Community Business Bureau

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# Webinar 6: Sustainability in the NDIS

# Activity Worksheet

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Webinar action plan

|  |  |
| --- | --- |
| Our key takeaways/learning points from the webinar |  |
| Questions to ask in the Facebook group |  |
| We need to understand more about… |  |
| We need to talk to… |  |
| We need to discuss… |  |
| We need to decide… |  |
| We need to do… |  |

# Tools and templates

Revenue – Part 1

What product and/or services will you provide? List all of the products and/or services you plan on providing.

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Revenue – Part 2

For each item listed in Revenue Part 1, what additional services can you invoice for? Examples may include travel and non-face to face time.

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Revenue – Part 3

For each item listed in both Revenue Part 1 & 2, what are the prices that can be charged for each item. A link to the NDIS Support Catalogue is enclosed below.

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| Item | Price | Source / item number |
| *Example: Assistance with Self-Care Activities - Standard - Weekday Daytime* | *$52.85 / hour* | *01\_011\_0107\_1\_1* |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |
| 5 |  |  |
| 6 |  |  |

## Invoice procedure – Part 1

1. What will your invoicing procedure be?
2. How will this differ for:
   1. NDIA-managed / Agency-managed
   2. Plan-management
   3. Self-management

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## Invoice procedure – Part 2

1. How will you ensure that all invoicing is done in a timely manner?
2. How will you ensure that are claiming/invoicing for all items that you can?

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Set-up costs – Part 1

What do you need to be able to provide your service and generate the revenue you are planning to earn? Examples may include equipment, insurance, a facility to run your service.

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Set-up costs – Part 2

For each item listed in Set-up costs – part 1, list the frequency of the cost. For example if it is a one-off cost that won’t be incurred again for at least a number of years, list it as one-off, if it is a cost that will be incurred annually, list it as annual and so on.

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| --- | --- | --- |
| Item | Frequency (one-off, annual, quarterly, monthly) | Amount ($) |
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Direct costs – Part 1

What are the direct costs you will incur as a result of providing each product and/or service.

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Direct costs – Part 2

For each item listed in Direct costs - Part 1, what additional costs will be incurred that are not necessarily front of mind. Examples include direct worker superannuation, WorkCover levy, transport costs and training.

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Indirect costs – Part 1

What are the indirect costs required to assist in providing the specific product or service in question but are not directly related the specific product or service. Examples of in-direct costs may include marketing, NDIS, governance requirements (such as audits) and head office rent.

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Indirect costs – Part 2

For each item listed in indirect costs – part 1, list the frequency of the cost and the cost. For example if it is a cost that will be incurred annually, list it as annual and so on. Please note that if the cost has already been listed above in Set-up costs, it does not need to be repeated in this section.

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| --- | --- | --- |
| Item | Frequency (one-off, annual, quarterly, monthly) | Amount ($) |
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## Target – Revenue

What will your first year revenue target be?

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## Target – Surplus

What surplus as a percentage of revenue will you set as a target? Consider your future costs such as IT upgrades and organisational improvements and what level of cash reserves you will need to accumulate from prior year surpluses.

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## Target – Staff costs

What staff costs as a percentage of revenue will you set as a target?

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## Target – Debtor days

What debtor days target will you set as a target? How many days are you comfortable waiting for payment once an invoice is issued?

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## Target – Cash position

What cash position will you set as a target? What level of cash will you aim to hold within your organisation.

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## Record and review

1. What accounting software will you use to record financial transactions?
2. How regularly will you review your financial results? Weekly, monthly, quarterly?
3. How will you record staff utilisation (hours worked and invoiced for)?
4. Which non-financial metrics will your record and regularly review. Examples include number of leads, customer turnover and adherence to successful internal and external audits.

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# Sources of information

* NDIS Price Guide and Support Catalogue

<https://www.ndis.gov.au/providers/price-guides-and-pricing>

* Getting paid

<https://www.ndis.gov.au/providers/working-provider/getting-paid>

* Key Financial Ratios Tool

<https://www.nds.org.au/images/resources/resource-files/Key_Financial_Ratios_Tool.pdf>

* The NDIS Provider Toolkit

<https://www.nds.org.au/images/resources/resource-files/NDIS_Provider-Toolkit-2015_.pdf>

* Working as a provider

<https://www.ndis.gov.au/providers/working-provider>

* 5 Simple Ways to Improve Employee Utilization and Productivity

<https://www.keyedin.com/article/5-simple-ways-to-improve-employee-utilization-and-productivity/>

* The Right Way to Prepare Your Budget

<https://hbr.org/2015/07/the-right-way-to-prepare-your-budget>