

ABORIGINAL HOUSING OFFICE

The AHO is funded by the NSW & Australian governments to administer the state's Aboriginal community housing assets. AHO delivers the Services Our Way (SOW) program providing culturally appropriate service coordination, support & capacity building for ATSI people & families experiencing vulnerability, empowering them to improve wellbeing & achieve their goals.

THE PROBLEM / GOAL

Prior to SmarterSoft, SOW was using an antiquated excel spreadsheet system that did not adequately capture client information and was not a suitable ongoing tool for data capture for research and evaluation purposes. There was no consistency of information across the different geographic regions, and it was difficult for management to monitor staff workload and output. The SOW team were also spending too much time in client record keeping.

Overall SOW management required the streamlining of their business processes onto a customised, centralised cloud-based platform.

THE SOLUTION

The SmarterSoft Platform was tailored as a client/case management system to streamline the Services Our Way (SOW) program's day-to-day operations across regional NSW offices. The solution accommodates SOW's complex custom workflows and data recording needs. It also provides quality data outputs for research and evaluation purposes.

Fine-grained user authentication, authorisation and auditing features ensure that data is handled securely.

THE OUTCOMES

- Secure system for collecting & handling sensitive data
- Large reduction in staff errors
- High take-up with staff, improving productivity
- Improved data quality & record keeping practices
- Enhanced management visibility & control over operations
- Granular control over what staff can see & do
- Better decision-making data is available
- Single view of client journey & service delivery
- Flexibility to expand the solution to meet our changing needs
- Lower cost of ownership compared to other products
- Better auditing, reporting and usage tracking functionality

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SOWSmart, as we call it, has changed our lives! Client record keeping is much more streamlined and intuitive.

SmarterSoft seemed to have the best understanding of what we needed, out of the providers we interviewed. They spent the time up front to make sure they understood, and that we got something tailor made to our needs.

They have continued to be flexible, patient, and support us to make ongoing refinements to the system as we get better at using it and think of more ways to make it work for us.

**Senior Project and
Communication Officer,
AHO**

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work smarter, not harder

Contact us to explore if our solutions are a good fit for your organisation

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