



INDIGO
dental consulting

About Indigo Dental Consulting Services

Indigo Dental Consulting Services was established in 2004 to offer a comprehensive suite of outsourced business services to assist and support healthcare professionals in managing the business side of running a successful healthcare business, giving back practitioners the peace of mind and time to focus on the service and care of their patients. We have offices located in Sydney, Central Coast, Gold Coast, Brisbane and Melbourne.

At Indigo Dental Consulting Services, we pride ourselves on our commitment to improving the healthcare profession.

Our Director, Bernadette Beach has over 20 years in extensive management in Human Resources, Recruitment, Business Development/Marketing, Administration in medical, dental and other corporate industries and is very passionate about recruiting the right people for the culture of an organisation and providing ongoing learning and development to create a motivated, engaged team member and environment.

Bernadette holds a Certificate IV in Life Coaching, Certificate IV in TAA, Diploma of Management and Diploma of Human Resources.

Indigo Dental Consulting Services is a company that prides itself on its passion and love for the industry and in ensuring that the best possible service and results are achieved each and every time. Our team consists of people that share in this same passion and vision of the company and in addition have worked extensively in the healthcare profession and still do!

We are professional, yet friendly and personable. Dedication, honesty, integrity, communication and outstanding customer service are the values and standards that contribute to the success of our company. We like to feel and want you to feel that we are a part of your team and work closely with your people to understand your business, mission/vision and your future goals and objectives, so that we can help you achieve them.

Indigo Dental Consulting Services offers a range of services consisting of:

- Outsourced Recruitment
- Qualification Training (through our national Recognised Training Organisation Indigo Medical & Dental Training)
- Indigo Infusion – Our high energy engagement, interactive and motivational Learning & Development programmes (2 hour workshops) for professional and personal development for workplace learning
- Practice Management Consulting
- Marketing and Public Relations



High Quality, Affordable & Effective Outsourced Recruitment Solutions

Indigo Dental Consulting Services provides a comprehensive, high quality recruitment solution, at affordable prices, allowing businesses to enable to tap into this valuable resource.

Indigo Dental Consulting Services' point of difference is that we specialise in healthcare recruitment so our team are experts having worked within the healthcare industry, passionate about the industry and have extensive Human Resources and Recruitment experience.

Our recruitment process has been specifically designed utilising strategies compiled by qualified Human Resources consultants to achieve successful outcomes and staff retention rates. It is also tailored to the healthcare industry, taking into consideration the environment, roles and responsibilities and day to day challenges faced within the industry.

We recruit for the following positions on a permanent, part-time and temporary basis:

- Senior Management
- Dentists
- Hygienists
- Practice Managers
- Dental Receptionists
- Dental Nurses

Why Outsource your Recruitment?

- Continual turnover of staff and high recruitment, training and induction costs
- Lack of resources and time to provide an effective recruitment process
- You have the opportunity to utilise the expertise of external experts who have extensive experience and know successful recruitment strategies, which you may not have had the opportunity to utilise due to high recruitment fees
- Getting the right person the first time
- Your very own 'on call HR Consultant' which you can utilise on an 'as needs' basis without having to pay a salary for a permanent employee
- Affordable, but high quality and effective
- Peace of mind and time to focus on other core areas within the business

The Recruitment Process

Our recruitment process is a comprehensive process consisting of five stages including:

- Initial meeting. To effectively find the right people, we have to know your business, the interactions and interrelations of processes and people. We spend time within your business to compile a business profile, meet your people and to create the role description.
- Advertising, screening and interviewing of candidates.
 - Preparation of detailed advertisement to attract target market
 - Receive and review all resumes, conduct telephone interviews
 - Face to face interviews
 - Preparation of detailed Interview Notes
- Assessments of skills focusing on competencies required for the role. This will include behavioural core competencies as well as computer skills testing
- Reference Checking
- Performance Management Review & Development during the first 3 months

Our focus is on providing quality candidates to you rather than quantity, to take the stress out of finding new staff.

For further information on our recruitment solutions, please contact Bernadette Beach on our office numbers (Syd 02 9844 5496, Brisb 07 5591 9526, Melb 03 8648 6511) or email bbeach@indigoconsulting.com.au

Inspire & Motivate your staff through training

inspire

Develop your team through highly engaged learning, interaction and motivational support

Our affiliated organisation, **INDIGO MEDICAL & DENTAL TRAINING** is a national Registered Training Organisation (RTO) that facilitates nationally recognised qualifications to the healthcare profession via:

- Individual Student enrolments
- Government Traineeships
- Group workshops

Many RTOs offer only large class delivery with high trainer to student ratios resulting in the student receiving very little direct attention. We have found that students who succeed most are those who have a resource to call on at all times, and who are kept motivated and directed by an experienced, positive facilitator role model.

At Indigo, we believe in creating a learning and development partnership with our clients through the provision of customised and personalised training. What this means to the employer is that you will receive the highest quality training for your staff, whilst complementing your specific work environment and requirements. This set us apart from other RTOs as it allows us to engage the student through the whole journey whilst customising the program to the individual learner and workplace.

Our facilitation of the training programmes is customised to suit the individual's learning style by utilising a personalised approach including ongoing guidance and the interactive engagement and support of the Training Assessor. This means that the student will receive one-on-one attention through regular in person meetings, emails and phone calls to keep them on the right track and guide them through their study.

We offer the following qualifications:

- Certificate III in Business Administration (Dental Reception)
- Certificate III in Dental Assisting
- Certificate IV in Dental Assisting (oral)
- Certificate IV in Dental Assisting (radiography)
- Certificate IV in Business Administration
- Certificate IV in Health Administration
- Certificate IV in Business Sales
- Certificate IV in Human Resources
- Certificate IV in Frontline Management
- Diploma of Management
- Diploma of Practice Management

Government Traineeships

UPSKILL YOUR STAFF AND RECEIVE MONEY FROM THE GOVERNMENT

INDIGO MEDICAL & DENTAL TRAINING works in conjunction with an Australian Apprenticeship Centre to offer employers government traineeships for their employees in Certificate II, III and IV level qualifications as well as Diploma level qualifications.

The government is providing training incentives to employers of up to \$4,000 for each eligible employee to up skill their employees to receive a nationally recognised qualification in the workplace.

If you would like to know whether your staff qualify for this incentive, please contact our offices (Syd 02 9844 5496, Brisb 07 5591 9526, Melb 03 8648 6511) or email training@indigoconsulting.com.au to receive further information.



Short Workshops

INDIGO MEDICAL & DENTAL TRAINING conducts short accredited and non accredited workshops. We provide these workshops via regular public workshops and/or provide you with the choice to come to your workplace to facilitate the workshops. These workshops consist of the following:

- Introduction to Dental Assisting (5 day basic induction course)
- Infection Control (4-5 hour workshop)
- Senior First Aid (reading/activities prior to workshop plus 1 day workshop)
- CPR (2-3 hours)
- Oasis

Indigo Infusion

Exciting new concept to motivate and develop your staff on an ongoing basis without too much time out of the business! Indigo Infusion workshops are an exciting new concept for workplace learning in which we deliver highly motivating, interactive, learning sessions within a 2 hour time frame based around workplace learning and personal development.

Our facilitators deliver sessions with a focus on high energy engagement whilst providing a learning environment for participants who will walk away feeling creative, energised and motivated to implement new ideas/skills within the workplace.

It is known that Employers of Choice and successful businesses are ones that provide a learning and development environment, engage and motivate their team on an ongoing basis. Indigo Infusion provides this answer. We can develop monthly workshops from one month up to a 12 month programme customised to your team's needs and business objectives and facilitate these workshops at your premises or offsite.

We have a variety of workplace learning and personal development workshops consisting of:

- Communication
 - With Patients/Clients
 - Within your team
- Customer Service
- Team building – togetherness for all staff
- Problem solving – managing problems with calm
- How to achieve and follow your passion
- Embracing change
- Time management
- Leadership
- Thinking outside the box – using your creativity in the health setting
- Grow your business – understanding marketing
- Stress Management

For further information on Indigo Infusion, please contact our offices on (Syd 02 9844 5496, Brisb 07 5591 9526, Melb 03 8648 6511) or email bbeach@indigoconsulting.com.au

Grow & Develop

Through Efficient Systems, Processes and Marketing/PR

grow

Healthcare professionals are amongst the world's most highly trained professionals, however this does not always translate to having the business and administration skills to manage and run a successful business.

Indigo Dental Consulting Services offers the guidance and assistance of experienced professionals who can help you achieve a profitable, efficient, productive and successful business through a variety of consulting services.

This targeted approach frees up the more senior staff within your clinic to spend much needed hours on caring for your patients and managing the day to day operations.

Indigo Dental Consulting Services can provide a complete or partial practice management service on a weekly/monthly or short term basis in the following areas:

- Human Resources Solutions
 - Performance Management & Performance Reviews
 - Staff Conflict & Communication Issues
 - Coaching/Mentoring and Succession Planning
- Business Planning
- Review and Assessment of current Practice Systems and Processes
 - Having the time to assess if current systems and procedures are working efficiently or implementing systems to move your practice forward can be time consuming and complicated. Indigo can certainly assist with this side of the business by providing a detailed report on outcomes and solutions.
- Set up of a new practice
 - Indigo can assist with project managing the set up of your practice from start to finish

Marketing and Public Relations

The secret to attracting and retaining new clients is having a viable marketing and communications strategy in place as part of your overall business plan. In addition to establishing your presence, engaging in effective marketing and PR activities will help to create your professional image and reputation, as well as foster word-of-mouth referrals.

Indigo offers a comprehensive Marketing & Public Relations service that can assist you to develop a plan for your practice and increase patient bookings.

This may include activities such as:

- Series of brochures and information flyers
- Annual strategic marketing development plan including promotional activities and budget
- Media management including composing and distributing press releases and articles to relevant industry and general media publications/website
- Patient/client communication and care programs i.e. e-newsletters, assisting with setting up and maintaining social medical sites, blogging, incentives, directory listings, surveys
- GP communication programs
- Event management such as community health awareness programs, open days, conference co-ordination etc
- Development and provision of content for websites

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