

## Demographic Snapshot Series

Verso's Demographic Snapshot Series has been developed for providers of community care, residential care, disability services, family and child services, retirement living and local governments.

Are you looking to:

- Expand into a new planning region?
- Use a strategic site for a Residential or Retirement Living project?
- Apply for funding for a new community service?

Verso's Demographic Snapshots give you the tools you need to facilitate informed decision making for service development and funding growth. Every Demographic Snapshot includes a targeted extract from the ABS 2006 Census and other demographic data sources.

Our Demographic Snapshots cover all regions and local areas across all States and Territories of Australia. Finding the exact information required is a snap: Data can easily be selected by Statistical Local Area (SLA) or Local Government Area (LGA) as compared to State level summaries. Data may also be aggregated at regional level, showing how your region compares to Statewide data. Our Demographic Snapshots provide detailed insights into the characteristics of any local area or region that you wish to study, including analysis of:

- Older population distribution
- Aboriginal and Torres Strait Islander populations
- Veteran and War Widow population levels
- Individual Income levels
- Housing tenure
- Culturally and Linguistically Diverse populations

Verso's Demographic Snapshot Series will be available to purchase from our "Online Store" during June 2009. For more information or to be notified when the Demographic Snapshot Series becomes available, contact Jodie McNair on (03) 9489 3233 or email [jodie@verso.com.au](mailto:jodie@verso.com.au)

## Environmental Update Water Tanks

Late last year, Verso installed two 1000 litre and one 600 litre water tanks at the offices. Verso consultant and part-time environmental superhero Brian Sullivan explains:

"To limit the spatial and visual intrusion in this relatively tight city fringe location we found tanks with the smallest footprint possible. The main reasons for the tanks were a wish for attractive foliage to soften the hard edged building design, and a wish to contribute to saving water.

"Even in this year's super dry summer we have usually had enough water from our tanks for our beautiful patio olive trees and our new indoor palm garden.

"The math is interesting. The roof area of 109 Fergie Street is about 85m<sup>2</sup> which yields 850 litres for just 10mm of rain. Compared with a suburban house, 85m<sup>2</sup> is not large.

It is worth noting that our water usage bill for the most recent quarter was less than half that of the previous quarter."

## Community Care Software Survey

Finding the right IT software solution remains a major issue for community care providers. Reasons for this include the recent increase in the number of products on the market and the incredible variations in flexibility, capability and cost.

Verso recently conducted an independent Market Scan of available community care software solutions. We have no affiliation with any particular product nor do we intend to endorse any individual supplier.

Verso is also undertaking a Community Care Software Survey that looks at the interface between payroll, invoicing and finance systems as well as user satisfaction, management reporting and care planning.

If you use Community Care software, we would love to hear from you! Download the survey now from the "Resources Section" of [www.verso.com.au](http://www.verso.com.au) or phone us on (03) 9489 3233 to have a copy mailed or faxed to you. All survey participants are assured of confidentiality and will receive a copy of our Market Scan findings.

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[www.verso.com.au](http://www.verso.com.au)

## Aged Care Approvals Round 2009- Are you prepared?

Are you ready for ACAR 2009? Results for 2008 are just around the corner and preliminary planning is essential to ensure you are ready to submit your applications in December 2009.

A recent media release from the Minister for Ageing, Justine Elliot, announced that the aged care sector had sought 27,039 places from the 2,784 Community Care places on offer in the 2008 ACAR. This means that the chances of successfully applying for a Community Care place are as low as 10%!

Verso's success rate in the 2007 ACAR was 62% per application and we are confident that this percentage will rise when the results from the 2008 round are announced in early June 2009! Due to their exceptional high success rate, our specialist ACAR teams continue to be in high demand.

A 6 in 10 chance of success is just one of the many benefits experienced by organisations who choose to work with the Verso team during ACAR and other funding rounds. One Western Australian provider of community services stated, "

If you would like more information about how Verso can help you, phone Doug Faircloth on (03) 9489 3233 or email [doug@verso.com.au](mailto:doug@verso.com.au)

## Tristate Triumph!

Verso had a strong presence at the 18th Annual Tristate Conference in Albury in March 2009. Our striking red stand attracted a lot of interest, and the Verso team was kept busy speaking to delegates about our exciting new Demographic Snapshot Series (see the Focus back page for more information), ACAR 2009 and the much discussed Community Care Software Survey.

Our Managing Director, Mollie Sullivan, presented Verso's interim findings on the survey, generating plenty of interest and confirming Verso's commitment to push on with a national approach in the scope of the project.

Verso Director Doug Faircloth stated that "it was a privilege to be involved and wonderful to catch up with so many of our friends. We were particularly thrilled about the interest shown in issues relating to ICT in community care and the Verso team is proud to be part of this Australia-wide debate."

All in all, it was a very successful undertaking and we are looking forward to our involvement at the September 2009 ACSA National Conference in Perth as the message sponsor.



Verso's Mollie Sullivan and Jodie McNair "red-dy" for action at the Tristate Verso stand in March

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Find out how we can be a part of your success...

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Fitzroy North  
(Corner of St Georges Rd)

## Recent Projects

### Verso Nears Completion of NDS Interface Barriers Report

Since October 2008, Verso has been working on a project on behalf of National Disability Services Victoria to identify impediments across aged care, disability services and HACC that hinder people with disabilities from 'ageing in place' within their community.

On the 3rd of December, a forum was held at Verso to gather input from a range of individuals and organisations with particular expertise/experience relevant to the project. The key element of the meeting was a roundtable discussion of ideas to address the priority barriers identified.

Verso Director Mollie Sullivan commented: "We were delighted to host a panel of committed researchers, service providers and other key players in the disability services and aged care sectors. There was a lively debate leading to a wide range of creative ideas." The Summation Report of this project is expected to be released in mid 2009.

### Major Project Completed in NSW: Glowing Commendation from CEO

Verso Director Doug Faircloth recently presented a 10 Year Community Service Plan to the Glen Innes Severn Council, providing them with a sound framework for future service development and community building initiatives. Doug says, "This Report provides practical and sound steps towards responding to community issues and aspirations. The framework will provide confidence to funding bodies, enabling the Council to competitively attract additional funding for service development."

The General Manager of GISC, Hein Basson, commended Verso Consulting for sharing his Council's passion for local community initiatives and working as a true partner to attain a better future for all age groups across all local townships and remote villages within the Shire.

### Victorian HACC Manual Completed

During 2009, Verso has worked tirelessly with an alliance of 13 providers of Home and Community Care (HACC) services to develop a HACC Assessment Manual to be used across all local government areas in the Barwon South West Region of Victoria.

This manual is currently undergoing extensive trialing. It reflects the quality requirements of the HACC program, as well as the Aged Care Act and related Principles and Guidelines. We adopted a broad approach to the scope of the manual and relevant standards to facilitate a smooth transition from the present accreditation processes within HACC to a cross-program approach anticipated to result from upcoming COAG reforms. These policy changes will bring the HACC program under the umbrella of the Commonwealth's Aged Care Quality Reporting, which already covers the Commonwealth's community packages and programs of all types.

The purpose of Verso's manual is to ensure a consistent region-wide approach to assessment practice and processes across all HACC services in the Region. This approach will benefit clients and families, community members and service agencies alike.

For further information, contact Doug Faircloth on (03) 9489 3233 or email [doug@verso.com.au](mailto:doug@verso.com.au)

## Introducing...

### Andrew Cerantola

Andrew Cerantola joined the Verso ICT team as a Senior Consultant in early 2008. He has qualifications in Electronic Engineering and specialist expertise in environmental monitoring.

Previously, Andrew was employed as a service supervisor and senior engineer at a major provider of environmental monitoring solutions, leading to his extensive experience in local and international customer support and excellence in client services.

Andrew's recent project experiences at Verso have included environmental assessments of ICT infrastructure, cost and resource minimisation, database development and service contract management. He is also involved with ICT asset management, applications troubleshooting and equipment procurement, repairs and maintenance.

Andrew is dedicated to proactively offsetting Verso's carbon footprint, leading to environmentally conscious changes and creative efficiency gains.

His approachable manner has led to a close rapport with Verso's clients and added a new dimension to Verso's ICT capability.

To contact Andrew about your ICT needs (or to exchange environmentally conscious ideas!), phone him on 0407 554 846 or email [andrew@verso.com.au](mailto:andrew@verso.com.au)



## IN THE HOT SEAT... MOLLIE SULLIVAN

*We finally pinned down Verso's elusive Managing Director for a grilling... and a sweet treat!*

**What do you do to relax?**

I have a lovely garden in the Otways. There is always a rose bush to prune or a weed to pull.

**I am passionate about...**

Supporting the team I work with at Verso and the Verso clients. It is a privilege to work with people committed to making a difference - improving services and overcoming inequities in our society.

**What are you reading?**

"Mystic Medusa" - the horoscope guru in The Australian Weekend magazine. It's always good for a laugh, sometimes helps me reflect and always makes a nice change from reading tender specifications.

**What is your favourite place to eat?**

Sunnybrae - a restaurant near Birrurra in country Victoria. But I have a lot of "favourites" - the pub and Ba Ba Lu in Lorne, the Kent Hotel in Carlton and Matteo's in Fitzroy. In Western Australia, I love the Mussel Bar in Fremantle.

**What are you most proud of?**

I am very proud of my children. I love spending time with them. They are both very caring and mature "young" people.

**What are you watching/listening to?**

I love "silly" detective shows like A Touch of Frost, Taggart, Rebus, Vincent, The Last Detective and Inspector Lindley. I can watch them over and over. I never remember "who done it". My favourite band is "Arcade Fire". I can't wait for their next album.

**Mollie's Food for Thought Melba Fruit Bowl**

Adapted from Beverly Sutherland Smith's book "A Taste for All Seasons"

500gm yellow peaches (peeled, stoned and sliced)

¼ cup water

Good pinch of cinnamon

Grated rind of 1 orange

3 tbsp sugar

¼ cup red wine (preferably Durif)

Juice of 1 orange

2 tbsps brandy

2 tbsps red currant jelly

2 punnets strawberries or raspberries, washed

Place sliced peaches, water, cinnamon, grated orange rind and sugar in a saucepan. Heat until peaches are soft (but not 'squishy'). Add the wine, orange juice and brandy and mix in red currant jelly. Stir over low heat till jelly is dissolved. Cool, then add berries. Serve while still very slightly warm with double cream and garnish with fresh mint.

## ShortCuts

### Verso.com.au Upgrade

Have you visited us online recently? If so, you may have noticed that our website has received a much needed upgrade! Detailed descriptions of our services are now available, along with past project recaps and profiles of members of the Verso team. You can also read the latest Verso news, browse our extensive links library and download past issues of the Verso Focus.

### Did You Know...

Verso's red pens have gone green! Our much loved red pens are refillable and reusable. Email us and we will mail you a refill, or just drop by our offices. For longtime friends of Verso, please note that the "first edition collector's item" white pens with red trim can also be refilled.