

NAVIGATING THE NDIS: EXPERIENCES AND PRACTICAL TIPS

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Just Better Care Canberra & South East NSW

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- Small in-home support Provider since 2008, physio background
- Pre-NDIS: 120 Support Workers, handful of ENs and RNs, 300+ clients, wide range of services
- Today: 80 Support Workers, 100 Participants, narrower range of services
- But sustainable!

Our experience in NDIS in ACT and NSW

- Five key lessons for succeeding as a business
- Bottom line is: Providers need to operate as a sustainable business
- Even more relevant for Allied Health Providers

Lesson 1 – Agency Managed didn't work for us

- Provider Portal is improving but still a business problem
- Plan Managed and Self Managed
- We now run an average debtor cycle of six days

Lesson 2 – We would have resisted saying Yes to everyone

- So tempting to say yes, but it's expensive to bridge expectations
- 50-50, every Participant relationship is a partnership
- Huge market! Don't need to grab everything that knocks on door
- Quality game, not a volume game

Lesson 3 – Remember who our customer is now

- Bend to Participant, not Government
- AHPRA or other professional body set individual practice guidelines
- Needs a commitment to doing things differently
- Cut fat in processes and system

Lesson 4 – Share the love

- NDIS is fantastic, but hard work...do we have to do it all?
- We're all in this together
- Back office functions
- Partnering vs outsourcing vs competition vs collaboration

Lesson 5 – Expend wisely

- Some big players spending lots of money on marketing
- Word Of Mouth, Word Of Mouth and Word Of Mouth
- Every cent counts in a capped price market
- Where are potential Participants looking?

Summary

- Lesson 1 – Agency Managed didn't work for us
- Lesson 2 – We would have resisted the urge to say Yes to everyone
- Lesson 3 – Remember who our customer is now
- Lesson 4 – We would partner more
- Lesson 5 – Expend wisely

Provider / B2B training, consulting and support

- Leadership In Uncertain Times
- Developing An Outstanding Culture
- Getting NDIS Ready, including procedures and documentation
- Finding Your Purpose As A Leader And A Provider
- Do You Know Your NDIS Niche?
- Strategically Planning Your Future In The NDIS Marketplace

**Any questions?
Comments?
Thoughts?
Suggestions?**

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