



# AUTOMATION IN AGED CARE

The Australian population is ageing rapidly. It is estimated that the population aged 65 years and over will increase from 4.5 million in 2019 to 5.9 million people by 2029 (+20%)<sup>1</sup>. With 1.3 million consumers of aged care services, 870+ approved providers of residential aged care and 920+ approved providers of home care packages, the market is competitive. Aged care service providers are investing in technology and digital transformation to increase the quality of care and services in order to remain relevant to existing and new customers.

<sup>1</sup> Source: 2018–19 Report on the Operation of the Aged Care Act 1997

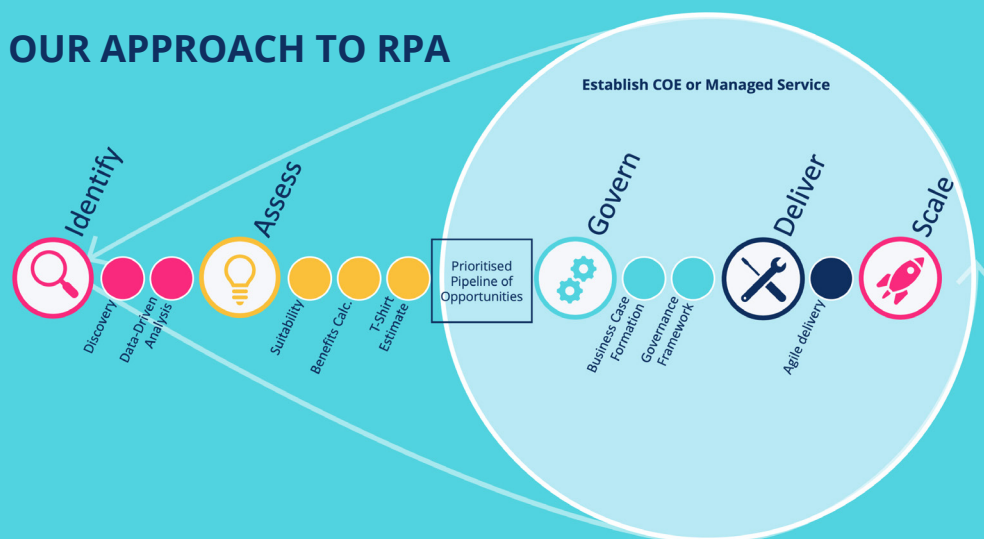
## WHY AUTOMATION

One of the best ways to start with digital transformation and see relatively quick return on investment is automation. Robotic Process Automation (RPA) automates a process or task that has a logical flow and does not require prior working experience or knowledge to complete. In aged care, RPA resolves bottlenecks and performs many of the repetitive tasks done by aged care workers and nurses, freeing them to focus on the people in need. With the right RPA implementation, service providers can improve customer service, compliance and financial performance.

### SELECTING THE RIGHT PROCESSES TO AUTOMATE

In all organisations, there are manual and repetitive tasks that are still being performed by employees. These types of tedious processes, such as data entry, email, invoice or journal processing, are perfect for automation. Where data inputs are well structured and the decision matrix is clear, RPA robots can perform the tasks on behalf of employees so they can do other value-add, more satisfying jobs.

### OUR APPROACH TO RPA



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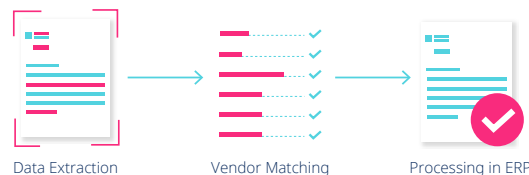
## MY AGED CARE

Blackbook.ai has extensive experience in building RPA robots that extract data from My Aged Care.

- **Incoming clients:** The RPA robot logs in My Aged Care portal to look for incoming clients. If there are any, they are picked up, accepted and inputted in your preferred software.
- **Referral capture:** The RPA robot logs in My Aged Care portal to look for incoming clients, scrapes referral information, pushes it into your preferred software, accepts or declines referrals based on the pre-defined parameters and kicks off the sales process.
- **Existing clients:** The RPA robot logs in My Aged Care portal daily to check for existing clients and write them in a database. The database is linked to a Business Intelligence dashboard where users can view how many clients they have and when the next intake will be amongst other things.
- **Additional services:** The RPA robot scans a 'Services in Place' queue to build an up-to-date registry that users can leverage to identify opportunities to extend additional services to clients.
- **Home Care Package (HCP):** The RPA robot scrapes My Aged Care portal to extract and track client HCP and referral code changes. The details are entered in your preferred CRM, kicking off the sales process.

## ACCOUNTS PAYABLE

Finance & Accounting teams can benefit from RPA as invoice processing is a very common task to automate. By combining Optical Character Recognition (OCR) technology with automation, it is quite straightforward to automate the process of extracting invoice data from vendors and process them in your preferred ERP software.



Blackbook.ai has automated over

**800**  
processes

## ABOUT BLACKBOOK.AI

Blackbook.ai is an Australian company that is passionate about helping organisations unlock their true values with Artificial Intelligence, Automation and Data Analytics. We work with cutting-edge technology to solve business issues for some of the biggest companies in Australia. Our tailored AI, Automation and Analytics solutions leverage your company's data and drive productivity.

Blackbook.ai values client partnerships. Your success is ours and we are committed to develop the best suitable solutions and deliver premium quality work.



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