Home Instead Australia is part of a global network of Home Instead Inc, who are high-quality senior care service providers with more than 1,000 offices in 14 countries. There are 30+ offices across Australia helping clients retain their independence, health and safety at home.

The Challenge

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 in Australia.

- Payroll and billing took an extraordinary amount of time
- No data gathering capability nationally or from the state jurisdiction point of view
- No ability to get input into what the business looked like nationally and by state
- Have to log into 30+ different systems to gather a key statistic from each office
- Couldn't match care workers with clients accurately

It was imperative for Home Instead to ensure its systems, processes, and procedures were set up to solve these problems, and provide seamless, consistent care to support its underlying mission to enhance the lives of ageing adults and their families.

The Solution

Justin turned to AlayaCare for a robust solution that could modernise their operations and address the needs. AlayaCare Cloud and mobile app was implemented.

The Result

Faster, more efficient Payroll and Billing

Outcome using AlayaCare billing and payroll systems includes:

- Time taken to process billing across entire franchise network is reduced from 1 week to within 24 hours
- Time taken to process payroll across entire franchise network is reduced from 2 days to within 24 hours

Improved Data Gathering

Outcome using AlayaCare data reporting includes:

- Just the click of a button, and within 5 minutes they have a broad holistic view across entire business
- Enables a national or state jurisdiction view
- Didn't have to search and find dates on an individual basis

Accuracy matching Care Workers to Clients

Outcome using AlayaCare smart targeted scheduling includes:

- Accurately and appropriately match care workers skills with the right clients
- Long lasting relationship with clients with much faster turnaround time
- Better care worker attraction and retention
- Ability to track care workers and clients preferences
- Mobility enabled with the AlayaCare mobile app out in the field
- Easy for care workers to use technology and digital time sheets

> If you were looking for a system that will integrate with your other systems, your CIMS, your learning management systems, AlayaCare is the product for you.
>
> **Justin Toon**
> Director of Technology, Home Instead Australia

Better Technology, Better Outcomes.

alayacare.com.au | ✉ aus.sales@alayacare.com | ☎ 1300 252 922 (AUS)

AlayaCare