# Service District / Support Category Summary Dashboard – as at 31 December 2021 (with exposure period: 1 April 2021 to 30 September 2021)

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## Page 1, Table 1: Service district summary

For each of the 80 service districts, 7 indicators have been calculated. These are:

* Participants per provider;
* Provider concentration;
* Provider growth;
* Provider shrinkage;
* Utilisation;
* Outcomes indicator on choice and control; and
* “Has the NDIS helped with choice and control?” indicator

The number of active participants with approved plans, the number of active providers, total plan budgets and total payments are also shown. Indicators are added where the top 10 percentile and bottom 10 percentile of service districts – by gap to benchmark – are highlighted.

For **participants per provider**, the top 10 percentile service districts are as follows.

* Far West (New South Wales) has 6.1 participants per provider.
* Sydney (New South Wales) has 6.8.
* Barkly (Northern Territory) has 3.0.
* Central Australia (Northern Territory) has 5.5.
* Darwin Remote (Northern Territory) has 5.5.
* East Arnhem (Northern Territory) has 4.9.
* Katherine (Northern Territory) has 2.4.
* Wheat Belt (Western Australia) has 5.3.

The bottom 10 percentile service districts are as follows.

* Hunter New England (New South Wales) has 18.1 participants per provider.
* Mid North Coast (New South Wales) has 17.7.
* Northern New South Wales (New South Wales) has 17.3.
* Bayside Peninsula (Victoria) has 17.0.
* Western District (Victoria) has 16.2.
* Northern Adelaide (South Australia) has 22.1.
* Southern Adelaide (South Australia) has 18.1.
* Australian Capital Territory has 18.2.

For **provider concentration**, the top 10 percentile service districts are as follows.

* Hunter New England (New South Wales) has a provider concentration level of 26%.
* Nepean Blue Mountains (New South Wales) has 35%.
* South Western Sydney (New South Wales) has 27%.
* Sydney (New South Wales) has 38%.
* Western Sydney (New South Wales) has 31%.
* Brisbane (Queensland) has 37%.
* Ipswich (Queensland) has 32%.
* South Metro (Western Australia) has 37%.

The bottom 10 percentile service districts are as follows.

* Eyre and Western (South Australia) has a provider concentration level of 85%
* Far North (South Australia) has 87%.
* Limestone Coast (South Australia) has 86%.
* Barkly (Northern Territory) has 83%.
* East Arnhem (Northern Territory) has 90%.
* Goldfields – Esperance (Western Australia) has 88%.
* Great Southern (Western Australia) has 90%.
* Midwest – Gascoyne (Western Australia) has 90%.

For **provider growth**, the top 10 percentile service districts are as follows.

* Bayside Peninsula (Victoria) has provider growth of 16% since the previous exposure period.
* Mallee (Victoria) has 17%.
* Outer Gippsland (Victoria) has 15%.
* Robina (Queensland) has 16%.
* Far North (South Australia) has 17%.
* Darwin Remote (Northern Territory) has 21%.
* Goldfields – Esperance (Western Australia) has 18%.
* Midwest-Gascoyne (Western Australia) has 17%.

The bottom 10 percentile service districts are as follows.

* Far West (New South Wales) has provider growth of 5% since the previous exposure period.
* Mackay (Queensland) has 6%.
* Adelaide Hills (South Australia) has 4%.
* Eastern Adelaide (South Australia) has 6%.
* Eyre and Western (South Australia) has 3%.
* Limestone Coast (South Australia) has 6%.
* Murray and Mallee (South Australia) has 4%.
* East Arnhem (Northern Territory) has 0%.

For **provider shrinkage**, the top 10 percentile service districts are as follows.

* Inner East Melbourne (Victoria) has provider shrinkage of 15% since the previous exposure period.
* Western District (Victoria) has 12%.
* Maroochydore (Queensland) has 15%.
* Maryborough (Queensland) has 14%.
* Robina (Queensland) has 15%.
* Western Adelaide (South Australia) has 15%.
* Great Southern (Western Australia) has 9%.
* Wheat Belt (Western Australia) has 15%.

The bottom 10 percentile service districts are as follows.

* Far West (New South Wales) has provider shrinkage of 37% since the previous exposure period.
* Murrumbidgee (New South Wales) has 26%.
* South Western Sydney (New South Wales) has 24%.
* Limestone Coast (South Australia) has 33%.
* Barkly (Northern Territory) has 24%.
* Darwin Remote (Northern Territory) has 32%.
* East Arnhem (Northern Territory) has 44%.
* Midwest – Gascoyne (Western Australia) has 24%.

For **utilisation**, the top 10 percentile service districts are as follows.

* Beenleigh (Queensland) has utilisation of 80%.
* Brisbane (Queensland) has 79%.
* Caboolture/Strathpine (Queensland) has 76%.
* Ipswich (Queensland) has 78%.
* Maroochydore (Queensland) has 76%.
* Maryborough (Queensland) has 76%.
* Robina (Queensland) has 80%.
* Central North Metro (Western Australia) has 74%.

The bottom 10 percentile service districts are as follows.

* Far West (New South Wales) has utilisation of 60%.
* Eyre and Western (South Australia) has 59%
* Far North (South Australia) has 56%.
* Barkly (Northern Territory) has 66%.
* Darwin Remote (Northern Territory) has 53%.
* East Arnhem (Northern Territory) has 38%.
* Kimberley-Pilbara (Western Australia) has 56%.
* Wheat Belt (Western Australia) has 57%.

For **outcomes indicator on choice and control**, the top 10 percentile service districts are as follows.

* Barwon (Victoria) has an indicator of 67%.
* Eyre and Western (South Australia) has 63%.
* Fleurieu and Kangaroo Island (South Australia) has 64%.
* Limestone Coast (South Australia) has 62%.
* Murray and Mallee (South Australia) has 61%.
* TAS South West (Tasmania) has 59%.
* Australian Capital Territory has 65%.
* Barkly (Northern Territory) has 67%

The bottom 10 percentile service districts are as follows.

* South Eastern Sydney (New South Wales) has an indicator of 47%.
* South Western Sydney (New South Wales) has 45%.
* Central Australia (Northern Territory) has 41%.
* Darwin Remote (Northern Territory) has 40%.
* East Arnhem (Northern Territory) has 47%.
* Katherine (Northern Territory) has 30%.
* Central North Metro (Western Australia) has 46%.
* Goldfields – Esperance (Western Australia) has 44%.

For **“Has the NDIS helped with choice and control?” indicator**, the top 10 percentile service districts are as follows.

* Beenleigh (Queensland) has an indicator of 83%.
* Brisbane (Queensland) has 81%.
* Bundaberg (Queensland) has 81%.
* Mackay (Queensland) has 80%
* Maroochydore (Queensland) has 86%.
* Maryborough (Queensland) has 80%.
* Toowoomba (Queensland) has 81%.
* Katherine (Northern Territory) has 82%.

The bottom 10 percentile service districts are as follows.

* Far North (South Australia) has an indicator of 55%.
* Limestone Coast (South Australia) has 66%.
* Darwin Remote (Northern Territory) has 37%.
* East Arnhem (Northern Territory) has 47%.
* Goldfields – Esperance (Western Australia) has 60%.
* Kimberley – Pilbara (Western Australia) has 64%.
* Midwest-Gascoyne (Western Australia) has 65%.
* Wheat Belt (Western Australia) has 62%.

## Page 2, Table 1: Support category summary, for all service districts

For each of the 15 support categories, the same indicators have been calculated. The number of active participants with approved plans, the number of active providers, total plan budgets and total payments are also shown. Indicators are added where the top 10 percentile and bottom 10 percentile of service districts – by gap to benchmark – are highlighted.

For **participants per provider**, the top 10 percentile support categories are as follows.

* Capacity Building – Home Living has 16.9 participants per provider.
* Capacity Building – Lifelong Learning has 8.6.

The bottom 10 percentile support categories are as follows.

* Core – Transport has 182.4 participants per provider.
* Capacity Building – Choice and Control has 229.1.

For **provider concentration**, the top 10 percentile support categories are as follows.

* Core – Daily Activities has a provider concentration level of 21%.
* Capacity Building – Support Coordination has 12%.

The bottom 10 percentile support categories are as follows.

* Capacity Building – Home Living has a provider concentration level of 48%.
* Capacity Building – Lifelong Learning has 90%.

For **provider growth**, the top 10 percentile support categories are as follows.

* Capacity Building – Home Living has provider growth of 25% since the previous exposure period.
* Capital – Home Modifications has 18%.

The bottom 10 percentile support categories are as follows.

* Core – Transport has provider growth of 3% since the previous exposure period.
* Capacity Building – Lifelong Learning has 0%.

For **provider shrinkage**, the top 10 percentile support categories are as follows.

* Capacity Building – Choice and Control has provider shrinkage of 5% since the previous exposure period.
* Capacity Building – Lifelong Learning has 0%.

The bottom 10 percentile support categories are as follows.

* Capacity Building – Employment has provider shrinkage of 46% since the previous exposure period.
* Capital – Assistive Technology has 32%.

For **utilisation**, the top 10 percentile support categories are as follows.

* Core – Transport has an utilisation rate of 100%.
* Capacity Building – Choice and Control has 99%.

The bottom 10 percentile support categories are as follows.

* Capacity Building – Home Living has an utilisation rate of 21%.
* Capacity Building – Lifelong Learning has 31%.

For **outcomes indicator on choice and control**, the top 10 percentile support categories are as follows.

* Capital – Assistive Technology has an outcomes indicator of 62%.
* Capital – Home Modifications has 41%.

The bottom 10 percentile support categories are as follows.

* Capacity Building – Lifelong Learning has an outcomes indicator of 36%.
* Capacity Building – Relationships has 17%.

For **“Has the NDIS helped with choice and control?” indicator**, the top 10 percentile support categories are as follows.

* Capacity Building – Health and Wellbeing has an indicator of 80%.
* Capital – Assistive Technology has 79%.

The bottom 10 percentile support categories are as follows.

* Capacity Building – Home Living has an indicator of 67%.
* Capacity Building – Relationships has 73%.

## Page 2, Table 2: Definitions for the indicators

* **Active participants with approved plans** is defined as the 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** is defined as the number of providers that received payments for supports provided to participants within the service district / support category, over the exposure period.
* **Participants per provider** is defined as the ratio between the number of active participants and the number of active providers.
* **Provider concentration** is defined as the proportion of provider payments over the exposure period that were paid to the top 10 providers.
* **Provider growth** is defined as 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 $10,000 in payments in both exposure periods have been considered.
* **Provider shrinkage** is defined as 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 $10,000 in payments in both exposure periods have been considered.
* **Total plan budgets** is defined as the value of supports committed in participant plans for the exposure period.
* **Payments** is defined as the 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).
* **Utilisation** is defined as the ratio between payments and total plan budgets.
* **Outcomes indicator on choice and control** is defined as the 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?”** indicator is defined as the proportion of participants who reported in their most recent outcomes survey that the NDIS has helped with choice and control.
* 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.