%	9%	357.3	1,896	343.6	1,824	96%	48%	76%
<b>Core total</b>	<b>402,007</b>	<b>6,326</b>	<b>63.5</b>	<b>20%</b>	<b>13%</b>	<b>13%</b>	<b>11,687.0</b>	<b>29,072</b>	<b>9,005.0</b>	<b>22,400</b>	<b>77%</b>	<b>53%</b>	<b>74%</b>
<b>Capacity Building</b>													
Choice and Control	222,388	1,069	208.0	40%	6%	6%	160.2	720	151.5	681	95%	53%	73%
Daily Activities	438,564	5,955	73.6	28%	6%	24%	2,536.9	5,785	1,376.1	3,138	54%	52%	74%
Employment	25,624	750	34.2	27%	5%	33%	183.4	7,159	99.1	3,867	54%	43%	73%
Health and Wellbeing	27,936	1,017	27.5	31%	5%	11%	44.3	1,585	19.2	689	43%	54%	79%
Home Living	2,421	117	20.7	47%	20%	20%	2.5	1,014	0.4	161	16%	60%	65%
Lifelong Learning	133	16	8.3	85%	0%	0%	0.3	1,917	0.1	439	23%	29%	70%
Relationships	44,945	1,066	42.2	25%	14%	15%	228.7	5,089	105.4	2,345	46%	17%	71%
Social and Civic	55,135	1,436	38.4	24%	14%	19%	152.0	2,758	52.6	954	35%	48%	69%
Support Coordination	189,537	2,392	79.2	12%	8%	14%	443.7	2,341	298.1	1,573	67%	47%	73%
<b>Capacity Building total</b>	<b>444,798</b>	<b>7,077</b>	<b>62.9</b>	<b>22%</b>	<b>7%</b>	<b>21%</b>	<b>3,752.1</b>	<b>8,435</b>	<b>2,102.5</b>	<b>4,727</b>	<b>56%</b>	<b>53%</b>	<b>74%</b>
<b>Capital</b>													
Assistive Technology	99,733	1,803	55.3	28%	7%	41%	545.0	5,465	271.1	2,718	50%	61%	78%
Home Modifications	30,538	849	36.0	22%	10%	35%	170.4	5,579	108.6	3,557	64%	40%	79%
<b>Capital total</b>	<b>110,419</b>	<b>2,184</b>	<b>50.6</b>	<b>22%</b>	<b>9%</b>	<b>39%</b>	<b>715.4</b>	<b>6,479</b>	<b>379.7</b>	<b>3,439</b>	<b>53%</b>	<b>57%</b>	<b>78%</b>
Missing	965	0	0	0%	0%	0%	2.4	2,496	2.4	2,496	100%	67%	32%
<b>All support categories</b>	<b>449,998</b>	<b>9,865</b>	<b>45.6</b>	<b>19%</b>	<b>9%</b>	<b>20%</b>	<b>16,156.8</b>	<b>35,904</b>	<b>11,489.6</b>	<b>25,533</b>	<b>71%</b>	<b>53%</b>	<b>73%</b>

## Indicator definitions

<b>Active participants with approved plans</b>	Number of active participants who have an approved plan and reside in the service district / have supports relating to the support category in their plan.
<b>Active providers</b>	Number of providers that received payments for supports provided to participants within the service district / support category, over the exposure period.
<b>Participants per provider</b>	Ratio between the number of active participants and the number of active 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 received 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 service 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 squares indicate the bottom 10% of service 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, a '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.