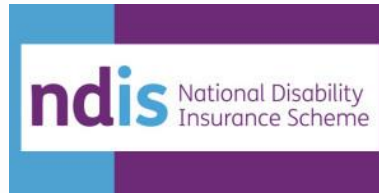


By Dr Graham H. Smith

In Australia, do you think healthcare service providers have fully reviewed their readiness for NDIS?



The National Disability Insurance Scheme (NDIS) is going to change the way that everyday people and families can purchase their required clinical services. For a very long time, we have used antiquated, rigid, government systems that often provide piecemeal and unequitable service availability and quality to those in need. But that is about to change with the introduction of NDIS services in the very near future. Service providers will need to adapt, collaboratively connect with and directly serve end clients, who will now be fully empowered to control their own support and funding directions, rather than governments selecting single providers. This will mean service providers will need to develop simpler languages, provide easier service access, real-time update the status of the service delivery, and allow the end user rating of what they believe to be the service quality. They will have to transform their businesses to connect with end-users as customers, not just as patients, and ultimately provide understandable service transparency that normal people and families feel like they are managing and in control of.

Service providers will need to:

- make it clear what their clients should expect from their new NDIS services,
- show how they believe they are performing relative to these expectations,
- capture and track the feedback and views of the end customer, and if necessary, adapt the care, collaboration, and support models,
- update old processes and transform service offerings with new automation, process improvements, and communication and collaboration tools,
- introduce new cultural and staff mind shift techniques to ensure vital change management plans are executed for their businesses to really transform.

While the industry will be transitioning to these end-user, managed NDIS services, service providers have the opportunity to **uniquely transform** their offerings, aligning their service care pathways and management with end-user communication and collaboration pathways and management.

Omnivide has developed and deployed next-generation, cloud-based technologies and services that can help end users and service providers achieve all these transformations and differentiations. Let us help you determine the best investment strategies and plans that will help you succeed in this changing and often uncertain environment. We have a suite of products and services that can be matched to a wide range of organisational size, budget, and end-user complexities.

As an experienced provider of integrated clinical management and communication and collaboration tools, Omnivide are already helping organisations and their end users achieve more from their service and care outcomes, with less time and costs needed. The transition to the NDIS services is simply transforming the market that service providers need to operate in and those that recognise the fundamental connections between care and end-user collaboration pathways will thrive in this new, dynamic, and highly competitive environment.



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