



Menette Pty Ltd

Health Care Facilities Managers

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CAPABILITY PROFILE





OUR COMPANY

OUR MISSION

For Our Clients...

To **RESPOND** to our client's needs through the provision of effective and reliable facilities management solutions of outstanding quality and value.

To **CREATE** an environment that is safe for patients, staff and visitors.

To **ENSURE** compliance with essential services and occupational health and safety legislation and all other statutory requirements.

To **ENCOURAGE** cohesiveness and cooperation across all departments to ensure the performance of the facility is optimised at all times.

For Our People...

To **PROVIDE** a safe, professionally challenging and rewarding work environment for our staff and trading partners.

To **CREATE** a company of which we are all proud.

BACKGROUND

Menette Pty Ltd has been operating as a specialist in the fields of facilities management, facilities design and project/construction management to the health care industry for over 12 years. Over this time we have established a strong presence in the Victorian, South Australian, Western Australian, Queensland and New South Wales markets. It has been our national exposure that has facilitated our solid understanding of the health care philosophy.

An established national provider with a successful track record, Menette has extensive industry knowledge, skills, and personnel to ensure the diverse needs of clients are met.

We have a broad range of experience in the design, construction and operation of health care facilities, in particular critical care areas including Operating Theatres, ICU/CCU, CSSD and Clinical Procedures areas.

We have designed and project/construction managed in excess of 700 health care projects over the last 10 years. These projects have covered a diverse range, including Building Works, Mechanical Services, Hydraulic Services, Electrical Design, Fire Services, Medical Gases installations and Building Fabric.

In addition, we have provided and continue to provide our clients with operational expertise in both engineering and biomedical engineering services management.

OUR PHILOSOPHY

Our corporate philosophy has always been to respond to our clients' facilities management needs with integrity and value.

We take pride in our ability to provide, innovative and cost effective facilities management solutions. Our experience and dedication has enabled us to deliver quality facilities management services on time and on budget.

To date, our success has been based on the application of rigorous methodology to the provision of, and subsequent assessment and measurement of facilities management solutions within a competitive cost environment.

We place great emphasis on meeting our clients' needs. Our ability to offer customised solutions enables us to provide the highest level of quality and value that is unrivalled in the health care facilities management market.

OUR PEOPLE

We are renowned for our health care facilities management knowledge, together with our commitment to quality service delivery. Our management team are highly skilled professionals specialising in Mechanical, Electrical and Hydraulic Engineering, Biomedical Engineering, Projects, Occupational Health and Safety and Software Development.

We pride ourselves on our ability to deliver and manage the majority of our services in-house, ensuring control and consistency in service delivery. We utilise specialist contractors where the scope of works is beyond our in-house expertise or where they offer superior value for money and skill levels.

All members of the Menette team are highly dedicated to the provision of exceptional service in their chosen area of expertise.



OUR FOCUS

KEY MARKETS

Contrary to our competitors, we focus our facilities management efforts exclusively in the health care industry. Our markets range from major teaching hospitals to key pathology laboratories to remote location aged care residences. Our products and services are individually tailored to meet the requirements of such a diverse range of facilities and associated infrastructure.

Key Markets
Acute Health
Sub Acute Health
Aged Care
Pathology
Radiology
Medical Centres

KEY CLIENTS

Our client base is diverse comprising numerous public and private health care facilities throughout Australia. Key client groups include:

Key Client Groups
Sisters of Charity Health Service
Mercy Health and Aged Care
Little Company of Mary
Ramsay Health Care
Healthscope
BCN Health Care Australia
St John of God

C³

What do Corporate Governance, Cost Management and Compliance mean to you?

These are not just words. At Menette we pride ourselves on our ability to ensure your health care facility meets Corporate Governance, effective Cost Management and all industry related Compliance through our customised solution, C³.

INTRODUCING C³

In today's dynamic health care environment Corporate Governance, Cost Management and Compliance can often be overlooked. C³ allows us to effectively monitor Corporate Governance, Cost Management and Compliance within your health care facility.

C³ offers you more than just an assessment. For your convenience, C³ can be specifically tailored to suit your facility's individual requirements. C³ enables you a level of comfort and peace of mind that your health care facility is a safe environment for patients, staff and visitors alike.

C³ incorporates:

- Maintenance Engineering
- Biomedical Engineering
- Project Management
- IT and Systems – Total FMS
- Human Resources
- Occupational Health and Safety

Maintenance Engineering

Maintenance Engineering is an integral component of today's health care business environment. An effective maintenance engineering program can reduce or eliminate costs incurred by an organisation, through reducing the number of breakdowns within the facility.

Our maintenance engineering program's sole focus is to ensure your facility is in peak condition at all times, whilst meeting all the relevant compliance requirements. As part of our commitment, we will deliver value adding maintenance engineering solutions to ensure you are fully equipped to effectively work through any issues you may be confronted with.

MENETTE TECHNICAL SUPPORT LINE

For your convenience we have a 24 hour Technical Support Line for any technical queries or concerns you or your staff may have. Our highly experienced team will provide you with expert advice over the telephone throughout the day or night.

ACHS ACCREDITATION

The importance of achieving ACHS accreditation cannot be underestimated. That's why we have extended our services to provide you with specialist advice leading up to and throughout your accreditation process. This makes certain you receive an MA rating or higher for the Safe Practice and Environment aspects, providing you with peace of mind prior to and during your ACHS accreditation survey.



Biomedical Engineering

An effective regime of safety testing, calibration, performance testing and repair of biomedical equipment is the keystone in the management of clinical equipment risk and compliance.

We specialise in the supervisory management and monitoring of existing biomedical engineering service arrangements and the development and tendering of new arrangements. Our extensive knowledge of biomedical theory, trends and best practice, results in providing you with competent advice and support. We provide independent and unbiased advice in response to your specific requirements.

Project Management

We approach each project on its merits, incorporating maintenance engineering philosophy and practical solutions gained from many years of experience in projects. This knowledge is invaluable when planning and designing a new or existing health care facility. Our proven record with this approach has provided the platform to produce a quality project that exceeds client expectations.

Professional architects, and building services engineers are provided to implement the planning, feasibility studies, design and mobilisation of health care projects. These professionals form the projects design team.

IT and Systems – Total FMS

Our software development team has developed a Facilities Management Software System (Total FMS) designed exclusively to manage health care facilities. Our extensive health care knowledge has assisted in the development of the software, ensuring you are provided with a system that is pertinent to your environment. Total FMS encompasses Engineering, Biomedical Engineering and Occupational Health and Safety products. The system ultimately assists you in the area of quality assurance.

TOTAL FMS HOSTING

If you choose to install Total FMS within your own network you will require two servers and associated software. As an alternative, we can offer you our own hosting service. We have servers at Netspace (a major Australian ISP) which you can access via the web as well as operate your Total FMS software.

TOTAL FMS HOTLINE

For your convenience, we offer a 24 hour Total FMS Hotline to ensure all your Total FMS questions are answered. We pride ourselves on our ability to provide a service that is effective and prompt, as we appreciate you would like your questions answered today not some time tomorrow.

Human Resources – Staffing, Training and Education

Our human resources function incorporates staffing, training and education. We understand that getting the right person for your facility can often be difficult and labour intensive. We provide specialist advice when recruiting engineering personnel. Our skilled and qualified staff provide ongoing training; education and support to ensure recruits are fully equipped with the necessary skills and knowledge base, resulting in a safe working environment.

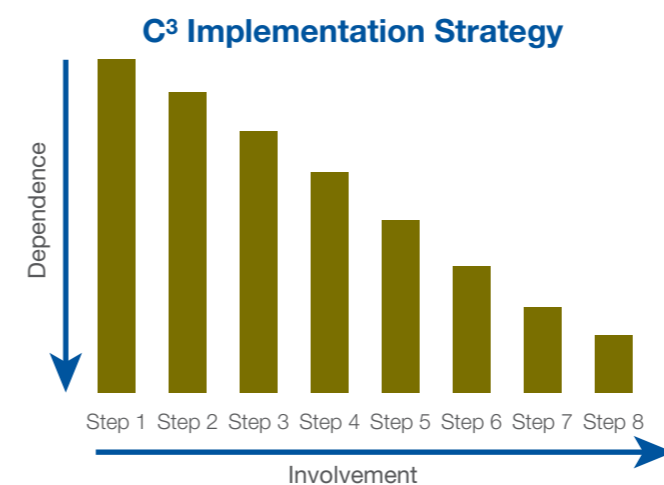
Occupational Health and Safety

We recognise the importance of an effective occupational health and safety program. As a result, we have extended our services to include an Occupational Health and Safety division. Our OH&S function significantly compliments our existing business divisions.

We provide an effective OH&S program that focuses on plant and equipment safety, personnel competency and contractor management. The program significantly reduces, and in some cases eliminates, injury costs incurred by an organisation. A valuable follow-on effect is ultimately an increase in productivity.

C³ IMPLEMENTATION

We employ specific tools to determine the state of a health care facility. Each of these tools is designed to assist the facility's management team to understand the areas of deficiency and, with the assistance of Menette, plan and implement the actions to bring the facility back on track.



The Step 1 – 8 Process

Menette are regularly requested to assist health care facilities address process and service delivery shortcomings for engineering and biomedical engineering services.

The method we use is an eight-step process designed to determine the problems, implement improved systems, establish properly contracted services and institute the hand over to the health care facility of an efficiently operating engineering or biomedical engineering service department.

The final step in the process is a regular review of progress to ensure the agreed changes are continuing to be delivered. The timing and frequency of these reviews is at the discretion of the health care facility's management.

The methodology is backed up by our many years of experience within the health care industry and extensive data accumulated over those years.

An extension of this process is our Due Diligence reporting, providing costed solutions to the findings of Step 1.

BENCHMARKING

When working within your own environment it can be difficult to understand whether your costs and operating method represent productive and cost effective practice. We provide a benchmarking solution in order to address this information shortfall.

As part of the C³ implementation strategy, we are able to benchmark your facility on any number of variables specified by you, or nominated by our team as a result of a facility analysis. Our benchmarking database comprises data from over 60 private hospitals, covering the span of high and low acuity, palliative, mental health and rehabilitation facilities with bed sizes ranging from 400 to 40.

Some common benchmarks we have used in previous assessments are:

- Engineering and biomedical engineering maintenance costs
- In house labour versus outsourcing
- Service provider performance
- Ratio of corrective to preventative maintenance

PROVEN RESULTS

Corporate Governance

For many, the term 'Corporate Governance' appears abstract and does not convey any fundamental or clear idea of just what it means. Essentially the basic principles of Corporate Governance include the clear delineation of power and responsibilities; accountability and control; and professionalism and independence. It is a system of 'checks and balances' within your health care environment.

In summary, Corporate Governance encompasses the following:

- Risk Management – Assets
- Risk Identification – Assets
- OH&S and Safety Audit Items
- Hazard Identification – System Processes
- HACCP – Audit Cooling and Cooking Equipment Assets
- Infection Control – Assets
- Disaster Recovery Plans

Cost Management

Our commitment to you is to provide practical tools so you can confidently plan, control and monitor your financial activities on an ongoing basis.

Using these valuable tools provided you will be able to effectively:

- Collate CAPEX Budgets
- Collate OPEX Budgets
- Control Expenditure
- Manage Contracts
- Manage Departmental Costs
- Identify Financial Risks

Compliance

Ensuring your health care facility meets compliance is of paramount importance. We provide advice, which will assist you in adhering to all relevant compliance requirements. This area is extremely complex and frequently changing, making it difficult for health care establishments to keep up to date with the latest determinations. Our expertise in this area ensures you will be kept abreast of all current and pending requirements.

The areas that comprise compliance are:

- Essential Services
- BCA Standards
- Australian Standards
- Department of Health
- Legislative – Statutory Compliance
- EQUIP – ACHS
- Residential Aged Care Service
- Asset Management
- Operation and Administration