



Case Study

NSW Fair Trading

Retirement Village Reporting



Introduction

NSW Fair Trading is now responsible for collecting and publishing comprehensive information on all Retirement Villages in NSW. Due to recently amended legislation, this includes gathering and sharing an expanded range of sensitive demographic, financial, and operational data, along with details on residents and staff.

To meet these new obligations, OneBlink offers an innovative online solution for Retirement Village operators, featuring an intuitive and user-friendly reporting application. This platform simplifies compliance, ensuring operators can easily manage and submit the required data in a timely and secure manner.

Challenges

NSW Fair Trading faced several challenges when gathering more detailed data on retirement villages. One significant issue was that Retirement Village operators were unfamiliar with the process of providing such extensive and sensitive compliance data to the government. This required NSW Fair Trading to clearly communicate the necessity and intended use of the data, reassuring operators of its importance and addressing any concerns around privacy or data security.

Another hurdle was making sure the reporting solution was accessible and user-friendly for all operators. To achieve this, the platform needed to incorporate an intuitive 'step-by-step' process, visibly showing progress and outstanding tasks to guide operators smoothly. Additionally, techniques like mandatory fields, conditional logic, and input validation were implemented to ensure data accuracy and consistency from the outset. These measures reduced errors and helped operators submit correct data on the first try, minimizing the need for follow-up and ensuring compliance.

✓ Solution

The solution focused on maximising data accuracy and streamlining the reporting process, while improving the user experience. OneBlink's low-code platform provides highly configurable conditional logic and this feature was instrumental within the various forms and workflows. This, and features such as 'regular expression' checks and server-side validations allowed the solution to dynamically verify responses, ensuring that all necessary data was collected accurately and consistently.

Moreover, the solution drew on OneBlink's API connectivity to enable straight-through processing and connectivity to government systems, streamlining data transfer, saving time and reducing the likelihood of errors.

Lastly, being based on a low-code platform the solution is easily updated by Fair Trading as rules and regulations change. This ensures that the system remain up-to-date, relevant and able to continue collecting data over time.

😊 Results

The user-friendly online reporting solution made it easier for operators to provide a far more comprehensive set of compliance data. The system captured all necessary elements for the new compliance regime and clearly highlighted outstanding obligations, ensuring that operators could easily identify and address any outstanding issues. T

his streamlined what was a more comprehensive data collection process, but still demonstrated time savings and reduced the likelihood of errors.

Above all else, the solution allowed NSW Fair Trading to more promptly identify and address any issues and provide better information for residents and their families.

Features at a glance



Authentication

Secure user sign up and login.



Integration

Database integration with Fair Trading.



Drafts

Designed to follow NSW Gov style Guide.



PDF Receipts

Custom PDF generation.