

IGA ANNEX:

INTEGRATED NDIS PERFORMANCE REPORTING FRAMEWORK

Purpose

This Schedule sets out the mechanisms that will be used to assess the performance of the NDIS, and specifies how that performance will be reported.

Integrated NDIS Performance Reporting Framework

The Integrated NDIS Performance Reporting Framework is based on the accountability requirements of the governance structure. It will comprise the following components:

1. Scheme Performance

Reporting requirements at this level are designed to meet the accountability requirements of the Standing Council.

It comprises agreed outcomes, key performance indicators (KPIs) and measures designed to assess the extent to which the Scheme is achieving the outcomes intended by Governments, as set out in the legislation and in the Intergovernmental Agreement (IGA) signed by all Governments on 7 December 2013.

Because of the longer term focus on Scheme outcomes, reports at this level will be provided annually to the Standing Council by the Agency Board.

2. Agency Operational Performance

Reporting at this level has two purposes. First, it satisfies the requirements specified in the legislation and in the IGA for the Agency Board to report on expenditure and activities in relation to the Scheme. Secondly, it provides information on various aspects of Agency operations that will contribute directly to the achievement of Scheme Outcomes and KPIs. This will give the Standing Council insight through the year on progress towards achieving the outcomes of the Scheme.

Reports at this level will be provided quarterly by the Agency Board to the Standing Council, and will be disaggregated to jurisdictional levels, as well as providing national totals.

3. Scheme Activity in Jurisdictions

Reporting at this level is designed to provide jurisdictions with the information they require to meet their own individual statutory accountability requirements, especially in the budgetary reporting context.

The requirements of the Commonwealth and each host jurisdiction will be agreed at officials level. This information will be provided monthly by the Agency to a nominated official in each jurisdiction.

This information will be provided in datasets accessed through the data warehouse, rather than in written reports. Consistent with the provisions in Part 6, paragraph 68 of this IGA, this will include de-identified participant data at the level of client unit record and aggregate level for all services provided in the launch area, if so specified by individual jurisdictions.

Data Sources

All data for these reports will be sourced from the Agency's IT systems, noting that for some few items, information will become progressively available over the first year, for example, standard plans will be of 12 months duration, so information on achievement of plan goals will not be available until after year 1. For the majority of items at Levels 2 and 3, however, information will be available from the first quarter.

Annual Review

This Schedule will be reviewed annually through the launch period, and amended as agreed.

Level 1 – Scheme Performance

Outcomes, KPIs and performance measures for the Scheme (Level 1) are set out in Table 1 below. Data for this level of reporting will be generated from the Agency’s IT systems, and written reports will be provided annually by the Agency Board to the Standing Council.

Table 1: Scheme Outcomes, KPIs and Performance Measures

Outcome	Key Performance Indicators (KPIs)	Performance Measures
1. People with disability lead lives of their choice	1. People with disability achieve their goals for independence, social and economic participation	<ul style="list-style-type: none"> - Proportion of participants achieving their life goals as specified in their plan - Proportion of participants achieving their plan goals (total) - Proportion of participants achieving their plan goals in one or more specific domains: <ul style="list-style-type: none"> o Economic o Social o Education o Health and well-being o living arrangements - Proportion of participants participating in the labour force - Proportion of participants who participate in social and community activities - Proportion of young people with disability (aged 5 – 25 years) accessing additional opportunities to participate in family, social and community activities - Proportion of carers with increased opportunities for economic or social participation
	2. Increased mix of support options and innovative approaches to provision of support in response to assessed need	<ul style="list-style-type: none"> - Level of investment in innovation (NPV) - Delivery of agreed supports as planned (%) - Availability of provider services (%) - Proportion of participants with early intervention supports
	3. People with disability are able and are supported to exercise choice	<ul style="list-style-type: none"> - Participant satisfaction - Families and carers satisfaction - Trends in proportion of participants using different approaches to decision supports - Trends in proportion of participants using each or a combination of plan management options - Proportion of carers receiving additional support
2. NDIS is a financially sustainable, insurance-based scheme	1. Effective estimation and management of short-term and long-term costs	<p>Actuarial measures:</p> <ul style="list-style-type: none"> - Comparison of actual expenditure against projected expenditure (including population projections) - Changes in long term (>5 years) expenditure projections - Estimated future lifetime costs of support for current clients (NPV) <ul style="list-style-type: none"> o Including disaggregation for new clients by client group - Proportion of provider fees within expected ranges - Comparison of actual approved packages against reference packages - Long term cost trends against population, price and wages growth <p>Other measures</p> <ul style="list-style-type: none"> - Comparison of projected expenditure and revenue over the medium term (3 years) - Management of prudential risk - Agency operating expenses ratio
	2. Benefits are realised from targeted investment strategies in enhanced disability support	<ul style="list-style-type: none"> - Real, average and median costs of individual support packages for different client sub-groups (NPV) - Effectiveness of early intervention in reducing estimated lifetime costs of support - Estimated return on early intervention

3. Greater community inclusion of people with disability	1. People with disability are able to access support from mainstream services	<ul style="list-style-type: none"> - Successful referrals to mainstream services (Tier 2 and Tier 3) - Proportion of participants accessing mainstream services
	2. Community awareness of people with disability	<ul style="list-style-type: none"> - Increased community awareness of the issues that affect people with disabilities (%)
	3. Effectiveness of LAC and other funded community capacity building	<ul style="list-style-type: none"> - Increased community capacity to interact with people with disability

Level 2 – Quarterly Agency Performance Reporting

The Agency Board will report quarterly to the Standing Council on aspects of Agency operational performance that contribute directly to the achievement of outcomes for the Scheme. These requirements, and their relationship to the overarching Scheme outcomes and KPIs, are set out in Table 2 below. Also set out in Table 2 below are the requirements for quarterly reporting from the Agency Board to the Standing Council under the legislation and the Intergovernmental Agreement. This information will be provided on at the national level, and also disaggregated to the level of individual host jurisdictions.

Table 2: Quarterly Reporting from the Agency Board to the Standing Council

Outcome	Key Performance Indicators (KPIs)	Agency Performance Measures and Legislative Requirements
1. People with disability lead lives of their choice	1. People with disability achieve their goals for independence, social and economic participation	<ul style="list-style-type: none"> - Information about participants <ul style="list-style-type: none"> o CALD o Indigenous o Age o Gender o Geographic location o Primary disability type - Support needs for participants - Proportion of participants achieving their life goals as specified in their plan - Proportion of participants achieving their plan goals (total) - Proportion of participants achieving their plan goals in one or more specific domains: <ul style="list-style-type: none"> o Economic o Social o Education o Health and well-being o Living arrangements - Planning and goal setting completed on time (%) - Plans requiring early review (%)
	2. Increased mix of support options and innovative approaches to provision of support in response to assessed need	<ul style="list-style-type: none"> - Active participants - Availability of provider services (%) - Delivery of agreed supports as planned - Proportion of participants with support packages within expected ranges (reference+/- x %) - Supports funded by type – Tier 2, Tier 3 - Access to support - Agreed support received / not received by support type - Service provider characteristics & market profile <ul style="list-style-type: none"> o Number of registered disability care / allied health / disability equipment / plan management providers o Footprint of providers (Local – state – national) o Organisation type : NGO / SME / other private / public o Number of support providers not previously providing disability support services
	3. People with disability are able and are supported to	<ul style="list-style-type: none"> - Trends in proportion of participants using different approaches to decision supports - Trends in proportion of participants using each or a combination of plan management options

Outcome	Key Performance Indicators (KPIs)	Agency Performance Measures and Legislative Requirements
	exercise choice	<ul style="list-style-type: none"> - Access requests made - Access requests accepted for funding - Reviews of decisions <ul style="list-style-type: none"> o Total number of reviews requested o Average time to decision o Review outcome: affirm or revise previous decision - Appeals <ul style="list-style-type: none"> o Total number of appeals o Appeal numbers by subject / category o Average appeal processing time o Appeal outcome - Complaints <ul style="list-style-type: none"> o Number of complaints lodged o Complaint outcomes – resolved, escalated, appeals o Complaint type <ul style="list-style-type: none"> ▪ About agency – behaviour; administration ▪ To agency about support provider – behaviour; administration - Client experience <ul style="list-style-type: none"> o Client satisfaction with agency o Carer satisfaction with agency - Client / carer satisfaction with experience
2. NDIS is a financially sustainable, insurance-based scheme	1. Effective estimation and management of short-term and long-term costs	<ul style="list-style-type: none"> - Growth in future commitments - Total payments (\$, in kind) - Operating Expenses Ratio (% total costs) - Average support package growth rate (%) - Average length of time from application to commencement of services - Management of prudential risk - Provision of supports <ul style="list-style-type: none"> o Value of cash payments to support providers by support type o Value of payments to participants by support type o Value of and number of approved packages by client group o Number of participants receiving cash payments and/or in-kind supports by client group o Ratio of cash to in kind services by client group o Average cost of supports per assessor - Number of plans with single supports - Financial sustainability <ul style="list-style-type: none"> o Current and future funding resources o Current expenditure compared to projections o Projected expenditure compared to projected revenue o Long term cost trends (population, price and wage growth) o Real, average and median costs of individual support packages o Average client lifetime cost of support - Client outcomes <ul style="list-style-type: none"> o Client numbers - Tier 3 o Total cost of supports funded o Number of Tier 2 supports with LAC funding and purpose of funding o Total number of Tier 3 plans developed - Reviews <ul style="list-style-type: none"> o Average cost of internal reviews - Appeals <ul style="list-style-type: none"> o Average cost of appeals
	2. Benefits are realised from targeted investment strategies in enhanced disability support	<ul style="list-style-type: none"> - Proportion of participants with reduced needs after intervention supports - Proportion of participants with early intervention supports - Investment in research and innovation <ul style="list-style-type: none"> o Average cost of investment in research and innovation - Total cost of investment in research and innovation

Outcome	Key Performance Indicators (KPIs)	Agency Performance Measures and Legislative Requirements
3. Greater community inclusion of people with disability	1. People with disability are able to access support from mainstream services	<ul style="list-style-type: none"> - Proportion of participants accessing mainstream services - Successful referrals to mainstream / generic disability services (Tier 2 and Tier 3)
	2. Community awareness of people with disability	<ul style="list-style-type: none"> - Community awareness activities undertaken within the period
	3. Effectiveness of LAC community capacity building activities	<ul style="list-style-type: none"> - Community capacity building activities undertaken by LACs within the period - Community capacity building activities undertaken by funded NGOs within the period

Level 3 – Scheme Activity in Jurisdictions

The Agency will provide certain financial and scheme activity information to the Commonwealth Minister and each host jurisdiction’s minister, as provided for in the legislation (s. 175). This information will be provided on a monthly basis (including year to date totals), in datasets accessed through the data warehouse. It will not be provided through written separate reports.

Requirements for the Commonwealth and host jurisdictions will be agreed at officials level.

Release of Information

Release of information provided under this Schedule will be subject to the Information Exchange Protocol.

Relationship to NDIS Evaluation Strategy

Reporting under the Integrated NDIS Performance Reporting Framework will complement the NDIS Evaluation Strategy. The evaluation will provide a series of point-in-time snapshots, largely focussing on outcomes for individuals. By contrast, information under the Performance Reporting Framework will be provided on a regular schedule (monthly, quarterly or annually) and will provide insights into the operation of the Scheme and the way it is being administered by the Agency. It will include information on Scheme participants, but also on providers of supports and fiscal sustainability.