

NDIS Readiness

Sales Methodology and Change Management

The Challenge

NDIS is being piloted across the country, with a roll-out scheduled to commence in July 2016. The Not For Profit Service providers are starting to get ready for the implications of NDIS – and one of the biggest implications is the change from block funding by government, to sales to individuals - decisions as to which service provider to use will be in the hands of the consumer. The market will become competitive, for both existing service providers, and new market entrants (that will include for-profit providers).

The Issue

Service providers in this new competitive landscape need to know how to engage and then retain their clients. This is what selling is all about. Sales for NFP service providers is a new concept, organisations have traditionally been focusing on service delivery. Therefore many NFP service providers lack the resources, training, expertise, systems, process and the culture of selling.

The Solution

The art of selling can be taught, and can be introduced to an organisation with the right approach, the right people and the right change management methodology. To continue to provide services in the new market, service providers need to be competitive. To be competitive service providers need to be able to sell. And to sell, many NFP service providers will undergo a change in culture.

My Services

Attracting new clients, selling to prospects, and then retaining these new and existing clients will be crucial to be competitive in the new market. I review the internal processes, systems and personal who are currently responsible for selling. This audit will identify core areas of strength, and areas of focus to increase competitiveness. Areas of focus will attract training, mentoring, and change in process, whilst participating in an over-arching change management framework. I will prepare your organisation to be competitive in the new NDIS market.

Why I can solve this problem

I am passionate about the NFP sector, having left a corporate career in Sales and Marketing to gain a more value-focused career, working initially for an intermediary, then within NFP's in Executive roles. I now consult back to the NFP sector, with a focus on the demands of NDIS Readiness. I have a special interest in how service providers prepare and then deliver their core products and services in competitive markets, with the consumer having the decision-making power.

Contact me to have a confidential discussion on how your organisation is progressing on their NDIS Sales Methodology and Change Management journey.

Andrew Hamilton