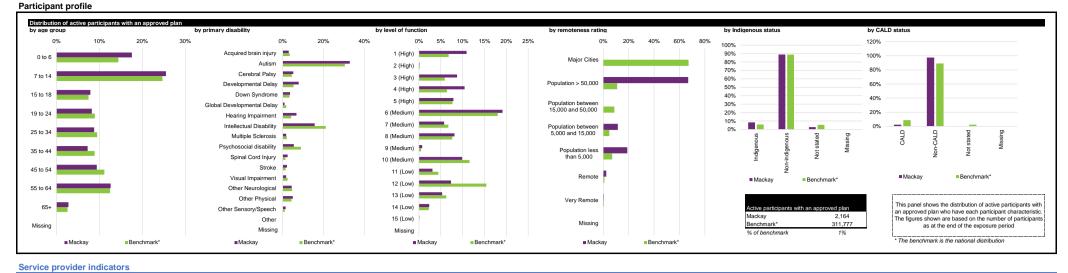
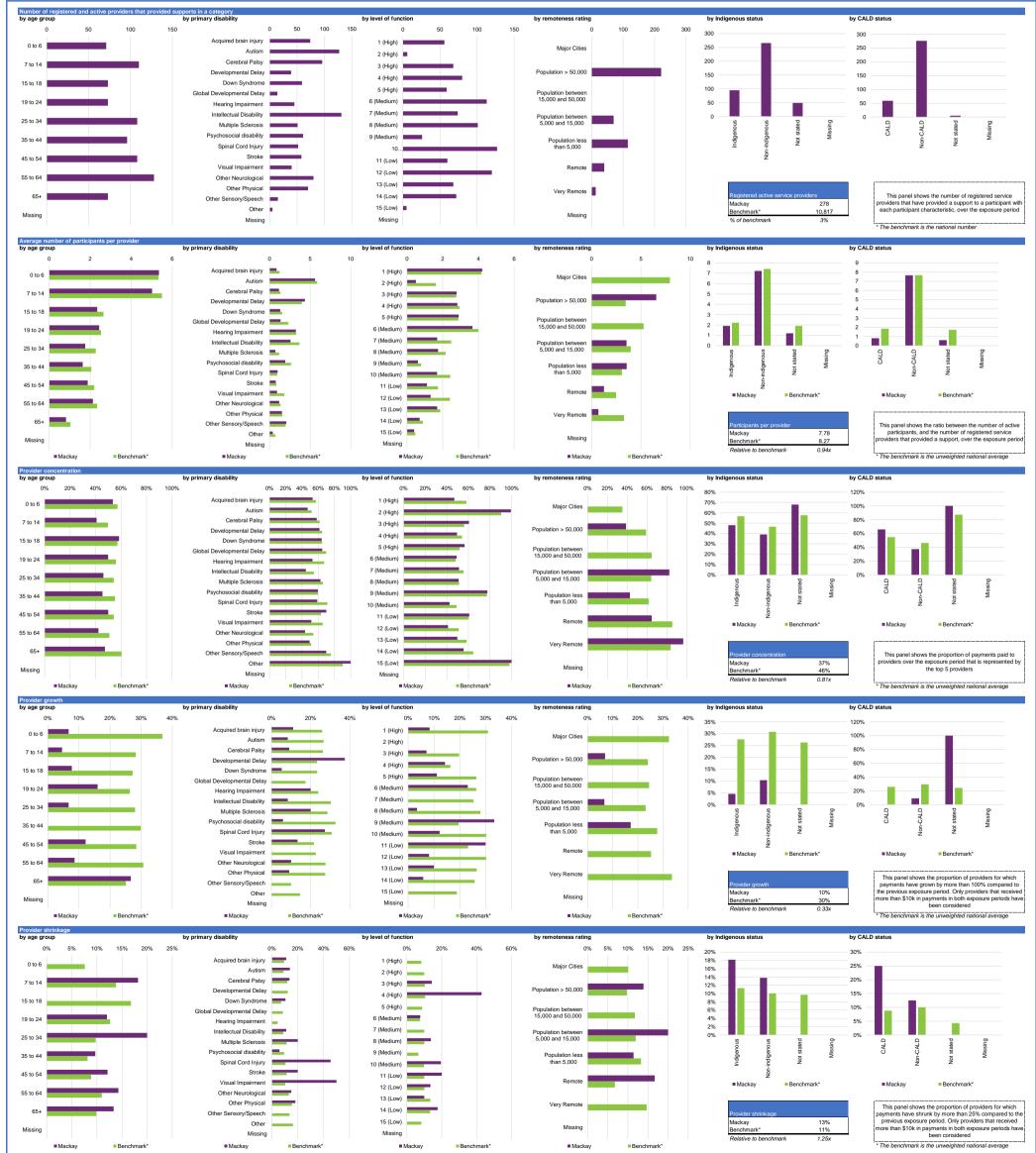
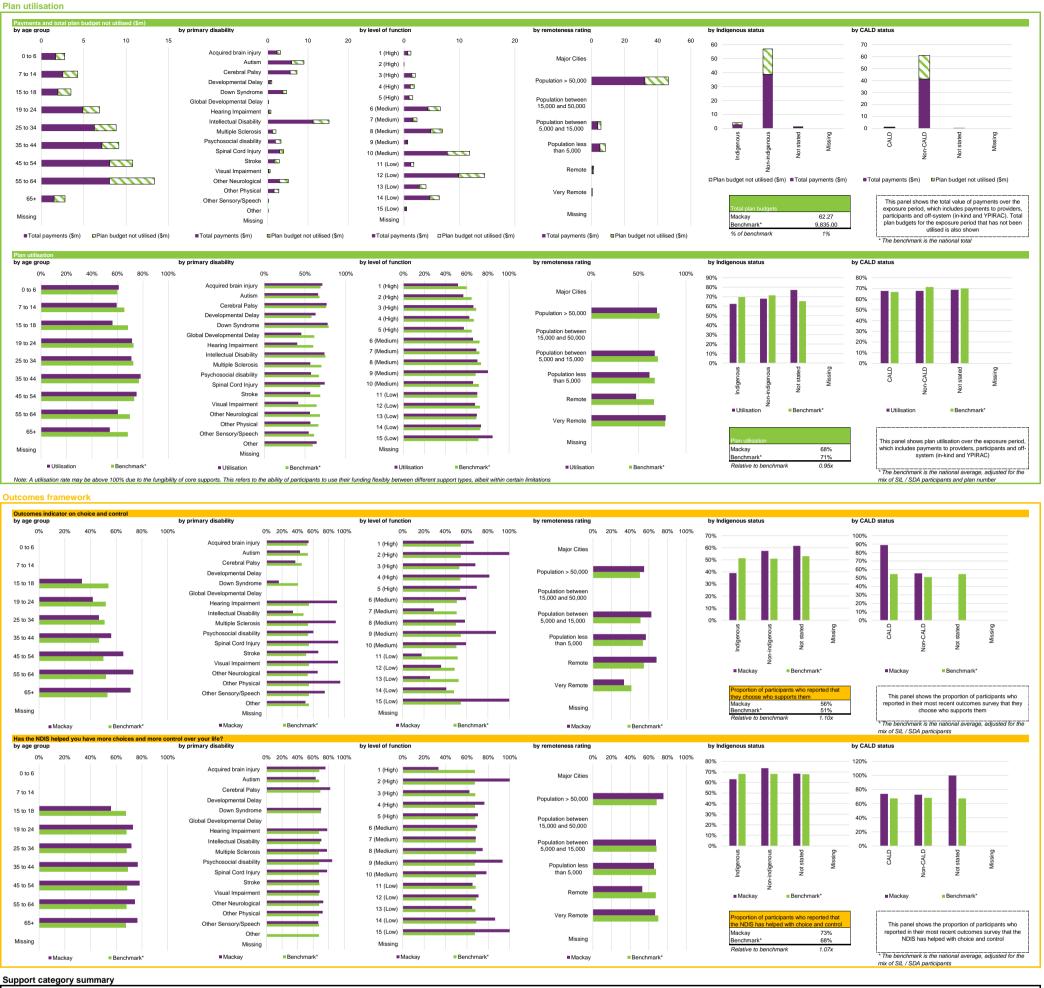
Region: Mackay (phase in date: 1 November 2016) | Support Category: All | All Participants





## Region: Mackay (phase in date: 1 November 2016) | Support Category: All | All Participants

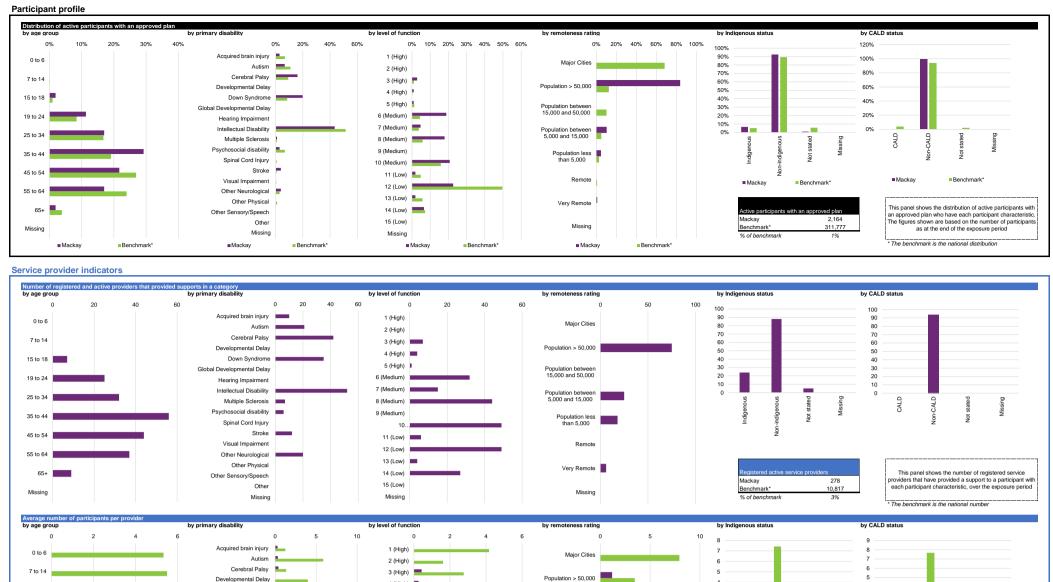


| upport category         | Active participants<br>with approved plans | Registered active<br>providers | Participants<br>per provider | Provider<br>concentration | Provider<br>growth | Provider<br>shrinkage | Total plan<br>budgets (\$m) | Payments (\$m) | Utilisation | Outcomes indicator on<br>choice and control | Has NDIS helped wi<br>choice and control |
|-------------------------|--|--------------------------------|------------------------------|---------------------------|--------------------|-----------------------|-----------------------------|----------------|-------------|---|--|
| ore                     |  |                                |                              |                           |                    |                       |                             |                |             |   |  |
| Consumables             | 1,538                                      | 86                             | 17.9                         | 67%                       | 11%                | 11%                   | 1.85                        | 0.66           | 36%         | 56%   | 74%                                      |
| Daily Activities        | 1,206                                      | 78                             | 15.5                         | 67%                       | 11%                | 25%                   | 31.96                       | 23.00          | 72%         | 53%   | 74%                                      |
| Community               | 1,253                                      | 64                             | 19.6                         | 63%                       | 13%                | 13%                   | 11.98                       | 8.51           | 71%         | 52%   | 74%                                      |
| Transport               | 751  | 33                             | 22.8                         | 72%                       | 0%                 | 0%                    | 1.24                        | 1.11           | 90%         | 46%   | 76%                                      |
| Core total              | 1,632                                      | 146                            | 11.2                         | 62%                       | 12%                | 14%                   | 47.03                       | 33.28          | 71%         | 56%   | 74%                                      |
| apacity Building        |  |                                |                              |                           |                    |                       |                             |                |             |   |  |
| Daily Activities        | 2.105                                      | 135                            | 15.6                         | 60%                       | 9%                 | 16%                   | 8.63                        | 4.27           | 49%         | 56%   | 73%                                      |
| Employment              | 111  | 8                              | 13.9                         | 100%                      |                    | 0%                    | 0.84                        | 0.65           | 78%         | 30%   | 72%                                      |
| Social and Civic        | 264  | 35                             | 7.5                          | 69%                       | 0%                 | 0%                    | 0.55                        | 0.21           | 38%         | 43%   | 78%                                      |
| Support Coordination    | 666  | 42                             | 15.9                         | 85%                       | 15%                | 8%                    | 1.31                        | 0.87           | 67%         | 44%   | 69%                                      |
| Capacity Building total | 2,143                                      | 167                            | 12.8                         | 58%                       | 4%                 | 14%                   | 12.24                       | 6.55           | 53%         | 56%   | 73%                                      |
| apital                  |  |                                |                              |                           |                    |                       |                             |                |             |   |  |
| Assistive Technology    | 613  | 64                             | 9.6                          | 75%                       | 18%                | 0%                    | 2.30                        | 1.74           | 75%         | 67%   | 76%                                      |
| Home Modifications      | 88   | 11                             | 8.0                          | 100%                      |                    | 0%                    | 0.70                        | 0.59           | 85%         | 52%   | 72%                                      |
| Capital total           | 635  | 70                             | 9.1                          | 71%                       | 29%                | 0%                    | 3.00                        | 2.33           | 78%         | 66%   | 76%                                      |
| Missing                 | 0  | 0                              | 0.0                          | 0%                        | 0%                 | 0%                    | 0.00                        | 0.00           | 0%          | 0%  | 0%                                       |
| All support categories  | 2,164                                      | 278                            | 7.8                          | 56%                       | 10%                | 13%                   | 62.27                       | 42.16          | 68%         | 56%   | 73%                                      |

Note: A utilisation rate may be above 100% due to the fungibility of core supports. This refers to the ability of participants to use their funding flexibly between different support types, albeit within certain limitations.

| Indicator definitions   |  |
|---|--|
| Active participants with approved plans   | 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<br>Participants per provider<br>Provider concentration<br>Provider growth<br>Provider shrinkage | Number of registered service providers that have provided a support to a participant within the region / support category, over the exposure period<br>Ratio between the number of active participants and the number of registered service providers<br>Proportion of providers for which payments have period that were paid to the top 10 providers<br>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<br>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<br>Payments<br>Utilisation   | Value of supports committed in participant plans for the exposure period<br>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))<br>Ratio between payments and total plan budgets   |
| Outcomes indicator on choice and control<br>Has NDIS helped with choice and control?  | Proportion of participants who reported in their most recent outcomes survey that they choose who supports them<br>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% of regions / support categories when ranked by performance against benchmark for the given metric – in other words – performing relatively well under the metric under consideration<br>The red dots indicate the bottom 10% of regions / support categories when ranked by performance against benchmark for the given metric – in other words – performing relatively poorly under the metric under consideration  |
|   | dered a higher score under the metric. For example, high utilisation rates are considered a sign of a functioning market where participants have access to the supports they need.<br>dered a lower score under the metric. For example, a low provider concentration is considered a sign of a competitive market.  |

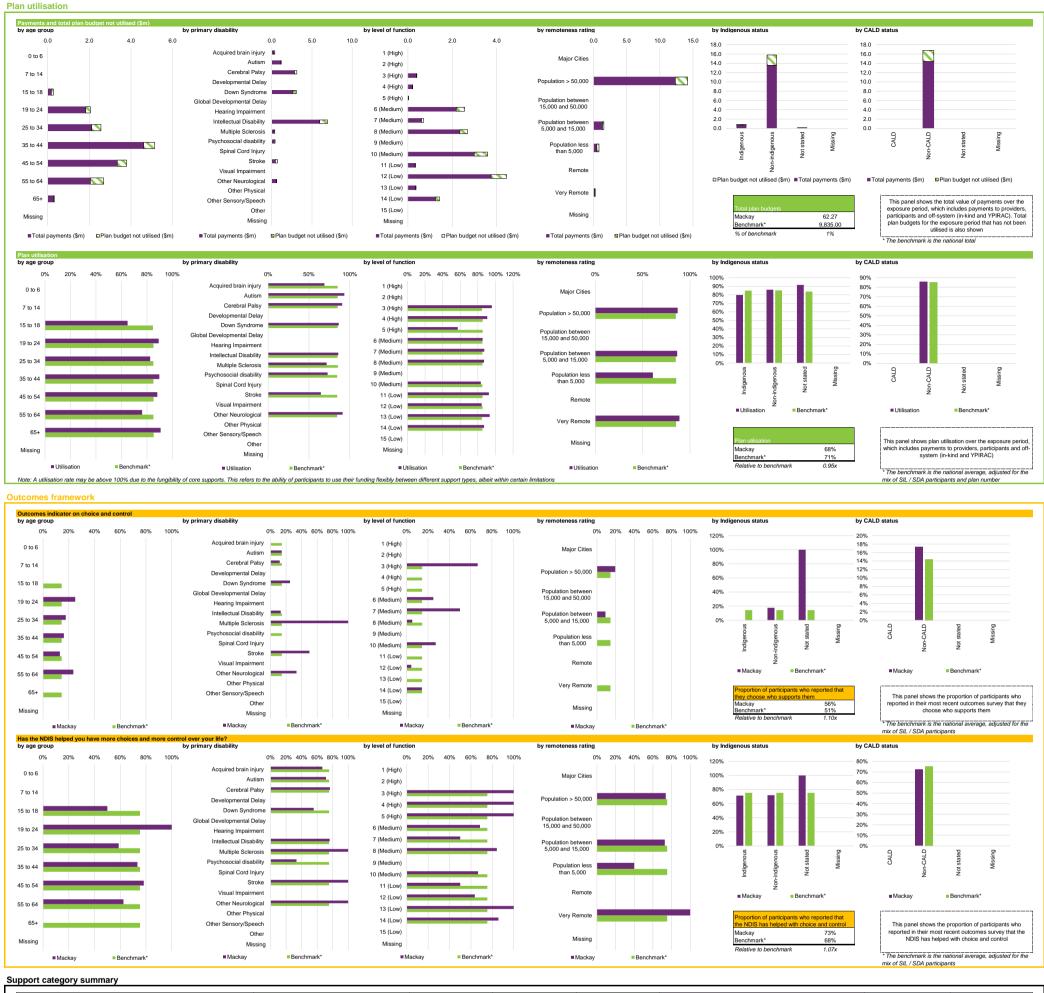
Region: Mackay (phase in date: 1 November 2016) | Support Category: All | Participants in Supported Independent Living (SIL)







Region: Mackay (phase in date: 1 November 2016) | Support Category: All | Participants in Supported Independent Living (SIL)



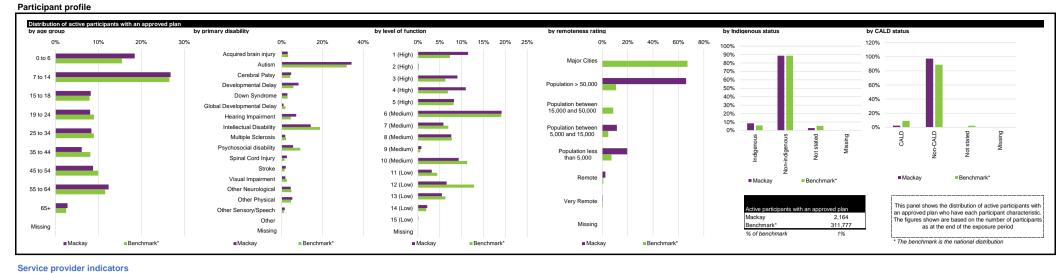
| ipport category         | Active participants<br>with approved plans | Registered active<br>providers | Participants<br>per provider | Provider concentration | Provider<br>growth | Provider<br>shrinkage | Total plan<br>budgets (\$m) | Payments (\$m) | Utilisation | Outcomes indicator on<br>choice and control | Has NDIS helped wi<br>choice and control |
|-------------------------|--|--------------------------------|------------------------------|------------------------|--------------------|-----------------------|-----------------------------|----------------|-------------|---|--|
| pre                     |  |                                |                              |                        |                    |                       |                             |                |             |   |  |
| Consumables             | 105  | 23                             | 4.6                          | 88%                    | 0%                 | 0%                    | 0.22                        | + 0.06         | 27%         | 17%   | 72%                                      |
| Daily Activities        | 106  | 27                             | 3.9                          | 80%                    | 14%                | 14%                   | 12.18                       | 11.29          | 93%         | 17%   | 72%                                      |
| Community               | 106  | 28                             | 3.8                          | 79%                    | 0%                 | 5%                    | 2.80                        | 2,13           | 76%         | 17%   | 72%                                      |
| Transport               | 104  | 17                             | 6.1                          | 89%                    | 0%                 | 0%                    | 0.16                        | 0.11           | 67%         | 17%   | 73%                                      |
| Core total              | 106  | 49                             | 2.2                          | 78%                    | 12%                | 19%                   | 15.36                       | 13.58          | 88%         | 17%   | 72%                                      |
| pacity Building         |  |                                |                              |                        |                    |                       |                             |                |             |   |  |
| Daily Activities        | 106  | 38                             | 2.8                          | 68%                    | 0%                 | 0%                    | 0.49                        | 0.17           | 35%         | 17%   | 72%                                      |
| Employment              | 26   | 2                              | 13.0 🔴                       | 100% 🔴                 | 0%                 | 0%                    | 0.21                        | 0.19           | 91% 🔵       | 19% 🔵                                       | 80%                                      |
| Social and Civic        | 9  | 4                              | 2.3                          | 100%                   | 0%                 | 0%                    | 0.02                        | 0.01           | 41%         | 22%   | 67%                                      |
| Support Coordination    | 106  | 14                             | 7.6                          | 97%                    | 0%                 | 14%                   | 0.31                        | 0.22           | 70%         | 17%   | 72%                                      |
| Capacity Building total | 106  | 53                             | 2.0                          | 77%                    | 0%                 | 0%                    | 1.20                        | 0.69           | 57%         | 17%   | 72%                                      |
| pital                   |  |                                |                              |                        |                    |                       |                             |                |             |   |  |
| Assistive Technology    | 47   | 18                             | 2.6                          | 94%                    | 0%                 | 0%                    | 0.15                        | + 0.09         | 57%         | 13%   | 73%                                      |
| Home Modifications      | 22   | 2                              | 11.0 🔴                       | 100% 🔴                 | 0%                 | 0%                    | 0.09                        | + 0.05         | 56%         | 14%   | 52%                                      |
| Capital total           | 58   | 20                             | 2.9                          | 94%                    | 0%                 | 0%                    | 0.24                        | 0.14           | 57%         | 16%   | 69%                                      |
| Missing                 | 0  | 0                              | 0.0                          | 0%                     | 0%                 | 0%                    | 0.00                        | 0.00           | 0%          | 0%  | 0%                                       |
| All support categories  | 106  | 94                             | 1.1                          | 76%                    | 9%                 | 16%                   | 16.80                       | 14.40          | 86%         | 17%   | 72%                                      |

Note: A utilisation rate may be above 100% due to the fungibility of core supports. This refers to the ability of participants to use their funding flexibly between different support types, albeit within certain limitations.

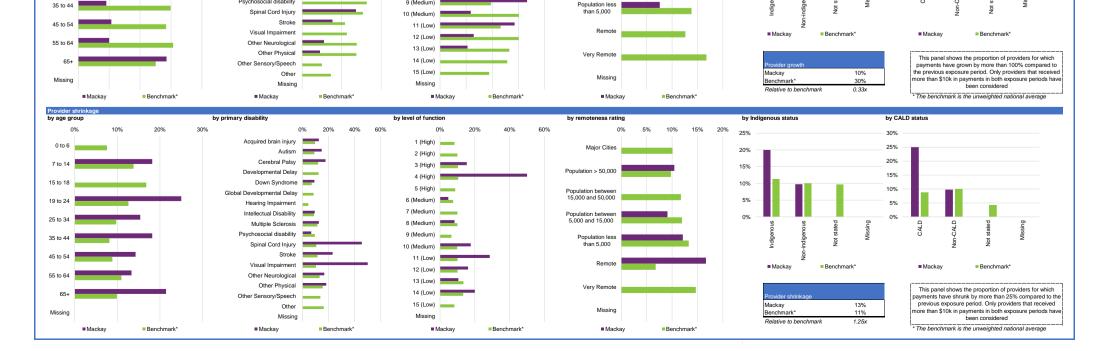
| Indicator definitions   |  |
|---|--|
| Active participants with approved plans   | Number of active participants who have an approved plan and reside in the region / have supports relating to the support category in their plan  |
| Registered active providers<br>Participants per provider<br>Provider concentration<br>Provider growth<br>Provider shrinkage | Number of registered service providers that have provided a support to a participant within the region / support category, over the exposure period<br>Ratio between the number of active participants and the number of registered service providers<br>Proportion of provider payments over the exposure period that were paid to the top 10 providers<br>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<br>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<br>Payments<br>Utilisation   | Value of supports committed in participant plans for the exposure period.<br>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))<br>Ratio between payments and total plan budgets  |
| Outcomes indicator on choice and control<br>Has NDIS helped with choice and control?  | Proportion of participants who reported in their most recent outcomes survey that they choose who supports them<br>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% of regions / support categories when ranked by performance against benchmark for the given metric – in other words – performing relatively well under the metric under consideration<br>The red dots indicate the bottom 10% of regions / support categories when ranked by performance against benchmark for the given metric – in other words – performing relatively poorly under the metric under consideration  |
|   | dered a higher score under the metric. For example, high utilisation rates are considered a sign of a functioning market where participants have access to the supports they need.   |

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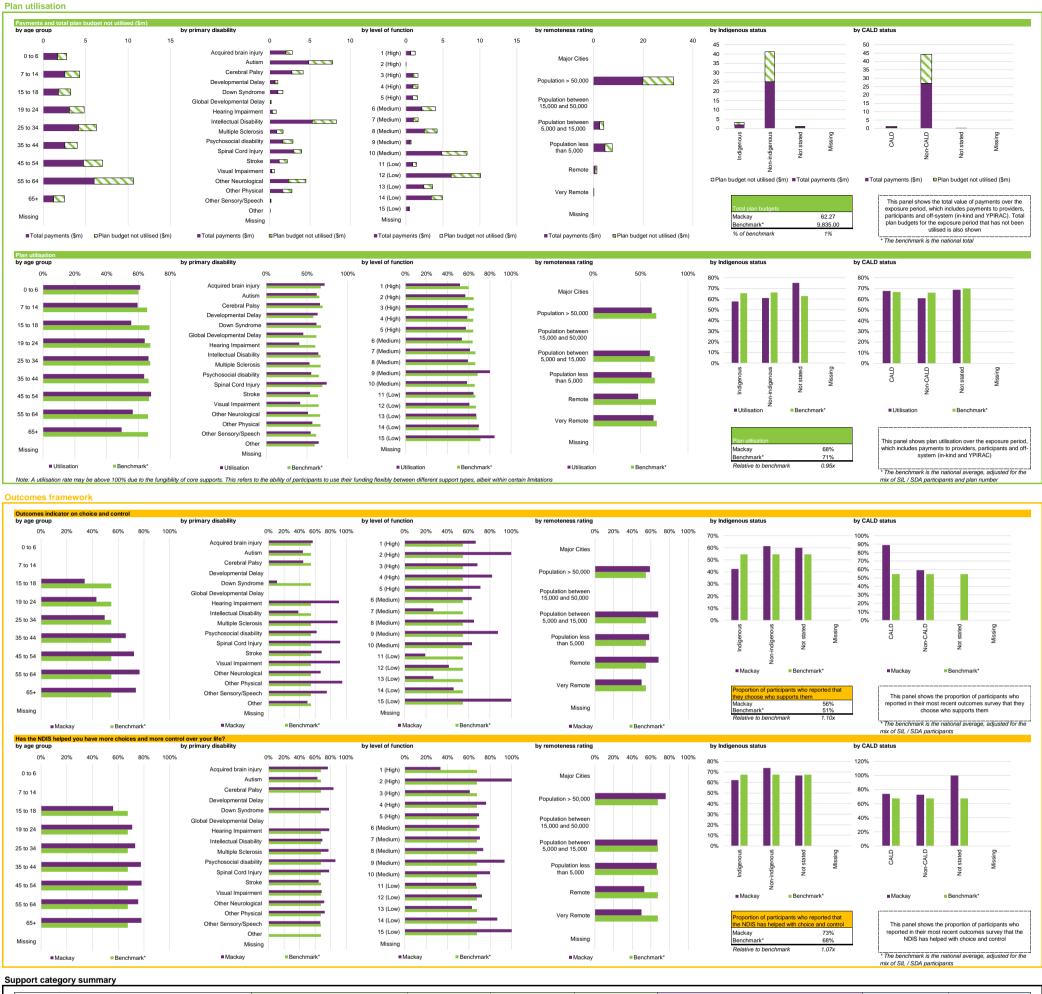
Region: Mackay (phase in date: 1 November 2016) | Support Category: All | Participants not in Supported Independent Living (Non-SIL)







Region: Mackay (phase in date: 1 November 2016) | Support Category: All | Participants not in Supported Independent Living (Non-SIL)



| upport category         | Active participants<br>with approved plans | Registered active<br>providers | Participants<br>per provider | Provider<br>concentration | Provider<br>growth | Provider<br>shrinkage | Total plan<br>budgets (\$m) | Payments (\$m) | Utilisation | Outcomes indicator on<br>choice and control | Has NDIS helped wit<br>choice and control? |
|-------------------------|--|--------------------------------|------------------------------|---------------------------|--------------------|-----------------------|-----------------------------|----------------|-------------|---|--|
| ore                     |  |                                |                              |                           |                    |                       |                             |                |             |   |  |
| Consumables             | 1.433                                      | 77                             | 18.6                         | 66%                       | 13%                | 13%                   | 1.63                        | 0.60           | 37%         | 60%   | 75%  |
| Daily Activities        | 1,100                                      | 73                             | 15.1                         | 67%                       | 9%                 | 21%                   | 19,79                       | 11.71          | 59%         | 57%   | 75%  |
| Community               | 1,147                                      | 60                             | 19.1                         | 64%                       | 7%                 | 10%                   | 9.17                        | 6.39           | 70%         | 56%   | 75%  |
| Transport               | 647  | 25                             | 25.9                         | 85%                       | 0%                 | 0%                    | 1.08                        | 1.00           | 93%         | 50%   | 77%  |
| Core total              | 1,526                                      | 135                            | 11.3                         | 60%                       | 7%                 | 13%                   | 31.67                       | 19.70          | 62%         | 59%   | 74%  |
| apacity Building        |  |                                |                              |                           |                    |                       |                             |                |             |   |  |
| Daily Activities        | 1,999                                      | 130                            | 15.4                         | 61%                       | 7%                 | 10%                   | 8.14                        | 4.10           | 50%         | 60%   | 74%  |
| Employment              | 85   | 7                              | 12.1                         | 100%                      | 50%                | 0%                    | 0.62                        | 0.46           | 74%         | 33%   | 70%  |
| Social and Civic        | 255  | 35                             | 7.3                          | 69%                       | 0%                 | 0%                    | 0.53                        | 0.20           | 37%         | 44%   | 78%  |
| Support Coordination    | 560  | 40                             | 14.0                         | 86%                       | 8%                 | 0%                    | 1.00                        | 0.66           | 65%         | 50%   | 69%  |
| Capacity Building total | 2,037                                      | 163                            | 12.5                         | 58%                       | 5%                 | 9%                    | 11.04                       | 5.86           | 53%         | 60%   | 73%  |
| apital                  |  |                                |                              |                           |                    |                       |                             |                |             |   |  |
| Assistive Technology    | 566  | 59                             | 9.6                          | 76%                       | 18%                | 0%                    | 2.15                        | 1.65           | 77%         | 74%   | 77%  |
| Home Modifications      | 66   | 9                              | 7.3                          | 100%                      | 67%                | 0%                    | 0.61                        | 0.54           | 89%         | 65%   | 79%  |
| Capital total           | 577  | 64                             | 9.0                          | 73%                       | 31%                | 0%                    | 2.76                        | 2.19           | 79%         | 74%   | 77%  |
| Missing                 | 0  | 0                              | 0.0                          | 0%                        | 0%                 | 0%                    | 0.00                        | 0.00           | 0%          | 0%  | 0%   |
| All support categories  | 2.058                                      | 263                            | 7.8                          | 51%                       | 10%                | 10%                   | 45.47                       | 27.76          | 61%         | 60%   | 73%  |

| Indicator definitions                                 |   |
|---|---|
|   |   |
| Active participants with approved plans               | 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                           | 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                             | Ratio between the number of active participants and the number of registered service providers  |
| Provider concentration<br>Provider growth             | Proportion of provider payments over the exposure period that were paid to the top 10 providers   |
| Provider growth<br>Provider shrinkage                 | 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<br>Proportion of providences for which payments have shrunk by more than 25% compared to the previous exposure period. New providers that received more than \$10k in payments in both exposure periods have been considered |
| Provider shrinkage                                    | Proportion of providers for which payments have smalled by more main 25% compared to the previous exposure period. Only providers that received more main 510k in payments in outh 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 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% of regions / support categories when ranked by performance against benchmark for the given metric – in other words – performing relatively well under the metric under consideration  |
| ĕ   | The end dots indicate the bottom 10% of regions / support categories when ranked by performance against benchmark for the given metric – in other words – performing relatively poorly under the metric under consideration   |
| Note: For some metrics - 'good' performance is consid | dered a higher score under the metric. For example, high utilisation rates are considered a sign of a functioning market where participants have access to the supports they need.  |
|   |   |
| For ourer metrics, a good performance is consi        |   |