CUSP Services presentation
Agenda:

- Background on CUSP
- Functionality covered
- Software selection process and a high level walk through the system
- Our process
- Next steps
Who we are

SME’s
- Credibility and experience
- Core staff
- NDIA knowledge
- Focus / growth
- Sector view

4thought
- Program mgt
- Implementations
- Organisational change
- Business process
- BPaaS know-how

ConnectingUp
- Technology skills
- Industry visibility
- Core skills
- Partnering - vendors
- Marketing

Unleashing the power of your not-for-profit.
Business Process as a Service

Unleashing the power of your not-for-profit.
Why?

“It can feel like overwhelming complexity everywhere you look in NDIS transition.

Working with CUSP has allowed us to focus our energies on the other challenges”
We eliminate a great deal of risk – we have already developed the business processes, we have the system in place, we have an experienced team and we are providing this service to customers now.

Automation and standardisation means we are already running at substantially lower cost than our customers have been able to achieve.

We have been through the detailed process of evaluation and chosen the right combination of software. The technology has a long term future.

Multiple customers helps provide scale, licence benefits and applied learning

Savings come in both administration and in operations.

We let you concentrate on your core business while we concentrate on ours.
What services do we offer?
Enquiry and Intake

Monitor new and existing customer channels

Manage the phone queue.

Capture sufficient information

Initial qualification of customers - questions dictated by business rules to see if they are suitable, such as:

- NDIA / other funding sources.
- Family relationships
- Key contact person
- 3rd party medical contacts
- Special information needed - safety concerns / risks
Service Contract management

This start the NDIS service agreement process. Create the unique identifier.

Allocate to a support coordinator / team leader. Update service agreement with service description / goals / tasks.

Manage the time to respond. Help ensure a timely registration and commencement of services.

Ensure accurate mapping to NDIA service items. Maintain a changing set of service items over time.
Scheduling

Mobile workforce management. Allocation of tasks, reallocation as needed, data input for timesheeting, WH&S management and reporting, maintenance of recording of staff accreditation.

Allocation of associated resources, including vehicles and equipment. Sign in and sign out as needed.

Onboarding of new staff. Reallocation of software licences. [Provision of nominated equipment, BYOD etc] Initial training and ongoing support in the use of the systems.
Accounts Receivable

Bulk upload of transactions to NDIA and other funding bodies.

Get remittance advice from NDIA portal

Reconcile total amount on bulk upload file versus what went into the bank account, identify errors. Minimise and manage exceptions.

Manage other revenue sources as needed. eg state government, self managed, privately funded, billed.
Reporting

Standardised reports, eg:
• NDIS service agreements expiring in the next 90 days
• Jobs cancelled last month
• Participants without an active NDIS plan (target list)
• Service agreement status and balances
• Services delivered by worker last month (utilisation)
• Scheduled activities last month / Delivered activities last month
• Jobs not accepted / completed
• Data integrity reporting
Software selection and business processes
We started with a deep dive on functionality

Surveyed 137 Service Providers, mapped current usage, upcoming needs and what platforms they were using.

Built out functional and non-functional requirements.
Assessed the market options

Key criteria:

- SaaS (cloud based)
- Functional coverage
- Sector usage
- Cost
- Ongoing development potential

Unleashing the power of your not-for-profit.
Built out the business processes

Validate as suitable.

Map to roles.

Specialist functions – ie higher order rostering
High level walk through the system
Key steps within the system
Service Agreement Details:

- Service Agreement Name: SA-00000003
- Funding Type: NDIA
- Client: Mary Jones
- NDIA Contract Number: Not specified
- Notes: Not specified
- Status: Current
- Start Date: 1/07/2016
- End Date: 31/07/2018
- Rollover Date: Not specified
- Quote Valid Until: 6/07/2016

Financial Details:

- Contract Total: $10,072.50
- Total Delivered: $1,296.63
- Remaining Balance: $8,775.87

NDIS Information:

- Funding Management: Participant
- Funding Manager: Not specified
- Participant Nominee: Not specified

Service Agreement Items:

<table>
<thead>
<tr>
<th>Type</th>
<th>Site</th>
<th>Service</th>
<th>Rate</th>
<th>Quantity</th>
<th>Total</th>
<th>Lead Provider</th>
<th>Delivery Location</th>
<th>Delivered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flexible</td>
<td>Aspect Northern NSW</td>
<td>individual counselling</td>
<td>1/1/2016 - 1/1/2020 $144.07</td>
<td>50 hours</td>
<td>$7,203.50</td>
<td>Registered Site</td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Flexible</td>
<td>Aspect Northern NSW</td>
<td>specialised group early childhood interventions</td>
<td>1/1/2016 - 1/1/2020 $57.38</td>
<td>50 hours</td>
<td>$2,869.00</td>
<td>Registered Site</td>
<td>$0.00</td>
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Unleashing the power of your not-for-profit.
Unleashing the power of your not-for-profit.
Tailored reporting

Includes the indicators needed to manage in the changed environment

Strategy / growth plans

Unleashing the power of your not-for-profit.
Transition planning
We have implemented this solution multiple times

Transitions can be a high risk undertaking and often end up failing or only partially done.

Key areas to address:

- Organisational change
- Business process refinement
- Data conversion
- Role redefinition
- Governance / Project management
- Training
Administrative and operational benefits
### Personnel Impact

<table>
<thead>
<tr>
<th>Baseline</th>
<th>Annual Savings</th>
<th>Necessary Investments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timesheets – online systems, validation activity including geolocation, reduce overpayments, ensure that staff are on site as expected, avoid special payruns</td>
<td><strong>xx FTE’s</strong></td>
<td>Training of the staff. Change the terms of employment to have a smart phone.</td>
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<tr>
<td>Ability to track participants remaining funds</td>
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<td>Incident reporting: better case notes, streamlined process using predefined picklist, ability to collate information easily (Ombudsman example).</td>
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<tr>
<td>Extensive reporting</td>
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<tr>
<td>NDIA portal reconciliation. Reduced exceptions and payment errors. Improved cashflow due to daily claims</td>
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## eg. High level indication of benefits

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<th>Baseline</th>
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<tbody>
<tr>
<td>NDIA bulk load and invoicing</td>
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<td>xx FTE</td>
<td>xx FTE</td>
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<td>Simplification and</td>
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<td>Groups functionality</td>
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<td>Ability to match customer and employee data</td>
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<td>Scheduling and rostering. Single source of truth.</td>
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<td>Includes onboarding of customers, employees and</td>
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<tr>
<td>services</td>
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<td></td>
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<tr>
<td>Extensive reporting</td>
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There are substantial consolidation, automation and efficiency savings to be gained by identifying, centralising and eliminating duplication. This includes Client data mgt (Enquiry, Intake) Service management (Service contract management) Case management (Case notes, incident management) Scheduling / rostering NDIA interface Reporting Employee data.

<table>
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<tr>
<th>Personnel Impact (manyears)</th>
<th>Outside Baseline</th>
<th>Annual Savings</th>
<th>Necessary Investments</th>
<th>Other positive impacts/benefits</th>
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</thead>
<tbody>
<tr>
<td>Timesheets</td>
<td>FTE's</td>
<td>FTE's Code</td>
<td>Description</td>
<td>A, B &amp; C</td>
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<tr>
<td>Ability to track remaining funds</td>
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<td>Transition costs are for 3 sites and assume xxx project resources are supplied</td>
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<td>Match customer and employee</td>
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<tr>
<td>Structured access</td>
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<tr>
<td>Total</td>
<td>0.00</td>
<td>CUSP FTE's</td>
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<th>Financial Impact ($'000)</th>
<th>Outside Baseline</th>
<th>Annual Savings</th>
<th>Necessary Investments</th>
<th>Other negative impacts</th>
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| Payback (years) | #DIV/0! |

Summarised in a ROI evaluation
Summary
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Questions / Comments / Next steps?
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