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Bulletin #7

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DEVELOPMENT  
FUND**Family &  
Community Services  
Ageing, Disability & Home CareNational 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.**

I apologise for the lateness of this bulletin, we've been very busy with the wrap-up of this project, including setting up phone briefings which will take place over the next two weeks.

In this week's bulletin:

- Phone Briefings - sign up now to hear from ALG participants in the hot seat!
- Client Management Systems
- Strategic Partnerships
- Partnerships and Aged Care
- Social Media Stories

Finally, I will be sending out an email in National Respite's final week (Oct 26) to link you to the uploaded IDF resources from Steve, Melissa and Michelle affiliated with the project and Gayle's NDIS resources PDF.

### **NDIS Transition Readiness Phone Briefings**

National Respite will facilitate phone briefings with some of our ALG participants in the hot seat to talk about NDIS and its impact on specific service types. Relevant participants in the pilot program from different service types have been asked to contribute their knowledge and experience about their service and how they're getting ready for the NDIS. Bring along your questions about issues such as partnerships, viability, CMS and business processes, marketing, quality outcomes and anything else you can think of!!!

The scheduled hook-ups are:

- Monday 19 October 2 pm - Day Programs
- Tuesday 20 October 11am - Transport
- Tuesday 20 October 2pm - Neighbourhood Centres

- Tuesday 27 October - Flexible Respite/Community Participation
- Date TBA - Early Childhood Intervention

Participants and non-participants in the NDIS Transition Readiness Pilot are invited to register by clicking the link below:

### **CMS and Financial Sustainability**

Now that we are nearing the end of the project, Steve has kindly agreed to share a number of his presentations with this list.

#### **Client Management Systems**

Steve gives a brief outline of some of the CMS systems available to providers. His presentation includes pros and cons of the old ledger systems, simple spreadsheets, and Modern software. It also covers some of the impact the NDIS will have on your business model and things to look for in a CMS system in this context.

You can download this presentation [here](#)

#### **NDIS Strategy and Partnerships**

Steve ended his action learning groups by looking at strategies for remaining viable in the NDIS context and different examples of partnerships. If there's one thing both Action Learning Groups have learnt, it's that small and micros are stronger together rather than struggling on by themselves through transition challenge after transition challenge.

His presentation briefly runs through a number of arrangements you may need to consider in NDIS:

- Closing up shop (last resort!!!)
- Consortium arrangements
- Mergers
- Takeovers

It also gives an indication of what to look for in a partnership:

- Common culture
- Cost benefit analysis
- Synergies
- Due diligence

You can download his presentation [here](#)

### **Partnerships in the Aged Care Space**

National Respite read this article with interest and thought you might find it relevant given

the parallel nature of NDIS and CHSP reform.

[NFP aged care providers join forces in record numbers to survive](#) - By Darragh O'Keeffe

At the Better Boards conference in July, at least half of the 500 attendees indicated that they were exploring or considering an amalgamation, merger or partnership with another organisation.

Michael Goldsworthy, a management consultant who has assisted with over 250 mergers and amalgamations in the not-for-profit space, as noted a dramatic increase in partnership activity in the sector. He says that most of these activities are amalgamations – one organisation being taken over by a (usually larger) organisation. He added that 1 in every 50 is a try merger – two organisations coming together to create a new organisation.

There is an increasingly formal method being used – where organisations may have once informally partnered or assisted each other, aged care providers are now choosing their partners based on selection criteria and alignment against strategic plans.

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## **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.

We'll be leaving our Facebook page up after the pilot, to keep the channels of communication open for everyone who has joined, and we welcome new members to join us as well.

Here are some quotes from our facebook members about their experiences with social media.

Kathy Croft from [Brighter Access](#):

*"Social media has been a great resource for letting people know about upcoming events, such as recent gala and open days for Early Childhood Inclusion Grant projects with Brighter Access – enabling even greater inclusion."*

Tim Sproule from [Kempsey Regional Support](#):

*"Kempsey Regional Support is relatively new to social media. We are still learning about all the networking and information sharing capabilities. Below is a short story regarding one great way for families to use social media"*

*'In March this year, a family registered with Kempsey Regional support (KRS) went on a guided holiday to Ballina/Byron Bay/Lennox Head. They used part of their Individual Flexible Respite package to support the break. They were so pleased with the trip and their experiences they wrote a review and provided a picture for KRS to post on our Facebook page. They wanted to share their positive experience and inform others about their travels, just in case someone else wanted something similar. Facebook is a great way for families to share their experiences, positive and negative to help other families plan their respite.'*



Facebook



Twitter



Website

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

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