NDIS performance

Successful performance governance & management and reporting is a hallmark of successful organisations.

Performance management frameworks allow organisations to be "strategy-focused" by:

o Making the organisational strategy central to the development of the KPIs and metrics measured and monitoring by the organisation,

o Using KPI reporting and the balanced-scorecard as critical guides (or navigation tools) that assist in guiding resources and effort towards strategy achievement, and

o Aligning all employees to a common goal in the achievement of the KPIs identified above. It creates linkages across teams and between employees.

Robert S. Kaplan, David P. Norton, "The strategy-focused organization"

Mobilise change through leadership

Make strategy a continual process

Translate the strategy to operational terms

STRATEGY

KPIs
KPIs
KPIs

Align the organisation to the strategy

Make strategy everyone's everyday job

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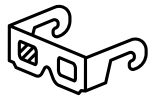**1** Performance governance design **+** **2** Tactical analysis & evaluation **=** NDIS performance projects delivered by Health Q
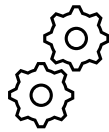
A Performance Governance & Management Framework is developed through four key stages:

Document collection & consultation	Strategy mapping & framework design	KPI design & prototype validation	Scorecard building blocks & support

Performance governance design involves consultation, strategy mapping and data collection to design and implement a performance governance & management framework.

Tactical analysis & evaluation involves detailed financial, analytical, outcome assessment and/or comparative analysis to support decision making and improve organisational performance.

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Three recent performance projects

Development of a Performance Governance Framework

Financial sustainability and benchmarking of NDIS services

NDIS SIL performance monitoring framework and dashboard

The project defined, developed and supported the implementation of a new suite of KPI's to provide improved data and analytics with respect to strategic and operational performance.

We utilised the principles of the balanced-scorecard and strategy-focused organisations to map performance measures against the organisation's strategy. The output was a new KPI dashboard and a revised template for Board reporting.

Leveraging the 2020 Annual Price review, and the Disability Support Worker Cost Model, we completed a comprehensive benchmarking exercise of organisational financial performance. Rostering, payroll and invoicing data were key inputs.

As well as learnings about cost structures, the project also provided insights into invoicing risks and opportunities for improvement.

We completed a rostering performance and financial review of SIL performance, taking a house by house approach to identify profitability.

The review utilised rostering, payroll and invoicing data, as well as NDIA approved rosters of care.

The review identified improvement in rostering and developed and implemented a fortnightly SIL Performance Dashboard.

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5 questions to get you thinking

1	2	3	4	5
Can you describe three to six capabilities that convey what your organisation does uniquely better than anyone else?	*To what extent does your executive know which 'critical few activities' must be executed well to achieve your strategy?*	*To what extent do you understand whether you are achieving your strategic objectives?*	*Does your organisational performance governance & management system provide focus on achieving the strategy?*	*Does your organisation strive for strategic coherence and make evidence and data-based decisions?*

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We are a health & NDIS consulting firm from Adelaide. We work on national projects across a diverse range of specialist knowledge areas. We have particular expertise in NDIS business models and outcome measurement.

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We are NDIS performance experts

Health Q provides commercial and strategic thinking to deliver actionable and practical recommendations that will make a difference. We like solving problems.

Areas of focus:

- Performance governance and tactical analysis

- NDIS business models & benchmarking

- Specialist disability accommodation

- Decision support and business case development