

Service District/Support Category Summary Dashboard

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



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?
New South Wales														
Central Coast	1 Jul 16	526	327	1.6	59%	15%	19%	92.1	175,126	80.4	152,770	87%	17%	79%
Far West	1 Jul 17	23	16	1.4	99%	22%	33%	4.8	209,352	4.1	179,745	86%	14%	75%
Hunter New England	1 Jul 13	1,706	646	2.6	40%	11%	15%	332.2	194,754	284.5	166,793	86%	23%	83%
Illawarra Shoalhaven	1 Jul 17	519	212	2.4	72%	16%	17%	90.9	175,079	77.0	148,315	85%	18%	80%
Mid North Coast	1 Jul 17	237	97	2.4	68%	12%	21%	45.4	191,577	38.8	163,646	85%	14%	82%
Murrumbidgee	1 Jul 17	377	138	2.7	76%	7%	18%	65.3	173,315	56.5	149,974	87%	16%	79%
Nepean Blue Mountains	1 Jul 15	591	394	1.5	50%	10%	17%	106.4	180,048	92.3	156,150	87%	20%	81%
North Sydney	1 Jul 16	931	441	2.1	70%	12%	16%	167.3	179,648	146.7	157,620	88%	10%	88%
Northern NSW	1 Jul 17	328	123	2.7	70%	10%	18%	61.9	188,730	52.3	159,354	84%	19%	81%
South Eastern Sydney	1 Jul 17	642	411	1.6	62%	9%	22%	112.5	175,271	97.5	151,933	87%	15%	78%
South Western Sydney	1 Jul 16	988	603	1.6	43%	13%	17%	179.3	181,526	155.9	157,779	87%	22%	76%
Southern NSW	1 Jul 16	210	128	1.6	77%	10%	14%	31.2	148,636	26.4	125,504	84%	21%	85%
Sydney	1 Jul 17	437	369	1.2	51%	15%	17%	70.5	161,283	59.4	135,846	84%	12%	79%
Western NSW	1 Jul 17	499	187	2.7	76%	5%	19%	82.7	165,746	69.5	139,208	84%	18%	79%
Western Sydney	1 Jul 16	1,135	642	1.8	48%	13%	14%	208.4	183,625	179.9	158,471	86%	14%	84%
New South Wales average		610	316	1.9	64%	12%	18%	110.1	178,914	94.7	153,541	86%	17%	81%
New South Wales total		9,149	2,051	4.5	32%	12%	14%	1,651.0	180,461	1,421.1	155,330	86%	17%	81%
Victoria														
Barwon	1 Jul 13	408	209	2.0	75%	11%	27%	80.0	196,027	65.5	160,577	82%	34%	73%
Bayside Peninsula	1 Apr 18	861	332	2.6	49%	10%	21%	138.5	160,895	106.7	123,936	77%	17%	78%
Brimbank Melton	1 Oct 18	212	201	1.1	59%	21%	21%	44.2	208,624	34.2	161,326	77%	12%	82%
Central Highlands	1 Jan 17	298	139	2.1	73%	12%	25%	51.5	172,935	42.3	142,048	82%	17%	78%
Goulburn	1 Jan 19	100	58	1.7	87%	14%	19%	14.6	145,728	12.2	121,796	84%	11%	89%
Hume Moreland	1 Mar 18	249	261	1.0	51%	11%	19%	41.1	165,194	33.8	135,575	82%	16%	76%
Inner East Melbourne	1 Nov 17	799	344	2.3	55%	14%	14%	125.4	156,988	105.2	131,606	84%	9%	77%
Inner Gippsland	1 Oct 17	145	73	2.0	83%	28%	16%	24.6	169,744	20.2	139,532	82%	12%	71%
Loddon	1 May 17	273	163	1.7	66%	18%	20%	50.3	184,116	42.1	154,130	84%	9%	78%
Mallee	1 Jan 19	94	41	2.3	93%	11%	11%	14.2	150,899	12.9	137,058	91%	11%	82%
North East Melbourne	1 Jul 16	756	443	1.7	46%	12%	17%	133.0	175,893	110.8	146,525	83%	16%	81%
Outer East Melbourne	1 Nov 17	462	202	2.3	67%	11%	22%	79.6	172,197	62.9	136,145	79%	9%	72%
Outer Gippsland	1 Jan 19	73	32	2.3	96%	33%	20%	10.3	141,405	9.2	126,070	89%	22%	87%
Ovens Murray	1 Oct 17	144	89	1.6	79%	32%	29%	20.5	142,336	18.2	126,204	89%	10%	79%
Southern Melbourne	1 Sep 18	306	202	1.5	54%	14%	14%	59.7	195,040	50.2	163,945	84%	17%	81%
Western District	1 Oct 17	284	83	3.4	88%	9%	19%	44.9	158,019	35.7	125,659	80%	18%	84%
Western Melbourne	1 Oct 18	282	254	1.1	50%	24%	21%	54.9	194,667	44.1	156,217	80%	21%	79%
Victoria average		338	184	1.8	69%	17%	20%	58.1	170,042	47.4	140,491	83%	15%	79%
Victoria total		5,746	1,151	5.0	33%	17%	19%	987.3	171,820	806.0	140,271	82%	14%	78%
Queensland														
Beenleigh	1 Jul 18	456	376	1.2	49%	13%	16%	93.6	205,206	84.3	184,859	90%	19%	87%
Brisbane	1 Jul 18	1,010	579	1.7	45%	11%	15%	173.8	172,034	166.1	164,480	96%	17%	78%
Bundaberg	1 Oct 17	155	106	1.5	93%	8%	15%	28.2	181,960	25.3	163,004	90%	14%	91%
Caboolture/Strathpine	1 Jan 19	443	369	1.2	47%	11%	18%	85.8	193,570	74.7	168,711	87%	17%	80%
Cairns	1 Jul 18	275	162	1.7	71%	14%	4%	54.9	199,676	47.8	173,892	87%	23%	77%
Ipswich	1 Jul 17	405	375	1.1	42%	16%	16%	79.4	196,043	73.9	182,549	93%	18%	78%
Mackay	1 Nov 16	123	88	1.4	67%	11%	26%	23.7	192,543	20.5	166,452	86%	18%	84%
Maroochydore	1 Jan 19	379	239	1.6	41%	16%	21%	66.8	176,355	58	153,037	87%	13%	90%
Maryborough	1 Jul 18	204	126	1.6	80%	9%	16%	37.9	185,728	32.7	160,376	86%	16%	72%
Robina	1 Jul 18	480	325	1.5	50%	18%	23%	88.3	183,905	78.4	163,253	89%	22%	84%
Rockhampton	1 Jan 18	249	137	1.8	84%	13%	6%	47.6	191,194	40.8	163,880	86%	25%	81%
Toowoomba	1 Jan 17	434	220	2.0	51%	6%	16%	75.7	174,470	66	152,187	87%	21%	80%
Townsville	1 Apr 16	328	196	1.7	57%	11%	16%	59.8	182,239	53.4	162,933	89%	20%	84%
Queensland average		380	254	1.5	60%	12%	16%	70.4	187,302	63.2	166,124	89%	19%	82%
Queensland total		4,941	1,491	3.3	33%	12%	16%	915.4	185,262	822.0	166,369	90%	19%	82%
South Australia*														
Adelaide Hills	1 Jul 13	66	53	1.2	89%	7%	22%	14.8	224,459	12.3	186,736	83%	18%	71%
Barossa, Light and Lower North	1 Jul 13	45	73	0.6	78%	25%	21%	9.4	209,024	7.9	175,474	84%	12%	78%
Eastern Adelaide	1 Jul 13	251	168	1.5	58%	10%	15%	53.8	214,167	43.2	172,135	80%	14%	63%
Eyre and Western	1 Jul 13	37	28	1.3	97%	7%	7%	7.8	210,664	5.9	158,991	75%	4%	73%
Far North (SA)	1 Jul 13	27	24	1.1	99%	0%	0%	6.5	240,660	4.9	181,789	76%	14%	75%
Fleurieu and Kangaroo Island	1 Jul 13	53	52	1.0	94%	11%	11%	11.1	209,844	9.5	179,865	86%	23%	76%
Limestone Coast	1 Jul 13	76	46	1.7	96%	0%	19%	16.9	222,116	14.4	189,721	85%	16%	78%
Murray and Mallee	1 Jul 13	97	57	1.7	91%	20%	16%	18.3	188,766	15.2	156,298	83%	13%	72%
Northern Adelaide	1 Jul 13	799	281	2.8	55%	7%	17%	169.2	211,778	141.8	177,438	84%	12%	66%
Southern Adelaide	1 Jul 13	723	233	3.1	70%	10%	15%	125.4	173,506	104.0	143,805	83%	10%	67%
Western Adelaide	1 Jul 13	194	158	1.2	64%	11%	7%	41.4	213,388	33.8	174,275	82%	24%	71%
Yorke and Mid North	1 Jul 13	58	42	1.4	89%	11%	11%	9.3	160,980	7.7	133,270	83%	9%	60%
South Australia average		202	101	1.6	82%	10%	13%	40.3	206,613	33.4	169,150	82%	14%	71%
South Australia total		2,426	440	5.5	52%	9%	15%	484.0	199,493	400.6	165,133	83%	13%	67%
Tasmania*														
TAS North	1 Jul 13	212	105	2.0	81%	2%	10%	41.3	194,729	35.6	167,829	86%	16%	76%
TAS North West	1 Jul 13	213	118	1.8	84%	6%	13%	43.7	205,106	37.8	177,261	86%	21%	88%
TAS South East	1 Jul 13	149	103	1.4	83%	10%	22%	28.1	188,528	24.9	167,175	89%	17%	73%
TAS South West	1 Jul 13	337	146	2.3	76%	13%	22%	62.6	185,711	54.9	162,863	88%	27%	75%
Tasmania average		228	118	1.9	81%	8%	17%	43.9	193,518	38.3	168,782	87%	20%	78%
Tasmania total		911	287	3.2	58%	8%	20%	175.6	192,805	153.1	168,091	87%	21%	78%
Australian Capital Territory														
ACT	1 Jul 14	465	200	2.3	58%	5%	18%	85.9	184,732	75.1	161,455	87%	22%	86%
ACT average		465	200	2.3	58%	5%	18%	85.9	184,732	75.1	161,455	87%	22%	86%
ACT total		465	200	2.3	58%	5%	18%	85.9	184,732	75.1	161,455	87%	22%	86%
Northern Territory														
Barkly	1 Jul 14	12	17	0.7	99%	0%	17%	2.9	239,101	2.5	204,721	86%	25%	100%
Central Australia	1 Jul 17	98	69	1.4	94%	11								

Service District/Support Category Summary Dashboard



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

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?
Core													
Consumables	22,862	1,050	21.8	40%	5%	15%	46.0	2,010	25.6	1,118	56%	15%	79%
Daily Activities	26,224	2,374	11.0	18%	14%	11%	3,436.2	131,034	3,260.2	124,320	95%	16%	79%
Community	25,605	1,787	14.3	15%	15%	13%	743.1	29,022	466.9	18,235	63%	16%	79%
Transport	25,693	593	43.3	26%	9%	10%	38.0	1,480	26.9	1,049	71%	16%	79%
Core total	26,323	3,340	7.9	17%	14%	10%	4,263.3	161,962	3,779.6	143,584	89%	16%	79%
Capacity Building													
Choice and Control	12,503	541	23.1	40%	0%	7%	9.9	788	9.5	759	96%	17%	78%
Daily Activities	25,972	2,579	10.1	24%	6%	19%	150.1	5,779	84.6	3,258	56%	16%	79%
Employment	1,912	276	6.9	39%	1%	54%	17.2	8,992	11.0	5,749	64%	21%	82%
Health and Wellbeing	3,934	447	8.8	32%	6%	6%	5.2	1,320	2.2	568	43%	14%	80%
Home Living	44	6	7.3	100%	0%	0%	0.1	1,318	0.0	163	12%	36%	77%
Lifelong Learning	2	1	2.0	100%	0%	0%	0.0	5,862	0.0	1,439	25%	0%	50%
Relationships	13,835	615	22.5	27%	12%	19%	84.5	6,106	43.1	3,116	51%	10%	77%
Social and Civic	1,113	266	4.2	30%	7%	19%	5.6	5,032	2.1	1,869	37%	22%	76%
Support Coordination	26,069	1,403	18.6	15%	3%	23%	76.3	2,928	55.4	2,123	73%	16%	79%
Capacity Building total	26,327	3,581	7.4	15%	5%	21%	348.8	13,249	207.9	7,897	60%	16%	79%
Capital													
Assistive Technology	11,027	815	13.5	36%	8%	46%	68.4	6,202	32.5	2,943	47%	17%	79%
Home Modifications	16,039	303	52.9	37%	11%	21%	103.1	6,425	66.0	4,114	64%	14%	78%
Capital total	19,312	1,055	18.3	26%	10%	34%	171.5	8,878	98.4	5,097	57%	15%	79%
Missing	-	0	0	0%	0%	0%	-	-	-	0	0%	0%	0%
All support categories	26,345	5,191	5.1	16%	12%	15%	4,783.6	181,575	4,085.9	155,092	85%	16%	79%

Indicator definitions

Active participants with approved plans	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.
Active providers	Number of providers that received payments for supports provided to participants within the service district / support category, over the exposure period.
Participants per provider	Ratio between the number of active participants and the number of active 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 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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