

The Aged Care and Disability Services 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 our Community Services Suite:

- Client Referral, utilising the Service Coordination Tool Templates
- Client Assessment and Review, utilising the Service Coordination Tool Templates
- Staff Management including a Daelibs or Ezitracker interface
- Rostered Services, regular, ad hoc and weekly rosters
- Easy creation of input data for both Payroll and Debtors processes
- Reporting for DHS, Coordinated Healthcare and HACC Minimum Data Set
- Preparation, production and delivery of Meals on Wheels using the Food Services module

The system is fully integrated with Council's Core Systems: Payroll, Debtors, Property addresses and the 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 Services Types:

- Home Care
- Personal Care
- Respite Care
- Property Maintenance and Modification
- Planned Activity Groups and Social Support
- Veterans' Home Care requirements
- Maintenance of Effort/Brokerage
- Includes recording wizards for Service Coordination Tool Templates as part of the Referral, Assessment and Review process
- Food Services is another module which is fully integrated.

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 Category – with implications to reporting requirements for DHS & HACC MDS.
- Instructions to the Home Care worker and Tasks checklists.

