datanova

WE THINK IN COLOR, DISSOLVE PROBLEMS & DREAM SOLUTIONS

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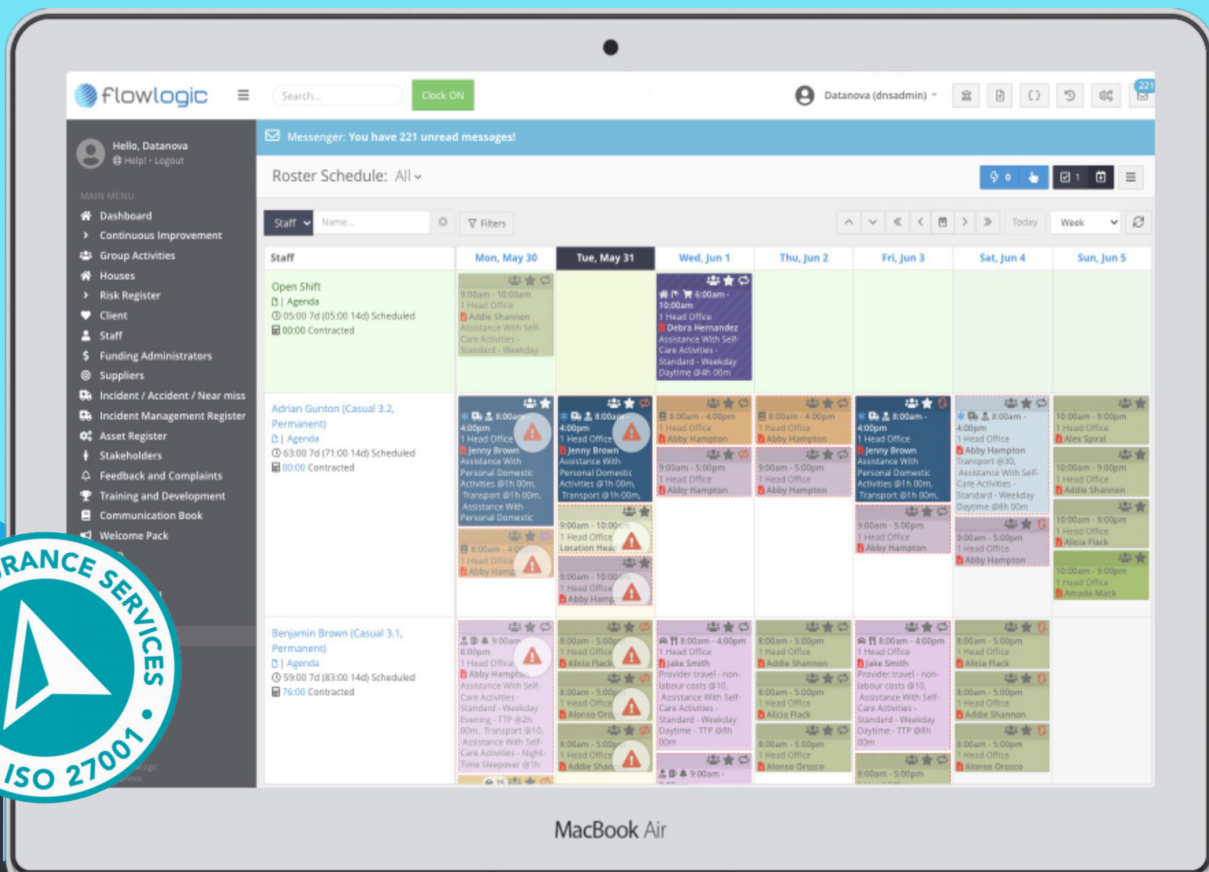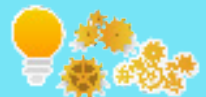
SETTING THE TREND FOR CLOUD-BASED SOFTWARE SOLUTIONS TO NDIS, AGED CARE SERVICES, DISABILITY PROVIDERS AND RESIDENTIAL AGED CARE AGENCIES IN **AUSTRALIAN AND NEW ZEALAND** IMPROVING EFFECTIVENESS AND ENABLING SUCCESS

A WORD FROM OUR FOUNDER

As the founder of Datanova, my mission is helping Disability, NDIS & Aged Care Service Providers across Australia and New Zealand to drive adoption for the industry fast changes and to implement our Flowlogic Family solution successfully. I work closely with over hundred Australian and New Zealand Service providers who helped to make our software package a trendsetting one-stop-solution. I have spent almost five years in this role and in this time, I have developed a fairly broad perspective what works and what doesn't when it comes to adoption.

The successful completion of any work is generally not an individual effort. It is an outcome of dedicated and cumulative efforts of a number of people, each having its own importance to the objective. This message is a value of thanks and gratitude towards all those people who have implicitly or explicitly contributed in their own unique way towards making Flowlogic Family a great success and the winner of the 2021 Australian Enterprise Awards For Best NDIS And Aged Care Software.

Regards,

Christian Krauter
VISIONARY & FOUNDER

Winner Of The 2021 and 2022 Australian Enterprise Awards For Best NDIS And Aged Care Software

PAGE OF
CONTACT

Scan the QR code to read the APAC Insider Business Awards article.

Scan the QR code to emails as about your enquiry. We love to hear from you.

Scan the QR code to add our vCard contact details. We love to hear from you.

ABOUT DATANOVA

Mount Tibrogargan, Glass House Mountains

ACKNOWLEDGEMENT OF TRADITIONAL OWNERSHIP DATANOVA RESPECTFULLY ACKNOWLEDGES THE TRADITIONAL CUSTODIANS OF THIS LAND AND PAY OUR RESPECTS TO ELDERS PAST AND PRESENT.

"IT IS OUR MISSION TO PROVIDE ORGANISATIONS WITH PREDICTABLE, BUSINESS-FOCUSED SOFTWARE SERVICES THAT OPTIMISE OPERATIONS, MANAGE RISK AND DELIVER MEASURABLE BUSINESS VALUE TO OUR CLIENTS."

We provide Australian and New Zealand Service Providers with trendsetting cloud-based Software Solutions to manage effectiveness and compliance under Disability, MyAged Care, NDIS, Foster Care, Housing, and other Australian Social Services.

Our systems provide the most actionable data and insights into the industry and make this data available to our clients.

We improve outcomes, operate efficiently, and meet today's clients' expectations by ensuring existing requirements are explicitly understood before the commencement of any work and then soliciting feedback to ensure continuing and complete satisfaction with the services provided. Build a mutually profitable relationship with our customers, ensuring their long-term success by understanding their needs and the needs of their participants, consumers, clients and families.

Driving continual improvement and innovation based on efficient business processes, well-defined measurements, best practices, and client surveys. Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment.

MEET THE FLOWLOGIC FAMILY

Flowlogic Family: **SYSTEMS** that provide client management, financial data and reporting tools and our **PEOPLE** to support and improve your decision-making process.

Change is constant. How will organisations update their systems to account for additional services, changing programs, new regulations, new market opportunities, and the continuous push for improved efficiency? Meet FlowLogic a whole flexible business solution, to remain competitive, adjust with the speed of change, stay compliant, and to support flexibility. FlowLogic family has proven itself capable of delivering the business agility required to evolve and grow in the new world of constant market change.
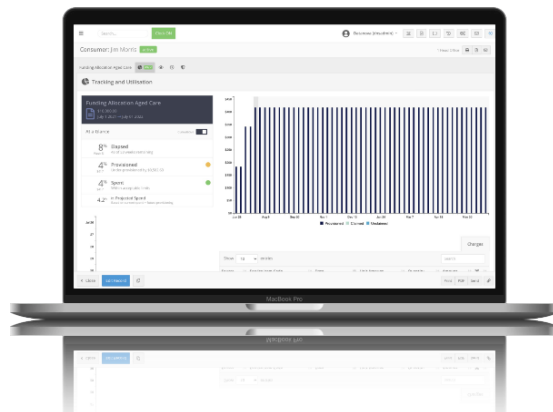
WINNER OF THE 2021 AUSTRALIAN ENTERPRISE AWARDS FOR BEST NDIS AND AGED CARE SOFTWARE
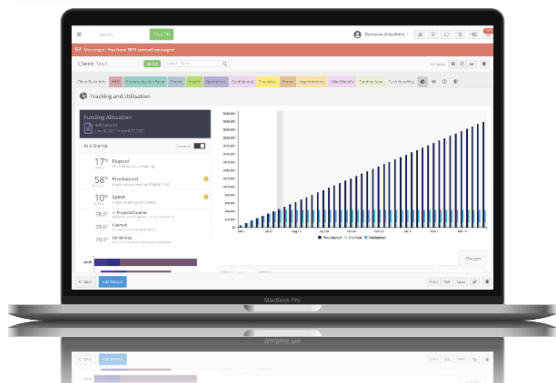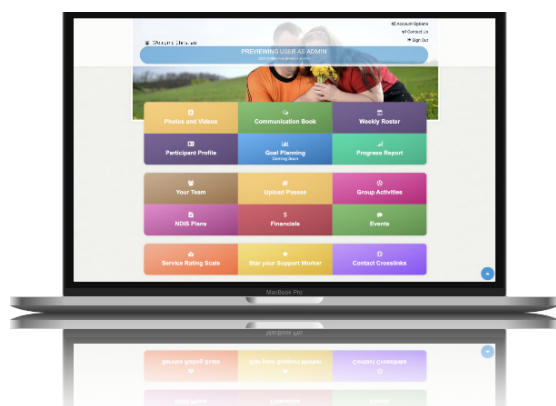
FLOWLOGIC

A software package that offers a complete suite for your participant management. Over the last 3 years, we have worked closely with over 100 NDIS Service Providers who helped to make this a one-stop-solution for the NDIS.

FLOWCARE

A web-based health data management solution for Australian My Aged Care Service Providers of all sizes. It ensures compliance and includes financial management, decision support, data management, client scheduling and reporting.

FLOWPOINT

A cloud-based client self-service Portal, optimised for FlowLogic and preloaded with 12 modules from roster display to star rating your staff that will help you improve outcomes, operate efficiently and meet the expectations of today's clients.

DATA CAPTAINS

Data Captains deliver a proactive, disciplined methodology to establish and manage acceptable levels of maintenance service. By providing outstanding service and product quality aiming for long-term success and sustained improvements.

MEET FLOWLOGIC

SIMPLIFY COMPLEXITY AND MAKE SIMPLICITY EFFECTIVE!

To prevent wasted time and resources, FlowLogic reduces administrative effort effectively allowing staff to focus on the support of their consumers/participants empowering their ability to achieve the goals and outcomes of Aged Care and NDIS giving your organisation a competitive advantage.

FlowLogic's user centric interface was developed with simplicity, ease of communication and user effectiveness in mind, thus allowing businesses to focus on the quality of the information staff are entering and to help improve overall performance and accountability.

FlowLogic empowers organisations to not only perform these required tasks, it also allows them to report, analyse and act upon system alerts preventing possible shortfalls in business awareness.

Every business is different and business software must be custom-tailored to suit the needs of each business. Our solutions are highly customisable, providing a high degree of flexibility.

With integrated Human Resources abilities, FlowLogic gives organisations the power to manage staff requirements in an integrated solution.

FlowLogic's HR capabilities allow a range of training and qualification informations to be captured and monitored. With integrated calendars and reminders, FlowLogic can store information on qualifications such as Blue Card/Working with Children cards, Criminal History Checks and professional qualifications and sending alerts to warn about expiry dates etc.

Further to these capabilities, FlowLogic's advanced Rostering System encompasses key features for organisations to allow services provided and predict labour hours to the most appropriate commercial rate. To addon the intuitive roster offers a wide range of customisation to easily allocate the right staff member according to their participant/consumer suitability, skills and qualifications.

With the ability to easily integrate with the majority of modern finance and payroll packages as well the integration with the Proda, FlowLogic provides end to end provision for your business requirements, consumers and participants.

FLOWLOGIC FAMILY FACTS

DATA SECURITY

1

All our data is stored in the Amazon cloud, an IRAP certified data center in Sydney. AusGov has moved and endorsed that data center for compliance and is recommended as a data hosting solution to Australian Service Providers and Software companies.
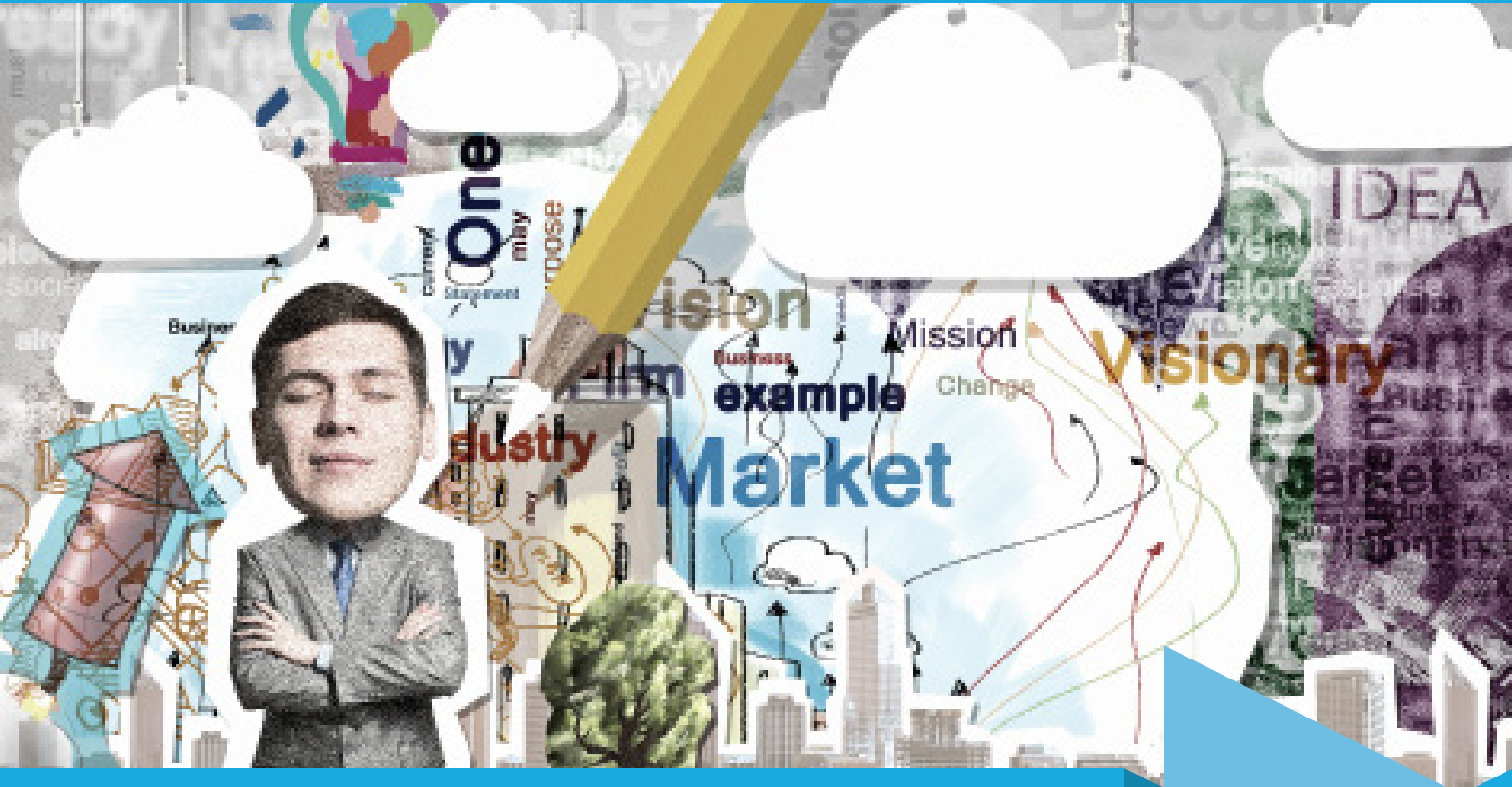
OUR PLATFORM

2

Flowlogic, an architecturally designed Cloud Cluster Platform, runs on AWS (Amazon Web Services), and build on the LAMP (Linux, Apache, MySQL, PHP/Perl/Python) providing high availability and load balancing making your Flowlogic instant fast and secure.

FLOWLOGIC IS BUILD WITH LAMP AND LIGHTS YOUR FLOWLOGIC INSTANCE

MEET FLOWCARE

SIMPLIFY COMPLEXITY AND MAKE SIMPLICITY EFFECTIVE!

Flowcare our Aged Care software program offering amazing technology to aged care services, home care and disability providers and residential aged care agencies. The software will provide you with a holistic understanding (a 360˚ view) of the prospective consumer of your services.

Our cloud-based aged care software empowers the Aged Care and Disability industry to manage all functions of Residential Aged Care consumers ensuring service delivery is in line with the Quality Standards and relevant legislation.

Built with an understanding of compliance, reporting and analysis challenges that the industry faces under current Government contracts, Datanova works proactively with existing clients to refine and extend coverage as the industry transitions to the new model and is suitable for Social Services, NDIS and Aged Care.

Aged and Disability Care Scheduling, Billing and Integrated Payroll Solution

Manage your client's care journey from beginning to end with fully integrated home care scheduling, billing, payroll and reporting in a single, configurable solution. Flowcare facilitates data driven decision making and intake work flow management which enables optimal conditions with respect to the financial, social, clinical and spiritual needs of potential consumers.

Multiple views

There are multiple scheduling views to assist with efficient and strategic scheduling:

• Consumer schedule (day, week, month)
• Staff schedule (day, week, month)
• All client daily schedule
• All staff daily schedule

Flowcare's easy-to-use form builder you can effortlessly reproduce electronic versions of your paper or legacy forms and leverage rich media functionality such as pictures, signatures, and dynamic fields.

Configure documentation for high levels of client acuity such as wound care, infusions, and medical reconciliation.

Providing medicine information to staff with with sending alerts for drug interactions and their severity. Our build-in smart workflow engine will manage many of your facility activities. Remotely control of Medication administration for your consumers with Flowcare our handcrafted cloud-based technology and is compatible with all devices.

FLOWLOGIC FAMILY FACTS

3 FLOWLOGIC VS FLOWCARE

For providers of NDIS we recommend the Flowlogic Family NDIS edition software package specific for NDIS. For providers of Aged Care we recommend the Flowlogic Family Aged Care edition software package specific for Aged Care. When you purchase our Flowlogic Family unlimited edition software package you have Flowlogic and Flowcare at your in your setup. The price for the Flowlogic Family unlimited edition software is the same as the NDIS or Aged Care edition. The only varition is in the increased setup and training requiremnts

4 THIRD PARTY INTEGRATION

Flowlogic, an architecturally designed to integrate FlowLogic into all major software packages.
Current FL software Integrations: API access MYOB, XERO, IMS, NDIA (export of ready to read and upload files), SAGE, WHOLESALE SMS, CLICKSEND, Microsoft 365. NDIA direct access to Proda is coming this 2021 with no uploads or downloads

MEET FLOWPOINT

A PORTAL PRELOADED WITH FUNCTIONS TO ENGAGE AND SELF-SERVICE YOUR PARTICIPANTS AND CONSUMERS.

Connect with your consumers, participants, families and guardians providing honest, high quality personalised services with engaging web technologies to create new opportunities and to extend your existing business capabilities with our self service client portal.

FlowPoint lets your consumers, participants, families do all of this from one single interface, it is your customer's one-stop-shop for all support activities. Build truly automated end-to-end processes that help businesses focus on what matters most: making every customer relationship extraordinary.

STREAMLINE SELF-SUPPORT & IMPROVE CUSTOMER SERVICE AND SUCCESS

FlowPoint is optimised for FlowLogic and Flowcare, with key functionalities including view upcoming roster shifts or appointments, accessible progress notes, property portal, complaints and feedback. Another competitive edge of this easy-to-use consumer/participant portal for goal planning and tracking.

Your customers will be empowered to exercise choice and control and access a wide range of mainstream and community-based support, both formally and informally. This will require greater connectivity, integration, and collaboration between suppliers across all market segments.

- Self-care access to real-time information
- Share and exchange relevant documentation e.g. welcome packs, Onboarding Service agreements, roster shedule etc
- Extend participant/consumer support services without recruiting further staff by allowing to raise issues and track support tickets
- Improve access to invoices and quotes
- Access to statements and online payments
- Access to roster, notes, goals and dashboard
- Online signature collection works on touchpad, mouse, phone, tablet or other mobile device
- Display financial funding information
- Real-time goal and outcome reports
- Accurate, real-time view of balances etc
- SMILEY system to rate your service

FLOWLOGIC FAMILY FACTS

5 WEBFLOWS

Recruitment, Feedback, Compliants and Referrals direct data flow from your website.

Recruitment is a very time consuming function of HR. Webbflows will collect all applicant data including documents directly into Flowlogic from an online form published on your website. Assisting HR professionals by integrating the management of employee data directly into your Flowlogic instance by capturing all data by the applicant.
Simular process for feedback, complaints and referrals. Eliminate data duplication and automate processes.

6 WORKFLOWS

Our smart workflow engine is an automation tool known for its ease of use and will manage many of your organisation activities. The workflow automation engine can help you build approval-based workflows, and optional notifications for every process via sms, email or the integrated internal messaging system.

MEET THE DATA CAPTAINS

FLOWLOGIC POWERED BY DATANOVA DATA CAPTAINS

Our Data Captains deliver a proactive, disciplined methodology to establish and manage acceptable levels of maintenance service. Only by providing outstanding service and product quality will we achieve our aims of long-term success and sustained improvements.

Datanova's Data Captains take care of traditional administration tasks, new features set up, customising Flowlogic(not development), training users, and "ready to use" new features that become available with each Flowlogic update. We commit to keeping scheduled monthly appointments, run workshops and work with you to make sure your FlowLogic system is healthy and up-to-date. Data Captains manage all development projects and tasks for your organisation. Data Captains are thoroughly familiar with the customisation capabilities of Flowlogic and Flowpoint and are responsive to your staff and all users.

TURBO-CHARGE FLOWLOGIC WITH YOUR PERSONAL DATANOVA'S DATA CAPTAINS

Our Data Captains are a team of highly trained and qualified, Digital Business Solution Architects with a great wealth of experience in the sector to develop Flowlogic at the highest level and to achieve new levels of innovation—for you and your organisation. Understanding what works and what does not is critical, both during the deployment and over the long term, below are some highlights of the Data Captain service.

Proactive Monitoring

Proactively monitor Flowlogic implementation and post-implementation, identify areas of improvement, recommend courses of action, develop best practices, and create an improvement plan.

Persistent Administration

Ongoing best practices for administration, comprising unique tips and tricks for the system, analytics, workflow, health checks and financial forecasting. Pitfalls to avoid, and actionable ideas to improve how your organisation uses Flowlogic.

Ongoing Maintenance

Assist with on-going maintenance, show new features, working on enhancements and how to manage your programs, services and outcomes using the latest and greatest technologies. Comprehensive webinar sessions to ensure high end-user adoption.

Measure Adoption

A measure of adoption is based on a defined set of key performance indicators (KPIs) that can be pulled from the system.Ensure desired behaviours and an understanding of adoption.

FLOWLOGIC FAMILY FACTS

7 DATA SECURITY

All our data is stored in the Amazon cloud, an IRAP certified data center in Sydney. AusGov has moved and endorsed that data center for compliance and is recommended as a data hosting solution to Australian Service Providers and Software companies.

8 OUR PLATFORM

Flowlogic, an architecturally designed Cloud Cluster Platform, runs on AWS (Amazon Web Services), and build on the LAMP (Linux, Apache, MySQL, PHP/Perl/Python) providing high availability and load balancing making your Flowlogic instant fast and secure.

FLOWLOGIC FEATURES	YES	UPCOMING	ROADMAP
Pariticpant/Consumer management and onboarding	✔		
Track Participant Budgets, Service Agreements, Goals and Outcomes	✔		
HR, Recruitment Staff rostering, Automated alerts on exp. certificates	✔		
Business Intelligence, Financial and Operational	✔		
Service Agreement Mgmt., Incident Mgmt. and Complaint Mgmt.	✔		
Bulk and Single NDIA claims Mgmt. NDIS reconciliation	✔		
Integrated NDIA price list, Roster Scheduler, Service Catalog	✔		
Monitor Participant Budgets and Service Agreements (Alerts)	✔		
Proda Claims, NDIA reconciliation, Bank reconciliation	✔		
Dashboard Widgets, Satisfaction Surveys, Role-based permissions	✔		
Help Desk Support	✔		
Integration to direct access to Proda with the NDIA developer API		✔	
MIcrosoft integration for document editing and saving to drive		✔	
Integration to use Push Notification for Workflows,Participants/Consumers and Staff			✔
Launch of widgets shop to design dashboards and to allow API access to third parties			✔

List of features currently avaiable in Flowlogic for participants and in Flowcare for consumers, upcoming or are planned for our roadmap.

FLOWCARE FEATURES

	YES	UPCOMING	SOON

Services available in both Flowlogic and Flowcare

	YES	
PAYROLL INTEGRATION	✔	Integration with Xero, MYOB to connect Payroll and Finance Package with API
FINANCE INTEGRATION	✔	Invoicing, includes generating invoices for consumers/participants
PERSONAL DATA CAPTAIN	✔	Personal Data Captain Service for ongoing maintainance system support

List will be updated 15 September 2021.List of features avaiable in Flowcare only specifically design for the Aged Care Sector..

	YES		
	✔		
	✔		
	✔		
	✔		
	✔		
	✔		
	✔		

OUR AGILE APPROACH

Business analytics

MILESTONE 1

Introduction workshop via webinar to go through the onboarding procedure by your Data Captain with all stakeholders involved to evaluate business needs, develop an intimate understanding of operational complexities and assist in developing a implementation timeline plan and training requirements.

The implementation timeline will be designed by the Data Captain with the approval of your nominated project team. Items that will be identified are:

- planning, schedule
- training, solution definition, architecture and design
- installation and configuration needs
- facilitation of integration needs

Offsite preconfig

MILESTONE 2

Configuring of the FlowLogic system to meet your business needs and as per requirements decided in the previous phase MILESTONE 1. Import required NDIA items, staff and client data, assigning group and permissions.

Datanova allows for one revision with the staff and client data setup and the import of any additional imports outside of this need to be quoted separately.

Setup Flowlogic to mirror organisational structure according to services and sites delivered by the client.
If applies identify implementation phase 2 and additional forms or workflows for the system.

Important Note: For providers over 300 users please consider a complete end to end implementation with project management, project plan and a dedicated project team. Onsite workshops prior to system configuration, trainig, additional pool hours, system reviews and data health checks and enterprise post support.

Onsite/off site delivery

MILESTONE 3

If travel is not restricted three days onsite visit by your Data Captain for finalising setup, complete staff training and identify if customisation is required .

• Training and working with key stakeholders to achieve expert setup and establish admin data champions within the organisation

• Identify if any coding and non-coding customisation requirements and liaise with the client and Datanova on development items.

If applies identify implementation phase 2 and additional forms or workflows for the system.

Post setup and support

MILESTONE 4

The initial implementation will focus on creating the foundation which is required to capture and analyse data through the system to provide a market advantage and new insights for their business.

The proper use of Flowlogic and FlowCare enables and facilitates this outcome. As Data Nova is focused on the long term strategy, our approach is to establish best practice foundations from the beginning and get it right the first time.

This includes 2 x 1 hour off site reviews and admin support webinars for a 3 month post support period and is established via teleconference with the admin data champions

PORTFOLIO DESCRIPTION

01.
Services: Supported Living, Residential Support, ACC Living My Life, Neighbourhood Connections, Employment Connections
Client : Community Connections
Users: 400 Status : Finished

02.
Services : NDIS, Plan Management, Support Cord.
Client : Magenta Support Services
Users: 500 Status : Finished

03.
Services: NDIS, Plan Management, Support Cord.
Client : Hunter Care Group
Users: 360 Status : Finished

04.
Services: NDIS, Plan Management, Support Cord. Community Connections, Village Housing, Mental Health Social Workers, Skilling Queenslanders for Work (SQW), BEROS
Client : Community Living Program (CLP)
Users: 600 Status : Finished

05.
Services: NDIS, Plan Management, Support Cord., Accommmodation, Community Participation
Client : Crosslinks Support Services
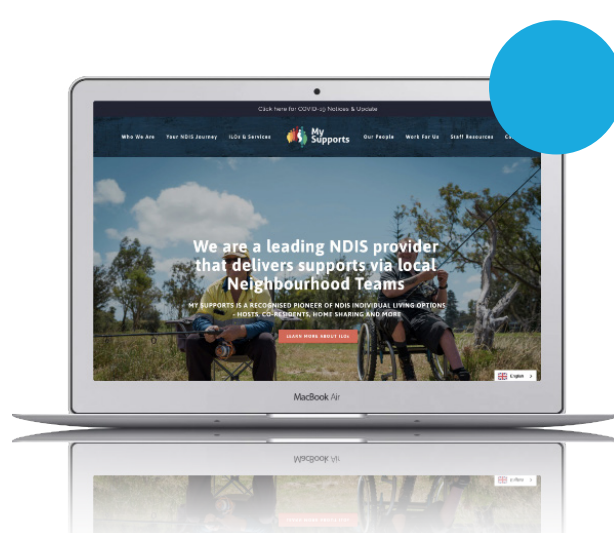Users: 380 Status : Finished

06.
Services: NDIS, Plan Management, Support Cord., SIL, Specialist Support Cord., Psychosocial Recovery Coach, Supported Independent Living Properties
Client : Hunter Care Group
Users: 400 Status : Finished
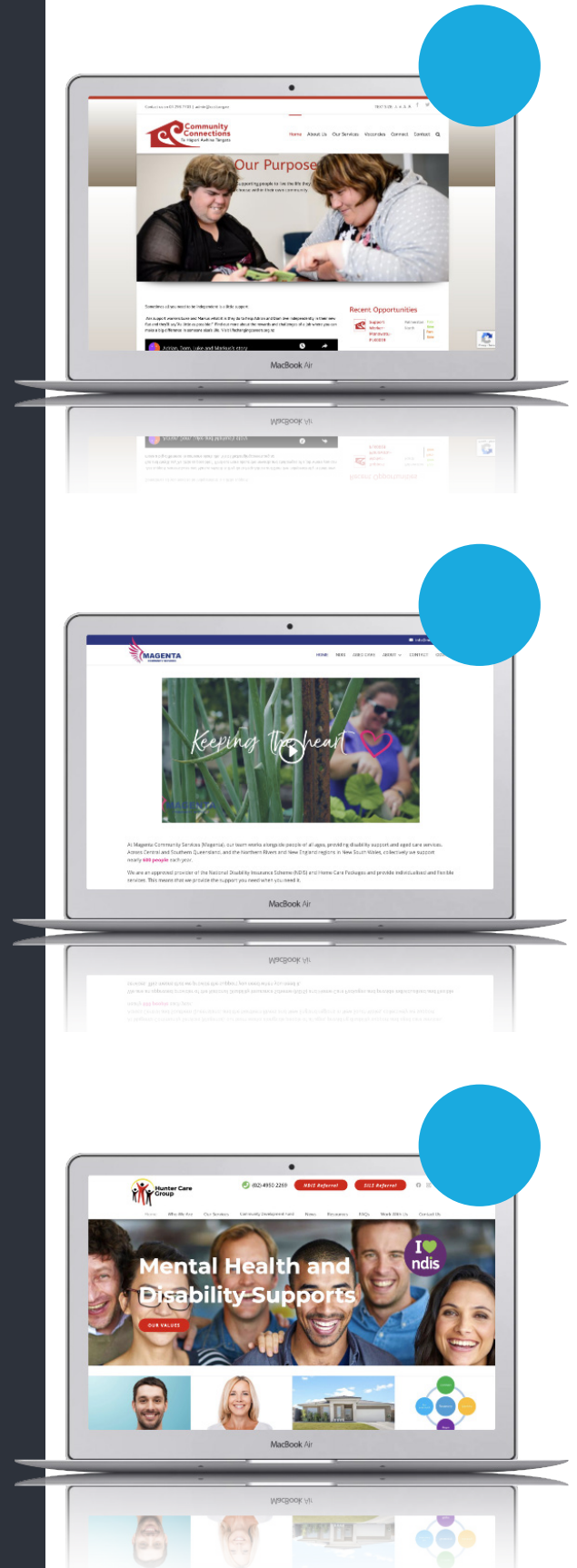
SOME OF OUR SUCCESSFUL IMPLEMENTATIONS.

Click here to read our great Google reviews

Datanova is an Australian based software development and service based company focused on delivering the best and most cost-effective solutions to our clients

WHY CHOOSE DATANOVA

Winner Of The 2021 Australian Enterprise Awards For Best NDIS And Aged Care Software.

With over 12 years of development experience we provide Cloud Solutions for NDIS, My Aged Care, Jobactive and Social Services in Australia. Our innovative architecture ranked as a unique market solution will effectively minimise administration costs and maximise service deliverables and providing you with a 360-degree view of your participants or clients to stay compliant meeting the expectations of today's market.

To create high-quality software that is innovative and unique is a process that takes time and resources. When our clients accept a relationship with us, they get brilliant results in return. However, the road to an excellent final product is marked by multiple milestones. Step by step we go through our proven process, from the initial concept of the user interface and system architecture, through to multiple prototyping cycles, the implementation and finally the quality assurance processes. At the end of this process stands our final goal: an outstanding piece of software that we can deliver to our respected clients.

OUR APPROACH TO SUCCESS

It takes more than technical expertise, experience, or a global team of talented people to get results. Our initial approach into any partnership is to establish great collaboration from start to finish. This allows us to gain insight of our partners needs and ultimately assist them to the road of success.

Technology can
be intimidating:
We make it simple.

Our team is smart,
passionate, and
creative, and our
integrity and
commitment are
unmatched.

datanova

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