

## CASE STUDY

# NDIS Business Turnaround

## Client Overview

### *NDIS (National Disability Insurance Scheme) Services*

Our client is a large, labour-intensive services business operating under the SCHADS Award, employing approximately 400 staff. As with many labour-heavy models, profitability was highly sensitive to workforce control and cost management.

In December 2024, the business was losing approximately \$150,000 per month and lacked clear visibility over costs, performance metrics and decision-making data.

James Frank joined the board, with Frank Advisory engaged to support operational, financial and strategic turnaround.

## The Challenge

Despite strong demand, the business was underperforming financially. The core issue was not revenue generation, but cost control, particularly around labour, systems inefficiencies and fragmented reporting. Leadership lacked real-time insights to confidently manage performance, forecast outcomes or plan for growth.

## Our Approach

Frank Advisory took a hands-on, end-to-end role across governance, operations, finance, technology and legal.

Key initiatives included:

- **Cost analysis and restructuring:** A business-wide cost review identified inefficiencies, addressed the root cause of losses and improved margin control.
- **Technology and systems overhaul:** The offshore team was significantly reduced and the business migrated from fragmented systems to an integrated platform. Real-time dashboards gave the CEO visibility over labour, resourcing, marketing spend and growth metrics.
- **Financial management and forecasting:** Reporting frameworks, forecasting tools and performance benchmarks were introduced to support stronger decision-making.
- **Governance and advisory support:** Support included six board meetings, monthly owner engagement and ongoing operational involvement.
- **Legal and HR support:** Employment matters, Fair Work processes, contract reviews and three lease transactions were managed.
- **Strategic growth initiatives:** A new business division was launched to support future growth.

## The Outcome

The business moved from sustained monthly losses to a position of greater financial control, operational clarity and strategic confidence. Leadership now has real-time visibility over performance, stronger governance structures, reduced risk exposure and a clear platform for scalable growth.

## THINKING ABOUT YOUR NEXT PHASE OF GROWTH?

Speak with Frank Advisory to explore how we can help.