



# verso focus

TURN TO US FOR INNOVATIVE SOLUTIONS

SPRING 2008

Verso Consulting offers responsive management consulting and market research studies for community, health, aged care and disability service providers across Australia.

## Specialised ICT Support Available What can Verso IT do for you?

Verso IT was established in 2007 to meet the growing demands of clients who were unable to find what they needed: 'A friendly, reliable IT service offering a range of support options with a professional approach to community and home care providers.' "Down time" is not an option when running a 24-hour business, and Verso IT understands this. That's why we offer a suite of services tailored especially to the unique requirements of the aged care sector. From secure off-site fireproof backup to assistance with planning IT upgrades and purchasing equipment, Verso IT offers real solutions for Community Care and other service clients. Why not call and find out what Verso IT can do for your productivity? Phone Matt Purtell on 0402 484 850 or email [matt@verso.com.au](mailto:matt@verso.com.au)

See inside  
to read about  
Verso IT  
software  
review!

## Verso Office Expansion



Above: Verso is now at 107 and 109 Fergie Street

Verso staff are comfortably settling into new surroundings after an office expansion in July this year. The staged move into the new office space right next door went smoothly! The Verso IT Team designed and installed the new phone system and took the opportunity to upgrade the server seamlessly and with admirable ease.

The expansion into 107 Fergie Street comes as the Verso Team continues to grow.

Our phone numbers and postal address are unchanged.

If you are passing stop in for a coffee or a mojito...

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Verso Senior Consultant

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## Planning and Business Growth Verso Projects of Interest

### Community Services 10 Year Plan

In early 2008, Verso commenced a planning project for Glen Innes Severn Council to develop a Community Services 10 Year Plan.

Using the Council's Social Plan as its touchstone, Verso combined its unique, high impact consumer and community consultation methods with targeted demographic data and document reviews to develop a multi-dimensional profile of the Glen Innes community. Verso worked with the Council to engage the community, identify their aspirations and service needs and to develop creative and appropriate responses to the current and anticipated future needs of the community. Verso will present the Plan to Council in November this year.

### Disability

Verso has recently supported a number of disability providers to develop innovative models that include residential respite, community engagement programs, employment initiatives, day care programs and group homes that support people with complex high care needs. In particular, Verso has used this innovative service model development process to support funding applications for:

- Centre-based day respite
- Group homes
- Community participation projects

### Mental Health

In early 2008, Verso prepared a successful application for a Mental Health NGO Capacity Development Grant on behalf of a service provider in Melbourne's West.

Verso is now working with this organisation to deliver two collaborative 'gateway' projects to provide a solid business planning base and enhanced outcomes for clients and carers.

#### Gateway One - Business Planning

This project will focus on funding opportunities, finances and the future, with the key output being a 5-year Strategic Directions Business Plan. The aim is to provide a 'gateway' to funding growth and strengthened financial viability in order to enhance consumer/carer outcomes and address unmet needs in the community.

#### Gateway Two - Clinical Governance

Designed to interface with the Business Planning project, this project concentrates on clients, carers and compliance. The key output is a Service (Clinical) Governance Framework linked to a Client/Service Data Base, aiming to strengthen legislative compliance and enhance quality outcomes for clients and carers.

### Food for Thought

#### Ronda MacWhirter

*Long time Verso Team member Ronnie gets us in the mood for spring with a refreshing party starter that will shake things up!*

#### What do you do to relax?

Ride horses in the high country with Charlie Lovick, attend theatre/concerts/movies

#### I wish I never....

Had a screeching cockatoo living next door to me (it's true!)

#### I am passionate about....

Horses, my friends, my spirituality

#### What are you reading?

Last book in Thomas Covenant the Unbeliever series (I hope) and Meditations for Women Who Do Too Much

#### Where is your favourite place to eat?

No favourites, I'm a bit fickle when it comes to restaurants

#### What are you most proud of?

My sister starting a new career aged 39 in the aged care industry and her fab children

#### What are you watching/listening to?

In the car: Evanescence, Pink Floyd, INXS, Girl Anthems, Prince... I like to mix it up!

#### Ronnie's Modern Mojito

This is not the traditional recipe but the one that seems to be used these days – although I like it with vodka!

60 ml alcohol (Havana Club White Rum, Bacardi or good quality vodka)

1 tbsp sugar syrup (or ½ cube scraped Palm Sugar) – add a bit more if you like it sweeter

1-2 fresh limes

Fresh mint sprigs

Soda water

Place ½ the mint leaves into a very tall glass

and squeeze the juice from a ½ the cut lime over mint.

You'll want about 60ml of lime juice. Add the sugar, then gently smash together with a muddler (a long wooden device with a bulbous end, though you can also use the back of a fork or spoon if one isn't available).

Slice and cube rest of lime, add to glass. Then add ice (preferably crushed), your

alcohol of choice and stir to combine.

Top with soda water. Garnish with a mint sprig. Cheers!



## Local Government Planning Using Consumer Feedback to get to know your communities

If you're currently working for local government, a Community Care provider or a health service, consider this question: **How well do you understand your clients' needs?**

### Improve Your Services

Verso can offer a team with detailed knowledge of local government. We can work with you and your team to identify how a consumer needs study, community consultation or engagement processes can provide vital information to improve your strategic planning and service provision or funding/grant applications.

### Community Consultations and Engagement

Combining extensive consulting experience with the ability to design/implement innovative, cost-effective consultation processes, Verso offers a range of in-depth Community & Consumer Consultation and Engagement methods. We offer vital resources for organisations wishing to improve the impact and quality of services and programs or engage their communities in planning processes. Using proven Feedback Tools for Telephone Surveys, Focus Groups and Community Forums, Verso can provide your organisation with more than just demographics. Using rich qualitative data, Verso can help build community connections and a multi faceted picture of local communities and regional catchment areas.

### Verso Experience

Verso's consultants have completed a wide range of strategic and business planning, evaluation and change facilitation projects for local government that range from Community Services Strategic Plans to Service and Development Plans for Community Hubs to Innovations and Service Enhancements for Aged Care.

Are you a local government service provider who is concerned about service gaps in your area or region? Ring us at Verso on (03) 9489 3233 or email [doug@verso.com.au](mailto:doug@verso.com.au)

## National Survey of Community Care Software Packages What does your organisation use? Is there a better alternative?

**A free copy of the report will be made available to survey participants on a Verso memory stick.**



Verso IT is currently conducting a review of Community Care software packages on the market. The number of these software packages has increased greatly in the past few years and is continuing to steadily grow. The Verso IT review will identify and evaluate key functionality relevant to the industry's unique needs - including MDS reporting, case management, roster management, remote access payroll systems and pricing structure management. Verso is conducting a survey focusing on the features and performance offered by currently available Community Care software packages. In conjunction with this review, Verso is producing a 'white paper' to report on the industry's own experience and satisfaction with these systems.

If you wish to contribute your experiences with Community Care software to Verso's survey contact Sue Faircloth at [focus@verso.com.au](mailto:focus@verso.com.au)

## Verso Supports: ACCV State Congress 19-20 June 2008

Verso has continued its support of industry events that promote and work to improve Community Care in Australia with the sponsorship of sessions at the ACCV State Congress, held in June. The theme of this year's Congress was 'Our Leaders, Our Future'. Verso sponsored the break out sessions on the Friday afternoon focusing on innovation in aged care, the aged care industry from the viewpoint of carers and families, and the feelings of loss experienced by those entering residential care.

Verso Team members, participating in the sessions, found Professor Rhonda Nay's discourse, entitled 'Is this Dementia or Depression?', to be "insightful and confronting", as the audience gained deeper understanding into the emotional journey taken by clients entering residential care.

To download a copy of the paper 'Is this Dementia or Depression?', visit the ACCV website at [www.accv.com.au](http://www.accv.com.au)

Photograph by Photoeventz [www.photoeventz.com.au](http://www.photoeventz.com.au)



**Above:** Professor Rhonda Nay presents 'Is this Dementia or Depression?' at the ACCV State Congress

## Quality Reporting Policy and Procedures

Verso specialises in supporting Community Care providers to prepare for Quality Reporting to DoHA. We have developed a unique approach to documentation of policies and procedures for CACP, EACH, EACHD, NRCP and HACC.

### How Others Have Benefited

Verso has prepared Policy and Procedure Manuals for:

- An innovative home based private provider of CACP and EACH, leading to their successful Quality Reporting in June 2008. The quality surveyors at the site visit said **'your documentation is exceptional...'**
- In 2008, Verso prepared a Policy and Procedure Manual for a large local government provider in Victoria for their CACP services with a strong CALD focus. The clients quality manager had this to say: **'...it has everything we wanted and more...your manual is much more detailed than I expected and is so easy to read...we now need to look at our HACC procedures as you have raised the bar...'**
- In 2007, Verso provided consulting advice and a procedural review for a national provider for their CACP/ EACH services across NSW, with positive outcomes.
- In 2007, Verso developed Quality Reporting 'paper work' for a large Perth HACC provider. The site visit (scheduled for a full day) was completed by lunch time, because the assessors had everything at their 'finger tips' and could complete the process in record time. The client was one of the first HACC providers to undergo Quality Reporting using the new cross program tool.

### In-depth Feedback Supports Quality Reporting

Verso has also developed a cost-effective approach to Consumer Feedback from Community Care recipients and their family and carers. Survey results point the way to practical service and quality improvements.

If you require more information, do not hesitate to call us on (03) 9489 3233 or email [mollie@verso.com.au](mailto:mollie@verso.com.au).

## Verso 2008: The Year in Review

2008 has been a great year so far for the expanding Verso Team, and we're now looking forward to continuing success and productivity in the months to come. The hard work of the past year has resulted in great figures that we're proud to share with you here.

Number of Clients.....	40
Number of words written.....	700,000
ACAR applications in progress.....	49
Non-ACAR applications lodged.....	10
Research/planning projects.....	27
Cups of coffee consumed.....	too many to count!
Office moves.....	1
Client office moves.....	1

## Introducing Emma McCue Senior Consultant

Emma McCue joined Verso Consulting at the beginning of 2007 and brought with her a diverse range of skills and experience.

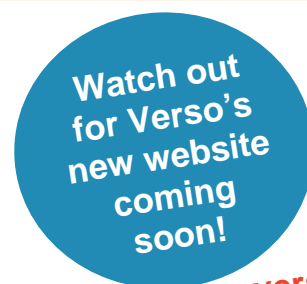
As a Civil Engineer and Project Manager Emma has worked in the construction and building industries for private contractors and Victorian Government departments. Her experience has given her a wealth of construction and project management knowledge. Thus, she is able to provide valuable insights into the complex issues related to design of community and health facilities.

Emma's business and marketing qualifications and experience in the major event industry have added to Verso's strategic and business planning capability.

Emma's recent project experiences at Verso have included community service and health redevelopment projects, community engagement strategies as well as providing technical input into funding and grant applications.

Emma understands that in order to make a capital project a success, it not only needs to be delivered on time and on budget, it also needs to meet key service and community drivers and deliver quality outcomes.

By combining an understanding of service or community needs with best practice project management, Emma has been able to help organisations bridge the gap between the 'idea' and the reality.



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