



Capability Statement

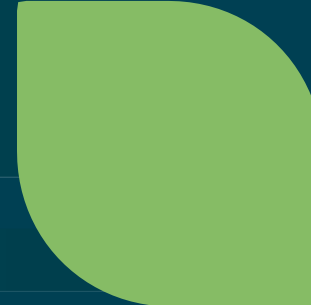
Innovation | Growth | Transformation

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About Us

Dimarcorp Health Solutions is a leading provider of integrated healthcare consulting, practice management, and workforce solutions. As a comprehensive, single source partner, we deliver a full suite of services designed to support and optimise the operational, administrative, marketing, and strategic functions of healthcare organisations. Our multidisciplinary team brings deep expertise across a range of sectors, including specialist consulting, general practice management, allied health, aged care, disability services, and Aboriginal community controlled health. We understand the complex challenges healthcare providers face from balancing clinical responsibilities with regulatory compliance, to addressing workforce shortages and financial sustainability.

By aligning our sector knowledge with tailored, outcome driven service delivery, we help build resilient, efficient, and patient-centred healthcare operations.

At Dimarcorp, we operate as an extension of your team. Our integrated model includes:

- Virtual practice management or full practice management support
- Strategic consultancy / advisory
- Recruitment
- Marketing and digital infrastructure
- Accreditation support
- Financial oversight
- Human resources

All our services are underpinned by a commitment to measurable quality, compliance, and long-term impact. In response to growing workforce demands, we also offer specialist recruitment for General Practitioners and Allied Health Professionals. Our recruitment division ensures timely access to high-calibre clinicians, with a strong focus on cultural alignment, clinical capability, and continuity of care.

With over two decades of experience, our executive team has supported healthcare organisations through significant sector reforms, funding transitions, the evolution of care delivery models, and leadership changes, including director separations. This depth of experience uniquely positions us to guide providers through today's complexities and tomorrow's challenges by delivering strategic, scalable, and sustainable solutions. As the healthcare landscape continues to evolve across operational, financial, and governance dimensions.

Dimarcorp Health Solutions remains a trusted, all-in-one partner. We are committed to empowering healthcare providers to operate with confidence, enhance patient outcomes, and achieve long-term success.



Joseph Dimarco
Managing Director

Joseph Dimarco is an accomplished C-suite executive and management consultant with over 20 years of experience supporting aged care, disability, and not-for-profit organisations.

He has held senior executive roles with leading providers throughout periods of significant industry growth and transformation, gaining extensive expertise in governance, operational excellence, and strategic leadership. As a management consultant, Joseph has partnered with numerous Boards and Executive teams to deliver measurable improvements across governance frameworks, operational workflows, and financial performance. He is known for translating complex challenges into practical, sustainable solutions that enhance organisational resilience, compliance, and long-term growth. Joseph's leadership is characterised by a strategic, collaborative approach, fostering high-performing teams and building strong partnerships with stakeholders, staff, and communities. His deep sector knowledge and proven ability to guide organisations through regulatory, workforce, and operational complexities make him a trusted advisor in healthcare and community services.



Vanessa Anaiya
General Manager and
Director of Business
Development

Vanessa brings over 20 years of executive experience in brand strategy, marketing, media advertising, business development, and operational leadership. She has successfully overseen new system integrations, risk management, quality control, training, and auditing, consistently driving business performance, achieving growth targets, and supporting organisational expansion. With exceptional communication skills, Vanessa fosters strong relationships across all levels, prioritising the development of strategic and sustainable business partnerships.

She also has more than 15 years of experience in healthcare, managing operations across hospitals, specialist private practices, and diverse care-related businesses. Vanessa has a proven track record supporting organisations from startups to established practices, delivering tailored consultancy and operational solutions that enhance efficiency, compliance, and growth.

Dimarcorp Health Solutions – Services

Dimarcorp Health Solutions delivers robust, customisable solutions tailored to the unique needs of practice owners across general practice, allied health, and aged care. Backed by deep governance and operational expertise, we support care-related businesses at every stage of their journey from establishment through to growth and transformation. What sets us apart is our ability to integrate specialised capabilities from our affiliated entities, enabling seamless access to care-focused services in accounting, bookkeeping, human resources, recruitment and marketing. This collaborative approach ensures a truly comprehensive and holistic solution for our clients supporting both day-to-day operations and long-term strategic growth.

Virtual Practice Management Solution

Our Virtual Practice Management (VPM) Solution is designed to empower healthcare professionals particularly doctors by streamlining business operations so they can focus on delivering exceptional patient care. This all-in-one solution optimises workflows, strengthens compliance, and improves overall operational efficiency.

Key features include:

- Appointment and scheduling management
- Billing and revenue cycle optimisation
- Compliance and accreditation support
- HR and staff onboarding
- Recruitment and workforce planning

Through this comprehensive approach, Dimarcorp Health Solutions helps practices enhance performance, improve patient outcomes, and operate with confidence in an evolving healthcare environment.

Dimarcorp Health Solutions empowers practice owners to operate more effectively, reduce overheads, and consistently deliver high-quality, patient-centred care through a fully integrated support model.

Practice Management

We take the hassle out of managing your practice by delivering comprehensive operational and administrative support. Our team assists with policy and procedure implementation, contractor and procurement management, and ongoing compliance monitoring. Our structured framework ensures your practice meets regulatory requirements, with deficiencies promptly identified and addressed, keeping your operations efficient, compliant and future-ready.

Reception Management & Appointment Scheduling

We manage day-to-day reception operations, putting systems in place that enhance both patient experience and front-desk efficiency. Our appointment scheduling solutions allow patients to book across multiple platforms, including online -reducing administrative workload and optimising clinic schedules.

With Dimarcorp Health Solutions as your trusted partner, you can focus on delivering exceptional care while we manage the business of healthcare.



Dimarcorp Health Solutions – Services

Business Planning and Consultancy

Dimarcorp Health Solutions considers our practice management solution a strategic partnership with practice owners. As part of the onboarding process, we develop a customised practice business plan to clearly define strategic and operational objectives, providing a clear roadmap for the practice's growth. The business plan also outlines marketing strategies and key focus areas to guide the practice forward.

Financial Management & Reporting

We provide comprehensive financial management support, including bookkeeping, financial analysis, and management reporting. Our approach equips your practice with accurate, timely financial data to support informed business decision-making and align with strategic and operational goals. Additionally, we manage reconciliation processes, including billing to Medicare, to ensure all funding is accurately received and accounted for.

Human Resources & Workforce Development / Recruitment

Dimarcorp Health Solutions offers comprehensive human resources support as part of our integrated service offering. We assist with HR management, professional development, workforce planning, recruitment, and day-to-day operational support to ensure your team is well-structured, compliant, and aligned with your business goals. Payroll and rostering services are also available as part of our broader practice management solution.

Marketing, Design & ICT Solutions

We provide digital marketing, branding, graphic and web design, as well as communication and IT solutions to help grow and promote your practice. Our marketing support focuses on lead generation, brand development, and communicating your unique value proposition—enabling your business to attract the right audience, strengthen market presence, and scale with confidence.

Auditing and accreditation: DHS will assist your practice to maintain accreditation, by ensuring ongoing compliance with accreditation outcomes. We will also implement an internal auditing process to ensure that your practice remains compliance.

Practice Analytics and operational reporting: Advanced analytics and reporting tools provide actionable insights into practice performance, patient demographics, and financial metrics to support informed decision-making and strategic planning.

Procurement & Contract Management

As part of our practice management services, we coordinate the procurement of clinical and non-clinical supplies, review and optimise systems, and manage contractor agreements. Leveraging our broader network, we help ensure you receive competitive pricing and reliable service delivery—supporting cost-efficiency and operational continuity.

“Transforming Healthcare Operations for Sustainable Success”

At Dimarcorp Health Solutions we prioritise proactive and transparent communication, maintaining consistent engagement throughout every project or service delivery.

We cultivate strategic partnerships, seamlessly integrating with your organisation to ensure alignment, collaboration, and shared objectives.

In the event of challenges, DHS works collaboratively with your team to identify practical, mutually agreed solutions that support operational excellence, regulatory compliance, and sustainable growth.

Innovation	Growth	Transformation
Corporate Governance We believe that strong governance forms the cornerstone of a successful and responsible organisation.	Strategic Planning We believe that every business, regardless of size or industry, can achieve its full potential with a well-crafted strategic plan.	Business System Reviews We believe that a well-structured and efficient business system is the foundation of a successful organisation.
Business Planning We believe that every business, from startups to established enterprises, can thrive when equipped with a well-thought-out industry specific business plan.	Benchmarking & Financial Analysis We believe that every challenge presents an opportunity for renewal and growth.	Corporate Restructuring and Turnarounds We believe that data-driven decision-making is the key to success.
Operational Reviews We believe that operational efficiency is the cornerstone of a successful business.	Business Mentoring & Coaching We believe that with the right guidance and support, anyone can reach new heights and achieve their business objectives.	Marketing Targeted marketing strategies and digital solutions help practices grow their patient base and strengthen their community presence.
Internal Auditing We believe that a robust internal audit function is vital for organisational accountability and success.	Customer Experience and Satisfaction We believe that exceptional customer experiences are the cornerstone of business success.	Change Management Consulting We believe that change is inevitable and can be an opportunity for growth and innovation.
Quality Framework Reviews We believe that a robust quality management framework is essential for organisational success and customer satisfaction.	Education and Training We specialise in Consulting & education training seminars for Healthcare and not-for-profit sectors.	Operational, Financial and Practice Management We are a Partner of choice for all your Business requirements.

Strategic Planning

We specialise in guiding businesses toward success through strategic planning and execution. With a deep commitment to helping organisations thrive in today's dynamic and competitive landscape, we bring expertise, innovation, and a proven track record to every client engagement. Our consulting team specialises in aged care, disability care, and other care-related businesses.

Our Mission: Empowering Your Growth

Our mission is simple: to empower your growth and long-term success. We believe that every business, regardless of size or industry, can achieve its full potential with a well-crafted strategic plan. Whether you're a startup looking to define your market strategy, or an established corporation seeking to adapt and evolve, we are here to assist you every step of the way.

Why Choose Us?

- **Expertise:** Our seasoned team brings extensive experience in the care sector, offering a comprehensive perspective in strategic planning.
- **Tailored Solutions:** We recognise the uniqueness of each business. Our tailored approach ensures a strategic plan aligned with your specific needs and exploits your unique selling points.
- **Results-Driven:** Our success is directly tied to yours. We prioritise delivering tangible, measurable results that foster growth and profitability, with a focus on a custom action plan for each core strategy.
- **Cutting-Edge Approach:** Staying ahead of industry trends, we employ the latest tools and techniques to create innovative and adaptable strategies for each client.

Our Services

1. **Strategic Planning:** We help you define your vision, mission, and goals and create a roadmap to achieve them. Our strategic planning process engages the key stakeholders of the business and engages them in the planning process.
2. **Market Analysis:** Gain a deep understanding of your market, competition, and emerging opportunities.
3. **Execution Support:** Our expertise doesn't stop at planning. We assist in the execution and adjustment of strategies as needed.
4. **Change Management:** Implement change effectively and ensure your organisation embraces strategic shifts seamlessly.

Corporate Governance

We are passionate about strengthening governance practices in organisations to promote ethical, sustainable, and responsible decision-making. Our dedicated team of experts specialises in governance consulting, partnering with businesses to enhance transparency, accountability, and corporate stewardship.

Our Vision: Empowering Ethical Leadership

Our mission is simple yet profound: to empower ethical leadership through effective governance. We believe that strong governance forms the cornerstone of a successful and responsible organisation. Whether you are a public corporation, a Not-for-Profit or Charitable entity, or a government agency, our consulting services are designed to help you achieve your governance goals.

Why Choose Us?

- **Expertise:** Our team consists of seasoned governance consultants with a deep understanding of regulatory frameworks, industry best practices, and emerging trends. We bring a wealth of knowledge, particularly to care-related businesses, to help your organisation navigate complex governance challenges.
- **Tailored Solutions:** We recognise that every organisation is unique. Our approach is highly customised to address your specific governance needs and align with your values.
- **Results-Driven:** By focusing on delivering tangible, measurable results, we enhance efficiency, reduce costs, and contribute to sustainable growth.
- **Data-Driven Insights:** We provide actionable, results-driven solutions that lead to effective governance improvements.

Our Services

1. **Executive Coaching:** Elevate your leadership skills, decision making, and personal development.
2. **Entrepreneurial Mentoring:** We nurture your startup or small business, from idea to growth and beyond.
3. **Team and Organisational Coaching:** Foster collaboration, innovation, and a growth mindset within your team or company.
4. **Career Development and Transition Coaching:** Navigate career changes and professional growth with confidence.

Business Planning

We specialise in business planning and strategy development. Our mission is to empower businesses with the tools and insights needed to navigate the ever-changing landscape, seize opportunities, and achieve sustainable growth. With a team of dedicated experts and a proven track record, we are your trusted partner in planning for a brighter future.

Our Vision: Your Success is Our Success

We believe that every business, from startups to established enterprises, can thrive when equipped with a well-thought-out industry-specific business plan. Our vision is simple: your success is our success. Whether you're launching a new venture, seeking to expand, or looking to pivot in response to market shifts, we're here to guide you every step of the way.

Why Choose Us?

- **Expertise:** Our team of seasoned business strategists and consultants brings a wealth of experience across various industries. We stay at the forefront of market trends and emerging best practices.
- **Tailored Solutions:** We understand that every business is unique. Our approach is tailored to your specific goals and challenges, ensuring a business plan that is as unique as your vision.
- **Results-Oriented:** We focus on delivering tangible, measurable results that drive growth, efficiency, and profitability.
- **Strategic Insights:** We harness data, market analysis, and industry knowledge to provide you with strategic insights that empower informed decision-making.

Our Services

- 1. Business Plan Development:** We assist in crafting comprehensive business plans that serve as roadmaps for your success.
- 2. Market Research and Analysis:** We help you gain a deep understanding of your market, competition, and customer base to make informed decisions.
- 3. Financial Modelling and Projections:** We help you create robust financial models and projections that support your business's growth and sustainability.
- 4. Strategic Implementation:** We don't just plan; we help you execute your strategies effectively and adjust as needed.

Operational Reviews

We specialise in conducting thorough operational reviews for businesses of all sizes. Our mission is to empower organisations with the insights and strategies needed to streamline their operations, cut costs, and improve overall efficiency. With a team of dedicated experts and a proven track record, we are your trusted partner in optimising your path to excellence.

Our Vision: Efficiency, Sustainability, And Growth

We believe that operational efficiency is the cornerstone of a successful business. Our vision is simple yet impactful: to help organisations achieve and maintain efficiency, sustainability, and sustainable growth. Whether you're a startup seeking to establish best practices or a well-established corporation aiming to fine-tune your processes, we're here to guide you every step of the way.

Why Choose Us?

- **Expertise:** Our seasoned operational consultants bring extensive experience, particularly in care-related businesses, ensuring they remain abreast of the latest best practices and emerging technologies.
- **Tailored Solutions:** Recognising the uniqueness of every organisation, our highly customised approach addresses specific operational needs, aligning recommendations with your strategic goals.
- **Results-Driven:** Focusing on delivering tangible, measurable results, we enhance efficiency, reduce costs, and contribute to sustainable growth.
- **Data-Driven Insights:** We harness data, performance metrics, and industry knowledge to provide data-driven insights, empowering informed decision-making.

Our Services

1. **Operational Audits:** Comprehensive evaluations of current operations to identify improvement areas.
2. **Process Optimisation:** Streamlining business processes, reducing bottlenecks, and enhancing productivity.
3. **Cost Reduction Strategies:** Identifying opportunities for cost-saving without compromising quality or customer satisfaction.
4. **Change Management:** Guidance during operational changes to ensure smooth implementation.

Business Mentoring & Coaching

We are dedicated to unlocking your full potential and guiding you, your team, and your organisation towards sustainable success. Our mission is to empower individuals and businesses with the skills, knowledge, and confidence to overcome challenges, set and achieve goals, and thrive in the ever-evolving business landscape. With a team of experienced mentors and coaches, we are here to be your trusted partners on your journey to success.

Our Vision: Empowering Growth and Excellence

We believe that with the right guidance and support, anyone can reach new heights and achieve their business objectives. Our vision is straightforward yet transformative: to empower growth and excellence in individuals and organisations. Whether you're a budding entrepreneur, a seasoned executive, or a company looking to foster talent and innovation, we are here to help you every step of the way.

Why Choose Us?

- **Expertise:** Our team of seasoned mentors and coaches brings a wealth of experience across various industries. We understand the challenges you face and are equipped to provide the support and insights you need.
- **Tailored Solutions:** We recognise that every individual and organisation is unique. Our approach is highly customised to address your specific goals and challenges, ensuring that our mentoring and coaching align with your vision.
- **Results-Driven:** We focus on delivering tangible, measurable results that empower growth, enhance leadership skills, and drive business success.
- **Data-Driven Insights:** We stay at the forefront of industry trends and evolving best practices, so we can provide you with the most up-to-date knowledge and tools.

Our Services

1. **Executive Coaching:** Elevate your leadership skills, decision-making, and personal development.
2. **Entrepreneurial Mentoring:** Nurture your startup or small business, from idea to growth and beyond.
3. **Team and Organisational Coaching:** Foster collaboration, innovation, and a growth mindset within your team or company.
4. **Career Development and Transition Coaching:** Navigate career changes and professional growth with confidence.

Business System Reviews

We specialise in conducting comprehensive business systems reviews to empower organisations with the tools and insights needed to streamline operations, reduce inefficiencies, and enhance overall productivity. Our dedicated team of experts is committed to helping businesses achieve excellence by optimising their internal processes.

Our Vision: Smarter Systems, Sustainable Success

We believe that a well-structured and efficient business system is the foundation of a successful organisation. Our vision is clear: to help businesses operate smarter and achieve sustainable success. Whether you are a small startup looking to refine your workflows or an established corporation seeking to improve your existing systems, support and assist you at every stage.

Why Choose Us?

- **Expertise:** Our team of seasoned business consultants brings a wealth of experience across various industries, in particular care-related businesses. We stay current with the latest business process improvement methodologies and best practices.
- **Tailored Solutions:** We understand that every organisation is unique. Our approach is highly customised to address your specific business systems needs, ensuring that our recommendations align with your strategic objectives.
- **Objective and Independent:**
We focus on delivering measurable improvements that enhance efficiency, reduce operational costs, and contribute to overall business success.
- **Results-driven:** We utilise data, performance metrics, and industry knowledge to provide you with data-driven insights that empower informed decision-making.

Our Services

- 1. Business Systems Assessment:**
We conduct in-depth assessments to evaluate your current business systems and identify areas for improvement.
- 2. Process Optimisation:** We help streamline your internal processes, reduce bottlenecks, and enhance overall productivity.
- 3. Cost Reduction Strategies:** We identify cost-saving opportunities without compromising quality or customer satisfaction.
- 4. Change Management:** Our team provides guidance during system changes and ensures a smooth transition.

Corporate Restructuring & Turnarounds

We specialise in corporate restructuring and turnarounds, offering strategic guidance to organisations facing operational challenges. Our mission is to empower businesses to navigate complex situations, revitalise their operations, and emerge stronger than ever. With a team of seasoned restructuring experts and a commitment to delivering results, we are here to be your trusted partner in achieving excellence in corporate resilience and growth.

Our Vision: Navigating Change, Inspiring Revival

We believe that every challenge presents an opportunity for renewal and growth. Our vision is clear: to guide businesses through the intricacies of corporate restructuring, inspiring a revival that positions them for sustainable success. Whether you're facing financial distress, operational inefficiencies, or strategic misalignment, we're here to be the catalyst for positive change.

Why Choose Us?

- **Expertise:** Our team comprises seasoned professionals with a wealth of experience in corporate restructuring, turnaround management, and financial revitalisation across diverse industries.
- **Tailored Solutions:** We understand that each organisation faces unique challenges. Our approach is highly tailored to address your specific restructuring needs, ensuring that our solutions align seamlessly with your strategic objectives.
- **Results-Driven:** We focus on delivering tangible, measurable results that restore financial health, operational efficiency, and stakeholder confidence.
- **Holistic Approach:** Our strategies encompass financial, operational, and strategic aspects, providing a comprehensive approach to corporate renewal.

Our Services

1. **Financial Restructuring:** We provide strategic financial guidance, debt restructuring, and cash flow management to stabilise and strengthen financial foundations.
2. **Operational Turnaround:** We analyse and optimise operational processes, identifying efficiency improvements and cost-saving opportunities.
3. **Strategic Repositioning:** We assist in redefining and aligning your business strategy to meet market demands and capitalise on emerging opportunities.
4. **Stakeholder Communication:** We help navigate communication with stakeholders, ensuring transparency and maintaining trust throughout the restructuring process.

Process Enhancement Reviews

We specialise in process enhancement reviews, helping organisations streamline operations, reduce inefficiencies, and enhance productivity. Our mission is to empower businesses with the tools and insights needed to boost their operational efficiency, reduce costs, and improve overall performance. With a team of experienced experts and a proven track record, we are here to be your trusted partner on your journey to process excellence.

Our Vision: Smarter Processes, Sustainable Success

We believe that well-structured and efficient processes are the foundation of a successful organisation. Our vision is straightforward yet transformative: to help businesses operate smarter and achieve sustainable success. Whether you are a small startup looking to refine your workflows or a large corporation aiming to optimise your existing processes, we are here to guide you every step of the way.

Why Choose Us?

- **Expertise:** Our team of seasoned consultants brings a wealth of experience in process improvement and optimisation across various industries. We stay current with the latest best practices and emerging technologies.
- **Tailored Solutions:** We recognise that every organisation is unique. Our approach is highly customised to address your specific process enhancement needs, ensuring that our recommendations align with your strategic objectives.
- **Objective and Independent:** We focus on delivering tangible, measurable results that enhance efficiency, reduce operational costs, and contribute to overall business success.
- **Result-driven Insights:** We utilise data, performance metrics, and industry knowledge to provide you with data-driven insights that empower informed decision-making.

Our Services

1. **Process Audits and Assessment:** We conduct comprehensive audits to evaluate your current processes and identify areas for improvement.
2. **Process Optimisation:** We help streamline your internal processes, reduce bottlenecks, and enhance overall productivity.
3. **Cost Reduction Strategies:** We identify cost-saving opportunities without compromising quality or customer satisfaction.
4. **Change Management:** Our team provides guidance during process changes and ensures a smooth transition.

Internal Auditing

We specialise in providing comprehensive internal auditing services, offering organisations a critical perspective on their processes, controls, and compliance. Our mission is to empower businesses with the tools and insights needed to ensure transparency, mitigate risks, and achieve operational excellence. With a team of experienced auditors and a commitment to upholding the highest professional standards, we are here to be your trusted partner in safeguarding your organisation's integrity.

Our Vision: Ensuring Accountability, Fostering Success

We believe that a robust internal audit function is vital for organisational accountability and success. Our vision is straightforward yet transformative: to help organisations ensure the integrity of their operations, manage risks effectively, and enhance overall performance. Whether you're a public or private entity, a non-profit organisation, or a government agency, we're here to guide you every step of the way.

Why Choose Us?

- **Expertise:** Our team of seasoned internal auditors possesses a wealth of experience across various industries and sectors. We stay current with the latest audit methodologies, regulations, and best practices.
- **Tailored Solutions:** We understand that every organisation has unique needs. Our approach is highly customised to address your specific auditing requirements, ensuring that our recommendations align with your strategic objectives.
- **Objective and Independent:** We provide objective and independent assessments, ensuring that your organisation's internal processes, controls, and compliance are rigorously evaluated.
- **Results-driven:** We focus on delivering valuable insights and actionable recommendations that enhance your organisation's operations and reduce risks.

Our Services

1. **Internal Audits:** We conduct comprehensive internal audits to evaluate your organisation's processes, controls, and compliance with regulations and standards.
2. **Risk Assessment and Mitigation:** We help identify and mitigate risks that could impact your organisation's success and reputation.
3. **Controls Evaluation:** We assess the effectiveness of internal controls and recommend improvements where needed.
4. **Compliance Audits:** We ensure that your organisation adheres to industry regulations, legal requirements, and best practices.

Quality Framework Reviews

We specialise in quality framework reviews, offering organisations a valuable perspective on their quality management systems, processes, and standards. Our mission is to empower businesses with the tools and insights needed to ensure and enhance the quality of their products and services. With a team of experienced quality experts and a commitment to upholding the highest professional standards, we are here to be your trusted partner in achieving excellence in quality.

Our Vision: Ensuring Quality, Fostering Success

We believe that a robust quality management framework is essential for organisational success and customer satisfaction. Our vision is straightforward yet transformative: to help organisations ensure the integrity of their quality processes meet or exceed standards and expectations, and enhance overall performance. Whether you're in aged care, disability, allied health, or any other sector of the care industry, we're here to support you throughout the entire process.

Why Choose Us?

- **Expertise:** Our team of seasoned quality experts possesses a wealth of experience across various industries and sectors. We stay current with the latest quality management methodologies, regulations, and best practices.
- **Tailored Solutions:** We understand that every organisation has unique quality needs. Our approach is highly customised to address your specific quality framework requirements, ensuring that our recommendations align with your strategic objectives.
- **Objective and Independent:** We provide objective and independent assessments, ensuring that your quality management systems and processes are rigorously evaluated.
- **Results Driven:** We focus on delivering valuable insights and actionable recommendations that enhance the quality of your products and services, thereby increasing customer satisfaction and operational efficiency.

Our Services

1. **Quality Framework Reviews:** We conduct comprehensive reviews to evaluate your organisation's quality management systems and processes, identifying areas for improvement.
2. **Standards Compliance:** We ensure that your quality systems align with industry standards, regulations, and best practices.
3. **Process Optimisation:** We help optimise quality-related processes to reduce defects, enhance product or service quality, and boost operational efficiency.
4. **Continuous Improvement:** We work with you to develop strategies for ongoing quality improvement and excellence.

Customer Experience and Satisfaction

We specialise in optimising customer experiences and ensuring high levels of customer satisfaction. Our mission is to empower businesses with the tools and insights needed to create exceptional interactions, build customer loyalty, and drive sustained success. With a dedicated team of customer experience experts and a commitment to delivering unparalleled service, we are here to be your trusted partner in achieving excellence in customer satisfaction.

Our Vision: Exceptional Experiences, Lasting Loyalty

We believe that exceptional customer experiences are the cornerstone of business success. Our vision is straightforward yet transformative: to help businesses build and maintain strong customer relationships, foster loyalty, and create advocates for their brand. Whether you're in aged care, disability, allied health, or any other sector of the care industry, we're here to guide you every step of the way.

Why Choose Us?

- **Expertise:** Our team of seasoned customer experience professionals possesses extensive experience across various industries. We stay at the forefront of the latest trends and best practices in customer experience management.
- **Tailored Solutions:** We understand that every business has unique customer experience needs. Our approach is highly tailored to address your specific challenges, ensuring that our recommendations align with your strategic objectives.
- **Data-Driven Insights:** We utilise customer data, feedback, and industry knowledge to provide you with data-driven insights that empower informed decision-making.
- **Results Driven:** We focus on delivering tangible, measurable results that enhance customer satisfaction, drive customer loyalty, and increase brand advocacy.

Our Services

1. **Customer Experience Assessments:**
We evaluate your current customer journey, identifying areas for improvement to enhance customer satisfaction.
2. **Customer Feedback Analysis:**
We collect and analyse customer feedback to gain insights that drive positive changes in your business.
3. **Customer Training and Development:**
We help your team create memorable and satisfying customer interactions.
4. **Customer Retention Strategies:**
We work with you to develop strategies to retain and grow your customer base.

Change Management Consulting

We specialise in change management consulting, empowering organisations to navigate complex transitions, adapt to evolving environments, and achieve their transformation goals. Our mission is to be your trusted partner in managing change effectively, fostering a culture of innovation, and ensuring a successful journey toward a brighter future. With a dedicated team of change management experts and a commitment to delivering results, we're here to guide you through every step of the change process.

Our Vision: Change with Confidence, Thrive with Resilience

We believe that change is inevitable and can be an opportunity for growth and innovation. Our vision is clear yet powerful: to help organisations navigate change with confidence, adapt with resilience, and thrive through transformation. Whether you are in a small startup, or a large corporation, we are here to guide you toward a future that embraces change as a catalyst for progress.

Why Choose Us?

- **Expertise:** Our team of seasoned change management consultants brings extensive experience across various industries. We stay current with the latest change management methodologies and best practices.
- **Tailored Solutions:** We understand that every organisation is unique, and so are their change challenges. Our approach is highly tailored to address your specific change management needs, ensuring that our solutions align with your strategic objectives.
- **Results-Driven:** We focus on delivering tangible, measurable results that ensure successful change implementation and long-term sustainability.
- **Data-Driven Insights:** We prioritise people and culture, recognising that they are at the heart of any successful change effort. We help organisations create a culture that embraces change and encourages innovation.

Our Services

1. **Change Readiness Assessments:** We evaluate your organisation's readiness for change and identify potential obstacles.
2. **Change Strategy and Planning:** We work with you to develop comprehensive change strategies and implementation plans.
3. **Communication and Stakeholder Engagement:** We help you effectively communicate and engage with all stakeholders throughout the change journey.
4. **Training and Development:** We provide training and development programs to equip your team with the skills and mindset needed to thrive in a changing environment.

Benchmarking and Financial Analysis

We specialise in business benchmarking and financial analysis, empowering organisations to make informed decisions, enhance financial performance, and outperform industry standards. Our team of dedicated experts is committed to helping businesses thrive through data-driven insights and strategic financial planning.

Our Vision: Data-Driven Success

We believe that data-driven decision-making is the key to success. Our vision is clear: to provide businesses with the tools and knowledge needed to thrive in a competitive business landscape. Whether you are a small enterprise looking to improve your financial performance or a large corporation seeking to maximise profits and reduce risks, we are here to guide you every step of the way.

Why Choose Us?

- **Expertise:** Our team of seasoned financial analysts and consultants has extensive experience in financial analysis and benchmarking across various industries, in particular the care sector.
- **Tailored Solutions:** We understand that every organisation is unique. Our approach is highly customised to address your specific financial and benchmarking needs, ensuring that our recommendations align with your strategic objectives.
- **Results-Driven:** We focus on delivering tangible, measurable results that improve financial performance and provide a competitive edge.
- **Data-Driven Insights:** We utilise data, industry benchmarks, and financial analytics to provide you with insights that empower informed, data-driven decision-making.

Our Services

1. **Financial Analysis:** We conduct comprehensive financial assessments to evaluate your organisation's financial health and provide insights into areas for improvement.
2. **Benchmarking Services:** We help you compare your performance with industry standards, identifying areas where you can outperform your competition.
3. **Cost Reduction Strategies:** We identify cost-saving opportunities while maintaining financial stability and growth.
4. **Strategic Financial Planning:** We assist in developing financial strategies that align with your long-term goals.

Who We Support

Specialists

Dimarcop Health Solutions (DHS) supports all specialist medical practices by providing targeted business consultancy and practice management services. We help optimise clinical workflows, streamline administrative processes, and enhance operational efficiency, allowing specialists to focus on high-quality patient care.

Our Practice Management solutions assist with appointment scheduling, billing, compliance, accreditation, and digital integration. These solutions reduce administrative burden and improve patient experience across specialist practices. Recruitment services ensure access to highly skilled support staff, including practice nurses, allied health professionals, and administrative personnel, maintaining continuity of care and operational efficiency. DHS also assists with professional development and workforce planning tailored to specialist needs and GP growth plans.

Marketing, business advisory, and strategic planning services help specialist practices attract patients, enhance referral networks, and strengthen their presence in local and regional communities, ensuring sustainable growth and a strong reputation.

General Practice

Dimarcop Health Solutions works closely with general practice providers to streamline operations, enhance patient care, and ensure regulatory compliance. We provide tailored business consultancy services, including workflow optimisation, financial reporting, and operational oversight, allowing doctors to focus on delivering quality healthcare.

Our Practice Management solutions help practices manage administrative tasks, patient scheduling, billing, and compliance requirements efficiently. By integrating technology and digital tools, we improve patient engagement and operational visibility, making practice management simpler and more effective.

DHS also supports workforce planning and recruitment, ensuring practices have access to qualified general practitioners and support staff. This strengthens continuity of care and enhances patient outcomes across the practice.

Through marketing, strategic planning, and business advisory services, DHS helps general practices expand their reach, attract new patients, and strengthen their presence in local communities. Our holistic approach ensures practices are sustainable, compliant, and community-focused.

Allied Health

DHS supports allied health providers, including physiotherapists, occupational therapists, psychologists, and dietitians, with comprehensive business consultancy and practice management services. We assist in optimising administrative workflows, improving operational efficiency, and aligning service delivery with regulatory requirements.

We provide support for scheduling, billing, patient engagement, and digital system integration, enabling allied health professionals to dedicate more time to client care. Our virtual practice management solutions streamline day-to-day operations and reduce administrative burden. Recruitment services ensure allied health practices have timely access to skilled professionals, helping to maintain high-quality care standards and support growth. DHS focuses on matching staff who are clinically capable and culturally aligned with the practice.

Additionally, DHS offers marketing, branding, and business advisory services to help allied health practices grow their patient base and strengthen their reputation within the communities they serve.

Key Benefits of working with DHS!

Dimarcorp Health Solutions (DHS) is dedicated to supporting practice owners and the communities they serve by enhancing the efficiency, accessibility, and compliance of healthcare practices. Through our Business Consultancy and Practice Management solutions, we provide a turnkey approach that helps healthcare providers navigate the complexities of modern practice operations. By managing administrative, operational, and strategic functions, we allow healthcare professionals to focus on what matters most—delivering high-quality, patient-centred care.

Our consultancy services are designed to empower healthcare professionals with tailored strategies, innovative solutions, and actionable insights. We work closely with each practice to understand its unique challenges, goals, and community context, ensuring that our recommendations are practical, sustainable, and aligned with broader healthcare priorities. From optimising workflows and enhancing financial performance to supporting workforce planning, recruitment, marketing, and digital integration, DHS provides a full spectrum of business consulting services that strengthen both operational performance and long-term viability.

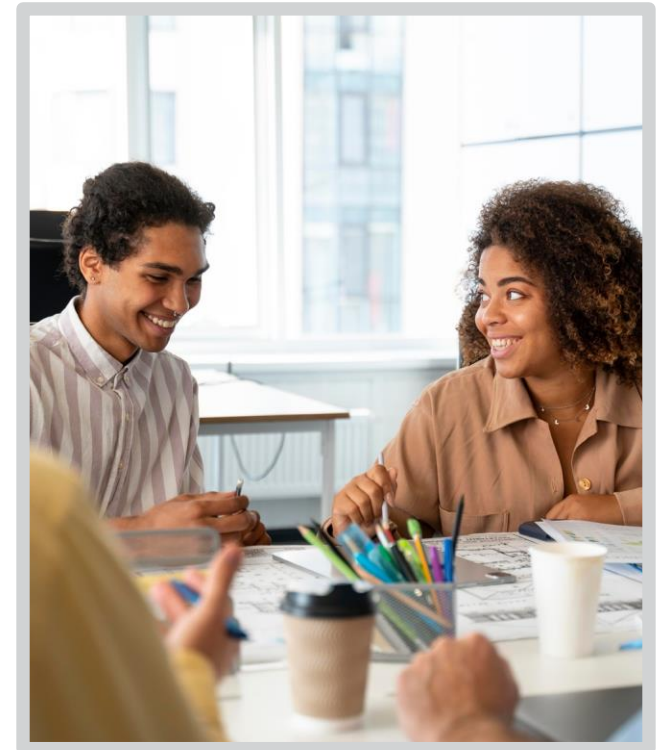
DHS is committed to guiding healthcare providers toward operational excellence, stronger community impact, and sustainable growth.

Beyond individual practices, DHS is committed to improving healthcare accessibility and outcomes for the communities our clients serve. By helping practices operate efficiently and sustainably, we enable them to expand access to essential services, attract and retain skilled professionals, and maintain compliance with evolving regulatory requirements. Our mission is to support practices not just as businesses, but as integral pillars of their community enhancing patient experiences, driving positive health outcomes, and contributing to the overall wellbeing of the populations they serve.

Through this holistic, partnership-based approach, DHS ensures that healthcare providers are equipped to thrive in an ever-changing sector while continuing to make a meaningful difference in the lives of their patients and communities.

Key Benefits of Partnering with Dimarcorp Health Solutions:

- Efficiency:** Streamlined administrative processes and optimised workflows allow practice owners to dedicate more time to patient care, boosting operational performance.
- Accessibility:** Enhanced business systems and marketing strategies help practices reach and serve more patients, improving access to essential healthcare services in the community.
- Compliance:** Our solutions ensure adherence to regulatory standards and best-practice governance, protecting practices and supporting sustainability.



Practice Management Solutions

Dimarcorp Health Solutions (DHS) understands the challenges that practice owners can have in meeting the demands of their patients whilst managing the day-to-day operations of their practice. Healthcare is a rapidly evolving landscape with challenges relating to recruiting skilled staff to manage practice operations whilst ensuring patient expectations and customer experience protocols are met. The integration of technology and the realisation of economies of scale and efficiencies is a core strategy of practice owners.

With the increasing demands on healthcare professionals, there arises a critical need for streamlined solutions that optimize administrative tasks, enhance patient care and outcomes, and ensure compliance with regulatory standards. To address these challenges, we present a comprehensive practice management solution tailored specifically for healthcare professionals – offering a turnkey approach to managing day to day practice operations seamlessly.

Overview of solution

Dimarcorp Health Solutions (DHS) provides a robust solution to practice owners that can be tailored to the individual needs of the practice owners. DHS has a diverse range of governance and operational experience with supporting care-related businesses from practice owners, to allied health providers to aged care operators. In addition, we have the benefit of leveraging the resources of our related entities that specialise in care-related accounting and bookkeeping, human resources, marketing and technology solutions.

Our Virtual Practice Management Solution provides a robust platform designed to empower doctors with the tools necessary to streamline their business operations allowing them to focus on patient management whilst allowing DHS to manage administrative workflows, patient outcomes, and enhance overall operational efficiency. Our solutions encompass a wide range of features and functionalities, including but not limited to:

• Reception Management and

Appointment Scheduling: DHS can manage your day-to-day reception team by ensuring day-to-day management with processes in place to enhance quality outcomes and patient experience. We can also assist with implementing seamless scheduling capabilities allowing patients to book appointments across a diverse range of platforms including online, reducing administrative overhead and optimising clinic schedules.

• **Practice Management:** DHS can take the hassle out of managing your practice including reviewing and implementing procedures and policies, implementing process enhancement initiatives, managing contractors, procurement processes, and other administrative tasks. Our framework is focused on ensuring that compliance and quality initiatives are met and are consistently monitored with any deficiencies identified and corrective action implemented promptly.

Practice Management Solutions

- **Business Planning:** DHS considers our practice management solution as a strategic partnership arrangement with the practice owners. As part of the onboarding process, we will develop a practice business plan to ensure that the strategic and operational objectives are clearly defined, and we can ensure that there is a clear direction in moving the practice forward. The business plan will also define marketing strategies and focuses for the practice.
- **Financial management and reporting:** Through our sister company, CareCFO, we will provide support to your business from bookkeeping, financial analysis, and management reporting. Our unique offering provides your practice with a diverse range of financial data to assist with business decision-making. Our core goal is to provide financial information to provide information that supports your practice's strategic and operational objectives. We also undertake reconciliation processes around billing to Medicare to ensure that all funding is accurately received and accounted for.
- **Human Resources and Professional Development:** Through our sister company, CareHR, we will provide support to your business from human resources management, professional development, workforce planning, and related Human Resources operational support. Payroll and rostering services can also be provided as part of our practice management option.
- **Procurement and Contract management:** As part of our practice management solution, we will coordinate all of your procurement of supplies, review imprest systems and also manage your contractors. Through our related sister entity, MobiAssist, we can utilise our network to ensure that you are getting competitive pricing for your supplies.
- **Marketing, Design, and ICT Solutions:** Through our sister company, CareCREATIVE, we provide digital marketing, graphic design, web design and related services. Our objective is to provide support to the practice owners to grow their business through lead generation, brand development and positioning and promoting the unique selling points of your business. We can also provide information technology and communication solutions to enhance your business efficiencies and outcomes.
- **Auditing and accreditation:** DHS will assist your practice to maintain accreditation, by ensuring ongoing compliance with accreditation outcomes. We will also implement an internal auditing process to ensure that your practice remains compliance.
- **Patient Communication strategies:** Enhanced communication channels, including SMS and email reminders, facilitating proactive engagement with patients, improving appointment adherence, and fostering patient satisfaction.
- **Practice Analytics and operational reporting:** Advanced analytics and reporting tools provide actionable insights into practice performance, patient demographics, and financial metrics to support informed decision-making and strategic planning.

Practice Management Solutions

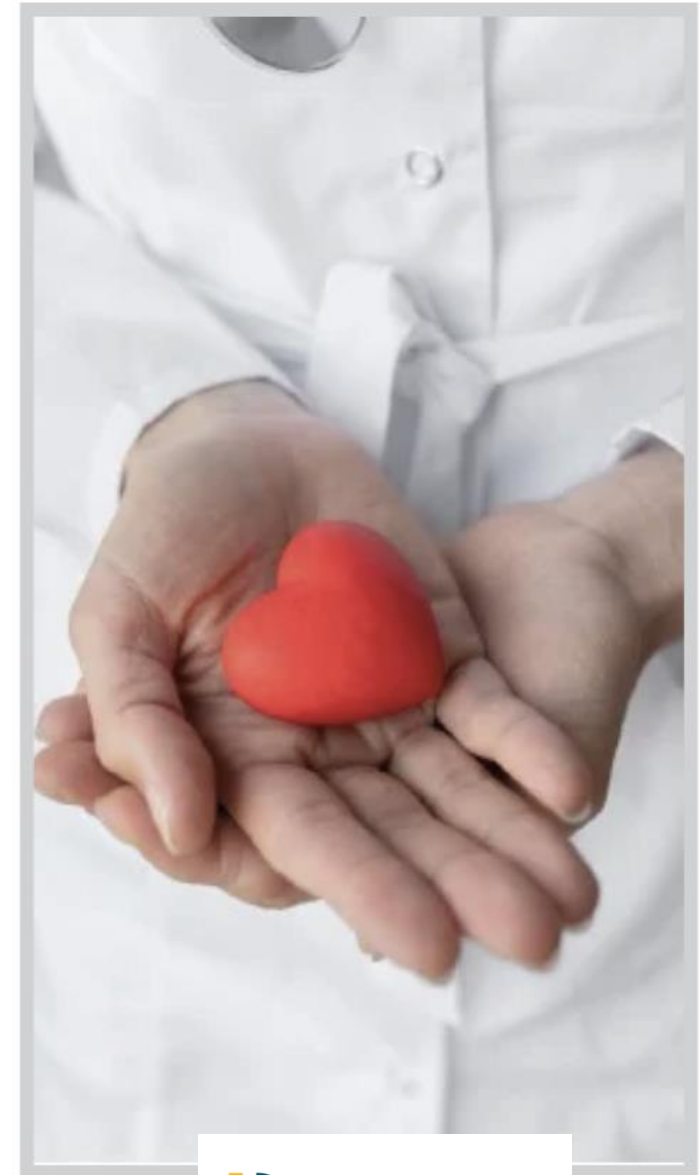
DHS is committed to working with practice owners to enhance the efficiency, accessibility and compliance of their practice. Our Practice Management Solution offers a turnkey approach for doctors to manage their practices effectively. We are committed to empowering healthcare professionals to navigate the complexities of modern practice management with ease, ultimately enhancing patient care and driving practice success. We are committed to supporting healthcare providers in achieving their goals through innovative solutions tailored to their needs. Contact us today to learn more about how our Practice Management Solution can transform your practice.

Key Benefits of Choosing Dimarcorp Enterprise Consulting:

- **Efficiency:** By streamlining administrative tasks and optimising workflows, our solution enables doctors to focus more on patient care, thereby, increasing overall practice efficiency.
- **Accessibility:** By enhancing marketing and business systems will allow the practice owners to assist more patients and enhance accessibility to services for more patients
- **Compliance:** Our solution adheres to

stringent data security and privacy standards, ensuring compliance with regulatory requirements and safeguarding patient information.

- **Patient Satisfaction:** Enhanced patient communication capabilities and streamlined appointment scheduling contribute to improved patient experiences, fostering loyalty and positive word-of-mouth referrals.
- **Patient Focus:** The key objective of our solution is to allow the practice owners to focus on patient care and patient outcomes.
- **Accreditation and compliance:** DHS will maintain accreditation practices and ensure that the practice is monitored to identify any non-compliance. referrals.





Our Methodology

Our Services

1. Discovery and Assessment:

- Illustrate the initial phase where our team engages with the client to understand their needs, challenges, and goals.
- Identify the processes, protocols and procedures for data gathering, interviews, and analysis.

2. Analysis and Diagnosis:

- Visualise the stage where our team conducts in-depth analysis and diagnoses the root causes of the client's challenges.
- Articulate and identify tools, frameworks, or data analytics methods.

3. Solution Design:

- Showcase the creative process of designing tailored solutions based on data analysis.
- Focus on collaboration, brainstorming, and solution ideation.

4. Implementation and Execution:

- Illustrate the phase where the proposed solutions are implemented and executed.
- Identify the framework for project management, timelines, and milestones.

5. Change Management:

- Convey the importance of ongoing evaluation and continuous improvement.
- Ensure strategies are implemented for feedback loops, metrics, and milestones to identify improvement.



Strategic Planning

We specialise in guiding businesses toward success through strategic planning and execution. With a deep commitment to helping organisations thrive in today's dynamic and competitive landscape, we bring expertise, innovation, and a proven track record to every client engagement. Our consulting team specialises in aged care, disability care, and other care-related businesses.

Our Mission: Empowering Your Growth

Our mission is simple: to empower your growth and long-term success. We believe that every business, regardless of size or industry, can achieve its full potential with a well-crafted strategic plan. Whether you're a startup looking to define your market strategy, or an established corporation seeking to adapt and evolve, we are here to assist you every step of the way.

Why Choose Us?

- **Expertise:** Our seasoned team brings extensive experience in the care sector, offering a comprehensive perspective in strategic planning.
- **Tailored Solutions:** We recognise the uniqueness of each business. Our tailored approach ensures a strategic plan aligned with your specific needs and exploits your unique selling points.
- **Results-Driven:** Our success is directly tied to yours. We prioritise delivering tangible, measurable results that foster growth and profitability, with a focus on a custom action plan for each core strategy.
- **Cutting-Edge Approach:** Staying ahead of industry trends, we employ the latest tools and techniques to create innovative and adaptable strategies for each client.

Our Services

1. **Strategic Planning:** We help you define your vision, mission, and goals and create a roadmap to achieve them. Our strategic planning process engages the key stakeholders of the business and engages them in the planning process.
2. **Market Analysis:** Gain a deep understanding of your market, competition, and emerging opportunities.
3. **Execution Support:** Our expertise doesn't stop at planning. We assist in the execution and adjustment of strategies as needed.
4. **Change Management:** Implement change effectively and ensure your organisation embraces strategic shifts seamlessly.





**Innovation, Growth, and Transformation
Specialists.**