

# Where do I START?

## Developing a clear vision and strategy for CDC

With the move towards Consumer Directed Care (CDC), aged care service providers will need to change – from being government or compliance driven, to focusing on the needs of their customers – in order to remain profitable.

We call this becoming the 'Ritz-Carlton of Aged Care': transforming your organisation to deliver exceptional customer service.

For some organisations, this will be a major undertaking that requires a re-think of everything to do with their operations. From their vision and mission, right through to the processes and procedures that are used by their staff.

This can be quite overwhelming.

Change Factory can help you transition to CDC and become the Ritz-Carlton of Aged Care. Some of the ways we can help include:

Analysing where you are, compared to where you want to be

Developing a strategy to close the gap

Developing an action plan

Preparing your organisation for change



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## How Change Factory can help you become the Ritz-Carlton of Aged Care

### **Analysing where you are, compared to where you want to be**

We can help you to articulate your desired end state post-CDC, by examining your vision and mission, corporate culture and your people's competencies, to name just a few examples. This will give you an idea of what you want to achieve, and where you should focus your resources.

### **Developing a strategy to close the gap**

By conducting workshops and interviews with key stakeholders and a wide cross-section of the organisation, we can then understand the priorities of each area of the business. We can also gain some insight into the motivators and blockers to change. The feedback from these sessions provides valuable input into your strategy.

### **Developing an action plan**

We use a rapid 90-day planning process, which allows your actions to be scheduled in manageable blocks of time. 90 days allows for focus and commitment, but with enough time to get the job done and for regular reviews to occur.

### **Preparing your organisation for change**

For the transition to CDC to be successful, you need to understand, as well as support, the change. Change Factory offers a suite of training programmes to help you prepare your organisation for change, including Leading Change (for managers), Coping With Change (for employees) and Communicating During Change (for managers and leaders).

## Get ready for CDC with Change Factory

Change Factory is a consulting company that specialises in change management and business transformation. We transform businesses by changing people's behaviour.

**For more information on how we can help you get ready for CDC, contact us today.**

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