Care World

Shaping the Future of Disability Services

We ndis



FRANCHISE BROCHURE

Embracing

Diversity, Honoring Dignity & Fostering kindness in

Care World

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WELCOME TO CARE WORLD

Welcome! Thanks for your interest in finding out about this unique and impactful franchise opportunity. If you are looking for an opportunity that is rich in purpose and potential, partnering with Care World could be the next step that you are looking for.

ABOUT CARE WORLD

Care World Disability Services is a trusted NDIS provider. We provide exceptional support and care through our NDIS services. Our commitment is to empower individuals with disabilities, ensuring they have the resources and assistance needed to lead fulfilling and independent lives. As a provider of choice, we offer a comprehensive range of services tailored to meet the unique needs of each individual we serve.

Our philosophy is simple; to provide our participants dignified Care and Supports with compassion, with community focused, personalised, person-centred, and responsive approach to service people would expect from a smaller local company.

Established in 2020, Care World provides Disability services under the National Disability Insurance Scheme focusing on community and In Home Care services with the aim to enhance the wellbeing and quality of life consumers and their families. We provide service to a broad range of people from different backgrounds.

At Care World, we are more than just a provider; we are a dedicated partner to our participants in shaping a brighter future.

CARE WORLD'S PURPOSE

To Provide Services That Enable People To Live The Life They Want.

CARE WORLD ETHOS

OUR MISSION

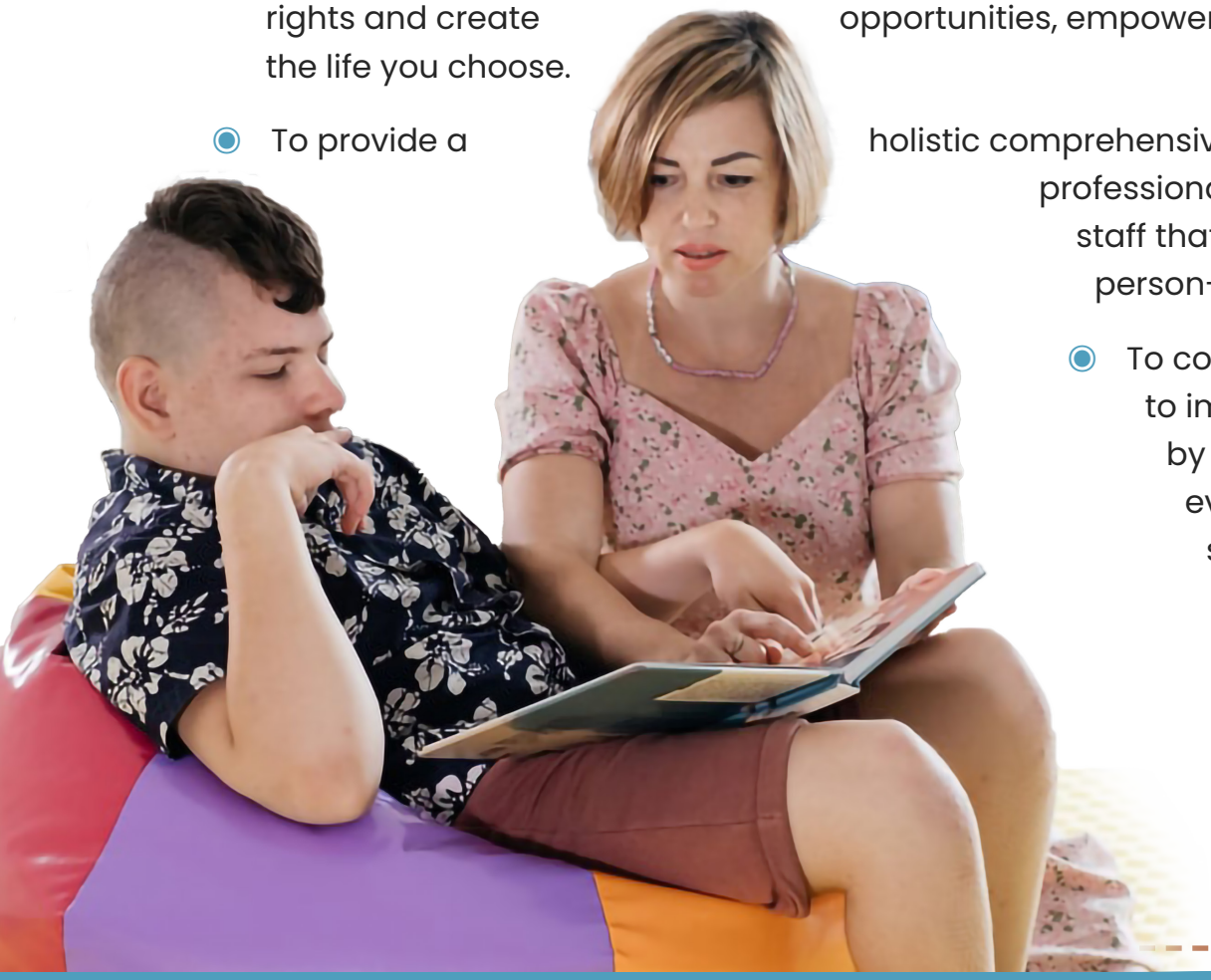
Care World's Mission is to empower people living with a disability, by eliminating barriers and creating opportunities to succeed, enhancing the dignity and quality of life of individuals within our community.

OUR VISION

Care World's Vision is for every person to have access and choice to achieve his or her full potential and an improved quality of life, while creating fresh opportunities, empowering each person to live their life to the fullest at home, and in their community.

VISION STATEMENT

- A world where people with disability are equal citizens.
- To provide quality, sustainable, and flexible services that uphold human rights and create opportunities, empowering you to live the life you choose.
- To provide a holistic comprehensive service of professional and skilled staff that can support person-centred care.
- To continuously strive to improve services by reviewing and evaluating our services through regular reviews and feedback.



OUR VALUES

At Care World, we value person-centred supports and respect at the centre of everything we do for our participants, their families, and their support network. We carry full recognition of individual's rights and responsibilities.

EMPOWERMENT

- We work in partnership with participants, their families, and carers to ensure they have choice, control, and a voice in determining the supports, service and community activities in their lives.

RESPECT

- We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits.
- We take what others have to say seriously.
- We are honest about our point of view and what we can and cannot do.

COMPASSION

- We respond with humanity and kindness to each person's pain, distress, anxiety or need.
- We search for the things we can do, however small, to give comfort and relieve suffering.
- We find time for those we serve and work alongside. We do not wait to be asked, because we care.



COMMITMENT TO QUALITY OF CARE

- We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service, and good communication.
- We welcome feedback, learn from our mistakes, and build on our successes.



THE MARKET OPPORTUNITY

The National Disability Insurance Scheme (NDIS) Providers Industry in Australia has experienced substantial growth, reaching $37.5 billion in 2023. This increase was largely driven by increased government funding and a surge in demand for disability support services.

Care World operates within this thriving market, with a focus on Core Services and Capacity Building Services. The industry is in a growth life cycle stage, with a projected annualized revenue increase of 9.3% through 2026-27, fueled by a rising population of individuals living with a disability, as well as an aging demographic requiring diverse services, and a shift from previous arrangements to the NDIS.

Over the next five years, revenue for the NDIS is forecast to increase at an annualised 9.3% over the five years through 2026-27 to $48.3 billion. Revenue growth will be driven by:



An increase in the number of disabled individuals in Australia, in line with general population growth.



An aging disabled population that will require greater support and more diverse services over time, resulting in increased funding requirements.



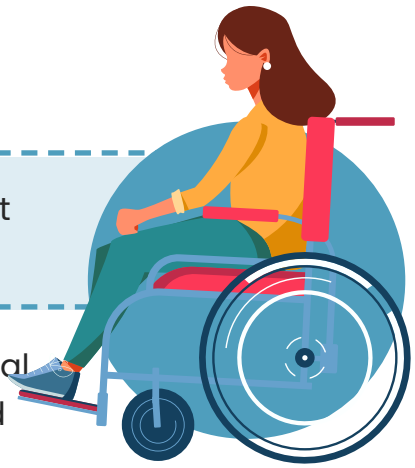
More disabled individuals are projected to shift from prior arrangements under the NDA to the NDIS.

DISABILITY INDUSTRY MARKET SEGMENTS

The industry's major markets are users with disabilities, or injuries. Industry users can be segmented based on their primary disability or injury.



- Users with intellectual disabilities (largest market)
  - This segment contains users who have intellectual disabilities, such as autism, down syndrome, and developmental disorders.



- Users with Physical disabilities (comprise a significant sources of industry revenue)
  - This segment contains users who have intellectual disabilities, such as autism, down syndrome, and developmental disorders.



- Other Users
  - This market includes users who have disabilities that are not categorised as intellectual or physical.
    - Market includes people with neurological conditions, those with acquired long term injuries, and those with visual or hearing impairments.

TARGET MARKET

Care World strategically caters to a niche clientele, focusing on delivering personalised services to vulnerable individuals and community members facing various disabilities and mental health challenges.

Care World has consulted with numerous and diverse communities who vulnerable, aged and members of the community with a wide range of disabilities live in to discuss how best to address and support the needs of the vulnerable, aged, and disabled members of the communities in which we work.

Our commitment to addressing the unique needs of its target market positions Care World favorability against competitors. As the NDIS market continues to grow, Care World's niche approach and dedication to community consultation, position it as a strong player in the disability support services sector.

The findings in government white papers coupled with our own research and experience indicates that there is significantly higher demand that will only increase in the coming years for disability care services than currently across Australia.

Care World is confident in meeting the significantly higher demand for disability care services across Australia, contributing to addressing the industry's workforce shortage. With a commitment to high-quality services, Care World believes in the long-term viability of its business proposal.



OUR SUPPORT SERVICES

Care World provides at-home support services and assist people to build skills and capacity so that they can meaningfully participate in their community, including through access to employment. Our support services include:

- Community nursing care for high care needs
- Assistance with travel/transport arrangements.
- High-Intensity Daily Personal Activities.
- Daily personal activities (Assist personal activities)
- Development of daily living and life skills.
- Innovative Community Participation.
- Household Tasks.
- Community participation
- Assistance with daily life tasks in a group or shared living arrangement
- Group/Centre activities.



HOW WE DO WHAT WE DO

- **Our People:** Our team is the heart of our organisation, and we invest in their growth and development to ensure they can deliver exceptional services to our participants.
- **Our Systems:** We leverage technology and innovation to optimize our business performance and support our teams. By embracing leading-edge technology, we are able to reshape the way we do things and facilitate effective staff training.
- **Participant-Driven Approach:** We put our participants at the centre of everything we do. Their needs and preferences guide our services, ensuring personalised care that truly makes a difference.
- **Flexible and Tailored Services:** Our range of services is flexible and tailored to meet the unique needs of each participant. From personal care to household tasks, we provide comprehensive support that empowers individuals to live their best lives.
- **Quality and Compliance:** We adhere to the highest standards of quality and compliance. Our commitment to best practices ensures the safety, well-being, and satisfaction of our participants and staff.
- **Innovative Solutions:** We are continually seeking innovative solutions to enhance our services and improve the lives of our participants. From new technologies to cutting-edge therapies, we are dedicated to staying ahead of the curve.
- **Advocacy and Support:** We are strong advocates for our participants, ensuring their voices are heard and their rights are protected. We provide ongoing support to empower individuals to advocate for themselves and access the resources they need.



- **Continuous Improvement:** We are committed to continuous improvement, regularly reviewing and refining our processes to ensure we are delivering the best possible care. Feedback from participants and staff is invaluable in driving our improvement efforts.
- **Transparent and Ethical Practices:** We operate with transparency and integrity in all our interactions. Our ethical practices and commitment to accountability build trust with our participants, their families, and the wider community.



WHY CHOOSE A CARE WORLD FRANCHISE?

ADDRESSING A GROWING NEED

With a rising number of Australians requiring care services, your Care World franchise will play a crucial role in meeting this growing need. You'll be part of a compassionate community dedicated to improving the lives of individuals with disabilities and enhancing their quality of life.

PROVEN BUSINESS MODEL

Benefit from our proven business model that has been fine-tuned over years of experience in the home care sector. Our model streamlines operations, ensuring efficiency and success as you navigate the complexities of the industry.

EXTENSIVE TRAINING AND ONGOING SUPPORT

We understand that navigating the world of NDIS services can be challenging. That's why Care World provides extensive training and ongoing support to empower you with the knowledge and tools necessary for success. Our commitment to your success is unwavering.

BUILDING AN EXCEPTIONAL TEAM

Utilize your business skills to assemble an exceptional team dedicated to making a real difference in the community. As you build your business in a generously sized, exclusive franchise territory, you'll have the opportunity to create a team that shares your passion for providing quality care services.

WIDE RANGE OF SERVICES

Care World offers a diverse range of home care services and community supports. Whether individuals choose our services as part of their government-funded package or privately as a lifestyle choice, we provide comprehensive solutions tailored to their unique needs and preferences.

EXCLUSIVE FRANCHISE TERRITORY

Your Care World franchise will operate in a generously sized, exclusive territory, providing you with the space and resources needed to thrive in one of Australia's fastest-growing industries.

EXCITING TIMES AHEAD

As the demand for home care services continues to rise, owning a Care World franchise puts you at the forefront of an exciting and rewarding industry. It's not just a business; it's an opportunity to make a positive impact on the lives of those who need our help.

WHAT ARE WE LOOKING FOR IN OUR FRANCHISE PARTNERS?



At Care World, we don't just provide disability support services; we're dedicated to empowering individuals to live their best lives. If you're passionate about making a difference and want to be part of a dynamic team, consider joining our franchise.

We want our partners to:

PASSIONATE ABOUT MAKING A DIFFERENCE

We want franchisees who are dedicated to empowering individuals with disabilities and shaping brighter futures. A genuine passion for helping others is essential.

STRONG LEADERSHIP SKILLS

Leadership qualities such as effective communication, decision-making, and team-building are crucial for success.

BE CHAMPIONS OF CARE WORLD!

We are on a mission to find partners who are passionate about changing the lives of our participants for the better. It's the daily, personalized moments between our participants and our team that truly set us apart and make Care World the first choice for disability support services. We're looking for individuals who are driven by a deep and genuine sense of purpose, and who believe that they can make a difference in the world through their work.

PEOPLE SKILLS

A heart for people and an ability to build relationships with individuals across all walks of life will serve you well as a Care World franchise partner. Our people are what make this business a success, and our participants and their families will value your friendly demeanour and ability to build rapport.

FINANCIALLY STABLE

Franchisees should have the financial stability to invest in their business and support its growth.

LIVE OUR VALUES

We want our partners to share in our values and be committed to fulfilling our mission and core company promises. Franchisees should align with our mission, values, and commitment to making a positive difference in the lives of those we support.

We demonstrate care and respect for our participants, team members and community at all times. We are dedicated to always seeking to empower our participants through offering choice and control over their experience at Care World.



WHY CHOOSE TO PARTNER WITH CARE WORLD?

Proven business model: You will leverage a proven business model, which has already been tested and refined by Care World. This can enhance the likelihood of success and optimize the sustainability of a business venture by implementing a dependable and replicable business model.

Positive Impact: By becoming a franchise partner with Care World, you have the opportunity to directly and positively impact the lives of the participant and their families; a profoundly enriching and inherently rewarding experience.



TRAINING & SUPPORT:

Our supportive training program, resources, and team will help you thrive by nurturing your existing experience and skills. Prior business management or experience within the disability industry is helpful, but not required.

You will be provided with comprehensive training and ongoing support, which will provide you with the capability and confidence to navigate any challenges that may arise. Hands-on practical training will ensure that you have the support you need to be confident in your role.

You will have access to everything you need to succeed, including a comprehensive Operations Manual, resources and procedures. We are committed to helping you become the best you can be. Our operations team are there to help you, with a dedicated Operations Manager to provide ongoing support and training. All of this means you are supported 100% of the way.

FRANCHISOR SUPPORT:

Care World is committed to providing you with the support you need to ensure your success. As a newly joined Franchisee, we'll support you in building a wealth of valuable skills - including teamwork, professionalism, and communication - that will not only enhance your performance in this role but also benefit you in various aspects of your life.

Marketing: All marketing efforts are led by the Care World national marketing team, who are heavily focussed on driving brand awareness and positioning Care World as an NDIS provider of choice. This ensures that participants are aware of the Care World difference when making their selection of services and support, which is of benefit to the whole franchise network.

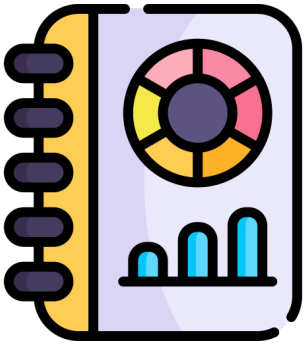
Systems: Franchisees will have access to our highly efficient and effective systems. Our systems streamline operations, provide detailed guidance, support compliance, and help ensure the success of each Care World business. By partnering with us, you'll have the tools and resources needed to provide excellent service and ensure participant satisfaction.



WHAT'S INCLUDED



- Minimum of two weeks training delivered by Care World including systems, compliance, in-field, administrative and leadership training.



- Operations manual for your business detailing everything you need to be successful.



- Ongoing support and mentoring from Care World head office.

INVESTMENT DETAILS/ AGREEMENT TERMS

TBC



TERM OF FRANCHISE:

The standard term of the franchise agreement is five (5) years plus a five (5) year option (subject to renewal) - total of 10 years.

INITIAL FEES:

Franchise Fee: $100,000 plus GST

Legal Document Preparation Fee: $4000 plus GST

Opening Promotional Campaign: $10,000 plus GST

ROYALTY:

10% of weekly revenue

INVESTMENT

The upfront investment required for a new branch is between $120,000 and $220,000 (excluding GST), including initial franchise fees, landlord rental bond (typically 3 months), 3-6 months working capital, branded vehicle, office equipment and site-specific fees such as certification, signage, etc. Investment level is dependent upon the office premises location and size, vehicles and equipment required, working capital and any funding grants that may be available to you.

JOIN CARE WORLD - SHAPING THE FUTURE OF DISABILITY SERVICES

It's not just a franchise; it's a commitment to shaping the future of disability services in Australia. If you're ready to embark on a fulfilling entrepreneurial journey in one of Australia's fastest-growing industries, explore the Care World franchise opportunity today. Contact us to learn more about how you can own and operate a successful Care World franchise that combines business success with the satisfaction of contributing to the well-being of others. Together, let's make a difference in the world of disability care.

It's an exciting time to own a CARE WORLD franchise, where passion meets purpose.

NEXT STEPS

Register you interest by sending us an email to franchising@careworld.com.au or completing our online franchise application form available on our website.

Once we receive your inquiry, we'll get together to learn more about you and to discuss this great opportunity in more detail.

THANK YOU