Service District/Support Category Summary Dashboard

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

Participants 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	540	351	1.5	56%	7%	19%	95.5	176,804	84.1	155,828	88%	18%	82%
Far West	1 Jul 17	19	13	1.5	100%	17%	33%	4.2	221,466	3.6	187,287	85%	16%	88%
Hunter New England	1 Jul 13	1,723	651	2.6	38%	7%	19%	325.4	188,852	285.1	165,482	88%	22%	83%
Illawarra Shoalhaven	1 Jul 17	544	230	2.4	69%	6%	23%	92.6	170,235	82.3	151,262	89%	19%	80%
Mid North Coast	1 Jul 17	238	104	2.3	66%	7%	19%	44.6	187,388	38.8	163,167	87%	16%	83%
Murrumbidgee	1 Jul 17	376	148	2.5	74%	11%	22%	64.1	170,425	56.4	150,122	88%	16%	80%
Nepean Blue Mountains	1 Jul 15	637	410	1.6	47%	8%	24%	113.0	177,320	98.8	155,093	87%	20%	81%
North Sydney	1 Jul 16	950	478	2.0	68%	7%	18%	165.2	173,874	147.8	155,595	89%	10%	89%
Northern NSW	1 Jul 17	334	125	2.7	70%	10%	16%	59.4	177,930	52.9	158,319	89%	19%	81%
South Eastern Sydney	1 Jul 17	675	450	1.5	57%	11%	20%	118.3	175,296	102.0	151,159	86%	16%	79%
South Western Sydney	1 Jul 16	1,057	644	1.6	37%	10%	20%	191.6	181,286	171.2	161,961	89%	21%	78%
Southern NSW	1 Jul 16	214	126	1.7	75%	4%	13%	32.6	152,317	28.9	135,026	89%	22%	85%
Sydney	1 Jul 17	461	419	1.1	49%	7%	23%	74.3	161,063	61.6	133,525	83%	13%	80%
Western NSW	1 Jul 17	517	193	2.7	73%	11%	13%	84.9	164,213	72.7	140,570	86%	18%	79%
Western Sydney	1 Jul 16	1,152	696	1.7	46%	7%	22%	210.8	183,022	186.3	161,756	88%	15%	84%
New South Wales average		**629**	**336**	**2.0**	**62%**	**9%**	**20%**	**111.8**	**177,433**	**98.2**	**155,077**	**87%**	**18%**	**82%**
New South Wales total		**9,437**	**2,168**	**4.4**	**30%**	**7%**	**19%**	**1,676.5**	**177,647**	**1,472.6**	**156,043**	**88%**	**17%**	**82%**
Victoria														
Barwon	1 Jul 13	432	234	1.8	72%	15%	20%	85.6	198,214	69.1	160,050	81%	26%	73%
Bayside Peninsula	1 Apr 18	865	322	2.7	51%	14%	17%	136.7	158,053	113.6	131,367	83%	17%	79%
Brimbank Melton	1 Oct 18	216	199	1.1	57%	20%	15%	46.1	213,411	36.4	168,638	79%	15%	82%
Central Highlands	1 Jan 17	317	154	2.1	77%	12%	15%	52.5	165,587	45.2	142,488	86%	19%	77%
Goulburn	1 Jan 19	107	78	1.4	83%	16%	9%	17.0	158,492	13.8	128,759	81%	10%	88%
Hume Moreland	1 Mar 18	257	307	0.8	49%	17%	14%	44.4	172,794	37.6	146,172	85%	17%	78%
Inner East Melbourne	1 Nov 17	811	378	2.1	60%	8%	12%	133.0	164,019	110.8	136,627	83%	9%	77%
Inner Gippsland	1 Oct 17	146	102	1.4	81%	12%	23%	25.9	177,535	22.5	154,322	87%	12%	76%
Loddon	1 May 17	284	169	1.7	61%	16%	13%	49.8	175,522	43.5	153,110	87%	9%	78%
Mallee	1 Jan 19	94	45	2.1	89%	17%	13%	15.7	167,456	13.7	146,056	87%	12%	81%
North East Melbourne	1 Jul 16	772	453	1.7	60%	9%	13%	138.1	178,869	118.6	153,679	86%	17%	81%
Outer East Melbourne	1 Nov 17	483	231	2.1	67%	10%	18%	84.7	175,389	68.2	141,278	81%	10%	74%
Outer Gippsland	1 Jan 19	72	36	2.0	90%	25%	19%	10.4	144,317	9.0	124,445	86%	21%	89%
Ovens Murray	1 Oct 17	152	94	1.6	82%	14%	16%	24.6	162,053	19.6	128,831	79%	11%	79%
Southern Melbourne	1 Sep 18	342	235	1.5	52%	13%	19%	66.7	194,946	56.7	165,690	85%	18%	80%
Western District	1 Oct 17	287	93	3.1	82%	11%	11%	43.9	152,822	35.9	125,141	82%	18%	85%
Western Melbourne	1 Oct 18	318	263	1.2	53%	17%	21%	63.8	200,619	52.9	166,226	83%	23%	79%
Victoria average		**350**	**200**	**1.8**	**69%**	**14%**	**16%**	**61.1**	**174,124**	**51.0**	**145,464**	**84%**	**16%**	**80%**
Victoria total		**5,955**	**1,211**	**4.9**	**39%**	**11%**	**14%**	**1,039.0**	**174,472**	**867.1**	**145,612**	**83%**	**15%**	**79%**
Queensland														
Beenleigh	1 Jul 18	512	435	1.2	46%	9%	20%	101.3	197,864	95.0	185,610	94%	20%	88%
Brisbane	1 Jul 18	1,041	627	1.7	42%	8%	13%	178.2	171,184	176.6	169,604	99%	18%	79%
Bundaberg	1 Oct 17	152	91	1.7	93%	9%	18%	27.5	180,887	25.0	164,381	91%	17%	91%
Caboolture/Strathpine	1 Jan 19	499	414	1.2	44%	13%	19%	96.0	192,371	85.1	170,593	89%	17%	80%
Cairns	1 Jul 18	289	168	1.7	62%	12%	20%	59.1	204,565	52.0	179,759	88%	24%	79%
Ipswich	1 Jul 17	426	406	1.0	36%	16%	16%	78.8	184,908	79.0	185,463	100%	20%	80%
Mackay	1 Nov 16	129	87	1.5	65%	14%	24%	25.0	194,088	22.5	174,696	90%	19%	85%
Maroochydore	1 Jan 19	417	237	1.8	42%	10%	15%	75.0	179,912	66.7	159,927	89%	16%	91%
Maryborough	1 Jul 18	213	140	1.5	81%	4%	16%	37.7	176,970	36.1	169,501	96%	17%	77%
Robina	1 Jul 18	542	375	1.4	44%	13%	18%	96.6	178,242	89.1	164,460	92%	25%	85%
Rockhampton	1 Jan 18	255	138	1.8	80%	17%	10%	46.6	182,664	42.9	168,302	92%	27%	82%
Toowoomba	1 Jan 17	452	242	1.9	49%	12%	17%	78.8	174,421	71.7	158,531	91%	24%	80%
Townsville	1 Apr 16	340	212	1.6	53%	6%	13%	65.0	191,208	59.7	175,536	92%	21%	83%
Queensland average		**405**	**275**	**1.5**	**57%**	**11%**	**17%**	**74.3**	**185,330**	**69.3**	**171,259**	**92%**	**20%**	**83%**
Queensland total		**5,267**	**1,600**	**3.3**	**30%**	**12%**	**14%**	**965.7**	**183,345**	**901.4**	**171,138**	**93%**	**20%**	**83%**
South Australia*														
Adelaide Hills	1 Jul 13	67	58	1.2	85%	7%	3%	14.8	220,910	13.0	194,127	88%	16%	77%
Barossa, Light and Lower North	1 Jul 13	43	61	0.7	80%	15%	11%	9.3	216,445	8.0	185,847	86%	14%	77%
Eastern Adelaide	1 Jul 13	265	182	1.5	56%	8%	22%	55.7	210,230	46.8	176,666	84%	15%	62%
Eyre and Western	1 Jul 13	38	32	1.2	97%	0%	0%	9.1	240,033	7.0	184,011	77%	16%	69%
Far North (SA)	1 Jul 13	25	24	1.0	98%	17%	0%	5.6	225,024	4.6	184,170	82%	4%	77%
Fleurieu and Kangaroo Island	1 Jul 13	54	61	0.9	92%	0%	5%	10.5	193,610	9.4	174,477	90%	20%	80%
Limestone Coast	1 Jul 13	80	51	1.6	93%	8%	29%	16.5	205,994	14.8	185,537	90%	19%	75%
Murray and Mallee	1 Jul 13	97	63	1.5	88%	8%	4%	18.1	186,399	15.8	163,323	88%	11%	73%
Northern Adelaide	1 Jul 13	833	287	2.9	48%	16%	16%	179.5	215,461	158.8	190,663	88%	13%	69%
Southern Adelaide	1 Jul 13	764	260	2.9	65%	10%	19%	134.8	176,475	116.4	152,409	86%	12%	69%
Western Adelaide	1 Jul 13	201	159	1.3	64%	11%	14%	42.0	209,196	34.9	173,391	83%	22%	71%
Yorke and Mid North	1 Jul 13	61	50	1.2	81%	8%	16%	10.4	170,244	8.7	143,144	84%	10%	64%
South Australia average		**211**	**107**	**1.5**	**79%**	**9%**	**12%**	**42.2**	**205,835**	**36.5**	**175,647**	**85%**	**14%**	**72%**
South Australia total		**2,528**	**472**	**5.4**	**48%**	**10%**	**18%**	**506.3**	**200,285**	**438.4**	**173,404**	**87%**	**14%**	**69%**
Tasmania*														
TAS North	1 Jul 13	212	114	1.9	78%	12%	10%	41.9	197,468	37.5	176,730	89%	16%	79%
TAS North West	1 Jul 13	217	127	1.7	84%	11%	20%	43.4	200,200	37.7	173,528	87%	22%	89%
TAS South East	1 Jul 13	155	125	1.2	81%	14%	18%	30.6	197,185	27.3	176,364	89%	21%	74%
TAS South West	1 Jul 13	332	153	2.2	71%	9%	25%	59.4	178,939	53.0	159,619	89%	27%	77%
Tasmania average		**229**	**130**	**1.7**	**79%**	**12%**	**18%**	**43.8**	**193,448**	**38.9**	**171,560**	**89%**	**22%**	**80%**
Tasmania total		**916**	**313**	**2.9**	**56%**	**9%**	**17%**	**175.3**	**191,352**	**155.5**	**169,708**	**89%**	**22%**	**80%**
Australian Capital Territory														
ACT	1 Jul 14	471	195	2.4	57%	2%	14%	85.4	181,355	74.1	157,418	87%	25%	86%
ACT average		**471**	**195**	**2.4**	**57%**	**2%**	**14%**	**85.4**	**181,355**	**74.1**	**157,418**	**87%**	**25%**	**86%**
ACT total		**471**	**195**	**2.4**	**57%**	**2%**	**14%**	**85.4**	**181,355**	**74.1**	**157,418**	**87%**	**25%**	**86%**
Northern Territory														
Barkly	1 Jul 14	11	17	0.6	99%	0%	0%	2.7	248,053	2.6	239,335	96%	0%	100%
Central Australia	1 Jul 17	106	65	1.6	93%	9%	34%	36.4	343,661	32.7	308,070	90%	8%	64%
Darwin Remote	1 Jul 17	1	2	0.5	100%	0%	100%	0.1	123,822	0.0	41,132	33%	100%	100%
Darwin Urban	1 Jan 17	234	131	1.8	68%	6%	25%	60.4	258,073	51.5	220,281	85%	9%	78%
East Arnhem	1 Jan 17	3	3	1.0	100%	0%	0%	0.2	55,004	0.1	32,454	59%	50%	0%
Katherine	1 Jul 17	29	35	0.8	94%	10%	24%	8.4	289,463	7.7	264,193	91%	7%	76%
Northern Territory average		**64**	**42**	**1.1**	**92%**	**4%**	**31%**	**18.0**	**219,679**	**15.8**	**184,244**	**76%**	**29%**	**70%**
Northern Territory total		**390**	**179**	**2.2**	**66%**	**6%**	**25%**	**109.9**	**281,788**	**96.0**	**246,251**	**87%**	**9%**	**73%**
Western Australia														
Central North Metro	1 Jul 19	359	268	1.3	70%	6%	15%	60.7	169,118	51.5	143,539	85%	17%	77%
Central South Metro	1 Jul 18	257	223	1.2	59%	8%	18%	42.4	165,173	36.8	143,219	87%	20%	83%
Goldfields-Esperance	1 Oct 18	28	24	1.2	99%	0%	25%	5.7	205,346	4.6	163,943	80%	4%	68%
Great Southern	1 Jul 19	55	31	1.8	99%	0%	0%	7.4	134,552	5.8	106,136	79%	17%	85%
Kimberley-Pilbara	1 Oct 18	26	27	1.0	98%	20%	40%	6.5	248,991	5.5	209,828	84%	24%	62%
Midwest-Gascoyne	1 Jul 19	35	29	1.2	99%	0%	0%	4.7	134,283	4.1	116,085	86%	21%	80%
North East Metro	1 Jul 14	533	301	1.8	69%	10%	13%	85.6	160,602	74.4	139,644	87%	11%	84%
North Metro	1 Oct 18	233	228	1.0	56%	12%	12%	36.0	154,539	30.9	132,486	86%	15%	71%
South East Metro	1 Jul 19	409	288	1.4	62%	14%	15%	66.9	163,465	56.9	139,058	85%	17%	78%
South Metro	1 Jul 18	304	235	1.3	63%	12%	13%	47.4	155,885	42.1	138,406	89%	15%	81%
South West	1 Sep 18	128	78	1.6	94%	3%	10%	19.3	151,088	17.0	132,759	88%	12%	69%
Wheat Belt	1 Jan 17	24	18	1.3	99%	0%	14%	2.9	121,899	2.4	98,145	81%	21%	69%
Western Australia average		**199**	**146**	**1.3**	**81%**	**7%**	**15%**	**32.1**	**163,745**	**27.7**	**138,604**	**85%**	**16%**	**76%**
Western Australia total		**2,391**	**592**	**4.0**	**52%**	**12%**	**14%**	**385.6**	**161,274**	**331.9**	**138,805**	**86%**	**16%**	**79%**
Missing		0	0					0.0		0.0				
National average		**342**	**200**	**1.6**	**71%**	**10%**	**17%**	**61.8**	**184,238**	**54.2**	**159,319**	**86%**	**18%**	**78%**
National total		**27,355**	**5,512**	**5.0**	**17%**	**9%**	**16%**	**4,943.6**	**180,721**	**4,337.0**	**158,544**	**88%**	**17%**	**80%**

* For these states, only certain age groups phased into the Scheme on 1 July 2013 (i.e. participants from birth to 14 years old in South Australia and participants aged 15 to 24 years old in Tasmania).

Service District/Support Category Summary Dashboard

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

Participants 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	23,004	1,084	21.2	38%	6%	14%	45.5	1,976	30.9	1,342	68%	16%	80%
Daily Activities	27,204	2,455	11.1	19%	11%	14%	3,528.3	129,698	3,389.9	124,612	96% ●	17%	80%
Community	26,417	1,917	13.8	17% ●	7%	17%	780.9	29,561	533.4	20,191	68%	17%	80%
Transport	26,665	626	42.6 ■	26%	0% ■	16%	36.6	1,372	27.7	1,039	76%	17%	80%
Core total	**27,330**	**3,470**	**7.9**	**17%**	**10%**	**15%**	**4,391.3**	**160,676**	**3,981.9**	**145,698**	**91%**	**17%**	**80%**
Capacity Building													
Choice and Control	14,436	574	25.1	40%	3%	3%	11.3	782	11.3	786	101% ●	19%	79%
Daily Activities	27,038	2,613	10.3	25%	6%	17%	160.9	5,950	101.9	3,768	63%	17%	80%
Employment	1,153	243	4.7	40%	0% ■	73% ■	9.1	7,926	5.9	5,097	64%	21%	80%
Health and Wellbeing	3,879	425	9.1	33%	3%	19%	5.2	1,339	2.4	609	45%	15%	82% ●
Home Living	33	6	5.5	100% ■	0% ■	0% ●	0.0	1,361	0.0	197	14% ■	38% ●	89% ●
Lifelong Learning	2	1	2.0 ●	100% ■	0% ■	0% ●	0.0	6,537	0.0	632	10% ■	50% ●	50% ■
Relationships	14,818	677	21.9	26%	14% ●	10%	98.9	6,676	58.2	3,930	59%	11% ■	78%
Social and Civic	913	228	4.0 ●	26%	0% ■	30%	4.9	5,406	1.8	2,009	37%	22%	76% ■
Support Coordination	27,072	1,570	17.2	15% ●	5%	13%	79.4	2,933	67.1	2,479	85%	17%	80%
Capacity Building total	**27,337**	**3,746**	**7.3**	**15%**	**6%**	**17%**	**369.8**	**13,528**	**248.7**	**9,096**	**67%**	**17%**	**80%**
Capital													
Assistive Technology	11,366	843	13.5	39%	12%	34% ■	66.0	5,803	33.4	2,942	51%	19%	80%
Home Modifications	16,567	348	47.6 ■	41%	14% ●	13%	116.6	7,037	73.0	4,404	63%	15% ■	79%
Capital total	**19,781**	**1,109**	**17.8**	**31%**	**13%**	**24%**	**182.5**	**9,228**	**106.4**	**5,378**	**58%**	**16%**	**80%**
Missing	1	0	0.0	0%	0%	0%	0.0	0	0.0	0	0%	0%	100%
All support categories	**27,355**	**5,512**	**5.0**	**17%**	**9%**	**16%**	**4,943.6**	**180,721**	**4,337.0**	**158,544**	**88%**	**17%**	**80%**

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.