District / Support Category Summary Dashboard



as at 31 December 2020 (exposure period: 1 April 2020 to 30 September 2020))

All non-SIL Participants

Service district summary

		Active											Outcomes	Has the NDIS
	Phase-in	participants with approved	Registered active	Participants	Provider	Provider	Provider	Total plan budgets	Average plan budget	Total payments	Average		indicator on choice and	helped with choice and
Service district	date	plans	providers	per provider	concentration	growth	shrinkage	(\$m)	(\$)	(\$m)	payments (\$)	Utilisation	control	control?
New South Wales Central Coast	1 Jul 16	7,079	678	10.4	46%	13%	20%	155.20	21,925 🔴	100.19	14,153	65%	60%	76%
Far West	1 Jul 17	523	92	5.7	77%	18%	18%	17.71	33,864	8.53	16,302	48%	54%	82%
Hunter New England Illawarra Shoalhaven	1 Jul 13 1 Jul 17	21,053 7,205	1,259 500	16.7 • 14.4	26% ● 50%	10% 15%	17% 21%	507.21 200.66	24,092 (27,851	313.98 126.21	14,914 17,518	62% 63%	64% 61%	73% 73%
Mid North Coast	1 Jul 17	4,994	305	16.4	73%	8%	24%	141.37	28,309	89.70	17,961	63%	59%	77%
Murrumbidgee Nepean Blue Mountains	1 Jul 17 1 Jul 15	5,415	389 842	13.9 8.6	56% 37%	12% 14%	19% 17%	133.34 169.90	24,625 23,554	78.31	14,462 14,992	59% 64%	56% 60%	73% 71%
North Sydney	1 Jul 16	8,299	789	10.5	47%	13%	19%	236.12	28,451	151.64	18,272	64%	52%	74%
Northern NSW South Eastern Sydney	1 Jul 17 1 Jul 17	5,797 8,010	338 885	17.2 • 9.1	61% 46%	8% – 9%	24% 20%	164.41 214.13	28,362 26,733	106.81 143.88	18,424 17,962	65% 67%	55% 48%	73% 73%
South Western Sydney	1 Jul 16	16,641	1,584	10.5	24% 🔵	17%	16%	403.24	24,232	287.57	17,281	71%	46%	63%
Southern NSW Sydney	1 Jul 16 1 Jul 17	3,575 6,810	322	11.1 6.4	58% 37%	6% 🔴 11%	24% 18%	87.44 190.34	24,458 27,949	51.23 124.02	14,330 18,211	59% 65%	61% 49%	78% 74%
Western NSW	1 Jul 17	4,923	438	11.2	45%	15%	20%	132.38	26,891	67.88	13,788	51%	54%	65%
Western Sydney New South Wales average	1 Jul 16	13,689 8,082	1,402 726	9.8 11.1	27% 47%	<u>16%</u> 12%	<u>14%</u> 19%	333.55 205.80	24,366 26,377	229.27 132.49	16,748 16,354	69% 62%	51% 55%	69% 73%
New South Wales total		121,235	4,095	29.6	23%	12%	18%	3,087.45	25,467	1,987.56	16,394	64%	54%	71%
Victoria														
Barwon Bayside Peninsula	1 Jul 13 1 Apr 18	8,101 12,534	627 768	12.9 16.3	62% 64%	11% 12%	33% () 31% ()	198.52 365.69	24,506 (29,176	117.23 209.13	14,472 (16,685	59% 57%	67% ● 58%	67% 71%
Brimbank Melton	1 Oct 18	6,354	677	9.4	51%	12 %	26%	153.93	24,226	87.57	13,781	57%	51%	63%
Central Highlands	1 Jan 17	4,243	464	9.1	60%	9%	26%	90.75	21,389	49.07	11,565	54%	59%	69%
Goulburn Hume Moreland	1 Jan 19 1 Mar 18	3,145	351 896	9.0 8.0	64% 37%	10% 17%	19% 22%	76.31	24,264 23,606	38.24	12,159 14,501	50% 61%	58% 57%	70% 67%
Inner East Melbourne	1 Nov 17	7,613	756	10.1	60%	12%	26%	221.04	29,035	126.87	16,665	57%	52%	72%
Inner Gippsland Loddon	1 Oct 17 1 May 17	4,187	282 488	14.8 11.6	72% 48%	13% 15%	33% (25%	104.37 119.68	24,928 21,063	56.69 66.39	13,541 11,684	54% 55%	65% ● 60%	72% 69%
Mallee	1 Jan 19	1,695	122	13.9	83% 🔴	23%	25%	44.57	26,294	22.96	13,543	52%	57%	70%
North East Melbourne Outer East Melbourne	1 Jul 16 1 Nov 17	10,270 7,960	1,008 608	10.2	37% • 66%	16% 14%	24% 24%	244.56 221.07	23,813 27,773	144.29 125.47	14,050 15,762	59% 57%	57% 54%	68% 65%
Outer Gippsland	1 Jan 19	1,863	147	12.7	75%	17%	25%	51.04	27,398	23.68	12,712	46%	63%	67%
Ovens Murray Southern Melbourne	1 Oct 17 1 Sep 18	2,767 9,834	258 730	10.7 13.5	66% 58%	12% 20%	34% 🔴 21%	59.39 250.87	21,463 25,510	32.83 146.60	11,864 14,908	55% 58%	55% 51%	69% 67%
Western District	1 Sep 18 1 Oct 17	3,113	209	13.5	80%	20% 8% (30%	69.64	22,370	36.49	14,908	52%	51%	73%
Western Melbourne	1 Oct 18	9,082	834	10.9	47%	18%	21%	232.11	25,558	130.79	14,401	56%	53%	65%
Victoria average Victoria total		<u> </u>	543 2,893	<u>11.5</u> 36.5	<u>61%</u> 44%	<u>14%</u> 13%	<u>26%</u> 26%	157.27 2,673.65	24,845 25,307	89.34 1,518.76	<u>13,766</u> 14,376	55% 57%	57% 56%	<u>68%</u> 68%
Queensland														
Beenleigh	1 Jul 18	7,361	795	9.3	41%	15%	20%	215.49	29,275	137.27	18,648	64% 🔵	53%	80% 🔵
Brisbane Bundaberg	1 Jul 18 1 Oct 17	13,938 2,313	1,156 237	12.1 9.8	36% ● 73%	17% 9%	17% 27%	447.87 57.72	32,133 24,956	282.99 37.29	20,304 • 16,120	63% ● 65%	55% 56%	79% ● 79% ●
Caboolture/Strathpine	1 Jan 19	7,478	736	10.2	45%	16%	21%	236.29	31,598	140.90	18,841	60%	53%	75%
Cairns Ipswich	1 Jul 18	3,557 6,215	294 821	12.1 7.6	64% 35%	14% 16%	23% 19%	113.60	31,936	65.97 96.14	18,548 15,469	58% 61%	57% 60%	73% 75%
Mackay	1 Jul 17 1 Nov 16	2,650	249	10.6	54%	10%	22%	157.48 67.58	25,338 25,500	41.16	15,532	61%	62%	76%
Maroochydore	1 Jan 19	6,261	552	11.3	56%	13%	19%	200.20	31,975	126.82	20,255	63%	57%	82%
Maryborough Robina	1 Jul 18 1 Jul 18	3,075	321	9.6 11.8	71% 47%	21% 18%	25% 25%	100.41 192.18	32,655 26,526	60.52 126.34	19,683 17,438	60% 66%	55% 54%	79% ● 76%
Rockhampton	1 Jan 18	4,172	340	12.3	59%	14%	29%	102.28	24,516	56.06	13,438	55%	59%	77%
Toowoomba Townsville	1 Jan 17 1 Apr 16	4,942 4,895	528 426	9.4 11.5	42% 47%	12% 11%	17% 14%	137.83 133.34	27,890 27,240	82.44	16,682 16,791	60% 62%	65% 61%	80% ● 75%
Queensland average	17(p) 10	5,700	544	10.6	52%	14%	21%	166.33	28,580	102.78	17,519	61%	57%	77%
Queensland total		74,102	2,732	27.1	29%	13%	19%	2,162.27	29,180	1,336.09	18,030	62%	57%	78%
South Australia* Adelaide Hills	1 Jul 13	1,307	156	8.4	73%	4%	24%	27.75	21,228 🔴	16.35	12,511 🔴	59%	61%	60% 🔴
Barossa, Light and Lower North	1 Jul 13	1,726	213	8.1	65%	14%	24%	35.00	20,280	20.90	12,109	60%	62%	69%
Eastern Adelaide	1 Jul 13	2,937	349	8.4	60%	18%	22%	82.71	28,163	50.41	17,164	61%	64%	74%
Eyre and Western Far North (SA)	1 Jul 13 1 Jul 13	1,112 433	102 72	10.9 6.0	86% (83%	7% 🔴 18%	21% 18%	32.68	29,388 29,346	15.15 4.26	13,622 9,835	46%	66% ● 53%	62% 47% ●
Fleurieu and Kangaroo Island	1 Jul 13	922	121	7.6	83%	18%	15%	25.48	27,640	15.51	16,818	61%	66% ●	76%
Limestone Coast Murray and Mallee	1 Jul 13 1 Jul 13	1,150 1,426	110 162	10.5 8.8	84% (67%)	6% 🔴 16%	47% (27%	26.17 32.80	22,754 23,002	12.78	11,115 — 10,907 —	49% 47% ●	66% ● 65% ●	57% (72%
Northern Adelaide	1 Jul 13	11,498	580	19.8 🔴	53%	13%	26%	246.8	21,465 🔴	153.47	13,348	62%	63%	68%
Southern Adelaide Western Adelaide	1 Jul 13 1 Jul 13	7,364	430	17.1 ● 8.1	63% 58%	11% 11%	19% 24%	182.32 80.34	24,759 26,314	106.79 48.45	14,502 15,871	59% 60%	62% 62%	66% 72%
Yorke and Mid North	1 Jul 13	1,427	166	8.6	68%	18%	18%	32.88	23,041	17.98	12,603	55%	64%	69%
South Australia average South Australia total		2,863 34,355	237 889	<u> </u>	<u>70%</u> 50%	<u>13%</u> 12%	<u>24%</u> 26%	68.14 817.64	24,782	39.80 477.61	<u>13,367</u> 13,902	<u>54%</u> 58%	63% 63%	<u>66%</u> 68%
		54,555	003	30.0	50%	12 70	20%	017.04	23,800	477.01	13,902	38%	03%	08%
Tasmania* TAS North	1 Jul 13	2,424	204	11.9	66%	8% 🔴	35% 🔴	67.91	28,015	38.76	15,989	57%	61%	66%
TAS North West	1 Jul 13	2,013	228	8.8	57%	10%	25%	48.06	23,875	26.75	13,290	56%	63%	76%
TAS South East TAS South West	1 Jul 13 1 Jul 13	1,849 2,176	241 236	7.7 9.2	51% 51%	13% 19%	15% 13%	43.91	23,750 26,354	26.25	14,198 15,603	60% 59%	50% 64%	63% 70%
Tasmania average	20	2,116	227	9.4	56%	12%	22%	54.31	25,499	31.43	14,770	58%	59%	69%
Tasmania total		8,462	492	17.2	45%	15%	20%	217.23	25,671	125.71	14,856	58%	60%	69%
Australian Capital Territory ACT	1 Jul 14	7,470	398	18.8 🔴	69%	8%	22%	175.59	23,506 🔴	114.03	15,265	65%	68%	75%
ACT average		7,470	398	18.8	69%	8%	22%	175.59	23,506	114.03	15,265	65%	68%	75%
ACT total		7,470	398	18.8	69%	8%	22%	175.59	23,506	114.03	15,265	65%	68%	75%
Northern Territory	1 6.4 4 4	1/7	1.1	26	070/ 🐣	220/	00/	E 13	2/ 05/	1.00	12.000	107 -	710/	E / 0/
Barkly Central Australia	1 Jul 14 1 Jul 17	147 448	41	3.6 • 4.3 •	87% (77%)	23% 20%	0% ● 27%	5.12	34,854 51,467	1.89 11.91	12,868 • 26,588 •	37% • 52%	71% 47%	64% 64%
Darwin Remote	1 Jul 17	352	53	6.6	76%	21%	21%	15.78	44,820 🔵	5.97	16,948	38% 🔴	36% 🔴	34% 🔴
Darwin Urban East Arnhem	1 Jan 17 1 Jan 17	1,893 185	180 45	10.5 4.1	64% 84% ●	22% 27% ●	28% 7% ●	69.55 12.00	36,742 • 64,881 •	41.96	22,166 • 24,519	60% 38% ●	53% 45%	74% 34% 🔴
Katherine	1 Jul 17	146	51	2.9 🔵	76%	16%	26%	6.36	43,562 🔵	2.96	20,271	47% 🔴	35% 🔴	83%
Northern Territory average Northern Territory total		529 3,259	79 274	5.3 11.9	77% 51%	<u>21%</u> 20%	<u>18%</u> 24%	21.98 135.6	46,054 41,607	11.54 71.37	20,560	45% 53%	48% 48%	<u>59%</u> 62%
Western Australia		-,				/			,					
Central North Metro	1 Jul 19	3,454	425	8.1	46%	61% 🔵	2%	106.22	30,752 🌑	58.02	16,799 🌑	55%	48% 🔴	68%
Central South Metro	1 Jul 18	4,206	458 72	9.2 7.2	41% 86% 🔴	12% 30%	17% 13%	110.1	26,176	64.68	15,377	59% 46%	59% 46%	77% 49% 🔴
Goldfields-Esperance Great Southern	1 Oct 18 1 Jul 19	519 787	72	10	91%	30% • 47% •	13% 7% ●	21.58	30,870 27,420	12.11	14,240 15,390	46% 56%	46% • 54%	49% – 69%
Kimberley-Pilbara	1 Oct 18	1,042	119	8.8	80%	28% 🔵	31% 🔴	35.25	33,825 🔵	15.23	14,621	43% 🔴	55%	60% 🔴
	1 Jul 19 1 Jul 14	677 5,246	67 483	10.1 10.9	92% • 41%	36% ● 12%	7% • 15%	15.95 135.98	23,560 25,921	7.36	10,865 15,533	46% 60%	52% 59%	58% (72%
Midwest-Gascoyne North East Metro		4,288	413	10.4	43%	28% 🔵	10% 🔵	108.83	25,381	61.99	14,457	57%	51%	66%
Midwest-Gascoyne North East Metro North Metro			454	7.5	38%	46% ● 18%	5% ● 15%	89.93	26,241	49.16	14,344	55%	53%	76% 74%
Midwest-Gascoyne North East Metro North Metro South East Metro	1 Jul 19	3,427		10.6	35%	1070	1.3.70	1// 4/	24.074	//14	14.042	60%	62%	
Midwest-Gascoyne North East Metro North Metro South East Metro South Metro South West	1 Jul 19 1 Jul 18 1 Sep 18	5,197 2,844	490 207	10.6 13.7	35% • 75%	15%	16%	127.97 68.72	24,624 24,162	77.14	14,843 13,883	60% 57%	62% 60%	69%
Midwest-Gascoyne North East Metro North Metro South East Metro South Metro South West Wheat Belt	1 Jul 19 1 Jul 18	5,197 2,844 830	490 207 164	13.7 5.1	75% 68%	15% 24%	16% 7% ●	68.72 1.91	24,162 23,989	39.48 9.71	13,883 11,700	57% 49%	60% 50%	69% 62%
Midwest-Gascoyne North East Metro North Metro South East Metro South Metro South West	1 Jul 19 1 Jul 18 1 Sep 18	5,197 2,844	490 207	13.7	75%	15%	16%	68.72	24,162	39.48	13,883	57%	60%	69%
Midwest-Gascoyne North East Metro North Metro South East Metro South Metro South West Wheat Belt Western Australia average	1 Jul 19 1 Jul 18 1 Sep 18	5,197 2,844 830 2,710	490 207 164 286	13.7 5.1 • 9.3	75% 68% 61%	15% 24% 30%	16% 7% ● 12%	68.72 1.91 71.37	24,162 23,989 26,910	39.48 9.71 40.31	13,883 11,700 14,338	57% 49% 54%	60% 50% 54%	69% 62% 67%
Midwest-Gascoyne North East Metro North Metro South Metro South West Wheat Belt Western Australia average Western Australia total	1 Jul 19 1 Jul 18 1 Sep 18	5,197 2,844 830 2,710 32,517	490 207 164 286 914	13.7 5.1 • 9.3	75% 68% 61%	15% 24% 30%	16% 7% ● 12%	68.72 1.91 71.37 856.45	24,162 23,989 26,910	39.48 9.71 40.31 483.76	13,883 11,700 14,338	57% 49% 54%	60% 50% 54%	69% 62% 67%
Midwest-Gascoyne North East Metro North Metro South East Metro South Metro South West Wheat Belt Western Australia average Western Australia total Missing	1 Jul 19 1 Jul 18 1 Sep 18	5,197 2,844 830 2,710 32,517 0	490 207 164 286 914 0	13.7 5.1 9.3 35.6	75% 68% 61% 37%	15% 24% 30% 20%	16% 7% • 12% 9%	68.72 1.91 71.37 856.45 0.00	24,162 23,989 26,910 26,339	39.48 9.71 40.31 483.76 0.00	13,883 11,700 14,338 14,877	57% 49% 54% 56%	60% 50% 54% 56%	69% 62% 67% 71%

* 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).

District / Support Category Summary Dashboard



as at 31 December 2020 (exposure period: 1 April 2020 to 30 September 2020))

All non-SIL Participants

Support category summary (National)

Support category	Active participants with approved plans	Registered active providers	Participants per provider	Provider concentration	Provider growth	Provider shrinkaqe	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		P	Per presser		J	j-	(1)	(*/	(1)	,			
Consumables	336,210	1,927	174.5	33%	21%	11%	286.64	853	171.88	511	60%	56%	72%
Daily Activities	336,467	4,522	74.4	30%	17%	21%	3,746.38	11,134	2,465.55	7,328	66%	56%	72%
Community	336,424	2,726	123.4	20%	10%	29%	2,230.84	6,631	1145.98	3,406	51%	56%	72%
Transport	336,890	894	376.8	29%	10%	39%	298.70	887	298.63	886	100%	56%	72%
Core total	339,056	5,677	59.7	25%	13%	23%	6,562.56	19,355	4,082.04	12,039	62%	56%	72%
	555,650	5,077	55.7	2070	15,0	2370	0,502.50	19,999	4,002.04	12,035	02.70	5070	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
Capacity Building													
Choice and Control	174,931	984	177.8 🔴	40%	12%	4%	123.90	708	117.33	671	95% 🔵	55%	72%
Daily Activities	376,102	5,882	63.9	26%	12%	18%	2,067.81	5,498	1,146.55	3,049	55%	56%	72%
Employment	26,827	699	38.4	26%	7%	19%	181.19	6,754	97.47	3,633	54%	45%	72%
Health and Wellbeing	22,977	938	24.5	31%	7%	15%	37.13	1,616	15.45	672	42%	61%	78% 🔵
Home Living	2,280	123	18.5 🔵	47% 🔴	0% 🔴	0% 🔵	2.23	979	0.35	155	16% 🔴	60%	64% 🔴
Lifelong Learning	115	16	7.2 🔵	95% 🔴	0% 🔴	0% 🔵	0.22	1,912	0.06	491	26% 🔴	32% 🔴	69%
Relationships	27,490	920	29.9	24%	22%	10%	117.28	4,266	51.01	1,855	43%	23% 🔴	65% 🔴
Social and Civic	51,375	1,361	37.7	23%	9%	28%	136.02	2,648	39.84	776	29%	49%	68%
Support Coordination	142,623	2,162	66.0	12% 🔵	17%	7%	316.45	2,219	218.51	1,532	69%	52%	70%
Capacity Building total	382,597	6,900	55.4	21%	12%	15%	2,982.23	7,795	1,686.57	4,408	57%	56%	72%
Capital													
Assistive Technology	90,130	1,763	51.1	26%	24% 🔵	20%	510.73	5,667	292.22	3,242	57%	68% 🔵	76%
Home Modifications	14,493	652	22.2	21%	32% 🔵	22%	71.11	4,906	53.57	3,696	75%	70% 🔵	78%
Capital total	92,306	1,973	46.8	23%	26%	22%	581.84	6,303	345.8	3,746	59%	67%	76%
Missing	707	0	0	0%	0%	0%	1.65	2,336	1.65	2,336	100%	69%	31%
All support categories	387,135	9,635	40.2	24%	13%	20%	10,128.28	26,162	6,116.05	15,798	60%	56%	71%

Note: Core - Transport shows utilisation 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 district / 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 district / 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	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% of districts / support categories when ranked by performance against benchmark for the given metric – in other words – performing relatively well under the metric under consideration

• The red dots indicate the bottom 10% of districts / 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 considered 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 other metrics, 'good' performance is considered a lower score under the metric. For example, a low provider concentration is considered a sign of a competitive market.

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