

➤ G'Day From Wyalkatchem!

WA Update WITH SUE FAIRCLOTH

Sue Faircloth, Verso's best informed consultant regarding care networks in WA, shares with Focus readers tales of her recent travels into rural communities and remote townships...

Doug Faircloth (yes, he is my husband) does, occasionally, take time off. Back in May 2011, after we had completed some client interviews in Perth for the Aged Care Approvals Round, we took a whole two days off and travelled to Cervantes and Jurien Bay. What a wonderful part of Australia, with the sparkling blue sea, snowy white sand and the mysterious Pinnacles.

On other occasions, we have travelled down to Margaret River and visited the wineries and beaches in the South.

Last year, Verso helped facilitate Respite Forums in Albany, Kalgoorlie and Esperance where Doug, Jodie McNair and I flew in and out in a day with not much of a chance for sightseeing. And that was about all we had seen of WA.

However, this has changed since our recent visits to towns across the Wheatbelt to gain insight into the health and aged care needs of this vast region. We travelled to York, Beverley, Wyalkatchem, Dongara, Quairading and Boddington and back to Jurien Bay. It's a tough job, but someone has to do it!

As well as confirming the accommodation and aged care needs in rural and remote WA, Verso is assisting in the planning of a Regional SuperTown - Jurien Bay.

We have been shown fantastic, generous country hospitality (ask Doug about the fabulous cream buns from Dowerin and Wyalkatchem's amazing hamburgers), and "solved the problems of the world" as we have talked and driven from place to place. We met with people who are passionate about where they live and finding ways to keep their towns alive and thriving.

The team at Verso feels privileged to be involved as these country towns gear themselves up to cater to the long term care needs of their elderly pioneers by developing sustainable health and aged care services within their communities.

Where else?

Members of the Verso team have also recently visited the Great Southern region to attend a community care forum in Bunbury, and visits to the Pilbara are scheduled for early 2012.



Verso Clients Say "Thanks"

Appreciation and awards for our team...

Verso recently received a business award from one of our most valued long term clients in recognition of the way we have helped to raise their profile in the community. Doug Faircloth accepted the award on behalf of the Verso team in October 2011. He comments:

"It means a lot to us to be recognised and valued by our clients in this manner. We always encourage feedback on our work and we appreciate the acknowledgement of our commitment to our clients and the communities they serve."

Our recent annual Customer Satisfaction Survey revealed that 91% of our clients are very satisfied or satisfied with Verso services and products.

Comments from our clients in regards to recent work have included:

"I genuinely appreciate your input and determination to see this through... I feel the report is comprehensive."

"Many thanks... for your hard work on this - you and the team have been fantastic and have invested yourselves so significantly in this work - it is greatly appreciated."

"I thank you for your patience and effort with this project, it has been a little trying at times. I am confident we will achieve a good outcome."

"Kevin [Taylor] was extremely attentive and focused on our requirements... His interactions were always personal and professional"



Left: Sue Faircloth captures the beauty of a sunny day in Sorrento Beach, WA
Above: Mollie Sullivan conducts a forum session in Bunbury, WA

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Verso Clients Say "Thanks"

The Carers' Phone is here!

After months of research and refinement, The Carers' Phone was launched across Australia this past August and September. The man responsible for the technical development of the product, Matthew Purtell, took time out to answer a few commonly asked questions.

What is The Carers' Phone?

The Carers' Phone is a state-of-the-art web-based monitoring system which allows care workers to provide vital real-time feedback on their clients' care status. Research and development took more than two years, involving ten pilots conducted in community care programs across Australia.

What can it do for my clients?

The Carers' Phone is the "missing link" in aged and community care. It provides care teams and care managers with valuable, real-time longitudinal profiles of their clients. Key changes in clients' care requirements are tracked, proactively reducing the incidence of major care issues and preventing inappropriate admission to hospital or premature moves to residential care.

How can it work for my organisation?

There are many benefits for providers who choose to utilise The Carers' Phone. Managers can log in and get an instant up-to-date snapshot of clients by each care program, site or care team. Targets can be set for response times to care alerts. Team Leaders and Program Managers can utilise the data for risk management benchmarking and quality assurance. For organisations supporting clients in rural and remote locations, daily and hourly feedback gives providers confidence in the timely provision of services and increases the work satisfaction of front-line staff.

On a more practical note, the providers we work with really appreciate that we have made every effort to keep overhead costs to a minimum - the system requires no specific infrastructure and no special handsets or equipment.

What's next in 2012?

We are committed to continuing to work with the most forward thinking care providers throughout 2012. The Carers' Phone is not just for community care. We are currently working with organisations to develop modules for residential aged care. One residential aged care Nurse Manager recently commented: "I am so excited about this new implementation of The Carers' Phone, because it covers all 44 outcomes of the [Aged Care] Accreditation Standards."

Interested to know more? Visit www.thecarersphone.com.au, or to contact Matthew directly, email matt@verso.com.au or phone (03) 9489 3233.



Left: Attendees at the Perth launch of The Carers' Phone in a picturesque venue at Matilda Bay
Above: Mollie Sullivan explains the origins of The Carers' Phone

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Project Updates

What's happening around Australia...

South Australia WITH JODIE McNAIR

Between December 2010 to February 2011, I worked with our Adelaide-based consultant, Kevin Taylor, to prepare a Dementia Community Support Grant application for a well-respected aged care provider. The focus of the proposal was to develop a pioneering project to support individuals living with younger onset dementia and their families. The application was successful and as a result the SideBySide project was officially launched in August by the Minister for the Ageing, Mark Butler.

Lyn Polley, Executive Manager - Business Development with Life Care, comments: "The working relationship with Verso was great and their professional input assisted us in being successful in receiving this funding."

New South Wales WITH EMMA McCUE

From August to October 2011, Verso worked in collaboration with Johnstaff Projects to once again support the NSW Ministry of Health and NSW Health Infrastructure to prepare submissions for the final round of applications for the Health and Hospitals Fund. Again, this was a regional priority round focusing on funding for regional, rural and remote health service infrastructure.

Key activities involved in this project included:

- Development of a comprehensive multi-stakeholder Work Plan
- Development and circulation of Preparation Guides and Workflow Schedules for all participating consulting groups and NSW Ministry of Health officers
- Management of document control and the writing and editing of the application documents

Two specific applications were prepared - each including seven separate documents (parts), one of which was a Business Case. Each application exceeded 200 pages.

The applications were prepared to a very high quality in an extremely short timeframe - six weeks.

All first draft, second draft and final draft application

documents were delivered on time ensuring the timely completion of the final application documents for lodgement to the Commonwealth Department of Health and Ageing by the required dates.

Verso once again demonstrated our ability to organise and manage complex application documents coupled with our sound understanding of health services planning and capital planning parameters. Verso was able to quickly develop collaborative and productive relationships with the health service representatives and a large number of project contributors to collect and include information from a variety of sources into the application documents.

Victoria WITH MOLLIE SULLIVAN

In August and September 2011, the Verso team worked with a major metropolitan health service to finalise their Strategic Clinical Plans in a range of areas.

Key responsibilities included:

- Writing allocated sections of the Plan in accordance with a pre-determined format and layout
- Gathering evidence or undertaking enquiry as necessary to ensure the allocated sections were as complete as possible
- Ensuring a high standard of written material to be presented to Executive, Board and Department of Health stakeholders

Clinical areas covered included: renal services, mental health, ambulatory care and general medicine.

Tasmania WITH DOUG FAIRCLOTH

Regular readers of the Focus will know that for the last year or so Verso has been working with a collective of Tasmanian aged and community care providers to develop a sustainable and portable care/service model for aged care providers in rural and regional (including remote) areas with funding from the Commonwealth Department of Health and Ageing.

Based on the completed research and report, further work was conducted to provide a guide and framework

for the providers to take action to improve sustainability. The framework was completed in the second half of 2011. Doug comments, "the framework is an excellent guide for any provider of aged care services in a rural setting and, for the first time, brings together sustainability principles and the required service mix."

Introducing...

Michael Styles

DATABASE ADMINISTRATOR

In response to feedback from our clients, the team is currently exploring options to integrate the technology of The Carers' Phone with the best available community care client management software solutions currently on the market in Australia. We have engaged an additional expert ICT consultant, Michael Styles, to assist Matthew Purtell with this task.

Michael has qualifications in IT, Science and Software Engineering and extensive experience in database administration in the finance and government sectors.

Michael's interests outside of computers and technology include golf, cricket and travel, particularly in developing countries.

Johnstaff Projects

VERSO COLLABORATOR

Verso is proud to collaborate with Johnstaff Projects, who provide high level Project Management and Professional Construction Management services across Australia in the delivery of industrial, infrastructure, manufacturing, health, biotech/pharmaceutical and commercial building assets.

Over the last 2 years, the Verso team has worked with Johnstaff on a range of projects and we are looking forward to growing this collaboration in 2012.



IN THE HOT SEAT... {OUR GUEST} TIM McCUE

Director of Johnstaff Projects, father of two and home chef extraordinaire...

What do you do to relax? Cook and entertain family and friends. I have a secret love of Jamie Oliver.

I am passionate about... My leaf blower! Seriously though, I am passionate about good quality Australian food produce grown and sold locally, and presented as it should be - ripe and ready to eat.

What are you reading? Matthew Reilly's superb Scarecrow and the Army of Thieves

Where is your favourite place to eat? Anywhere in Italy... but if not there, Cipri - the best Italian in Sydney. Family owned and run with plenty of fun.

What are you most proud of? My wife and children. They make me laugh on a daily basis and that gives me purpose.

What are you listening to? The Wailing Jennies. A fantastic Canadian folk band. Not only can they rip a tune, they are all beautiful to look at.

Food For Thought Tim's Summer Burger

"For a burger to be acceptable for a bloke it must have beetroot. This version has a beetroot salsa that could be served on its own as a beetroot salad."

Ingredients (serves 4)

- 500g lamb mince
- 1 red onion, finely chopped
- 1 garlic clove, chopped
- 1/4 cup flat-leaf parsley leaves
- 3 tsp ground cumin
- 1 cup mint leaves, plus extra to garnish
- 425g canned baby beetroot, drained
- 1 tbs finely chopped coriander leaves
- 1/4 cup (60ml) lemon juice
- 2 tbs olive oil
- 100g soft goat's cheese (or haloumi)
- Toasted hamburger buns or ciabatta rolls and salad leaves, to serve

Place the lamb in the bowl of a food processor with half the onion, garlic, parsley, 2 tsp cumin and 1/4 cup of mint. Pulse until the mixture just comes together. Season with salt and pepper and form into 4 patties.

Cut beetroot into small cubes. Place in a bowl with the remaining onion, cumin and mint. Add the coriander, lemon juice and oil, then season and set aside.

Preheat the grill to high. Grease a chargrill or frypan and heat over medium-high heat. Cook patties for 3 minutes each side or until cooked to your liking. Place cheese on top of each patty and pop under grill until cheese is bubbling.

Serve burgers on toasted buns with salad leaves, beetroot salsa, extra mint leaves and chunky chips.

Did You Know...

Mergers & Acquisitions

Verso offers a confidential and discreet service to assist your organisation to identify suitable business collaborations, including potential mergers and acquisitions. With thorough market scans and a well informed industry perspective, we are able to pinpoint companies and not-for-profit agencies with strategic and values alignment from across Australia. Phone Mollie Sullivan on 0407 093 355 to learn more.

Growth & Development Plans

Are you looking to take a proactive approach to your organisation's growth within the context of major national policy changes? Verso can work with you to develop a Growth Plan that dovetails with your organisation's Strategic Plan, building on your core values and past achievements to articulate specific goals and targets within a structured planning framework.

Charitable Donations

As in previous years, in lieu of a seasonal celebration, this year Verso has made a donation to the Olivia Newton John Cancer & Wellness Centre. Mollie Sullivan comments: "We want to support a cause that may affect not only those within our team, but many within the care services we support. We also made a special donation to Alzheimer's Australia as thanks to those who, by answering our regional survey questions, helped with ACAR consultations."