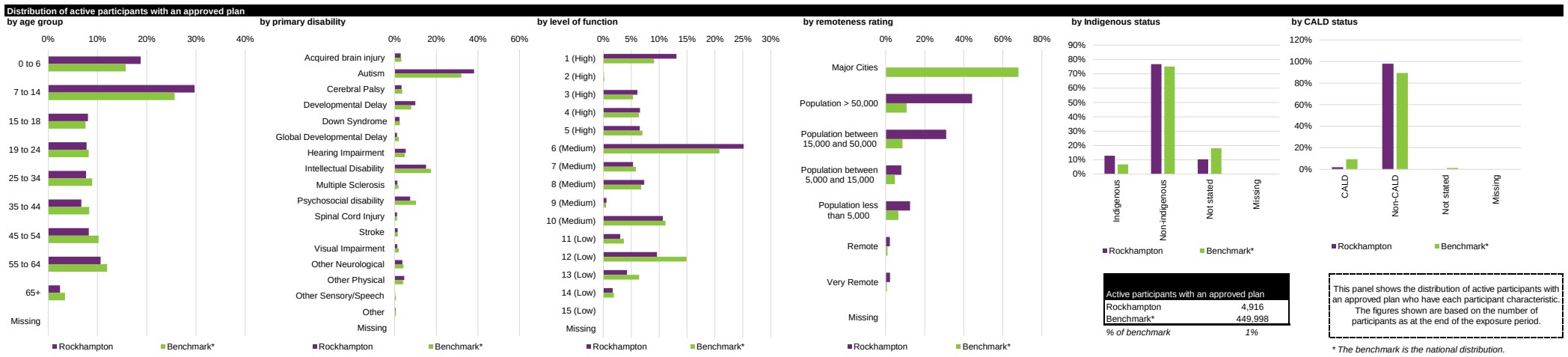
Participant Category Detailed Dashboard as at 30 June 2021 (exposure period: 1 October 2020 to 31 March 2021)

Service District: Rockhampton (phase-in date: 1 January 2018) | Support Category: All | All Participants

Participant profile

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

Distribution of active participants with an approved plan



Active participants with an approved plan	
Rockhampton	4,916
Benchmark*	449,998
% of benchmark	*1%*

This panel shows the distribution of active participants with an approved plan who have each participant characteristic. The figures shown are based on the number of participants as at the end of the exposure period.

** The benchmark is the national distribution.*

Service provider indicators

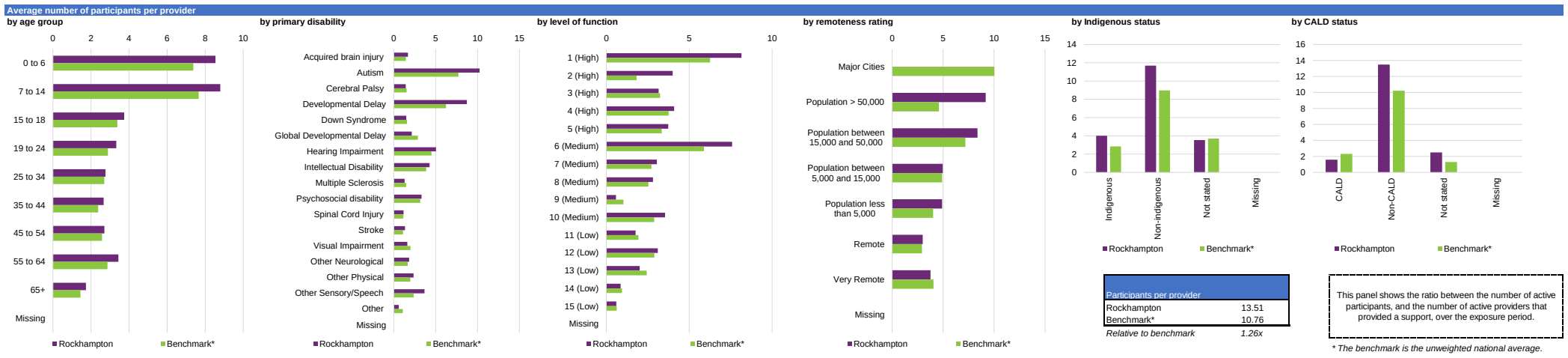
Number of active providers that provided supports in a category

Active providers	
Rockhampton	364
Benchmark*	9,865
% of benchmark	*4%*

This panel shows the number of providers that received payments for supports provided to participants with each participant characteristic, over the exposure period.

** The benchmark is the national number.*

Average number of participants per provider



Participants per provider	
Rockhampton	13.51
Benchmark*	10.76
Relative to benchmark	*1.26x*

This panel shows the ratio between the number of active participants, and the number of active providers that provided a support, over the exposure period.

** The benchmark is the unweighted national average.*

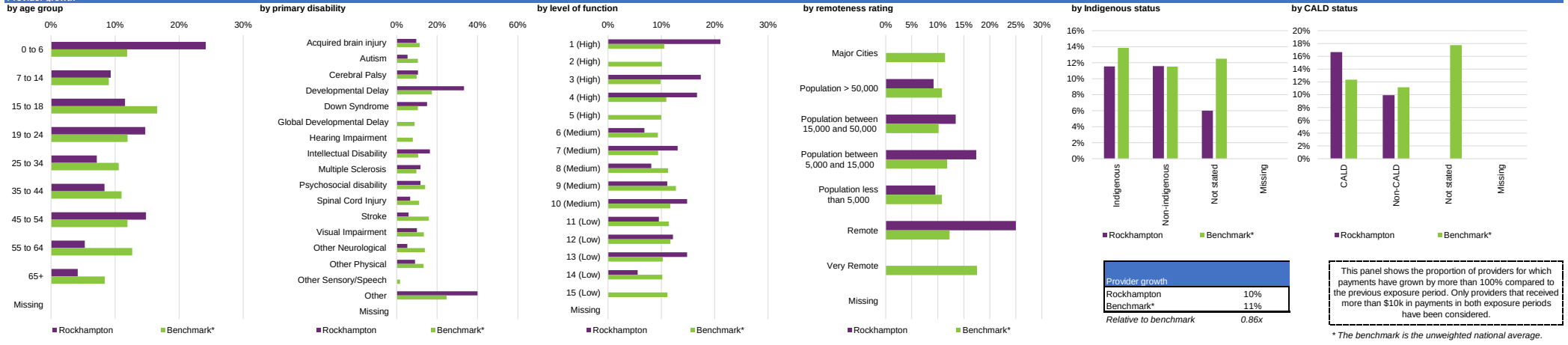
Provider concentration

Provider concentration	
Rockhampton	43%
Benchmark*	43%
Relative to benchmark	*0.99x*

This panel shows the proportion of payments paid to providers over the exposure period that is represented by the top 5 providers.

** The benchmark is the unweighted national average.*

Provider growth

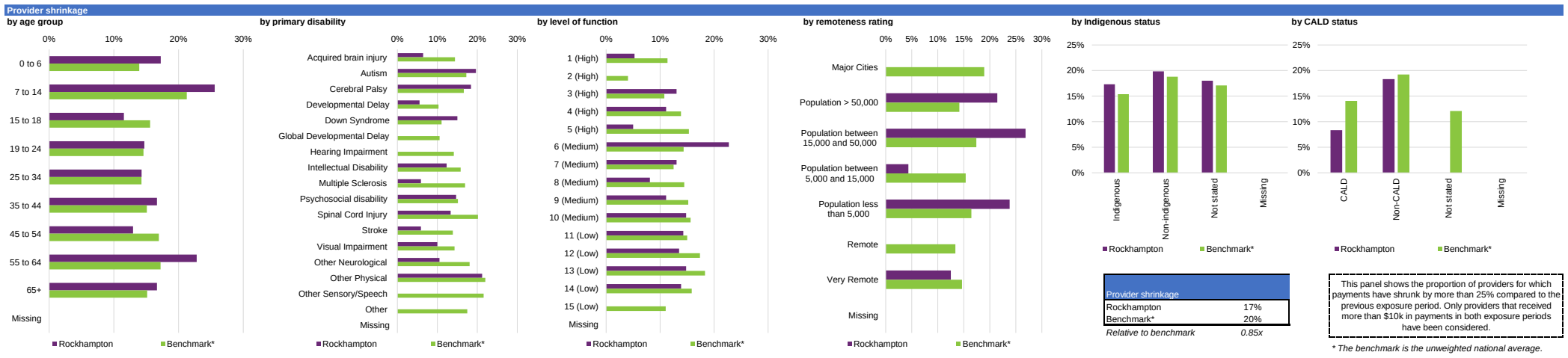


Provider growth	
Rockhampton	10%
Benchmark*	11%
Relative to benchmark	*0.86x*

This panel shows the 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.

** The benchmark is the unweighted national average.*

Provider shrinkage



Provider shrinkage	
Rockhampton	17%
Benchmark*	20%
Relative to benchmark	*0.85x*

This panel shows the 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.

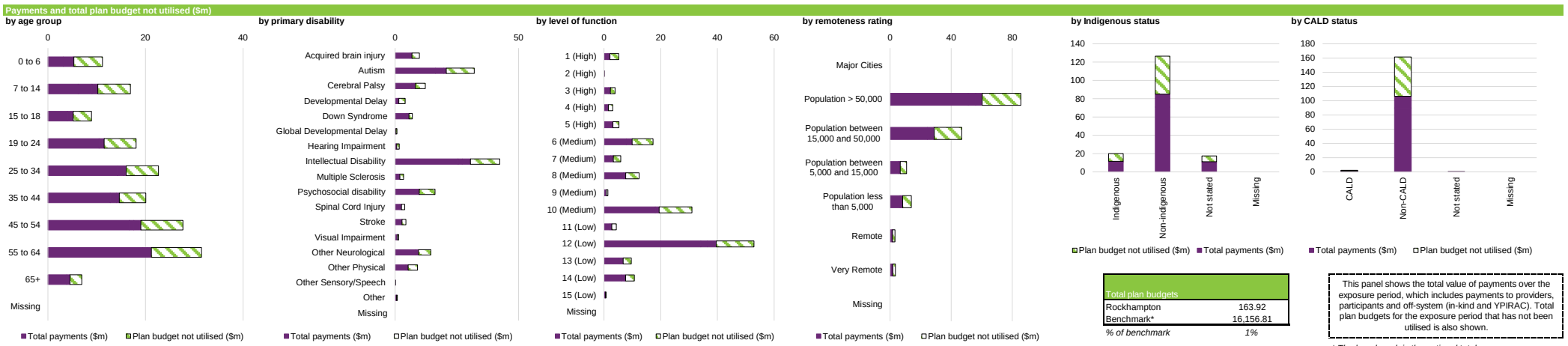
** The benchmark is the unweighted national average.*

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

Service District: Rockhampton (phase-in date: 1 January 2018) | Support Category: All | All Participants

Plan utilisation

Payments and total plan budget not utilised ($m)

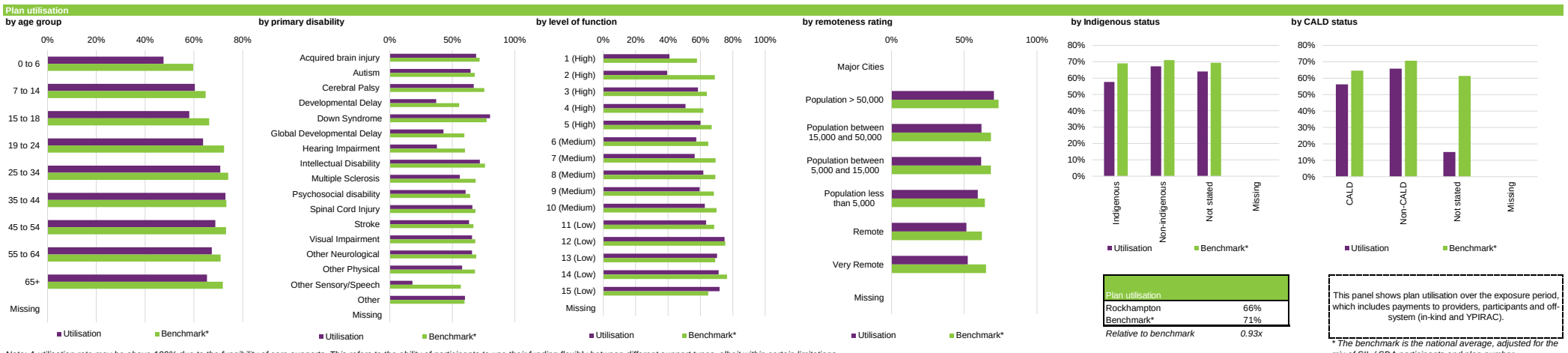


Total plan budgets	
Rockhampton	163.92
Benchmark*	16,156.81
% of benchmark	*1%*

This panel shows the total value of payments over the exposure period, which includes payments to providers, participants and off-system (in-kind and YPIRAC). Total plan budgets for the exposure period that has not been utilised is also shown.

** The benchmark is the national total.*

Plan utilisation



Plan utilisation	
Rockhampton	66%
Benchmark*	71%
Relative to benchmark	*0.93x*

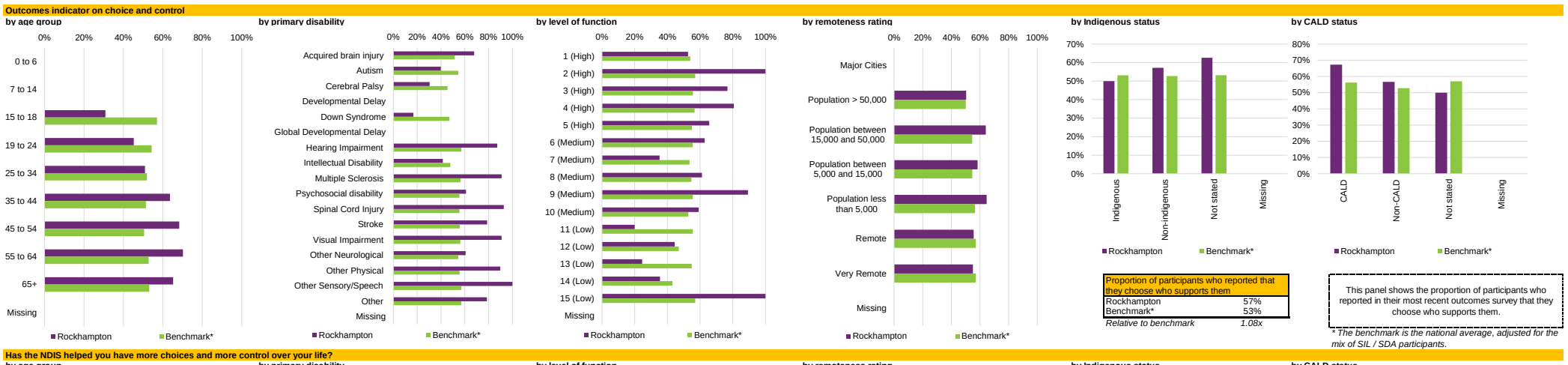
This panel shows plan utilisation over the exposure period, which includes payments to providers, participants and off-system (in-kind and YPIRAC).

** The benchmark is the national average, adjusted for the mix of SIL / SDA participants and plan number.*

Note: A utilisation rate may be above 100% due to the fungibility of core supports. This refers to the ability of participants to use their funding flexibly between different support types, albeit within certain limitations.

Outcomes framework

Outcomes indicator on choice and control

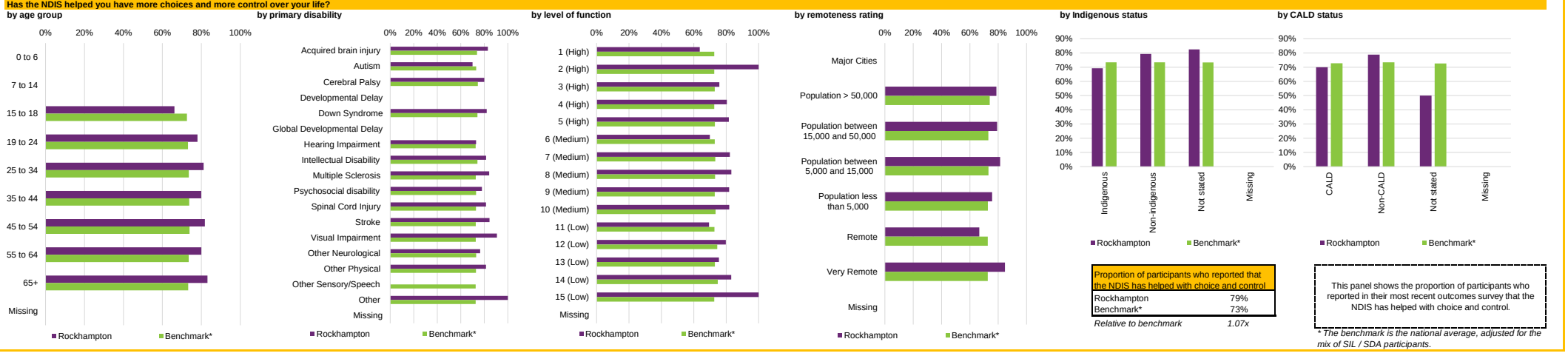


Proportion of participants who reported that they choose who supports them	
Rockhampton	57%
Benchmark*	53%
Relative to benchmark	*1.08x*

This panel shows the proportion of participants who reported in their most recent outcomes survey that they choose who supports them.

** The benchmark is the national average, adjusted for the mix of SIL / SDA participants.*

Has the NDIS helped you have more choices and more control over your life?



Proportion of participants who reported that the NDIS has helped with choice and control	
Rockhampton	79%
Benchmark*	73%
Relative to benchmark	*1.07x*

This panel shows the proportion of participants who reported in their most recent outcomes survey that the NDIS has helped with choice and control.

** The benchmark is the national average, adjusted for the mix of SIL / SDA participants.*

Support category summary

Support category	Active participants with approved plans	Active providers	Participants per provider	Provider concentration	Provider growth	Provider shrinkage	Total plan budgets ($m)	Payments ($m)	Utilisation	Outcomes indicator on choice and control	Has the NDIS helped with choice and control?
Core											
Consumables	3,935	132	29.8	64%	0%	10%	3.9	2.1	53%	57%	80%
Daily Activities	2,630	128	20.5	70%	16%	8%	81.2	59.9	74%	55%	79%
Community	2,798	82	34.1	70%	9%	9%	30.6	21.3	69%	54%	79%
Transport	1,719	41	41.9	83%	17%	0%	2.6	2.4	90%	53%	80%
Core total	**4,463**	**216**	**20.7**	**69%**	**13%**	**9%**	**118.4**	**85.6**	**72%**	**57%**	**79%**
Capacity Building											
Daily Activities	4,877	184	26.5	60%	4%	16%	27.8	12.7	46%	57%	79%
Employment	114	12	9.5	99%	0%	0%	0.9	0.4	49%	40%	84%
Relationships	186	14	13.3	98%	25%	25%	1.5	0.5	35%	21%	68%
Social and Civic	160	14	11.4	96%	0%	0%	0.4	0.1	20%	51%	82%
Support Coordination	1,720	81	21.2	80%	5%	15%	4.5	2.9	64%	53%	78%
Capacity Building total	**4,892**	**238**	**20.6**	**57%**	**4%**	**16%**	**37.4**	**18.6**	**50%**	**57%**	**79%**
Capital											
Assistive Technology	1,183	85	13.9	55%	7%	41%	6.5	2.7	41%	65%	83%
Home Modifications	292	23	12.7	82%	10%	50%	1.6	0.9	57%	56%	83%
Capital total	**1,241**	**97**	**12.8**	**46%**	**6%**	**43%**	**8.1**	**3.6**	**44%**	**64%**	**83%**
Missing	0	0	0.0	0%	0%	0%	0.0	0.0	0%	0%	0%
All support categories	**4,916**	**364**	**13.5**	**64%**	**10%**	**17%**	**163.9**	**107.7**	**66%**	**57%**	**79%**

Note: Only the major support categories are shown.

Note: A utilisation rate may be above 100% due to the fungibility of core supports. This refers to the ability of participants to use their funding flexibly between different support types, albeit within certain limitations.

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 dots 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 – '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.

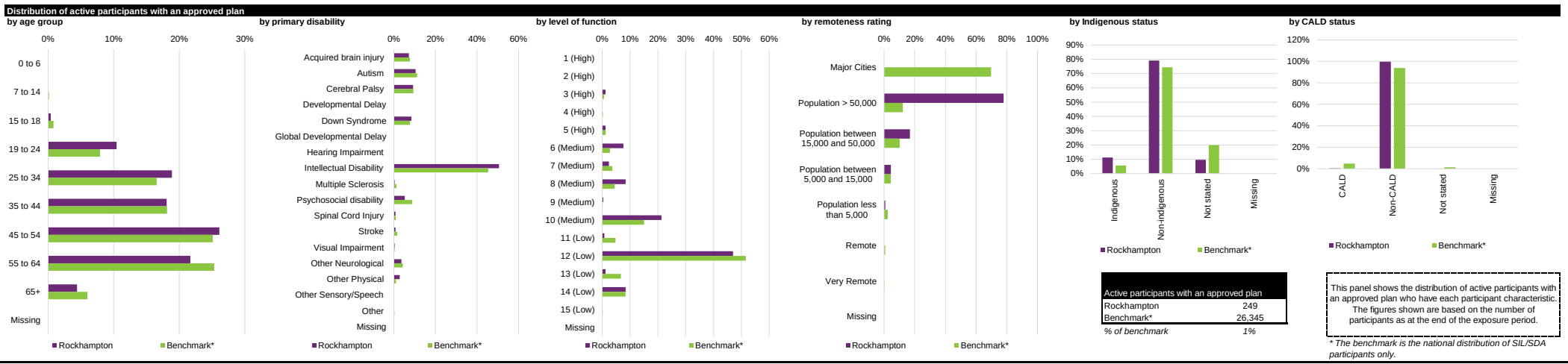
Participant Category Detailed Dashboard as at 30 June 2021 (exposure period: 1 October 2020 to 31 March 2021)

Service District: Rockhampton (phase-in date: 1 January 2018) | Support Category: All | SIL/SDA Participants

Participant profile

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

Distribution of active participants with an approved plan



Active participants with an approved plan	
Rockhampton	249
Benchmark*	26,345
% of benchmark	*1%*

This panel shows the distribution of active participants with an approved plan who have each participant characteristic. The figures shown are based on the number of participants as at the end of the exposure period.

** The benchmark is the national distribution of SIL/SDA participants only.*

Service provider indicators

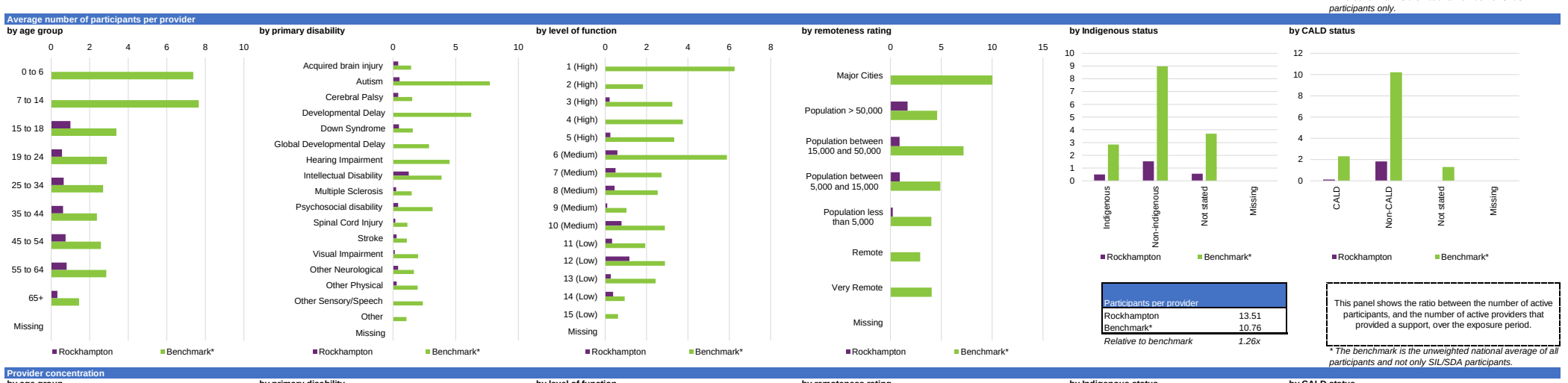
Number of active providers that provided supports in a category

Active providers	
Rockhampton	137
Benchmark*	5,191
% of benchmark	*3%*

This panel shows the number of providers that received payments for supports provided to participants with each participant characteristic, over the exposure period.

** The benchmark is the national number for SIL/SDA participants only.*

Average number of participants per provider

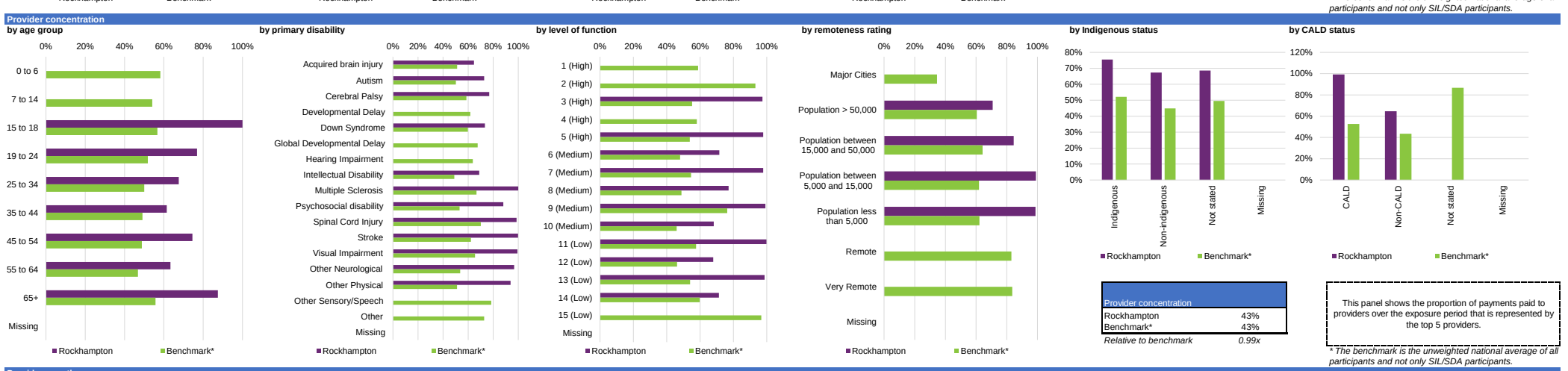


Participants per provider	
Rockhampton	13.51
Benchmark*	10.76
Relative to benchmark	*1.26x*

This panel shows the ratio between the number of active participants, and the number of active providers that provided a support, over the exposure period.

** The benchmark is the unweighted national average of all participants and not only SIL/SDA participants.*

Provider concentration

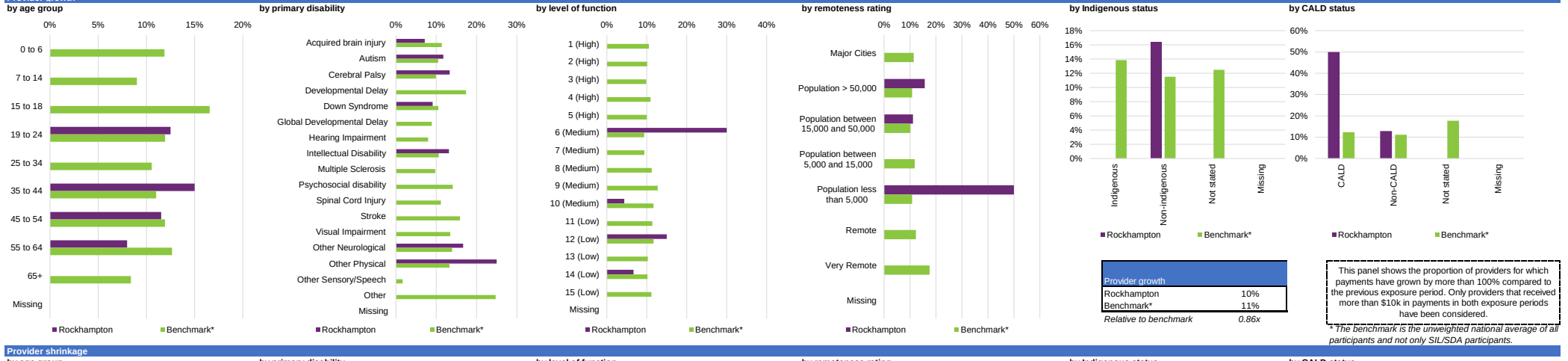


Provider concentration	
Rockhampton	43%
Benchmark*	43%
Relative to benchmark	*0.99x*

This panel shows the proportion of payments paid to providers over the exposure period that is represented by the top 5 providers.

** The benchmark is the unweighted national average of all participants and not only SIL/SDA participants.*

Provider growth

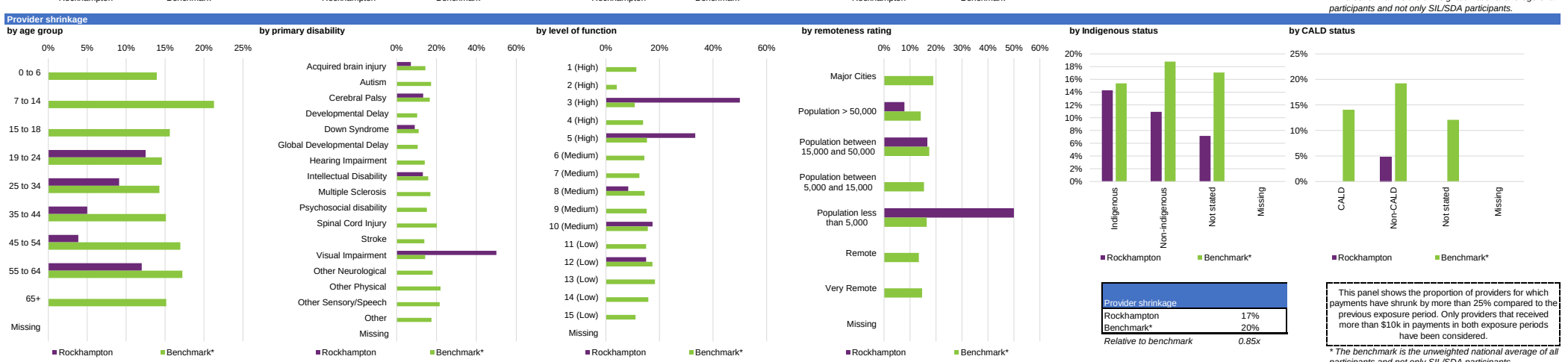


Provider growth	
Rockhampton	10%
Benchmark*	11%
Relative to benchmark	*0.86x*

This panel shows the 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.

** The benchmark is the unweighted national average of all participants and not only SIL/SDA participants.*

Provider shrinkage



Provider shrinkage	
Rockhampton	17%
Benchmark*	20%
Relative to benchmark	*0.85x*

This panel shows the 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.

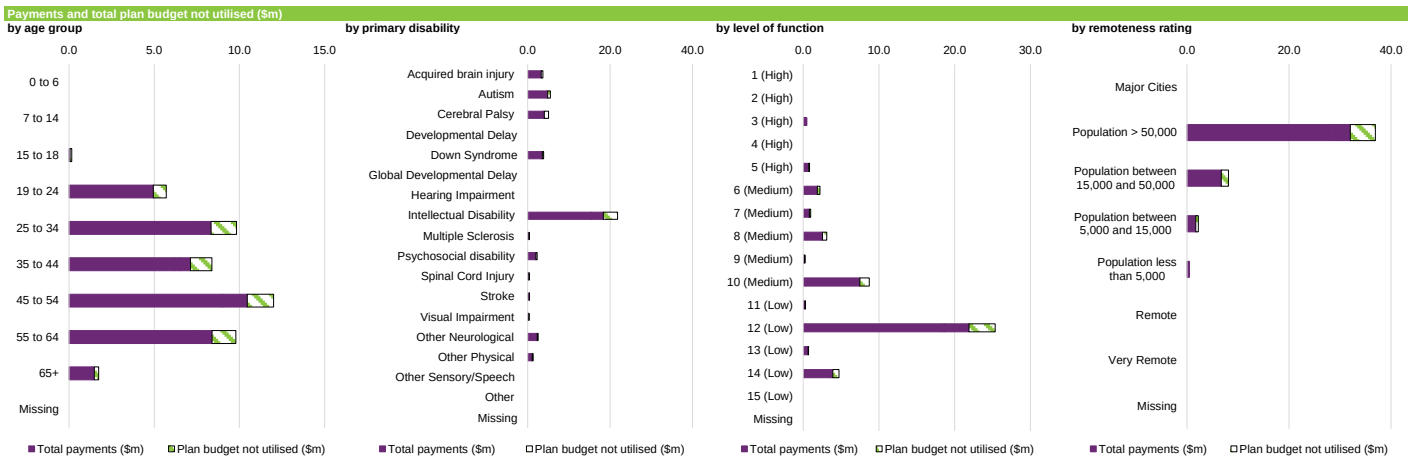
** The benchmark is the unweighted national average of all participants and not only SIL/SDA participants.*

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

Service District: Rockhampton (phase-in date: 1 January 2018) | Support Category: All | SIL/SDA Participants

Plan utilisation

Payments and total plan budget not utilised ($m)

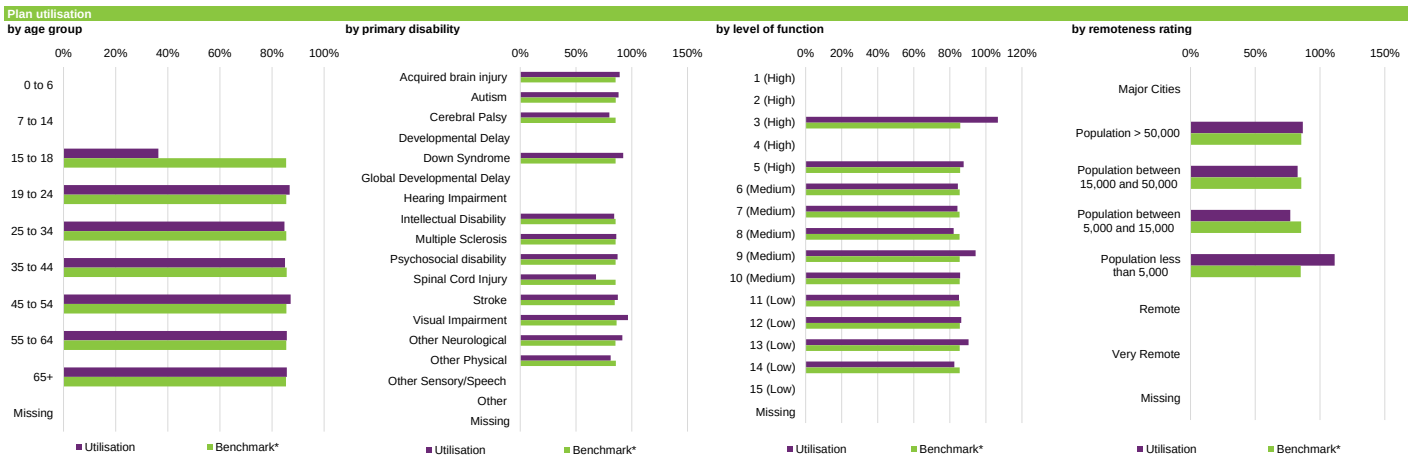


Total plan budgets	
Rockhampton	47.61
Benchmark*	4,783.58
% of benchmark	*1%*

This panel shows the total value of payments over the exposure period, which includes payments to providers, participants and off-system (in-kind and YPIRAC). Total plan budgets for the exposure period that has not been utilised is also shown.

** The benchmark is the national total of SIL/SDA participants only.*

Plan utilisation



Plan utilisation	
Rockhampton	86%
Benchmark*	86%
Relative to benchmark	*1.00x*

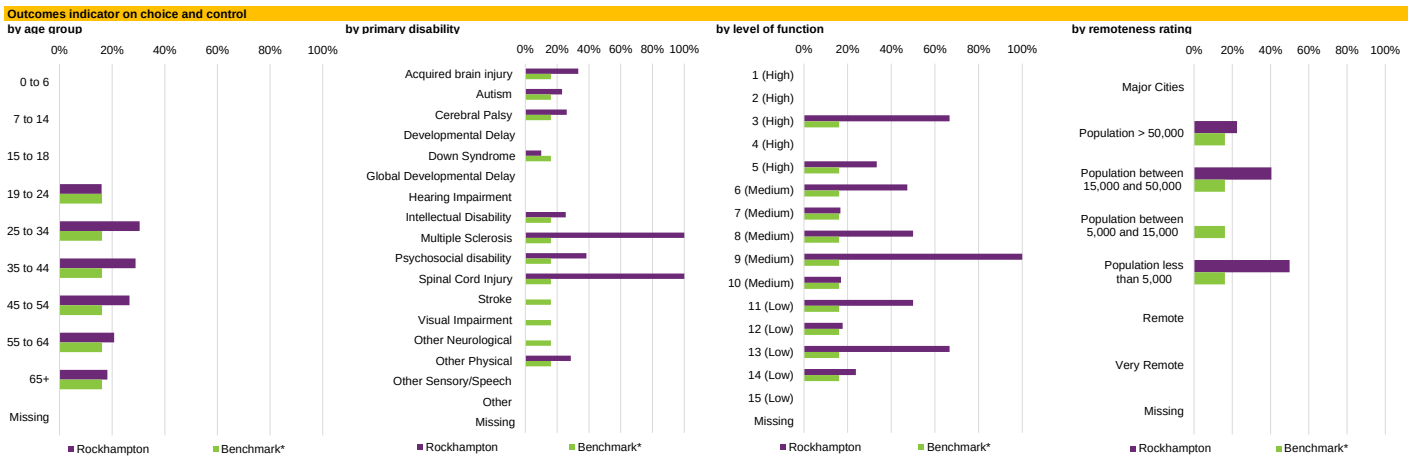
This panel shows plan utilisation over the exposure period, which includes payments to providers, participants and off-system (in-kind and YPIRAC).

** The benchmark is the national average, adjusted for the mix of SIL / SDA participants and plan number.*

Note: A utilisation rate may be above 100% due to the fungibility of core supports. This refers to the ability of participants to use their funding flexibly between different support types, albeit within certain limitations.

Outcomes framework

Outcomes indicator on choice and control

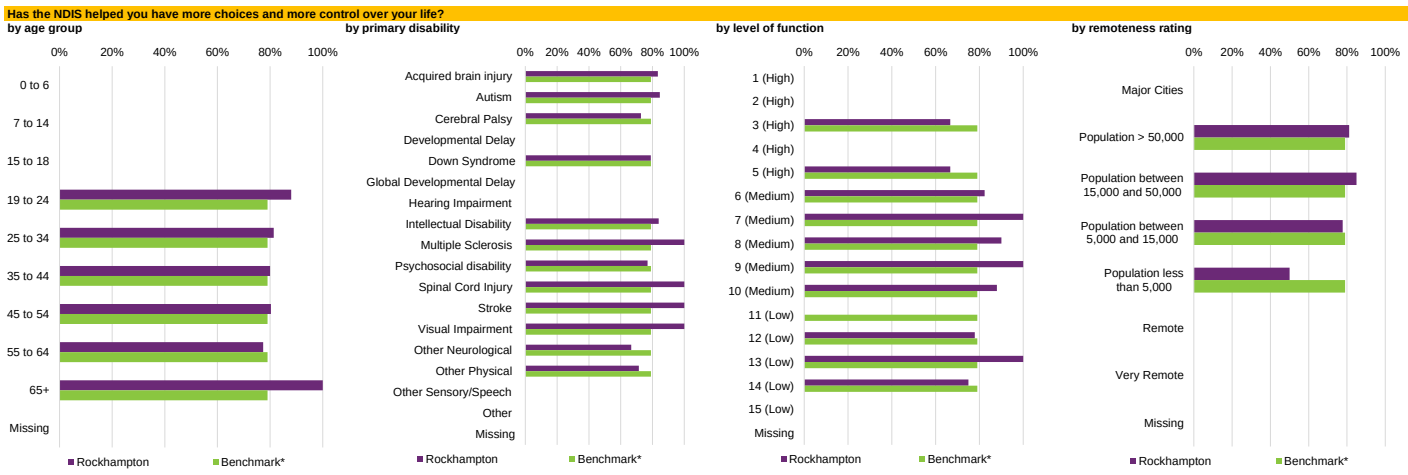


Proportion of participants who reported that they choose who supports them	
Rockhampton	25%
Benchmark*	16%
Relative to benchmark	*1.55x*

This panel shows the proportion of participants who reported in their most recent outcomes survey that they choose who supports them.

** The benchmark is the national average, adjusted for the mix of SIL / SDA participants.*

Has the NDIS helped you have more choices and more control over your life?



Proportion of participants who reported that the NDIS has helped with choice and control	
Rockhampton	81%
Benchmark*	79%
Relative to benchmark	*1.03x*

This panel shows the proportion of participants who reported in their most recent outcomes survey that the NDIS has helped with choice and control.

** The benchmark is the national average, adjusted for the mix of SIL / SDA participants.*

Support category summary

Support category	Active participants with approved plans	Active providers	Participants per provider	Provider concentration	Provider growth	Provider shrinkage	Total plan budgets ($m)	Payments ($m)	Utilisation	Outcomes indicator on choice and control	Has the NDIS helped with choice and control?
Core											
Consumables	216	45	4.8	81%	0%	0%	0.5	0.2	44%	24%	81%
Daily Activities	249	52	4.8	89%	9%	4%	34.9	33.3	95%	25%	81%
Community	244	39	6.3	85%	7%	7%	7.4	4.8	65%	25%	82%
Transport	244	18	13.6	97%	50%	25%	0.3	0.2	73%	24%	81%
Core total	**249**	**94**	**2.6**	**86%**	**15%**	**10%**	**43.2**	**38.5**	**89%**	**25%**	**81%**
Capacity Building											
Daily Activities	249	61	4.1	57%	7%	7%	1.3	0.7	52%	25%	81%
Employment	8	2	4.0	100%	0%	0%	0.1	0.1	67%	38%	100%
Relationships	80	7	11.4	100%	33%	33%	0.7	0.2	34%	18%	68%
Social and Civic	4	1	4.0	100%	0%	0%	0.0	0.0	76%	0%	33%
Support Coordination	244	21	11.6	93%	0%	0%	0.8	0.6	76%	25%	82%
Capacity Building total	**249**	**80**	**3.1**	**58%**	**15%**	**4%**	**3.0**	**1.7**	**56%**	**25%**	**81%**
Capital											
Assistive Technology	125	14	8.9	99%	0%	25%	0.8	0.2	25%	21%	83%
Home Modifications	90	5	18.0	100%	0%	0%	0.6	0.4	59%	16%	79%
Capital total	**156**	**19**	**8.2**	**96%**	**0%**	**13%**	**1.4**	**0.6**	**40%**	**22%**	**81%**
Missing	0	0	0.0	0%	0%	0%	0.0	0.0	0%	0%	0%
All support categories	**249**	**137**	**1.8**	**84%**	**13%**	**6%**	**47.6**	**40.8**	**86%**	**25%**	**81%**

Note: Only the major support categories are shown.

Note: A utilisation rate may be above 100% due to the fungibility of core supports. This refers to the ability of participants to use their funding flexibly between different support types, albeit within certain limitations.

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	
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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, 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.

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

Service District: Rockhampton (phase-in date: 1 January 2018) | Support Category: All | Non-SIL/SDA Participants

Participant profile

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

Distribution of active participants with an approved plan

Active participants with an approved plan	
Rockhampton	4,667
Benchmark*	423,653
% of benchmark	*1%*

This panel shows the distribution of active participants with an approved plan who have each participant characteristic. The figures shown are based on the number of participants as at the end of the exposure period.

** The benchmark is the national distribution of Non-SIL/SDA participants only.*

Service provider indicators

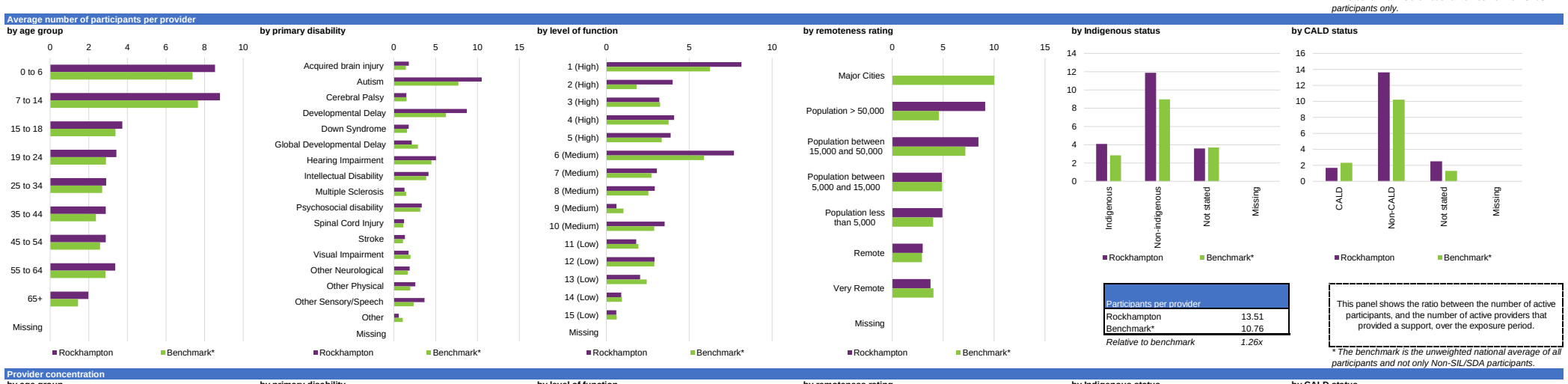
Number of active providers that provided supports in a category

Active providers	
Rockhampton	342
Benchmark*	9,491
% of benchmark	*4%*

This panel shows the number of providers that received payments for supports provided to participants with each participant characteristic, over the exposure period.

** The benchmark is the national number for Non-SIL/SDA participants only.*

Average number of participants per provider

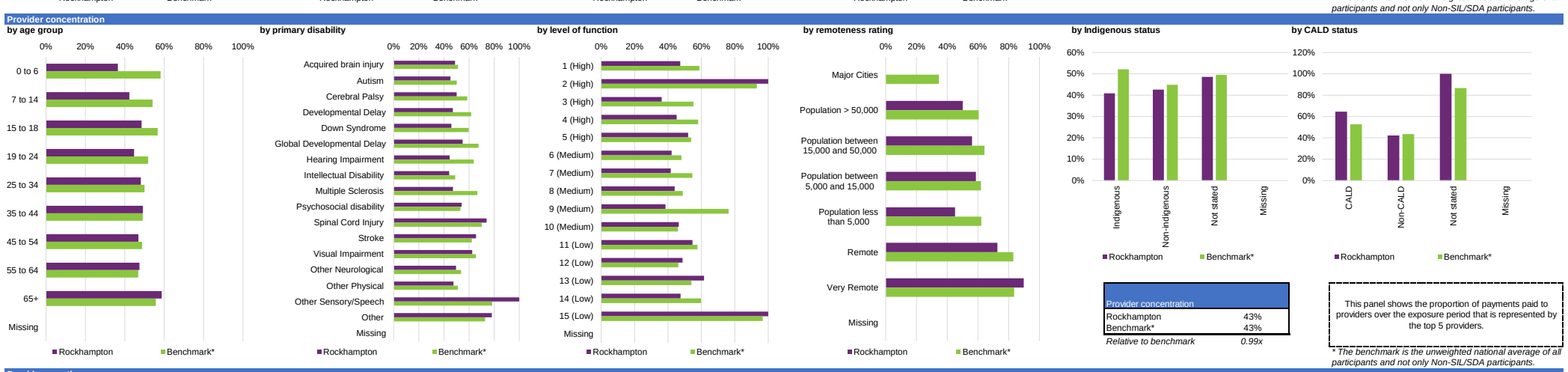


Participants per provider	
Rockhampton	13.51
Benchmark*	10.76
Relative to benchmark	*1.26x*

This panel shows the ratio between the number of active participants, and the number of active providers that provided a support, over the exposure period.

** The benchmark is the unweighted national average of all participants and not only Non-SIL/SDA participants.*

Provider concentration

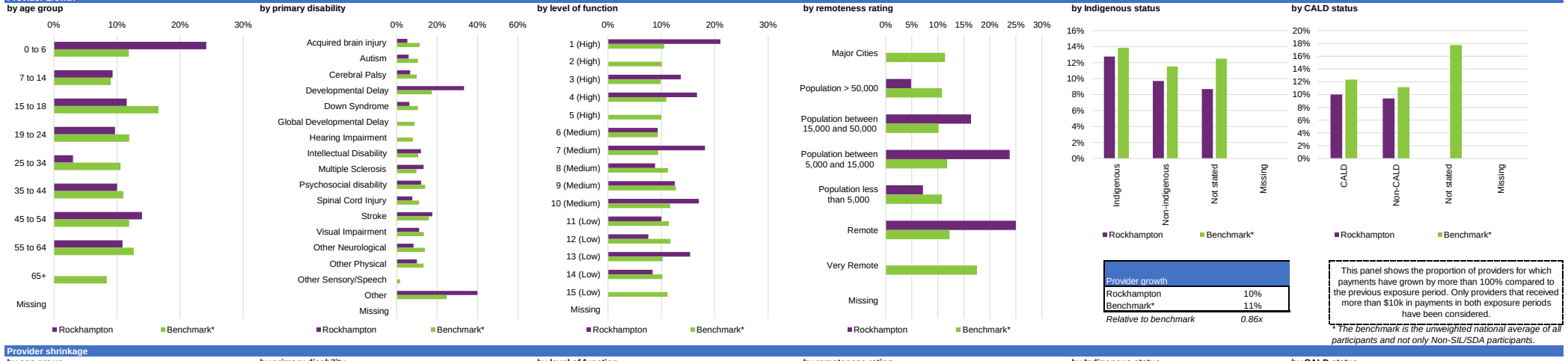


Provider concentration	
Rockhampton	43%
Benchmark*	43%
Relative to benchmark	*0.99x*

This panel shows the proportion of payments paid to providers over the exposure period that is represented by the top 5 providers.

** The benchmark is the unweighted national average of all participants and not only Non-SIL/SDA participants.*

Provider growth

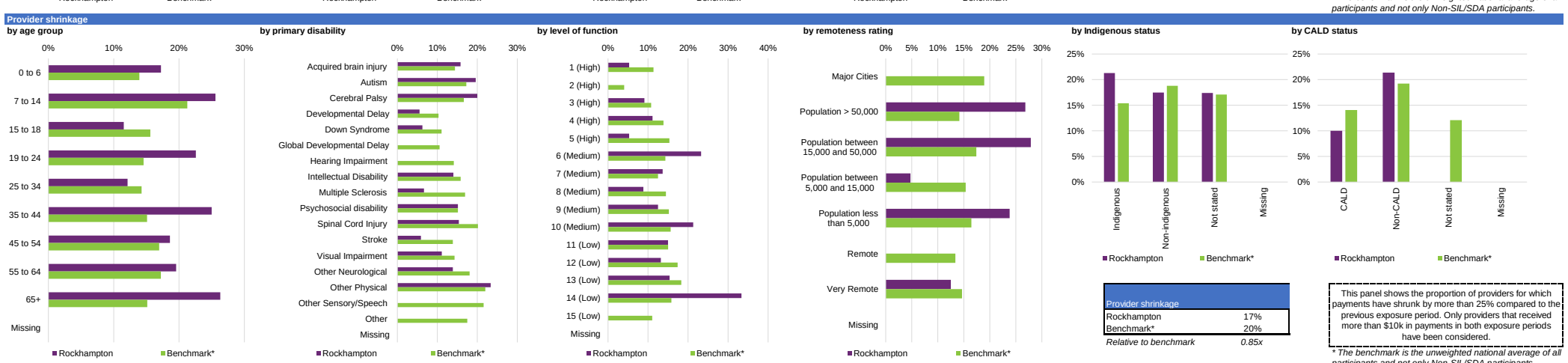


Provider growth	
Rockhampton	10%
Benchmark*	11%
Relative to benchmark	*0.86x*

This panel shows the 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.

** The benchmark is the unweighted national average of all participants and not only Non-SIL/SDA participants.*

Provider shrinkage



Provider shrinkage	
Rockhampton	17%
Benchmark*	20%
Relative to benchmark	*0.85x*

This panel shows the 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.

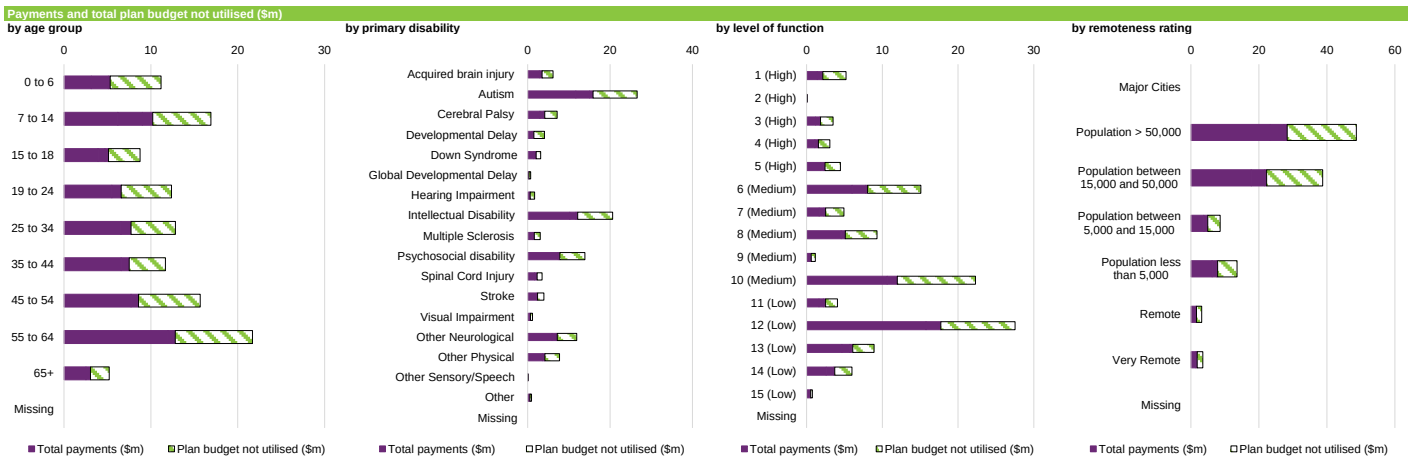
** The benchmark is the unweighted national average of all participants and not only Non-SIL/SDA participants.*

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

Service District: Rockhampton (phase-in date: 1 January 2018) | Support Category: All | Non-SIL/SDA Participants

Plan utilisation

Payments and total plan budget not utilised ($m)



Total plan budgets	
Rockhampton	116.31
Benchmark*	11,373.23
% of benchmark	*1%*

This panel shows the total value of payments over the exposure period, which includes payments to providers, participants and off-system (in-kind and YPIRAC). Total plan budgets for the exposure period that has not been utilised is also shown.

** The benchmark is the national total of Non-SIL/SDA participants only.*

Plan utilisation

Plan utilisation	
Rockhampton	58%
Benchmark*	64%
Relative to benchmark	*0.89x*

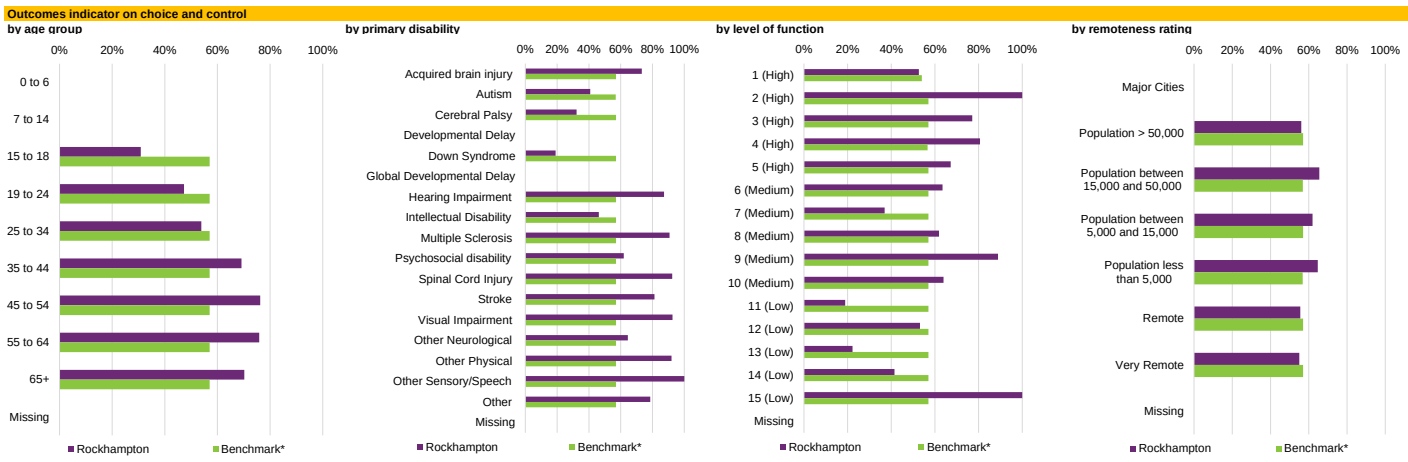
This panel shows plan utilisation over the exposure period, which includes payments to providers, participants and off-system (in-kind and YPIRAC).

** The benchmark is the national average, adjusted for the mix of SIL / SDA participants and plan number.*

Note: A utilisation rate may be above 100% due to the fungibility of core supports. This refers to the ability of participants to use their funding flexibly between different support types, albeit within certain limitations.

Outcomes framework

Outcomes indicator on choice and control

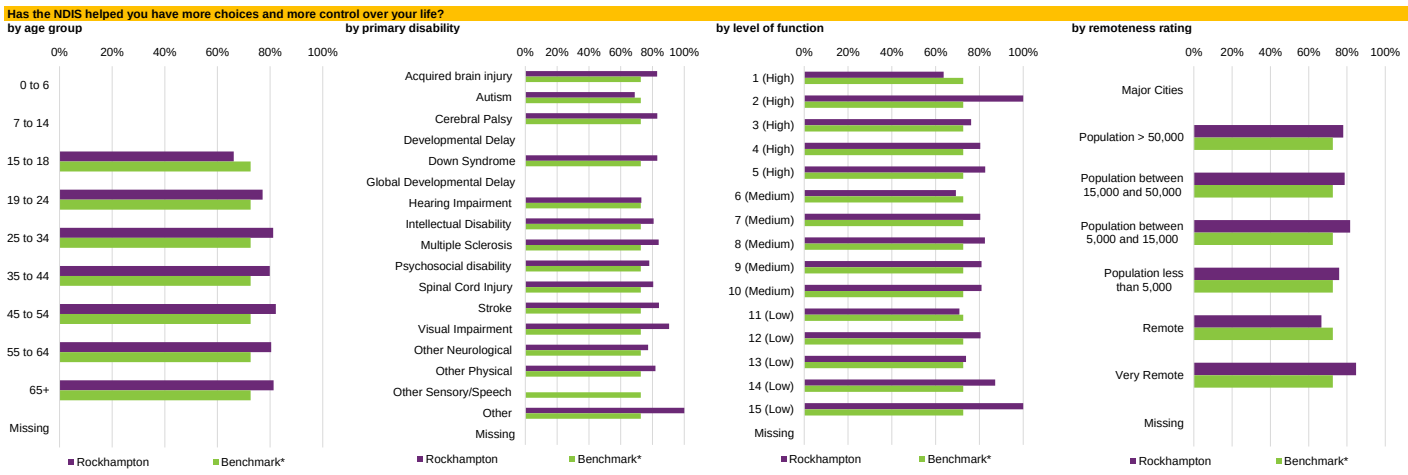


Proportion of participants who reported that they choose who supports them	
Rockhampton	61%
Benchmark*	57%
Relative to benchmark	*1.06x*

This panel shows the proportion of participants who reported in their most recent outcomes survey that they choose who supports them.

** The benchmark is the national average, adjusted for the mix of SIL / SDA participants.*

Has the NDIS helped you have more choices and more control over your life?



Proportion of participants who reported that the NDIS has helped with choice and control	
Rockhampton	78%
Benchmark*	73%
Relative to benchmark	*1.08x*

This panel shows the proportion of participants who reported in their most recent outcomes survey that the NDIS has helped with choice and control.

** The benchmark is the national average, adjusted for the mix of SIL / SDA participants.*

Support category summary

Support category	Active participants with approved plans	Active providers	Participants per provider	Provider concentration	Provider growth	Provider shrinkage	Total plan budgets ($m)	Payments ($m)	Utilisation	Outcomes indicator on choice and control	Has the NDIS helped with choice and control?
Core											
Consumables	3,719	119	31.3	66%	0%	11%	3.5	1.9	54%	61%	80%
Daily Activities	2,381	117	20.4	66%	16%	9%	46.3	26.6	57%	59%	79%
Community	2,554	80	31.9	69%	10%	13%	23.2	16.5	71%	58%	79%
Transport	1,475	37	39.9	75%	0%	0%	2.3	2.1	93%	57%	80%
Core total	**4,214**	**197**	**21.4**	**65%**	**11%**	**13%**	**75.2**	**47.0**	**63%**	**61%**	**78%**
Capacity Building											
Daily Activities	4,628	181	25.6	62%	4%	20%	26.5	12.0	45%	60%	78%
Employment	106	12	8.8	99%	0%	0%	0.8	0.4	47%	40%	82%
Relationships	106	14	7.6	97%	0%	33%	0.8	0.3	36%	24%	67%
Social and Civic	156	14	11.1	96%	0%	0%	0.4	0.1	19%	54%	85%
Support Coordination	1,476	78	18.9	79%	5%	26%	3.7	2.3	61%	59%	77%
Capacity Building total	**4,643**	**233**	**19.9**	**59%**	**3%**	**20%**	**34.4**	**16.9**	**49%**	**60%**	**79%**
Capital											
Assistive Technology	1,058	83	12.7	54%	8%	38%	5.8	2.5	43%	73%	83%
Home Modifications	202	18	11.2	87%	17%	83%	1.0	0.5	55%	75%	85%
Capital total	**1,085**	**90**	**12.1**	**48%**	**7%**	**47%**	**6.7**	**3.0**	**45%**	**73%**	**83%**
Missing	0	0	0.0	0%	0%	0%	0.0	0.0	0%	0%	0%
All support categories	**4,667**	**342**	**13.6**	**61%**	**9%**	**20%**	**116.3**	**66.9**	**58%**	**61%**	**78%**

Note: Only the major support categories are shown.
Note: A utilisation rate may be above 100% due to the fungibility of core supports. This refers to the ability of participants to use their funding flexibly between different support types, albeit within certain limitations.

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 dots 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 – '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.