ndis

# The NDIS market

## Victoria

31 December 2020

National Disability Insurance Agency

# Background

**The purpose of the National Disability Insurance Scheme (NDIS) is to provide reasonable and necessary funding to people with a permanent and significant disability so that they may access the supports and services they need to assist with achieving their goals. Participants receive individual budgets from which they choose the providers to support them.**

This presentation provides the latest update to the Victoria market presentation, using data as at 31 December 2020 (the previous presentation used data as at 30 June 2020). The presentation covers the key market metrics that the NDIA monitors across the 17 service districts within Victoria.

Accompanying this presentation is the 31 December 2020 report on 'The NDIS Market' – which compares a number of market indicators across geographical regions and participant characteristics to identify "hot spots" where support provision is comparatively lower or higher than the rest of the NDIS market.

Note that the data in this report is taken over the period from the 1 April 2020 to the 30 September 2020. We allow a three month lag due to the delay between supports being provided and payments being made.

# Summary of market monitoring key indicators

A deep dive into the NDIS market has been undertaken to better understand market "hot spots". The three key indicators included in this report are plan utilisation, provider concentration, and choice and control (see table on the right).

Indicators are presented both including and excluding participants in supported independent living (SIL).

In the detailed dashboards, the key indicators are presented by:

- Geographical region
- Support category
- Participant characteristics, including age, primary disability type, level of function, remoteness, Indigenous status and culturally and linguistically diverse (CALD) status

An appropriate benchmark is also presented for each indicator and market segment. The benchmark represents the national average, and for some indicators, is adjusted for the mix of participants within the market being analysed (for example, the proportion of SIL participants and the amount of time a participant has been in the Scheme).

### Key indicators[1]

| Indicator | Definition |
|---|---|
| **Plan utilisation** | Payments as a proportion of total plan budgets (or supports committed) for the period |
| **Provider concentration** | Proportion of total provider payments that were paid to the ten providers that received the most payments |
| **Choice and control** | Proportion of participants who report that they choose who supports them and that the NDIS helps with choice and control |

[1] Indicators have been calculated over the period from 1 April 2020 to 30 September 2020, using data available as at 31 December 2020. Please note that in-kind data has been included in the plan utilisation metrics, but excluded from the provider concentration metric.

# Summary of market indicators
## by service district – Victoria

| Service district | Phase in date | Active participants with approved plans | Total plan budgets ($m) | Average plan budget ($) | Total payments ($m) | Average payments ($) | Utilisation |
|---|---|---|---|---|---|---|---|
| **Victoria** | | | | | | | |
| Barwon | 1 Jul 13 | 8,493 | 272.60 | 32,097 | 174.58 | 20,556 | 64% |
| Bayside Peninsula | 1 Apr 18 | 13,374 | 498.75 | 37,292 | 311.21 | 23,270 | 62% |
| Brimbank Melton | 1 Oct 18 | 6,558 | 195.18 | 29,762 | 118.98 | 18,142 | 61% |
| Central Highlands | 1 Jan 17 | 4,530 | 138.77 | 30,633 | 86.78 | 19,157 | 63% |
| Goulburn | 1 Jan 19 | 3,238 | 90.40 | 27,920 | 48.41 | 14,950 | 54% |
| Hume Moreland | 1 Mar 18 | 7,436 | 208.69 | 28,065 | 133.28 | 17,924 | 64% |
| Inner East Melbourne | 1 Nov 17 | 8,394 | 350.61 | 41,769 | 223.51 | 26,627 | 64% |
| Inner Gippsland | 1 Oct 17 | 4,328 | 128.03 | 29,581 | 74.97 | 17,321 | 59% |
| Loddon | 1 May 17 | 5,941 | 167.09 | 28,125 | 105.56 | 17,769 | 63% |
| Mallee | 1 Jan 19 | 1,791 | 59.87 | 33,426 | 35.35 | 19,739 | 59% |
| North East Melbourne | 1 Jul 16 | 11,015 | 376.10 | 34,144 | 247.21 | 22,443 | 66% |
| Outer East Melbourne | 1 Nov 17 | 8,412 | 301.92 | 35,891 | 187.09 | 22,241 | 62% |
| Outer Gippsland | 1 Jan 19 | 1,939 | 61.92 | 31,936 | 31.79 | 16,397 | 51% |
| Ovens Murray | 1 Oct 17 | 2,912 | 81.25 | 27,900 | 49.91 | 17,140 | 61% |
| Southern Melbourne | 1 Sep 18 | 10,111 | 302.19 | 29,887 | 186.64 | 18,460 | 62% |
| Western District | 1 Oct 17 | 3,391 | 112.62 | 33,211 | 71.47 | 21,078 | 63% |
| Western Melbourne | 1 Oct 18 | 9,337 | 278.01 | 29,775 | 164.98 | 17,669 | 59% |
| **Victoria total** | | **111,203** | **3,624.07** | **32,590** | **2,251.75** | **20,249** | **62%** |
| **National total** | | **412,543** | **14,645.49** | **35,501** | **9,871.32** | **23,928** | **67%** |

In the 31 December 2020 report, there were 111,203 active participants with approved plans registered in Victoria and 2,996 active providers[1]. In the 31 December 2020 report, total plan budgets in Victoria over the 6 months from 1 April 2020 to 30 September 2020 amounted to $3,624m. Total payments over the same period amounted to $2,252m, resulting in a utilisation rate of 62%. In the 30 June 2020 report, the equivalent rate for Victoria was 68%, indicating an overall decrease in utilisation. This is mainly driven by an increase in committed supports that was greater than the increase in payments over the period.

[1] Providers of agency-managed participants only. Self-managed participants and participants with a plan manager can use unregistered providers, and hence the total number of providers supporting participants will be higher than 2,996.

# Summary of market indicators
## by service district – Victoria cont.

| Service districts | Phase in date | Active participants with approved plans | Registered active providers | Participants per provider | Provider concentration | Outcomes indicator on choice and control | Has the NDIS helped with choice and control? |
|---|---|---|---|---|---|---|---|
| **Victoria** | | | | | | | |
| Barwon | 1 Jul 13 | 8,493 | 669 | 12.7 | 63% | 67% | 67% |
| Bayside Peninsula | 1 Apr 18 | 13,374 | 837 | 16.0 | 52% | 53% | 72% |
| Brimbank Melton | 1 Oct 18 | 6,558 | 709 | 9.2 | 46% | 48% | 65% |
| Central Highlands | 1 Jan 17 | 4,530 | 486 | 9.3 | 60% | 55% | 69% |
| Goulburn | 1 Jan 19 | 3,238 | 360 | 9.0 | 62% | 56% | 71% |
| Hume Moreland | 1 Mar 18 | 7,436 | 926 | 8.0 | 35% | 55% | 67% |
| Inner East Melbourne | 1 Nov 17 | 8,394 | 835 | 10.1 | 53% | 45% | 72% |
| Inner Gippsland | 1 Oct 17 | 4,328 | 298 | 14.5 | 67% | 62% | 72% |
| Loddon | 1 May 17 | 5,941 | 511 | 11.6 | 51% | 55% | 70% |
| Mallee | 1 Jan 19 | 1,791 | 132 | 13.6 | 81% | 53% | 72% |
| North East Melbourne | 1 Jul 16 | 11,015 | 1,087 | 10.1 | 36% | 52% | 70% |
| Outer East Melbourne | 1 Nov 17 | 8,412 | 662 | 12.7 | 57% | 50% | 66% |
| Outer Gippsland | 1 Jan 19 | 1,939 | 151 | 12.8 | 71% | 60% | 69% |
| Ovens Murray | 1 Oct 17 | 2,912 | 269 | 10.8 | 66% | 51% | 70% |
| Southern Melbourne | 1 Sep 18 | 10,111 | 760 | 13.3 | 52% | 49% | 67% |
| Western District | 1 Oct 17 | 3,391 | 231 | 14.7 | 80% | 53% | 74% |
| Western Melbourne | 1 Oct 18 | 9,337 | 872 | 10.7 | 45% | 51% | 66% |
| **Victoria average** | | **6,541** | **576** | **11.4** | **58%** | **–** | **–** |
| **Victoria total** | | **111,203** | **2,996** | **–** | **–** | **53%** | **69%** |
| | | | | | | | |
| **National average** | | **5,154** | **471** | **10.3** | **59%** | **–** | **–** |
| **National total** | | **412,543** | **9,969** | **–** | **–** | **52%** | **72%** |

State-wide, 53% of respondent participants said that they chose who supported them and 69% said that the NDIS helped with choice and control. The comparative figures from the 30 June 2020 report were 51% and 66% respectively, indicating a small improvement in responses.

# Key indicators
## Victoria

**Key indicators can be used to understand how further investment might improve regional markets. Here we look at the different indicators and provide some commentary by service district:**

## Utilisation:

The highest level of utilisation was seen in North East Melbourne (66%) and the lowest in Outer Gippsland (51%). In the 30 June 2020 report, the same districts had the highest and lowest levels of utilisation, respectively - North East Melbourne (at 74%) and Outer Gippsland (56%). There could be a number of reasons for the lower utilisation in Outer Gippsland, including insufficient provider capacity to provide supports to participants (which is supported by higher than average 'participants per provider' levels). Across all districts in Victoria, utilisation has decreased compared to the 30 June 2020 presentation, with the largest drop observed for North East Melbourne (74% to 66%)[1].

## Provider concentration:

The highest level of provider concentration was 81% in Mallee and the lowest was 35% in Hume Moreland. In the 30 June 2020 report, the highest level of provider concentration was 80% in Mallee and the lowest was 34% in Hume Moreland. Generally, the lower the concentration, the more competitive the market is likely to be – as payments are going to a range of different providers. Hume Moreland has the lowest participants per provider and remains the district with the lowest provider concentration.

As Mallee is relatively new to the Scheme (with a phase in date of 1 Jan 2019), this may reflect a relative immaturity of the NDIS market in that district. However, provider concentration in Mallee increased by one percentage point from the 30 June 2020 report which further indicates there could be insufficient provider capacity in the district despite growing maturity.

[1] The decrease in utilisation North East Melbourne was driven by increases in plan budget and not a decrease in payments (payments increased over the period).

# Key indicators
## Victoria cont.

### Outcomes indicator on choice and control:

In Barwon, 67% of participants responded that they chose who supports them, however in Inner East Melbourne, only 45% of participants responded that they had that choice. This compares to a national total of 52%. Participants in districts with a lower level on the outcomes indicator may thus benefit from increased choice (or more information on their ability to choose).

In the 30 June 2020 presentation, Barwon was the district with the highest proportion of participants responding that they chose who supports them (67%) and Inner East Melbourne was the district with the lowest proportion (43%). This represents no change in Barwon and a two percentage point increase in Inner East Melbourne from the 30 June 2020 report. The relatively high result in Barwon may be a result of the scheme having been in place since July 2013, providing time to fully embed. The national total increased by one percentage point from 51% in the 30 June 2020 report.

### Has the NDIS helped with choice and control?:

74% of participants in Western District (the highest in the state) responded that the NDIS had helped with choice and control over support provision, compared with 65% in Brimbank Melton (the lowest in the state), indicating that participants in Brimbank Melton may benefit from greater assistance from the NDIS in choosing their supports and services. The national total is 72%.

In the 30 June 2020 report, 72% of participants in Western District responded that the NDIS had helped with choice and control over support provision, compared with 59% in Brimbank Melton. Brimbank Melton has increased by six percentage points since the end of June 2020. The national total has increased by one percentage point from 71% in the 30 June 2020 report.

# Summary of market indicators
## by support category – Victoria

| Support category | Active participants with approved plans | Registered active providers | Provider concentration | 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** | | | | | | | | | | |
| Consumables | 102,533 | 637 | 53% | 83.82 | 818 | 54.65 | 533 | 65% | 52% | 70% |
| Daily Activities | 102,602 | 1,297 | 41% | 1,533.27 | 14,944 | 1,173.53 | 11,438 | 77% | 52% | 70% |
| Community | 102,609 | 750 | 43% | 815.06 | 7,943 | 316.11 | 3,081 | 39% | 52% | 70% |
| Transport | 102,730 | 251 | 58% | 92.70 | 902 | 88.50 | 861 | 95% | 52% | 70% |
| **Core total** | **103,201** | **1,747** | **40%** | **2,524.85** | **24,465** | **1,632.79** | **15,821** | **65%** | **52%** | **70%** |
| **Capacity Building** | | | | | | | | | | |
| Choice and Control | 57,555 | 333 | 59% | 41.06 | 713 | 39.72 | 690 | 97% | 50% | 69% |
| Daily Activities | 108,265 | 1,646 | 45% | 605.51 | 5,593 | 314.85 | 2,908 | 52% | 52% | 70% |
| Employment | 6,728 | 175 | 41% | 45.98 | 6,834 | 22.99 | 3,416 | 50% | 47% | 71% |
| Health and Wellbeing | 5,977 | 193 | 57% | 8.57 | 1,435 | 2.92 | 488 | 34% | 57% | 75% |
| Home Living | 1,138 | 50 | 71% | 1.20 | 1,052 | 0.20 | 180 | 17% | 59% | 61% |
| Lifelong Learning | 38 | 1 | 100% | 0.06 | 1,501 | 0.01 | 230 | 15% | 22% | 58% |
| Relationships | 8,974 | 241 | 38% | 48.24 | 5,375 | 22.32 | 2,487 | 46% | 16% | 67% |
| Social and Civic | 16,459 | 340 | 51% | 40.62 | 2,468 | 10.03 | 610 | 25% | 53% | 66% |
| Support Coordination | 49,753 | 629 | 26% | 122.22 | 2,457 | 88.45 | 1,778 | 72% | 47% | 69% |
| **Capacity Building total** | **109,979** | **2,008** | **34%** | **913.47** | **8,306** | **501.50** | **4,560** | **55%** | **52%** | **70%** |
| Capital | | | | | | | | | | |
| Assistive Technology | 22,737 | 523 | 37% | 136.19 | 5,990 | 80.48 | 3,540 | 59% | 59% | 75% |
| Home Modifications | 8,855 | 215 | 39% | 49.51 | 5,591 | 36.93 | 4,171 | 75% | 34% | 77% |
| **Capital total** | **26,311** | **618** | **31%** | **185.70** | **7,058** | **117.42** | **4,463** | **63%** | **52%** | **75%** |
| **All support categories** | **111,203** | **2,996** | **36%** | **3,624.07** | **32,590** | **2,251.75** | **20,249** | **62%** | **53%** | **69%** |

This slide shows the breakdown of the market indicators by support category in Victoria.

- Daily Activities (Core and Capacity Building) and Community supports are the supports with the highest level of committed supports and payments. Provider concentration is low for these supports indicating a competitive market amongst providers exists.
- The position in the 31 December 2020 report was similar to 30 June 2020 report.

Note: The sum of individual support categories do not equal the totals exactly due to a very small amount of missing information.

# Appendix: Summary of market indicators
## by support category – Victoria – SIL/SDA only

| Support category | Active participants with approved plans | Registered active providers | Provider concentration | 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** | | | | | | | | | | |
| Consumables | 5,547 | 281 | 53% | 8.93 | 1,610 | 5.05 | 910 | 57% | 14% | 76% |
| Daily Activities | 5,553 | 359 | 42% | 638.37 | 114,959 | 583.19 | 105,023 | 91% | 14% | 76% |
| Community | 5,546 | 325 | 42% | 178.16 | 32,125 | 66.38 | 11,969 | 37% | 14% | 76% |
| Transport | 5,551 | 112 | 63% | 9.44 | 1,701 | 5.92 | 1,067 | 63% | 14% | 76% |
| **Core total** | **5,553** | **649** | **38%** | **834.91** | **150,353** | **660.54** | **118,953** | **79%** | **14%** | **76%** |
| **Capacity Building** | | | | | | | | | | |
| Choice and Control | 3,513 | 117 | 67% | 2.69 | 765 | 2.64 | 752 | 98% | 14% | 76% |
| Daily Activities | 5,472 | 531 | 49% | 29.54 | 5,399 | 14.77 | 2,700 | 50% | 13% | 76% |
| Employment | 395 | 67 | 56% | 3.30 | 8,345 | 1.58 | 3,993 | 48% | 26% | 85% |
| Health and Wellbeing | 545 | 57 | 58% | 0.62 | 1,137 | 0.14 | 266 | 23% | 14% | 78% |
| Home Living | 23 | 2 | 100% | 0.03 | 1,180 | 0.00 | 48 | 4% | 22% | 81% |
| Lifelong Learning | 0 | 0 | 0% | 0.00 | 0 | 0.00 | 0 | 0% | 0% | 0% |
| Relationships | 2,273 | 138 | 42% | 13.79 | 6,065 | 7.32 | 3,220 | 53% | 9% | 72% |
| Social and Civic | 277 | 33 | 74% | 0.89 | 3,227 | 0.16 | 561 | 17% | 26% | 76% |
| Support Coordination | 5,528 | 295 | 35% | 17.77 | 3,215 | 13.78 | 2,493 | 78% | 14% | 76% |
| **Capacity Building total** | **5,549** | **759** | **29%** | **68.63** | **12,367** | **40.39** | **7,279** | **59%** | **14%** | **76%** |
| Capital | | | | | | | | | | |
| Assistive Technology | 2,213 | 176 | 55% | 16.43 | 7,424 | 9.75 | 4,408 | 59% | 15% | 76% |
| Home Modifications | 5,031 | 65 | 60% | 30.45 | 6,052 | 22.29 | 4,432 | 73% | 12% | 77% |
| **Capital total** | **5,152** | **230** | **41%** | **46.88** | **9,099** | **32.05** | **6,221** | **68%** | **12%** | **77%** |
| **All support categories** | **5,555** | **1,124** | **35%** | **950.41** | **171,092** | **732.99** | **131,951** | **77%** | **14%** | **76%** |

This slide shows the breakdown of the market indicators by support category in Victoria, for participants with Supported Independent Living (SIL) and / or Specialist Disability Accommodation (SDA) supports.

- Daily Activities (Core) and Community supports are the supports with the highest level of committed supports and payments. Provider concentration is low for these supports indicating a competitive market amongst providers exists.
- Utilisation for Daily Activities (Core) supports is materially higher than for the participant population in general.

Note: The sum of individual support categories do not equal the totals exactly due to a very small amount of missing information.

# Appendix: Summary of market indicators

## by support category – Victoria – non-SIL/SDA only

| Support category | Active participants with approved plans | Registered active providers | Provider concentration | 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** | | | | | | | | | | |
| Consumables | 96,986 | 604 | 55% | 74.89 | 772 | 49.60 | 511 | 66% | 56% | 69% |
| Daily Activities | 97,049 | 1,247 | 56% | 894.90 | 9,221 | 590.34 | 6,083 | 66% | 56% | 69% |
| Community | 97,063 | 727 | 46% | 636.89 | 6,562 | 249.73 | 2,573 | 39% | 56% | 69% |
| Transport | 97,179 | 235 | 60% | 83.25 | 857 | 82.58 | 850 | 99% | 56% | 69% |
| **Core total** | **97,648** | **1,666** | **52%** | **1,689.94** | **17,306** | **972.24** | **9,957** | **58%** | **56%** | **69%** |
| **Capacity Building** | | | | | | | | | | |
| Choice and Control | 54,042 | 330 | 59% | 38.37 | 710 | 37.08 | 686 | 97% | 54% | 68% |
| Daily Activities | 102,793 | 1,583 | 45% | 575.97 | 5,603 | 300.08 | 2,919 | 52% | 56% | 69% |
| Employment | 6,333 | 168 | 40% | 42.69 | 6,740 | 21.41 | 3,380 | 50% | 48% | 70% |
| Health and Wellbeing | 5,432 | 181 | 58% | 7.96 | 1,465 | 2.77 | 510 | 35% | 62% | 75% |
| Home Living | 1,115 | 50 | 71% | 1.17 | 1,050 | 0.20 | 183 | 17% | 60% | 60% |
| Lifelong Learning | 38 | 1 | 100% | 0.06 | 1,493 | 0.01 | 230 | 15% | 22% | 58% |
| Relationships | 6,701 | 228 | 42% | 34.45 | 5,141 | 15.00 | 2,239 | 44% | 20% | 63% |
| Social and Civic | 16,182 | 337 | 51% | 39.73 | 2,455 | 9.88 | 610 | 25% | 54% | 66% |
| Support Coordination | 44,225 | 626 | 27% | 104.45 | 2,362 | 74.67 | 1,689 | 71% | 52% | 68% |
| **Capacity Building total** | **104,430** | **1,953** | **36%** | **844.84** | **8,090** | **461.10** | **4,415** | **55%** | **56%** | **69%** |
| Capital | | | | | | | | | | |
| Assistive Technology | 20,524 | 508 | 35% | 119.76 | 5,835 | 70.73 | 3,446 | 59% | 65% | 74% |
| Home Modifications | 3,824 | 170 | 52% | 19.06 | 4,984 | 14.64 | 3,828 | 77% | 66% | 78% |
| **Capital total** | **21,159** | **563** | **31%** | **138.82** | **6,561** | **85.37** | **4,035** | **61%** | **65%** | **75%** |
| **All support categories** | **105,648** | **2,893** | **44%** | **2,673.65** | **25,307** | **1,518.76** | **14,376** | **57%** | **56%** | **68%** |

This slide shows the breakdown of the market indicators by support category in Victoria, for participants without Supported Independent Living (SIL) and / or Specialist Disability Accommodation (SDA) supports.

- The results are similar to the results when all participants are considered (slide 8) – the majority (95%) of participants in Victoria do not have SIL or SDA supports, so the patterns of support category spending is similar to that of the Victorian participant population overall.

Note: The sum of individual support categories do not equal the totals exactly due to a very small amount of missing information.

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