



cutting through complexity™

The NDIS – a fundamentally new way of working

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The move to person centred care...

- **Person centred care has been emerging over the last decade**
- **We have seen this through the emergence of:**
 - The use of individual packages of care and individual funding models
 - Increasing push on funders for funding portability
 - The rising demand for increased consumer choice
 - The emergence of the ‘personalisation agenda’ in the United Kingdom
 - The trialling of ‘direct payments and direct budgets’
 - The development of ‘self directed’ approaches in Victoria
 - The establishment of ‘consumer directed care’ for community based aged care
 - The development of ‘person centred approaches’ for people with disability seeking support
 - An increasing recognition that traditional models of care are not sufficiently flexible and can not adequately respond to growing demand

What is person centred care?

- **A person centred approach enables individuals, their families and carers to choose and control support and service arrangements that best suit their needs and lives.**
- **Person centred approaches have been implemented overseas and within Australian jurisdictions to varying extents, all with positive outcomes.**
 - The emerging evidence from the places that have introduced person centred approaches is that higher levels of choice and control bring positive outcomes in the health, well being and social participation of people with disability, their families and carers, and that they are cost effective .
 - Such approaches are not without their challenges for both individuals and service provider

“Personalisation involves a move away from a model of service delivery in which clients are advised of their rights and entitlements and helped to realise them. Instead, personalisation favours a model of service delivery in which clients are supported to be informed consumers of that service, or even cast as commissioners of that service.”

Disability Rights UK 2010, *Personalisation and support brokerage in adult social care: A briefing for advice organisations and services*, July 2010, London

What does the evidence tell us...

- **Internationally the emerging evidence base evidence suggests that person centred approaches lead to:**
 - greater satisfaction
 - greater continuity of care
 - fewer unmet needs
 - more effective use of scarce public resources (1)
- **Similar trends are being seen in Australia.**

(1) Bornat & Leece, 2006; Glasby & Littlechild, 2009; Hasler *et al.*, 1999; Social Care Institute for Excellence, 2005

Choice and control

- **Underpinning any person centred care model is the concept of choice and control**
- **In practice choice and control means individuals, their families and carers can make decisions and determine:**
 - the outcomes they seek to achieve
 - the types of supports they use
 - who provides them
 - how they are designed and provided
 - how resources are able to be used
 - how an individualised funding allocation is managed.
- **The concept of choice is impacted on the levels of available information, market maturity and the availability of preferred options.**
 - In some locales this can be a challenge and constrains the opportunity for a truly person centred approach to be achieved for all.

Person Centred Approaches – what kinds of system changes will be required?

Person centred approaches are different to traditional, agency-led services

Traditional agency led approach	Person centred approach
Supports designed to meet program definitions	Supports tailored to individual needs
Limited consumer choice over supports and services. Traditional menu of services – with little flexibility or consumer control	Choice over supports and services
Some person centred planning though not universal	Holistic person centred planning
Majority of services funded, with limited portability of funded supports	Individual funding packages and portability
Individuals not empowered to make decisions	Individuals empowered to make decisions about the types of supports they receive and how available resources are used

Person Centred Approaches – what kinds of system changes will be required?

Key elements	System changes	Changes affecting service providers
Individualised funding	<ul style="list-style-type: none"> • Funding allocated to a person, and not organisations • Funding is portable • Funding managed directly by the person or a nominated party 	<ul style="list-style-type: none"> • Changed relationship with government and service users • Finances will not be as stable as under block funding • Variability in the timing of payments and an ability to forecast • Administrative requirements will change
Planning	<ul style="list-style-type: none"> • Plans centre around the input of the person • Plans are not limited to disability service related objectives • Plans take into account the goals and aspirations of the person • Planning can take into account multiple services 	<ul style="list-style-type: none"> • Service providers will not automatically be involved in the planning process • Service providers may not be the only service a person will use to fulfil their goals • Services will need to work collaboratively with other agencies to assist in achieving some goals

Person Centred Approaches – what kinds of system changes will be required?

Key elements	System changes	Changes affecting service providers
Consumer choice	<ul style="list-style-type: none"> Local Area Coordinators will assist service users in finding out about services that may not be disability specific Service users will need reliable information to assist them in choosing what service providers they will access Service users have the power to change service providers 	<ul style="list-style-type: none"> Services will need to <ul style="list-style-type: none"> Be proactive in marketing their organisations Be cognisant of what service users want and require outside of traditional services and service delivery Reorient their services to meet demand requirements
Quality	<ul style="list-style-type: none"> Regulation will need to take into the accessibility of mainstream services Direct employment of support workers may mean the tapping into of a new workforce (people not trained in disability services) An expectation that service provision is delivered in a person centred way, by both Government and potential service users Workforce training to support a person centred approach will need to occur 	<ul style="list-style-type: none"> A likely increased demand for support workers Competition with mainstream services and individuals who may not be subject to the same regulatory requirements and the costs that incurs Services will need to manage organisational transition to a person centred approach, affecting their leadership, workforce, frameworks and strategic plans.

The key assumptions that underpin a person centred approach are...

- There will be more choice about the nature and the range of services that are available
- That the market will change in response to new and emerging demands from consumers so that a greater range of services will be available
- That the shift in funding control to the individual will encourage the emergence of new providers increasing competition
- That the cost of services will be impacted by market forces – there will be greater pricing sensitivity improving the cost effectiveness of service provision
- That the current regulatory environment will be replaced by a 'light touch approach' and a greater focus on safeguarding so as to maximise the capacity of the market and choice
- That there will be greater flexibility and responsiveness from providers – a move away from 9 to 5 to one that is 24/7
- New models of delivery – new forms of employment, new workforce requirements, new skills sets

All of these changes are likely and have been evidenced in settings where person centred approaches have been implemented.

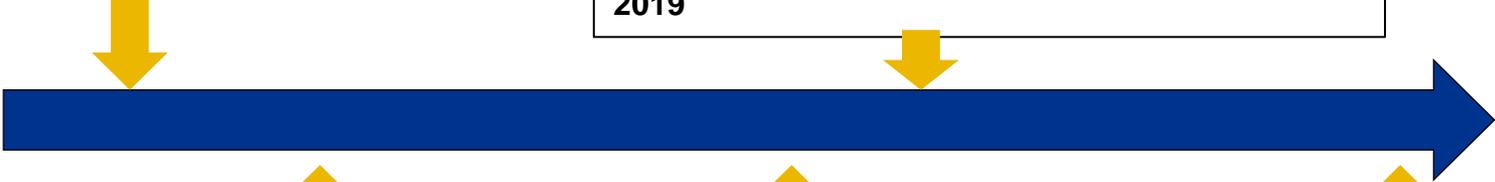
The NDIS

- **The introduction of the NDIS will accelerate these trends dramatically as it scales up to full operation over the next five or six years.**
- **These trends see a shift from B2G over to B2C relationships.**
- **To date NDIS trials have commenced in Barwon, Hunter Valley, SA and Tasmania.**
- **It is expected that the NDIS will make disability support services one of the largest and fastest-growing human services “markets” in Australia, expected to be worth over \$20 billion annually by 2020 – a doubling in six years.**
- **As part of the process States are expected to outsource many of their existing services – we are already seeing this change down the east coast of Australia**

The roll out of DCA will be phased in across Australia.

1 July 2013
Vic (Barwon Region) All ages up to 65
NSW (Hunter Valley) All ages up to 65
TAS (Full state) 15-24 years
SA (Full state) 0-5 years

1 July 2016
Vic – Commence full roll out – Completion July 2019
NSW - Commence full roll out – Completion July 2018
SA – Commence full roll out – Completion July 2018
TAS – Commence full roll out – Completion July 2019
ACT – Full coverage by July 2016
NT – Commence full roll out – Completion July 2019
QLD – Commence roll out – Completion July 2019



1 July 2014
ACT – Launch
NT (Barkly Region)
WA (Perth Hills) Lower South West
SA age limit extended to 13 years

1 July 2015
SA age limit extended to 14 years
WA Cockburn – Kwinana area

1 July 2019
National Roll out completed

Where to from here?

- **Don't underestimate these changes – they are significant! And fundamental!**
- **Person centred approaches will demand that you reconsider every aspect of the way your organisation operates**
- **Being close to your consumers – understanding what they want and need and their satisfaction with what is being provided is critical to your organisations future**
- **The achievement of outcomes and high levels of consumer satisfaction should be the foundation stone upon which your organisation operates**
- **Individuals will now have the levers to exert choice and control – and they will exert it**
- **There is need to move from a focus on policy and prescription to an environment that supports flexibility and responsiveness to enable individuals to achieve their goals**
- **Empowerment of individuals and workers will be fundamental in the new world order.**



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