



# verso

a brief  
introduction

Turn to us  
for innovative  
solutions

Proud sponsor of ACS NSW & ACT | ACCV | ACSWA | ACS SA & NT | ACS TAS | ACSA

## ➤ 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 our clients in the consulting process.

We actively move forward to develop an engaged understanding of the unique care and service situations within service networks. 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.

## ➤ ICT PLANNING AND SUPPORT

Verso ICT provides just what you have been looking for - a friendly, reliable ICT consulting service that offers a range of support options in a confidential manner and with a tailored, professional approach to community and home care providers. If you are not sure which IT software package to purchase, give us a call. We have conducted a comprehensive scan of software applications.

Our in-house programmers have developed a unique Carers' Phone application which is currently being piloted across Australia. For more information, phone Matthew Purtell on 0402 484 850 or email [matthew@verso.com.au](mailto:matthew@verso.com.au).

## ➤ BUSINESS PLANNING AND EVALUATION

Verso teams are experienced in a wide range of planning, evaluation and change facilitation projects including Community and Aged Care Services Plans, Development Plans for Community Hubs and Program Evaluations in mental health and childrens' services as well as aged care programs.

## ➤ CAPITAL PROJECTS AND FEASIBILITY

We use a range of information sources to identify key drivers and opportunities for service development; Verso offers a sophisticated approach to facility planning with benchmark tools that encompass the full gamut of health, community and aged care programs. The Verso Team can help you to formulate, plan and fund your investment in key infrastructure projects.

## ➤ CHANGE MANAGEMENT AND TEAM BUILDING

Since 2004, Verso has conducted a wide range of specialty Workshops developed in response to key issues arising within specific organisations and the sectors in which we work. Topics have included the MBTI®, Submission Preparation, and Applying a Wellness Approach in Retirement Living.

## Our Consulting 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:

### ➤ DEMOGRAPHIC PACKAGES AND COMMUNITY NEEDS STUDIES

Verso can work with you and your team to identify how a consumer needs study or demographic analysis can provide vital information to improve your service planning and enhance opportunities for funding growth.

Combining extensive industry experience with the ability to design innovative consultation processes, Verso offers an array of Community and Consumer Consultation methods. We can provide vital resources for organisations wishing to improve the impact and quality of their services .

### ➤ FUNDING AND TENDERS

Verso has successfully completed funding applications and tenders for many different submission types including all kinds of care packages and residential facilities in Aged Care Approval Rounds. Since our establishment in December 2000, we have achieved an outstanding success record in the delivery of fully compliant submissions. In the competitive market of community aged care submissions you can triple your chances of success with Verso's support.

verso  
consulting pty ltd

We can be a part of your success...

Tel: (03) 9489 3233  
Fax: (03) 9489 3244  
107-109 Fergie Street,  
Fitzroy North VIC 3065  
[www.verso.com.au](http://www.verso.com.au)

## Team Verso

Our practice is built on a multidisciplinary team approach. We develop specialist teams for specific projects with consultants who bring a unique mix of professional credentials and a committed approach. We have team members with experience in hospital management, strategic planning, facility development, social research and software programming. The Verso Team includes Directors, Managers and Consultants with a wide range of professional qualifications including:

- Master of Business
- Bachelor of Science (Accounting & Biochemistry)
- BA Literature and History
- Bachelor of Engineering Civil
- Graduate Diploma, Epidemiology & Biostatistics
- Bachelor of Social Science (Socio-Environmental Assessment and Policy)
- Diploma of Ministry
- Bachelor of Business, Administration (Marketing)
- Graduate Certificate Arts Management
- Graduate Diploma, Health Services Management
- Certificate IV Workplace Assessment & Training
- Graduate Diploma, Evaluation

### 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 clinician, trainer, executive manager, board member and researcher. She has over 20 years experience in business consulting and change management.

**Doug Faircloth** Director

Diploma of Ministry, Cert IV Workplace Assessment & Training

Doug has over 20 years experience in retail sales, marketing management, community development and business consulting. He has been a Verso Director for over 5 years and during this time he has contributed his creativity and reflective perspective to the provision of community consultations, market research and service reviews. Doug has exceptional communication skills which enable him to conduct sensitive consultations with people from diverse cultural backgrounds. Doug has a strong commitment to Action Research and consultative teamwork models of project management and program evaluation.

**Matthew Purtell** Director

BSci, Computer Science (Current)

Matthew provides invaluable services to Verso clients, including enhanced IT applications, IT programming and ICT systems design. He is particularly skilled at implementing new communication systems in community care services and he is currently coordinating the Verso Carers' Phone pilots across Australia. For more information, phone Matthew on 0402 484 850 or email [matthew@verso.com.au](mailto:matthew@verso.com.au).

**William Sullivan** Director

Certificate Small Business

William has been involved with Verso Consulting since its inception. His role encompasses accounts management, bookkeeping and office administration.

### Verso Consultants

- |                    |                                       |                     |                    |
|--------------------|---------------------------------------|---------------------|--------------------|
| • Emma McCue       | Senior Consultant (NSW)               | • Allison Knight    | Consultant         |
| • Brian Sullivan   | Senior Consultant                     | • Natalie Appleby   | Consultant         |
| • Pearl Karopoulos | Financial Consultant                  | • Donna Southern    | Consultant         |
| • Sue Faircloth    | Research Consultant                   | • Kevin Taylor      | Consultant (SA)    |
| • Andrew Cerantola | ICT Consultant                        | • Courtney Crowther | Customer Relations |
| • Jodie McNair     | Research & Customer Relations Manager | • Jan Wright        | Customer Relations |

## Awards

Verso Consulting is honoured to have received the following awards:

Winner - Aged & Community Care Victoria Awards for Excellence 2010 Industry Supporter Award

Finalist - Aged & Community Care Services WA Awards for Excellence 2010 Industry Supporter Award

Finalist - Aged & Community Care Victoria Awards for Excellence 2009 Industry Supporter Award