SUCCESS STORY:

Smart payroll, scheduling and data: how **Home Instead Australia** modernised its franchise network

Home Instead Australia was founded in 2005 and now has 39 offices across the country, helping clients retain their independence, health, and safety at home. It's part of a global network of Home Instead high-quality senior care service providers – first created in Omaha, Nebraska – that now counts more than 1,000 offices in 14 countries.

With such a broad grid of franchisees, it was imperative for Home Instead to ensure its systems, processes, and procedures were set up to provide seamless, consistent care to support its underlying mission to enhance the lives of ageing adults and their families.

Justin Toon, Director of Technology at Home Instead Australia, knew that their legacy system wasn't sufficient to support the needs of the growing organisation's franchisors and franchisees. He turned to AlayaCare in July 2018 to implement a robust solution that could modernise their operations and address several key needs.

Focus one: Improve payroll and billing

Justin said that with Home Instead's legacy software, the financial functions of payroll and billing were taking an "extraordinary" amount of time. Two days to process payroll across the franchise network. A full week to complete billing.

"With the AlayaCare system, we are now completing all of this for most offices within 24 hours," he says.

AlayaCare is designed to simplify the administration of key functions such as payroll and billing in order to give back time to employees. The system allows clients to easily cross check data for any potential errors before final submission.

Focus two: Generate better data insights

Before implementing AlayaCare, Justin explains that they had to log in to 30 different systems to source key statistics from each location before packaging them and reporting the results to senior management.

"Because AlayaCare is multi-office aware and built for franchises and franchisees, we now have a holistic view across our entire business," he says. "Being able to get a national or state jurisdiction view all at once rather than trying to source all this data on an individual franchise basis is invaluable."

Part of the data power of AlayaCare's platform is its inherent ability to support an organisation's key performance indicators (KPIs) to track organisational priorities and tangible goals. Valuable KPIs and BI Reporting can focus on all facets of a business from human resources, finance and marketing to quality of care, optimal use of personal support workers, and client conversion.

Focus three: Revamp caregiver scheduling

Home Instead Australia takes a relationship-building approach to its care and for that reason, matching the right caregivers to specific clients is a vital consideration.

AlayaCare's optimised scheduling software incorporates maps and routes that make life more convenient for both employees and clients. With accurate travel time metrics in place, smart scheduling puts the right person in the right place at the right time. For caregivers, a provider can create functional profiles with their workstyle preferences and their skill sets and interests all at the ready — to be matched up with individual client needs.

> AlayaCare's capability has allowed us to perform smart, targeted scheduling. This improves the day-to-day efforts of our caregivers, ensures continuity of care, and positions us well to help our clients achieve better outcomes.
>
> **Justin Toon**
> Director, Home Instead

The system puts caregiver continuity right up front, even expressed as a percentage in the system. In this way, the software becomes the foundation of ensuring that each client is paired with care workers who know and understand their care plans — who already have a strong relationship in place.

> We've seen that smart scheduling has helped with better outcomes for caregivers, they have been very receptive to the AlayaCare mobile app, and quickly adopted the digital technology and timesheets that are quite different than what they are used to.

Justin Toon
Director, Home Instead

Technology to empower home care franchises

Whether you're an established home care franchise, or a new business considering expansion, AlayaCare's cloud-based franchise management software provides unmatched configurability, integration and optimisation.

Key features include:

Custom clinical forms and documentation builder to eliminate manual data entry.

KPIs and drag and drop features that pull the data you need to the forefront.

APIs ensure seamless integration with current systems

Flexible and intuitive clinical documentation

Integrated and collaborative scheduling, billing, and payroll

Feature-rich mobile application

Complete virtual care solution

Client and employee portals

Machine learning and optimisation

Better Technology, Better Outcomes.
alayacare.com.au | sales@alayacare.com | 1300 252 922 (AUS)

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