NDIS Business Transformation Strategy

Adapting commercial business models for profitability and growth

29th November-1st December 2016
Radisson Blu, Sydney

Speakers:

Stephen Lowndes
Chief Executive Officer
Royal Rehab

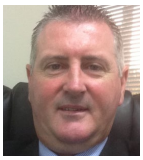
Shaun Cannon
Chief Executive Officer
Kids Plus Foundation

Julie Andrews
Chief Executive Officer
Australian Home Care

Clare Pearson
Chief Executive Officer
Share Care

David Brady
Chief Executive Officer
Hear for You
Chairperson
Deafness Forum of Australia

David Carey
Chief Executive Officer
Connect Ability Australia



Nigel Stone
Chief Executive Officer
Aspire Support Services

Michael Churchman
Chief Financial Officer
Civic Disability Services

David Meldrum
National Chief Executive Officer
Mental Illness Fellowship of Australia

Don MacAskill
Former Chief Executive Officer
Endeavour Group Australia

Guide Dogs Victoria

Dr Alastair Stott
General Manager - Client and Guide Dog Services
Guide Dogs Victoria

Nick Rushworth
Executive Officer
Brain Injury Australia

Isabelle Meyer
Transition Director
Aftercare

Tamara Van Antwerpen
General Manager - Operations
Luke Priddis Foundation

David Gilchrist
Director - Curtin Not for Profit Initiative
Curtin University

Sam McOrist
General Manager - Product, Brand & Marketing
ScopeVic

Dr Alan Hough
General Manager, NDIS Strategy
Sylvanvale

RIDBC

Sharon Lown
Government Partnerships and NDIS Manager
Royal Institute of Deaf and Blind Children

Why you should attend:

- Gain strategies to transition towards practical and commercial business practices
- Learn how to use data systems to measure success of programmes
- Develop methods to drive revenue and organisational growth
- Implement proven transition strategies from NDIS trial sites
- Strengthen your person-centered business model to improve service delivery

Networking Cocktail Drinks Sponsor: ViSiCaSe

Partnered with: brain injury AUSTRALIA www.braininjuryaustralia.org.au

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CONFERENCE DAY ONE | TUESDAY, 29TH NOVEMBER 2016

8:00 **Registration opens**

9:00 **Opening remarks from the Chair**
Nick Rushworth, *Executive Officer,* **Brain Injury Australia**

Optimising your business model for efficient NDIS transition

9:10 **CASE STUDY**
Driving your organisation's performance through a sustainable business strategy
- Redesigning your organisation's value proposition as a NDIS provider to create an efficient and viable business
- Redefining your workforce management, culture and development strategies to improve client relationships and productivity
- Measuring the key elements of your business plan to drive successful NDIS transition

Isabelle Meyer, *Transition Director,* **Aftercare**

9:50 **Building organisational capacity to maximise revenue growth**
- Comparing cost-effective operational systems when planning for NDIS transformation
- Streamlining business practices to improve organisational efficiency
- Achieving a higher return on investment by strengthening core business processes

Clare Pearson, *Chief Executive Officer,* **Share Care**

10:30 **Morning refreshments**

Creating service differentiation and value strategies under the NDIS

11:00 **Gaining a competitive edge through customer experience in a crowded marketplace**
- Linking customer service with customer experience to drive loyalty
- Establishing your reputation by providing qualitatively superior services
- Identifying what your organisation provides that others can not

Julie Andrews, *Chief Executive Officer,* **Australian Home Care**

11:40 **CASE STUDY**
Positioning your small to mid-sized organisation for success in a competitive market
- Preparing for complexity and change to ensure business adaptability
- Differentiating your service to gain a competitive edge in a crowded marketplace
- Building on the strengths of your organisation to enhance client-centered services

Shaun Cannon, *Chief Executive Officer,* **Kids Plus Foundation**

12:20 **Networking luncheon**

1:20 **PANEL DISCUSSION**
How to differentiate your service delivery model to drive profitability
- Restructuring your service based on consumer feedback
- Refining your delivery model for the needs of your target market
- Setting yourself apart from opposition through demonstrated unique selling points

Moderator:
David Carey, *Chief Executive Officer,* **Connect Ability Australia**
Panellists:
Sam McOrist, *General Manager - Product, Brand & Marketing,* **ScopeVic**
Shaun Cannon, *Chief Executive Officer,* **Kids Plus Foundation**
Isabelle Meyer, *Transition Director,* **Aftercare**

2:00 **Maximising ROI by developing customer centric services**
- Optimising investment return by adapting service delivery based on client recommendations
- Building an evidence base of initiatives proven to increase profitability through user-centered service models
- Integrating systems for billing and payments and greater flexibility in client packages

Stephen Lowndes, *Chief Executive Officer,* **Royal Rehab**

2:40 **Afternoon refreshments**

3:10 **CASE STUDY**
Acquiring consumers through effective marketing analytics
- Using market research and customer insights to support your strategy
- Assessing effective marketing channels to reach your target audience
- Using measurable data and marketing analytics to grow your pool of potential clients

Sam McOrist, *General Manager- Product, Brand & Marketing,* **ScopeVic**

3:50 **CASE STUDY**
Retaining clients through customer service and relationship building
- Leveraging CRM to build stronger bonds with audiences and increase enrolment
- Driving stakeholder engagement and providing program support to increase participation
- Raising the standard of the level of care for increased customer satisfaction

Sharon Lown, *Government Partnerships and NDIS Manager,* **Royal Institute of Deaf and Blind Children**

4:30 **Exploring different funding models to drive organisation-wide transition to NDIS**
- Evolving from a philanthropic funded business model to a client funded "choice and control" model
- Building capabilities required for consumer-centered care through strategic planning
- Developing an efficiency and outcome focused culture to drive productivity improvement

Dr Alastair Stott, *General Manager- Client and Guide Dog Services,* **Guide Dogs Victoria**

5:10 **Closing remarks from the Chair and conference day one adjourns**
Nick Rushworth, *Executive Officer,* **Brain Injury Australia**

5:20 **Networking Cocktail Drinks**
Sponsored by: ViSiCaSe

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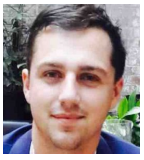
Advisory Panel:

Graeme Craig
NDIS Transition Director
Vision Australia



Joshua Ayscough
NDIS & Sector Development Project Officer
Sunnyfield

Tamara Van Antwerpen
General Manager - Operations
Luke Priddis Foundation

Who should attend:

- Chief Executive Officers
- General Managers
- NDIS Transition Directors
- Business Development Managers
- Operations Managers
- Heads of Services
- Finance Managers
- NDIS Managers

CONFERENCE DAY TWO | WEDNESDAY, 30TH NOVEMBER 2016

8:00 **Registration opens**

9:00 **Opening remarks from the Chair**
Nick Rushworth, *Executive Officer,* **Brain Injury Australia**

Ensuring financial sustainability within the NDIS framework

9:10 **Overhauling your operational model to drive financial efficiency**
- Involving your stakeholders in decision making processes when creating service delivery models
- Optimising back of office operations to drive organisational efficiency
- Leveraging your organisational strengths to create new channels of income

Michael Churchman, *Chief Financial Officer,* **Civic Disability Services**

9:50 **'Monetising' the marginalised: Rattling the can for disability to maximise funding opportunities**
- Implementing effective accountability, transparency and disclosure processes
- Establishing a robust financial model to ensure business sustainability
- Embedding strategies to stimulate income generation

Nick Rushworth, *Executive Officer,* **Brain Injury Australia**

10:30 **Upscaling support functions and tools while considering cost and delivery**
- Establishing metrics to drive targets for financial sustainability
- Driving business profitability through commercialising current assets
- Assessing investment in suitable technologies to improve business viability

Tamara Van Antwerpen, *General Manager- Operations,* **Luke Priddis Foundation**

11:10 **Morning refreshments**

11:40 **Attracting consumers by effectively pricing your services under the NDIS scheme**
- How to maintain business viability in a consumer-centered funding structure
- Meeting the NDIS pricing structure to fulfill the needs of consumers
- Assessing the benefits of competitive pricing and incentivising low price points

David Gilchrist, *Director- Curtin Not for Profit Initiative,* **Curtin University**

12:20 **CASE STUDY**
Delivering recovery-focused services within NDIS frameworks
- Building recovery-focused services to foster a client-first reputation
- Delivering NDIS psychosocial support packages to enhance client and business outcomes
- Helping your current clients who are found to be ineligible for the NDIS to drive loyalty

David Meldrum, *National Chief Executive Officer,* **Mental Illness Fellowship of Australia**

1:00 **Networking luncheon**

2:00 **PANEL DISCUSSION**
Collaborating across the disability sector for organisational stability
- Exploring NDIS as a platform providing greater scope for collaboration
- Nurturing and sustaining mutually beneficial partnerships
- Strengthening areas of weakness through organisational engagement

Moderator:
Dr Alan Hough, *General Manager- NDIS Strategy,* **Sylvanvale**
Panellists:
David Meldrum, *National Chief Executive Officer,* **Mental Illness Fellowship of Australia**
David Brady, *Chief Executive Officer,* **Hear for You** *and Chairperson,* **Deafness Forum of Australia**
Nigel Stone, *Chief Executive Officer,* **Aspire Support Services**

2:40 **Assessing the impact of personalisation on your service's financial strategy**
- Building organisational appetite for growth through diversification of services
- Demonstrating your service's strengths to differentiate yourself from competition and attract potential clients
- Considering revenue and cost drivers when creating personal service delivery models

Dr Alan Hough, *General Manager- NDIS Strategy,* **Sylvanvale**

3:20 **Afternoon refreshments**

3:50 **CASE STUDY**
Making every dollar count to drive organisational efficiency as a small NDIS provider
- Working with existing resources to facilitate client engagement
- Growing your workforce capacity by upskilling and selectively recruiting
- Improving distribution of funding and resources to achieve business growth

David Brady, *Chief Executive Officer,* **Hear for You** *and Chairperson,* **Deafness Forum of Australia**

4:30 **Establishing community partnerships to support financial sustainability**
- Supporting your business in an uncertain funding landscape to maximise your income
- Diversifying your services through partnerships and collaborations
- Upscaling your services through partnerships and driving fiscal stability

Nigel Stone, *Chief Executive Officer,* **Aspire Support Services**

5:10 **Closing remarks and conference day two adjourns**
Nick Rushworth, *Executive Officer,* **Brain Injury Australia**

"Great speakers who inspired us to keep doing what we are doing and encouraging people to join the journey."

– Julie Marsh, FSG Australia

POST-CONFERENCE WORKSHOPS | THURSDAY, 1ST DECEMBER 2016

9:00AM – 12:00PM • WORKSHOP A

Creating a successful business model under the NDIS

A refined business model is essential for ensuring business viability within the NDIS framework. By aligning the organisation's vision with the changing disability services sector and NDIS principles, providers will ensure their business plan guarantees successful NDIS transition.

Attendees to this workshop will gain:
- Tools to develop a business case driven by customer insight
- Approaches to create a commercially effective value proposition
- Methods to identify the value drivers for your business
- Strategies to make your organisation competitive in the market
- Tactics to leverage your strengths and improve areas of weakness

Facilitator:
Don MacAskill
Former Chief Executive Officer
Endeavour Group Australia

1:00PM – 4:00PM • WORKSHOP B

Ensuring financial sustainability and developing organisational growth strategies

Under the new client-based funding scheme is vital that disability providers implement short and long term strategies to ensure financial stability. By building multiple revenue sources and assessing your current financial strengths and weaknesses, you can evaluate your opportunities for organisational expansion.

Attendees of this workshop will gain:
- Tools to estimate and manage short-term and long term costs
- Targeted investment strategies in enhanced disability support
- Tactics to build your organisational capacity
- Approaches to compare current expenditure with projections
- Methods to forecast long term cost trends

Facilitator:
Tamara Van Antwerpen
General Manager- Operations
Luke Priddis Foundation

REGISTRATION FORM – NFP10

REGISTRATION FEE ALL PRICES ARE EXCLUDING GST	EARLY BIRD DISCOUNTS Register & pay before				STANDARD PRICE
	9 Sept 2016	30 Sept 2016	21 Oct 2016	11 Nov 2016	
Discounted Rates for Not for Profits					
Conference Only	$1,599	$1,699	$1,799	$1,899	$1,999
Conference + One Workshop ☐A or ☐B	$1,999	$2,099	$2,199	$2,299	$2,399
Conference + Both Workshops	$2,299	$2,399	$2,499	$2,599	$2,699
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Conference Only	$1,899	$1,999	$2,099	$2,199	$2,299
Conference + One Workshop ☐A or ☐B	$2,299	$2,399	$2,499	$2,599	$2,699
Conference + Both Workshops	$2,599	$2,699	$2,799	$2,899	$2,999
Solution Provider Rates					
Conference Only	$3,899	$3,899	$3,899	$3,899	$3,899

SAVE! Choose between:

1: **EARLY BIRD DISCOUNT.** Register and pay by a deadline indicated above to achieve up to 20% SAVINGS on the Standard Rate. Registrations received without payment are ineligible for an Early Bird Discount and will be charged at the Standard Rate.
2: **TEAM DISCOUNT.** (i) Register 3 delegates and receive 15% DISCOUNT off the standard price
(ii) Register 4 delegates and receive the 5th TICKET FREE off the standard price
For large group bookings, please email registration@akolade.com.au to receive a quote.
All group registrations must be from the same company, at the same time and for the same event.
Registrants must choose between the most advantageous discount option.
Only one discount scheme applies.

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Today's date: ☐☐ ☐☐ ☐☐

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Job Title
Phone Email

Name DELEGATE 2
Job Title
Phone Email

Name DELEGATE 3
Job Title
Phone Email

Company
Postal Address PO BOX/STREET ADDRESS
CITY STATE POSTCODE

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☐ EFT: Transfer your payments to Akolade Pty Limited at Commonwealth Bank of Australia BSB 062 099 Account No. 1068 5915. Please quote NFP10 on the EFT.

☐ CHEQUE: Please make out cheque to Akolade Pty Limited. Please quote NFP10 on the cheque.

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* A credit card fee of 2.5% will apply for Diners or Amex
in the amount of $_____

Card No: ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ Expiry Date: ☐☐ / ☐☐

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Online: www.akolade.com.au

Mail:
Akolade Pty Ltd
Level 11, 155 Castlereagh Street,
SYDNEY, NSW 2000
Australia

DATES & VENUE

SYDNEY

29th November-1st December 2016
Radisson Blu, Sydney
27 O'Connell Street,
Sydney, NSW 2000
Australia

+61 2 8214 0000

☐ **Networking Drinks**
Please tick to indicate attendance and if you registered as a group, please indicate how many people will be attending: ☐

VIP CODE

IMPORTANT NOTICE: Attendance will only be permitted upon receipt of full payment. Please note that the programme and speakers are subject to change without notice. If the venue changes, you will be notified. Akolade will not be responsible for any event re-scheduled or cancelled.
CANCELLATION POLICY: Should you be unable to attend, a substitute delegate is always welcome at no extra charge. Akolade regrets that no cancellations will be refunded, conference documents, however, will be sent to the delegates. For an event cancelled by Akolade, registration fees are fully refundable. Akolade will not be responsible for any event alterations, re-schedules, or cancellations.
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