

# Service District/Support Category Summary Dashboard



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

## Non-SIL/SDA 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	7,570	717	10.6	52%	6%	18%	172.8	22,833	117.5	15,515	68%	60%	77%
Far West	1 Jul 17	589	95	6.2	79%	11%	16%	18.8	31,951	10.7	18,092	57%	52%	78%
Hunter New England	1 Jul 13	22,451	1,321	17.0	29%	8%	20%	562.1	25,035	363.2	16,177	65%	64%	73%
Illawarra Shoalhaven	1 Jul 17	7,795	528	14.8	51%	12%	21%	225.1	28,877	152.8	19,600	68%	62%	73%
Mid North Coast	1 Jul 17	5,510	304	18.1	72%	11%	20%	158.0	28,684	105.7	19,192	67%	61%	78%
Murrumbidgee	1 Jul 17	5,859	397	14.8	56%	11%	22%	145.0	24,756	94.1	16,054	65%	56%	73%
Nepean Blue Mountains	1 Jul 15	7,751	881	8.8	39%	11%	24%	189.4	24,437	123.0	15,870	65%	61%	72%
North Sydney	1 Jul 16	8,922	844	10.6	48%	10%	18%	257.3	28,840	176.2	19,750	68%	53%	74%
Northern NSW	1 Jul 17	6,337	362	17.5	60%	11%	22%	185.9	29,330	130.0	20,508	70%	55%	75%
South Eastern Sydney	1 Jul 17	8,728	931	9.4	47%	12%	20%	239.9	27,486	171.4	19,636	71%	49%	74%
South Western Sydney	1 Jul 16	18,053	1,684	10.7	26%	15%	16%	461.1	25,541	346.0	19,167	75%	47%	64%
Southern NSW	1 Jul 16	3,850	335	11.5	59%	9%	26%	96.5	25,059	62.1	16,128	64%	61%	79%
Sydney	1 Jul 17	7,304	1,082	6.8	44%	13%	22%	212.9	29,154	150.2	20,557	71%	50%	75%
Western NSW	1 Jul 17	5,345	463	11.5	51%	8%	26%	144.0	26,943	81.6	15,271	57%	55%	66%
Western Sydney	1 Jul 16	14,989	1,531	9.8	31%	14%	16%	384.4	25,645	278.0	18,550	72%	52%	70%
<b>New South Wales average</b>		<b>8,737</b>	<b>765</b>	<b>11.4</b>	<b>50%</b>	<b>11%</b>	<b>21%</b>	<b>230.2</b>	<b>26,971</b>	<b>157.5</b>	<b>18,005</b>	<b>67%</b>	<b>56%</b>	<b>73%</b>
<b>New South Wales total</b>		<b>131,062</b>	<b>4,198</b>	<b>31.2</b>	<b>27%</b>	<b>10%</b>	<b>19%</b>	<b>3,453.7</b>	<b>26,352</b>	<b>2,362.6</b>	<b>18,027</b>	<b>68%</b>	<b>55%</b>	<b>72%</b>
<b>Victoria</b>														
Barwon	1 Jul 13	8,506	589	14.4	67%	8%	31%	213.1	25,048	134.6	15,821	63%	67%	68%
Bayside Peninsula	1 Apr 18	13,568	798	17.0	66%	10%	20%	408.5	30,109	254.7	18,774	62%	58%	72%
Brimbank Melton	1 Oct 18	7,160	670	10.7	51%	13%	15%	175.2	24,468	109.7	15,315	63%	51%	66%
Central Highlands	1 Jan 17	4,575	440	10.4	66%	5%	19%	100.1	21,878	60.7	13,272	61%	59%	70%
Goulburn	1 Jan 19	3,496	329	10.6	67%	7%	26%	84.6	24,207	48.1	13,771	57%	59%	72%
Hume Moreland	1 Mar 18	7,910	920	8.6	42%	11%	19%	196.3	24,810	130.6	16,516	67%	58%	69%
Inner East Melbourne	1 Nov 17	8,112	748	10.8	63%	8%	21%	240.4	29,634	151.1	18,628	63%	52%	73%
Inner Gippsland	1 Oct 17	4,498	291	15.5	72%	13%	13%	116.4	25,872	70.7	15,720	61%	65%	74%
Loddon	1 May 17	6,169	486	12.7	51%	11%	21%	133.5	21,633	80.5	13,052	60%	60%	69%
Mallee	1 Jan 19	1,887	116	16.3	85%	11%	24%	50.5	26,765	27.5	14,561	54%	58%	70%
North East Melbourne	1 Jul 16	10,944	1,027	10.7	41%	10%	20%	273.8	25,015	173.1	15,819	63%	58%	70%
Outer East Melbourne	1 Nov 17	8,483	588	14.4	67%	12%	22%	236.8	27,914	146.8	17,300	62%	55%	68%
Outer Gippsland	1 Jan 19	2,024	150	13.5	80%	9%	16%	57.7	28,494	33.5	16,544	58%	63%	71%
Ovens Murray	1 Oct 17	3,013	266	11.3	64%	12%	19%	67.8	22,515	41.3	13,692	61%	56%	72%
Southern Melbourne	1 Sep 18	10,677	740	14.4	61%	12%	25%	283.7	26,571	182.5	17,093	64%	51%	69%
Western District	1 Oct 17	3,311	211	15.7	80%	8%	18%	75.8	22,881	45.2	13,666	60%	57%	74%
Western Melbourne	1 Oct 18	10,285	875	11.8	51%	14%	22%	267.6	26,017	164.7	16,015	62%	53%	66%
<b>Victoria average</b>		<b>6,742</b>	<b>544</b>	<b>12.4</b>	<b>63%</b>	<b>10%</b>	<b>21%</b>	<b>175.4</b>	<b>25,519</b>	<b>109.1</b>	<b>15,621</b>	<b>61%</b>	<b>58%</b>	<b>70%</b>
<b>Victoria total</b>		<b>114,623</b>	<b>2,781</b>	<b>41.2</b>	<b>47%</b>	<b>9%</b>	<b>23%</b>	<b>2,981.8</b>	<b>26,014</b>	<b>1,855.5</b>	<b>16,188</b>	<b>62%</b>	<b>57%</b>	<b>70%</b>
<b>Queensland</b>														
Beenleigh	1 Jul 18	8,442	826	10.2	44%	12%	20%	244.0	28,900	168.0	19,898	69%	54%	82%
Brisbane	1 Jul 18	15,548	1,190	13.1	40%	12%	21%	493.6	31,746	337.1	21,678	68%	56%	80%
Bundaberg	1 Oct 17	2,522	214	11.8	76%	13%	20%	65.3	25,901	44.2	17,541	68%	57%	80%
Caboolture/Strathpine	1 Jan 19	8,732	769	11.4	47%	9%	24%	263.8	30,215	172.3	19,734	65%	54%	75%
Cairns	1 Jul 18	4,020	290	13.9	65%	13%	18%	131.5	32,703	84.2	20,934	64%	58%	75%
Ipswich	1 Jul 17	6,897	877	7.9	39%	9%	18%	178.4	25,860	114.1	16,549	64%	60%	75%
Mackay	1 Nov 16	2,872	232	12.4	62%	9%	27%	73.3	25,531	47.9	16,677	65%	62%	77%
Maroochydore	1 Jan 19	7,328	574	12.8	55%	9%	21%	230.6	31,462	157.2	21,445	68%	57%	84%
Maryborough	1 Jul 18	3,478	328	10.6	72%	12%	24%	108.8	31,291	70.8	20,358	65%	57%	80%
Robina	1 Jul 18	8,529	645	13.2	48%	10%	21%	226.3	26,528	159.2	18,664	70%	54%	77%
Rockhampton	1 Jan 18	4,667	342	13.6	61%	9%	20%	116.3	24,921	66.9	14,334	58%	61%	78%
Toowoomba	1 Jan 17	5,393	539	10.0	48%	7%	25%	153.4	28,435	98.5	18,270	64%	65%	80%
Townsville	1 Apr 16	5,239	424	12.4	49%	5%	22%	144.6	27,603	93.4	17,822	65%	62%	76%
<b>Queensland average</b>		<b>6,436</b>	<b>558</b>	<b>11.8</b>	<b>54%</b>	<b>10%</b>	<b>22%</b>	<b>186.9</b>	<b>28,546</b>	<b>124.1</b>	<b>18,762</b>	<b>66%</b>	<b>58%</b>	<b>78%</b>
<b>Queensland total</b>		<b>83,667</b>	<b>2,755</b>	<b>30.4</b>	<b>34%</b>	<b>8%</b>	<b>25%</b>	<b>2,429.8</b>	<b>29,041</b>	<b>1,613.7</b>	<b>19,287</b>	<b>66%</b>	<b>57%</b>	<b>79%</b>
<b>South Australia*</b>														
Adelaide Hills	1 Jul 13	1,432	145	9.9	75%	12%	17%	30.8	21,539	19.4	13,536	63%	59%	64%
Barossa, Light and Lower North	1 Jul 13	1,846	230	8.0	65%	9%	23%	38.8	20,993	24.9	13,473	64%	62%	70%
Eastern Adelaide	1 Jul 13	3,139	332	9.5	64%	9%	28%	86.7	27,608	55.0	17,523	63%	65%	75%
Eyre and Western	1 Jul 13	1,191	105	11.3	87%	3%	16%	36.4	30,561	18.2	15,291	50%	65%	64%
Far North (SA)	1 Jul 13	480	75	6.4	88%	22%	22%	14.1	29,341	6.6	13,695	47%	50%	49%
Fleurieu and Kangaroo Island	1 Jul 13	1,010	122	8.3	82%	18%	15%	28.2	27,873	17.9	17,726	64%	66%	77%
Limestone Coast	1 Jul 13	1,242	114	10.9	84%	8%	16%	29.6	23,812	16.0	12,868	54%	66%	61%
Murray and Mallee	1 Jul 13	1,553	172	9.0	72%	6%	18%	35.9	23,146	18.8	12,110	52%	67%	75%
Northern Adelaide	1 Jul 13	12,494	609	20.5	57%	8%	23%	281.0	22,494	180.8	14,470	64%	62%	69%
Southern Adelaide	1 Jul 13	7,950	454	17.5	67%	10%	27%	202.4	25,456	126.3	15,886	62%	63%	68%
Western Adelaide	1 Jul 13	3,321	377	8.8	62%	7%	24%	90.7	27,322	59.4	17,893	65%	62%	73%
Yorke and Mid North	1 Jul 13	1,529	162	9.4	72%	9%	26%	37.8	24,690	21.6	14,128	57%	64%	71%
<b>South Australia average</b>		<b>3,099</b>	<b>241</b>	<b>10.8</b>	<b>73%</b>	<b>10%</b>	<b>21%</b>	<b>76.0</b>	<b>25,403</b>	<b>47.1</b>	<b>14,883</b>	<b>59%</b>	<b>63%</b>	<b>68%</b>
<b>South Australia total</b>		<b>37,187</b>	<b>949</b>	<b>39.2</b>	<b>54%</b>	<b>7%</b>	<b>26%</b>	<b>912.3</b>	<b>24,533</b>	<b>564.8</b>	<b>15,189</b>	<b>62%</b>	<b>63%</b>	<b>70%</b>
<b>Tasmania*</b>														
TAS North	1 Jul 13	2,708	213	12.7	70%	15%	22%	76.0	28,071	47.7	17,620	63%	62%	67%
TAS North West	1 Jul 13	2,201	240	9.2	60%	16%	20%	55.0	24,980	33.9	15,421	62%	63%	76%
TAS South East	1 Jul 13	2,066	249	8.3	52%	12%	18%	48.8	23,643	30.9	14,962	63%	53%	67%
TAS South West	1 Jul 13	2,384	262	9.1	50%	12%	22%	65.0	27,277	41.6	17,467	64%	65%	72%
<b>Tasmania average</b>		<b>2,340</b>	<b>241</b>	<b>9.8</b>	<b>58%</b>	<b>14%</b>	<b>21%</b>	<b>61.2</b>	<b>25,993</b>	<b>38.6</b>	<b>16,368</b>	<b>63%</b>	<b>60%</b>	<b>70%</b>
<b>Tasmania total</b>		<b>9,359</b>	<b>520</b>	<b>18.0</b>	<b>48%</b>	<b>11%</b>	<b>23%</b>	<b>244.9</b>	<b>26,165</b>	<b>154.2</b>	<b>16,477</b>	<b>63%</b>	<b>61%</b>	<b>71%</b>
<b>Australian Capital Territory</b>														
ACT	1 Jul 14	7,918	421	18.8	69%	11%	25%	188.5	23,806	128.0	16,168	68%	67%	76%
<b>ACT average</b>		<b>7,918</b>	<b>421</b>	<b>18.8</b>	<b>69%</b>	<b>11%</b>	<b>25%</b>	<b>188.5</b>	<b>23,806</b>	<b>128.0</b>	<b>16,168</b>	<b>68%</b>	<b>67%</b>	<b>76%</b>
<b>ACT total</b>		<b>7,918</b>	<b>421</b>	<b>18.8</b>	<b>69%</b>	<b>11%</b>	<b>25%</b>	<b>188.5</b>	<b>23,806</b>	<b>128.0</b>	<b>16,168</b>	<b>68%</b>	<b>67%</b>	<b>76%</b>
<b>Northern Territory</b>														
Barkly	1 Jul 14	148												

# Service District/Support Category Summary Dashboard



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

## Non-SIL/SDA 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	315,858	1,880	168.0	34%	5%	21%	318.2	1,007	186.7	591	59%	58%	74%
Daily Activities	234,680	4,824	48.6	35%	14%	19%	4,252.2	18,119	3,203.3	13,650	75%	56%	75%
Community	257,334	2,875	89.5	22%	15%	12%	2,534.0	9,847	1,518.8	5,902	60%	54%	74%
Transport	162,722	937	173.7	31%	10%	7%	319.2	1,962	316.7	1,946	99%	53%	75%
<b>Core total</b>	<b>375,684</b>	<b>5,942</b>	<b>63.2</b>	<b>30%</b>	<b>13%</b>	<b>16%</b>	<b>7,423.7</b>	<b>19,760</b>	<b>5,225.4</b>	<b>13,909</b>	<b>70%</b>	<b>57%</b>	<b>73%</b>
<b>Capacity Building</b>													
Choice and Control	209,885	1,060	198.0	40%	6%	6%	150.4	716	142.0	676	94%	56%	73%
Daily Activities	412,592	5,735	71.9	28%	7%	24%	2,386.8	5,785	1,291.5	3,130	54%	57%	73%
Employment	23,712	739	32.1	27%	5%	32%	166.2	7,011	88.1	3,715	53%	45%	72%
Health and Wellbeing	24,002	938	25.6	33%	2%	10%	39.1	1,629	17.0	709	44%	61%	79%
Home Living	2,377	114	20.9	48%	20%	20%	2.4	1,008	0.4	161	16%	60%	65%
Lifelong Learning	131	15	8.7	91%	0%	0%	0.2	1,857	0.1	424	23%	29%	71%
Relationships	31,110	994	31.3	25%	14%	17%	144.3	4,637	62.3	2,003	43%	23%	66%
Social and Civic	54,022	1,391	38.8	24%	14%	19%	146.4	2,711	50.5	935	34%	49%	69%
Support Coordination	163,468	2,359	69.3	12%	9%	13%	367.4	2,247	242.7	1,485	66%	53%	72%
<b>Capacity Building total</b>	<b>418,471</b>	<b>6,868</b>	<b>60.9</b>	<b>24%</b>	<b>8%</b>	<b>21%</b>	<b>3,403.2</b>	<b>8,133</b>	<b>1,894.6</b>	<b>4,527</b>	<b>56%</b>	<b>57%</b>	<b>73%</b>
<b>Capital</b>													
Assistive Technology	88,706	1,732	51.2	27%	6%	43%	476.6	5,373	238.6	2,690	50%	68%	78%
Home Modifications	14,499	615	23.6	23%	10%	46%	67.3	4,643	42.6	2,940	63%	71%	79%
<b>Capital total</b>	<b>91,107</b>	<b>1,920</b>	<b>47.5</b>	<b>24%</b>	<b>8%</b>	<b>43%</b>	<b>543.9</b>	<b>5,970</b>	<b>281.2</b>	<b>3,087</b>	<b>52%</b>	<b>68%</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>423,653</b>	<b>9,491</b>	<b>44.6</b>	<b>27%</b>	<b>9%</b>	<b>22%</b>	<b>11,373.2</b>	<b>26,846</b>	<b>7,403.7</b>	<b>17,476</b>	<b>65%</b>	<b>57%</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.

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