SugarAI

Reimagining the resident journey: A new era of connected care

Why connecting demand, capacity and the resident journey is becoming critical for Australian aged care providers.



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Turning demand into care starts with a connected resident journey

For most aged care providers, the answer is not another system. It is a clearer way to turn demand into care.

As demand grows and operating conditions become more complex, the gap between enquiry and admission matters more. When enquiries, referrals, assessments, waitlists and vacancies sit across disconnected systems and teams, providers lose visibility at the point where timely action matters most.

The opportunity is to connect the front end of the resident journey, giving teams a shared view of demand, capacity and next actions so they can respond faster, reduce avoidable leakage and support occupancy, without replacing the systems already running care.



Connected care

The ability to see, prioritise, coordinate and act across the resident journey, connecting demand, capacity and teams through one shared line of sight.



EXECUTIVE INSIGHT

The opportunity is not simply to generate more enquiries. It is to see demand clearly, understand available capacity and coordinate the next action across teams.

The external forces reshaping Australian aged care

External pressures are converging, increasing operational complexity across an already fragmented resident journey.

New Aged Care Act
A stronger rights-based framework lifting accountability and reporting.

Financial sustainability
Pressure to do more with the same resources.

Support at Home reforms
Reshaping how care is funded, assessed and delivered.

Consumer expectations
Families expect responsiveness, choice and transparency.

Workforce shortages
Constraining capacity, continuity and the ability to scale.

Demand growth
An ageing population accelerating volume year on year.

Rising labour costs
Compressing margins that were already thin.

Technology modernisation
Pressure to connect ageing, disconnected system estates.

THE RESULT

Greater operational complexity

Providers are being asked to deliver more responsive, person-centred care while managing workforce constraints, tighter economics and greater accountability. At the same time, many are still coordinating critical parts of the resident journey through spreadsheets, email, phone calls and disconnected systems.

That creates a practical problem: demand may be visible somewhere in the organisation and capacity somewhere else, but the people responsible for moving a prospective resident towards care do not always have one current view of both.

What providers told us

Across recent SugarAI industry polling and questionnaire responses, aged care leaders identified where operational friction was showing up in their organisations. While the findings are directional, a consistent pattern emerged: teams have data, but struggle to turn it into a shared view of the resident journey.

MOST-CITED OPERATIONAL CHALLENGES · % OF RESPONDENTS

Manual reporting takes too much time	73%
Difficulty tracking the resident journey	**64%**
Fragmented systems across teams	**64%**
Lack of real-time operational visibility	55%
Duplicate data entry across systems	55%
Poor visibility into enquiries & waitlists	45%
Inconsistent processes across sites	45%
Decisions made reactively	36%
Disconnected resident & family data	36%
Limited visibility into demand	27%
Systems do not integrate effectively	27%



HEADLINE FINDING

64%

report difficulty tracking the resident journey

UNDERLYING CHALLENGE

64%

report fragmented systems across teams

The common thread is a lack of connected visibility across the resident journey.

Manual reporting is one symptom of a broader disconnect. When information sits across spreadsheets, systems and teams, staff spend time compiling a view of the resident journey rather than acting on it. The result is limited visibility of enquiries, referrals, waitlists and capacity, making it harder to prioritise next actions and coordinate a timely response.

The critical path from enquiry to admission

The resident journey extends well beyond admission, but some of the greatest opportunities to improve visibility and coordination occur before a resident enters care.

Journey stage

Stakeholder owner

Handoff risk



1 Enquiry

Every enquiry captured and assigned

Admissions | Marketing

2 Referral

Referral source, status and next action visible

Admissions | Manual handoff

3 Assessment

Care needs, eligibility and readiness coordinated

Care | Clinical

4 Waitlist

Demand, readiness and preferences visible

Admissions | Operations

Vacancy days

5 Admission

Offer and admission coordinated through to occupancy

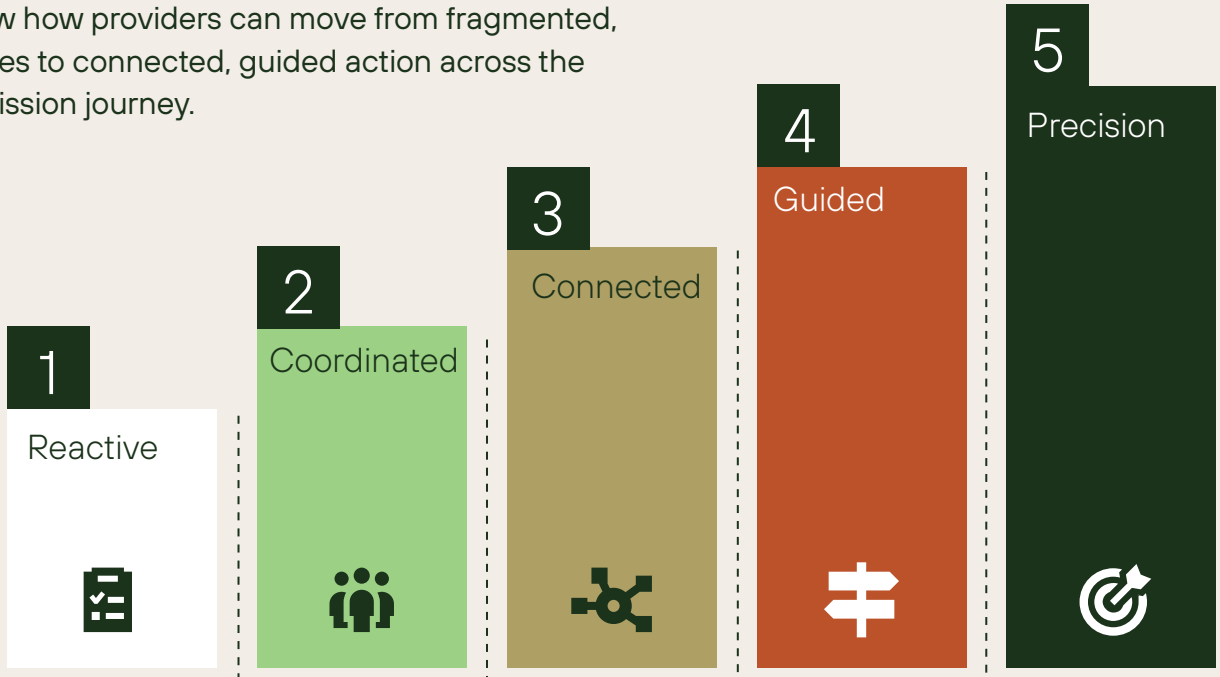
Admissions | Operations

Res. Care | Delayed admission

In practice, these gaps often mean referrals arriving by email, information being re-entered, availability checked across systems and teams coordinating next steps manually.

Where does your organisation sit?

Five stages show how providers can move from fragmented, manual processes to connected, guided action across the enquiry-to-admission journey.



	1 Reactive	2 Coordinated	3 Connected	4 Guided	5 Precision
Characteristics	Enquiries and referrals handled manually, with inconsistent processes and limited ownership.	Consistent processes are in place, but information still sits across teams and systems.	Shared visibility of enquiries, referrals, waitlists and capacity across the organisation.	Real-time visibility, automated workflows and recommended next actions.	Demand, capacity and priorities anticipated proactively.
Risk / outcome	! Missed follow-up and limited visibility.	! Better process, limited shared visibility.	! Shared visibility, but next actions remain manual.	✓ Faster, more coordinated response.	✓ Better occupancy and a more responsive resident journey.
Next step	Standardise core processes.	» Connect workflows and data.	» Introduce automation and guidance.	» Add predictive intelligence.	» Continuously optimise.

Progress starts with understanding where you are today, **then addressing the gaps** that stand in the way of a more connected resident journey.

Connecting demand, capacity and the resident journey

SugarAI works alongside the systems you already use to connect the pre-admission funnel, from enquiry to admission. Information flows once, in real time, so teams can act faster and beds get filled sooner.

WORKS WITH THE SYSTEMS YOU ALREADY HAVE

Care management	Finance	Workforce	Clinical	Web & referral sources
Care planning, clinical notes	Billing, fee management	Roster, resources and skills	Assessments, health records	Website, portals, email, phone

SUGARAI - CONNECTED ENQUIRY-TO-ADMISSION JOURNEY

Enquiries › Referrals › Assessments › Waitlists › Vacancies › Admissions

Better outcomes across your organisation

Better occupancy
Match the right resident to the right bed sooner.

Faster response
Reduce delays and improve time to admit.

Less manual administration
Eliminate duplicate entry and re-keying.

Better resident & family experience
Clear communication, fewer handoffs.

SugarAI connects the front end of the resident journey across your ecosystem, without replacing the systems that deliver care.

From fragmented to connected: where to start

A more connected resident journey does not require providers to transform everything at once. Start with the point where better visibility and coordination can have the greatest impact.



1 Map the enquiry-to-admission journey

Identify where information, ownership or momentum is lost across enquiries, referrals, assessments, waitlists and admissions.

2 Identify your highest-impact gap

Use the maturity model to identify where limited visibility or coordination is having the greatest impact on residents, teams or occupancy.

3 Connect the care ecosystem

Bring together the information and workflows teams need across the resident journey, while working alongside the core systems that already run care.

Connect the resident journey with SugarAI

SugarAI connects demand, capacity and action across the enquiry-to-admission journey, giving teams the visibility and guidance to act sooner.

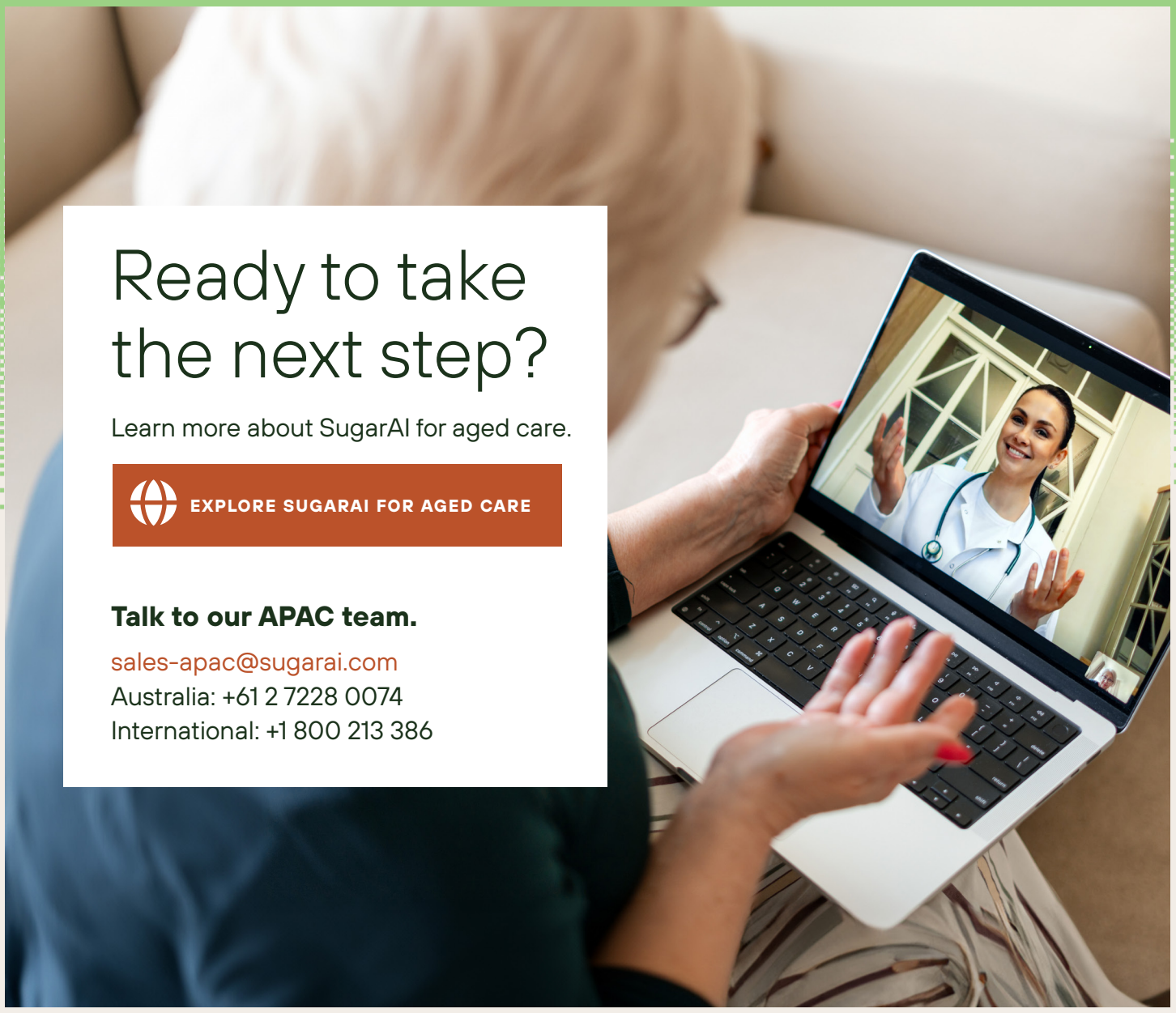
Customer proof point

"We've been able to reduce duplication, improve reporting, and create a better experience for both staff and clients. SugarAI has given us clarity across the client journey and freed up our teams to focus on delivering exceptional care."

— SELINA BEAUCHAMP

Director of Organisational Transformation,
Wesley Mission Queensland

wesley mission QUEENSLAND



Ready to take the next step?

Learn more about SugarAI for aged care.

EXPLORE SUGARAI FOR AGED CARE

Talk to our APAC team.

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SugarAI

About SugarAI

SugarAI helps aged care providers connect the resident journey from enquiry to admission, bringing demand, capacity and next actions into one shared view. With greater visibility and intelligence across teams and systems, providers can act with greater precision, respond sooner, improve occupancy and deliver a better experience for residents and families.

Learn more at sugarai.com/industries/sugarai-for-aged-care