

Eric Wood
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EDUCATION

Masters of Health Administration (MHA)
University of New South Wales
May 1996

Bachelor of Science (BS) Psychology
Pennsylvania State University, USA
November 1982

CAREER SUMMARY

2007 – Present	Eric Wood Consulting Principal Consultant
2004 - 2007	Catholic Healthcare Ltd Community Care Development Manager
2001 - 2004	Baptist Community Services Community Aged Care Consultant
1998 -2001	Commonwealth Department of Health & Ageing Executive Officer
1996-1998	Anglican Retirement Villages Manager, Community Services South
1994-1996	Anglican Retirement Villages Aged Care Manager, Residential Aged Care
1984 - 1993	Department of Defence Procurement Analyst/Contract Negotiator

Consultant, Community Care

Eric Wood Consulting

April 2007 – Present

Services Provided:

Consultancy and Advice in Service Development, Program Implementation, Management (General, HR and financial), Policy Development, Strategic Planning and Quality

Assistance with Community Services applications including ACAR, HACC, NRCP, Transitional Care, and other related service types.

Service Reviews

Facilitation

Community Care Training

Key Projects & Achievements:

- Provided ongoing Community Care Consultancy Services to peak industry body: Aged and Community Services (ACS)
- Developed and delivered training on “The Uniting Care Ageing Way” community care common operating model for Uniting Care Ageing NSW & ACT
- Developed and delivered training on the use of the Australian Community Care Needs Assessment (ACCNA) and Carers Eligibility and Needs Assessment (CENA) tools for all Uniting Care Ageing community services.
- Major revision of Community Care Policies, Narellan Congregational and Community Care Services
- Conducted CACP / EACH compliance audit for KinCare Community Services.
- Developed Service Implementation Guide for new Community Care service provider (KOPWA)
- Prepared success tenders for several organisations in 2007 ACAR round resulting in 90 places in NSW
- Prepared successful tenders for HACC EOIs, select tenders and for transitional care places.

Responsibilities:

- Advice and consultancy to Regional Directors and Managing Director regarding potential opportunities in Community Care across the state.
- Development of and promotion of plans to ensure the continued viability and growth of Community Care services.
- Development of funding applications and tenders for new business.
- Oversight of the implementation of new services and ongoing support of local management and service teams in establishing new community care services.
- Liaison and negotiations with government funding bodies.

Key Achievements:

Development of plans and funding applications, which resulted in the doubling in size of the community care division (more than \$12 million dollars in additional growth funding) in less than 3 years. Successful funding applications included:

- 347 new CACP, EACH and EACH Dementia places in the past 3 Aged Care Approval Rounds (2004 - 2006).
- Home & Community Care (HACC) funding totalling more than \$3,000,000.
- National Respite for Carers funding for 2 Overnight (Cottage) Respite programs, a Respite for Working Carers service and In Home Dementia Respite funding.
- Introduced EACH & Dementia EACH programs to Catholic Healthcare and conducted EACH Evaluation

Committees/Memberships Presentations

- Member Community Aged Care Industry Policy Committee
- NSW Community Care Coalition.
- Presentation at ACSA afternoon Information session, Service Provider perspective of the governments "*Future of Community Aged Care*" paper.
- Invited Speaker to 2004 ACSA conference "*The EACH program, what challenges and opportunities has this enabled and what difficulties are there for providers.*"

Responsibilities:

- Policy, operational advice, and consultancies to Hub (regional) Managers and service managers for more than 40 Community Aged Care services.
- Establishment of Quality Framework for Aged Care Division
- Coordinate and provide oversight to all community aged care funding applications
- Policy & procedure development and review
- Advice and consultancy to General Managers & CEO on financial performance of Community Aged Care programs.
- Advice to General Managers & CEO on business opportunities in Community Care
- Liaison and negotiations with government funding bodies.
- Ensure community care program compliance with all legislation, and standards.
- Assist in establishment of KPIs for community care programs
- Participate as a member of and contribute to the BCS Aged Care Leadership Team

Key Achievements:

- Development of Costed Service Plan model for Community Aged Care Packages (CACPs) and Extended Aged Care at Home (EACH) Services
- Development of Self Assessment Instrument for Community Aged Care Services Standards
- Instrumental in assisting EACH programs achieve surpluses after 3-year deficit totalling \$500,000.
- Benchmarked CACP program activities with 4 other Aged Care Providers
- Completed 3 yr Evaluation of the Effectiveness of Veterans Home Care Program
- Aided in development of Community Aged Care Budget Model

Committees/Memberships Presentations

- NSW EACH Steering Committee
- Member Community Aged Care Industry Policy Committee
- Member, Community Care Sub Committee – Australian Nursing Home & Extended Care Association (ANHECA)
- NSW Community Care Advisory Committee
- Member of Debate Panel “*Is Community Care Health Care?*” Aged and Community Services Australia (ACSA) annual conference (2002)
- Presentation at ACSA afternoon Information session, Service Provider perspective of the governments “*Future of Community Aged Care*” paper
- Invited Speaker to 2004 ACSA conference “*The EACH program, what challenges and opportunities has this enabled and what difficulties are there for providers.*”

Executive Officer

**Commonwealth Department of
Health and Ageing**

July 1998 - March 2001

Responsibilities:

- Provide policy interpretation and advice to service providers and industry peak bodies under several portfolios including Building Certification, CACPs, and Day Therapy services.
- Responsibility for regional development of Residential and Community Aged Care Services in South East Sydney, the Inner West and the Illawarra regions.
- Regularly provide advise on policy & service development issues at service provider meetings, HACC forums, and ACAT meetings
- Direct supervision of 3-4 Program Officers
- Assist new service providers in development of service structures
- Meet with service providers to discuss building designs, or structural arrangements for community services.
- Coordinate annual funding round for all community aged care services and oversee assessment of applications for residential & community services in my regional areas.
- Represent department at industry conferences via presentations.
- Represent NSW state office at national meetings of the department on issues within my portfolios.

Key Achievements:

- Selected to participate as an assessor of the 1st national “Restructure Funding Round” to select residential care applications requesting special assistance to meet the (then new) **building certification** requirements.
- Evaluated service provider outputs and financial returns and developed benchmarking type report for CACP providers.

Committees/Memberships Presentations

- Department of Health & Ageing CACP Portfolios Managers Committee
- Presentation at Tri-State Aged Care Conference “Quality in Community Aged Care”
- CACP Accountability Working Group

Manager, Community Services – South**Anglican Retirement Villages**

1996-1998

Responsibilities:

- Overall operational management of 6 Community Aged Care programs
- Direct supervision of 7 Co-ordinators & Case Managers
- Joint planning and establishment of cooperative protocols with external services.
- Financial management and accountability of the services including budgeting, and reporting.
- Development and revision of policies & procedures
- Managing client complaints and disputes.
- Local marketing of services

Key Achievements:

- Development of a new service in the Botany local government area.
- Restructure of existing services to better utilise staff across several programs
- Success in 75% of funding applications submitted

Committees/Memberships Presentations

- Member Home & Community Care (HACC) Forum
- Member South East Sydney Regional CACP Forum

Village Manager, Relief**Anglican Retirement Villages**

1995 – 1996

Responsibilities:

- Provide holiday relief for Retirement Village Managers and Hostel Managers for periods in excess of 2 weeks
- Overall management each Residential Aged Care facility when relieving
- Supervision of nursing, servery and maintenance staff.
- Ensure monthly subsidies received were accurate and to reconcile any discrepancies in payments.
- Liase with resident family members, local social and welfare workers and interview potential new residents.
- Management and preparation of portions of village budgets.
- Recruitment and selection of staff

- Organising and coordinating work of tradesman and builders so as to minimise costs and disruptions to resident's lives and activities.
- When not providing management relief worked on various projects for the Operations unit

Key Achievements:

- Reviewed and achieved savings on the Replacements and Maintenance Schedules of the 20 retirement villages.
- Evaluation of Day Therapy activities and preparation of "Options for Future planning of Day Therapy services"

Retirement Village Manager

Anglican Retirement Villages

1994 – 1995

Responsibilities:

- Operational management of a 59 place Self Care Village
- Preparation of Village budget
- Financial Reporting
- Coordination and management of maintenance and capital works
- Managing client complaints and disputes.
- Marketing of services, including interviewing prospective residents, and liaising with family members
- Coordination of community and health services for village residents.
- Assistance to facilitate residents to move to more appropriate levels of care.

Key Achievements:

- Organisation of "Current and Future Care Options" to market village and other ARV services. Attended by more than 70 existing residents and member of community.
- Better than budget results my first year as a manager

Procurement Analyst/Contract Negotiator

Defence Logistics Agency

1984 – 1993

Responsibilities:

- Responsible for all aspects of purchasing relating to the acquisition of petroleum supplies and services to overseas military and civilian agencies.
- Development of tenders and analysis of offers and proposals
- Hold meetings and conduct negotiations with executives from large multinational businesses and representatives of foreign governments. (Exxon, Caltex and Shell Oil, Bahrain & Kuwaiti governments)
- Administration of contracts, including negotiating change orders.
- Regular briefings to Divisional Chief and/or Centre Commander

Key Achievements:

- On 3 Occasions, received Cash Awards for Exceptional Performance