



GOLDEN AGE

SOLUTIONS

CAPABILITY STATEMENT

2017

Delivering Superior Solutions for Seniors

COMPANY OVERVIEW

Golden Age Solutions Australia Pty Ltd (Golden Age Solutions) is a company registered in Australia that blends two well respected Australian entities in the Residential Aged Care and Retirement Living sectors, being:

- Realise Performance Pty Ltd (Realise), a specialist Aged Care consultancy based in Sydney, Australia, and
- Nambucca Valley Care Ltd (NVC), a community owned provider of residential aged care and retirement living services based on the mid north coast of NSW Australia.

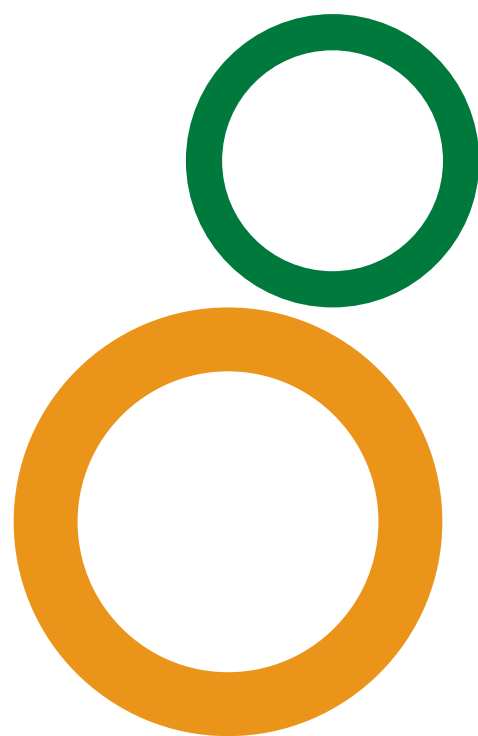
Whilst the Company is newly established, its Australian associates have, collectively, sixty years of know-how in the sector, with NVC having established services in 1974 and Realise in 2001.

The underpinning success of the two associates has been achieved through:

- Superior quality service to help seniors realise their lifestyle aspirations, and
- Creating and sustaining long term relationships with clients, suppliers, government and most importantly, workforces.

These primary objectives have instilled a company team culture and loyalty amongst long serving employees that is based on constant learning that contributes to improving the wellbeing of both clients and themselves.

The Company associates operate from three offices in New South Wales, Australia and one office in Kuala Lumpur, Malaysia.



PERSONNEL

Golden Age Solutions, through its associates, recognises that its main asset is its people and therefore invests significantly in the development and retention of its workforce.

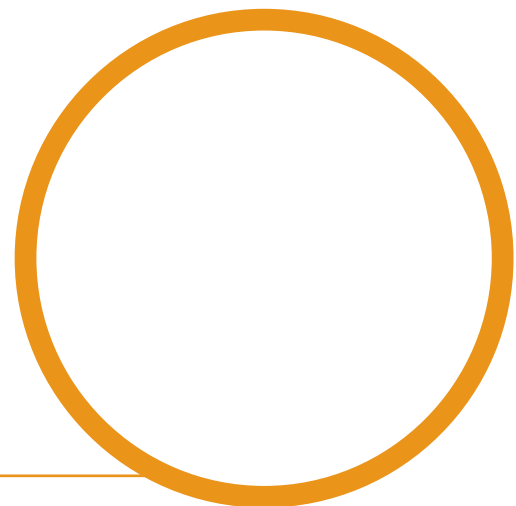
Through its associates, Nambucca Valley Care (NVC) and Realise Performance, it is considered an employer of choice. This is evident by the continued ability to attract and retain quality personnel, 16% of NVC's workforce being employed for 10 years or longer and 9% between 5 and 10 years. NVC does not retain any agency staff, with its Care, Registered Nursing and Allied Health staff either recruited as new entrants or through its Graduate Registered Nurse Program.

To support the continual competency development of its personnel, NVC operates an established Australian Skills Quality Agency (ASQA) approved Registered Training Institution. It has a number of approved qualifications on scope that support the development of its aged care workforce and hospitality divisions.

In addition, both associate organisations deliver a range of Clinical, Leadership and Management courses. These are supported by NVC's ELearning structure.

Both entities have well developed Workforce Development Plans. This document articulates the career planning, opportunities and promotion from within the organisation resulting in a skilled, high performing, cohesive and loyal team culture.

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CODE OF PRACTICE

In line with the Aged Care Act, Golden Age Solutions associates are committed to providing services that:

- Promote a high quality of care and accommodation and protect the health and wellbeing of residents
- Help residents enjoy the same rights as all other people
- Ensure that care is accessible and affordable for all residents
- Plan effectively for the delivery of aged care services and ensure that aged care services and funding are targeted towards people and areas with greatest needs
- Encourage services that are diverse, flexible and responsive to individual needs
- Provide respite for families, and
- Promote “ageing in place” through the linking of care and support services.

CONSUMER DRIVEN

Golden Age Solutions is a strong advocate for human rights and strives to ensure the process of accessing care and support services is equitable and respectful.

Our aim is to support seniors realise their own lifestyle aspirations by removing barriers to care and support and placing the individual at the forefront of service planning and decision making.



MANAGEMENT SYSTEMS

Workplace Health and Safety Management

Golden Age Solutions is fully committed to:

- Ensuring a safe workplace for its employees
- Continually Striving to improve safety performance, and
- Instilling a cultural mindset in the company to achieve a zero harm work environment.

This is achieved by identifying and rectifying any (potential) unsafe work conditions and/or practices, as well as promoting a safe working environment.

Our team recognise that in order to achieve outstanding safety performance and good practice, we need to adopt and support proven and systematic safety systems, committed management and a proactive workforce.

Through its associates, they have implemented a comprehensive workplace health and safety system across the elements of lifestyle villages and residential aged care that is fully compliant with legislation.

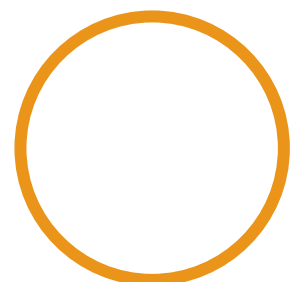
QUALITY ASSURANCE

Our quality systems and the system instructions are subject to continual review.

Through this process, NVC has attained and retains full compliance for its residential aged care homes through the Australian Aged Care Quality Agency. The Aged Care Act in Australia provides for an accreditation-based quality assurance system which is audited by the aforementioned agency.

It requires that medical, nursing and other care be evidence-based and delivered by skilled medical, nursing, allied health personnel, and health workers such as direct care personnel. It should be delivered in a safe environment, and delivered in a manner that respects the dignity of the person in receipt of the care.

Approaches to management systems holistically cover Workplace Health and Safety, Environmental, Quality Assurance Management with all systems and information available to employees via Information Technology systems (Intranet).



CAPABILITIES

Human Resources

Golden Age Solutions is experienced with managing people at company level for the dual purpose of:

- Creating value for the organisation, and
- Positive work experiences for individuals.

The range of functions covered by Golden Age Solutions includes:

- Recruitment and selection of employees
- Performance management
- Workers compensation and Return to Work
- Career support
- Team development
- Communication and conflict, and
- Industrial negotiation and resolution
- Training and Assessment and Professional Development

Clinical

- Certificate III in Aged Care (accredited)
- Certificate IV in Aged Care (accredited)
- Senior First Aid (accredited)
- Graduate Year Registered Nursing Program (Partnership with NSW Local Health District)
- An extensive series of Health and Aged Care professional development modules
- Language, Literacy & Numeracy (LLN qualified manager)

Leadership, Management and Supervision

- A wide-ranging series of professional development modules






RETIREMENT LIVING & RESIDENTIAL AGED CARE

Catchment analysis

Golden Age Solutions can undertake study to identify the ideal location for establishment of a new Retirement Living and/or Residential Aged Care Homes. This includes geo-demographic factors.

Retirement Village & Residential Aged Care Infrastructure Planning and Development

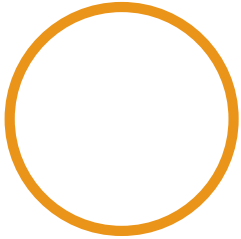
In combination with key stakeholders, including Architects, Sub Consultants, Owners and Directors, Golden Age Solutions is experienced in the planning and development of infrastructure related to:

- The physical characteristics of retirement village and residential aged care, including: architecture; design; colour; lighting; and, space.
 - The licensing and certification requirements of villages and residential aged care.
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COMMISSIONING NEW INITIATIVES

This element includes, but not limited to:

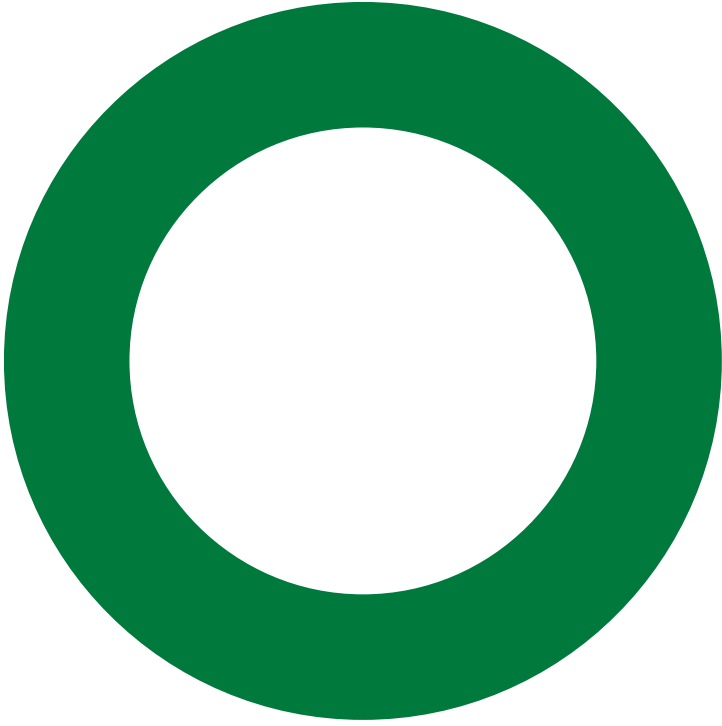
- Information Systems
 - Resident Management Systems
 - Care Management Systems
 - Clinical Management Systems
 - Quality Management Systems
 - Personnel recruitment, education and orientation
 - Resident Safety and Security Systems
 - Assisted Living Service
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OPERATIONAL MANAGEMENT

Operating climate including policy, staffing, and the financing of leisure activities, care and support.

- Operating systems (per commissioning new initiatives) designed to maximise customer lifestyle experiences whilst ensuring business profitability and legislative compliance.
 - Ability to establish residential care and retirement living accommodation standards that provide a tailored and individualised customer experience.
 - Workforce Planning and Development.
 - Workplace Health and Safety Management. Adopting, supporting and monitoring our proven and systematic safety systems.
 - The personal and suprapersonal environment: the personal environment includes the carers/significant others who constitute the major one-to-one social relationships of an individual (eg family, friends etc); and the suprapersonal environment which may be defined as the model of characteristics of all people in physical proximity to an individual (eg similar race, age etc).
 - The socio-psychological environment which refers to the norms, values, activities, philosophy, attitudes and beliefs of caregivers and the personal interaction of all who are part of the facility.
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