



Support Worker Central

## **Performance Metrics for NDIS Businesses**

### **Introduction:**

The National Disability Insurance Scheme (NDIS) was launched in Australia in 2013, with the aim of providing support and services to people with disability. NDIS businesses provide essential services to NDIS participants, and it is essential for them to measure their performance to ensure they are meeting their clients' needs and delivering high-quality services. In this factsheet, we will explore the performance metrics that NDIS businesses should track to improve their services.

### **Participant Satisfaction:**

Participant satisfaction is a critical metric that NDIS businesses should measure. By gathering feedback from participants, NDIS businesses can identify areas for improvement and make necessary changes to improve their services. NDIS businesses can use various methods such as surveys, interviews, and feedback forms to gather participant feedback.

### **Service Quality:**

NDIS businesses should measure service quality to ensure they are delivering high-quality services that meet the participants' needs. Service quality can be measured by tracking the number of complaints, incidents, and service requests. NDIS businesses should also measure the timeliness and effectiveness of their services.

### **Financial Performance:**

Financial performance is a crucial metric that NDIS businesses should track to ensure their financial sustainability. NDIS businesses should track their revenue, expenses, and profits to identify areas for improvement and ensure they are meeting their financial goals.

### **Staff Productivity:**

Staff productivity is an essential metric that NDIS businesses should track to ensure they are maximizing their resources. NDIS businesses should measure staff productivity by tracking the number of clients served, the time spent on each task, and the number of tasks completed.

### **Compliance:**

NDIS businesses must comply with various regulations and standards to ensure they are delivering safe and high-quality services. NDIS businesses should measure their compliance with NDIS guidelines, industry standards, and government regulations to identify areas for improvement and ensure they are meeting their legal and ethical obligations.

### **Step 1: Identify the services to be provided**

The first step for an NDIS business is to identify the services it will provide to NDIS participants. This can include personal care services, respite care, assistive technology, transportation, and home modifications, among others.



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Example: Let's say the NDIS business provides personal care services to NDIS participants.

## **Step 2: Define the performance metrics**

The next step is to define the performance metrics that will be tracked to measure the success of the NDIS business. As mentioned in the factsheet, some of the key performance metrics that NDIS businesses should track include participant satisfaction, service quality, financial performance, staff productivity, and compliance.

Example: For personal care services, the NDIS business can define the following performance metrics:

**Participant satisfaction:** Measured through feedback surveys and ratings from participants and their families/caregivers.

**Service quality:** Measured through the number of complaints, incidents, and service requests received, and the timeliness and effectiveness of the services provided.

**Financial performance:** Measured through revenue, expenses, and profits, and comparing them to budget and financial goals.

**Staff productivity:** Measured through the number of clients served, the time spent on each task, and the number of tasks completed.

**Compliance:** Measured through adherence to NDIS guidelines, industry standards, and government regulations.

## **Step 3: Implement tracking and reporting systems**

The NDIS business should implement systems to track the performance metrics defined in Step 2. This can include using software tools, spreadsheets, and other reporting systems.

Example: The NDIS business can use a customer relationship management (CRM) system to track participant feedback and ratings, incident reporting software to track complaints and incidents, and accounting software to track financial performance. Staff productivity can be tracked using a time and attendance system, and compliance can be monitored through regular audits and assessments.

## **Step 4: Analyse and interpret the data**

Once the performance metrics are being tracked, the NDIS business should regularly analyze and interpret the data to identify areas for improvement and make necessary changes to improve services.

Example: The NDIS business can analyse participant feedback to identify areas for improvement in service quality, such as increasing the responsiveness of staff or improving communication. Complaints and incidents data can be used to identify patterns and trends that can inform staff training and development. Financial data can be used to identify cost-saving opportunities or revenue-generating activities. Staff productivity data can be used to optimize staffing levels and resource allocation. Compliance data can be used to identify areas of non-compliance and implement corrective actions.



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### Step 5: Take action and continuously improve

Based on the insights gained from data analysis, the NDIS business should take action to improve services and continuously improve performance.

Example: The NDIS business can implement staff training programs to address identified areas of improvement in service quality, adjust staffing levels to optimize productivity, and introduce cost-saving measures to improve financial performance. Continuous monitoring and analysis of performance metrics can identify areas for further improvement and enable the NDIS business to adapt and evolve over time.

### Conclusion:

Measuring performance metrics is critical for NDIS businesses to ensure they are delivering high-quality services that meet the participants' needs. NDIS businesses should track participant satisfaction, service quality, financial performance, staff productivity, and compliance to identify areas for improvement and make necessary changes to improve their services. By tracking these metrics, NDIS businesses can improve their services, increase participant satisfaction, and ensure their financial sustainability.

Until next time all the best with engaging with those participants and service providers you support.

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