Making Money Smart

Indicative data analytics that could be supported by the smart money proof of concept

Companion document to the Making Money Smart Report
November 2018
Citation
Royal D†, Lim N*, Staples M*, Rimba P*, Gilder S† (2018) Making Money Smart: Indicative data analytics that could be supported by the blockchain proof of concept, Companion document to the Making Money Smart report, Data61 (CSIRO), Sydney.

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* CSIRO

Background

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Executive Summary

1. This companion document provides examples of how the Making Money Smart proof of concept could support enhance data analytics for government and service providers (noting that data analytics benefits for participants are demonstrated in the working prototype and discussed in the Making Money Smart Report). The examples use synthetically created data. No real data is reflected in the examples. Any resemblance to actual data, people or businesses is purely coincidental.

2. Examples of data analytics that could assist government agencies and policy departments are provided on pages 4 to 16. The functions they could support include:
   - participant plan development and management/oversight
   - market custodianship
   - regulation of quality and safeguards
   - budget planning for the NDIS
   - policy analysis, development, review and improvement.

3. Examples of data analytics dashboards that could support Private or Agency Plan Managers are provided on pages 17 to 19.

4. Examples of data analytics that could assist service providers, including plan managers, are provided on pages 20 to 27. The functions that could support include:
   - improvements in service quality and customer centricity
   - improvements in service mix across regions
   - growth and sustainability of business models
   - plan management.

5. The proof of concept could support these functions by enhancing the visibility, timeliness, accuracy and coverage of data, while enabling appropriate controls to protect the confidentiality of participants and service providers. Transactional and budget-related data could be sourced from the blockchain-based system and be combined with backend data that the proof of concept captures but does not require blockchain to record (for example, service provider ratings and participants’ self-assessments against their plan goals). In some instances, the data could also be combined with data held by government agencies and service providers to create richer datasets.

6. The data analytics could be surfaced through a range of interfaces for government agencies, plan managers and service providers. These would require application programming interfaces (APIs) with strong security controls, the development of algorithms to structure the data and user friendly interface designs. The development of these elements were outside the scope of the Making Money Smart proof of concept.

7. Blockchain is not the only way to deliver these data analytics benefits in the future. The relative benefits of blockchain to, say, a centralised database are explored in Appendix A of the Making Money Smart Report. At a high-level, the key benefit of using blockchain is that it would create an immutable source of truth.
Examples of insights for government agencies and policy departments

<table>
<thead>
<tr>
<th>Possible insights that the smart money proof of concept could deliver:</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Determine actual NDIS expenditure and automatically calculate forecasts</td>
<td>5</td>
</tr>
<tr>
<td>2. Compare the effectiveness of services in supporting participants to achieve their plan goals</td>
<td>6</td>
</tr>
<tr>
<td>3. Compare effectiveness of service providers as assessed by participants</td>
<td>7</td>
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<tr>
<td>4. Understand changes in the price of services over time</td>
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<td>5. Compare the change in demand for different services over time</td>
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<tr>
<td>6. Compare the service utilisation levels of participants with different functional capacities</td>
<td>10</td>
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<tr>
<td>7. Understand service utilisation levels of participants from different backgrounds</td>
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<td>8. Understand how well participants from different backgrounds are served</td>
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<td>9. Estimate service coverage for specific services across regions</td>
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<td>10. Understand trends in high risk / unusual spending activities over time</td>
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<td>11. Identify outlier service providers for closer inspection</td>
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<td>12. Identify jurisdictions with high proportions of registered providers relative to participant numbers</td>
<td>16</td>
</tr>
</tbody>
</table>
1. Determine actual NDIS expenditure and automatically calculate forecasts

<table>
<thead>
<tr>
<th>Expenditure</th>
<th>Determine actual NDIS expenditure in real time and projected expenditure in chosen Financial Year</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Current Date &amp; Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Year</td>
<td>19 Oct 2019 8.06 am (AEST)</td>
</tr>
<tr>
<td>20</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Actual &amp; Projected NDIS ($ Billion) Expenditure in Financial Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY20 (Expected) $20.1 billion</td>
</tr>
</tbody>
</table>

```
<table>
<thead>
<tr>
<th>NDIS Expenditure ($ billion)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul</td>
</tr>
<tr>
<td>1.7</td>
</tr>
</tbody>
</table>
```

**Dataset**
- **Actual** – Ongoing and ad hoc services already accessed by participants
- **Booked** – Ongoing services that participants have booked but are yet to receive
- **Projected** – Estimate of future ad hoc spending based on current rate of spend of participants and amounts remaining in their plan budgets

**Insight to action**
- Produce timely budget forecasts at low cost.
- Ensure effective liquidity management for upcoming expenditure.
- Take proactive action to ensure sustainability of the NDIS within each financial year and across the forward estimates.
2. Compare the effectiveness of services in supporting participants to achieve their plan goals

<table>
<thead>
<tr>
<th>Participants</th>
<th>Determine which services have the strongest correlation with participants achieving their plan goals (per $100 of services accessed).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary disability</td>
<td>Autism</td>
</tr>
<tr>
<td>Location</td>
<td>All States and Territories</td>
</tr>
<tr>
<td>Budget Type</td>
<td>Capacity Building</td>
</tr>
<tr>
<td>Budget Category</td>
<td>Relationships</td>
</tr>
</tbody>
</table>

**Correlation of $100 spends on services on participant plan goals over chosen time period (per $100 spend)**

**Date Range:** 6m | 1y | 2y | 3y

<table>
<thead>
<tr>
<th>Services</th>
<th>Average Change in Self-Assessment Score/ $100 service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counselling</td>
<td>-0.01</td>
</tr>
<tr>
<td>Psychology Sessions</td>
<td>0.01</td>
</tr>
<tr>
<td>Group Social Activities</td>
<td>0.02</td>
</tr>
<tr>
<td>Music Therapy</td>
<td>0.03</td>
</tr>
</tbody>
</table>

**Insight to action**

- Identify the types of services that best support participants with a particular disability.
- Ensure new participant plans provide access to the most effective services.
- Help service providers understand which services are most effective for people with different disabilities and encourage greater service provision where markets for these services are shallow.
### 3. Compare effectiveness of service providers as assessed by participants

<table>
<thead>
<tr>
<th>Expenditure</th>
<th>Participants</th>
<th>Providers</th>
<th>Services</th>
<th>Feedback</th>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Providers</strong></td>
<td>Compare value provided by different providers as assessed by NDIS participants (self-assessment against participants' goals)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Provider Registration Group**: Community Nursing Care  
**Provider Location**: NSW - Riverina  
**Participant Disability Type**: Multiple Sclerosis

#### Insight to action
- Understand participant satisfaction with services providers in a particular market.
- Engage proactively to understand the reasons behind different ratings and facilitate higher performance.
- Such analysis could include more granular information, including more specific geographic locations and additional participant categories such as age, gender, and cultural background.

#### Dataset
Average Provider Ratings by participants each time they access a service by a provider.
4. Understand changes in the price of services over time

<table>
<thead>
<tr>
<th>Services</th>
<th>Determine change in price of a particular NDIS service over time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Type</td>
<td>Exercise Physiology</td>
</tr>
<tr>
<td>Location</td>
<td>VIC Gippsland Region</td>
</tr>
</tbody>
</table>

Change in price & volume of NDIS Service (Exercise Physiology) Over Chosen Time Period
Date Range: 6m | 1y | 2y | 3y

Insight to action

- Monitor price changes for NDIS services in particular regions over a chosen time period.
- Investigate areas where prices are rising without a clear explanation and intervene to improve market operations as appropriate.
- Ensure new participant plans reflect the prices of services available to participants.
- Estimate long-term costs of the NDIS.
5. Compare the change in demand for different services over time

**Insight to action**

- Identify services that are increasingly being used by people of a particular disability.
- Investigate the reasons behind shifts in demand and ensure new participant plans reflect these shifts as appropriate.
- Help service providers understand shifts in demand and ensure sufficient supply will be available.
6. Compare the service utilisation levels of participants with different functional capacities

<table>
<thead>
<tr>
<th>Service</th>
<th>Daily Living Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Disability</td>
<td>Cerebral Palsy</td>
</tr>
<tr>
<td>Location</td>
<td>Australia - All</td>
</tr>
</tbody>
</table>

**Insight to action**

- Identify participant groups that are underserved.
- Encourage coverage for participant groups with complex needs through optimum price caps (e.g., the flat line in the example chart may indicate that people with low functional capacity are not receiving sufficient Daily Living Assistance services, potentially because service providers are unable to deliver the services sustainably at the $100 price cap).
7. Understand service utilisation levels of participants from different backgrounds

**Insight to action**

- Identify utilisation rates for participants from different backgrounds.
- Proactively design strategies to uplift NDIS utilisation rates, targeting participants with low utilisation rates and build on the success in regions where previous uplifts have occurred.

**Dataset**

Plan utilisation rate calculated as total value of services accessed divided by total value of approved plans (for the latest full plan year by participant)
8. Understand how well participants from different backgrounds are served

<table>
<thead>
<tr>
<th>Expenditure</th>
<th>Participants</th>
<th>Providers</th>
<th>Services</th>
<th>Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Help</td>
</tr>
</tbody>
</table>

Providers

Distribution of ratings of one provider registration group by different participant groups

Provider Registration Group

<table>
<thead>
<tr>
<th></th>
<th>Daily Living Assistance</th>
</tr>
</thead>
</table>

Provider Location

<table>
<thead>
<tr>
<th></th>
<th>Queensland</th>
</tr>
</thead>
</table>

Ratings of provider registration group by different participant groups

Date Range: 6m | 1y | 2y | 3y

![Bar chart showing percentage of ratings by participant group and location]

Insight to action

- Identify the effectiveness of different provider registration groups in serving participants from different backgrounds.

- Proactively engage with service providers and participants to understand the root cause of low satisfaction rates.

- Proactively engage with service providers and participants where service satisfaction is high to understand how their success can be shared across the NDIS.

Dataset

Provider Ratings by participants each time they access a service by a provider

Illustrative example only – not based on real data
9. Estimate service coverage for specific services across regions

<table>
<thead>
<tr>
<th>Expenditure</th>
<th>Participants</th>
<th>Providers</th>
<th>Services</th>
<th>Feedback</th>
</tr>
</thead>
</table>

Providers

Determine coverage of a particular service provider (as a proportion of expected demand based on individual participant plans) in a selected region

Provider Registration Group: Home Modification
Location: NSW – Central West

Current Date & Time: 19 Oct 2019 8.06 am (AEST)

Coverage of service provider as a proportion of participants

- High Coverage (80-100%)
- Medium Coverage (60-80%)
- Low Coverage (0-60%)

Dataset

Coverage % = Total actual $ services accessed by participants as a proportion of total expected $ based on participants’ plans (at a point in time)

Insight to action

- Understand areas where participants may be underserviced for specific services.
- Communicate market opportunities to service providers.
- Where markets are likely to continue to underservice participants, ensure participant plans have sufficient transport budgets.

Illustrative example only – not based on real data
10. Understand trends in high risk / unusual spending activities over time

Expenditure

<table>
<thead>
<tr>
<th>Expenditure</th>
<th>Participants</th>
<th>Providers</th>
<th>Services</th>
<th>Feedback</th>
</tr>
</thead>
</table>

**Expenditure**

Identify high risk activities / unusual activities of participants

**Location**

NSW

**Primary Disability**

All

**Calendar Year**

2019

**Current Date & Time**

19 Oct 2019 8.06 am (AEST)

**High Risk Activities Identified, Investigated & Confirmed**

- Unusual Activities Identified
- Issues Investigated
- Issues Confirmed

**Dataset**

- *Examples of unusual activities include: spending on services not common to people with that disability type; repeat spends in short durations; rapid increase in spending by nominees, etc.
- Machine learning could be used to improve accuracy of model in detecting unusual activity over time.

**Insight to action**

- Proactively identify participants at risk of misspending and, where relevant, help them get back on track.
- Identify and quickly address instances of uncompliant behaviour by nominees, plan managers and service providers.
- Prevent uncompliant behaviour through higher and faster identification rates.

Illustrative example only – not based on real data
11. Identify **outlier** service providers for closer inspection

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Average Price Charged</th>
<th>% Greater than Average Price</th>
<th>Average Provider Rating by Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider Name 1</td>
<td>$267</td>
<td>70%</td>
<td>1.7</td>
</tr>
<tr>
<td>Provider Name 2</td>
<td>$219</td>
<td>39%</td>
<td>3.3</td>
</tr>
<tr>
<td>Provider Name 3</td>
<td>$216</td>
<td>38%</td>
<td>4.6</td>
</tr>
<tr>
<td>Provider Name 4</td>
<td>$214</td>
<td>36%</td>
<td>4.2</td>
</tr>
<tr>
<td>Provider Name 5</td>
<td>$214</td>
<td>36%</td>
<td>1.8</td>
</tr>
<tr>
<td>Provider Name 6</td>
<td>$213</td>
<td>36%</td>
<td>3.9</td>
</tr>
<tr>
<td>Provider Name 7</td>
<td>$210</td>
<td>34%</td>
<td>2.5</td>
</tr>
<tr>
<td>Provider Name 8</td>
<td>$208</td>
<td>33%</td>
<td>2.9</td>
</tr>
<tr>
<td>Provider Name 9</td>
<td>$208</td>
<td>33%</td>
<td>3.6</td>
</tr>
<tr>
<td>Provider Name 10</td>
<td>$208</td>
<td>33%</td>
<td>3.6</td>
</tr>
</tbody>
</table>

**Insight to action**

- Identify outlier (and potentially high-risk) providers for further investigation.
- Develop strategies to intervene in markets where service providers are delivering **sub-optimal** value for money.

**Dataset**

Provider prices and service ratings obtained from blockchain.
12. Identify jurisdictions with high proportions of registered providers relative to participant numbers

**Insight to action**

- Identify Local Government Areas with disproportionately high ratios of registered providers to participants
- Consider if unusually high registration rates are driven by market forces or registration arbitrage (that may pose risks to service quality)

<table>
<thead>
<tr>
<th>Location</th>
<th>Australia-All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distance Range</td>
<td>100KM+</td>
</tr>
</tbody>
</table>

**Distance of participant to provider by Local Government Area**

- **Date Range**: 6m | 1y | 2y | 3y
- **Sort**: Proportion of Participants Large to Small

<table>
<thead>
<tr>
<th>LGA 1</th>
<th>LGA 2</th>
<th>LGA 3</th>
<th>LGA 4</th>
<th>LGA 5</th>
<th>LGA 6</th>
<th>LGA 7</th>
<th>LGA 8</th>
</tr>
</thead>
<tbody>
<tr>
<td>80%</td>
<td>75%</td>
<td>75%</td>
<td>70%</td>
<td>70%</td>
<td>65%</td>
<td>65%</td>
<td>60%</td>
</tr>
<tr>
<td>10%</td>
<td>10%</td>
<td>10%</td>
<td>10%</td>
<td>5%</td>
<td>5%</td>
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<td>10%</td>
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<tr>
<td>5%</td>
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<td>5%</td>
<td>5%</td>
<td>5%</td>
<td>10%</td>
<td>10%</td>
<td>10%</td>
</tr>
</tbody>
</table>

**Proportion of participants (%)**

- Distance of participant to provider: Distance of registered address of participant to registered address of provider
### Examples of dashboards for private and agency plan managers

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<td>1. View comprehensive, real-time dashboards for portfolios of participants</td>
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</tr>
<tr>
<td>2. View comprehensive, real-time dashboards for individual participants</td>
<td>19</td>
</tr>
</tbody>
</table>

Illustrative example only – not based on real data
1. View comprehensive, real-time dashboards for portfolios of participants

<table>
<thead>
<tr>
<th>Participant Name</th>
<th>NDIS Number</th>
<th>Management Type</th>
<th>Budget progress</th>
<th>Self-Assessment Against Plan Goals</th>
<th>Flags for action</th>
<th>Plan Start Date</th>
<th>Plan End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Battii, Lisa</td>
<td>4312345678</td>
<td>Self</td>
<td>-</td>
<td>2</td>
<td></td>
<td>1 Oct 2018</td>
<td>30 Sept 2019</td>
</tr>
<tr>
<td>Batziolas, Bill</td>
<td>4356781234</td>
<td>Agency</td>
<td>No ratings given</td>
<td>0</td>
<td></td>
<td>5 July 2019</td>
<td>4 Jul 2020</td>
</tr>
<tr>
<td>Bazi, Ahmed</td>
<td>4300789567</td>
<td>Plan</td>
<td>-</td>
<td>1</td>
<td></td>
<td>1 Apr 2019</td>
<td>30 Mar 2020</td>
</tr>
<tr>
<td>Beaman, Tina</td>
<td>4387412340</td>
<td>Plan</td>
<td>-</td>
<td>0</td>
<td></td>
<td>29 Sep 2018</td>
<td>28 Sep 2019</td>
</tr>
<tr>
<td>Benjamin, Sue</td>
<td>4355558764</td>
<td>Self</td>
<td>-</td>
<td>2</td>
<td></td>
<td>15 Oct 2018</td>
<td>14 Oct 2019</td>
</tr>
<tr>
<td>Bhusan, Biji</td>
<td>4343567123</td>
<td>Agency</td>
<td>-</td>
<td>3</td>
<td></td>
<td>7 Jan 2019</td>
<td>6 Jan 2020</td>
</tr>
<tr>
<td>Biaggini, Miro</td>
<td>4353297431</td>
<td>Self</td>
<td>-</td>
<td>2</td>
<td></td>
<td>15 Dec 2018</td>
<td>14 Dec 2019</td>
</tr>
<tr>
<td>Bianco, Robert</td>
<td>4365879012</td>
<td>Plan</td>
<td>No ratings given</td>
<td>0</td>
<td></td>
<td>22 Oct 2018</td>
<td>21 Oct 2019</td>
</tr>
<tr>
<td>Bui, Thuy</td>
<td>4322151067</td>
<td>Self</td>
<td>-</td>
<td>0</td>
<td></td>
<td>31 Aug 2018</td>
<td>30 Aug 2018</td>
</tr>
<tr>
<td>Bui, Van</td>
<td>4369702312</td>
<td>Agency</td>
<td>-</td>
<td>0</td>
<td></td>
<td>1 Jul 2018</td>
<td>30 June 2019</td>
</tr>
</tbody>
</table>
2. View comprehensive, real-time dashboards for individual participants

Welcome, Arturo Cuevas Sanchez (Plan Manager)

Participant Name: Lisa Battii (F)
NDIS Number: 4312345678
DOB: 15 October 1997 (22 years, 5 months)
Address: 23 Magnolia Cres, Mt Gambier SA 5290

Cultural Group: Aboriginal and Torres Strait Islander
Plan Mgmt Type: Self-Managed
Plan Period: 1 October 2018 to 30 September 2019 (91 days remaining)
Nominees: Mary Battii (Mother) Authority: Spending

Goals and self-assessed progress

Lisa’s first goal is to maintain her engagement with her community and start playing wheelchair basketball
Lisa’s second goal is to get and maintain a job in public administration
Lisa’s longer term goal is live independently with her partner

Primary Disability: Spinal Chord Injury
Secondary Disability: Nil

Budget Progress

Core Supports
Capacity Building - Daily Activity
Capacity Building - Employment
Capital Supports – Wheelchair
Capital Supports – Stair lift

Flags
1. One unusual spend detected, due for investigation by 15 July 2019, see more
2. One request for plan review, due for review by 30 July 2019, see more

Additional Details
Examples of insights for service providers

<table>
<thead>
<tr>
<th>Possible insights that the smart money proof of concept could deliver:</th>
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</tr>
</thead>
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<td>1. View participant, revenue and ratings snap shot of your business</td>
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<tr>
<td>2. Understand relationship between participant satisfaction and market share</td>
<td>22</td>
</tr>
<tr>
<td>3. Monitor actual NDIS revenue and automatically calculate forecast revenue</td>
<td>23</td>
</tr>
<tr>
<td>4. Compare share of plan among other providers</td>
<td>24</td>
</tr>
<tr>
<td>5. Compare prices of services against other providers</td>
<td>25</td>
</tr>
<tr>
<td>6. Determine coverage of service providers in a selected region</td>
<td>26</td>
</tr>
<tr>
<td>7. Example of possible built-in confidentiality protections for tight search criteria</td>
<td>27</td>
</tr>
</tbody>
</table>
**1. View participant, revenue and ratings snap shot of business**

Welcome, Home Assist 4U Pty Ltd

**My Portfolio**

**Your Participants**

- Age:
  - 0-6 years - 156
  - 7-18 years - 408
  - 19-34 years - 240
  - 35 - 50 years - 240
  - 50-65 years - 132
  - 65+ years - 24
  - Total= 1,200

**Primary Disability**

- Intellectual Disability - 302 (25%)
- Autism - 300 (25%)
- Cerebral Palsy - 150 (13%)
- Other Neurological - 130 (11%)
- Hearing Impairment - 60 (5%)
- Visual Impairment - 50 (4%)
- Other - 208 (17%)

**Your Revenue**

- **Top 3 Services**
  - Total
  - Assistance with Self Care Activities
  - Short Term Accom
  - Community & Inclusion Services

- **Top 3 Locations**
  - 1. Belrose NSW - 2.55 (15%)
  - 2. Wollongong NSW - 2.23 (13%)
  - 3. Reservoir VIC - 1.97 (11%)

- **Top 3 Locations**
  - Total
  - Assistance with Self Care Activities
  - Short Term Accom
  - Community & Inclusion Services

- **Participant Ratings**
  - Avg. 3.5
  - This Month: 2.5
  - Last Month: 2.9

**Service Ratings**

- Avg. 4.5

**Current Date & Time**: 19 Feb 2019 8.06 am (AEST)
2. Understand relationship between participant satisfaction and market share

- Determine relationship between participants’ ratings of services and impact on market share
- Proactively devise strategies to improve participant satisfaction if there has been a reduction in market share driven by declining participant satisfaction

**Insight to action**

Dataset

Average Provider Ratings (1-5 Scale) by participants each time they access a service by a provider

**Illustrative example only – not based on real data**
3. Monitor actual NDIS revenue and automatically calculate forecast revenue

- Understand revenue received to date in real-time
- Forecast revenue based on services booked to assist with business planning (such as budgeting and rostering)
4. Compare share of plan among other providers

Revenue

Location: VIC
Budget Type: Capacity Building

Share of plan
Date Range: 6m | 1y | 2y | 3y

Total Market Share across Capacity Building: 12% (Total=40,512 participants with approved plans)

Your Market Share

- Choice and Control: 11% (Total=10,020, 89%)
- Daily Activity: 10% (Total=15,231, 90%)
- Employment: 9% (Total=8,973, 91%)
- Health and Well Being: 23% (Total=31,322, 67%)
- Home Living: 14% (Total=12,968, 86%)
- Lifelong Learning: 10% (Total=15,267, 90%)
- Relationships: 13% (Total=33,587, 87%)
- Social and Community Participation: 8% (Total=25,698, 92%)

Dataset
Market Share- calculated as the proportion of provider revenue (in a particular category) over total revenue in the same category

Insight to action
- Identify areas / categories where market share is lower than average
- Proactively devise strategies to either specialise in some markets or increase market share across multiple categories.
5. Compare prices of services against other providers

- Determine the price of services relative to competition
- Position prices to match value proposition in the market and maximise service sustainability

Prices of Top 5 Services vs. Other Service Providers

Date Range: 6m | 1y | 2y | 3y

<table>
<thead>
<tr>
<th>Service</th>
<th>Price Per Session ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupational Therapy</td>
<td>Max: 150 Median: 130 Min: 100</td>
</tr>
<tr>
<td></td>
<td>Your Price: 123</td>
</tr>
<tr>
<td>Speech Pathology</td>
<td>Max: 135 Median: 120 Min: 110</td>
</tr>
<tr>
<td></td>
<td>Your Price: 135</td>
</tr>
<tr>
<td>Sports and Exercise</td>
<td>Max: 110 Median: 90  Min: 80</td>
</tr>
<tr>
<td></td>
<td>Your Price: 80</td>
</tr>
<tr>
<td>Social Activities</td>
<td>Max: 100 Median: 82  Min: 80</td>
</tr>
<tr>
<td></td>
<td>Your Price: 82</td>
</tr>
<tr>
<td>Learning Household Tasks</td>
<td>Max: 140 Median: 123 Min: 100</td>
</tr>
<tr>
<td></td>
<td>Your Price: 123</td>
</tr>
</tbody>
</table>

Dataset

- Price Per Session – as recorded in the app when participants use token for service

Illustrative example only – not based on real data
6. Determine coverage of service providers in a selected region

<table>
<thead>
<tr>
<th>Location</th>
<th>Service</th>
<th>Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSW – Central West</td>
<td>Occupational Therapy</td>
<td>Help</td>
</tr>
</tbody>
</table>

**Coverage of service provider as a proportion of participants**

- **High Coverage** (80-100%)
- **Medium Coverage** (60-80%)
- **Low Coverage** (0-60%)

**Dataset**

<table>
<thead>
<tr>
<th>Coverage %</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coverage %</td>
<td>Actual service ($) accessed by participants as a proportion of expected expenditure ($) for services based on participants’ plans</td>
</tr>
</tbody>
</table>

**Insight to action**

- Identify areas with low service coverage for NDIS participants (potential business opportunity)
- Proactively identify regions for expansion and specialisation

Illustrative example only – not based on real data
7. Example of possible built-in confidentiality protections for tight search criteria

This page illustrates how privacy controls could prevent searches that result in small numbers of participants and/or providers (which could otherwise risk the confidentiality of participants’ personal information or competitors market sensitive information).

**Insight to action**

- This page illustrates how privacy controls could prevent searches that result in small numbers of participants and/or providers (which could otherwise risk the confidentiality of participants’ personal information or competitors market sensitive information).

**Dataset**

Average Provider Ratings (1-5 Scale) by participants each time they access a service by a provider.

Market Share calculated as proportion of provider’s participant over total number of participants (of the same criteria).
CONTACT US

FOR FURTHER INFORMATION

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