

## NDIS Simply –Smart support design - Things to remember

What is smart support design?:

A support is **smart** if it can be:

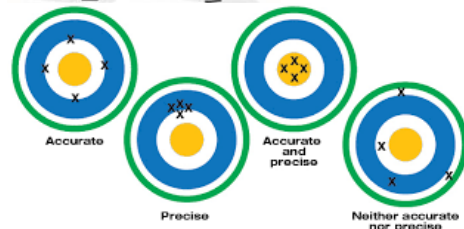
**Available** to consumers when and where they need it



Easily **understood** by clients and **replicated** by staff



Delivered **accurately** and precisely



Delivered **efficiently**



Uniquely matched clearly to participant **needs, goals and satisfaction**



Mapped to genuine **life-trajectory change**



Mapped to **evidence based good practice**



## Why is this important?

*To make us the preferred provider? To deliver on our promises to clients? To deliver on excellence for our organization? Because it's the right thing to do.*

## Things to focus on:

- ▶ What makes us unique? How do we **stand out** to attract and retain clients?
  - ▶ **Price** – we are the cheapest!
  - ▶ **Quality** – we will provide the BEST support
  - ▶ **Relationship** – we know you! We understand your goals
  - ▶ **Distribution** – we will be the most easily accessible
  - ▶ **Unique** – our product is different (and hard to copy)
  
- ▶ Are we actually listening to what are clients want?
  - ▶ Wants: price, convenience, value
  - ▶ Needs: quality control, best practice framework
  - ▶ Goals: best practice, clearly measured
  
- ▶ Are we best practice? How would we know?
  - ▶ Do we have evidence based methodologies that demonstrate our practices actually work?
  - ▶ Do we consistently apply these frameworks?
  - ▶ Can we leverage off our models?
  - ▶ Is the product mix actually appropriate... and profitable
  
- ▶ Are the supports we are offering actually going to change the life trajectory of clients?
  - ▶ Quality of life
  - ▶ Increased Independence
  - ▶ Reduction in supports or costs over lifetime

## What do I need to remember?

- ▶ Smart design framework!
- ▶ Think differently, what changes can make a difference?
- ▶ Despite the profit, think about outcomes and life trajectory change

## What are our next steps?

- Do your homework! (also last week's homework)
- Make **informed** decisions
- Think, plan and act wisely
- Lead with clear thinking and discipline

You and your teams are in this sector to really make a difference. Despite the profit, remember that your clients are relying on you to create a program that generates genuine life trajectory change for them. Make sure you play your part!

