



Welcome to - ELSY

The trading name of Friends Support Services Pty Ltd



We are Elsy



New NDIS registered disability care group Elsy Group Pty Ltd led by an ex Aruma management team - focussed on quality led care (initially Newcastle, then Wollongong etc)



A focus on culture, staff listening, accessible management and a person-centred approach so we look after participants as we would look after our own family

(Feedback by our excellent new joiners at our first staff welcome event)



A growth plan to expand by a minimum of 3-6 properties per annum with high quality team members and evidenced best in class care - The Elsy Model a focus on education, health, wellbeing and adventure to engage, build capacity and defy expectations

Vision Mission Values



The ELSY Vision

- We are here - to get you there - no matter the journey required
- We will stand beside you and help you flourish

The ELSY Purpose

The **Y** in ELSY stands for YOU.
Supporting YOU to continue to live the excellent lives YOU have, or to start living the excellent life YOU deserve.

“We believe in supporting people to live their best lives.”
John Piper, CEO & Co Founder

ELSY Values

- E** = Excellence in culture
- L** = Loyalty to you
- S** = Sensational Support
- Y** = Young at heart



a person-centred approach so we look after participants as we would look after our own family

Management Biographies



Shay Ramalingam,
Chairman & Co Founder

Shay has spent 20 years as an investor in healthcare in the UK, investing almost \$1 billion and was the first institutional investor into SIL through www.lifeways.co.uk which is now the UK market leader with over 5,000 participants. He was an early investor in SDA housing in the UK in 2009 through HB Villages <https://hbvillages.co.uk/>

In 2019 he took over www.theauroragroup.co.uk as Exec Chairman and led the turnaround of this specialist education group for young people with disabilities and grew it from a loss of c. -\$5m to c. \$13.2m EBITDA where he remains on the board.

Shay wanted to set up a new type of provider after moving to Australia in 2021 and had the good fortune to meet John Piper



John Piper,
CEO & Co Founder

John has spent 14 years in the NDIS sector with House with No Steps becoming Aruma in 2019.

John was General manager at Aruma of five businesses with 45 staff and 260 supported employees spread through Newcastle, Sydney, Queensland and Forbes. Prior to Aruma John was a successful business owner in wetsuits in and outdoor pursuits. He was also a professional Waterskiing champion winning the USA Nationals as a young man.

John believes he has been building towards elsy his whole life - as CEO he is not only designing a next generation care provider but is also responsible for day to day execution against milestones. He came up with the name, and he's going to live by it.



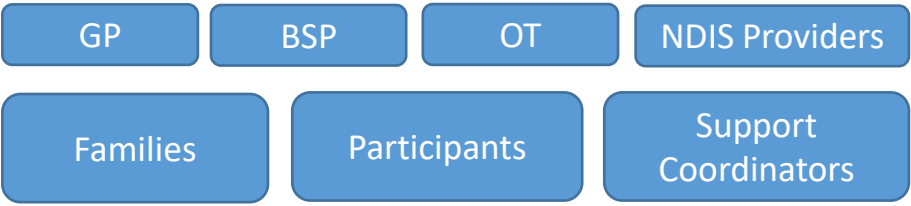
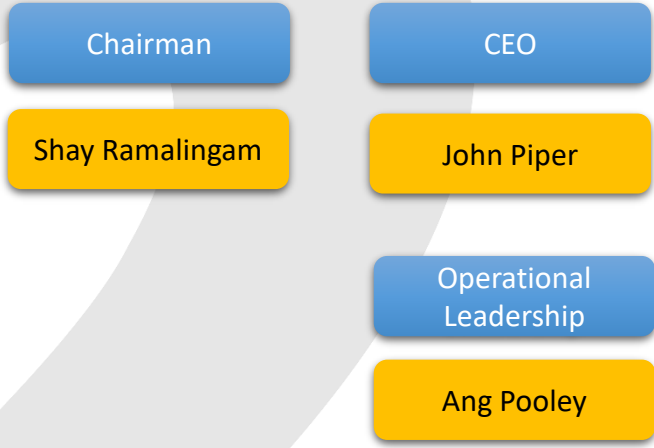
Sue Miller,
Support Manager

Sue has spent 14 years in Disability Care as a support worker, therapeutic manager and team leader.

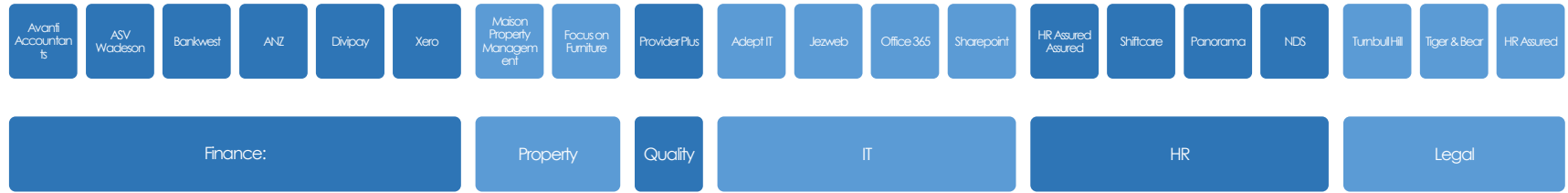
Sue is expert in best practice for behaviour support, person centered practices and active support, coordination of staffing, planning and NDIS reporting, maintenance of quality systems including audits, client management and documentation.

After working with Wesley Mission Sue was attracted to the mission and vision of elsy and being tasked to grow the first new residential care sites for a new organisation – “I am blessed to be here” as she put it – we are blessed to have her, we say.

Elsy Org Chart



- Jocasta Mosely, Behavioural Support Lead
- Jocasta Mosely, Education & Early Childhood Intervention Lead
- Rosien Colin, Clinical Psychologist
- Rosien Colin, Art Therapy
- Alana O’Hearn, Occupational Therapist
- Aruna Ellis, Clinical Nursing Lead
- Jayde Farrow – Provider Plus Virtual Quality Manager
- Simone Prestini, Personal Training



Elsy Support & Clinical Team

The MDT is growing every week too!

Our Experienced Support Worker Team is growing! We onboarded 9 this week to take us to 13 staff from 184 applications. We have further inductions in the coming weeks and plan to grow to 30 salaried staff by June and 150 in 2 years time
Meet some of the team below:



John & Mabel



Sue



Jasson



Hope



Daniel



Bianca



Elsy SIL Properties, living cool - a home to live, learn, grow



<https://youtu.be/g2fLpcHoAO4>

- Everything is **new** in our refurbished properties, and provided to a high standard.
- They are still a blank canvas – we want to buy equipment, devices, hobby materials which support **a) health and wellbeing, b) educational outcomes c) capacity building**
- We will be procuring an **immersive projector** that we can share between the properties
- The Elsy model is to have 2-3 clustered properties to add opportunities for broader range of **interactions, stimulus and capacity building**

Our emerging model of care



How do we make magic happen in our SIL properties and the community?

Elsy Activity Design →

Support Workers → Highly skilled practitioners

Follow our blog through Development Month!

Health, Education
Wellbeing outcomes

Engaging activity
Attractive but fosters growth

Data driven



Capacity/ Community Linkage

Meets all Preferences (sensory, choice, Strengths inventory)



Jocasta Mosely, Behavioural Support Lead

Jocasta Mosely, Education & Early Childhood Intervention Lead

Rosien Colin, Clinical Psychologist

Rosien Colin, Art Therapy

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Aruna Ellis, Clinical Nursing Lead

Jayde Farrow – Provider Plus Virtual Quality Manager

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Listen

Co-Develop a Lifestyle

Model new skills

Achieve goals

Gather data

Continuous improvement

Measurable outcomes



Services offered

Solutions range from residential care to community support

Supported Independent Living

Provides modern refurbished properties with highly trained staff to provide 24 hour 3:1, 2:1 and 1:1 care. These homes are a base from which to offer further services such as healthcare, engagement, employment



Personal Care



Community engagement



Support with household tasks



Education, Capacity Building

Professional staff has experience from various sectors including youth work, disability, mental health, childcare or aged care

Individual support

Offer a range of individual service support options that are listed under the NDIS



Short and long term support in coordination & managing life stages



Household task support



Travel/transport arrangements



Development of skills in daily life activities, communication, social & problem solving



Assists participants to participate actively in community, social and civic activities



Develop personal skills of the participant to live as autonomously as possible

Scope of Service

elsy is an NDIS registered disability care provider

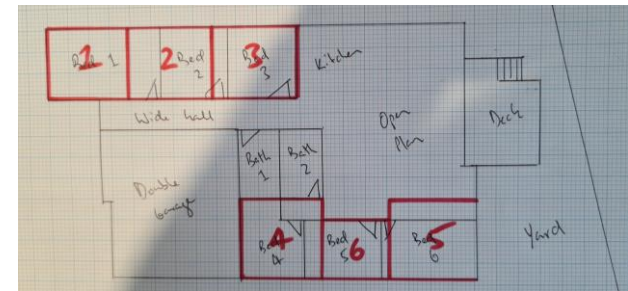
Elsy is the trading name of Friends Support Services, a registered care provider

NDIS Registrations		Combined Company Registrations
0101	Accommodation / Tenancy	0101
0102	Assistance to Access and Maintain Employment or higher education	0102
0103	Assistive Products For Personal Care And Safety	0103
0105	Personal Mobility Equipment	0105
0106	Assistance In Coordinating Or Managing Life Stages, Transitions And Supports	0106
0107	Daily Personal Activities	0107
0108	Assistance With Travel/Transport Arrangements	0108
0112	Assistive Equipment For Recreation	0112
0113	Vision Equipment	0113
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	0115
0116	Innovative Community Participation	0116
0117	Development Of Daily Living And Life Skills	0117
0118	Early Intervention Supports For Early Childhood	0118
0120	Household Tasks	0120
0122	Hearing Equipment	0122
0123	Assistive Products For Household Tasks	0123
0124	Communication And Information Equipment	0124
0125	Participation In Community, Social And Civic Activities	0125
0127	Management of Funding for Supports	0127
0128	Therapeutic Supports	0128
0136	Group And Centre Based Activities	0136

We are looking to add (within 6 months/ NDIA sign off)
0114 Community Nursing,
0126 Physical training
0133 Specialised Supported Employment,
Module 1 High Intensity Daily Personal Activities and
Module 2a, Behavioural Support

Koombool Avenue

We have secured 3 properties on the same street in Maryland, NSW near Newcastle. This provides an initial 7 beds for piloting operational processes.



We are in contract to take on 3 further properties (including a new build) this year, and are looking to acquire or lease (long term residential) 3-6 properties a year.

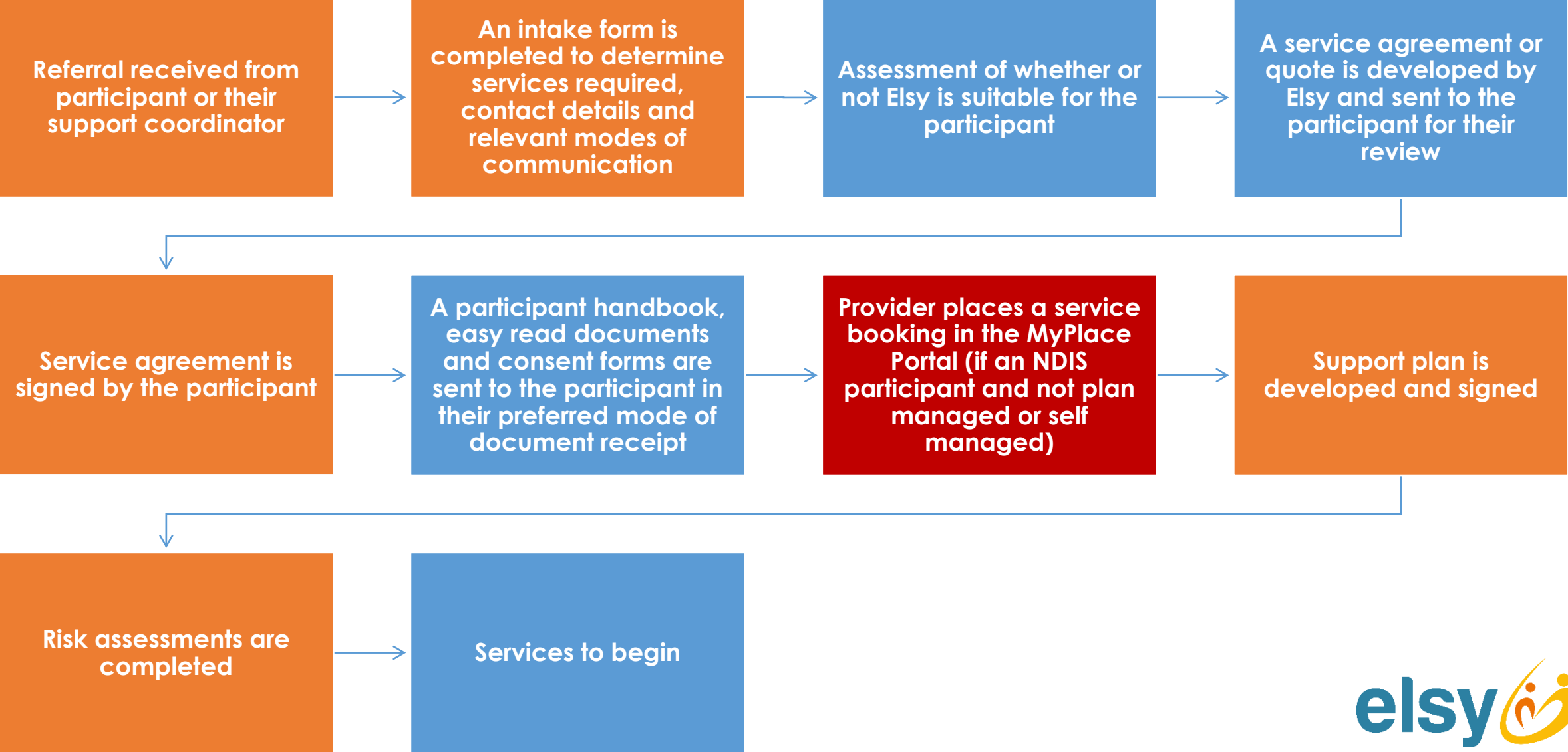


We have targeted 3-6 bedroom properties with a single storey and outside space. We are developing a design and refurbishment blue print to be industry leading in terms of engagement, activities, wellbeing and functional space.

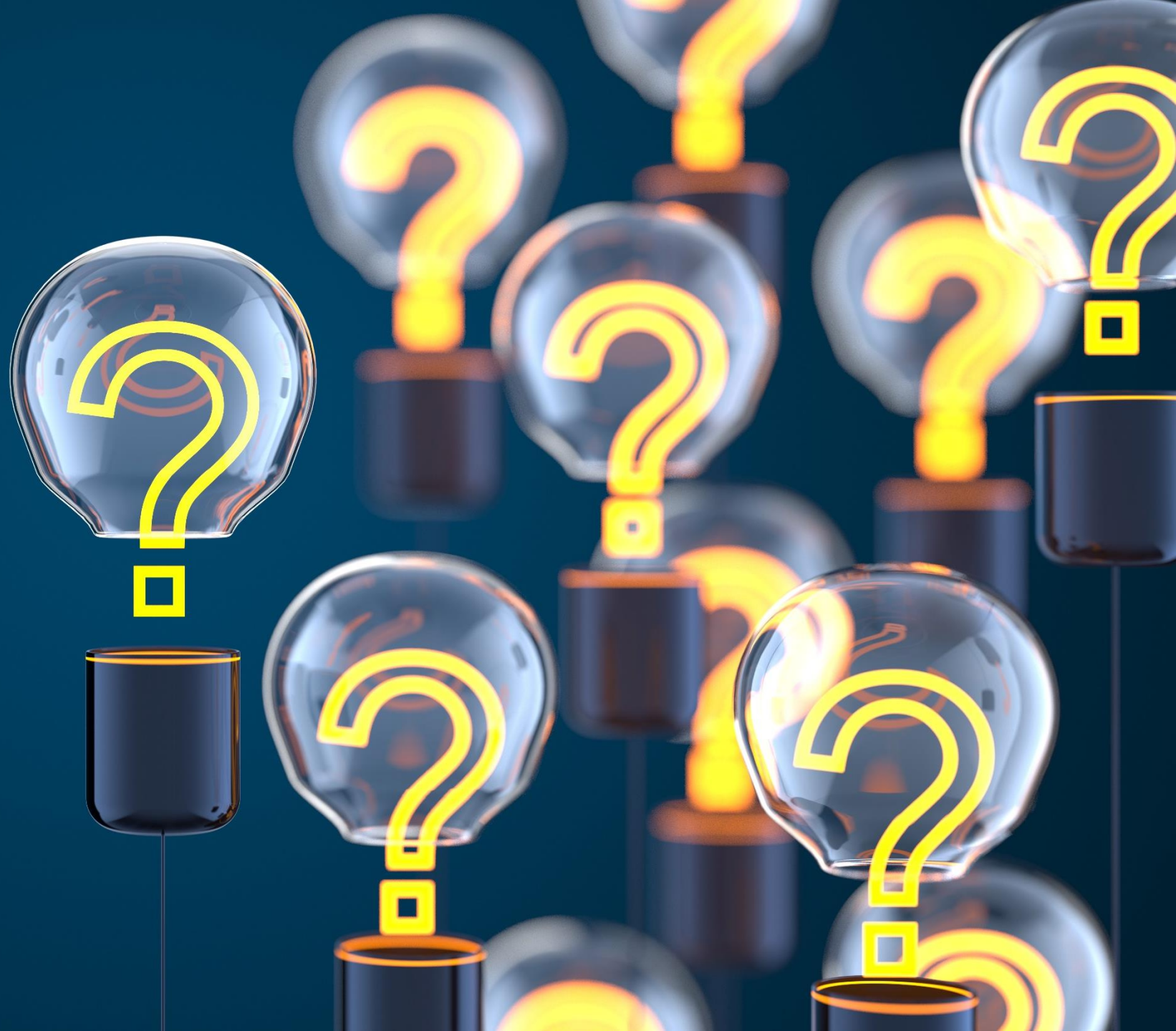


We are developing a participant and staff engagement programme to create the ideal ELSY experience for living and working in an elsy environment. WE WANT YOUR VIEWS

Participant Onboarding Process



Any
questions?



Information Technology Architecture



Our CRM for managing patient notes, tasks and billing is SHIFTCARE

Primary Contact

Name: Ms Juliane Cheng
Phone: 0400004335
Email: Juliane@gmail.com
Relation: Daughter

Funds

Type	Hourly Balance	Amount	Balance	Default
Personal Care	-80.05	\$10000	\$992	✓
Centre Based	-480.00	\$1000	\$520	
Transport	-60.50	\$500	\$439.5	

Profile

Mr Colin Cheng
2 /211 Chandler Rd
Noble Park VIC 3174
Australia

NDIA Number : 453211
Reference Number : 123456

Documents

Name	Expires At	No Expiration
NDIA assessment.pdf	16-12-2023	✓
		✓

Additional Contact

ShiftCare

HRIS, Recruitment Onboarding and 24/7 Employment, OHS and Legal Support Centre



Dynamic mobile staff scheduling and management which provides you with data

Carers Name Status Collapse

Search by name, role, or team...

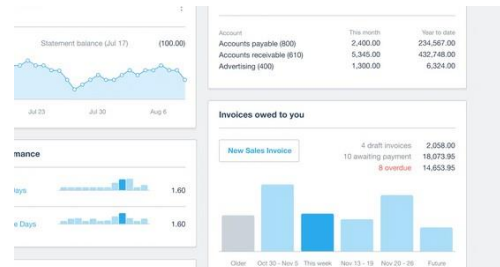
	MON 1	TUE 2	WED 3	THU 4
Haylie Westervelt (Personal care)	Support coordination 12x			
Gretchen Torff (Support worker)	Night shift 12x			
Marcus Siphron (Carer)			Support coordination 3 Clients	
Maryanne Torff (Carer)	Personal care 2:30p			
Jordana Baptista (Domestic care)			On call Austin	
Alexis Donin (Aged care)			Night shift	
Zaine Dorwart (Disability care)				

ShiftCare

Policy Library & NDIS Best Practice



Xero for straight-through financial & kpi management









Hosted Cloud IT & ISO Certified Data Security



Staff Rewards & Incentives

- We will **benchmark our salaries** to ensure our pay and progression is fair and market leading
- We will develop **individualised training and career development plans** with you
- Our training is about the **maximum** the minimum. Build on your skills on your journey to being a **highly skilled practitioner**.
- In addition In the next month **DEVELOPMENT MONTH** – you will be asked to undertaken, **engage with other providers, make videos, interviews, research** – things that will stretch you on your journey to being a highly skilled practitioner.
- We will give you feedback – we don't all like **feedback, but it is a gift**
- We will **recognise** our staff for going the extra mile – this is in respect of key wins such as aiding **business development, recruitment, training, policy development, special effort or compliments and feedback** received (Fair use applies including no poaching of participants or disproportionate canvassing for feedback) = get **BOOM** Recognition
- We want to develop **physical and mental wellbeing plans** for the team and a hobby programme – we need your help.
- **Career growth** – have you noticed we are new, and growing fast?! We need your help. Please grow ☺

		
Pay above award rates	Ongoing training	Rewards & Recognition
		
Ongoing support from dedicated leadership and catchups with other carers	Mental and physical wellbeing plans	Career growth and development

Employee Assistance Program

ELSY offer employees access to the Employee Assistance Program, a confidential and independent counselling and support service for employees and their immediate family members.

This service can be used to address any concerns affecting work or home life.

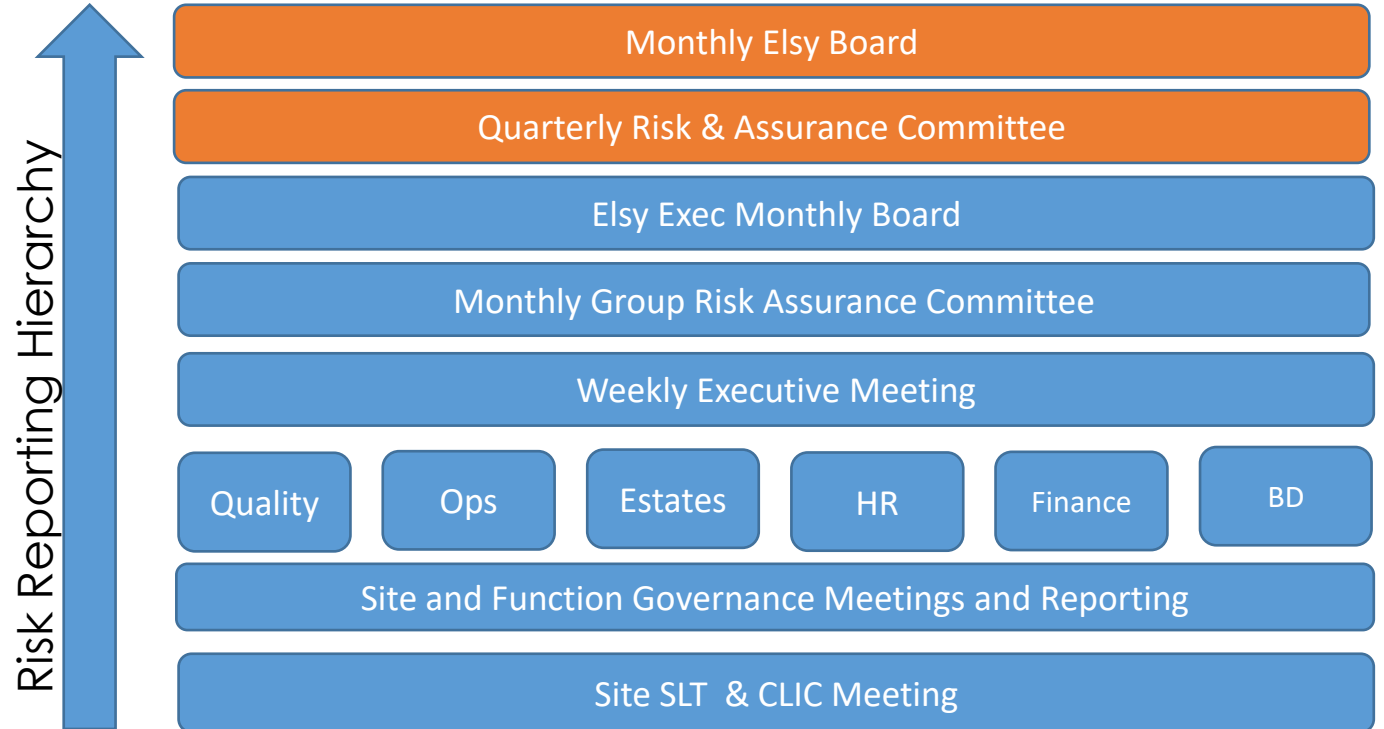
Risk Framework

The Elsy Risk Management framework is supported by our service providers and comprehensive policies and procedures.

Elsy is in the process of converting our cumulative knowledge and experience into a 'right first time' process map to ensure that we have a continuous improvement framework which qualifies the business for ISO9001 accreditation within 18 months.

We have started with Provider Plus Best in Class QMS and we are in the process of customising and updating this over time

WE WANT YOUR FEEDBACK TO ADD, AMEND, *ELSIFY* OUR QUALITY SYSTEM SO THAT WE CAN CHANGE THE WAY CARE IS DELIVERED ACROSS AUSTRALIA



Embedding Quality in Our Organisation

Operational Rigour	<ul style="list-style-type: none"> • Very detailed and hands on approach to work. Follow issues down to site, and investigate ourselves. We have clear and understood targets for KPIs, expectations of Site Leads • We have the right knowledge, challenge and oversight ahead of decisions • Oversight from Chair, CEO, Support Manager technical advisers • Rigour to pricing, referrals processes, recruitment & retention, appraisals, career pathways, care plan review, safeguarding, IT & infrastructure
People Selection & Organisational Design	<ul style="list-style-type: none"> • Hands on approach to recruitment and high bar for probation • Recruitment from best of breed. Sensible judgement on organisational design • Focus on continuous feedback – friendly but honest feedback; industrial / effective recruitment for junior roles; control over hiring excesses to protect margin • Focus on What and How – behavioural as well as technical assessment to ensure culture remains positive and defence against risks • Site leadership is the key focus
Strategy & Focus	<ul style="list-style-type: none"> • Focussed simplified business models where possible and centres of excellence when developing new approaches • Expansion focussed on capacity expansion (houses) and utilisation and targeted infilling of portfolio • Marketing function to support clear referrals processes and expectations, budget process designed to drive ownership and site bonuses for site leads around performance and quality • Increasing focus on younger age groups and higher acuity to respond to evolving demand, and support a more stable business
Quality & Governance	<ul style="list-style-type: none"> • New Quality Assurance Manager being recruited and quality function being designed to be the spine of the business. • Feedback, listening, skip meetings, open culture • Clever use of data and systems (rationalised trend reporting, structure, collation) and sharing best practice • Being Audit-ready at all sites; weekly central department highs & lows; weekly head report.
Culture & Approach	<ul style="list-style-type: none"> • Vision Mission Values being embedded through organisation • Transparent two-way communication – pay, benefits, L&D, career progression being solved over time • Weekly email and video from Exec, internal social media, listening groups, Electronic staff polling, discretionary welfare awards, Monday morning thankyou's from JP, cross site projects on new initiatives, employee wellbeing task force and random acts of kindness.