

# Our NDIS Journey



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**CATHOLICCARE CANBERRA & GOULBURN**

# The National Disability Insurance Scheme

## - A giant leap of faith

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# Archdiocese of Canberra & Goulburn

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# How did we get here?

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# And so our journey into the NDIS began....

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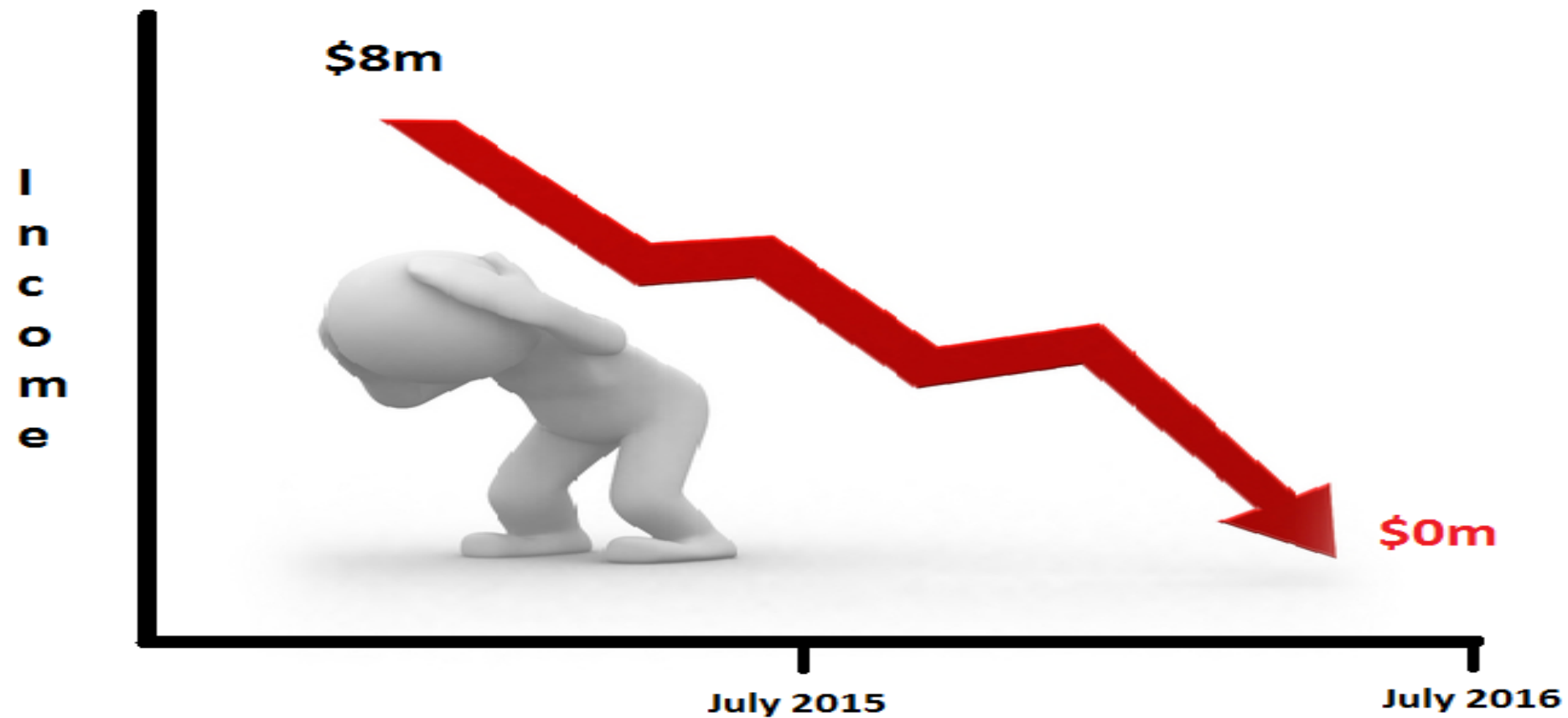


# What did the NDIS trial mean for CCG?

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- Transformation of the organisation
- Whole of jurisdiction participation
- Cash flow challenges – payment in arrears
- Cessation of block funded services and grief over loss
- \$8 million of guaranteed block funding transitioning into individualised funding packages





**ACT Trial Period**

# So.....What did we do?

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Like any good leader.....





# What did we really do?

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# Dialogue about Change

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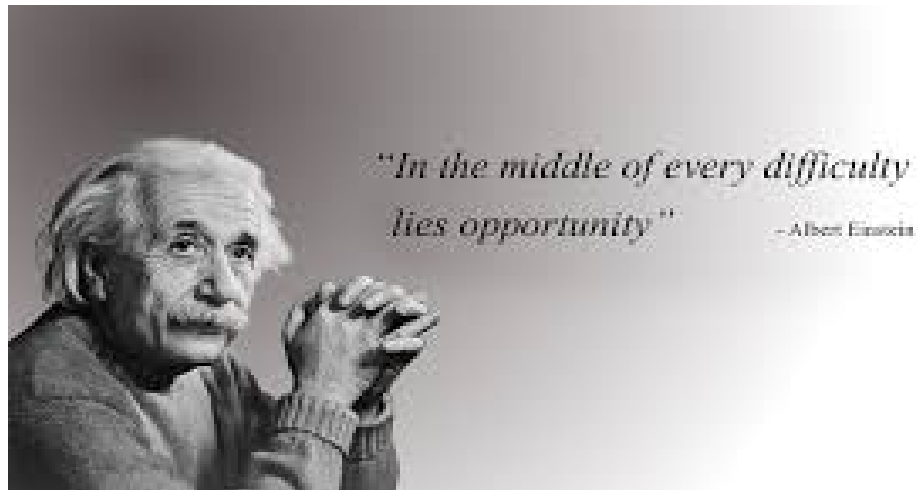
# Initially fear driven...

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# We didn't recognise the opportunities...

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# How did it work in the ACT?

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- Age staged roll out
- 5,000 clients over 24 months
- ACT government commenced stepping out of service delivery – early intervention, intensive support and supported accommodation

# 3 key areas of focus and investment:

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1. Business Planning and Strategy
2. Customer Engagement Focus
3. Finance

# Business Planning & Strategy:

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- Buy-in
- Education
- Invest in skills
- Plan & Assess
- Brand and market
- Restructures
- Address staffing capacity issues
- Business approach to disability care





# Business Planning & Strategy:

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# Customer Engagement Focus:

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- Relationship management
- Client/family/carer engagement and preparation
- Change management – customer focus
- Communication strategy
- Map out all existing supports
- Workforce planning
- Provide support



# Finance \$\$\$\$:

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- Unit costing – \$56 down to \$46, with a 2016 goal of \$42.77
- Overheads (NDIA target of 9-15%) – is this realistic?
- Seeking efficiencies – technologies, restructures, redundancies
- Cash flow – shift from payment in advance to payment in arrears
- Get your back of house in order
- Buy in expertise (consultants)
- Business approach to disability care

# What happened?

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# What we found after 15 months:

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- Growth and minimal loss
- Chosen by families seeking faith based providers
- Increased competitors in marketplace
- Mergers and alliances
- Staffing challenges – just cannot get enough
- Some brand challenges
- Most clients receiving similar or more hours than before
- Surprise NDIS gift



# What families tell us they want:

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- A partnership with a provider
- Stability
- Good staff
- Input into staffing
- Responsiveness
- Support



# New opportunities under the NDIS

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# New opportunities under the NDIS:

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- Mergers & partnerships
- The ability to respond to demand and need within the Disability and MH community
- Accommodation and group housing
- Counselling & Therapies
- Early Intervention
- Behaviour Management
- Gardening & Home Maintenance
- Plan Management (newly registered)
- Opportunity to move into our regional areas previously under-serviced



# Key lessons learned by CCG:

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How the customer explained it



How the Project Leader understood it



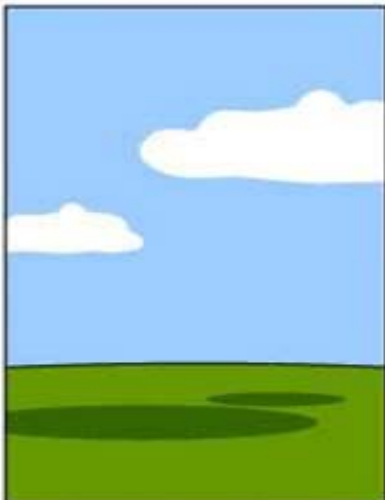
How the Analyst designed it



How the Programmer wrote it



How the Business Consultant described it



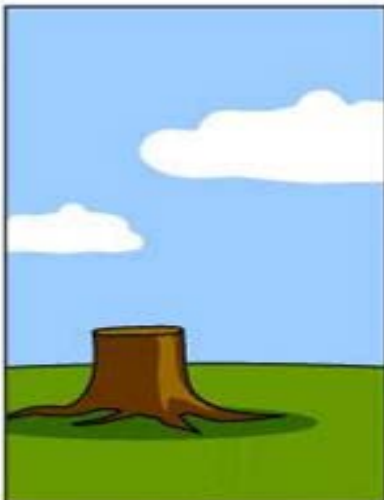
How the project was documented



What operations installed



How the customer was billed



How it was supported



What the customer really needed

# Key lessons learned:

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- Whole of organisational buy-in
- Invest in an NDIS Strategic position and skills outside the distraction of service delivery
- Start early and get the message out
- Address resistance and resistors to change
- Reduce overheads yesterday
- Embrace technology
- Develop a marketing plan and ID who are the key marketers?
- Develop an engagement strategy
- Seek efficiencies across the whole of org not just disability areas
- Retain capacity to respond to the market
- Develop a workforce capability framework
- ID key roles and positions
- Buy in expertise (consultants)
- Learn to unit cost
- Map the customer journey and look for barriers to efficiency and satisfaction. Back of house is now front of house.....

# Don't lose sight of who you are!

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- Its not about being the biggest
- Its not about market share
- Its about being true to your mission and wanting the best outcomes for people with a disability

Vision  
Mission  
& Values

# Thank you and .... any questions

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