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YOUR LIFE **TOGETHER**



Plumbing and Poetry- maintaining mission in a NDIS environment

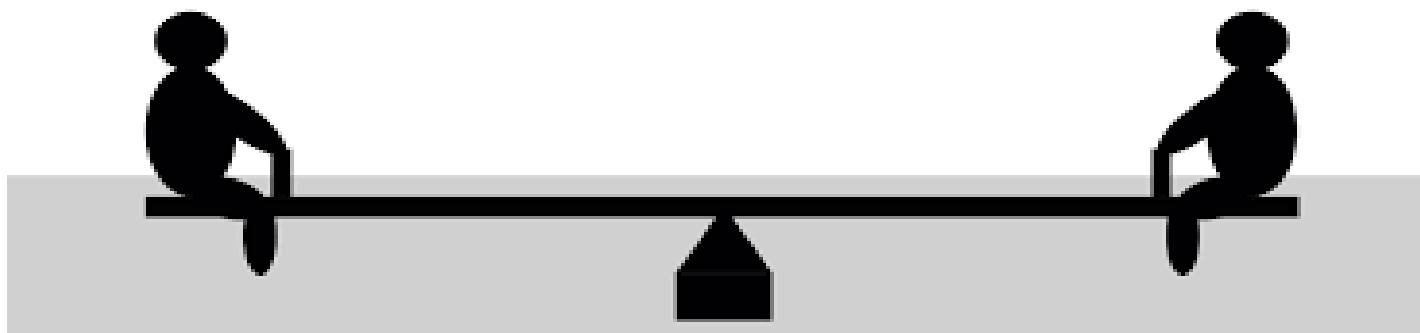
**Presenters:
Alys Boase
Peppe Prestia**

**“...leadership involves a delicate combination
of plumbing and poetry...”**

Professor James March- Stanford University

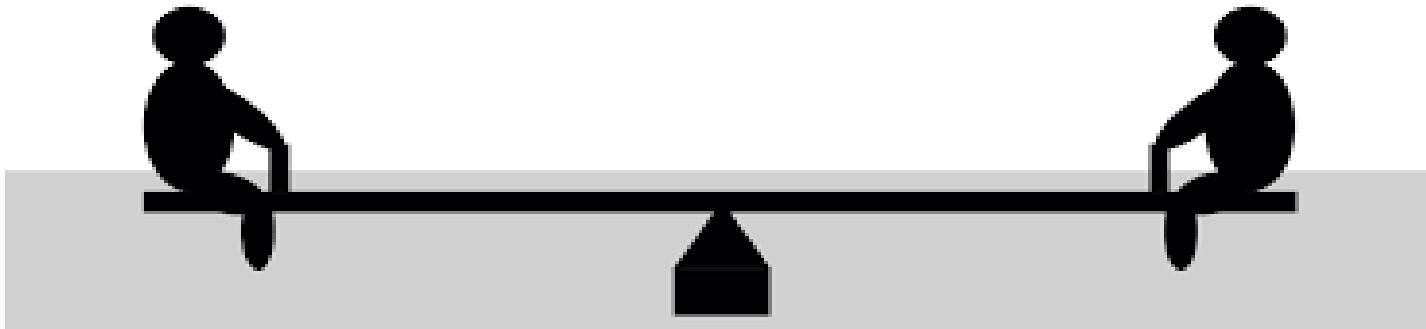
The balance...

- Choice and control
- Reasonable and Necessary



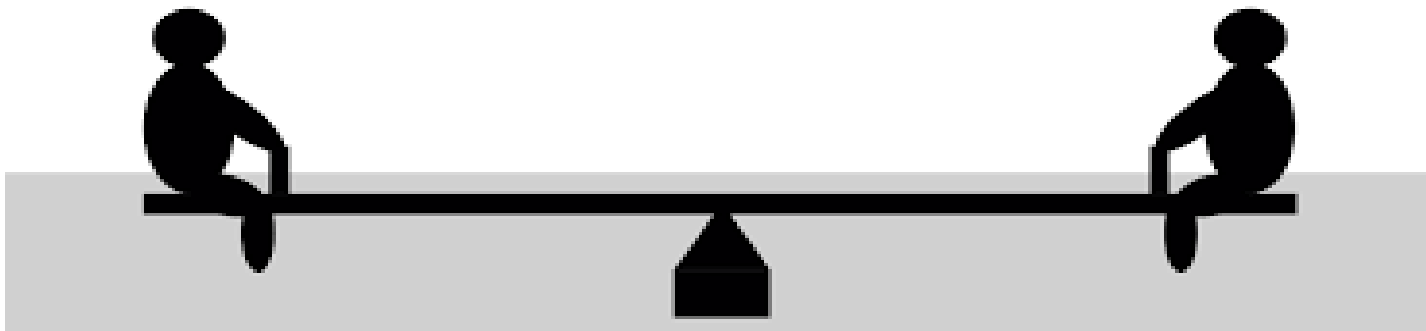
The balance...

- Choice and control
- Philosophy
- Reasonable and Necessary
- Feasibility



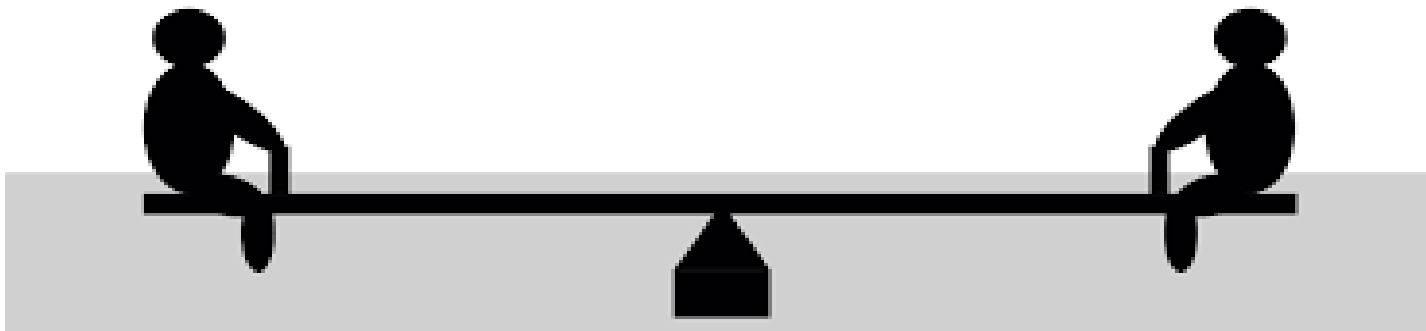
The balance...

- Choice and control
- Philosophy
- Mission
- Reasonable and Necessary
- Feasibility
- Money



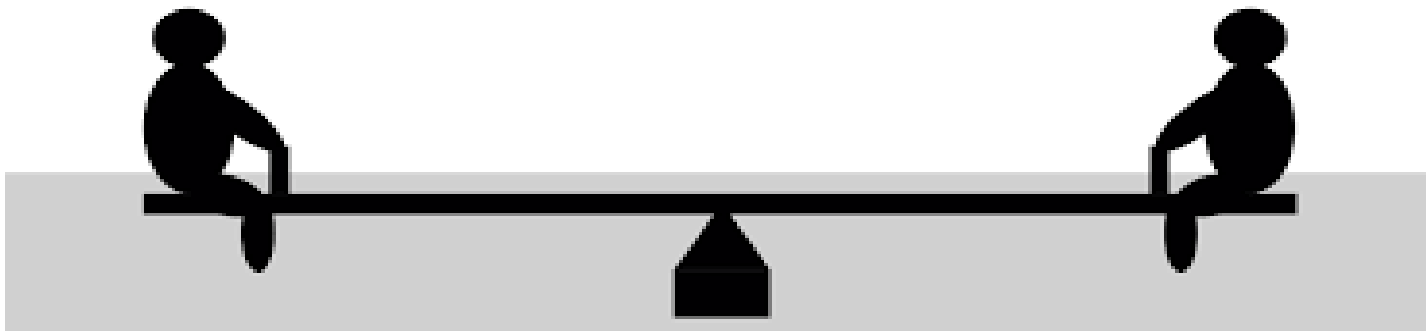
The balance...

- Choice and control
- Philosophy
- Mission
- Poetry
- Reasonable and Necessary
- Feasibility
- Money
- Plumbing

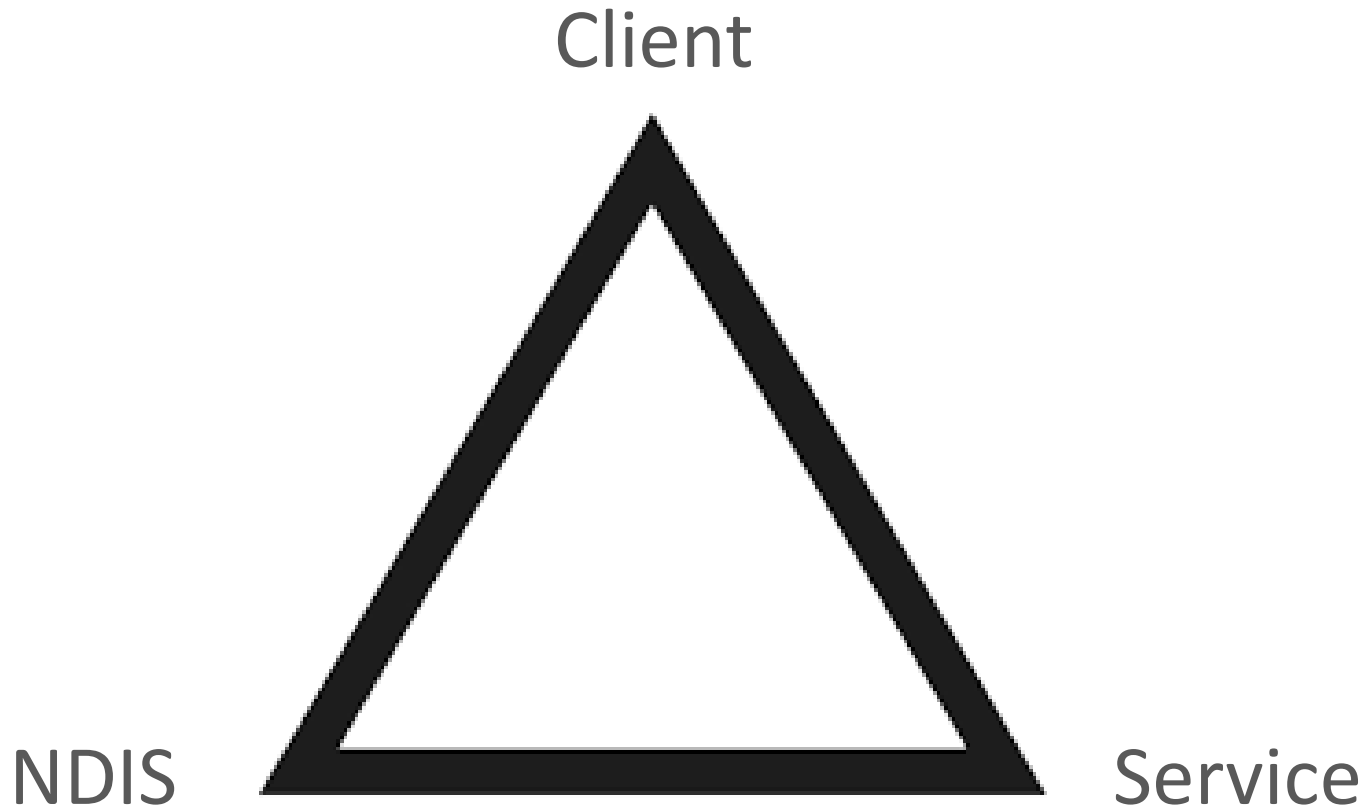


The balance...

**Plumbing + Poetry
= Outcomes**



Client Directed Care



Our focus....



- Financial Sustainability
- Workforce Management
- Consumer Directed Care
- Strategic Direction

Our tour guides...



Luigi- Plumbing



Mario- Poetry

Financial Sustainability



- Financial Lexicon becomes part of the culture at all levels of the organisation
- Cultural shift occurs through experiential skills development
- Plan utilisation is an autonomous and collaborative process between staff and participants



Financial Sustainability



- Highly detailed unit cost vs price analysis
- Integrated Financial- HR- Customer Management Systems
- Business training (internal) for Management level staff
- Relevant real time resource management information



Financial Sustainability



- Situational Awareness
- Timely information increases efficiencies
- Optimised service through high utilisation quotas
- Participants engaged in well-informed plan management for themselves



Workforce Management



- Staff attraction, retention and engagement
- Optimistic yet realistic change management (*roptimistic??*)
- A learning culture that nurtures skilled staff



Workforce Management



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- Sophisticated Rostering capabilities
- Well-articulated evidence based model of support
- In house and pre-employment training
- Cloud-based CMS with well-developed work flows and mobile capabilities



Workforce Management



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- Highly skilled and engaged streamlined workforce
- A provider and employer of choice
- Quality services that achieve goals for participants
- Value for money



Consumer Directed Care



- Authentic engagement with participants, carers and families
- Creation of a CDC culture at all levels of the org that prioritises choice and control
- Development of strong working relationships with other service providers
- Celebrate success and ‘mission moments’ in meetings



Consumer Directed Care



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- Advanced systems allow for nimble response to participant need
- Casualised 'leading edge' workforce can respond to changes in demand
- Embedded continuous consumer feedback system
- Co-created programs with clear outcome measurement framework



Consumer Directed Care



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- Real ‘choice and control’ for participants
- Diversity of choice maintains market forces
- Quality services meet participants goals and preference



Strategic Direction



- Clear sight of pursuit of mission
- A highly skilled board will that supports operations in a competitive market
- Clear direction and transparency will assist in maintaining cultural integrity in uncertain times
- Engage stakeholders early and often



Strategic Direction



- Review strategic plan more regularly (6-12 mths instead of 3 yrs) to map flexibility and responsiveness to change
- Clear governance and DOA are vital
- A project lead for NDIS transition with authority to implement quickly



Strategic Direction



- Maintain clear focus on mission in vision
- The board is capable of supporting operations in a competitive environment
- Decision making processes are sufficiently robust to manage key risks, challenges and opportunities facing the business



NDIS?



or



**“Leaders idealise the real through poetry and
realise the ideal through plumbing”**

Debashis Chatterjee- Author ‘Timeless Leadership’



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