

CarelinkPlus

Client Management Software

An end-to-end solution that supports a client focused workforce to provide better care outcomes.

"The CarelinkPlus solution provides peace of mind with the most comprehensive, efficient and cost effective tools to support the best possible service delivery"

Craig Porte, Managing Director,
Civica Care

Main benefits

- ▶ **Reduced operating costs** - allowing your team to focus on providing better care outcomes
- ▶ **Data integrity** - centralised repository of data for client and employee information
- ▶ **Increased efficiency** - improve productivity with the right tools
- ▶ **Simplified compliance** - stay up-to-date with the latest statutory reporting requirements

Core software solution

CarelinkPlus is a purpose built software solution for the Australian community care market and caters to the complexities of providing care across multiple sectors including aged care, disability, mental health, and child and family services.

The CarelinkPlus solution provides:

- A central repository for client and employee data
- Rostering and resource management
- Award interpretation
- Case management
- Budget and financial tracking
- Integration with third-party finance, HR and payroll systems

Rostering efficiency

When supporting people in your community, it is crucial to ensure your organisation has the right person, in the right place, at the right time. This benefits your clients, who will receive a reliable and individualised service, as well as your team, who have peace of mind that they are provided with a well-planned roster.

CarelinkPlus has a multitude of useful rostering functions including, the ability to set recurring appointments, search functions that use preferences to match clients with suitable care workers, controls to provide fully-funded services, individual and group rosters, flexible filters and settings, and the ability to contact employees directly via SMS.

Transforming care and compliance

Community care providers continue to face significant financial pressures in maintaining statutory compliance reporting standards and complex service delivery requirements.

CarelinkPlus assists to streamline these processes with the ability to collect, analyse and submit data to the relevant agencies in the required formats.

Record and report on data

CarelinkPlus stores all of your client records securely in a centralised repository that can be accessed either on premise or via the cloud. As well as keeping data up-to-date and organised, CarelinkPlus also provides over 500 useful reports, each with their own filters and formats to assist with your reporting needs.

The CarelinkPlus solution has evolved with the community care sector to improve care outcomes and increase the time care workers have available to spend with the client.

Over

350,000



clients are managed
by **CarelinkPlus**

Five of the over 500 modules and features in CarelinkPlus

1. Rostering



CarelinkPlus allows you to create and maintain rosters for care workers and clients through an intuitive calendar and table view. This module was purpose built for the care sector and provides the flexibility to schedule events, client appointments, rosters, booking facilities, meal delivery, transport and more.

2. Forms Management



The forms management module allows your organisation to design dynamic forms to capture data. This could be any information including, goal plans, consent forms, contact information, risk scoring, service agreements, assessments and incident forms.

2. NDIS Claiming



CarelinkPlus is continuously kept in line with the latest NDIS statutory reporting requirements. The NDIS Bulk Claims module allows organisations to record time spent with NDIS clients and produces a consolidated ready-to-upload file for the NDIA web portal to claim on services delivered.

4. Financial Packages



CarelinkPlus provides organisations with the ability to track funds through a budget, breakdown income into categories and allocate on a daily, weekly and annual basis. This ensures financial packages are monitored and allocated accurately.

5. DEX Reporting



CarelinkPlus allows organisations to report data back to the DSS Data Exchange (DEX). Organisations can record outlets, activities, cases, sessions and outcomes in relation to numerous programs including CHSP, Carer Relationships and Carer Support, and Families and Children.

Top reasons for choosing CarelinkPlus:

▶ Reduced operating costs

CarelinkPlus minimises back-office processing and allows your employees to focus on more important tasks that have a larger impact on the client's experience and ability to achieve improved care outcomes.

▶ Transforming care and compliance

CarelinkPlus allows organisations to stay up-to-date with the latest statutory reporting requirements, with the major Australian reports and compliance tools made easily accessible.

▶ Centralised repository of data

A digital database is crucial to maintaining and reporting on information for both clients and employees. CarelinkPlus ensures that all information is stored in one location, reducing duplication of work and providing reassurance that the data is kept up-to-date.

▶ Digitalises paper-based processes

CarelinkPlus will assist in minimising paper and spreadsheet based processes to increase the efficiency and productivity of your organisation. Utilising a digital solution will lower your organisation's environmental impact and reduce errors from manual data entry and duplication of work

▶ Seamless integration

Not only do the suite of Carelink products seamlessly integrate with each other, but CarelinkConnect allows your organisation to connect CarelinkPlus with other third-party software, creating a more flexible and connected solution that suits your business needs.



Find out more

Get in touch with our team today to find out more about how our client management solution can assist you.

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