



BUSINESS TRANSFORMATION AT 8 CARE PTY LTD

How P2WA helped 8 Care transform its compliance, cash flow & growth capabilities

8 Care Pty Ltd (mysecondhome) is a leading NDIS community support provider, renowned for high-quality care services and a track record of rapid growth. Regulatory reforms challenged their ability to sustain momentum and operational excellence

Transform. Scale. Thrive.

With Play To Win
Advisory

- +614 12 334 755
- Doncaster East, VIC
- advisory@p2wa.com.au
- www.p2wa.com.au

Challenges

- New NDIS reforms created unprecedented compliance and operational pressures.
- Lack of reporting, cash flow, and compliance frameworks couldn't keep pace with scale.
- Leadership and team capability gaps endangered long-term sustainability
- Lack of governance processes to keep up for regulatory change.
- Weak finance, compliance, operations, and cash flow management.
- Lack of scalable, resilient systems for ongoing growth

Approach

- Holistic health check spanning finance, compliance, operations, and sales.
- Gap analysis with actionable, pragmatic recommendations.
- Ready-to-use dashboards for compliance, cash flow, and executive visibility.
- Practical step-by-step guides and templates for cash flow and compliance.
- Leadership mentoring, targeted training, and real-time support for managers.
- Sales Play Book and KPI framework instituted for growth discipline

Outcome

- Compliance gaps closed; full regulatory readiness.
- **40% improvement in staff utilization** with utilization metrics.
- Positive cash flow achieved within 3 months.
- **30% growth** in monthly sales
- **>70% staff engagement** in cultural uplift surveys.
- Elevated accountability, ownership, and collaborative execution.
- Strong, resilient, and scalable business model fit for ongoing NDIS sector leadership

Testimonial

"Ferzad led a comprehensive health check and didn't just advise – he mentored key people and helped us build sustainable practices. He made the transformation empowering for us as leaders."

– **Kin Cheung, CEO & Heena Cheung, COO, 8 Care**

Conclusion

The 8 Care transformation showcases the impact of disciplined leadership, tailored systems, and hands-on mentoring in navigating regulatory change. With renewed **financial and operational strength**, the business stands equipped for **sustainable growth** and **confident compliance** in an evolving market landscape