

Best Practice

Brought to you in the interest of better practice

Fail to plan? Plan to fail

Why having a plan for your finances is vital right now

Credit where it's due

The advantages of an Investec credit card

The personal touch

How Investec helped one doctor start a new job, in a new city, while supporting an ill spouse

The luxury collection

How Dr Kyle Mervin and Dr Nicole Floyd built their dream dental spa on the New South Wales Central Coast

 **Investec**
Specialist Bank

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Welcome

In addition to many fiscal obligations, the end of financial year offers the opportunity to reflect on the year that has passed, as well as to evaluate what lies ahead and what you would like to achieve for yourself and for your practice.

We have taken the time to reflect on our business as it enters an exciting new phase. As you may know, Investec Bank (Australia) was sold to BOQ in April (subject to regulatory approval) and once the acquisition is complete we will begin the next exciting chapter as part of the BOQ family.

This is a major milestone for our business and we are confident that it is the right step for both our clients and our people. Both businesses are aligned strategically and culturally, and by combining our strengths we will be able to deliver an even stronger offering for our clients while retaining our core focus as specialists.

Change is not new to us. We have been through a sale process before and we have always managed to retain a great team and maintain excellent service levels for our clients. While our brand may change, our staff, our values and our commitment to our clients will remain the same.

In the same way we have always been committed to your profession, we will continue to lead the development of unique banking and financial services offerings for healthcare professionals.

In this edition of *Best Practice*, we look at the remarkable achievements of Dr Kate Haines in rebuilding her veterinary hospital to become a contemporary, eco-friendly masterpiece; how husband and wife dental team Drs Nicole Floyd and Kyle Mervin hit the jackpot with their new luxury dental spa and how Investec helped gastroenterologist Dr Michael Petrinchuk during one of the toughest times of his life. We hope you enjoy this edition of *Best Practice* and if we can help you in any way, please give us a call on 1300 131 141. □



Barry Lanesman



Andre Karney



Barry Lanesman



Andre Karney

Investec in the community



On the front foot at ADX14

Over 4000 dental professionals made their way to the Sydney Exhibition Centre at Glebe Island from March 21 to 23 for Australia's largest dental exhibition, ADX. This year marked the sixth consecutive time that Investec has showcased its products and services at ADX, offering exclusive promotions on home loans and credit card offers for delegates at the event. Investec's eye-catching stand featured a green screen photo booth with holiday destination backgrounds, a video dreamscape and a yellow Porsche 911 C3S to illustrate our vehicle finance offering.

Investec was also proud to host a boat cruise for equipment suppliers on the Saturday evening. Guests were entertained on a cruise around Sydney Harbour to thank key suppliers for their continued support of the industry. □



A yellow Porsche at the Investec stand quickly attracted a crowd.

AMA NSW Doctors-in-Training ball

The 2014 AMA NSW/Investec Specialist Bank Doctors-in-Training Black, Red and White Ball was a great night and the highlight, as always, was the presentation of the Doctors-in-Training Awards. The award recipients were recognised for exemplifying the high standards set by young doctors and their supervisors. AMA NSW president Associate Professor Brian Owler said, "This year's winners are united by how generous they are with their own time—they have all voluntarily taken on extra responsibilities to improve medical training and the practice of medicine for everyone." Congratulations to the Minister for Health/Investec Registrar of the Year, Dr Catherine Berry; the Minister for Health/Cutcher & Neale Junior Medical Officer of the Year, Dr Samuel Roberts and Sydney Adventist Hospital Supervisor of the Year, Associate Professor Lewis Chan. □



Director-General of NSW Health Dr Mary Foley (left), Investec's Stafford Hamilton and Minister of Health for NSW Jillian Skinner.



Drs David Hancock and Jenny Hancock with Investec's TOOTH car, a 1974 Peugeot 304.

On the road again

As part of Investec's Corporate Social Responsibility initiative, The Outback Oral Treatment and Health (TOOTH) program, we are proud to be sponsoring a car participating in the 2014 Outback Car Trek.

The event sees participants travel 6000 kilometres over dirt tracks in pre-1978 two-wheel-drive vehicles to raise funds for the Royal Flying Doctor Service (RFDS) and TOOTH.

The trek, set to celebrate its 25th anniversary this year, starts on June 2 departing from Alice Springs on its way to Broome via the Tanami track before making its final resting stop at Margaret River on June 13.

Newcastle-based dentists Drs

David Hancock and Jenny Hancock are taking part in this year's Outback Car Trek. The couple, who recently volunteered their services to the Investec, RFDS, and Gonski Foundation-funded TOOTH program, will drive the Investec TOOTH car—a 1974 Peugeot 304—which was donated by David Hicks, one of the founding members of the trek.

Along the route the couple will team up with 2013 Australian Local Hero recipient and Tribal Warrior MD Shane Phillips (who will be driving the Tribal Warrior car) to visit schools and communities in the towns featured as part of the trek where they will be promoting oral health and awareness

of the TOOTH program, as well as distributing products donated by dental suppliers.

The money raised by the Outback Trek—so far in excess of \$21.5million—will help the RFDS deliver emergency medical and vital healthcare services to communities in rural, regional and remote Australia. A portion of the money is also used to support the TOOTH program which brings necessary dental services to remote and disadvantaged communities in New South Wales.

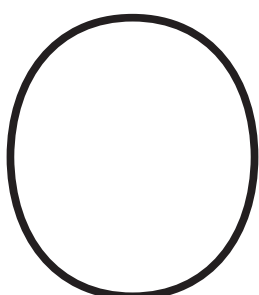
Investec would like to congratulate the Hancocks for their fantastic fundraising efforts and wish them the best for the trek. □

Fail to plan; plan to fail



Stafford Hamilton

Many medical and dental professionals underestimate the benefits of planning early for the end of the tax year, but effective financing can dramatically reduce the real cost of planned purchases—according to Investec’s Stafford Hamilton.



nce a decision is made to purchase a piece of new equipment, the next consideration is usually how to pay

for it. This is where it pays to do your homework and research the various funding options in order to understand the impact that each option can have on the real cost of the equipment.

The price tag can be a psychological deterrent to making a purchase, but it is important to remember that the price tag is not necessarily the real cost. Besides the benefit of potentially treating more patients with the new equipment, and earning more income, you can also maximise your financial return at tax time by selectively choosing how to finance the purchase. If, for example, you looked at a piece of medical equipment for \$19,900, you can assess the real cost based on your chosen funding method and a few assumptions (like marginal tax rate).

Let’s assume the financing options available for this purchase are the

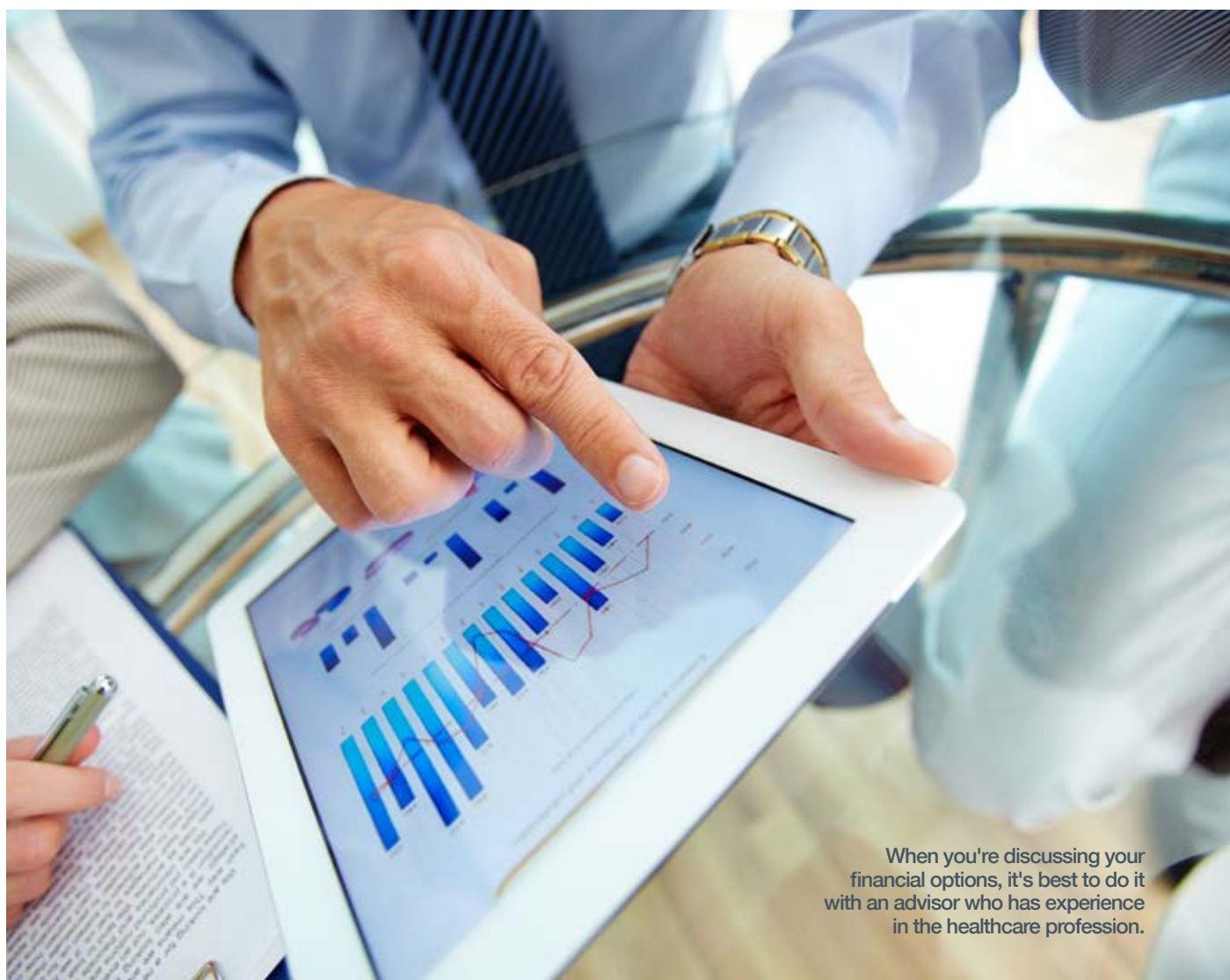
usual ones. You could pay cash, apply for a finance lease or a CHP¹/chattel mortgage or you could redraw some money from your home loan. In order to assess the real cost² of each option, a calculation called a net present value (NPV) can be done. For example:

Lease	\$ 9,262
Mortgage redraw	\$10,468
CHP/chattel	\$11,259
Cash	\$11,440

An NPV calculation effectively considers all of the various after-tax cashflows for each method of financing and converts them into an apples for apples format to enable you to make

an informed decision. Essentially you are looking for the lowest NPV option. As you can see, the best option in this example, based on an NPV calculation, is leasing. A similar exercise can be done for each piece of equipment, for each individual doctor’s situation and taking account of interest rates for each product at any given time. The different NPV’s between financing choices arise from the different tax treatment, where the ownership lies and whether or not payments are deductible. Some differences are highlighted in the table below. Aside from GST treatment on interest, CHP and chattel loans are similar in tax treatment. Another point to

	Tax ownership	Payments Deductible	Fees	Additional Security	Residual	Fixed repayment
Lease	Financier	Usually yes	Set-up	No	Yes	Yes
CHP/chattel	Borrower	Interest on payments and depreciation on equipment are deductible	Set-up	No	Optional	Yes
Mortgage	Borrower	Interest on payments and depreciation on equipment are deductible	Ongoing	Usually property	Optional	Usually no



When you're discussing your financial options, it's best to do it with an advisor who has experience in the healthcare profession.

consider: in CHP/chattel and mortgage loans most medical professionals follow the ATO's prescribed guidelines in terms of how quickly they depreciate their tools of trade. However, under a lease agreement, the financier may determine that the equipment has a shorter effective life and will structure that into the tax deductible monthly repayments.

Under a lease agreement, you may be eligible to pay up to 12 months lease repayments ahead in the current tax year, effectively capturing the tax deductions from a future tax year into the current tax year.

Let's look at how this could impact the purchase of a \$150,000 equipment package. Doctor A purchases the package in the new tax year (July 2014) while Doctor B purchases the package in the current tax year (June 2014) and

makes advance payments³.

	Doctor A (no prepayment)	Doctor B (prepayment)
Price tag	\$150,000	\$150,000
Real cost (NPV)	\$69,814	\$62,600

As you can see, this strategy can have a significant impact on the real cost (NPV) of the purchase.

When looking for the best finance options, it is important to discuss your needs with a specialist banker with experience in the healthcare industry

and your accountant or tax adviser. They need to understand your profession, your tools of trade and your financial circumstances. Our team has over 20 years of banking and finance experience in dealing in this niche space. We recognise that you have specific needs and our specialist consultants are well positioned to provide you with services that can satisfy both your personal and business needs. We offer up to 100 per cent finance for equipment purchases and flexible finance options to suit your tax requirements or cash flow needs but, that's just a small part of what we do. □

¹ CHP is an abbreviation for Commercial Hire Purchase/Asset Purchase.

² Real cost in this illustration refers to the Net Present Value of the cashflows from the purchase after tax based on the maximum marginal tax rate which at the time of going to press was 45% for individuals and 30% for businesses.

³ These calculations are for illustrative and comparative purposes only and are based on certain assumptions which may not be applicable to or appropriate for you. Different assumptions may lead to significantly different results. Whilst the examples have been prepared using all due care, no warranty is made as to their accuracy and you should not rely on them.

Five-star finish

Dentist husband and wife, Drs Kyle Mervin and Nicole Floyd, don't do things by halves. Their vision for a brand new luxury dental spa on the New South Wales Central Coast was meticulously planned down to the colour of the silk cushions in the relaxation lounge

If global trends are anything to go by, the popularity of luxury dental spas is about to soar in Australia. Anecdotal evidence suggests over five per cent of dental clinics in the United States offer some kind of spa service—from aromatherapy massages to facial rejuvenation.

A culmination of wanting to pursue the dream of opening a new practice and acting on this burgeoning trend, Dr Kyle Mervin undertook continuing education in the area of facial injectables with the Australasian Association of Dento-Facial Aesthetics. "I really enjoyed that kind of work and this sparked the idea for us to open our own dental spa.

Facial treatments such as Botox and fillers from dentists are common in Europe and the United States, so I knew we had to incorporate this into our vision for a new clinic," says Dr Mervin. "It's the future of dentistry."

A year of careful planning ensued—most importantly choosing where to open the luxury dental spa. "When we started out a year ago, West Gosford was a worn-out, old area," says Dr Nicole Floyd. "There was only one other one-chair dental surgery there and he was retiring. To be honest it wasn't an area of growth at that stage."

But all that changed when a new business park was planned for the sleepy suburb. Major home renovation conglomerates, Masters Home Improvement and Bunnings Warehouse, snapped up space. "The all-new premises at the business park really revitalised the area," says Dr Floyd. "We anticipated the area was going to take off, even if other people didn't."

It was a gamble that both dentists were conscious of and finding a lender who understood their vision was paramount. "We did our homework and knew what the hurdles were. If you just look at the demographics of the area, you could think, 'Hmm, well, I don't know if that's an area where you want to invest.'

And certainly, that was the feedback we got from some other finance companies," says Dr Floyd. "They said, 'You might want to start off finding smaller premises because I don't think this is the best way to go. Maybe, you should start off with the one-chair practice.' We had seen lots of businesses before, where people started off small and then there's no way to develop. They outgrow their premises and then are faced with the task of moving locations. Whereas for us, we've got two chairs in there now and room for three more. So, we're kind of future-proofing it." And it was this foresight that Investec backed.

"Right from the start, Investec supported our grand designs, even when the budget inevitably blew out. There were a few times when we talked to Tony (Kalmin of Investec) about our

"Right from the start, Investec supported our grand designs — even when the budget inevitably blew out."

DR NICOLE FLOYD

budget and he would say, 'Okay, it's always going to be a bit more than you expect it to be'. When we finished the design he came in and had fantastic feedback. He said, 'I can see where the money went! It's been well spent'."

Obviously designing a luxury spa from scratch was no easy task. "We literally had to start at the beginning with everything, from trying to get the floorplan right to making it look spacious and not clinical," says Dr Floyd. "It took a lot of tweaking but it's really come together beautifully, thanks to Inline and Antony Poate from AP Design. Their advice was invaluable because we got to draw on their experience in fitting out dental surgeries



Drs Nicole Floyd
and Kyle Mervin of
Riverside Dental
Spa offer their clients
a full spectrum of
dental and aesthetic
options.



Tony Kalmin

BEST PRACTICE

According to Investec's Tony Kalmin, clients Dr Kyle Mervin and Dr Nicole Floyd are a great pair. "Here are two professionals, a husband and wife with three young children, wanting to build their dream practice."

"After seeing their business plan, I confidently said we would back them 100 per cent. As well as being locals and having a great network, there were so many opportunities to grow their practice. From our point of view, it was a no-brainer."

"I understood they didn't just wake up one day with this idea, but their new luxury dental spa took years of planning. They had done a lot of homework on the area, considering factors such as parking availability and if it was a growth area. Their commitment and vision made it easy for us."

"And the results are incredible. It's like walking into a five-star hotel. Sharing this journey with them has been really satisfying. When they have an established practice, we will know we were there in the beginning. We backed them from the start." □



Riverside Dental Spa offers facial rejuvenation as well as traditional dentistry.

and learn from other people's mistakes," says Dr Floyd. "We didn't want it to be clinical. Lots of people have negative experiences with old dental surgeries. The sounds and smells take them back to those bad experiences. We wanted to make a positive experience, so when you walk in, it doesn't smell like a dental surgery. There's no stark white walls. We used very warm, inviting colours to create a calm surrounding and we offer distractions such as a refreshments bar and TVs on the ceiling and lots of things to distract from the fact that they're in a dental surgery. There is soothing music and laughing gas is available—even sleep dentistry if they need it." However, it is the aesthetic options that are the star attraction at Riverside Dental Spa.

"A great smile is more than just white teeth," says Dr Floyd. "For example a female patient came into our clinic and she was getting married. She had a very gummy smile and wanted her gums cut back, which is major surgery with a lot of possible side effects. Kyle suggested for her to try a bit of Botox instead to lower her lip line, and she was thrilled with the results. She looked amazing—so it's kind of thinking outside the box and looking at the whole face using a variety of treatment options that we are proud to offer."

Dr Floyd says clients can visit the clinic solely for facial rejuvenation treatments such as Botox for wrinkle reduction and fillers for face and lips and be secure in the knowledge that as dentists, they have training in facial anatomy that many other clinics don't. "Absolutely, you can get Botox and lips fillers, but there are also lots of things to do with the dental side of things, for prominent issues such as relaxing jaw muscles and

treating grinding problems where we do injections as well."

At a time that is traditionally quiet in dentistry, Drs Mervin and Floyd are very happy. "We did cash-flow projections for our business plans and we've certainly exceeded the patient numbers and figures in those," says Dr Floyd. "We are very pleased with the general response to date. The most common reaction is, 'Well, I've never been in a dental surgery like this before. It looks great!', adds Dr Mervin. "Patients have been gushing with their appreciation for our surgery, staff and standards of care. We have had many patients recommending family and friends, which is the biggest compliment we can receive." □

To find out more about Investec's tailored financial solutions for medical, dental and veterinary professionals, call us on 1300 131 141

FYI

To find out more about the types of finance available to help you to meet your goals, visit www.investec.com.au/medical

Giving credit where credit's due

When most professionals consider using their credit card to make purchases for their business, they think about everyday consumables. But professionals can now purchase big-ticket items like equipment or cars and then make their loan repayments on a credit card—and get rewarded at the same time.

Most people don't expect to pay for big-ticket items using a credit card. Even with a credit limit high enough to cover the purchase, substantial merchant fees may mean that the salesperson is unwilling to perform the transaction and cardholders miss out on valuable rewards points. This is particularly disappointing for healthcare professionals who make large purchases for their practices, such as equipment, tools or motor vehicles.

"With so many products on the market, credit cards that offer rewards such as Qantas Points on larger purchases really are a game changer," says Brent Zurowski, Head of Card Services at Investec. "Our credit cards are an example of this progressive approach, offering professionals the opportunity to purchase big ticket items on their credit card."

"We can do this because we are in the unique position of being able to build relationships with suppliers to facilitate these types of transactions, so that our clients can earn reward points."

BRENT ZUROWSKI

"We can do this because we are in the unique position of being able to build relationships with suppliers to facilitate these types of transactions so that our clients can earn their reward points," Zurowski explains. "What's more, the client is subsequently able to convert this credit card purchase easily into an Investec loan facility—be it a lease, or chattel mortgage or whatever suits their financial needs. On top of that they can make their monthly repayments on the card, and even earn points on their repayments too.

"For example, we had a client who bought a \$2.5 million piece of equipment for his practice. He used his Investec Signature card for the purchase and then earned 2 500 000



Top: Investec's Brent Zurowski says medical and dental professionals should be rewarded when purchasing big-ticket items.

Qantas Points which is enough for six first-class tickets to Paris and back!

"Medical, dental and veterinary professionals have higher capital expenditures to manage and should benefit from these investments. Earning rewards by making these purchases on their credit card is a great place to start." □

Easy going

Gastroenterologist Dr Nathan Connelly and his wife Nicole never imagined buying an investment property could be so simple

Between working as a consultant medical physician at John Fawcner Private Hospital, Brunswick Private Hospital, Coburg Endoscopy Centre, and at his private consulting rooms in Moonee Ponds, Victoria—as well as being a father and husband—Dr Nathan Connelly doesn't have a lot of spare time. "It is always a juggle," admits his wife, Nicole Connelly, who also manages their specialist centre.

"Back in 2012 we started to think about buying our own property, but had so many factors to consider, including finding the time to fill out all the paperwork. So we were very sceptical about making it happen any time soon. We also understood we were not the ideal candidates for banks. We didn't have a lot of assets or a large deposit," says Nicole.

As it turned out, even trying to get an appointment with finance lenders proved to be futile.

"The banks wouldn't speak to us because we had only been in business for 12 months with our own private practice. Nathan and I had both invested 100 per cent into the business," says Nicole.

"We had cash flow, but no assets and only a small deposit. It was like we had to jump through hoops just to get in the

front door," she remembers.

It was through the Australian Medical Association the Connelys heard about Investec. "Nathan didn't hold out too much hope to be honest, since we had experienced so many hurdles with other banks. However, I placed a call to Investec and was put through to Penny (Murphy). And then I guess, from that point on, our lives changed."

Investec's Penny Murphy wasted no time, organising to drive out to Moonee Ponds to meet with the Connelys.

"Penny came to see us after hours—

would be able to get a property with 100 per cent finance if we needed it. But she didn't stop there. On top of that we were given pre-approval for a car. We were so surprised—pleasantly surprised this time," says Nicole with a laugh.

Understanding time was at a premium for the couple, Investec arranged a car-buying service for them. "They helped us with a broker to get a car, so we didn't need to spend time looking for one. Penny has been fantastic from day one. Very personable, easy to deal with and down to earth," says Nicole.

"Investec's Penny Murphy came to see us after hours—about seven o'clock in the evening, which was incredibly helpful for us as we have absolutely no spare time. Trying to get to appointments during working hours is impossible, so it was such a great first impression."

NICOLE CONNELLY

about seven o'clock in the evening, which was incredibly helpful for us as we have absolutely no spare time. Trying to get to appointments during working hours is impossible, so it was such a great first impression," says Nicole. The Connelys were prepared to encounter problems but were presented with solutions. "We sat down with Penny and she told us that we

The Connelys say it was this client focused approach that encouraged them to invest in more property.

"Knowing that we could do a 100 per cent loan with them—that we didn't even need to give a deposit—was an easy decision for us to make. We had the initial property revalued and now Penny is helping us get all of the paperwork



Dr Nathan Connelly and his wife Nicole were so impressed with Investec's service and range of products, they have decided to purchase another investment property and car.

through. We've got a pre-approval already," says Nicole.

In two years—two properties and two cars later—the Connelys have achieved more than they imagined in such a short period of time. "Having people like Penny around that we can call when we need something quickly, secure in the knowledge she'll get back to us, it has taken a lot of pressure off us. It means that when we go and look at investment properties, we don't have to worry about time, and getting places, and meeting

people. We know Penny will come out to see us after hours. And she doesn't always need my husband there, which is great. Everything runs smoothly," says Nicole. "And having someone to help us with our finances has allowed us to achieve so much. When we decided to buy an investment property, she helped us refinance the whole loan, so that we weren't paying a low interest and a high interest loan. She put it all into a low interest loan for us, so we can pay it off quicker and have more cash flow coming



Penny Murphy

BEST PRACTICE

"Relationships are very important to us," says Investec's Penny Murphy. "The service delivery really is key and also I believe it is our advantage. Anyone can do a loan, but making it structured in the right way and getting the right outcome for the client is a massive part of what we do.

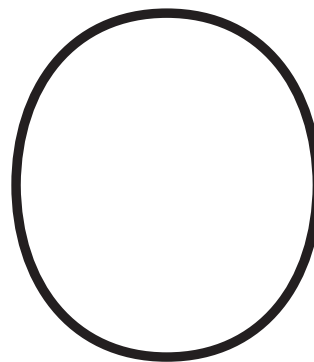
"I sat down with Nicole and their accountant to investigate the best financial strategy for them going forward. An investment property is certainly an option that was preferred. For Nicole and Nathan it will be completely tax deductible, so it makes sense for me to structure this purchase in a way that enables them to borrow the full purchase price of the property, as well as the stamp duty costs. This is the level and depth of service that we are proud to offer." □

through, and that's all from Penny's advice. We wouldn't have known how to do that," says Nicole. In addition to sound financial advice, Nicole says the process of investing in property has been very simple.

"It has made us have a renewed respect for the banks actually, knowing that there's someone like that who we can go to when we need something. We can call them on the phone at all hours, we can email them at all hours, they're very easy to talk to," says Nicole. "Now all we need to do is go and find our next investment property!" □

Rule of three

When three ear, nose and throat surgeons wanted to set up a group practice on the Gold Coast, Investec was there to help



One of the great advantages medical professionals have when starting their own business, is that their training allows them to see a number of different practice models which they can draw inspiration from. That was the case for Drs Sam Dowthwaite and Dan Robinson, who recently set up their ear, nose and throat (ENT) specialist practice on the

Gold Coast with Dr Jim Hallam. But figuring out the nature of your practice is only part of the challenge.

"Dan and I are of the same vintage," Dr Dowthwaite explains. "We've trained together, and Jim was a mentor of ours."

The models they had seen of other group practices were more practitioners just sharing a physical space. "We decided to go into group practice because we're all of a similar sort of mindset and we're good friends," Dr Dowthwaite adds. "I think we were able to create that true group practice where we have shared rooms, with shared staff, and shared everything. I don't think anyone else has a true group practice in that sense. Because we just got along with each other, we saw a lot of advantages in going into this model, not only from a professional point of view, but also financially and personally."



Dr Jim Hallam (left), Dr Sam Dowthwaite (centre) and Dr Dan Robinson went into group practice together because they all share a similar mindset and are also great friends.



Simon Moore

BEST PRACTICE

According to Investec's Simon Moore, the range of products the bank could offer the surgeons—and the ease of converting them—was the real point of difference between Investec and other lenders. “When we first set them up with finance, Sam purchased some equipment for the group, which was done as a chattel mortgage. But when they finished doing the fit-out—which was only recently—we transferred it to a lease that gave them a better outcome from a tax perspective.”

In fact, Simon says, the practice fit-out was initially funded through Investec's escrow facility without security. “The use of the escrow facility is unique. A lot of banks wouldn't generally offer an escrow facility like we do without any other security being offered. We were able to get them the full amount that they needed, all approved and in place so they could do the entire fit-out without having to make any contribution themselves.”

The other option available for equipment purchases was their Investec credit cards, he adds, which gave them the chance to earn Qantas Points on business purchases. □

“We were keen to work in a group practice environment where we could share the load of referring on cases which were better dealt with someone who has a sub-speciality interest in that area,” adds Dr Robinson, “and also having the capacity for someone to look after any of your patients who may be having problems when you go away.”

The financial side was a part of the deliberations, Dr Robinson says. “I had done locum work throughout New South Wales, working in group practices, and I had assessed the different financial structures which were available, and also some which other people had done. We also talked about structures which no-one had done and we decided that probably the best option for us was to move forward with an entity that shared costs, and also with that, shared financing and equipment and having capacity to also expand. We wanted to add on more practice partners as time went on.”

An important part of making that type of practice work is the relationship between the individuals involved. While Drs Robinson and Dowthwaite were contemporaries, the third part of the practice, Dr Jim Hallam, was a well-established ENT on the Gold Coast, and had met Dr Dowthwaite when he trained him during his years as a registrar.

“I believe there's been a lot of goodwill being shown on Jim's part, to be honest,” says Dr Dowthwaite. “Where other people who become involved in established practices generally have a buy-in fee or some sort of ongoing percentage payment that goes to the principle, an experienced surgeon, Jim has foregone that type of arrangement.

“Instead, we have an arrangement where we all pay a third into the cost of the practice, and then we all take out our own pay packets depending on what we do. It is unique given that Jim is a senior partner. The benefits of the office set-up that we have now is we cover each others' patients; we provide a service where we don't turn anyone away; and there's always one of us there to be able to help with urgent patient referrals.

“I think Jim also saw certain lifestyle advantages, where if any one of us wanted to take extended leave, there are the other partners in the practice

“I have found them to be excellent to deal with, it's hassle free, and they are the most competitive in the market when it comes to price.”

DR DAN ROBINSON

to cover their patients and any ongoing referrals they may have.”

With the vision of the practice in place, the three set out to find a space to house it. Dr Hallam's existing space wasn't large enough to accommodate all of them, let alone a fourth partner if one came along. There was also the challenge of equipment (a perennial one in medical practices), and making sure that the rooms were close enough to Pindara Private Hospital (where the three of them practise).

“Being an ENT requires a lot of equipment,” Dr Dowthwaite says. “From microscopes to endoscopes, to examination chairs, to operative equipment for minor procedures in the room, there are a fair number of upfront and ongoing costs that are particular to our specialty.”

What surprised them all was how difficult it was to get funding from many

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of the banks they approached.

"We had figured out what we wanted to do, but not the structure of how we were going to finance it," Dr Robinson explains. "So we knew that we wanted to have a shared cost-base structure, but we didn't know the different options associated with leases or chattel mortgages. And without Investec, I can tell you, it would have been a nightmare. I rang around to get some quotes from other financial institutions, but the first bank that I approached wanted 100 per cent collateral."

The story remained similar until they looked to Investec. All three already had personal dealings with Investec in the past. "It seemed a little ridiculous what the other banks were asking," says Dr Dowthwaite. "So, we went to Investec

The three ear, nose and throat surgeons knew what they wanted to achieve, but not the structure of how they were going to finance it.

and we discussed with them the different options that were available, how we would finance it, and we settled on a chattel mortgage type arrangement. The appeal of the chattel mortgage was the time frames that we wanted the mortgage to run over. It worked in well with how we saw the lifespan and depreciation of the equipment. And when it came to the interest rate and what it meant by way of repayment and how we set up our own internal financial structures, that was our best option."

That, and the ease with which it all happened, reinforced for them the fact that Investec was the right choice. Dr Robinson says, "I have found them to

be excellent to deal with, it's hassle free, and they are the most competitive in the market when it comes to price."

"The whole process was extremely easy," says Dr Dowthwaite. "At every point, Investec made us comfortable with the decision that we were making. They were great with explaining why the financial structure that we were going with was the right way to go. They made the application process, securing the finances that we needed to make our capital expenditure and costs and to settle on our lease, and all the documentation involved, really easy. It was just a very simple process." □

Making the move

Following his passion to specialise in cardiology led Dr Hadi Nojournian to rural New South Wales

Like many specialists, Dr Hadi Nojournian appreciated the sacrifices his wife and daughters had to make while he trained as a cardiologist. Which is ironic, because as a result of thinking of his family, he found himself facing six weeks of high anxiety that would challenge anyone's heart. With his family's dream home slipping out of his grasp, he had put down a deposit on the house, signed all the papers... but didn't have finance in place.

"To specialise takes such a long time," explains Dr Nojournian. "During that time, your family gets used to the area where they're living. They have their memories, friends, and school there, so it is incredibly difficult to move them to where my job would be more interesting or attractive."

Which was exactly the problem—work was on offer in Armidale, in northern New South Wales, but the family was settled in Wahroonga on the north shore of Sydney.

"My children go to a school in Wahroonga," he continues. "It's a good school with great support, so we decided my wife would stay there and we would buy a house for them to live in while they were at school. While Armidale has excellent schools where they would

have probably received the same level of education, Wahroonga was their home. They'd lived there for eight years and had all their friends there, so it made sense for them to stay."

Dr Nojournian and his wife emigrated to Australia from Iran in 2000. He was a 32-year-old doctor working with the international aid organisation Médecins Sans Frontières. "I had an Australian boss who was very kind to me and I heard that they were in need of doctors in Australia. So I came here to do my exams and start practising," he says. "I also did a bit

have always loved cardiology so that's what I decided to pursue. It was quite a challenge to study and focus on myself, and it required a lot of sacrifice from the family. It also meant missing out on a lot of important moments as a father, but I always wanted to perfect this art. I think we doctors are like musicians. We really want to play beautifully. And to do this, you need to be well trained and focused. The amount of literature is so immense on every single subject that really it becomes impossible to keep up with everything. So you need to focus on a small area and

"Megan came to our place during the weekend so we could sign the documents and make everything happen without actually needing to go through a hundred hoops or bureaucratic steps."

DR HADI NOJOURNIAN

of teaching at Sydney University, in the School of Medicine. I taught anatomy for, I think, about a year. Then I moved to the country and worked as a GP in Grafton, New South Wales. I loved working as a GP and I found it very fascinating and interesting. At the same time, I did emergency medicine in Grafton for two years, which was also incredibly rewarding.

"Our eldest child was nearly three when I started my specialist training. I

perfect it. So that's what I try to do."

Just as Dr Nojournian was finishing his studies, in 2012, an opportunity for work arose in Armidale, a couple of hours inland from Grafton. "You learn a skill and you want to be able to perform it," he says. "I had researched the job market and there was a new medical school in Armidale. They needed someone as a lecturer to come and join them in medicine. I also found out there wasn't a



Dr Hadi Nojournian wanted to buy a home for his family near their friends and school—but hadn't secured finance for it when he first put down a deposit.

PERSONAL FINANCE



Megan Skinner

BEST PRACTICE

"When Dr Nojournian called me to enquire about his new home, he advised that he had already exchanged contracts and paid the deposit but was yet to arrange finance. He was finding it challenging as he was not able to provide the minimum 1 to 2 years of financial information which most banks require," recalls Investec's Megan Skinner.

"Dr Nojournian heard about Investec, contacted us, and we were able to help him as our policies and products are tailored for medical professionals. We provided his finance based purely on invoices and billings."

"I also understood Dr Nojournian's time limitations. Although his family resided in Sydney, the majority of his work was in Armidale so meeting up with a lender in normal work hours was virtually impossible."

"I met with Dr Nojournian and his family on weekends to organise the necessary paperwork, and the loan was approved in time. The family are now enjoying their new home."

"I was thrilled to be able to help Hadi and his lovely family, they really made my job a pleasure." □



Dr Nojournian with his wife Negar and daughters in front of their Wahroonga home. With others interested in the house, he paid a deposit before he had finance in place

cardiologist in Armidale so there was an unmet need in the region. I thought it was a great opportunity to come, so I did."

But while his job there was appealing, his family was settled in Wahroonga.

Despite having debts from his investment in his studies, Dr Nojournian's family found the perfect house.

"It was close by and very comfortable for the family," he says. "Unfortunately, when you're studying, you're never taught the financial and business aspect of being a specialist. They make us good bosses, but not good businesspeople. So, my knowledge of finance is very limited."

He shopped around with different banks, which was tricky to fit in with work commitments. "Most of the financial institutions treat you like any other customers coming in, which is fair enough, but it just didn't fit with my busy life. I didn't have time to wait around in a bank for half an hour to meet with someone in the middle of the day while my room was full of patients."

"But as soon as I called Investec, they made it very easy. Over the phone, we had a quick assessment and they were very helpful. Right from the start, I felt they were on my side. They understood I was a new specialist starting and had unique limitations, but with the training I had and the work I did, I would be able to pay back the loan."

In the meantime, it looked like someone

else was going to buy the house.

"I had to act," Dr Nojournian recalls. "So we paid five per cent of the property value and signed the papers. I was very anxious knowing that I didn't have an approved loan, because most people get their loan approved first. But I risked it and called Megan Skinner from Investec straight away. She was quite surprised but straight away offered to help."

Throughout the entire process, he says, Investec made everything quick and easy.

"Over the weekend, they came to our place to meet us," he recalls. "Megan is an amazing person. Both myself, my wife and my children absolutely love her. I travel back from Armidale at the end of every week so it was great that Megan was able to come to our place on the weekend in order for us to sign the documents and make everything happen. We didn't need to go through a hundred hoops or bureaucratic steps." □

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Sirona is the world's largest manufacturer of dental technology. The company develops, manufactures and markets a complete line of dental products, including, CAD/CAM restoration systems (CEREC), digital intra-oral, panoramic and 3D imaging systems, hand pieces and hygiene systems.



VITAL MEDICAL SUPPLIES

Vital Medical Supplies

Vital Medical Supplies provides quality medical supplies and supply solutions. At Vital Medical Supplies they pride themselves on forming long-term relationships and to build on them, which they have done continuously for over 25 years. This is the cornerstone of their company.

A smooth procedure

Buying a dental practice on his credit card was an easy decision for Dr Peter Duke



When you run your own small business, you get used to swiping your credit card frequently. But Perth dentist Dr Peter Duke realised just how invaluable his card could be when he needed finance to take his practice to the next level.

“My vision was to have a practice that was very modern,” he explains. “We set our philosophy statement around what I needed and that was a comfortable, modern environment which could offer up-to-date dentistry individually tailored towards patients’ needs.”

Although Western Smiles is a relatively young practice (having been operating for a few years), it’s also a very established one. “I joined the practice 15 years ago as an associate, worked in the practice for about a year and then bought a partnership,” Dr Duke explains. “Then five years ago, I bought the full business. So, we’ve been in the evolution of doing a full upgrade in the practice. Everything in the building over a period of a year or two was renewed.

We did a complete fit-out, purchased the property next door, doubled the size of the building and renewed everything in the premises. All the equipment has been replaced. So, it has been an ongoing process of always looking to purchase the next piece of gear.”

When he was looking around for ways to achieve those ends he came across Investec. “At that time, I was considering refinancing and re-equipping one of my

found himself talking to Investec when he was looking at purchasing a couple of cars. After chatting with Investec’s Debbie Kiely and Ali Butler, he decided to use an Investec credit card for the purchase.

“The experience of purchasing two cars was a very simple process,” he recalls. “We sought a quote for finance from the dealership where we bought the car, and we got a quote from Investec. The Investec option was more

“When I looked at the Investec option, it was pretty appealing to me. The fact that the finance was so competitive was a major draw card.”

DR PETER DUKE

surgeries,” he says. “I didn’t actually go ahead at that point, but that was my plan. I was considering moving my finance arrangements from one bank to another. I started looking at what other lenders could offer, and when I looked at the Investec option, it was pretty appealing to me. The fact that the finance was so competitive on its base rate was a major draw card.”

Not long afterwards, he once again

competitive and we would also earn Qantas Points by purchasing on the credit card.

“The whole process of signing documentation was very straightforward. There was no additional work to complete the credit card transfer of the car. It all went through and just appeared on the statement. So, from a transactional point of view, it was no different to doing a normal purchase.”

Dr Peter Duke
expanded his dental
practice and renewed
all the equipment
using his Investec
credit card



In the meantime his practice continued to grow, until it came time to add the last piece of the puzzle—a fourth surgery, complete with equipment, cabinetry and fit-out. He spoke with his accountant and decided that the option of using his Investec credit card to fund this made sense. “Today, we’ve got builders here and next week it’ll all be operational,” he said the day we interviewed him. “So that’s our final stage of this journey. The interesting thing is that the finance for this will be done with Investec using the Investec credit card.

“The bottom line was that they were competitive on the finance and we had a strong relationship with Debbie and Ali at Investec. We talked through various options and this was the most cost-effective way forward.”

While the simplicity of the transaction and the added bonus of Qantas Points were great benefits for Dr Duke, what he values most is the professional relationship with his Investec advisors. “The difference,” he says, “is that they have an understanding of our profession which other banks don’t. During the day, I haven’t got five minutes to quickly have a chat with someone about money

because my time’s been allocated to a patient who’s already in my building in front of me. Investec understands this so they do as much as they can by email and they will come and collect the documentation in person, so it doesn’t interrupt my day.”

For Dr Duke, having both the bank and individual advisors understand the simple reality of your job makes the world of difference. “I’ve dealt with Debbie professionally for the last 12 years, and it was the relationship that really drew me back to them because they’re so capable of doing transactions without much involvement from the dentist. That’s the icing on the cake.” □

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Ali Butler

BEST PRACTICE

“The appeal of Investec wasn’t just our superior products, but the fact that we could also do things quickly and easily for him,” says Investec’s Ali Butler about Dr Duke. Dr Duke has been a long-term client of Debbie Kiely’s and Ali Butler’s, and moved with them to Investec several years ago, refinancing one of his commercial investment properties and also a new property purchase.

“Knowing Dr Duke’s business objectives, we quickly introduced him to the Investec credit card, which has allowed him to make the most of his investments by obtaining Qantas Points.”

Ali says that Investec were also able to offer him a great range of finance solutions that other banks can’t offer including SMSF lending: “Dr Duke has been able to take advantage of Investec’s 90 per cent SMSF lending product which we worked closely with his accountant to help maximise his tax effectiveness and investment strategy. Dr Duke is certainly a client who has experienced the benefits of all of our products. For example, we are currently assisting him with expanding his existing practice, so we set him up a drawdown facility which gives him the flexibility to pay his tradespeople and suppliers when required, with the added benefit of earning Qantas Points.” □

Walking the walk

Building a medical practice can be as easy as putting one foot in front of the other—at least it was for BAYY Medical

Dr Bessie Wayoe-Yamba and her husband, Dr John Yamba, have learnt to be very cautious about letting their old friend, Dr Ken Apen, go for a walk when he comes to visit them. The last time he did that, they ended up building a medical centre. “One weekend when he was visiting us,” Dr Wayoe-Yamba recalls, “he took a walk and came back and said, ‘That block of land in the corner there looks interesting’.

“It was just down the road from the house we lived in at that time (on the corner of Baird Drive and Carnegie Avenue in Dubbo). That’s basically where it started. We had this running joke, trying to stop Ken from taking a walk, because he comes back and he’s got all these ideas.”

Dr Apen’s memory of the walk is a little less casual: “I went for a walk and I saw a signboard at the place where the clinic is at the moment. The land was for sale, and they had put in the signage that it had a DA (development application) approval as well. I was interested because the area was new—a major supermarket was going to be developed nearby—and it was along the road where John and Bessie lived. It turned out the place was originally earmarked for a medical centre, but the doctors who were planning to build the centre for some reason or other decided to leave town and not do it.

“Initially, we thought about buying the land as an investment together. So we decided to form a group and look at investing in the land. After we secured the block of land, we said, ‘How about if we got more money and built the centre?’ That was really the beginning of the story.”

The road that led them all to Dubbo, in central western New South Wales, though, was significantly longer. John Yamba and Ken Apen were high school friends in Ghana, Africa. They did medical training together in South Africa, where John met Bessie, and Ken met his wife, Dr Cathy Burns, an orthopaedic surgeon.

“Owning my own practice was always at the back of my mind, but it wasn’t something I was jumping up and down to do.”

DR BESSIE WAYOE-YAMBA

John and Ken were each other’s best men at their respective weddings. Then the couples went their separate ways—Ken and Cathy to the United States, and Bessie and John to Australia.

“It was a sense of adventure that drew us here,” says Bessie. “John said, ‘Here’s this opportunity, let’s go and see what Australia has to offer.’ I think initially he said it would be six months, but 12 years down the track we’re still here.”

After a few years, John also convinced Ken and Cathy, who had travelled extensively to everywhere but Australia,

that this country should be their next adventure too. “We looked for work and were able to find an orthopaedic job as well as a specialist obstetrician gynecologist job in the same hospital,” says Ken. “That was our main request, so that’s how we got to come to Tamworth (in northern NSW).”

That friendship was both the basis and fuel for the idea of developing an investment for all of them. “Due to this very strong foundation of friendship, we looked for opportunities,” says Bessie. “Owning my own practice was always at the back of my mind, but it wasn’t something I was jumping up and down to do:

‘I want to open a practice!’ It’s a very crazy idea. In general practice nowadays, most people are going to group practices and amalgamating practices.”

John and Bessie had looked at that same block of land at the corner of their street before—their real estate agent in Dubbo had suggested it as a possible future site if Bessie was ever interested in leasing consulting rooms from whoever developed it. But the idea for developing the land only came about after Ken’s walk. “The four of us formed a company called BAYY Medical, which is the initials



Dr Bessie Wayoe-Yamba went ahead with building a practice despite knowing it was a "crazy idea".

Sandy Constanti



BEST PRACTICE

Investec's Sandy Constanti had met Dr Ken Apen at a conference previously and had helped him finance some equipment purchases. Even so, financing a property development takes things to a whole new level.

"With a project like this," Sandy says, "it is very risky. A lot of things can go wrong. Other banks may look at Loan-to-Value Ratios in order to determine the size of the loan. They would tend to lend at 70-to-80 per cent Loan-to-Value Ratio on a project like this, which involves building from the ground up.

"We lent the clients 100 per cent for the land, and we waited for quite some time before it got approved by the council to be developed into what it is today. They had a lot of restrictions.

"We assessed the plans and costings and were happy to lend 100 per cent to make sure that the project was completed.

"In similar projects, at the end of the build, we get a new valuation. We may fund 100 per cent of the valuation, and if there are extras we may fund them in some different way. For example, fixtures and fittings and fit-outs can be leased, giving the client a better advantage." □

of our surnames; Burns, Apen, Yamba and Yamba," says Ken, "to purchase the land and the property, to build a practice."

When it came to financing, Ken already had the answer: about a year previously, he had met Investec's Sandy Constanti at a medical conference he had organised in Tamworth. "Investec came in as an exhibitor at the conference," he recalls. "Along the way, I've had other purchases with Investec like funding for an ultrasound machine."

One of the challenges they faced was having to meet all the Dubbo City Council requirements of the development application for the medical centre.

"So the first six months were spent looking for architects, putting out tenders for construction and so on," Bessie recalls. They then ran into another problem: they discovered they couldn't fulfil Bessie's agreement to work for 10 years in a place included in NSW Health's Area of Need Program if she stayed at Dubbo, so the family moved in mid-2011.

"The whole process became like remote control and really the person who was fundamental in this whole project was our architect and project manager by the name of David Bloomfield," says Bessie. For about a year, the building lay idle. "We were very happy in Victoria," says Bessie, "but John loved Dubbo and

working at Dubbo Base Hospital, so we made a family decision to come back."

"It was a hard decision, but it was also an opportunity. So I decided to come and start the practice. Now it's nearly eight months down the track, and it's looking more like a practice and less like the shell of the building that it was." □

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(From left): Dr John Yamba, Dr Cathy Burns, Dr Bessie Wayoe-Yamba, Dubbo mayor Matthew Dickerson and Dr Ken Apen at the opening of the medical centre.

Overcoming obstacles

In one year, Dr Michael Petrinchuk faced starting a new job, moving his young family to a new city and tackling his wife's cancer diagnosis

The Petrinchuks are no strangers to adversity. Canadian nationals, Michael and his wife Sharilyn moved across the globe in 2010 so Michael could study medicine in Australia.

During his last year of study, Dr Petrinchuk recognised the need to get his finances in order. "Our car was continually breaking down and we were in a bit of a unique situation—my wife had been diagnosed with cancer before my graduation and we needed to make trips back and forth into the city. We couldn't have our unreliable car breaking down on the road while we were coming in for all the treatments. We also had mounting medical expenses with the cancer treatment.

"All in all, we were about \$20,000 out of pocket, so being able to find an amenable lender—one that could provide us with a line of credit that was flexible, rather than just a set figure like most banks—was what we needed," says Dr Petrinchuk.

The realisation that his existing bank was not going to be of any assistance weighed heavily on his mind. "There was so much paperwork, and so many limitations and restrictions, such as having to spend a lot of time building up credit to increase limits and also being stuck with borrowing a certain amount," says Dr Petrinchuk. "There were specific things we wanted to achieve such as wanting to purchase a second-hand car and often,

we discovered with other banks, you're locked into buying a new vehicle only or leasing."

There was also the consideration of short and long-term goals. "One goal was just to be able to get loans for the vehicles. Now that I was finished being a student and I would be working full-time, we needed two vehicles. I also needed a credit line seeing as we would be moving to the city and doing a lot more spending. Most importantly, I wanted a financial institution that would eventually be able to help me with setting up a business—a larger bank with services that understood the medical profession

"It was really simple and easy with them. It's such a credit to Investec for what they helped us through."

DR MICHAEL PETRINCHUK

specifically," explains Dr Petrinchuk.

After learning about Investec at a graduate information evening, Dr Petrinchuk organised a meeting straight away. "Being a medical graduate, you can see they have a lot of confidence in the medical profession. I was approved for an overall amount that I could divvy up between the credit card and credit line. Getting that all done in advance, we were able to buy a reliable car and pay for all of our medical expenses without any fuss. We breezed through everything with ease.

"I also had to move two hours away into the city from where I was studying.



**James
Ostrobrski**

BEST PRACTICE

"We have an incredibly well thought-out package available to medical professionals who are in their graduate year," says Investec's James Ostrobrski. "In fact Investec has pioneered the graduate finance space—we've designed some core products that are available only to medical and dental professionals. It allows us to set up a suite of products that are designed specifically for their current life stage, entering the hospital system or going into practice for the first time. What we were able to do in comparison to many other mainstream banks on the market is unmatched. We know the segments really well and understand the long-term nature of a medical professional's income. It allows us to be able to set much higher limits than would be available to someone who's ultimately just come out of their final year of study and going into the workforce." □

It was really easy with Investec. It's such a credit to them for what they helped us through. With everything that life had thrown at us—relocating, the cost of the cancer treatments and the new job—they were there to back us up and make any changes necessary.

"As well as making a stressful time of our lives a whole lot easier, an extra added bonus is the Qantas Points we've accrued through our accounts. Now I can finally take my wife on a holiday to Queensland. We can't thank Investec enough." □

Grand designs

After almost 20 years of planning, veterinarian Dr Kate Haines's ambition to build a state-of-the-art, eco-friendly animal medical facility in Traralgon, Victoria, has been realised

What was originally intended as a temporary clinic back in 1994, turned out to be Dr

Kate Haines's veterinary practice for almost 20 years.

"It was a 1950's weatherboard cottage that we converted into a veterinary clinic by punching a hole in one of the walls to make space for a reception area," says Dr Haines. "We consulted in the front bedroom and conducted surgery in the back bedroom. The cage room was also in the surgery because we only had the one room essentially," she adds.

When she purchased the property, Dr Haines had every intention of immediately re-designing it. "It was only ever meant to be a temporary situation," she explains. But like so many cases, life got in the way of starting any renovation work.

"I undertook chiropractic qualifications and also completed a Masters degree in the middle of everything and I didn't necessarily worry too much about practice development. I had other things I was pursuing," says Dr Haines. "Planning a brand new hospital took a fair bit of time and effort to set up, to actually start the project—but it was always something I intended to do. I think my staff got sick of hearing about it. They thought I'd never stop talking about it and do it!" says Dr Haines with a laugh.

Spurred on by the fact that the outward appearance of the clinic could be



Before and after: When she purchased the old cottage (top), Dr Kate Haines's plans to transform it into what it is today (above) took a little time to be realised.



"Planning a brand new hospital took a fair bit of time and effort to set up," says Dr Kate Haines.

“The ability to work efficiently and safely is important.”

DR KATE HAINES

detering clients, Dr Haines channelled her energy into the redesign. “It was about 10 years ago that I started to get really serious about the re-development,” she says. Her vision was to demolish the existing practice and to create a purpose-built, modern, environmentally friendly animal hospital from scratch.

Working in the small space for many years provided Dr Haines with oodles of inspiration for modifications. “Design aspects came from a variety of sources, mainly from the experience of working and knowing what is needed. I also looked at what other clinics were doing and what was working for them. I certainly got some useful ideas from doing that, as well as researching online. Most of the internal design features came from just knowing how we worked and how we wanted to work.”

One of the features that has worked tremendously well in the new hospital is the internal windows. “The sightlines through the building are really good. There’s one area where you can stand and see everything that’s happening in the building. Staff can be standing in the back half of the hospital and see what’s happening through to reception. While we do keep a receptionist out there all the time, it means if they need assistance we can see what’s going on.

“Other features we’ve introduced in the building include CCTV for patient monitoring—also for security, however primarily so we can keep an eye on patients when we’re not actually physically with them, particularly overnight. It allows us to keep an eye on whether an infusion pump is running or we can use it to watch the reception area if we need to.”

Dr Haines was passionate about making the new structure eco-friendly.

“The hospital is a green building—the orientation and layout of the windows optimise natural light and also thermal efficiency. We’ve got a lot of north-facing windows and everything is double glazed to prevent heat loss, so it’s very temperature stable and there’s a heap of insulation. We have skylights all the way through the building to let in light, and have installed tank water to use for the

toilets and the washing machines. I am in the throes of organising solar panels to go up on the roof to generate green power.”

As important as being eco-friendly, Dr Haines has prioritised patient comfort. “I’m proud of the dog pens we’ve put in. They have a plastic-coated barrier between the pens, also the doors are actually laminated glass, so they don’t look like a cage—they’re more like an enclosure. And they’re very easy to clean and really comfortable for the bigger animals. There probably aren’t many of them in Australia and I’ve certainly had a few vets, including specialists, come to look at them and want the details.”

Staff comfort has been a consideration. “The ability to work efficiently and safely is important. One of the workflow features was to make everything wide, so we can use trolleys for moving patients, or if we’re carrying something, it’s easier to go through a wide doorway.”

The results are better than imagined. Dr Haines explains: “We’ve gone from the situation where the building was a severely limiting factor to the success of the practice, to a place where the building is now the flagship. The design is an aspect that really sells the practice to clients.” □

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Kelly Gall

BEST PRACTICE

“Dr Haines has been a dream client,” says Investec’s Kelly Gall. “She is super organised and she knew exactly what she wanted from the very start.”

It may have appeared daunting on paper—Dr Haines proposed a major project to demolish an existing veterinary surgery and re-build a brand new modern purpose-built clinic. “In fact it was exciting for both parties. Having the opportunity to assist Dr Haines with the interior fit-out has been a gratifying experience. To see what she has accomplished is so rewarding,” says Kelly.

“The old poky house that used to be Dr Haines’s clinic has completely gone and in its place stands an impressive, new veterinary hospital with an adjoining carpark. Investec funded the hospital’s interior fit-out, which for many other banks would not have been an option. This is a great example of how Investec can support the industry.” □

Paul Catanzariti

Investec Specialist Bank,
Sydney

"Outside work hours, my great passion is fishing. I have a five-metre runabout boat that's just big enough for my wife, our three boys and me, so we can all get out together and make a day of it.

"I have been fishing since I was a little guy myself. It was something I started doing with my father, often land-based at first, and then getting

into boat fishing as well.

"More often than not we take the boat out on the Hawkesbury River. In nice weather we will go out on the river, find a good spot and go for a bit of a swim. When the kids are with me we tend to stay local in calm waters and hopefully catch some fish as well. It's always different every time we go, and that's what the kids like about it—the excitement of not knowing what each adventure will bring. With three little boys (aged six, five and three), it's great for them to experience something different, get involved and enjoy it.

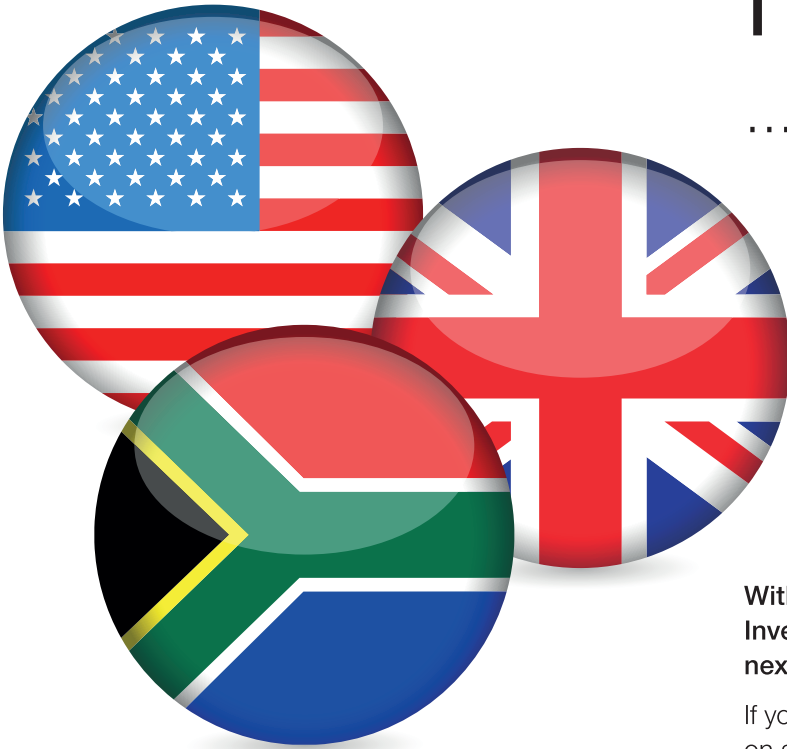
"Sometimes we bring home our catch, cook it up and enjoy it, but it's more just what you'd call 'recreational fishing'.

"Like most boating families, the intention is to spend as many weekends out there as possible, but with work commitments and everything else that's going on with kids activities and sports, we don't go out as often as we'd like. Over the years, there have been many exciting stories about the ones that got away. Whether it is with my family or with friends, it is a great way to relax and enjoy some time away from work". □



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