

CASE STUDY

Quality at the Heart of Aged Care Reforms

AT A GLANCE

Industry

Aged Care and Community Services

Capability

Software Quality Engineering

Solution

System Integration Testing (SIT)
and User Acceptance Testing
(UAT)

The Challenge

Full accountability for all testing phases across complex integrated systems within tight reform deadlines.

The Outcome

- Successful completion across all testing phases: System Test, SIT, UAT and PVT
- Regression automation suite established for critical functionality for future / ongoing releases
- All streams of the program delivered on time with 0 critical defects



BACKGROUND

As the Australian Government introduced sweeping changes to aged care legislation, a leading health and community services provider required a testing partner capable of owning the full quality assurance lifecycle - from planning and execution through to stakeholder confidence and governance reporting.

The customer's Support at Home program enables older Australians to live independently through clinical care, daily support and home modifications. Service delivery, funding and pricing are managed through the aged care platform AlayaCare, integrated with other enterprise systems to support compliant, end-to-end operations under the aged care reforms.

THE CHALLENGE

The program's complexity required full accountability across all testing phases and iterative SIT cycles to manage ongoing AlayaCare platform releases. Without thorough testing and aligned interfaces, the project faced several specific risks:

- Financial & Compliance: Incorrect pricing, billing errors, and legislative non-compliance.
- Technical: System integration failures and defects introduced by mid-program AlayaCare releases.
- Operational: Loss of stakeholder and user confidence due to a lack of structured governance.

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WHAT KJR DELIVERED

OUR ROLE:

KJR took full ownership across every testing phase of the program, ensuring coverage, quality and stakeholder confidence at each stage.

A critical and distinguishing feature of this engagement was the management of multiple SIT iterations driven by successive AlayaCare platform releases including:

- Re-execution of billing and claims integration tests following each AlayaCare release
- Regression analysis to assess impact on adjacent integrations (PeoplePoint, bespoke billing and adjustments engine, ESL)
- Rapid turnaround of SIT cycles to maintain program timelines while absorbing vendor release changes
- Defect prioritisation and vendor engagement to resolve issues introduced by platform updates
- Maintained a living test suite updated to reflect evolving AlayaCare functionality across the program

KEY CONTRIBUTIONS:

- Multiple SIT iterations delivered for billing and claims, covering major and minor AlayaCare releases. UAT plans, cases and summary reports (1,100+ test cases designed and executed across Community and Residential streams)
- Validated sales, billing, claims and reporting integrations (AlayaCare)
- Developed SIT & UAT scripts from complex vendor requirements
- Supported defect prioritisation and vendor resolution
- 0 critical defects at go-live across all program stream

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HOW WE DID IT

01

Discover & Assess

KJR provided structured governance and communication throughout the program to maintain executive confidence and business alignment:

- Delivered regular SteerCo-ready test status reports including metrics, defect trends, risk exposure and phase sign-off status
- Maintained ongoing stakeholder engagement with program managers, business owners and vendor representatives
- Facilitated UAT onboarding workshops to prepare business users and operational teams for testing
- Provided transparent daily metrics-driven reporting to keep all parties informed of progress and blockers
- Supported defect prioritisation discussions, ensuring business impact was clearly communicated to decision-makers

02

Assure & Validate

- Developed comprehensive test plans for System Test, SIT, UAT and PVT phases.
- Established a repeatable SIT cycle framework to accommodate iterative AlayaCare releases.

03

Release with Confidence

- Executed end-to-end system and data validation
- Delivered daily metrics-driven test reporting

IMPACT & BUSINESS OUTCOMES

- ✓ **Validated** the legislated classification options were available and that care management funding could be managed to a funding limit based on those classifications, and projected funding limits were correct.
- ✓ **Verified** accuracy of new billing and adjustments engine integration
- ✓ **Verified** pricing, budgets and statements for accuracy
- ✓ **Enabled** reliable data capture and reporting insights
- ✓ **Built** stakeholder confidence through evidence-based assurance



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WHY KJR

- Deep expertise in aged care ecosystems and regulatory environments
- Established client relationships enabling seamless collaboration
- Experience in high-risk, regulated environments
- Proven capability to own and manage all testing phases end-to-end, from planning through to PVT and governance
- Experience managing iterative release testing within active program delivery — absorbing ongoing vendor changes without compromising timelines
- Disciplined, metrics-driven quality engineering with transparent stakeholder communication at every level

TECHNOLOGY VALIDATED

The following technologies were validated as part of the engagement:

- Salesforce
- AlayaCare
- PeoplePoint
- Bespoke Billing and Adjustments engine and associated integrations
- Airdocs
- JIRA
- Confluence
- ValueEdge

