

Introduction to Verso

“Turn to US
for innovative solutions”



About Verso

Verso Consulting (Verso) has become a provider of choice for high quality, responsive consulting services with full national coverage.

Established in 2001, Verso works with agencies and services operating in the aged care, disability support, health and community welfare sectors.

Our clients include local government, government, non-government and not-for-profit community organisations as well as private organisations.

We specialise in, and have a strong commitment to, community care, home based services, community development projects, community capacity building as well as consulting with consumer groups and local communities.

<u>address</u>	<u>mail</u>	<u>telephone</u>	<u>email</u>
107-109 Fergie St Fitzroy North (Cnr St Georges Rd)	Verso Consulting PO Box 412 Clifton Hill VIC 3068	+61 3 9489 3233 facsimile +61 3 9489 3244	info@verso.com.au website www.verso.com.au

Verso Services

Verso Consulting provides a suite of specialist management support services to community care, local government, family services, health, aged and disability support services across Australia, including:

- Community Needs Studies and Consultations
- ICT Planning and Support
- Business Planning and Evaluation
- Capital Projects and Feasibility
- Change Management and Team Building
- Funding and Tenders

Community Needs Studies & Consultations

If you are currently working for local government, a community care provider or a health service, consider this question:

How well do you understand your clients' needs?

Running a care-based organisation can have challenges. Verso offers a team with many years of experience in the community care sector and practical knowledge of local government and the health industry. We can work with you and your team to identify how a consumer needs study or community consultation process can provide vital information to improve your strategic planning and service provision.

ICT Planning and Support

Verso IT offers what you have been looking for - a friendly, reliable IT service that offers a range of support options in a confidential manner and with a professional approach to community and home care providers. Established in 2007, Verso IT understands that "down time" is not an option when running a busy business. The suite of IT services currently offered includes:

- Secure off-site fireproof backup
- Assistance with planning IT upgrades
- Independent assistance with IT equipment purchasing and maintenance
- Specialist IT relocation service - taking the stress out of office moves and expansions

Business Planning and Evaluation

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

Research methods are tailored to suit your organisation's requirements, ensuring in-depth, highly informative, constructive results that will allow your organisation to grow and develop with your clients' changing needs.

Capital Projects and Feasibility

At Verso, we understand that a capital project is not something your organisation does every day. Nor is it simple - each capital project is different. To assist you every step of the way, we offer a suite of services including:

- Concept research and development
- Literature, policy and document reviews
- Demographic and data analysis
- Community needs studies
- Community and stakeholder consultations
- Infrastructure and project planning
- Project management services
- Funding identification and applications

Using a diverse range of information sources to identify key drivers and opportunities and a sophisticated approach to project planning, the Verso Team can help formulate, plan and support your investment in key infrastructure.

Change Management and Team Building

Verso has found that traditional theories of change in organisations are too prescriptive. Since 2004, Verso team members have conducted a range of Workshops that have been developed as a unique response to the key elements and issues within each organisation's teams, services and culture. The most relevant components of different change frameworks are pulled together into a unique approach for every change management project, forming Verso's flexible change method.

Funding and Tenders

Verso has an unparalleled reputation for delivering the required outputs and achieving agreed targets. We have a 100% success record in delivery of fully compliant funding applications and tenders since our establishment in December 2000.

Our submission preparation teams have consistently lodged all applications and tenders well before closing dates/times. Verso will work with your team to maximise your chances of success.

Verso has successfully completed applications and tenders for a wide range of tender and submission types including:

- Aged Care Approvals Round (ACAR)
 - Community Aged Care Packages
 - Residential Aged Care Places
 - Community Care Grants
 - Extended Aged Care at Home Packages
 - Extended Aged Care at Home Dementia Packages
- Other Funding Applications & Tenders
 - National Respite for Carers Program
 - HACC funding in NSW, SA and WA
 - Transition Care Tenders in Tasmania, WA, Victoria and NSW
 - Veteran's Home Care and DVA Community Nursing Tenders
 - AOD Pilot Family Therapy Services
 - Mental Health Demonstration Projects

If you would like Verso to help you or if you'd simply like to know more about the services we provide, why not call us for an obligation free conversation? Projects can be tailored to meet your needs and we are happy to provide a fixed price quotation. Call Mollie Sullivan on 0407 093 355 or Douglas Faircloth on 0418 118 566.

Team Verso

Our consulting practice is built on a multidisciplinary team approach. Verso Team members bring a variety of experiences, expertise, academic disciplines, learning styles, qualifications and communication preferences. We have team members with qualifications and experience in business management, strategic planning, facility development, social research, tender and submission preparation.

The Verso approach is built upon the specialist skills, technical capacities, research competencies and professional expertise of our multidisciplinary team to facilitate:

- Identification of opportunities for innovation
- Creative problem-solving to address identified issues
- Service developments in line with organisational values

The Verso Team includes Directors, Managers and Consultants with a wide range of professional qualifications including:

- Master of Business
- Diploma of Education
- Bachelor of Science
- BA Literature and History
- Bachelor of Engineering Civil
- Diploma of Ministry
- Bachelor of Business, Administration
- Graduate Certificate Arts Management
- Graduate Diploma, Health Services Management
- Certificate IV Workplace Assessment & Training

We develop specialist teams for specific projects with consultants who bring a unique mix of professional credentials and a committed approach.

Verso Directors

Mollie Sullivan Managing Director
Master of Business, Grad Dip HSM, LACST, AFCHSE, CHE

Mollie has many years of experience in community aged care, mental health and rehabilitation as a trainer, executive manager, board member and researcher. She has over 10 years experience in business consulting and change management.

Douglas Faircloth Director
Diploma of Ministry, Cert IV Workplace Assessment & Training

With Verso, Doug has participated in a wide range of successful consulting projects including submission preparation, client/carer/stakeholder consultations and evaluation/change facilitation projects. Doug has specialist expertise in customer service and organisational development in commercial and "not-for-profit" settings.

Matthew Purtell Director
BSci, Computer Science (Current)

Matthew is currently providing invaluable services to Verso clients, such as enhanced IT applications, IT programming, systems design and implementation. He is particularly skilled at identifying ways of implementing new systems in community care services.

William Sullivan Director
Certificate Small Business

William has played an integral role in the development of Verso Consulting. William's responsibilities include management of accounts, bookkeeping, supply management and office support.



Verso Consultants

Jodie McNair Research and Customer Relations Manager

Emma McCue Senior Consultant

Brian Sullivan Senior Consultant

Pearl Karopoulos Financial Consultant

Sue Faircloth Associate Consultant

Laura Ribarow Senior Consultant

Andrew Cerantola IT Consultant

Natalie Appleby Research Consultant

Summary CVs for Verso team members can be downloaded from the Verso website at www.verso.com.au

Why Verso?

The name of our consulting group is inextricably linked to our consulting practice method. In Latin 'verso' means "I move towards you". We prefer to develop a close 'face to face' communication process with all key stakeholders in the consulting process. We actively move forward to develop an engaged understanding of the unique care and service situations with each of our client organisations.

In publishing, 'verso' means the left-hand side of the page and, more broadly speaking, 'verso' refers to a different perspective or a new look achieved by turning over a new leaf. Our logo is a literal interpretation of this.

Verso Consulting is a niche consulting group supporting aged care, local government, disability and mental health agencies and health, children's, youth and family services across Australia. We specialise in consulting services tailored to the community care sector. Our vision is to make a difference to the care and service networks and communities across Australia through a creative and challenging approach to our consulting practice.