How FusionRed Kept NADO's Care Workforce Connected and Secured

Before partnering with FusionRed, NADO Disability & Aged Care's growing workforce and expanding programs placed increasing pressure on its digital systems. Rostering, reporting, and communication tools needed to perform seamlessly across their multiple sites, any delay could affect service delivery, compliance, or client experience.

Over a partnership spanning more than 15 years, FusionRed has worked closely with NADO to strengthen that foundation. By aligning IT improvements with frontline priorities, FusionRed ensured that systems remain available, staff can collaborate effectively, and leaders have confidence that issues are resolved transparently (and not just patched). The result is a resilient, reliable, and connected environment that supports the organisation's 250-plus staff and hundreds of participants every day.

"Technology equips our staff with the critical information and systems required to deliver high-quality, informed support. It also enhances our organisational reporting capabilities, including progress notes, incident management, hazard identification and feedback processes."

Denise Heath
Chief Executive Officer
NADO Disability & Aged Care

About NADO

NADO Disability & Aged Care is a not for profit, community-based charity that is committed to providing services and supports that respond to the needs and personal goals of people with disability, the frail and aged, their families and carers within the context of their home, work and community life across the Nepean Blue Mountain region.

Business Challenges of NADO

NADO depends on simple, reliable technology so frontline staff can focus on people, not systems. With distributed teams and compliance-heavy workflows, small disruptions risked cascading into missed shifts, delayed reporting, and staff frustration. Addressing these issues requires focusing on the following operational priorities:

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> *"Our long-term partnership with FusionRed has fostered a strong level of trust and confidence in their ability to deliver responsive services and support the evolving needs of our organisation."*
>
> ***Denise Heath***
> *Chief Executive Officer, NADO Disability & Aged Care*

Results

NADO's teams can now rely on a support model built for real-world care delivery. Frontline staff get timely help and pragmatic workarounds, keeping programs operating while fixes are deployed. Training, policies and performance tools remain accessible, and leadership gains clearer visibility into issues and the path to resolution.

With a strategic plan underway and a partner that prioritises continuity, NADO is positioned to reduce avoidable disruptions, improve collaboration across sites, and maintain confidence in compliance-heavy processes like incident logging and timekeeping. The operational risk that once came from "little" technology problems is contained, and staff can focus on supporting participants and families.