

Royal Commission into Aged Care

## **LASA Member Support Services**

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



The Royal Commission into aged care will be a significant and watershed event in the history of our industry.

It will be a challenging time but also an opportunity to make the aged care system better for the growing number of older Australians.

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**LASA will provide you with the information, advice and services needed throughout the Aged Care Royal Commission process.**

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LASA has partnered with our vast Affiliate network to provide Members with the trusted and high level support and advice that will be required to successfully navigate the Royal Commission process.

As your peak body we will provide Members with relevant and timely information and insights, and industry-specific expertise and services, to assist you in these times.

Across the full spectrum of legal, governance and risk, finance, media and public relations, employee relations, accreditation, and peer support, LASA and our Affiliates are here for you.

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**To discuss your needs further please contact the relevant LASA Advisors or Affiliates listed in this directory.**

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Contact LASA on Ph **1300 111 636** or **[RCsupport@lasa.asn.au](mailto:RCsupport@lasa.asn.au)**



## Your LASA Support Team

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**Sean Rooney**  
CEO



**Rosetta Rosa**  
State Manager SA/NT



**Veronica Jamison**  
State Manager VIC/TAS,  
General Manager - Member Support



**Brendan Moore**  
State Manager NSW/ACT  
General Manager - Business Services



**Kerri Lanchester**  
State Manager QLD,  
General Manager - Training & Events



**Christine Allen**  
State Manager WA



**Jane Bacot-Kilpatrick**  
Royal Commission Project Coordinator

## Expert Advisors

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**Jenna Field**  
Senior Advisor Employment Relations



**Sharyn McIlwain**  
Principal Advisor – Residential Aged Care



**Paul Murphy**  
Principal Advisor - Retirement Living  
& Seniors Housing



**Troy Speirs**  
Principal Advisor – Home Care



**Gerard Delaney**  
Manager - Corporate Affairs



**Chris Edith**  
Member Services Advisor

Our LASA representatives are here to help.

Please contact us on **1 300 111 636** or [RCsupport@lasa.asn.au](mailto:RCsupport@lasa.asn.au)

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**LASA Expert Advisory Support for Members**

<b>LASA ADVISORS</b>		
<b>Service</b>	<b>Details</b>	<b>Contact</b>
<b>Board and Executive briefings</b>	General advice	<b>Sean Rooney</b> , LASA CEO  <b>State Managers</b> <b>Veronica Jamison</b> , State Manager VIC/TAS, General Manager Member Support <b>Rosetta Rosa</b> , State Manager SA/NT <b>Kerri Lanchester</b> , State Manager QLD, General Manager Events & Training <b>Christine Allen</b> , State Manager WA <b>Brendan Moore</b> , State Manager NSW/ACT, General Manager, Business Support Services - LASA
<b>Employment Relations Advice</b>  <b>Allegations of Reportable Conduct</b>  <b>Industrial Instrument and workplace legislation compliance</b>	Comprehensive support and advice on the management of employment and industrial relations matters.	<b>Jenna Field</b> , Senior Advisor Employment Relations
<b>Managing Workforce Issues</b>	General advice and referral to Specialist Advice within the LASA Affiliates Program.	<b>Brendan Moore</b> , General Manager, Business Support Services - LASA
<b>Media</b>	General advice	<b>Gerard Delaney</b> , Manager, Corporate Affairs - LASA
<b>Responding to Sanctions and Serious Risk</b>	General advice and referral to Specialist Advice through the General Manager, Business Support Services - LASA.	<b>LASA Principal Advisors</b> <b>Sharyn McIlwan</b> , Principal Advisor Residential <b>Paul Murphy</b> , Principal Advisor - Retirement Living <b>Troy Speirs</b> , Principal Advisor Home Care <b>Brendan Moore</b> , General Manager, Business Support Services - LASA
<b>Peer Support</b>	General advice	<b>State Managers</b> <b>Veronica Jamison</b> , State Manager VIC/TAS, General Manager Member Support <b>Rosetta Rosa</b> , State Manager SA/NT <b>Kerri Lanchester</b> , State Manager QLD, General Manager Events & Training <b>Christine Allen</b> , State Manager WA <b>Brendan Moore</b> , State Manager NSW/ACT, General Manager, Business Support Services - LASA
<b>Pre-Accreditation Audits</b>	In line with the new standards, conduct pre accreditation audits for members to prepare for unannounced accreditation visits.	<b>LASA Principal Advisors - LASA</b> <b>Sharyn McIlwan</b> , Principal Advisor Residential <b>Paul Murphy</b> , Principal Advisor, Retirement Living <b>Troy Speirs</b> , Principal Advisor Home Care <b>Chris Edith</b> , Member Services <b>Brendan Moore</b> , General Manager, Business Support Services - LASA
<b>Engaging Consumers &amp; Community</b>	General Advice  Media Statements  Community Meetings	<b>State Managers - LASA</b> <b>Veronica Jamison</b> , State Manager VIC/TAS, General Manager Member Support <b>Rosetta Rosa</b> , State Manager SA/NT <b>Kerri Lanchester</b> , State Manager QLD, General Manager Events & Training <b>Christine Allen</b> , State Manager WA <b>Brendan Moore</b> , State Manager NSW/ACT, General Manager, Business Support Services - LASA  <b>LASA Principal Advisors - LASA</b> <b>Sharyn McIlwan</b> , Principal Advisor Residential <b>Paul Murphy</b> , Principal Advisor, Retirement Living <b>Troy Speirs</b> , Principal Advisor Home Care

Mention you are a LASA Member to take advantage of any of these listed Member entitlements.

**LASA Affiliates Support Services for Members**

<b>LEGAL</b>			
<b>Organisation</b>	<b>Most appropriate contact details for incoming enquiries</b>	<b>Specific services available</b>	<b>LASA Member Entitlements</b>
<b>Barker Henley</b>	Name: Sunil Lal, Chairman Email: <a href="mailto:sal@barkerhenley.com.au">sal@barkerhenley.com.au</a> Phone: +61 2 8644 9500	<ul style="list-style-type: none"> <li>• Enterprise business risks</li> <li>• Corporate governance</li> <li>• Business strategy</li> <li>• Business process mapping &amp; improvement</li> <li>• Assurance risk</li> <li>• Work Health Safety (WH&amp;S)</li> <li>• Workplace relations including policy &amp; procedure, award and enterprise agreement compliance, employment contracts, general protection/adverse actions, bullying &amp; harassment</li> <li>• General insurance risks</li> <li>• Legal support &amp; advice</li> <li>• Workers compensation &amp; Premium management</li> </ul>	LASA members receive 10% off our fees
<b>Gadens</b>	Name: Sabine Phillips Email: <a href="mailto:sabine.phillips@gadens.com">sabine.phillips@gadens.com</a> Phone: 03 9612 8432 BH 03 9252 7720 Direct line 0419 591 211 Mobile	<ul style="list-style-type: none"> <li>• Advice with Notice to Produce</li> <li>• Advice and assistance with a Notice to Appear</li> <li>• Representation in giving evidence at the Royal Commission</li> <li>• Advice and assistance in document management issues that arise out of an electronic database</li> <li>• Staff training</li> <li>• Board advice</li> <li>• Governance and risk management advice</li> <li>• Information for staff</li> <li>• Information of the workings of a Royal Commission for residents/families</li> <li>• Response to families and assistance with surveillance requests</li> <li>• Reviewing documents when request for files is made by families</li> <li>• Preparing to appear and provide witness statements</li> <li>• Preparation of Affidavits to the Royal Commission</li> <li>• Advice in relation to legal professional Privilege in a Royal Commission</li> <li>• Use of evidence coming out of a Royal Commission</li> </ul>	<p>Education sessions for members:</p> <p>Reduction of rates for members who are clients:</p> <p>Ongoing legal alerts on issues arising from the Royal Commission:</p> <p>Overview of the Royal Commissions our partners have been involved with including the current Financial and the recently completed institutional child sexual abuse.</p>

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<b>Hall &amp; Wilcox</b>	<p>Name: Alison Choy Flannigan                      Email: <a href="mailto:Alison.choyflannigan@hallandwilcox.com.au">Alison.choyflannigan@hallandwilcox.com.au</a>                      Mobile: 0411 049 459</p>	<ul style="list-style-type: none"> <li>Legal advice including aged care regulatory, Royal Commissions, corporate and commercial, corporate and clinical governance and employment.</li> </ul>	<p>Initial consultation by phone - no charge;                      Access to Hall &amp; Wilcox publications, including our Health &amp; Community Law Alert – no charge including:  <a href="https://hallandwilcox.com.au/health-and-community-law-alert/">https://hallandwilcox.com.au/health-and-community-law-alert/</a>  <a href="https://hallandwilcox.com.au/the-aged-care-royal-commission-first-shots-fired/">https://hallandwilcox.com.au/the-aged-care-royal-commission-first-shots-fired/</a>                      Podcast on Aged Care and CCTV:  <a href="http://agedcareexecutive.com.au/cctv-in-aged-care/">http://agedcareexecutive.com.au/cctv-in-aged-care/</a>                      One presentation to Board on the Royal Commission for clients who retain us – no charge (may be by skype)                      Advice charged at discounted rates for LASA members - estimate to be provided upon receipt and scope of instructions</p>
<b>Holman Webb</b>	<p>Name: Tal Williams, Partner                      Email: <a href="mailto:Tal.williams@holmanwebb.com.au">Tal.williams@holmanwebb.com.au</a>                      Phone: 02 9390 8331</p>	<p>Legal advice, corporate and clinical governance advice, advice on insurance policy wording, representation at Inquiry on non-exclusive basis subject to confidentiality and conflicts of interests.</p> <p>Fact sheets cobranded with LASA and/ or HW, presentation to Board (Sydney metro or videoconference via Zoom free of charge), Clients can use our electronic data room facilities as necessary.</p>	<p>Initial consultation free of charge, Presentation to Board (Sydney metro or videoconference via Zoom free of charge), advice charged at discounted rates for LASA members</p>
<b>HWL Ebsworth</b>	<p>Name: Scott Chapman, Partner                      Email: <a href="mailto:schapman@hwle.com.au">schapman@hwle.com.au</a>                      Phone: 02 9334 8609</p>	<ul style="list-style-type: none"> <li>We are a National Law Firm that can provide specialist legal services</li> <li>We have a wealth of experience acting for aged care clients, and have advised clients in the health and other sectors with respect to Royal Commissions, Special Commission of Inquiries, and ICAC</li> </ul>	<p>LASA Members receive a 10% discount to our standard hourly rates in relation to Royal Commission related matters</p>

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<b>Hynes Legal</b>	Name: Julie McStay, Director Email: <a href="mailto:julie.mcstay@hyneslegal.com.au">julie.mcstay@hyneslegal.com.au</a> Phone: (07) 3193 0500	A broad range of Royal Commission legal advisory services including, but not limited to: <ul style="list-style-type: none"> <li>• A general advisory service relating to Royal Commission proceedings</li> <li>• Support to internal Royal Commission Working Groups</li> <li>• Gap analysis and risk identification</li> <li>• Support with liaison with any third parties</li> <li>• Support to providers with requests from the Commission, such as the preparation of documents and records</li> <li>• Assist providers with any appearances at the Royal Commission if summoned</li> <li>• Clinical Consulting Services, including, but not limited to:                             <ul style="list-style-type: none"> <li>- Clinical governance compliance, reviews and advice</li> <li>- Quality Standards review and advice</li> <li>- Systems review and implementation</li> <li>- Policy development and review</li> </ul> </li> </ul>	Services will be offered on a fee for service basis
<b>Integrate Legal Pty Ltd</b>	Name: Rita Chowdhury Email: <a href="mailto:rita@integratelegal.com">rita@integratelegal.com</a> Phone: 02 9051 1630	<ul style="list-style-type: none"> <li>• Compliance advice to organisations regarding employing and/or sponsoring visa holder staff</li> <li>• Entering into Labour Agreements with the Department of Home Affairs to sponsor overseas staff to meet labour shortages</li> <li>• Assisting with sponsorship of staff for work visa</li> <li>• Advice to employers and visa holders regarding compliance with visa conditions, including in relation to staff provided by labour hire companies, student visa holders and working holiday visa holders</li> </ul>	Free initial phone consultation
<b>Jackson McDonald</b>	Name: Elizabeth Tylich Email: <a href="mailto:etylich@jacmac.com.au">etylich@jacmac.com.au</a> Phone: +61 8 6426 6700	<ul style="list-style-type: none"> <li>• Legal advice under privilege to prepare for the Royal Commission</li> <li>• Governance, risk management, &amp; strategic advice for Boards</li> <li>• Preparation of witnesses and documents</li> <li>• Engagement with third parties, such as insurers and brokers</li> </ul>	10% discount off standard rates
<b>James Underwood &amp; Associates</b>	Name: Isabelle Kimler Email: <a href="mailto:isabelle@underwoods.com.au">isabelle@underwoods.com.au</a> Phone: 07 32298955 Mobile: 0419765001	<ul style="list-style-type: none"> <li>• Nurse Advisers</li> <li>• Administrators</li> <li>• All Consultancy Assistance</li> <li>• Relieving Managers</li> <li>• Relieving DONs/DOCs</li> <li>• Internal Audits</li> <li>• Documentation</li> <li>• Resident Agreements</li> <li>• Regulatory Compliance Australia-wide</li> </ul>	

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<b>McCullough Robertson</b>	Name: Tim Longwill, Partner Email: <a href="mailto:tlongwill@mccullough.com.au">tlongwill@mccullough.com.au</a> Phone: +61 7 3233 8974	<ul style="list-style-type: none"> <li>Assistance with Royal Commission participation</li> <li>Advice on legislative compliance with the Aged Care Act 1997</li> <li>Aged care industry specific commercial and tax advice</li> <li>Human resource and industrial relations issues</li> <li>Compliance for both profit and not-for-profit sectors</li> </ul>	Beneficial value based fee arrangements
<b>Mullins Lawyers</b>	Name: Stuart Lowe Email: <a href="mailto:slowe@mullinslawyers.com.au">slowe@mullinslawyers.com.au</a> Phone: 07 3224 0355	<ul style="list-style-type: none"> <li>Specialist advice to institutions, or individuals associated with institutions, regarding their obligations</li> <li>For notices to produce documents – assisting to identify, collate and present the documents required to be produced in order to comply with the notice</li> <li>For notices to attend and give evidence – advising and assisting in the preparation of witness statements</li> <li>Advising on the nature and process of Royal Commissions generally, their powers, the applicable onus of proof and the terms of reference</li> <li>The benefit of our expertise acting in relation to previous Royal Commissions and State Inquiries</li> </ul>	Discounts may be available to LASA members depending on the nature of the engagement
<b>O’Loughlins Lawyers</b>	Name: Peter Myhill Email: <a href="mailto:pmyhill@oloughlins.com.au">pmyhill@oloughlins.com.au</a> Phone: 8111 4000	<p>Legal services relevant to the Royal Commission comprising:</p> <ul style="list-style-type: none"> <li>aged care regulatory advice;</li> <li>review of notices to produce;</li> <li>reviewing and advising on documents in response to notices to produce;</li> <li>preparing witness statements;</li> <li>assisting preparation for appearances at the Commission;</li> <li>legal advice on issues arising from the Commission as they relate to risk management and board and corporate governance issues;</li> <li>briefing and working with barristers on appropriate presentation of matters before the Commission;</li> <li>preparation and review of policy submissions.</li> </ul>	Services will be offered on a fee-for-service basis.
<b>Russell Kennedy Pty Ltd</b>	Name: Victor Harcourt Email: <a href="mailto:vharcourt@rk.com.au">vharcourt@rk.com.au</a> Phone: (03) 9609 1693	<ul style="list-style-type: none"> <li>Access to powerpoint presentation slides relevant to the Royal Commission</li> <li>Invitations to webinars we host</li> <li>Guidance document regarding preparations for Royal Commissions</li> <li>Checklist document</li> <li>Aged Care Review document which lists past inquiries and reviews in the sector</li> <li>Email alerts for up to date advice and information</li> </ul>	First 30 minutes of advice free of charge

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<b>Thomson Geer</b>	<p>Name: Arthur Koumoukelis, Partner                      Email: <a href="mailto:akoumoukelis@tglaw.com.au">akoumoukelis@tglaw.com.au</a>                      Phone: 02 82483437                      Mobile: 0419791197</p> <p>Name: Lucinda Smith, Partner                      Email: <a href="mailto:lsmith@tglaw.com.au">lsmith@tglaw.com.au</a>                      Phone: 02 90205748                      Mobile: 0408 811 108</p> <p>Name: Amber Crosthwaite, Special Counsel                      Email: <a href="mailto:acrosthwaite@tglaw.com.au">acrosthwaite@tglaw.com.au</a>                      Phone: 08 8236 1148                      Mobile: 0400 143 677</p>	<p>Legal services comprising:</p> <ul style="list-style-type: none"> <li>▪ Legal advice (including aged care regulatory advice)</li> <li>▪ Briefings to board</li> <li>▪ Governance</li> <li>▪ Review of notices to produce</li> <li>▪ Advising on legal professional privilege and preparing for such privilege</li> <li>▪ Reviewing documents in response to notices to produce</li> <li>▪ Assisting clients to identify, articulate and respond to issues (eg. aged care regulatory, funding, workforce etc) raised by the Royal Commission within the context of the media and the Royal Commission itself</li> <li>▪ Preparing draft statements for witnesses and for Commission hearings</li> </ul>	<ul style="list-style-type: none"> <li>▪ Pro bono – outline document of ‘Getting ready for the Royal Commission’ and inclusion on mailing list for Royal Commission updates by Thomson Geer</li> <li>▪ Outlines of aspects of Commissions actions eg responding to Notice to Produce</li> <li>▪ Fixed fee of \$2,000 (excl. GST) for briefing to boards/executive teams to address:                             <ul style="list-style-type: none"> <li>- What the Royal Commission is, its roles, powers and functions</li> <li>- Review of the Terms of references</li> <li>- Explanation of Notices to Produce</li> <li>- Strategies and actions to be taken to prepare for Notices to Produce and preparation of witnesses</li> </ul> </li> <li>▪ Staged scope of works ie addressing aspects of the Commission on a staged basis</li> <li>▪ Discounted hourly rates for LASA members – 10% reduction</li> </ul>

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<b>FINANCE</b>			
<b>Organisation</b>	<b>Most appropriate contact details for incoming enquiries</b>	<b>Specific services available</b>	<b>LASA Member Entitlements</b>
<b>Ernst &amp; Young</b>	Name: Daniel Witherington Email: <a href="mailto:Daniel.Witherington@au.ey.com">Daniel.Witherington@au.ey.com</a> Mobile: +61 3 8650 7410 +61 402097721	<ul style="list-style-type: none"> <li>• Governance</li> <li>• Risk management</li> <li>• Review of data extraction, review and submission processes</li> <li>• Consumer engagement</li> <li>• Customer complaint analysis</li> <li>• Stake holder management assistance</li> <li>• Workforce management</li> <li>• Strategy</li> <li>• Service design</li> <li>• Capital and debt funding</li> <li>• Business case and feasibility studies</li> </ul>	
<b>Grant Thornton Australia</b>	Name: Darell Price Email: <a href="mailto:darell.price@au.gt.com">darell.price@au.gt.com</a> Phone: 07 3222 0387	<ul style="list-style-type: none"> <li>• Business Risk</li> <li>• Governance &amp; Control</li> <li>• Human Capital</li> <li>• Technology Advisory</li> <li>• Financial Analysis</li> <li>• Forensic Consulting</li> </ul>	LASA members first two hours of any engagement relating to the Royal Commission free of charge
<b>KPMG</b>	Name: Belinda Keeffe Email: <a href="mailto:bkeeffe@kpmg.com.au">bkeeffe@kpmg.com.au</a> Phone: 03 9838 4339	<p><b>Consulting</b></p> <ul style="list-style-type: none"> <li>• Strategic planning</li> <li>• Business planning</li> <li>• Growth strategy</li> <li>• Organisational review</li> <li>• Market research</li> <li>• Social media strategy</li> <li>• Consumer strategy</li> <li>• Service model design</li> <li>• Policy advice</li> <li>• Financial and operational improvement</li> <li>• Technology advisory</li> <li>• Cyber security</li> <li>• Leadership development</li> <li>• Workforce capability reviews</li> <li>• Whistleblowing services and investigation support</li> </ul> <p><b>Audit and assurance</b></p> <p><b>Tax</b></p> <p><b>Risk Consulting</b></p> <ul style="list-style-type: none"> <li>• Governance</li> <li>• Risk strategy</li> <li>• Clinical governance</li> <li>• Regulatory advice</li> </ul> <p><b>Deal advisory</b></p> <ul style="list-style-type: none"> <li>• Transactions</li> <li>• Integration</li> <li>• Financing</li> <li>• Real estate advisory</li> </ul> <p><b>Property services</b></p> <ul style="list-style-type: none"> <li>• physical and environmental due diligence</li> <li>• feasibility analysis</li> <li>• portfolio assessments</li> </ul>	

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<b>Marsh Australia</b>	Name: Nicki Tofler, Business Development Executive Email: <a href="mailto:nicki.tofler@marsh.com">nicki.tofler@marsh.com</a> Mobile: 0405 318 278	<ul style="list-style-type: none"> <li>▪ General Insurance cover and advice</li> <li>▪ Work, health &amp; safety management and consulting</li> <li>▪ Workers Compensation management, premiums, return to work, claims</li> <li>▪ Risk Management Consulting</li> <li>▪ Business Interruption Review</li> <li>▪ Analytics &amp; Data</li> <li>▪ Claims Management</li> <li>▪ Cyber Risk – cover, analysis &amp; support</li> <li>▪ Employee Health and Benefits programs</li> <li>▪ Environmental Risk cover and consulting</li> <li>▪ Forensic Accounting Services</li> <li>▪ Mergers &amp; Acquisitions – Support and Due Diligence</li> <li>▪ Private Client Services for high net worth individuals</li> </ul>	Complimentary health checks: <ul style="list-style-type: none"> <li>▪ General Insurance program</li> <li>▪ Workers compensation programs</li> <li>▪ Employee benefits program</li> </ul>
<b>StewartBrown Chartered Accountants</b>	Name: Rachel Corderoy Email: <a href="mailto:Rachel.corderoy@stewartBrown.com.au">Rachel.corderoy@stewartBrown.com.au</a> Phone: (02) 912 3033	<ul style="list-style-type: none"> <li>▪ Risk management</li> <li>▪ Audit and assurance – external and internal</li> <li>▪ Financial modelling &amp; financial forecasting</li> <li>▪ Financial strategic planning</li> <li>▪ Financial benchmarking</li> <li>▪ Mergers &amp; acquisitions</li> </ul>	Yes and this will be assessed for each project

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<b>RISK / GOVERNANCE</b>			
<b>Organisation</b>	<b>Most appropriate contact details for incoming enquiries</b>	<b>Specific services available</b>	<b>LASA Member Entitlements</b>
<b>Australian Strategic Services</b>	<p>Michael Goldsworthy, Principal Consultant                      Phone: 03 5429 6331                      Mobile: 0418 130 581                      Email: <a href="mailto:office@asspl.com.au">office@asspl.com.au</a></p> <p>Aaron Goldsworthy, Senior Consultant                      Phone: 03 5429 6331                      Mobile: 0400 996 331                      Email: <a href="mailto:aaron@asspl.com.au">aaron@asspl.com.au</a></p>	<ul style="list-style-type: none"> <li>• Pre-Royal Commission risk assessments &amp; strategies; governance, organisational, service, resident/client</li> <li>• Risk management</li> <li>• Unmets &amp; sanctions</li> <li>• Governance</li> <li>• Strategy</li> <li>• Strategic transformation</li> <li>• Mergers, amalgamations &amp; acquisitions</li> <li>• Facilitation/project management</li> <li>• Wide range of tools &amp; documents; governance, risk management, unmet, sanctions, crisis, etc., eg: TAGS™ The Australian Governance System, RiskPlan™, DASHBOARD™, BizPlan™</li> </ul>	<p>Initial assessment, telephone discussions, Skype/ Zoom meeting</p> <ul style="list-style-type: none"> <li>• Free pre-Royal Commission "Heat Mapping" tools &amp; documents available</li> <li>• Range of unmet &amp; sanctions tools &amp; documents available</li> <li>• Unmet, sanctions &amp; similar crisis discussions or advice</li> </ul>
<b>Governance Evaluator</b>	<p>Name: Hague Shier                      Email: <a href="mailto:solutions@governanceevaluator.com">solutions@governanceevaluator.com</a>                      Mobile: 0419 887 429</p>	<ul style="list-style-type: none"> <li>• Board Governance Assessment - for assessing the governance capabilities of the board and set action plans for closing any gaps and building capabilities of the board as a whole but also of individual members. Helps the board to understand its roles and responsibilities for governance</li> <li>• Development &amp; Skills Matrix for assessing the collective skills of the board, to ensure the individual directors and overall board have the skills to govern the business they are in. This is essential for individual directors, and the whole board, development plans, effective succession planning, and director recruit</li> <li>• Independent Convening - our sector and governance experts can add support and rigour to a Board Assessment and/ or Development &amp; Skills Matrix. We have 3 standard levels of support, or we can tailor support to meet the needs of any aged care facility</li> <li>• Clinical Governance Education tailored to the needs of each care organisation</li> </ul>	<p>LASA Members receive a discount on our Board Governance Assessment annual registration</p> <p>Small orgs (&lt;10m) - \$2,750 (normally \$2,950)                      Med orgs (10-35m) - \$3,300 (normally \$3,550)                      Large orgs (&gt;35m) - \$4,000 (normally \$4,350)</p>
<b>Governance Institute of Australia</b>	<p>Name: Leanne Ryan                      Email: <a href="mailto:leanne.ryan@governanceinstitute.com.au">leanne.ryan@governanceinstitute.com.au</a>                      Mobile: 0413037740</p>	<ul style="list-style-type: none"> <li>• Aged Care Governance and Risk Management Workshops</li> <li>• Aged Care In-house Training for Governance and Risk Management</li> <li>• Certificate</li> <li>• Grad Dip</li> </ul>	<p>LASA members receive Governance Institute Australia subscriber rate</p>

**Mention you are a LASA Member to take advantage of any of these listed Member entitlements.**

**LASA Affiliates Support Services for Members**

<b>RISK / GOVERNANCE</b>			
<b>Organisation</b>	<b>Most appropriate contact details for incoming enquiries</b>	<b>Specific services available</b>	<b>LASA Member Entitlements</b>
<b>Pride Living Group Pty Ltd</b>	Name: Denise Bradshaw Email: <a href="mailto:denise.bradshaw@prideliving.com.au">denise.bradshaw@prideliving.com.au</a> Phone: 02 9239 9004	Board workshops and individual support on governance, and crisis management. Risk management support and advice. Media engagement - we will be running some media training workshops with a seasoned investigative journalist as our presenter. Roster reviews – with all the focus on staffing ratios we provide an independent review and assessment of rosters that can provide external validation that facilities are not operating with under-resourcing. Quality and Compliance support- in an era of unannounced accreditation visits it's crucial that providers know their facilities are operating in accordance with systems and process and procedures. Our internal quality and compliance audits highlight areas of compliance and non-compliance allowing boards and executives confidence that the risk are well managed.	5% off any fees
<b>Sirius Enterprise Risk Management Pty Ltd</b>	Name: John Pounder, Operations Principal Email: <a href="mailto:j.pounder@siriuserm.com">j.pounder@siriuserm.com</a> Phone: 0414472473	<ul style="list-style-type: none"> <li>• Enterprise Risk Management</li> <li>• Corporate Governance</li> <li>• Strategic advice</li> <li>• Risk reviews/internal audits</li> <li>• Business Continuity Management</li> </ul>	By negotiation
<b>The Ideal Consultancy</b>	Louise Greene, Director Phone: 0410 469 826 Email: <a href="mailto:louiseg@theidealgroupp.com.au">louiseg@theidealgroupp.com.au</a>  Fiona Somerville, Director Phone: 0437 043 757 Email: <a href="mailto:fionas@theidealgroupp.com.au">fionas@theidealgroupp.com.au</a>	<ul style="list-style-type: none"> <li>• Support to Royal Commission project teams</li> <li>• Risk assessments, gap analysis and turnaround strategies regarding unments, non compliances and sanctions</li> <li>• Review of quality standards, policies procedures</li> <li>• Development of policies &amp; procedures</li> <li>• Clinical consulting</li> <li>• All states and territories</li> </ul>	<ul style="list-style-type: none"> <li>• First phone consultation complementary</li> <li>• First two hours of project work complementary</li> <li>• Discounted per diem</li> </ul>

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**LASA Affiliates Support Services for Members**

<b>RISK /GOVERNANCE</b>			
<b>Organisation</b>	<b>Most appropriate contact details for incoming enquiries</b>	<b>Specific services available</b>	<b>LASA Member Entitlements</b>
<b>Wyndarra Solutions Pty Ltd</b>	Name: Peter O'Callaghan Email: <a href="mailto:poc@wyndarra.com">poc@wyndarra.com</a> Phone: 0419533234	<p>Services</p> <ul style="list-style-type: none"> <li>▪ Developing governance frameworks including clear and concise Board reporting</li> <li>▪ implementing enterprise risk management</li> <li>▪ Providing strategic risk profiling</li> <li>▪ Developing Board level assurance processes including policies, charters and frameworks</li> <li>▪ Facilitating Boards, Executives and Managers on governance and risk management related topics eg developing the Board risk appetite</li> <li>▪ Improving governance processes and planning eg business continuity, legal compliance and delegations of authority</li> </ul> <p>Provision of Software tools</p> <ul style="list-style-type: none"> <li>▪ Board risk profile reporting</li> <li>▪ Delegations of Authority</li> <li>▪ Business Continuity Plans</li> <li>▪ Contract registers</li> <li>▪ Status reports to Board Committees on Compliance, Audit , Risk actions</li> </ul>	<p>10% on product licence fees</p> <p>25% on services</p>

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**LASA Affiliates Support Services for Members**

**MEDIA, MARKETING & PUBLIC RELATIONS**

Organisation	Most appropriate contact details for incoming enquiries	Specific services available	LASA Member Entitlements
<b>Ellis Jones</b>	Name: Janine Yeates, Associate Director Email: <a href="mailto:janine@ellisjones.com.au">janine@ellisjones.com.au</a> Phone: (03) 9416 0046	<ul style="list-style-type: none"> <li>• Issues management strategy and planning</li> <li>• Live issues management PR/communications support</li> <li>• Corporate communications strategy</li> <li>• Social purpose and consumer engagement campaigns</li> <li>• Internal engagement strategy and campaigns</li> <li>• Consumer research</li> <li>• Brand perception research</li> <li>• Social impact strategy and measurement</li> </ul>	<ul style="list-style-type: none"> <li>• 5% discount on project fees for issues management strategy and planning</li> <li>• 5% discount on project fees for corporate communications strategy</li> </ul>
<b>Edmonds Marketing</b>	Name: Damien Edmonds Email: <a href="mailto:damien@edmondsmarketing.com.au">damien@edmondsmarketing.com.au</a> Phone: 07 3175 9905 Mobile: 0447 147 788	<ul style="list-style-type: none"> <li>- Strategic marketing</li> <li>- Market research</li> <li>- Communication campaigns (including customer &amp; staff engagement, websites and digital mediums, advertising and marketing collateral)</li> </ul>	
<b>Juntos Marketing Pty Ltd</b>	Name: Jonathan Watcham Email: <a href="mailto:jonathanwatcham@juntos.com.au">jonathanwatcham@juntos.com.au</a> Phone: (02) 9555 6115 Mobile: 0416 225 479	<p>Specific services we provide:</p> <ul style="list-style-type: none"> <li>- Marketing strategy &amp; communications</li> </ul>	
<b>Media Stable</b>	Name: Nic Hayes Email: <a href="mailto:nic@mediastable.com.au">nic@mediastable.com.au</a> Mobile: 0415 064 413	<p>Media Stable provide media training and media relations advice/support.</p> <p>Find a media trainer to fit with your brand and budget anywhere in Australia here: <a href="https://www.mediastable.com.au/home/media-training/">https://www.mediastable.com.au/home/media-training/</a></p> <p>Spokespeople can register on the Media Stable platform by emailing <a href="mailto:registry@mediastable.com.au">registry@mediastable.com.au</a>. It's the first step to getting ready to work with the media, have a profile and get media organised.</p>	

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**LASA Affiliates Support Services for Members**

<b>MEDIA, MARKETING &amp; PUBLIC RELATIONS</b>			
<b>Organisation</b>	<b>Most appropriate contact details for incoming enquiries</b>	<b>Specific services available</b>	<b>LASA Member Entitlements</b>
<b>Strativity Group</b>	George Bej, Director Phone: +61 498 001 477 Email: <a href="mailto:george.bej.strativity.com.au">george.bej.strativity.com.au</a>	<ul style="list-style-type: none"> <li>▪ Customer Experience</li> <li>▪ Customer journey mapping</li> <li>▪ Current State Experience analysis</li> <li>▪ Aspirational Experience Design</li> <li>▪ Customer Centricity assessment</li> <li>▪ Customer strategy</li> <li>▪ Strategic CX Transformation</li> <li>▪ Design &amp; Innovation</li> <li>▪ Customer Value Proposition development</li> <li>▪ Customer segmentation and persona development</li> <li>▪ Leadership training</li> <li>▪ Middle management training</li> <li>▪ Front line training</li> <li>▪ Support services training</li> <li>▪ Voice of Customer program design</li> <li>▪ Target Operating Model development</li> <li>▪ Journey management</li> <li>▪ Experience measurement</li> <li>▪ Cultural analysis</li> <li>▪ Aspirational culture development</li> <li>▪ Experience gap analysis</li> <li>▪ Employee experience</li> <li>▪ Employee engagement</li> <li>▪ Customer service training</li> </ul>	No obligation 90 minute consultation

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**LASA Affiliates Support Services for Members**

**MEDIA, MARKETING & PUBLIC RELATIONS**

Organisation	Most appropriate contact details for incoming enquiries	Specific services available	LASA Member Entitlements
<b>The Ideal Consultancy</b>	<p>Louise Greene, Director                      Phone: 0410 469 826                      Email: <a href="mailto:louiseg@theidealgrou.com.au">louiseg@theidealgrou.com.au</a></p> <p>Fiona Somerville, Director                      Phone: 0437 043 757                      Email: <a href="mailto:fionas@theidealgrou.com.au">fionas@theidealgrou.com.au</a></p>	<ul style="list-style-type: none"> <li>• Business reviews</li> <li>• Strategic marketing</li> <li>• Market research</li> <li>• Feasibility studies</li> </ul> <p>All states and territories</p>	<ul style="list-style-type: none"> <li>• First phone consultation complementary</li> <li>• Discounted project rate</li> </ul>
<b>Wilkinson Butler</b>	<p>Name: Nick Albrow                      Phone: 0408 681 499                      Email: <a href="mailto:nick@wilkinsonbutler.com">nick@wilkinsonbutler.com</a></p>	<ul style="list-style-type: none"> <li>• Crisis and issues management, including strategy development and 24/7 support</li> <li>• Media relations</li> <li>• Communications strategy</li> <li>• Media/ presentation training</li> <li>• Training for appearing at Royal Commissions and parliamentary committee hearings and legal proceedings</li> <li>• Government relations</li> <li>• Internal communications</li> <li>• CEO/ Board advice</li> </ul>	<p>Pro bono 30 minute briefing on communications considerations to prepare for Royal Commission</p>

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**LASA Affiliates Support Services for Members**

**EMPLOYEE ASSISTANCE PROGRAMS**

Organisation	Most appropriate contact details for incoming enquiries	Specific services available	LASA Member Entitlements
<p><b>Pinnacle Rehab</b></p>	<p>Amy Ridley, B.App.Sci (Ex&amp;Sp.Sci)                      ESSAM AEP                      Customer Relationship/Account Manager                      Email: <a href="mailto:AmyR@PinnacleRehab.com.au">AmyR@PinnacleRehab.com.au</a>                      Phone: 02 8424 6700                      Mobile: 0448 019 536                      Fax: 1300 138 985</p>	<p><b>Employee Assist Program (EAP)</b>                      Pinnacle Rehab's Employee Assist Program (EAP) is designed to help employees navigate through personal stressors that may be impacting their time at work. Pinnacle Rehab have a network of Psychologists that are able to complete up to three sessions of counselling to assist with implementing strategies as part of the EAP.                      Our focus has been to provide cognitive behavioral strategies including:</p> <ul style="list-style-type: none"> <li>▪ <b>Cognitive Restructuring</b></li> <li>▪ <b>Stress Management</b></li> <li>▪ <b>Resilience Building</b></li> <li>▪ <b>Goal Setting</b></li> <li>▪ <b>Family and Community Support</b></li> </ul> <p>The EAP is completed either face to face or over the phone/video dependent on availability.</p>	<p>50% discount to LASA members = \$150 + GST per hour</p>

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**LASA Affiliates Support Services for Members**

<b>OTHER SERVICES</b>			
<b>Organisation</b>	<b>Most appropriate contact details for incoming enquiries</b>	<b>Specific services available</b>	<b>LASA Member Entitlements</b>
<b>Your Call Whistleblowing Solutions</b>	Name: Nathan C. Luker General Manager Phone: 03 9938 7027 Email: <a href="mailto:Nathan.luker@yourcall.com.au">Nathan.luker@yourcall.com.au</a> <a href="http://www.yourcall.com.au">www.yourcall.com.au</a>	<ul style="list-style-type: none"> <li>• Reporting Framework advisory &amp; Health Check</li> <li>• Whistleblowing Program Advisory</li> <li>• Whistleblowing Policy Development incl. Customer Complaint integration</li> <li>• External, Independent and anonymous Whistleblowing Services for staff and residents</li> <li>• Training</li> </ul>	

We will be updating the available services as more resources become available.

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**LASA**

**LEADING AGE SERVICES  
AUSTRALIA**

*The voice of aged care*

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For more information  
Leading Age Services Australia (LASA)  
p: 1300 111 636  
w: [www.lasa.asn.au](http://www.lasa.asn.au)