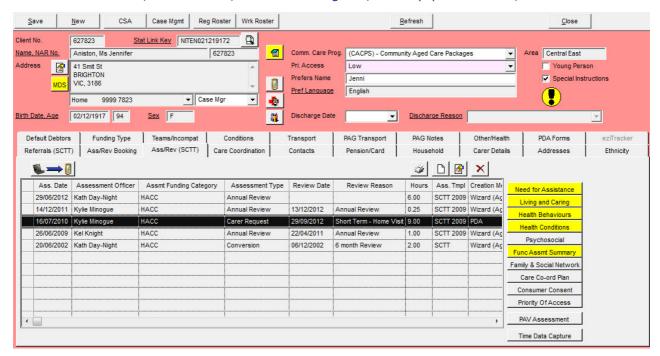# Aged Care and Disability Services module

The **Aged Care** module of the Community Services Suite is a comprehensive system providing effective management of the provision of services for Aged Care Clients and people with Disabilities. This module has been designed to meet reporting requirements including the Department of Human Services and Veterans Home Care.

The following business processes are just a few which can be managed within the Aged Care and Disability Services module of the Community Services Suite:

- Client Referral, utilising the Service Coordination Tool Templates
- Client Assessment and Review, utilising the Service Coordination Tool Templates
- Staff Management including Payroll and Rosters and training and checks
- Rostered Services, regular, ad hoc and weekly rosters in colours to differentiate service types
- Easy creation of input data for both Payroll and Debtors processes/file creation
- Reporting for HACC Minimum Data Set, Client Care Coordination, Support for Carers, Veterans' Reports, SCTT Reports and many others
- Preparation, production and delivery of Meals on Wheels using the Food Services module
- Alerts on startup for HACC MDS Due, Client Bookings Made, Client Reviews Due, Staff Working with Children Checks, Police Checks, First Aid Training Due, Staff Equipment Checks,.

The Civica/Authority Informix Version is fully integrated with Council's Core Systems: Payroll, Debtors, Property addresses and a centralised Name and Address Register. The integrated design of the Aged Care and Disability Services module ensures all data is entered once only in the appropriate system and any updates are done to a single record.

The Aged Care and Disability Services module includes the Service Types:

- Home Care
- Personal Care
- Respite Care
- Property Maintenance and Modification and rostering
- Planned Activity Groups and Social Support
- Food Services comprehensive management and rostering
- Veterans' Home Care requirements
- Volunteer Transport and Volunteer Social Support
- Maintenance of Effort/Brokerage/CaCPs
- Assessment and Client Care Coordination

The system also includes recording wizards for Service Coordination Tool Templates as part of the Referral, Assessment and Review process.

Aged Care and Disability Services module

CITY MANAGER
Local Government Systems

Client Service Agreements are recorded for each Client, for each Service Type, including:
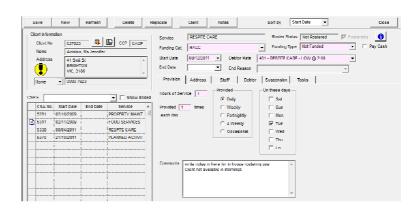
Single or Multiple Charge Rate/Fee for Service

Single or Multiple Delivery Address of Service

Single or Multiple Responsible Debtor Account

Single or Multiple Funding Source

Instructions to the Care Worker and Tasks checklists

Additional Features

- User definable Teams/Area facility. Enabling the effective management of Staff and Clients, and assists in reporting for both the operational requirements and Management.

- Mobile, Offline input of SCTT Assessment Tools using own PDA/Laptop/Tablet/Ipad/iPhone/Android (this is an additional purchase option)

- Mobile, Offline input of Part B forms using own PDA/Laptop/Tablet/iPad/iPhone for Additional Assessment Forms including OHS Form, Priority of Access Tool, Income Declaration and others (this is an additional purchase option)

- Mobile, On Call program using own PDA/Laptop/Tablet (this is an additional purchase option)

- Multi Level Security allows access to required functions.

- City Manager is supplied with a range of easy to read standard reports, including:
  - Management Reports
  - Client, Assessment, Referral Reports
  - Staff and Roster Reports
  - Planned Activity Reports
  - Property Maintenance Reports
  - HACC MDS PreHacc data checking and HACC CSV generation

- Links to MS Word or Excel, for mailing labels, mailing lists, mail merges, data analysis etc.

- Optional Link to Civica's Informix Name and Address Register

- Optional Interface to the eziTracker system

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Total Package
- Implementation assistance, User Training, Phone Support line, Remote access diagnostics, Maintenance/Enhancement program.

Technical Environment
Operating systems
- Microsoft Windows XP, Vista,W7, Citrix Metaframe, Terminal Services

RDBMS
- SQL Server, Informix

XPEDITE