



Business Improvement for Regional Aged Care Providers

Calm Consulting brings its Big 4 consulting business improvement expertise to strategic partnerships with regional aged care providers



Challenges

- The Aged Care Sector is undergoing complex change and reform through COVID 19 and a Royal Commission into Aged Care Quality and Safety
- The sector is shifting from a regulated grants funded market to consumer driven model
- Deregulation means businesses must be market ready or risk being left behind
- A fundamental overhaul of the design, objectives, regulation and funding of aged care in Australia has commenced
- Issues include quality and cost of care packages, inadequate staffing, poorly constructed care packages and the need to operate in a complex, low margin environment
- The Aged Care Quality and Standards Commission findings illustrate the system fails to meet the needs of older, vulnerable people
- Impacts of the sector reinvention will be felt across key business functions

Opportunities - How can this benefit your business

Aged care businesses must adapt to meet the needs and demands of a changing sector:

- ✓ Federal funding opportunities are available to support aged care providers to undertake business improvement activities (up to \$7.5K per operational aged care place)
- ✓ Funding supports activities to improve viability and financial sustainability of provider operations
- ✓ Business improvement funding is open for submissions to April 30th 2021
- ✓ **An expected increase in demand for services** means now is the right time to assess business impacts and prepare for change
- ✓ Opportunities to address interim Royal Commission findings and improve business outcomes through technology enablement
- ✓ Identify risks and review operations, strategy and governance arrangements are logical first steps

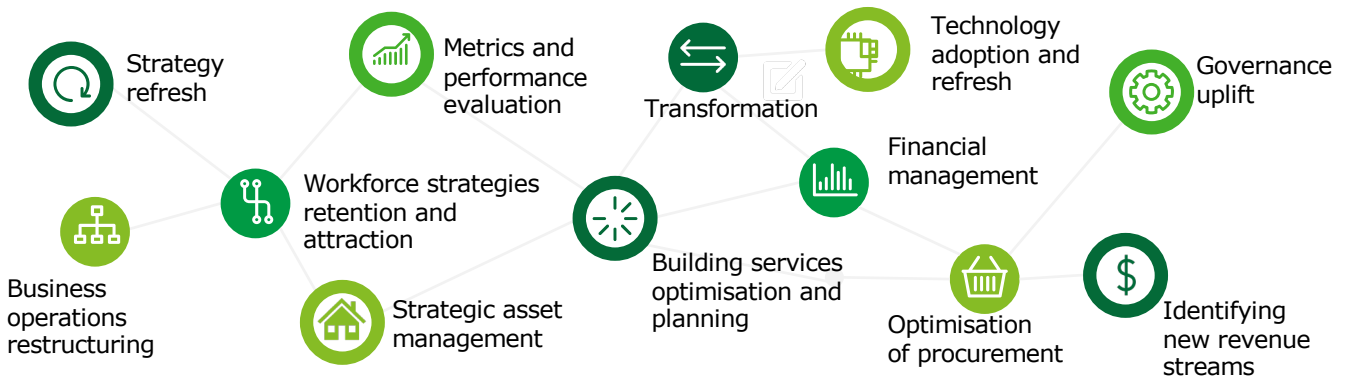
How can Calm Consulting Help

As an industry SME Calm Consulting proposes to be your to be your Partner and Business Advisor to:



How can Calm Consulting Help?

Calm Consulting provides solutions that support business improvement



Why Calm Consulting?

Calm Consulting are **ex-Deloitte consultants** with a wealth of experience supporting small, medium and large businesses to define and achieve their strategic goals. Ford, Geoff and the lean Calm team have extensive relevant experience addressing strategic and operational challenges in the Health, Not-for-Profit, Government and Commercial sectors. Now they are bringing their proven tools, methods and insights gathered through major business improvement and transformation programs to regional aged care providers.

Some examples of Calm Consulting's work include:

- Consulting Partners for **South Gippsland Aged Care Providers, Prom Country Aged Care & Wooryal Lodge**, supporting them in uplifting their organisations through **business improvement** initiatives, technology enablement, Governance uplift to address risk control and strategic business designing for future growth options.
- ✓ Enhancement of the **business operating model that supports the 10 facilities across Melbourne** metro and in regional Victoria. This includes finance, procurement and risk management functions as well as considering the technology road map.
- ✓ Working with 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.
- ✓ **Developed 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 on behalf of Participants.

What is the process from here?



For a confidential discussion please contact:



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



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