

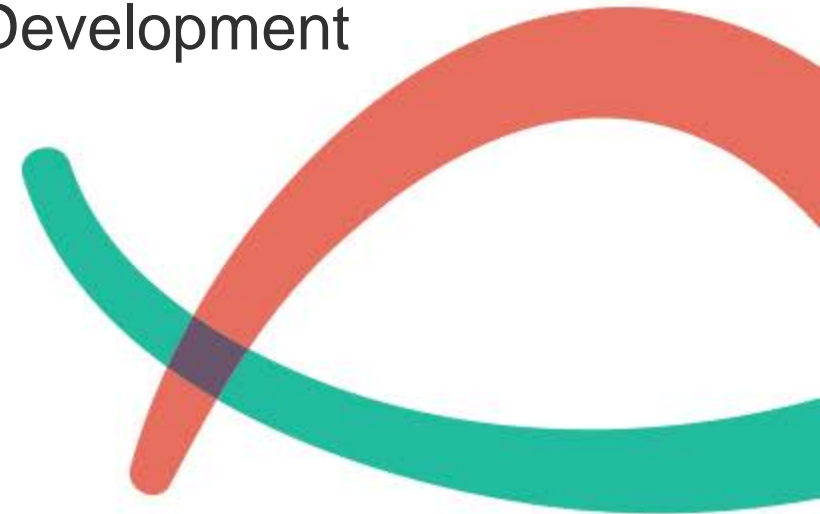


NDIS

The Neami/Me Well journey to date

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History

- MH NGO sector cashed out into NDIS by Vic Govt
- Took over Pathways mid 2016
- Set up new company (Me Well) to contain risk
- Worked out that Me Well could be a vehicle to deliver all NDIS services



Issues

- Inconsistencies – b/t regions, b/t planners
- Psychosocial disability still not a good fit in NDIS
- Capacity Building only a small part of customers' plans



Bottom Line

- Invested heavily – systems, workforce
- Could determine how much we were losing as Me Well is a separate entity
- Withdrew from providing Core Supports



Moving forward

- Can provide Support Coordination & Capacity Building
- Difficult to separate Capacity Building from Core Supports
- Capacity Building is our forte
- Transfer from Vic funding to NDIS not like for like
- NDIS or nothing



Fake News?

- Support Coordination – discrete piece of work
- Support Coordination - will go to LACs
- Underspent Plans – use it or lose it



Me Well Projects team

- Cross functional team
- Analysing business failings
- Assessing priorities – biggest bang for our buck
- Working in an ever changing environment



Key parts of an NDIS business



Key parts of an NDIS business



Why are we not getting paid?

- Services delivered but not logged in system
- Incorrectly logged in system = portal errors
- Underutilising plan funding



What we did...

- Increased focus on billing in training
- Developed Guide To Me Well Billing
- Centralised billing function
- Billing error report
- Over/under funding utilisation report



Making Progress

- Error rates are dropping
- Improvement in work logged in system
- Training is seeing results





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