



AUSTRALIAN
SILVER
INDUSTRY
GROUP

AUSTRALIAN SILVER INDUSTRY GROUP

Integrated Solutions for Asia's Silver Industry – Excellence through Collaboration

thomson
adsett



Tunstall



gleeds



TRADE +
INVESTMENT
QUEENSLAND

Queensland – a world leader in aged care solutions





AUSTRALIAN SILVER INDUSTRY GROUP

Queensland is a world leader in providing quality aged-care and senior-living services and products – both at home in Australia and, more recently, overseas.

Queensland companies are increasingly working with partners in the Asia-Pacific to provide senior-living solutions to ageing populations in the region.

Queensland is home to a range of health and research institutions that are at the cutting-edge of services and research related to older people. It has Australia's first large-scale digital hospital (Princess Alexandra Hospital) and also the first high-rise building in Australia to combine traditional apartment accommodation with government-approved independent-living units for seniors (Victoria Towers, Gold Coast).

Queensland companies have won numerous awards for the design and construction of aged-care facilities, with specific expertise in facility planning, design services, project management, and construction services and commissioning.

High-profile Queensland research institutions are at the forefront of international research into age-related conditions and their treatment.

These include the Dementia Centre for Research Collaboration at Queensland University of Technology, and the Clem Jones Centre for Ageing Dementia Research, housed within the Queensland Brain Institute at The University of Queensland.

Queensland companies are also at the forefront of developing and using innovative technology to improve seniors' quality of life (eg through telehealth and comprehensive in-home monitoring initiatives); in the training of aged-care nursing and other staff; and in active ageing and healthy nutrition programs.

MEET THE TEAM

The Australian Silver Industry Group, the first of its kind in Australia, comprises five core companies with strong capabilities and experience in aged care and senior living.

The group's expertise spans the design, management and construction of aged care facilities, aged-care training, digital solutions and many other key areas.

The group members work collaboratively to target international project opportunities, combining their expertise to provide a unified and diverse Queensland offering.

The group is supported by the Queensland Government as one of the key initiatives of *Advancing Trade and Investment – Queensland Trade and Investment Strategy 2017–2022*.

TIQ is leading the implementation of the strategy, which sets out a clear and ambitious vision to position Queensland as Australia's most innovative and dynamic trading economy – a magnet for global investment.





David Lane

Group Co-chair
Group Director, ThomsonAdsett
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David Lane is Australia's best known architectural specialist in the seniors living industry, having directed over 500 projects in Australia and internationally over the past 30 years.

Mr Lane has practiced in Australia, the United Kingdom, Singapore, Malaysia, Indonesia, Japan, Korea, Hong Kong, Taiwan, and China, resulting in a strong knowledge of international markets. He was responsible for establishing ThomsonAdsett's Tokyo and Hong Kong studios in the mid-90s and has been instrumental in building the practice's international profile and securing work throughout Asia. Mr Lane is a passionate advocate for social and corporate responsibility internationally, particularly relating to issues impacting the elderly and their built environment. He is a prolific and highly regarded public speaker and has authored several papers on this issue.

Mr Lane is currently building upon ThomsonAdsett's international endeavours, having recently partnered with Borderless Healthcare Group to develop a revolutionary new suite of smart home design technologies which are set to transform the burgeoning seniors living market in Asia. He is also focused on the future direction of ThomsonAdsett, determining how best to position the company moving forward.

Mr Lane has served on several professional and charitable committees and boards including the Australian Institute of Architects Practice Committee, Aged Care Exporters Network (Chairman) and Australian Masters in Aged Care Services.



Stephen Muggleton

Group Co-chair
Group CEO, Bolton Clarke
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Stephen Muggleton is regarded as a transformational CEO with more than 25 years' experience managing teaching hospitals and some of Australia's largest residential aged and community care organisations.

He has been a member of a number of industry, national and international expert committees on health and ageing, including National Councillor on the Australian Council on Healthcare Standards (ACHS), the National Council of the Australian Healthcare Association and more than eight years as a representative member on the Australian Government's Ageing Consultative Committee. He is currently the Australasian Services Care Network representative on the National Aged Care Alliance.

Mr Muggleton's contributions to health and aged care have been recognised with an Adjunct Professor title from the University of Queensland, a Queensland Reconciliation Award, a Prime Minister's Award and an Institute of Management Award for Not for Profit Manager of the Year.



THOMSON ADSETT

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David Cao
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- Leading architecture and design firm, specialising in senior living
- Established global reputation
- Significant experience and achievements in Asia



BOLTON CLARKE

Stephen Muggleton
Group Co-chair
Group CEO
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- Leading provider of independent living services through at-home care, retirement living and residential aged care, including aged-care training
- International experience including a joint venture with a partner in China



GLEEDS

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- Leading property and construction consultancy providing specialist advice in commercial, contract, program, project, property and asset management
- Strong track record of delivering award-winning projects internationally, including China (both mainland and Hong Kong)
- Wide business network located in 20 countries



CISTRI

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- Leading property advisory group
- Expertise includes master planning, healthcare and public policy analysis, and evaluating program and service delivery
- Significant international experience in Asia and the Middle East including offices in Hong Kong and Singapore



TUNSTALL HEALTHCARE

Lyn Davies
Managing Director
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- Delivers technology-enabled care services, products and software, including telecare, telehealth and assisted living solutions
- Significant international experience, operating in over 50 countries
- Project management expertise, consultancy services into Asia, including set up of 24/7 emergency response centres and remote patient monitoring, clinical triage centres, training and SOP support

PROFESSIONAL EXPERTISE

The group offers the full range of professional expertise:

- Management
- Advisory
- Governance
- Feasibility
- Business planning
- Project Management
- Policy and strategy
 - Demographics
 - Social economics
 - Government policy advice
 - Program rollouts
 - Audit and review
- Design and construction
 - Urban and master planning
 - Architecture and interiors
 - Engineering
 - Quantity surveying
 - Landscape and design
- Operations
 - Policies and procedures
 - Management
 - Funding
 - Marketing
 - Resource requirements
- Education and training
 - University courses
 - Trade training
 - In-market upskilling
 - Accreditation
- Products and supplies
 - Prosthetics
 - Furniture and equipment
 - Food services
 - Medical
 - Health and medical
 - Digital healthcare
 - Smart home technology

SERVICE OFFERING

The group offers a total designed solution incorporating:

- Education and training
 - Management
 - Post-occupancy evaluation
 - Staff
- Care and operational management
 - Quality management
 - Accreditation
 - Operational procedures
 - Financial planning
 - Marketing
 - Administration
 - Funding
 - Clinical consultancy
- Facility design
 - Asset review
 - Design brief
 - Site selection
 - Service design
 - Landscape design
 - Interior design
 - Architectural design
- Policy development
 - Policy analysis, development and implementation
 - Strategic and political analysis
 - Government and industry negotiation
 - General operational policy



ThomsonAdsett is a leading international architecture and design firm, with Australian offices in Brisbane, Melbourne, Sydney, Cairns and Rockhampton, and overseas offices in China, Hong Kong and Indonesia.

ThomsonAdsett provides services in China through offices located in Wuhan, Shanghai and Guangzhou, as well as in Hong Kong and Indonesia (Jakarta). The firm has been in business for almost 50 years and has delivered more than 15,000 local and global architectural projects.

ThomsonAdsett works across a range of sectors, including seniors' living and aged care, education and communities, commercial and retail, health and leisure, and resorts.

In 2017, the firm made the Top 100 list in Building Design's renowned World Architecture 100, which surveyed more than 1,400 firms across the globe and ranked the world's largest architectural firms by sector and industry. Ranking 87th in the world in size, ThomsonAdsett was also ranked No 1 in the world in seniors' living design by World Architecture News in the same year.

ThomsonAdsett has more than 30 years' experience in Asia, particularly in seniors' living and aged care, and is focused on delivering services to meet growing demands in this region, with strong project activity in China, Hong Kong, Singapore and Malaysia.

The company participated in the 2017 China International Silver Industry Exhibition in Guangzhou as a key member of a Trade and Investment Queensland trade mission. ThomsonAdsett also attended the Golden Age Summit in Hong Kong in January 2018 (an Australian Consulate-hosted event) and is a regular attendee at the annual Ageing Asia investment Forum in Singapore.

Company Chairman Emeritus David Lane was, along with other key industry leaders, awarded the prestigious Global Influencer Award for 2018. In recent years, ThomsonAdsett has also been nominated multiple times for the Building of the Year award for seniors' living design in Asia, and received this prestigious award in 2018.

ThomsonAdsett draws on its well-established networks to put clients in touch with key stakeholders in both government and the private sector. Its global connections link Australian clients and providers to the world's innovators in health and seniors' living.

SHUANGQIAO GOLDEN HOMES

Shuangqiao Golden Homes is located close to the 4th Ring Road East of Beijing. It comprises 350 independent living apartments, with a mix of studios and one- and two-bedroom apartments. The site also features a 60-bed geriatric hospital.

Amenities related to independent living are themed around 'festivals'. The development's community-focused design provides inviting settings for social groups of all sizes, and this feature is immediately evident on entering the building.

Shortly after its launch in 2017, Shuangqiao Golden Homes attracted the highest sales rate to date of any seniors' living facility in China.

Client

Landgent Group

Location

Beijing, China

Services

Architecture

Timeframe

Completed 2016





Bolton Clarke is Australasia's most experienced not-for-profit provider of independent living services and senior living innovation supporting and enabling older people.

Bolton Clarke was created following the merger of RSL Care and RDNS (Royal District Nursing Service) in 2015.

Serving its members respectively since 1885 (RDNS) and 1936 (RSL Care), the organisation draws on a combined 210 years' experience helping people live life on their own terms, providing care and support at home and across our aged care and senior living communities.

As trusted partners in community health care, Bolton Clarke works alongside aged care and senior living communities, hospitals, doctors and other healthcare providers to support health, wellness and independence for clients and residents.

Every day, it supports more than 100,000 people and each year we provide more than 4 million client visits to people whether at home, in senior living or aged care communities.

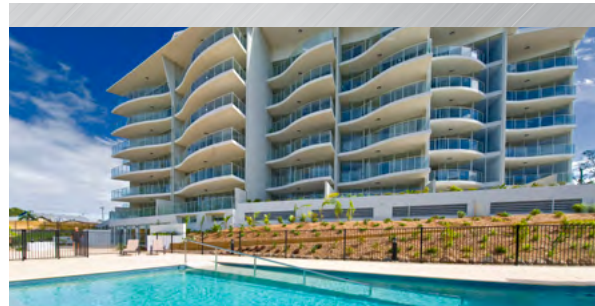
With ageing populations has come an increased prevalence of chronic disease and pressure on healthcare systems.

In response, Bolton Clarke is working to innovate and explore new ways to address shared health challenges through:

- senior living solutions
- professional education and training programs
- at home support and community care.

Building on more than two centuries of experience, Bolton Clark continues to grow a strong community of practice, working with forward-thinking, like-minded organisations domestically and internationally and underpinned by research, training and technology.

Its services are flexible and responsive to individual needs, from complex end-to-end solutions to tailored support helping organisations and communities achieve the best possible seniors care.



RDNS – ZHONGSAN COLLEGE BEST-PRACTICE JOINT VENTURE

In 2013, Bolton Clarke's subsidiary company, Royal District Nursing Service Hong Kong (RDNS), was invited to Nanjing to establish a joint venture company with Zhongshan College.

The joint venture was established to facilitate the introduction and adaptation of best-practice aged care models into Jiangsu Province in China.

RDNS subsequently informed the design, commissioning and management of an integrated project that included 1,500 senior living units, 200 residential aged-care beds and a 400-bed rehabilitation hospital.

RDNS – SUNSHINE INSURANCE PARTNERSHIP

In 2018, RDNS established a partnership with Sunshine Insurance (SI) to provide a range of services to support SI's 20 million policyholders.

In particular, RDNS was commissioned to design and deliver a range of healthy ageing programs, establish home-care services, and inform the design and management of residential aged-care projects.

OTHER CHINA PROJECTS

To date, RDNS has undertaken the service planning, master planning and commissioning of nine projects in Beijing and Guangzhou. RDNS' registered training organisation is also partnering with one of Sunshine Insurance's vocational training colleges to design and deliver staff training.



Gleeds was established in 1885 and has a worldwide network of more than 70 offices.

Gleeds is one of the largest and longest standing western project management, cost management (quantity surveying) and technical due diligence firms in China, having operated in China for more than 25 years.

In China it has five offices (Shanghai, Tianjin, Chengdu, Guangzhou and Hong Kong) and offers project management, cost management (quantity surveying), EPCM, technical due diligence, Safety In Design audits and expert witness services.

Its key focus is reducing project cost, adding project revenue, on-time project delivery and highest build quality – connecting Australian, British and American investment with local Chinese delivery.

Key sectors include health, aged care, data centres, retail, hotels, commercial office, education and mixed use.

Gleeds' clients in China include DHL, Hermes, Walmart, Logos, Macquarie, Volvo, General Motors, Jaguar Land Rover, Tesco, Morgan Stanley, Goodman, University of Nottingham Ningbo Campus (UNNC), Wanda, Cainiao – the logistics business of Alibaba – Amazon, Apple, Nike and a number of local developers.

Gleeds China is active on local and foreign government trade committees including Austcham, AmCham and Britcham. Its team members are the chair of Britcham Construction & Property Focus Group and the former chair of Austcham (now committee member) and sit on the Advisory Board of UNNC.

Its Brisbane team works for seven of the top 11 firms in Australia and is delivering five of the largest 10 projects in Queensland.

QINGDAO INTERNATIONAL HOSPITAL

Gleeds has provided Project Management Quantity Surveying services to the design and construction of a RMB550 Million international multi-discipline hospital in Qingdao which includes state-of-the-art specialist aged care facilities.



GUIYANG ELDERLY RESIDENTIAL CARE CENTRE

This project is located in Guiyang City, Guizhou Province in China.

Gleeds has provided Cost and Project Management for this healthcare project with for International Health Group and China Railway Construction Corp.





Cistri has one simple goal – to shape the cities and communities of Australia for a better future – and as the population ages, the demand for retirement and aged care facilities is rising at an unprecedented pace.

As a result, health and aged care policies are in flux, bringing both challenges and opportunities which Cistri can help you navigate.

Working with clients in the public and private sector, Cistri has helped change the shape – and improve the experience – of health and aged care in Australia. The company has worked in the sector for more than 30 years, on everything from the evaluation of services to the design and planning of health and retirement living facilities.

Cistri can help you understand changing demographics and market dynamics and engage with your communities and stakeholders. It can master-plan, design and advise on every aspect of the development and expansion of health and aged-care facilities and analyse and evaluate health and aged-care policy, programs and service delivery.

The company works with governments, hospitals, health professionals and services, aged-care providers and developers in retirement living to improve health services and programs, and people’s experiences of older age.

In South East Queensland, it has developed a new retirement and aged care market database collating the essential information about what’s happening in the market and where the hotspots for growth are, capturing existing accommodation along with future applications and approvals.

As the population ages, health and aged care are becoming an urgent conversation, and everyone has a stake in it. Health and aged-care policies are in flux. Cistri’s mix of knowledge and capacity to call on expertise from so many fields enables it to help you find a way through the complexity and noise to elegant solutions that contribute to the health of the community.

It is improving health care and re-imagining aged care for all Australians.



BRISBANE RACING CLUB RETIREMENT AND AGED CARE PRECINCT

Cistri, through its sister company in Australia, was engaged by Lendlease to undertake the landscape architecture and planning strategy and negotiation for the Brisbane Racing Club Retirement and Aged Care Precinct. The Cistri group drew on its extensive industry knowledge and expertise to assist in the future success of the project. The Cistri group also assisted Lendlease in a market review of the sector and site analysis of the greater Brisbane area to determine areas where retirement and aged care were required. The proposed development will transform the Brisbane Racing Club into an exemplar integrated retirement and aged care precinct.

The 2.3-hectare site has a long history as part of Brisbane’s horse racing hub at Eagle Farm and Doomben Racecourses, and forms part of an overall redevelopment strategy for higher density, mixed uses that will assist in the renewal of the two racecourses.

Future residents of the development will benefit from integration of retirement and aged care uses which will allow residents to ‘age in place’. This is consistent with best practice design for aged care and retirement projects in Australia.

The project design has a particular focus on recreation opportunities for residents and will include an indoor pool, gymnasium, library and dining area. A new championship bowling green will also take centre stage.

A unique feature of this development will be the provision of dedicated community engagement officers who will work with residents to arrange social and recreational opportunities within the precinct to ensure a thriving and vibrant community.

Tunstall Healthcare is a leading provider of Digital Health Care.

With more than 60 years of global experience, operating in over 50 countries, our offering provides clients the freedom to live independently at home and reduce hospital admissions.

Tunstall offers an end-to-end solution, encompassing design, technology, consultancy, service support, project management, training, and triage and monitoring services. Tunstall supports people by providing a wide variety of assistive technologies which can be customised and adapted to meet the individual care needs of clients, enabling them to live safely and independently in their own home.

Tunstall's secured Integrated Care Software Platform (ICP), supports people with long-term, chronic conditions to monitor their own vital signs from any location via their own smart phone, tablet or one of Tunstall's Connected Health hubs, with the reassurance that if readings go beyond set limits, their care team will be informed immediately.

Tunstall's operation in Australia and New Zealand has deep experience in providing managed services to private and public health organisations, government agencies, retirement villages and community care services.

Connected Health – Remote Patient Monitoring and Support

Solutions to support patients in a community setting, assisting healthcare organisations to manage chronic conditions.

- Remote patient monitoring
- Remote patient support
 - Patient support programmes
 - Healthcare coordination services

GP/Hospital

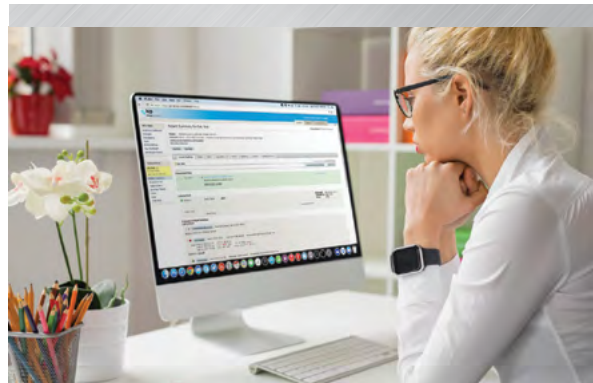
- Accurate health data collection
- Improved clinical decision-making
- Ease of referral to remote monitoring

Community Healthcare Team

- Health monitoring to prioritise care interventions
- Efficiencies through caseload and visit optimisation
- Accurate health data collection
- Improved clinical decision-making

Monitoring and Support Centre

- Technical triage of remotely monitored data
- Monitor key indicators and treatment compliance
- Proactive contact with patients to support treatment
- Patient liaison for home visits and hospital appointments



CORUMBENE CARE HOSPITAL AVOIDANCE PROGRAM

Incorporating Tunstall's technology, Corumbene Care has had great success delivering a primary healthcare program in a Tasmanian rural community.

Using Tunstall secured ICP triage manager software and Tunstall's digital healthcare support services, Corumbene is supporting the Tasmanian Department of Health to keep people out of hospital.

Patient care is coordinated with GP practices and other local health services, and access to allied health services can also be arranged where for this program, which includes:

- diabetes care coordination program
- a virtual hospital with time-based evening and early morning vital sign checks by Tunstall's Clinical Services team of registered nurses
- the advertising of integrated care coordination and telemonitoring service to all clinics, GPs and hospital departments for chronic condition referrals
- using the Tunstall healthcare App to support timely deployment and cost-effectiveness
- essential data reporting for evaluation purposes
- long-term data integration with electronic health records, GP and hospital systems.

Patient and Family

- Reassurance of regular monitoring
- Expert patient
- Improved access to care professionals
- Mobile apps support self-management
- Patient data visible to family carers

Healthcare Providers and Funders

- Improved care quality through alternative care model delivery
- Operational efficiencies – assisted discharge, reduced emergency admissions
- Accurate health data collection



Find out more at

TIQ.QLD.GOV.AU



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