



CMA Newsletter



Times moves fast for every one. Are you keeping ahead of the pack or are you caught up in an endless cycle of chasing your tail. This issue has some useful tips on planning.

Helping you help others.....

Continued

**Come and see us at Booth 35 at the
Aged Care Association Australia
National Congress – Brisbane 23 – 26 October 2005
Brisbane Convention and Exhibition Centre
South Brisbane**

Exit Strategies

We often plan how we might develop a service or business. Countless workshops and meetings producing strategic, business and operational plans and goals. Somewhere along the way though the decision might need to be made to shut down a service or a business.

We recently worked with an organisation that grappled with just those issues and the pain associated with some of the realistic options considered was great.

Some of the options might include sell the service, take on a partner, shut down a portion of the service, or close the whole service.

You may be considering this soon or perhaps its not even an option in the foreseeable future, but to have some idea about what is the best way to deal with closing down operations or parts of an operation can be vital in the way you make you decision now.

What do I mean? What sort of business structure have you got in place and what business systems do you have? Are you able to readily segregate a portion of the business from a financial perspective or legal perspective?

If you are running a residential aged care service and are considering expansion in to a meals delivery service, what will you do if in 12 months time it turns out to unviable?

What will the fallout be from the decision to cease the meals service? Bad blood in your community is the last thing you need.

When you are business planning, be mindful of your exit strategy!

Some of the other considerations you may have to include are:

- What will happen with your staff? Are redundancies an option? What will it cost you?
- What will be the community feeling toward your organisation if you seek to shut down a portion of a service?
- How will you value the service if you seek to sell it off?

- If you have received any grants from Government along the way, what is your obligation to them?
- What happens with the service agreements and contracts you have in place now? Are they transferable?

What have we been up to?

Since our last edition we have been very busy

- Working with a number of residential aged care providers and retirement villages in the 2005 Aged Care Approvals Round.
- Assisting a residential aged care service prepare for its accreditation application. (the Self Assessment)
- Worked with a local council reviewing their community services activities.
- CEO / DON recruiting.
- Assisted in the development of a business case for an internet service provider.
- Provided a mentoring service for senior staff.

Active Ageing Conference Nov 22-25

Australia's population is ageing. South East Queensland is one of the fastest growing regions, with the State's total population continuing to be increasingly concentrated in the south-east corner. The region represents just over 1% of the State's total geographic area, yet contains almost 65% of its population.

Yet the issue of ageing population is truly global, and in future will subject nations around the world to significant economic, social and political challenges.

To address this issue, Queensland Health, Sport and Recreation Queensland and the Hervey Bay City Council have combined resources to establish the "Active Ageing - Seniors on the Move Conference 2005". This inaugural national event is being held in Hervey Bay from 22-25 November.

For further information please visit the conference website at: www.activeageing.com or contact: Hoteliers International, Brisbane Tel: (07) 3210 1646 Email: activeageing@hoteliersint.com

AIM Software

Following the funding of \$1,000 per bed in residential care we would like to offer you all our free introduction to AIM Software.

This system has been developed specifically for, and effectively by operators of Residential Aged Care Services. AIM Software will enable you to administer and account for your business. Call Andrew on 3325 4343 to arrange a free demonstration.

Strategic Planning Workshop

Over the last few years we have been involved in helping boards or other groups of organisational leaders in developing a strategic plan. It hasn't always been easy. Yes, we have had to plan our visits to rural areas around planting or harvesting time, and of course all discussion stops if it rains (we stop to watch).

But the beauty of getting together and doing a strategic plan is that your board or leaders get together and work on the concept of "where are we taking this service into the future?" Most times we are just too busy to make the time to do it.

For busy people we have a one day workshop program that asks the big questions about leadership and planning.

Community Needs Workshop

As part of our strategic planning program for facilities we also run community meetings in the evening or a couple of days prior to the workshop. So what? Good question!

If you haven't consulted your community about what your community wants and needs then how can you be sure you are providing the right range of services? Feedback from these meetings are valuable, firstly as a chance for the community at large to tell you how you are going and secondly to have the opportunity to discuss new ideas or changes to services that will effect them.

Congrats Ken Walker – RV Surveyor

Mr Ken Walker (our security/ emergency response consultant) is now an approved retirement village surveyor in Queensland. Congratulations Ken.

Continued

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The Lighter Side

Forgettable facts

Australians are now drinking on average 100lt of milk each per year. That's a lot of cappuccinos.

In Los Angeles, there are fewer people than there are automobiles.

About a third of all Americans flush the toilet while they're still sitting on it.

You're more likely to get stung by a bee on a windy day than in any other weather.

Research indicates that mosquitoes are attracted to people who have recently eaten bananas.

Penguins can jump as high as 6 feet in the air.

A Saudi Arabian woman can get a divorce if her husband doesn't give her coffee.

The Neanderthal's brain was bigger than yours is.

Donald Duck comics were banned from Finland because he doesn't wear pants.

The average bank teller loses about \$250 every year.

In 1980, there was only one country in the world with no telephones - Bhutan.

Pollsters say that 40 percent of dog and cat owners carry pictures of the pets in their wallets.

Bubble gum contains rubber.

Today's Safety Tip



The use of personal protective equipment is not over rated. You may have seen this on the web but it makes a point.

Why use a consultant?

Yes we have heard the consultant's joke...

A consultant is a person who gets you to take a dollar out of your pocket, tells you it's a dollar and puts it their own pocket!

Hopefully you will find we do a bit more than that.

We have a motto that says, "helping you help others". We also have an informal motto that says, "If things aren't going so great then give us a call."

We have found that one of the main services we do provide is to help people in organisations when things are not going as smoothly as they could be. Then we work with individuals and groups to resolve their issues and get back on track.

So how is it done? Well it's not rocket science, but sure takes a lot of listening, discussion and then rebuilding working relationships and eventually trust.

Some times at work something is said that creates a "wall or a barrier" between one person and another and then divisions occur and trust is lost. And getting that trust back can take a long time to re-establish. So don't rush it, rather work on it little by little.

We also do investigations where something has happened and you need an independent person to investigate and report back. In this area we have worked with employers, unions concerned family members to find out what really has happened and then to make recommendations about preventing it reoccurring.

At times we have mentored staff (at all levels) and board member/s through a rough patch or as major change has taken place. Sometimes it's just good to have someone to talk to that's not from within your own organisation.

There are many organisations that suffer because they are embarrassed about having this type of problem and secondly they don't know who to talk to.

Well, talk to us. We provide this service in a confidential, personal and professional way. We listen.

Tip of the Newsletter - Thank Your Staff!

Have you publicly thanked your staff for the great work they are doing lately?

Recently I was reminded about how important praise really was. I have to admit, it is easily forgotten about, so I have had to set about reminding myself (and all of you) about the value of regular and genuine praise.

How do you do it? Simple. Be genuine and thank them. Be consistent in your thanks to all your staff and don't wait 'till Christmas.

Retirement Village/Residential Accreditation Preparation

Are you ready for a mock survey at your village or aged care facility?

Newsletter delivered by Email.

If you wish to receive our newsletter via email, please email us on:

admin43@caremanagers.com.au

The newsletter can also be accessed via our website.

Care Managers Australia

Services offered:

- Residential Aged Care consulting
- Retirement Village consulting
- Home Care consulting
- Accreditation support
- Facility Management
- Management support
- Administration / Accounting systems
- Documents, reports and applications
- Recruitment
- Investigations/reviews
- Emergency response documentation
- Security reviews
- Food Safety
- Feasibility studies
- Motivational speaking

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