

19 March 2009

Ms. Christine McDonald
Committee Secretary
Senate Finance and Public Administration Committee
SG 60, Parliament House
CANBERRA ACT 2066

**RE: RESPONSE TO QUESTION ON NOTICE TO CARE CONNECT FROM THE
FINANCE AND PUBLIC ADMINISTRATION COMMITTEE INQUIRY INTO
RESIDENTIAL AND COMMUNITY AGED CARE.**

Dear Ms. McDonald

Thank you for requesting additional information about Care Connect's franchise model to deliver home care services to our clients.

I have enclosed various documents in order for you to understand both the Care Connect rationale and the model of care we are evolving; utilising the franchise model.

Background:

Care Connect is an independent, non profit community enterprise and registered charity. We commenced operations in 1994 in the Western suburbs of Melbourne and now operate nationally in four states (Victoria, NSW, SA and Queensland). Until recently our primary care model was predicated on being a specialist Case Management agency and an independent broker of services. We have been successful as a niche service provider and manage more than 4000 clients per annum with an annual turnover in excess of \$20 million.

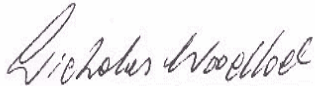
However, the challenges of the Government reform agendas around the country and our insights into market dynamics has taken us into a strategic direction that extends our service and product offerings. As a small to medium community enterprise the platform for these developments is through strategic partnerships with both private sector and public providers.

Our two business partners are Tunstall Australasia Pty Ltd and Home Instead Senior Care (HISC). As a national reseller of Tunstall products and services we are able to competitively offer as range of assistive technologies to support clients with complex care needs in their own home.

With the HISC franchise we have committed to developing twenty direct care business units across the nation, which we will use to access the self funding retirement market and additionally extend our direct care service capabilities for packaged care clients.

Should you require any additional information I would be pleased to meet with you personally to brief you on our initiatives.

Yours sincerely

A handwritten signature in black ink, reading "Nicholas C Woodlock". The signature is written in a cursive style with a large initial 'N'.

Nicholas C Woodlock
Chief Executive Officer