

# Business Overview

Chrysalis Therapeutic Support Services Pty Ltd (Chrysalis) is an NDIS registered provider of Behaviour Support, Therapeutic Supports and Support Coordination.

Chrysalis provides trauma-informed, person-centred, therapeutic & positive behaviour support services focusing on each person's psychosocial, physical, cognitive & developmental wellbeing across their lifespan.

## Challenges Faced

During one of our quarterly catch-ups we identified that the income had significantly reduced compared to prior periods. The expenses of the business had remained consistent.

As we discussed why this had occurred we identified that although the work was being done, it wasn't being claimed in the portal due to the following factors:

- lack of time for admin staff who was being pulled in many different directions and struggling to keep on top of her various duties
- A clear process had not been clearly refined for the staff to follow to ensure all billable time was accounted for
- No clear guidelines as to the expectations of the number of billable hours required to be performed each day
- Confusion as to what constitutes billable time

### Chrysalis Therapeutic Support Services Pty Ltd

**Business Phase:** Growth

**Size:** 18 staff

**Clients:** 200

**Location:** Newcastle, Coffs Harbour, Sydney

## Approach

To address these challenges we began by holding a strategy day with the key players in the business where we covered the following;

- reaffirmed the business's purpose, objectives and articulated the key points of difference
- Described the vision for the business in the next 5 years
- Identified the 12 month goals required to achieve the vision
- Outlined the action steps for the next 90 days
- Reviewed the roles in the organisation and the responsibilities of each one. Assigned the staff member to their role and identified which roles need to be filled

## Achievements

To date, the following has been achieved:

- Staff have been provided with training on what constitutes billable time
- Productivity KPIs have been set
- A new accounts administrator role has been created and filled
- New processes have been implemented for submitting claims through the NDIA portal

## Testimonial

*"For years it was my belief that I didn't have a business brain, my brain was people oriented and the two things couldn't mix. It was only when I started working with Melissa to develop my business that I realised that I could keep the people we serve at the heart of our strategic plan by making smarter more sustainable business decisions. Melissa has helped me to develop not only a very successful business but ethical one."*

Tanya Denny, Director