



Quality and Safety Benchmarking 2026

Information Pack

By-the-sector, for-the-sector benchmarking for
NDIS-funded disability services

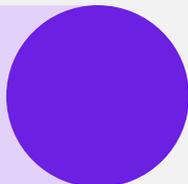


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- **Our Purpose** is to achieve better outcomes for people with a disability by supporting our members to gain insight, share knowledge, innovate and discover best practice
- We have a “by industry, for industry” model with deep knowledge of the disability sector and are arm’s length from government and the NDIA.
- Our current membership includes over 100 registered NDIS providers, representing more than \$9.5 billion in revenue
- Membership based arrangements – Members always own their own data, and we don’t share data without express permission of members. We operate with the strongest of data governance.
- We value the insights provided to members through customised reports and access to a community of practice of like-minded organisations.



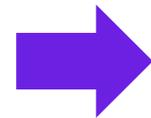
The Ability Roundtable Approach...

Australia's largest national platform that supports disability service providers to benchmark their performance by service type and across their peers across Australia.

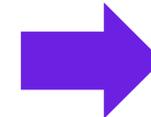
1. Benchmarking



What we do



2. Communities of Practice



3. Influencing



Benchmarking for the disability sector

Finding solution and sharing of best practice

A trusted source and evidence-based

Q: How likely are you to recommend the Ability Roundtable to sector colleagues.

4.8★
average rating



Carpentaria's inclusion in the Ability Roundtable has generated significant benefit across the organisation. Not only has it honed our focus on how we capture and review our data, but it provides us with high quality benchmarking reports and comparison data that is integral to planning for our future initiatives. Having access to information that highlights how we are tracking within the broader sector is invaluable, and of particular relevance as we strive to deliver sustainable services in a sector that is experiencing continual change.

Annie Rily, CEO, Carpentaria

“Roundtable is clearly placed to be the data asset for the sector - the analysis is great and really appreciate the impact the data is having on policy decisions”

Ability Roundtable member CEO

The Ability Roundtable is an invaluable partner, offering reliable data-driven insights that not only help providers assess and enhance their own impact but also contribute to the collective good within the disability sector. In a landscape heavily reliant on government funding, their expertise serves as a trusted bridge, cutting through noise to deliver the clarity necessary for informed decision-making. By elevating the standards for insight and transparency, they strengthen the environment for all providers, workers and NDIS participants, and we wholeheartedly endorse their continued efforts.

Jordan O'Reilly, HireUp, Executive Director

Ability Roundtable provide access to invaluable sector-wide and organisational data that strengthens our sustainability. Their comprehensive analysis and benchmarking reports encourage financial stewardship across our sector, while collaborative discussions promote best practice, empowering us to serve our community with excellence.

Sharon Wrigley, CEO CASSI



Quality and Safety Benchmarking

Quality and Safety Benchmarking- The Why

01

Understanding the quality of your services to clients, the effectiveness of your safeguarding activities and the safety of your workforce is as important as ever

02

There is no benchmarking activity out there that is providing a peer-to-peer comparison on quality, safeguarding and worker safety metrics in holistic way

03

Ability Roundtable is uniquely placed with a national platform and wants to take a lead role in sector-led quality measurement through benchmarking and robust peer-to-peer comparison

What do we benchmark

Safeguarding
and
Compliance
Metrics

- Complaints
- Reportable Incidents
- URPs an Expired BSP
- Restrictive Practices
- Q&S Staffing Profiles

Quality,
Health and
Wellbeing
Indicators

- Best-Practice Elements
- Inclusive Practices
- Health Indicators
- Wellbeing Indicators

Worker
Safety
Metrics

- WHS Metrics – Hazards, Incidents, Near Misses
- Workers Comp Claims
- Recordable Injury and Productivity measure
- Employment Programs
- Mandatory Training

How does the Quality and Safety Membership work

We operate an annual membership model for each benchmarking product – we provide members with Membership Terms.

Membership includes participation in the data collection and anytime **access a customised report** that allows you to compare and performance to your peers, nationally.

Membership includes a range of additional services, such as online data insight presentations, further analysis and executive and Board presentations.

We also run a **face-to-face Community of Practice event** where organisations come together to focus on data insights, strategic inputs and identifying best practice



Pricing & Services

Our Roundtable members will receive:

- Onboarding support for data collection phase, plus same-day/next-day response to queries during data collection
- High levels of data security, backed up by strong data governance rules
- Reporting of your benchmarked performance relative to sector peers – de-identified to protect your information
- Overview presentations and master classes to maximise insights from the data and regular additional insights from our Data Scientist through ‘Insight Blasts’
- Executive and Board presentations on request
- Invitation to attend the Community of Practice face-to-face event

Organisations of less
than \$40million
revenue

\$2,000 (plus GST)

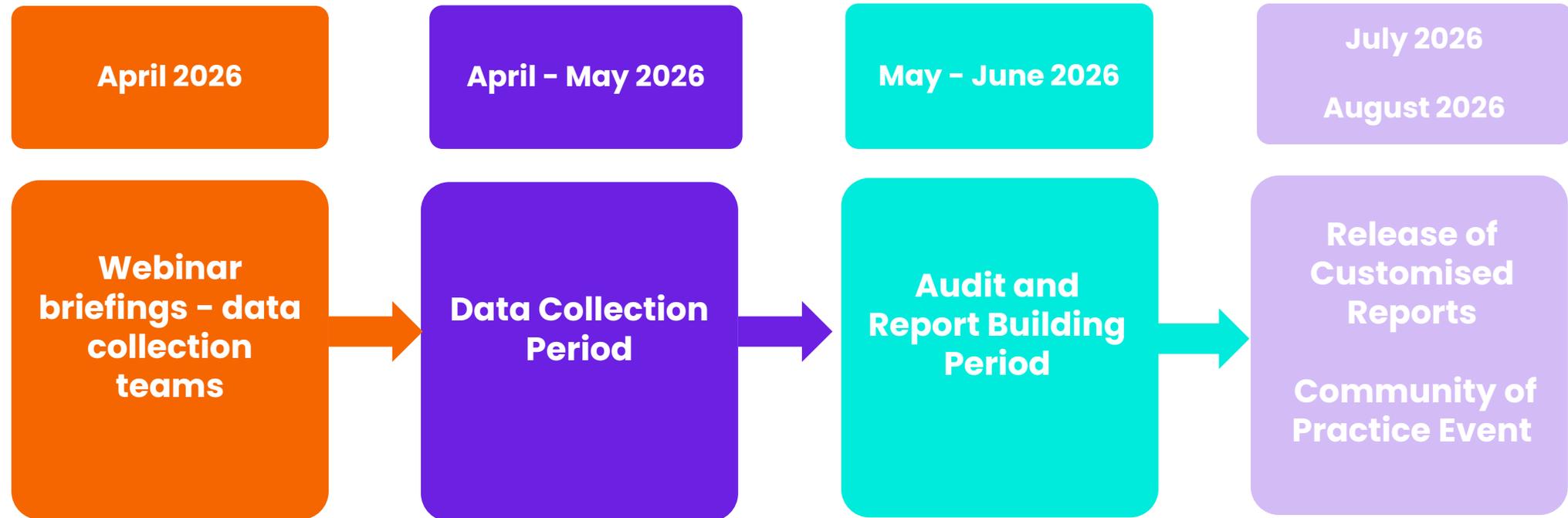
Organisations of
>\$40million and
<\$150m revenue

\$3,500 (plus GST)

Organisations of more
than \$150 million
revenue

\$5,000 (plus GST)

Quality and Safety Benchmarking Timeline

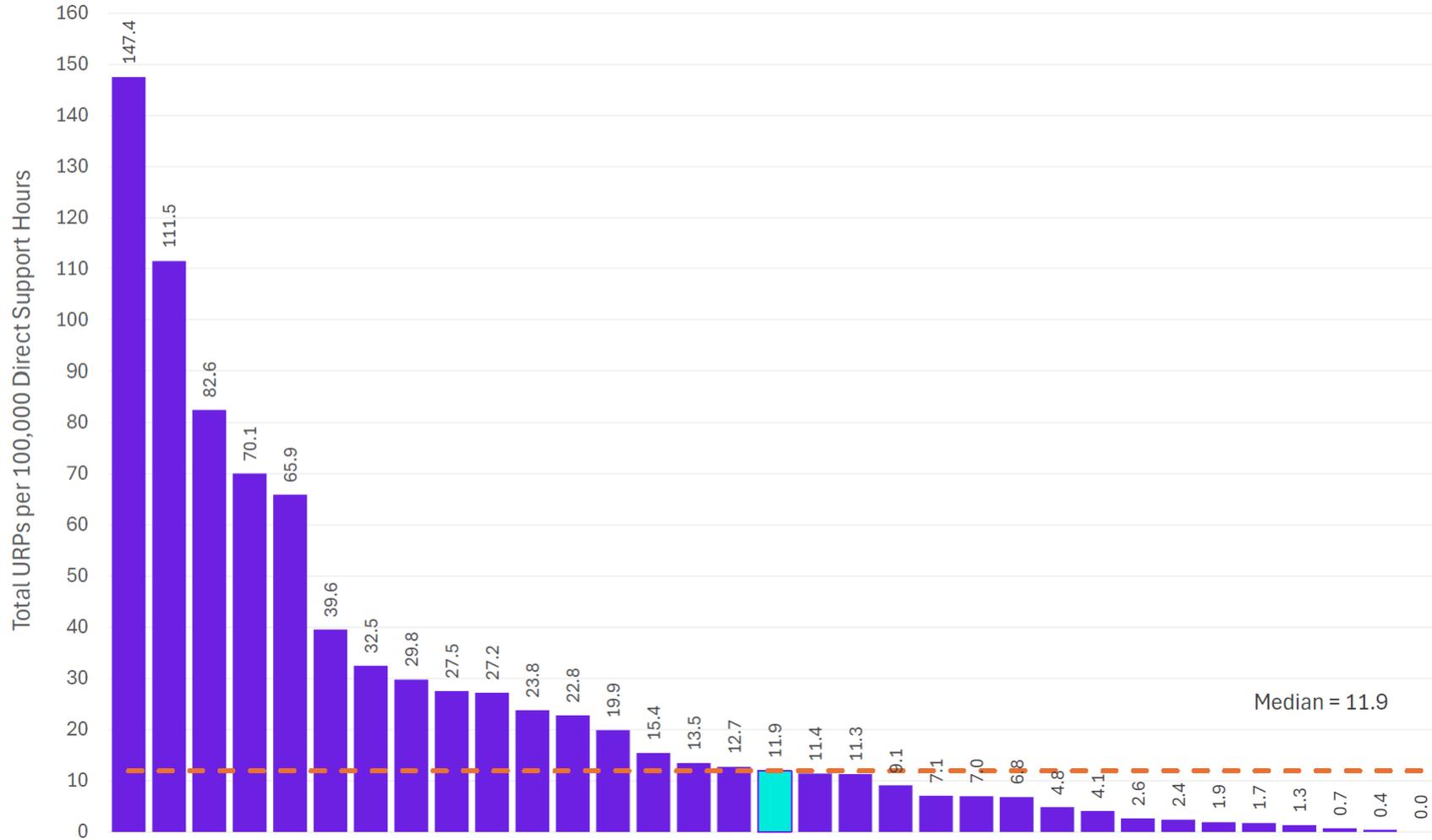




Example Data from 2025 Pilot Report

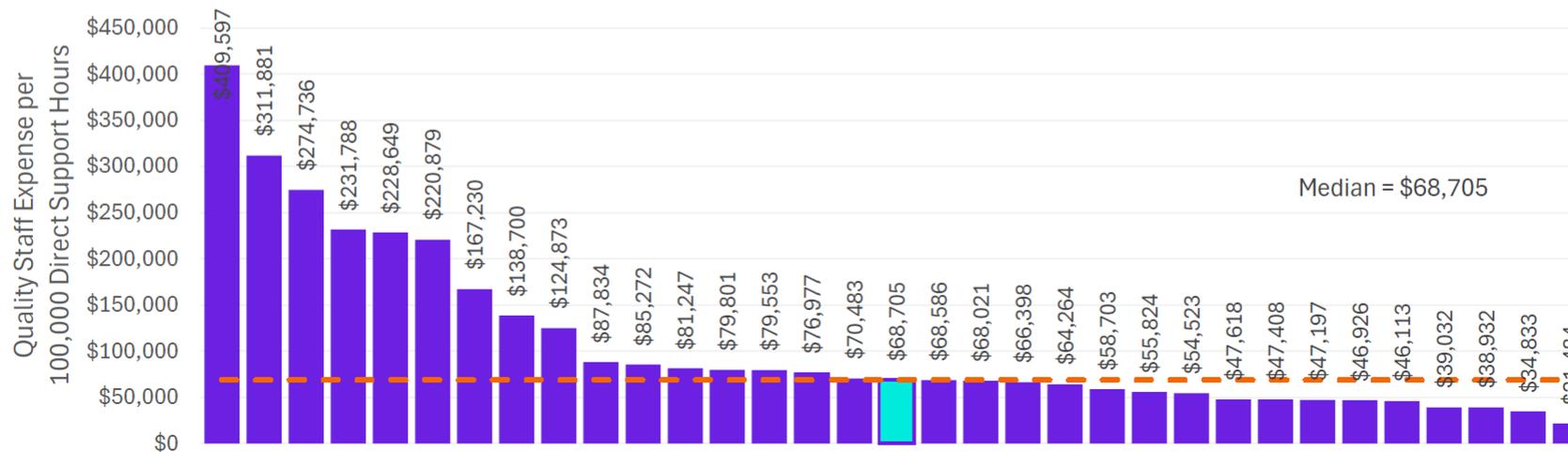
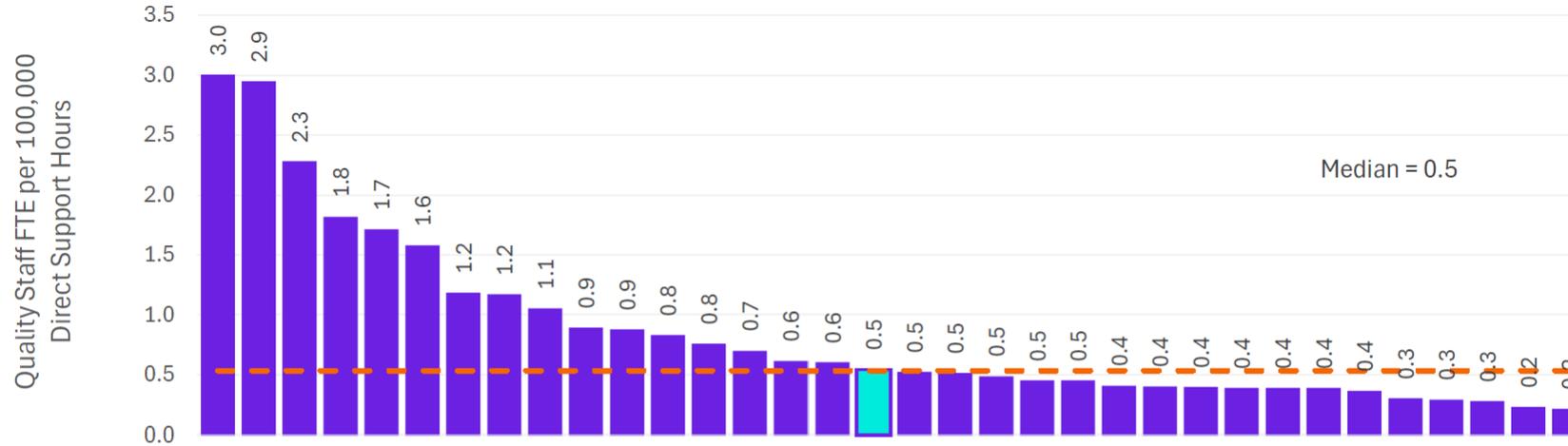
Example Data – 2025 Pilot

Total Unauthorised Restrictive Practices per 100,000 Direct Support Hours



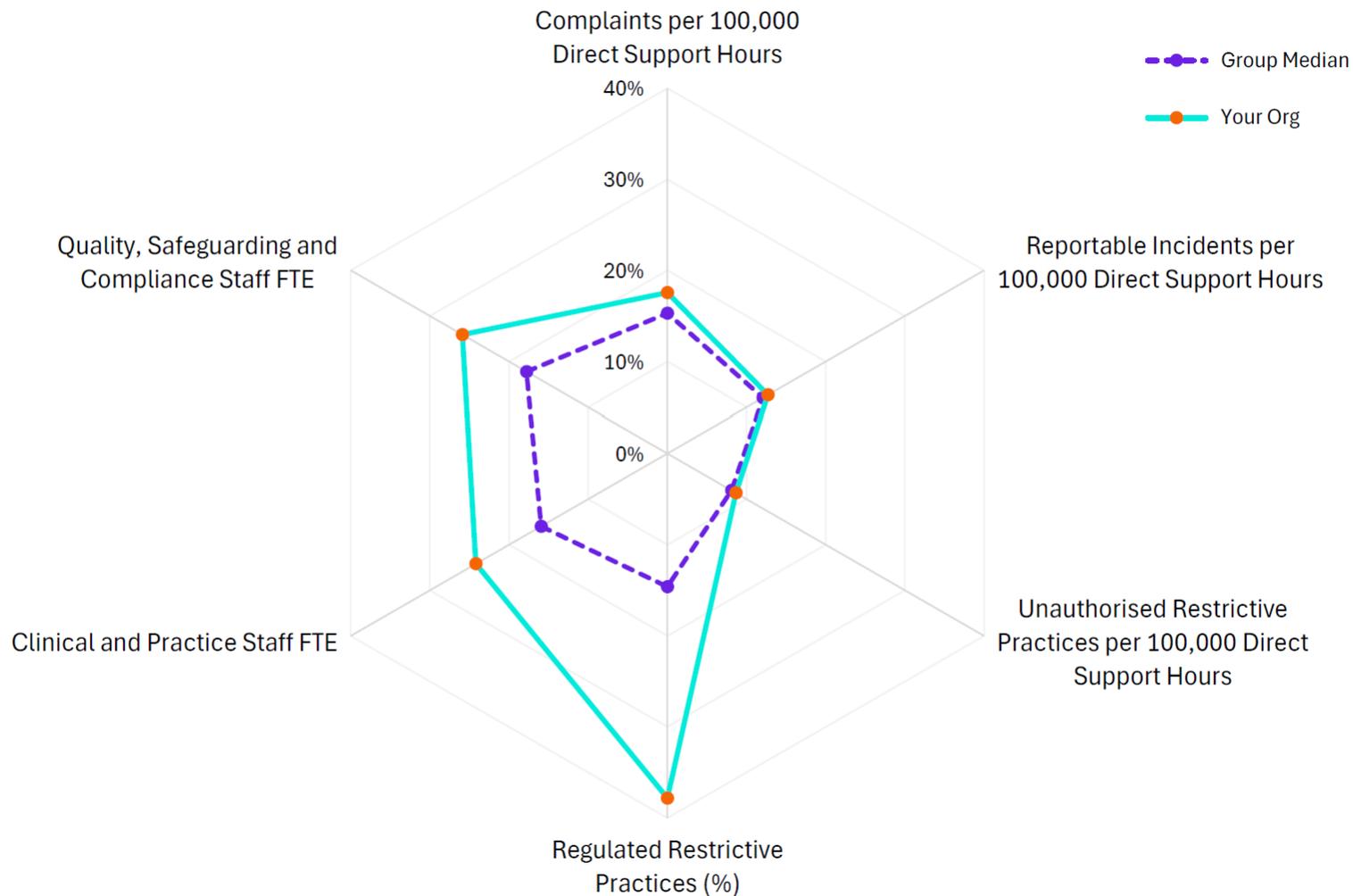
Example Data – 2025 Pilot

Quality, Safeguarding and Compliance Staff



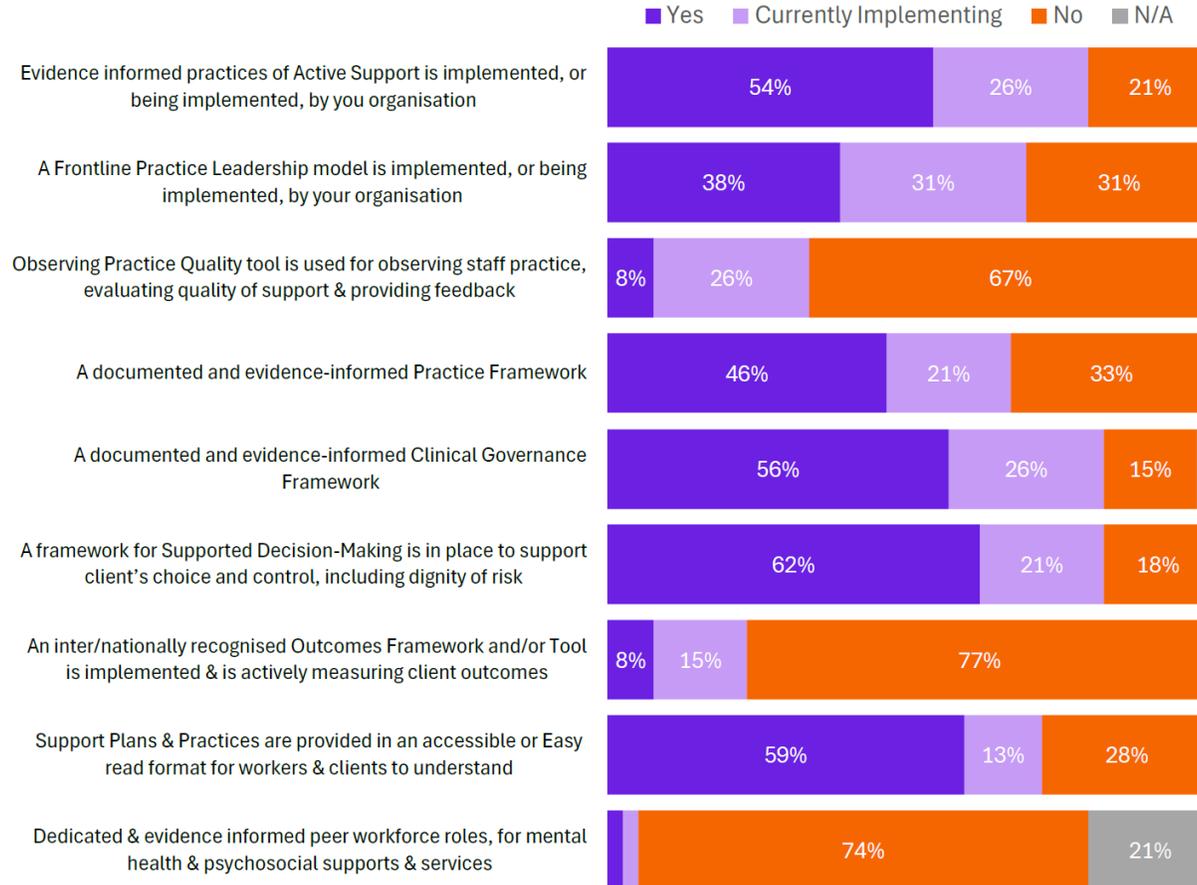
Example Data – 2025 Pilot

Client Safety Measures relative to maximum

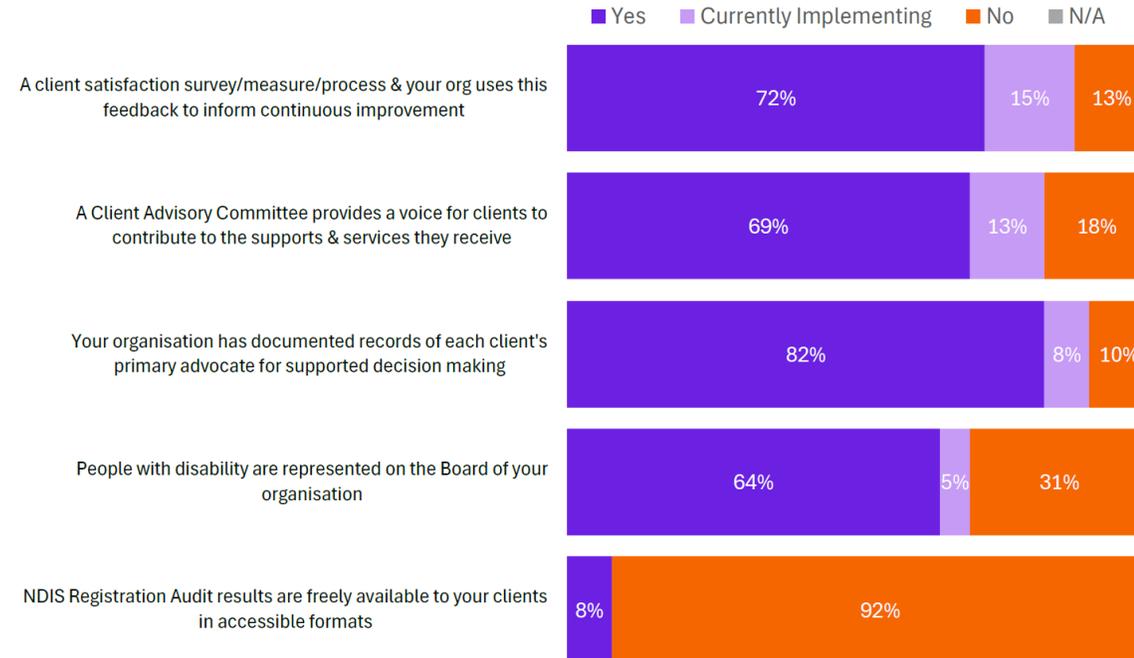


Example Data – 2025 Pilot

Practice Elements

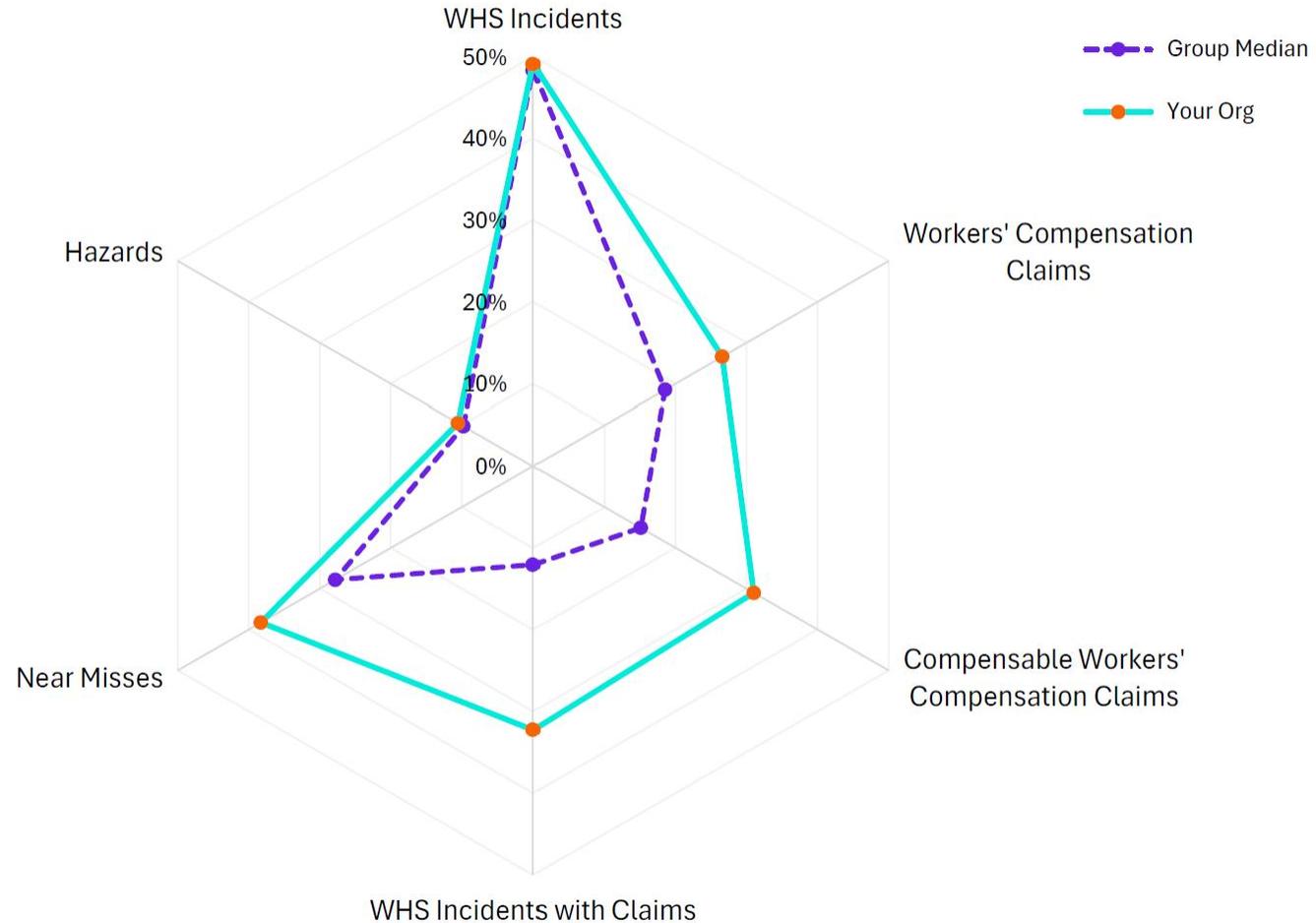


Inclusive Practices



Example Data – 2025 Pilot

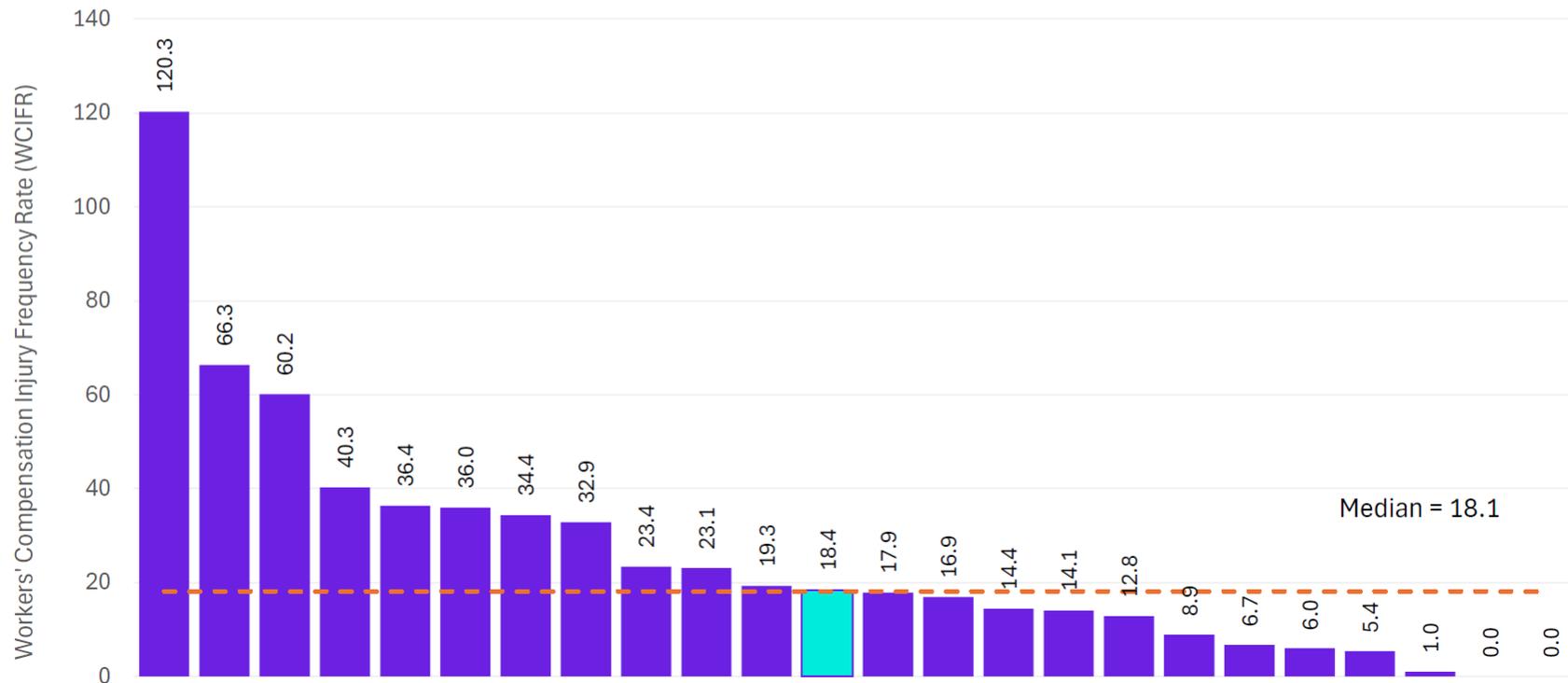
Worker Safety Measures per 100,000 Direct Support Hours relative to maximum



Example Data – 2025 Pilot

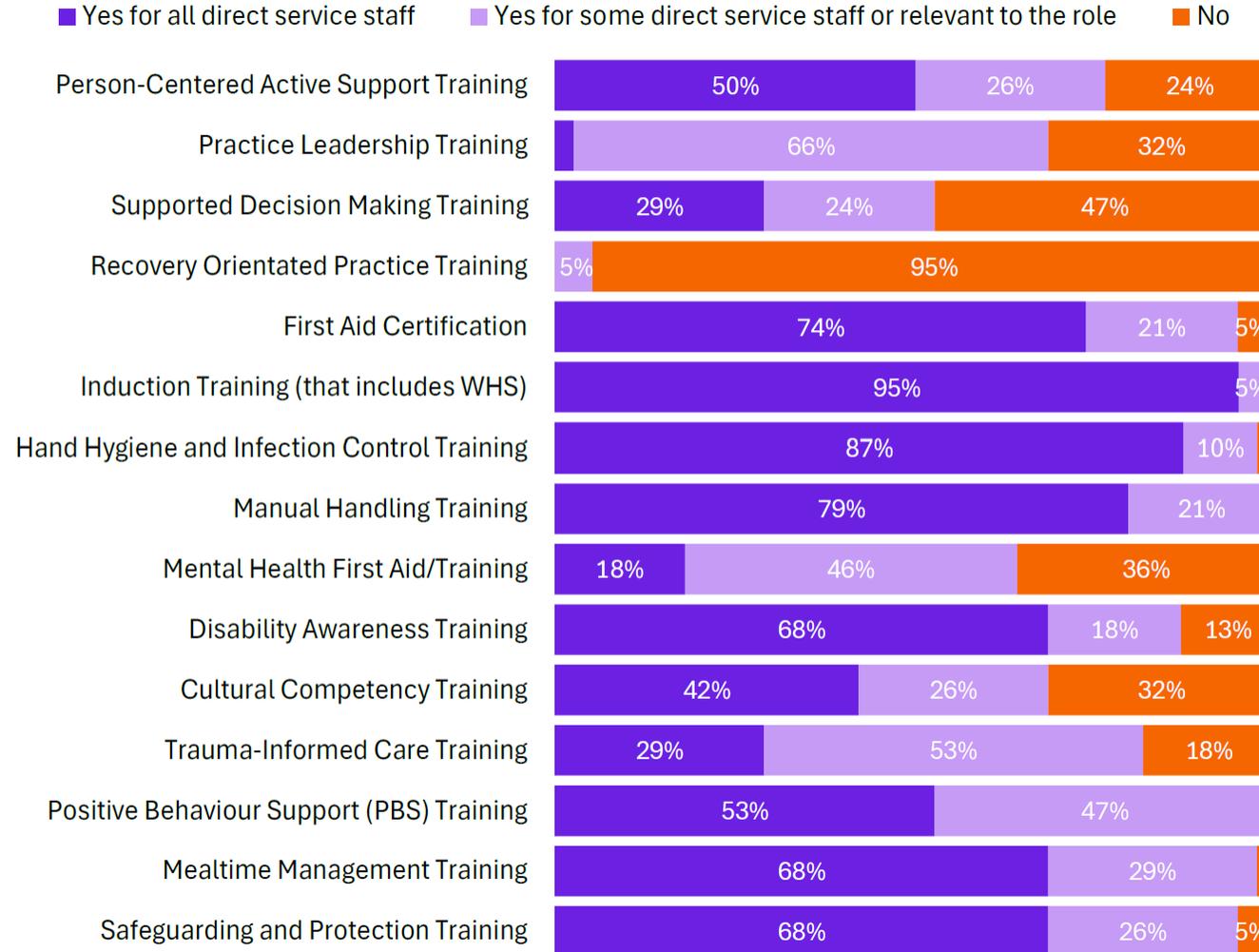
Workers Compensation Injury Frequency Rate (WCIFR)

$$WCIFR = \frac{\text{Number of workers' compensation claims in 2024}}{\text{Total direct support hours worked in 2024}} \times 1,000,000$$



Example Data – 2025 Pilot

Training Programs





Contact Details:



Chief Operating Officer, Garry Simpson

Contact Ph: 0421 278 657

Email: garry.simpson@abilityroundtable.org



General Manager, James Anderson

Contact Ph: 0408 983 305

Email: james.anderson@abilityroundtable.org

Contact Us

team@abilityroundtable.org

Or register your interest at abilityroundtable.org

