



TURNAROUND & STABILISATION FOR NDIS PROVIDERS

Presented by:

**Discovery Foundation
Consultancy Services**

Website:

www.discoveryfoundation.com.au

Stop firefighting. Stabilise fast. Protect participant care.



If you're feeling the pressure right now, you're not alone. Many NDIS providers hit a point where the work is meaningful, but the business is running too close to the edge.



DO ANY OF THESE SOUND FAMILIAR?



Cashflow feels tight (even when the calendar looks “full”)



Claims, invoicing or reconciliations are messy and time-consuming



Rosters don't match demand (overtime, gaps, constant reshuffles)



You're worried about audit readiness or compliance drift



Incidents / complaints are taking too long to manage and close out



Staff turnover is hurting continuity and culture



Growth is happening... but it feels unstable and hard to control

If you're asking those questions, you're not alone.



WHAT WE DO

Discovery Foundation works alongside NDIS leadership teams to stabilise operations, strengthen compliance systems, and build a clear plan for sustainable growth.

This isn't a "big report and goodbye" engagement. It's hands-on support that helps you regain control quickly.

WHAT YOU GET FIRST: A RAPID STABILISATION PLAN

In the first phase, we focus on the essentials that keep an NDIS business safe and stable:

- Clear visibility of the numbers (cash, claims cycle, pressure points)
- Operational stabilisation (rostering, utilisation, service delivery rhythm)
- Immediate risk reduction (governance, incidents, complaints, continuity)
- A practical 30 / 60 / 90-day plan your team can actually execute

THE OUTCOME

You finish this phase with:

- A calm, clear picture of what's really happening
- Priority actions that stop the bleeding and reduce risk
- A plan that stabilises service delivery while protecting participants
- A pathway forward (not just more pressure)

READY TO GET CONTROL BACK?

Book a confidential turnaround call.

No obligation. No judgement. Just a practical discussion.
info@discoveryfoundation.com.au |
discoveryfoundation.com.au

(Confidential conversations. Always.)








HOW TURNAROUND & STABILISATION WORKS

We use a simple, action-based approach. Stabilise first, then strengthen and then grow.

PHASE 1: STABILISE (FIRST WEEKS)

The goal: stop the chaos and regain control.

Typical focus areas:

-  Cash & claims cycle triage (what's stuck, what's leaking, what's urgent)
-  Roster efficiency and capacity alignment (reduce overtime + gaps)
-  Service delivery stability (participant continuity comes first)
-  Immediate compliance risk check (what must be fixed now)
-  Clear weekly operating rhythm and accountability



HOW TURNAROUND & STABILISATION WORKS - Con't

PHASE 2: FIX & STRENGTHEN (NEXT 30–90 DAYS)

The goal: build systems that hold up under scrutiny.

We help strengthen the core areas that auditors and regulators expect providers to have in place, including:



Governance & operational management



Risk management



Quality management and internal checks



Incident management



Feedback and complaints management

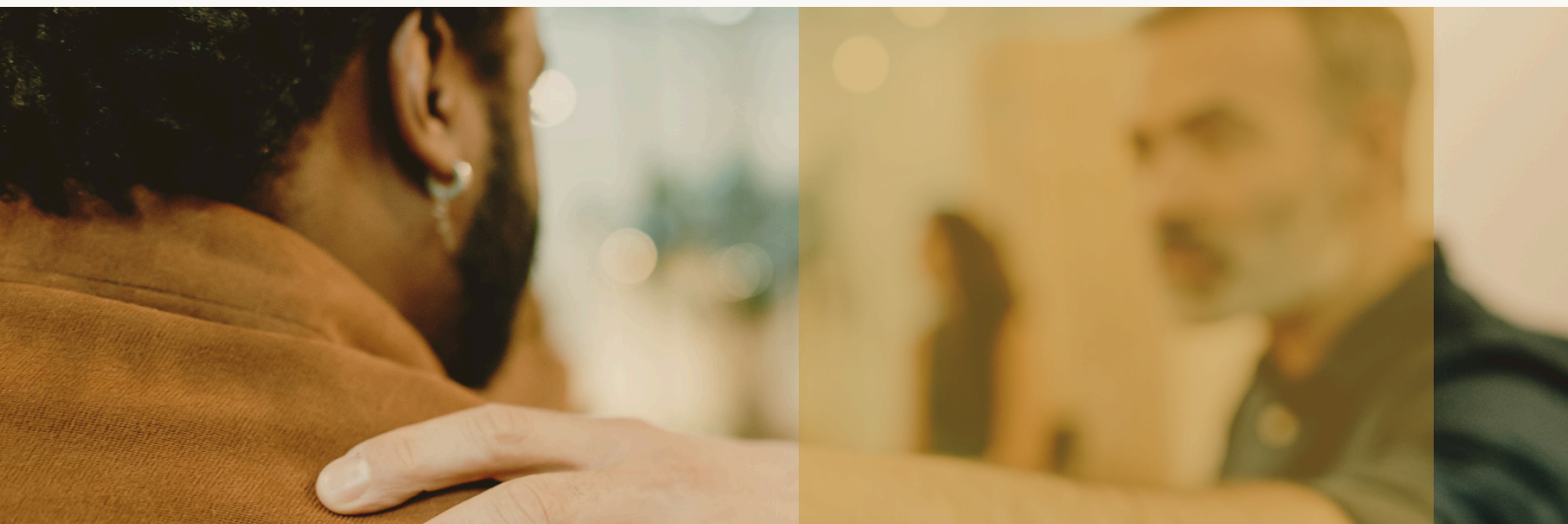


Information management and privacy



Continuity of supports and emergency readiness

We don't promise "guaranteed compliance"; we help you put strong, workable systems in place and reduce risk.



HOW TURNAROUND & STABILISATION WORKS - Con't

PHASE 3: GROW WITH CONTROL (AFTER STABILITY)

The goal: growth that doesn't break the business.

Common outcomes:



Cleaner reporting and decision-making



Better utilisation and margin control



Stronger team structure and clearer roles



Sustainable growth plan that fits your capacity and risk profile



What makes this different



NDIS-aware: built around the operational and compliance realities of the sector



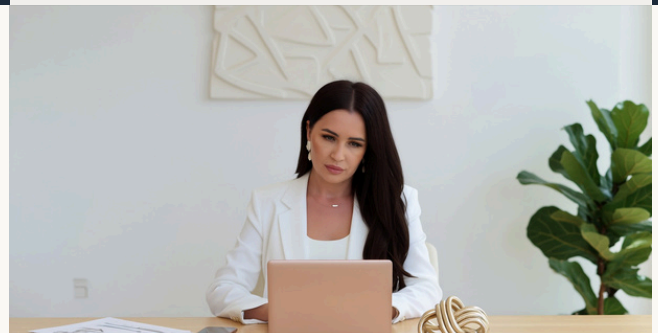
Practical: we focus on what works in real services, with real staff and participants



Collaborative: we work with your management team (we don't steamroll it)



Participant-first: stability and continuity are always prioritised



COMMON QUESTIONS

Is this confidential?

Yes. We understand discretion matters with everyone including staff, participants, and reputation.

Will this disrupt participants?

The opposite. Our goal is to stabilise delivery and reduce disruption through planned changes.

Do you replace our accountant / lawyer / advisors?

No. We can work alongside your existing advisors and help create clarity and momentum.

What if we're under serious financial pressure?

We help you assess options early and, if formal restructuring support is needed, we can guide you to the right qualified practitioners.

NEXT STEP

If your organisation needs to stabilise quickly and reduce risk, let's talk.

*General information only. Support is tailored to each provider's circumstances. Seek independent legal, accounting and regulatory advice where required.



No obligation



No announcements.



Just conversation

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