

Calm.

Make your next step count

Aged Care and Health providers are on the front line of the COVID-19 pandemic. Aligning your tactical response to the pandemic with strategic planning will ensure future viability and sustainability.



Challenges:

Issues you may be facing

Response to COVID-19

COVID-19 presents tactical and strategic challenges for Aged Care and Health providers such as staffing shortages and ensuring front-line compliance

Risk and Governance

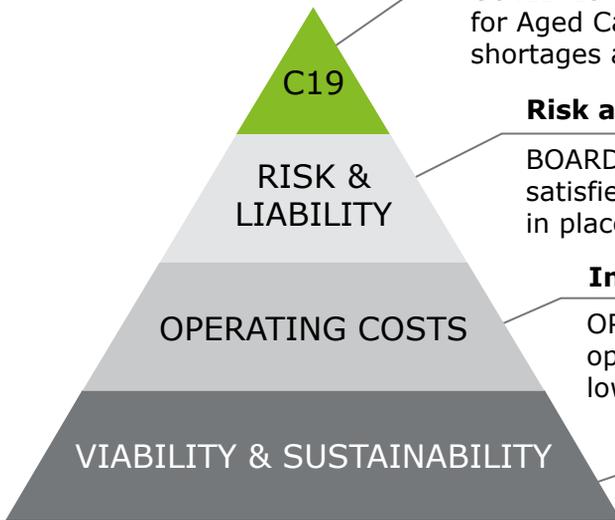
BOARDS must reduce their personal liability and be satisfied that structures, processes and systems are in place to ensure proper organisational oversight

Increasing Operating costs

OPERATING COSTS are increasing, compounding operational losses of a sector already suffering in a low margin environment

Sector Reforms and Market Changes

Deregulation is shifting the Aged Care sector to a consumer driven model - businesses must be market ready or risk being left behind



Opportunities:

Ensure there are future benefits from your short-term response

Tactics + Strategy

Drive good behaviours and staff optimisation through structure and digital enablement. Combine your tactical response to COVID-19 with strategy to underpin the future of your organisation



Risks and Governance

Ensure robust risk management processes, controls and governance are in place to limit incidents, liabilities and opportunities for recourse against boards and senior leaders

Optimisation of Operations

Undertake a cost-driver analysis to identify opportunities for optimisation. Federal funding is currently available for aged care.



Adjust your business model

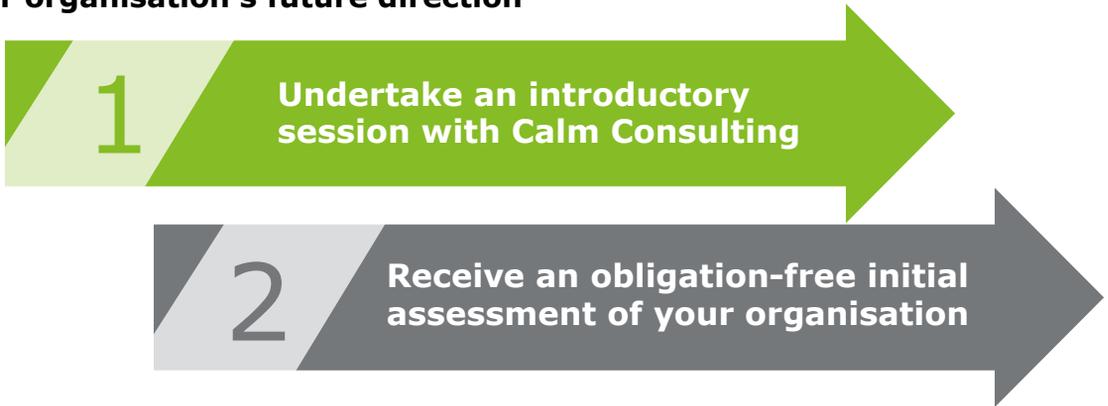
An expected increase in demand for services means organisations can benefit by getting their business model right and capitalise on the move to a consumer driven model





What is the process from here?

Our simple two-step introductory process will identify opportunities and clarify your organisation's future direction



Why Calm Consulting?

We are **ex-Deloitte consultants** with a wealth of experience supporting small, medium and large businesses. We address strategic and operational challenges in the Health, Not-for-Profit, Government and Commercial sectors. We bring proven tools, methods and insights gathered through major business improvement and transformation programs to our work.

Some examples of our work include:

- ✓ Consulting Partners for four Aged Care providers in South Gippsland **supporting organisational uplift through business improvement initiatives**, technology enablement, governance, risk control and strategic business design for future growth options
- ✓ Enhancement of the **business operating model that supports 10 facilities across Melbourne** metro and in regional Victoria. This includes finance, procurement, risk management functions and development of the technology road map.
- ✓ Supporting the largest not-for-profit provider of aged care for vulnerable elderly **to establish aged care respite in targeted locations across Australia** to help fill a significant gap that impacts both quality and costs in health and aged care sectors.
- ✓ **Development of the NDIS Self-Management Strategy** and identified the potential impacts of increasing self-managing Participant numbers in the Scheme on NDIS operations, the Participants themselves and families and carers who assist with plan management.

Calm Consulting business improvement services

We provide the following solutions



For a confidential discussion please contact:



Ford Davis
 Partner, Consulting
 M: 0408530963
 E: ford@calmagency.com
www.calmagency.com



Geoff Allan
 Partner, Consulting
 M: 0410038468
 E: geoff@calmagency.com
www.calmagency.com