dock'd

Case study:
How Collective Hope transformed their operation

Like many businesses in the NDIS service sector experiencing rapid growth, Collective Hope (CH) needed to streamline their operational processes in order to meet the increasing demand for comprehensive disability services and the growing regulatory and compliance burden. They engaged dock'd to implement an integrated platform approach that would put them back in control and allow them to focus on improving service delivery.

The challenge

CH provides supported living solutions for individuals with mental health or psychosocial disabilities. Based in Perth, CH offers tailored support programs that empower their clients to overcome challenges, reach goals, create new possibilities, and achieve their full potential.

From a single supported living home, for the homeless in 2014, CH quickly identified the need for a range of services in support of individuals with undiagnosed mental health disabilities.

Collective Hope Disability Services became an accredited NDIS provider in 2019, offering supported independent living to people across the greater Perth area.
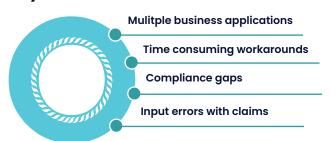
With an expanding range of services came significant business complexity. Managing Director, Steve Robinson found he was spending most of his time buried in the day to day operation rather than charting a future course for CH. Like many businesses experiencing rapid growth, CH had built an ecosystem of separate, disconnected apps to manage rostering,

Collective Hope
DISABILITY SERVICES

contracts, payroll, HR and compliance. Whilst these apps, including Deputy, Brevity and Asana got the job done, Steve needed an integrated system that managed the entire business from a single login. CH needed a way forward and a partner, who understood the industry, to help with the transition.

After a couple of trials of competitor products, Steve contacted dock'd. "I organised a meeting with Richard from dock'd who took me through the functionality from end to end. At the end of the demo I was confident that dock'd was the way we needed to go," he said.

Key issues:

- Mulitple business applications
- Time consuming workarounds
- Compliance gaps
- Input errors with claims

We pride ourselves in designing tailored solutions no matter our clients' capability. This means we need to be nimbler than many of the larger providers in the sector. By leveraging the latest technology and models of delivery, we ensure our clients get the maximum value possible from their NDIS plan.

Steve Robinson
CEO - Collective Hope

The results

CH cutover to dock'd in October 2021 and according to Steve, the implementation phase was easier than expected. "Getting users to engage with the new system wasn't hard. Eliminating the need for multiple application logins and passwords was a great start".

Accoring to Steve, one of the biggest time savers was no longer needing to import and export data between apps. Prior to dock'd, CH had two staff managing rostering and claims in seperate applications. "We now have only one person managing all our claims and rostering in dock'd in less time than before," Steve said.

HR and Payroll was another resource intensive area of the business that has since been transformed thanks to dock'd. Before dock'd, it took three days to complete payroll for 30 staff. CH now has over 100 staff and payroll takes about five hours on average.

The system architecture of dock'd makes it easy to enhance functionality to better suit specific clients. For example, Steve suggested some improvements that would assist CH in managing Supported Independent Living (SIL) houses. This functionality is now part of the dock'd system. Steve remarked, "Richard has been very responsive to any issues or suggestions we've had. We know support is always there when we need it".

With help from the team at dock'd, Steve has now streamlined the business significantly and the input errors that historically resulted in under/over claiming, compliance issues and poor reporting are a thing of the past.

According to Richard Krupa, dock'd Managing Director, "We believe dock'd is the best NDIS management software available and pride ourselves in being agile and more responsive than our competitors. Our platform puts NDIS service providers in control of their business, providing more time to focus on sustainable, profitable service delivery for their clients."

The dock'd Solution

Integrated plaform combining Workforce Management, Business Management, Workflow Management and comprehensive NDIS Agreements, Claims and Payrolls modules, all in the one system.

Benefits:

- Single sign-on for all business processes
- Eliminated manual handling of files
- Streamlined back-office productivity
- Improved resource management
- Slashed human input errors
- Improved service delivery

Find out more or book a demo visit at
www.dockd.com.au

dock'd

☎ 1300 237 260

✉ hello@dockd.com.au