

Northern Region Care Co-Operative

Business Model

Northern Region Care Co-operative: Key Elements

- Establish new consortia owned jointly by people with a disability and providers of support
- Brokerage Platform Between Provider and Consumer Members
- Clear quality assured membership criteria
- Potential Business model – transaction skim finances overhead
- Harvesting of Community Owned Data
- Hot Housing/Incubation of new services including developing self employment opportunities
- Connector channel for people with NDIS Plans
- Co-ordination of person-centred planning activity
- Provision of back office services including:
 - Payroll, Record-keeping, Supported accounts service, Training
 - Quality Assurance, Police checks, etc
- Pooling of NDIS payments for group activity

Co-operative Members #1
 Consumers (People with disabilities and their circles of support)

Co-operative Members #2
 Providers

Stakeholders
 NDIA/NDIS
 LACs
 State Government
 Local Government
 Peak Bodies
 Regional Development Agency
 Schools
 TAFE
 Universities
 IT Platform supplier

Connecting members
 Matching services
 Commissioning Channel
 Incubation of new services
 Data collection
 R & D
 Gap identification
 Marketing/Business Development
 Training/Professional development
 Back Office
 Cost sharing
 Quality Assurance
 Directory of support

Co-operatively owned 'matching platform'
 Making information accessible
 Co-production of new services
 "one stop shop"
 Centralised education and resources (customised and specialised services)
 Quality audit standards
 Infrastructure to support articulation of Choice & Control
 Reduce cost overheads
 Collective Voice
 Supporting Sole traders
 Community ownership of market intelligence
 Group activity

Co-operative Membership
 Loyalty
 Transparency and accountability
 Access for all
 Community and social focus
 High level of customer service
 Inclusion
 Single point of access
 Trust
 Safety
 Community ownership

64 years and under
 All disabilities
 NDIS Recipients
 Non-NDIS/Self Pay
 Northern Adelaide

Key Resources ? [Insert](#)

IT Platform, App
 CRM
 Members - both providers & consumers
 Office Hub
 Staffing - Leadership, Co-ordinatory, Membership Development, etc
 Governance structure
 QA System
 Shared services & assets

Channels ? [Insert](#)

On-line platform
 Social Media
 schools
 Pharmacies
 GPs
 Allied Health
 Providers
 Local Area Co-ordinators
 Carers SA
 Peak Bodies
 Store front/Retail
 Hospitals
 SA Health
 NDIA

Cost Structure ? [Insert](#)

Rent
 IT Platform
 Co-ordinatory staff
 Marketing
 Business development
 Office overheads
 Professional fees
 Governance

Revenue Streams ? [Insert](#)

% Commission/Usage
 Fee
 % per 'on off booking'
 Membership fee for providers
 Sale of data/Market intel
 NDIS Plan/NDIA Tariff - 'Improved Life Choices'
 Website Advertising
 Govt and Trust Grants

Offer vs Key Resources vs Fixed Costs

• Value Proposition

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