# **BUSINESS PROCESS ACTION PLAN**

# **Stage 1: Prepare**

**Research/preliminary work**

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|  | **Discussion points** | **Actions required Yes/No** | **Who** |
| 1 | Review the NDIS Provider Toolkit, including the NDIA Terms of Business for Registered Support Providers. |  |  |
| 2 | Identify who will be the Primary Contact for your organisation in the NDIA Provider Portal, and ask them to complete Provider Digital Access (PRODA) registration. |  |  |
| 3 | Decide on what support categories your organisation wishes to register to provide |  |  |
| 4 | Complete NDIA registration. |  |  |
| 5 | Identify who else in the organisation requires PRODA registration and ask each relevant person to complete |  |  |
| 6 | Primary contact gives access to provider portal |  |  |
| 7 | Confirm all registration groups have been approved in Provider Portal |  |  |

**Roles and responsibilities**

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|  | **Discussion points** | **Actions required Yes/No** | **Who** |
| 8 | Identify which person/position will keep up to date with NDIS policy developments, including NDS Member resources of ‘Insider the NDIS Newsletter and NDIA Issues Register |  |  |
| 9 | Identify which person/position will keep up to date with changes to the NDIA’s Provider Manual and weekly Provider Newsletters |  |  |
| 10 | Identify which person/position will have responsibility for keeping business processes up to date |  |  |
| 11 | Identify which person/position will work with existing customers on pre-planning |  |  |
| 12 | Identify which person/position will work with existing customers on commissioning, including Service Bookings and Service Agreements |  |  |
| 12 | Identify which person/position will work with potential new customers |  |  |
| 14 | Determine delegations for authorising quotes and service agreements |  |  |
| 15 | Identify who will have responsibility for making payment requests in the NDIA Provider Portal, and how often payment requests will be made |  |  |
| 16 | If the organisation is to be a Specialist Disability Accommodation provider, identify who will have responsibility for registering the properties with the NDIS |  |  |
| 17 | Amend job roles and position descriptions as required |  |  |

**Culture of customer service**

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|  | **Discussion points** | **Actions required Yes/No** | **Who** |
| 18 | Determine how to build a culture of customer responsiveness, but build understanding of when and how to say no to requests for support |  |  |
| 19 | Determine how the organisation will communicate changes in service offerings to customers |  |  |

**Essential documents**

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|  | **Discussion points** | **Actions required**  **Yes/No** | **Who** |
| 20 | Document what supports will be offered |  |  |
| 21 | Develop pre-planning documents or use NDIA pre-planning documents |  |  |
| 22 | Develop a price list for those supports, and ensure that prices and conditions are in accordance with the latest NDIS Price Guide |  |  |
| 23 | Develop a template service agreement. Determine whether the service agreement should be a legally binding contract. If so, develop arrangements in relation to customers who lack capacity to enter into a contract. |  |  |
| 24 | Develop policies and procedures about cancellations, including any charges for late cancellations. |  |  |
| 25 | Develop policy and procedures about no shows’, including procedures for discharging safeguarding requirements |  |  |

**Marketing**

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|  | **Discussion points** | **Actions required**  **Yes/No** | **Who** |
| 26 | Conduct an NDIS market analysis of potential new clients, potential growth areas, and competitors |  |  |
| 27 | Design and implement marketing and promotion strategies, which may include:   * Clear information about what you offer, in language relevant to NDIA plans * Clear information for potential customers: How do I become a customer? * Information for potential customers about what to expect from you * “Come and try” or other free pre-sign up opportunities * Assistance with pre-planning for NDIS * Pathways for immediate feedback about what works in the process, even from those who don’t become customers * Customer engagement processes and relevant information are prepared |  |  |
| 28 | Consider if you wish to support potential NDIS participants with access requests and plan reviews and, if so, how. |  |  |

**New systems**

|  | **Discussion points** | **Actions required**  **Yes/No** | **Who** |
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| 29 | Establish an entry point for customer enquiries |  |  |
| 30 | Ensure that financial processes for NDIS participants have been updated, and redundant practices have ended |  |  |
| 31 | Modify information management and record systems, identifying a ‘single source of truth’ for customer data, for recording enquiries and generating quotes/service agreements, and for work flows for customer business processes |  |  |
| 32 | Design systems for minimising and managing non-attendance |  |  |
| 33 | Establish service delivery tracking systems that record services delivered and meet NDIA audit requirements[[1]](#footnote-1) |  |  |
| 34 | Identify and purchase any necessary equipment for staff (for example: phones, cars, computers, GPS) and any associated policy changes (for example, working in the field) |  |  |
| 35 | Implement credit card and/or bank transfer arrangements to assist with cash flow. |  |  |
| 36 | Determine claiming and invoicing procedures, including frequency |  |  |
| 37 | For accommodation providers, develop and communicate vacancy management procedures |  |  |
| 38 | For accommodation providers, end ‘board and lodging’ arrangements and move to rent and ‘other expenses’ arrangements |  |  |
| 39 | Modify HR systems to facilitate customer/staff matching |  |  |
| 40 | If you are registered to deliver Coordination of Supports, develop conflict of interest policies and processes |  |  |
| 41 | Ensure all staff are aware of NDIS systems and practices |  |  |

**Nice to have**

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|  | **Discussion points** | **Actions required**  **Yes/No** | **Who** |
| 42 | Establish external referral systems in the event you cannot provide a requested service. |  |  |
| 43 | Develop memorandums of understanding (MOUs), purchasing arrangements, or outsourcing agreements for when you need to work closely with other organisations to implement a customer’s plan (if subcontracting arrangements are in place, they must meet NDIA requirements) |  |  |
| 44 | Develop and implement an outcome measurement tool if desired. |  |  |

**Maintain the systems**

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|  | **Discussion points** | **Actions / required**  **Yes/No** | **Who** |
| 45 | Modify exit processes for departing staff to ensure they can no longer access the NDIS Provider Portal for your organisation |  |  |

# **Stage 2: Engage prospective customers**

**For existing customers phasing-in to NDIS**

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|  | **Discussion points** | **Actions / required**  **Yes/No** | **Who** |
| 46 | Develop and implement pre-planning for all current customers |  |  |
| 47 | Support customers in the phase-in process (for example, some customers will want to be supported in the planning meeting with NDIA) |  |  |
| 48 | Monitor progress of each customer during phase-in (that is: customer contacted by NDIA; planning session held; plan issued; quote requested; quote provided; service agreement provided; service agreement signed; service booking made in NDIA Portal) |  |  |
| 49 | Ensure that quotes/service agreements are back dated to the start date of the NDIA Plan, and if necessary create two schedules of support (one schedule for those services already provided and a different schedule if there are changes for future service delivery) |  |  |
| 50 | Assist customers deemed not eligible for NDIS to access the Continuity of Supports Programme if appropriate |  |  |

**For all customers, including new customers**

|  | **Discussion points** | **Actions required**  **Yes/No** | **Who** |
| --- | --- | --- | --- |
| 51 | Ask customer if they are willing to share their NDIS plan with you in order to match service delivery with goals identified in the plan |  |  |
| 52 | Matching participant with workers/staff (see person-centred tools and resources) |  |  |
| 53 | Assess risks, for example, you might not be able to support a customer unless behaviour support is in place |  |  |
| 54 | Issue quotes/service agreements as required to customer and, if required, to NDIA |  |  |
| 55 | For customers whose funding is administered through the NDIA Portal or by a plan manager, make service booking for agreed services and ensure relevant box is ticked on Portal. |  |  |
| 56 | Make information available for customers about rights and responsibilities, privacy, complaints, feedback mechanisms, etc. |  |  |
| 57 | Follow-up customers who have not returned a signed service agreement |  |  |
| 58 | Ensure that the signed service agreement is appropriately stored |  |  |

# **Stage 3: Commence services**

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|  | **Discussion points** | **Actions required**  **Yes/No** | **Who** |
| 59 | Establish logistics to commence services, including:   * + a clear process about what the commencement of services will look like   + a process for managing expectations about timeframes   + recruitment, and   + rostering |  |  |
| 60 | Record further customer information including contact details, significant others, workplace health and safety assessments, any further risk assessments, and required equipment |  |  |
| 61 | If using outcome measurement, collect baseline data |  |  |
| 62 | Seek customer feedback, commencing at first occasion of service delivery |  |  |
| 63 | Monitor compatibility issues for any group environment as part of ongoing risk assessment |  |  |

# **Stage 4: Deliver services**

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|  | **Discussion points** | | **Actions required**  **Yes/No** | | **Who** |
| 64 | Implement systems for minimising and managing non-attendance |  | |  | | |
| 65 | Implement systems for recording and monitoring services delivered |  | |  | | |
| 66 | Put in operation customer service strategies during service delivery, for example, a support worker checking that they have met the customer’s needs that day |  | |  | | |
| 67 | Invoice NDIS self-administering customers, plan managers and private purchasers |  | |  | | |
| 68 | Make payment requests for customers whose package is held by the NDIA |  | |  | | |

# **Stage 5: Monitor and maintain**

**Essential to have**

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|  | **Discussion points** | **Actions required Yes/No** | **Who** |
| 69 | Have a procedure for regularly collecting, considering and responding to customers’ feedback |  |  |
| 70 | Implement changes to service agreements when required |  |  |
| 71 | Manage risks, as risks might change on each occasion of service |  |  |
| 72 | For providers of Specialist Disability Accommodation, notify NDIA of vacancies in accordance with SDA Rules |  |  |
| 73 | Lodge Annual Attestation Statement/s as required by NDIA-a declaration that providers will need to complete and submit to the NDIA annually to maintain their registration |  |  |

**Nice to have**

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|  | **Discussion points** | | **Actions required Yes/No** | | **Who** | |
| 74 | Schedule monitoring of customer actual spending compared to service booking, and inform customers of potential under-spending. |  | |  | |
| 75 | Use service booking data in cash flow budget, assuming some under-spending |  | |  | |
| 76 | Implement relationship-building |  | |  | |
| 77 | Employ community-building strategies |  | |  | |
| 78 | Review outcomes and implement lessons learnt |  | |  | |

**Stage 6: Review**

## **Regular NDIA plan review**

NDIA periodically reviews plans with participants, which may change the supports needed by the customer.

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|  | **Discussion points** | **Actions required**  **Yes/No** | **Who** |
| 79 | Record when next plan review due and schedule any assistance to be offered to customers in the review |  |  |
| 80 | Identify information to provide to review, such as any gap, progress toward goals, or new goals. |  |  | |

## **Crisis events**

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|  | **Discussion points** | | **Actions required**  **Yes/No** | | **Who** |
| 81 | Ensure practices reflect the required state jurisdictional and NDIA incident response procedures |  | |  | | |
| 82 | Implement established processes for crises |  | |  | | |
| 83 | Implement processes for when a formal review is required |  | |  | | |

# **Stage 7: Transition and termination**

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|  | **Discussion points** | **Actions required Yes/No** | **Who** | |
| 84 | Exit customers in accordance with agreed procedures for:   * + customers moving on to a different provider   + customers who no longer require services   + customers who are deceased |  |  | |
| 85 | Follow protocols for relationship management for exiting customers:   * internal communication – program/service coordinator, finance, etc. * archiving and storage of data * feedback and any follow-up after service termination |  |  |
| 86 | Identify how any learnings might inform future service offerings |  |  |

# **Checklist of processes to consider across each step in the lifecycle of the customer/ provider interaction**

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|  | **Discussion points** | **Actions required**  **Yes/No** | **Who** |
|  | Processes are in place for customer/carer involvement in providing feedback |  |  |
|  | Communication and cultural sensitivity is addressed, e.g., Aboriginal & Torres Strait Islander customers and Culturally and Linguistically Diverse customers |  |  |
|  | Person-centred tools and resources are implemented |  |  |
|  | Communication channels exist to ensure staff know and understand all relevant processes |  |  |
|  | Roles for each process are identified and allocated |  |  |
|  | Documentation relating to processes is finalised and tested |  |  |
|  | Processes for meeting compliance obligations are in place (legislative, sector specific, and broader compliance) such as a compliance register |  |  |
|  | Feedback mechanisms and quality systems are operating |  |  |
|  | A staff capacity and capability strategy is implemented |  |  |
|  | Safeguarding practices are in place |  |  |
|  | Confidentiality is maintained |  |  |

1. https://ndis.gov.au/providers/provider-toolkit.html. Module 7: Payment and assurance [↑](#footnote-ref-1)