

Likely Impacts To Orgs



- Cash flow determined by individual choice; variable during the year and year to year.
- Not all services to be covered.
- Limited by government approved cost range.
- Buffet of private, non-profit, community and family provided options.
- Organizations will have to reach (awareness) and persuade (sales) customers.
- Current setup (fixed assets, long-term employees) may make agencies expensive and slower to respond.

$$\text{Profit} = \text{Revenue} - \text{Costs}$$

$\text{Non-Profit} = (\text{Revenue} = \text{Costs})$



Costing & Pricing Learning Program

FOR DISABILITY SERVICE PROVIDERS

NDS National
Disability
Services



Curtin University

[HOME](#) [LEARNING PROGRAM](#) [EVENTS](#) [NEWS](#) [RESOURCES](#) [F.A.Q.S](#) [PARTNERS](#) [LOGIN](#) [REGISTER](#) [CONTACT](#)

ABOUT THE COSTING & PRICING LEARNING PROGRAM

The program focuses on improving costing and pricing and cost management practice as providers transition to a more competitive environment and respond to the demands of the NDIS funding model.

Learning objectives:

The specific learning objectives of the program are for organisations and individuals to:

- Understand the nature of costing and key definitions
- Understand costs, cost drivers, service delivery units and issues associated with major service areas
- Understand the stages of costing and pricing and be able to apply key decision-making principles
- Understand how to do costing modelling for key supports under the NDIS (e.g. one to one support)
- Understand how to work sustainability toward a target price
- Understand financial risk (e.g. cash flow management) and be able to apply appropriate control strategies
- Understand financial reporting requirements and risk management strategies at the Executive and Board level

Username

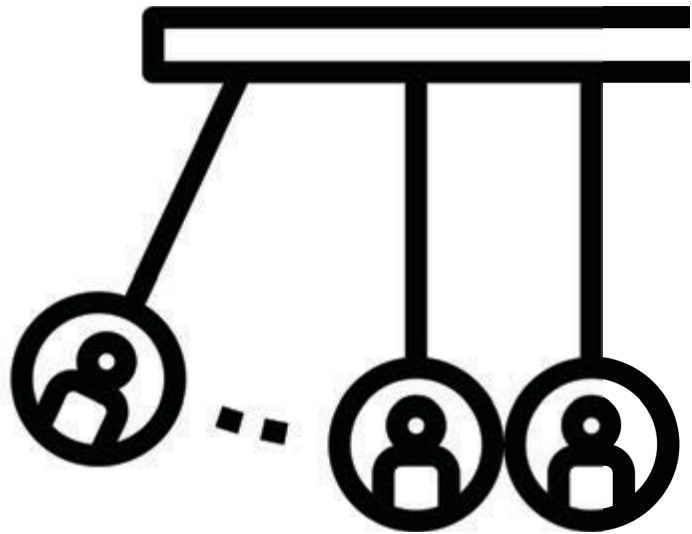
Password

☐ Remember Me

Log in

- [Create an account](#) →
- [Forgot your username?](#)
- [Forgot your password?](#)

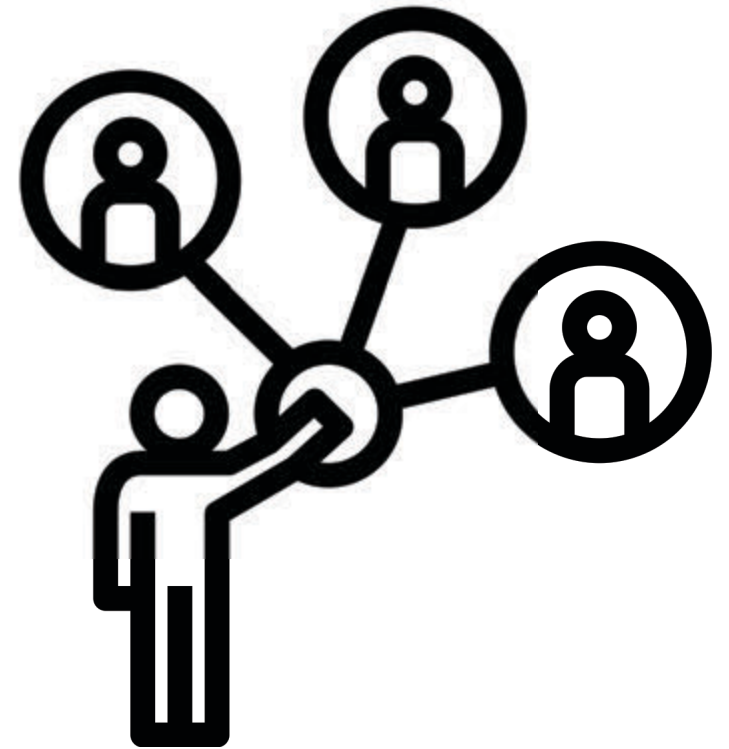
For Consideration - Impacts To People



- Individualized funding may allow people more freedom to make choices. Even bad ones.
- People and families will be confused, mistrustful, uncertain of how their choices will impact their family member's future.
- Aging families worry about the future of the person supported when they're gone.
- Most existing customers with base funding will not have a lot of experience purchasing supports. Many will lean on their trusted partners to help guide them.
- Being a trusted partner will matter.

What People Supported Say Matters Most.

- Social connections/hanging out together.
- Choice
- Purposeful activities (\$!).
- Giving back.
- Community involvement.
- Physical activities.
- Safety (families).



Your Unique Value Proposition – Tough Choices



- Don't plan on being all things to all people without a good reason (e.g., remote location).
- Important questions:
 - What does your customer need and care about?
 - What are you good at (as rated by your customers)?
 - What do you like doing?
 - Why should they choose you?
 - What services align with your purpose/mission/values?
- Are you a painkiller, vitamin, or candy?



Our Vision

H'art Centre's vision is to be Canada's model, in thought and action, providing knowledge, experience, and proven programming for adults with disabilities and those facing barriers who wish to have access to and participate in Arts, Music, Dance and Theatre throughout their lives and as they age.

[Learn More](#)

Our Programs

H'art Centre collaborates with qualified, trained community artists to offer programming that promotes the belief that there are no limits to a creative endeavour and that all people – regardless of ability – should be encouraged to participate in the arts. With this as a foundation, they are free to explore what they are capable of achieving individually, in a group, and within the community.





RECREATIONAL
RESPITE

[About Us](#)[Community Partners](#)[Find Us](#) ▾[Group Services](#)[Respite Support](#)[Blogs, Podcasts and Media](#)[Contact](#)

Recreational Respite

Recreational Respite promotes inclusion, encourages community participation and nurtures social health and connectivity for children, youth and adults, across Canada.

[Find Out More](#)

Hi 🤖 If you have any questions about our services or programs, I'm happy to help!

2

Possible Business Models

- **Compete:** Full-on.
- **Collaborate:** Work together to deliver a person-centred, holistic range of services.
- **Cooperate:** Work together while each pursues non-competitive services (e.g., back office, clinical staff)
- **Coopetition:** Share backend services to benefit from scale/lower prices while you compete.
- **Combine/Consolidate:** Look for partners with complementary strengths (services, geographies, etc.) to combine operations and service delivery.
- **NOTE:** Some rationalization (failures, consolidation) of sector is probable (inevitable).



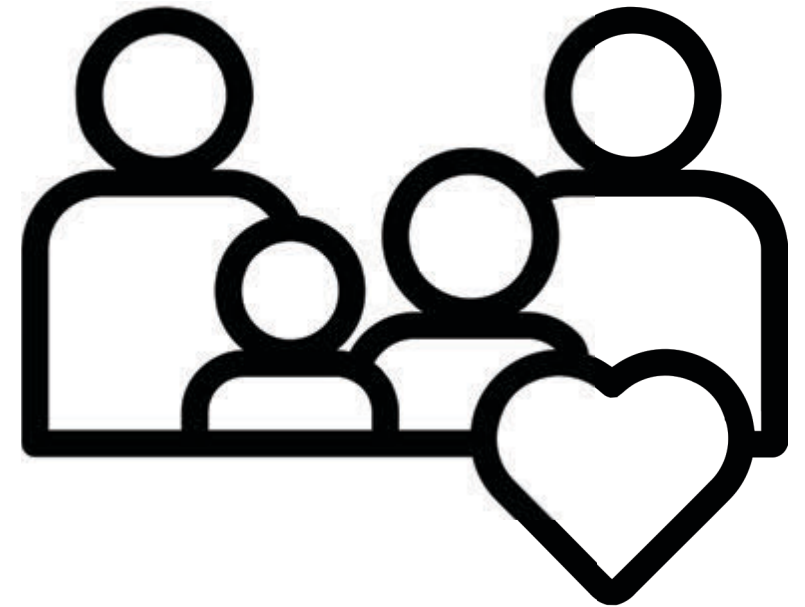
Partners / Community Capacity Building.



- ABCD – Asset Based Community Development – builds on what is found in the community and puts its citizens at the centre.
- Who are your partner/allies in the community that will be needed in the transition to J2B? Who is on your team working towards choice and inclusion alongside you?

Resurrection of the Family Network.

- Almost all early community integration work was led by family.
- Sector professionalized and families got busy.
- Families now want back in:
 - Older generations want to pass along experience and knowledge.
 - Families often hold more info about how to work in the system.
 - Younger families want more communication, more involvement, networking, peer support.
- J2B prioritizes family supports.
- TPR's are key to connecting families.
- Family capacity building.



Culture.



- Staff may resist change (philosophically or personally).
- Tough value-based questions to answer. i.e., “What to do when someone needs service who can’t afford it?”
- Fundamental shift away from:
 - Building your own solutions.
 - Knowing “what’s best”.
 - Risk avoidance.
 - Doing what works best for staff.
- Recruiting and orienting employees to J2B.
- Co-designing the ‘new’ organization and inclusive change management will be key.
- Some staff that ‘get it’ may go out on their own and compete against their former organization.

How It Could Play Out - Part 2

- Likely some but no big flood of new money into the sector.
- Some of the money that will be allocated to individualized funding will be moved from some existing transfer payments.
- The 'easiest' funding to move will be like PassportOne type funding, e.g., Community Participation and/or where community and family supports exist (even if limited).
- The government will ensure that critical supports to the most visible and vulnerable will remain at current levels (or grow?)
- Private competitors will go after easiest supports – day activities for highly capable people.
- Smaller and rural/remote agencies will have a harder time providing supports, especially if they must compete in their 'market' (including with individuals) creating a need to amalgamate or transfer supports.

Your thoughts?

How might the OADD
best support
organizations and the
people they support
given sector trends
and the principles of
Journey To
Belonging?



Q&A

