

NESA NATIONAL CONFERENCE 2018



Community Business
Australia

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CBA PRESENTS

**HOW SUCCESSFUL
PROVIDERS NAVIGATE
THROUGH SIGNIFICANT
SECTOR REFORMS TO
THRIVE AND GROW**



PRESENTATION OVERVIEW

1 | THE AUSTRALIAN
REFORM LANDSCAPE

2 | WHAT ARE SUCCESSFUL
PROVIDERS DOING?

THE AUSTRALIAN REFORM LANDSCAPE

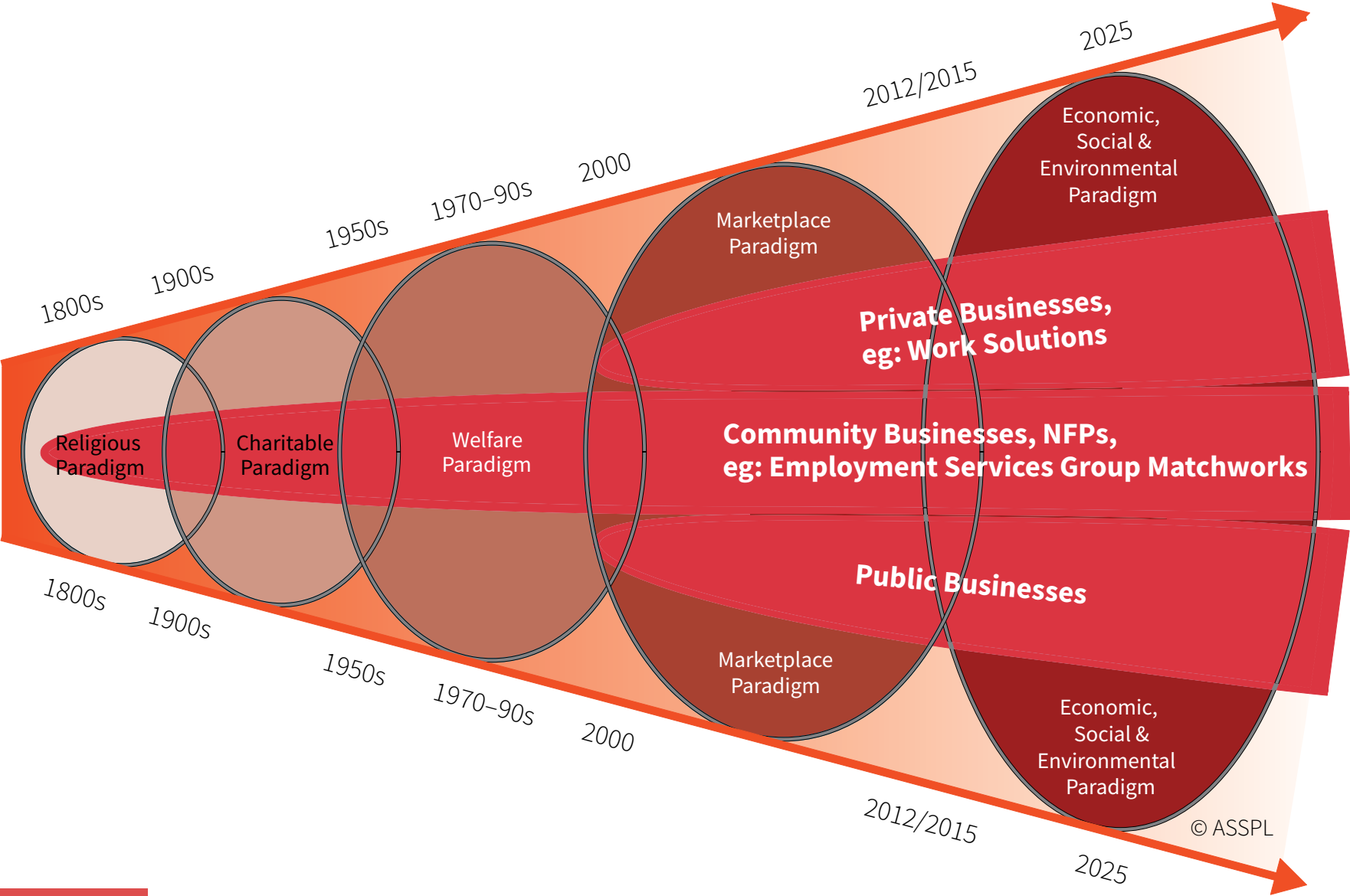
1



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THE CHANGING PARADIGMS



FIVE SIGNIFICANT SECTOR REFORMS

REFORMS

IMPACTS AND IMPLICATIONS

1. Government policy and funding reforms



Government will fund services not providers future!

2. 'Free Managed' marketplace

Need for customer focused innovative service delivery models

3. Rationalisation of the marketplace



Big will get bigger, the small are getting out or going 'niche'

4. Consumer marketplace

Customer choice and market forces will rule

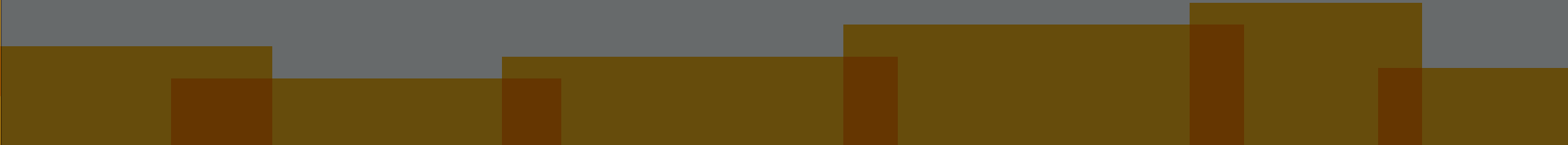
5. Preferred providers will rule



Providers need a licence to operate

**WHAT ARE
SUCCESSFUL PROVIDERS
DOING?**

2



SUCCESSFUL PROVIDERS

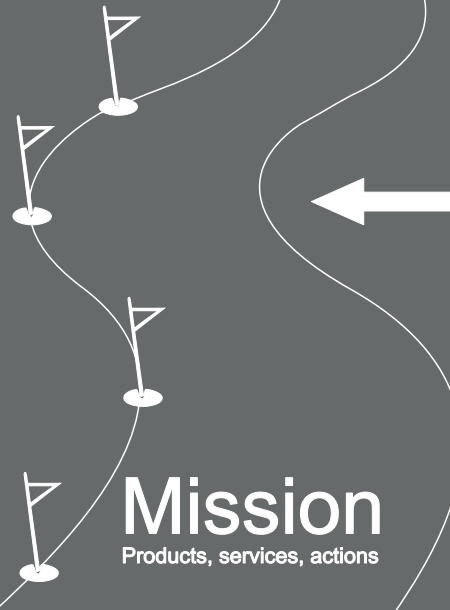
Clearly set their Vision and Mission

Are guided by their
Values and/or
Principles

Vision
Picture of perfection

1

KRA's
Dated, Measured



Values
The limits of behaviour



Mission
Products, services, actions

Understand their

RAISON D'ETRE

‘Reason for being’

2

SUCCESSFUL PROVIDERS

UNIQUE AND DEFINING BRAND



Logan and Albert North
Disability Services

Transit *Care*

A whole new class of transport



SUCCESSFUL PROVIDERS



'CUSTOMERS ARE KING'

Clients

Customers

People we support

Know what they really
want,

**not what the provider
thinks they need.**

SUCCESSFUL
PROVIDERS

4



KNOW THEIR TRUE COSTS



SUCCESSFUL PROVIDERS



FUND THEIR OWN FUTURE

'CASH IS QUEEN'

Diversify revenue

Implement commercial approaches

Focus on the 3 R's

Revenue

Resources

Reserves



SUCCESSFUL PROVIDERS



**DEVELOP STRATEGIC
PARTNERSHIPS AND
ALLIANCES**

**THAT ADD VALUE TO
BOTH ORGANISATIONS**

7

SUCCESSFUL PROVIDERS

INVEST IN INNOVATIVE AND UNIQUE SERVICE MODELS AND TECHNOLOGY



SUCCESSFUL PROVIDERS





**GO BEYOND THE
MINIMUM!**



SUCCESSFUL PROVIDERS





10

SUCCESSFUL PROVIDERS



HELPING ORGANISATIONS GROW

Governance
Strategic Planning
Partnerships & Alliances
NFP Legal Services
Marketing & Communications

Business Development
Human Resources
Executive Recruitment
Finance

Contact Patrick Herd today.

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