

## Joint Statement: NDIS Benchmarking

The National Disability Insurance Scheme (NDIS) is building a new provider benchmarking function.

The design and operation of the NDIS provider benchmarking is a collaboration between the National Disability Insurance Agency (NDIA) and disability support providers. We have set up an Expert Advisory Group (EAG) to manage the roll-out and operation of this function.

We ask disability support providers to support this benchmarking function in two ways:

1. **By participating** in benchmarking surveys (contributing data via completing the surveys, and receiving customised reports in return), and
2. **By helping us** to refine and manage the process of collecting and sharing data over time, so that the benchmarking database meets the information needs of the sector.

We stress that participation in benchmarking function is **voluntary**. Providers can withdraw at any time.

The benchmarking function will bring important new information to providers and the NDIA. Individual providers will be able to gauge their performance against peers with customised reports, and benchmarking will help the sector as a whole by generating data to give governments a clear picture of what is happening

Building a benchmarking database is a new idea for the NDIS. We recognise that the use of this information needs to be carefully managed, so that the privacy and other interests of providers and NDIS participants are protected. Safeguarding the confidentiality of contributing providers will be of the highest importance at all times.

Success will depend on widespread support from disability support providers. In time, we want to see all parts of the sector represented, so that providers and governments understand the many different circumstances that affect providers and participants in the NDIS.

We are starting data collection now, with a small number of providers and with data that is easy to collect and verify. The survey design is the result of interviews with disability support providers and a small pilot project, which took place in 2016. In future, we want to run one survey per year, and we will continue to design surveys collaboratively, making use of experts from the disability sector.

In the first instance, data will be collected on inputs relating to assistance with daily living, assistance with social and community participation and supported independent living, in addition to various other provider costs. In future, other support categories will be added to the data collection.

Over time, our intention is to link data on provider costs to information on financial sustainability, service quality and, where possible, participant outcomes, to build a better picture of how we can drive better participant outcomes, higher quality and greater efficiency.

An **independent Survey Manager** – AbleInsight – will run the benchmarking surveys, and manage the storage of data and production of reports. Providers will be sharing their own (identifiable) data only with the Survey Manager (not the NDIA). Providers that choose to contribute data will be protected by a data sharing agreement that we have negotiated.

Under that agreement, providers will retain ownership of their data, the Survey Manager is merely the data custodian.

Any benchmarking report provided to a third party (including the NDIA and sector peak bodies) will **not identify individual providers**. The Survey Manager will design data reports to make sure that they cannot be used to reveal the identity of any contributing providers. Providers, however, will be able to give permission to share their data with any individual or organisation.

The content of standard reports will be **agreed in advance**. This will ensure that the data generated by benchmarking is objective and uncensored.

We recognise that this is not the only benchmarking or data sharing activity relating to the NDIS. We are developing it collaboratively so as to complement similar activities across the sector (e.g. the Curtin University and NDS data collection project). And, we intend that, with the necessary privacy safeguards, provider benchmarking data will be used in conjunction with other sector information to the benefit of the sector as a whole.

If you would like more information, please contact any of the representatives below.



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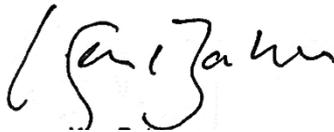
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