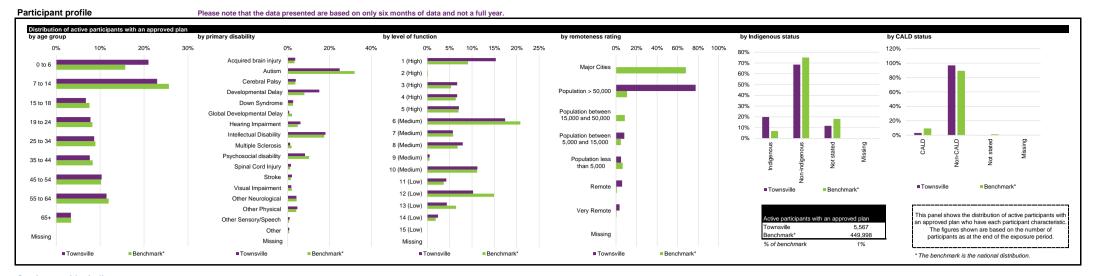
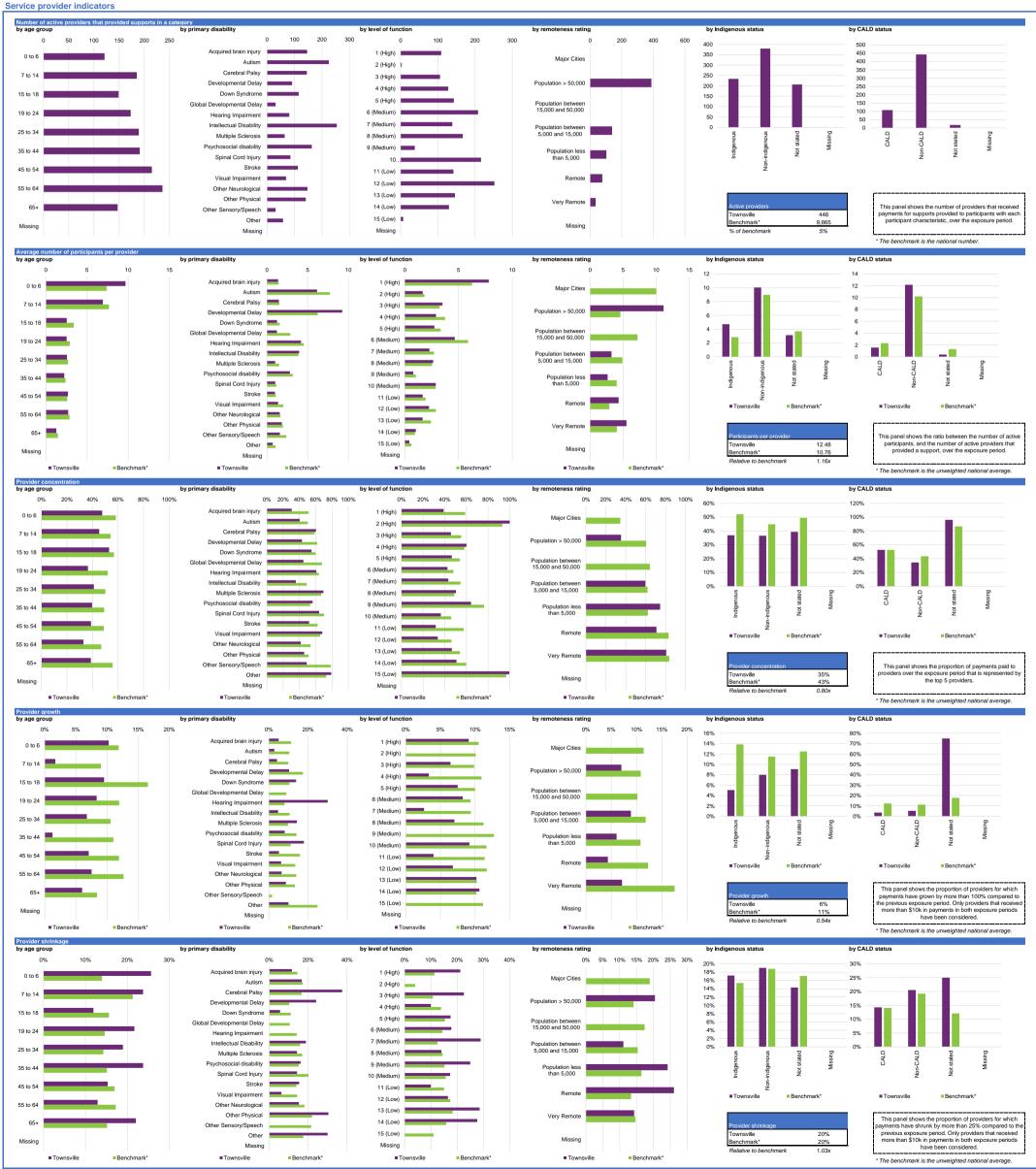
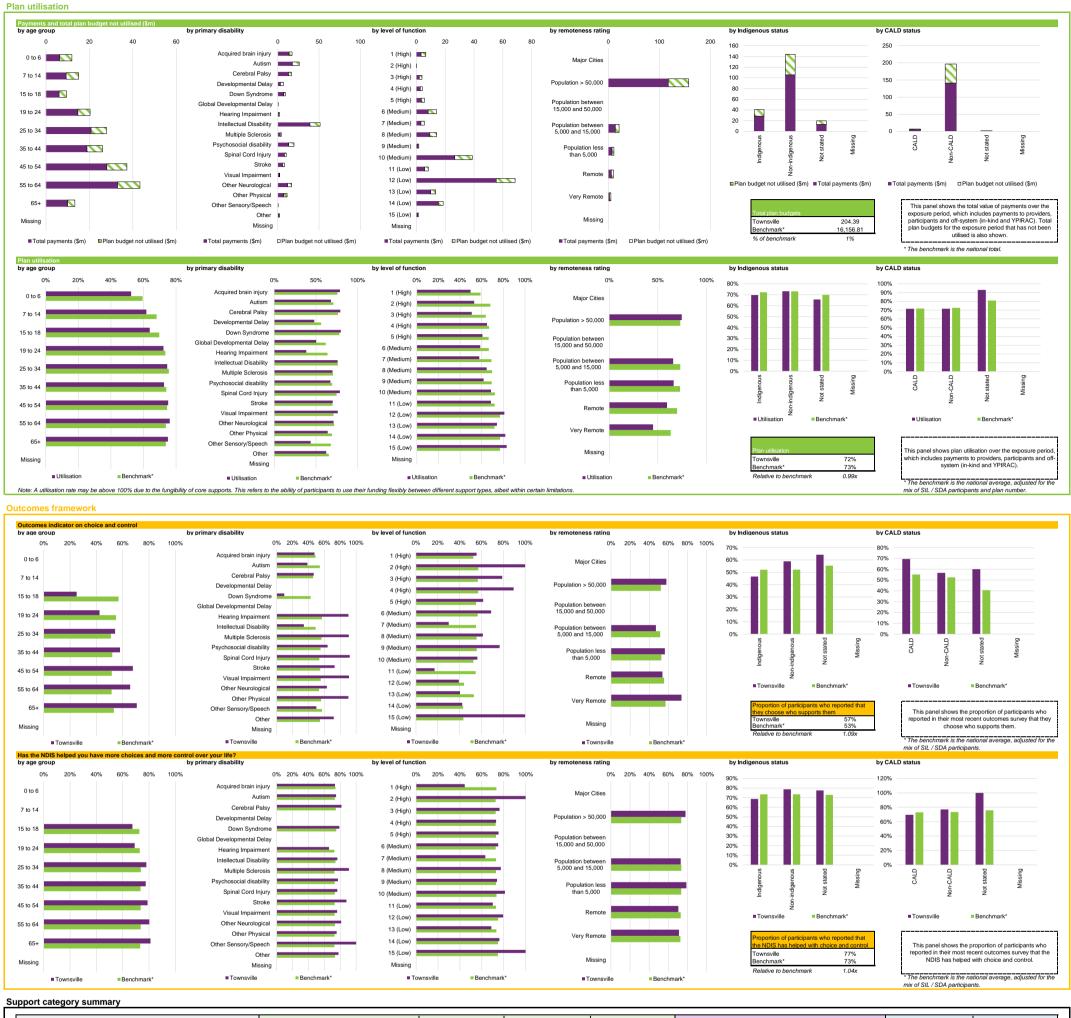
## Service District: Townsville (phase-in date: 1 April 2016) | Support Category: All | All Participants





Service District: Townsville (phase-in date: 1 April 2016) | Support Category: All | All Participants

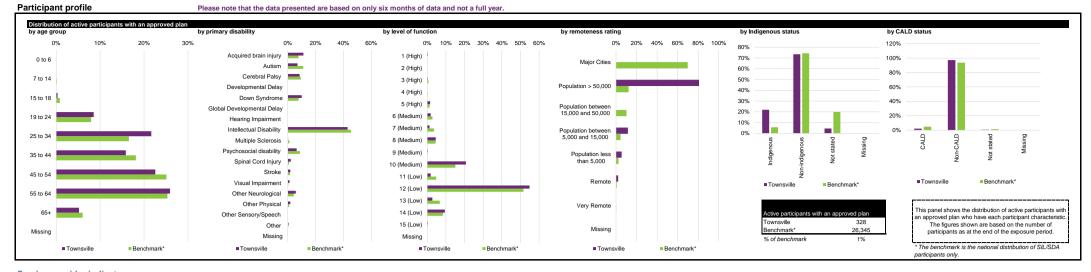


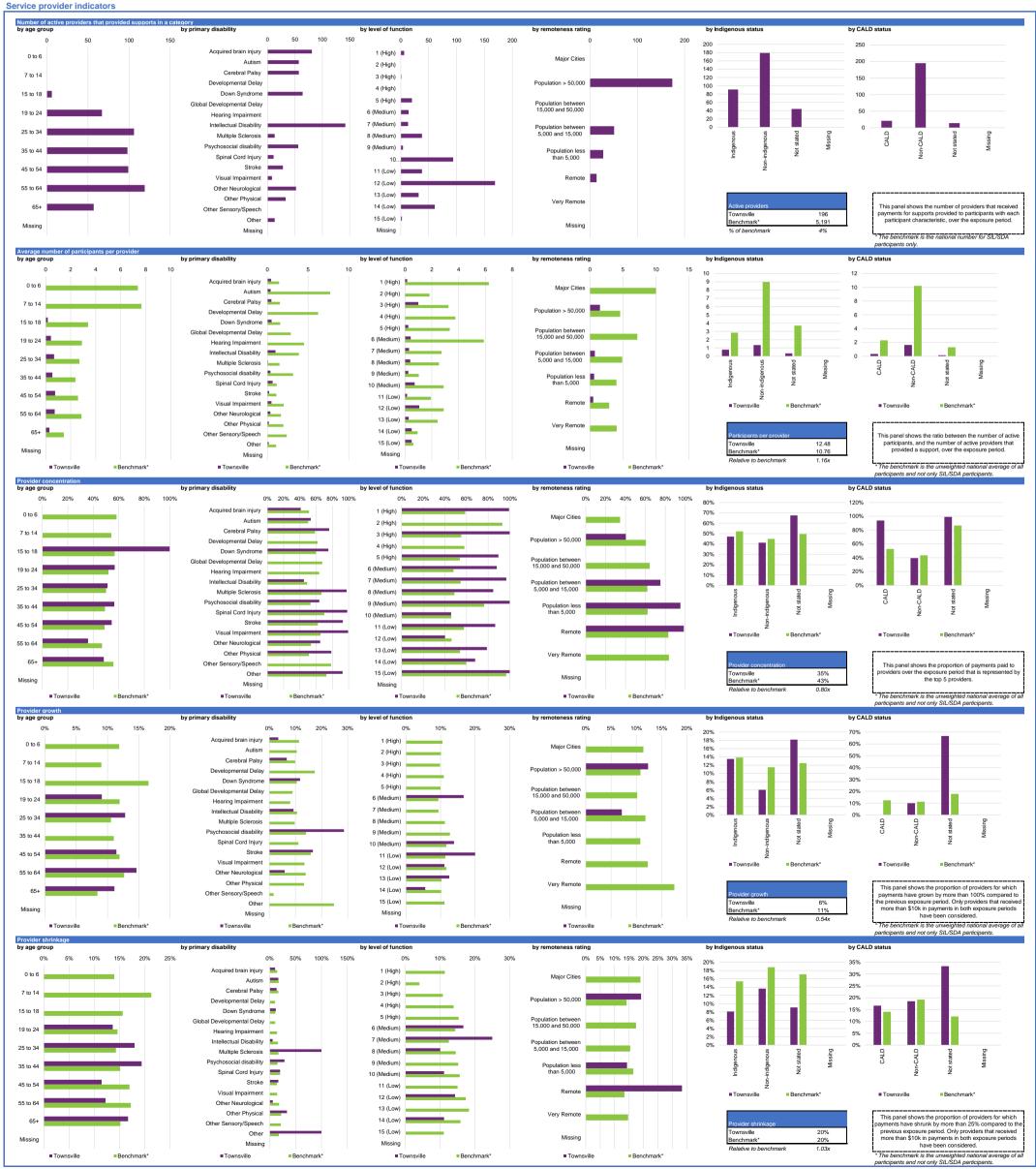
Support category	Active participants with approved plans	Active providers	Participants per provider	Provider concentration	Provider growth	Provider shrinkage	Total plan budgets (\$m)	Payments (\$m)	Utilisation	Outcomes indicator on choice and control	Has the NDIS helped wit choice and control?
						•••••••••••••••••••••••••••••••••••••••	<b>J</b>				
Core											
Consumables	4,204	138	30.5 🔴	78%	5%	16%	5.4	2.9	54%	59%	77%
Daily Activities	3,087	191	16.2	53%	9%	9%	107.1	83.1	78%	56%	79%
Community	3,271	124	26.4	59%	8%	12%	38.3	30.6	80%	54%	78%
Transport	2,219	61	36.4 🔴	67%	7%	0%	3.2	2.8	88%	52%	78%
Core total	4,801	305	15.7	52%	8%	14%	154.0	119.4	78%	57%	77%
Capacity Building											
Daily Activities	5,475	232	23.6	53%	2%	29%	30.6	15.6	51%	58%	77%
Employment	160	10	16.0	100%	20%	20%	1.2	• 0.7	57%	37% 🔴	76%
Relationships	253	30	8.4	88%	11%	33%	1.9	• 1.0	51%	14% 🔴	76%
Social and Civic	155	23	6.7	86%	0%	25%	0.4	+ 0.2	50%	45%	70%
Support Coordination	2,179	78	27.9	80%	7%	11%	6.2	4.2	69%	48%	75%
Capacity Building total	5,525	279	19.8	50%	2%	22%	41.9	22.9	55%	57%	77%
Capital											
Assistive Technology	1,325	76	17.4	79%	5%	43%	7.0	3.6	52%	69%	81%
Home Modifications	188	19	9.9	90%	11%	33%	1.4	0.9	59%	59%	81%
Capital total	1,372	84	16.3	73%	4%	46%	8.5	4.5	53%	67%	81%
Missing	0	0	0.0	0%	0%	0%	0.0	0.0	0%	0%	0%
All support categories	5.567	446	12.5	48%	6%	20%	204.4	146.8	72%	57%	77%

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 limitati

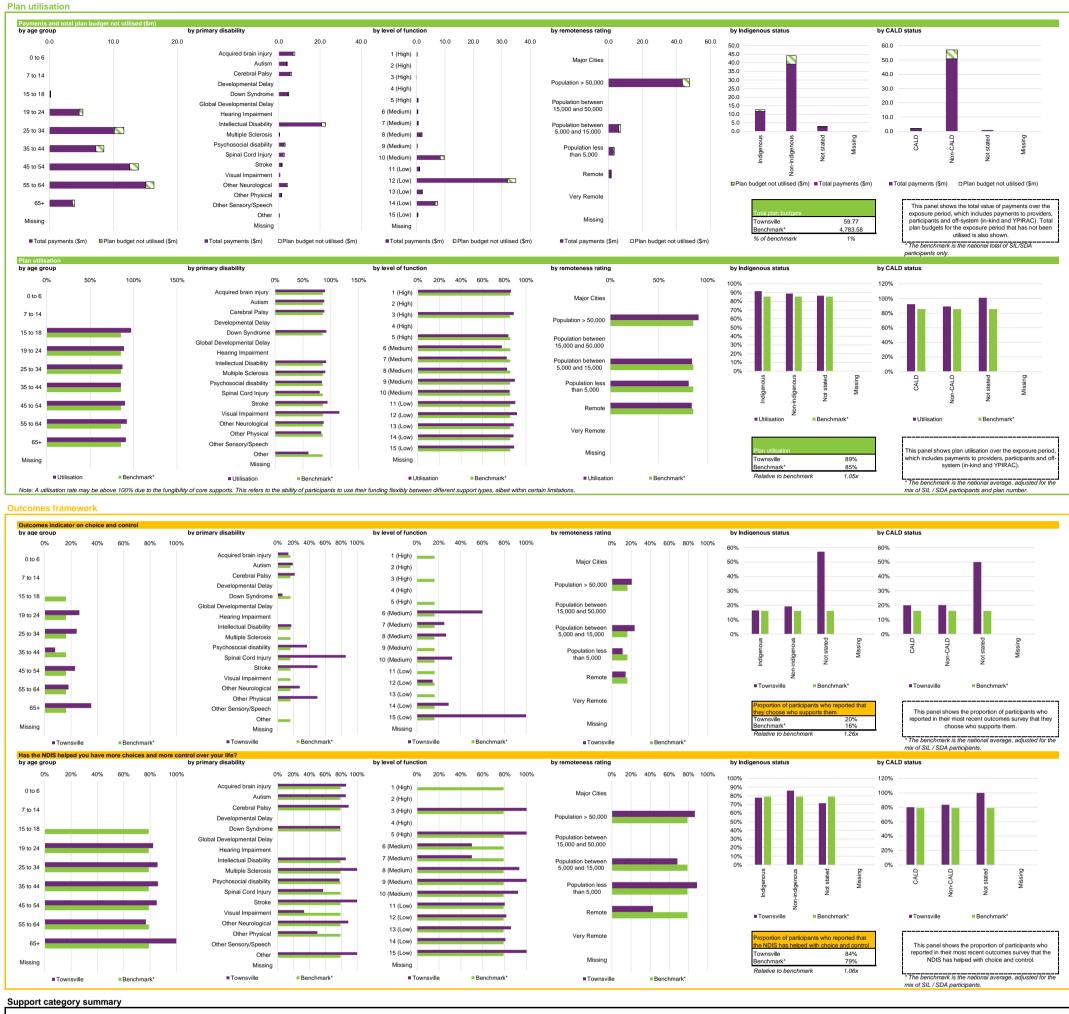
Indicator definitions	
Active participants with approved plans	Number of active participants who have an approved plan and reside in the service district / have supports relating to the support category in their plan
Active providers Participants per provider Provider concentration Provider growth Provider shrinkage	Number of providers that received payments for supports provided to participants within the service district / support category, over the exposure period Ratio between the number of active participants and the number of active providers Proportion of provider payments over the exposure period that were paid to the top 10 providers 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 Proportion of providers for which payments have structs have formed to the previous exposure period. Only providers that received more than \$10k in payments in both exposure periods have been considered
Total plan budgets Payments Utilisation	Value of supports committed in participant plans for the exposure period 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)) Ratio between payments and total plan budgets
Outcomes indicator on choice and control Has the NDIS helped with choice and control?	Proportion of participants who reported in their most recent outcomes survey that they choose who supports them 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 service 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 service districts / support categories when ranked by performance against benchmark for the given metric – in other words – performing relatively poorly under the metric under consideration
	red 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. ed a lower score under the metric. For example, a low provider concentration is considered a sign of a competitive market.

Service District: Townsville (phase-in date: 1 April 2016) | Support Category: All | SIL/SDA Participants





Service District: Townsville (phase-in date: 1 April 2016) | Support Category: All | SIL/SDA Participants

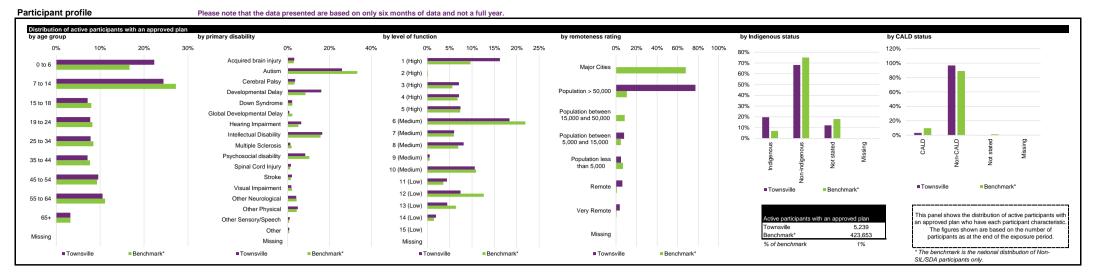


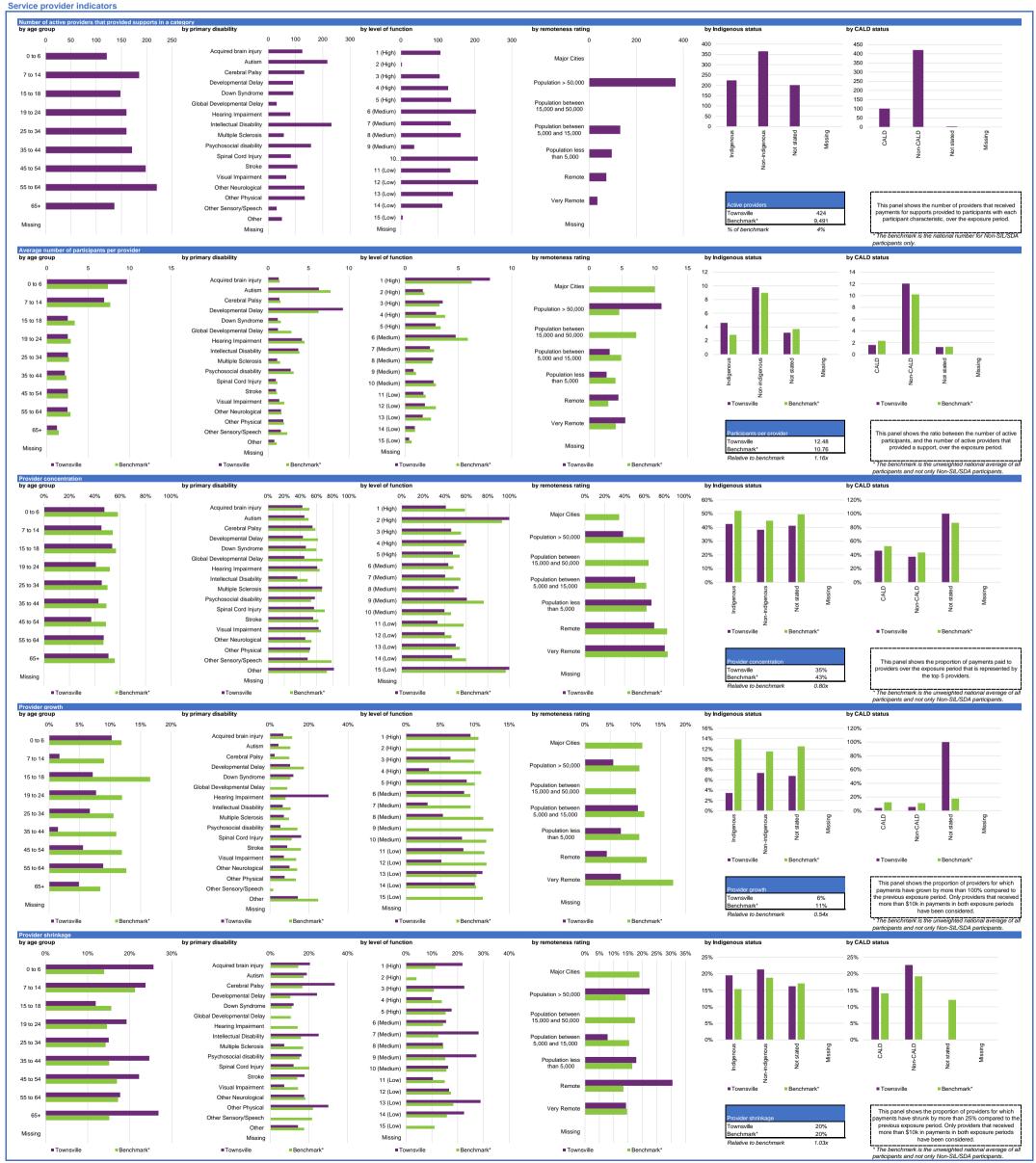
Support category	Active participants with approved plans	Active providers	Participants per provider	Provider	Provider arowth	Provider shrinkage	Total plan budgets (\$m)	Payments (\$m)	Utilisation	Outcomes indicator on choice and control	Has the NDIS helped with choice and control?
				oonoonnation		on mago			ethioution		
Core											
Consumables	307	44	7.0	88%	14%	0%	0.8	• 0.4	54%	19%	83%
Daily Activities	328	84	3.9	61%	20%	17%	43.7	42.3	97%	20%	84%
Community	321	58	5.5	59% 🔵	16%	0%	9.5	7.2	76%	20%	84%
Transport	319	34	9.4	72%	100%	0%	+ 0.4	• 0.3	69%	20%	83%
Core total	328	133	2.5	60%	15%	13%	54.4	50.2	92%	20%	84%
Capacity Building											
Daily Activities	327	82	4.0	61%	0%	24%	1.8	1.0	55%	20%	84%
Employment	15	4	3.8	100% 🔴	0%	50%	+ 0.1	+ 0.1	71%	33%	91%
Relationships	105	19	5.5	91%	0%	29%	0.9	• 0.5	58%	9% 🔴	82%
Social and Civic	+ 4	3	1.3	100%	0%	0%	0.0	0.0	93%	25%	100%
Support Coordination	323	33	9.8 🔴	82%	0%	27%	■ 1.1	0.9	80%	20%	83%
Capacity Building total	327	116	2.8	57%	3%	24%	4.0	2.6	64%	20%	84%
Capital											
Assistive Technology	147	21	7.0	96%	20%	0%	0.9	• 0.4	42% 🔴	24%	83%
Home Modifications	57	6	9.5 🔴	100%	0%	33%	0.5	0.3	64%	18%	86%
Capital total	177	26	6.8	93%	14%	14%	1.3	0.7	50%	22%	85%
Missing	0	0	0.0	0%	0%	0%	0.0	0.0	0%	0%	0%
All support categories	328	196	1.7	57%	11%	16%	59.8	53.4	89%	20%	84%

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 limitati

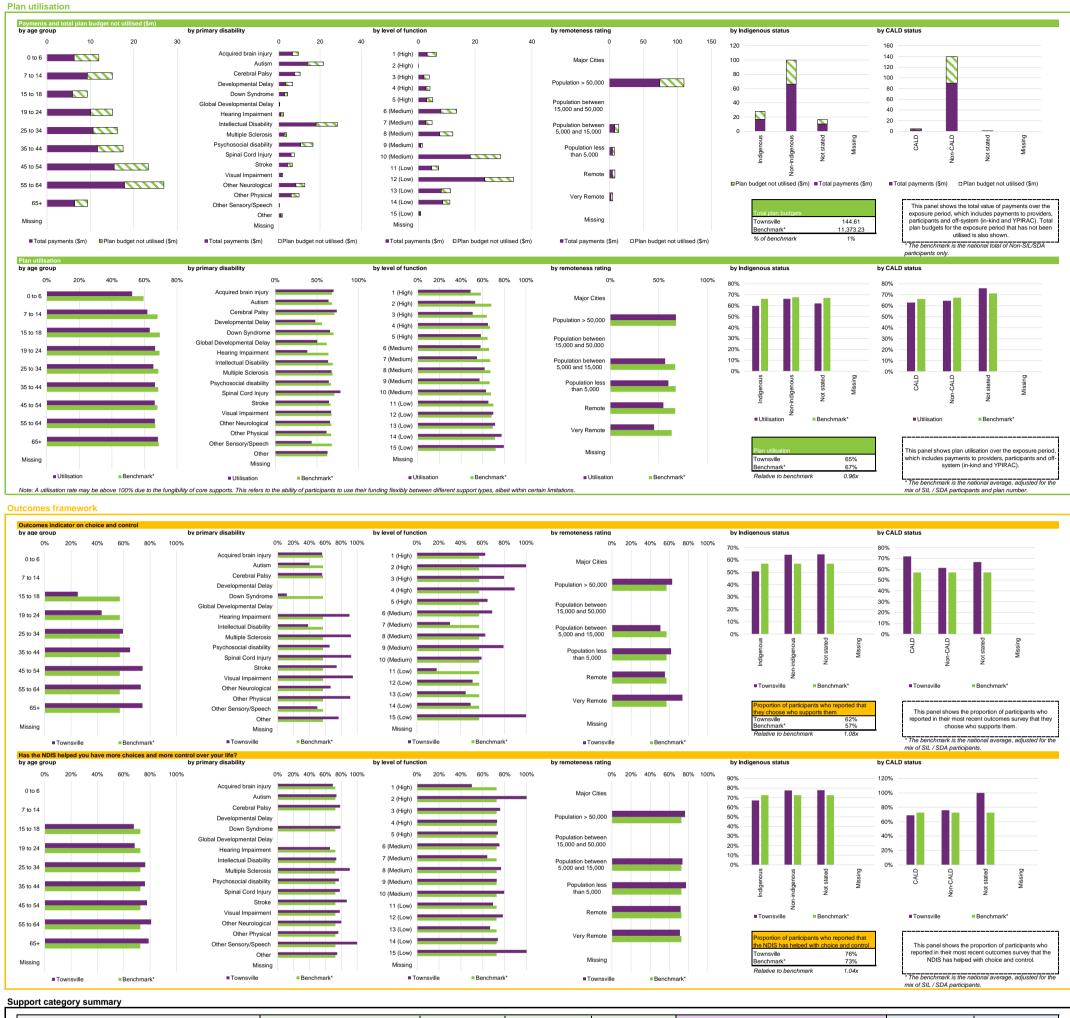
Indicator definitions	
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Active providers Participants per provider Provider concentration Provider growth Provider shrinkage	Number of providers that received payments for supports provided to participants within the service district / support category, over the exposure period Ratio between the number of active participants and the number of active providers Proportion of provider symments over the exposure period that were paid to the top 100 providers 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 Proportion of providers for which payments have structs 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
Total plan budgets Payments Utilisation	Value of supports committed in participant plans for the exposure period 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)) Ratio between payments and total plan budgets
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## Service District: Townsville (phase-in date: 1 April 2016) | Support Category: All | Non-SIL/SDA Participants





Service District: Townsville (phase-in date: 1 April 2016) | Support Category: All | Non-SIL/SDA Participants



Support category	Active participants with approved plans	Active providers	Participants per provider	Provider concentration	Provider growth	Provider shrinkage	Total plan budgets (\$m)	Payments (\$m)	Utilisation	Outcomes indicator on choice and control	Has the NDIS helped with choice and control?
Core											
Consumables	3,897	132	29.5 🔴	75%	6%	13%	4.5	2.4	54%	65%	76%
Daily Activities	2,759	180	15.3	55% 🔵	11%	18%	63.4	40.8	64%	61%	78%
Community	2,950	118	25.0	61%	9%	16%	28.8	23.4	81%	59%	77%
Transport	1,900	57	33.3 🔴	70%	0%	0%	2.8	2.5	91% 🔍	57%	77%
Core total	4,473	289	15.5	53%	8%	19%	99.6	69.2	69%	62%	76%
Capacity Building											
Daily Activities	5,148	225	22.9	53%	3%	27%	28.8	14.6	51%	62%	76%
Employment	145	10	14.5	100%	20%	20%	1.0	0.6	55%	37% 🔴	74%
Relationships	148	25	5.9 🔵	86%	0%	14%	1.0	+ 0.5	46%	21%	67%
Social and Civic	151	22	6.9	86%	0%	25%	0.4	+ 0.2	48%	46%	68%
Support Coordination	1,856	74	25.1	82%	8%	4%	5.0	3.3	66%	55%	72%
Capacity Building total	5,198	267	19.5	51%	2%	23%	37.9	20.4	54%	62%	76%
Capital											
Assistive Technology	1,178	74	15.9	78%	10%	38% 🔴	6.1	3.3	53%	76%	80%
Home Modifications	131	13	10.1	98%	17% 🔵	33% 🔴	1.0	0.6	57%	78%	78%
Capital total	1,195	77	15.5	74%	8%	42%	7.1	3.8	54%	76%	80%
Missing	0	0	0.0	0%	0%	0%	0.0	0.0	0%	0%	0%
All support categories	5.239	424	12.4	49%	5%	22%	144.6	93.4	65%	62%	76%

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 limita

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