



# All hands on the deal

The founders of staffing-solutions business ONCALL Group Australia (ONCALL) knew the company was in the perfect position for growth. However, they were heading towards retirement, so they needed to find the right buyer to take it into the future.

ONCALL, launched in 2004, helps place staff in health services industries, including child, youth and family support, and through the National Disability Insurance Scheme (NDIS). It also helps find accommodation for people who need housing tailored for disabilities.

The founders were faced with a myriad of challenges and conflicting advice. They needed expert assistance to go to market, to navigate negotiations, and to achieve a successful result.

KPMG proposed a multidisciplinary team of specialists from Mergers & Acquisitions, Tax, Transaction Services, Legal and Health & Human Services teams. The ONCALL team knew that KPMG deeply understood its business, so they engaged KPMG to guide them through the entire deal process.

KPMG helped ONCALL to undertake all the necessary preparatory work, and there were lots of complexities to overcome. These included that the NDIS was relatively new, and there was a degree of caution from private equity towards buying a business with a casual labour force. The team offered a series of buyer-education workshops to discuss the value of ONCALL's services, and to share insights into the NDIS and health services sector.

For any founder, selling their business can be a challenging and even emotional experience. Therefore, the team communicated every action clearly, helped the founders with tricky negotiations, and were a positive partner through the highs and lows.

Working together, KPMG and ONCALL found the right buyer, and achieved a higher value than the founders had thought they could achieve on their own. ONCALL is now on its way to expanding its services across Australia.

*We deliver the results that matter.*

