

OPTIMISING SUPPORT FOR PSYCHOSOCIAL DISABILITY

Frequently asked Questions

What is the Delphi method?

The project uses a modified Delphi methodology through the seeking of expert opinion, refinement of feedback, redistribution and re-assessment of expert opinion. The intent is to drive toward expert consensus through the identification of difference of opinion, establishment of frameworks for decision making, assessment of available data and then resolution of dissent to the extent that is possible.

The **Delphi method** is a structured communication technique or method, originally developed as a systematic, interactive forecasting method which relies on a panel of experts. The experts answer questionnaires in two or more rounds. After each round, a facilitator or change agent provides an anonymised summary of the experts' forecasts from the previous round as well as the reasons they provided for their judgments. Thus, experts are encouraged to revise their earlier answers in light of the replies of other members of their panel. It is believed that during this process the range of the answers will decrease and the group will converge towards the "correct" answer. Finally, the process is stopped after a predefined stop criterion (e.g. number of rounds, achievement of consensus, stability of results) and the mean or median scores of the final rounds determine the results.

Delphi is based on the principle that forecasts (or decisions) from a structured group of individuals are more accurate than those from unstructured groups. The technique can also be adapted for use in face-to-face meetings, and is then called mini-Delphi or Estimate-Talk-Estimate (ETE). Delphi has been widely used for business forecasting and has certain advantages over another structured forecasting approach, prediction markets. (Wikipedia contributors, 'Delphi method', *Wikipedia, The Free Encyclopedia*, 22 January 2018, 08:38 UTC, https://en.wikipedia.org/w/index.php?title=Delphi_method&oldid=821732913)

What are typical support packages?

Typical support packages are an aggregation of service elements into packages of services for participants according to the level of support required.

Typical support packages provide an expected annual funding level for participants with similar support needs and characteristics, which enables the NDIA to link resource allocation to individual participants to the overall funding envelope. Detailed analysis of actual experience compared with this expected experience provides NDIA management with the information required to identify potential cost pressures.



For more information see *National Disability Insurance Agency FINAL Project Scope Outcome Measures and Reference Packages for Psychosocial Disability* at <https://ndis.gov.au/html/sites/default/files/outcome-measures-and-references.pdf>

What is the reach of the project partners?

Project partner	Which states and territories?	Regions in which they operate	Approximate number of people served per year
Wellways	VIC, NSW, ACT, QLD, TAS	Metropolitan and Regional	8620
Neami National	WA, QLD, SA, VIC, NSW	Metropolitan, Regional and Remote	8600
Mind Australia	VIC, QLD, SA, WA	Metropolitan and Regional	19,000
Flourish Australia	NSW, SE QLD	Metropolitan, Regional and Remote	4,900
Star Health	VIC	Metropolitan	600
MIFA	NSW, ACT, WA, QLD, SA, NT	Metropolitan and Regional	19,000
New Horizons	NSW	Metropolitan and Regional	4,000
Aftercare	NSW, QLD, VIC	Metropolitan, Regional and Remote	12,500

