



2019 ESSA INNOVATION & PRACTICE FORUM

4 - 5 MAY 2019. MELBOURNE, VIC

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NDIS Impact. How will services evolve and make a difference?

Ms Cathy Love

Nacre Consulting Pty Ltd

As the NDIS continues to evolve so too must service providers. During this workshop we will discuss current critical drivers that are currently impacting of developing and delivering services to participants with NDIS funded packages. This will be an energetic and interactive session that encourages sharing, collaborative problem solving and a positive future focus. Core topics addressed include:

- NDIS momentum
- Building brand awareness
- Participant perspective
- Features of great service
- NDIS opportunities

The NDIS remains anchored on several core principles we will revisit these and the laws and belief sitting behind them. This provides an important framework for the delivery of services. The need for quality management and the pending Quality and Safeguards commission audit will be touched on. As the program matures service providers are teaming around the participant differently, new roles are emerging, new services are springing up which prompts us to define professional roles and how they all work together now and in the future.

The NDIS is triggering a fast growing industry which currently has over 16,00 registered providers. In order to be visible to your future clients it is important to have clarity and an action plan for developing your professional brand, business brand and personal brand. This is a lever for participants requesting specific services in their plan meetings. Practical strategies for enhancing profile and sharing your impact message will be discussed.

The NDIS is a customer centric environment. It is important to deeply understand peoples abilities, needs and hopes and work from where ever they are. A knowledge of various impairments and disabilities is important in order to provide a respectful and effective service. Whilst this is beyond the scope of this workshop the topic will be touched on in reference to clinical governance and quality management. The concepts of collaborative goals setting, bespoke program design and measurement out outcomes within a functional NDIS framework will be discussed.



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There are lots of ways to be right when providing services to participants with NDIS funding. We will explore what great service looks like including sleek systems, use of technology, required paperwork, intentional communication and service delivery model options... and there is so much more. Responsivity and agility are the name of the game in order to design and deliver services participants really want and know will provide positive functional gains for them. Lets discuss what is working now and what future ready services will look like for participants.

Change often provides space for opportunities. Partnerships with other agencies are crucial as is intentional communication and collaboration, co design of services, staying informed and putting the client at the centre of your service. These topics will be unpacked so that practical strategies are generously shared and actively discussed.