

# RAW

REVENUE . ADMISSIONS . WORKFORCE



supported by MIRUS ACADEMY  
FOR ORGANISATIONS IN 2020/2021

#makingagedcarebetter

[www.mirusaustralia.com](http://www.mirusaustralia.com) | 1300 738 145 | [info@mirusaustralia.com](mailto:info@mirusaustralia.com)

**M**  
MIRUS  
AUSTRALIA

# What we believe

*Real-world experience + continuous learning is paramount for professional development and personal growth*

## 57%

2020 LINKEDIN WORKPLACE LEARNING REPORT

of L&D professionals expect to spend more on online learning

## 27%

2020 LINKEDIN WORKPLACE LEARNING REPORT

of L&D professionals say their CEOs are active champions of learning

## 51%

2020 LINKEDIN WORKPLACE LEARNING REPORT

of L&D professionals plan to launch upskill focused programs

## RAW SERIES

Revenue, Admissions + Workforce Management for financial sustainability





# ACFI ESSENTIALS

**CPD Points:**

4 points

**Investment:**

\$2300 + GST

**Participants:**

Maximum 10

**Duration + Delivery:**

2 x 2 hour sessions via video conferencing  
or 4 hours onsite with resources and  
interactive group activities

**Target Audience:**

All staff involved in the ACFI process including  
care staff

**RAW Series:**

Revenue Management

**Learning Outcomes:**

- The ACFI appraisal process and your role in the process
- ACFI guiding principles
- Best practice documentation principles
- ACFI framework with detailed descriptions of the 12 questions and coded Assessments required to support ACFI claims



# ACFI ADVANCED

**CPD Points:**

12 points

**Investment:**

\$7500 + GST

**Participants:**

Maximum 10

**Duration + Delivery:**

4 x 3 hour sessions via video conferencing  
or 2 days onsite with resources & interactive  
group activities

**Target Audience:**

ACFI Coordinators, clinical management and  
staff

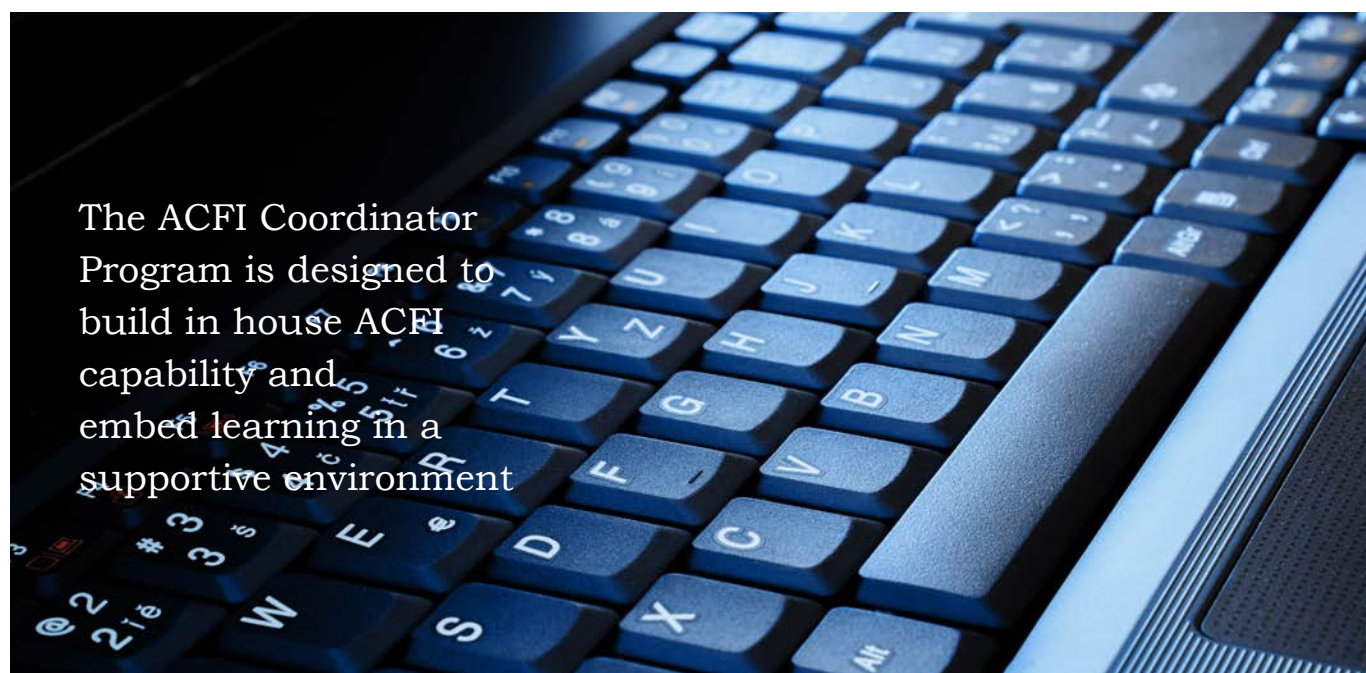
**RAW Series:**

Revenue Management

**Learning Outcomes:**

- Understand the end-to-end process and timings of ACFI appraisals
- Learn the key ACFI business rules to complete and submit appraisals
- Explore strategies to plan mandatory and voluntary submissions
- Gain a deep understanding of the 12 ACFI questions, coding, assessments & supporting documentation
- Apply the quality checking process to appraisal packs prior to submission
- Understand the validations process including strategies to prepare and appeal downgrades
- Learn how to reconcile Medicare payments





# ACFI COORDINATOR PROGRAM

**CPD Points:**

20 points

**Investment:**

\$20,000 + GST

**Participants:**

Maximum 10

**Duration + Delivery:**

A 9-week program comprised of 3 face-to-face workshops & weekly online group coaching

**Target Audience:**

Aged care professionals who compile, complete and/or submit ACFI appraisal packs, e.g. ACFI coordinators, Facility Managers

**Prerequisites:**

Participants should have an understanding of how aged care providers receive revenue from ACFI

**RAW Series:**

Revenue Management

**Learning Outcomes:**

A comprehensive, interactive program that covers the content from the following Mirus Academy courses:

- ACFI Essentials
- ACFI Advanced
- Validations in Action

Content delivered is supplemented by practical experience, assignments and expert coaching to provide ACFI coordinators with confidence to perform their role effectively and efficiently.

**Learning Outcomes:**

- Overview of ACFI framework, process and key business rules
- Activities of an ACFI coordinator
- Planning, preparing and assessing ACFI submissions
- Compiling, completing and submitting ACFI appraisal packs
- Mitigating the risk of downgrades through quality checks and understanding the validation process



# THE CUSTOMER EXPERIENCE (CX)

**CPD Points:**

8 points

**Investment:**

\$15,000 + GST

**Participants:**

Maximum 10

**Duration + Delivery:**

1 day interactive workshop conducted onsite with your executive and/or management team and resource outputs

**Target Audience:**

Executive including sales and marketing teams looking for an opportunity to take a holistic approach to their customer's experience

**RAW Series:**

Admissions Management

**Goals:**

- Understand the effectiveness of brand and lead generation from all channels including digital
- Understand your customer journey and experience from end-to-end of your marketing and operations
- Ensure admissions and marketing are in line with capital and other financial strategies and goals

**Workshop Covers:**

- The 5Es Client Experience Pathway including Entice, Enter, Engage, Exit and Extend

**Key Experience Elements:**

- Meeting customer needs at each stage of the experience journey
- What does an ideal outcome look like?

**Backcasting:**

- What are the obstacles that need to be removed?
- How can we start now to make this happen?



# ART OF ADMISSIONS

**CPD Points:**

12 points

**Investment:**

\$7500 + GST

**Participants:**

Maximum 10

**Duration + Delivery:**

4 x 3 hour sessions via video conferencing  
or 2 days onsite with resources and interactive  
group activities

**Target Audience:**

Staff who are involved in the admissions  
process (Admissions Coordinators, Customer  
Relations, Facility or Care Managers,  
Reception staff)

**RAW Series:**

Admissions Management

**Learning Outcomes:**

- Understand how aged care is funded, fee structure and support classifications
- Gain awareness of the aged care competitive marketplace
- Understand today's aged care consumer
- Learn how to conduct a prospect needs assessment and evaluate fit
- Gain skills in building consumer relationships and pipeline management
- Learn how to engage prospects in sales discussions
- Understand how best to articulate your organisations value proposition and engage in sales discussions
- Gain insight into closing sales and short list management
- Understand the relationship between admissions and accreditation



# THE ADMISSIONS MASTERY PROGRAM

**CPD Points:**

20 points

**Investment:**

\$20,000 + GST

**Participants:**

Maximum 10

**Duration + Delivery:**

A 5-week program comprised of 5 x 4 hour face-to-face workshops & online group sessions

**Target Audience:**

Sales, marketing, customer service or admissions professionals who are part of the admissions management process

**Prerequisites:**

Participants should have an understanding of the financial, care and competitive landscape in aged care

**RAW Series:**

Admissions Management

**Goals:**

- Co-designed with you to meet the occupancy management goals of the organisation and develop a consistent admissions process.

**Includes five (5) Core Modules:**

- Admissions Strategy & Innovation
- Strategic Sales & Marketing
- Advanced Sales & Communication Skills
- The Customer Experience pre and post admission
- Understanding the Consumer: Care Needs, Accreditation Standards and Risk Minimisation

**Support the ongoing training needs of the organisation by selecting two (2) additional modules from the following:**

- Becoming Future Ready
- Understanding a Competitive Market
- Interpreting the ACAT assessment
- Learning from lost sales





# ADVANCED ROSTER MANAGEMENT

**CPD Points:**

12 points

**Investment:**

\$7,500 + GST

**Participants:**

Maximum 10

**Duration + Delivery:**

4 x 3 hour sessions via video conferencing  
or 2 days onsite with resources and interactive  
group activities

**Target Audience:**

Staff involved in the rostering process e.g roster coordinators, care managers, facility managers, nurses

**RAW Series:**

Workforce Management

**Learning Outcomes:**

- Identify ways to support your organisation's workforce strategy
- Gain knowledge of fundamental roster coverage principles and outcomes
- Understand skill mix management
- Be able to identify and analyse roster trends for HR
- Explore strategies in shift vacancy management
- Gain effective influencing and communication skills
- Understand impact of rostering on employee retention
- Learn strategies to create a positive employee experience
- Understand the principles of dynamic rostering to ensure alignment of care needs and staff skills/qualifications
- Understand the role rostering plays in accreditation



## CLIENTS OF MIRUS ACADEMY SAID THIS:

"Alyssa had thorough knowledge of the course, was patient while answering questions. Provided additional information and sent relevant links. Punctual and above all LISTENED PATIENTLY!"

### **Recent Participant, 2020**

"I am now very interested in the bigger picture of aged care including per Venn diagram "workforce", "admissions, marketing, revenue etc." Why? because RNs are being replaced by business managers and I would prefer to educate myself."

### **Recent Participant, 2020**

"Doing the course online via Zoom was a new and somewhat challenging experience for a person who is not overly technical (I don't even have a smartphone!). However, the course facilitator, Alyssa, was understanding and very accommodating of my needs. Alyssa's delivery of the training was clear and to the point. She was encouraging of the participants and ensured good interactions between participants despite the limitations of a live online training forum. I finished the course feeling a lot more able to cope with the demands of my new role as an ACFI coordinator."

### **Recent Participant, 2020**

"I would definitely recommend this course to everyone. I look forward to taking more classes with Mirus."

### **Recent Participant, 2020**



# Data Compliance

*At Mirus Australia, data runs through our DNA. We unlock the power of data in real-time for revenue, marketing + admissions and workforce management reporting, insights and actions. But not all data should be unlocked.*

We take data privacy, compliance and sovereignty very seriously. Our valued clients collect a large volume of data as well. Much of this personal information could identify individuals.

This data is a valuable asset in providing future direction and day-to-day operational decisions. Protecting data is a clear responsibility of ours and each organisation we work with.

We work directly with Ernst & Young, to align our IT infrastructure, policies and business process to ensure the protection of client data and continuously improve business processes, for us and our valued clients.

Led by the expert Mirus IT team, we manage additional security projects and policy updates ongoing to ensure compliance and most importantly data protection

Understanding our obligations and continually developing solutions for the future, ensure one of our biggest assets are protected from breach or attack.

Please ask the question "are you protecting my data?" at your organisation or ask the people you work with.

It's that serious.

For further information about the projects or policies at Mirus Australia pertaining to data privacy, compliance and sovereignty, please contact the Mirus Client Centre.



The Mirus Group is an Ernst & Young Certified Organisation





Mirus Client Centre  
[login.mirusaustralia.com](https://login.mirusaustralia.com)

Let's keep  
~~talking~~  
supporting  
you



**Alyssa Borja**  
Mirus Academy Coordinator  
[Alyssa.Borja@mirus.group](mailto:Alyssa.Borja@mirus.group)



**Shannon Sanderson**  
National Business Development Manager  
[shannon.sanderson@mirus.group](mailto:shannon.sanderson@mirus.group)



**Amanda Jones**  
Mirus Academy Executive Sponsor  
[amanda.jones@mirus.group](mailto:amanda.jones@mirus.group)



**James Price**  
Mirus Academy Executive Sponsor  
[james.price@mirus.group](mailto:james.price@mirus.group)