datanova

WE THINK IN COLOUR, DISSOLVE PROBLEMS & DREAM SOLUTIONS

DIRECT API ACCESS TO PRODA AND ALL MAJOR FINANCE SOFTWARE

REALTIME INCIDENT, OPERATIONAL OR FINANCE REPORTING

NDIS GOAL OUTCOMES, FUNDS AND STAFF EXPENSES TRACKING

DASHBOARDS DESIGNED TO INDIVDUAL ROLES OR DEPARTMENTS

COMPLETE WORKFORCE MANAGEMENT • AUTOMATE PROCESSES

TASK AND MEDICATION MANAGEMENT • EFFICIENT ROSTERING

50 Most Admired Companies of the Year 2021.

Winner three times in a row from 2021 – 2023 of the Australian Enterprise Awards for Best NDIS Software.

Winner in 2024 for Best Community ERP System.

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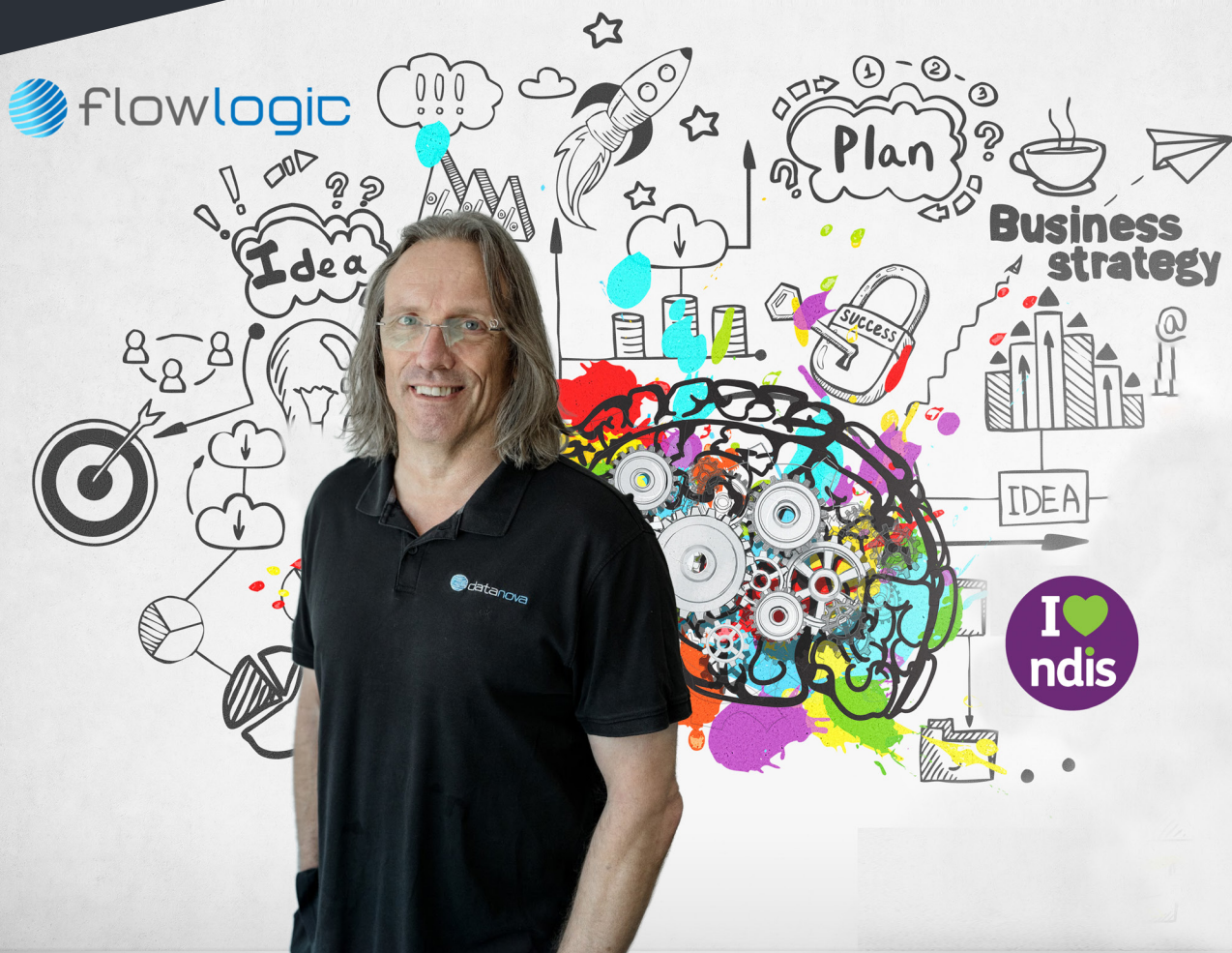CONTACT DETAILS
OUR BROCHURE
GOOGLE REVIEWS

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. I have worked with close to three hundred Australian and New Zealand Service Providers who helped to make our software package a trendsetting one-stop-solution. I have spent almost six years in this role and in this time I have developed a broad perspective of what works and what doesn't when it comes to adoption of systems.

The successful completion of any work is not an individual effort, it is the outcome of the dedicated and cumulative effort of a number of people, each having their 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 multiple Australian Enterprise Awards For Best NDIS and Aged Care Software.

Regards,

Christian Krauter

Christian Krauter
VISIONARY & FOUNDER

ABOUT DATANOVA

Mount Tibrogargan, Glass House Mountains

IN THE SPIRIT OF RECONCILIATION DATANOVA ACKNOWLEDGES THE TRADITIONAL CUSTODIANS OF COUNTRY THROUGHOUT AUSTRALIA AND THEIR CONNECTIONS TO LAND, SEA AND COMMUNITY. WE PAY OUR RESPECT TO THEIR ELDERS PAST AND PRESENT AND EXTEND THAT RESPECT TO ALL ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES TODAY.

"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, My Aged Care, NDIS, Foster Care, Housing, and other Australian Social Services.

Our systems provide the most actionable data and insights in the industry and make this data available to our clients in an efficient and easily accessible interface.

We improve outcomes, operational efficiency, and meet today's clients expectations by ensuring existing requirements are explicitly understood before the commencement of any work and then request feedback to ensure continued and complete satisfaction with the services provided. We strive to 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.

We drive continual improvement and innovation based on efficient business processes, well-defined measurements, best practices, and client surveys. We develop staff competencies, creativity, empowerment and accountability through appropriate development programs and strong management involvement.
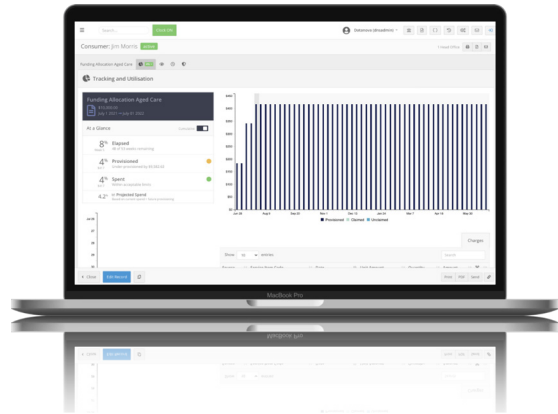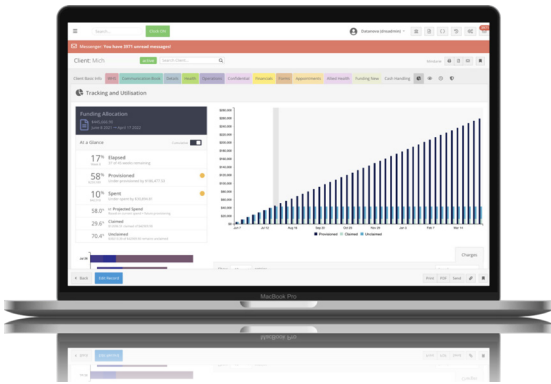
MEET THE FLOWLOGIC FAMILY

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 flexible business solution, to remain competitive, adjust with the speed of change, stay compliant, and to support flexibility. The FlowLogic Family has proven itself capable of delivering the business agility required to evolve and grow in the new world of constant market change.
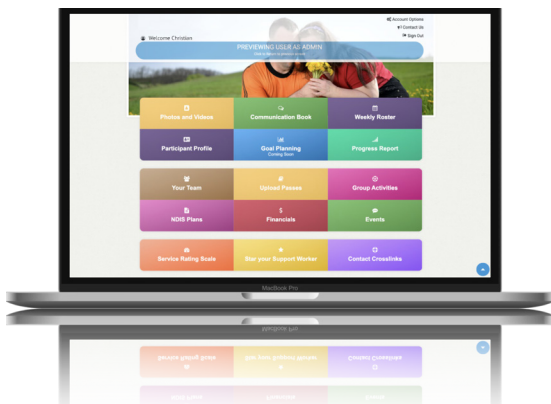
flowlogic

A software package that offers a complete suite for your participant management. Over the last 6 years, we have worked closely with over 300 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, and meet the expectations of today's clients.

datacaptains

Data Captains deliver a proactive, disciplined methodology to establish and manage exceptional levels of service. By providing High Level oversight into our client's systems and providing business feedback processes and procedures.

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 information 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. Futhermore, 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

1 DATA SECURITY

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

2 OUR PLATFORM

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

MEET FLOWCARE

EMPOWERING NAVIGATION OF THE AGED CARE INDUSTRY!

FlowCare our Aged Care software program offers amazing technology for Aged Care Services, Home Care 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 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 extensive oversight of 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
• Event overlap views (Calendar view)

FlowCare's easy-to-use form builder allows you to effortlessly reproduce electronic versions of your pre existing paper or legacy forms and leverage rich media functionality such as pictures, signatures, and dynamic fields to ensure you capture the most useful pieces of information from your users.

FlowCare enables you to configure documentation for high levels of client acuity such as wound care, infusions, and medical reconciliation.

Providing medicine information to staff by sending alerts for medicine interactions and their severity.
Our built-in smart workflow engine will allow you to control when and what notifications are sent to ensure your staff and administration teams are informed as events occur.

FLOWLOGIC FAMILY FACTS

3 FLOWLOGIC & FLOWCARE

FlowLogic & Flowcare have been developed with a synchronous architecture in mind. This enables both the FlowLogic module and FlowCare module to be built into one overarching product. Allowing seemless data capture and reporting from both modules to provide you with the administartive oversight required to remain up to date across two seperate industries at once. Integrating FlowLogic and FlowCare gives you all the power to maintain relevance in an ever changing market.
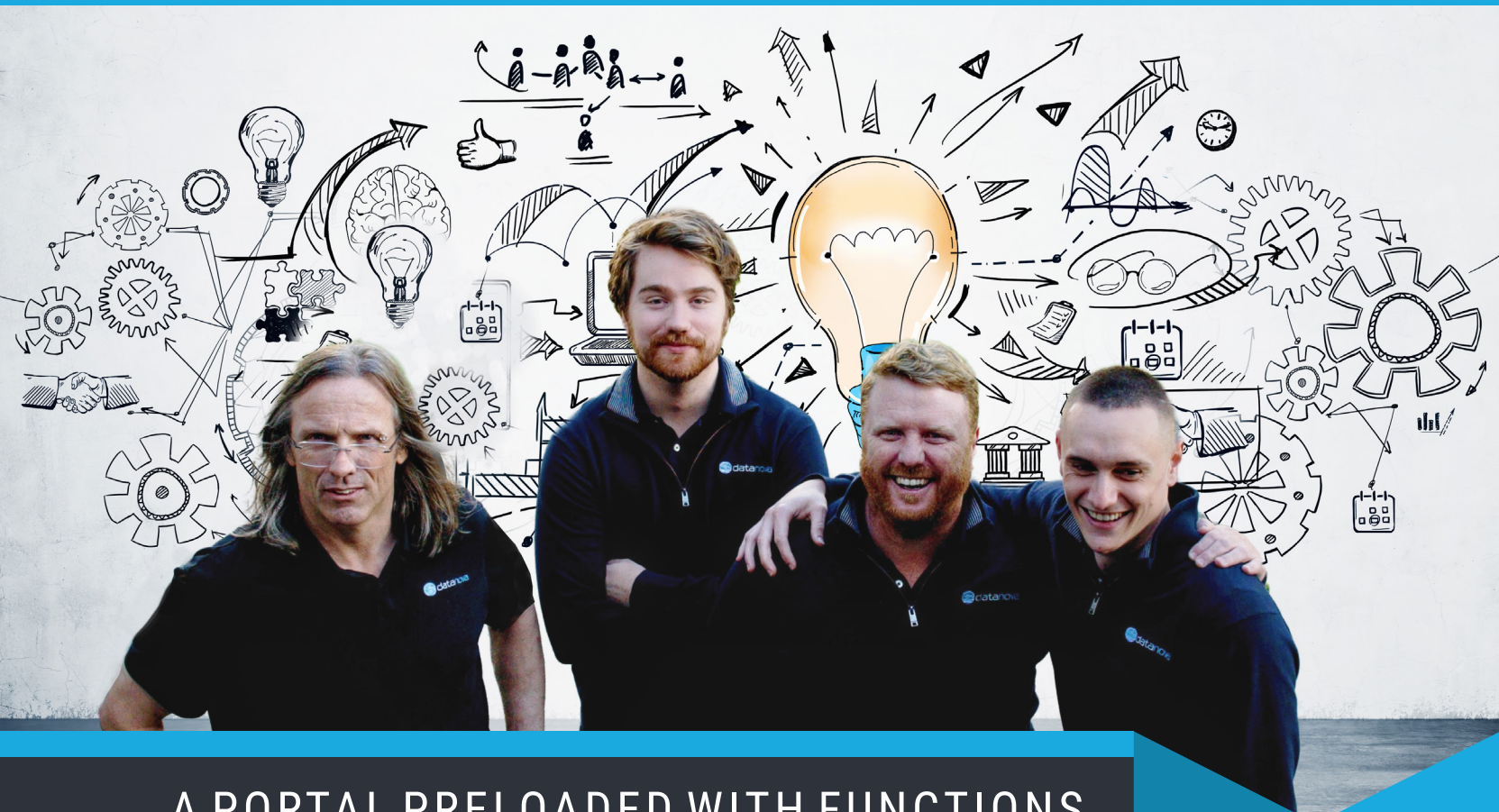
4 THIRD PARTY INTEGRATION

FlowLogic, from the beginning has been designed to integrate with a large selection of Major Financial software packages.
Current FL software Integrations include but are not limited to:

MYOB, XERO, PayCat, EmploymentHero, Greentree, WageEasy, Keypay, CanPay, NDIA/ PRODA PORTAL, SAGE, WHOLESALE SMS, CLICKSEND, Microsoft 365 and DocuSign.

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 and participant 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 viewing upcoming roster shifts or appointments, accessible progress notes, property portal, complaints and feedback and live funding tracking and updates. Another competitive edge of this easy-to-use consumer/participant portal is to be utilised for participant goal planning and tracking.

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

- Extend participant/consumer support services with self-serviced client portal
- Improve access to invoices and quotes
- Access to Roster, notes and goals
- E-signature
- 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.
The WebFlows system will collect applicant data and generate records directly witihin your system straight from your organisations website. Assisting HR professionals with streamlining the onboarding process and allowing for efforts to be focused on other tasks by alleviating the stress of onboarding.

6 WORKFLOWS

Our smart workflow engine is an automation tool known for its ease of use and will assist with automating pre-existing business processes. 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, 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, FlowCare and FlowPoint and are responsive to your staff and all users.

TURBO-CHARGE FLOWLOGIC WITH YOUR PERSONAL DATA CAPTAIN

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.

FLOWLOGIC FAMILY FACTS

7 FLOWLOGIC SUPPPORT

Our team of dedicated support team members work tirelessly to support your business and ensure that our clients remain up to date when it comes to the latest and greatest features created by our in house development team.

QUALITY ☑
SERVICE ☑
RELIABILITY ☑ +
SATISFACTION ☑

8 OUR DEVELOPERS

As a FlowLogic family we consist of not just support and management but also have a team of dedicated development members who strive to maintain and create a suite of features that assist our clients with remaining compliant and competetive in the ever changing market.

100%
CUSTOMER FOCUS
100%

Technology can be intimidating: We make it simple.

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

FLOWLOGIC FEATURES	YES	UPCOMING	ROADMAP

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

Feature	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 Reporting	✔		
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.			✔
Launch of widgets shop to design dashboards.		✔	

Christian Krauter
Visionary and Founder

Dale Pienaar
General Manager

Jae Krauter
HR/Finance Manager

Joshua O'Dea
Senior Developer

Nick Vollmann
Client Solutions Manager

Mat Frayne
Senior Developer

Alana Martelli
Project Officer

"From the very first enquiry we made with Datanova, to the signing of the service agreement, through to our training, Pete, Cosmo and Jayson have been outstanding! The professionalism, knowledge, and expertise in the fields they work is outstanding. The software itself is amazing, it suits all our business needs, outshines any other software we've used previously, and currently use. I can highly recommend Datanova to a scaling business, or any business that needs a all in one-system for rostering, HR, payroll, and participant portal.
-Ellie Garland

"After conducting thorough research, Cosmic Care ultimately decided on Datanova's Flowlogic software, which is significantly superior to its competitors in terms of functionality and customisation options. Our confidence in utilising this software has been greatly enhanced following an detailed training session led by Jayson and supplemented by Alana. Furthermore, Cosmo facilitated an incredibly smooth onboarding process. We are extremely satisfied customers.
-Jake Hadlow

**MEET SOME MEMBERS
IN OUR SUCCESSFUL TEAM**

Brent Trewin
Compliance Officer

Robbie Neville
Developer

Jayson Heathcote
Data Captain/
Onboarding Specialist

Caleb Ashlin
Helpdesk

Matthew Harrison
Helpdesk

Matthew Aucott
Lab Team Member

Cosmo O'Malley
Digital Solutions

109 REAL 5 STAR GOOGLE SOFTWARE REVIEWS

Chas Walker

⭐ ⭐ ⭐ ⭐ ⭐

As the Director of my organsation, specialising in the care of individuals with acquired brain injuries and multiple mental health disorders, I am acutely aware of the crucial need for stringent compliance and detailed reporting. Implementing DataNova's FlowLogic CRM has been a transformative decision for our organisation. FlowLogic's comprehensive suite is uniquely tailored to the complex requirements of NDIS providers, enabling enhanced service delivery and streamlined administrative processes.

As the Director of my organsation, specialising in the care of individuals with acquired brain injuries and multiple mental health disorders, I am acutely aware of the crucial need for stringent compliance and detailed reporting. Implementing DataNova's FlowLogic CRM has been a transformative decision for our organisation. FlowLogic's comprehensive suite is uniquely tailored to the complex requirements of NDIS providers, enabling enhanced service delivery and streamlined administrative processes.

The CRM system is pivotal, improving our operational efficiency through features like real-time data processing, participant management, and streamlined billing, which ensure accurate, up-to-date client information and compliance with NDIS standards. Its cloud-based platform supports an intuitive interface and scalable solutions that effortlessly adapt to our growing needs, from onboarding clients to detailed incident reporting.

A significant aspect of our positive experience has been the exceptional support provided by Jayson and the entire DataNova team. Their dedication is evident in the proactive, customer-focused service they deliver. Jayson, in particular, has been instrumental in customising the CRM to our specific needs, demonstrating an unmatched level of expertise and care. Jaysons attention to detail and professionalism is nothing short of fantastic and a absolute pleasure to work with.

FlowLogic's capabilities extend beyond basic CRM functions, integrating complex NDIS compliance and reporting features that include participant self-service portals, comprehensive incident reporting, and intuitive rostering. This system not only meets but exceeds our operational needs, recognised through its accolade as the Best NDIS Software by the Australian Enterprise Awards for three consecutive years which is one of many reasons my organisation went with Flowlogic.

For any health sector organisation dealing with complex care scenarios, I highly recommend DataNova's FlowLogic. It is more than just a tool for managing data—it is an essential asset that empowers providers to focus on what matters most: delivering exceptional, compliant care. This CRM solution ensures we can maintain high standards of service and compliance, all while being supported by a team that is truly exceptional in their field.

In summary, DataNova's FlowLogic CRM earns a perfect score in all key areas:

• Responsiveness: 5/5
• Customer support: 5/5
• Customisation options: 5/5
• Compliance with regulations: 5/5

• User-friendly interface: 5/5
• System stability: 5/5
• Integration capabilities: 5/5
• Data security features: 5/5
• Overall value for money: 5/5

SCAN ME

READ MORE
REVIEWS ONLINE

Choosing FlowLogic is not just an investment in software, but a strategic asset for any organisation aiming to excel in service delivery and compliance.

WHY CHOOSE DATANOVA

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

Winner three times in a row from 2021 – 2023 of the Australian Enterprise Awards for Best NDIS Software.
Winner in 2024 for Best Community ERP System.

With over 14 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.

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.

IMPLEMENTATION STEPS

BUSINESS ANALYTICS

MILESTONE 1

Introduction workshop via webinar to go through the onboarding procedure by your On boarding Specialist 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.

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.

Setup Flowlogic to mirror organisational structure according to services and sites delivered by the client.

Important Note: The above Milestones are for a 12 weeks out-of-the-box implementation. For providers over 300 users or otherwise identifed 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 Onboarding Specialist 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.
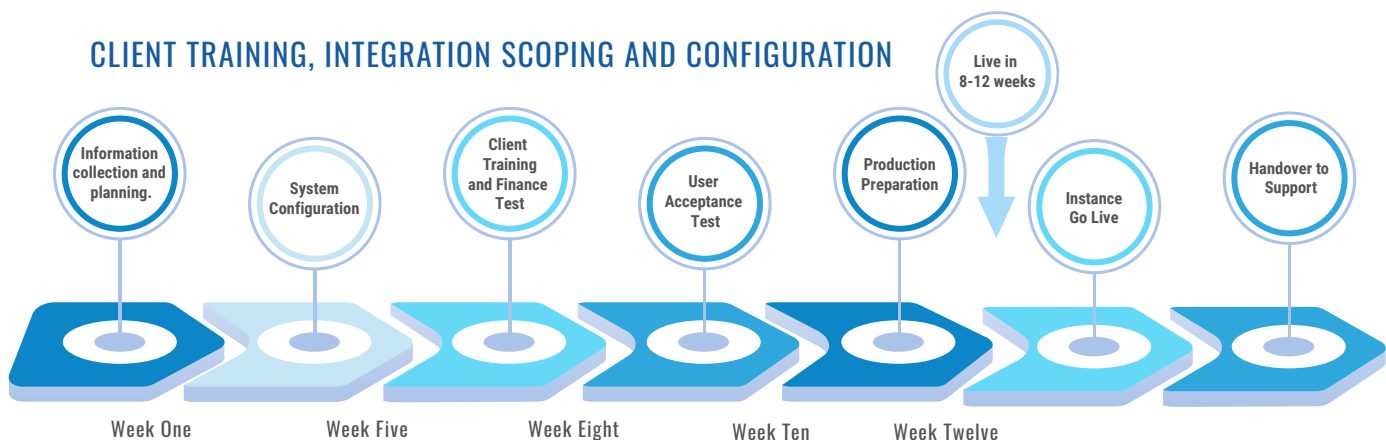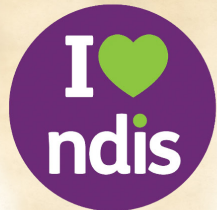
POST SETUP & SUPPORT

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 Datanova 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.

CLIENT TRAINING, INTEGRATION SCOPING AND CONFIGURATION

Information collection and planning.

System Configuration

Client Training and Finance Test

User Acceptance Test

Production Preparation

Live in 8-12 weeks

Instance Go Live

Handover to Support

Week One   Week Five   Week Eight   Week Ten   Week Twelve

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