# Region / Support Category Summary Dashboard – SIL only - 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 **participants utilising Supported Independent Living (SIL) supports** across each of the 64 bilateral regions with more than 9 months of 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 1.1 participants per provider.
* Barossa, Light and Lower North (South Australia) has 1.2.
* Barkly (Northern Territory) has 1.0.
* Darwin Remote (Northern Territory) has 0.
* East Arnhem (Northern Territory) has 0.
* Katherine (Northern Territory) has 0.8.
* Wheat Belt (Western Australia) has 0.6.

The bottom 10% regions are as follows.

* Hunter New England (New South Wales) has 3.5 participants per provider.
* Bayside Peninsula (Victoria) has 3.4.
* Brisbane (Queensland) has 3.3.
* Murray and Mallee (South Australia) has 3.3.
* Northern Adelaide (South Australia) has 4.5.
* Southern Adelaide (South Australia) has 5.8.
* North East Metro (Western Australia) has 3.5.

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

* Hunter New England (New South Wales) has provider concentration level of 54%.
* South Western Sydney (New South Wales) has 60%.
* North East Melbourne (Victoria) has 57%.
* Darwin Remote (Northern Territory) has 0%.
* East Arnhem (Northern Territory) has 0%.

The bottom 10% regions are as follows.

* Far West (New South Wales) has provider concentration level of 99%
* Far North (South Australia) has 100%
* Fleurieu and Kangaroo Island (South Australia) has 100%.
* Yorke and Mid North (South Australia) has 100%.
* Barkly (Northern Territory) has 100%.
* Darwin Remote (Northern Territory) has 98%.
* Wheat Belt (Western Australia) has 100%.

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

* Beenleigh (Queensland) has 88%.
* Brisbane (Queensland) has 85%.
* Cairns (Queensland) has 89%.
* Maryborough (Queensland) has 89%.
* Limestone Coast (South Australia) has 100%.
* Murray and Mallee (South Australia) has 100%.
* Western Adelaide (South Australia) has 83%.
* Yorke and Mid North (South Australia) has 100%.

For provider growth, the 10% regions showing lowest growth are as follows.

* Far West (New South Wales) has 0%.
* Adelaide Hills (South Australia) has 0%.
* Australian Capital Territory has 2%.
* Barkly (Northern Territory) has 0%.
* Darwin Remote (Northern Territory) has 0%.
* East Arnhem (Northern Territory) has 0%.
* Wheat Belt (Western Australia) has 0%.

Note that for **provider shrinkage**, 19 of the 64 regions (30%) show no shrinkage.

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

* Central Coast (New South Wales) has provider shrinkage of 25% since the previous exposure period.
* Mid North Coast (New South Wales) has 23%.
* Western NSW (New South Wales) has 21%.
* North East Melbourne (Victoria) has 22%.
* Eyre and Western (South Australia) has 50%.
* Central Australia (Northern Territory) has 27%.
* Katherine (Northern Territory) has 30%.
* Central South Metro (Western Australia) has 29%.

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

* Murrumbidgee (New South Wales) has a utilisation rate of 92%.
* Central Highlands (Victoria) has 90%.
* Hume Moreland (Victoria) has 90%.
* North East Melbourne (Victoria) has 90%.
* Adelaide Hills (South Australia) has 92%.
* Eastern Adelaide (South Australia) has 87%.
* South Metro (Western Australia) has 91%.
* Central South Metro (Western Australia) has 88%.

The bottom 10% regions are as follows.

* Bayside Peninsula in (Victoria) has a utilisation rate of 70%.
* Inner Gippsland (Victoria) has 72%.
* Barossa, Light and Lower North (South Australia) has 76%.
* Far North (South Australia) has 69%.
* Fleurieu and Kangaroo Island (South Australia) has 73%.
* Murray and Mallee (South Australia) has 61%.
* Barkly (Northern Territory) has 68%.

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

* Cairns (Queensland) has an outcomes indicator of 25%.
* Rockhampton (Queensland) has 22%
* Limestone Coast (South Australia) has 23%.
* Western Adelaide (South Australia) has 21%.
* TAS South West (Tasmania) has 24%.
* Australian Capital Territory has 23%.
* Wheat Belt (Western Australia) has 25%.

The bottom 10% regions are as follows.

* Barossa, Light and Lower North has an outcomes indicator of 6%.
* Far North (South Australia) has 0%.
* Barkly (Northern Territory) has 0%.
* Central Australia (Northern Territory) has 5%.
* Darwin Urban (Northern Territory) has 4%.
* Katherine (Northern Territory) has 0%.

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

* Hume Moreland (Victoria) has an indicator of 90%.
* Beenleigh (Queensland) has 100%.
* Fleurieu and Kangaroo Island (South Australia) has 100%.
* Murray and Mallee (South Australia) has 100%.
* TAS North West (Tasmania) has 88%.
* Barkly (Northern Territory) has 100%.
* Wheat Belt (Western Australia) has 100%.

The bottom 10% regions are as follows.

* Bayside Peninsula (Victoria) has 49%.
* Outer East Melbourne (Victoria) has 50%.
* Barossa, Light and Lower North (South Australia) has 50%.
* Far North (South Australia) has 0%.
* Limestone Coast (South Australia) has 40%.
* Southern Adelaide (South Australia) has 50%.
* Western Adelaide (South Australia) has 0%.

## 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 (SIL) 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 4.7 participants per provider.
* Capacity Building – Lifelong Learning has 3.0.

The bottom 10% support categories are as follows.

* Core – Transport has 53.6 participants per provider.
* Capital – Home Modifications has 78.3.

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

* Core – Community has a provider concentration level of 18%.
* Capacity Building – Support Coordination has 21%.

The bottom 10% support categories are as follows.

* Capacity Building – Home Living has a provider concentration level of 97%.
* Capacity Building – Lifelong Learning has 100%.

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

* Core – Daily Activities has provider growth of 24% since the previous exposure period.
* Capacity Building – Choice and Control has 25%.

The bottom 10% support categories are as follows.

* Capacity Building – Home Living has a provider growth level of 0%.
* Capacity Building – Lifelong Learning has 0%.

Note that for **provider shrinkage**, Capacity Building – Choice and Control, Home Living and Lifelong Learning all showed no shrinkage/

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

* Capacity Building – Social and Civic has provider shrinkage of 35% since the previous exposure period.
* Capital – Home Modifications has 23%.

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

* Core – Daily Activities has a utilisation rate of 94%.
* Capacity Building – Choice and Control has 85%.

The bottom 10% support categories are as follows.

* Core – Consumables has a utilisation rate of 33%.
* Capacity Building – Lifelong Learning has 4%.

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

* Capacity Building – Employment has an outcomes indicator of 21%.
* Capacity Building – Home Living has 37%.

The bottom 10% support categories are as follows.

* Capacity Building – Lifelong Learning has an outcomes indicator of 0%.
* Capacity Building – Relationships has 9%.

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

* Capacity Building – Lifelong Learning has an indicator of 100%.
* Capacity Building – Home Living has 83%.

The bottom 10% support categories are as follows.

* Capacity Building – Choice and Control has an indicator of 69%.
* Capacity Building – Social and Civic has 72%.

## 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.