

Bulletin #5: NDIS Transition Readiness Pilot

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INDUSTRY DEVELOPMENT FUND



Family & Community Services
Ageing, Disability & Home Care



National Respite Association

NDIS Transition Readiness Pilot

The place to come for any resources, learnings and benefits we can share on NDIS transition for small and micro organisations.

In this week's bulletin:

- CMS Project: Stage 1 Report
- Business Model Canvas
- NDIS Pricing Update
- Early Childhood Intervention guideline recommendations



The last face to face day for Mixed Group 2.



NDIS Transition Readiness for Small and Micro Orgs Facebook



National Respite's Twitter



National Respite Website

CMS and Financial Sustainability

CMS Project: Stage 1 Report

Steve has been working on CMS systems with his Action Learning Groups using some of his prior work on an Organisation Transition Fund Project. He has kindly agreed to let us share this work with our bulletin. The CMS Project was funded by the Organisation Transition Fund to support applicant organisations (largely in flexible respite support) to identify appropriate CMS systems for NDIS.

The CMS Project seeks to establish the business processes required for an NDIS service provider and then identify CMS solutions that will accommodate these requirements. This first report documents the results of the business analysis, NDIS requirements review and the gap analysis undertaken in the first stage of the project. This information has been used to produce an NDIS business model which formed the basis for scoping the software requirements. A second report will detail the findings of the software vendor research process, making recommendations on appropriate vendors at the end of this year.

You can read Steve's report [here](#)

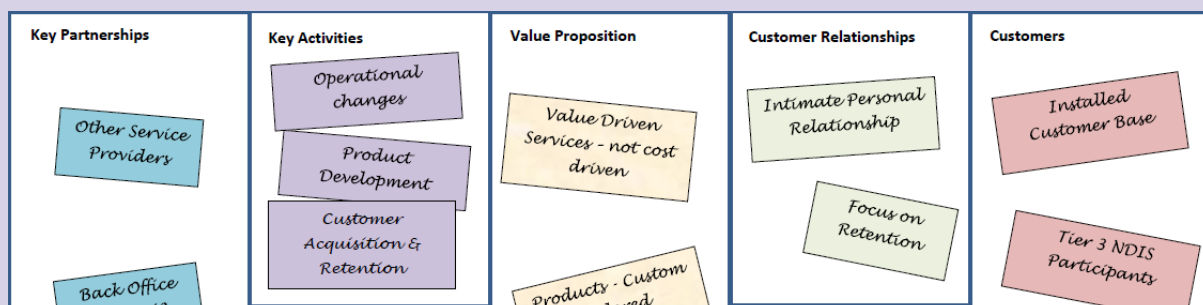
Business Model Canvas

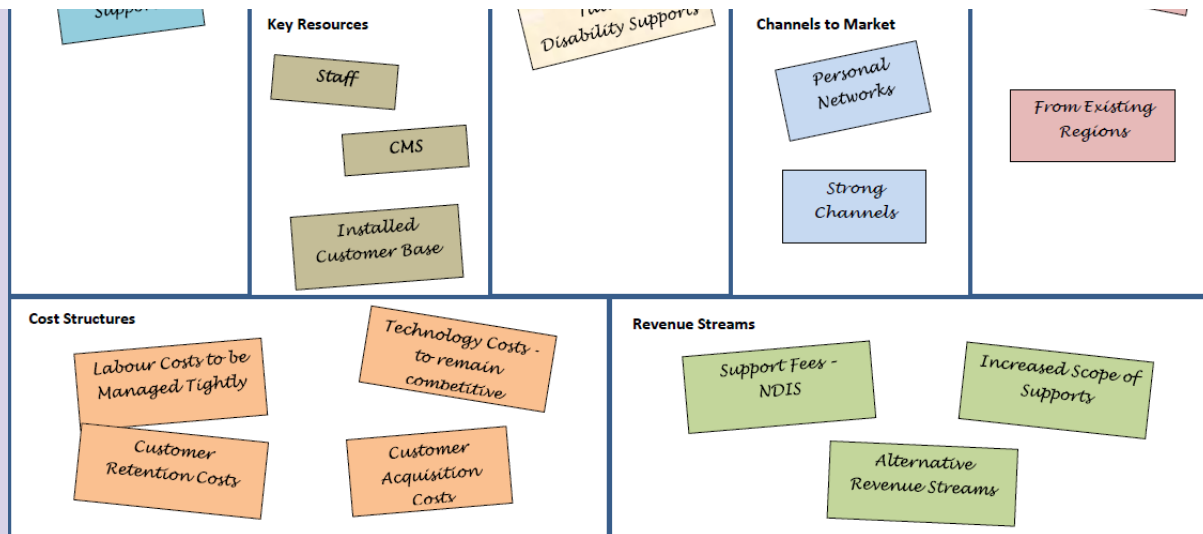
To develop the business model requirements for an NDIS service provider in Steve's report, the principles used in business modelling tool '*Business Model Canvas*' were used. This tool is currently being used to guide entrepreneurs and executives to analyse new business opportunities and organisational change requirements.

The model begins by looking at the **value proposition** for a new product or service. It then considers the **market** and how to **get the products or services to the market**. It considers what they **key resources** will be, and the best way to **price the product or service**. It then considers who the **key suppliers** are and what **network partnerships** will need to be established. Finally, **expenditure and viability** need to be considered and planned for.

[Here](#) is a link to a 2 minute overview of the Business Model Canvas.

You may find this a useful tool to work through as you consider your NDIS transition plans and strategy.





NDIS Updates

NDIS Pricing Update

The new [Price Guide](#) is to be used for plans completed from 1 August, but the old Price Guide called [Support Cluster and Associated Pricing](#) will continue to be used for earlier NDIS plans until they are reviewed. The new Price Guide has less clusters and support items and is more clearly linked to outcomes for people with disability. New prices have been indexed by 2.3%, and where appropriate, an Equal Remuneration Order increase of 1.9% applied.

Early Childhood Intervention

The NDIA has asked Early Childhood Intervention Australia (ECIA) to provide recommendations for a set of national guidelines for Early Childhood Intervention practice for the National Disability Insurance Scheme (NDIS).

Current practices in Early Childhood Intervention vary across states and territories in Australia. The NDIS requires uniform guidelines to be based upon best practice evidence, and guided by national consultation with key stakeholders.

ECIA has carried out a number of national consultations in order to develop recommendations for national guidelines for Early Childhood Intervention practice in NSW. You can read more about these guidelines and the project [here](#).

ECIA is currently finalising the first draft to be reviewed by the [Advisory Group](#) and then submitted to the NDIA for consideration.

These guidelines should be publicly available by the end of this year. For further information, contact David Quinn, ECIA Executive Officer (Victorian Chapter) on (03) 9018 5496 or david.quin@eciavic.org.au.

Social Media

This pilot is helping providers build social media capability to help providers network in NDIS and build their organisation branding and narrative creation skills.

Caitlin Callan, CEO, [Queanbeyan Children's Special needs Group Inc.](#)

Caitlin from Mixed Group 2 recently had a client self-refer via Facebook messenger for the first time. Caitlin said, "It is good that a client self-referred on Facebook--this means that FB is a great marketing tool and a safe platform for people to seek support."

Caitlin also said, of Facebook: "On the one hand I find it a time consuming process with little action created and on the other it has so many benefits. It seems to be a soft and organic form of marketing through storytelling and sharing, which I like. It is also proving to be a very useful tool for reflection on the past for example when it comes to looking back on what we have been up to especially when writing our termly newsletter. I am basically committed to continuing this process and anticipate that over time, I will fine tune my skills and our audience will increase and that we will see more of the benefits of persevering in this space. I believe that getting into this space is a very important step into the contemporary marketing world and I am very grateful to this project for encouraging this."

We also heard from a member of the Facebook group who is not a participant of the Pilot program:

Nyrie Tickell, Procurement and Business Development Manager, [YMCA Australia](#)

"Being able to be a part of the Facebook group has been helpful in a number of ways. Not least of those is to be able to see/follow the changes in the NDIS and the program generally but also to see the discussion around events that benefit small organisations in the disability services provision sector. The group has provided visibility to other like organisations without the issue of competitors wanting to protect their interests and the information sharing has been invaluable since joining the group."

If you have any questions, please contact me on the number below.

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