

JOURNEYONE

NOT-FOR-PROFIT SECTOR JOURNEYS



The Journey

The JourneyOne team has built up significant experience working with not-for-profits, from a local community group to a national aged care organisation. With JourneyOne's longest-standing not-for-profit client relationship being in aged care, the team is particularly sensitive to the unique culture and constraints of this sector.

JourneyOne has specific expertise when it comes to assisting with the implementation of reforms based on consumer-directed care (CDC) models, such as those required to support the National Disability Insurance Scheme (NDIS) and management of Home Care Packages.

How the JourneyOne Team Can Help:

- Define and map your desired client journey.
- Lead, plan and deliver capability improvements in the Program Management Office (PMO).
- Develop an effective operating model.
- Gather and document business requirements for HR systems.
- Improve regulatory compliance through efficient and effective models and tools.
- Specifically for the aged care sector: transition your organisation to a Consumer Directed Care (NDIS/Aged Care Reform) business model.
- Support your clinical practitioners with new models of care, following wellness and re-ablement approaches.
- Review and optimise your medical consumable distribution models to minimise costs and improve scalability.

Our Client Journey Outcomes

Aged Care Reform Program

JourneyOne was engaged to assist a large not-for-profit healthcare provider to meet core objectives of the Commonwealth's 'Living Longer, Living Better' Aged Care Reform Program. Part of this program involved helping the client to define a new Home Care Packages (HCP) Model of Care.

This work identified the principles which underpinned the service provided, outlined the key outcomes achieved by delivering the service, described the strategies required to achieve the outcomes, and defined specific measures of success.

JourneyOne mapped the Client Journey end-to-end to identify the optimum customer experience for those transitioning to the new package. Systems of work were designed which provided insight into four stages of the Client Journey: people, process, systems and technology, and data.

The current state business process models were mapped along with the target state designs, and to help this journey, the team designed a new workforce model which identified the roles and skills required to reach the target state. In addition, JourneyOne designed and built a number of technical solutions to better meet customer needs.

The team gathered and documented the business requirements and rules, and also managed external vendors delivering IT system changes to meet the business requirements. A new pricing strategy had to be defined and established, as well as a marketing strategy and collateral. JourneyOne defined and managed the overarching change strategy, providing detailed communications and training.

National Disability Insurance Scheme

JourneyOne assisted a not-for-profit healthcare provider in the development of their offerings under the National Disability Insurance Scheme (NDIS). With two NDIS models being trialled in WA, the JourneyOne team mapped the Client Journeys for testing both.

The team developed the service delivery model for the client under NDIS, having gathered and documented the business requirements and business rules. JourneyOne planned and managed the client's transition from the Home and Community Care scheme to NDIS, ensuring the design and implementation of the IT solutions required to support the new model.

JourneyOne provided overall change management for the transition to NDIS, including the development and execution of communications and training plans.

Journey Highlight: The JourneyOne Aged Care Reform Team in Action

