

RIESSENS
CORPORATE
SERVICES
ABN 70 891 283 370

24 THE OAKS PARADE

ABERFOYLE PARK SA 5159

Phone: 0409 706 975

Email: wayne.riessens@bigpond.com

CORPORATE PROFILE

RIESSENS CORPORATE SERVICES, through our principal, Wayne Riessen brings more than 25 years experience in the fields of Aged Care Services, (in both the For-Profit and Not-for-Profit environments) and Viability Management through an open, consulting environment.

Since the early days of 1983 in the aged care industry, working with Property Development Companies of Retirement Villages such as "Vailima Retirement Village", and 16 years service as Director of Financial Services with one of South Australia's leading Residential Aged Care Providers, "Eldercare Incorporated", Wayne Riessen has gained extensive experience in all facets of the aged care industry. The knowledge, skills and expertise developed by Wayne Riessen during these years, has helped to make him one of the leading authorities in the industry in the areas of Aged Care Operational and Viability Management.

With several years experience in Consulting within Aged Care and Allied Aged Care Organisations, Wayne Riessen has involved himself in various aspects of the Aged Care Industry. Such Organisations as City of Charles Sturt and it's aged care facility, "Acacia Court Aged Care Facility", City of West Torrens and it's aged care facility, "St. Martins Aged Care Facility", Boneham Cottage Homes at Millicent, Carinya Homes for the Aged at Clare, Mt. Barker and District Homes for the Aged, UnitingCare Wesley Adelaide, Aldersgate Aged Care, Murray Mudge Settlement, UnitingCare Wesley Bowden, Ashman Grove, Churchill Court, Aminya Village at Mannum, Elanora Hostel at Stansbury, North Eastern Community Hospital, Italian Benevolent Foundation, Longridge Retirement Village at Naracoorte, Northern Carers Network, Pennington Aged Care Village, Pioneer Village at Port Lincoln, Restvale Hostel at Lobethal, Southern Districts War Memorial Hospital, Summerhill at Uraidla, Tanunda Lutheran Homes and Trinity Place Retirement Village have helped Wayne Riessen gain a broad knowledge about what makes these facilities survive through the short term fluctuations, to achieve satisfactory long term outcomes for the Proprietors.

Working within the planning environments of architectural briefs, through such firms as Arkvale Architects, Hassell Architects, Matthews Architects, Walter Brooke & Associates and Hansen & Yuncken has helped to develop Wayne Riessen's deeper insight and understanding for the structural and infrastructural aspects required to create an effective and comfortable environment for the residents and staff of such facilities.

Maintaining a long term, close working relationship with the industry peak bodies in South Australia, Aged and Community Services (SA & NT) Incorporated and Retirement Villages Association through which Wayne Riessen has undertaken and facilitated training courses in the fields of GST Management and Systems, Y2K Implications and Readiness, Residential Aged Care & Retirement Village Standards & Accreditation and Corporate Governance, has provided a further depth to the capacities Wayne Riessen has, to meet the growing management needs of Aged Care Organisations, as they work to meet their responsibilities for their many stakeholders.

The deep involvement with these organisations has enabled Wayne Riessen to build a broad range of experiences and skills of the wider Aged Care Industry and it's need for both, forward thinking structural solutions, as well as operational efficiencies that help the Aged Care Provider more appropriately meet the long term needs of the Residents' care and balance that with the on-going need of the Proprietor to achieve satisfactory, viable outcomes.

The experiences he has been involved in have equipped Wayne Riessen to be a vital support to any organisation looking to develop a positive and highly effective future in the industry, and provide an affordable, quality care service to the older people, these organisations seek to serve.

The range of Consulting Services conducted by Wayne Riessen during his time in the aged care industry, include:

- Corporate, Business and Financial Mentoring & Staff Development,
- Business Viability Reviews, Analysis and Management,
- Resident Classification Scale Controls & Monitoring,
- Residential Care Services Management & Organisational Structuring,
- the establishment of Business and Financial Systems,
- Short Term Systems, Accounting and Bookkeeping Support,
- Short Term & Long Term Financial Planning and Budget Development,
- Strategic & Business Planning, Programming and Facilitating,
- the development of new Residential Aged Care Facilities,
- Retirement Village Planning and Development,
- Government and Program Submission, Reports and Equital Preparation,
- Residential Aged Care and Retirement Village Standards & Accreditation Reviews and Analysis,
- Residential Aged Care Certification Reviews and Analysis, and
- Service Management Solutions to ensure Long Term Viability and Stability in the Operational and Corporate Structures of the Organisation.

RIESSENS CORPORATE SERVICES provides a positive set of directions to work with, as well as encouraging solutions that together, will equip any Organisation's Personnel to move forward with confidence and assurance. On-going support and guidance is also available, if required.

Having the ability to provide a broad and strong network of support accessible by this Organisation's Associates and Networks, as well as the realm of knowledge these Personnel have developed during the years of service to the industry, ensures full solution outcomes for the clients, with a minimum of fuss and a maximum of confidence.

Wayne Riessen holds formal tertiary qualifications in Accounting and formal tertiary studies in Business Management in the field of Marketing, and is a qualified Aged Care Quality Assessor, with professional memberships of the Australian Institute of Management, National Institute of Accountants as a Professional National Accountant (FPNA), Australian College of Health Service Executives and the National Taxation and Accountants Association. Being the holder of these memberships helps Wayne to maintain a wide and up to date range of reliable knowledge and skill in the areas of business, management and corporate needs.

Wayne Riessen has shared in several leadership roles within the Aged Care Industry and within the Church and Charitable environment over the years.

These include:

As a Director and Board of Management, Member of Combined Charities Co-operative, from 1987 to 2001. This organisation is an independent purchasing authority for the Church and Charitable Sector, negotiating better purchasing arrangements for a wide variety of goods and service contracts for the sector.

As a Member of the Hostels Issues Group of the Aged and Community Services Association, from 1995 to 1998, providing support and direction for the Hostel related matters for the Board of Management of this aged care industry peak body that has proven so valuable through time in moulding the aged care reforms over several years, prior to the introduction of the Aged Care Act in 1997.

As a Member and Treasurer of Churches of Christ Building Extension Mutual Fund Incorporated, from 1995 to 2003. This organisation is an investment and financial institution controlling the financial affairs of the Churches of Christ in (SA & NT) Incorporated.

As inaugural Chairman of the Aged and Community Services (SA & NT) Incorporated – Finance Committee, from 1997 to 2001. This group coordinated, discussed and negotiated financial issues on behalf of the Board of Management and provided recommendations that the Management of Aged and Community Services could take to Government to help move financial issues forward towards improvements for the Aged Care Industry.

As a Member of Board of Management of Aged and Community Services (SA & NT) Incorporated, which is the peak body for the aged care industry Not-for-Profit Sector in South Australia. Being a member of this committee from 1997 to 2001. Its responsibility is to provide guidance, direction and leadership to the industry, It's members and Government officers, to help develop better policy and structure for the aged care industry and the stakeholders we are there for.

As a Member of the Industrial Relations Committee of Age and Community Services (SA & NT) Incorporated from 1998 to 2001. This group coordinated, discussed and negotiated industrial relations issues on behalf of the Management Committee and provided recommendations that the Management of Aged and Community Services can take to Government to help move improvement for the aged care industry.

As Treasurer of Churches of Christ in (SA & NT) Incorporated from 1999 to 2007. This is the Governing Body in control of issues for all the member churches and affiliated services of Churches of Christ in the state of South Australia.

RIESSENS CORPORATE SERVICES holds true the belief that for the corporate body to function successfully all its parts are needed to work together in complete harmony. That means the Staffing, Financial, Structural, Physical, Management and Intellectual Resources of the Organisation must be in tune with each other if they wish to provide a worthwhile product to their Client base, and in turn reap the rewards of your endeavors. We have established our own strategic direction and balance to ensure we keep harmony with the needs of our Clients, otherwise we are unable to appreciate and strengthen the future direction of our Clients. **So it is, by the rejoicing in our Clients' successes that we gain our greatest rewards. Our Clients' success is our business, and in turn our business thrives from the success of our Clients.**

OUR VISION – To be an influential and relevant resource for our Clients and provide reliable, timely and effective advice and service in a highly professional manner.

OUR MISSION – To provide reliable and progressive resource, with a known reputation for excellence, leadership, and professional services, committed to providing Clients with quality outcomes.

OUR VALUES –

- To uphold the laws and regulations of our profession and professional bodies with a commitment to respect and honesty,
- To uphold the rights and values of our Clients,
- To provide positive and reliable services,
- To maintain credibility and integrity in the knowledge and information we provide,

To operate in an open, honest and trustworthy manner with all our stakeholders,

To ensure the outcomes of advice and services provided add value to our Client's business,

To strive to ensure quality outcomes,

To be a genuine service and resource to our Clients,

To promote co-operation and understanding between our Clients and ourselves,

To draw on others inner strengths and abilities with respect and friendship for mutual benefit,

To focus on continually improving the advice and services we provide,

To ensure value provided equals value received.

RIESSENS CORPORATE SERVICES provides a wide variety of services to meet the Corporate, Management and Business needs of Clients:

OUR EXPERTISE OFFERED TO OUR CLIENTS –

- Financial performance improvement strategies
- Performance and viability analysis
- Accounting and Systems support services
- Financial modelling and strategic analysis
- Financial systems advice and development
- Budget development and analysis (Short & Long Term)
- Benchmarking, Industry research and development analysis
- Management reporting and systems structuring
- Pre Aged Care Accreditation reviews and appraisals
- Pre Purchase reviews and business analysis
- Asset management and replacement planning
- Formation of business and marketing strategies
- Corporate and strategic planning
- Corporate training in business and finance
- Government submissions and reviews

Along with this wide range of Corporate Consulting and Business Services Support provided by **RIESSENS CORPORATE SERVICES**, a team of professional support services and associates can be accessed for the following purposes:

INDIRECT SERVICES AVAILABLE TO CLIENTS –

- Building and property structure appraisals
- Building and pre occupancy inspections
- Pre Certification appraisals
- Care Plan structures and reviews
- Information Technology structuring, analysis and reviews
- Remuneration and Salary Package structuring and advice
- Investment structuring and strategies

SEEKING MORE INFORMATION –

You can contact **RIESSENS CORPORATE SERVICES** at:

24 The Oaks Parade Aberfoyle Park S.A. 5159, or

Telephone: 0409 706 975
Facsimile: 08 8270 1945
Email: wayne.riessens@bigpond.com

Remember: *"A problem shared is a problem halved", so please don't waste time wondering, give us a call and find out for yourself!*

YOUR SUCCESS IS OUR BUSINESS