

## **Annex C to Statement of Requirements Performance Indicators Schedule**

Note to Applicants: This Annex describes the Performance Indicators for both LAC Services and ECEI Services. Where the successful Partners are not delivering either LAC or ECEI Services, the relevant schedules will be replaced with the words 'Not Used'.

This Annex includes four attached schedules:

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|------------------|--------------------------------|
| 1. LAC Services  | Level 1 Performance Indicators |
| 2. LAC Services  | Level 2 Performance Indicators |
| 3. ECEI Services | Level 1 Performance Indicators |
| 4. ECEI Services | Level 2 Performance Indicators |

**Schedule 1**  
**Annex C to Attachment 2: LAC Services - Level 1 Performance Indicators**

Performance Indicators (Level1)	Performance Indicator Target	Assessed Information	Assessment Period
1. Complete and submit to the NDIA all required data for all Participants' first Plans with the NDIA.	100% of required data collected and uploaded in the NDIA IT system at least four weeks before the Phasing Date for the relevant Participant.	Data sets required to inform the Guided Plan Questionnaires completed in the NDIA IT System.	In any one month after the Phasing Date.
2. Plan implementation assistance to Participants streamed as General or Supported.	100% of funded core supports recorded in Plans is activated within 4 weeks of notification of Plan approval by the NDIA.	Information recorded in the NDIA IT System.	In any one month after the Phasing Date.
3. Participants re-streamed to be Self-Planning Participants.	5% - 10% of Participants are confident to become Self-Planning Participants.	Information recorded in the NDIA IT System.	In any one month after 1 July 2017.
4. Assist to undertake Plan Review and develop Full Scheme Plan for all Participants' second Plans (including Participants transitioning to the Partner from a trial site).	100% of Full Scheme Plans/ new Plans recommended to the NDIA for approval to the NDIA by at least two weeks before the end date of participant's current Plan.	Plans submitted in the NDIA IT System.	In any one month after 1 July 2017.
5. Partner Personnel complete all required e-learning within one week of commencing in a role as Partner Personnel.	100% of Partner Personnel complete all required e-learning within one week of commencing employment with the Partner Personnel.	As reported by the NDIA Learning and Development Team..	In any one month after the Phasing Date.

**Schedule 2**  
**Annex C to Attachment 2: LAC Services - Level 2 Performance Indicators**

Performance Indicators (Level1)	Performance Indicator Target	Assessed Information	Assessment Period
1. Capacity building in the community	At least 80% of organisations, Partners and mainstream bodies contacted by the Partner are showing a measurable improvement in accessibility, attitude and availability for people with disability (as a result of the Partner's effort to build community engagement and inclusion for people with disability).	Strategic Analysis Reports. Surveys of Clients conducted or commissioned by the NDIA.	During the quarterly period covered by each Strategic Analysis Report.
2. Referrals to existing ILC services	For people with disability who are not eligible for the Scheme who contact the Partner, the Partner must make all reasonable efforts to refer those people to existing ILC services.	Information recorded by the Partner in the NDIA IT System. Surveys of Clients conducted or commissioned by the NDIA.	Periodically throughout the Grant Agreement Period.
3. Access Requests made	At least 95% of people whom the Partner assists to complete an Access Request are determined by the NDIA to be eligible for the Scheme.	Access Requests made by the Partner in the NDIA IT System. Surveys of Clients conducted or commissioned by the NDIA. Complaints made to or brought to the attention of the NDIA.	In any one month after the Services Commencement Date.
6. Activation of community and mainstream supports	95% of Participants have community and mainstream supports identified and/or activated in their plan.	Information recorded by the Partner in the NDIA IT System. Surveys of Participants conducted or commissioned by the NDIA.	In any one month after the Phasing Date.
5. Assist to complete Guided Plan Questionnaire for all first Plans (all Participants other than those in Large Residential Centres) and develop Full Scheme Plan for all subsequent Plans (for Participants streamed as General or Supported ONLY)	95% of Participants are contacted within 2 Business Days of referral to organise an appointment with a Local Area Coordinator and have had an initial appointment within two weeks of the notification by the NDIA that the Participant has been determined eligible for the Scheme.	Information recorded by the Partner in the NDIA IT System. Surveys of Participants conducted or commissioned by the NDIA.	In any one month after the Phasing Date.
6. Re-streaming of assigned workflow	90% of work assignments that the Partner recommends be re-streamed in the NDIA IT System are agreed by the NDIA.	Re-streaming requests made by the Partner in the NDIA IT System.	In any three month after the Phasing Date.
7. Plan implementation assistance (for Participants streamed as General or Supported ONLY)	100% of Participants are contacted within 5 Business Days of: a. identification by the Partner; or b. notification from the NDIA that expenditure against the plan is not in accordance with expected expenditure.	Information recorded by the Partner in the NDIA IT System. Surveys of Participants conducted or commissioned by the NDIA.	In any one month after the Phasing Date.
8. Plan implementation assistance (for Participants streamed as General or Supported ONLY)	No more than 10% of Participants have expenditure that is 10% more or less than expected expenditure approved in the Plan.	Information recorded in the NDIA IT System. The conduct of any Plan review.	In any three months after the Phasing Date (with approved plans). Or at the time of any Plan review.
9. Satisfaction	At least 95% of Participants who have worked with the Partner under this Grant Agreement report that they are satisfied, or better than satisfied, with the service they received from the Partner. This may include consideration of whether people	Surveys of Participants conducted or commissioned by the NDIA.	As determined by the NDIA when it conducts surveys of Participants.

Performance Indicators (Level1)	Performance Indicator Target	Assessed Information	Assessment Period
	<p>with disability report that they:</p> <ul style="list-style-type: none"> <li>a. were satisfied with the content, delivery, convenience and appropriateness of time and place of Plan readiness and Plan development support;</li> <li>b. understood the next steps to be taken and felt confident to progress with the Scheme;</li> <li>c. had increased their confidence and skills to shape their preferred supports and services; and</li> <li>d. had improved their strategies to sustain informal support and access existing community and mainstream services.</li> </ul>		
<p>10. Assist to undertake Plan Review and develop Full Scheme Plan (for second Plans for Participants streamed as General or Supported ONLY)</p> <p><b>Note: This indicator only applies to trial site Participants who had a plan approved with the NDIA prior to 1 July 2016</b></p>	<p>100% of Plan reviews are complete within 4 weeks of notification from the NDIA that either:</p> <ul style="list-style-type: none"> <li>a. an early Plan review has been approved; or</li> <li>b. a scheduled Plan review date.</li> </ul> <p>No more than 5% of Full Scheme Plans recommended by the Partner to the NDIA for approval include recommended supports that are not reasonable and necessary in accordance with the requirements of the NDIS Act and Rules and the NDIA Operational Guidelines.</p>	<p>Information recorded in the NDIA IT System. Notice provided by the NDIA.</p>	<p>In any one month after 1 July 2017.</p>

**Schedule 3**  
**Annex C to Attachment C: ECEI Services - Level 1 Performance Indicators**

Performance Indicators (Level1)	Performance Indicator Target	Assessed Information	Assessment Period
<b>Function 1 – Information Gathering and Profile Development</b>			
1. Intake and response To gather sufficient information to provide accurate, timely support and advice to families so that families can make informed decisions about the next steps	Information gathered during first conversation results in 95% of families receiving a clear response of: <ul style="list-style-type: none"> <li>Information provision; or</li> <li>Referral to mainstream or community services; or</li> <li>Screening or referral to the NDIA; or</li> <li>All of the above.</li> </ul>	Information recorded in the NDIA IT System. Records maintained by the Partner in accordance with the SOR.	In any one month after the Service Commencement Date.
<b>2. Screening and assessment</b> To determine an individual child's level of functioning and support needs	Screening and assessment meets professional standards, be age appropriate, developmentally appropriate, involve the parents where possible, & information should be gathered from familiar contexts.	Information recorded in the NDIA IT System.	In any one month after the Services Commencement Date.
<b>Function 2 – Community Connection</b>			
3. To support children with disability and developmental delay in inclusive community settings and support the development of a robust inclusive sector	80% of: <ul style="list-style-type: none"> <li>Children are receiving supports and services in natural &amp; community settings;</li> <li>Families feel that their child can participate in their natural environments;</li> <li>Community organisations working with early childhood partners can support children with developmental delay and disability in an inclusive way.</li> </ul>	Surveys of families conducted or commissioned by the NDIA.	In any one month after the Services Commencement Date.
<b>Function 3 – Initial Supports</b>			
4. To provide appropriate short to medium term early childhood supports or intervention that assist to build the family's capacity to support their child's development	80% of children are showing improvement in their functioning.	PED-I-CAT Information recorded in IT system.	In any one month after the Services Commencement Date.
5. To provide appropriate short to medium term early childhood supports or intervention that assist to build the family's capacity to support their child's development	80% of families report increased confidence in supporting their child's developmental delay or disability. 95% of families are satisfied with support.	Surveys of families conducted or commissioned by the NDIA.	In any one month after the Services Commencement Date.
<b>Function 4 – Access Recommendation</b>			

Performance Indicators (Level1)	Performance Indicator Target	Assessed Information	Assessment Period
6. To support children to access reasonable and necessary supports if the child is best supported in this way	<50% of children who connect with the Partner are referred for access to the NDIS.	Information recorded in the NDIA IT System.	In any one month after the Services Commencement Date.
7. To support children to access reasonable and necessary supports if the child is best supported in this way	95% people whom the Partner assists to complete an access request are determined by the NDIA to be eligible for the Scheme.	Information recorded in the NDIA IT System.	In any one month after the Services Commencement Date.
<b>Function 5 – Plan Development</b>			
8. To support children to access reasonable and necessary supports if the child is best supported in this way	At least 95% of supports recommended by the Partner are assessed as compliant with the reasonable and necessary requirements of the NDIS Act and reflective of the child's individual needs.	Information recorded in the NDIA IT System.	In any one month after the Services Commencement Date.
9. To support children to access reasonable and necessary supports if the child is best supported in this way	100% of families are provided with information to assist them to select a provider of supports. 95% of families feel confident they can exercise choice and control in the development of their Plan Management preferences and selection of Providers.	Surveys of families conducted or commissioned by the NDIA.	In any one month after the Services Commencement Date.
<b>Function 7 – Plan Review</b>			
10. To support children to access reasonable and necessary supports if the child is best supported in this way	99% of funded supports recommended in Participants' Plan Review to the NDIA are considered necessary and reasonable	Information recorded in the NDIA IT System.	In any one month after the Services Commencement Date.
11. To support children to access reasonable and necessary supports if the child is best supported in this way	80% of children who have received ECEI are making progress towards their individual goals as indicated at Plan Review.	PED-I-CAT Information recorded in the NDIA IT System.	In any one month after the Services Commencement Date.
12. To support children to access reasonable and necessary supports if the child is best supported in this way	99% of children are supported to transition before the age of 7 either to complete an NDIS access request or other services and supports available, with a strong evidence based rationale underpinning the response.	PED-I-CAT Information recorded in the NDIA IT System.	In any one month after the Services Commencement Date.

**Schedule 4**  
**Annex C to Attachment 2: ECEI Services - Level 2 Performance Indicators**

Performance Indicators (Level1)	Performance Indicator Target	Assessed Information	Assessment Period
<b>Function 1 – Information Gathering and Profile Development</b>			
1. To provide appropriate short to medium term early childhood supports or intervention that assist to build the family's capacity to support their child's development	Information documenting initial response is recorded for 95% of families. 95% of families: <ul style="list-style-type: none"> <li>are contacted within 2 Business Days of referral to organise an appointment with ECEI Partner; and</li> <li>have had an initial appointment with ECEI Partner within two weeks of receiving a referral.</li> <li>99% of families with urgent referrals are contacted within 24 hours of receiving a referral.</li> </ul>	Information recorded in IT system.	In any one month after the Services Commencement Date.
2. To provide appropriate short to medium term early childhood supports or intervention that assist to build the family's capacity to support their child's development	PED-I-CAT, Short Form Outcomes Framework and Profiles are completed in IT system for 95% of children who have been screened or assessed.	Information recorded in IT system.	In any one month after the Services Commencement Date.
<b>Function 2 – Community Connection</b>			
3. To support children with disability and developmental delay in inclusive community settings and support the development of a robust inclusive sector	90% of families are provided with appropriate information and referrals to meet quality standards of: <ul style="list-style-type: none"> <li>Necessity – Families benefit from the referral made</li> <li>Timelines – Referrals are completed within 3 Business days of speaking with the family</li> <li>Location – Referrals are destination appropriate for families</li> <li>Family experience – Referrals are clear and simple and enable informed choice for families.</li> </ul>	Information recorded in IT system.	In any one month after the Services Commencement Date.
<b>Function 3 – Initial Supports</b>			
4. To provide appropriate short to medium term early childhood supports or intervention that assist to build the family's capacity to support their child's development	PED-I-CAT, Short Form Outcomes Framework and Profiles are completed in IT system for 99% of children who have received initial supports.	Information recorded in IT system.	In any one month after the Services Commencement Date.
<b>Function 4 – Plan Development</b>			
5. To support children to access reasonable and necessary supports if the child is best supported in this way	95% of families are contacted within 2 Business Days of receipt of work assignment from the NDIA of ECEI Determination..	Information recorded in the NDIA IT System.	In any one month after the Services Commencement Date.

Performance Indicators (Level1)	Performance Indicator Target	Assessed Information	Assessment Period
6. To support children to access reasonable and necessary supports if the child is best supported in this way	Have a planning conversation within 15 business days of informing the family their child meets access.	Information recorded in the NDIA IT System.	In any one month after the Services Commencement Date.
7. To support children to access reasonable and necessary supports if the child is best supported in this way	95% of Plans are developed and submitted within the NDIA's IT System within 20 days of receiving work assignment.	Information recorded in the NDIA IT System.	In any one month after the Services Commencement Date.
8. To support children to access reasonable and necessary supports if the child is best supported in this way	<p>95% of Participants:</p> <ul style="list-style-type: none"> <li>(a) are contacted to discuss changes/organise a plan handover appointment with an ECEI Partner within 2 Business Days of work assignment from the NDIA; and</li> <li>(b) have a plan handover appointment within two weeks of the Partner receiving work assignment flow from the NDIA</li> </ul> <p>100% of participants are provided with detailed options on providers of supports that will best support the delivery of the outcomes needed by the child.</p>	Information recorded by the Partner in the NDIA IT System.	In any one month after the Services Commencement Date.
<b>Function 5 – Plan Review</b>			
9. To support children to access reasonable and necessary supports if the child is best supported in this way	<p>99% of Plan reviews are complete within 20 business days of notification from the NDIA that either:</p> <ul style="list-style-type: none"> <li>• an early Plan review has been approved; or</li> <li>• a scheduled Plan review date.</li> </ul>	Information recorded in IT system.	In any one month after the Services Commencement Date.
10. To support children to access reasonable and necessary supports if the child is best supported in this way	PED-I-CAT, Short Form Outcomes Framework completed for 99% of children at Plan Review.	Information recorded in IT system.	At scheduled plan review (any time after 3 months from service delivery).