

About 20|20

20|20 Integrated Solutions Pty Ltd was founded in Queensland in 2006 by Unna Liddy and Bret Mannison. We have built a reputation for excellence in consultancy services in the field of quality management systems, business development and communications.

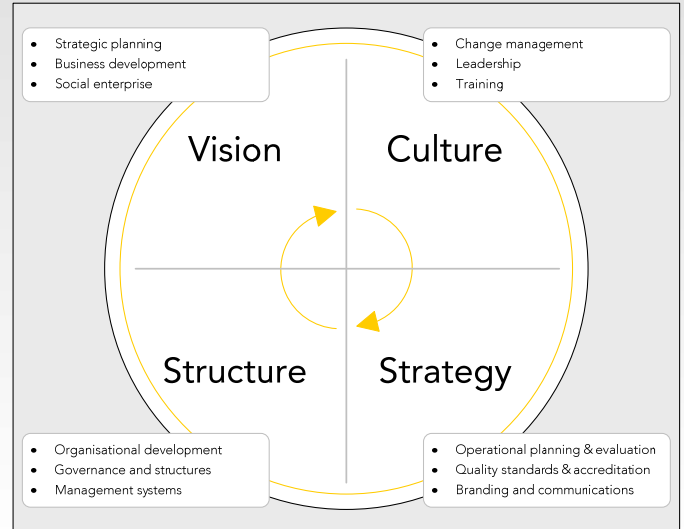
Today, 20|20 Integrated Solutions is widely regarded as a leading company in its field in Australia. This is demonstrated by our position on preferred provider panels for both the Federal and Local Government sectors.

At 20|20 Integrated Solutions we have a commitment to quality, exceeding customer expectations, and working collaboratively with organisations to strengthen capacity and support implementation. These values shape how we work together as a team and also how we work with our clients. Employing a practical business systems approach combined with the premise that working across areas of organisational culture, vision, structure and strategy will lead to improved performance, we have forged a strong presence as a provider of quality management, accreditation and standards, business planning and development, and corporate communications.

In keeping with our belief that organisational culture is integral to quality and success, our focus is on being responsive to the needs of clients and on building long-term relationships. We assist our clients to meet quality standards requirements - not only in the exercise of accreditation, but also with an aim to build their capacity and capability to enable them to improve health outcomes in their community.

20|20 Integrated Solutions has a strong background in working with the Non-Government Organisations (NGO) sector and with Aboriginal and Torres Strait Islander organisations across most Australian states and territories.

We recognise the value of working directly with staff to develop tailored sustainable solutions that integrate quality systems and processes into the culture and practices of an organisation.



20|20 Framework and Services

Building a culture of quality

Working in collaboration with organisations we help to build a culture of excellence in business systems, organisational communications, in addition to quality, safety and risk management. We work collaboratively with clients to develop innovative and sustainable business solutions built on recognised standards.

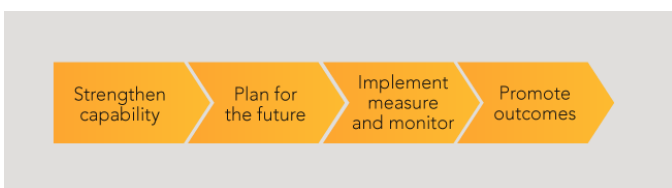
We work with clients to:

- Build and sustain a culture of excellence
- Build a shared vision amongst staff and stakeholders
- Develop strategy to achieve objectives
- Align organisation structure with key priorities

The key to our success in these areas has been due to the diverse range of skills and experience we bring to the task, combined with our wealth of experience in working in the Primary Health Care, Government, and Non-Government Organisation sectors in both rural and remote areas.

Building sustainability and supporting implementation

In everything we do, building sustainability and supporting implementation with practical tools and systems is integral. With each project, timelines and milestones are agreed with our clients, and we provide access to 20|20 Integrated Solutions' support and online information resources. We also provide a range of specific tools and templates for our clients, designed to meet their needs. An evaluation and client feedback process also ensures client satisfaction is monitored and areas for improvement are acted on.



20|20 INTEGRATED SOLUTIONS CORPORATE PROFILE

We offer a range of integrated solutions which are tailored to our clients' needs and designed to strengthen internal capability, support organisational planning and strategy implementation, and improve communication with external stakeholders.

2020 Quality management and improvement services

A quality management approach to running your organisation helps to ensure that services are implemented effectively and efficiently and that continuous quality improvement is linked to client feedback.

20|20 Integrated Solutions works with organisations in a variety of ways to support quality management and improvement. We work with clients to:

- Establish Quality Management Systems to support the effective and efficient delivery of services and strategies for linking client feedback to continuous service improvement
- Mentor and train management and staff to develop a 'culture of quality' in their organisations
- Review organisational performance against Standards
- Assess risk within the organisation
- Build systems to support management of:
 - o Continual Quality Improvement
 - o Risk
 - o Clinical practice
 - o Occupational Health and Safety
 - o Compliance
 - o Information and documentation
 - o Monitoring and evaluation

2020 Workforce development services

Albert Einstein once stated 'Everything has changed, except our way of thinking'. The environment within which we operate is constantly changing and these changes require equally significant changes on the part of the workforce.

20|20 Integrated Solutions works with organisations to take a holistic approach to building, supporting and sustaining a strong workforce. We think about your workforce from three perspectives:

- Systems and structures
- Current capability and capacity
- Drivers of change and future workforce requirements

We work with clients to:

- Review organisational structure and workforce planning
- Mentor staff to support implementation of systems
- Develop of position descriptions aligned with organisational structure
- Negotiate Individual Workplans for staff
- Analyse training needs
- Provide leadership training including corporate governance

2020 Planning and organisational development services

20|20 Integrated Solutions has worked with organisations in the community and government sector to develop of strategic and operational plans, action plans and strategic vision statements.

Setting a clear vision and achievable goals is very important, engaging and inspiring staff and stakeholders to drive implementation is absolutely critical. 20|20 Integrated Solutions works with organisations develop strategy and to ensure that the structures are in place to support implementation and evaluation.

We work with clients to:

- Facilitate strategic and operational planning
- Conduct business analysis and enterprise development
- Strengthen linkages between planning and evaluation
- Develop organisational performance frameworks including 'digital dashboards' of critical performance indicators

2020 corporate communications services

Communicating the vision and plans of your organisation is integral to building credibility and awareness amongst community, government, and private sector stakeholders.

20|20 Integrated Solutions working with its graphic and website design partners can take your written material to a professional level of presentation.

We operate on the principle that high quality design, print and on-line production standards are essential to ensure that the professionalism and strength of your organisation is effectively communicated.

20|20 Integrated Solutions has worked with a number of organisations to assist in the development of a wide range corporate communications tools and examples of this work can found on our website at www.2020is.com.au