

A DIViN GROUP PUBLICATION

SIX THINGS TO CONSIDER FOR TRANSITIONING TO THE NDIS MARKET



A LOOK AT THE FACTORS REQUIRED
TO WORK SUCCESSFULLY WITH THE
NDIS

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Six things to consider for transitioning to the NDIS market

Successfully transitioning to the NDIS market requires the correct planning processes to be firmly in place. Not only must organisations preparing to work with the NDIS develop the roadmap, services, budgetary processes, organisational capabilities and leadership required for success in a new and rapidly developing market, but staff members at all levels need to be on board and fully understand the outcomes an organisation is collectively working towards.

1. Is everyone on board?

Your organisation's NDIS readiness plan has been developed, reviewed and approved, but are your key leaders and change agents fully on board? As pockets of resistance can occur if your end vision isn't communicated clearly across all levels of your organisation, it's vital that everyone clearly understands and agrees with the outcome you are working towards.

Through Organisational Values Development, DIViN can assist your organisation with values and organisational culture alignment, team building and practice management support to develop a cohesive workforce in which all team members at all levels are on the same page.

Whether staff members are resistant to change or aren't aware of the benefits of a productive working relationship with the NDIS, we can develop a set of principles that clearly outlines how your organisational values should be demonstrated within and outside your organisation.

2. Do you have a clear plan/roadmap visible to everyone?

A clear roadmap provides direction and accountability for staff at all levels, establishes a solid basis for the planning organisations require when preparing to work with the NDIS and ensures everyone within the organisation can see progress happening as it occurs.

Through Service Model Innovation and Development, DIViN can assist by providing analysis of your organisation's overall NDIS readiness, including tenders offered and contracts entered into, along with designing and developing strategic plans and training resources for a broad range of service models.

Our consultants are highly experienced in assisting organisations which work with the NDIS and can help your organisation develop a roadmap that everyone in your team understands.

3. Who is problem solving?

The best-laid plans often go astray, especially when organisations enter new and developing markets, like the NDIS. What this means for organisations like yours, is that there needs to be someone who's able to work out what needs to happen to get things back on track.

When a project gets out of control, having access to NDIS experienced project managers enables organisations like yours to take back control of problem projects and benefit from simple tracking and progress reporting processes.

DIViN provides Project Management services to organisations working with the NDIS and can also provide assistance by building your organisation's project management capabilities.

4. How do you keep track of changes/updates in the reforms?

Because the NDIS is relatively new and constantly evolving, changes and updates are occurring all the time, so keeping track of these changes is essential if organisations are to succeed in the NDIS marketplace.

Having a person nominated to keep abreast of changes and updates within the NDIS environment is essential within any organisation. As a specialised NDIS consultancy with experience across the Government, private and not-for-profit/social purpose sectors, DIViN keeps abreast of the latest changes and updates to the NDIS through DIViN's ongoing working relationship with the NDIS, which assists organisations in making decisions that are informed and up-to-date.

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5. Connecting with your customers

Whether a for-profit or not-for-profit organisation, ongoing customer satisfaction is of the utmost importance for your organisation. In readiness to work with the NDIS, ensuring your current and future customers are happy with the way your services are provided means you need to have this conversation with your clients.

The NDIS places importance on the provision of individualised and value-for-money services, and if there is a disconnect between the way supports are delivered and the expectations of clients, organisations may struggle to retain their clientele and viability of the services provided.

We can support your organisation by working with your team members at all levels to identify the goals and outcomes your organisation requires to connect with your clientele and provide services in line with expected standards. Our experienced facilitators can provide an analysis of your current services and assist with the design and development of tangible and person-centred solutions that provide the best outcomes for your clientele and your organisation.

6. Who's keeping track of the budget?

Accountability and transparency are key to a productive working relationship with the NDIS. As such, systems, resources and a reporting dashboard which enables you to keep close track of your organisation's operating budget, including outgoing expenses and incoming NDIS payments, are a must.

DIViN supports organisations to review their current budget tracking and reporting processes with the aim of implementing efficient new processes which ensure accountability, transparency, cost-effective supports and productive operations at an organisational level.

What's the next step?

At DIViN, our services are tailored to our clients' needs and designed to help all organisations design, develop and take ownership of practical, easily implementable and tangible solutions.

Contact us today to speak with an NDIS experienced consultant about your organisation's needs!



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