

# Service District/Support Category Summary Dashboard

as at 31 December 2021 (exposure period: 1 April 2021 to 30 September 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	8,582	834	10.3	45%	6%	20%	282.8	32,949	210.1	24,478	74%	55%	78%
Far West	1 Jul 17	667	109	6.1	83%	5%	37%	24.3	36,437	14.5	21,682	60%	50%	78%
Hunter New England	1 Jul 13	25,591	1,413	18.1	26%	9%	18%	922.3	36,041	689.0	26,924	75%	60%	75%
Illawarra Shoalhaven	1 Jul 17	8,787	583	15.1	53%	11%	16%	326.9	37,203	243.8	27,745	75%	58%	74%
Mid North Coast	1 Jul 17	6,153	347	17.7	63%	10%	19%	213.0	34,621	157.7	25,637	74%	57%	79%
Murrumbidgee	1 Jul 17	6,615	457	14.5	53%	9%	26%	221.8	33,522	161.7	24,442	73%	52%	75%
Nepean Blue Mountains	1 Jul 15	8,797	1,051	8.4	35%	10%	21%	308.8	35,107	228.9	26,016	74%	55%	75%
North Sydney	1 Jul 16	10,466	1,026	10.2	53%	8%	19%	434.3	41,497	331.8	31,704	76%	47%	78%
Northern NSW	1 Jul 17	7,160	415	17.3	57%	12%	19%	258.1	36,047	196.6	27,464	76%	52%	77%
South Eastern Sydney	1 Jul 17	10,010	1,110	9.0	42%	12%	17%	378.8	37,845	286.8	28,647	76%	47%	76%
South Western Sydney	1 Jul 16	20,590	1,852	11.1	27%	10%	24%	697.4	33,872	539.3	26,191	77%	45%	67%
Southern NSW	1 Jul 16	4,242	369	11.5	57%	11%	16%	132.1	31,129	93.5	22,035	71%	59%	79%
Sydney	1 Jul 17	8,290	1,212	6.8	38%	10%	22%	302.2	36,448	219.7	26,498	73%	48%	77%
Western NSW	1 Jul 17	6,303	521	12.1	54%	12%	17%	328.8	37,880	161.5	25,626	68%	50%	69%
Western Sydney	1 Jul 16	17,434	1,719	10.1	31%	8%	19%	628.3	36,039	482.5	27,677	77%	48%	72%
<b>New South Wales average</b>		<b>9,979</b>	<b>868</b>	<b>11.9</b>	<b>48%</b>	<b>9%</b>	<b>21%</b>	<b>358.0</b>	<b>35,776</b>	<b>267.8</b>	<b>26,185</b>	<b>73%</b>	<b>52%</b>	<b>75%</b>
<b>New South Wales total</b>		<b>149,696</b>	<b>4,516</b>	<b>33.1</b>	<b>22%</b>	<b>8%</b>	<b>19%</b>	<b>5,370.2</b>	<b>35,874</b>	<b>4,017.6</b>	<b>26,838</b>	<b>75%</b>	<b>52%</b>	<b>74%</b>
<b>Victoria</b>														
Barwon	1 Jul 13	9,328	624	14.9	65%	11%	21%	311.8	33,428	221.9	23,787	71%	67%	70%
Bayside Peninsula	1 Apr 18	15,625	918	17.0	54%	16%	15%	576.5	36,895	412.1	26,377	71%	54%	74%
Brimbank Melton	1 Oct 18	8,103	757	10.7	47%	14%	19%	240.7	29,700	170.3	21,015	71%	50%	68%
Central Highlands	1 Jan 17	5,150	472	10.9	65%	10%	21%	159.8	31,021	114.5	22,234	72%	55%	72%
Goulburn	1 Jan 19	3,819	374	10.2	63%	12%	17%	104.8	27,454	67.9	17,784	65%	58%	76%
Hume Moreland	1 Mar 18	8,832	1,015	8.7	39%	11%	18%	260.9	29,543	188.9	21,385	72%	56%	72%
Inner East Melbourne	1 Nov 17	9,482	879	10.8	56%	8%	15%	381.7	40,250	277.8	29,295	73%	47%	76%
Inner Gippsland	1 Oct 17	4,923	342	14.4	68%	13%	21%	149.1	30,279	102.9	20,901	69%	62%	76%
Loddon	1 May 17	6,877	515	13.4	48%	9%	17%	194.2	28,240	135.9	19,754	70%	56%	70%
Mallee	1 Jan 19	2,142	143	15.0	80%	17%	17%	69.8	32,603	44.3	20,686	63%	55%	71%
North East Melbourne	1 Jul 16	12,458	1,140	10.9	45%	8%	18%	428.1	34,365	315.8	25,346	74%	54%	72%
Outer East Melbourne	1 Nov 17	9,379	649	14.5	60%	10%	20%	321.4	34,265	230.2	24,544	72%	51%	71%
Outer Gippsland	1 Jan 19	2,234	173	12.9	75%	15%	17%	72.2	32,311	49.0	21,912	68%	61%	77%
Ovens Murray	1 Oct 17	3,339	299	11.2	66%	14%	21%	96.6	28,925	64.7	19,370	67%	53%	74%
Southern Melbourne	1 Sep 18	11,869	837	14.2	55%	10%	18%	367.1	30,932	268.2	22,598	73%	50%	73%
Western District	1 Oct 17	3,768	232	16.2	75%	12%	12%	122.9	32,620	84.6	22,463	69%	53%	76%
Western Melbourne	1 Oct 18	11,750	971	12.1	44%	13%	21%	355.3	30,241	245.9	20,931	69%	52%	69%
<b>Victoria average</b>		<b>7,593</b>	<b>608</b>	<b>12.8</b>	<b>59%</b>	<b>12%</b>	<b>18%</b>	<b>247.8</b>	<b>31,945</b>	<b>176.2</b>	<b>22,375</b>	<b>70%</b>	<b>55%</b>	<b>73%</b>
<b>Victoria total</b>		<b>129,083</b>	<b>2,933</b>	<b>44.0</b>	<b>39%</b>	<b>10%</b>	<b>18%</b>	<b>4,213.3</b>	<b>32,640</b>	<b>2,995.1</b>	<b>23,203</b>	<b>71%</b>	<b>54%</b>	<b>73%</b>
<b>Queensland</b>														
Beenleigh	1 Jul 18	9,973	960	10.4	39%	12%	18%	359.1	36,007	285.8	28,653	80%	51%	83%
Brisbane	1 Jul 18	18,209	1,327	13.7	37%	9%	19%	702.7	38,591	554.4	30,445	79%	54%	81%
Bundaberg	1 Oct 17	2,845	254	11.2	80%	14%	18%	97.6	34,292	75.6	26,590	78%	56%	81%
Caboolture/Strathpine	1 Jan 19	10,333	914	11.3	42%	13%	18%	378.9	36,668	289.6	28,026	76%	52%	76%
Cairns	1 Jul 18	4,786	347	13.8	56%	12%	23%	201.8	42,173	149.6	31,250	74%	54%	77%
Ipswich	1 Jul 17	7,882	1,016	7.8	32%	10%	16%	268.3	34,037	210.3	26,678	78%	56%	75%
Mackay	1 Nov 16	3,195	251	12.7	59%	6%	21%	103.3	32,330	77.8	24,336	75%	59%	80%
Maroochydore	1 Jan 19	8,497	627	13.6	47%	12%	15%	322.8	37,993	245.8	28,927	76%	54%	86%
Maryborough	1 Jul 18	4,058	342	11.9	72%	9%	14%	151.5	37,328	115.8	28,528	76%	54%	80%
Robina	1 Jul 18	9,978	770	13.0	40%	16%	15%	347.2	34,794	278.7	27,933	80%	53%	79%
Rockhampton	1 Jan 18	5,438	357	15.2	63%	10%	16%	172.5	31,716	122.3	22,498	71%	58%	79%
Toowoomba	1 Jan 17	6,287	591	10.6	40%	8%	17%	241.9	38,469	181.8	28,912	75%	60%	81%
Townsville	1 Apr 16	5,971	477	12.5	51%	9%	19%	218.3	36,559	163.2	27,338	75%	58%	78%
<b>Queensland average</b>		<b>7,496</b>	<b>633</b>	<b>12.1</b>	<b>51%</b>	<b>11%</b>	<b>18%</b>	<b>274.3</b>	<b>36,227</b>	<b>211.6</b>	<b>27,701</b>	<b>76%</b>	<b>55%</b>	<b>80%</b>
<b>Queensland total</b>		<b>97,452</b>	<b>2,930</b>	<b>33.3</b>	<b>29%</b>	<b>10%</b>	<b>17%</b>	<b>3,565.7</b>	<b>36,590</b>	<b>2,750.6</b>	<b>28,225</b>	<b>77%</b>	<b>55%</b>	<b>80%</b>
<b>South Australia*</b>														
Adelaide Hills	1 Jul 13	1,596	190	8.4	69%	4%	19%	49.6	31,051	37.1	23,223	75%	57%	66%
Barossa, Light and Lower North	1 Jul 13	1,992	243	8.2	59%	12%	21%	49.9	25,074	36.3	18,244	73%	60%	72%
Eastern Adelaide	1 Jul 13	3,662	414	8.8	53%	6%	19%	146.5	40,015	111.2	30,364	76%	59%	74%
Eyre and Western	1 Jul 13	1,315	104	12.6	85%	3%	19%	45.1	34,314	26.6	20,240	59%	63%	66%
Far North (SA)	1 Jul 13	521	75	6.9	87%	17%	22%	21.3	40,799	11.8	22,663	56%	48%	55%
Fleurieu and Kangaroo Island	1 Jul 13	1,176	163	7.2	78%	7%	19%	41.4	35,175	30.4	25,843	73%	64%	77%
Limestone Coast	1 Jul 13	1,396	124	11.3	86%	6%	33%	46.0	32,952	32.5	23,283	71%	62%	66%
Murray and Mallee	1 Jul 13	1,789	185	9.7	67%	4%	16%	56.4	31,527	38.5	21,542	68%	61%	75%
Northern Adelaide	1 Jul 13	14,303	647	22.1	48%	11%	19%	477.7	33,400	369.6	25,844	77%	56%	70%
Southern Adelaide	1 Jul 13	9,267	513	18.1	63%	15%	20%	347.7	37,516	262.4	28,312	75%	55%	70%
Western Adelaide	1 Jul 13	3,753	404	9.3	56%	13%	15%	136.5	36,371	101.6	27,073	74%	59%	72%
Yorke and Mid North	1 Jul 13	1,700	180	9.4	67%	7%	24%	48.6	28,568	32.8	19,270	67%	61%	71%
<b>South Australia average</b>		<b>3,539</b>	<b>270</b>	<b>11.0</b>	<b>68%</b>	<b>9%</b>	<b>20%</b>	<b>122.2</b>	<b>33,897</b>	<b>90.9</b>	<b>23,825</b>	<b>70%</b>	<b>59%</b>	<b>70%</b>
<b>South Australia total</b>		<b>42,470</b>	<b>1,010</b>	<b>42.0</b>	<b>47%</b>	<b>11%</b>	<b>21%</b>	<b>1,466.6</b>	<b>34,534</b>	<b>1,090.8</b>	<b>25,685</b>	<b>74%</b>	<b>58%</b>	<b>71%</b>
<b>Tasmania*</b>														
TAS North	1 Jul 13	3,176	246	12.9	68%	8%	23%	125.2	39,414	93.5	29,455	75%	57%	70%
TAS North West	1 Jul 13	2,569	274	9.4	68%	15%	20%	104.4	40,653	79.8	31,069	76%	57%	78%
TAS South East	1 Jul 13	2,421	273	8.9	60%	8%	18%	85.3	35,222	66.0	27,280	77%	50%	68%
TAS South West	1 Jul 13	2,913	295	9.9	54%	8%	20%	129.4	44,436	102.6	35,228	79%	59%	74%
<b>Tasmania average</b>		<b>2,770</b>	<b>272</b>	<b>10.3</b>	<b>63%</b>	<b>10%</b>	<b>21%</b>	<b>111.1</b>	<b>39,931</b>	<b>85.5</b>	<b>30,758</b>	<b>77%</b>	<b>56%</b>	<b>72%</b>
<b>Tasmania total</b>		<b>11,079</b>	<b>586</b>	<b>18.9</b>	<b>43%</b>	<b>9%</b>	<b>20%</b>	<b>444.3</b>	<b>40,106</b>	<b>342.0</b>	<b>30,872</b>	<b>77%</b>	<b>56%</b>	<b>73%</b>
<b>Australian Capital Territory</b>														
ACT	1 Jul 14	8,826	485	18.2	53%	9%	19%	285.1	32,303	212.7	24,102	75%	65%	77%
<b>ACT average</b>		<b>8,826</b>	<b>485</b>	<b>18.2</b>	<b>53%</b>	<b>9%</b>	<b>19%</b>	<b>285.1</b>	<b>32,303</b>	<b>212.7</b>	<b>24,102</b>	<b>75%</b>	<b>65%</b>	<b>77%</b>
<b>ACT total</b>		<b>8,826</b>	<b>485</b>	<b>18.2</b>	<b>53%</b>	<b>9%</b>	<b>19%</b>	<b>285.1</b>	<b>32,303</b>	<b>212.7</b>	<b>24,102</b>	<b>75%</b>	<b>65%</b>	<b>77%</b>
<b>Northern Territory</b>														
Barkly	1 Jul 14	158	52	3.0	83%	14%	24%	7.0	44,030	4.6	29,255	66%	67%	68%
Central Australia	1 Jul 17	705	129	5.5	80%	10%	19%	68.1	96,531	52.1	73,933	77%	41%	68%
Darwin Remote	1 Jul 17	402	73	5.5	78%	21%	32%	15.7	38,990	8.3	20,554	53%	40%	37%
Darwin Urban	1 Jan 17	2,564	255	10.1	56%	8%	21%	136.5	53,243	103.7	40,460	76%	46%	76%
East Arnhem	1 Jan 17	202	41	4.9	90%	0%	44%	10.6	52,413	4.0	20,013	38%	47%	47%
Katherine	1 Jul 17	199	82	2.4	78%	11%	17%	16.9	85,100	12.6	63,147	74%	30%	82%
<b>Northern Territory average</b>		<b>705</b>	<b>105</b>	<b>5.2</b>	<b>78%</b>	<b>11%</b>	<b>26%</b>	<b>42.5</b>	<b>61,718</b>	<b>30.9</b>	<b>41,227</b>			

# Service District/Support Category Summary Dashboard



as at 31 December 2021 (exposure period: 1 April 2021 to 30 September 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	354,409	1,995	177.6	34%	7%	14%	369.1	1,041	244.0	689	66%	54%	76%
Daily Activities	264,092	5,160	51.2	21%	10%	17%	8,059.0	30,516	6,861.1	25,980	85%	52%	77%
Community	292,761	3,165	92.5	22%	10%	16%	3,545.4	12,110	2,299.7	7,855	65%	50%	76%
Transport	198,258	1,087	182.4	27%	3%	17%	357.8	1,805	359.4	1,813	100%	49%	77%
<b>Core total</b>	<b>435,131</b>	<b>6,391</b>	<b>68.1</b>	<b>20%</b>	<b>10%</b>	<b>16%</b>	<b>12,331.3</b>	<b>28,339</b>	<b>9,764.2</b>	<b>22,440</b>	<b>79%</b>	<b>54%</b>	<b>75%</b>
<b>Capacity Building</b>													
Choice and Control	258,842	1,130	229.1	40%	5%	5%	186.8	722	184.4	713	99%	54%	75%
Daily Activities	473,214	5,839	81.0	31%	6%	19%	2,756.5	5,825	1,662.9	3,514	60%	53%	75%
Employment	22,189	759	29.2	25%	4%	46%	147.8	6,659	76.6	3,454	52%	41%	72%
Health and Wellbeing	28,027	1,007	27.8	32%	3%	16%	44.3	1,579	20.5	731	46%	53%	80%
Home Living	2,282	135	16.9	48%	25%	13%	2.4	1,070	0.5	220	21%	60%	67%
Lifelong Learning	138	16	8.6	90%	0%	0%	0.3	1,886	0.1	579	31%	36%	71%
Relationships	51,146	1,151	44.4	24%	14%	9%	272.1	5,319	142.1	2,778	52%	17%	73%
Social and Civic	56,631	1,394	40.6	25%	7%	25%	157.5	2,780	59.0	1,042	37%	48%	70%
Support Coordination	208,634	2,744	76.0	12%	11%	9%	489.0	2,344	369.7	1,772	76%	48%	74%
<b>Capacity Building total</b>	<b>478,860</b>	<b>7,202</b>	<b>66.5</b>	<b>25%</b>	<b>7%</b>	<b>18%</b>	<b>4,056.5</b>	<b>8,471</b>	<b>2,515.8</b>	<b>5,254</b>	<b>62%</b>	<b>53%</b>	<b>75%</b>
<b>Capital</b>													
Assistive Technology	98,564	1,805	54.6	29%	11%	32%	495.1	5,023	256.7	2,605	52%	62%	79%
Home Modifications	30,994	865	35.8	27%	18%	23%	179.1	5,777	118.5	3,823	66%	41%	80%
<b>Capital total</b>	<b>109,628</b>	<b>2,181</b>	<b>50.3</b>	<b>22%</b>	<b>14%</b>	<b>30%</b>	<b>674.2</b>	<b>6,150</b>	<b>375.2</b>	<b>3,423</b>	<b>56%</b>	<b>58%</b>	<b>79%</b>
Missing	1,373	0	0.0	0%	0%	0%	2.7	1,965	2.7	1,965	100%	66%	38%
<b>All support categories</b>	<b>484,700</b>	<b>10,043</b>	<b>48.3</b>	<b>20%</b>	<b>9%</b>	<b>18%</b>	<b>17,064.7</b>	<b>35,207</b>	<b>12,658.0</b>	<b>26,115</b>	<b>74%</b>	<b>54%</b>	<b>75%</b>

Note: A utilisation rate may be above 100% for the six month exposure period considered, due to the uneven distribution of payments over the duration of a plan. In addition, the utilisation rate for core supports may be above 100% due to fungibility which refers to the ability of participants to use their funding flexibly between different support types, albeit within certain limitation.

## 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 percentile of service districts / support categories when ranked by performance against benchmark for the given metric. In other words, performing relatively well under the given metric.
- The red squares indicate the bottom 10 percentile of service districts / support categories when ranked by performance against benchmark for the given metric. In other words, performing relatively poorly under the given metric.

Note: A higher score is considered to be 'good' performance under some metrics. For example, a high utilisation rate is a sign of a functioning market where participants have access to the supports they need. For other metrics, a lower score is considered to be 'good' performance. For example, a low provider concentration is a sign of a competitive market.