



About Mesh

We're passionate about client experience, community and making a difference.

We work with organisations and their client communities to design and implement sustainable, customer-centric change within their business and across the client lifecycle.

Mesh has built a solid reputation within the Australian social services sector. We've helped businesses successfully prepare for customer-related changes with the social reform models of NDIS and MyAged Care.

This has given us a deep understanding and appreciation for the challenges facing organisations in this space and has led to extensive work in the Mental Health, Primary and Allied Health sectors.

Our philosophy is simple.

Love your client.

Be creative.

Be bold.



CX Essentials

Identify the building blocks for your Client Experience (CX) strategy

Client Experience is essential to the sustained growth of any business. A positive client experience creates loyalty, supports client retention, and generates word-of-mouth promotion.

CX has always been important in the social sector, but now it's more apparent than ever. NDIS and MyAged Care have been a catalyst for many organisations to rethink their client engagement approach. Covid has seen service providers go further to develop agile, safe, client-centric models of support. And now, preliminary insights from the Disability Royal Commission demonstrate how essential it is to have a meaningful client experience focus.



CX outcomes in the social sector

At its core, CX is about listening and working with your clients and community to create outcomes that meet or exceed their expectations. That doesn't mean 'the client gets whatever they want'.

CX solutions are developed to be beneficial for clients, staff and the organisation – delivering positive financial returns, market share growth and a great client and employee experience.

To meet the new baseline for CX, Service Providers require:

- **A human rights** based culture and service model embedded across the organisation.
- **Communication** that honours the input of all community members – clients, families, carers and staff.
- **Governance, commitment and processes** to ensure the 'client voice' is heard and is the driving force of quality assurance, continuous improvement and innovation at all levels of the organisation.



CX Strategy Building Blocks

CX is about having intuitive processes and systems in place to streamline how you listen, develop and provide services to your clients.

When CX is implemented properly and fully meshed into the fabric of your organisation, it offers a systemised way of ensuring clients are always at the centre of what you do. For many organisations, a strategic, operational and cultural shift is required to achieve this. To build a successful CX strategy, there are four key building blocks:

1

Vision

A clear vision of your CX goals based on your clients' priorities and aligned to your organisational mission.

2

Operating Model

Processes and systems which prioritise the needs of your clients and community at every step.

3

Structure

A Governance framework that empowers everyone in your community to have a voice and play their part in CX optimisation.

4

Mindset

A CX culture which is led from the top and enabled at **ALL** levels of the organisation.

Want to learn more?

The Mesh team loves a chat, so please get in touch to discuss how CX Essentials or our other CX strategy and innovation programs can support your organisation to achieve outstanding outcomes for your organisation.



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What is CX Essentials?

An independent, evidence based program to help service providers start or refine their CX strategy.

The program assesses your organisation across the four building blocks – CX vision, CX operating model, CX structure and CX mindset – and delivers insights and recommendations on how to evolve your CX strategy.

Outcomes

- The CX Essentials report outlining: CX insights, strengths, gaps, and strategic and operational recommendations.
- 'CX Essentials in focus' 2.5 hour presentation and workshop with Executives, key leaders and stakeholders to explore the report findings and priorities.

How it works

- Service Provider key senior leaders and subject matter experts complete the Mesh online CX Essentials assessment.
- Mesh analyses the assessment data, and develops insights, and recommendations.
- Mesh facilitates a 'CX Essentials in focus' presentation and workshop.
- **INVESTMENT** \$6,000 ex GST