

# Yes

**Capability  
Statement**

2018

# we can.

## Our Capabilities

The very best expertise, the most relevant experience,  
the highest quality service for your business.

LA provides a broad range of recruitment, consultancy and transcription solutions for businesses. Founded by two of Queensland's most respected professionals, Cathy Litton and Sally Andrews, LA balances high-level capabilities with a personal and hands-on approach. Leveraging our expertise, networks and professional reputations, LA provides consistently outstanding results for our clients.

Our boutique size means we can tailor our services specifically to your needs, responding to every business, HR or administration challenge with exceptional acumen and client-focused flexibility. Centrally located in Spring Hill, Brisbane, our three divisions service medical businesses, corporate clients and government departments across Queensland.

## Why we are different

Since our inception, LA's mission has been to become the most highly regarded provider of recruitment, consultancy and transcription services in Queensland. Our own experience working in the healthcare and legal industries means we have a unique understanding of the opportunities and challenges faced by businesses operating in these environments. Our deep knowledge allows us to add real value to the people and businesses we work with. We act with integrity, honesty and transparency to deliver outstanding service quality across all of our offerings.

### Recruitment

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### Consultancy

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### Transcription

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Our expertise and experience  
are our greatest strengths.  
They can be your greatest asset.

# Recruitment

"We have found Litton Andrews very professional. They were attuned to our needs and provided us with an excellent candidate. Having access to highly skilled temporary staff relieved stress for ourselves and current staff so we could employ a great new team member. We would certainly recommend Litton Andrews to colleagues."

- Dr Helen Kilgour MBBS FRACGP

Yes  
we  
do.

## LA Recruitment

Cathy Litton heads up the LA Recruitment arm for a good reason - her recruitment expertise is unparalleled in Queensland. A leader in the recruitment industry, Cathy's reputation for creating ideal people solutions has been proven over almost 20 years.

LA Recruitment provides tailored recruitment services to a broad range of businesses in the healthcare sector, as well as corporate firms and government departments. We connect skilled healthcare and business professionals with permanent, contract and temporary positions throughout Queensland.

Cathy's unique blend of recruitment and medical practice experience enables her to create the ideal combination of people, skills and knowledge to help your business succeed. Our deliberately nimble and flexible approach gives you the confidence of personal service that caters to your exact recruitment needs. LA has the knowledge, experience and networks to connect your business to the very best talent.

### Permanent staffing solutions

Cost effective and personalised services for the recruitment of permanent employees. Our unique approach, combined with our extensive networks and professional reputations allows for custom and tailor made recruitment solutions for **small scale** and **mass recruitment** needs.

### Temporary/Contract staffing solutions

Our experienced team can help you find suitably skilled staff with relevant experience to fill vacancies in your business for either short or long term contracts. By utilising our expertise, you can be confident you will receive a professional, timely and cost-effective solution for your business.

connect

LA's sophisticated recruitment and on-boarding techniques match the right people with the right positions – quickly and cost effectively.

## Permanent, contract and temporary recruitment for your business

### Services

- Development contracts and workplace agreements
- Development of position descriptions and job specifications
- Employee training and, development
- General advertising requirements, including SEEK
- Interviewing, skills testing and reference checks
- Ongoing performance development, performance reviews and salary negotiations
- Recruitment
- Shortlisting
- Staff induction and retention strategies
- Targeted social media candidate advertising

### Where we work

- Aged Care
- Allied Health
- Community Care
- Corporate
- Dental
- General Practice
- Government
- Hospitals
- Insurance
- Pathology
- Pharmacy
- Private Practice
- Radiology

### Positions

- Accounting and Book keeping
- Aged Care
- Allied Health
- Assistant in Nursing
- Call Centre and Customer Service
- Case Managers
- Chief Executive Officer
- Chief Financial Operator
- Claims Managers
- Clinical Coding
- Clinical Educators
- Clinical Nurses
- Community and Home Care
- Concierge
- Data Entry
- Debt Retrieval Specialists
- Dental
- Diabetes Educators / Nurse
- Endorsed Enrolled Nurse
- Enrolled Nurse
- Executive Assistant
- General, Executive and Territory Management
- General Office Administration
- General Practice
- Government Health Care
- General Management
- Home Care and Community Nursing
- Hospital (Public and Private)
- Hospital Administrator
- Hospital Food Service
- Hospital Grounds Staff
- Hospital Housekeeping
- Hospital Laundry
- Hospital Maintenance
- Hospital Orderly
- Hospital Security
- Human Resource Management
- IT Health and General IT
- Logistics and Transport / Couriers
- Marketing and Communications
- Medical Records
- Occupational Health and Safety
- Office Support
- Optometry
- Pharmacy and Pharmaceuticals
- Paramedical
- Pathology
- Para Legal (Medico Legal)
- Personal Assistant
- Personal Carer
- Practice Management
- Private Specialist Practice
- Radiology
- Registered Nurse
- Reception
- Representatives
- Research Coordinators / Assistants
- Rural Health Care
- Secretarial
- Social Workers
- Switchboard Operator
- Typing
- Ward Clerk
- Warehouse Operations

# Consultancy

“ The combination of Sally’s medical practice experience and Cathy’s solid recruitment background are, I believe, unparalleled in the Brisbane medical sphere and we feel very fortunate to have had them in our practice.”

- Lizzie Melsom (Business Manager, Dr David Melsom)

# Yes

# we

# have.

## LA Consultancy

The LA Consultancy arm is lead by Sally Andrews who combines her legal qualifications, practice management experience and commercial acumen to drive efficiencies in your business. Her ability to see ways to maximise opportunities at all operational levels makes her a trusted business expert.

LA Consultancy provides a full range of practice management, advisory and project management services to businesses in the healthcare sector. We deliver strategic solutions that help streamline management processes to increase employee retention and achieve sustainable business growth. We're passionate about driving your business success by expertly analysing your existing processes, identifying and solving any inefficiencies, and maximising all opportunities. Our collaborative approach is designed to minimise unnecessary running costs while maximising profitability. We draw on our network of specialists and our extensive business resources to customise our services to suit your company's culture, objectives and budget.

**We think  
outside of  
the box.**

We think differently to  
align ourselves with  
your company culture.

**advise**

We are passionate about the business and have a proven track record of success when it comes to improving both process and profit.

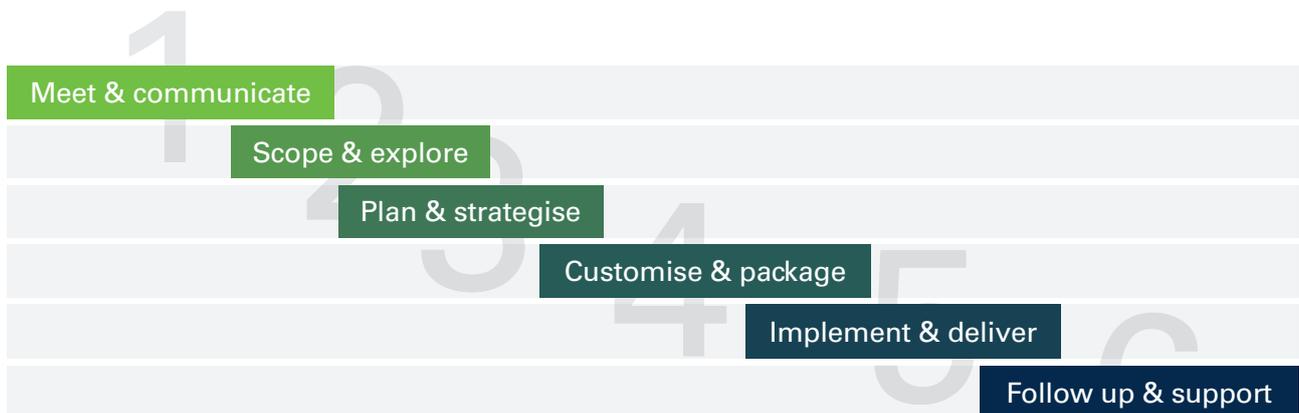
Tailored, effective consultancy  
for the healthcare industry

Services	
Human Resources	Acquisitions
Practice Management	Relocations
Business Development	Education and Employee Development
Start-up/Closing Down of Practices	Fit-out Design/Project Management
Billing and Cash Flow	Compliance
Aged Debtor Services	Document/Template Creation and Management Services
Practice Management Care Taker Services	

process

## How we help build your business

Your business is different from any other, and that's why we tailor our services to exactly what you need. Our knowledgeable team follows a six-step process to ensure we deliver successful, growth-focused solutions for your business.



# Transcription

" We are a dynamic, high performing medical practice and Sally complements our style perfectly. Her professionalism, integrity and support has been invaluable and she has consistently gone the extra mile with excellent results."

– Dr Phil Manfield (Rosalie Milton Clinic)

Yes  
today or  
sooner

# LA Transcription

Cathy and Sally’s combined professional experience led them to identify a critical market need for a responsive, locally based and secure transcription service. Their combined business acumen enabled them to create the ideal solution to fulfil this need – LA Transcription.

LA Transcription provides tailored typing and transcription solutions to the healthcare, legal and education sectors. It uniquely offers businesses a personal and secure service delivered by a qualified team of accurate, highly skilled and industry-experienced typists. Our Brisbane-based team streamlines the entire transcription process, giving you a fast and cost-effective result, every time.

The privacy and security of your information is our highest priority. Our transcription services comply with the Australian Privacy Act 1988 (Cth) and are never sub-contracted or sent offshore. Every LA Transcription employee is trained in privacy procedures and required to sign a Confidentiality Agreement to protect your business. We employ rigorous quality control processes, including audit trails, back ups, secure networks and anti-virus protection, to ensure the accuracy of our work and to set best-practice standards.



Fast and efficient, our flexible transcription service is offered on a short, medium or long-term basis.

Where we work
Private Medical Practices – Specialist and GP
Hospitals (Public and Private)
Radiology
Pathology/Histopathology
Law Firms
Barristers
Arbitrators/Mediators
Academic/Universities
Publishing Companies

Services
Medicolegal
WorkCover
Insurance
Reports
General correspondence
Academic transcriptions
Data entry & copy typing
Legal typing

## How we streamline your transcription

You won't incur any set-up costs and there are no contracts, so you only pay for what's typed. We are fully compatible with most dictation systems on the market and we transcribe directly onto your existing practice templates, or you can choose from our library of professional templates.



**Dictate:** Using your choice of digital voice recorder



**Send:** Email us your audio file or upload to our secure network



**Action:** We retrieve your file and transcribe



**Save:** Your documents are sent to you ready to save to your own system or we can transcribe into your system with remote access

## Templates

We can transcribe into your templates to ensure the transcription is consistent with your brand and identity. Alternatively, we have a library of templates which are available on request. Templates help with efficiencies and streamline process. They also improve brand and promote clear communication.



**We protect your information:**

- Audits trails
- Regular back-ups
- Secure networks
- Anti-virus software
- Confidentiality agreements

Our state of the art facilities and technology deliver fast, accurate and cost effective services.

Secure

## Our People



### Cathy Litton

#### Director

APRCSA, Diploma Human Resource Management,  
Cert III in Business Administration, Cert IV Small Business.

Cathy is a leader in Health Recruitment in Queensland. Cathy has worked in the recruitment industry for the past 20 years and is a qualified Recruitment Consultant with qualifications conferred from the Recruitment and Consulting Services Association of Australia. Cathy has worked in both a boutique Legal Recruitment Office and Health Recruitment Businesses and has spent time working in private medical practice. Cathy has diversified qualifications and experience with specialization in Human Resource Management. Cathy previously worked as a Human Resource Manager before embarking on her successful recruitment career. Cathy was managing health, corporate and legal human resource teams and has taken this experience with her to recruitment which value adds to her recruitment services.

Cathy's focus to identify every candidate as unique is her point of difference. Her ability to create seamless solutions and balance complex environments whilst in collaboration with her clients promotes long standing relationships.

Cathy has extensive candidate networks that provide her with a competitive advantage in the market. Her well developed interpersonal and communication skills together with astute industry awareness is her greatest strength.

Cathy understands the importance of industry knowledge and practical advice. Cathy is a skilled and experienced practitioner and has worked with small and large corporate clients and internal human resource teams.

Cathy provides tailored, straight forward and commercially sensible advice and her experience on strategy and organisation change including cost and risk assessment is highly regarded. Cathy's professional skills are well recognised and respected in Queensland and her ability to put people first makes her a leader in the healthcare industry.

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## Our People



### Sally Andrews

#### Director

MBA (Hons) LLB (Hons) BAppSc (Nurs) RN MACN Dipp LegPrac QUT.

Having worked exclusively in healthcare for more than 20 years, Sally has a broad range of skills and experience. Sally is a Registered Nurse in Queensland and holds currency in her practice. She has worked primarily in critical care and operating theatres. She has held management positions and has worked in both public and private hospitals.

Following nursing, Sally obtained a Bachelor of Law and an MBA (Hons). Sally worked in top tier law firms with clients including Medical Indemnity Providers, Public and Private Hospitals and other Corporate Health Organisations. Over the past 14 years, she has managed a private surgical specialist practice. This has allowed flexibility and autonomy with a young family. A major focus of Sally's management has been centred on marketing the business to specific target groups and delivering a customised service with a commercial focus whilst ensuring patient care is delivered at a high standard.

Sally's unique combination of experience, education and exposure to a variety of health environments enables her to deliver practical, outcome-focused solutions for her clients. Sally is regarded as an expert in her field and her knowledge of emerging issues in health is regularly sought after. Her ability to engage early with clients and obtain an understanding of their business structures, operations and strategies facilitates long-term relationships. Sally is regularly retained for Business Development Management Services. Timely, pragmatic and practical advice is a key strength of Sally's service offering.

Sally's clients look to her particular expertise for Business Development work, together with her experience for Project Management Services or start-ups for private practice. Sally's legal experience enables a commercial focus to her work and her clients regularly rely and leverage on Sally's networks and experience to add value to their business.

Sally has a particular interest in risk management and acquisitions, with a specific focus on internal audits, commercial negotiations, strategy and internal processes. Sally's ability to provide comprehensive, cost-effective and integrated solutions for her clients is her focus and priority.

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# Our brand ethics

## Our Purpose

### Goals

Our goal is to become the leading health recruitment provider and medical practice consulting business in Australia. We will continue to grow 30% year on year.

### Mission

Our mission is clear; to be the most respected and well-known brand in medical recruitment, consultancy, and transcription services. To do this, we have established a culture in our business that promotes and supports our team, so they can provide exceptional, ethical and transparent service to our clients.

### Values

Our focus is on integrity, honesty, and transparency. We believe it's not about being the biggest, it's about delivering high quality services to our candidates and clients.

## Our Commitment

### Our Clients and Candidates

To provide a total health recruitment consultancy and transcription service with the best staffing, practice, and business solutions.

### Our Employees

To be the best healthcare network for our employees by facilitating growth and opportunity.

### Our Community

LA is a valued contributor to the Southeast community and broader Queensland regions, through the provision of local employment, knowledge sharing, collaboration, and relationship building. LA holds corporate responsibility in high regard and looks forward to giving back to our community.

Our mission is clear; to be the most respected and well-known brand in medical recruitment, consultancy, and transcription services.