Acknowledgement of Country
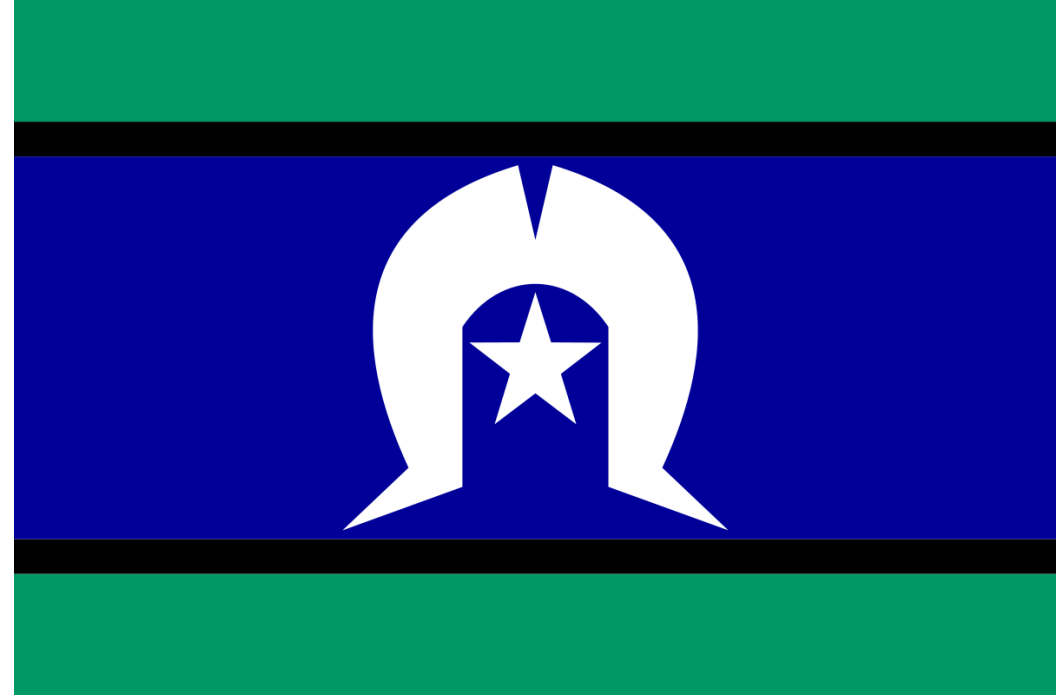
Welcome to Service Design

The NDIS Roadmap

| Success in the NDIS | Understanding the market | Service design | Quality, compliance and risk | Strategies for success | Sustainability in the NDIS |

▸ Activity worksheet

▸ Business plan template

▸ CBB NDIS Success Facebook Group

▸ Q&A: Tuesday 8 September 2020

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Today's webinar

1. Designing the NDIS service
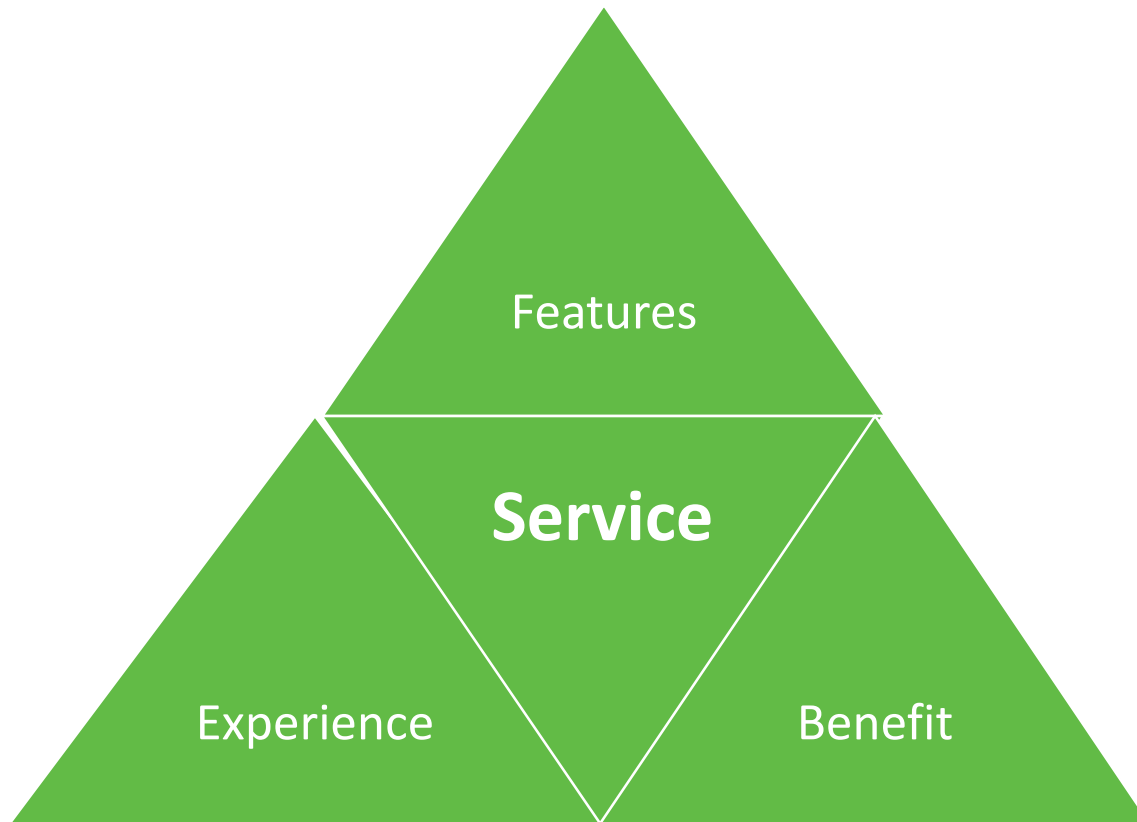
   ▸ Who and where?
   ▸ What challenge and what solution?
   ▸ How funded?

2. Planning the NDIS service delivery

   ▸ Human Resources
   ▸ Facilities, equipment, technology
   ▸ Setup vs ongoing costs
   ▸ Systems and processes

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Designing the NDIS service

What is a service?

Features

Service

Experience

Benefit

Interaction
- ▶ to create value for someone else

Value
- ▶ is not what you do, it is what someone receives

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NDIS service opportunities

Need
- essential for daily living OR

Want
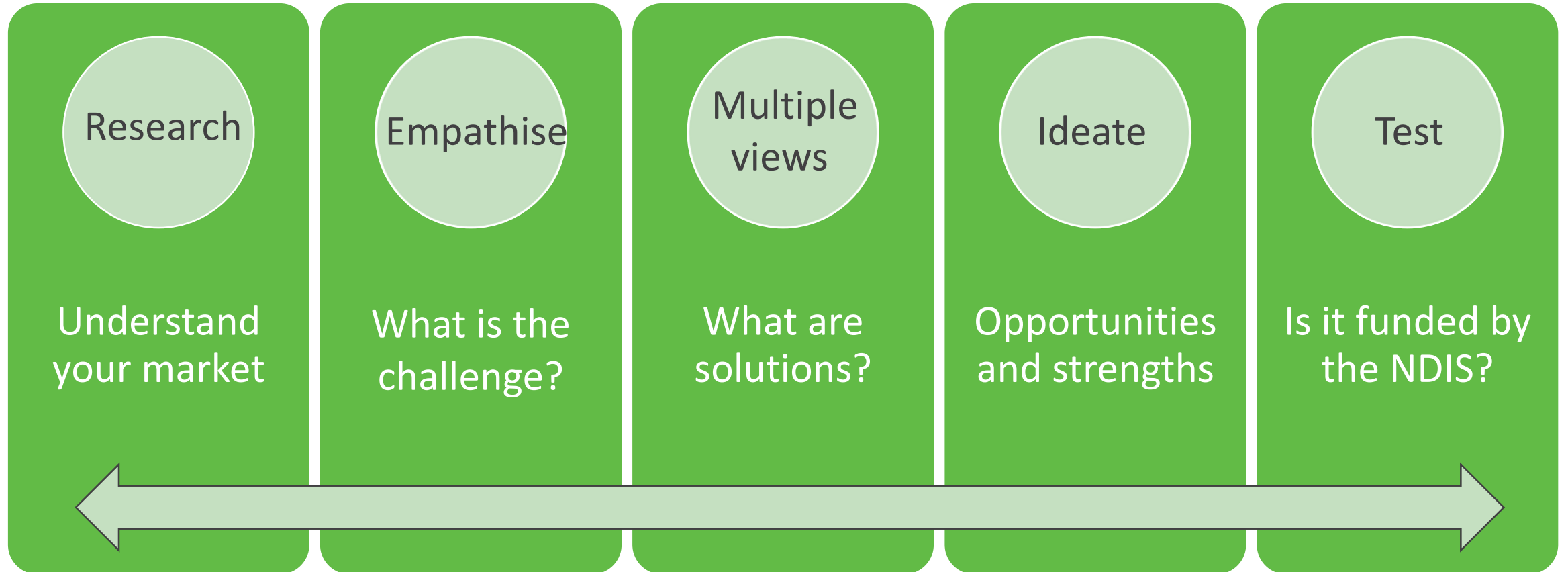- to increase capacity and opportunities AND

Ability to buy
- NDIS plan funding

- Who and where?
- What challenge and what solution?
- How funded?

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NDIS service design

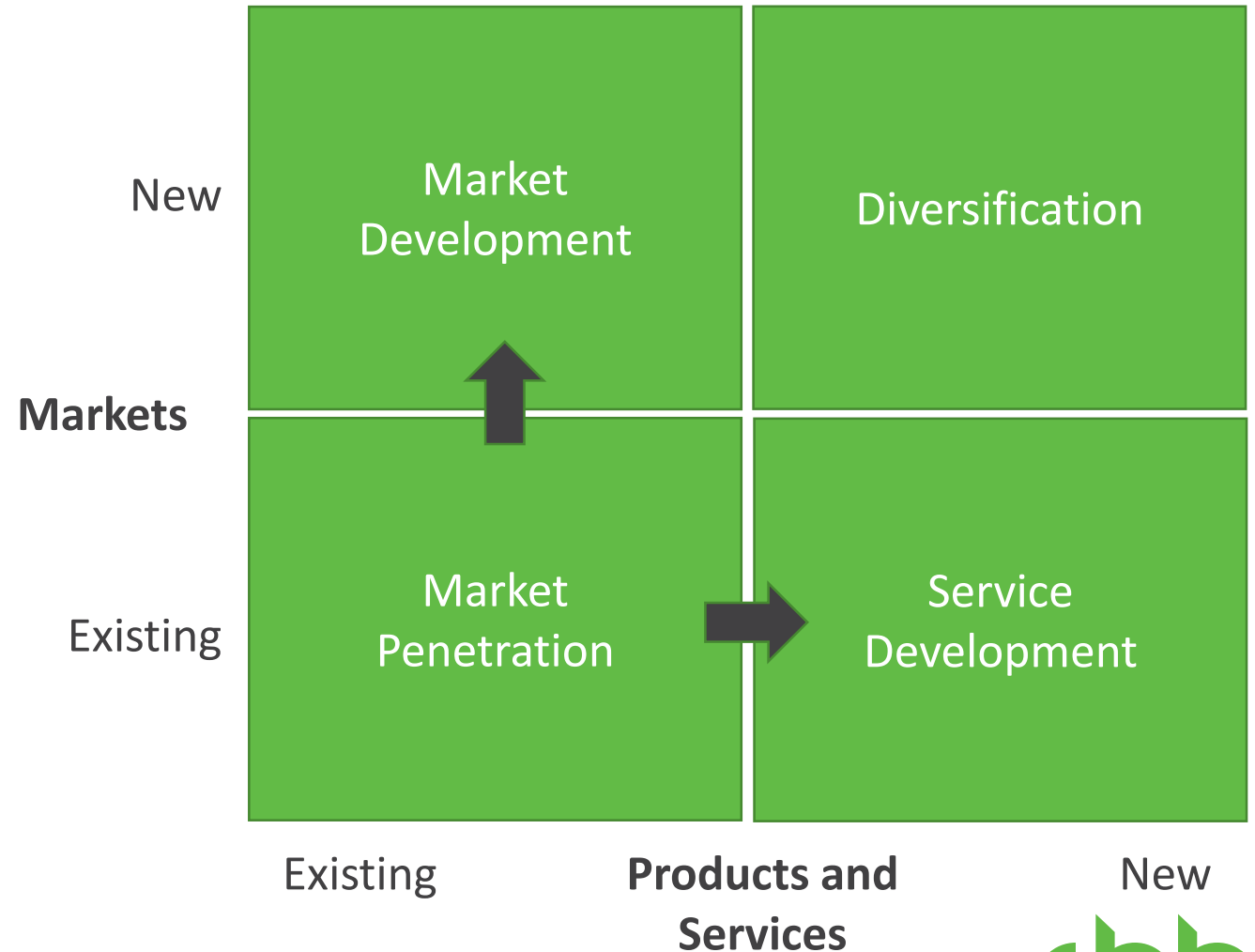| Research	Empathise	Multiple views	Ideate	Test
Understand your market	What is the challenge?	What are solutions?	Opportunities and strengths	Is it funded by the NDIS?

Research

Understand your market

▶ Competencies

▶ Customers – existing and new

▶ Competitor analysis

▶ Service gaps and market opportunities

Emphasise and seek multiple views

▶ People with disability

▶ LACs, NDIS planners, Support Coordinators, families and carers, health professionals, advocates, community connectors, educators etc.


What are challenges?

What are possible solutions?

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Ideate

▸ What are potential opportunities for NDIS services?

▸ Who and where are your customers?

▸ What challenge? What are the possible solutions?

▸ What services?
  – same, just more
  – same, new locations, new customers
  – new services or products

▸ What value do you deliver?

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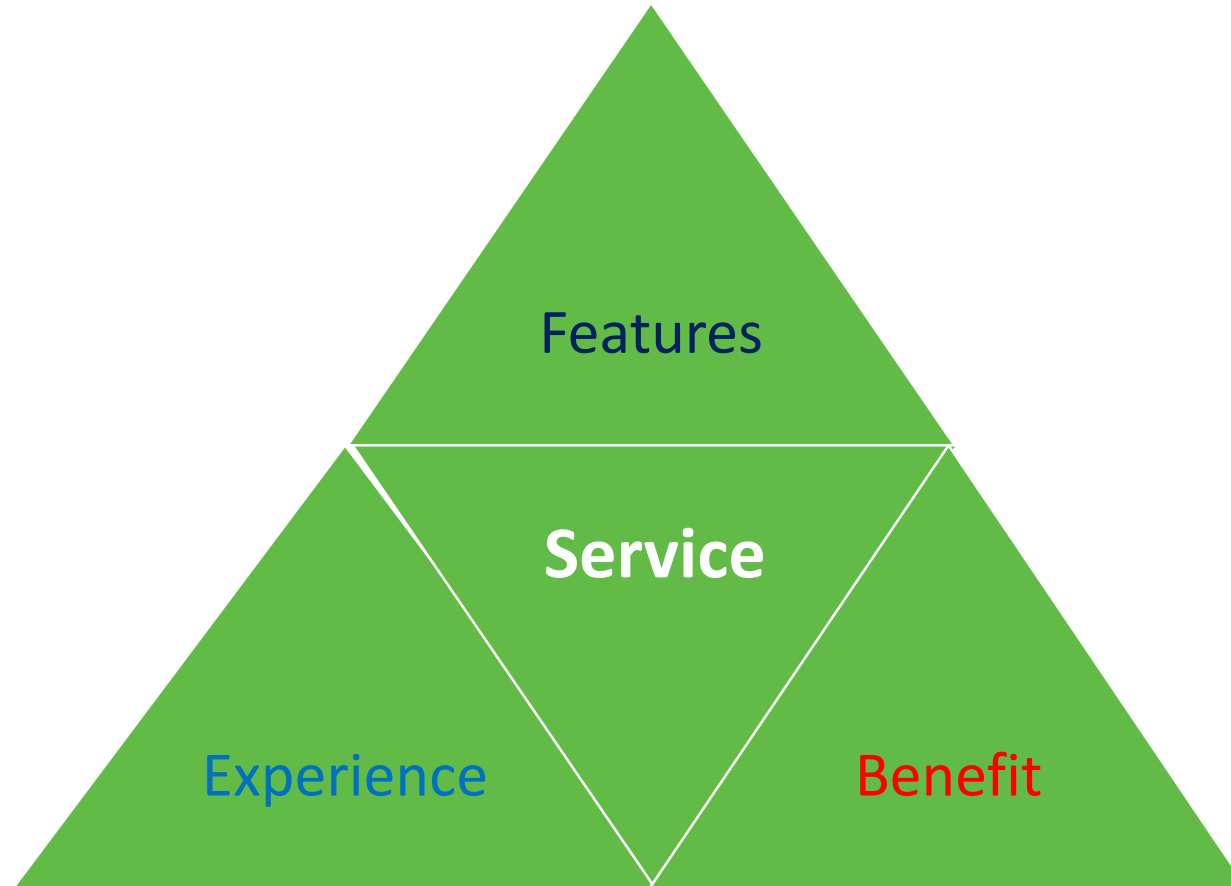
Service innovation

Test the idea

▸ Does it fit with our mission and vision?

▸ Does the service address needs and wants and create value?

▸ Is there a market/demand for the service?

▸ Is the service funded by the NDIS and how?

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Test the idea - cont.

- Can the customer purchase the service from us?
- Should we register with NDIS commission or not? (Webinar 4)
- How much will the customer/NDIS pay?
- Is the service financially viable and sustainable? (Webinar 6)

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Fitting service to the NDIS model

▶ Service or product is reasonable and necessary

▶ NDIS is the appropriate funding body

▶ NDIS Price Guide and Support Catalogue

▶ 15 funding categories – purpose of support

▶ Best fit approach

▶ Chargeable and non chargeable activities

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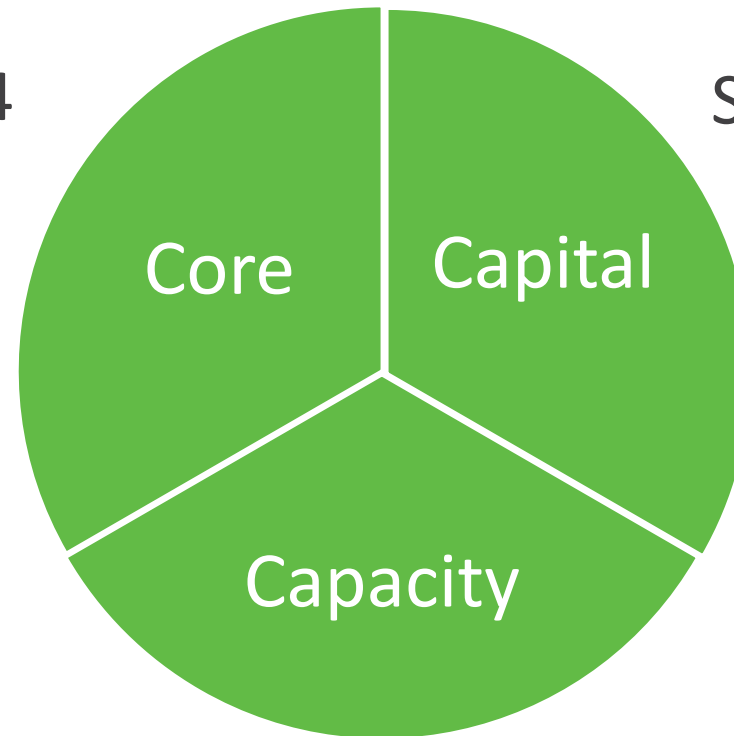# Activities that can't be charged for

▸ NDIS access or advocacy

▸ Services before NDIS plan is approved

▸ Marketing or client intake meetings

▸ Administration

▸ Transport – rules apply

▸ Cancellations – rules apply

▸ Services after NDIS plan is spent or expires

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NDIS plan budgets

Support categories 1 - 4

Support categories 5 - 6

Support categories 7 - 15

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Core supports - flexible

#	IN NDIS PLAN	DESCRIPTION
01	Assistance with Daily Life	Assistance with everyday needs e.g. personal care, domestic assistance, short term accommodation
02	Consumables	Everyday items e.g. continence products or low-cost assistive technology, equipment to improve independence and/or mobility
03	Assistance with Social & Community Participation	Access to community or centre based social and recreational activities
04	Transport	Travel to work or other places that will help you achieve your goals, limited to those who cannot use public transport

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Capital supports

#	IN NDIS PLAN	DESCRIPTION
05	Assistive Technology	Wheelchairs, communication devices, prostheses, vehicle modifications etc.
06	Home Modifications	Funding to modify the home for accessibility. Includes Specialist Disability Accommodation (SDA) which is towards the cost of capital for participants needing a specifically built environment

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Capacity Building - not flexible

#	IN NDIS PLAN	DESCRIPTION
07	Support Coordination	Support to use the plan
08	Improved Living Arrangements	Support to help find and maintain an appropriate place to live
09	Increased Social & Community Participation	Development and training to increase your skills so you can participate in community, social and recreational activities
10	Finding & Keeping a Job	Employment-related support, training and assessments that help find and keep a job
11	Improved Relationships	Support to develop **positive behaviours** and interact with others

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Capacity Building - not flexible

#	IN NDIS PLAN	DESCRIPTION
12	Improved Health & Wellbeing	Including exercise or diet advice to manage the impact of your disability
13	Improved Learning	Training, advice and help to move from school to further education
14	Improved Life Choices	Plan Management to help manage the plan, funding and paying for services
15	Improved Daily Living	Assessment, training or therapy to help increase skills, independence and community participation

Can the customer buy service from us?

▸ Is the support effective, beneficial and does it work towards participant goals?

▸ Does the NDIS plan need to have funding for the service?

▸ Are we registered for that service (if agency managed)?

NDIS Registration Groups

▸ 37 Registration Groups

▸ Verification or Certification

▸ Unique identification number for each support in the NDIS Support Catalogue

| Support Category | Sequence Number | **Registration Group** | Outcome Domain | Support Purpose |

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NDIS Registration Groups

▸ Assistance with self care activities: **01**_0011_**0107**_1_1

| Support Category 01	Sequence Number	**Registration Group** **0107**	Outcome Domain	Support Purpose

▸ **01**   Assistance with daily life (support category)

▸ **0107** Daily Personal Activities (registration group)

▸ Price limit $54.30/hr

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NDIS Registration Groups

▶ 108 Assistance with Travel/ Transport Arrangement
  – 04 Transport

▶ 106 Assistance in coordinating or managing life stages
  – 01 Assistance with daily life
  – 07 Support coordination
  – 08 Improved living arrangements
  – 09 Increased social and community participation
  – 15 Improved daily living skills

Test the idea
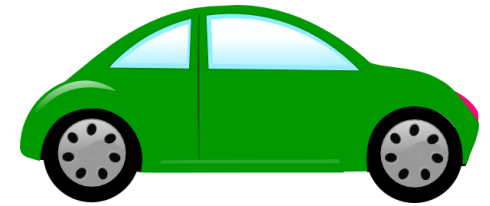
▶ Does it fit with our mission and vision?

▶ Does the service address needs and wants?

▶ Is there a market for the service?

▶ Is the service funded by the NDIS and how?

▶ Can the customer purchase the service from us?

▶ Should we register with NDIS commission or not? (Webinar 4)

▶ Is the service financially viable and sustainable? (Webinar 6)

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NDIS service opportunities

Need
▶ essential for daily living OR

Want
▶ to increase capacity and opportunities AND

Ability to buy
▶ NDIS plan funding

▶ Who and where?
▶ What challenge and what solution?
▶ How funded?

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Planning the service delivery

1. Human resources
2. Facilities, equipment and technology
3. Setup vs ongoing costs
4. Core systems and processes
5. Support systems and processes

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1. Human Resources

Assessing the Human Resources

▶ Activity areas:
– direct service
– support of the service

▶ Roles:
– Skills, experience, qualifications, accreditation
– Employees full or part time, casuals, contractors

▶ How many staff hours required for each unit of service?

▶ Percentage of staff time chargeable to client work?

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Human Resources - recruitment

▶ Personal requirements:
– Supportive, caring nature
– Good communication skills
– Committed to uphold Human Rights

▶ Employment compliance:
– Remuneration: enterprise agreement or awards
– Screening: rules in your state and NDIS Q&S requirements
– Qualifications: NDIS Q&S requirements
– Induction and (mandatory) training

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Human Resources - planning

▶ Qualifications

Activity area	Skills and experience required	Any specific qualifications required	Number of staff hours required per unit of service
Margaret River Workshop	Mechanic with experience in vehicle modifications	Trade Certificate/s Worker screening clearance	Varies

▶ Human Resource planning

Role	Key functions	No. of positions required Casual/Permanent	Line Management	Existing staff or recruitment required?
Mechanic	Mechanic Customer service	1 person 0.6 full time equivalent Start asap	Managed from Perth with a supervisor visit regularly	Recruitment

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Human resources - retention

▶ Organisational culture

▶ Learning and development opportunities

▶ Financial incentives

▶ Competitor analysis

▶ Customer benefits

2. Facilities, equipment, technology

Facilities

▶ Where is the service delivered?

▶ What are the requirements for the facilities?

▶ Purchase, lease or sharing?

▶ Location of administration support?

Equipment

▸ Furniture

▸ Fittings

▸ Aids, equipment, tools

▸ Vehicles

▸ Computers (hardware, software), printers, phones, mobile devices
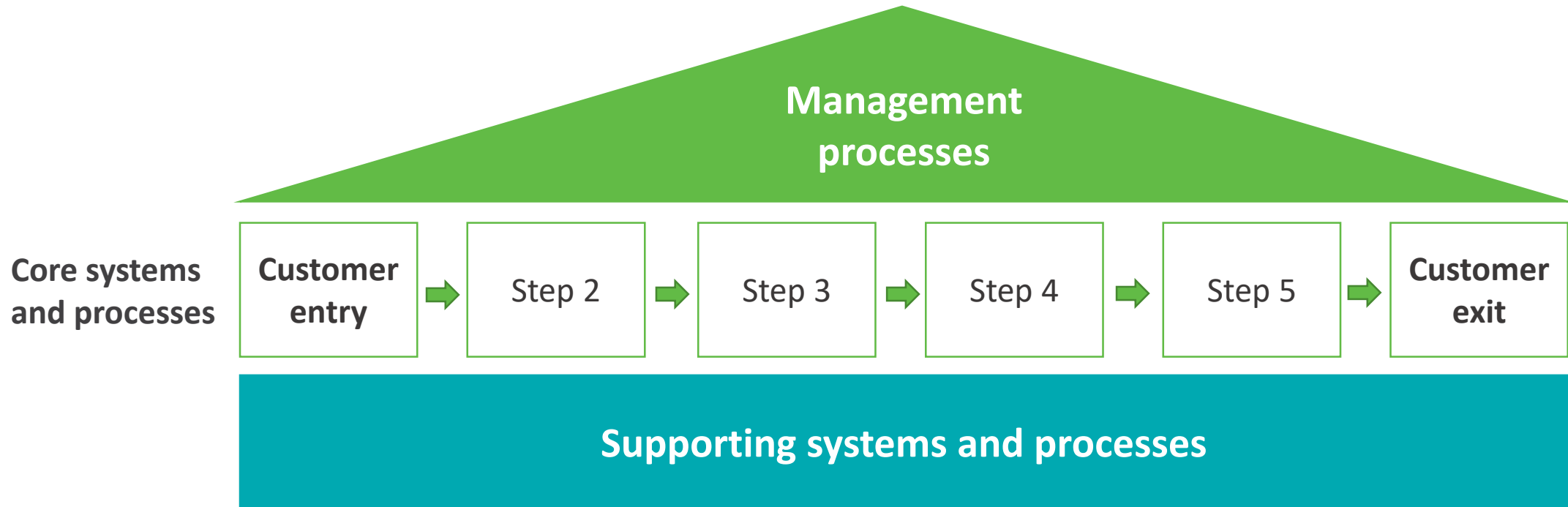
Technology

- Better service?
- Lower running costs?

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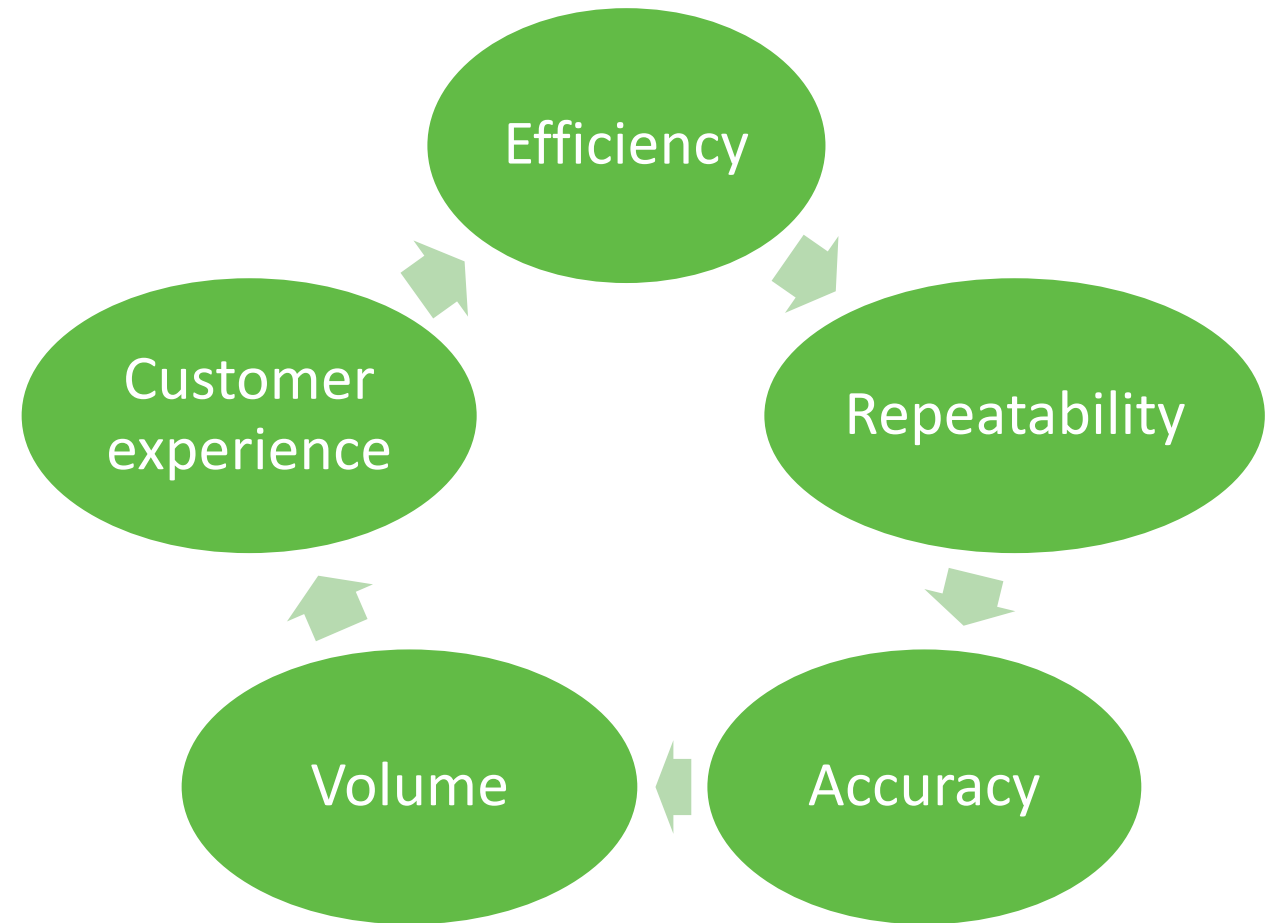
3. Setup versus ongoing costs

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Setup vs ongoing costs

	Description	Setup Cost	Ongoing Cost
1	Facility and office space	Bond and rent in advance Fit-out	Rent
2	Furniture and equipment	Initial fit-out	N/A
3	Staffing	Recruitment and screening	Wages & superannuation
4	IT/phone	Computer (hardware and software) and phone	Support, licensing and call costs
5	Vehicle	Purchase of vehicle (if applicable)	Finance/leasing costs (if applicable) Running costs and maintenance
6	Other business costs	Marketing, consultants, auditor	Marketing, insurance, electricity etc

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4. Systems and Processes

Systems and processes

Management processes

Core systems and processes

| Customer entry | Step 2 | Step 3 | Step 4 | Step 5 | Customer exit |

Supporting systems and processes

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NDIS business process

NDIS Plan → Service Agreement → Service booking (if agency managed) → Service delivery and recording → Payment request on NDIS portal or invoicing → Payment reciept and reconciliation

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Next steps

Designing the NDIS service

Research	Empathise	Multiple views	Ideate	Test
Understand your market	What is the challenge?	What are solutions?	Opportunities and strengths	Is it funded by the NDIS?
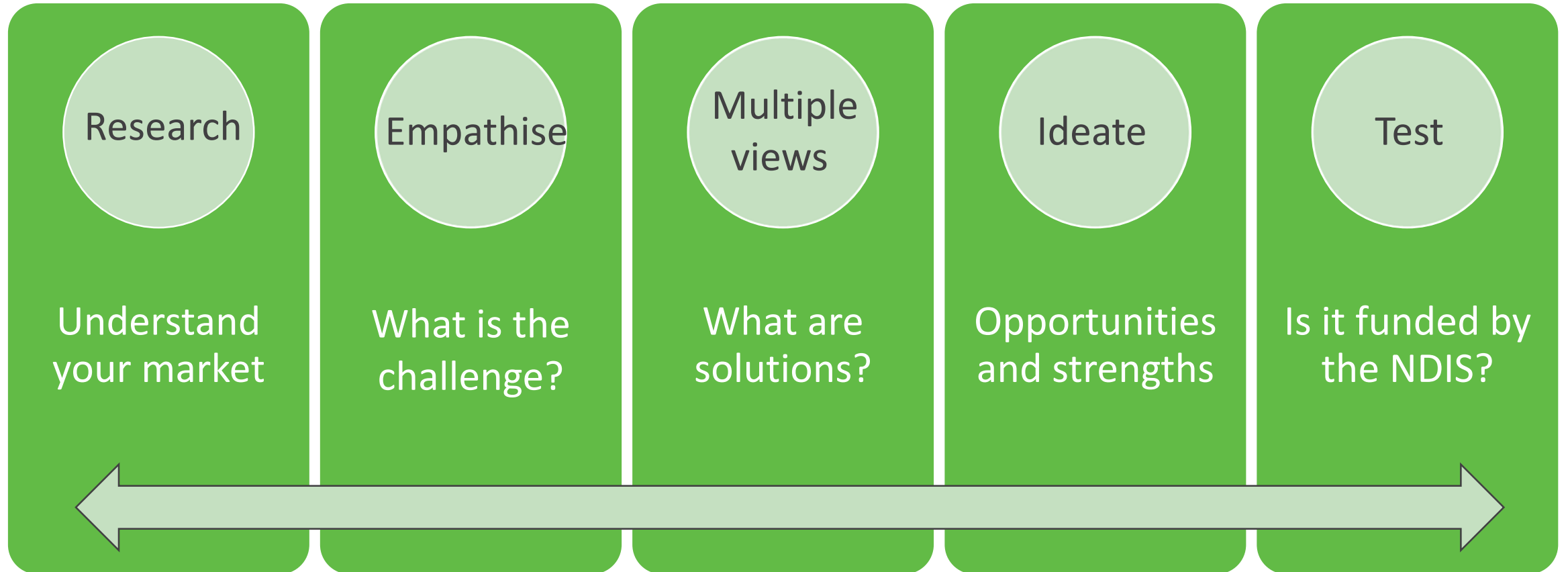
Funding of disability supports

▶ State and Federal government grants
 – e.g. Linkages and Capacity Building (ILC) funding

▶ Philanthropic funding and donations

▶ Client funding

▶ Other services or products to subsidise

Planning the service delivery

1. Human resources
2. Facilities, equipment and technology
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5. Support systems and processes

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Things to do next...

▸ Review the activity worksheet and the business plan template

▸ Visit the website for resources

▸ Visit the Facebook group

▸ Q&A: 8 September 2020

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Next time

| Success in the NDIS | Understanding the market | Service design | Quality, compliance and risk | Strategies for success | Sustainability in the NDIS |

▸ Quality, compliance and risk webinar: 15 September

▸ Quality, compliance and risk Q&A: 22 September

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Thank you

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