AvantCare
by Illuminance

**AWARD WINNING SOLUTION
FOR CARE PROVIDERS BUILT
ON MICROSOFT CLOUD
TECHNOLOGY
PLATFORM
FOR MATURITY,
AGILITY
AND SECURITY**
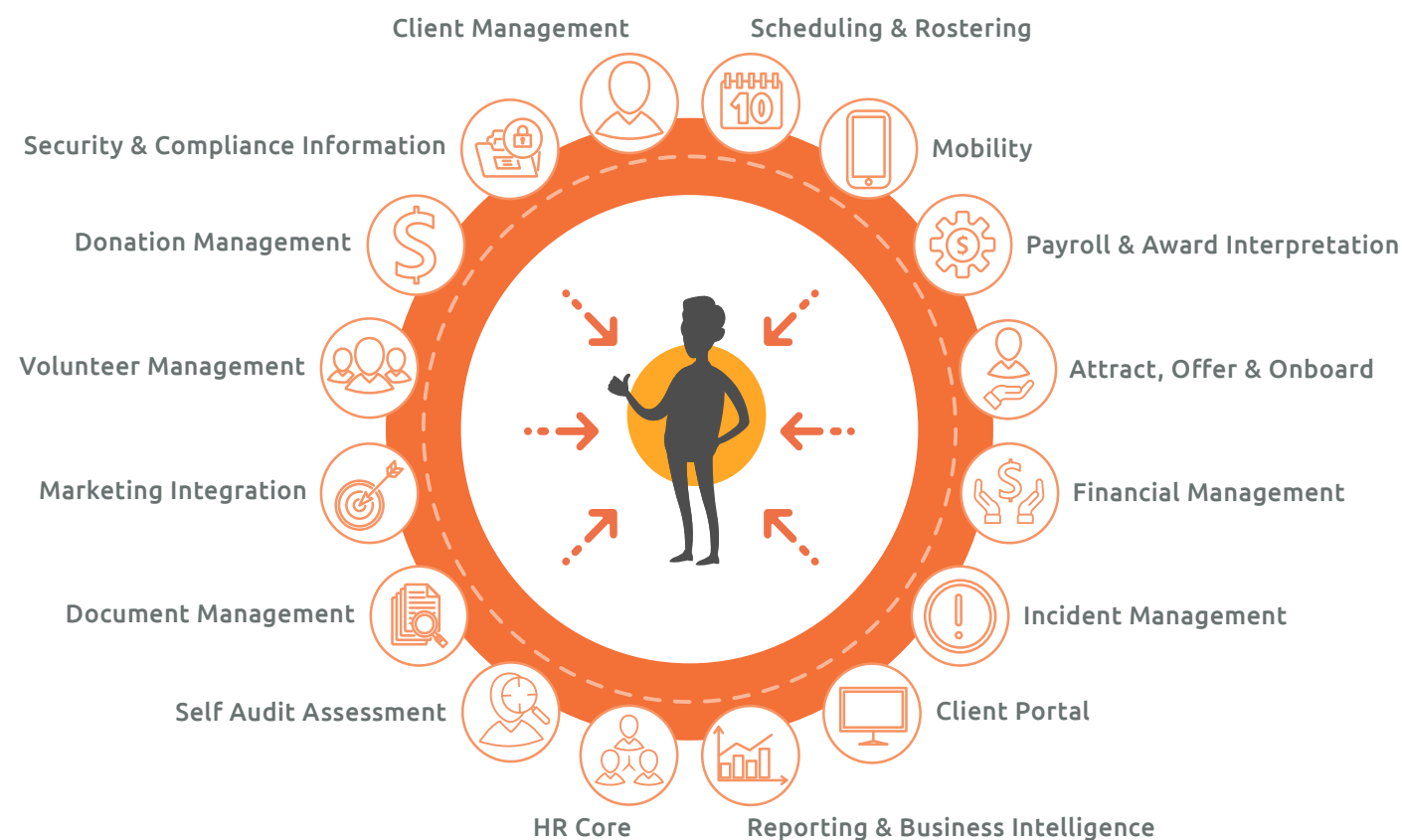
Developed by

illuminance | Microsoft Partner

2019 Partner of the Year Winner
Partner for Social Impact Award

Microsoft

AvantCare is an integrated client and services information management platform built for care providers in the disability and aged care sectors. The platform facilitates client-centric business processes and at the same time, stays agile to support business objectives – offering client-centric service and supports both individualised funding and block funding, including;

- National Disability Insurance Scheme (NDIS);
- Supported Independent Living (SIL) in NDIS;
- Commonwealth Home Support Programme (CHSP);
- state-based funding; and
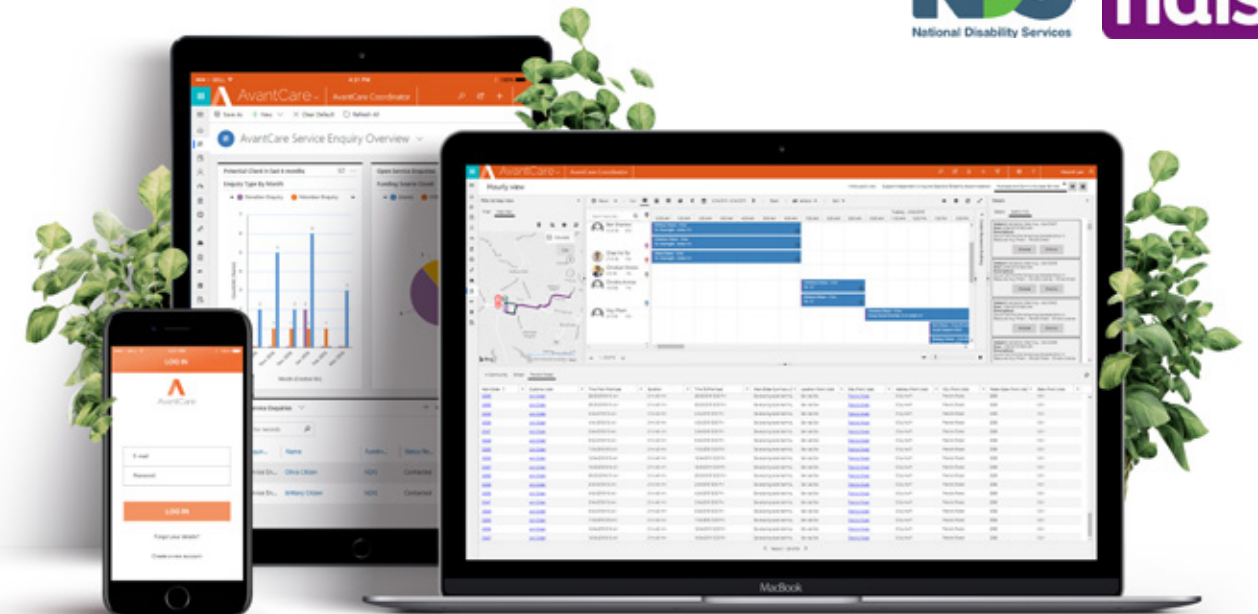- co-contribution in addition to other funding sources.

Service providers of the disability and aged care sectors are faced with challenges such as sustainability, transparency and quality in services delivery and in their workforce optimisation. Illuminance recognised the challenges faced by the sector and AvantCare was developed to include features that would ensure unprecedented operational efficiencies.

AvantCare enables a client-centric information management approach that links together data about activities performed by a care provider's various functional groups, empowering care providers to make decisions in real-time with credible information. The solution supports care providers with a client-centric business model so that delivery of the service needed by their clients can be personalised and individualised, and support workers and management both can now utilise the following capabilities in their daily operations;

- Simplified client on-boarding;
- Client and goal management;
- Manage client documentation;
- Medical and health condition recording;
- Rostering and scheduling efficiency;
- Administration simplification;
- Invoice automation;
- Transparency improvement in funding;
- Incident and complaints management;
- Workforce onboarding and development acceleration.

AvantCare is built on the new NDIS Quality and Safeguarding Framework, which incorporates the updated reporting framework standards, auditability and information security principle. AvantCare also has self-auditing tools that enables service quality review on a regular basis.

Client Management
Scheduling & Rostering
Security & Compliance Information
Mobility
Donation Management
Payroll & Award Interpretation
Volunteer Management
Attract, Offer & Onboard
Marketing Integration
Financial Management
Document Management
Incident Management
Self Audit Assessment
Client Portal
HR Core
Reporting & Business Intelligence

CLIENT MANAGEMENT

- Reduce administration by integrated website enquiry form (optional);
- Manage client risk in medical conditions and risk assessment;
- Simplify billing in individualised (e.g. NDIS) or Block funding (e.g. Mental Health Commission) billing calculations;
- Reduce claiming delay in NDIS and DEX integration;
- Supports Medical Care integration.

MOBILITY

- Designed to simplify and reduce admin time for support workers;
- Access to the right level of information including work schedule, client information, emergency contact detail, medical conditions and case notes history;
- Simplify work in leave requests and availability management;
- Reduce delay in internal referral and incident reporting.Office 365 and also provides the capability to track client-related communications history.

INCIDENT MANAGEMENT

- Manage incidents and complaints in accordance with NDIS Quality and Safeguarding framework;
- Evidence on incident management for audit;
- Stay informed via report notification and escalation workflow;
- Quality monitoring and improvement.

FINANCIAL MANAGEMENT

- Streamline integration with NDIS and other Claiming processes;
- Manage all account payable and receivable;
- Multi-dimension tracing;
- ATO report ready.

DOCUMENT MANAGEMENT

- Secure storage on client documents such as assessments, service agreements and medical documents;
- Simplify document version control and collaboration;
- Getting more done via document template and workflows.

DONATION MANAGEMENT

- Manage corporate donation, fundraising program and planned giving in one source system;
- Demonstrate social impact in distribution and different indicators.

ATTRACT, OFFER & ON-BOARDING

- Unify candidate profile, pools and pipelines;
- Improve the candidate experience;
- Simplify interview;
- Accelerate offer acceptance and;
- Build a high-performance team.

REPORTING & BUSINESS INTELLIGENCE

- Powered by leading analytic and business intelligence platform – Microsoft Power BI;
- Visualise key business information such as client number, service revenue, resource utilisation and other KPIs;
- Gain new business insights and make data-driven decisions;
- Be informed on service standards and service delivery status;
- Capability to connect beyond CMS, finance and payroll. Visualise data from health monitoring services, building maintenance and other data sources.

SCHEDULING & ROSTERING

- Deliver Client centric schedules based on client demands;
- Simplify rostering by Recurring scheduling templates and prefer support workers for client schedule;
- Complied with NDIS and other compliance on skill compliance, client staff ratio and record keeping;
- Speed up rostering process by filer support workers with right skills, travel distance and availability;
- Minimise cost in travel time and distance.

CLIENT PORTAL

- Increase transparency in support schedule, service history and funding balance;
- Conveniently update contract details and service preferences.

PAYROLL & AWARD INTERPRETATION

- Simplify timesheet and payroll process;
- Covers common Awards including;
  - Social, Community, Home Care and Disability Services Industry Award 2010 [MA000100];
  - Aged Care Award 2010 [MA000018
  - Clerks—Private Sector Award 2010 [MA000002]; and
  - Other awards listed on Fair Work Commission.
- Signal touch payroll ready;
- Simplify leave management.

HR CORE

- Increase retention with the career path and professional development;
- Elevate performance and feedback;
- Make sound decision based on analysis.

SELF-AUDIT ASSESSMENT

- Capture NDSI Practice Standards and Quality Indicators performance longitudinally;
- Involve frontline support worker, quality manager or even client and their family.

VOLUNTEER MANAGEMENT

- Simplify volunteer on-boarding process;
- Centralise Management of volunteer skills, preferences, certificate and other core volunteer information;
- Accurate recording of contribution and provide recognition.

MARKETING INTEGRATION

- Transform client engagement process via lead prioritisation, automate hand-off and track progress with shared information;
- Act upon strategic segments with AI-driven insight;
- Improve marketing ROI in multichannel campaigns, personalise buyer experience and survey customers;
- Simplify event management.

SECURITY & COMPLIANCE INFORMATION

- Hosted in secured Australia data centre with geo-redundancy;
- Simplified access control via Active Directory integration;
- Roles based security for each;
- User audit history.

To improve service quality and meet the new Quality and Safeguarding Frameworks in the National Disability Insurance Scheme (NDIS), Autism Association of WA partnered with Illuminance to deploy a set of user-friendly incident reporting forms on Microsoft SharePoint.

AvantCare enabled AAWA to replace paper-based work incident reporting and the introduction of a central management system for incident data ensured that the coordination of follow up activities became significantly easier and that compliance requirements were achieved.

The new system enables a straight-forward process for incident search and information location functions. Role-based security is applied to protect client privacy and then incident information is visualised on Microsoft Power BI reports. This is the key in the refinement of incident response and quality

improvement strategy as it enables incident analysis and forecasting.

The user-friendliness of the system has led to a swift adoption by the organisation, and the single point of entry for incident data is streamlining operations – providing efficiencies for AAWA staff and improvements in the customer experience for AAWA service users. This has all been achieved without adding any overhead costings.

AAWA is thrilled with the smooth implementation of incident reporting and management system on Microsoft SharePoint and they are taking full advantage of the ability to scale this solution to match their impressive business growth. They have been delighted that working with the Illuminance team has resulted in such positive benefits for the company and they are looking forward to further product implementations in the future.

scosa partnered with Illuminance Solutions to implement AvantCare (built on Microsoft Dynamics 365 and SharePoint) in order to provide an efficient and effective system that would assist with business operations across different hub locations in South Australia.

The solution provided positive results for the organisation. It enabled scosa to replace paper-based workflows as well as many complex excel spreadsheets – making job tracking and other tasks much simpler.

The introduction of a central management system for customer engagement ensured that the coordination all activities and end-to-end customer engagement process became significantly more streamlined and that, above all, the multi-level solution improved customer service and employee's productivity across the business.

With the implementation of AvantCare, scosa was able to activate scosaConnect. ScosaConnect is a centrally managed customer service centre which is now equipped to professionally conduct all relevant tasks including client onboarding, scheduling, rostering and client engagement.

BENEFITS OF SCOSA USING MICROSOFT DYNAMICS CRM

- A centralised system to exchange real-time information across many hub locations;
- Effective task management;
- Faster handling of different processes;
- More efficient access to information;
- The most important information available in a single place;
- Simple analytical tools and intuitive creation of reports;
- Seamless integration with external IT systems.

The deployment of the AvantCare enabled People Who Care to manage their end- to-end customer engagement more efficiently. They did this by optimising the customer engagement process so that home maintenance, gardening, transport, social and community participation were all managed by central support team. These areas were previously managed independently, causing inefficiencies and poor communication.

The AvantCare solution provided by Illuminance enabled People Who Care to replace numerous paper-based workflows, whiteboard schedules and many complex excel spreadsheets. The multi-level solution in the form of a centrally managed system for customer engagement ensured that the coordination of all activities and end-to-end customer engagement processes became significantly simpler; resulting in an improvement to customer

service and employee productivity across the organisation.

By using AvantCare to innovate its business and processes, People Who Care improved its market position, increased access to support in its community, and helped promote better client outcomes.

BENEFITS OF PWC USING MICROSOFT DYNAMICS CRM

- Improve resource utilisation across different business units;
- Optimised client engagement and service delivery process;
- A single source of truth for all client information;
- Simplify complex funding and billing process and
- Enable integration with third party applications.

"Illuminance Solutions through their AvantCare product suite have empowered scosa to transform and excel in the new era of disability services. AvantCare provides meaningful interactions with staff at all levels including the capture of case notes by frontline staff from mobile devices to through to the preparation of NDIS funding claims, and everything in between. Staff at scosa particularly love the features to manage ratios across sites, where a roster adjustment is immediately reflected in a graphical timeline of the day.

The solution is highly adaptable to our unique service profiles and supports scosa to deliver outcomes which exceed regulatory standards. This contributes to our vision to enable everyone living with a disability achieves their full potential."

TESTIMONIAL BY
Stuart Reid
Business Information System Manager - *scosa*

AWARDS AND RECOGNITIONS

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Partner for Social Impact

ITAC 2017 - WINNER
• High Commendation; Best workforce efficiency or quality improvement solution

ITAC 2017 - Nominated as:
• Best aged care software development and / or deployment

ACS Digital Disruptors Awards 2017 - Nominated as:
Service transformation for the digital consumer - Not for profit

WAITTA
WA Information Technology and Telecommunications Alliance

Finalist in three categories for WAiTTA INCITE Awards 2017
• Most Impactful Social Benefit
• Most Innovative Collaborative Technology
• Most Effective Platform

AVANTCARE IS BUILT ON

Microsoft Dynamics 365   SharePoint   Microsoft Azure   Power BI

PARTNERS & SUPPORTERS

Microsoft   NDS National Disability Services   illuminance   ClickDimensions   LEADING AGE SERVICES AUSTRALIA The voice of aged care

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