



Capability Statement

Innovation, Growth, and Transformation Specialists.

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Our Story

Care and Disability Services in Australia are transitioning, due to Government legislation, changes to funding arrangements, evolving consumer behaviours and expectations, and increased workforce challenges. Finding the time for each unique project to understand and manage these changes is practically impossible. That's where Care CFO comes in. We are here to lighten the load and provide insight and advice to successfully navigate these changes and achieve your vision and strategic objectives. With 20 years in the sector and over a decade providing consulting services, we are professional, knowledgeable, and always working in the best interests of our clients.

Our Mission

- **Our Mission** is to support Australia's care sectors to enhance their business and financial performance and ongoing business sustainability. We are committed to providing "blue ocean" initiatives to our clients to ensure that they are sustainable and competitive on an ongoing basis.
- **Blue Ocean Strategy** is a framework that inspires the innovation and development of new demand and new markets to sell products or services, as opposed to Red Ocean Strategy, that sees the competition fighting over the same market share and satisfying the same demand.
- **CareCFO** is also focused on supporting the Charitable and Not-for-Profit (NFP) sectors to enhance their ongoing financial sustainability and outcomes for the people they support. We provide the same high level of service to all clients irrespective of their mission and profitability objectives.

Our Services

1. **Innovation:** We pride ourselves on offering innovative solutions to meet our clients' current and future needs. We recognise that there is not a single solution to suit everyone and therefore, we adjust our approach in response to each client's individual needs.
2. **Stewardship:** All of our team members are proactive in their customer service approach, taking the initiative to lead interactions with clients to keep them up to date of the status of projects, in turn building and maintaining strong relationships.
3. **Respect:** Respect is the fundamental aspect of any interpersonal interaction. We treat everyone with respect, by being courteous, non-discriminatory, and taking our clients' individual needs into consideration.
4. **Diligence:** We believe that attention to detail and being meticulous is important in providing any service. We are committed to constant and earnest effort to accomplish what is undertaken by being thorough and detailed in our communications.



Joseph Dimarco
Managing Director

Joseph is an experienced C-suite executive and management consultant. He has worked with various aged care, disability, and not-for-profit providers for more than 20 years. Joseph has held senior executive roles with leading providers in these sectors, during significant industry growth and change.

As a management consultant, Joseph, has had the privilege of working with many Board and Executive teams to realise their governance, operational, and financial priorities.



Martina Chelini
General Manager of
Consulting

Martina, with a decade of expertise in human behavior, online therapy, and consulting, excels in managing and motivating large teams across diverse industries. Proficient in overseeing end-to-end operations, she possesses strong communication, leadership, operational transformation, and financial planning skills.

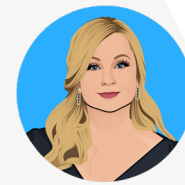
Martina is passionate about leveraging digital technologies for transformative visions and fosters a culture of accountability and lifelong learning, delivering value to individuals, organisations, and the community.



Leigh Gavras
Education Coordinator

Leigh has worked in the service industry for over 20 years, finding her passion for learning and development along the way. She has facilitated training sessions, both face-to-face and online modules, with a focus on customer service and in-house compliance training.

She is a firm believer in the phrase 'knowledge is power' which is why she loves to help others achieve their goals through education and support.



Vanessa Anaiya
Business Development
Manager

Vanessa brings more than 20 years of experience in Brand and Marketing, Media Advertising, Business Development and Operations, including the coordination of new system integration, risk management, quality control, training and auditing whilst managing business performance to drive the business with targets/ goals and expansion.

Vanessa has excellent communications and maintains good relationships at all levels, with a focus on building stronger and healthier business partnerships.



Kylie Patterson
Executive Assistant

Kylie brings more than 20 years' experience in office administration, including 8 years spent working for not-for-profit Aged Care and Disability organisations. Passionate about providing excellent customer service, Kylie's organisation skills and keen eye for detail, combined with the drive to get things done has previously resulted in her being awarded Employee of the Year.

With a love of helping others, Kylie enjoys working in an EA capacity in this sector where she is contributing to helping vulnerable members of the community.



Who We Support

We feel that every care sector organisation should have access to high-quality consulting services to ensure their business provides the best possible service, regardless of their location. To fulfil this vision, we are proud to offer our services Australia-wide.

Home Care Providers myagedcare

Dimarcop Enterprise Consulting is your transformation partner as your home care business transitions to Support at Home. The home care sector is about to embark on a monumental transition from a governance, operational, and financial perspective. The transition is going to require providers to strategically plan the way they operate, market, and evolve the way that they serve their clients.

The Dimarcop Enterprise Consulting team has been working with Home Care Providers for more than two decades. We understand the distinct challenges a provider has when delivering high-quality home care at a competitive cost structure in an increasingly evolving marketplace. Additional hurdles such as governance challenges, workforce resourcing, and enhancing efficiencies is a constant.

An industry specific and experienced transformation partner makes all the difference. Our experts provide you with the latest insights, connecting the dots along the home care journey to drive care outcomes and performance. A key focus of our consulting services is positioning your organisation for the future as providers transition to Support at Home (including CHSP providers).

Retirement Living Operators

Dimarcop Enterprise Consulting is your transformation partner for your retirement living organisation. The retirement living sector is evolving with innovative independent living solutions and the integration of various care options as assisted living care models develop. Dimarcop Enterprise Consulting has assisted operators of retirement villages to enhance their governance frameworks, compliance, risk management, and financial sustainability modelling.

An industry-specific and seasoned transformation partner is pivotal for success. Our experts offer the most current insights, seamlessly connecting the dots throughout the retirement living journey to optimise accommodation outcomes and performance.

Residential Aged Care Providers

Dimarcop Enterprise Consulting is your transformation partner for your residential aged care operation. The residential aged care sector is about to embark on a monumental transition from a governance, operational, and financial perspective. The transition will require providers to strategically plan their operational, marketing, and service delivery approaches to effectively cater to resident needs and surpass client expectations.

Our team has been working with residential aged care providers for more than two decades. We understand the distinct challenges a provider has when delivering high-quality residential care at a competitive cost structure in ever-evolving marketplace. Additional hurdles such as governance challenges, workforce resourcing, financial stewardship, and enhancing efficiencies is a constant.

Having a seasoned and industry-specific transformation partner can significantly enhance your journey. Our adept professionals offer cutting-edge insights, helping you to adeptly navigate residential aged care improving care outcomes and business performance.

Who We Support

Not-for-Profit/Charitable Providers

Dimarcorp Enterprise Consulting is your transformation partner for your Not-for-Profit/Charitable organisation. The Not-for-Profit/Charitable sector is embarking on a monumental transition from a governance, operational, and financial perspective. The transition is going to require providers to strategically plan the way they operate, market, and serve their clients and key stakeholders. A clear mission and purpose is essential for Not-for-Profit/Charitable organisations their strategic objectives and their full potential.

Our team has been working with Not-for-profit/Charitable organisations for more than two decades. We understand the distinct challenges a provider has when delivering a mission-based service at a competitive cost structure in an increasingly evolving marketplace. Additional hurdles such as governance, workforce resourcing, financial stewardship, and enhancing efficiencies is a constant challenge.

An industry specific and experienced transformation partner makes all the difference. Our experts provide you with the latest insights, connecting the dots along the Not-for-Profit/Charitable journey to drive care outcomes and performance.

Allied Health Providers

Dimarcorp Enterprise Consulting is your transformation partner for an allied health provider. The allied health sector is embarking on a monumental transition from a governance, operational, and financial perspective. The transition is going to require providers to strategically plan the way they operate, market, and serve their clients and key stakeholders.

Our team has been working with allied health providers for more than two decades. We understand the distinct challenges a provider has when delivering a mission-based service at a competitive cost structure in an increasingly evolving marketplace. Additional hurdles such as governance, workforce resourcing, financial stewardship, and enhancing efficiencies is a constant challenge.

An industry specific and experienced transformation partner makes all the difference. Our experts provide you with the latest insights, connecting the dots along the allied health provider journey to drive care outcomes and performance.

Health Care Providers

Dimarcorp Enterprise Consulting is your transformation partner for health care providers. The health care sector is embarking on a monumental transition from a governance, operational, and financial perspective. The transition is going to require providers to strategically plan the way they operate, market, and serve their clients and key stakeholders.

Our team has been working with health care providers for more than two decades. We understand the distinct challenges a provider has when delivering a mission-based service at a competitive cost structure in an increasingly evolving marketplace. Additional hurdles such as governance, workforce resourcing, financial stewardship, and enhancing efficiencies is a constant challenge.

An industry specific and experienced transformation partner makes all the difference. Our experts provide you with the latest insights, connecting the dots along the health care provider journey to drive care outcomes and performance.



Who We Support

Disability

Dimarcorp Enterprise Consulting is your transformation partner for your disability organisation. The NDIS sector is embarking on a monumental transition from a governance, operational, and financial perspective. The transition is going to require providers to strategically plan the way they operate, market, and serve their clients and key stakeholders. A clear mission and purpose is essential for a NDIS provider to realise their strategic objectives and their full potential.

Our team has been working with NDIS organisations for more than two decades. We understand the distinct challenges a provider has when delivering a mission-based service at a competitive cost structure in an increasingly evolving marketplace. Additional hurdles such as governance, workforce resourcing, financial stewardship, and enhancing efficiencies is a constant challenge.

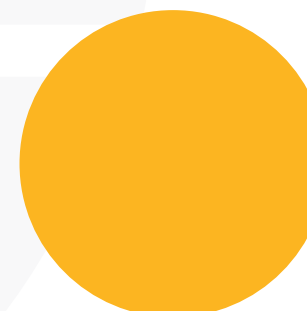
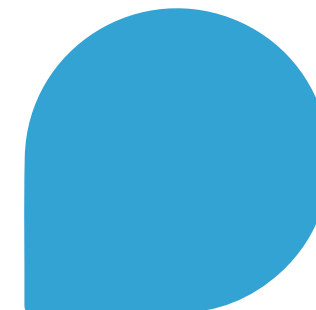
An industry-specific and experienced transformation partner makes all the difference. Our experts provide you with the latest insights, connecting the dots along the disability journey to drive care outcomes and performance.

Childcare

Dimarcorp Enterprise Consulting is your transformation partner for your childcare organisation. The childcare sector is embarking on a monumental transition from a governance, operational, and financial perspective. The transition is going to require providers to strategically plan the way they operate, market, and serve their clients and key stakeholders. A clear mission and purpose is essential for childcare organisations to realise their strategic objectives and their full potential.

Our team has been working with childcare organisations for more than two decades. We understand the distinct challenges a provider has when delivering a mission-based service at a competitive cost structure in an increasingly evolving marketplace. Additional hurdles such as governance, workforce resourcing, financial stewardship, and enhancing efficiencies is a constant challenge.

An industry specific and experienced transformation partner makes all the difference. Our experts provide you with the latest insights, connecting the dots along the childcare journey to drive care outcomes and performance.



Our Services

We are committed to open communication with our clients, maintaining regular contact throughout every project or service provision.

We nurture strategic partnerships with our clients and prefer to act as an extension of our client's organisation, encouraging seamless communication between both parties. Should an issue arise we will work with you to reach a mutually agreeable resolution.

Innovation	Growth	Transformation
<p>Corporate Governance We believe that strong governance forms the cornerstone of a successful and responsible organisation.</p>	<p>Strategic Planning We believe that every business, regardless of size or industry, can achieve its full potential with a well-crafted strategic plan.</p>	<p>Business System Reviews We believe that a well-structured and efficient business system is the foundation of a successful organisation.</p>
<p>Business Planning We believe that every business, from startups to established enterprises, can thrive when equipped with a well-thought-out industry specific business plan.</p>	<p>Benchmarking & Financial Analysis We believe that every challenge presents an opportunity for renewal and growth.</p>	<p>Corporate Restructuring and Turnarounds We believe that data-driven decision-making is the key to success.</p>
<p>Operational Reviews We believe that operational efficiency is the cornerstone of a successful business.</p>	<p>Business Mentoring & Coaching We believe that with the right guidance and support, anyone can reach new heights and achieve their business objectives.</p>	<p>Process Enhancement Reviews We believe that well-structured and efficient processes are the foundation of a successful organisation.</p>
<p>Internal Auditing We believe that a robust internal audit function is vital for organisational accountability and success.</p>	<p>Customer Experience and Satisfaction We believe that exceptional customer experiences are the cornerstone of business success.</p>	<p>Change Management Consulting We believe that change is inevitable and can be an opportunity for growth and innovation.</p>
<p>Quality Framework Reviews We believe that a robust quality management framework is essential for organisational success and customer satisfaction.</p>	<p>Education and Training We specialise in Consulting & education training seminars for Healthcare and not-for-profit sectors.</p>	<p>Operational, Financial and Practice Management We are a Partner of choice for all your Business requirements.</p>

Our Methodology

1. Discovery and Assessment:

- Illustrate the initial phase where your team engages with the client to understand their needs, challenges, and goals.
- Use icons or visuals that represent data gathering, interviews, and analysis.

2. Analysis and Diagnosis:

- Visualise the stage where your team conducts in-depth analysis and diagnoses the root causes of the client's challenges.
- Represent tools, frameworks, or data analytics methods.

3. Solution Design:

- Showcase the creative process of designing tailored solutions based on the analysis.
- Use icons or images that convey collaboration, brainstorming, and solution ideation.

4. Implementation and Execution:

- Illustrate the phase where the proposed solutions are implemented and executed.
- Include visuals that represent project management, timelines, and milestones.

5. Change Management:

- Convey the importance of ongoing evaluation and continuous improvement.
- Use symbols for feedback loops, metrics, and arrows pointing upward to signify improvement.



Strategic Planning

We specialise in guiding businesses toward success through strategic planning and execution. With a deep commitment to helping organisations thrive in today's dynamic and competitive landscape, we bring expertise, innovation, and a proven track record to every client engagement. Our consulting team specialises in aged care, disability care, and other care-related businesses.

Our Mission: Empowering Your Growth

Our mission is simple: to empower your growth and long-term success. We believe that every business, regardless of size or industry, can achieve its full potential with a well-crafted strategic plan. Whether you're a startup looking to define your market strategy, or an established corporation seeking to adapt and evolve, we are here to assist you every step of the way.

Why Choose Us?

- **Expertise:** Our seasoned team brings extensive experience in the care sector, offering a comprehensive perspective in strategic planning.
- **Tailored Solutions:** We recognise the uniqueness of each business. Our tailored approach ensures a strategic plan aligned with your specific needs and exploits your unique selling points.
- **Results-Driven:** Our success is directly tied to yours. We prioritise delivering tangible, measurable results that foster growth and profitability, with a focus on a custom action plan for each core strategy.
- **Cutting-Edge Approach:** Staying ahead of industry trends, we employ the latest tools and techniques to create innovative and adaptable strategies for each client.

Our Services

1. **Strategic Planning:** We help you define your vision, mission, and goals and create a roadmap to achieve them. Our strategic planning process engages the key stakeholders of the business and engages them in the planning process.
2. **Market Analysis:** Gain a deep understanding of your market, competition, and emerging opportunities.
3. **Execution Support:** Our expertise doesn't stop at planning. We assist in the execution and adjustment of strategies as needed.
4. **Change Management:** Implement change effectively and ensure your organisation embraces strategic shifts seamlessly.



Corporate Governance

We are passionate about strengthening governance practices in organisations to promote ethical, sustainable, and responsible decision-making. Our dedicated team of experts specialises in governance consulting, partnering with businesses to enhance transparency, accountability, and corporate stewardship.

Our Vision: Empowering Ethical Leadership

Our mission is simple yet profound: to empower ethical leadership through effective governance. We believe that strong governance forms the cornerstone of a successful and responsible organisation. Whether you are a public corporation, a Not-for-Profit or Charitable entity, or a government agency, our consulting services are designed to help you achieve your governance goals.

Why Choose Us?

- **Expertise:** Our team consists of seasoned governance consultants with a deep understanding of regulatory frameworks, industry best practices, and emerging trends. We bring a wealth of knowledge, particularly to care-related businesses, to help your organisation navigate complex governance challenges.
- **Tailored Solutions:** We recognise that every organisation is unique. Our approach is highly customised to address your specific governance needs and align with your values
- **Ethical Focus:** By focusing on delivering tangible, measurable results, we enhance efficiency, reduce costs, and contribute to sustainable growth.
- **Practical Solutions:** We provide actionable, results-driven solutions that lead to effective governance improvements.

Our Services

1. **Governance Assessment:** We conduct comprehensive assessments to evaluate your current governance framework and identify areas for improvement.
2. **Policy Development:** We assist in the creation and enhancement of governance policies and procedures to ensure compliance and ethical standards.
3. **Board Training:** We offer training programs to equip your board members and executives with the knowledge and skills to fulfill their governance responsibilities effectively.
4. **Crisis Management:** Our team is equipped to provide guidance during governance crises and assist in crisis resolution.

Business Planning

We specialise in business planning and strategy development. Our mission is to empower businesses with the tools and insights needed to navigate the ever-changing landscape, seize opportunities, and achieve sustainable growth. With a team of dedicated experts and a proven track record, we are your trusted partner in planning for a brighter future.

Our Vision: Your Success is Our Success

We believe that every business, from startups to established enterprises, can thrive when equipped with a well-thought-out industry-specific business plan. Our vision is simple: your success is our success. Whether you're launching a new venture, seeking to expand, or looking to pivot in response to market shifts, we're here to guide you every step of the way.

Why Choose Us?

- **Expertise:** Our team of seasoned business strategists and consultants brings a wealth of experience across various industries. We stay at the forefront of market trends and emerging best practices.
- **Tailored Solutions:** We understand that every business is unique. Our approach is tailored to your specific goals and challenges, ensuring a business plan that is as unique as your vision.
- **Results-Oriented:** We focus on delivering tangible, measurable results that drive growth, efficiency, and profitability.
- **Strategic Insights:** We harness data, market analysis, and industry knowledge to provide you with strategic insights that empower informed decision-making.

Our Services

1. **Business Plan Development:** We assist in crafting comprehensive business plans that serve as roadmaps for your success.
2. **Market Research and Analysis:** We help you gain a deep understanding of your market, competition, and customer base to make informed decisions.
3. **Financial Modelling and Projections:** We help you create robust financial models and projections that support your business's growth and sustainability.
4. **Strategic Implementation:** We don't just plan; we help you execute your strategies effectively and adjust as needed.



Operational Reviews

We specialise in conducting thorough operational reviews for businesses of all sizes. Our mission is to empower organisations with the insights and strategies needed to streamline their operations, cut costs, and improve overall efficiency. With a team of dedicated experts and a proven track record, we are your trusted partner in optimising your path to excellence.

Our Vision: Efficiency, Sustainability, And Growth

We believe that operational efficiency is the cornerstone of a successful business. Our vision is simple yet impactful: to help organisations achieve and maintain efficiency, sustainability, and sustainable growth. Whether you're a startup seeking to establish best practices or a well-established corporation aiming to fine-tune your processes, we're here to guide you every step of the way.

Why Choose Us?

- **Expertise:** Our seasoned operational consultants bring extensive experience, particularly in care-related businesses, ensuring they remain abreast of the latest best practices and emerging technologies.
- **Tailored Solutions:** Recognising the uniqueness of every organisation, our highly customised approach addresses specific operational needs, aligning recommendations with your strategic goals.
- **Results-Driven:** Focusing on delivering tangible, measurable results, we enhance efficiency, reduce costs, and contribute to sustainable growth.
- **Data-Driven Insights:** We harness data, performance metrics, and industry knowledge to provide data-driven insights, empowering informed decision-making.

Our Services

1. **Operational Audits:** Comprehensive evaluations of current operations to identify improvement areas.
2. **Process Optimisation:** Streamlining business processes, reducing bottlenecks, and enhancing productivity.
3. **Cost Reduction Strategies:** Identifying opportunities for cost-saving without compromising quality or customer satisfaction.
4. **Change Management:** Guidance during operational changes to ensure smooth implementation.

Business Mentoring & Coaching

We are dedicated to unlocking your full potential and guiding you, your team, and your organisation towards sustainable success. Our mission is to empower individuals and businesses with the skills, knowledge, and confidence to overcome challenges, set and achieve goals, and thrive in the ever-evolving business landscape. With a team of experienced mentors and coaches, we are here to be your trusted partners on your journey to success.

Our Vision: Empowering Growth and Excellence

We believe that with the right guidance and support, anyone can reach new heights and achieve their business objectives. Our vision is straightforward yet transformative: to empower growth and excellence in individuals and organisations. Whether you're a budding entrepreneur, a seasoned executive, or a company looking to foster talent and innovation, we are here to help you every step of the way.

Why Choose Us?

- **Expertise:** Our team of seasoned mentors and coaches brings a wealth of experience across various industries. We understand the challenges you face and are equipped to provide the support and insights you need.
- **Tailored Solutions:** We recognise that every individual and organisation is unique. Our approach is highly customised to address your specific goals and challenges, ensuring that our mentoring and coaching align with your vision.
- **Results-Driven:** We focus on delivering tangible, measurable results that empower growth, enhance leadership skills, and drive business success.
- **Data-Driven Insights:** We stay at the forefront of industry trends and evolving best practices, so we can provide you with the most up-to-date knowledge and tools.

Our Services

1. **Executive Coaching:** Elevate your leadership skills, decision-making, and personal development.
2. **Entrepreneurial Mentoring:** Nurture your startup or small business, from idea to growth and beyond.
3. **Team and Organisational Coaching:** Foster collaboration, innovation, and a growth mindset within your team or company.
4. **Career Development and Transition Coaching:** Navigate career changes and professional growth with confidence.

Business System Reviews

We specialise in conducting comprehensive business systems reviews to empower organisations with the tools and insights needed to streamline operations, reduce inefficiencies, and enhance overall productivity. Our dedicated team of experts is committed to helping businesses achieve excellence by optimising their internal processes.

Our Vision: Smarter Systems, Sustainable Success

We believe that a well-structured and efficient business system is the foundation of a successful organisation. Our vision is clear: to help businesses operate smarter and achieve sustainable success. Whether you are a small startup looking to refine your workflows or an established corporation seeking to improve your existing systems, support and assist you at every stage.

Why Choose Us?

- **Expertise:** Our team of seasoned business consultants brings a wealth of experience across various industries, in particular care-related businesses. We stay current with the latest business process improvement methodologies and best practices.
- **Tailored Solutions:** We understand that every organisation is unique. Our approach is highly customised to address your specific business systems needs, ensuring that our recommendations align with your strategic objectives.
- **Results-Driven:** We focus on delivering measurable improvements that enhance efficiency, reduce operational costs, and contribute to overall business success.
- **Data-Driven Insights:** We utilise data, performance metrics, and industry knowledge to provide you with data-driven insights that empower informed decision-making.

Our Services

1. **Business Systems Assessment:** We conduct in-depth assessments to evaluate your current business systems and identify areas for improvement.
2. **Process Optimisation:** We help streamline your internal processes, reduce bottlenecks, and enhance overall productivity.
3. **Cost Reduction Strategies:** We identify cost-saving opportunities without compromising quality or customer satisfaction.
4. **Change Management:** Our team provides guidance during system changes and ensures a smooth transition.

Corporate Restructuring & Turnarounds

We specialise in corporate restructuring and turnarounds, offering strategic guidance to organisations facing operational challenges. Our mission is to empower businesses to navigate complex situations, revitalise their operations, and emerge stronger than ever. With a team of seasoned restructuring experts and a commitment to delivering results, we are here to be your trusted partner in achieving excellence in corporate resilience and growth.

Our Vision: Navigating Change, Inspiring Revival

We believe that every challenge presents an opportunity for renewal and growth. Our vision is clear: to guide businesses through the intricacies of corporate restructuring, inspiring a revival that positions them for sustainable success. Whether you're facing financial distress, operational inefficiencies, or strategic misalignment, we're here to be the catalyst for positive change.

Why Choose Us?

- **Expertise:** Our team comprises seasoned professionals with a wealth of experience in corporate restructuring, turnaround management, and financial revitalisation across diverse industries.
- **Tailored Solutions:** We understand that each organisation faces unique challenges. Our approach is highly tailored to address your specific restructuring needs, ensuring that our solutions align seamlessly with your strategic objectives.
- **Results-Driven:** We focus on delivering tangible, measurable results that restore financial health, operational efficiency, and stakeholder confidence.
- **Holistic Approach:** Our strategies encompass financial, operational, and strategic aspects, providing a comprehensive approach to corporate renewal.

Our Services

1. **Financial Restructuring:** We provide strategic financial guidance, debt restructuring, and cash flow management to stabilise and strengthen financial foundations.
2. **Operational Turnaround:** We analyse and optimise operational processes, identifying efficiency improvements and cost-saving opportunities.
3. **Strategic Repositioning:** We assist in redefining and aligning your business strategy to meet market demands and capitalise on emerging opportunities.
4. **Stakeholder Communication:** We help navigate communication with stakeholders, ensuring transparency and maintaining trust throughout the restructuring process.



Process Enhancement Reviews

We specialise in process enhancement reviews, helping organisations streamline operations, reduce inefficiencies, and enhance productivity. Our mission is to empower businesses with the tools and insights needed to boost their operational efficiency, reduce costs, and improve overall performance. With a team of experienced experts and a proven track record, we are here to be your trusted partner on your journey to process excellence.

Our Vision: Smarter Processes, Sustainable Success

We believe that well-structured and efficient processes are the foundation of a successful organisation. Our vision is straightforward yet transformative: to help businesses operate smarter and achieve sustainable success. Whether you are a small startup looking to refine your workflows or a large corporation aiming to optimise your existing processes, we are here to guide you every step of the way.

Why Choose Us?

- **Expertise:** Our team of seasoned consultants brings a wealth of experience in process improvement and optimisation across various industries. We stay current with the latest best practices and emerging technologies.
- **Tailored Solutions:** We recognise that every organisation is unique. Our approach is highly customised to address your specific process enhancement needs, ensuring that our recommendations align with your strategic objectives.
- **Results-Driven:** We focus on delivering tangible, measurable results that enhance efficiency, reduce operational costs, and contribute to overall business success.
- **Data-Driven Insights:** We utilise data, performance metrics, and industry knowledge to provide you with data-driven insights that empower informed decision-making.

Our Services

1. **Process Audits and Assessment:** We conduct comprehensive audits to evaluate your current processes and identify areas for improvement.
2. **Process Optimisation:** We help streamline your internal processes, reduce bottlenecks, and enhance overall productivity.
3. **Cost Reduction Strategies:** We identify cost-saving opportunities without compromising quality or customer satisfaction.
4. **Change Management:** Our team provides guidance during process changes and ensures a smooth transition.

Internal Auditing

We specialise in providing comprehensive internal auditing services, offering organisations a critical perspective on their processes, controls, and compliance. Our mission is to empower businesses with the tools and insights needed to ensure transparency, mitigate risks, and achieve operational excellence. With a team of experienced auditors and a commitment to upholding the highest professional standards, we are here to be your trusted partner in safeguarding your organisation's integrity.

Our Vision: Ensuring Accountability, Fostering Success

We believe that a robust internal audit function is vital for organisational accountability and success. Our vision is straightforward yet transformative: to help organisations ensure the integrity of their operations, manage risks effectively, and enhance overall performance. Whether you're a public or private entity, a non-profit organisation, or a government agency, we're here to guide you every step of the way.

Why Choose Us?

- **Expertise:** Our team of seasoned internal auditors possesses a wealth of experience across various industries and sectors. We stay current with the latest audit methodologies, regulations, and best practices.
- **Tailored Solutions:** We understand that every organisation has unique needs. Our approach is highly customised to address your specific auditing requirements, ensuring that our recommendations align with your strategic objectives.
- **Objective and Independent:** We provide objective and independent assessments, ensuring that your organisation's internal processes, controls, and compliance are rigorously evaluated.
- **Results-driven:** We focus on delivering valuable insights and actionable recommendations that enhance your organisation's operations and reduce risks.

Our Services

1. **Internal Audits:** We conduct comprehensive internal audits to evaluate your organisation's processes, controls, and compliance with regulations and standards.
2. **Risk Assessment and Mitigation:** We help identify and mitigate risks that could impact your organisation's success and reputation.
3. **Controls Evaluation:** We assess the effectiveness of internal controls and recommend improvements where needed.
4. **Compliance Audits:** We ensure that your organisation adheres to industry regulations, legal requirements, and best practices.



Quality Framework Reviews

We specialise in quality framework reviews, offering organisations a valuable perspective on their quality management systems, processes, and standards. Our mission is to empower businesses with the tools and insights needed to ensure and enhance the quality of their products and services. With a team of experienced quality experts and a commitment to upholding the highest professional standards, we are here to be your trusted partner in achieving excellence in quality.

Our Vision: Ensuring Quality, Fostering Success

We believe that a robust quality management framework is essential for organisational success and customer satisfaction. Our vision is straightforward yet transformative: to help organisations ensure the integrity of their quality processes meet or exceed standards and expectations, and enhance overall performance. Whether you're in aged care, disability, allied health, or any other sector of the care industry, we're here to support you throughout the entire process.

Why Choose Us?

- **Expertise:** Our team of seasoned quality experts possesses a wealth of experience across various industries and sectors. We stay current with the latest quality management methodologies, regulations, and best practices.
- **Tailored Solutions:** We understand that every organisation has unique quality needs. Our approach is highly customised to address your specific quality framework requirements, ensuring that our recommendations align with your strategic objectives.
- **Objective and Independent:** We provide objective and independent assessments, ensuring that your quality management systems and processes are rigorously evaluated.
- **Results Driven:** We focus on delivering valuable insights and actionable recommendations that enhance the quality of your products and services, thereby increasing customer satisfaction and operational efficiency.

Our Services

1. **Quality Framework Reviews:** We conduct comprehensive reviews to evaluate your organisation's quality management systems and processes, identifying areas for improvement.
2. **Standards Compliance:** We ensure that your quality systems align with industry standards, regulations, and best practices.
3. **Process Optimisation:** We help optimise quality-related processes to reduce defects, enhance product or service quality, and boost operational efficiency.
4. **Continuous Improvement:** We work with you to develop strategies for ongoing quality improvement and excellence.

Customer Experience & Satisfaction

We specialise in optimising customer experiences and ensuring high levels of customer satisfaction. Our mission is to empower businesses with the tools and insights needed to create exceptional interactions, build customer loyalty, and drive sustained success. With a dedicated team of customer experience experts and a commitment to delivering unparalleled service, we are here to be your trusted partner in achieving excellence in customer satisfaction.

Our Vision: Exceptional Experiences, Lasting Loyalty

We believe that exceptional customer experiences are the cornerstone of business success. Our vision is straightforward yet transformative: to help businesses build and maintain strong customer relationships, foster loyalty, and create advocates for their brand. Whether you're in aged care, disability, allied health, or any other sector of the care industry, we're here to guide you every step of the way

Why Choose Us?

- **Expertise:** Our team of seasoned customer experience professionals possesses extensive experience across various industries. We stay at the forefront of the latest trends and best practices in customer experience management.
- **Tailored Solutions:** We understand that every business has unique customer experience needs. Our approach is highly tailored to address your specific challenges, ensuring that our recommendations align with your strategic objectives.
- **Data-Driven Insights:** We utilise customer data, feedback, and industry knowledge to provide you with data-driven insights that empower informed decision-making.
- **Results Driven:** We focus on delivering tangible, measurable results that enhance customer satisfaction, drive customer loyalty, and increase brand advocacy.

Our Services

1. **Customer Experience Assessments:**
We evaluate your current customer journey, identifying areas for improvement to enhance customer satisfaction.
2. **Customer Feedback Analysis:**
We collect and analyse customer feedback to gain insights that drive positive changes in your business.
3. **Customer Training and Development:**
We help your team create memorable and satisfying customer interactions.
4. **Customer Retention Strategies:**
We work with you to develop strategies to retain and grow your customer base.

Change Management Consulting

We specialise in change management consulting, empowering organisations to navigate complex transitions, adapt to evolving environments, and achieve their transformation goals. Our mission is to be your trusted partner in managing change effectively, fostering a culture of innovation, and ensuring a successful journey toward a brighter future. With a dedicated team of change management experts and a commitment to delivering results, we're here to guide you through every step of the change process.

Our Vision: Change with Confidence, Thrive with Resilience

We believe that change is inevitable and can be an opportunity for growth and innovation. Our vision is clear yet powerful: to help organisations navigate change with confidence, adapt with resilience, and thrive through transformation. Whether you are in a small startup, or a large corporation, we are here to guide you toward a future that embraces change as a catalyst for progress.

Why Choose Us?

- **Expertise:** Our team of seasoned change management consultants brings extensive experience across various industries. We stay current with the latest change management methodologies and best practices.
- **Tailored Solutions:** We understand that every organisation is unique, and so are their change challenges. Our approach is highly tailored to address your specific change management needs, ensuring that our solutions align with your strategic objectives.
- **Results-Driven:** We focus on delivering tangible, measurable results that ensure successful change implementation and long-term sustainability.
- **Data-Driven Insights:** We prioritise people and culture, recognising that they are at the heart of any successful change effort. We help organisations create a culture that embraces change and encourages innovation.

Our Services

1. **Change Readiness Assessments:** We evaluate your organisation's readiness for change and identify potential obstacles.
2. **Change Strategy and Planning:** We work with you to develop comprehensive change strategies and implementation plans.
3. **Communication and Stakeholder Engagement:** We help you effectively communicate and engage with all stakeholders throughout the change journey.
4. **Training and Development:** We provide training and development programs to equip your team with the skills and mindset needed to thrive in a changing environment.

Benchmarking & Financial Analysis

We specialise in business benchmarking and financial analysis, empowering organisations to make informed decisions, enhance financial performance, and outperform industry standards. Our team of dedicated experts is committed to helping businesses thrive through data-driven insights and strategic financial planning.

Our Vision: Data-Driven Success

We believe that data-driven decision-making is the key to success. Our vision is clear: to provide businesses with the tools and knowledge needed to thrive in a competitive business landscape. Whether you are a small enterprise looking to improve your financial performance or a large corporation seeking to maximise profits and reduce risks, we are here to guide you every step of the way.

Why Choose Us?

- **Expertise:** Our team of seasoned financial analysts and consultants has extensive experience in financial analysis and benchmarking across various industries, in particular the care sector.
- **Tailored Solutions:** We understand that every organisation is unique. Our approach is highly customised to address your specific financial and benchmarking needs, ensuring that our recommendations align with your strategic objectives.
- **Results-Driven:** We focus on delivering tangible, measurable results that improve financial performance and provide a competitive edge.
- **Data-Driven Insights:** We utilise data, industry benchmarks, and financial analytics to provide you with insights that empower informed, data-driven decision-making.

Our Services

1. **Financial Analysis:** We conduct comprehensive financial assessments to evaluate your organisation's financial health and provide insights into areas for improvement.
2. **Benchmarking Services:** We help you compare your performance with industry standards, identifying areas where you can outperform your competition.
3. **Cost Reduction Strategies:** We identify cost-saving opportunities while maintaining financial stability and growth.
4. **Strategic Financial Planning:** We assist in developing financial strategies that align with your long-term goals.



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Practice Management Solutions

Dimarcorp Enterprise Consulting understands the challenges that practice owners can have in meeting the demands of their patients whilst managing the day-to-day operations of their practice. Healthcare is a rapidly evolving landscape with challenges relating to recruiting skilled staff to manage practice operations whilst ensuring patient expectations and customer experience protocols are met. The integration of technology and the realisation of economies of scale and efficiencies is a core strategy of practice owners.

With the increasing demands on healthcare professionals, there arises a critical need for streamlined solutions that optimize administrative tasks, enhance patient care and outcomes, and ensure compliance with regulatory standards. To address these challenges, we present a comprehensive practice management solution tailored specifically for healthcare professionals – offering a turnkey approach to managing day to day practice operations seamlessly.

Overview of solution

Dimarcorp Enterprise Consulting provides a robust solution to practice owners that can be tailored to the individual needs of the practice owners. DEC has a diverse range of governance and operational experience with supporting care-related businesses from practice owners, to allied health providers to aged care operators. In addition, we have the benefit of leveraging the resources of our related entities that specialise in care-related accounting and bookkeeping, human resources, marketing and technology solutions.

Our Virtual Practice Management Solution provides a robust platform designed to empower doctors with the tools necessary to streamline their business operations allowing them to focus on patient management whilst allowing DEC to manage administrative workflows, patient outcomes, and enhance overall operational efficiency. Our solutions encompass a wide range of features and functionalities, including but not limited to:

- **Reception Management and Appointment Scheduling:** DEC can manage your day-to-day reception team by ensuring day-to-day management with processes in place to enhance quality outcomes and patient experience. We can also assist with implementing seamless scheduling capabilities allowing patients to book appointments across a diverse range of platforms including online, reducing administrative overhead and optimising clinic schedules.
- **Practice Management:** DEC can take the hassle out of managing your practice including reviewing and implementing procedures and policies, implementing process enhancement initiatives, managing contractors, procurement processes, and other administrative tasks. Our framework is focused on ensuring that compliance and quality initiatives are met and are consistently monitored with any deficiencies identified and corrective action implemented promptly.

Practice Management Solutions

- **Business Planning:** DEC considers our practice management solution as a strategic partnership arrangement with the practice owners. As part of the onboarding process, we will develop a practice business plan to ensure that the strategic and operational objectives are clearly defined, and we can ensure that there is a clear direction in moving the practice forward. The business plan will also define marketing strategies and focuses for the practice.
- **Financial management and reporting:** Through our sister company, CareCFO, we will provide support to your business from bookkeeping, financial analysis, and management reporting. Our unique offering provides your practice with a diverse range of financial data to assist with business decision-making. Our core goal is to provide financial information to provide information that supports your practice's strategic and operational objectives. We also undertake reconciliation processes around billing to Medicare to ensure that all funding is accurately received and accounted for.
- **Human Resources and Professional Development:** Through our sister company, CareHR, we will provide support to your business from human resources management, professional development, workforce planning, and related Human Resources operational support. Payroll and rostering services can also be provided as part of our practice management option.
- **Procurement and Contract management:** As part of our practice management solution, we will coordinate all of your procurement of supplies, review imprest systems and also manage your contractors. Through our related sister entity, MobiAssist, we can utilise our network to ensure that you are getting competitive pricing for your supplies.
- **Marketing, Design, and ICT Solutions:** Through our sister company, CareCREATIVE, we provide digital marketing, graphic design, web design and related services. Our objective is to provide support to the practice owners to grow their business through lead generation, brand development and positioning and promoting the unique selling points of your business. We can also provide information technology and communication solutions to enhance your business efficiencies and outcomes.
- **Auditing and accreditation:** DEC will assist your practice to maintain accreditation, by ensuring ongoing compliance with accreditation outcomes. We will also implement an internal auditing process to ensure that your practice remains compliance.
- **Patient Communication strategies:** Enhanced communication channels, including SMS and email reminders, facilitating proactive engagement with patients, improving appointment adherence, and fostering patient satisfaction.
- **Practice Analytics and operational reporting:** Advanced analytics and reporting tools provide actionable insights into practice performance, patient demographics, and financial metrics to support informed decision-making and strategic planning.

Practice Management Solutions

DEC is committed to working with practice owners to enhance the efficiency, accessibility and compliance of their practice. Our Practice Management Solution offers a turnkey approach for doctors to manage their practices effectively. We are committed to empowering healthcare professionals to navigate the complexities of modern practice management with ease, ultimately enhancing patient care and driving practice success.

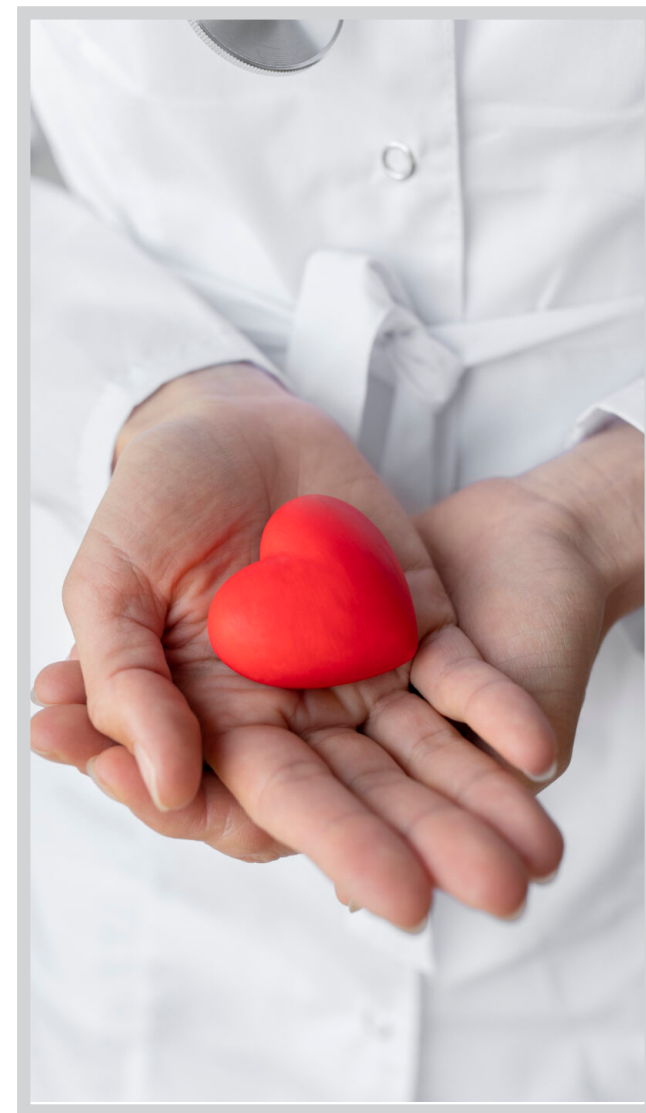
We are committed to supporting healthcare providers in achieving their goals through innovative solutions tailored to their needs. Contact us today to learn more about how our Practice Management Solution can transform your practice.

Key Benefits of Choosing Dimarcorp Enterprise Consulting:

- **Efficiency:** By streamlining administrative tasks and optimising workflows, our solution enables doctors to focus more on patient care, thereby, increasing overall practice efficiency.
- **Accessibility:** By enhancing marketing and business systems will allow the practice owners to assist more patients and enhance accessibility to services for more patients
- **Compliance:** Our solution adheres to

stringent data security and privacy standards, ensuring compliance with regulatory requirements and safeguarding patient information.

- **Patient Satisfaction:** Enhanced patient communication capabilities and streamlined appointment scheduling contribute to improved patient experiences, fostering loyalty and positive word-of-mouth referrals.
- **Patient Focus:** The key objective of our solution is to allow the practice owners to focus on patient care and patient outcomes.
- **Accreditation and compliance:** DEC will maintain accreditation practices and ensure that the practice is monitored to identify any non-compliance. referrals.





Education Seminar – Board Masterclass

A program that explores corporate governance and the foundations of operating a care-related or Not-For-Profit business. The key focus area of the program is what Boards and Managers should consider when running and operating their business from a governance, risk, and compliance perspective. A comprehensive program for Boards and Management Teams that explores Corporate Governance, sector trends and future directions, Risk Management, Innovation, Financial Drivers, Human Resources, and Marketing.

Note from the Program Facilitator

“It has been a privilege to facilitate the Board Masterclass sessions for care-related and not-for-profit businesses across Australia. When facilitated as an in-house session, we create a collaborative environment where there can be diversified and robust conversations between Board members and Executives/Management. The streamlining of ideas, perspectives and priorities is a key outcome of this session”.

For pricing options, dates and related questions, please contact the Dimarcorp Academy on 1300 78 55 11 or email Info@dimarcorpacademy.com.au

Specific Programs Developed for:

- Residential Aged Care Providers
- Home Care Providers
- Retirement Living Providers
- Disability Providers
- Allied Health Providers
- Other Health Care Providers
- Childcare Providers
- Not-for-Profit and Charitable
- Organisations (registered with ACNC)
- ATSI Organisations (registered with ORIC)

Client Feedback

Great material delivered at a great pace. Well delivered in an interesting format that kept everyone engaged. The presenter was very knowledgeable and approachable. Thank you!

– **Jim, Sydney, NSW**



Program Overview:

- Changes facing care-related and not-for-profit providers
- Current and future trends due to government policy and consumer expectations
- Governance Case Studies
- Corporate Governance
- Strategic Directions
- Legal Obligations
- Director's Responsibilities (ASIC and/or ACNC/ORIC)
- Financial Principles of the Business Model
- Analysing Financial Performance
- Facilitating and Responding to Innovation
- Workforce Planning and Employee Terminology
- Award/Enterprise Agreement
- Overview of Human Resource Planning and Reporting
- Overview of Models of Care
- Minimising Clinical Risk
- Clinical Indicators
- Strategic Marketing
- Brand Management and Market Position
- Managing Digital Marketing and brand placement
- Cyber security and privacy requirements

Case Study

Strategic Planning & Board Masterclass Training

Provider: Rural NSW Not-for-Profit Provider

Services Offered: CHSP, NDIS Disability, Children Services

Revenue: \$10 million per annum

Team members: 8-person volunteer board and approximately 150 employees



Dimarcorp Enterprise Consulting facilitated the Board Masterclass session with the Board and Management team of the organisation. The session highlighted several non-compliances, risks, and opportunities for the growth of the business. The following day a strategic planning workshop was facilitated with the Board, Management team, and key staff of the provider. Discussions were robust and the team was engaged as the organisation revised the mission, vision, and values of the business. Dimarcorp Enterprise Consulting facilitated a review of the sectors that the organisation operate in with key influencing factors being presented as well as information and analysis around competitors, resourcing including workforce planning, shifting consumer expectations, innovation, and technology. Several focus groups were set up during the strategic planning session to debate and discuss alternative strategic directions and identify the priorities for the organisation for the next three years.

At the end of the planning sessions, there was an agreement on the strategic directions and priorities for the organisation. A strategic plan for the organisation was drafted by the Dimarcorp Enterprise Consulting team, which included a presentation for the organisation to engage key stakeholders in the communication of the strategic plan. Additionally, an action plan was developed for the Board and Management to monitor the progress of realising and achieving the strategic plan. The Board adopted the Strategic Plan for the organisation and have proactively been focusing on achieving the strategic directions.

Secondary Project

Dimarcorp Enterprise Consulting and our sister company CareCFO were engaged to undertake a review of the organisation's CHSP programs. A complete review of the programs were undertaken including compliance with the CHSP framework, business operations, reporting, and financial management. The comprehensive review of the CHSP program had the following conclusions:

- **A restructure of the business to realise - efficiencies and economies of scale.**
- **A change in the operating structure of the management of the CHSP business**
- **Analysis and benchmarking of the financial analysis of the CHSP operations including Meals on Wheels service.**
- **Development of transformation plan including operational and process enhancement, systems review and reporting enhancement.**
- **Provision of compliance and risk report with the identification of issues and resolution strategies including risk mitigation.**

The Board adopted the CHSP review report and have commenced implementing the regulations.

Innovation, Growth, and Transformation Specialists.