

# Improving Client Outcomes and **Gaining Organisational Efficiencies** through Technology

**Commercial in Confidence** 22<sup>nd</sup> November 2017



Illuminance Solutions – Nilesh Makwana, Vincent Lam Information Technology in Aged Care 2017





- Client Satisfactions
- **Organisation Sustainability**
- Streamline Rostering and Scheduling
- Improve Client Outcome











### Improved Client Outcome



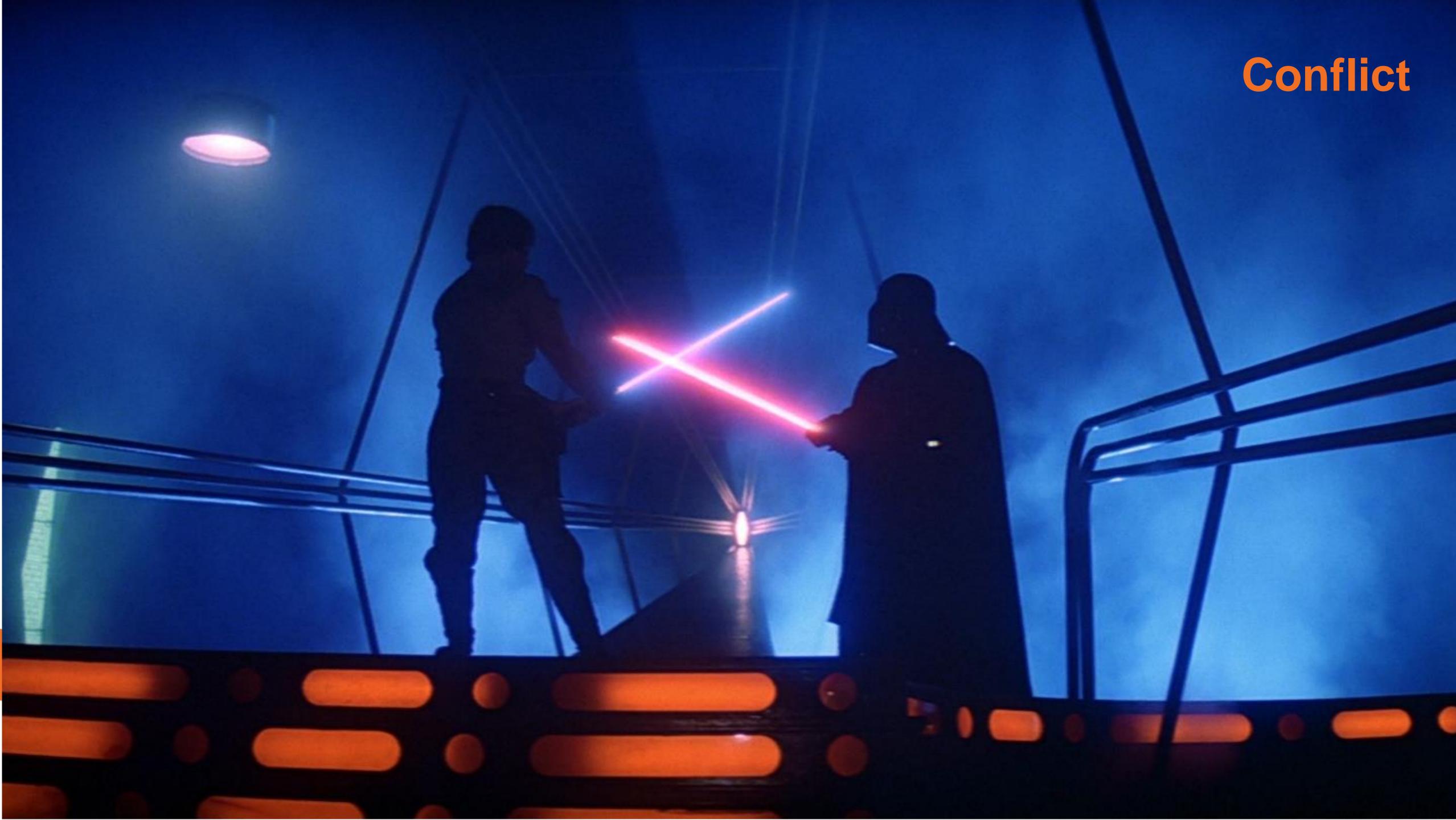






### **Organisation Efficiency**





#### Conflict















PROUDLY SUPPORTING PEOPLE WITH NEUROLOGIC/ CONDITIONS

#### For more on the NDIS, visit mswa.org

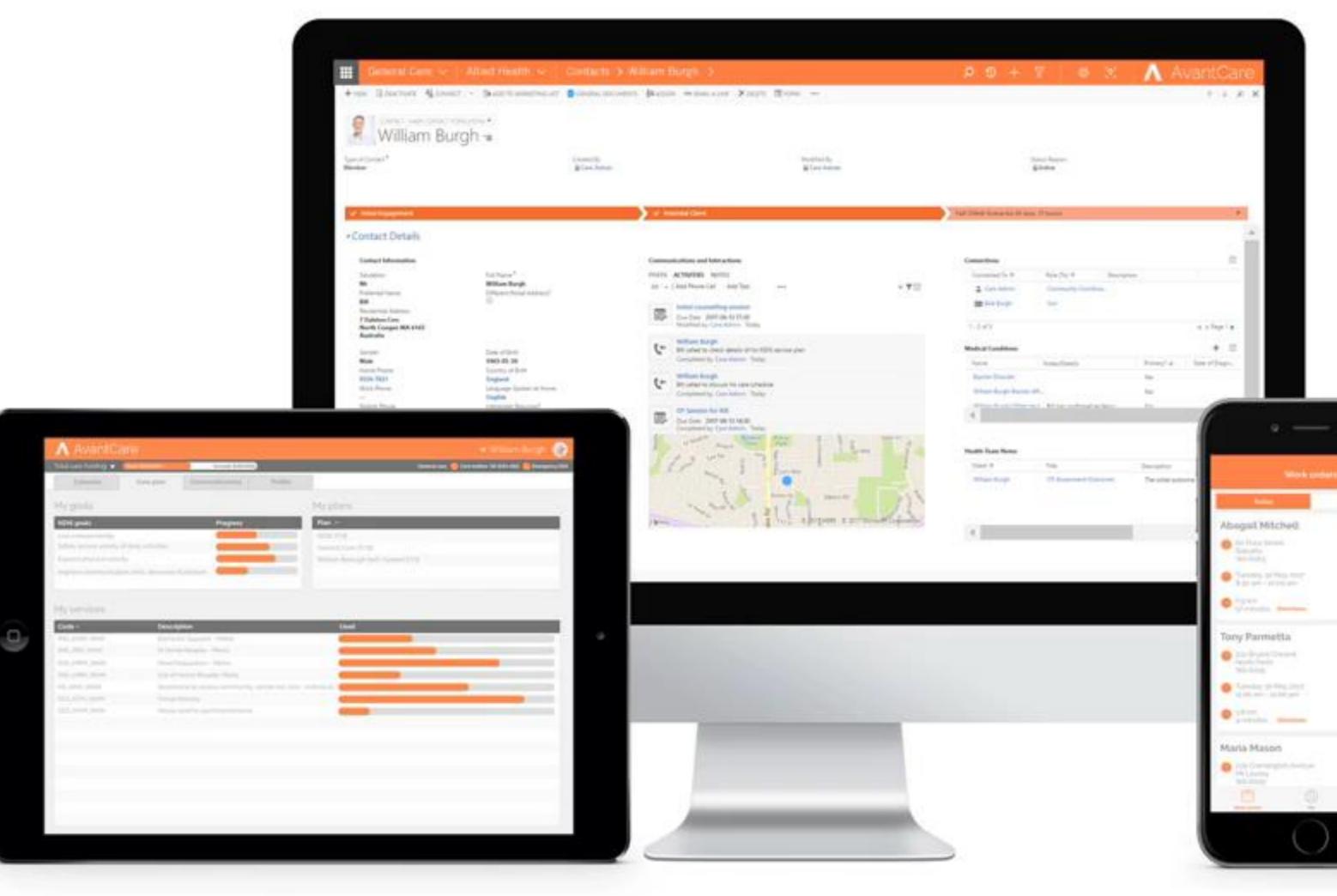




# AvantCare











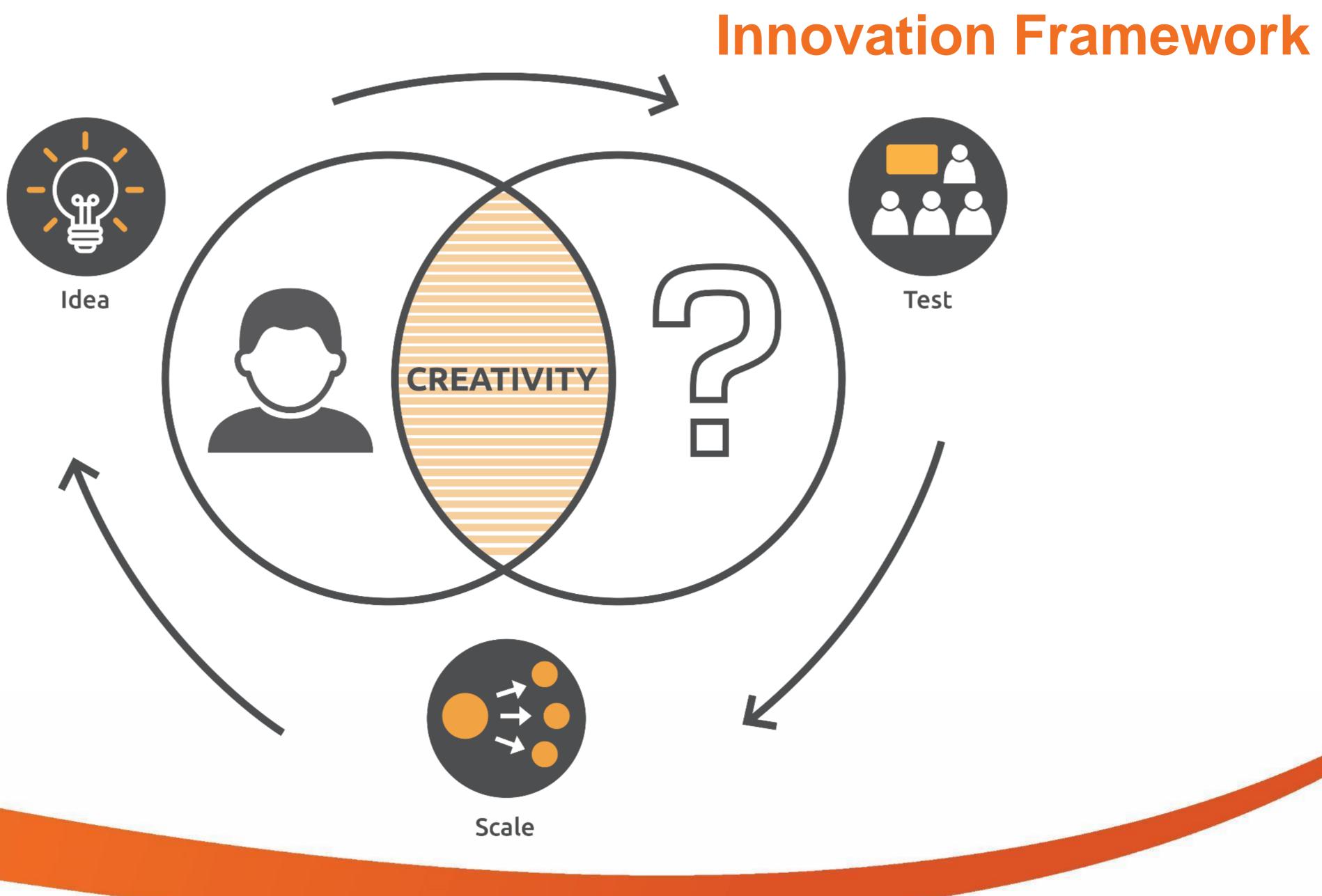


#### **Consumer directed care (CDC) & Technology with Empathy**



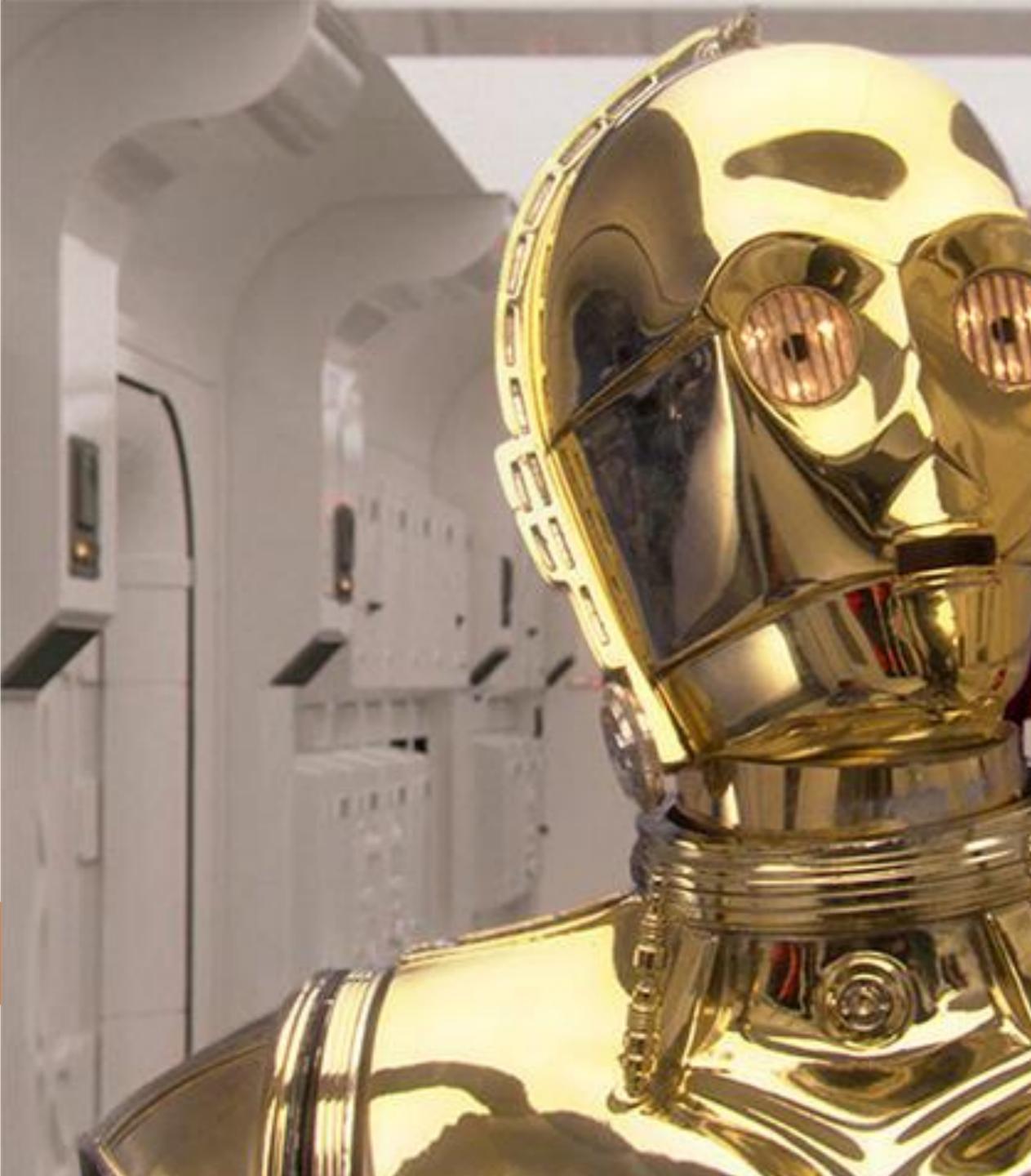




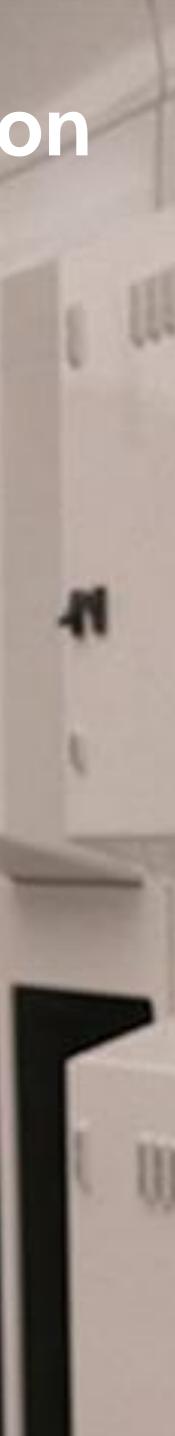








## **Client Satisfaction**

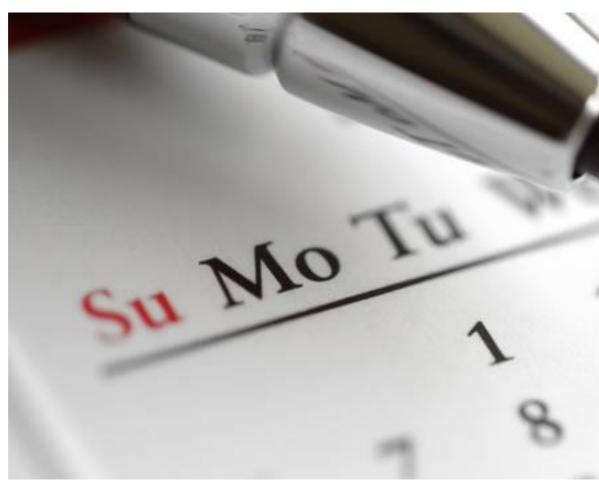














#### **Scheduling and Rostering**

18 26









### Improved Client Outcome







#### In the Near Future









#### **Consumer directed care (CDC) & Technology with Empathy**





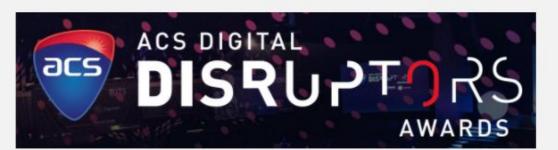


### **Achievements & Recognitions**



#### ITAC 2017 - Finalist in Category 5:

Best workforce efficiency or quality improvement solution.



#### 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







#### Contact

Vincent Lam Principal Consultant Vincent.lam@illuminancesolutions.com.au 0423 351 554

Nilesh Makwana Chief Executive Officer Nilesh.makwana@illuminancesolutions.com.au 0469 317 830





