



Roland Naufal

Disability Services Consulting



in a few words...
that describes the NDIS for you?

I've seen the future...

and it works

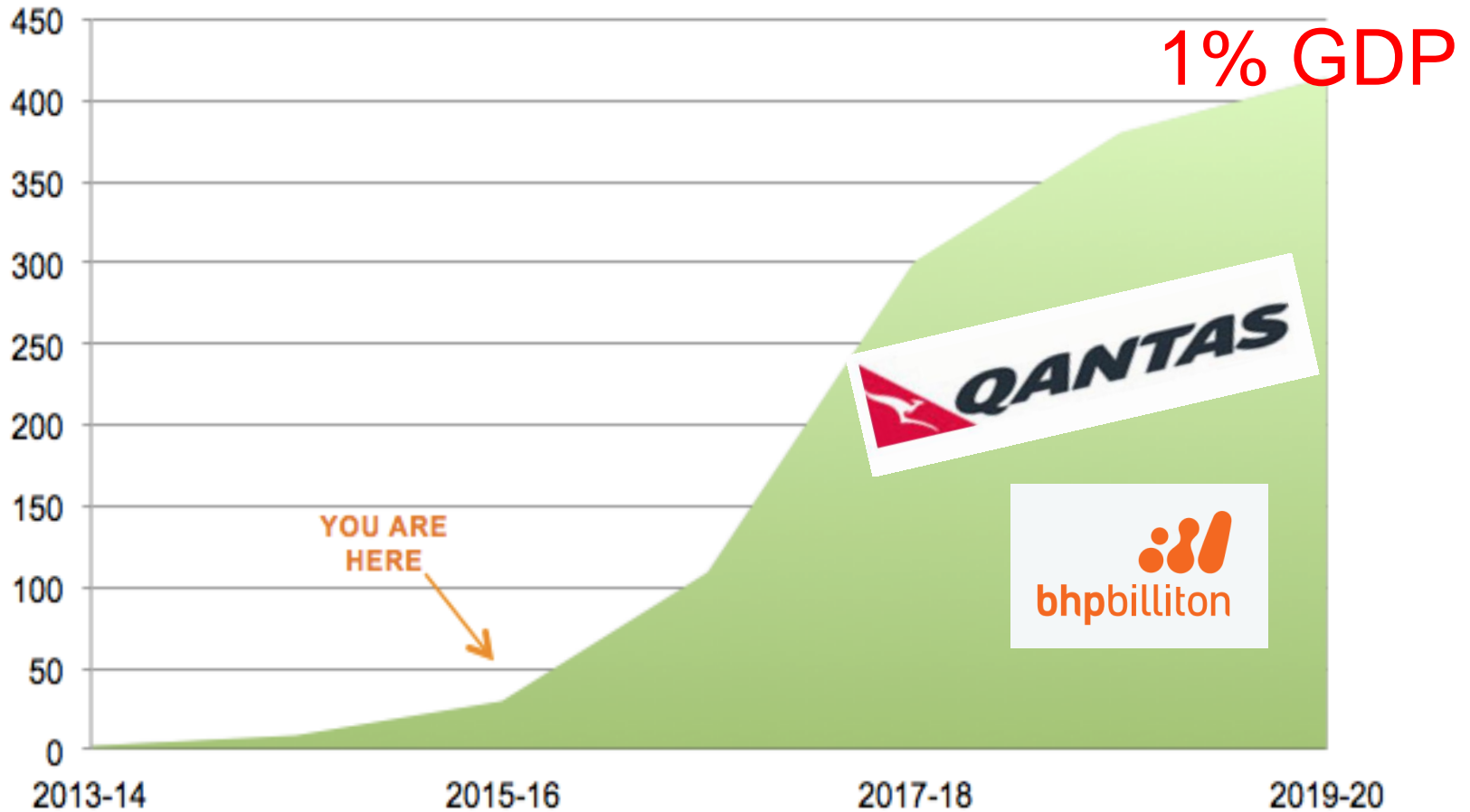
Lincoln Steffens 1936

and brother it's murder

Leonard Cohen 1992



Number of NDIS Participants
(thousands)





‘negative experiences or the fear of them has a greater impact on people than positive experiences’

Baumister et al

1. Individualised plans & payment



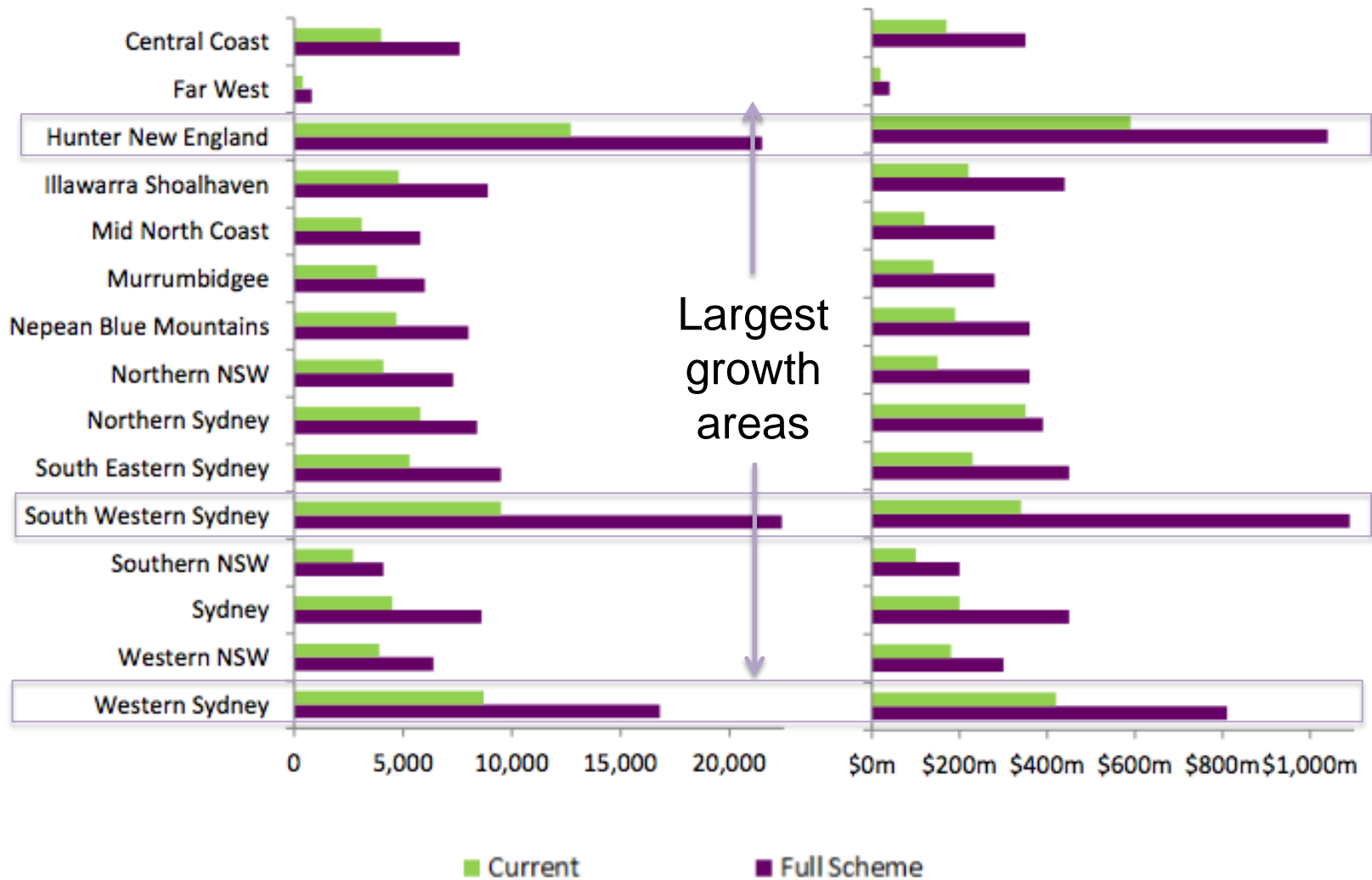
2. National funding based on insurance principles

- Insurance principles will funnel more money into what works and reduces lifetime costs
- *From* fragmented state programs plugging a dam wall *to* long term national funding

3. Double the funding

- Funding for disability services grows from \$11b to \$22.2b
- Capped prices
- *From* underfunded organisations and waiting lists *to* needs being fully funded?

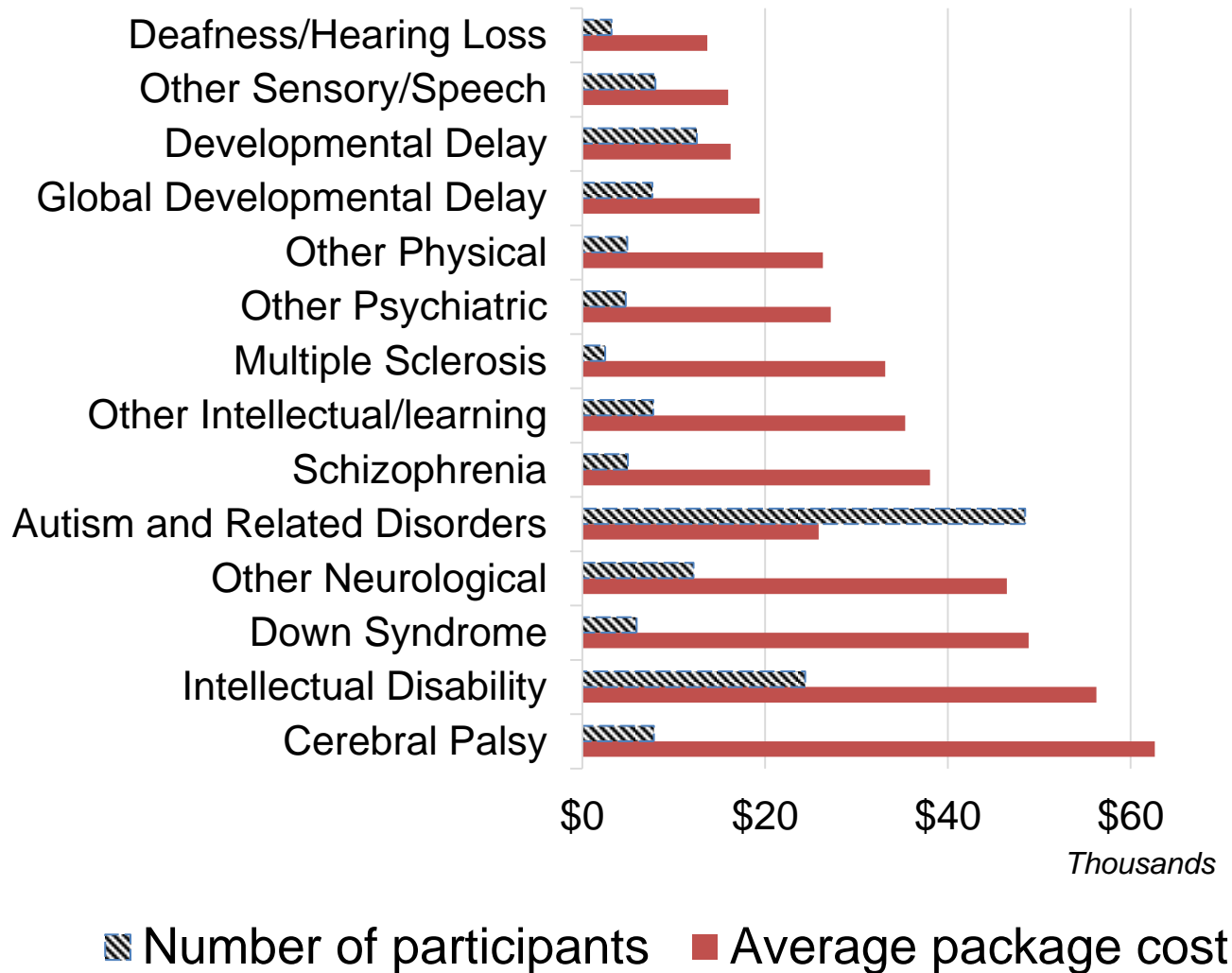
Current supply vs estimated demand



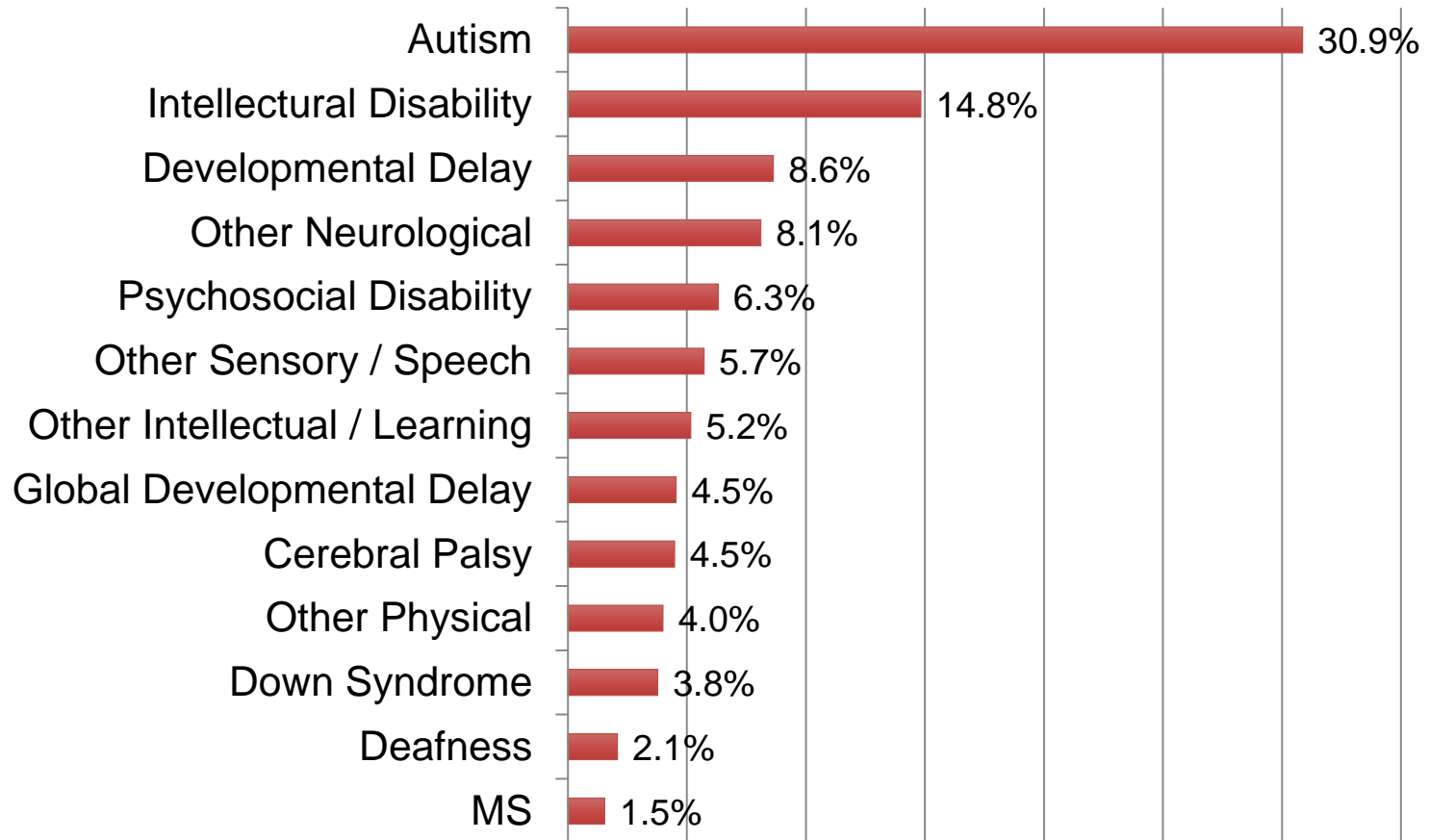


A
Serious
Imbalance

NDIS participant numbers and average costs

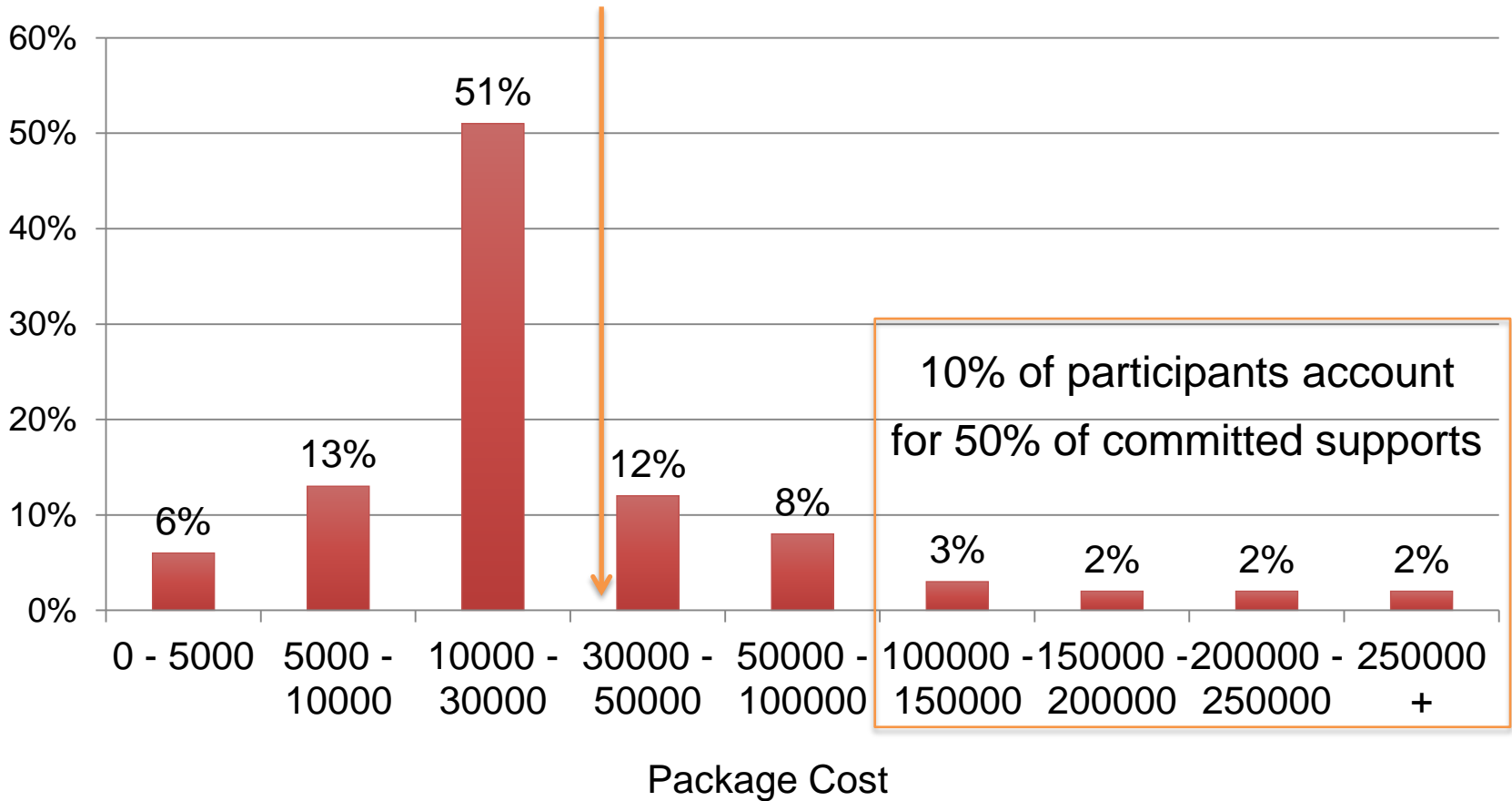


Number of participants by disability (primary diagnosis)

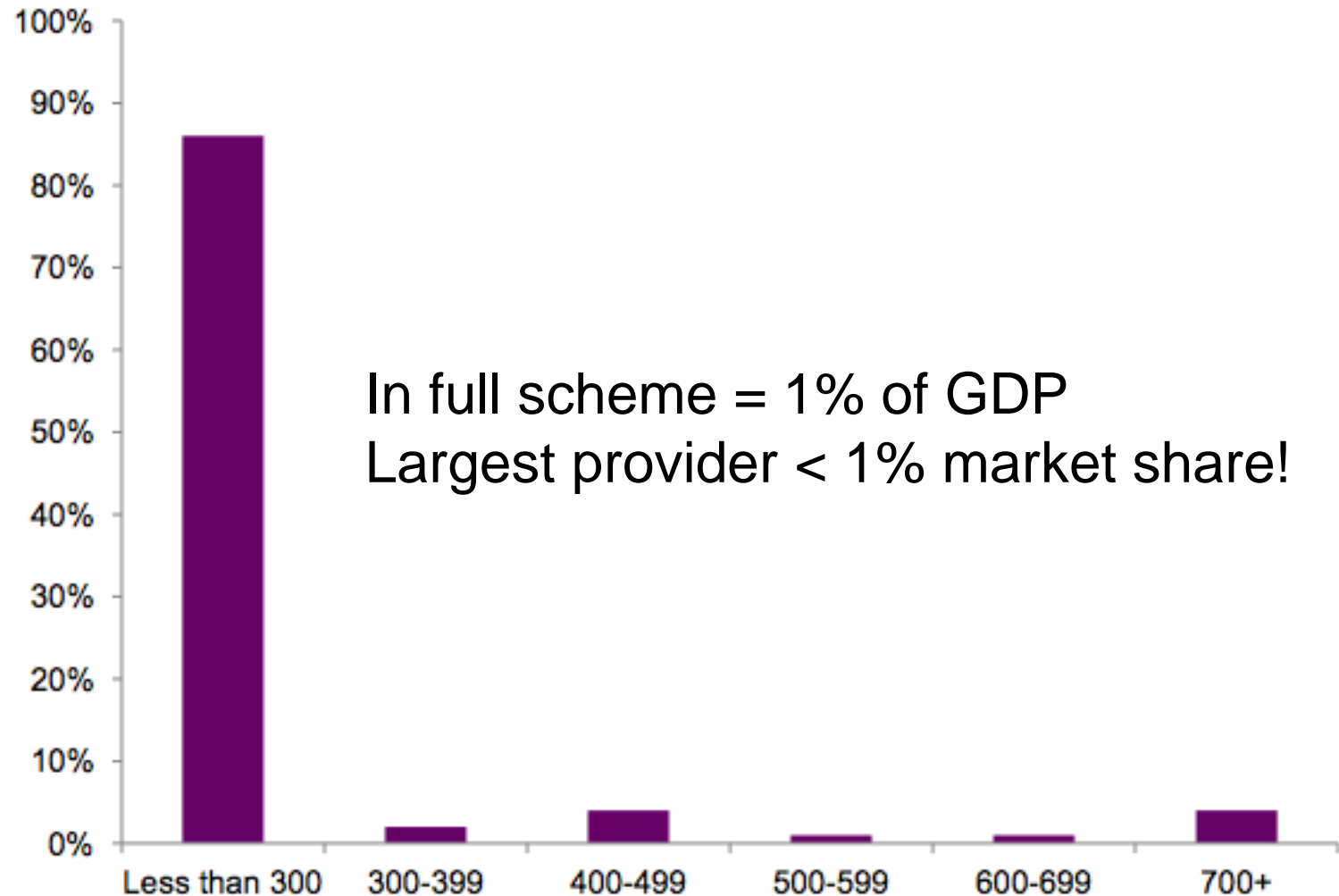


Package cost distribution

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

reporting and contracts

quality control

infrastructure

rationing scarce government funding

staff recruitment, training, payment, deployment, support

new service delivery models



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

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 in 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