

CASE STUDY

Market: Aboriginal health provider – allied health, therapy & support coordination

Company size: 10 employees

Clients: 0 pre to 25+ post

Approach: Business plan and transition to the NDIS

PHASE 3



HOW TO ENSURE YOUR NDIS TRANSITION IS A SUCCESS

OVERVIEW

A regional aboriginal health provider wanted to start supporting their community with NDIS supports and needed specific advice on how to transition to the NDIS.

The provider could see people falling through the cracks and wanted to find out how engage their community and to deliver sustainable services under the National Disability Insurance Scheme (NDIS) in addition to their medical services.

CORE ISSUES

UNCERTAINTY ABOUT THE NDIS

There was little knowledge of the NDIS within the organization and management did not understand the financial impact from operating under the NDIS.

SUSTAINABILITY

The organisation had received funds which were to setup the organisation under the NDIS however there were no knowledge of what a financially viable NDIS operation looked like within the current practice. Management want the NDIS business unit to operate sustainably though it doesn't have to make large surpluses.

"It was important to understand what outcomes the organisation wanted to achieve before we were able to start modelling the business under the NDIS."

David Hubbard

Director/CFO
CINCH Finance & Operations
www.cinchfinance.com.au



APPROACH

BUSINESS REVIEW

We identified the key priorities and resources available to deliver services under the NDIS. We calculated unit costs and identified targets to reflect NDIS demand in the area which helped develop the business plan.

STAFF CAPACITY

We calculated staff capacity and prepared targets for additional resources as the number of NDIS plans increased. Management could observe the potential impact in the model and discuss.

FINANCIAL MODELLING

We used the information on unit costs, demand estimates and staff capacity to model various scenarios under an NDIS model and the financial impact.

TARGET SETTING

The business plan focussed on key milestones so as when grant funding ran out they were operating sustainably under the NDIS after the transition.

BOARD COMMUNICATION

We prepared communication for management and the board and discussed prior to presentation.

PERFORMANCE REPORTING

We ensured the client could accurately collect data required to measure against actual results.

UNIT COST & BREAKEVEN

Various financial models were developed to demonstrate the relationship between staff capacity, unit costs and demand to help management make good decisions when it came to operate under the NDIS.

ONGOING SUPPORT

We provide ongoing CFO support which analysed key performance during the transition and helped management make good decisions.

ACCOUNTABILITY

We worked with management on key milestones and timeframes to ensure a successful transition to the NDIS. A person was nominated for each milestone and held accountable by management.

DASHBOARD REPORTING & ANALYSIS

We set up management reports which were used to communicate the performance of NDIS during the transition for board meetings, which supported the CEO in decision making.

RESULTS

100X

KNOWLEDGE OF OPERATING NDIS

25+

NUMBER OF PARTICIPANTS SUPPORTED

"The team at CINCH provided expert financial knowledge and support for transitioning into NDIS service delivery. CINCH's team were very reliable and efficient in their communication, as well as delivered effectively upon service requests."

NDIS Manager
Aboriginal Health Services Provider



OUTCOMES

- ✓ Having a clear plan with milestones to successfully transition to the NDIS
- ✓ Understanding the cost structure and unit costs the organisation was able to measure and report on key performance indicators which helped a successful transition to the NDIS.
- ✓ The organisation developed key targets for the frontline workforce to achieve when operating under the NDIS and were able to communicate to staff so all were aligned with accountability.
- ✓ The organisation has a clear direction on how to operate sustainably under the NDIS and how many staff and participants they require to operate sustainably.
- ✓ The CEO and management have certainty on how to operate under the NDIS and the capacity required from staff to deliver services.

"It surprises me the number of organisations who do not fully understand their unit costs and cost structure enough to make decisions which help more people. When transitioning to the NDIS understanding the numbers and staff capacity really does make for a successful transition which adds value to your community because more people are helped."

David Hubbard

Founding Director, CINCH Finance & Operations.
www.cinchfinance.com.au

ABOUT CINCH FINANCE & OPERATIONS

We are Non-Profit Business Transformation Specialists servicing the disability, community housing and aged care sectors.

We have developed a process which covers everything from business review, understanding unit costs, assistance with NDIS claiming, leadership coaching and change management to boardroom level reporting, analysis and continuous improvement projects.

Working as your trusted adviser and partner we strive to help you help more people with the resource you currently have and to support you in change which improves results, taking advantage of growth opportunities and helping more people.

We engage stakeholders to participate in the transition and achieve the ultimate reward of delivering quality services and helping more people in your community.



Contact us today

(02) 4925 7720

enquiries@cinchfinance.com.au

www.cinchfinance.com.au