

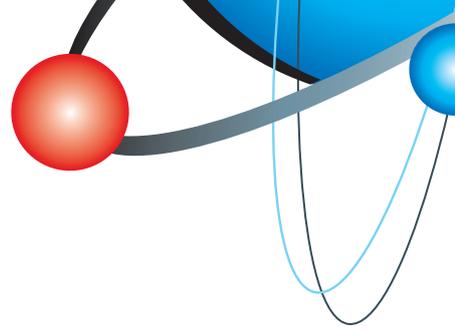


CASE STUDY

Adssi HomeLiving

Australia





Adssi HomeLiving Australia

Adssi HomeLiving Australia (AHLA) offers a wide range of practical Home Living services that promotes choice, lifestyle and independence for frail, aged and people living with a disability since 1987. This support can mean the difference between having to move into residential care versus continuing to live in their own home and community.

In 2015 we won the ITAC (Information Technology in Aged Care) Award after the implementation of i.on my care software

AHLA is a not-for-profit organisation which has been supporting people on the Central Coast for almost 30 years. In recent times we have grown to have 85 staff, 23 volunteers and 56 business partners, and support thousands of clients across the Central Coast, Northern Sydney and Lower Hunter regions. AHLA services encompass:

- ⊙ Home Care Packages
- ⊙ Domestic Assistance
- ⊙ Social Support
- ⊙ Respite Programs
- ⊙ Linen Service
- ⊙ Support for clients living with Dementia or other disability
- ⊙ ComPacks (Home from Hospital Care)
- ⊙ Garden and Lawn Maintenance
- ⊙ Home Modifications
- ⊙ Case Management
- ⊙ Veterans Home Care Assessment Agency
- ⊙ Occupational Therapy
- ⊙ Private Services (user pays)

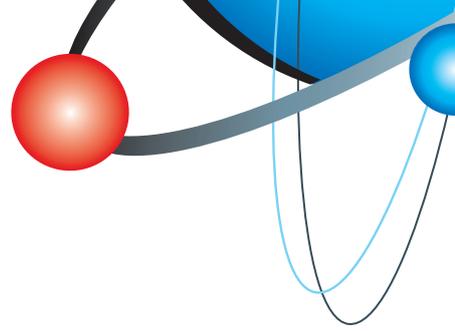




To achieve service and business excellence it was imperative that our organisation processes were supported by an appropriate quality management system that allows collation, management and reporting against industry standards. Our previous system was very inadequate, being very labour intensive with inherent security risks. It was a manual system that was not integrated, making extracting/locating information difficult. Additionally, it did not lend itself to easy data collation, trending, or reporting of key performance indicators. Thus a strategic objective was determined to identify a cost effective electronic Quality Management System (QMS) that would support long-term needs for HR, quality, compliance and continuous improvement.

We needed

- Cost effectiveness
- Process Automation
- Accessible (to all staff including field workers – even remotely)
- Easy to use (learn, user friendly)
- Integrated to connect multiple processes
- Centralised repository
- Security
- Reliability and ongoing customer support
- Alert/action system (automatic alerts to undertake activities)
- Audit trail
- Flexible and scalable (to meet changing needs of the business including future growth).



i.on my Functionality Objectives

Document Management

Provides a centralised company document library for policies, procedures, forms, position descriptions and the ability to search/filter and ensure version control and periodic review.

Audit Management

Reporting and tracking.

Reminders/alerts

For all types of events and actions to ensure that what needs to be done, is done according to required timeframes. Includes investigations, corrective actions, document reviews and approvals.

WHS Management

Incident/hazard reporting, tracking and trending

Complaints Handling

Reporting, tracking and trending.

Project Handling and Objectives

Reporting

Ability to create trend reports including tables and graphs to facilitate continuous improvement with a high degree of flexibility.

Management of External Stakeholders

Consultants, brokers, contractors, volunteers, preferred suppliers (approved contractor list, management of credentials, agreements, financial probity checks etc).

Risk Assessment and Register

To ISO 31000 standard.

Meetings

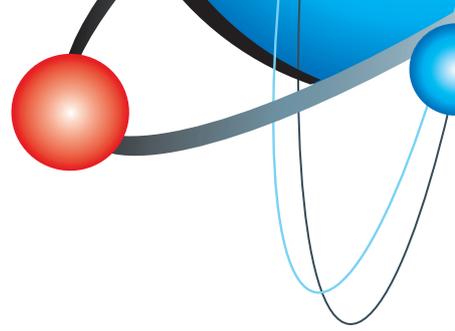
Unique ability to escalate events or actions to committees. Agendas and minutes formatted automatically.

HR

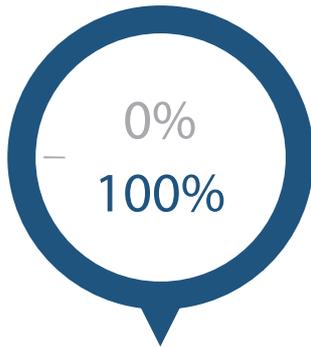
Training, education, credentials, learning and development, training matrix, performance reviews, staff personal and contact details.

Continuous Quality Improvement

The ability to link multiple events to quality improvement projects, outcomes and actions, e.g. linking WHS incidents, complaints, risk assessments to their related quality improvements.



Pre and Post Implementation Metrics Dashboard



organisation documents to have version control with all staff accessing the most current versions.



organisation documents reviewed and approved by a responsible Manager.



contractors accurately and centrally recorded.



contractors with all credentials and requirements current (includes credentials, probity, police checks).

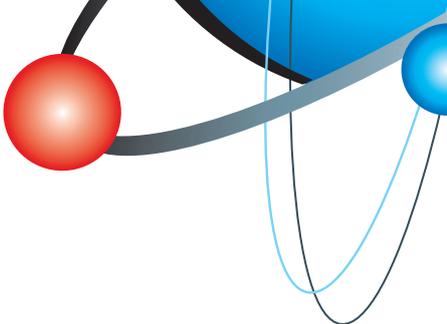


visibility of staff mandatory training, credential and education requirements.



ability to determine training, credential and education gaps.





i.on my Implementation Process

Not only would the i.on my software provide a critical framework to support ongoing Quality and HR management activities, it would succeed in addressing and supporting key needs across all 5 key business areas of the strategic plan; and ultimately improve outcomes for our clients. On the 3rd December 2013 we signed a contract to implement i.on my software for AHLA.

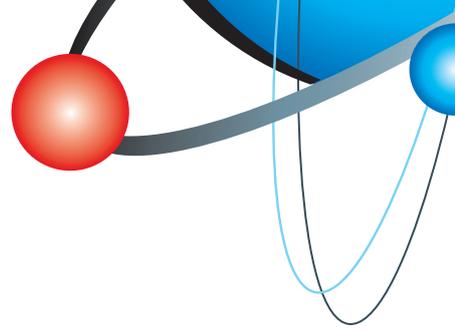
The roll-out of i.on my software was rapid and innovative.

We streamlined the process and swiftly moved into actioning. We conducted the entire implementation remotely using multiple tools. We chose to have remote hours of support time spread over a period of time instead of an intense few days on-site. This allowed us to make key decisions around system configuration with the benefit of experience. Significant costs, travel and time were saved as no site visit or face-to-face consulting was conducted. This did not however compromise communications throughout the project, which were strong and clear.

The whole roll-over process spanned 8 weeks utilising the 24 hours of remote support and counselling.

Additionally i.on my provided an online 'portal' for the project implementation where we were easily able to access relevant project material such as the practical workbooks.





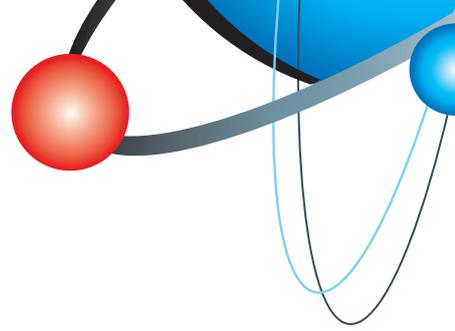
Benefits and Industry Impact

Since the successful implementation of the i.on my software the benefits to our business are numerous and far reaching:

- ⊙ i.on my saves time and improves compliance for both quality and HR activities
- ⊙ Acts as a central resource/database point for all staff
- ⊙ Provides a uniform approach ensuring staff follow established pathways for various activities
- ⊙ Ensures all required information is being addressed or captured according to accreditation and specified standards
- ⊙ Assists with demonstrating compliance during regulatory audits
- ⊙ Assists with accreditation by having the ability to link quality improvement activities with specified standards which are then made available in a summarised format for an audit review.
- ⊙ Field staff can access organisational documents
- ⊙ Ensures staff receive all required training
- ⊙ Facilitates quality improvement
- ⊙ Automatic alerts ensure important activities are followed up and completed

At the time of writing i.on my helps us manage:

- 43 suppliers
- 399 feedback items (complaints/compliments/suggestions)
- 500+ policies and procedures
- 50 quality improvement projects
- 51 incidents
- Associated HR events (credentials, training and performance)



Benefits and Industry Impact

Implementing the i.on my software system has **helped improve our business by increasing quality and efficiency in all areas of the organisation.** We can achieve all the necessary functions for compliance, such as managing our 500+ documents, while still having time to undertake quality improvements which we can identify by the trend data i.on my enables us to produce. This translates to **exponentially improved outcomes for our clients as we can provide a cost effective yet high quality service.**

Whilst it is difficult to calculate a dollar value on the return investment of the i.on my software, undertaking all the activities the software now manages would require 2 staff to perform manually. Using i.on my, all of these functions can be managed by one person, potentially saving \$30,000+ in wages per annum.

The decision to implement i.on my software was a strategic one, with no guarantee of success. However, creative thinking and hard work at every level of our organisation has proved the success of this project. We are now proving the benefits.

Winning the ITAC Award is living testimony to what can be achieved by a small organisation with limited resources smartly implementing cutting-edge software to revolutionise their productivity and client care.

