

## The Carelink Suite

An end-to-end **client management solution** that drives efficiencies and supports a client focused workforce to provide better care outcomes.

This solution manages all aspects of the client life cycle in one integrated system, ensuring your team are in the right place, at the right time, with the right information.

"Frees our staff to complete those day-to-day administrative tasks easily and efficiently which in the long run saves us money and allows staff to provide more assistance to our participants."

**Craig Bolton**, IT Manager  
Multitask

The Carelink software suite enables organisations to increase efficiencies by providing access to client data and supporting case management, rostering and resource management, award interpretation, budget and finance tracking and integration with third-party HR, payroll and reporting systems.

The core platform, CarelinkPlus has evolved over time to accommodate the dynamic needs of care providers, with the addition of cloud-based applications to extend the functionality of this integrated client management system.

This solution also helps to manage various areas of compliance within the community care sector including NDIS, HCP, OOH, DVA, SHS, TAC, DEX reporting for CHSP and all other DSS funded programmes.

This end-to-end solution benefits your clients as they receive a reliable and individualised service, as well as your team, who are provided with a well planned roster and accurate up-to-date information to improve productivity and efficiency.

### Main benefits:

- ▶ **Improved efficiency and reduced operating costs**
- ▶ **Improved employee experience through digital engagement**
- ▶ **Accurately record and report on data**
- ▶ **Security confidence with cloud ready solutions**
- ▶ **Accessibility of information with a centralised repository of data**

This solution eliminates spreadsheets and paper-based forms, removes duplication and supports remote workers, providing your organisation with a central repository of data that is accurate and accessible across multiple devices.

Cloud-based applications for remote workers help to accurately and securely track time and attendance and manage rosters. The ability to access information in the field leaves more time to focus on improving care outcomes for clients.



**Reduces costs**



**Manages compliance**



**Improves efficiencies**

Over

**500k**

hours are rostered in  
**CarelinkPlus** per week

# The 5 products that make up the Carelink Software Suite

## 1. CarelinkPlus



This core product has been purpose built for the Australian community care sector to simplify and streamline the processes that underpin community care organisations. This solution helps to reduce costs and enhance productivity to improve the quality of care provided to Australians.

### Top five reasons for choosing Carelink:

#### ► Transforms care and compliance

CarelinkPlus allows your organisation to stay up-to-date with the latest statutory reporting requirements with all the major Australian reports and compliance tools easily accessible. What could take days or even weeks is compiled easily with this streamlined solution.

#### ► Supports remote workers

Enabling employees working in remote areas to access accurate data in real-time from their corporate supplied or BYOD smart phones. Data has never been more accessible or captured more accurately.

#### ► Digitalises paper-based processes

This solution can assist in minimising the back office processing and increasing the efficiency of mobile workers in the field. Our cloud-based applications can replace paper-based forms, time sheets and capture signatures digitally.

#### ► Seamless integration

Not only do the Carelink products seamlessly integrate with each other, but CarelinkConnect allows you to connect your Carelink solution with other third-party software, creating a more flexible and connected solution.

#### ► Improved security

Data security is one of the top priorities for the community care sector and we are proud of the work we put into developing a secure solution. The Carelink software suite is cloud ready which provides further security benefits.

## 2. CarelinkAir



Our web-based solution allows the workforce involved in planning and delivering care to stay connected in the field. This platform is fully integrated with the CarelinkPlus database providing access to client information, forms and rostering in real time, from any smart device.

## 3. CarelinkGo



CarelinkGo is a time and attendance app that connects the mobile workforce with client data and rosters, whilst working in remote areas. Employees can login, set reminders, check alerts and tasks, add documents and notes, and start and end shifts, right from their smart phone.

## 4. CarelinkConnect



A platform that hosts our suite of APIs (Application Programming Interfaces) and provides the toolset to create interfaces that seamlessly integrate CarelinkPlus with third-party systems, including accounting, finance, payroll and HR.

## 5. CarelinkCloud



We offer cloud hosting and managed services to help you accomplish your client management goals and business objectives. By handing over the end-to-end accountability of the software, you can focus on providing better care outcomes.



### Find out more

Get in touch with us today to find out more about how our Community Care solution can help you.

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