



SUCCESS STORY:

Perth CCC skyrockets from
170 to 6000 care visits a month



Perth Care & Companion Company (Perth CCC) is a niche aged and community care provider. It was launched in 2019 by Registered Nurses-turned-entrepreneurs Carole Bain and Julie Arnould. Perth CCC specialises in long-day, overnight and 24/7 live-in care as an alternative to nursing homes. They also provide tailored care and companion services to help busy Perth residents regain quality time with their loved ones.

The Challenge

Six months into their start-up, Carole and Julie recognised that their existing manual systems were inefficient in many different areas including tracking care services, paying salaries and billing accurately, and more. This had to change.

They needed a modern software system to replace their inadequate manual processes. They needed a system that connected their clients and staff. The new technology must meet their specific needs in the moment and be able to integrate with the systems they already have in place. It must be intuitive and easy to use. It must be a system where you don't have to spend lots of time training and upskilling staff on employment. It must also have the capacity to grow with the company.

"We also needed to keep our costs down, so we needed to find new efficiencies that were sustainable," said Director, Julie Arnould.

Better Technology, Better Outcomes.

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The Solution

After looking at about five different software systems, they chose AlayaCare.

Director Carole Bain said, “We believe it’s (AlayaCare Cloud and mobile app) the most efficient user-friendly system that is available for an organisation either small to medium, or large, because it has the capacity to grow with us quickly and efficiently while maintaining excellence in client service and consistency of care.”

The Result

With AlayaCare Cloud, Perth CCC now have a modern, smart software system that has integrated with their existing systems to streamline their operations.

By implementing AlayaCare Cloud, Perth Care and Companion is seeing incredible growth thanks to the new streamlined system and the better client outcomes that are now being achieved.

In just the first year with AlayaCare Cloud, the number of care visits jumped from around 170 per month to 4000 per month. In the middle of their second year, they were managing around 6000 care visits per month.

With AlayaCare Cloud, Perth Care and Companion can continue to grow being driven by streamlined software that’s easy to use, flexible, customisable and grows with them.

“Choosing AlayaCare gets you everything you need on one platform” said Director, Julie Arnould.



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Carole Bain
Director, Perth CCC

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Executive Features

Technology to empower client care and the growth of care organisations

Whether you're an established care organisation or a new business considering expansion, AlayaCare's cloud-based software streamlines your operations and provides unmatched configurability, integration and optimisation for exponential growth. It is innovative technology for better coordination and quality of care.



Rolling it out was very straightforward. It didn't require a lot of time, intensive training or skill development for staff.

Carol Bain
Director, Perth CCC

Key features include:



Complete virtual care delivery solution



Flexible and intuitive home care clinical documentation



Home care mobile app for real time access to client information and more



Integrated and collaborative scheduling, billing and payroll



APIs for seamless integration with current systems



Custom forms and documentation builder to eliminate manual data entry



KPIs and drag and drop features that pull the data you need to the forefront



Client and employee portals

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