

# The key to winning the workforce competition

Michael Maher  
CEO of ACDN



# Network of Experts

- Quality
- Compliance
- Governance
- Sustainability
  
- Technology
- Automation
- Legal



**Aged, Community &  
Disability Network**

20 Minutes – 4 Ideas


$$A + B = C$$

Allowing us  $D$

# A = Workforce Trends



# Not enough workers (globally)



The screenshot shows a TED video player interface. At the top, the TED logo and tagline 'ideas worth spreading' are on the left, and 'WATCH' and 'DISCOVER' links are on the right. The main video area features a speaker, Rainer Strack, on a stage. A large play button is centered over the video. Below the video, the title 'The workforce crisis of 2030 — and how to start solving it now' is displayed, along with the speaker's name 'Rainer Strack | TED@BCG'. To the right of the video, a vertical sidebar contains icons for sharing, adding to a list, liking, and rating. Below the video player, there are tabs for 'Details', 'Transcript', and 'Comments (88)'. The 'Details' tab is selected, showing 'About the talk'. The 'Transcript' tab shows '31 languages'. The 'Comments' tab shows 'Join the conversation'. At the bottom, a paragraph of text describes the talk's content, and the view count '1,706,250 views' is shown on the right. The TED@BCG logo and the date 'October 2014' are at the bottom right.

**Details**  
About the talk

**Transcript**  
31 languages

**Comments (88)**  
Join the conversation

It sounds counterintuitive, but by 2030, many of the world's largest economies will have more jobs than adult citizens to do those jobs. In this data-filled -- and quite charming -- talk, human resources expert Rainer Strack suggests that countries ought to look across borders for mobile and willing job seekers. But to do that, they need to start by changing the

**1,706,250** views

**TED@BCG** | October 2014



How many workers do  
the forecasts say the aged  
care sector will need?

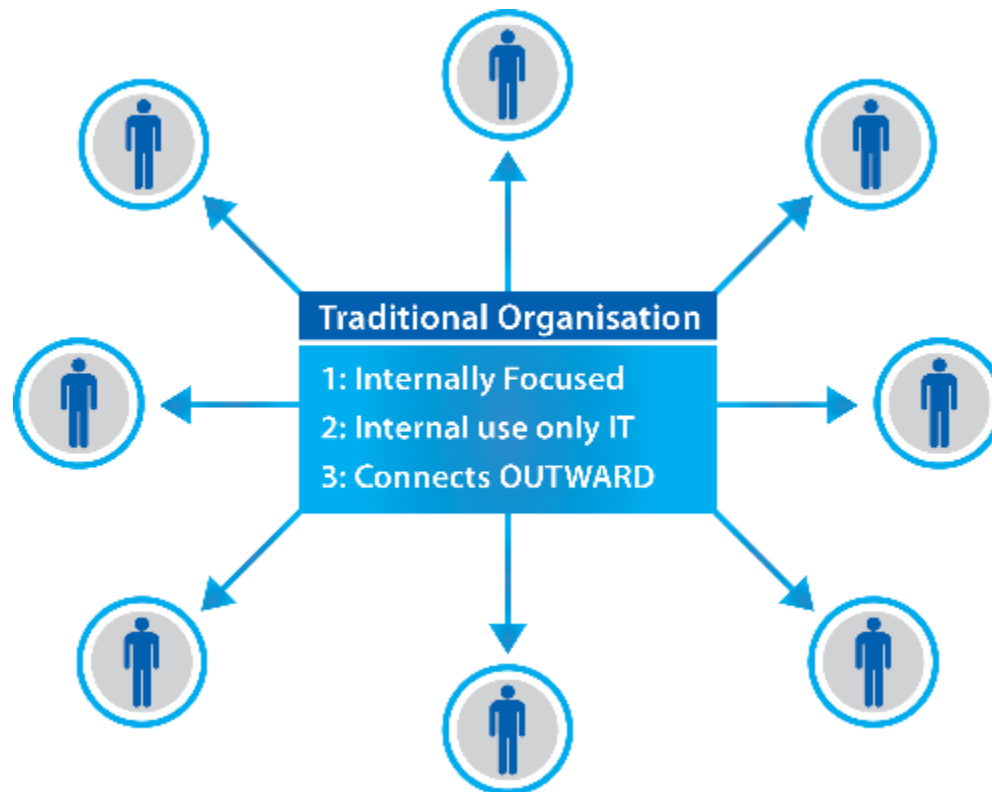




The  
competition  
isn't for  
customers

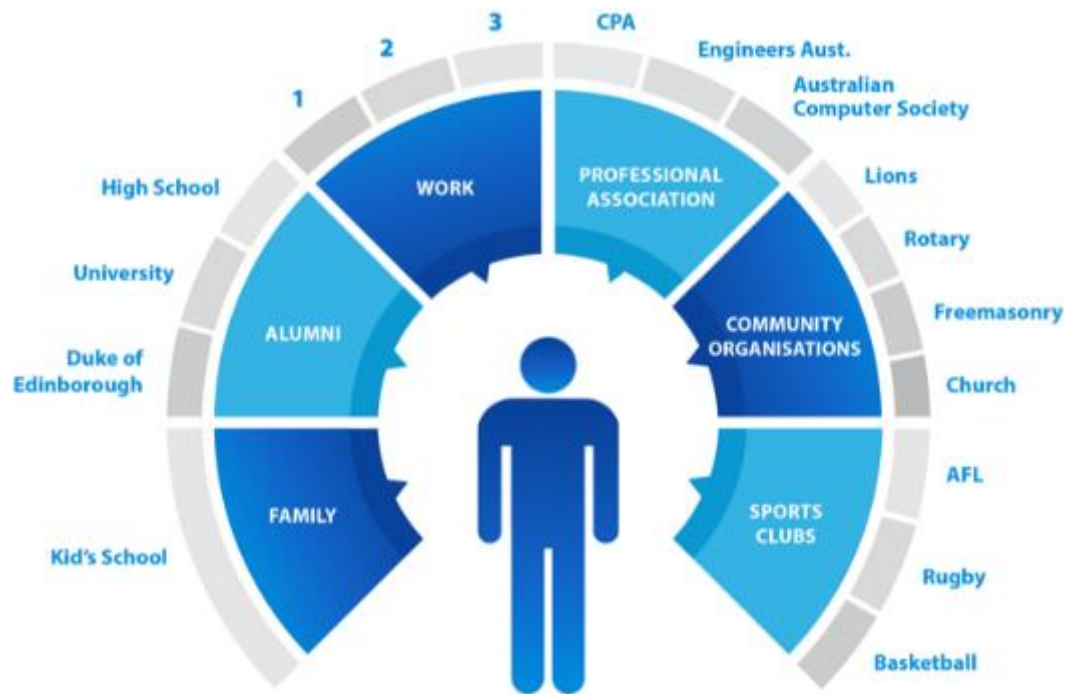
It's for  
workers!

# Traditional Organisations

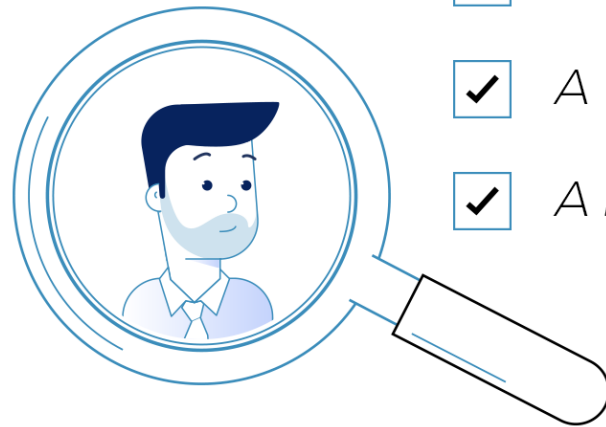




# Person Centred Organisations



# Attract, Engage & Retain



- ✓ *A Skills Fit*
- ✓ *A Cultural Fit*
- ✓ *A Personality Fit*

# First Idea

$$\text{PCO} + B = C$$

Allowing us D

# B = Connectivity



# Aged Care Tech is full of

## Big Picture

- 💧 Lack of fit to purpose technology
- 💧 Lots of legacy platforms
- 💧 Little connectivity & sharing of data

## Little Picture

- 💧 Time consuming manual processes
- 💧 Stale data
- 💧 Inability to easily create reports and see a true picture of the organisation



“Open Standards and protocols  
that facilitate interoperability  
and sharing of information”

Technology Roadmap for Aged Care



# Connectivity

## Connectivity in 2018

- ◆ API driven
- ◆ Real time
- ◆ Automation
- ◆ Data Integration as a Service (DIaaS)

## Not considered 'connected' in 2018

- ◆ Import / Export CSV files
- ◆ Flat files
- ◆ Manual data entry
- ◆ Paper records

# 1 to 1 connection

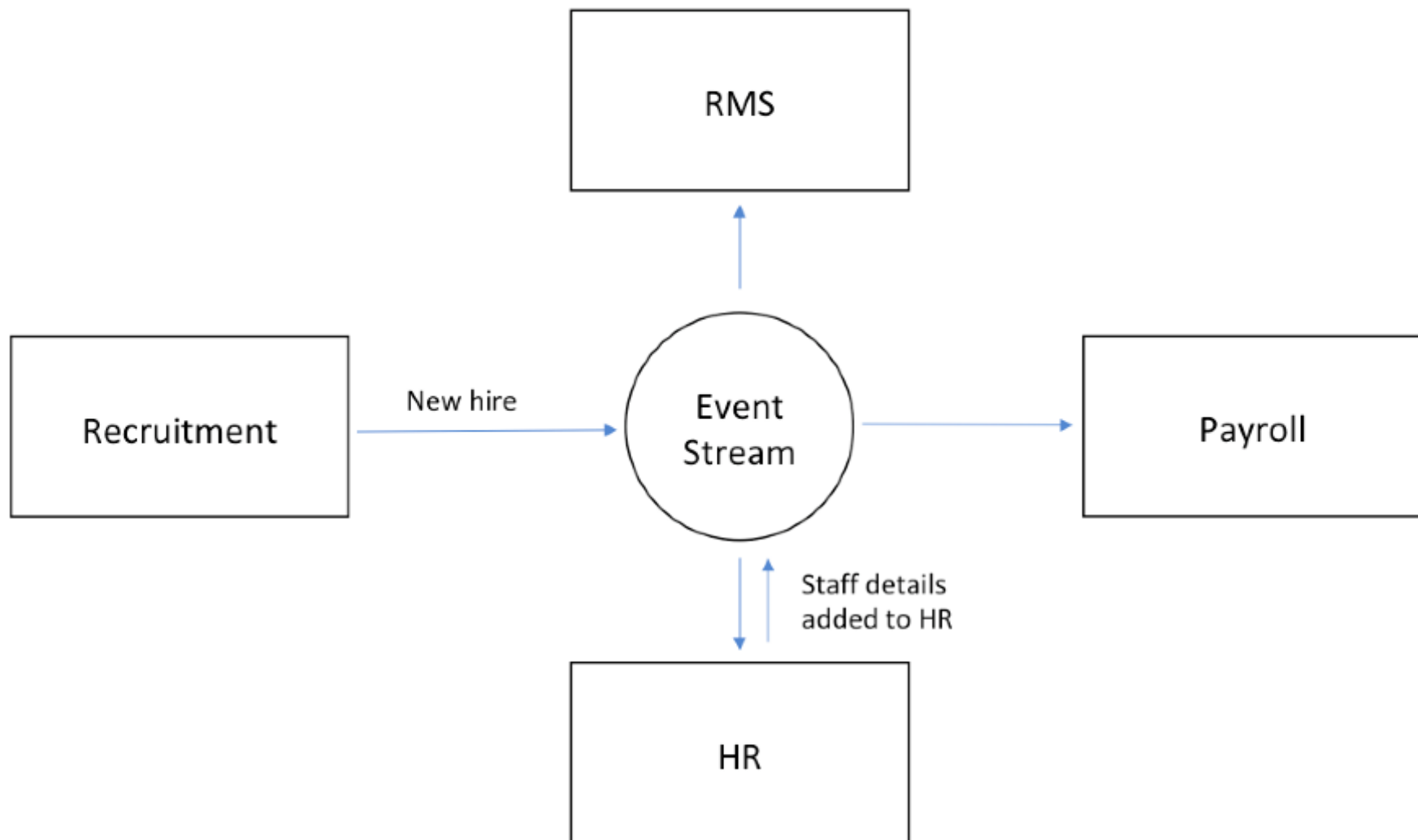
- ◆ Point to point – “close coupled”
- ◆ Direct connection between two points
- ◆ Intimately know each other
- ◆ Easy to break/ Hard to maintain
- ◆ Difficult to change systems



# Middleware

- 💧 Central system providing a single format / event stream
- 💧 Vendors maintain the connection (not you)
- 💧 Systems are isolated & don't need to know what they're connecting
- 💧 Easy to 'plug & play'
- 💧 Easy to create 'fit to purpose' system for your organisation







## Second Idea


$$\text{PCO} + \text{Connectivity} = \text{C}$$

Allowing us D

C = OnePassport

# Worker Interface

About Me



First Name	Jimmy	Mobile	+61-415183517
Last Name	Holden	Gender	Male
Preferred Name	Jim	Address	570 Swanton St, Melbourne VIC
Email	sandbox@sumcomply.com	Date of Birth	04 Feb 1992
USI	A0380		

Education History

Employment History

Background Check

Residency & Visa

Registrations, Licenses & Permits

Immunisation Register

Languages

Short Courses / Mandatory Training

Skill Matrix

Miscellaneous Attributes

Qualifications


Qualification Name	Czechoslovak IT	
Institution	Central Queensland University	
Location	Melbourne	
From	01 Aug 2014	
To	07 Oct 2016	
Employment Document		

General Certifications

Certification Name	Responsible for Alcohol	
Organisation	Shell Club INC	
Issue Date	09 Aug 2014	

Telstra 1:49 pm 96%

OnePassport



James Holden

sandbox@sumcomply.com 0415183517

1 / 864, Swanton St

Check Profile

Dashboard

Engage Card

View Engagement

CV Check

My Shifts

Go to page

Employee Kiosk

# Organisation Interface

**ConnectHR**

Dashboard

People Types

Employees

Employee List

Employment Status

Compliance

Qualifications

Certifications

Short Courses

Performance Management

Reg., License & Permits

Language Proficiency

Skills Matrix

Miscellaneous

Agency

Volunteers

Education Profile

Onboarding

Compliance

WH&S Incident Management

Metrics & Reports

Reports

Immunization Registry

System Management

Sandbox Organisation

sandbox@suncomply.co

## Employees List

[Add Employees](#)

Search:

PDF CSV Excel Print

Employee ID	First Name	Last Name	Preferred Name	Job Title	Mobile Number	Email Address	Manage
	Wicky	CHIU	Wic	Manager	+61 0401 363 675	wicky@lonstable.com.au	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Archive</a>
	Julie	BRAWO	Julie	Manager	+62 422 351 845	JulieB@lonstable.com.au	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Archive</a>
	Jonathan	BRADFORD	Othan	Manager	+61 423 352 243	JonaB@lonstable.com.au	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Archive</a>
	Rahmi	CRONLY	Rahmi	Admin	+61 424 351 845	RahmiC@lonstable.com.au	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Archive</a>
	Taylor	ARMSTRONG	Taylor	Admin	+61 426 353 075	TaylorA@lonstable.com.au	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Archive</a>
	Mary	JOSE	Mary	Nurse	+61 427 234 132	MaryJo65@gmail.com	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Archive</a>
	Rosemary	MAGAR	Rose	Nurse	+61 428 234 657	RoseM4672@gmail.com	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Archive</a>
	Ivanika	NAJMOVSKI	Ivan	Cook	+61 429 754 857	IvanN783@yahoo.com	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Archive</a>
	Alison	TANESKA	Ally	Carer , Cook	+61431 467 234	AlisTan62@gmail.com	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Archive</a>
	Evelyn	WELSH	Evelyn	Carer	+61 430 852 258	EveWel234@gmail.com	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Archive</a>

Showing 1 to 10 of 14 entries

Previous 1 2 Next

# Compliance Dashboard

ConnectHR

Dashboard

People Types

Employees

Agency

Volunteers

Education Profile

Onboarding

Compliance

WH&S Incident Management

Metrics & Reports

Reports

Immunization Registry

System Management

Compliance

TestEmployee ContractStatutory DeclarationTax DeclarationResidency

Search:PDFCSVExcelPrint

Name	Test	Employee Contract	Statutory Declaration	Tax Declaration	Visa Status
Allison TANESKA	No Data	Valid	Valid	Valid	Valid
Evelyn WELSH	No Data	Valid	Valid	Valid	Valid
Helen WILLIAMS	No Data	Valid	Valid	Valid	Valid
Ivanka NAUMOVSKI	No Data	Valid	Valid	Valid	Valid
John MARKS	No Data	Valid	Valid	Valid	Valid
Jonathan BRADFORD	No Data	Valid	Valid	Valid	Valid
Julie BRAVO	No Data	Valid	Valid	Valid	Valid
Mary JOSE	No Data	Valid	Valid	Valid	Valid
Rahmi CRONLY	No Data	Valid	Valid	Valid	Valid
Rosemary MAGAR	No Data	Valid	Valid	Valid	Valid

Showing 1 to 10 of 14 entries

Previous12Next



# Individual Personnel Record

ConnectHR

Dashboard

Staff Records

Employees

Employee List

Employment Status

Compliance

Education Qualification

Certification

Short Courses

Performance

Driving Licence

Language Proficiency

Volunteers

Agency Staff

Education Profile

Onboarding

Compliance

Performance


Short Courses

Employee Profile

List Employee Staff

Add Employee

Bulk Add



Anjana Wijesundara

Nurse

Mobile Number

+61415183517

Home Number

Email

anjanaw@surecomply.co

Address

About

Compliance

Short Courses

Experience

Other

Personal Information

First Name	Middle Name	Last Name	Preferred Name	Gender	Date of Birth
Anjana		Wijesundara	Anjana	Prefer not to say	24 Dec 1989

Emergency Contact

Name	Relationship	Contact Number

Employment Details

Job Title	Employment Type	Start Date
Nurse	Full Time	01 Mar 2018

# Succeed in a Person Centred World

- 💧 See the big picture about each worker
- 💧 Attract, engage & retain the best people
- 💧 Save time & cost
- 💧 Lower risk
- 💧 Become a Person Centred Organisation



# Third Idea

PCO + Connectivity  
= OnePassport  
Allowing us D

# What does this mean for you as an end user?



# Employee – Everything in one place

The screenshot shows a web browser window with the URL <https://onepassport.co/User>. The page features a blue sidebar on the left with the following navigation links: Home, Profile, Change Password, and Logout. The main content area is titled "About Me" and includes a circular profile picture of a woman with red hair. To the right of the picture, the following information is displayed:

First Name	Amanda	Profile Shareable Link <a href="https://onepassport.co/User">https://onepassport.co/User</a> <a href="#">Copy</a>
Last Name	Edwards	
Email	amandae@surecomply.co	

Below the "About Me" section, there are three tabs: "Education History", "Employment History" (which is currently selected and highlighted in purple), and "Background Check". The "Employment History" section displays the following details:

Organisation Name	Aged Care Development Network	<a href="#">Share</a> <a href="#">Copy</a> <a href="#">Close</a>
Role	Business Development Manager	
Location	Melbourne	
From	22 Aug 2018	
Comments	I currently work here	

# Employee – CV Builder

One click  
process

## Satomi Kondo

Email: nwt.k0415@hotmail.com  
Gender: Female  
Date Of Birth:

Mobile: 490724173  
Address: 16/303 Cessbrook St, Haymarket,  
NSW 2000



### Employment

04 Sep 2017 - 29 Sep 2017

#### Assistant in Nursing (AIN)

Columbia Aged Care Services - Sydney

Practical Placement as part of my Certificate III in Health Services Assistance.

04 Jul 2016 - 28 Feb 2017

#### Kitchenhand

Gekkosan Japanese Restaurant - Melbourne

Part time role whilst on Working Holiday. Assigned to study English in order to become qualified to work in aged care and eventually to study Nursing in Australia.

01 Apr 2013 - 31 Mar 2016

#### Trainee Nurse

Seirei Hospital - Nagoya, Japan

Nursing is practical qualification in Japan. So throughout the four years of the qualification, we work full time in the hospital.

04 Apr 2005 - 27 Mar 2008

#### Real Estate Agent

Minimini Real Estate - Nagoya, Japan

Worked in property sales and rental property management.

### Education History

03 Jul 2017 - 22 Dec 2017

#### Certificate III in Health Services Assistance

Northern Sydney Institute (TAFE NSW) - Sydney, NSW

01 Apr 2008 - 01 Jul 2013

#### Advanced Diploma in Nursing

Nagoya Isen College of Medical Care & Welfare - Nagoya, Japan



# Employee – Connectivity

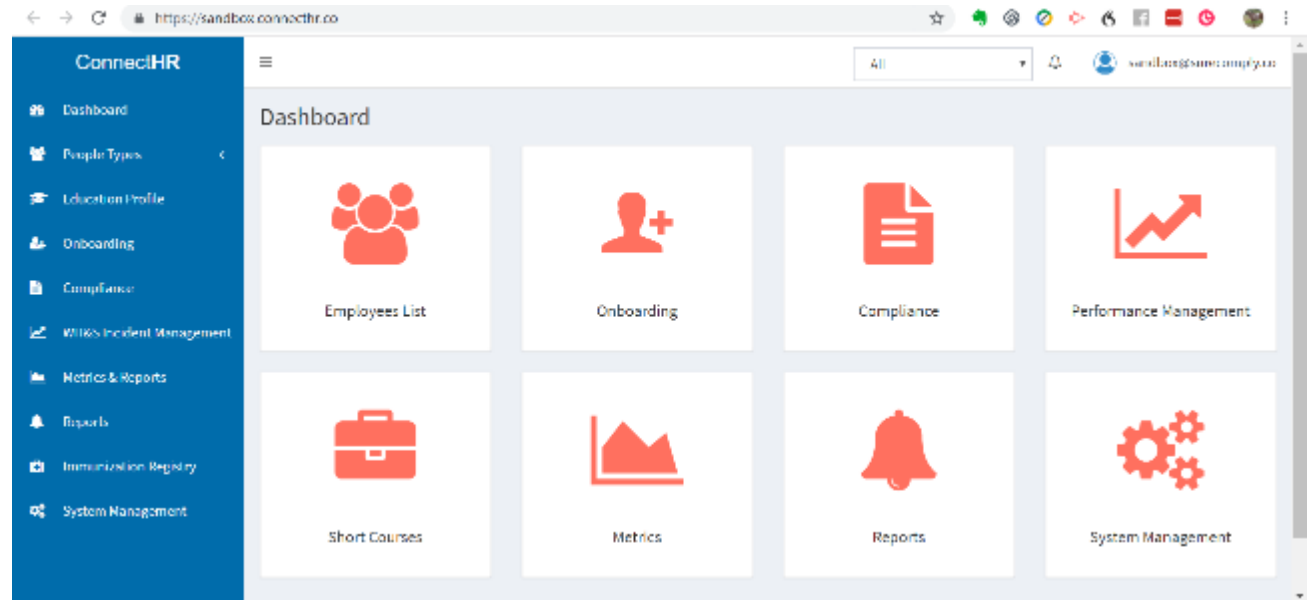
**Shareable  
to anyone I  
want**



# Employer – OnePassport | ConnectHR

Seamless integration & 2 way talk

User intuitive interface



# Management love...

← → ↻ <https://sandbox.connecthr.co/ShortCourse/ReportList?empty=1> ☆

Employees

Employees List

Employment Status

Compliance

Qualifications

Certifications

Short Courses

Performance Management

Reg., Licenses & Permits

Language Proficiency

Skills Matrix

Miscellaneous

Agency

Volunteers

Education Profile

Onboarding

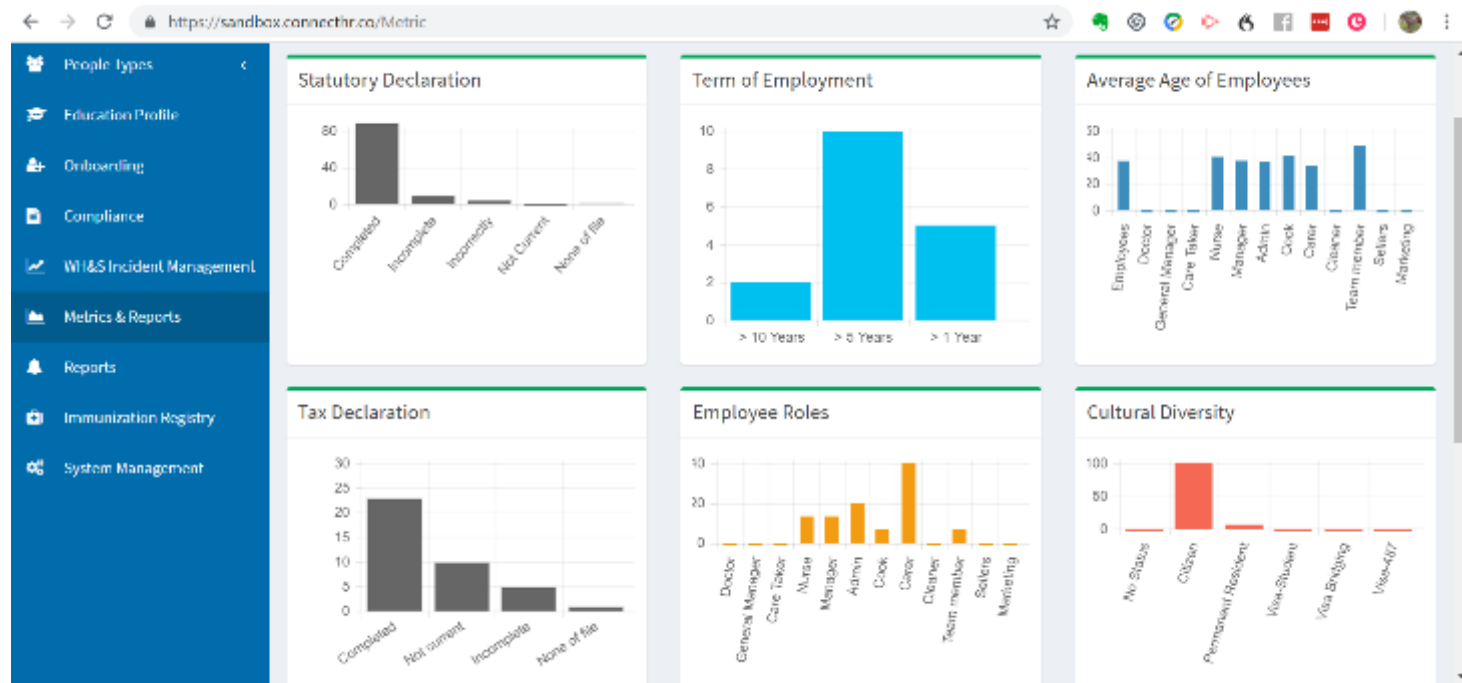
Compliance

+ Add Employees Short Course

Showing 1 to 10 of 14 entries

Name	Company Induction 101	Ready4Work	Emergency Procedures Plan - Lonstate Ap	Fire & Emergency - Lonstate Ap	Manual Handling	Infection Control	Elder Abuse	Customer Service Level 1	Customer Service Level 2	Working in a multicultural environment
Vicky CHIU	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Julie BRAVO	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Jonathan BRADFORD	✗	✗	✗	✗	✓	✓	✓	✗	✗	✗
Rahimi CRONLY	✗	✗	✗	✗	✓	✓	✓	✗	✗	✗
Taylor AKMSI RUNG	✗	✗	✗	✗	✓	✓	✓	✗	✗	✗
Mary JOSE	✗	✗	✗	✗	✓	✓	✓	✗	✗	✗
Rosemary MACAR	✗	✗	✗	✗	✓	✓	✓	✗	✗	✗

# and...



# But wait's there's more!

The screenshot shows a web browser window displaying the ConnectHR Immunization Registry. The browser's address bar shows the URL <https://sandbox.connecthr.co/Vaccination/List>. The ConnectHR logo is in the top left of the page, and a sidebar on the left lists various navigation options: Dashboard, People Types, Education Profile, Onboarding, Compliance, WH&S Incident Management, Metrics & Reports, Reports, Immunization Registry (which is highlighted), and System Management. The main content area is titled 'Immunization Registry' and includes a '+ New Immunization' button. Below this is a search bar and buttons for PDF, CSV, Excel, and Print. A table displays one entry for 'Wicky CHIU' with details on Type, Provider, Country of Issue, Date Issued, and File. At the bottom of the table, it indicates 'Showing 1 to 1 of 1 entries' and includes 'Previous' and 'Next' navigation links. The footer of the page contains copyright information for 2018 SureComply Pty Ltd and a link to the EULA/Privacy Policy. The browser's taskbar at the bottom shows several open documents, including 'Scan0033.pdf', 'Policy and Fund...', 'Subacute WIES3 ...', 'Clinical Handover.pdf', and 'Admission and Dis...pdf', along with a 'Show all' button.

ConnectHR

Dashboard

People Types

Education Profile

Onboarding

Compliance

WH&S Incident Management

Metrics & Reports

Reports

Immunization Registry

System Management

Immunization Registry

+ New Immunization

Search:

PDF CSV Excel Print

Name	Type	Provider	Country of Issue	Date Issued	File
Wicky CHIU	Hiv Vaccination	Access Health Services	Australia	14 Aug, 2018	Immunisation

Showing 1 to 1 of 1 entries

Previous 1 Next

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EULA | Privacy Policy

Scan0033.pdf

Policy and Fund...

Subacute WIES3 ...

Clinical Handover.pdf

Admission and Dis...

Show all

# 2 click report generator

The screenshot displays the ConnectHR web application interface. On the left is a blue sidebar with the 'ConnectHR' logo and a list of navigation items: Dashboard, People Types, Education Profile, Onboarding, Compliance, Performance Management, WH&S Incident Management, Metrics, Reports (highlighted), Immunization Registry, and Scope of Practice. The main content area is titled 'Reports' and features a 'Generate a Report' section. This section includes a dropdown menu for 'Generate Report for' set to 'Compliance'. Below this are four filter dropdowns: 'Filter' (empty), 'Compliance Type' (set to 'All'), 'Employee Type' (set to 'Employees'), and 'Status' (set to 'Invalid'). An 'Expiry' dropdown is set to '60 Days'. A green 'Generate Report' button is positioned below the filters. The top right of the interface shows a user profile for 'sandbox@surecomply.co' and a notification bell icon.

ConnectHR

- Dashboard
- People Types
- Education Profile
- Onboarding
- Compliance
- Performance Management
- WH&S Incident Management
- Metrics
- Reports
- Immunization Registry
- Scope of Practice

Reports

Generate a Report

Generate Report for: Compliance

Filter: Compliance Type: All Employee Type: Employees Status: Invalid Expiry: 60 Days

Generate Report

Data is power

Line of sight





# Person Centred Care – Person Centred Organisation





# D – Engage Card



# Registration & Accreditation

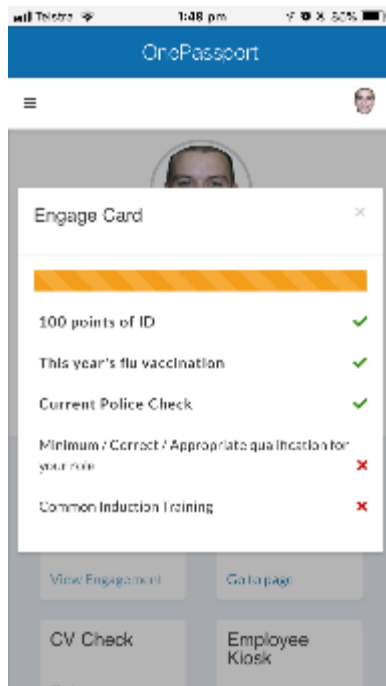


# Aust. Carers Registration & Accreditation Database (ACRAD)



- ◆ A single database for all carers across aged care, home care and disability support
- ◆ Independent from any single organisation
- ◆ Connected to organisations for compliance purposes

# Engage Card



- Aged Care specific accreditation system
- Based on the construction industry's White Card
- Criteria set by the industry (not an Act of Parliament)
- Applied against the details held in ACRAD
- Connected to your workforce management system for live updating

# Fourth Idea

PCO + Connectivity  
= OnePassport  
= Engage Card



# Fascinating!

But what does it  
mean for me?



# Change is coming



OR



# Engage Card Trial



- ◆ National trial of the Engage Card platform
- ◆ Mix of small, medium & large providers from across the sector
- ◆ From now until the end of January 2019
- ◆ National coverage for your organisation

# Thank you

Michael Maher

CEO – ACDN

[michaelm@agedcaredn.com.au](mailto:michaelm@agedcaredn.com.au)

0416 245 981