# Region / Support Category Summary Dashboard – as at 30 June 2019 (with exposure period: 1 October 2018 to 31 March 2019)

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## Page 1, Table 1: Bilateral region summary

For each of the 64 bilateral regions with more than 9 months experience in Scheme, 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 NDIS helped with choice and control?” indicator

The number of active participants with approved plans, the number of registered active providers, total plan budgets and total payments are also shown. The 7 indicators have a ‘traffic light system’ where the top 10% and bottom 10% of regions – by gap to benchmark – are highlighted.

For **participants per provider**, the top 10% regions are as follows.

* Far West (New South Wales) has 4.1 participants per provider.
* Far North (South Australia) has 4.1.
* Barkly (Northern Territory) has 4.7.
* Central Australia (Northern Territory) has 4.6.
* Darwin Remote (Northern Territory) has 3.6.
* Katherine (Northern Territory) has 2.7.
* Wheat Belt (Western Australia) has 4.0.

The bottom 10% regions are as follows.

* Hunter New England (New South Wales) has 13.6 participants per provider.
* Inner Gippsland (Victoria) has 11.8.
* Northern Adelaide (South Australia) has 14.2.
* Southern Adelaide (South Australia) has 12.4.
* Australian Capital Territory has 14.5.
* South Metro (Western Australia) has 13.3.
* North East Metro (Western Australia) has 12.7.

For **provider concentration**, the top 10% regions are as follows.

* Hunter New England (New South Wales) has provider concentration level of 34%.
* South Western Sydney (New South Wales) has 38%.
* Sydney (New South Wales) has 38%.
* Hume Moreland (Victoria) has 37%.
* North East Melbourne (Victoria) has 36%.
* Brisbane (Queensland) has 34%.

The bottom 10% regions are as follows.

* Far West (New South Wales) has provider concentration level of 82%.
* Far North (South Australia) has 86%.
* Tasmania North West (Tasmania) has 82%.
* Barkly (Northern Territory) has 97%.
* Central Australia (Northern Territory) has 94%.
* East Arnhem (Northern Territory) has 89%.
* Katherine (Northern Territory) has 87%.

For **provider growth**, the top 10% regions are as follows.

* Bayside Peninsula (Victoria) has provider growth of 59% since the previous exposure period.
* Beenleigh (Queensland) has 89%.
* Brisbane (Queensland) has 89%.
* Cairns (Queensland) has 77%.
* Maryborough (Queensland) has 85%.
* Robina (Queensland) has 81%.
* South Metro (Western Australia) has 94%.
* Central South Metro (Western Australia) has 69%.

The bottom 10% regions are as follows.

* Nepean Blue Mountains (New South Wales) has provider growth of 9% since the previous exposure period.
* Barwon (Victoria) has 8%.
* Mackay (Queensland) has 7%.
* Townsville (Queensland) has 8%.
* Australian Capital Territory has 7%.
* Barkly (Northern Territory) has 0%.

For **provider shrinkage**, the top 10% regions are as follows.

* Bayside Peninsula (Victoria) has provider shrinkage of 4% since the previous exposure period.
* Central Highlands (Victoria) has 5%.
* Beenleigh (Queensland) has 2%.
* Brisbane (Queensland) has 2%.
* Cairns (Queensland) has 0%.
* South Metro (Western Australia) has 0%.
* Wheat Belt (Western Australia) has 0%.
* Central South Metro (Western Australia) has 0%.

The bottom 10% regions are as follows.

* Mid North Coast (New South Wales) has provider shrinkage of 26% since the previous exposure period.
* Western District (Victoria) has 25%.
* Barossa, Light and Lower North (South Australia) has 20%.
* Far North (South Australia) has 20%.
* Fleurieu and Kangaroo Island (South Australia) has 32%.
* Yorke and Mid North (South Australia) has 26%.
* Australian Capital Territory has 23%.

For **utilisation**, the top 10% regions are as follows.

* Mid North Coast (New South Wales) has a utilisation rate of 68%.
* Northern New South Wales (New South Wales) has 69%.
* South Eastern Sydney (New South Wales) has 71%.
* South Western Sydney (New South Wales) has 73%.
* Hume Moreland (Victoria) has 68%.
* South Metro (Western Australia) has 68%.
* Central South Metro (Western Australia) has 65%.

The bottom 10% regions are as follows.

* Eyre and Western (South Australia) has 48%.
* Far North (South Australia) has 45%.
* Murray and Mallee (South Australia) has 52%.
* Barkly (Northern Territory) has 42%.
* Darwin Remote (Northern Territory) has 33%.
* East Arnhem (Northern Territory) has 30%.

For **outcomes indicator on choice and control**, the top 10% regions are as follows.

* Hunter New England (New South Wales) has an outcomes indicator on choice and control of 59%.
* Barwon (Victoria) has 65%.
* TAS South West (Tasmania) has 54%.
* Australian Capital Territory has 65%.
* Barkly (Northern Territory) has 57%.
* South Metro (Western Australia) has 58%.
* Central South Metro in (Western Australia) has 60%.

The bottom 10% regions are as follows.

* South Eastern Sydney (New South Wales) has an outcomes indicator of 40%.
* Sydney (New South Wales) has 41%.
* TAS South East (Tasmania) has 35%.
* Darwin Urban in (Northern Territory) has 35%.
* East Arnhem in (Northern Territory) has 43%.
* Katherine in (Northern Territory) has 25%.

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

* Southern New South Wales (New South Wales) has an indicator of 75%.
* Brisbane (Queensland) has 76%.
* Bundaberg (Queensland) has 75%.
* Barkly (Northern Territory) has 89%.
* South Metro (Western Australia) has 85%.
* North East Metro (Western Australia) has 76%.
* Central South Metro (Western Australia) has 80%.

The bottom 10% regions are as follows.

* Limestone Coast (South Australia) has 45%.
* Yorke and Mid North (South Australia) has 42%.
* TAS South East (Tasmania) has 49%.
* Darwin Remote (Northern Territory) has 15%.
* Darwin Urban (Northern Territory) has 53%.
* East Arnhem (Northern Territory) has 27%.

## Page 2, Table 1: Support category summary, for all bilateral regions

For each of the 15 support categories, the same 7 indicators have been calculated. The number of active participants with approved plans, the number of registered active providers, total plan budgets and total payments are also shown. The 7 indicators have a ‘traffic light system’ where the top 10% and bottom 10% of support categories – by gap to benchmark – are highlighted.

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

* Capacity Building – Home Living has 12.9 participants per provider.
* Capacity Building – Lifelong Learning has 6.3.

The bottom 10% support categories are as follows.

* Core – Consumables has 126.7 participants per provider.
* Core – Transport has 171.3.

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

* Capacity Building – Social and Civic has a provider concentration level of 14%.
* Capacity Building – Support Coordination has 15%.

The bottom 10% support categories are as follows.

* Capacity Building – Home Living has a provider concentration level of 56%.
* Capacity Building – Lifelong Learning has 74%.

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

* Capacity Building – Choice and Control has provider growth of 38% since the previous exposure period.
* Capacity Building – Home Living has 50%.

The bottom 10% support categories are as follows.

* Core – Transport has provider growth of 9% since the previous exposure period.
* Capacity Building – Lifelong Learning has 0%.

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

* Capacity Building – Home Living has provider shrinkage of 0% since the previous exposure period.
* Capacity Building – Lifelong Learning has 0%.

The bottom 10% support categories are as follows.

* Capacity Building – Social and Civic has provider shrinkage of 22% since the previous exposure period.
* Capital – Home Modifications has 21%.

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

* Core – Transport has a utilisation rate of 98%.
* Capacity Building – Choice and Control has 90%.

The bottom 10% support categories are as follows.

* Capacity Building – Home Living has a utilisation rate of 21%.
* Capacity Building – Lifelong Learning has 22%.

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

* Capital – Assistive Technology has an outcomes indicator of 57%.
* Capital – Home Modifications has 35%.

The bottom 10% support categories are as follows.

* Capacity Building – Lifelong Learning has an outcomes indicator of 37%.
* Capacity Building – Relationships has 19%.

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

* Capacity Building – Employment has an indicator of 69%.
* Capacity Building – Health and Wellbeing has 73%.

The bottom 10% support categories are as follows.

* Capacity Building – Home Living has an indicator of 59%.
* Capacity Building – Relationships has 66%.

## 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 region / have supports relating to the support category in their plan.
* **Registered active providers** is defined as the number of registered service providers that have provided a support to a participant within the region / support category, over the exposure period.
* **Participants per provider** is defined as the ratio between the number of active participants and the number of registered service 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 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.