



Roland Naufal

Disability Services Consulting



One Word...

that describes the NDIS for you?

Wait and see
is not a strategy
It's an epitaph



I've seen the future...

and it works

Lincoln Steffens 1936

and brother it's murder

Leonard Cohen 1992



1. Individualised plans & payment



reporting and contracts
infrastructure

rationing scarce government funding

staff recruitment, training, payment, deployment, support

new service delivery models

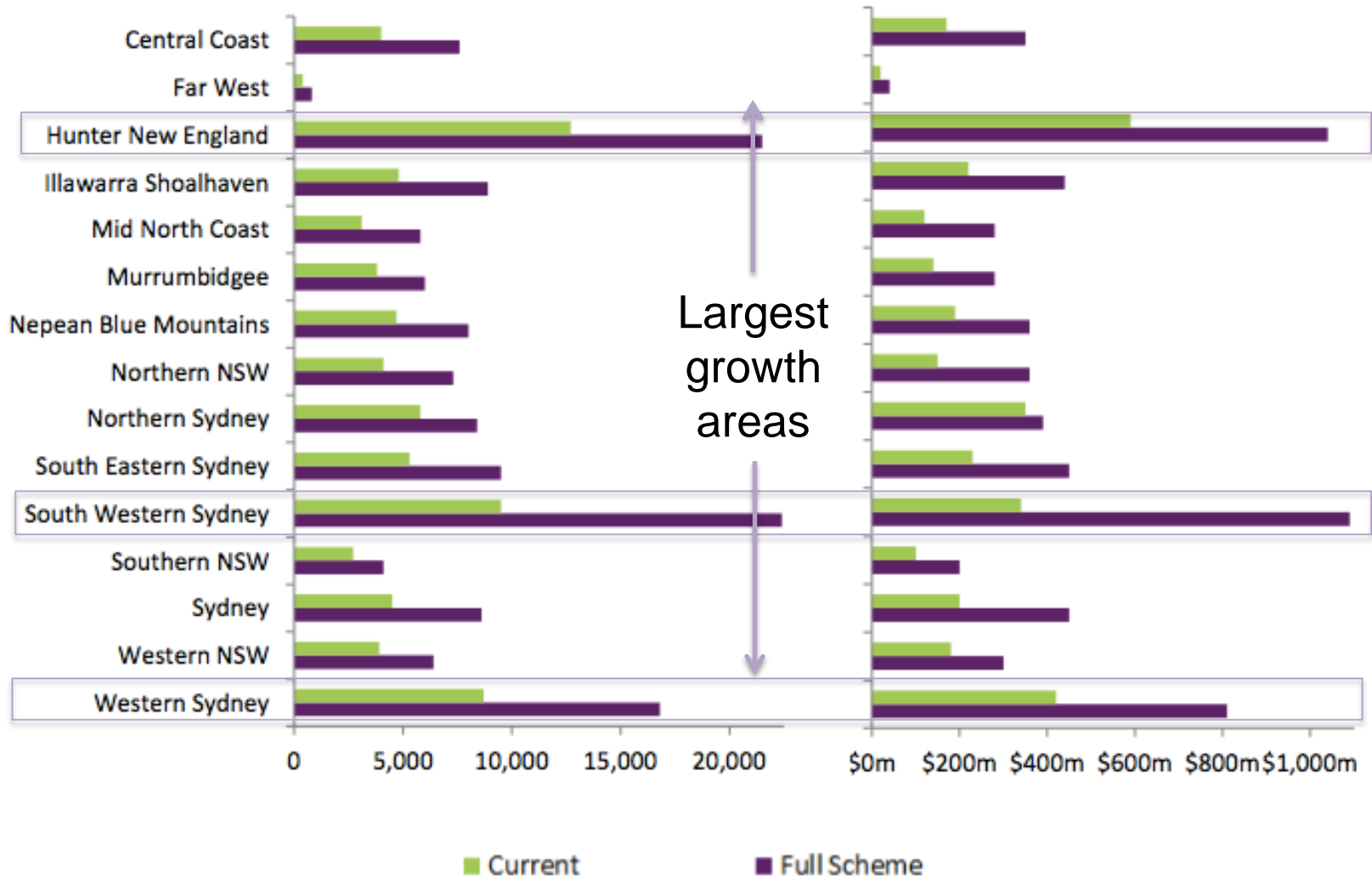
margins squeezed and then squeezed again



2. National funding based on insurance principles

- Insurance principles: it's all about **lifetime costs**
- **From:** fragmented state programs
to: long term national funding

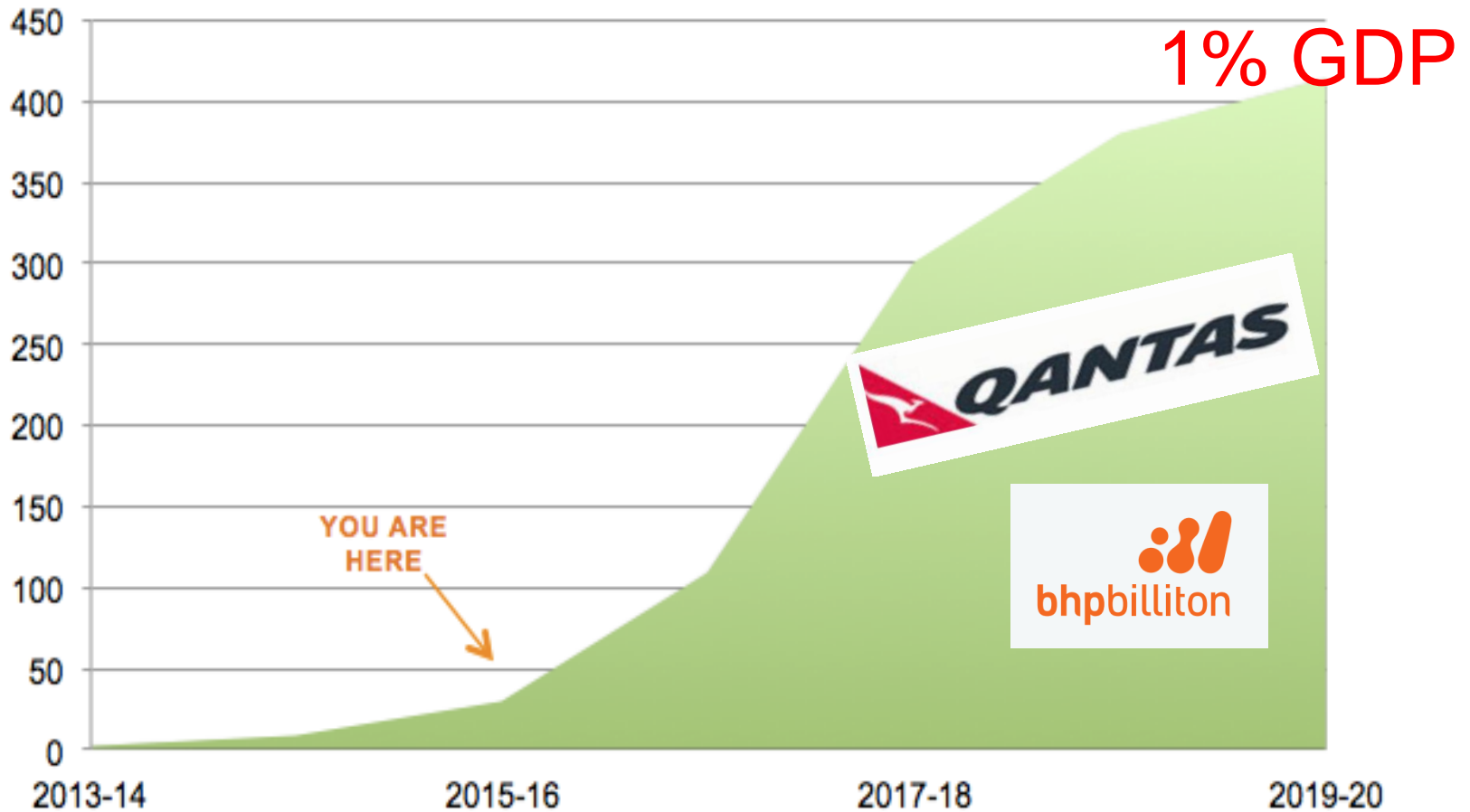
Current supply vs estimated demand



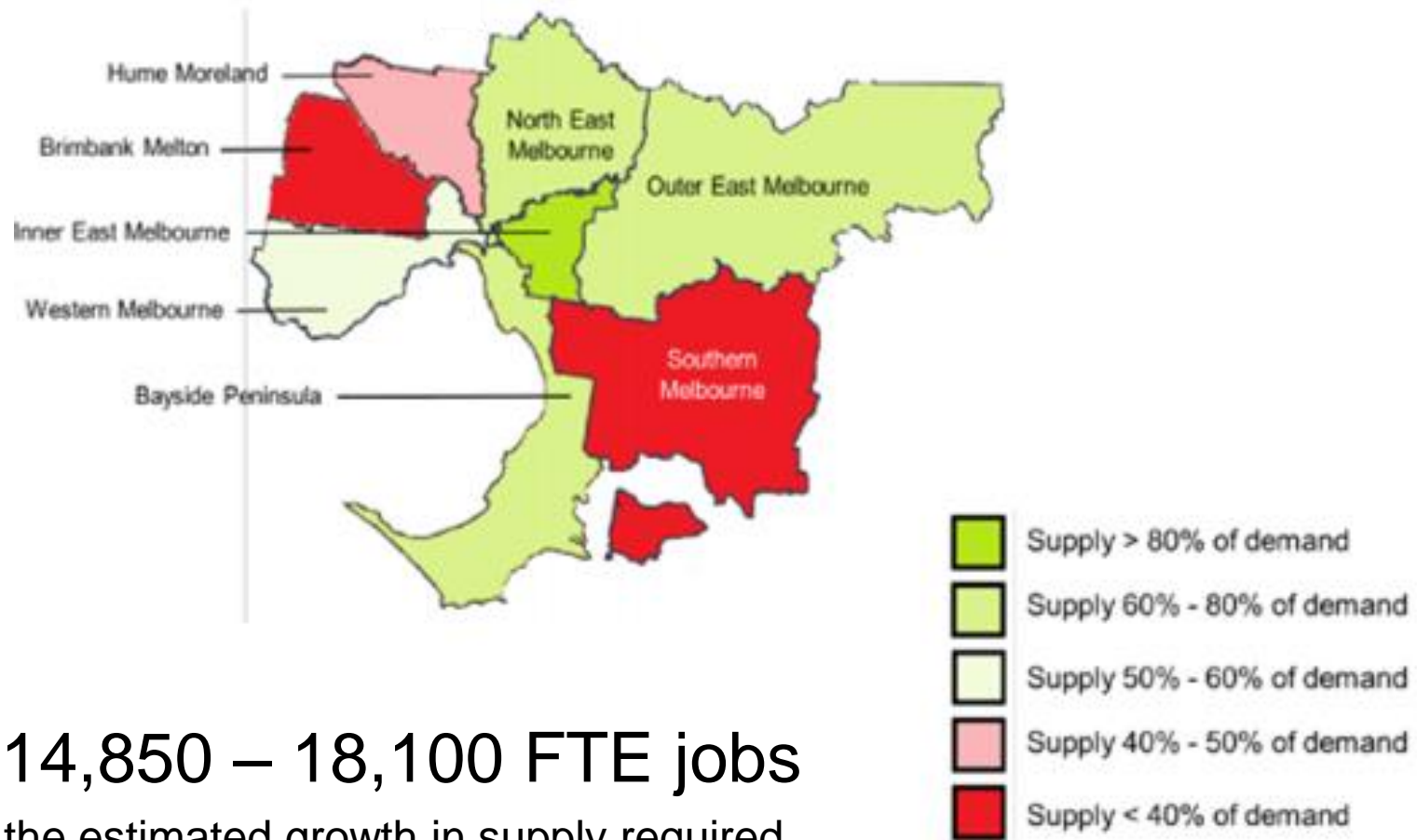
3. Double the funding

- Funding for disability services grows from \$11b to \$22.2b
- Capped prices in a free market?

Number of NDIS Participants
(thousands)



Estimated workforce required



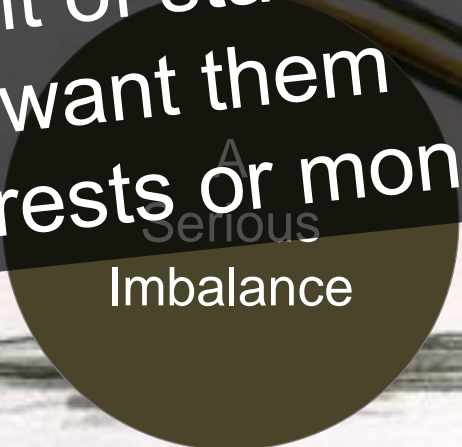
+ 14,850 – 18,100 FTE jobs

is the estimated growth in supply required across Victoria to meet demand at full scheme.

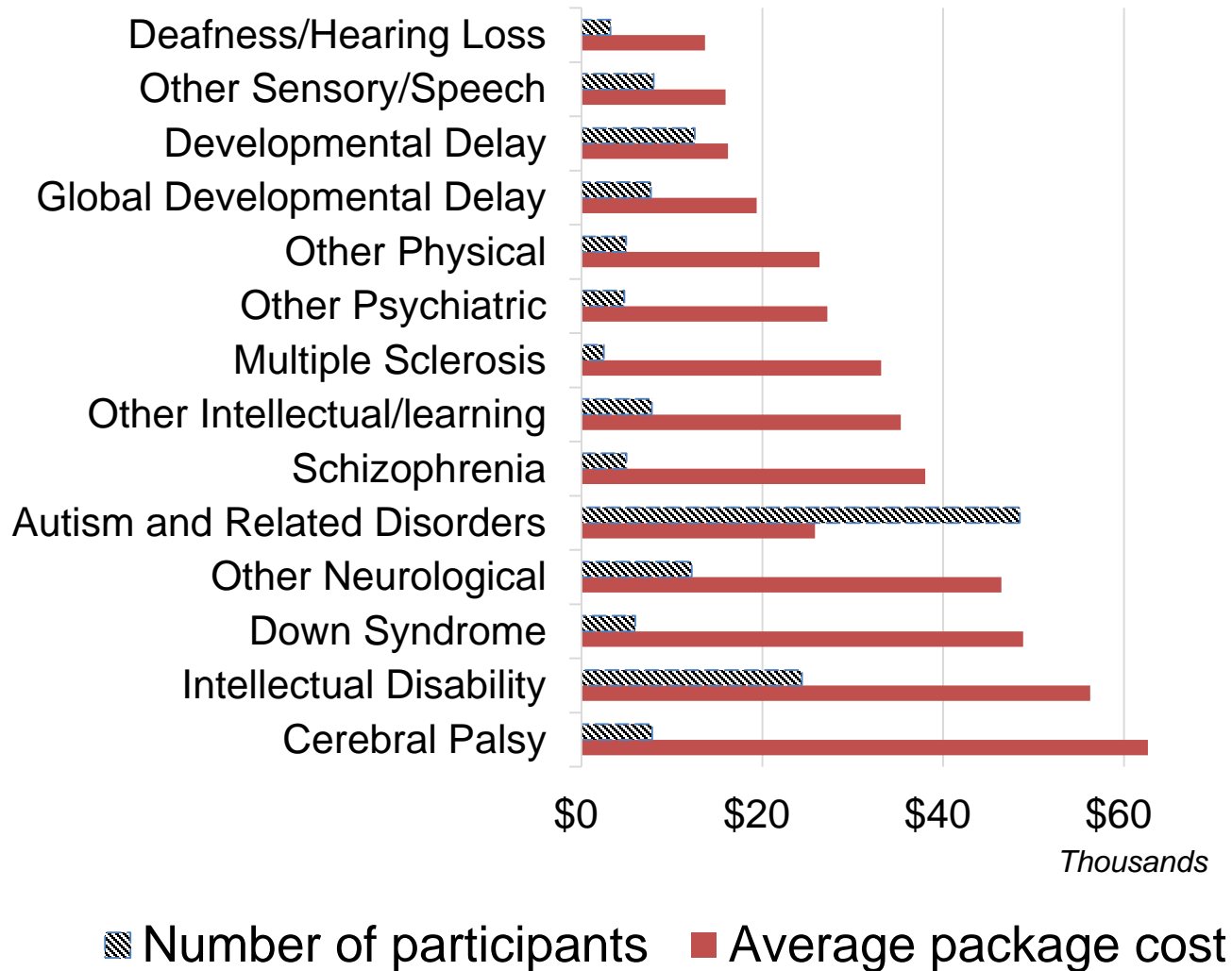


Successful markets need:

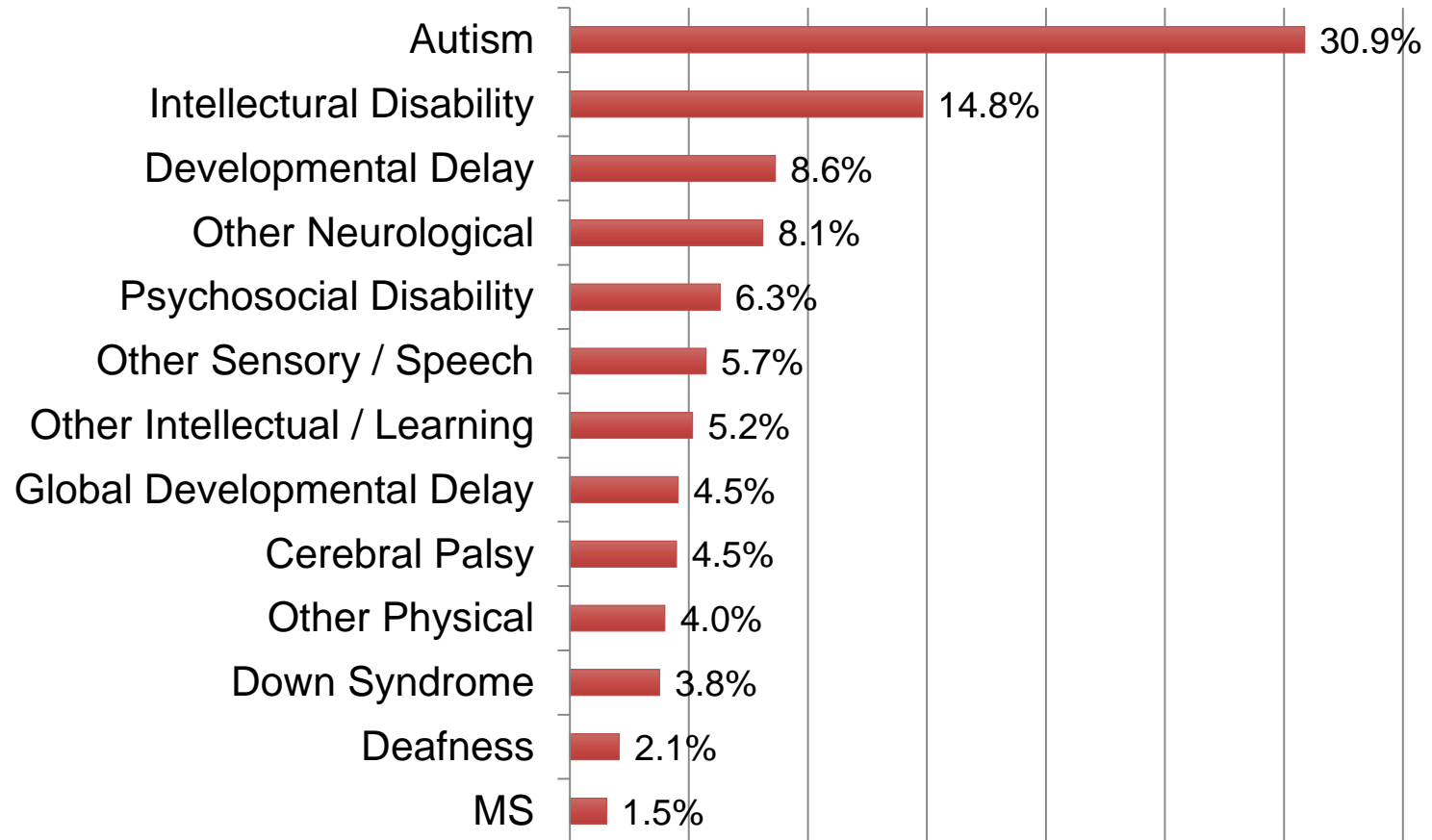
- to be transparent & contestable
- informed consumers
- easy movement of staff and services to the places people want them
- no vested interests or monopoly providers



NDIS participant numbers and average costs

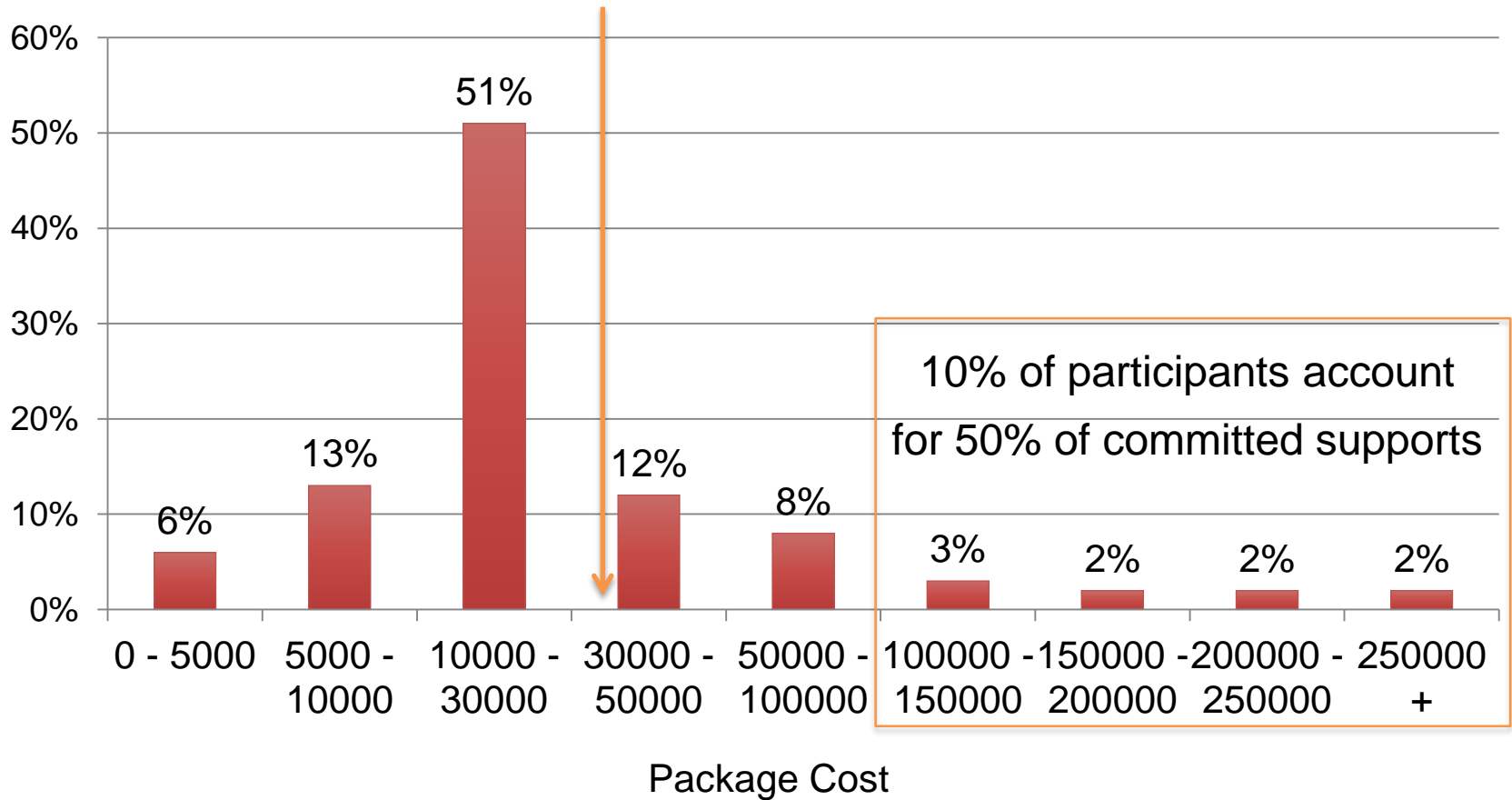


Number of participants by disability (primary diagnosis)

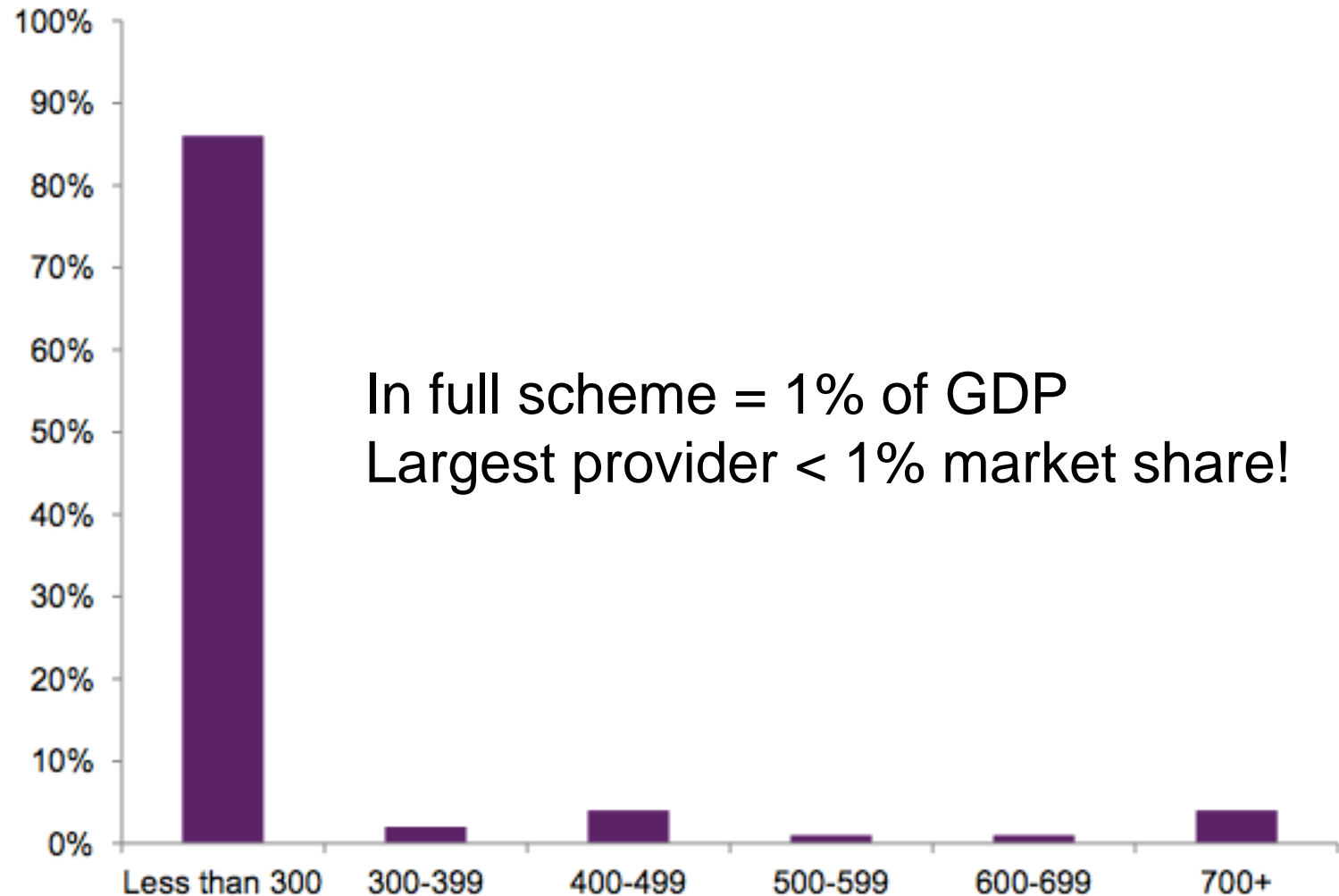


Package cost distribution

The average NDIS package cost is \$35,000



Providers by number of clients



Trial Site Lessons

1. Skilled staff proving difficult to find and retain
2. Huge value in first mover advantage
3. Individualisation of services is causing significant challenges
4. IT systems and data management are critical to success
5. Lots of assistance needed to navigate the market
6. Service innovation is slower than expected
7. Stakeholder engagement has become vital
8. The rules of engagement are constantly changing
9. New business models are emerging

I've seen the future

(and so have you...)

- Its chaos for quite a while
- Clients become customers
- RIP bureaucratic management and NGO perks
- Autonomous frontline staff
- Sensational software
- Offices?
- Underutilised infrastructure utilised
- Current disability org's dead or radically different
- Microbusiness Vs Big Business



8 Steps to NDIS Success in a Future Unknown



Learn: about this new NDIS market

Engage: the people who will pay for your services and those who know what's needed

Adapt: start small, start soon, adapt adapt adapt

www.disabilityservicesconsulting.com.au



Roland Naufal



Vanessa Toy



Luke Bo'sher



Sally Coddington



Lisa Dugdale



Paul Dunn



Kathryn Finemore



Carmel Laragy



John McInerney



Evie Naufal



Anne-Maree Newbold



Nicole Rogerson



Jenna Williams



Brent Woolgar



Rob Woolley

NDIS RESOURCES HUB



Topic

- > Business models
- > Early Childhood & Children
- > Financials
- > Governance
- > Housing
- > ILC
- > Infrastructure
- > Marketing
- > NDIS
- > Organisational Change

Resource type

- > Blog
- > Tool
- > NDIS News
- > Video
- > Presentation
- > Report
- > Case study

Author

Funding for ILC

By Roland Naufal on Aug 17 2015



What exactly is Information, Linkages & Capacity Building (ILC) and why does it matter? In this article, we explore the intent of the policy, its five funding streams and what we think it's going to look like.

[Read more](#)

Lessons from the Trial Sites: Part 3

By Vanessa Toy on Aug 17 2015



The lessons are part of the foundation of our forthcoming workshops and NDIS readiness audits: '8 Steps to NDIS Success'. Here is what we have learned.

[Read more](#)

Calculating the Cost of Success

By Meir Kluwgant on Aug 17 2015



Central to the viability of businesses is the NDIS is identifying the true unit cost of service provision. One of the easiest and most effective ways of doing this is by developing a 'calculation engine'.

[Read more](#)

Top Resources



Interview with Justine Colyer – NDIS Trial Site Experience



Exceptional Customer Service – Interview with Kevin Stone



20 Things Your Organisation Needs to Know About Housing in the NDIS

Learning Leaders

The manager does not have to be 'the one who knows'!

You are no longer the centre of the problem solving universe.

Focus on learning, experimentation, discovery.

Engaging Leaders

Engaging leadership is the single greatest determinant of staff morale, wellbeing, performance and productivity

Adaptive Leaders

Think like an innovator

Mobilise people to work with complexity and thrive...

Use a 'distributed leadership' model, leadership displayed by everyone, not just management

Questions?