

Service District/Support Category Summary Dashboard

as at 31 December 2021 (exposure period: 1 April 2021 to 30 September 2021)



Participants not receiving SIL/SDA

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	8,042	772	10.4	52%	9%	19%	187.3	23,289	125.9	15,658	67%	60%	78%
Far West	1 Jul 17	648	106	6.1	80%	5%	38%	20.1	31,012	10.9	16,827	54%	52%	77%
Hunter New England	1 Jul 13	23,868	1,341	17.8	32%	9%	19%	596.9	25,010	403.9	16,922	68%	64%	74%
Illawarra Shoalhaven	1 Jul 17	8,243	536	15.4	52%	12%	19%	234.3	28,423	161.5	19,594	69%	63%	73%
Mid North Coast	1 Jul 17	5,915	326	18.1	73%	12%	22%	168.4	28,474	118.9	20,104	71%	61%	79%
Murrumbidgee	1 Jul 17	6,239	422	14.8	55%	9%	24%	157.7	25,272	105.2	16,868	67%	56%	75%
Nepean Blue Mountains	1 Jul 15	8,160	942	8.7	42%	11%	22%	195.9	24,005	130.1	15,940	66%	61%	74%
North Sydney	1 Jul 16	9,516	886	10.7	48%	7%	20%	269.1	28,282	184.0	19,336	68%	54%	76%
Northern NSW	1 Jul 17	6,826	392	17.4	60%	10%	20%	198.7	29,104	143.8	21,061	72%	55%	77%
South Eastern Sydney	1 Jul 17	9,335	995	9.4	47%	11%	21%	260.5	27,906	184.7	19,789	71%	51%	75%
South Western Sydney	1 Jul 16	19,533	1,759	11.1	28%	9%	25%	505.8	25,895	368.1	18,844	73%	48%	66%
Southern NSW	1 Jul 16	4,028	331	12.2	61%	12%	18%	99.5	24,691	64.6	16,032	65%	62%	78%
Sydney	1 Jul 17	7,829	1,120	7.0	44%	12%	22%	227.9	29,110	158.1	20,196	69%	51%	76%
Western NSW	1 Jul 17	5,786	470	12.3	53%	12%	18%	153.9	26,592	88.8	15,356	58%	55%	67%
Western Sydney	1 Jul 16	16,282	1,592	10.2	31%	8%	19%	417.5	25,639	296.2	18,190	71%	52%	70%
New South Wales average		9,350	799	12.1	50%	10%	22%	246.2	26,847	169.6	18,048	67%	56%	74%
New South Wales total		140,259	4,326	32.4	27%	8%	21%	3,693.8	26,335	2,545.0	18,145	69%	56%	73%
Victoria														
Barwon	1 Jul 13	8,896	567	15.7	66%	12%	22%	226.2	25,425	152.7	17,170	68%	67%	70%
Bayside Peninsula	1 Apr 18	14,760	841	17.6	66%	13%	15%	439.8	29,795	298.5	20,224	68%	58%	74%
Brimbank Melton	1 Oct 18	7,887	709	11.1	53%	14%	20%	194.6	24,668	133.9	16,972	69%	52%	67%
Central Highlands	1 Jan 17	4,833	436	11.1	65%	9%	21%	107.3	22,195	69.3	14,347	65%	60%	71%
Goulburn	1 Jan 19	3,712	359	10.3	66%	12%	16%	87.9	23,677	54.1	14,585	62%	60%	75%
Hume Moreland	1 Mar 18	8,575	955	9.0	43%	11%	18%	216.5	25,250	151.3	17,645	70%	59%	71%
Inner East Melbourne	1 Nov 17	8,671	781	11.1	62%	9%	17%	248.6	28,674	167.0	19,256	67%	53%	76%
Inner Gippsland	1 Oct 17	4,777	314	15.2	71%	14%	18%	123.1	25,779	80.4	16,824	65%	64%	76%
Loddon	1 May 17	6,593	481	13.7	52%	9%	20%	144.4	21,895	92.4	14,010	64%	60%	69%
Mallee	1 Jan 19	2,048	131	15.6	83%	13%	23%	54.1	26,413	30.6	14,932	57%	58%	70%
North East Melbourne	1 Jul 16	11,686	1,060	11.0	44%	8%	19%	290.0	24,818	197.1	16,868	68%	58%	71%
Outer East Melbourne	1 Nov 17	8,896	581	15.3	70%	9%	21%	236.7	26,603	162.0	18,206	68%	55%	70%
Outer Gippsland	1 Jan 19	2,162	164	13.2	78%	13%	15%	61.8	28,581	40.0	18,498	65%	63%	76%
Ovens Murray	1 Oct 17	3,187	280	11.4	67%	13%	24%	71.9	22,576	45.1	14,149	63%	56%	73%
Southern Melbourne	1 Sep 18	11,527	799	14.4	63%	8%	18%	300.5	26,065	211.6	18,353	70%	52%	72%
Western District	1 Oct 17	3,481	208	16.7	81%	12%	11%	79.1	22,710	48.7	13,997	62%	58%	75%
Western Melbourne	1 Oct 18	11,432	911	12.5	49%	11%	20%	291.5	25,501	193.1	16,890	66%	53%	68%
Victoria average		7,243	563	13.2	63%	11%	19%	186.7	25,331	125.2	16,643	66%	58%	72%
Victoria total		123,128	2,793	44.1	48%	9%	19%	3,174.3	25,781	2,128.0	17,283	67%	57%	72%
Queensland														
Beenleigh	1 Jul 18	9,461	865	10.9	47%	10%	19%	257.8	27,248	190.7	20,159	74%	55%	82%
Brisbane	1 Jul 18	17,168	1,207	14.2	42%	9%	20%	524.5	30,551	377.8	22,007	72%	57%	81%
Bundaberg	1 Oct 17	2,693	233	11.6	76%	15%	12%	70.1	26,018	50.7	18,813	72%	60%	79%
Caboolture/Strathpine	1 Jan 19	9,834	812	12.1	49%	13%	17%	282.9	28,767	204.5	20,792	72%	56%	76%
Cairns	1 Jul 18	4,497	309	14.6	64%	11%	24%	142.7	31,737	97.6	21,706	68%	57%	77%
Ipswich	1 Jul 17	7,456	926	8.1	43%	9%	17%	189.5	25,417	131.3	17,606	69%	60%	74%
Mackay	1 Nov 16	3,066	241	12.7	68%	8%	23%	78.3	25,524	55.2	18,009	71%	63%	79%
Maroochydore	1 Jan 19	8,080	576	14.0	57%	14%	16%	247.8	30,668	179.1	22,166	72%	57%	85%
Maryborough	1 Jul 18	3,845	302	12.7	76%	8%	14%	113.8	29,592	79.7	20,719	70%	58%	80%
Robina	1 Jul 18	9,436	657	14.4	48%	15%	16%	250.6	26,554	189.6	20,091	76%	56%	78%
Rockhampton	1 Jan 18	5,183	331	15.7	63%	9%	21%	125.9	24,290	79.4	15,324	63%	61%	79%
Toowoomba	1 Jan 17	5,835	546	10.7	49%	10%	21%	163.0	27,937	110.1	18,872	68%	65%	81%
Townsville	1 Apr 16	5,631	451	12.5	55%	7%	24%	153.3	27,222	103.6	18,390	68%	62%	77%
Queensland average		7,091	574	12.6	57%	11%	19%	200.0	27,809	142.2	19,589	70%	59%	79%
Queensland total		92,185	2,759	33.4	36%	9%	19%	2,600.1	28,205	1,849.2	20,060	71%	58%	79%
South Australia*														
Adelaide Hills	1 Jul 13	1,529	169	9.0	72%	5%	22%	34.8	22,732	24.1	15,734	69%	61%	65%
Borossa, Light and Lower North	1 Jul 13	1,949	229	8.5	65%	8%	24%	40.6	20,852	28.4	14,547	70%	63%	72%
Eastern Adelaide	1 Jul 13	3,397	352	9.7	66%	5%	19%	90.8	26,737	64.4	18,951	71%	66%	76%
Eyre and Western	1 Jul 13	1,277	98	13.0	87%	3%	22%	36.0	28,192	19.6	15,367	55%	66%	66%
Far North (SA)	1 Jul 13	496	70	7.1	86%	14%	14%	15.6	31,514	7.2	14,522	46%	52%	52%
Fleurieu and Kangaroo Island	1 Jul 13	1,122	146	7.7	78%	9%	26%	30.9	27,550	21.0	18,689	68%	68%	76%
Limestone Coast	1 Jul 13	1,316	113	11.6	88%	5%	30%	29.5	22,432	17.7	13,420	60%	67%	65%
Murray and Mallee	1 Jul 13	1,692	169	10.0	70%	7%	17%	38.3	22,649	22.7	13,414	59%	67%	75%
Northern Adelaide	1 Jul 13	13,470	609	22.1	61%	9%	23%	298.2	22,142	210.8	15,651	71%	62%	71%
Southern Adelaide	1 Jul 13	8,503	457	18.6	70%	10%	20%	212.8	25,031	145.9	17,161	69%	63%	70%
Western Adelaide	1 Jul 13	3,552	364	9.8	64%	12%	16%	94.5	26,591	66.8	18,793	71%	62%	73%
Yorke and Mid North	1 Jul 13	1,639	165	9.9	74%	10%	27%	38.2	23,295	24.0	14,659	63%	65%	72%
South Australia average		3,329	245	11.4	74%	9%	22%	80.0	24,976	54.4	15,909	64%	64%	69%
South Australia total		39,942	958	41.7	57%	10%	24%	960.3	24,043	652.5	16,335	68%	63%	71%
Tasmania*														
TAS North	1 Jul 13	2,964	214	13.9	74%	8%	30%	83.3	28,109	56.1	18,921	67%	62%	68%
TAS North West	1 Jul 13	2,352	251	9.4	61%	16%	23%	61.0	25,933	42.2	17,925	69%	62%	76%
TAS South East	1 Jul 13	2,266	258	8.8	58%	11%	19%	54.7	24,143	38.7	17,082	71%	53%	67%
TAS South West	1 Jul 13	2,581	275	9.4	57%	7%	18%	70.0	27,135	49.6	19,228	71%	66%	73%
Tasmania average		2,541	250	10.3	63%	11%	23%	67.3	26,330	46.6	18,289	70%	61%	71%
Tasmania total		10,163	536	19.0	55%	9%	22%	269.1	26,474	186.6	18,358	69%	61%	71%
Australian Capital Territory														
ACT	1 Jul 14	8,355	438	19.1	69%	10%	21%	199.7	23,901	138.6	16,586	69%	67%	77%
ACT average		8,355	438	19.1	69%	10%	21%	199.7	23,901	138.6	16,586	69%	67%	77%
ACT total		8,355	438	19.1	69%	10%	21%	199.7	23,901	138.6	16,586	69%	67%	77%
Northern Territory														
Barkly	1 Jul 14	147												

Service District/Support Category Summary Dashboard



as at 31 December 2021 (exposure period: 1 April 2021 to 30 September 2021)

Participants not receiving SIL/SDA

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	331,405	1,905	174.0	35%	7%	14%	323.6	977	213.1	643	66%	59%	76%
Daily Activities	236,888	4,755	49.8	34%	11%	23%	4,530.7	19,126	3,471.1	14,653	77%	57%	76%
Community	266,344	3,041	87.6	24%	10%	17%	2,764.5	10,379	1,766.4	6,632	64%	54%	75%
Transport	171,593	970	176.9	31%	3%	15%	321.3	1,872	331.7	1,933	103%	54%	76%
Core total	407,801	5,983	68.2	30%	10%	20%	7,940.0	19,470	5,782.3	14,179	73%	58%	74%
Capacity Building													
Choice and Control	244,406	1,119	218.4	40%	5%	4%	175.5	718	173.1	708	99%	57%	74%
Daily Activities	446,176	5,605	79.6	31%	6%	18%	2,595.6	5,817	1,561.0	3,499	60%	57%	74%
Employment	21,036	751	28.0	25%	4%	45%	138.6	6,590	70.8	3,364	51%	43%	71%
Health and Wellbeing	24,148	922	26.2	34%	4%	14%	39.1	1,618	18.1	750	46%	61%	80%
Home Living	2,249	131	17.2	49%	25%	13%	2.4	1,066	0.5	221	21%	60%	66%
Lifelong Learning	136	15	9.1	92%	0%	0%	0.2	1,818	0.1	578	32%	36%	72%
Relationships	36,328	1,090	33.3	25%	14%	9%	173.1	4,766	83.9	2,308	48%	22%	68%
Social and Civic	55,718	1,363	40.9	26%	7%	24%	152.5	2,737	57.2	1,027	38%	48%	70%
Support Coordination	181,562	2,709	67.0	12%	11%	9%	409.6	2,256	302.5	1,666	74%	54%	73%
Capacity Building total	451,523	6,994	64.6	26%	8%	17%	3,686.7	8,165	2,267.2	5,021	61%	57%	74%
Capital													
Assistive Technology	87,198	1,714	50.9	28%	11%	33%	429.2	4,922	223.3	2,561	52%	69%	79%
Home Modifications	14,427	602	24.0	26%	20%	33%	62.5	4,331	45.5	3,157	73%	72%	81%
Capital total	89,847	1,866	48.1	25%	14%	34%	491.6	5,472	268.9	2,992	55%	69%	79%
Missing	1,372	0	0.0	0%	0%	0%	2.7	1,966	2.7	1,966	100%	66%	38%
All support categories	457,345	9,615	47.6	28%	8%	20%	12,121.1	26,503	8,321.0	18,194	69%	58%	74%

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

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 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.