

NDIS Opportunities In The Northern Suburbs

STRONG & CAPABLE



Lis Burtnik

Project Manager

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FORMAT

- Acknowledgement to Country
- Acknowledgement to Lived Experience
- Purpose
- Next steps



Purpose

- Raise awareness of commercial opportunities in the disability space
- Learn how to scale your business in the disability space
- Raise awareness of the benefits of collaborative action
- Introduce Strong & Capable co-operative
- Identify interested parties in developing a 'Provider Cluster' Linked to Strong & Capable



Celebrating Lived Experience

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Leanne Galpin



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Service User Perspective

Kerry McGrath

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How To Scale Your NDIS Business

Dr Guy Turnbull

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CASA In Context; Key Performance Indicators (2017)

- Vision: A Beacon Of Employee Ownership; A Game Changer In Health & Social Care
- A Leading UK Employee Owned Social Enterprise
- Delivery of 24,000 Hours Of Support Per Week
- Quality - CQC – Held 5 ‘Goods’ & 1 Uninspected
- Operated Across 9 Territories
- Employ over 1,000 CASA

Owners

- Run rate upon my exit; \$34m



Ambition – What makes you unique?



Sustained track record of growth

Double digit organic revenue growth



Key Components Of CASA's Success; Addressing The Challenges Of Growth

- ✓ People
- ✓ Markets & Footprint
- ✓ Finance
- ✓ Systems
- ✓ Employee Engagement



On The Couch Discussion

Mike Dunkeld

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The Benefits Of Collaboration

Dr Guy Tunbull

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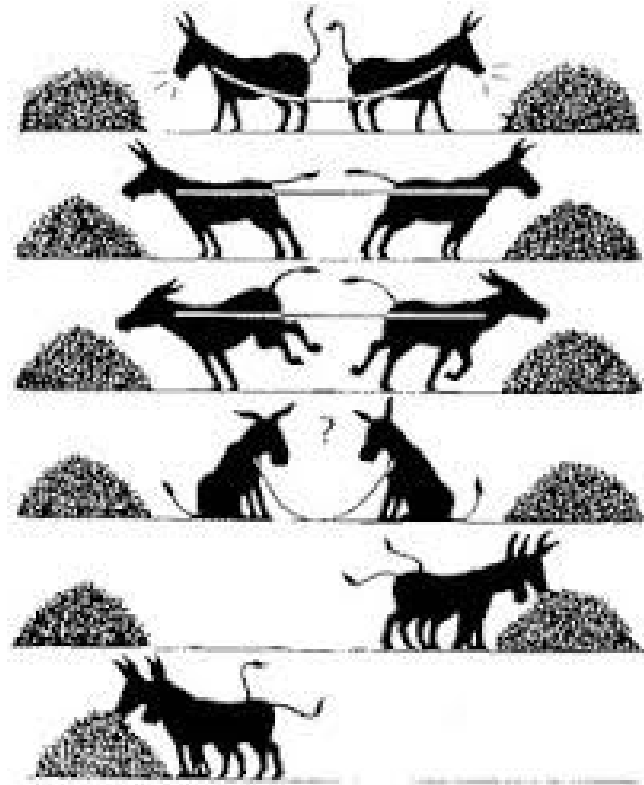


FORMAT

- Co-operation & Co-operative Business
- Case Studies
- Provider pain points & collaborative solutions
- Next steps



Co-operation & Mutuality In A Nutshell: For Me To Win, You Don't Need To Lose



SEVEN COOPERATIVE PRINCIPLES

Education

Training
&
Information

Concern
for the

Community

Member
Economic

Participation

COOPERATION


Among Cooperatives


AUTONOMY
&
INDEPENDENCE


Voluntary
Open
Membership

Democratic

MEMBER Control

Three Co-operative Objectives



Wrap The Co-Op Structure
Around The Business Problem

Co-operative Legal Structures In Action; A Fisherman's Friend

- A group of self-employed fisherman (each has a boat) are facing two key difficulties:
 - Declining catches
 - The wholesaler they deal with has a local monopoly and is putting a downward pressure on prices
 - Purchase & Maintenance of equipment is expensive



- Coff's Harbour
- Gold Coast
- Apollo Bay
- Geraldton

The Northumbrian Makers

- The Business Problem:
 - ✓ Craft makers not good at marketing their stuff
 - ✓ Tourists don't buy high end craft
 - ✓ Product mix isn't a good retail experience
 - ✓ Individual Craft makers don't have access to significant resources

The Co-Operative Solution

- Collectively:
 - ✓ Form a co-operative of individual makers
 - ✓ Robust trial trading through 'pop up' shops in a variety of locations
 - ✓ Secure city centre premises
 - ✓ Recruit an experienced retail manager
 - ✓ Hone Cooperative rules around commission, membership, and quality control

Made In Stroud



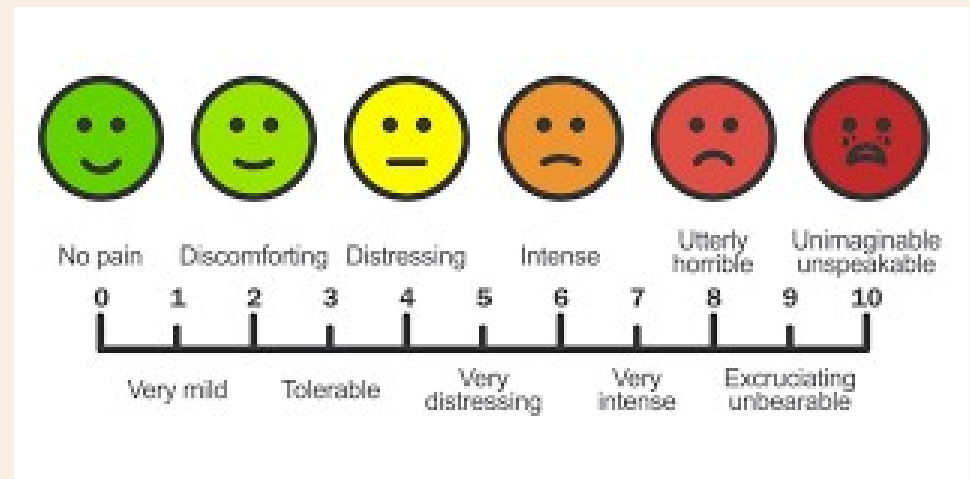
- Established 1999 – ‘Pop up Farmers’ Market’ – 60 Stalls
- 2000 – Shop established with 25 Artists & Designers
- Now Features over 200 Suppliers – all hand-made in surrounding area

Key Lessons:

- Entrepreneurship
- Solve A Headache
- USP - Providence

Pain Points/Barriers To Entry

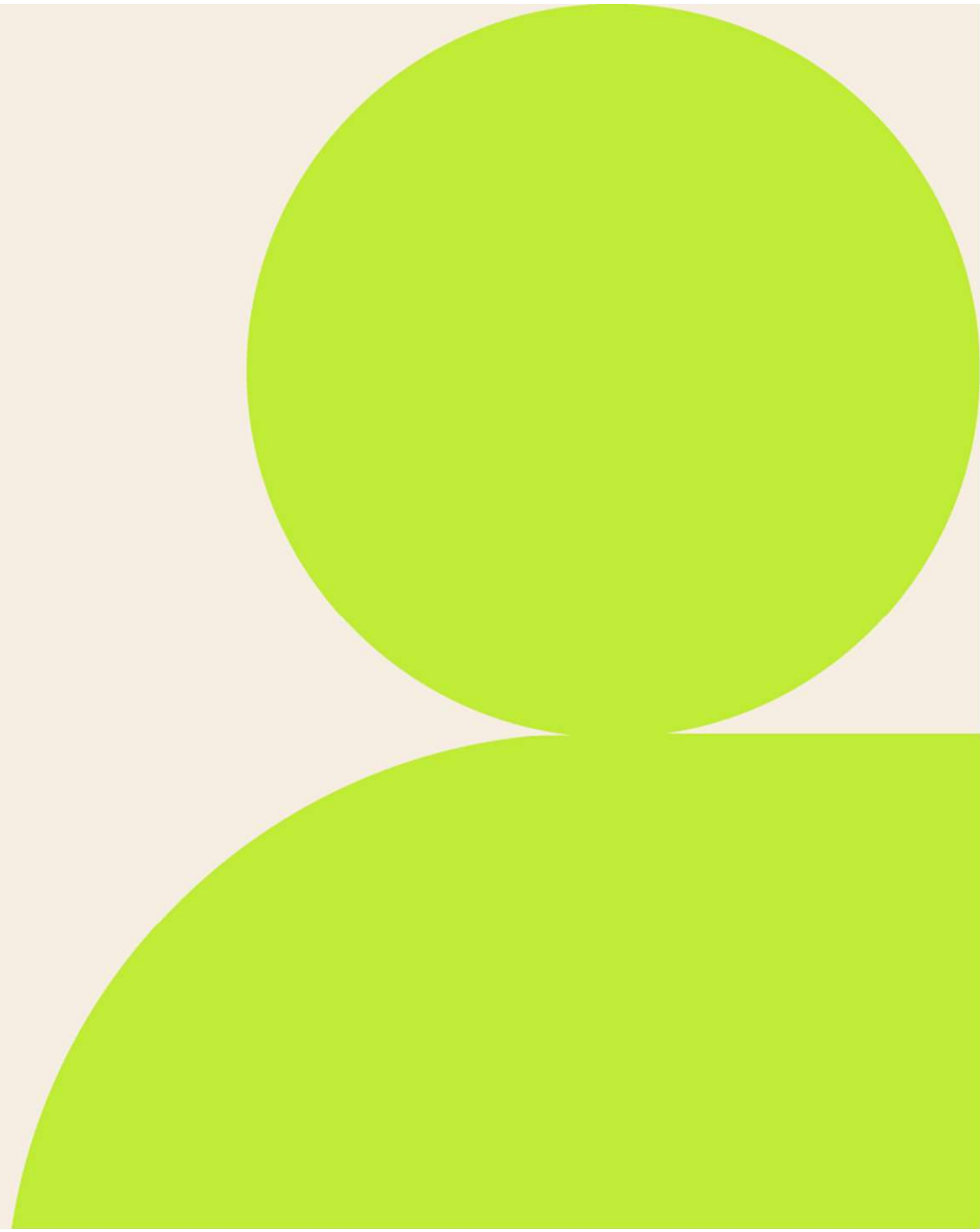
- Global Pandemic
- Market Demand
- Gross Margin/Profitability
- People/Workforce
- Compliance



NEXT STEPS.

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**THANK
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