

10 Things you need to know to prepare for the NDIS

- 1** The National Disability Insurance Scheme is coming and is the largest social reform since Medicare. The change happening outside of your business needs to be matched within your organisation.
- 2** Understand the 'real cost' of service delivery. Tracking overhead costs from the get-go will make things easier for the transition from block funding to individualised funding.
- 3** Review, analyse and redefine your service model if necessary. Examine the function and process of every system that is currently in place in your business and know everything inside out.
- 4** Invest in your client information to make it accurate, up to date and remove double ups, spelling mistakes in names and incorrect dates of birth. Providers in trial sites spent a significant amount of time correcting their data systems. Starting this process will ease administrative burden and save you money.
- 5** Start having conversations now to build families' awareness of what goes into providing their service, for example the phone call you need to make back in the office, the value of the consultations you have with childcare staff etc. In an individualised funding model, families will need to understanding the range of services you provide and the value in them.
- 6** Start talking with your team about the move to a customer service model, your 'products' and the change that is coming. Professionals working with families are the face of your business. Their messages will need to be on point, consistent and informed.
- 7** Have the family support plans current and up to date. Engage the families you work with throughout the process. This will ensure families are ready for conversations with the NDIS about the goals and aspirations they have and what has been achieved thus far.
- 8** Strengthen and create partnerships with organisations, providers and community settings in the broader universal service system. Collaboration and communication channels will support the inclusion of children in the mainstream and benefit you as a service provider.
- 9** Don't be afraid of the word 'marketing'. In this context it is all about communicating what you do and why you value it. Don't forget if you don't believe that the service you provide has value, why would you expect anyone to pay for it?
- 10** The power of connections, networks and the sharing of resources has never been more paramount. Competition does not mean isolation. Keep in contact with other providers in the space, workshop ideas and share challenges and opportunities.