



# Allocate Workforce Solutions

Aged & Community Care





# Allocate Solution for Aged Care:

Designed to optimise the delivery of care and identify avoidable costs.



With the experience of supporting **over 1 million staff under roster**, together with **25 years' workforce management experience** in Australian healthcare, Allocate Software is enabling the delivery of **safe and effective care at optimal cost**, by helping organisations have **the right people in the right place at the right time**.

**We deliver both international experience and local expertise to provide solutions that deliver benefits for all staff groups.**

In an industry of activity-based funding and with payroll representing 60 per cent of their costs, many aged-care providers rely on e-rostering to coordinate teams with the right skills at the right time to ensure the best patient outcomes while better managing staff costs.

Allocate's Solution has been developed in Australia to specifically meet the needs of local providers. We work closely with our customers to provide a comprehensive workforce management solution for all staff groups across the healthcare sector.



## Delivering benefits for all staff groups

### Nurses and Carers

Allocate's Solution objectively aligns nursing and carer resources to the staffing requirements driven by residents and patients. The functionality replaces existing paper-based processes across departments to enable smarter, safer, fairer and more efficient rostering of staff. Reporting functionality across the system allows the organisation to identify trends and track changing behaviours over time.

### Non-Clinical and Allied Health Professionals

Designed specifically to manage and monitor hours worked, as well as absence of non-clinical personnel, the capability provides managers with a full operational picture of all staff across an organisation. AHP-specific functionality objectively aligns the resources of Allied Health Professionals to resident demand, to enable safer, more efficient and objective staff rostering across all areas. Multiple staff groups resourced from multiple areas and cost centres can be easily viewed collectively in one roster.

### Casual and Agency Staff

A next-generation, integrated temporary staff management system which ensures that appropriately skilled staff are deployed for vacant shifts, reducing both the clinical risk and agency spend. The capability also streamlines the entire process of allocating available staff, managing the role of external agencies and providing a direct interface with HR and payroll systems.

### Aged Care

Allocate's Solution for Aged Care tackles the key challenges presented by the widely differing types and levels of care required by an ageing client base. The functionality delivers flexibility and assists with enhancing staff productivity. The approach allows the coordination of multi-disciplinary teams working potentially very different shift patterns across multiple locations –and all within the restrictions imposed by a constrained budgetary environment.



“ Workforce management, improved payroll processing and effective management of rosters. All this contributes to the quality of care we provide our clients. ”

*Geoffrey Gumikiriza, IT Support,  
Brightwater Care Group*



How do you improve the delivery of patient care when confronted with evolving legislation, changes to the funding model and financial pressure from rising costs and increased competition?

How do you manage an effective and efficient workforce when presented with widely differing types and levels of care required by an ageing client base?

## Introducing Allocate Workforce Solution for Aged Care

The ability to manage existing staff resources is becoming increasingly vital in the aged care sector as it faces evolving legislation, changes to the funding model and financial pressure from rising costs and increased competition. Our extensive experience with aged care providers has identified the need for a tailored workforce management package: Aligning better rostering practices with payroll and award automation to support aged care providers in managing their workforce as effectively and efficiently as possible.

### Focused on workforce efficiency for improved patient outcomes

Our solution focuses on both improved rostering and payroll automation. Reducing manual processing through payroll provides an immediate return on your investment.

Manual processing takes time, contains human error and lacks the visibility into financial reporting required to accurately track against labour forecasts and budgets.

Building on this with better rostering practices identifies wasted expenditure and simultaneously optimises the delivery of care. Gaining visibility into rostering practices enables a clear audit of labour, highlighting areas of improvement such as agency spend, overtime and overstaffing and clearly aligns the correct skill mix to patient demand. In doing so, organisations not only identify their avoidable costs, they improve their delivery of care by ensuring their staff ratio and skill mix meets patient demand.

Integrated award interpretation and staff rostering is now affordable for Aged Care providers.

“ As a not-for-profit provider, this solution gives us access to a comprehensive rostering solution, at a price we can afford. ”

*Sue Gillham, Director of Care,  
St John's Village*

### Melbourne Health on aged care:

With a focus on utilising Allocate rostering solution across all parts of the business, including Mental Health, Melbourne Health have reduced the use of timesheets by 68%, improved visibility of staff availability, removed unauthorised changes from their rosters and automated EBA rules and award interpretation. In doing so, they've centralised and streamlined the process for booking casual bank, pool and agency staff, reduce agency usage and improved accuracy and timeliness of payments to employees.

“ Allocate's system has benefited more than our payroll department. The visibility into rosters has meant our roster managers can produce cheaper rosters and plan ahead better; not only reducing the use of agency staff, but providing our employees a more equitable process in granting requests for additional shifts. ”

*Matthew Curtis, Senior Finance Systems Manager,  
Melbourne Health*

### McKenzie Aged Care:

McKenzie Aged Care Group runs sixteen aged care facilities across Queensland, New South Wales and Victoria. The family-owned company has been providing high quality aged care services and accommodation since 1998. Since the implementation of Allocate's rostering solution in 2007, McKenzie Aged Care was able to identify avoidable costs and provide better visibility and reporting across their labour costs.

“ We now have much clearer insight into our avoidable costs. ”

*Barry Faulkner, Project Accountant,  
McKenzie Aged Care*



# Allocate Solution for Aged Care includes:



## Comprehensive Rostering

Allocate's Solution provides comprehensive e-rostering functionality to enable you to construct and adjust your rosters with a wide range of tools. These include:

- Availability
- Split Shifts
- Time in lieu
- Overtime
- Recurring shift patterns
- Shift Swaps
- Requests
- And much more!

## Vacancy Management

Allocate's Solution includes powerful vacancy management. This allows you to search for available staff with the correct role/shift/availability to fill the vacancy. Intelligently automated SMS features allow you to send vacancies to selected staff and then have them automatically added to the roster. Vacancies can be auto generated when the system identifies gaps in the roster (based on your staffing requirements). A central vacancy list allows for the management of vacancies by a central team if so desired.

Allocate's Solution facilitates simple and effective integration between the Roster and the Vacancy Management tool, enabling organisations to avoid the problems associated with managing separated systems, such as incomplete visibility, under-staffing, temporary staffing and time-consuming processes.

## Alerts

Our solution also ensures Aged Care providers have visibility of contraventions in employment law and contract agreements by alerting roster managers to conflicts and out of policy rosters based on the pre-configured rules. It includes the following alerts:

- 1. Maximum days allocated in a row**  
Warns when too many days in a row have been allocated to a staff member.
- 2. Minimum hours between allocations**  
Warns for insufficient break between shifts
- 3. Overtime allocation**  
Warns when overtime has occurred
- 4. Employee Skill Expired**  
Warns when an employee has a skill that has expired.
- 5. Leave Balance exceeded**  
Warns when leave is allocated to an employee and it exceeds the available balance.

## Roster Costing

While many vendors provide comparison to budget data, Allocate's Solution provides detailed costing information driven by accurate award interpretation in real time, giving managers unparalleled levels of information and allowing the management of rosters against the budget on a day-to-day basis. It covers area, role and roster costing to support better budgeting practices and assist in identifying avoidable costs. Moreover, the ability to deliver 100% accurate gross pay data results in lower costs for payroll systems.

## SMS Notifications

Utilising SMS for rostering communications not only automates, but simplifies the process by distributing notifications to individuals, groups or your entire workforce. Doing so improves shift attendance rates and reduces the need to engage with external agencies for unfilled shifts. Vacant shift notifications can be sent via SMS to easily and quickly fill vacant shifts, last minute roster changes or manage an increase in patient demand. With our Aged Care Solution, Allocate pre-configure the standard messaging configurations based on analysis of facilities that use our service, enabling better communication with rostered staff.

## Award Automation and Exception Reporting

The Awards Rules Engine within the system provides comprehensive rules which automate the interpretation of awards/EBAs in real-time, enabling costs to be updated immediately when changes are made to the roster. Allocate's Solution for Aged Care includes automation of EBA rules, supported with exceptions reporting.

This approach ensures customers are live quickly to benefit from the automation, whilst then identifying whether it's cost effective to automate the remaining low usage rules. Many customers choose to process a handful of award rules manually due to their rare occurrences.

## Demand Based Templates

Allocate Solution for Aged Care includes demand templates that track the staffing requirements of rostered areas. Measuring both sufficient skills and staffing levels to the required demand, the system not only helps identify avoidable costs with overstaffing, it optimises the delivery of patient care by having the right people at the right place, at the right time.

## Leave Management

Allocate's Solution comes with impressive leave management capability to provide accurate, real time information on leave balances and requests, in turn improving transparency and compliance to leave policies and minimum staffing levels. The Aged Care solution includes the following Leave Management capabilities:

- Requests
- Approval
- Leave balance viewable
- Leave requests via mobile devices
- Security driven access
- Leave approval delegation

## Focusing on Payroll Integration

Our solution integrates with Human Resource and Payroll systems to provide a seamless end to end workforce management process. This enables aged care providers to strike a balance between delivering staffing productivity, managing costs, and assisting in improved patient outcomes. The system can interface to any payroll system; is enabled with bi directional payroll interfacing with specific versions of Aged Care's most common payroll systems:

- |             |            |
|-------------|------------|
| • Chris21   | • Mircopay |
| • Preceda   | • Oracle   |
| • PayGlobal | • SAP      |
| • ADP       | • Rockfast |

