



*Sharing + Community + Diversity*



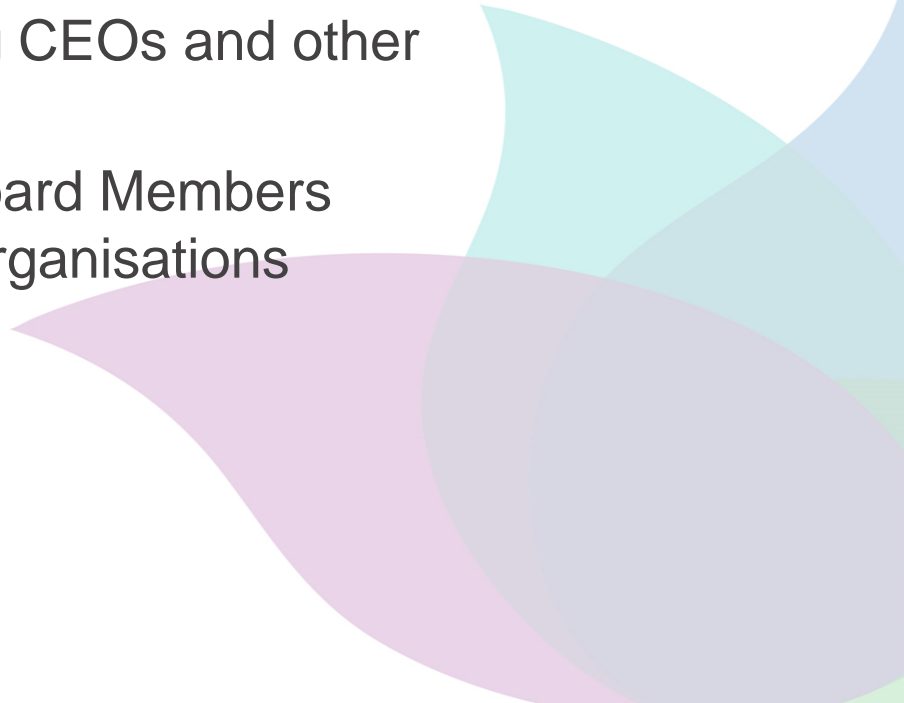
## Who is PACE Aged Care?

PACE Aged Care is a group of community organisations on the Central Coast of NSW committed to delivering quality aged care and support services.

# Founding Members



# How was PACE born?

- ACS Meeting at Wyong Race Course – February 2013
  - Discussions with founding CEOs and other interested parties
  - Collaborative vision by Board Members and CEOs of interested organisations
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A group of diverse elderly people are smiling and looking towards the camera in an outdoor setting. In the foreground, a woman with short, curly red hair is out of focus. Behind her, a man with a mustache wearing a red sweater over a yellow shirt is smiling. To his right, a woman with short grey hair and a purple t-shirt is smiling broadly. Further back, a man in a blue shirt and another man in a light blue t-shirt are also visible, all appearing to be part of a community group. The background shows a blurred outdoor environment with hills.

## **Creating a Culture of Care**

“Together PACE Aged Care aim to provide a culture of care through sharing + community + diversity”

# Why a collaborative approach?

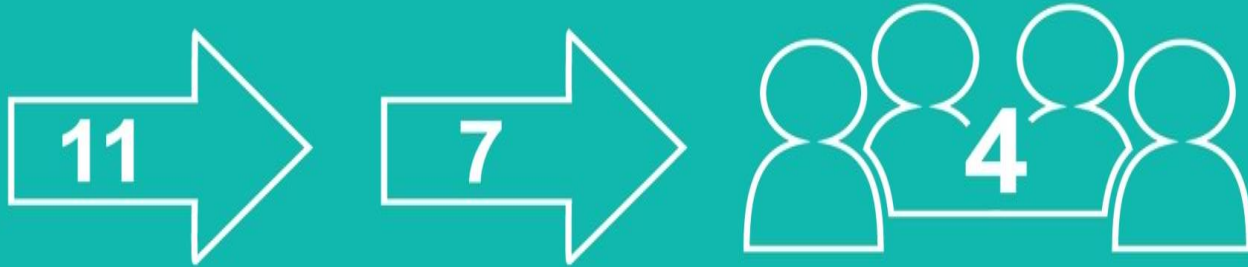
- Threats in industry
  - Government Policy
  - Larger for-profit organisations
  - Offering value for money
  - Changing market
  - Ageing local community
  - Increased need for services – in both aged care and home care based services
- 

# Feasibility Study

In May 2013 we contracted Stewart Brown – chartered accountants who specialise in the aged care industry - to conduct a feasibility study into the proposed concept of a shared services model.



# The Commitment



- 11 organisations were initially interested
- After Board level discussion 7 continued
- 4 finally committed to PACE Aged Care



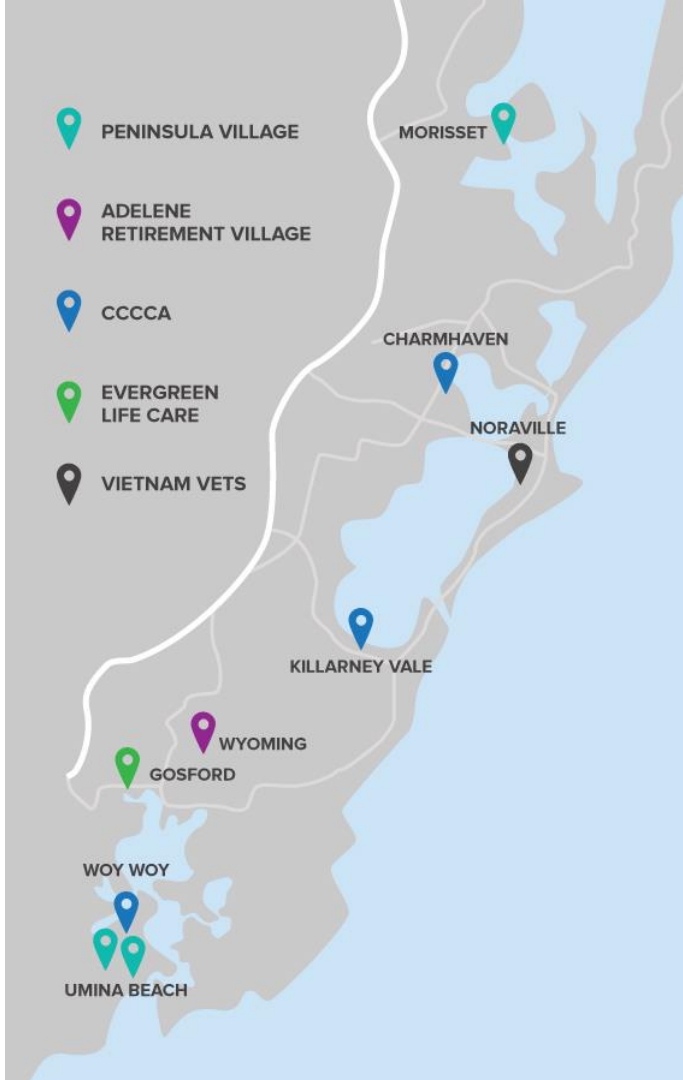
# The Process

- **Late 2013** - a Memorandum of Understanding was agreed upon
- **19 December 2013** - Company Registration occurred and CEOs became the Directors of the Company
- **Early 2014** - a Strategic Plan was created to cover the initial setup
- **June 2014** - Workplace Innovation Network (WIN) saw each founding facility contribute their WIN grant towards the project
- **During 2014** - A Member's Agreement was prepared by a solicitor and signed in December 2014
- **December 2014** - A second Strategic Plan was created to cover the 2014 to 2017 period
- **September 2015** - PBI Status was granted



## Sharing + Community + Diversity

Member organisations of PACE Aged Care have facilities that cover the Central Coast and Lake Macquarie regions - all the way from Umina and Woy Woy in the south, to Morisset in the north.



# Introducing PACE Aged Care

- In September 2015 we employed a Project Manager to ease the load off the four CEOs
- In October 2015 a Marketing Plan and a Business Plan were prepared



# Marketing PACE

In late 2015 PACE contracted Brilliant Logic to implement and steer our marketing plan

## **This included:**

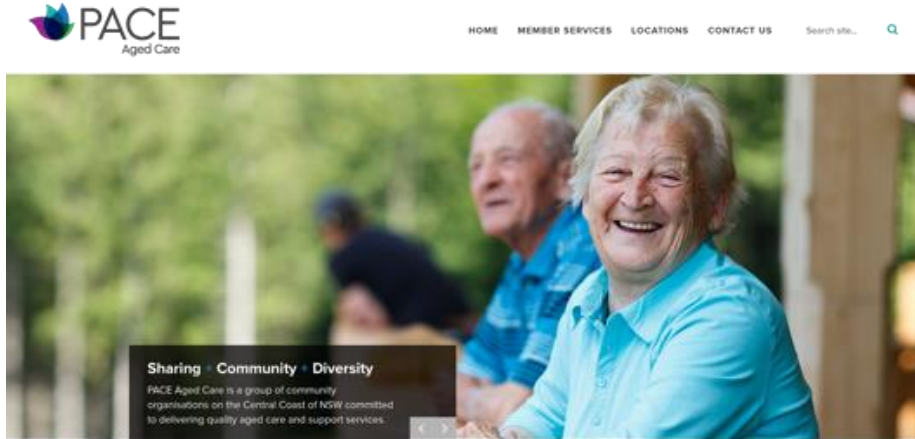
- creation of our visual identity & brand
- development of a website
- design of a range of marketing collateral
- a plan for our public launch



*Sharing + Community + Diversity*

- Our final brand signifies a few key elements including the collaboration of the four founding member organisations, represented in the leaf/petal motif
- The colour palette is also reflective of the colour elements of the four founding members individual brands
- The brand motif overall portrays growth, life and collaboration

# Website



## Welcome

PACE Aged Care is committed to sharing a culture of care with four Central Coast based organisations choosing to come together to collaborate on the best way to deliver quality aged care and support services to people of the Central Coast.

After attending a workshop of community organisations on the Central Coast in 2013, discussions in respect of how a number of local organisations may be able to assist each other in the industry of aged care and support services on the Central Coast was raised. Later that year an agreement was reached with four founding organisations agreeing to collaborate under a shared services organisational model.

As a result, PACE Aged Care was born with an aim to provide the perfect environment for organisations to share resources, training,

development, administration and opportunities for growth and increased career pathways.

The core member organisations of PACE Aged Care are:

- Peninsula Village
- Adeline Retirement Village
- Central Coast Community Care Association
- Evergreen Life Care Limited

Together the PACE Aged Care group offer quality, person centred care for aged veterans, disabled and elderly persons on the Central Coast of New South Wales. The organisations jointly offer a variety of services including residential aged care, independent living, respite and dementia specific care and community ageing services.





# PACE Marketing Collateral



**PACE**  
Aged Care

Sharing + Community + Diversity



**SHANE NEAVES**  
Director

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www.paceagedcare.org.au

Peninsula Village  
Adelene Retirement Village  
Central Coast Community Care Association  
Evergreen Life Care



**PACE**  
Aged Care

You are cordially invited to join us  
as we officially launch PACE Aged Care and  
unveil our brand and associated identity.

**17 MARCH 2016**

Time  
6.00pm - 8.00pm

Venue  
Community Centre, Evergreen Life Care  
Yallambee Ave West Gosford

What  
Launch event & networking  
canapés, sparkling & beverages provided

Dress  
Business/Smart

*PACE Aged Care is a new associative group of local organisations  
joining forces to deliver quality aged care services on the Central Coast.  
Member organisations are Peninsula Village, Adelene Retirement Village,  
Central Coast Community Care Association and Evergreen Life Care.*

Sharing + Community + Diversity





**PACE**  
Aged Care

Sharing + Community + Diversity

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Evergreen Life Care: Neil Cooper  
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**We are PACE Aged Care**

PACE Aged Care is the collaboration of Central Coast organisations who have come together to deliver quality aged care and support services to local people.

After an opportunity was identified for local aged care providers and support services to work together, an agreement was reached between founding organisations to collaborate under a shared services representative model.

As a result, PACE Aged Care was born with an aim to provide the highest standard of care, administration and opportunities for growth and innovation across all services.

**OVER 630**  
Local people employed by PACE Aged Care group

**HERE THAN 1,150**  
People supported by PACE Aged Care services

**Our Founding Members**

**Central Coast Community Care Association (Cocca)**  
A group of three aged care facilities in Woy Woy, offering care and support services, including high quality care for dementia residents and respite care. Our commitment is to deliver the best quality care and support services to our residents. Offers permanent residential care and respite care, as well as extensive range of services designed to enhance the lives of each resident.

**Evergreen Life Care**  
A community not for profit, representative of local (and surrounding) quality residential care and support services for independent residents of means. Delivering residential aged care, independent living and community care, Evergreen Life Care places the needs and wishes of its clients at its core.

**Peninsula Villages**  
A group of three Central Coast retirement villages, all with their own unique character, offering care and support services to local people. Offers a high level of care and support services to its residents. Offers permanent residential care and respite care, as well as extensive range of services designed to enhance the lives of each resident.

**Adelene Retirement Village**  
An independent retirement village located in Woy Woy, with its location making the most of the beautiful Central Coast lifestyle. The Village is a modern, fully serviced retirement village offering a range of care services for the care and welfare of aged and disabled people to live happily and independently.





## Launching PACE

On the 17<sup>th</sup> March we launched the company in front of 135 people from within the industry and Central Coast community.





# New Membership

Our first new member was announced at the launch

**Vietnam Veterans Keith Payne VC Hostel**



# First Projects for PACE



**Insurances (General &  
Workers  
Compensation)**



**IT Provider**

- PACE Directors conducted an insurance review
- Four IT companies tended



# Common Software



**General ledger  
package**



**Care package**



**Rostering system**



**Payroll software**

# Corporate Office

**Currently we are planning our Corporate Office which will house:**

- General Ledger
- Accounts Payable
- Accounts Receivable (billing)
- Human Resources
- Payroll, Rostering
- Workers Compensation (return to work)
- Education (compulsory training)
- ACFI
- Quality
- Clinical Governance.





## Employment

Currently, over 710 local people are employed by PACE Aged Care members.

# Recruitment

**In terms of recruitment, PACE Aged Care aim to:**

- Obtain PBI Status
- Review Employment Agreement
- Phase One → staffing to include Administration, General Ledger, Billings, Payroll & Rostering
- Phase Two → establish our own nursing agency (staff pool)
- Phase Two → to also include Education, Clinical Governance, Care Staff, Nurse Practitioner



# Education

- Compulsory training:
  - Fire
  - Manual Handling
  - Elder Abuse
  - Food Safety
- Professional education
- RU and staff competencies
- Common policies across the group → ensures conformity

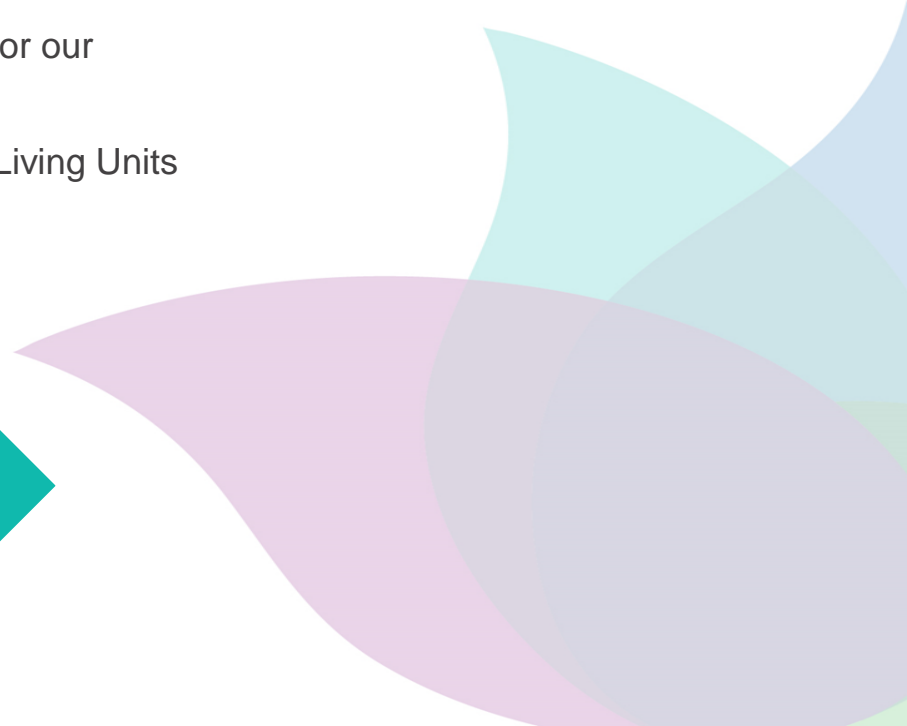
## Laundry, Catering + Home Care

We are also planning to take on a common process for our laundry, catering and home care services



# Moving Forward

- Our intention is to have common policies and procedures for all PACE members
- We are currently researching and intending to apply for our Approved Provider Status
- This would cover Residential Care and Independent Living Units
- We have set a budget at \$10 per resident per day





## **PACE Aged Care**

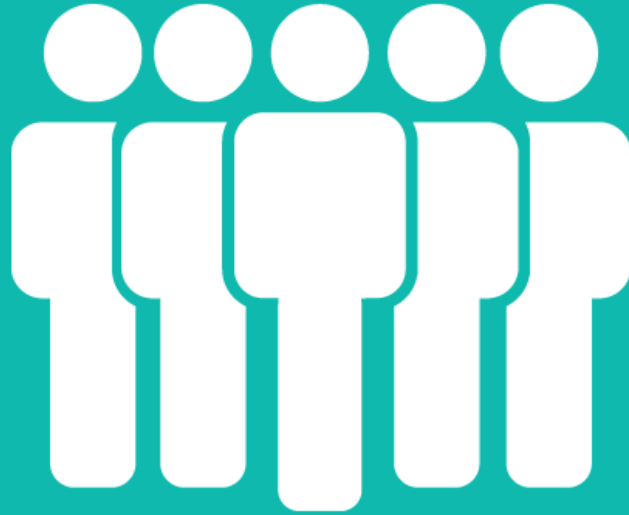
PACE is not a joint venture or a consolidation or a takeover.

It is about Sharing + Community + Diversity.

# New Members Welcomed

			
?		?	?
?	?	?	?

**Don't let anyone tell you otherwise...**



**SIZE DOES MATTER**



# Further Information



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# PACE

Aged Care

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