



NOVABRIDGE

WHITEPAPER · AGED CARE · GOVERNANCE

# Five ways to improve aged care governance.

A practical response to the Royal Commission's call for stronger leadership accountability — from intent to operating reality.

The Royal Commission called for true, accountable partnerships between leadership, staff and technology. Here's how ServiceNow makes that real.

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# From recommendation to **operating reality**.

The Royal Commission demanded accountable partnerships between leadership, staff and technology — underpinned by real data and clarity of roles.

The Royal Commission into Aged Care Quality and Safety made it clear that strong, transparent governance isn't optional — it's the backbone of a better future. **The regulator called for true, accountable partnerships** between leadership, staff and technology, underpinned by real data and clarity of roles.

Four years on, the gap between recommendation and operating reality is still large for many providers. Roles remain ambiguous. Oversight remains reactive. Incident reporting depends on individuals remembering to escalate. Audit trails are reconstructed after the fact rather than created in flow.

This whitepaper sets out **five ways ServiceNow brings leadership accountability to life** — each one a capability already operating in Australian government and healthcare today. Together they translate good governance principles into the kind of operational discipline boards, regulators, and residents have a right to expect.

## 01 **Clear accountability and role management.**

A single source of truth for who owns, approves and actions every workflow or decision.

ServiceNow enables transparency in **who owns, approves and actions every workflow or decision**. The platform becomes a single source of truth where responsibilities are never left ambiguous — a direct response to the Royal Commission's focus on defined leadership and operational roles.

Every catalogue request, every incident, every change has a named owner, an explicit approver and a clear next action. When something escalates, the path is already mapped. When something fails, the accountability is already on the record.

For executives, this means an end to “I thought that was their responsibility”. For boards, it means evidence that organisational accountability is structural, not ad-hoc.

02

## Data-driven oversight and reporting.

Real-time dashboards across incidents, trends, outcomes and compliance — replacing the monthly slide deck pulled together by tired administrators.

With ServiceNow, boards and executives have **immediate access to unified dashboards** covering incidents, trends, outcomes and compliance status. Real-time reporting replaces the monthly slide deck pulled together at month-end.

This is the heart of what the regulator demanded — **real-time, performance-focused governance** rather than retrospective reconstruction. The same data that drives day-to-day operations drives quarterly board reporting and annual regulatory submissions. Nobody has to “do reporting” as a separate task.

The shift is from governance as a periodic ritual to governance as a continuously visible system state.

03

## Automated incident and risk management.

Full visibility “from board to bedside” — adverse events captured, escalated and tracked without relying on individual initiative.

ServiceNow **automates the capture, escalation and follow-up for adverse events**. Reports don't sit in inboxes waiting to be triaged. Risks don't get lost between shift handovers. Trends become visible long before they become incidents.

The platform delivers full visibility from board to bedside — adverse events are captured at point of occurrence, escalated according to defined rules, tracked through resolution, and rolled up into the dashboards governance bodies see in real time.

For Governing Body accountability, this is the difference between a system that hopes adverse events get reported and a system that ensures they do.

## 04 Integrated compliance and quality checks.

Evidence trails by default. Self-audit becomes practical, year-round.

Automated compliance workflows and **evidence trails by default** simplify ongoing regulatory obligations. Providers can audit themselves rather than wait for an external auditor to surface what's been missed.

Care minutes mandates, certifications, training records, working-with-vulnerable-people checks, incident classifications, follow-up timeframes — all tracked, all reportable, all audit-ready. The compliance burden shifts from **manual chase** to **exception management**.

The result: organisations meeting (and proving) quality and governance standards year-round, not scrambling in the weeks before a scheduled audit.

## 05 Consistent, connected communication.

Email chains and "did you get my message?" disappear. Critical information reaches the right people consistently.

ServiceNow **breaks down silos**, ensuring all departments and staff can see updates, action items and policy changes as they happen. Email chains and version-control battles disappear. Critical information reaches the right people consistently and predictably.

When clinical updates affect rostering, rostering sees them. When compliance changes affect operations, operations gets the change. When residents' families ask for an update, every staff member who needs to respond is working from the same record.

This is how a culture of best practice and collective stewardship gets built — not through training videos and posters, but through daily systems that make the right thing the easy thing.

# Operating today in Australia and at global scale.

Three implementations that show what these capabilities deliver in production.

## Department of Health, Disability and Ageing (DHDA)

Novabridge is implementing a comprehensive ServiceNow deployment across DHDA — streamlining workforce management, reducing hiring timeframes and automating workflows that previously took weeks. This is more than efficiency; it's getting the right people to the right places faster.

## Australian aged care provider — 93 sites

A large Australian aged care provider with 93 sites implemented ServiceNow to modernise their operations following the Royal Commission's findings. They moved from fragmented email-based support to integrated service management, giving leadership the visibility and control needed to deliver quality care.

## US-based aged care provider — 60,000 patients across 17 states

A US-based aged care provider serving **60,000 patients daily across 17 US states** uses ServiceNow to automate critical processes from referral management to insurance approvals. They've created frictionless experiences for both staff and patients while maintaining strict compliance standards — a model of what's possible at sector scale.

# From recommendation to capability.

ServiceNow directly addresses the Commission's key governance recommendations.

Royal Commission ask	ServiceNow capability
<b>Workforce management</b>	Automated rostering, skills tracking and compliance monitoring ensuring adequate staffing levels
<b>Governance &amp; accountability</b>	Automated audit trails, incident reporting, performance dashboards delivering the transparency demanded
<b>Quality &amp; safety</b>	Real-time monitoring, automated alerts and integrated reporting that surface issues before they become crises

**Royal Commission ask**

**ServiceNow capability**

**Regulatory compliance**

Built-in compliance frameworks helping providers stay ahead of changing regulations while reducing administrative burden

**The bigger picture**

Australia's federal government has invested **\$312.6 million in aged care IT modernisation**. The Aged Care Act 2024 is in force. The Support at Home program goes live November 2025. The 2030 workforce shortfall is forecast. The question for aged care leaders is no longer whether to embrace digital transformation. It's how quickly the sector can implement the solutions that already work.

# From recommendations to **real results.**

We help providers translate the regulator's leadership accountability requirements from intent into operating reality — with the architecture, governance and operational depth to support governance bodies, executives and frontline care teams alike.

**WHY NOVABRIDGE**

**Australia's ServiceNow Elite Partner with deep healthcare and public sector experience.**

We've led the largest Cherwell-to-ServiceNow migrations in the country, the workforce automation work at the Department of Health, Disability and Ageing, and the HR Service Delivery transformation at Canberra Health Services.

We don't just know the software — we know the regulatory environment, the security posture and the realities of delivering inside Australian aged care.

The Royal Commission showed us what failure looks like. ServiceNow shows us what success can be. Novabridge can help you achieve it.

# Talk to us.

The recommendations are clear. The platform is proven. The federal investment is in flight. The Aged Care Act 2024 is in force.

Reach out to start a conversation about how Novabridge can help you go from regulatory intent to real results.

## GET IN TOUCH

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