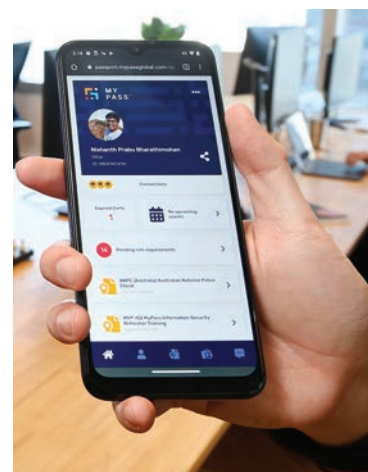# DIGITISING AGED CARE WORKER RECORDS

SKILLS PASSPORTS KEEP THE WORKER ACCOUNTABLE

Rolllout of a Carer Passport like MyPass could be a game-changer for the age services industry.

The Aged Care Royal Commission identified the pressing need for a nationwide registration scheme for the aged care workforce.

Aged care providers are increasingly accountable for the competency of their workers. This requires simple and reliable systems to track and manage carer records to reduce the risk of non-compliance.

Currently, the industry is missing this consistent and trusted data for reporting and peace of mind when it comes to delivering quality care.

Evidence from other sectors shows that a centralised and collaborative dataset brings transparency and accountability to the workforce. This technology already exists, commonly known as 'Skills Passports' or 'Digital Wallets', and could be applied to the age services industry in the form of a 'Carer Passport'.

This would allow aged care workers to verify, store and share their credentials with one or multiple organisations at once. For organisations, this means reducing the administration required to gather and maintain this data, as well as drastically improving visibility over the compliance of their entire workforce (including volunteers).

MyPass's software is currently used to collate a digital, verified and shareable 'single source of truth' for workers, where compliance documentation is centrally stored.

One of the key distinctions between MyPass's software and traditional technology is that the digital Skills Passports shift the responsibility of uploading and maintaining compliance documentation to the carer themselves. This makes the employee, rather than the employer, accountable for the ongoing upkeep of information.

With software like this, providers are able to build personnel into pre-verified pools based on role or location, and to screen their certificates, criminal checks, work history and other compliance documentation.

This allows them to connect with pre-verified individuals and streamline their recruitment processes, meaning they can quickly mobilise workers when they're needed—reducing costs, improving efficiencies and spending more time on quality care. With the MyPass system, the time associated with onboarding workers is reduced by up to 70 per cent.

Another challenge for aged care providers is the management of mandated immunisations, such as Influenza and COVID-19 vaccinations, for employees, contractors and visitors. Through the use of cloud-based technology such as MyPass, individuals can quickly produce verified evidence of immunisation records on a mobile device when someone enters a facility. In turn, providers can quickly and safely manage individuals engaging with their organisation, allowing them to easily adapt to changing compliance requirements, standards and government regulations.

For carers, a digital Skills Passport enables them to enjoy a straightforward process for entering the industry by keeping their credentials, background checks and role applications within their Carer Passport, fast-tracking their recruitment and onboarding experience.

Empowering casual workers to share their pre-verified information with multiple providers at once creates a 'single source of truth', not just within the age services industry, but across other related sectors. This minimises data duplication and provides a clear picture of care workers' personal capability, 'right to care' and movements through the sector.

Most importantly, receivers of care and their families can feel confident that their care is being delivered by qualified and experienced staff. Verified certifications through a worker's Carer Passport can be requested, to enjoy full transparency and peace of mind that their carer is trained and competent.

Digitisation of training and competency records can fundamentally redesign workforce compliance management by simplifying, connecting and streamlining the entire supply chain—so that everyone benefits.

Matt Smith, founder and CEO, MyPass.

For more information visit www.mypassglobal.com