

JEWISH CARE VICTORIA

Elevating Jewish Care Victoria to new levels of excellence.

 **JewishCare**
Enriching Lives

▲UGUST▼

Jewish Care Victoria contacts

April Diss, Cortney Bruch

August contacts

Daniel Banik, Emma Sellwood

Date distributed

25 June 2026

Website to support
this submission



jewishcare.august.com.au
password: jewishcare2026

FOREWORD

Dear Courtney,

It is with great enthusiasm and optimism that we have prepared our proposal to collaborate with you on the design and development of the new Jewish Care Victoria brand and website project.

Before we elaborate on the contents of our submission, we want to explain what you won't find. We have not advocated for a single, prescriptive approach to delivering on this opportunity, nor the granular, itemised line-items associated with it. We understand the challenges you face, and we're energised by the prospect of helping you to overcome them. However, there are several ways this can be achieved. We like to think of our role in this process as a guide. Part of that means giving you choice, flexibility, and control—now, and throughout the delivery of the work. Our role is to show you the possibilities, provide an expert perspective, and help you walk the best path based on what's right for you.

In line with that approach, and our commitment to highlighting the possibilities while showcasing industry-leading craft, we have also created a website to support this submission: jewishcare.august.com.au (password: jewishcare2026).

Throughout this submission, we outline three pathways leading you to your objectives, while emphasising different sources of value.

Each pathway is designed to provide you with clear choices by varying the degrees of value delivered, scope adaptability, speed to market, and Jewish Care Victoria's overall risk mitigation. You will see that we propose to achieve this by using our proprietary tools—developed and honed on similar projects—that we would tailor to help you navigate your chosen pathway. We welcome the opportunity to discuss these tools, and how they might be tailored, in greater detail.

We applaud you for seeking out a collaborative partner to take carriage of this work. As you described in our conversation, you seek an accomplished team to serve, guide, and support you on this important transition (for both the brand and the website that supports it), while being as accountable for, and invested in, achieving the marketing and customer experience outcomes as the team at Jewish Care Victoria.

We are that team, for today and tomorrow.

With extensive experience in the NFP sector and with comparable organisations like [BaptistCare](#), [St Vincent de Paul Society](#), [Anglicare Victoria](#), [Guide Dogs](#), [Mercy Health](#), [Care Connect](#), [Centre for Excellence in Child and Family Welfare](#), and many more, we understand the various challenges and intricate processes that must be navigated to ensure success.

Moreover, our award-winning work with Animals Australia, Guide Dogs, and Baptcare were projects that created the organisational, cultural, positional, and digital transformative change that Jewish Care Victoria seeks from this project.

When it comes to helping mission-led organisations realise their potential through creating outstanding customer experiences, August is recognised as the best in the business, in Australia and worldwide. This project is more than a website, CMS, or series of line items and deliverables. It is an exciting opportunity to elevate Jewish Care Victoria to new levels of excellence, performance, and customer engagement, and we have approached it as such—with optimism and enthusiasm.

With that, we leave you to review our submission. We look forward to discussing the next steps of this exciting journey.

Many thanks,



Daniel Banik

Director at August

Shaping Jewish Care Victoria's next chapter.

What we can deliver 04

Three tailored pathways, from a best-in-class website to a complete brand and customer experience overhaul, each designed to move fast, mitigate risk, and deliver lasting commercial value.

Company information 11

August is a Melbourne-based, award-winning marketing and creative technology consultancy. Every team member is local, full-time, and stays with you for the full life of the project. No subcontractors, no offshore handoffs.

Proven experience 19

Throughout the entire lifecycle of your project, you'll enjoy direct access to experienced design, marketing and technology practitioners. Learn who's in the team, and how we'll approach the work.

Relevant case studies 38

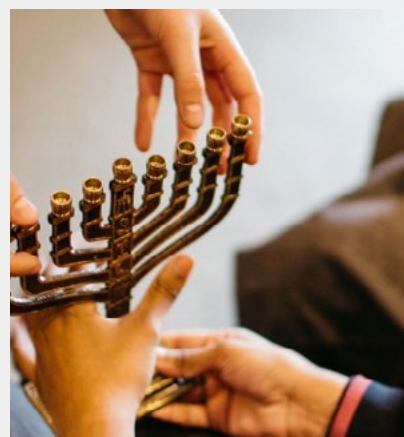
We've delivered transformative brand and website projects for Baptcare, Mercy Health, Guide Dogs, Anglicare Victoria, St Vincent de Paul Society, and many more, with award-winning results and an average client relationship of over six years.

Project timeline 63

From context gathering in July through to launch in November 2026, every milestone is designed to keep you informed, involved, and confident, with ongoing support well beyond handover.

Appendix 66

An itemised list of what you originally asked for in your RFQ, and where you'll find it throughout this document.



WHAT WE CAN DELIVER

Giving you choice, control & flexibility.

There are many different ways we can deliver on your objectives.

Our role is to show you the possibilities, and help you select the approach that best suits your ambition and risk appetite.



WHAT WE CAN DELIVER

How we'll exceed your expectations.

Jewish Care Victoria provides a wide range of vital programs and services that support individuals and families at every stage of life. That verb, *support*, is critical to the success of this work, and a definitive factor in how we must approach the opportunity.

Support starts with an exceptional customer experience; designing and delivering one is ultimately the core of this work. Brand design, CMS selection, platform selection, integrations, content strategy, search engine optimisation—these are important mechanisms for facilitating the experience, but none is the sole critical factor in how customers understand, trust, and buy from Jewish Care Victoria.

Customer experience is about how you feel. Does Jewish Care Victoria feel like a trusted friend; a supportive advocate who's genuinely invested in each person's care? Is it easy to find and engage the right service at the right time?

Does the experience feel personal, tailored to the needs of each individual, and seamless, from start to finish? Do people feel as though they have an expert guide walking the path alongside them, navigating complexity, and acting as a steady, experienced advocate for their best interests? This is the experience your customers deserve. It's also the experience August will deliver in partnering with Jewish Care Victoria throughout this work. August offers an experienced team of highly awarded technology and experience-design specialists who understand the nuance, sophistication, and inherent challenges of the health, aged, and community care sectors.

We are perfectly positioned to deliver on this work with you because we are deeply experienced in designing sophisticated, internationally award-winning customer experience platforms. We are uniquely experienced in collaborating with aged care, healthcare, and community care organisations. We have delivered significant pieces of work with [Baptcare](#) (now BaptistCare), [Mercy Health](#), [Care Connect](#), [Guide Dogs Australia](#), [Fostering Connections](#), [Jesuit Social Services](#), and [Anglicare Victoria](#).

Working together, we will deliver on your key objectives through proven collaborative co-design processes, efficient and effective stakeholder engagement, and human-centered product development. We are proven in our process and agnostic in our technology requirements—we'll work with you to identify the solution that aligns with your ongoing ambitions.

We will mitigate your risk. We have a proven track record delivering highly acclaimed projects of comparable scale and sophistication.

We will give you flexibility. While drawing on our proven processes, experience, and approach, we can provide you with multiple delivery pathways. This ensures Jewish Care Victoria is empowered to approach the project in the way that best suits your needs. Each pathway has a different risk profile.

We would relish the opportunity to discuss these pathways with you further.

WHAT WE CAN DELIVER

Three pathways, all to exceptional outcomes.

PATHWAY 1

What you want.

Our most comprehensive, fully-supported solution: a sustainable and ongoing customer experience transformation.

Investment
\$420k

PATHWAY 2

What you need.

A thorough brand and website uplift, enabling a fast, strategic, and commercially impactful market launch.

Investment
\$200k

PATHWAY 3

What you asked for.

Delivery of a best-in-class website.

Investment
\$120k

WHAT WE CAN DELIVER

Pathway 1: What you want.

Our most comprehensive, fully supported solution, delivering a sustainable and ongoing customer experience transformation.

Rebrand projects can be costly, time-intensive, and take years to realise commercial benefit—not here. This approach is designed to completely mitigate those risks and deliver a rapid, premium uplift to your entire digital customer experience. A fully-dedicated, co-located August team will take complete accountability for creating the new Jewish Care Victoria brand and website, and deliver sustainable frameworks for the ongoing implementation of exceptional marketing and customer engagement. If you want it done at exceptional quality, exceptionally quickly, and with all the effort and risk taken off your plate, this is the pathway.

Investment: \$420k / Timeline: 8–12 weeks

Full-time, dedicated & co-located team.

- Your own multidisciplinary, award-winning team of brand strategy, design, content, development, and performance marketing specialists.
- Working with you, from your office, exclusively, for the duration of the project.
- Unparalleled speed of alignment, faster decision-making, richer organisational understanding, and smoother delivery overall.

Brand.

- Full brand development and implementation, with practical guardrails and to support capability long-term.
- Full brand creative, including tagline, brand narrative, positioning strategy, flexible and distinctive graphical assets, typography, colour, photographic styles, and digital applications.
- Branded Microsoft templates, Canva template, and redesigned marketing brochures.
- Proprietary August brand platforms including an interactive digital brand manual and OnBrand, our AI-powered brand-checker, transforming brand governance into an active, living capability.

Website.

- Full website development, built in accordance with August's award-winning delivery standards.
- Best-in-class approaches to accessibility, performance, security, SEO implementation, design, responsive development, and system integrations.

- Accessibility testing with a third-party specialist vendor, like Intopia.
- Creative concepting, wireframing, user-experience design, and interface design.
- Information architecture, content architecture, and copywriting.
- Tracking implementation and reporting dashboards.
- Search engine optimisation and risk-mitigation, to retain organic search equity and domain authority.
- 12-month warranty.

Ongoing security & performance assurance.

- Full security and performance package.
- High levels of platform availability and site performance.
- System security and maintenance.
- Performance monitoring.
- Accessibility and compliance monitoring.

These deliverables would come through a complimentary 'Yes Service': you can read more at page 35.

Beyond launch.

- On-demand support beyond launch.
- An August 'Managed Service' (valued at \$20k), providing on demand access to our full team for any marketing or operational needs post launch.

WHAT WE CAN DELIVER

Pathway 2: What you need.

A thorough, high-quality brand and website uplift, enabling a fast, strategic, and commercially impactful market launch.

This pathway involves a dedicated August team delivering an exceptional Jewish Care Victoria brand and website concurrently, to unlock a strategically aligned, rapid, and impactful uplift. This will empower you to go to market quickly, purposefully, and with genuine commercial benefit. This pathway offers the structure, oversight, and expertise to move with confidence, while ensuring strategy, design, content, platforms, and customer experience evolve together.

The result is a contemporary brand that connects and compels people to engage with Jewish Care Victoria, and a best-in-class website that delivers the support and customer experience that converts.

Investment: \$200k / Timeline: 10–14 weeks

Brand.

- Full brand development and implementation, with practical guardrails and to support capability long-term.
- Full brand creative, including tagline, brand narrative, positioning strategy, flexible and distinctive graphical assets, typography, colour, photographic styles, and digital applications.
- Branded Microsoft templates, Canva template, and redesigned marketing brochures.
- Access to August's proprietary AI brand-checker, OnBrand, which ensures Jewish Care Victoria teams create assets that are aligned and consistent with the new brand.

Website.

- Full website development, built in accordance with August's award-winning delivery standards.
- Best-in-class approaches to accessibility, performance, security, SEO implementation, design, responsive development, system integrations, and all of Jewish Care Victoria's key requirements.
- Creative conceiving, wireframing, user-experience design, and interface design.
- Information architecture, content architecture, and copywriting.
- Tracking implementation and reporting dashboards.
- Search engine optimisation and migration risk-mitigation, ensuring we retain organic search equity and domain authority.
- 6-month warranty.

WHAT WE CAN DELIVER

Pathway 3: What you asked for.

Delivery of a best-in-class website. This pathway involves August taking ownership of the delivery of the new Jewish Care Victoria website.

The work will be delivered in line with our proven, award-winning discovery, delivery methodology, and stakeholder engagement processes. The result is a world-class website and digital customer experience—built on robust foundations of insight, evidence, and strategy—with the architecture and scalability to grow with Jewish Care Victoria’s ambition.

The site will compellingly convey Jewish Care Victoria’s value propositions, connect with customers, and support the ongoing brand evolution at play.

Investment: \$120k / Timeline: 10-12 weeks

Website

- Full website development, built in accordance with August’s award-winning delivery standards.
- Best-in-class approaches to accessibility, performance, security, SEO implementation, design, responsive development, system integrations, and all of Jewish Care Victoria’s key requirements.
- Creative concepting, wireframing, user-experience design, and interface design.
- Information architecture, content architecture, and copywriting.
- Tracking implementation and reporting dashboards.
- Search engine optimisation and migration risk-mitigation, ensuring we retain organic search equity and domain authority.
- 3-month warranty.

WHAT WE CAN DELIVER / OPTIONAL

Amplifying impact beyond the website.

Regardless of the pathway you choose, we've included these optional enhancements and considerations to bring the new Jewish Care Victoria brand and customer experience to life.

Drawing on our broader skillset, these optional additions are designed to strengthen your internal capability long-term, improve marketing's impact and efficacy, and deliver value beyond the initial brief. We'd love to discuss each of these in detail and provide examples of our capability.

Optional extras.

- Photography, Executive and Leadership Team photos
- Photography, cultural and environmental shots
- Merchandise and/or uniform design
- Physical location signage design
- Document pack - 20 x artefact updates
- InDesign branding program
- Social media templates
- Canva templates - 10 x artefacts
- Fleet and livery design
- Brand launch campaign - search marketing, display, social media
- Tradeshow exhibition presence design
- Internal launch tool kit

COMPANY INFORMATION

August is an award-winning marketing & creative technology consultancy.

We've spent the past 20 years delivering sophisticated work with some of Australia's most trusted and celebrated organisations, spanning healthcare, social services, aged care, government, non-profit, and many more.

We are a member of the Society of Digital Agencies (SoDA), an exclusive invite-only network for the world's best marketing leaders, creative visionaries, and technology innovators. We're also a proud B-Corp, certified to meet the highest standards of social and environmental performance, transparency, and accountability.



COMPANY INFORMATION

We're different by design.

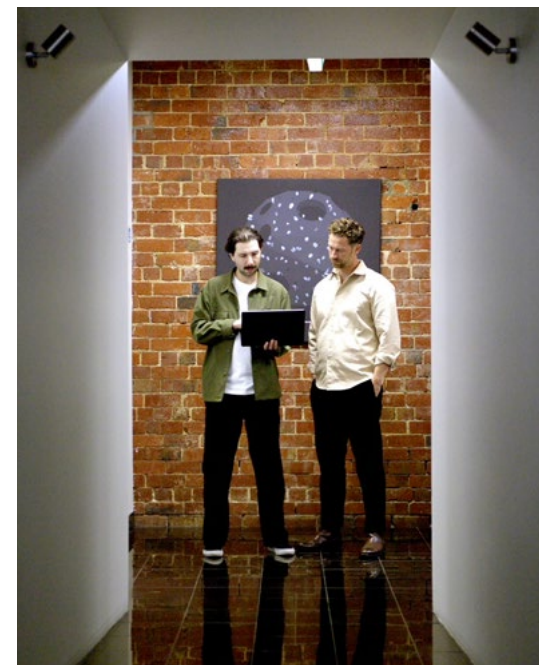
We know it's difficult to find much information about us. That's intentional, for two reasons. The first is that we think differently about marketing, and everything that feeds into it. We build award-winning, high-performance platforms and products. We run effective campaigns. But our greatest success comes from partnering with organisations to elevate every aspect of their marketing function and create tangible, long-term business value: from planning, tooling, and processes to strategy and culture.

The second is that we're relentlessly focused on delivering exceptional results and compounding value with our existing client partners. We don't spend our effort marketing to everyone, because, in reality, we don't work with just *anyone*.

Our success is based on true collaboration with teams that match our ambition and enthusiasm for genuinely impactful work; it's also part of the reason our average client relationship is over six years. When we click with an organisation, we *really* click. Just ask any of them...

We currently work alongside organisations like [Animals Australia](#), [Animals International](#), [A&L Windows](#), [Baptcare](#), [Corinthian Doors](#), [Guide Dogs](#), [Jesuit Social Services](#), [REA Group](#), [St Vincent de Paul Society](#), and more. Typically, we connect with organisations through a substantial website or platform redevelopment project, before continuing to support, guide, and enhance the ongoing performance of the marketing team long term.

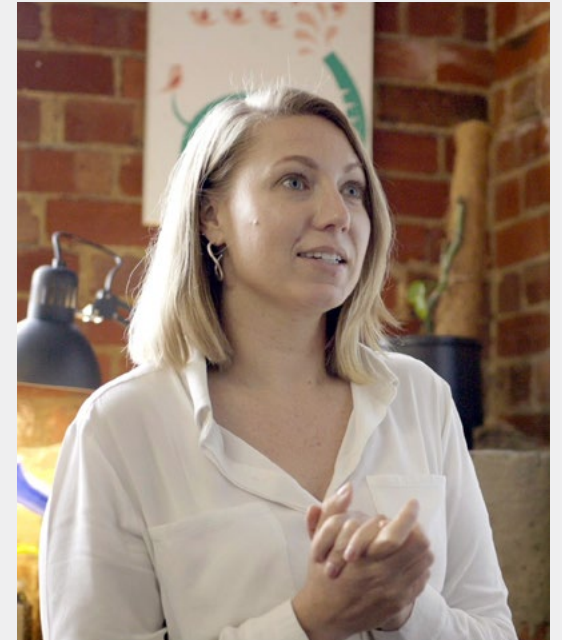
We're confident we can add serious, significant value for Jewish Care Victoria, and we'd love to chat more about what our working partnership might look like for this project and beyond. In terms of Australian-based support capabilities, all August staff are located locally in Richmond, Melbourne, Australia. We do not use subcontractors or outsource any aspect of our process, design, or development.



COMPANY INFORMATION

Expertise, insight, & velocity, for genuine impact.

Our approach combines best-practice and extensive capability in every aspect of a project's lifecycle: from rigorous discovery and generation of key insights to seamless go-live and ongoing support. The following section provides an overview of our methodologies for discovery, UX and accessibility, content migration, technical approach, project governance and communication, and risk mitigation.



COMPANY INFORMATION

Discovery approach.

With extensive experience delivering complex digital projects, we draw on diverse research, analysis, and stakeholder engagement techniques. In our experience, every organisation is different, with different questions, contexts, and ambiguities to navigate.

Our discovery approach is designed to flex and accommodate those variations in context. We would partner with you collaboratively to determine the most valuable and necessary program of discovery work, including any, or all, of the following activities:

Branding audit and analysis

A review of Jewish Care Victoria's current brand, market positioning, visual identity, messaging, and customer perceptions to identify strengths, gaps, and key opportunities for improvement.

Business model canvas

A collaborative exercise that maps key organisational drivers, audiences, value propositions, and operational considerations to align project decisions with strategic objectives.

Content audit

A structured assessment of existing content (both qualitative and quantitative), to evaluate quality, relevance, performance, ownership, and migration requirements.

Design sprints

Facilitated workshops that rapidly explore, prototype, and test ideas to validate concepts and accelerate team decision-making.

Journey mapping

Visual representation of user interactions, needs, emotions, and pain points across key touchpoints to identify opportunities for improvement.

Jobs-to-be done

A research framework that focuses on the underlying tasks, motivations, and outcomes people seek when engaging with products, services, or information. It ensures we deliver in close alignment with the reality of customers' varying needs.

Persona development

The creation of evidence-based audience profiles that help teams understand user needs, behaviours, motivations, and challenges.

Site visits

On-site observation and engagement activities that provide first-hand insight into operational environments, customer experience, and service delivery.

Team and customer interviews

Structured interviews with internal stakeholders and end-service-users to uncover insights, priorities, challenges, and opportunities from multiple perspectives.

Technical audit

An assessment of the existing digital ecosystem, infrastructure, integrations, security, performance, and technical constraints that may influence project outcomes.

Tech exploration

An investigation of platforms, tools, integrations, and emerging technologies to identify solutions that best support organisational requirements and future growth.

Visual brand workshop

A collaborative brand workshop designed to explore visual preferences, brand attributes, value propositions, and creative directions that will inform the future Jewish Care Victoria brand expression.

COMPANY INFORMATION

Leading approaches to connection, alignment, & engagement.

We pride ourselves on transparency, collaboration, and making sophisticated things feel simple, engaging, and inspiring. These principles are key to our stakeholder engagement processes, which deliver absolute clarity, minimise risk, and set strong foundations for project success.



COMPANY INFORMATION

Stakeholder consultation & workshops.

While some aspects of our discovery approach are flexible, there are two workshops we always include as part of any website redevelopment project. They are designed to efficiently onboard stakeholders, set strong foundations for success, and ensure close alignment between our teams. Each workshop is based on proven pedagogical and psychological techniques for learning and knowledge retention.

The workshops are:

1. **Context Sheet Workshop:** this is a structured conversation, facilitated by August, where we collaboratively discuss the context of the project. (You can find more information on Page 17).
2. **Roadmap Walkthrough:** this involves August presenting a granular product scope in a highly accessible format (which does not rely on technical capability or experience in building or delivering website projects), where Jewish Care Victoria can collaboratively contribute to the scope—augmenting features, functions, and deliverables to suit your appetite and ambition for the work. (You can find more information on Page 18).



COMPANY INFORMATION

Building the brief together.

A Context Sheet workshop is one of the key pillars of our stakeholder engagement approach. It ensures alignment between our team and yours, encouraging transparent collaboration and providing you with the opportunity to contribute to an efficiently-built 360-degree perspective of the work. You'll get:

A unified understanding of the project.

We build a shared view of goals, challenges, constraints, and success measures. Everyone leaves with the same mental model of what's being done, why, and what will make for an exceptional result.

Clarity that eliminates risk.

The workshop surfaces any competing priorities, conflicting language, assumptions and unknowns—then resolves them early. This removes any potential for issues or costly rework down the line.

An aligned team where every voice is heard.

Proven pedagogical and psychological techniques ensure we're all on the same page, every perspective is considered, and contributions come from all stakeholders. This improves quality and team cohesion.

Faster delivery, fewer surprises.

When everyone understands the same objectives, expectations, and definitions, the project moves faster, with fewer revisions and more confidence from all involved.

A clear foundation to plan the work.

When everyone understands the same objectives, expectations, and definitions, the project moves faster, with fewer revisions and more confidence from all involved.



COMPANY INFORMATION

A detailed plan to de-risk delivery with exceptional results.

A Roadmap Walkthrough gives you a clear and fully validated strategic plan of exactly what will be delivered, why it matters, and how it will come to life. Through a structured, collaborative workshop, run ideally one week after Context Sheets, you'll get:

Total, granular clarity on the full project scope.

Every feature, function, deliverable, use case, dependency, and task is laid out in a visual, intuitive system that's easy to understand. Nothing is vague. Nothing is assumed. You know the work at a granular level before it begins.

True confidence that the project is set up for success.

Seeing an entire Roadmap laid out physically—and understanding every aspect of the work—gives you certainty that we deeply understand your mission, will deliver in line with it, and ensures we're aligned on what 'good' looks like.

A co-designed plan that you help shape.

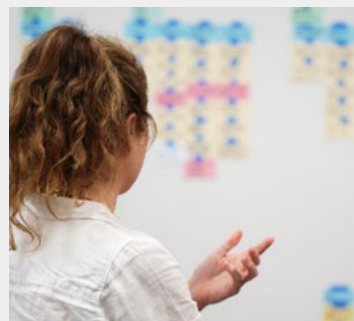
You're empowered to help shape how things come to fruition, adding ideas, asking questions, shaping functionality, and establishing priority.

Faster, smoother, and more efficient delivery.

With every detail validated and agreed up front, the delivery phase can accelerate rapidly. You'll know exactly what's expected from you and when, and we eliminate the delays that can come from unclear scope or shifting expectations.

Visibility of future possibilities, not just the immediate scope.

We also efficiently explore ideas that could inform scope, or alternatively inform a runway of future work to support your ambition. You'll leave with a long-term view of ideas to support the growth and aspiration of Jewish Care Victoria.



PROVEN EXPERIENCE

We have the experience & expertise to deliver on your requirements.

We have a proven record of producing highly effective and impactful, award-winning, and sophisticated websites with the exact capabilities you're after.



PROVEN EXPERIENCE

A trusted partner. A specialist practitioner.

August has extensive experience in delivering complex brand, website, and digital transformation projects for healthcare, aged care, disability supports, community services, and purpose-led organisations.

This includes substantial experience collaborating on major brand redesign and website redevelopment projects with organisations such as: [Baptcare](#) (now BaptistCare), [Anglicare](#), [Mercy Health](#), [Jesuit Social Services](#), [Guide Dogs](#), [St Vincent de Paul Society](#), [Australian Healthcare Associates](#), [The Alzheimer Society of Canada](#), and many more. You can find more detail on some of these projects in this document, from page 38.

While every organisation we partner with is unique—with their own contexts, challenges, and opportunities—there are clear parallels to draw with the key objectives outlined by Jewish Care Victoria.

August brings relevant experience in:

- Supporting diverse audience groups to achieve their goals.
- Simplifying access to—and understanding of—complex or sophisticated services.
- Achieving the highest standards of accessibility, performance, and security.
- Architecting content to ensure it is clear for prospective customers, supports multiple key audience journeys and objectives, and is scalable, effective, and easy to maintain.
- Creating award-winning digital products and experiences that reduce barriers to customer engagement, and deliver tangible, substantial, and compounding commercial uplift.

Across these projects, we have helped organisations modernise their customer experience and broader marketing capability. We can support Jewish Care Victoria to do the exact same, through user-centred design, scalable content strategy and information architecture, accessible design practice, considered CMS and platform selection and custom configuration, and integration with critical operating systems.

PROVEN EXPERIENCE

All the expertise at your disposal, at every step of design and delivery.

A tightly knit multidisciplinary team is critical to the success of an effective website project, particularly given the sophistication and ambition required to match Jewish Care Victoria's objectives.

When you partner with August, that's exactly what you'll have. In our team, design, development, content strategy, UX, and SEO specialists operate in constant consultation as an extension of your team. This ensures highly impactful work and eliminates the risks that occur when disciplines are siloed or isolated. With every specialist involved at every key juncture, you avoid the risk of designs being difficult to build, content being disconnected from search best-practice, or scrambling to implement SEO or accessibility considerations retrospectively.



PROVEN EXPERIENCE



Daniel Banik

Director

As a founder of August, Daniel brings over 20 years of strategic leadership experience, with expertise in business strategy, psychology, experience design, pricing, and organisational development. Whether consulting, coaching, or collaborating, Daniel is most driven to see others win.

Daniel's approach has delivered long-term, compounding success with Guide Dogs, A&L Windows, Corinthian Doors, Mercy Health, Bapcare, Vinnies, Corinthian Doors, and more.



Emma Sellwood

Team Lead

Emma is a strategic leader who partners with organisations to solve complex challenges, align teams, and create meaningful, measurable impact. With experience spanning corporate affairs, marketing, communications, ESG, and business operations, she brings a commercial mindset together with a deep understanding of people, purpose, and growth.

Known for building trusted relationships and bringing clarity to complexity, Emma works alongside clients to shape strategy, lead transformation, and deliver practical outcomes that create lasting value.



Matt Agar

Technical Director

Matt is a senior technical leader who architected much of August's engineering approach, combining strategic perspective with hands-on problem solving. A founding member of August, his strength lies in designing scalable, progressive systems that balance robust technical integrity with exceptional user experience.

Pragmatic, composed, and deeply trusted by teams and stakeholders alike, Matt ensures every solution is built to last and perform at the highest level.

PROVEN EXPERIENCE



Zoë Tarling

Senior Designer

Zoë brings more than 15 years' experience across research, design, strategy and product, connecting user insight with big-picture thinking. She excels at bridging disciplines to create intuitive, human-centred digital experiences that consider both immediate needs and broader societal impact.

Zoë has led major design initiatives at Atticus, The Conversation, and The Wilderness Society, across a wide range of brand and technology projects.



Elliott Grigg

Senior Content Strategist

Elliott is a seasoned content strategist who has spent over 15 years turning complex ideas into clear, compelling narratives that move people to act. With deep experience across UX writing, information architecture, and research, he brings a rare blend of creativity and analytical thinking to every project.

Thoughtful, collaborative, and with extensive experience in all types of content—from TV ads and videogames to websites and change-management comms—Elliott ensures every word, message, and story is crafted with intent and impact.



Tim Copland

Senior Interaction Engineer

Timocles Copland is an accomplished Front-End Developer. Specialising in semantic HTML, modern CSS, and accessible JavaScript, he translates complex system requirements into intuitive, high-performance web applications.

His technical agility allows him to bridge the gap between backend structures and user-centric interfaces. Timocles thrives in collaborative, agile environments, consistently delivering robust, accessible, and highly scalable digital solutions.

PROVEN EXPERIENCE



Mike McCusker

Senior Strategist + Analyst

With a penchant for finding the truth in numbers, Mike's work at August is imperative in proving efficacy. Mike helps establish and set measurable KPIs and benchmarks for clients in short-, medium-, and long-term settings. He also works with clients to determine measurement strategies and tactics that can be implemented with the team at the start of a project or service to ensure future progress is evidence-led. Mike works closely with a range of clients at August to help drive growth, optimisation, and provide valuable insights that reflect customer behaviour.



Vinh Vu

Developer Operations Engineer

Vinh connects systems and treats infrastructure holistically rather than as a set of parts. Operating across DevOps, site reliability, and IT administration, he keeps August's hosting infrastructure secure and reliable. Methodical, resourceful, and pragmatic, he ensures the foundations are sound, so that everything built on top performs exceptionally well. Previously a physiotherapist, Vinh's craft lies in the surprisingly large overlap between optimising performance in a person and in a webserver.



Sarah El-Atm

General Manager

With a background in law, marketing, and people, Sarah started her career in the arts before moving into marketing, technology, and legal tech. Sarah has a particular interest in understanding how people with different educational backgrounds and skills work together to create high-performing multidisciplinary teams. Her work at August involves a mix of high-performance coaching and leadership. Sarah regularly speaks on digital and technology topics on ABC Radio National. She is a guest lecturer at Swinburne University and has given a range of conference presentations at events, including Mumbrella 360, ALTACon, the Centre for Legal Innovation Summit, LETRA Legal Training, and a range of digital and marketing events.

PROVEN EXPERIENCE

Governance, communication & risk management.

August proudly emphasises exceptional craft and compelling, forward-thinking ideas.

We also place an equal priority on the work around ‘the work’, because it’s equally crucial in delivering successful outcomes.

We know you likely have multiple, passionate stakeholders. We know they will want to be heard, involved, and contribute at different junctures in the project. We know this work will be highly visible within the organisation. We know, because we’ve been entrusted to deliver work of equivalent scale, complexity, and importance many times before. We’ve honed robust and proven strategies for project governance, communication, and risk mitigation, to ensure you have complete confidence at every stage of our collaboration.

Some of the processes include:

- Strong stakeholder engagement and onboarding processes throughout discovery, including a Context Sheet Workshop and Roadmap Walkthrough (you can find more detail on [page 17](#)).
- Ongoing, direct contact to the team who is delivering the work via our daily communication platform, Slack. If you have a question about content, ask the content strategist. Same goes for design, development, search and analytics, or any other aspect of the work. No filter or conduit—expert insight on demand, as needed.
- Weekly sync conversations to discuss priorities, work in progress, and general project updates. We prepare and circulate written agendas or video walkthroughs of important concepts beforehand, to ensure we can have detailed conversations in each session. We also circulate summarising notes, and maintain defensible records of decisions for stakeholders who join at different junctures.
- Proprietary project management software we have developed and can provide your team access to, called [Workn](#). At any time, you can log in to view real-time project progress on the state of all the deliverables that constitute the entirety of the project, giving you a comprehensive status update and total transparent clarity whenever you need it.
- Before we commence delivery, and after we share the granular approach we’ll take to building the website (via the Roadmap Walkthrough), we provide a detailed map of all key dates and milestones. This ensures you have visibility for critical activities and ensures you can make the necessary arrangements well in advance. For example, ringfencing time for stakeholders to review content; presentation of key design templates; test-site handover for pre-launch review; and more.

PROVEN EXPERIENCE

UX & accessibility.

Accessibility is a core proposition in absolutely everything we do, and factored throughout every facet of how we work, think, and build.

By designing with diverse needs in mind and being extensively familiar with the Web Content Accessibility Guidelines (WCAG) and accessibility best-practice, we've created multiple award-winning platforms and experiences that are intuitive, equitable, and usable for everyone.

This includes building the world's first social media platform for people living with low vision and blindness, [CatchUp](#). This platform was built as part of our 10+ year partnership with Guide Dogs, delivering multiple projects and initiatives that lead the way in world class standards for accessibility practice.

At a high level, some of these processes and techniques can include:

- Facilitated user testing with people with different preferences, needs, and abilities.
- Comprehensive testing with accessibility tools, like [Lighthouse](#), [WAVE](#), and [Axe](#).
- Building for people who navigate the web using keyboards.
- Designing with sufficient colour contrast and legibility.
- Using ARIA attributes in development: Accessible Rich Internet Application (ARIA) attributes give screen readers more context about the purpose and functional state of menus, tabs, and other navigational elements. These are critical for screen readers, like [JAWS](#) and [NVDA](#).
- Conducting collaborative accessibility testing with a third-party specialist vendor, like Intopia.

We've also published about our thinking and technical capability with accessibility:

- 7 design tips to get you started with web accessibility
- What Stevie Wonder can teach the world about accessible design
- How a lack of accessibility is costing you fundraising dollars (and what to do about it)

Articles are available at jewishcare.august.com.au
(password: jewishcare2026)

PROVEN EXPERIENCE

Content migration.

Information Architecture (IA) is a crucial aspect of any successful digital product. We have proven experience in taking extensive, sophisticated content requirements and orchestrating them in a simple, self-evident, and clear way for a wide variety of user groups.

This includes redevelopment projects with thousands of legacy content pieces, 35+ person content teams, complex Information Architecture requirements, retention of SEO and domain equity, and establishing robust content governance and management processes.

At a high level, our process consists of:

1. Conducting qualitative and quantitative analysis to determine what content is valuable and should be retained, combined, modified, or can be archived. This includes consideration of established SEO value.
2. Determine an effective content architecture. Some of the principles we adopt throughout this process include:

- 2.1 **Thinking 'outside in'**, to align with the needs and preferences of our customers. In other words, thinking about content—including labelling and grouping of content—in the way it might make sense to someone experiencing your organisation for the very first time. Not the way it is structured or considered within the organisation.
- 2.2 **Embracing a 'no wrong door approach'**. In many cases, there's a requirement for more than one pathway to the same piece of content. We have extensive experience in building sophisticated content architectures that allow people to discover content in whichever way is meaningful and logical to them. Or, going through any 'door' you choose and still arriving at a meaningful destination
- 2.3 **Testing the proposed architecture**. A user-testing technique called 'tree testing' can evaluate how easy it is for people to find different content pieces in your IA. This can provide insight into; how clear and compelling different labels are for different sections of content; whether content is where people expect to find it; how effective one IA is in comparison to another.
3. Implement the content architecture and manage any redirect mapping as necessary. Redirect mapping ensures anyone using an old website link is automatically taken to the most relevant page on the new site, preserving user experience and search visibility.

PROVEN EXPERIENCE

Content migration.

Beyond the development of an Information Architecture and migration plan, we have robust processes for content strategy and copywriting. The approach entails:

Developing proto content to enhance on-page experience.

We will devise optimum content hierarchies for key pages throughout the site, including the development of 'proto content'—early stage material in line with the new brand tone-of-voice. This ensures you get a sense of how written on-page material will sound and feel, and also unblocks wireframing and prototyping.

Configuration of a pre-CMS platform.

Using a platform such as GatherContent, we can replicate the fields and layout of pages to provide highly specified page structures for the Jewish Care Victoria team to contribute to. This ensures the content production, collation, and editing processes can occur in sync with the delivery of the CMS and website design. Alternatively, we can take on every aspect of copywriting and content curation. The choice is yours.

Conducting reviews and approvals within the pre-CMS platform.

Regardless of your approvals workflow or requirements, we can manage this process efficiently and effectively. We have facilitated highly sophisticated content review processes with thousands of stakeholders moving through hundreds of approval gates while reviewing content.

Automated migration from the pre-CMS platform into the newly developed website.

Once approved and ready to go, the content is seamlessly moved from the pre-CMS platform to the new Jewish Care Victoria website through an automated process.

PROVEN EXPERIENCE

Technical approach.

We meet modern best practice in development, testing and quality assurance. This includes:

Accountable development.

Every site undergoes rigorous testing at every stage. We standardise development, staging and production environments to catch issues early, and we conduct functional, browser, accessibility and performance testing before any release.

Accessibility compliance.

Accessibility is core to our collaborations with all clients. We are experienced with features like screen reader compatibility, keyboard navigation, colour contrast, content structure, and myriad other approaches to align with the Web Content Accessibility Guidelines (WCAG).

Agile delivery practice.

Frequent check-ins and progress updates give you visibility, reduce risk and ambiguity, and ensure a smooth, iterative delivery with no surprises or “big reveal” moments.

Continuous deployment.

We maintain fully automated deployment pipelines across development, User Acceptance Testing (UAT) and production. All deployments are logged and attributed, with full code-level transparency and traceability for audit and review.

CRM development and integration.

We have extensive experience with CRM integration for a range of organisations, facilitating lead generation and sophisticated onboarding for healthcare and social services providers. This includes Salesforce, SharePoint, HubSpot, Stripe, and custom and proprietary CRM platforms. We are also building a bespoke CRM in the non-profit sector, supporting ongoing membership and supporter engagement.

Open-source technology.

Our solutions draw on more than 20 years of open-source expertise across PHP, Node, Python, Craft CMS, WordPress, Symfony, Laravel, React component libraries, and modern AI integrations. This ensures flexibility, longevity, and long-term maintainability.

Security.

Security is core to what we do. We implement a robust suite of best-practice security initiatives as part of our normal approach, including SSL encryption, site backups, and compliance with legal requirements around personally identifiable information (PII) and GDPR where relevant.

Site reliability and performance.

We build for speed and stability from day one. Your new site will load quickly, perform reliably, and support a streamlined experience for both site visitors and administrators.

PROVEN EXPERIENCE

A note on CMS selection and recommendations.

While other vendors might happily push something they have a vested interest in selling, we prefer to advocate for the right solution for Jewish Care Victoria based on your unique needs.

We are proficient with many tools and we advocate for choosing the right one for the job, not simply the product we have a license or existing affiliation with. An experienced partner will collaborate to establish a thorough understanding of Jewish Care Victoria's context, objectives, and long-term strategic ambitions. Then, select the optimum technology solution based on those current and prospective requirements. This is the best way to build for longevity and protect against repeating the same procurement process in the future.

We note your requirements, preferences, and objectives in selecting a CMS, and that it must:

- Be actively supported and maintained
- Be user-friendly for non-technical staff
- Support flexible content structures
- Provide strong security and permissions management
- Support accessibility requirements
- Enable SEO best practice
- Support integrations and scalability
- Minimise operational complexity

While we acknowledge these high level requirements, we have not yet identified a CMS recommendation. There is risk associated with recommending a product without first validating how it will be used, what will make it effective, and other strategic organisational considerations, both short and long-term. These should be discussed in collaboration with Jewish Care Victoria's key stakeholders.

To provide context and reassurance around our capability, here are some of the criteria and considerations we would assess throughout the process. We would relish the opportunity to discuss these with you in further detail.

A willingness to propose a product without fully understanding Jewish Care Victoria's operational realities should provoke caution. Some vendors push for certain products simply because they've purchased expensive licenses and hope to recoup costs; when you invest in an expensive hammer, everything looks like a nail.

—

PROVEN EXPERIENCE

We have the experience and expertise to deliver on these requirements.

At this early stage, and based on the previously mentioned requirements, various options strike as potentially suitable systems for this work. August is experienced in delivering projects with a range of content management systems.

Wordpress.

We have delivered award-winning websites with enterprise-level clients, implementing WordPress to meet stringent requirements for security, performance, scalability, and accessibility.

Craft.

We have delivered high-quality and highly accessible work with Craft CMS, including the website for Australia's leading Disability News Source,

[Powerd Media.](#)

Drupal.

Drupal capability is a common requirement for vendors working with Australian state and federal government departments. We know this from experience, having delivered sites per this prerequisite.

Headless CMS.

Both of these options could also provide a suitable backend for a headless solution for the CMS, where the presentation layer is decoupled from the backend of the CMS. This approach becomes particularly compelling when front-end performance is critically important, or to align with the requirement for multiple future Jewish Care Victoria channels to be managed from a single backend. For example, with the development of Jewish Care Victoria client mobile apps.

PROVEN EXPERIENCE

Things to keep in mind when selecting a CMS.

Reputation, market share and security stance.

For many reasons, selecting a CMS with a large, established market share is important. A broader developer support base reduces Jewish Care Victoria's risk of lock-in. Concurrently, this provides a greater range of options when considering new functionality thanks to established ecosystems of plug-ins and features. From an administrator perspective, greater market share and platform ubiquity—particularly a factor with systems like WordPress, Craft CMS, and Drupal—mean new staff are more likely to be familiar with open-source admin interfaces.

This ensures that Jewish Care Victoria maintains a high rate of productivity and continuity in the event of staff turnover, while equally minimising time spent onboarding new team members. The frequency of security assessment and associated patch releases ensure a robust, secure site.

Suitability for accessible interfaces and alignment with Web Content Accessibility Guidelines (WCAG).

Inclusive design is crucial, especially for an aged care and disability service provider. A high proportion of older Australians will use the Jewish Care Victoria site. People with different preferences and abilities will use the site, often with assistive technologies like screen readers. August has comprehensive and proven experience in building highly accessible experiences, with clients like Guide Dogs leading the way as a global benchmark for accessible design.

Ease of use for marketing teams and administrators, with appropriate tiers of workflows and permissions.

In selecting and implementing content management systems, we make no assumptions about the technical proficiency of marketing or administrative teams. The right system should simplify site administration for every team and stakeholder without relying on development resources. You must act quickly and spin up new landing pages or digital campaign assets to capitalise on evolving opportunities in a competitive aged and community care sector. At the same time, you need control and appropriate system governance. You cannot afford to be hampered by clunky technology, cumbersome interfaces, or confusing approval processes.

Requirements for integration with other systems.

August has extensive experience with a range of system integrations. Project examples include:

- Salesforce integration with Guide Dogs.
- SharePoint integration with Mercy Health.
- Custom CRM integration with Animals Australia.
- HubSpot integration with Care Connect.
- Stripe integration with Guide Dogs and Animals Australia.

PROVEN EXPERIENCE

Things to keep in mind when selecting a CMS (continued).

Integration requirements (continued).

Regardless of Jewish Care Victoria's platform requirements—noting the potential for existing platforms such as Raiser's Edge, Mailchimp, Klaviyo, Google Analytics, and Meta advertising tools—we are confident in delivering a robust, secure integration that provides a compelling experience for the end-user while making the most of supporting systems. Any number of forms or third-party platforms can be integrated to ensure leads are delivered to the right place, maximising conversions while minimising the risks associated with handling confidential or personally identifiable information (PII) from customers. This ensures compliance with security best practices.

Additionally, several simpler integrations—for example, email signup via Mailchimp, Google Analytics tracking, and more—can and will be considered throughout planning and delivery to ensure Jewish Care Victoria maximise the impact of all available platforms in your technology ecosystem.

Performance and scalability.

Performance can be difficult to retrofit. Rather than selecting a solution based on its performance attributes, achieving high-calibre performance depends more on the developer during the build to ensure best practices are followed and considered from the outset. Regardless of the chosen CMS, performance is at the forefront of all August builds and is core to every project from the start. Additionally, August focuses on building web applications that use the twelve-factor app methodology to build scalable software to meet evolving performance needs.

At a high level, through the use of a Content Delivery Network, scalable load-balanced application instances, and optimised code caching, we can provide a fast, performant end-user experience with a suitable CMS that will deliver value far beyond your requirements.

Using an open-source CMS.

This prevents you from being locked into expensive annual licensing or tied to a sole fixed vendor.

Security for donations.

Proven, robust integration capability to provide secure donation and lead capture facilities into the site.

Prioritising performance to maintain search marketing visibility.

Page speed is a confirmed ranking factor for Google's search results. Our experience working in the aged care sector shows that search marketing visibility is crucial in lead generation. It is vital that Jewish Care Victoria is present and visible at the point of consideration for prospective customers—for example, when a person's older parent has a fall at home, and they are thrust into navigating the unknown world of aged care services—to establish a healthy pipeline of leads to nurture towards conversion.

PROVEN EXPERIENCE

SEO and performance requirements.

Our approach to SEO accounts for all the core aspects of search performance, including **indexability, accessibility, on-page factors, content, localisation, link architecture, site speed, and user experience.**

We have considerable experience in website redevelopment projects where we have not only maintained existing search performance, but also set the foundations for long-term growth on the SEO front.

Technical SEO capabilities.

We set ourselves apart from many SEO specialists through a comprehensive, multidisciplinary skillset. Not only do we have the expertise to take on pure-play technical SEO components, we have the capability and structure to combine this with content production, web development, performance marketing, and data analytics. This ensures that SEO is not treated as an isolated tactical category, but as an integrated part of overall marketing strategy.

Performance optimisation methodology.

Effective performance optimisation must start with a deep understanding of the customer and their journey. We work with clients to develop frameworks that represent the audience journey, then build measurement and optimisation capacity around this. This enables the creation of benchmarks, the identification of performance “bottlenecks”, and the controlled, evidence-based implementation of improvements.

We bring experience in the nuances of attribution, and that of audience journeys that span multiple touchpoints and long timeframes (as in aged care). The importance and performance of every channel is not to be equated purely to the number of last-click conversions it appears to generate; we work hard to provide a credible and detailed picture of attribution.

Ongoing SEO support capabilities.

Impactful SEO requires a long-term view of performance. To reflect this approach, we have provided multi-year SEO services and support to many of our clients. This means maintaining the basics of SEO best practice (i.e. through processes of regular auditing and remediation), while undertaking the expansion of content and features that grow a site’s search profile beyond its current bounds.

We passionately believe that this ongoing support should focus on marketing goals and priorities, rather than channel-specific remits. In most cases, we deliver SEO in ways that are coordinated and integrated with other channels, such as digital advertising (i.e. PPC) and social media.

PROVEN EXPERIENCE

Ongoing maintenance & hosting model.

We're passionate about your goals and energised by the thought of supporting the ongoing, future success of Jewish Care Victoria.

Our optional Yes Service is a configurable bundle of essential services that protects the longterm reliability, speed, and security of your website beyond launch. Once the website is built and launched, a Yes Service safeguards the foundational maintenance work that often sits in the background — ensuring it never gets deprioritised while your team focuses on new initiatives, campaigns, and improvements.

Timeline: ongoing

Deliverables.

- Hosting
- SSL certificate renewals
- CMS updates
- On-demand security updates
- High availability failover
- Content distribution network

Additional options are outlined on the following page.

PROVEN EXPERIENCE

Ongoing maintenance & hosting. All the essentials to say ‘Yes’ to.

You can choose the combination of services that best suit your needs. All of these services and deliverables are included in pathway 1 (as articulated on page 7). These would be flexible, optional additions you can use to customise pathways 2 or 3.

Availability.

We keep your website up, running and ready—through traffic spikes, busy periods and unexpected outages.

Performance.

We maintain the speed and consistency required for an exceptional user experience, which directly supports engagement, trust and search visibility.

Security.

We proactively safeguard your data, intellectual property and users—reducing risk and ensuring essential protections are always in place.

Hosting & Stability.

- AWS hosting infrastructure
- SSL certificate management
- High-availability failover
- Content Delivery Network
- Autoscaling for sustained traffic increases
- Rate-limiting for short traffic spikes

Security & Protection.

- Regular CMS and plugin updates
- Critical vulnerability patching (within 5 business days)
- Client-side code updates for speed and safety

Ideation & Planning.

- Collaborative marketing planning workshops

Quality Assurance.

- Warranty on August-delivered work
- Proactive error monitoring

Support & Collaboration.

- Helpdesk support
- Sync meetings
- Planning and grooming

Audit & Reporting.

- Page-speed and code-quality audits
- SEO health checks
- Accessibility audits
- Performance reporting

PROVEN EXPERIENCE

Backup & disaster recovery.

We don't like disasters. No one does. So, we work incredibly hard to make sure we do everything we can to prevent them. Sometimes however, things can go wrong. If they do, we have a plan in place to help everyone stay calm and keep things moving.

We also have a robust critical incident and triage response process, which is enacted promptly based on a number of triggers we monitor for.

Our disaster recovery process is as follows:

- In the event of an incident, where Services are located on the AWS infrastructure, August contacts the AWS representative to raise a Highest Priority Support Ticket.
- AWS acknowledges the Support Ticket and advises August of its ability to resolve the issue on the existing hardware and/or service.
- AWS provide an expected resolution time within this update.
- In situations where August establishes (or AWS advises) that the site cannot be recovered on the existing hardware, August deploys a new environment to an alternative AWS region (preferencing alternate Australian regions such as Melbourne).
- Sites are then deployed to the new environment. A database snapshot is taken from backups and deployed to a new database server on an additional EC2 instance. These sites are tested and updated once complete.
- Where August controls the DNS record of a site, August then updates this record to point to the new IP address, if required. Where August does not control the DNS record, August contacts the client to inform them that the record must point to a new specific IP address.

RELEVANT CASE STUDIES

Delivering the work that matters.

August brings a strong and extensive track record of delivering accessible, person-centred digital products and experiences for organisations operating in complex service environments (including all of healthcare, aged care, disability support, community organisations, and not-for-profit sector experience).

As per Jewish Care Victoria's requirements, the following case studies highlight our proven ability to:

- Accommodate diverse audience needs and provide meaningful support to people looking for help while under stress or navigating challenging emotions.
- Take complex content requirements and develop content architectures that are easy to navigate and clearly support people to achieve their goals.
- Create websites and brands that improve access to services, while concurrently supporting organisational growth, engagement, and long-term impact.



Delivering a bold and modern brand refresh in a rapid timeframe, to better connect with diverse communities.

Overview.

Baptcare is a purpose-driven organisation offering vital support services to people of all cultures, beliefs, and circumstances. The team delivers world-leading care for more than 13,000 people in residential aged care, retirement living, in-home care, family and children services, affordable housing, support for people living with mental ill-health, and disability services. Working in close collaboration with BaptistCare, we revitalised their brand aesthetic—maintaining key pillars of their established identity while modernising its look and feel—and designed and built their full website, with comprehensive content development requirements and complex service architecture.

Please note; following a recent strategic initiative, Baptcare is now part of BaptistCare. We recently worked with the Baptcare and BaptistCare teams, and their branding team, to rapidly 'refresh' the existing Baptcare site and apply BaptistCare's branding. This was completed as an expedited sprint project over the course of one month, illustrating our team's capacity to maintain premium quality while moving with velocity.

Objectives.

- Deliver a rebrand with Baptcare, taking key aspects of their established and well-recognised identity and modernising it, ensuring the aesthetic reflects their bold, compassionate, and human approach to service delivery.
- Following Baptcare joining BaptistCare, we also rapidly delivered a 'refreshed' site which takes the structure of the existing Baptcare site and applies the unique BaptistCare branding throughout. This was achieved through rapid delivery over one month.
- Design a highly flexible, scalable, and easy-to-manage content publishing system, including complex service architecture (supporting the unique content requirements of multiple distinct business units—from Residential Aged Care to Mental Health Support as well as news and editorial content.)
- Increase fundraising revenue, making it easier and more compelling to donate.
- Create and deliver sophisticated content, including extensive video and photography to highlight the quality of Baptcare's service delivery.

Services & deliverables.

- Collaborative stakeholder engagement and detailed project/product scoping.
- Wireframing and design prototyping.
- Brand and creative concept development.
- Interface design.
- Information architecture design, content audit, and content experience design.
- Copywriting support.
- Full development, facilitated user testing, and quality assurance processes.
- Ongoing post-launch maintenance, support, and optimisation.
- Hosting and security.
- Search engine optimisation and Google Analytics implementation.

3 x Silver winner at the 2025 International w3 Awards.

[View the site.](#)



+ Welcome to Baptcare

For a *meaningful difference*
in support and care

Support for children,
young people and families



Foster care

Foster care is an excellent way to help a child in need, with many different options to suit your lifestyle.

[Learn more >](#)

Affordable housing

We provide quality, accessible housing for people on lower incomes who are at risk of—or are experiencing—homelessness.

[Learn more >](#)

Child, family and youth services

We offer advice, referrals, support and practical help with parenting. We also work with young people at risk of, or already experiencing, ho...

[Learn more >](#)

Baptcare

Build a career you can be proud of

With Baptistcare, you'll build relationships, achieve growth, find balance and create impact.

[VIEW JOBS →](#)

[WHY JOIN US →](#)

News and views from our community

[SEE ALL →](#)



BaptistCare

BaptistCare to acquire Keyton's Western Australian retirement village portfolio

BaptistCare is pleased to announce that we have entered into an agreement to acquire Keyton's portfolio of retirement villages in WA.

13 Nov 2025



Faces of Baptistcare

Residential Aged Care

Spotlight on Residents: Reg Baker

At Baptistcare, we are always delighted to learn more about our residents' lives. They are often filled with excitement, joy, and adventure, and it...

10 Nov 2025



Careers

Faces of Baptistcare

Residential Aged Care

Staff spotlight | Leonie Irvine – 35 years of service in aged care

Leonie is one of our dedicated Lifestyle Assistants at Karingal Residential Aged Care community in Devonport, Tasmania. She recently...

10 Nov 2025

Search for your career

Search by job title, location, department, category, etc.

SEARCH

JOBS RECENT

Choose a department

Choose an employment type

Choose a location

Personal Care Worker

35 Seven Street, Albany, VIC, Australia, 3201

Residential Operations

Personal Care Worker

307 Mount Street, VIC, Australia, 3001

Residential Operations

Registered Nurse

307 Mount Street, VIC, Australia, 3001

Residential Operations

Helpful questions to ask when you visit an aged care home



Whichever aged care home you choose to visit, whether with Baptistcare or another care provider, it's important that you feel comfortable and well supported in your decision. Here's a brief checklist of things it may be helpful to consider or ask about:

- What is the home's approach to residents' individual health and wellness?
- Are the staff warm and friendly? You want to be able to feel at ease and comfortable communicating with staff.
- What is the home's approach to engaging and providing activities for the residents?
- What personal items and belongings can you bring into the home, and can you decorate your room with personal items?
- If you like pets, is the home pet friendly, or do they have a visiting pet program?
- What is the home's approach in managing consumer choice and personalised care?
- Are there spaces for you to connect with family and friends and to celebrate special events?

Maintaining connections with family

What is Kinship Care?

Kinship Care is similar to foster care, but slightly different. Kinship care is where children or young people are placed with a family member, a friend of the family, or someone in the young person's community. This happens when the young person is not able to stay at home with their parents.

We provide Kinship Care services in Tasmania and Victoria. The programs run differently in each state.

[LEARN MORE ABOUT KINSHIP CARE →](#)



Healthy, joyful and independent ageing



Home care

If you need a little extra support with your daily routine, you can ask for qualified carers to help you in your home.

[Learn More →](#)

Residential aged care

Get the care you need—and live the way you choose—in supportive residential aged care homes.

[Learn More →](#)

Retirement living

Whether you're downsizing your home or living it up, enjoy the peace of mind that comes with security, care, support and flexibility.

[Learn More →](#)

Elevating a beloved purpose-led brand for an exciting new chapter.

Overview.

The St Vincent de Paul Society (Vinnies) is a highly recognisable brand that Victorians know and love. Visiting the retail stores is unique, easy, and fun. It's an experience defined by the exciting anticipation of the next 'all-time' find, the warm welcome and strong sense of community, the quality items, and good vibes. Vinnies engaged in a rebrand with an opportunity to deliver the same, by better encapsulating the warmth, optimism, and fun sense of discovery that people experience while shopping. At the same time, Vinnies hope to adjust their position in the minds of shoppers—moving from traditional community 'op-shop' to align more with department store aesthetics and brand cues, and reflect the mix of quality and value they provide.

We partnered with Vinnies to develop a cohesive brand and communication system spanning in-store retail environments, campaigns, and digital channels. The approach has elevated the quality of the in-store experience, improved wayfinding, and created a repeatable framework that can be deployed consistently across diverse store formats and layouts. Performance data also suggests it has drastically improved campaign performance, and helped Vinnies establish a new benchmark for purpose-led retail.

Objectives.

- Design a new brand and communication system for Vinnies that works in multiple applications: from in-store to website, social media, and digital campaign assets.
- Develop creative that better encapsulates and reflects the Vinnies experience—being friendly, fun, energetic, and thrifty-but-not-cheap, with a finger on the pulse of modern culture.
- Create an extensive brand and design system that serves multiple purposes: from clear way-finding to compelling storytelling about the good work Vinnies does in the community. Some assets are for pure navigation, others eliciting a sense of fun—having guidelines ensures we deliver the right messages at the right moments.
- Ensure all aspects of the brand are accessible, using accessible design practice to ensure Vinnies is welcoming and every customer can navigate stores confidently and independently.
- Ensure the system is scalable and flexible. Whether a boutique store on a busy inner-suburban high-street or an outer-suburban superstore, incorporating adaptability into the system ensures all assets are scalable, and applicable to multiple applications regardless of size or layout.

Services and deliverables.

- Brand strategy and positioning.
- Stakeholder workshops and engagement: Context Sheet Workshop, Positioning Workshop, Collaborative Ideation Sessions.
- Visual identity and design aesthetic.
- Content strategy, copywriting, and tone-of-voice development.
- In-store customer experience design.
- Brand guidelines.
- Visual merchandising guidelines.
- Campaign asset system (illustrations, colour system, communications principles, typography, signage, and photography and art direction.)

Hey👋 Brunswick, we know👁️ you're big on sustainability, and that classic retro vibe.

📍 107 Sydney Rd

Homewares Fashion Electrical Goods +More

 **Vinnies**



Vinnies

Give it a 2nd life

LOVE PRE-LOVED

↓

Richmond 3021

POP Up

COMING SOON

 **Vinnies**

Denim Domination

DO VIBE
POON VIBE



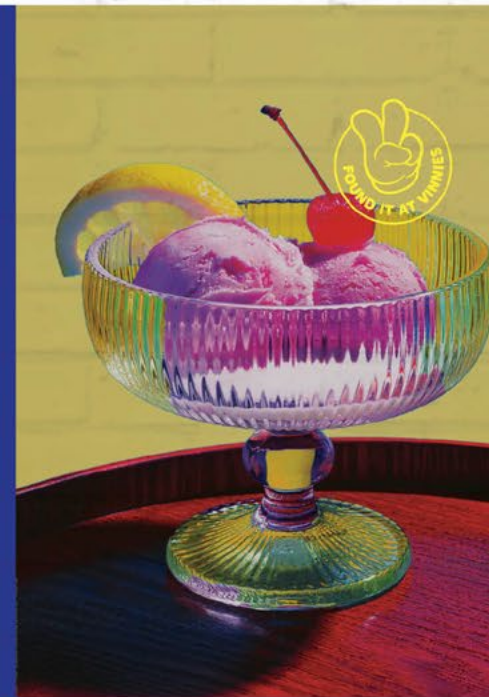




Vinnies

One of a kind?

Shop Vinnies first.



Vinnies

Summer soirée?

Shop Vinnies first.



Vinnies

Home make over?

Shop Vinnies first.



Vinnies

Love the classics?

Shop Vinnies first.



Building a platform for global advocacy and compelling content that turns attention into action.

Overview.

Every day, all around the world, newborn dairy calves are taken from their protective mothers and sent away: bewildered and only days old. Factory- farmed chickens rise to a false dawn of harsh, halogen lighting. Thousands of sheep, scared and disoriented, file onto live export ships, crammed together in dangerous conditions to await an awful fate. The systems that treat animals as objects are inherently cruel. But there is always hope. By collaborating to build a new series of systems—a robust and flexible brand design system, a best-in-breed content management system and editorial publishing platform, a brand management system, a donor self-service and member management system, and more—Animals Australia is equipped to shine a light on these atrocious, outdated practices, and advocate for a kinder world for all living beings.

MacFarlane Prize for best site at Australian Web Awards 2022, and multiple wins across AGDA Awards, Good Design Awards, and the w3 Awards.

[View the site](#)

Objectives.

- Develop and implement a complex, multifaceted organisational narrative. This needed to ensure that multiple messages and initiatives (from hard-hitting investigations to advocating for plant-based diets) felt cohesive, reasoned, and seamlessly connected to Animals Australia's central mission.
- Design and build a sophisticated content publishing platform, which syndicates content to multiple areas of the site where relevant, highlights breaking or urgent updates, and offers efficient publishing and administrative processes for all team members.
- Elevate the Animals Australia brand and create a scalable design system with clear guidelines for application, both on site and for broader applications in market.
- Migrate and maintain over 2,500 legacy indexed URLs, converting them into the new brand aesthetic and housing them within the new content architecture.
- Integrate with a custom-built proprietary CRM, which we continue to build, support, and extend with Animals Australia.
- Significantly improve fundraising and campaign advocacy efforts.

Services & deliverables.

- Collaborative stakeholder engagement and detailed project/product scoping.
- Brand and creative concept development.
- Interface design.
- Information architecture design, content audit, and content experience design.
- Wireframing and design prototyping.
- Content strategy and copywriting support.
- Full development, facilitated user testing, and quality assurance processes.
- Ongoing post-launch maintenance, support, and optimisation.
- Hosting and security.
- Ongoing SEO guidance and support in accordance with evolving best-practice.

JOIN THE EVOLUTION

Create a kinder world for all.

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Your **free** guide to
helping animals people,
and our planet

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URGENT

TAKE ACTION NOW: Cape Schanck kangaroos trapped and could be shot →

Hear the latest from Australia's voice for animals...



BREAKING

FACTORY FARMING

URGENT: Battery cage TV ad

20th July 2021 / Campaign



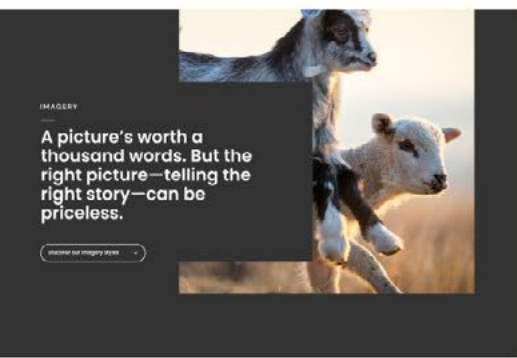
GOVERNMENT AND POLICY

How laws are failing farmed
animals

20th July 2021 / Article



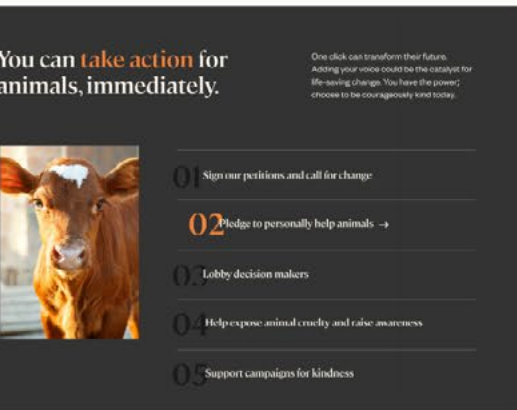
Animals
Australia
for a kinder world



A picture's worth a thousand words. But the right picture—telling the right story—can be priceless.

Discover our imagery story

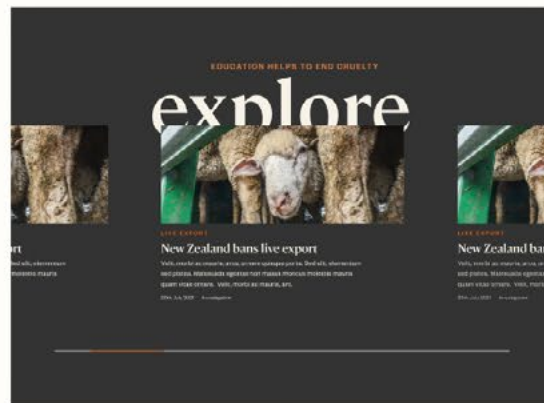
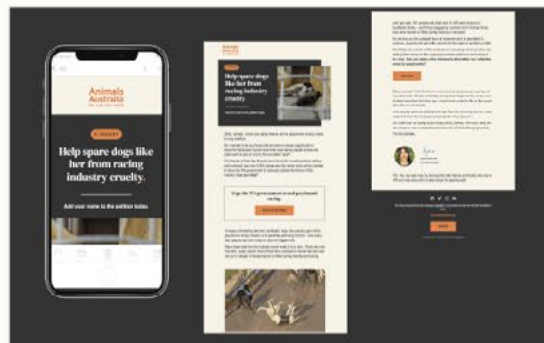
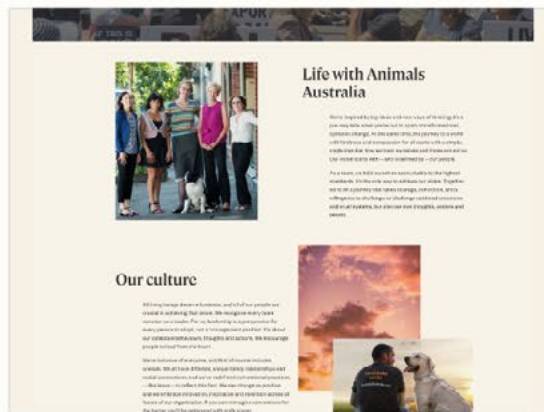
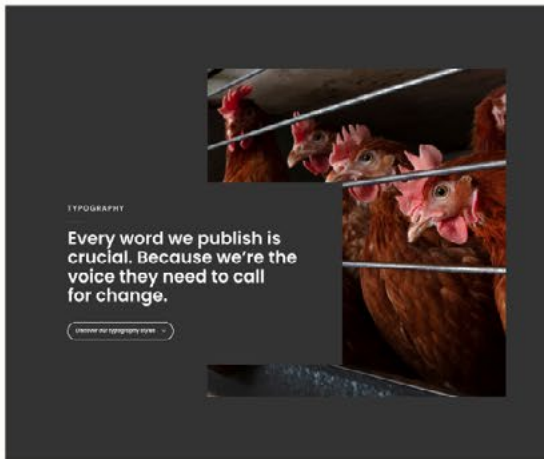
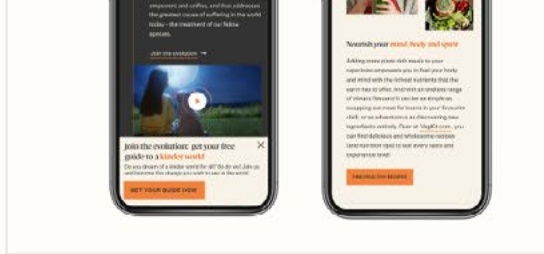
Colour name	
OO Shade 10% HEX: #E67E22 RGB: XX, XX, XX	OO Tint 10% HEX: #F0C090 RGB: XX, XX, XX
OO Shade 10% HEX: #D35400 RGB: XX, XX, XX	OO Tint 30% HEX: #F9B24D RGB: XX, XX, XX
OO Shade 10% HEX: #C9583C RGB: XX, XX, XX	OO Tint 50% HEX: #F59E62 RGB: XX, XX, XX
OO Shade 10% HEX: #B8860B RGB: XX, XX, XX	OO Tint 70% HEX: #F08080 RGB: XX, XX, XX
OO Shade 10% HEX: #A52A2A RGB: XX, XX, XX	OO Tint 90% HEX: #F08080 RGB: XX, XX, XX



You can **take action** for animals, immediately.

One click can transform their future. Adding your voice could be the catalyst for life-saving change. You have the power; choose to be courageously kind today.

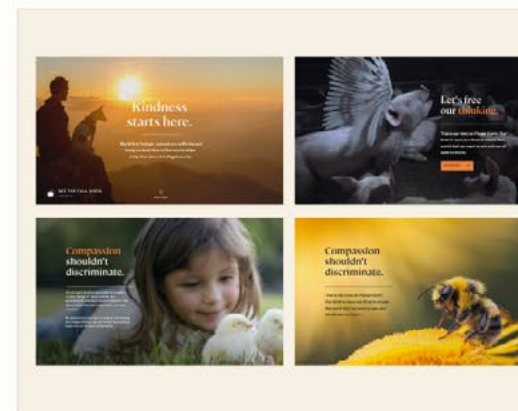
- 01 Sign our petitions and call for change
- 02 Pledge to personally help animals →
- 03 Lobby decision makers
- 04 Help expose animal cruelty and raise awareness
- 05 Support campaigns for kindness

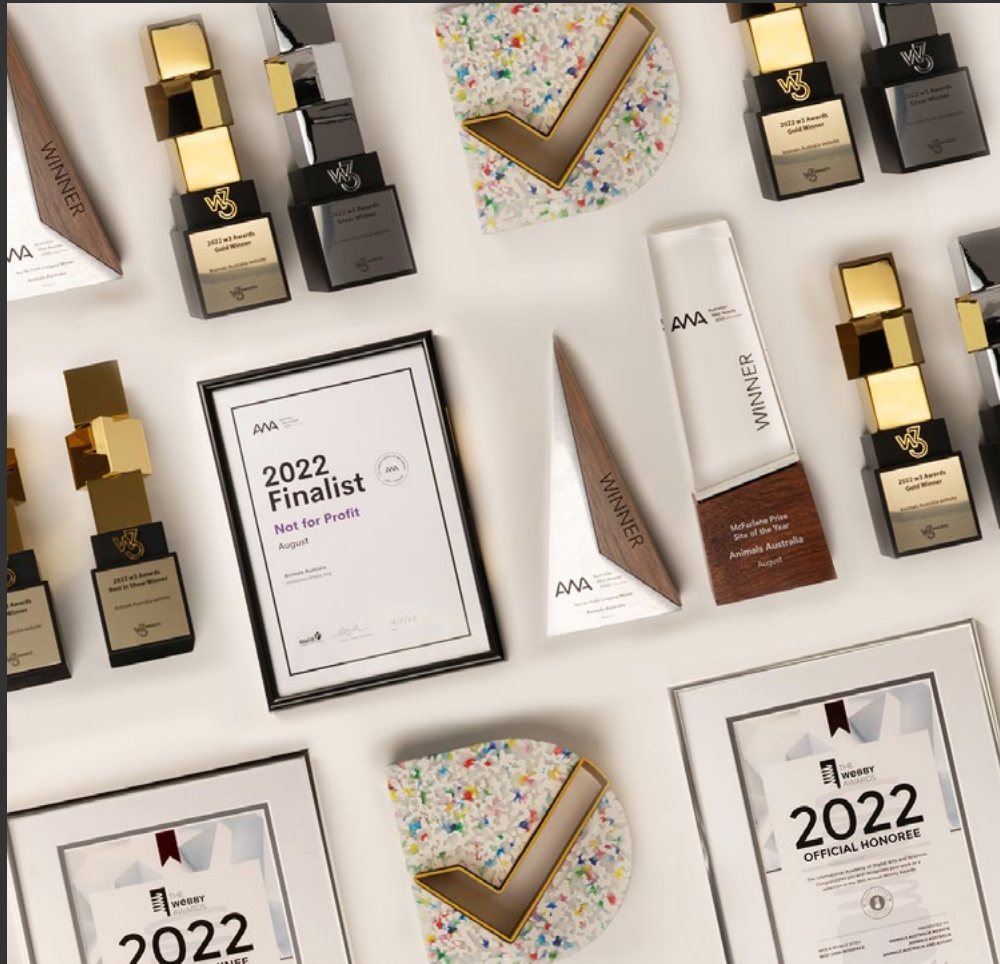


Orange dark HEX: #E67E22 RGB: 233, 97, 12 CMYK: 0, 79, 100, 0 PMS: 105C	Orange light HEX: #F0C090 RGB: 241, 100, 61 CMYK: 0, 55, 85, 0 PMS: 75C	Charcoal HEX: #333333 RGB: 51, 51, 51 CMYK: 0, 0, 0, 60 PMS: Black 2C	Bone HEX: #F0F0F0 RGB: 240, 240, 240 CMYK: 0, 0, 0, 0 PMS: P 1-9 C
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Colour name	
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OO Shade 30% HEX: #000000 RGB: XX, XX, XX	OO Tint 30% HEX: #000000 RGB: XX, XX, XX
OO Shade 50% HEX: #000000 RGB: XX, XX, XX	OO Tint 50% HEX: #000000 RGB: XX, XX, XX
OO Shade 70% HEX: #000000 RGB: XX, XX, XX	OO Tint 70% HEX: #000000 RGB: XX, XX, XX
OO Shade 90% HEX: #000000 RGB: XX, XX, XX	OO Tint 90% HEX: #000000 RGB: XX, XX, XX





How we illuminate the
pathway to kindness...



— for *all* living beings.

Our vision is a world where kindness, compassion and respect extend to all living beings. And we understand that achieving our vision requires a transformation and elevation of human thinking.

[LEARN ABOUT OUR APPROACH](#)

You have the power to
stop animal cruelty.

1,072 signatures and counting.

Sign the petition.

Industry regulations are failing to prevent extreme cruelty to animals in slaughterhouses. We call on state governments to require all slaughterhouses to install mandatory, independently monitored CCTV cameras.

Add your name to our call for
independently monitored CCTV in all
slaughterhouses.

Your name
Clancy Wiggum

Your email
cwiggum@email.com

☐ Subscribe to Animals Australia e-news
☐ Send urgent action alerts to my phone

[SIGN THE PETITION](#)

Your details are safe, refer to our [privacy policy](#)





Revitalising a brand to capitalise on a compelling commercial shift.

Overview.

AHA (previously Australian Healthcare Associates) was founded over 35 years ago as Australia's largest specialist healthcare consultancy. The team has a unique skillset and an exceptional track record in supporting government to deliver vital, sophisticated services to the community.

As their capability grew beyond healthcare, their name and brand no longer reflected their full scope. We worked with AHA to develop a new narrative, tagline ('AHA stands for trust'), visual identity, and website, resulting in a more compelling reflection of the expertise and reputation they had built over time.

Objectives.

- Deliver a complete strategic re-positioning and extensive brand evolution. This includes the creation and development of a brand tagline, narrative, articulation of unique value propositions, updated logo, graphical assets, colours, typography, photography styling, and more.
- Empower AHA with the assets and content to better connect with a broader range of customers from different government agencies and departments, supporting a significant strategic shift for the organisation.
- Design and build a new website to articulate AHA's new brand and better showcase their unique value and capabilities.
- Support AHA's 300+ staff and significant client portfolio through the process of the brand evolution, with development of internal and external communications, flexible templates for reports, email signatures and other key business initiatives, ongoing marketing activity, and more.

Services and deliverables.

- Collaborative stakeholder engagement and detailed project/product scoping.
- Updated brand and positioning strategy, with all brand and creative concept development.
- Full copywriting and content strategy, including information architecture, content experience design, and all content production.
- Website design and development, in line with government-mandated levels of accessibility.
- Interface design.
- Search engine optimisation and Google Analytics tracking and reporting optimisation.

35 years experience
delivering vital services
to government across a
variety of projects.

AHA stands for trust

[OUR SERVICES ↗](#)[PANELS & ACCREDITATIONS ↗](#)

AHA

AHA

Menu

PROJECTS

The Disability Inclusion Facilitator Service

Transforming how students with disability are supported at school

TIMELINE

2021 – Ongoing

JURISDICTION

Victoria

DELIVERED WITH

Department of Education





Headings

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Subheadings

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OVERLINE, LINKS AND BUTTONS

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Introduction

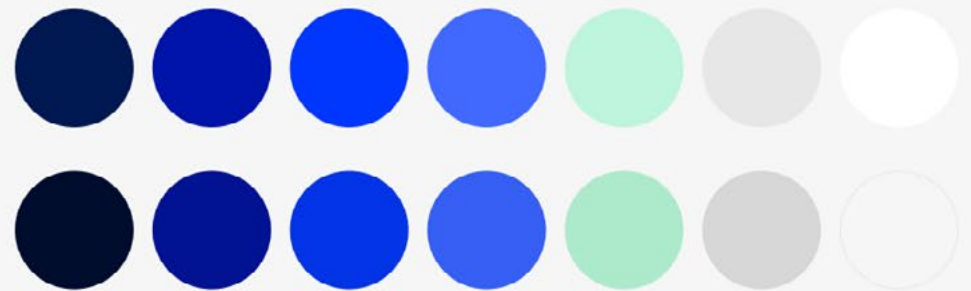
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Body text

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Captions, fine print, inputs

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ABOUT

We deliver services to government that drive positive outcomes in Australian communities.

With extensive experience supporting state and federal governments across broad services and sectors, we work the way government needs to, to get the work done.

[OUR APPROACH ↗](#)[OUR COMMITMENTS ↗](#)

AHA

Menu

AHA stands for trust

35 years' experience delivering vital services to government, across a variety of sectors and projects.

OUR SERVICES ↗

PANELS & ACCREDITATIONS ↗

We deliver services to government that drive positive outcomes in Australian communities.

×

MENU

Services
Sectors
Projects
Approach

About
Team
Careers
Contact
Panels
Commitments

Privacy policy

AHA

Menu



WORKING WITH US

Exceptional results, delivered by exceptional people.

Trust. Quality. Integrity. It's what we deliver, but it's also who we are: our story, services, and capability are all about people. We pride ourselves on our supportive, inclusive culture, defined by creativity, growth, and drive.

We believe in the value of long-term, mutually beneficial partnerships. In our own team—as with our client partnerships—long term tenure is the norm. These long-standing partnerships are the fabric of our success.

OUR TEAM ↗

WORKING WITH US ↗

Supporting Guide Dogs through a sophisticated rebrand & national unification project.

Overview.

As Australia's leading provider of vision services, Guide Dogs is all about learning skills to move forward with confidence. Through a collaborative co-design process, we partnered with the team to help them do exactly that. The project involved moving to a unified presence following a national re-brand and embracing a more aligned federated model, where every state-based Guide Dogs organisation is closely aligned in aesthetics, terminology and tone-of-voice, digital systems and processes, and much more.

We continue to work in an ongoing collaboration with Guide Dogs teams around Australia, supporting their team with marketing support, performance analysis and reporting, conversion rate optimisation, accessibility testing and best-practice development, and fundraising campaigns.

Gold winner at the 2021 International w3 Awards.

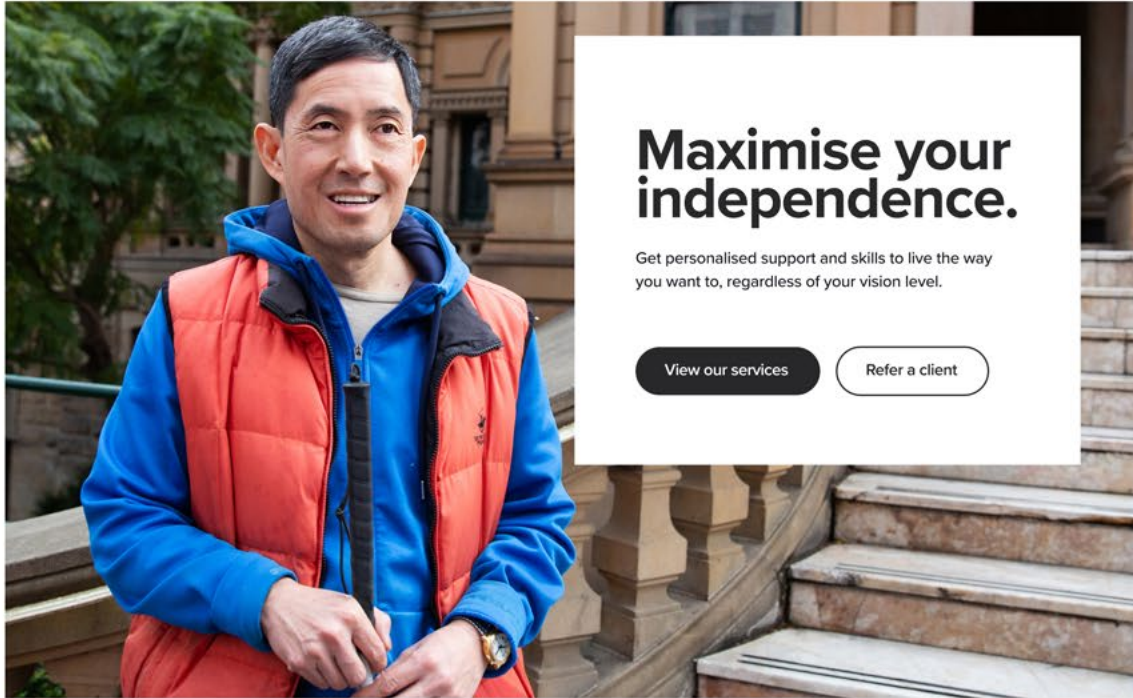
[View the site.](#)

Objectives.

- Extensive and sophisticated fundraising initiatives, driving exceptional results across campaigns, and recurrent and one-off donations
- Create a 'single front-door' experience, supporting sophisticated user journeys and clearly guiding people to the relevant state for localised information.
- Provide a seamless, simple, and compelling experience for donations and service enquiries.
- Build to the highest levels of accessibility, conducting facilitated user testing to learn and iterate based on real user feedback.

Services & deliverables.

- Stakeholder engagement and detailed project/product scoping.
- Wireframing and design prototyping.
- Brand and creative concept development.
- Interface design.
- Information architecture design, content audit, and content experience design.
- Copywriting support.
- Full development, facilitated user testing, and quality assurance processes.
- Ongoing post-launch maintenance, support, and optimisation.
- Hosting and security.
- Search engine optimisation and Google Analytics implementation.



Maximise your independence.

Get personalised support and skills to live the way you want to, regardless of your vision level.

View our services

Refer a client

Guide Dogs.

Gift a donation today.

Your generous donation enables us to support Australians with low vision and blindness.



Step 1
Your gift

Step 2
Your details

Step 3
Submit: thanks!

Move with confidence.



Travel confidently to work or school, use technology, or connect with others in your community — making your life more independent.



Understanding movement

What are orientation & Mobility skills?

Our training programs are undertaken in accordance with the Orientation & Mobility Framework. The framework covers a range of practical skills to help with daily life.

Primary →



Self & sense

Understanding the body, the body's position in space and the environment around it.

Problem solving

Identifying a problem, learning to understand options, actions and possible consequences, planning and implementing a strategy, and evaluating the results.

Spatial concepts

Developing orientation awareness and a variety of techniques to remain comfortably oriented while travelling.

Mobility aids

Understanding how and when to safely use a variety of physical mobility aids, and when and where each variety of aid is most appropriate.

Traffic

Understanding road concepts, road configurations, road rules and traffic flow, and safe crossing procedures and decision making skills.

Safety

Developing awareness of potential dangers and hazards, and taking appropriate steps to increase safety.

Adult mobility

Skills for every step of the journey, regardless of where you hope to go.



We can be there to support you in every step of your training journey, too. Adult Mobility training is valuable for anyone at any age, at any stage of life. We're always available if you need to refresh your skills or learn new techniques to find your way with confidence. If your goals change, we'll adapt our support to suit your needs.

Training can range from one session to several weeks of intensive classes. Depending on the specific skills you hope to learn, you might receive training at home, get out and about to apply your training in the community, learn alongside family members or co-workers, or join us for programs at local Guide Dogs training centres.

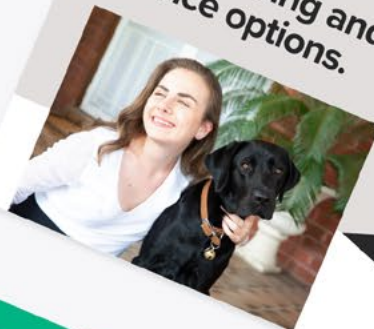
Move with confidence.



Travel confidently to work or school, use technology, or connect with others in your community — whatever you need to make your life more independent, we'll support you to make it happen.



Your funding and service options.



Find the right funding information, support, and by your side.

Education funding.

Improving educational opportunities and learning outcomes for children with low vision or blindness.



On this page:

- What skills can I learn in Adult Mobility training?
- What is Adult Mobility training?
- What does the training cover?
- How long does training take?

Autism assistance dogs.

Improving comfort, safety and confidence for children and families living with autism.



Facility dogs.

Taking Guide Dogs to visit people, groups and places for a sense of calm and social connection.



On this page:

- What skills can I learn in Adult Mobility training?
- What is Adult Mobility training?
- What does the training cover?
- How long does training take?

Psychology & counselling.

Put the 'fun' in 'fundraising' and help raise vital funds for Guide Dogs.



On this page:

- What skills can I learn in Adult Mobility training?
- What is Adult Mobility training?
- What does the training cover?
- How long does training take?

Lifestyle services.

Connect with other people to form new friendships, enjoy activities and share experiences.



Early childhood services.

Enabling children with low vision or blindness to explore their potential.



On this page:

- What skills can I learn in Adult Mobility training?
- What is Adult Mobility training?
- What does the training cover?
- How long does training take?

Occupational therapy.

Support to learn the skills and techniques you use in everyday life.



On this page:

- What skills can I learn in Adult Mobility training?
- What is Adult Mobility training?
- What does the training cover?
- How long does training take?

Orthoptics.

Understand your level of functional vision and learn techniques and options for accessing visual information.



Making the world more accessible.

Ensuring workplaces, private buildings, transport, and community spaces are accessible for people with low vision or blindness.



Get support for your child.

Ensuring children from newborns to teens have the confidence and skills to safely and independently achieve their goals.



Driving design excellence with Australia's number one choice for stylish, high-quality doors.

Overview.

Corinthian Doors is Australia's leading manufacturer of premium quality doors, frames, and systems. With over 1.2 million doors sold per year, their products are lauded by design conscious and highly discerning architects and specifiers, which means success hinges on aesthetics, quality, and seamless performance. That's exactly what we've delivered in partnership with the team over the course of many projects, working to enhance their brand, website, and broader customer experience.

Their mission is to change doors from a household essential to a delightful part of every build and renovation—something that helps set the entire tone and character of a home, through equal parts functionality and personality. It's ambitious and multifaceted work, reframing perceptions while supporting a broad range of customers to become inspired.

2 x Gold winner at the 2025 International w3 Awards.

[View the site.](#)

Objectives.

- Redesign, develop and deliver a website and ongoing marketing collateral to reflect Corinthian Doors' premium market position.
- Make it easy and inspiring for people to browse products, visualise something in the home, and connect with resellers to place orders (collaborating retail partners who sell Corinthian Doors' products).
- Build a scalable solution that can evolve to accommodate new products and content types over time.
- Capture and convey the uniqueness of Corinthian Doors (quality, design, craft) in comparison to competing products.
- Provide detailed technical information for a wide range of audiences.
- Interpret the updated Corinthian Doors brand and ensure it is applied with industry-leading quality, to reflect the organisation's premium positioning.

Services and deliverables.

- Stakeholder engagement and detailed project/product scoping.
- Wireframing and design prototyping.
- Information architecture design, content audit, and content experience design.
- Copywriting support.
- Full development, facilitated user testing, and quality assurance processes.
- Ongoing post-launch maintenance, support, and optimisation.
- Hosting and security.
- Development of MyDoors, a product wishlist where builders and homeowners can create and share curated lists of their favourite selections.
- Search engine optimisation and Google Analytics implementation.



The Roma Collection

Industrial-chic made easy

[View the collection →](#)



Find your match

Find your match easily with doors to suit your design style.

[View all design styles →](#)



Peninsula PPEN3

Hamptons-inspired elegance with our Peninsula Collection.

[Learn more →](#)



Manhattan BPPE 6GT

Industrial-style chic for that New York style loft living.

[Learn more →](#)



Elements ELEMAS

Bold modern entrances with

[Learn more →](#)



Introducing My Doors:

Your favourite doors, made easy to find and share

My Doors allows you to create custom collections of your favourite doors. For

Find your match

Whatever the style or vision for your home, we can help you find the perfect door.

[View all doors →](#)



ty with a full height Flush



06.11.2025

Dulux 2026 Colour Forecast

Get an insider's look at the 2026 forecast with Dulux Colour and Communications Manager, Andrea Lucena-Orr.

[View the article →](#)

It's not a place, it's a feeling

That feeling starts with your doors. From relaxed coastal luxury to tasteful inner-city sophistication—and from timeless trends to forward-thinking modern aesthetics—find the perfect door to set the tone for any style of home.

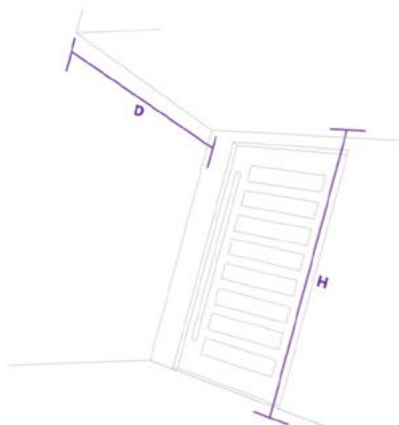
[View all doors →](#)



Our approach to sustainability

Timeless styles through sustainable, ethical practices

Finding and falling in love with the perfect door is easy, fun, and enjoyable. Even more so when you know where your doors come from and how they're



Climate	Door direction			
	North	South	East	West
Coastal	D = H	D = H	D = 1/2 H	D = H
Tropical	D = H	D = H	D = H	D = H
And	D = H	D = H	D = H	D = H



Inspiration, ideas and practical advice

[Browse all articles →](#)



How this

Unifying the design with a classic entrance

The team selected our Peninsula PPEN 2G door for the entrance, complementing it with an adjoining PPEN SL 2G sidelight, and finishing it in [Dulux®](#) Grand Piano. Helping to complete the entry is the Seine entry set in Matte Black, chosen for its sleek, modern profile and the bold contrast it provides against the lighter finish of the door.



PROJECT TIMELINE

A clear path, from first conversation to launch & beyond.

A well-defined timeline provides clarity, alignment, and momentum. It also ensures stakeholders understand what will happen, when, and where key decisions will support progress.

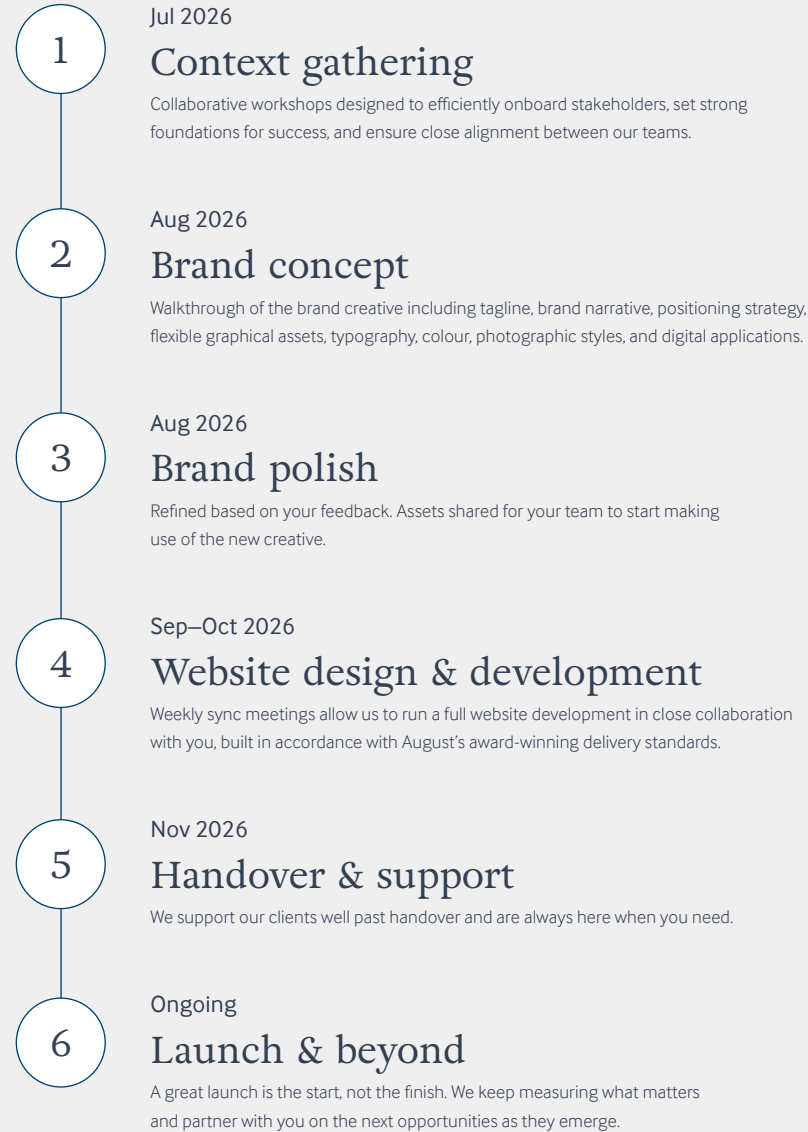


PROJECT TIMELINE

A clear path, from first conversation to launch & beyond.

To provide Jewish Care Victoria with flexibility, choice, and control, we have proposed three different pathways for how this project can come to fruition.

Regardless of the pathway you choose, one thing is certain: we love a compelling deadline. We have an exceptional track record of delivering on time, to scope, to the highest quality. While timing and dates will likely vary depending on the pathway you select, the following provides a conceptual overview of how the work will play out at a high level, in terms of key milestones.



PROJECT TIMELINE

Dependencies, assumptions & resourcing model

Dependencies and assumptions:

Our approach will change slightly depending on the pathway for the work chosen by Jewish Care Victoria. We have made the following assumptions in forming our response to this opportunity:

- All Jewish Care Victoria stakeholders will be available and in attendance for key discovery activities.
- Any new branding work (whether completed by August or an alternative third-party) will be endorsed by the organisation before we commence the design and development of the website project.

Resourcing model:

All August team members for this engagement are full-time staff, based in Melbourne, Australia. Jewish Care Victoria would enjoy a dedicated team, with the same team members involved continuously for the full life cycle of the project. We do not outsource any aspect of our process to sub-contractors or offshore providers. Additionally, the average tenure of team members at August is ~6 years.

Let's move forward together.

We're attuned to your ambitions,
and ready to help more people access
support, connect with community,
and navigate life with confidence.

Daniel Banik

03 9445 0326

daniel.banik@august.com.au

21 David Street Richmond VIC

Emma Sellwood

03 9445 0326

emma.sellwood@august.com.au

21 David Street Richmond VIC

APPENDIX

What you've asked for & where you'll find it.

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