



CUSTOMER CASE STUDY

Melba Support Services

From reactive to real-time: how Melba Support Services became best-in-class for workforce safeguarding systems.



SECTOR	LOCATION	WORKFORCE	INTEGRATION
Disability Support / NDIS Provider	Victoria	1,500 workers	Workday

~ \$300K

Saved annually in staff time

6,109 hours freed per year of manual verification, linking and follow-up.

\$6.38 M

Cost of inaction exposure avoided

Estimated exposure if Melba did not have Oho, as Oho detected 8 red flags for Melba.

1 The Challenge: 1,500 Workers

Managing a 1,500-person workforce in the disability sector is complex at the best of times. The people Melba supports are relying on the organisation to get it right.

As a quality registered provider, every Melba support worker has live compliance obligations. NDIS Worker Screening checks, Working With Children Checks (WWCCs), VEVO Visa Entitlements, AHPRA registrations; each one is a live obligation across every worker, every day. Monitoring credentials at scale, across every worker, every register, continuously, is operationally out of reach without the right technology partner.

● NDIS Worker Screening

● Working With Children Check

● VEVO Visa Entitlements

● AHPRA Registration

A suspended check, an expired registration, a status change. Under a manual system, organisations might not know until it's too late. **For Melba, doing it manually meant relying on periodic checks, which introduced unacceptable delays in responding to changes.**

Melba needed a system for continuous visibility that could not only surface risks in near real-time but integrate into the tools their team already used.

2 First 30 days with Oho

Already best-in-class and Melba still chose continuous

Melba were already ahead of the sector. With a rare **98.5% workforce data compliance on arrival**, they came to Oho not because they had a problem, but because they understood that even a proactive, diligent disability provider cannot rely on periodic checks alone. For context, the national average compliance on Day 1 with Oho is 63%.

Oho is the only platform in Australia offering continuous, register-by-register credential monitoring as often as weekly or daily.

Within the first month of deploying Oho, Melba had full workforce visibility. Seeing their entire workforce's credential status in one place confirmed what they already suspected: continuous monitoring is non-negotiable, even for the most compliance conscious organisations.

98.5%

Melba — workforce data compliance on Day 1 with Oho

63%

National average compliance on Day 1 with Oho



3 Oho Along the Employee Lifecycle



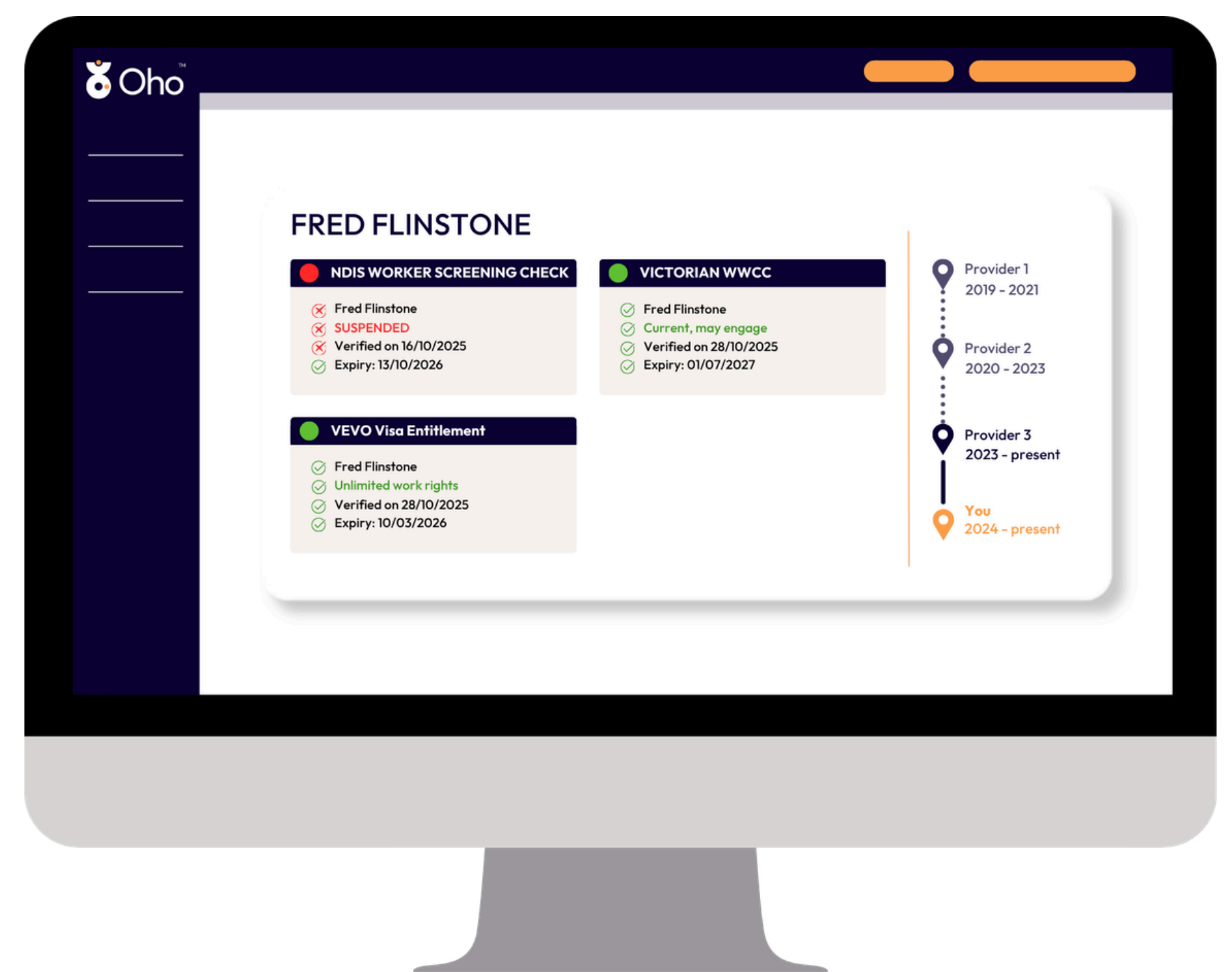
Integrated to Workday

Integration to **Workday** for Recruitment workflow and ongoing workforce management

Credential status surfaced directly into their existing HR workflow for rostering and people management

Alerts now surface where the right people can act on them, without switching systems

For a team managing 1,500 disability workers every day, this HR integration is operationally **critical**



WHEN IT MATTERS: A REAL EXAMPLE

One worker. One suspended check. One valid check.

A worker returned a red flag on their NDIS Worker Screening Check while simultaneously holding a valid WWCC. Without register-specific monitoring, the risk would have been invisible. Oho surfaced it in real time, enabling Melba to act before the worker's next shift.

This is the kind of nuanced register-by-register visibility that makes the difference in a high-risk care environment.



4 Moving to Daily Verification (NDIS and VEVO Checks)

Melba is Oho's number 1 customer for proactive safeguarding posture.

Where Oho's standard verification cycle runs weekly, a significant step beyond manual period compliance processes that hundreds of providers currently rely on; annual, quarterly, maybe monthly, or just on hire, Melba went further.

Committed to the highest standard of worker suitability, Melba worked with the Oho team to move to daily verification on both NDIS Worker Screening Checks and VEVO right-to-work checks. Any change to a worker's status is now surfaced within 24 hours.

Before Oho

- Manual reviews & spreadsheets
- Quarterly verification
- No real-time alerting
- Risk of gaps between checks
- Risk of human error

After Oho

- Daily verification for NDIS & VEVO checks
- Verification every 7 days for other checks
- Red flags primarily surfaced within 24 hours
- Notification alerts direct to inbox to enable action
- Full workforce visibility across 1,500 support workers

For Melba, this reflects something fundamental about how they approach their duty of care.

If a worker's suitability status changes, they want to know that day.

5 Return on Investment: What does Oho Save for Melba?

~\$300k

Manual time & money saved

approx. 3 FTEs, 6,109 hours saved per year on verification, linking and de-linking

\$6.38M

Cost of inaction risk exposure avoided

Risk avoided for 8 total red flags. Regulator fine costs and legal employer-side costs for 1 red flag: ~\$797,500.

ROI according to risk tolerance / verification

	Quarterly High risk tolerance	Monthly Moderate risk tolerance	Weekly Low risk tolerance	Daily NDIS/VEVO + Weekly Melba — very low risk tolerance
Verification frequency	Hire + every 90 days	Hire + monthly	Hire + every 7 days (with Oho)	Hire + daily NDIS & VEVO / every 7 days (with Oho)
Red flags surfaced timely	X	X	✓	✓
Exposure window	Up to 90 days	Up to 30 days	Up to 7 days	Up to 24 hours / 7 days
FTE time saved	—	—	1 FTE / 2,031.9 hours	3 FTE / 6,109 hours
Annual FTE cost saved	—	—	~\$100k	~\$300k
Risk exposure	Up to \$6.38 Million undetected	Up to \$6.38 Million undetected	\$6.38 Million avoided	\$6.38 Million avoided

*annually

We set clear and uncompromising safeguarding standards at Melba, grounded in the human rights of people we support. **What we found in Oho was a partner** who not only understood our approach to safeguarding but helped us strengthen it even further. The visibility we now have across our entire workforce, every day, **gives a level of confidence** we simply didn't have before.



Hayley Dean
CEO, Melba Support Services



6 A Collaborative Partnership

Melba's experience with Oho extended beyond the platform.

The Oho team worked closely with Melba at every stage, from standalone deployment through to the Workday integration, to configuring daily verification and alert notifications.

Responsive implementation:

proactive **communication** and agreed path forward

Configured to Melba's workflow:

supporting their **zero tolerance** approach to violence, abuse, neglect or exploitation of people with disability

A shared commitment to the mission:

ensuring the right people and the right tech are **supporting at risk Australians**

Lessons learned: selecting & deploying compliance technology

- 1 Choose the right partner AND the right product**
In a regulated care environment, your technology reflects the standard you hold yourself to. Look for a partner who understands that, and a product built to match it.
- 2 Assess the regulatory requirements, then raise the bar**
Confirm the solution meets your baseline across sector regulations, then ask what best practice actually looks like and find a partner willing to get you there.
- 3 Scope custom vs standard requirements up front**
Define which workflow elements are standard vs customised for your organisation. Getting this clear prevents blockers mid-build — custom fields in some HR tech platforms can become expensive.
- 4 Define tight use cases and UAT requirements**
Document exactly what success looks like, tied to real workforce scenarios, with specific acceptance criteria for go-live.



See what Oho could save your **organisation.**

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