AvantCare
by illuminance Solutions

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

Developed by

illuminance Solutions

Winner
Microsoft
Partner
Microsoft

2019 Partner of the Year
Partner for Social Impact Award

OPTIMAL CLOUD SOLUTION FOR CARE PROVIDERS

AvantCare is an integrated client and services information management platform built on Microsoft technology 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.
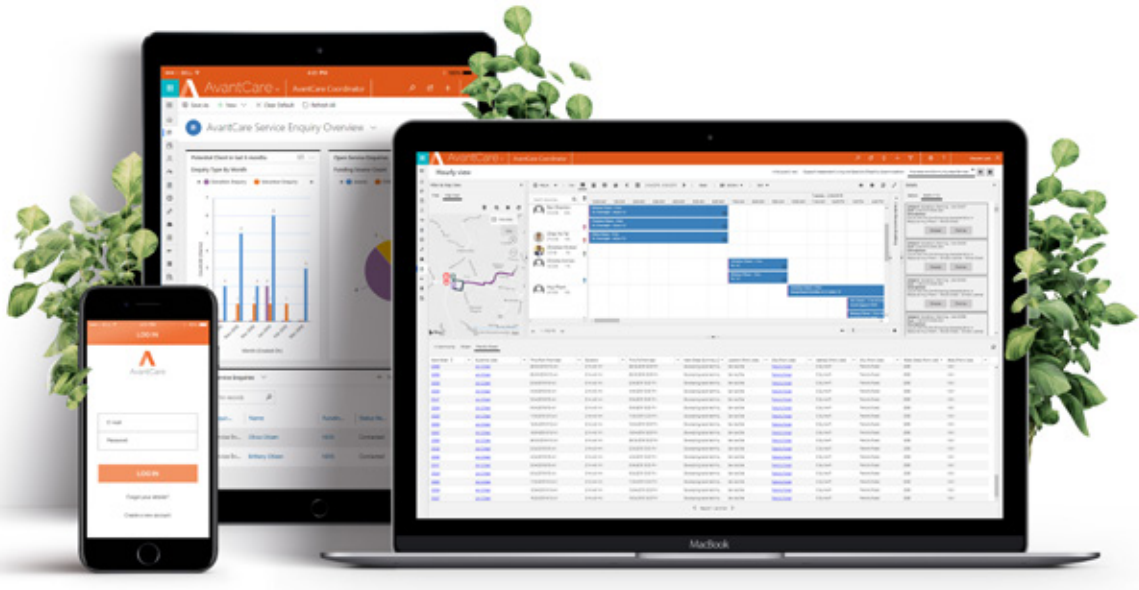
RECOGNISING CHALLENGES AND FINDING SOLUTIONS

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.

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MODULES & CAPABILITIES - CORE MODULES

CLIENT MANAGEMENT

- Reduce administration by integrated web-site 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.

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.

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.

MODULES & CAPABILITIES - EXTENDED MODULES

FINANCIAL MANAGEMENT

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

CLIENT PORTAL

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

HR CORE

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

INCIDENT MANAGEMENT

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

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.

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MODULES & CAPABILITIES - EXTENDED MODULES cont.

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.

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.

ATTRACT, OFFER & ON-BOARDING

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

SELF-AUDIT ASSESSMENT

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

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 pro-vides the capability to track client-related communications history.

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 multi-channel 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.

DONATION MANAGEMENT

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

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AWARDS AND RECOGNITIONS

Winner Microsoft Partner | 2019 Partner of the Year — Partner for Social Impact Award

MICROSOFT GLOBAL PARTNER OF THE YEAR 2019 AWARD WINNER
Partner for Social Impact

BELMONT & WA SMALL BUSINESS AWARDS 2019 - Nominated as:
Digital Technology Award

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

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 Solutions   ClickDimensions   LEADING AGE SERVICES AUSTRALIA - The voice of aged care

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