



Leading Age Services Australia

*A strong voice and a helping hand
for all providers of age services*

Business Support Services



LASA can help you with all your business needs

No matter how large or small your business, sometimes you need extra support for day to day operations. LASA can help fill those gaps with our dedicated Business Support Services.

Our suite of services is delivered by LASA's national team of industry experienced, business services professionals.

The team is dedicated to improving your business performance and sustainability, while minimising risk to your organisation and reducing your costs.

Our services include:



Consulting services
(including ACFI audits and appeals, pre-accreditation 'health check' audit, employment relations)



Employment Relations services
(including background checks, reporting incidents and award agreements)



Outsourced Back Office services
(including payroll, resident claims and billing)



Financial services
(including budget preparation, GST reporting, financial statement preparation)



LASA PurchasePOWER
discounts and promotions from industry suppliers

Phone 1300 111 636 for more information on how LASA Business Support Services can help your business grow and thrive.

Consulting

Our consulting team, comprising an experienced Aged Care Manager and skilled professionals, can provide the following services to assist you:

- Business Analysis – benchmarking & improvement strategies
- Strategy, planning and Balanced Scorecard
- Feasibility modelling i.e. home care entry, new facility
- Roster reviews
- Approved provider applications – Residential Care, Home Care, DVA, NDIS
- ACAR and other major funding applications
- Pre Accreditation Compliance Audits
- ACFI audits and appeals
- Policy & Procedure Manuals and Desktop Audits

Phone 1300 111 636 or email consulting@lasa.asn.au



Employment Relations

The LASA Employment Relations team helps you with improved employment relations outcomes.

As part of your LASA Membership, advice is available over the telephone and on email on day-to-day human resource matters, interpretation of legislation and industrial instruments and guidance through complex employment relations cases, including:

- Wages and allowances
- Awards and Enterprise Agreements
- Leave entitlements
- Attendance and absenteeism
- Dismissal decisions
- Mandatory reporting incidents
- Performance management procedures
- Serious misconduct
- Bullying complaints
- Workplace investigation
- Transfer of business
- National criminal history checks/ professional registration

The team can also assist with drafting and reviewing employment documentation, such as:

- Notice to attend an interview letter
- Outcome letters (e.g. formal warnings and dismissal letters)
- Workplace complaints responses
- Workplace memos
- Responses to union correspondence
- Policies and procedures

Phone 1300 111 636 or email ERmailbox@lasa.asn.au



Employment Relations fee schedule

The Employment Relations Team at Leading Age Services Australia offers a range of consultancy services to our Members. These include tribunal representation, HR consultancy and documentation review, compliance auditing, enterprise and comprehensive bargaining support.

Our consultancy fees are flexible and can be arranged in a number of options including hourly or daily.

Details	Consultancy Fee*
Tribunal representation (not including arbitration): unfair dismissal applications, general protection disputes, underpayment of wages claims, bullying applications and adverse action applications.	\$1,000 + GST per application Includes preparation of an employer response to an employee application, engagement with the Fair Work Commission and/or employee representatives, if applicable, and participation/ representation at a conciliation conference).
On-site HR consultancy: provide HR assistance during periods of leave and unexpected absences, education/training and support during performance management meetings or restructure processes.	
HR documentation reviews: policy and procedure documents and manuals, contract of employment, letters of offer, employee files and record keeping obligations.	\$200 per hour + GST
Enterprise bargaining support: research, comparative reviews, wage and allowance table reviews, clause research and drafting.	\$1,500 per day + GST
Industrial instrument compliance: Review and audit services to ensure that organisations are paying their employees correctly and have structured their systems in accordance with their underlying industrial instruments.	
Comprehensive bargaining service: assistance from the commencement to completion of bargaining including: drafting staff communications; bargaining and responding to union correspondence and claims; developing employee agreement education; and lodging agreement with the FWC and approval hearing attendance (if required).	\$20,000 + GST (per agreement). This service does not include presenting employee agreement education, legal fees should external legal advice or representation be required, travel or accommodation should the bargain require intra/inter – state travel.

*Note: travel time and travel costs are additional costs excluded from the consultancy fees outlined above.

Outsourced Back Office

Regardless of the size of your business LASA can provide all your back office needs, including payroll, claims and billing, and financial services.

Payroll

Our experienced payroll team has more than 30 years' experience providing bureau services, and can help with:

- Cost effective and accurate payroll processing and comprehensive reporting each pay, each month and end of year
- Rostering or manual time sheets
- Time and attendance capture
- Experienced staff trained and knowledgeable in employee awards, modern awards and enterprise agreements in all states and territories
- Supported by in-house Employment Relations specialists
- Superannuation
- Fringe benefits & deductions

Help Desk queries: Monday to Thursday (9am to 4pm), Friday (9am to 2pm)
Phone 1300 111 636 or email payroll@lasa.asn.au



Resident Claims & Billing

Are you maximising your government funding?

LASA's Business Support Services team can help with:

- Billing turnaround within three business days
- Payment statements reconciled to ensure all reclaims are made to Medicare accurately and in a timely manner
- Analysis of payment statement to maximise funding
- Data entry for new admissions and resident movement summary report weekly
- Provision of bulk itemised accounts for all residents on a monthly basis
- Process RAD payments and Bond/RAD refunds
- Lodgement of direct debits and credit card transactions
- Standard reports such as
 - Bond and RAD register
 - Adjustment and advanced fees billing
 - Resident aged receivables
 - Cash receipts
 - Sales activity
 - Product report
 - Resident statements

Help Desk queries: Monday to Friday (9am to 4pm)

Phone 1300 111 636 or email resident.billing@lasa.asn.au



Financial Services

Are you receiving your financial management information regularly and on time?

If not, the LASA finance team can assist you in the following areas:

- Monthly Bank Reconciliation
- General Ledger Account Reconciliation
- Trial Balance
- Financial Statement Preparation – I&E, BS and Cash Flow
- Monthly Management Reporting
- KPI Reporting
- Budget Preparation
- GST Reconciliation
- GST Summary and Detailed Report
- BAS Preparation and Lodgement
- Fixed Asset Register Maintenance
- Accounts Payable

Phone 1300 111 636 or email financialservices@lasa.asn.au



LASA PurchasePOWER

LASA has formed strategic alliances with a number of suppliers to provide discounted services to our members. LASA PurchasePOWER program offer significant discounts and promotions on everyday products and services that deliver direct savings to our Members.

The discounts on products and services are exclusive to LASA Members.

Our goal in providing this service to Members is simple – we use our collective purchasing power to help you save money. The savings afforded through LASA PurchasePOWER mean you can recoup the full cost of your annual LASA membership fee, each year.

Services

We currently have service suppliers in the areas of:

- police checks
- background checks
- board governance
- psychometric assessments
- people risk services
- vacant shift filling app
- commercial solar systems
- people and culture services
- recruitment and executive search
- asset and property financing
- fleet and vehicle purchasing (including novated leasing for staff), and
- emergency, safety and secure risk management

Products

The wide range of products is always growing and includes:

- wound management
- incontinence
- kitchen
- office
- janitorial
- poultry
- wine and spirits
- fresh produce
- gourmet foods, and
- patisserie products

Phone 1300 11 636 for more information

Go to lasa.asn.au/membership/purchasepower for a list of suppliers and their details





LASA
LEADING AGE SERVICES
AUSTRALIA
The voice of aged care

Call LASA to help with your business needs

 1300 111 636

 lasa.asn.au/business-support-services