HOME CARE CLIENT MANAGEMENT SYSTEM (CMS) SOLUTIONS:
A 2024 EVALUATION AND GUIDE

July 2024

DISCLAIMER

This research report is intended for home care providers for informational purposes only and should not be considered as professional advice. It presents our conclusions, opinions, and recommendations which are based on our analysis and interpretation of available data. These conclusions and opinions are our own and may not necessarily reflect the views of all stakeholders.

Furthermore, this report was produced using information voluntarily provided by vendors during an RFI process and demonstrations that concluded in early May 2024. Given the nature of our technology environment, it is highly likely that many of these vendors have since released further improvements and functionality. The report should be read with this in mind.

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The report contains our conclusions and opinions based on our research. Readers are encouraged to carefully read the report in full and, with the benefit of the report, to make their own decisions about the matters stated in the report. In all cases, readers should conduct their own research and seek expert guidance before making any decisions based on the information provided in this report and to not exclusively rely upon it. This resource may not be republished or, reproduced without our prior written consent from Enkindle Consulting.

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INTRODUCTION

This report consolidates information on eleven leading Home Care Client Management System (CMS) solutions for the home care sector in Australia. With the increasing demand for high-quality aged care services, selecting the right CMS is critical for providers to ensure efficient operations and optimal service delivery. Each software application has been evaluated according to multiple criteria, including functionality, user-friendliness, technology integration, and industry compliance. By providing a comprehensive analysis, this report aims to help guide home care providers in understanding the various capabilities of Home Care CMS solutions in the market and assist them in making better-informed decisions on their CMS selection. This will enhance their service delivery, streamline administrative tasks, and ultimately improve the quality of care for their clients.

FUNDING OF THIS REPORT

Funded by **Sector Support and Development partners from New South Wales**— Central Coast, Central West, Inner West Sydney, South West Sydney, Orana Far West, this report aims to provide a valuable resource for the sector, by offering comprehensive information and analysis to aid in the decision-making processes involved in selecting a new home care CMS solution.

DEVELOPMENT OF THIS REPORT

The report has been developed by Enkindle Consulting and Three Digital in partnership. Leveraging their combined 35+ years of sector experience and ITC knowledge, they have gathered information from eleven vendors, collating and evaluating the Home Care CMS platforms. The report not only provides a comparison of eleven CMS platforms but also assists in building the understanding of home care providers regarding key system requirements and functionalities, as well as other critical factors that need to be considered when evaluating and selecting a CMS. This collaboration endeavoured to achieve a thorough and insightful analysis, providing home care providers with the tools to make informed decisions.

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PROJECT METHODOLOGY

This project aimed to create a valuable resource for the Sector Support and Development Network and their CHSP provider clients, addressing some of the challenges providers face when selecting the right Home Care CMS. The methodology and approach were carefully structured to ensure a thorough and fair evaluation and comprehensive reporting. Below are the key stages and activities involved:

PROJECT KICK-OFF
The project began with an initial kick-off meeting to align objectives, expectations, and timelines. This meeting brought together all stakeholders to ensure a unified understanding of the project's scope and deliverables.

CODESIGN WORKSHOP
A codesign workshop was conducted to collaboratively develop the evaluation criteria. This workshop included representatives from the home care sector, ensuring the criteria were comprehensive and relevant to the industry's needs.

REQUIREMENTS STATEMENTS DEVELOPMENT AND DISTRIBUTION FOR RFI

Based on the outcomes of the codesign workshop, requirements statements were developed. These statements were distributed as part of the Request for Information (RFI) process, allowing vendors time to respond. Due to the high volume of workloads, they are currently experiencing, vendors were provided an extension of three weeks.

Nineteen vendors were invited to engage in the evaluation process. Eleven vendors participated and the following eight vendors declined to participate: Civica- Carelink; Health Metrics; Humanetix, Lumary; TRACCs (Adamas); Turnpoint, Visual Care, and Care Master.

EVALUATION OF RESPONSES AND SHORTLISTING

The project team evaluated the RFI responses against the established criteria. This evaluation has been used to inform the report.

VENDOR DEMONSTRATIONS AND REFERENCE CHECKS

The shortlisted vendors provided demonstrations of their CMS solutions. In addition to demonstrations, reference checks were conducted to verify the vendors' claims and gather feedback from current users. This phase ensured better understanding of each product's capabilities and performance.

DEVELOPMENT OF REPORT AND COMPARISON TABLES

Following the evaluations and demonstrations, the project team developed this report, including our opinion about the product comparison tables based on key functionalities and identified innovations, strengths, and weaknesses of each product.

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We would like to introduce and thank the participating vendors who participated in this project:

AlayaCare, Brevity, Care Manager Plus, CareVision, e-Tools, The Lookout Way, Nightingale, Polixen, Sandwai, ShiftCare, and VisiCase.

Their time, effort, and willingness to volunteer information will be invaluable in helping providers make better-informed decisions for the selection of a home care CMS that will best meet their organisations needs.

EXECUTIVE SUMMARY

Our 2024 evaluation of eleven Home Care CMS solutions highlight Lookout Way, Sandwai, Nightingale and AlayaCare as, in our opinion, the highest-rated home care management systems, each excelling in unique areas.

- **Lookout Way** stands out as a visionary platform with advanced features, including smart rostering and robust contractor management, making it an ideal choice for providers seeking innovative solutions.

- **Sandwai** is notable for its exceptional customer service and user-friendly platform, making it a great choice for small to medium-sized home care providers. It offers cost-effective implementation and comprehensive functionalities that enhance operational efficiency.

- **Nightingale** offers a feature-rich platform with a clean interface and excels in lead management, quoting, and in-platform communications. It is particularly suitable for small and medium-sized businesses due to its affordable pricing and a promising roadmap of enhancements.

- **AlayaCare**, while highly customisable and feature-rich, is tailored more towards larger organisations with skilled staff to drive the system. Its extensive capabilities come with a higher price tag, making it a robust solution for enterprise-level operations.
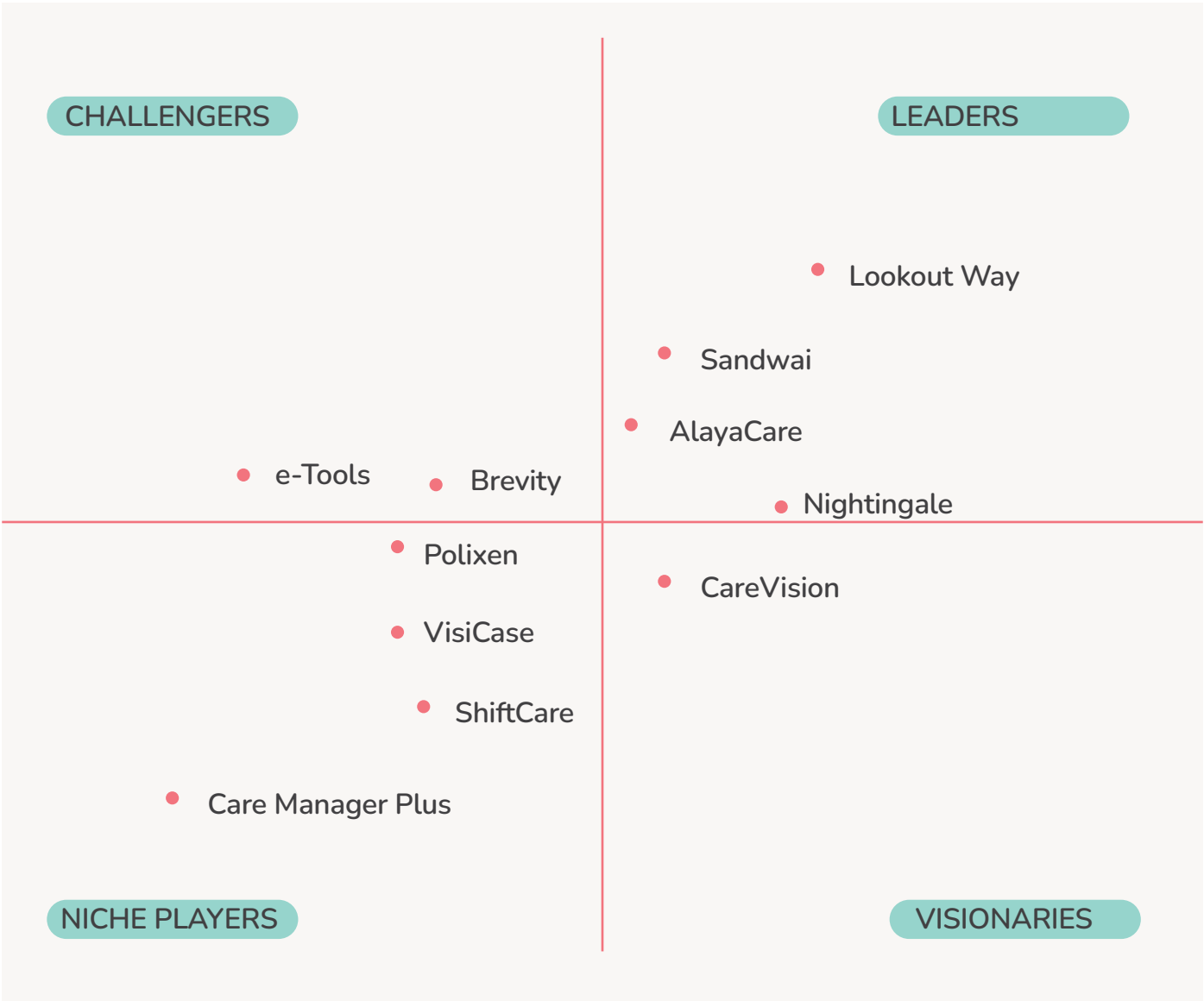
Other products evaluated were Brevity, Care Manager Plus, CareVision, e-Tools, Polixen, ShiftCare, and VisiCase, each each in our opinion has its strengths but also exhibits certain limitations:

- **Brevity** integrates well with HR and finance systems and offers effective onboarding and waitlist management but lacks strong support feedback and has a dated interface.

- **Care Manager Plus** is still in development and missing some key functionalities but is backed by a vendor willing to support start-up providers.

- **CareVision** excels in customisation, smart rostering and telehealth capability but limited reporting, vendor support concerns and has higher implementation costs.

- **e-Tools** is strong in client management, excellent vendor support and data security but limited customisation options, rostering weaknesses and has higher initial and ongoing costs.

- **Polixen** is strong in client management and reporting, and manages multiple programs well, such as meals-on-wheels and transport, but lacks smart rostering and event management.

- **ShiftCare** offers robust rostering, with a user-friendly mobile app, but lacks core features such as automated workflows, customisable profiles, and advanced care planning tools.

- **VisiCase** is suitable for small businesses transitioning to medium-sized operations, offering comprehensive functionalities but at a higher implementation cost.

Overall, Lookout Way, Sandwai, Nightingale and AlayaCare in our opinion emerge as the top choices in this round of evaluations. Each of the four platforms are well-rounded products, bringing unique strengths to the table and catering to the diverse needs and scales of home care providers. Our opinion about these four top choices does not mean that the other products are not suitable for your needs, which will vary in each case.

CLASSIFYING ITC SYSTEMS: AN OVERVIEW

This matrix categorises the ITC solutions into distinct groups—Leaders, Visionaries, Challengers, and Niche Players—providing a clear framework for our opinion, their capabilities, and market positioning.

CHALLENGERS	LEADERS
	• Lookout Way
	• Sandwai
	• AlayaCare
• e-Tools • Brevity	• Nightingale
• Polixen	• CareVision
• VisiCase	
• ShiftCare	
• Care Manager Plus	
NICHE PLAYERS	VISIONARIES

CHALLENGERS:

Challengers have strong execution capabilities but may lack the same visionary outlook as leaders. They are reliable and established but may have limitations in innovation or advanced functionalities.

LEADERS:

Leaders demonstrate a clear understanding of market needs and exhibit high competency in both vision and execution. They offer comprehensive solutions with a proven track record and strong customer satisfaction.

NICHE PLAYERS:

Niche players excel in specific areas but may lack the broader capabilities or market presence of leaders and challengers. They cater to particular needs and can be highly effective in their domain.

VISIONARIES:

Visionaries demonstrate strong innovation and understanding of future market trends but may lack complete execution capabilities. They offer advanced features and are often leaders in introducing new concepts.

FUTURE FOCUS FOR HOME CARE CMS SOFTWARE

We have selected six (6) key focus areas that aged care providers should consider when selecting a new CMS system. These areas are considered emerging areas of focus for home care software vendors. We have provided a rationale as to why we feel some or all of these functionalities should be considered by providers when selecting a new home care CMS, potentially future-proofing their decision.

1. B2G INTEGRATION AND REPORTING

Business-to-Government (B2G) integration and reporting is increasingly important as the government enhances its B2G capabilities. In-home aged care providers should look for vendors committed to integrating this technology.

The increased reporting requirements for aged care providers make it essential to have a CMS that prioritises streamlining mandatory government reporting. Vendors that offer automated data exchange and efficient reporting tools can save providers significant time and resources, allowing them to focus more on delivering quality care. Effective B2G integration ensures compliance and transparency and supports the sustainability of aged care services by facilitating timely and accurate reporting to government bodies.

2. LEAD MANAGEMENT AND WAITLISTING

In the competitive environment of Home Care Packages and the evolving marketplace enabled by the Support at Home program and new regulatory framework, effective lead and waitlist management is crucial. Customer Relation Management Capability can help aged care providers automate and streamline the process of managing client leads, ensuring no potential client is overlooked. By prioritising leads based on urgency and other criteria, providers can optimise their intake process and reduce waiting times. Efficient waitlisting features not only ensure timely care for those in need but also enable providers to communicate and nurture relationships with those on the waitlist effectively. This ongoing engagement helps maintain client interest and satisfaction, ensuring a smoother transition when services become available. For aged care providers, these capabilities are essential for maintaining competitiveness, maximising resource utilisation, and building a reputation for excellence in care delivery.

3. SUPPORT AT HOME

Choosing a vendor who is committed to facilitating major changes that support a provider's transition from the current in-home aged care programs to the new Support at Home program is mission-critical. As the regulatory landscape evolves, providers need a CMS that can seamlessly integrate new requirements and processes. The timeliness of delivering these changes is crucial to ensure providers can continue to operate efficiently and compliantly. Vendors that prioritise the rapid implementation of updates and enhancements to support this transition will help providers maintain service quality and meet new regulatory standards. This commitment ensures continuity of care and positions providers to thrive through this period of change.

4. THIRD-PARTY CONTRACTOR ACCESS AND DATA COLLECTION

Ensuring secure and efficient third-party contractor access and data collection is essential for in-home aged care providers. This capability enables contractors to access relevant client profiles and care details, ensuring they can deliver services safely and effectively. Advanced home care systems offer sophisticated portals that provide contractors with a one-time access code, granting them the necessary information while maintaining data security. Additionally, these portals enable contractors to collect and input data at the point of care, which will become increasingly important as quality indicators are introduced. By facilitating real-time data collection and access, aged care providers can ensure that all care activities are accurately recorded and monitored, enhancing the quality and safety of the services delivered. This capability is critical for maintaining high standards of care and complying with emerging regulatory requirements.

5. CLIENT AND REPRESENTATIVE APPS AND PORTALS
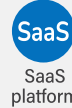
Client portals and applications designed by vendors are essential tools for aged care providers to enhance communication with care recipients and their representatives. These platforms allow providers to share important information and updates, facilitating a transparent and collaborative care environment. As baby boomers enter care, these systems will need to become more sophisticated. Advanced functionality will need to include real-time access to budgets and the ability for clients and their representatives to request changes to their services and book new services or events. Utilising these digital tools, providers will be able to improve client experience, reduce some administration efforts and introduce self-service options to their clients. This increased interactivity and control over their care plans will help meet tech-savvy users' expectations, improving satisfaction and engagement. By adopting such advanced CMS solutions, aged care providers can deliver a more personalised and responsive care experience, catering to the evolving needs of their clients and their representatives.

6. SELF-MANAGEMENT

Self-managed care empowers clients with Home Care Packages to take full control of their care, offering flexibility and personalised care tailored to their preferences. Clients who opt for self-management can choose their service providers, decide on the services they receive, and select who delivers these services. This model appeals to those seeking autonomy and customised care. Some home care CMS offer this capability, recognising the growing demand for self-managed care. Notably, self-managed care providers are the fastest-growing segment in the home care market.

To support self-managed care, providers need additional functionality in their client portals to digitally enable clients to manage their care and provide a seamless experience. For providers considering expanding their services or differentiating themselves, offering self-management with advanced digital tools can be a strategic move. It not only enhances client satisfaction and engagement but also positions providers competitively in a dynamic market by meeting their clients' evolving needs.

SOFTWARE	ALAYACARE	BREVITY	CARE MANAGER PLUS	CAREVISION	E-TOOLS	LOOKOUT WAY	NIGHTINGALE	POLIXEN	SANDWAI	SHIFTCARE	VISICASE
Editors Rating (out of 5)	4.25	3.5	2.5	3.5	3.5	4.5	4.25	3.5	4.25	3	3.75
Suits Organisation Size	S	S	S	S	S	S	S	S	S	S	S
	M	M	M	M	M	M	M	M	M	M	M
	L	L	L	L	L	L	L	L	L	L	L
Pricing	$$$$	$$	$	$$$	$$	$$	$	$	$	$$	$$
Scoring Against RFI Requirements	✓✓	✓✓	✓	✓✓✓	✓✓	✓✓✓	✓✓✓	✓✓	✓✓✓	✓	✓✓✓
CORE FEATURES											
Smart Rostering	✓✓	✓✓	✓✓	✓✓✓	✓✓	✓✓✓	✓✓	✓	✓✓✓	✓✓	✓✓
Integrations - API	✓✓✓	✓✓✓	✓	✓✓	—	✓✓✓	✓✓	✓✓	✓✓	✓	✓✓
Product Support Client Feedback	✓✓	✓✓	✓✓	✓	✓✓✓	✓✓✓	✓✓	✓✓✓	✓✓✓	—	✓✓✓
Client Management	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Contractor Management	✓✓	✓✓	✓	✓✓✓	✓✓	✓✓✓	✓✓	✓✓	✓✓	✓	✓
FUNDING TYPES											
CHSP	✓	✓	—	✓	✓	✓	✓	✓	✓	✓	✓
HCP	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
RESI	✓	—	—	✓	—	—	—	—	—	✓	—
NDIS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Allied Health - Practise Management	—	—	—	✓	—	✓	✓	—	✓	—	✓
Aged Care Self Management	✓✓	✓	✓	✓✓	✓✓✓	✓✓	—	✓	✓✓	✓✓	—
FINANCE INTEGRATION											
Xero	✓	✓	✓	✓	—	✓	✓	✓	✓	✓	✓
MYOB	✓	✓	—	✓	—	✓	✓	✓	✓	✓	✓
Quickbooks	✓	✓	—	✓	—	✓	✓	✓	✓	✓	✓
Sage	✓	✓	—	✓	—	✓	—	—	—	✓	✓
Deployment	SaaS platform	SaaS platform	SaaS platform	SaaS platform	SaaS platform	SaaS platform	SaaS platform	SaaS platform	SaaS platform	SaaS platform	SaaS platform
Standout Features	Clinical Care	Lead management, onboarding	Effective Scheduling	Smart Rostering	Client Management Functionality	Remote care monitoring	Lead management and quoting	Meals on Wheels module	Smart Rostering	Effective group scheduling, shift bidding, and rostering dashboards	Comprehensive client management for NDIS, HCP, and CHSP clients.
	Employee Retention Dashboards	In system communication and marketing integrations	Mobile App - Workforce:	Feature and Module Rich	Excellent Support	Statements on demand (Real-time budgets)	Affordability	Vehicle management	Real-time budgets and statements	Supports iOS/Android, visit data, notifications, and charges.	Supports in-platform communications.
	Scalable to large organisations	DEX, Proda direct integration	Client Management	Highly customisable	Ease of Access	Contractor management	In platform communications (email/SMS and in application)	Dashboard customisable to user	Route Optimisation- multiple pickups and drop-offs (Group transport)	Free easy to set up Trail	Strong rostering and scheduling functionality.
	Enterprise Project Management and Implementation framework	Caters for NDIS, Plan Management, Support co-ordination, CHSP, HCP	Support	Client Management	Compliance and Security	Care plans are a function of the system	Rostering user interface	Community Transport	Commitment to Development	Integration with XERO, MYOB, and QuickBooks.	Comprehensive post-go-live support.
	Integration using Middleware and RESTful API's	Award Interpreter	New and eager to make their product the best in market	User-Friendly Interface	Comprehensive Reporting	Customisable Forms and Fields	AI research and development	Vendor support	Cost-Effective Pricing	Ensures data encryption, role-based access, and AWS hosting.	Well-regarded reporting capabilities.
Why We Rated It	AlayaCare is a well-established system tailored for larger organisations with skilled staff who can effectively drive the system. While it lacks some key features like intake and CRM capabilities for onboarding, its extensive middleware integration facilitates seamless connectivity with other systems, streamlining operations. Though the high cost of implementation may be a barrier for smaller providers, AlayaCare's comprehensive feature set makes it well-suited for enterprise-level home care providers. The system does have a steep learning curve, but it ultimately supports efficient and effective service delivery for those who invest the time to master it.	Brevity, a recent entrant into the aged care market, excels with seamless DEX and PRODA integrations for managing CHSP and NDIS programs. It integrates well with HR and finance systems and features a built-in award interpreter with alerts. The onboarding and waitlist management functionalities are standout features. While the system interface can be dated and confusing, Brevity offers a comprehensive solution for small to medium-home care providers with various programs. However, feedback on support and post-live assistance indicates room for improvement. Overall, Brevity provides a robust and feature-rich platform for small to medium home care providers.	Care Manager Plus (CMP) is a very new to market product that is still in development and lacks some funding types such as CHSP, but offers great support for start-up HCP providers with a vendor willing to go the extra mile. CMP excels in smart rostering, boosting operational efficiency. However, it currently needs more key features like finance, payroll, lead management, onboarding, and award interpretation, though these are in the development pipeline. CMP's high support rating reflects its focus on product development. Suited for startups and smaller providers, CMP actively gathers insights through client meetings and consulting collaborations.	CareVision is a highly customisable digital health platform enhancing aged care delivery for care teams, clients, families, and support networks. Its smart rostering capabilities, including group and transport options, improve operational efficiency. With features for telehealth, data collection, complex billing, and care-specific scheduling, CareVision ensures industry compliance. More suitable for medium to large home care providers due to its price, it caters to growing businesses with multiple funding types for a single client record. However, feedback on support and post-live assistance indicates room for improvement.	e-Tools is a solid choice for small to medium home care providers, offering robust client management and financial reporting capabilities. Users appreciate its strong data encryption, backup, and disaster recovery features, ensuring security and reliability. While initial and ongoing costs are slightly higher than some other providers, users rate the support as good and value the customisation options available. e-Tools effectively meets many core requirements, making it a reliable option with strengths in essential areas, complemented by positive user feedback on support and customisation.	The Lookout Way (TLW) is a leading innovation in the aged care sector. Suitable for small, medium, and large home care providers, TLW excels with advanced smart rostering, remote care monitoring, and risk identification. Its intuitive design and robust features enhance client management and self-management capabilities, efficiently handling multiple funding types per client record. The platform's integration with HR, finance, and other systems ensures seamless operations. Despite higher initial costs, TLW's extensive features and reliable support make it a valuable investment, demonstrating a commitment to leveraging technology for improved care delivery and operational efficiency.	Nightingale is a feature-rich platform with a clean interface. It excels in lead management, quoting, and in-platform communications (email/SMS and in-application). The software features a user-friendly rostering interface and ongoing AI research and development. Nightingale remains compliant with regulatory changes and serves aged care, NDIS, mental health, and allied health sectors. While some users have noted limitations in customisation, its affordable pricing, low implementation, and licensing costs make it suitable for small and medium businesses, providing a versatile and cost-effective solution.	Polixen is suitable for small to medium-sized providers due to its affordability and ease of use. It excels in client management and reporting, making it a solid choice for managing various funding programs like HCP, CHSP, and NDIS. Polixen is particularly effective for Meals on Wheels, community transport, and vehicle management, enhancing efficiency and logistics. Its user-friendly interface and mobile app support receive high praise, excelling in end-user support with top client feedback ratings. Polixen is also commended for its post-go-live support, ensuring smooth transitions and ongoing assistance for users. With smart rostering, it would score even higher.	Sandwai is a versatile platform, ideal for small to medium home care providers due to its cost-effective implementation and licensing. The software excels in smart rostering, including travel and route optimisation, and managing multiple funding programs for a single client. Sandwai's user-friendly interface and comprehensive features, such as client management and real-time budget tools, enhance care delivery and operational efficiency. Its low market cost and highly rated support make it the perfect solution for running your home care and NDIS business. Overall, Sandwai is a robust solution for providers seeking a reliable and affordable home care management system.	ShiftCare makes it a good choice for the budget-conscious provider with NDIS services looking to implement aged care. While some home care functions are on the roadmap, ShiftCare is still working on features like smart rostering and integration with DEX. It offers robust rostering and client management functionalities. The user-friendly mobile app ensures seamless operations on the go. ShiftCare supports multiple funding programs, providing integration for financial systems. Its cost-effective, self-serve approach makes it an ideal solution for providers seeking reliable and efficient management tools without the high costs of more feature-rich systems.	VisiCase is a solid home care management software ideal for small businesses transitioning to medium-sized operations. It offers good client management, rostering, and reporting functionalities, and supports multiple funding types for a single client record. The software features a strong support team and high post-go-live assistance, showing a commitment to meeting client needs. However, its higher implementation costs may be challenging for startups, and its interface can be harder to learn. Overall, VisiCase provides valuable capabilities for growing care providers.

DETAILED COMPARISON OF HOME CARE CMS

SOFTWARE	ALAYACARE	BREVITY	CARE MANAGER PLUS	CAREVISION	E-TOOLS	LOOKOUT WAY	NIGHTINGALE	POLIXEN	SANDWAI	SHIFTCARE	VISICASE
PROGRAMS											
CHSP	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓
CHSP Transport	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓
Meals on Wheels	✓	✓	✗	✓	✗	✓	✓	✓	✓	✓	✗
Home Modifications	✓	✓	✓	✓	✗	✓	✗	✓	✓	✓	✓
HCP	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
STRC	✓	✓	✗	✓	✓	✓	✓	✓	✗	✓	✓
Transition Care	✓	✓	✗	✓	✗	✓	✗	✓	✗	✓	✓
NATSIFACP	✓	✗	✗	✓	✗	✓	✗	✓	✓	✓	✓
Private	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Self-Management	✓	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓
PORTALS AND APPLICATIONS											
Client App/ Portal	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Staff App/Portal	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Contractor App/Portal	✓	✓	✗	✓	✓	✓	✓	✗	✗	✓	✓
SECURITY											
Data Warehouse in AUS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Data Sovereignty	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Data Encryption	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Single Sign-on	✓	✓	✗	✓	✗	✓	✓	✓	✓	✓	✗
Audit trail	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓
ISO accreditation	✓	✓	✗	✓	✓	✗	✓	✗	✗	✓	✗
B2G INTEGRATIONS											
DEX CSV export or Integration	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓
PRODA CSV export or integration (HCP)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓
PRODA CSV export or integration (NDIS)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CLIENT AND LEAD MANAGEMENT											
Waitlist/ Lead Management	✗	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓
Communication tools	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✗
Marketing Integrations	✓	✓	✗	✓	✗	✓	✗	✓	✗	✓	✗
Digital Sign-up	✗	✓	✓	✓	✗	✓	✗	✗	✗	✓	✓
Customisable Fields	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓
Customisable Forms	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✗
Automated Workflows	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗	✓
Customisable Profiles	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Client Preferences	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
File Management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Single Client View	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓
Care Planning and notes	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Alerts	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓
Feedback Management	✓	✗	✓	✓	✗	✓	✓	✓	✓	✓	✗
Incident Management	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓
Care Management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Clinical Assessment Tools	✓	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗
Medication Management	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗
ROSTERING AND LOGISTICS											
Smart Rostering	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓
Travel/route Optimisation	✓	✗	✗	✓	✗	✓	✓	✓	✓	✗	✓
Group Scheduling	✓	✗	✗	✓	✓	✗	✗	✗	✓	✓	✓
Transport Scheduling	✓	✗	✗	✓	✓	✗	✓	✓	✓	✗	✗
Shift Bidding	✓	✓	✓	✓	✓	✗	✓	✗	✓	✓	✓
Rostering dashboards	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✗
Overtime Alerts	✓	✓	✗	✓	✗	✗	✓	✗	✓	✗	✗
Automated Travel calc	✓	✓	✓	✓	✗	✓	✓	✓	✓	✗	✗
Preference Management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Leave Management (client)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓
Leave Management (staff)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Award Interpretation	✗	✓	✗	✓	✗	✓	✓	✗	✓	✗	✓
Staff Skills/ Quals	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Staff hours Management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Customisable staff profiles	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
HRIS Integration	✓	✓	✗	✓	✗	✓	✓	✗	✓	✓	✓
FINANCE											
Finance System Integrations	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓
Real-Time Budgets	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗
Budget Forecasts/Quotes	✓	✓	✓	✓	✓	✓	✗	✗	✓	✓	✗
Multiple Funding Programs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Client Billing/ Invoicing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Client Statements	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓
Payroll Integration/ Output	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

AlayaCare

🌐 **alayacare.com**

📋 PROFILE

Founded in 2014, AlayaCare's Cloud-based technology enables organisations to optimise their operations, generate valuable insights, access real-time data, and implement robust, reliable systems for their staff and clients – today and into the future. AlayaCare partners with home and community care providers to meet sector challenges with a robust end-to-end platform for the disability and community services sector that offers improved efficiencies, reduced repetitive tasks, and increased analytical insights.

SOFTWARE NAME: AlayaCare Cloud – Home and Community
VENDOR NAME: AlayaCare Anz Pty Ltd

Total number of organisations in aged care that are clients of the software **100** CLIENTS

TIME IN INDUSTRY **9** YEARS

CHSP **80**   HCP **100**   NDIS **40**

Range in numbers of 'customers' the system can support **5 – 40,000**

Range in number of 'users' the system can support **5 – 40,000**

COMPANY SIZE

700 EMPLOYEES (90 based in Australia)

🔗 SECTOR AND REFORM COMMITMENT

AlayaCare has a local dev team that actively participates in government-led activities regarding legislative changes to our industry.

FUNDED PROGRAMS

Program		Program		Program	
CHSP	☑	HCP	☑	Private	☑
CHSP Transport	☑	STRC	☑	Self-Management	☑
Meals on Wheels	☑	Transition Care	☑		
Home Modifications	☑	NATSIFACP	☑		

⚙️ FUNCTION AND NON-FUNCTIONAL OVERVIEW

DEPLOYMENT
Cloud-Based	☑
On-premise	☒

APPLICATIONS/PORTALS
Staff app or portal	☑
Client app or portal	☑
Third-party/contractor app or portal	☑

SECURITY
Australian data warehouses	☑
Data sovereignty	☑
Data encryption	☑
Single sign-on	☑
ISO accreditation	☑

CORE FUNCTIONALITY
Lead/ Intake Management	☒
Client Management	☑
Clinical Care Management	☑
In platform communications	☑
Smart Rostering	☑
Award Interpretation	☒
Client Billing/ Statements	☑
Customisable Forms	☑
Customisable Fields	☑

FINANCE PORTALS
Finance System Integration	☑
Proda (CSV exports or direct integration)	☑
DEX (CSV exports or direct integration)	☑

AlayaCare

🌐 **alayacare.com**

EDITORS RATING
| 1 | 2 | 3 | 4 | 5 |

WHY WE RATED IT: 4.25

AlayaCare is a well-established system tailored for larger organisations with skilled staff who can effectively drive the system. While it lacks some key features like intake and CRM capabilities for onboarding, its extensive middleware integration facilitates seamless connectivity with other systems, streamlining operations.

Though the high cost of implementation may be a barrier for smaller providers, AlayaCare's comprehensive feature set makes it well-suited for enterprise-level home care providers. The system does have a steep learning curve, but it ultimately supports efficient and effective service delivery for those who invest the time to master it.

CORE FEATURES

Smart Rostering	✓✓
Integrations - API	✓✓✓
Product Support Client Feedback	✓✓
Client Management	Yes
Contractor Management	✓✓

STANDOUT FEATURES

1. Clinical Care
2. Employee Retention Dashboard
3. Scalable to large Organisations
4. Enterprise Project Management and Implementation Framework
5. Integration using Middleware and RESTful API's

Overall score against requirements RFI

✓✓

Pricing

$$ $$

Suitable for Organisations

| S | M | L |

CATEGORY	RATING	EXPLANATION
Organisation Stability	Strong	Part of a larger international software group. Over 100 clients across aged care (residential and home care). 90 staff located here in Australia.
Sector Engagement	Unrated	The vendor has provided limited information to determine their sector engagement and commitment.
Deployment	Strong	Cloud-based software with applications for both staff and client portals. Compatible with iOS and Android devices
Security	Strong	Single sign-on and password encryption. ISO 27001 accredited.
Data Management	Standard	Data warehouses in Australia. Backed-up data is retained redundantly across multiple availability zones and encrypted in transit and at rest using Advanced Encryption Standard (AES-256).
Post Go Live Support	Above Standard	AlayaCare offers a training environment, training database, a knowledge base and help desk support during and after hours.

REFEREE RATING

CATEGORY	RATING	EXPLANATION
Client Management Functionality	1 **2** 3	Feedback on AlayaCare's client management functionality is mixed. Strengths include smart rostering, a robust mobile app, and a client portal. However, users cite issues with complex billing, group rostering, app accessibility on older devices, and lack of structured data entry verification, with some noting it's not a clinical system.
Rostering Functionality	1 **2** 3	Feedback on AlayaCare's rostering and scheduling functionality is generally positive. Users appreciate smart rostering and the mobile app. However, challenges include group rostering and app accessibility on older devices. Overall, while the features are strong, there are areas needing improvement.
Overall Ease of Use	1 **2** 3	Overall usability feedback for AlayaCare is mixed. Users appreciate features like smart rostering and a robust mobile app, but the interface is busy and complex, leading to a steep learning curve. Accessibility on older devices and billing configuration challenges also impact the user experience.
Post-go-live support	1 **2** 3	Support feedback for AlayaCare is generally positive but mixed. Some users rate it as "Excellent" or "Good," while others describe it as "Terrible." The feedback indicates variability in user experiences with AlayaCare's support services.

USER FEEDBACK

"Their Project Support is excellent - as a small NGO we felt very supported during implementation."

"Whilst the product was not implemented well, the support team was always very responsive and helpful.

"In spite of the challenges with rostering it is a very good system."

REFEREES FEEDBACK - MOST IMPRESSIVE FEATURES

"The mobile app for the field staff is excellent."

"Easy to use."

"Scheduling made easy."

REFEREES FEEDBACK - LEAST IMPRESSIVE FEATURES

"HCP Budget Tool is not live and impossible to use."

"Billing. Configuration is complex which creates issues."

"The rostering for groups is a challenge as the system does not handle it well."

SNAPSHOT OF RESPONSES:
REQUEST FOR INFORMATION

PRODUCT ROADMAP

LIST OF COMING FEATURES – NEXT 12 MONTHS

The vendor has decided not to provide this information.

FROM DETAILED SYSTEM REQUIREMENTS

LEAD INTAKE MANAGEMENT	RATING		
Lead Intake and management	Met	Partially Met	**Not Met**
Waitlist Management	Met	**Partially Met**	Not Met
Quote generation	Met	Partially Met	**Not Met**
Digital Sign-up	Met	Partially Met	**Not Met**
Integrate with Marketing Tools	Met	Partially Met	**Not Met**

CLIENT AND CLINICAL MANAGEMENT	RATING		
Customisable Client data fields	**Met**	Partially Met	Not Met
Customisable forms and workflows	**Met**	Partially Met	Not Met
Create update and manage care plans	**Met**	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting	**Met**	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting as specified by funders	**Met**	Partially Met	Not Met
Incident and Feedback Management	Met	**Partially Met**	Not Met
Ability to create and add multiple funding programs to a customer	**Met**	Partially Met	Not Met
Medication management, workflows and alerts	Met	Partially Met	**Not Met**
Provide a forms engine/assessment tools to support charting/ clinical data capture	**Met**	Partially Met	Not Met
ROSTERING			
Smart scheduling that matches clients and workers based on skills, attributes, qualifications and client preferences.	**Met**	Partially Met	Not Met
Smart scheduling that considers workers preferred hours, minimum contracted hours and minimum hours per shift.	Met	Partially Met	**Not Met**
Smart scheduling considering best support worker, based on geographical locations.	**Met**	Partially Met	Not Met
Smart scheduling that considers client preferences for workers, times and days.	Met	Partially Met	**Not Met**
Automate the scheduling process to generate shift assignments based on predefined rules.	**Met**	Partially Met	Not Met
Provide visibility of services to be confirmed, changed, or re-allocated.	**Met**	Partially Met	Not Met
Block a worker from attending a service upon request, with reasons for blocks reportable.	**Met**	Partially Met	Not Met
Support non-client rostering for leave, meetings, training, etc.	**Met**	Partially Met	Not Met

SNAPSHOT OF RESPONSES: REQUEST FOR INFORMATION (CONTINUED)

TRANSPORT/ GROUP SERVICES	RATING		
Capability to manage both individual and group bookings.	Met	Partially Met	Not Met
Dynamic route planning for efficient client pick-up and drop-off using google maps based off client address	Met	Partially Met	Not Met
Support group visits, pick-up and drop-off locations, and efficient routing.	Met	Partially Met	Not Met
Allocate fleet vehicles based on need with visibility of assigned and available vehicles	Met	Partially Met	Not Met
Functionality to establish and enforce contribution and cancellation policies	Met	Partially Met	Not Met
WORKFORCE MANAGEMENT			
Staff Mobile application	Met	Partially Met	Not Met
Full-time and attendance recording with geolocation on mobile	Met	Partially Met	Not Met
Client profile information for mobile access during visits	Met	Partially Met	Not Met
Client visit information including service time/type, care plan on mobile	Met	Partially Met	Not Met
Contractor onboarding, automated workflow including form generator, compliance documents and declaration uploads, checklists, pricing schedules including minimum shift lengths etc.	Met	Partially Met	Not Met

FINANCES	RATING		
Manage multiple funding programs (HCP, CHSP, STRC) in a single care software platform.	Met	Partially Met	Not Met
Handle client billing, invoicing, and payment processes, including automated invoice generation and payment tracking	Met	Partially Met	Not Met
Automate real-time care budgets and statements	Met	Partially Met	Not Met
Forecast future spends based on purchase orders and scheduled services.	Met	Partially Met	Not Met
Include an award interpreter for wage calculations.	Met	Partially Met	Not Met
Export timesheets for payroll processing.	Met	Partially Met	Not Met
Proda integration or CSV exports	Met	Partially Met	Not Met
DEX integration or CSV exports	Met	Partially Met	Not Met
REPORTING			
Generate comprehensive reports on service utilisation, care outcomes, and financial performance.	Met	Partially Met	Not Met
Deliver specialised reporting for Home Care Packages, including assessment results and care plan adherence.	Met	Partially Met	Not Met
Create interactive dashboards for visualizing key performance indicators and data trends.	Met	Partially Met	Not Met

BREVITY CARE SOFTWARE

🌐 brevity.com.au

PROFILE

Brevity Care Software specialises in providing software solutions tailored to the aged care sector, particularly supporting Home Care Packages (HCP), Commonwealth Home Support Programme (CHSP) and NDIS providers. Brevity Care Software's key operations are focused on improving efficiency, care quality, and compliance within the aged care sector, with a particular emphasis on its direct connections with Services Australia and DEX and its support for HCP and CHSP. The platform offers tools for efficient client management, enabling personalised care delivery and comprehensive care plans.

SOFTWARE NAME: Brevity Care Software
VENDOR NAME: Brevity Pty Ltd

TIME IN INDUSTRY **29** YRS

Total number of organisations in aged care that are clients of the software **21**

CHSP **6**   HCP **21**   NDIS **1400**

COMPANY SIZE **42** STAFF

Range in numbers of 'customers' the system can support **10** - No Limit

Range in number of 'users' the system can support **1** - No Limit

SECTOR AND REFORM COMMITMENT

Brevity Care Software is deeply involved in the aged care sector, participating in industry events and initiatives. As a sponsor of the Aged Care Technology Summit in Sydney on March 5th, 2024, and a presenter at the Technology Summit for aged care providers on March 29, 2023, Brevity shows its commitment to industry trends and stakeholder dialogue. When the Australian Federal Government announces changes to the My Aged Care sector, Brevity will undertake a comprehensive and structured response to ensure that clients, including aged care providers, are fully prepared to comply with the new regulations and leverage any new opportunities.

$ FUNDED PROGRAMS

CHSP	☑	HCP	☑
CHSP Transport	☑	STRC	☑
Meals on Wheels	☑	Transition Care	☑
Home Modifications	☑	NATSIFACP	☒

Private	☑
Self-Management	☑

FUNCTION AND NON-FUNCTIONAL OVERVIEW

DEPLOYMENT
Cloud-Based ☑
On-premise ☒

APPLICATIONS/PORTALS
Staff app or portal ☑
Client app or portal ☑
Third-party/contractor app or portal ☑

SECURITY
Australian data warehouses ☑
Data sovereignty ☑
Data encryption ☑
Single sign-on ☑
ISO accreditation ☑

CORE FUNCTIONALITY
Lead/ Intake Management ☑
Client Management ☑
Clinical Care Management ☑
In platform communications ☑
Smart Rostering ☑
Award Interpretation ☑
Client Billing/ Statements ☑
Contractor Management ☑
Customisable Forms ☑
Customisable Fields ☑

FINANCE PORTALS
Finance System Integration ☑
Proda (CSV exports or direct integration) ☑
DEX (CSV exports or direct integration) ☑

BREVITY
CARE SOFTWARE

🌐 brevity.com.au

EDITORS RATING [1] [2] [3] [4] 5

WHY WE RATED IT - 3.5

Brevity, a recent entrant into the aged care market, excels with seamless DEX and PRODA integrations for managing CHSP and NDIS programs. It integrates well with HR and finance systems and features a built-in award interpreter with alerts.
The onboarding and waitlist management functionalities are standout features. While the system interface can be dated and confusing, Brevity offers a comprehensive solution for small to medium-home care providers with various programs. However, feedback on support and post-live assistance indicates room for improvement. Overall, Brevity provides a robust and feature-rich platform for small to medium home care providers.

CORE FEATURES

Smart Rostering	✓✓
Integrations - API	✓✓✓
Product Support Client Feedback	✓✓
Client Management	Yes
Contractor Management	✓✓

STANDOUT FEATURES

1. Lead management, onboarding
2. In system communication and marketing integrations
3. Caters for NDIS, Plan Management, Support co-ordination, CHSP, HCP
4. Award Interpreter
5. DEX, Proda, direct integration

Overall score against requirements RFI

✓✓

Pricing

$$

Suitable for Organisations

S M L

EDITOR'S REVIEW

CATEGORY	RATING	EXPLANATION
Organisation Stability	Strong	Larger software vendor, providing software as a service to over 1,300 providers. The organisation employs over 42 people.
Sector Engagement	Demonstrated	Attendance and sponsorship of sector conferences and commitment to a role decimated sector engagement. Attendance at DoHAC webinars.
Deployment	Strong	Cloud-based software with staff and client/ representative applications, compatible with iOS and Android devices.
Security	Strong	Password MFA, Single sign-on available, and ISO 27001 accredited.
Data Management	Standard	Data location, Australia (AWS), Data replication across all three data warehouse locations. Data encryption in transfer and at rest.
Post Go Live Support	Standard	Brevity includes business hour support with limited SLAs. Brevity offers a knowledge base, training sandpit, and training environment.

REFEREE RATING

CATEGORY	RATING	EXPLANATION
Client Management Functionality	1 **2** 3	Brevity's client management features support detailed client profiles, intake, onboarding, scheduling, and robust reporting. It integrates with HR and finance systems efficiently but lacks native care planning. The UI is dated and busy compared to other market applications.
Rostering Functionality	1 **2** 3	Brevity's rostering features are strong, with awards displayed on the schedule board. However, the app feedback is not favourable, as it often needs refreshing and has frequent bugs.
Overall Ease of Use	1 **2** 3	The admin app UI is quite busy with many tiles and widgets, making the learning curve high. It has many features, but they don't always work seamlessly, leading to frequent calls to support.
Post-go-live support	**1** 2 3	Users report inadequate service post go-live, with tickets often going unanswered. The support team frequently needs to escalate issues to the developers, leading to delays in resolution. This lack of responsiveness and direct support has caused frustration among users, reflecting negatively on the overall post go-live experience.

USER FEEDBACK

"Rostering is good, helped get overtime down"

"To be able to quote and get digital signature is great feature"

"The system sometimes has bugs when they release new features"

"The product caters for NDIS as well as CHSP and HCP. This is great for us as we offer all these services."

REFEREES FEEDBACK - MOST IMPRESSIVE FEATURES

"The onboarding functionality is great with digital signature and quoting capabilities"

"The lead intake management, and the API's to the system seem good"

"The ability to not need CSV and use API to government portals is great,"

REFEREES FEEDBACK - LEAST IMPRESSIVE FEATURES

"The product interface is super dated and is too busy. The learning curve is huge for the team"

"The support is very average, we were left in the dark on go live weekend. No one would pick up the phone"

"The staff internally keep changing, we had multiple project managers, staff don't seem to get training on the product."

SNAPSHOT OF RESPONSES: REQUEST FOR INFORMATION

PRODUCT ROADMAP

LIST OF COMING FEATURES – NEXT 12 MONTHS

The vendor has decided not to provide all information, however, has advised:

1. Changes with Support At Home

2. Enhanced Customer Self Service

3. Further integrations NDIS and MAC APIs

4. AI ML

FROM DETAILED SYSTEM REQUIREMENTS

LEAD INTAKE MANAGEMENT	RATING		
Lead Intake and management	Met	Partially Met	Not Met
Waitlist Management	Met	Partially Met	Not Met
Quote generation	Met	Partially Met	Not Met
Digital Sign-up	Met	Partially Met	Not Met
Integrate with Marketing Tools	Met	Partially Met	Not Met

CLIENT AND CLINICAL MANAGEMENT	RATING		
Customisable Client data fields	Met	Partially Met	Not Met
Customisable forms and workflows	Met	Partially Met	Not Met
Create update and manage care plans	Met	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting	Met	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting as specified by funders	Met	Partially Met	Not Met
Incident Management	Met	Partially Met	Not Met
Feedback Management	Met	Partially Met	Not Met
Ability to create and add multiple funding programs to a customer	Met	Partially Met	Not Met
Medication management, workflows and alerts	Met	Partially Met	Not Met
Provide a forms engine/assessment tools to support charting/ clinical data capture	Met	Partially Met	Not Met
ROSTERING			
Smart scheduling that matches clients and workers based on skills, attributes, qualifications and client preferences.	Met	Partially Met	Not Met
Smart scheduling that considers workers preferred hours, minimum contracted hours and minimum hours per shift.	Met	Partially Met	Not Met
Smart scheduling considering best support worker, based on geographical locations.	Met	Partially Met	Not Met
Smart scheduling that considers client preferences for workers, times and days.	Met	Partially Met	Not Met
Automate the scheduling process to generate shift assignments based on predefined rules.	Met	Partially Met	Not Met
Provide visibility of services to be confirmed, changed, or re-allocated.	Met	Partially Met	Not Met
Block a worker from attending a service upon request, with reasons for blocks reportable.	Met	Partially Met	Not Met

TRANSPORT/ GROUP SERVICES	RATING		
Capability to manage both individual and group bookings.	Met	Partially Met	Not Met
Dynamic route planning for efficient client pick-up and drop-off using google maps based off client address	Met	Partially Met	Not Met
Support group visits, pick-up and drop-off locations, and efficient routing.	Met	Partially Met	Not Met
Allocate fleet vehicles based on need with visibility of assigned and available vehicles	Met	Partially Met	Not Met
Functionality to establish and enforce contribution and cancellation policies	Met	Partially Met	Not Met
WORKFORCE MANAGEMENT			
Staff Mobile application	Met	Partially Met	Not Met
Full-time and attendance recording with geolocation on mobile	Met	Partially Met	Not Met
Client profile information for mobile access during visits	Met	Partially Met	Not Met
Client visit information including service time/type, care plan on mobile	Met	Partially Met	Not Met
Contractor onboarding, automated workflow including form generator, compliance documents and declaration uploads, checklists, pricing schedules including minimum shift lengths etc.	Met	Partially Met	Not Met

FINANCES	RATING		
Manage multiple funding programs (HCP, CHSP, STRC) in a single care software platform.	Met	Partially Met	Not Met
Handle client billing, invoicing, and payment processes, including automated invoice generation and payment tracking	Met	Partially Met	Not Met
Automate real-time care budgets and statements	Met	Partially Met	Not Met
Forecast future spends based on purchase orders and scheduled services.	Met	Partially Met	Not Met
Include an award interpreter for wage calculations.	Met	Partially Met	Not Met
Export timesheets for payroll processing.	Met	Partially Met	Not Met
Proda integration or CSV exports	Met	Partially Met	Not Met
DEX integration or CSV exports	Met	Partially Met	Not Met
REPORTING			
Generate comprehensive reports on service utilisation, care outcomes, and financial performance.	Met	Partially Met	Not Met
Deliver specialised reporting for Home Care Packages, including assessment results and care plan adherence.	Met	Partially Met	Not Met
Create interactive dashboards for visualising key performance indicators and data trends.	Met	Partially Met	Not Met

carermanagerplus.com.au

PROFILE

Carer Manager Plus (CMP) offers a comprehensive, cloud-based Client Management System (CMS) designed specifically for Australian Home Care providers. As experts in the home care space, CMP focuses on perfecting software that streamlines onboarding, case management, award interpretation, intelligent rostering, HCP/NDIS management, and budget control. CMP ensures compliance with reporting obligations and integrates seamlessly with third-party finance payroll systems. CMPS intuitive, human-centric software enhances workflow efficiency, supports high-quality care delivery, and helps care recipients thrive independently at home. CMP's dedication to user-centric design minimises organisational change risks and provides swift staff support.

SOFTWARE NAME: Carer Manager Plus (CMP)
VENDOR NAME: Carer Manager Plus (CMP)

TIME IN INDUSTRY **7**months

Total number of organisations in aged care that are clients of the software **3**

CHSP **0** HCP **2** NDIS **1**

COMPANY SIZE

12 STAFF

Range in numbers of 'customers' the system can support — No Limit

Range in number of 'users' the system can support — No Limit

SECTOR AND REFORM COMMITMENT

Carer Manager Plus (CMP) actively engages with the aged care sector by tracking national aged care reforms. CMP stays aligned with the Aged Care Quality and Safety Commission to ensure they are informed about developments related to the new Support at Home Program, the New Aged Care Act, SIRS Expansion, the Code of Conduct for Aged Care, Revised Aged Care Quality Standards, Fair Work Commission changes, My Health Records updates, NDIS changes, and compliance requirements. CMP attends major conferences, collaborates with consulting businesses, and hold weekly client meetings to gather insights, which informs its product strategy and system enhancements.

$ FUNDED PROGRAMS

Program		Program		Program	
CHSP	☒	HCP	☑	Private	☑
CHSP Transport	☒	STRC	☒	Self-Management	☑
Meals on Wheels	☒	Transition Care	☒		
Home Modifications	☑	NATSIFACP	☒		

FUNCTION AND NON-FUNCTIONAL OVERVIEW

DEPLOYMENT
Cloud-Based ☑
On-premise ☒

APPLICATIONS/PORTALS
Staff app or portal ☑
Client app or portal ☑
Third-party/contractor app or portal ☒

SECURITY
Australian data warehouses ☑
Data sovereignty ☑
Data encryption ☑
Single sign-on ☒
ISO accreditation ☒

CORE FUNCTIONALITY
Lead/ Intake Management ☑
Client Management ☑
Clinical Care Management ☑
In platform communications ☑
Smart Rostering ☑
Award Interpretation ☒
Client Billing/ Statements ☑
Contractor Management ☑
Customisable Forms ☑
Customisable Fields ☑

FINANCE PORTALS
Finance System Integration ☑
Proda (CSV exports or direct integration) ☑
DEX (CSV exports or direct integration) ☒

![carer manager plus logo] 🌐 carermanagerplus.com.au

EDITORS RATING

`1` `2` `3` `4` `5`

WHY WE RATED IT: 2.5

Care Manager Plus (CMP) is a very new to market product that is still in development and lacks some funding types such as CHSP, but offers great support for start-up HCP providers with a vendor willing to go the extra mile. CMP excels in smart rostering, boosting operational efficiency. However, it currently needs more key features like finance, payroll, lead management, onboarding, and award interpretation, though these are in the development pipeline. CMP's high support rating reflects its focus on product development. Suited for startups and smaller providers, CMP actively gathers insights through client meetings and consulting collaborations.

CORE FEATURES

Smart Rostering	✓✓
Integrations - API	✓
Product Support Client Feedback	✓✓
Client Management	Yes
Contractor Management	✓

Overall score against requirements RFI

✓

Pricing

$

Suitable for Organisations

`S` `M` `L`

STANDOUT FEATURES

1. Effective Scheduling
2. Mobile App - Workforce
3. Client Management
4. Support
5. New and eager to make their product the best in the market

EDITOR'S REVIEW

CATEGORY	RATING	EXPLANATION
Organisation Stability	New	Australian-based company with 12 staff, 2 clients in the aged care sector.
Sector Engagement	Demonstrated	CMP actively engages with the aged care sector, tracking developments and aligning closely with the Aged Care Quality and Safety Commission. They stay updated on new Support at Home Programs, the new Aged Care Act, and changes to NDIS, ensuring compliance with evolving industry standards.
Deployment	Average	Cloud-based solution with web-based portals, no applications.
Security	Developing	Care Manager Plus is actively enhancing its security features, with ongoing development focused on improving and safeguarding sensitive client information.
Data Management	Standard	Data is encrypted in transfer and, at rest, data warehouses located in Australia.
Post Implementation Support	Standard	CMP offers personalised pre-implementation training, ongoing support with tutorials and a help desk, senior technical support, quarterly user group meetings, comprehensive training materials, embedded system guides, and continuous education updates.

REFEREE RATING

CATEGORY	RATING	EXPLANATION
Client Management Functionality	1 **2** 3	Carer Manager Plus (CMP) offers robust client management functionality, streamlining processes from intake to service delivery. It excels in rostering and payroll integration, enhancing operational efficiency. However, it lacks comprehensive integration with finance and lead management systems, and award interpretation posing challenges for seamless workflow. Ideal for smaller providers, CMP focuses on essential features.
Rostering Functionality	1 **2** 3	Carer Manager Plus (CMP) excels in rostering functionality, offering smart rostering capabilities that significantly enhance operational efficiency. It simplifies scheduling, ensuring optimal staff allocation and adherence to client needs. However, the system's limited integration with other modules can pose challenges. CMP is ideal for smaller providers focusing on core rostering needs.
Overall Ease of Use	1 2 **3**	Carer Manager Plus (CMP) boasts a clean, intuitive interface that is easy to use. Its user-friendly design ensures that staff can quickly navigate the application, reducing training time and improving productivity. The streamlined layout facilitates efficient task management, making CMP an ideal choice for providers seeking simplicity and functionality.
Post-go-live support	1 2 **3**	As a new startup, Carer Manager Plus (CMP) offers exceptional post-go-live support, rated highly due to its small client base. This allows CMP to provide personalised, attentive service, ensuring client needs are promptly addressed and support is readily available.

USER FEEDBACK

"Yes, I would Highly recommend"

REFEREES FEEDBACK - MOST IMPRESSIVE FEATURES

"The rostering component is great for matching the client and the care worker for best fit."

"CMP also helps with the reconciliation of Claims and Payments to Services Australia."

REFEREES FEEDBACK - LEAST IMPRESSIVE FEATURES

"The software needs an Award Interpreter - which is coming."

SNAPSHOT OF RESPONSES:
REQUEST FOR INFORMATION

PRODUCT ROADMAP

LIST OF COMING FEATURES – NEXT 12 MONTHS

1. Group Booking Capability
2. Custom form Builder/assessment Library
3. Comprehensive Remote Patient Monitoring Support
4. AI Rostering Engine
5. Comprehensive CHSP Management
6. Third Party Supplier Portal
7. Comprehensive Medication Management Support
8. Further API Development Across Government Service Platforms (ongoing)

FROM DETAILED SYSTEM REQUIREMENTS

LEAD INTAKE MANAGEMENT	RATING		
Lead Intake and management	Met	Partially Met	Not Met
Waitlist Management	Met	Partially Met	Not Met
Quote generation	Met	Partially Met	Not Met
Digital Sign-up	Met	Partially Met	Not Met
Integrate with Marketing Tools	Met	Partially Met	Not Met

CLIENT AND CLINICAL MANAGEMENT	RATING		
Customisable Client data fields	Met	Partially Met	Not Met
Customisable forms and workflows	Met	Partially Met	Not Met
Create update and manage care plans	Met	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting	Met	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting as specified by funders	Met	Partially Met	Not Met
Feedback Management	Met	Partially Met	Not Met
Incident Management	Met	Partially Met	Not Met
Ability to create and add multiple funding programs to a customer	Met	Partially Met	Not Met
Medication management, workflows and alerts	Met	Partially Met	Not Met
Provide a forms engine/assessment tools to support charting/ clinical data capture	Met	Partially Met	Not Met
ROSTERING			
Smart scheduling that matches clients and workers based on skills, attributes, qualifications and client preferences.	Met	Partially Met	Not Met
Smart scheduling that considers workers preferred hours, minimum contracted hours and minimum hours per shift.	Met	Partially Met	Not Met
Smart scheduling considering best support worker, based on geographical locations.	Met	Partially Met	Not Met
Smart scheduling that considers client preferences for workers, times and days.	Met	Partially Met	Not Met
Automate the scheduling process to generate shift assignments based on predefined rules.	Met	Partially Met	Not Met
Provide visibility of services to be confirmed, changed, or re-allocated.	Met	Partially Met	Not Met
Block a worker from attending a service upon request, with reasons for blocks reportable.	Met	Partially Met	Not Met
Support non-client rostering for leave, meetings, training, etc.	Met	Partially Met	Not Met

TRANSPORT/ GROUP SERVICES	RATING		
Capability to manage both individual and group bookings.	Met	**Partially Met**	Not Met
Dynamic route planning for efficient client pick-up and drop-off using google maps based off client address	**Met**	Partially Met	Not Met
Support group visits, pick-up and drop-off locations, and efficient routing.	Met	Partially Met	**Not Met**
Allocate fleet vehicles based on need with visibility of assigned and available vehicles	Met	Partially Met	**Not Met**
Functionality to establish and enforce contribution and cancellation policies	**Met**	Partially Met	Not Met
WORKFORCE MANAGEMENT			
Staff Mobile application	**Met**	Partially Met	Not Met
Full-time and attendance recording with geolocation on mobile	**Met**	Partially Met	Not Met
Client profile information for mobile access during visits	**Met**	Partially Met	Not Met
Client visit information including service time/type, care plan on mobile	**Met**	Partially Met	Not Met
Contractor onboarding, automated workflow including form generator, compliance documents and declaration uploads, checklists, pricing schedules including minimum shift lengths etc.	Met	**Partially Met**	Not Met

FINANCES	RATING		
Manage multiple funding programs (HCP, CHSP, STRC) in a single care software platform.	**Met**	Partially Met	Not Met
Handle client billing, invoicing, and payment processes, including automated invoice generation and payment tracking	**Met**	Partially Met	Not Met
Automate real-time care budgets and statements	**Met**	Partially Met	Not Met
Forecast future spends based on purchase orders and scheduled services.	Met	**Partially Met**	Not Met
Include an award interpreter for wage calculations.	Met	**Partially Met**	Not Met
Export timesheets for payroll processing.	**Met**	Partially Met	Not Met
Proda integration or CSV exports	**Met**	Partially Met	Not Met
DEX integration or CSV exports	Met	Partially Met	**Not Met**
REPORTING			
Generate comprehensive reports on service utilisation, care outcomes, and financial performance.	**Met**	Partially Met	Not Met
Deliver specialised reporting for Home Care Packages, including assessment results and care plan adherence.	**Met**	Partially Met	Not Met
Create interactive dashboards for visualizing key performance indicators and data trends.	Met	**Partially Met**	Not Met

CAREVISION

🌐 carevision.com

PROFILE

CareVision is a Digital Health platform (SaaS) providing aged care solutions to support care teams, clients, families, and support networks. It promotes accessible, user-friendly technology, simplifying complex management systems to enhance care delivery. The platform addresses challenges like booming demand, limited supply, and escalating compliance, ensuring person-centred care, optimal resource utilisation, and operational efficiency. CareVision supports telehealth sessions, data collection, complex billing, and care-specific scheduling and rostering, maintaining compliance and standards. It is the ultimate software for home care operators aiming to scale up their operations and business while delivering exceptional care.

SOFTWARE NAME: CareVision
VENDOR NAME: CareVision Pty Ltd

TIME IN INDUSTRY **10** YRS

Total number of organisations in aged care that are clients of the software **65**

CHSP **40**   HCP **55**   NDIS **35**

COMPANY SIZE

50 STAFF

Range in numbers of 'customers' the system can support — No Limit

Range in number of 'users' the system can support — No Limit

SECTOR AND REFORM COMMITMENT

CareVision is consistent in compliance with government legislative changes and recent reforms. CareVision's software is flexible in supporting and transitioning to the latest industry standards and best practices.

$ FUNDED PROGRAMS

Program		Program		Program	
CHSP	☑	HCP	☑	Private	☑
CHSP Transport	☑	STRC	☑	Self-Management	☑
Meals on Wheels	☑	Transition Care	☑		
Home Modifications	☑	NATSIFACP	☑		

FUNCTION AND NON-FUNCTIONAL OVERVIEW

DEPLOYMENT
Cloud-Based ☑
On-premise ☒

APPLICATIONS/PORTALS
Staff app or portal ☑
Client app or portal ☑
Third-party/contractor app or portal ☑

SECURITY
Australian data warehouses ☑
Data sovereignty ☑
Data encryption ☑
Single sign-on ☑
ISO accreditation ☑

CORE FUNCTIONALITY
Lead/ Intake Management ☑
Client Management ☑
Clinical Care Management ☑
In platform communications ☑
Smart Rostering ☑
Award Interpretation ☑
Client Billing/ Statements ☑
Contractor Management ☑
Customisable Forms ☑
Customisable Fields ☑

FINANCE PORTALS
Finance System Integration ☑
Proda (CSV exports or direct integration) ☑
DEX (CSV exports or direct integration) ☑

CAREVISION

🌐 carevision.com

EDITORS RATING

| 1 | 2 | 3 | 4 | 5 |

WHY WE RATED IT: 3.5

CareVision scores 3.5 due to its highly customisable digital health platform, which enhances aged care delivery for care teams, clients, families, and support networks.
Its smart rostering capabilities, including groups and transport, and comprehensive applications for staff and clients, significantly improve operational efficiency.
The platform addresses critical challenges like rising demand, limited supply, and stringent compliance, promoting person-centered care and optimal resource utilisation.
However, users report support issues, limitations in reporting, implementation delays, premium support costs, and that the platform is still building core functions.

CORE FEATURES

Smart Rostering	✓✓✓
Integrations - API	✓✓
Product Support Client Feedback	✓
Client Management	Yes
Contractor Management	✓✓✓

Overall score against requirements RFI

✓✓✓

Pricing

$$$

Suitable for Organisations

| S | M | L |

STANDOUT FEATURES

1. Smart Rostering
2. Feature and Module Rich
3. Highly customisable
4. Client Management
5. User-Friendly Interface

EDITOR'S REVIEW

CATEGORY	RATING	EXPLANATION
Organisation Stability	Strong	Australian-based organisation with 50 staff. Clients in multiple aged care funding programs, including 55 in-home community care providers.
Sector Engagement	Demonstrated	CareVision is committed to compliance in the sector and states that its software is flexible in supporting the latest industry standards and best practices.
Deployment	Strong	Cloud-based application, with client and staff applications compatible with Android and iOS devices.
Security	Standard	MFA and single sign-on compatibility with Microsoft. No ISO accreditation
Data Management	Standard	Data is encrypted in transfer, and, at rest, data warehouses located in Australia. Multizone; real-time data replication - offline application capability.
Post Implementation Support	Above Standard	CareVision Academy platform for training. Chat support is available in real time via mobile app, web application, and website. The help desk is available during business hours.

CAREVISION

REFEREE RATING

CATEGORY	RATING	EXPLANATION
Client Management Functionality	1 **2** 3	CareVision's client management functionality is appreciated for its ability to track and monitor client care effectively. Users find it helpful for recording and accessing client information. However, some feedback points to issues with reporting and data accuracy, indicating a need for improvements in these areas to ensure reliability.
Rostering Functionality	1 **2** 3	CareVision's rostering function is praised for its efficiency and effectiveness in scheduling staff. Users find it user-friendly and adaptable, enhancing operational workflow. However, some feedback highlights issues with multiple bookings and the need for further improvements to ensure consistent performance across all features.
Overall Ease of Use	1 **2** 3	CareVision is generally considered user-friendly, with a clean interface that enhances ease of use. Its employee app is particularly praised for being intuitive and easy to navigate. However, some users report that the system can be slow and occasionally difficult to use, suggesting room for improvement in overall usability.
Post-go-live support	1 **2** 3	CareVision's post-go-live support receives mixed reviews. While some users appreciate the personalised assistance and timely responses, others report inadequate guidance and reliance on internal resources. The support quality appears inconsistent, and it is important to note that you do pay extra for premium support to receive more comprehensive assistance.

USER FEEDBACK

"CareVision is a platform, that if it performed correctly, it could be brilliant."

"Employee app very user-friendly, easy to adapt/build forms."

"The 'reporting' function of the system is unpredictable. There are consistently errors in the exports for the claims, or information is not collected correctly."

REFEREES FEEDBACK - MOST IMPRESSIVE FEATURES

"Roster system"

"Employee app very user friendly, easy to adapt/build forms"

"Staff app and ability for our support workers to go 100% paperless"

REFEREES FEEDBACK - LEAST IMPRESSIVE FEATURES

"The 'reporting' function of the system is unpredictable. There are consistently errors in the exports for the claims, or information is not collected correctly. CareVision will be updated to the latest feature and that often results in other areas ending up in errors."

"Reporting function needs tweaking but am aware it is being worked on"

"Can't print statements, lack of assistance, lack of multiple booking - can't select more than one staff member per client booking, no personalised manual, staff aren't adequately trained to help with majority of issues/queries."

CAREVISION

SNAPSHOT OF RESPONSES: REQUEST FOR INFORMATION

PRODUCT ROADMAP

LIST OF COMING FEATURES – NEXT 12 MONTHS

1. PACE - Ongoing
2. Integration to MyHealthRecord
3. Improved Community Medication Management
4. Multi-stage Forms
5. Integration with Interop8 API Gateway
6. ISO 27001 Accreditation
7. Fast Healthcare Interoperability Resources (FHIR) Compliance
8. More API Integrations with HR, Risk Management and Medication Management Systems

FROM DETAILED SYSTEM REQUIREMENTS

LEAD INTAKE MANAGEMENT	RATING		
Lead Intake and management	Met	Partially Met	Not Met
Waitlist Management	Met	**Partially Met**	Not Met
Quote generation	Met	Partially Met	Not Met
Digital Sign-up	Met	Partially Met	Not Met
Integrate with Marketing Tools	Met	Partially Met	Not Met

CLIENT AND CLINICAL MANAGEMENT	RATING		
Customisable Client data fields	Met	Partially Met	Not Met
Customisable forms and workflows	Met	Partially Met	Not Met
Create update and manage care plans	Met	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting	Met	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting as specified by funders	Met	Partially Met	Not Met
Feedback Management	Met	Partially Met	Not Met
Incident Management	Met	Partially Met	Not Met
Ability to create and add multiple funding programs to a customer	Met	Partially Met	Not Met
Medication management, workflows and alerts	Met	Partially Met	Not Met
Provide a forms engine/assessment tools to support charting/ clinical data capture	Met	Partially Met	Not Met
ROSTERING			
Smart scheduling that matches clients and workers based on skills, attributes, qualifications and client preferences.	Met	Partially Met	Not Met
Smart scheduling that considers workers preferred hours, minimum contracted hours and minimum hours per shift.	Met	Partially Met	Not Met
Smart scheduling considering best support worker, based on geographical locations.	Met	Partially Met	Not Met
Smart scheduling that considers client preferences for workers, times and days.	Met	Partially Met	Not Met
Automate the scheduling process to generate shift assignments based on predefined rules.	Met	Partially Met	Not Met
Provide visibility of services to be confirmed, changed, or re-allocated.	Met	Partially Met	Not Met
Block a worker from attending a service upon request, with reasons for blocks reportable.	Met	Partially Met	Not Met
Support non-client rostering for leave, meetings, training, etc.	Met	Partially Met	Not Met

TRANSPORT/ GROUP SERVICES	RATING		
Capability to manage both individual and group bookings.	Met	Partially Met	Not Met
Dynamic route planning for efficient client pick-up and drop-off using google maps based off client address	Met	Partially Met	Not Met
Support group visits, pick-up and drop-off locations, and efficient routing.	Met	Partially Met	Not Met
Allocate fleet vehicles based on need with visibility of assigned and available vehicles	Met	Partially Met	Not Met
Functionality to establish and enforce contribution and cancellation policies	Met	Partially Met	Not Met
WORKFORCE MANAGEMENT			
Staff Mobile application	Met	Partially Met	Not Met
Full-time and attendance recording with geolocation on mobile	Met	Partially Met	Not Met
Client profile information for mobile access during visits	Met	Partially Met	Not Met
Client visit information including service time/type, care plan on mobile	Met	Partially Met	Not Met
Contractor onboarding, automated workflow including form generator, compliance documents and declaration uploads, checklists, pricing schedules including minimum shift lengths etc.	Met	Partially Met	Not Met

FINANCES	RATING		
Manage multiple funding programs (HCP, CHSP, STRC) in a single care software platform.	Met	Partially Met	Not Met
Handle client billing, invoicing, and payment processes, including automated invoice generation and payment tracking	Met	Partially Met	Not Met
Automate real-time care budgets and statements	Met	Partially Met	Not Met
Forecast future spends based on purchase orders and scheduled services.	Met	Partially Met	Not Met
Include an award interpreter for wage calculations.	Met	Partially Met	Not Met
Export timesheets for payroll processing.	Met	Partially Met	Not Met
Proda integration or CSV exports	Met	Partially Met	Not Met
DEX integration or CSV exports	Met	Partially Met	Not Met
REPORTING			
Generate comprehensive reports on service utilisation, care outcomes, and financial performance.	Met	Partially Met	Not Met
Deliver specialised reporting for Home Care Packages, including assessment results and care plan adherence.	Met	Partially Met	Not Met
Create interactive dashboards for visualizing key performance indicators and data trends.	Met	**Partially Met**	Not Met

e-Tools

🌐 **e-tools.com.au**

PROFILE

e-Tools Software Pty Ltd, a wholly Australian-owned company, has been a significant provider of specialist software to the aged care and NDIS sectors since 2004. Founded by David Powis, who has been involved in the aged care sector since 1975 as a provider, consultant, and software developer, e-Tools offers industry-specific applications tailored to government legislation and provider needs. Serving approximately 700 organisations with 1300 end users nationally, e-Tools is ISO 27001:2013 certified, ensuring data security. The company is renowned for its "fit for purpose" software, regular updates, and long-standing collaboration with Russell Kennedy Lawyers for inclusive, current legal documentation.

SOFTWARE NAME: e-Tools
VENDOR NAME: e-Tools Software Pty Ltd

TIME IN INDUSTRY: 20 YRS

Total number of organisations in aged care that are clients of the software: **176**

CHSP — HCP — NDIS —

COMPANY SIZE: 50 STAFF

Range in numbers of 'customers' the system can support: **40–3350**

Range in number of 'users' the system can support: **–**

SECTOR AND REFORM COMMITMENT

e-Tools has a dedicated team of around 50 staff, growing to 60 in 2024, to address significant industry changes and ensure seamless software integration via API and CSV transmission. With extensive resources, experience, and a strong commitment to clients, e-Tools is fully prepared to support approved providers in meeting their home care and home support objectives. Recognising the Department's plan to amalgamate home care and home support under the Support at Home programme, e-Tools is well advanced in planning to merge existing programmes, ensuring a smooth transition for its clients when the new policy is implemented.

FUNDED PROGRAMS

Program		Program		Program	
CHSP	☑	HCP	☑	Private	☑
CHSP Transport	☑	STRC	☑	Self-Management	☒
Meals on Wheels	☒	Transition Care	☒		
Home Modifications	☒	NATSIFACP	☒		

FUNCTION AND NON-FUNCTIONAL OVERVIEW

DEPLOYMENT
- Cloud-Based ☑
- On-premise ☒

APPLICATIONS/PORTALS
- Staff app or portal ☑
- Client app or portal ☑
- Third-party/contractor app or portal ☑

SECURITY
- Australian data warehouses ☑
- Data sovereignty ☑
- Data encryption ☑
- Single sign-on ☒
- ISO accreditation ☑

CORE FUNCTIONALITY
- Lead/ Intake Management ☒
- Client Management ☑
- Clinical Care Management ☒
- In platform communications ☒
- Smart Rostering ☑
- Award Interpretation ☒
- Client Billing/ Statements ☑
- Customisable Forms ☒
- Customisable Fields ☒

FINANCE PORTALS
- Finance System Integration ☒
- Proda (CSV exports or direct integration) ☑
- DEX (CSV exports or direct integration) ☑

e-Tools

🌐 e-tools.com.au

EDITORS RATING [1] [2] [3] 4 5

WHY WE RATED IT: 3.5

e-Tools is a solid choice for small to medium home care providers, offering robust client management and financial reporting capabilities. Users appreciate its strong data encryption, backup, and disaster recovery features, ensuring security and reliability. While initial and ongoing costs are slightly higher than some other providers, users rate the support as good and value the customisation options available. e-Tools effectively meets many core requirements, making it a reliable option with strengths in essential areas, complemented by positive user feedback on support and customisation.

CORE FEATURES	
Smart Rostering	✓✓
Integrations - API	—
Product Support Client Feedback	✓✓✓
Client Management	Yes
Contractor Management	✓✓

Overall score against requirements RFI

✓✓

Pricing

$$

Suitable for Organisations

S M L

STANDOUT FEATURES

1. Client Management Functionality
2. Excellent Support
3. Ease of Access
4. Compliance and Security
5. Comprehensive Reporting

CATEGORY	RATING	EXPLANATION
Organisation Stability	Strong	An Australian-based organisation with 50 staff and contractors. Over 176 aged care clients and 20 years in the sector.
Sector Engagement	Demonstrated	e-Tools advises it is well advanced in planning to merge existing programmes, for Support at Home and demonstrates commitment.
Deployment	Strong	Cloud-based application, with client and staff applications compatible with Android and iOS devices.
Security	Strong	e-Tools excels in security, with ISO 27001 certification, robust data encryption, and regular penetration testing. Their comprehensive security measures ensure data protection and compliance with industry standards, although they lack full SSO support.
Data Management	Standard	e-Tools provides strong data management with secure bulk uploads, detailed data dictionary, and robust APIs. Their data backup and recovery features ensure business continuity.
Post-Go Live Support	Standard	e-Tools offers responsive and helpful support, earning high user satisfaction. However, training is provided at a cost. Knowledge base and guides available and Help Desk available during business hours

REFEREE RATING

CATEGORY	RATING	EXPLANATION
Client Management Functionality	1 **2** 3	Client feedback for e-Tools on client management is generally positive, highlighting strong features for storing client details, secure document storage, and comprehensive record management. Users appreciate the ease of access and real-time updates. However, some have noted the need for improved customisation options for forms and fields.
Rostering Functionality	1 **2** 3	Client feedback for e-Tools on rostering is mixed. While some appreciate its ability to manage schedules and allocate resources, many find the system clunky and inflexible. Users report difficulties with viewing unassigned shifts and customising schedules, highlighting a need for improved usability and more advanced features.
Overall Ease of Use	1 **2** 3	Client feedback on e-Tools' ease of use is mixed. While some users find the interface intuitive and easy to navigate, others experience frustrations with clunky design elements and limited customsation options. Overall, there's appreciation for basic functionalities, but a need for enhancements to improve user experience and efficiency.
Post-go-live support	1 **2** 3	Client feedback on e-Tools' post-go-live support is generally positive. Users appreciate the responsive and helpful support team, which addresses issues promptly. However, some users feel that more comprehensive guidance and training are needed to fully utilise all features and ensure smooth operations.

USER FEEDBACK

"Reports are able to be viewed and down-loaded in CSV format."

"Client database is easy to access and view. Able to produce client agreements. Able to generate consumer statements (funds which are accumulated in their budget). Not easy to access and print as needed."

"I have not used another system but find e-Tools relatively easy to use. We are not yet aware of the issues and shortfalls of the rostering part of e-Tools as we have not set this section up yet."

REFEREES FEEDBACK - MOST IMPRESSIVE FEATURES

"We are using the agreement and care plan creating and documenting part of the system but not yet the rostering part of the system so are unable to make a judgment on this yet."

"It helps with end of month. The AWACCS tool is embedded in the app which helps communicate client deterioration. It talks to the e-Tools database with client information."

REFEREES FEEDBACK - LEAST IMPRESSIVE FEATURES

"The viewing of client care plan is very clunky and not user-friendly. It isn't easy to view unassigned shifts. The whole rostering system is not flexible."

"Unable to upload the invoice document while entering the invoice to charge under clients HCP. No pre-filled forms to complete."

"One-off expenditure not easily able to be captured - mostly useful for regular ongoing services."

SNAPSHOT OF RESPONSES:
REQUEST FOR INFORMATION

PRODUCT ROADMAP

LIST OF COMING FEATURES – NEXT 12 MONTHS

1. Enhanced claiming facility
2. Award Interpreter
3. Dynamic reconfiguration
4. Incentive development
5. Improved customer engagement
6. Client suggestions
7. Auto sync
8. Offline support

FROM DETAILED SYSTEM REQUIREMENTS

LEAD INTAKE MANAGEMENT	RATING		
Lead Intake and management	Met	Partially Met	Not Met
Waitlist Management	Met	Partially Met	Not Met
Quote generation	Met	Partially Met	Not Met
Digital Sign-up	Met	Partially Met	Not Met
Integrate with Marketing Tools	Met	Partially Met	Not Met

CLIENT AND CLINICAL MANAGEMENT	RATING		
Customisable Client data fields	Met	Partially Met	Not Met
Customisable forms and workflows	Met	Partially Met	Not Met
Create update and manage care plans	Met	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting	Met	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting as specified by funders	Met	Partially Met	Not Met
Incident and Feedback Management	Met	Partially Met	Not Met
Ability to create and add multiple funding programs to a customer	Met	Partially Met	Not Met
Medication management, workflows and alerts	Met	Partially Met	Not Met
Provide a forms engine/assessment tools to support charting/ clinical data capture	Met	Partially Met	Not Met

ROSTERING			
Smart scheduling that matches clients and workers based on skills, attributes, qualifications and client preferences.	Met	Partially Met	Not Met
Smart scheduling that considers workers preferred hours, minimum contracted hours and minimum hours per shift.	Met	Partially Met	Not Met
Smart scheduling considering best support worker, based on geographical locations.	Met	Partially Met	Not Met
Smart scheduling that considers client preferences for workers, times and days.	Met	Partially Met	Not Met
Automate the scheduling process to generate shift assignments based on predefined rules.	Met	Partially Met	Not Met
Provide visibility of services to be confirmed, changed, or re-allocated.	Met	Partially Met	Not Met
Block a worker from attending a service upon request, with reasons for blocks reportable.	Met	Partially Met	Not Met
Support non-client rostering for leave, meetings, training, etc.	Met	Partially Met	Not Met

TRANSPORT/ GROUP SERVICES	RATING		
Capability to manage both individual and group bookings.	**Met**	Partially Met	Not Met
Dynamic route planning for efficient client pick-up and drop-off using google maps based off client address	Met	Partially Met	**Not Met**
Support group visits, pick-up and drop-off locations, and efficient routing.	Met	Partially Met	**Not Met**
Allocate fleet vehicles based on need with visibility of assigned and available vehicles	Met	Partially Met	**Not Met**
Functionality to establish and enforce contribution and cancellation policies	**Met**	Partially Met	Not Met
WORKFORCE MANAGEMENT			
Staff Mobile application	**Met**	Partially Met	Not Met
Full-time and attendance recording with geolocation on mobile	**Met**	Partially Met	Not Met
Client profile information for mobile access during visits	**Met**	Partially Met	Not Met
Client visit information including service time/type, care plan on mobile	**Met**	Partially Met	Not Met
Contractor onboarding, automated workflow including form generator, compliance documents and declaration uploads, checklists, pricing schedules including minimum shift lengths etc.	Met	**Partially Met**	Not Met

FINANCES	RATING		
Manage multiple funding programs (HCP, CHSP, STRC) in a single care software platform.	Met	**Partially Met**	Not Met
Handle client billing, invoicing, and payment processes, including automated invoice generation and payment tracking	Met	**Partially Met**	Not Met
Automate real-time care budgets and statements	**Met**	Partially Met	Not Met
Forecast future spends based on purchase orders and scheduled services.	**Met**	Partially Met	Not Met
Include an award interpreter for wage calculations.	Met	Partially Met	**Not Met**
Export timesheets for payroll processing.	**Met**	Partially Met	Not Met
Proda integration or CSV exports	Met	Partially Met	**Not Met**
DEX integration or CSV exports	**Met**	Partially Met	Not Met
REPORTING			
Generate comprehensive reports on service utilisation, care outcomes, and financial performance.	**Met**	Partially Met	Not Met
Deliver specialised reporting for Home Care Packages, including assessment results and care plan adherence.	Met	Partially Met	**Not Met**
Create interactive dashboards for visualizing key performance indicators and data trends.	**Met**	Partially Met	Not Met

lookout

🌐 **thelookoutway.com**

PROFILE

The Lookout Way (Lookout) began development in 2016 at Five Good Friends, a leading Australian home care provider. Lookout is an end-to-end care management software designed specifically for the Australian community care sector, supporting major funding types like HCP, CHSP, DVA, VHC, STRC, Private, Brokerage, and NDIS. In 2020, it became a separate entity and re-architected for multi-tenancy. Now used by over 100 care organisations, Lookout employs 46 dedicated staff in Australia. Lookout enhances operational efficiency, care quality, and compliance, providing transparency and data-driven decision support. Clients have seen significant improvements in rostering efficiency, project deployment, package utilisation, and risk identification.

SOFTWARE NAME: The Lookout Way
VENDOR NAME: The Lookout Way

TIME IN INDUSTRY: **8** YRS

Total number of organisations in aged care that are clients of the software: **61**

CHSP **22**   HCP **61**   NDIS **53**

Range in numbers of 'customers' the system can support: **10** — No Limit

Range in number of 'users' the system can support: **5** — No Limit

COMPANY SIZE: **46** STAFF

SECTOR AND REFORM COMMITMENT

Lookout is committed to staying ahead of any legislative or other changes that will affect the sector (ie Support at Home). Lookout senior leadership regularly engages with key government stakeholders & attend all sector meetings. Lookout is committed to providing advocacy and guidance to government decision-makers regarding the shape of reforms, ensuring that its products and services align with regulatory changes and support seamless adaptation for our clients.

$ FUNDED PROGRAMS

Program		Program		Program	
CHSP	☑	HCP	☑	Private	☑
CHSP Transport	☑	STRC	☑	Self-Management	☑
Meals on Wheels	☑	Transition Care	☑		
Home Modifications	☑	NATSIFACP	☑		

FUNCTION AND NON-FUNCTIONAL OVERVIEW

DEPLOYMENT
Cloud-Based	☑
On-premise	☒

APPLICATIONS/PORTALS
Staff app or portal	☑
Client app or portal	☑
Third-party/contractor app or portal	☑

SECURITY
Australian data warehouses	☑
Data sovereignty	☑
Data encryption	☑
Single sign-on	☑
ISO accreditation	☒

CORE FUNCTIONALITY
Lead/ Intake Management	☑
Client Management	☑
Clinical Care Management	☑
In platform communications	☑
Smart Rostering	☑
Award Interpretation	☑
Client Billing/ Statements	☑
Contractor Management	☑
Customisable Forms	☑
Customisable Fields	☑

FINANCE PORTALS
Finance System Integration	☑
Proda (CSV exports or direct integration)	☑
DEX (CSV exports or direct integration)	☑

lookout

thelookoutway.com

EDITORS RATING `1` `2` `3` `4` 5

WHY WE RATED IT: 4.5

The Lookout Way (TLW) is a leading innovation in the aged care sector. Suitable for small, medium, and large home care providers, TLW excels with advanced smart rostering, remote care monitoring, and risk identification. Its intuitive design and robust features enhance client management and self-management capabilities, efficiently handling multiple funding types per client record. The platform's integration with HR, finance, and other systems ensures seamless operations. Despite higher initial costs, TLW's extensive features and reliable support make it a valuable investment, demonstrating a commitment to leveraging technology for improved care delivery and operational efficiency.

CORE FEATURES

Smart Rostering	✓✓✓
Integrations - API	✓✓✓
Product Support Client Feedback	✓✓✓
Client Management	Yes
Contractor Management	✓✓✓

STANDOUT FEATURES

1. Remote care monitoring
2. Statements on demand (Real-time budgets)
3. Contractor management
4. Care plans are a function of the system
5. Customisable Forms and Fields

Overall score against requirements RFI

✓✓✓

Pricing

$$

Suitable for Organisations

`S` `M` L

CATEGORY	RATING	EXPLANATION
Organisation Stability	Strong	An Australian-based organisation with over 46 staff. Originally founded and built for a home care provider.
Sector Engagement	Demonstrated	They were first to market with the improved payment arrangements for HC. Regularly speaking and attending sector conferences and DoHAC webinars. Support at home is on the roadmap.
Deployment	Strong	Cloud-based software. Client and staff applications are compatible with iOS and Android devices.
Security	Standard	Single sign-on and password encryption/MFA. Working towards SOC Type II accreditation by August 2024.
Data Management	Standard	Data warehouses are located in Australia. Data is encrypted at rest and in transit. Standard AEs-256 encryption algorithm.
Post Go Live Support	Above Standard	AI and chat support the knowledge base. During business hours, training on Lookout 101 and a help desk are available.

REFEREE RATING

CATEGORY	RATING	EXPLANATION
Client Management Functionality	1 2 **3**	The Lookout Way's client management functionality is highly regarded for its comprehensive capabilities. Users appreciate the system's ability to effectively record, track, access, and monitor client care and services. Features such as care plans, client profiles, review reminders, care notes, and the ability to upload supporting documents streamline compliance processes.
Rostering Functionality	1 **2** 3	The Lookout Way's rostering functionality receives mixed reviews. While it is effective in scheduling staff and managing client visits, users note it lacks some advanced features such as drag-and-drop service scheduling and a more intuitive layout for viewing worker schedules. Improvements in these areas are highly anticipated.
Overall Ease of Use	1 **2** 3	The Lookout Way is praised for its overall ease of use, with a user-friendly interface and responsive design. However, some users find certain features, like rostering, less intuitive and in need of enhancement. The platform's usability is generally well-regarded, but continuous improvements could further elevate the user experience.
Post-go-live support	**1** 2 3	Users have mixed feedback on post go-live support for The Lookout Way. While some appreciate the vendor's responsive and helpful support team, others feel that the implementation support and staff training could be improved. Overall, there is room for enhancing the post-implementation experience to ensure smooth transitions and ongoing satisfaction.

USER FEEDBACK

"Overall, we are happy we chose Lookout as it is excellent software for keeping thorough records of clinical care."

"The observation capability sent through from the care worker app is a good feature."

"Implementation support and staff training was poor. Basically given a shell of a system to then build internally."

"The client management i.e., care plans, client profile, review reminders, care notes, complaints/feedback, ability to upload supporting documents is excellent and really helps to streamline the processes for compliance requirements."

REFEREES FEEDBACK - MOST IMPRESSIVE FEATURES

"The observation capability sent through from the care worker app."

"Vendor relationship bespoke nature of a system built by home care for home care."

"The client management i.e., care plans, client profile, review reminders, care notes, complaints/feedback, ability to upload supporting documents is excellent."

REFEREES FEEDBACK - LEAST IMPRESSIVE FEATURES

"Customer services and lack of progress notes function."

"The need to have multiple profiles if setting up under multiple funding streams."

"Implementation support and staff training was poor. Basically given a shell of a system to then build internally."

lookout

SNAPSHOT OF RESPONSES: REQUEST FOR INFORMATION

PRODUCT ROADMAP

LIST OF COMING FEATURES – NEXT 12 MONTHS

1. Support At Home
2. Auto HCP Reconciliation
3. Advanced Budgeting & Bucketing
4. Dedicated Document Storage

5. CHSP Uplift
6. Multi-membership Care Perspective
7. Improved Permissions & Auditing

FROM DETAILED SYSTEM REQUIREMENTS

LEAD INTAKE MANAGEMENT	RATING		
Lead Intake and management	Met	Partially Met	Not Met
Waitlist Management	Met	Partially Met	Not Met
Quote generation	Met	Partially Met	Not Met
Digital Sign-up	Met	Partially Met	Not Met
Integrate with Marketing Tools	Met	Partially Met	Not Met

CLIENT AND CLINICAL MANAGEMENT	RATING		
Customisable Client data fields	Met	Partially Met	Not Met
Customisable forms and workflows	Met	Partially Met	Not Met
Create update and manage care plans	Met	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting	Met	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting as specified by funders	Met	Partially Met	Not Met
Incident and Feedback Management	Met	Partially Met	Not Met
Ability to create and add multiple funding programs to a customer	Met	Partially Met	Not Met
Medication management, workflows and alerts	Met	Partially Met	Not Met
Provide a forms engine/assessment tools to support charting/ clinical data capture	Met	Partially Met	Not Met
ROSTERING			
Smart scheduling that matches clients and workers based on skills, attributes, qualifications and client preferences.	Met	Partially Met	Not Met
Smart scheduling that considers workers preferred hours, minimum contracted hours and minimum hours per shift.	Met	Partially Met	Not Met
Smart scheduling considering best support worker, based on geographical locations.	Met	Partially Met	Not Met
Smart scheduling that considers client preferences for workers, times and days.	Met	Partially Met	Not Met
Automate the scheduling process to generate shift assignments based on predefined rules.	Met	Partially Met	Not Met
Provide visibility of services to be confirmed, changed, or re-allocated.	Met	Partially Met	Not Met
Block a worker from attending a service upon request, with reasons for blocks reportable.	Met	Partially Met	Not Met
Support non-client rostering for leave, meetings, training, etc.	Met	Partially Met	Not Met

SNAPSHOT OF RESPONSES# SNAPSHOT OF RESPONSES: REQUEST FOR INFORMATION (CONTINUED)

TRANSPORT/ GROUP SERVICES	RATING		
Capability to manage both individual and group bookings.	Met	Partially Met	Not Met
Dynamic route planning for efficient client pick-up and drop-off using google maps based off client address	Met	Partially Met	Not Met
Support group visits, pick-up and drop-off locations, and efficient routing.	Met	Partially Met	Not Met
Allocate fleet vehicles based on need with visibility of assigned and available vehicles	Met	Partially Met	Not Met
Functionality to establish and enforce contribution and cancellation policies	Met	Partially Met	Not Met
WORKFORCE MANAGEMENT			
Staff Mobile application	Met	Partially Met	Not Met
Full-time and attendance recording with geolocation on mobile	Met	Partially Met	Not Met
Client profile information for mobile access during visits	Met	Partially Met	Not Met
Client visit information including service time/type, care plan on mobile	Met	Partially Met	Not Met
Contractor onboarding, automated workflow including form generator, compliance documents and declaration uploads, checklists, pricing schedules including minimum shift lengths etc.	Met	Partially Met	Not Met

FINANCES	RATING		
Manage multiple funding programs (HCP, CHSP, STRC) in a single care software platform.	Met	Partially Met	Not Met
Handle client billing, invoicing, and payment processes, including automated invoice generation and payment tracking	Met	Partially Met	Not Met
Automate real-time care budgets and statements	Met	Partially Met	Not Met
Forecast future spends based on purchase orders and scheduled services.	Met	Partially Met	Not Met
Include an award interpreter for wage calculations.	Met	Partially Met	Not Met
Export timesheets for payroll processing.	Met	Partially Met	Not Met
Proda integration or CSV exports	Met	Partially Met	Not Met
DEX integration or CSV exports	Met	Partially Met	Not Met
REPORTING			
Generate comprehensive reports on service utilisation, care outcomes, and financial performance.	Met	Partially Met	Not Met
Deliver specialised reporting for Home Care Packages, including assessment results and care plan adherence.	Met	Partially Met	Not Met
Create interactive dashboards for visualizing key performance indicators and data trends.	Met	Partially Met	Not Met

nightingale

🌐 nightingalesoftware.com.au

PROFILE

Nightingale's key operations revolve around developing, implementing, and supporting the Nightingale software product that addresses the unique needs and challenges faced by aged care providers, caregivers, and clients. Understanding that each aged care organisation operates differently, Nightingale offers customisation services to tailor the system to meet the specific requirements of clients. Nightingale stays abreast of regulatory changes and compliance standards to ensure that Nightingale remains up-to-date. Nightingale continuously enhances solutions based on client feedback, industry trends, and technological advancements. Currently, serving over 160+ customers, including aged care providers, NDIS, mental health, and allied health sectors.

SOFTWARE NAME: Nightingale
VENDOR NAME: Aviary Corp Pty Ltd

TIME IN INDUSTRY **8**YRS

Total number of organisations in aged care that are clients of the software **85**

CHSP **65**   HCP **60**   NDIS **115**

COMPANY SIZE

34 STAFF

Range in numbers of 'customers' the system can support — No Limit

Range in number of 'users' the system can support — No Limit

SECTOR AND REFORM COMMITMENT

Nightingale already supports other funding models structured in the same way as the new Support at Home funding model. This means that the underlying architecture and workflows of core Nightingale features are already supportive of the main elements of the Support at Home model. Further to this, Nightingale are closely tracking the changes and planned rollout with internal resources in place and at the ready to make any necessary feature additions.

$ FUNDED PROGRAMS

Program		Program		Program	
CHSP	☑	HCP	☑	Private	☑
CHSP Transport	☑	STRC	☑	Self-Management	☑
Meals on Wheels	☑	Transition Care	☒		
Home Modifications	☒	NATSIFACP	☒		

FUNCTION AND NON-FUNCTIONAL OVERVIEW

DEPLOYMENT
Cloud-Based	☑
On-premise	☒

APPLICATIONS/PORTALS
Staff app or portal	☑
Client app or portal	☑
Third-party/contractor app or portal	☑

SECURITY
Australian data warehouses	☑
Data sovereignty	☑
Data encryption	☑
Single sign-on	☑
ISO accreditation	☑

CORE FUNCTIONALITY
Lead/ Intake Management	☑
Client Management	☑
Clinical Care Management	☑
In platform communications	☑
Smart Rostering	☑
Award Interpretation	☑
Client Billing/ Statements	☑
Contractor Management	☑
Customisable Forms	☑
Customisable Fields	☑

FINANCE PORTALS
Finance System Integration	☑
Proda (CSV exports or direct integration)	☑
DEX (CSV exports or direct integration)	☑

nightingale

🌐 nightingalesoftware.com.au

EDITORS RATING `1` `2` `3` `4` 5

WHY WE RATED IT: 4.25

Nightingale is a feature-rich platform with a clean interface. It excels in lead management, quoting, and in-platform communications (email/SMS and in-application). The software features a user-friendly rostering interface and ongoing AI research and development. Nightingale remains compliant with regulatory changes and serves aged care, NDIS, mental health, and allied health sectors. While some users have noted limitations in customisation, its affordable pricing, low implementation, and licensing costs make it suitable for small and medium businesses, providing a versatile and cost-effective solution.

CORE FEATURES

Smart Rostering	✓✓
Integrations - API	✓✓
Product Support Client Feedback	✓✓
Client Management	Yes
Contractor Management	✓✓

Overall score against requirements RFI

✓✓✓

STANDOUT FEATURES

1. Lead management and quoting
2. Affordability
3. In platform communications (email/SMS and in application)
4. Rostering user interface
5. AI research and development

Pricing

$

Suitable for Organisations

`S` `M` L

EDITOR'S REVIEW

CATEGORY	RATING	EXPLANATION
Organisation Stability	Strong	An Australian-based organisation with 34 staff. Over 160 clients, 85 of which are aged care clients and seven years in the sector.
Sector Engagement	Demonstrated	Attend sector conferences and sector consultations. Commitment to future changes in government policies, funding models, and compliance.
Deployment	Strong	Cloud-based application, with client and staff applications compatible with Android and iOS devices.
Security	Above Standard	MFA and single sign-on compatibility with Microsoft. Holds ISO 27001 accreditation.
Data Management	Standard	Nightingale's data management is robust, offering strong encryption, secure Australian data warehousing, and real-time data replication, ensuring reliable and secure handling of sensitive client information.
Post Implementation Support	Above Standard	Nightingale University offers training and videos, as well as user groups and community support. The Help Desk is open during Business hours. A training sandpit is also available.

REFEREE RATING

CATEGORY	RATING	EXPLANATION
Client Management Functionality	1 2 **3**	Nightingale's client management features are robust, providing a centralised platform to record, track, and monitor client care and services. Users appreciate the ability to manage client records, care plans, and assessments efficiently. However, some feedback indicates that certain processes can be cumbersome and require too many clicks to achieve desired outcomes.
Rostering Functionality	1 2 **3**	Nightingale's rostering functionality is generally well-regarded for its ability to schedule staff efficiently. Users appreciate the simple staff app and smart rostering capabilities. However, feedback highlights significant flaws in group rostering for recurring appointments and limited access to reporting functions, which can hinder overall efficiency and effectiveness.
Overall Ease of Use	1 **2** 3	Nightingale's ease of use is generally praised for its simple and intuitive interface, making it accessible for users. The system's design aims to streamline tasks, providing a user-friendly experience that facilitates efficient management of client records and staff rosters. This simplicity helps staff quickly navigate and perform their duties effectively.
Post-go-live support	1 **2** 3	Support for Nightingale has received mixed feedback. While some users appreciate the vendor's responsiveness and helpfulness, others have experienced delays and find the technical support lacking. The overall quality of support could benefit from more consistent and timely responses to improve user satisfaction.

USER FEEDBACK

"Client management is excellent. It really helps us streamline processes for compliance requirements."

"The best feature of the product is the great central point for all client records, staff & client rosters."

"We highly recommend Nightingale for its excellent client management features."

REFEREES FEEDBACK – 3 MOST IMPRESSIVE FEATURES

"The rostering and scheduling functionality helps us manage our workforce effectively."

"The client management functionality allows us to easily track and monitor client care and services."

"The support from the vendor's help desk is excellent when we have problems or questions."

REFEREES FEEDBACK – 3 LEAST IMPRESSIVE FEATURES

"Group rostering recurring appointments has serious flaws and with limited access to reporting functions comparable to rostering individual staff."

"The app often doesn't work, and the process to access different things is difficult and tedious."

"Reports are extremely poor, lack information, and we have had a lot of trouble using the program to report to Services Australia and complete DEX uploads."

![nightingale logo]

SNAPSHOT OF RESPONSES: REQUEST FOR INFORMATION

PRODUCT ROADMAP
LIST OF COMING FEATURES – NEXT 12 MONTHS

1. Actionable insights- Power BI reporting packs, role based dashboards.

2. Connected- Out-of-the box integrations with gov portals - Medicare, DVA, Services Australia, Proda. Automatic pre-fill and claiming (Medicare).

3. AI- Shift Summarisation, intelligent rostering with AI, text-to-speech, sentiment analysis, automation of actions.

4. Fostering an ecosystem- SDK, Nightingale API layer (IPAS), extended ecosystem.

5. Enhanced Mobile app- one app for both emp and client.

6. IOT enabled using Microsoft IOT hub.

FROM DETAILED SYSTEM REQUIREMENTS

LEAD INTAKE MANAGEMENT	RATING		
Lead Intake and management	Met	Partially Met	Not Met
Waitlist Management	Met	Partially Met	Not Met
Quote generation	Met	Partially Met	Not Met
Digital Sign-up	Met	Partially Met	Not Met
Integrate with Marketing Tools	Met	Partially Met	Not Met

CLIENT AND CLINICAL MANAGEMENT	RATING		
Customisable Client data fields	Met	Partially Met	Not Met
Customisable forms and workflows	Met	Partially Met	Not Met
Create update and manage care plans	Met	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting	Met	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting as specified by funders	Met	Partially Met	Not Met
Feedback Management	Met	Partially Met	Not Met
Incident Management	Met	Partially Met	Not Met
Ability to create and add multiple funding programs to a customer	Met	Partially Met	Not Met
Medication management, workflows and alerts	Met	Partially Met	Not Met
Provide a forms engine/assessment tools to support charting/ clinical data capture	Met	Partially Met	Not Met
ROSTERING			
Smart scheduling that matches clients and workers based on skills, attributes, qualifications and client preferences.	Met	Partially Met	Not Met
Smart scheduling that considers workers preferred hours, minimum contracted hours and minimum hours per shift.	Met	Partially Met	Not Met
Smart scheduling considering best support worker, based on geographical locations.	Met	Partially Met	Not Met
Smart scheduling that considers client preferences for workers, times and days.	Met	Partially Met	Not Met
Automate the scheduling process to generate shift assignments based on predefined rules.	Met	Partially Met	Not Met
Provide visibility of services to be confirmed, changed, or re-allocated.	Met	Partially Met	Not Met
Block a worker from attending a service upon request, with reasons for blocks reportable.	Met	Partially Met	Not Met
Support non-client rostering for leave, meetings, training, etc.	Met	Partially Met	Not Met

SNAPSHOT OF RESPONSES: REQUEST FOR INFORMATION (CONTINUED)

TRANSPORT/ GROUP SERVICES	RATING		
Capability to manage both individual and group bookings.	Met	Partially Met	Not Met
Dynamic route planning for efficient client pick-up and drop-off using google maps based off client address	Met	Partially Met	Not Met
Support group visits, pick-up and drop-off locations, and efficient routing.	Met	Partially Met	Not Met
Allocate fleet vehicles based on need with visibility of assigned and available vehicles	Met	Partially Met	Not Met
Functionality to establish and enforce contribution and cancellation policies	Met	Partially Met	Not Met

WORKFORCE MANAGEMENT			
Staff Mobile application	Met	Partially Met	Not Met
Full-time and attendance recording with geolocation on mobile	Met	Partially Met	Not Met
Client profile information for mobile access during visits	Met	Partially Met	Not Met
Client visit information including service time/type, care plan on mobile	Met	Partially Met	Not Met
Contractor onboarding, automated workflow including form generator, compliance documents and declaration uploads, checklists, pricing schedules including minimum shift lengths etc.	Met	Partially Met	Not Met

FINANCES	RATING		
Manage multiple funding programs (HCP, CHSP, STRC) in a single care software platform.	Met	Partially Met	Not Met
Handle client billing, invoicing, and payment processes, including automated invoice generation and payment tracking	Met	Partially Met	Not Met
Automate real-time care budgets and statements	Met	Partially Met	Not Met
Forecast future spends based on purchase orders and scheduled services.	Met	Partially Met	Not Met
Include an award interpreter for wage calculations.	Met	Partially Met	Not Met
Export timesheets for payroll processing.	Met	Partially Met	Not Met
Proda integration or CSV exports	Met	Partially Met	Not Met
DEX integration or CSV exports	Met	Partially Met	Not Met

REPORTING			
Generate comprehensive reports on service utilisation, care outcomes, and financial performance.	Met	Partially Met	Not Met
Deliver specialised reporting for Home Care Packages, including assessment results and care plan adherence.	Met	Partially Met	Not Met
Create interactive dashboards for visualizing key performance indicators and data trends.	Met	Partially Met	Not Met

POLIXEN

🌐 polixen.com

PROFILE

Polixen is a cloud software solution for in-home care organisations, managing client records, medication, government reporting, care plans, and meal plans. Named after the founder's late grandmother. Polixen empowers aged care providers to deliver high-quality care. Its mission is to innovate and collaborate with clients, offering fully customised experiences. Currently, around 200 MOW/Aged Care/NDIS organisations use Polixen, benefiting from improved service delivery and quality of life for their clients.

SOFTWARE NAME: Polixen
VENDOR NAME: Polixen

TIME IN INDUSTRY **10**YRS

Total number of organisations in aged care that are clients of the software **200**

CHSP – HCP – NDIS –

COMPANY SIZE **10** STAFF

Range in numbers of 'customers' the system can support — No Limit

Range in number of 'users' the system can support — No Limit

SECTOR AND REFORM COMMITMENT

Polixen is committed to staying ahead of aged care reforms by actively engaging with the sector. Polixen stays informed through government updates, attending Aged Care reform meetings, and receiving advice from MOW State bodies, MOW Australia, ACTA, CTO, ACPA, and its clients.

$ FUNDED PROGRAMS

CHSP	☑	HCP	☑	Private	☑
CHSP Transport	☑	STRC	☑	Self-Management	☑
Meals on Wheels	☑	Transition Care	☑		
Home Modifications	☑	NATSIFACP	☑		

FUNCTION AND NON-FUNCTIONAL OVERVIEW

DEPLOYMENT
Cloud-Based ☑
On-premise ☒

APPLICATIONS/PORTALS
Staff app or portal ☑
Client app or portal ☑
Third-party/contractor app or portal ☒

SECURITY
Australian data warehouses ☑
Data sovereignty ☑
Data encryption ☑
Single sign-on ☑
ISO accreditation ☒

CORE FUNCTIONALITY
Lead/ Intake Management ☑
Client Management ☑
Clinical Care Management ☒
In platform communications ☒
Smart Rostering ☒
Award Interpretation ☒
Client Billing/ Statements ☑
Customisable Forms ☑
Customisable Fields ☑

FINANCE PORTALS
Finance System Integration ☑
Proda (CSV exports or direct integration) ☑
DEX (CSV exports or direct integration) ☑

EDITORS RATING   1 2 3 4 5

WHY WE RATED IT: 3.5

Polixen is suitable for small to medium-sized providers due to its affordability and ease of use. It excels in client management and reporting, making it a solid choice for managing various funding programs like HCP, CHSP, and NDIS. Polixen is particularly effective for Meals on Wheels, community transport, and vehicle management, enhancing efficiency and logistics. Its user-friendly interface and mobile app support receive high praise, excelling in end-user support with top client feedback ratings. Polixen is also commended for its post-go-live support, ensuring smooth transitions and ongoing assistance for users. With smart rostering, it would score even higher.

CORE FEATURES

Smart Rostering	✓
Integrations - API	✓
Product Support Client Feedback	✓✓✓
Client Management	Yes
Contractor Management	✓✓

STANDOUT FEATURES

1. Meals on Wheels module
2. Vehicle management
3. Dashboard customisable to user
4. Community Transport
5. Vendor support

Overall score against requirements RFI

✓✓

Pricing

$

Suitable for Organisations

S M L

EDITOR'S REVIEW

CATEGORY	RATING	EXPLANATION
Organisation Stability	Strong	An Australian-based organisation with 10 staff. Over 200+ clients and 10 years in the sector.
Sector Engagement	Demonstrated	Attend sector conferences, participate in Department of Health and Aged Care webinars, and engage with peak bodies.
Deployment	Strong	Cloud-based application, with client and staff applications compatible with Android and iOS devices.
Security	Standard	Polixen's security features include AES256 encryption for data at rest and in transit, multi-factor authentication (MFA), single sign-on (SSO), role-based access control (RBAC), but lacks ISO certifications.
Data Management	Strong	Data warehouses in Australia, Polixen ensures data security with features such as AES256 encryption for data at rest and in transit.
Post Implementation Support	Above Standard	Polixen offers both a training environment, training database, a knowledge base and help desk support during and after hours

REFEREE RATING

CATEGORY	RATING	EXPLANATION
Client Management Functionality	1 2 **3**	Client feedback on Polixen's client management highlights its ease of use and effective client notes recording. Users appreciate the system's ability to store comprehensive client information and manage multiple funding programs. However, some users have noted slow responses to support requests and limited customisation options. Overall, it's positively received.
Rostering Functionality	1 **2** 3	Client feedback on Polixen's rostering functionality is generally positive, noting its easy-to-use interface and efficient scheduling capabilities. The mobile app support for staff is highly appreciated. However, some users have mentioned that it doesn't alert for double bookings and lacks advanced smart rostering features. Overall, it is seen as effective but with room for improvement.
Overall Ease of Use	1 **2** 3	Polixen is praised for its overall ease of use, with users highlighting its intuitive interface and clean, colourful screens. The system is described as easy to navigate, making it accessible for staff at all levels. However, some users have noted that additional report requests can take time to action.
Post-go-live support	1 **2** 3	Polixen's support is a mix of strengths and areas for improvement. Users appreciate the local development and quick response to logged faults. However, some users report slow responses to support tickets and find the communication for feature requests via the portal cumbersome. Overall, support is generally considered good, but with room for enhancement.

USER FEEDBACK

"The cost of this product is competitive and affordable compared to other similar products."

"Very good app for support staff, easy to use for rostering."

"Local development within Australia ensures quick response to faults logged."

REFEREES FEEDBACK - MOST IMPRESSIVE FEATURES

"Easy to navigate."

"Very good app for support staff, easy to use for rostering."

"Clean, colourful, easy-to-comprehend screens."

REFEREES FEEDBACK - LEAST IMPRESSIVE FEATURES

"Support portal. Slow responses and although they offer a customisable system, they are not always willing to add/adjust features."

"Adjusting recurring jobs deletes the entire run, i.e., previous and future."

"Export of information is fairly basic at the moment, though they are working on improving this aspect."

SNAPSHOT OF RESPONSES:
REQUEST FOR INFORMATION

PRODUCT ROADMAP
LIST OF COMING FEATURES – NEXT 12 MONTHS

The Vendor has decided not to provide this information

FROM DETAILED SYSTEM REQUIREMENTS

LEAD INTAKE MANAGEMENT	RATING		
Lead Intake and management	Met	Partially Met	Not Met
Waitlist Management	Met	Partially Met	Not Met
Quote generation	Met	Partially Met	Not Met
Digital Sign-up	Met	Partially Met	**Not Met**
Integrate with Marketing Tools	Met	Partially Met	Not Met

CLIENT AND CLINICAL MANAGEMENT	RATING		
Customisable Client data fields	Met	Partially Met	Not Met
Customisable forms and workflows	Met	Partially Met	Not Met
Create update and manage care plans	Met	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting	Met	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting as specified by funders	Met	Partially Met	Not Met
Feedback Management	Met	Partially Met	Not Met
Incident Management	Met	Partially Met	Not Met
Ability to create and add multiple funding programs to a customer	Met	Partially Met	Not Met
Medication management, workflows and alerts	Met	Partially Met	**Not Met**
Provide a forms engine/assessment tools to support charting/ clinical data capture	Met	Partially Met	**Not Met**
ROSTERING			
Smart scheduling that matches clients and workers based on skills, attributes, qualifications and client preferences.	Met	Partially Met	**Not Met**
Smart scheduling that considers workers preferred hours, minimum contracted hours and minimum hours per shift.	Met	Partially Met	**Not Met**
Smart scheduling considering best support worker, based on geographical locations.	Met	Partially Met	**Not Met**
Smart scheduling that considers client preferences for workers, times and days.	Met	Partially Met	**Not Met**
Automate the scheduling process to generate shift assignments based on predefined rules.	Met	Partially Met	**Not Met**
Provide visibility of services to be confirmed, changed, or re-allocated.	Met	**Partially Met**	Not Met
Block a worker from attending a service upon request, with reasons for blocks reportable.	Met	Partially Met	Not Met
Support non-client rostering for leave, meetings, training, etc.	Met	Partially Met	Not Met

TRANSPORT/ GROUP SERVICES	RATING		
Capability to manage both individual and group bookings.	**Met**	Partially Met	Not Met
Dynamic route planning for efficient client pick-up and drop-off using google maps based off client address	**Met**	Partially Met	Not Met
Support group visits, pick-up and drop-off locations, and efficient routing.	**Met**	Partially Met	Not Met
Allocate fleet vehicles based on need with visibility of assigned and available vehicles	**Met**	Partially Met	Not Met
Functionality to establish and enforce contribution and cancellation policies	**Met**	Partially Met	Not Met
WORKFORCE MANAGEMENT			
Staff Mobile application	**Met**	Partially Met	Not Met
Full-time and attendance recording with geolocation on mobile	**Met**	Partially Met	Not Met
Client profile information for mobile access during visits	**Met**	Partially Met	Not Met
Client visit information including service time/type, care plan on mobile	**Met**	Partially Met	Not Met
Contractor onboarding, automated workflow including form generator, compliance documents and declaration uploads, checklists, pricing schedules including minimum shift lengths etc.	Met	Partially Met	**Not Met**

FINANCES	RATING		
Manage multiple funding programs (HCP, CHSP, STRC) in a single care software platform.	**Met**	Partially Met	Not Met
Handle client billing, invoicing, and payment processes, including automated invoice generation and payment tracking	**Met**	Partially Met	Not Met
Automate real-time care budgets and statements	**Met**	Partially Met	Not Met
Forecast future spends based on purchase orders and scheduled services.	**Met**	Partially Met	Not Met
Include an award interpreter for wage calculations.	Met	Partially Met	**Not Met**
Export timesheets for payroll processing.	**Met**	Partially Met	Not Met
Proda integration or CSV exports	**Met**	Partially Met	Not Met
DEX integration or CSV exports	**Met**	Partially Met	Not Met
REPORTING			
Generate comprehensive reports on service utilisation, care outcomes, and financial performance.	Met	**Partially Met**	Not Met
Deliver specialised reporting for Home Care Packages, including assessment results and care plan adherence.	Met	Partially Met	**Not Met**
Create interactive dashboards for visualizing key performance indicators and data trends.	Met	Partially Met	**Not Met**

SANDWAI

🌐 sandwai.com.au

PROFILE

Founded in 2013, Sandwai is Australian owned and operated with all administration, support, and development based in Australia. Offering an intelligent and intuitive approach to care management, Sandwai focuses on task automation, smart workflows, seamless and accurate communications, and schedule automation and optimisation.

Highly configurable, Sandwai gives providers control over operations while ensuring compliance and automation. This flexibility allows providers of all sizes to expand their client base efficiently. Sandwai's goal is to enable exceptional care delivery with minimal administrative burden, offering innovative and well-supported software in the Australian care industry.

SOFTWARE NAME: Sandwai
VENDOR NAME: Sandwai

TIME IN INDUSTRY **11** YRS

Total number of organisations in aged care that are clients of the software

The vendor has decided not to provide this information

CHSP [–]   HCP [–]   NDIS [–]

COMPANY SIZE

The vendor has decided not to provide this information

Range in numbers of 'customers' the system can support
1 - No Limit

Range in number of 'users' the system can support
14 - No Limit

SECTOR AND REFORM COMMITMENT

Sandwai is an ACCPA partner, the team continually participates in various industry and Department of Health webinars to stay informed and ensure our knowledge remains current. Sandwai is a sector partner with the Digital Transformation Branch of Department of Health further enhancing its commitment to supporting the aged care industry's ongoing evolution. Sandwai collaborates with providers to understand their perspectives on reforms and best practices, to better meet their evolving needs.

$ FUNDED PROGRAMS

CHSP Transport	☑	HCP	☑
Meals on Wheels	☑	STRC	☒
Home Modifications	☑	Transition Care	☒

NATSIFACP	☑
Private	☑
Self-Management	☒

FUNCTION AND NON-FUNCTIONAL OVERVIEW

DEPLOYMENT
Cloud-Based	☑
On-premise	☒

APPLICATIONS/PORTALS
Staff app or portal	☑
Client app or portal	☑
Third-party/contractor app or portal	☒

SECURITY
Australian data warehouses	☑
Data sovereignty	☑
Data encryption	☑
Single sign-on	☑
ISO accreditation	☒

CORE FUNCTIONALITY
Lead/ Intake Management	☒
Client Management	☑
Clinical Care Management	☑
In platform communications	☒
Smart Rostering	☑
Award Interpretation	☑
Client Billing/ Statements	☑
Contractor Management	☑
Customisable Forms	☑
Customisable Fields	☑

FINANCE PORTALS
Finance System Integration	☑
Proda (CSV exports or direct integration)	☑
DEX (CSV exports or direct integration)	☑

SANDWAI

🌐 sandwai.com.au

EDITORS RATING

| 1 | 2 | 3 | 4 | 5 |

WHY WE RATED IT: 4.25

Sandwai is a versatile platform, ideal for small to medium home care providers due to its cost-effective implementation and licensing. The software excels in smart rostering, including travel and route optimisation, and managing multiple funding programs for a single client. Sandwai's user-friendly interface and comprehensive features, such as client management and real-time budget tools, enhance care delivery and operational efficiency. Its low market cost and highly rated support make it the perfect solution for running your home care and NDIS business. Overall, Sandwai is a robust solution for providers seeking a reliable and affordable home care management system.

CORE FEATURES

Smart Rostering	✓✓✓
Integrations - API	✓✓
Product Support Client Feedback	✓✓✓
Client Management	Yes
Contractor Management	✓✓

STANDOUT FEATURES

1. Smart Rostering
2. Real-time budgets and statements
3. Route Optimisation- multiple pickups and drop-offs (Group transport)
4. Commitment to Development
5. Cost-Effective Pricing

Overall score against requirements RFI

✓✓✓

Pricing

$

Suitable for Organisations

| S | M | L |

CATEGORY	RATING	EXPLANATION
Organisation Stability	Strong	An Australian -based organisation with over 11 years in the sector. With strong sector presence across home care.
Sector Engagement	Demonstrated	Attend sector conferences and participate in Department of Health and Aged Care webinars—references to Support at Home in future planning.
Deployment	Strong	Cloud-based application, with client and staff applications compatible with Android and iOS devices.
Security	Standard	MFA and single sign-on compatibility with Microsoft. No ISO accreditation
Data Management	Standard	Data is encrypted in transfer and, at rest, data warehouses located in Australia. Multizone; real-time data replication - offline application capability.
Post-go live support Knowledge base Training database	Standard	Sandwai offers standard post-go-live support with user guides, manuals, and tooltips to assist users. The help desk is available during business hours, ensuring users have the support they need.

SANDWAI

REFEREE RATING

CATEGORY	RATING	EXPLANATION
Client Management Functionality	1 **2** 3	Client feedback on Sandwai's client management has been positive, highlighting excellent functionality for recording, tracking, and accessing client care and services. Users appreciate its ease of use and the comprehensive support provided, though some have noted the lack of a systemised approach to care plans.
Rostering Functionality	1 2 **3**	Client feedback on Sandwai's rostering functionality has been generally positive. Users commend the smart rostering capabilities and ease of scheduling, although some mention issues with recurring patterns. Overall, Sandwai has allowed organisations to manage rosters and care effectively, supporting efficient service delivery.
Overall Ease of Use	1 2 **3**	Client feedback on Sandwai's overall ease of use highlights its user-friendly interface and intuitive design. Users find it accessible and straightforward, facilitating smooth operations and efficient management of care services. The platform's ease of use significantly contributes to its adoption and effectiveness in daily tasks.
Post-go-live support	1 2 **3**	Client feedback on Sandwai's support is overwhelmingly positive. Users appreciate the responsive and helpful nature of the support team, noting their readiness to assist with any issues. The support team is praised for being friendly, approachable, and proactive in addressing concerns, which enhances the overall user experience with the platform.

USER FEEDBACK

"We have found the Sandwai team to be very helpful through our journey and always happy to help."

"Sandwai are genuine partners with us as a provider and work with us to add things to the platform that benefit us, our clients, and workers."

"Sandwai has been great at supporting us in changing over to their system last year. Great support, some teething but to be expected with a new system rollout. Open to ideas about making it a better platform and work with us to achieve this."

REFEREES FEEDBACK - MOST IMPRESSIVE FEATURES

"Schedule editor."

"Scheduling, client app, reports."

"Client profile and all of its features - user easability."

REFEREES FEEDBACK - LEAST IMPRESSIVE FEATURES

"Some issues with reoccurring patterns but we roster to a team of workers."

"No systemised approach to care plans - we upload PDF care plans to a client's profile."

"Restrictions on finance capability, simplistic export of useful information to use within our finance system. A few workarounds are needed."

SANDWAI

SNAPSHOT OF RESPONSES: REQUEST FOR INFORMATION

PRODUCT ROADMAP

LIST OF COMING FEATURES – NEXT 12 MONTHS

1. Care Planning Enhancements
2. NDIS Claiming Integration
3. Ticketing System
4. Community Transport Algorithm Enhancement
5. Support at Home Reform Development
6. Clinical Enhancements
7. Client App Additional Functionality
8. 500+ Provider Requested Enhancements

FROM DETAILED SYSTEM REQUIREMENTS

LEAD INTAKE MANAGEMENT	RATING		
Lead Intake and management	Met	Partially Met	**Not Met**
Waitlist Management	Met	**Partially Met**	Not Met
Quote generation	Met	Partially Met	**Not Met**
Digital Sign-up	Met	Partially Met	**Not Met**
Integrate with Marketing Tools	Met	Partially Met	**Not Met**

CLIENT AND CLINICAL MANAGEMENT	RATING		
Customisable Client data fields	**Met**	Partially Met	Not Met
Customisable forms and workflows	**Met**	Partially Met	Not Met
Create update and manage care plans	**Met**	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting	**Met**	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting as specified by funders	**Met**	Partially Met	Not Met
Incident and Feedback Management	**Met**	Partially Met	Not Met
Ability to create and add multiple funding programs to a customer	**Met**	Partially Met	Not Met
Medication management, workflows and alerts	Met	**Partially Met**	Not Met
Provide a forms engine/assessment tools to support charting/ clinical data capture	Met	**Partially Met**	Not Met

ROSTERING			
Smart scheduling that matches clients and workers based on skills, attributes, qualifications and client preferences.	**Met**	Partially Met	Not Met
Smart scheduling that considers workers preferred hours, minimum contracted hours and minimum hours per shift.	**Met**	Partially Met	Not Met
Smart scheduling considering best support worker, based on geographical locations.	**Met**	Partially Met	Not Met
Smart scheduling that considers client preferences for workers, times and days.	**Met**	Partially Met	Not Met
Automate the scheduling process to generate shift assignments based on predefined rules.	**Met**	Partially Met	Not Met
Provide visibility of services to be confirmed, changed, or re-allocated.	**Met**	Partially Met	Not Met
Block a worker from attending a service upon request, with reasons for blocks reportable.	Met	**Partially Met**	Not Met
Support non-client rostering for leave, meetings, training, etc.	**Met**	Partially Met	Not Met

SNAPSHOT OF RESPONSES: REQUEST FOR INFORMATION (CONTINUED)

TRANSPORT/ GROUP SERVICES	RATING		
Capability to manage both individual and group bookings.	Met	Partially Met	Not Met
Dynamic route planning for efficient client pick-up and drop-off using google maps based off client address	Met	Partially Met	Not Met
Support group visits, pick-up and drop-off locations, and efficient routing.	Met	Partially Met	Not Met
Allocate fleet vehicles based on need with visibility of assigned and available vehicles	Met	Partially Met	Not Met
Functionality to establish and enforce contribution and cancellation policies	Met	Partially Met	Not Met
WORKFORCE MANAGEMENT			
Staff Mobile application	Met	Partially Met	Not Met
Full-time and attendance recording with geolocation on mobile	Met	Partially Met	Not Met
Client profile information for mobile access during visits	Met	Partially Met	Not Met
Client visit information including service time/type, care plan on mobile	Met	Partially Met	Not Met
Contractor onboarding, automated workflow including form generator, compliance documents and declaration uploads, checklists, pricing schedules including minimum shift lengths etc.	Met	Partially Met	Not Met

FINANCES	RATING		
Manage multiple funding programs (HCP, CHSP, STRC) in a single care software platform.	Met	Partially Met	Not Met
Handle client billing, invoicing, and payment processes, including automated invoice generation and payment tracking	Met	Partially Met	Not Met
Automate real-time care budgets and statements	Met	Partially Met	Not Met
Forecast future spends based on purchase orders and scheduled services.	Met	Partially Met	Not Met
Include an award interpreter for wage calculations.	Met	Partially Met	Not Met
Export timesheets for payroll processing.	Met	Partially Met	Not Met
Proda integration or CSV exports	Met	Partially Met	Not Met
DEX integration or CSV exports	Met	Partially Met	Not Met
REPORTING			
Generate comprehensive reports on service utilisation, care outcomes, and financial performance.	Met	Partially Met	Not Met
Deliver specialised reporting for Home Care Packages, including assessment results and care plan adherence.	Met	Partially Met	Not Met
Create interactive dashboards for visualizing key performance indicators and data trends.	Met	Partially Met	Not Met

ShiftCare

🌐 shiftcare.com

💻 PROFILE

ShiftCare's innovative software supports Australia's disability support providers, in-home aged carers, and allied health professionals by streamlining rostering, client management, and billing, enabling business growth. Founded in 2016 by Gaurav Cheema, ShiftCare addresses compliance and operational challenges with a purpose-built solution that eliminates the need for extensive IT implementations. Today, ShiftCare has a large amount of providers servicing NDIS clients and is investing in developments to support providers with in-home aged care funding.

SOFTWARE NAME: ShiftCare
VENDOR NAME: ShiftCare PTY. LTD

TIME IN INDUSTRY: **8** YRS

Total number of organisations in aged care that are clients of the software: **463**

CHSP **14**   HCP **46**   NDIS **3463**

COMPANY SIZE: **58** STAFF

Range in numbers of 'customers' the system can support: No Limit

Range in number of 'users' the system can support: No Limit

🔆 SECTOR AND REFORM COMMITMENT

ShiftCare is Australia's largest care management software for NDIS providers. As the Aged Care and NDIS sectors merge, a large portion of ShiftCare's roadmap for this year and beyond is dedicated to making ShiftCare a best-in-class solution for both It's current and future Aged Care and NDIS clients.

💲 FUNDED PROGRAMS

Program		Program		Program	
CHSP	☑	HCP	☑	Private	☑
CHSP Transport	☑	STRC	☑	Self-Management	☑
Meals on Wheels	☑	Transition Care	☑		
Home Modifications	☑	NATSIFACP	☑		

⚙️ FUNCTION AND NON-FUNCTIONAL OVERVIEW

DEPLOYMENT
- Cloud-Based ☑
- On-premise ☒

APPLICATIONS/PORTALS
- Staff app or portal ☑
- Client app or portal ☑
- Third-party/contractor app or portal ☑

SECURITY
- Australian data warehouses ☑
- Data sovereignty ☑
- Data encryption ☑
- Single sign-on ☒
- ISO accreditation ☒

CORE FUNCTIONALITY
- Lead/ Intake Management ☑
- Client Management ☑
- Clinical Care Management ☒
- In platform communications ☑
- Smart Rostering ☑
- Award Interpretation * third party ☒
- Client Billing/ Statements ☒
- Customisable Forms ☑
- Customisable Fields ☑

FINANCE PORTALS
- Finance System Integration ☑
- Proda (CSV exports or direct integration) *due 2024 for HCP (NDIS Yes) ☒
- DEX (CSV exports or direct integration) ☒

ShiftCare

🌐 shiftcare.com

EDITORS RATING [1] [2] [3] 4 5

WHY WE RATED IT: 3

ShiftCare makes a good choice for the budget-conscious provider with NDIS services looking to implement aged care. While some home care functions are on the roadmap, ShiftCare is still working on features like smart rostering and integration with DEX. It offers robust rostering and client management functionalities. The user-friendly mobile app ensures seamless operations on the go. ShiftCare supports multiple funding programs, providing integration for financial systems. Its cost-effective, self-serve approach makes it an ideal solution for providers seeking reliable and efficient management tools without the high costs of more feature-rich systems.

CORE FEATURES

Smart Rostering	✓✓
Integrations - API	✓
Product Support Client Feedback	✓✓
Client Management	Yes
Contractor Management	✓

STANDOUT FEATURES

1. Effective group scheduling, shift bidding, and rostering dashboards.
2. Supports iOS/Android, visit data, notifications, and charges.
3. Free easy to set up Trail
4. CSV exports for XERO, MYOB, and QuickBooks.
5. Ensures data encryption, role-based access, and AWS hosting

Overall score against requirements RFI

✓✓

Pricing

$

Suitable for Organisations

S M L

EDITOR'S REVIEW

CATEGORY	RATING	EXPLANATION
Organisation Stability	Strong	An Australian-based organisation with over 58 staff. Large vendor for disability service providers.
Sector Engagement	Demonstrated	ShiftCare is currently improving its product to meet requirements and support aged care providers and states commitment to further development.
Deployment	Strong	Cloud-based software. Client and staff applications are compatible with iOS and Android devices.
Security	Standard	Shiftcare has MFA and password encryption, however, has no single sign-on or ISO accreditation.
Data Management	Standard	Data is encrypted in transfer and, at rest, data warehouses located in Australia.
Post Implementation Support	Above Standard	ShiftCare offers a knowledge base, training, and training sandpit. The Help Desk is available during business hours.

ShiftCare

REFEREE RATING

CATEGORY	RATING	EXPLANATION
Client Management Functionality	1 **2** 3	ShiftCare offers good client management functionality, including secure storage of personal details, documents, and contact information. It provides a single customer view, supports incident management, and enables real-time budget tracking. The platform is designed to ensure efficient client care and service coordination, with capabilities for note archiving and goal management.
Rostering Functionality	**1** 2 3	ShiftCare's rostering functionality offers features like client and staff preference management, efficient shift scheduling, and real-time updates. It supports bulk shift cancellations, group scheduling, and notifications for shift changes, enhancing communication and operational efficiency. The system ensures seamless coordination with capabilities for shift bidding and leave management.
Overall Ease of Use	1 **2** 3	ShiftCare offers an intuitive and user-friendly platform designed for home care providers. The system is well-suited for managing client and staff preferences, ensuring seamless coordination and operational efficiency, making it a reliable choice for small care providers.
Post-go-live support	1 **2** 3	ShiftCare provides post-go-live support, ensuring clients receive continuous assistance through comprehensive helpdesk services, including email, live chat, and phone support during business hours.

USER FEEDBACK

"ShiftCare has transformed our daily operations, making client management seamless and efficient."

"There are some limitations in customisation that make it less flexible."

"ShiftCare's rostering capabilities are unmatched, allowing for easy schedule management and staff coordination.

"Initial setup can be complex, and additional support may be required."

REFEREES FEEDBACK - MOST IMPRESSIVE FEATURES

"The ability to manage multiple funding programs within one platform is a game-changer."

"The integration with financial system XERO."

"Their client portal is user-friendly, making it easy for clients to stay updated."

REFEREES FEEDBACK - LEAST IMPRESSIVE FEATURES

"The lack of integration with key marketing tools is a drawback."

"The absence of automated workflows hampers efficiency in some areas."

ShiftCare

SNAPSHOT OF RESPONSES: REQUEST FOR INFORMATION

PRODUCT ROADMAP
LIST OF COMING FEATURES – NEXT 12 MONTHS

1. Smart rostering
2. SCHADS award interpretation
3. Employment Hero integration
4. Improved facility / SIL rostering management
5. Dashboard and custom reporting
6. HCP reporting
7. Staff onboarding improvements
8. Multiple Integrations

FROM DETAILED SYSTEM REQUIREMENTS

LEAD INTAKE MANAGEMENT	RATING		
Lead Intake and management	**Met**	Partially Met	Not Met
Waitlist Management	Met	Partially Met	**Not Met**
Quote generation	**Met**	Partially Met	Not Met
Digital Sign-up	**Met**	Partially Met	Not Met
Integrate with Marketing Tools	Met	Partially Met	**Not Met**

CLIENT AND CLINICAL MANAGEMENT	RATING		
Customisable Client data fields	**Met**	Partially Met	Not Met
Customisable forms and workflows	**Met**	Partially Met	Not Met
Create update and manage care plans	Met	Partially Met	**Not Met**
Ability to define and generate minimum datasets for reporting	Met	Partially Met	**Not Met**
Ability to define and generate minimum datasets for reporting as specified by funders	Met	Partially Met	**Not Met**
Feedback Management	Met	**Partially Met**	Not Met
Incident Management	Met	**Partially Met**	Not Met
Ability to create and add multiple funding programs to a customer	Met	**Partially Met**	Not Met
Medication management, workflows and alerts	Met	Partially Met	**Not Met**
Provide a forms engine/assessment tools to support charting/ clinical data capture	Met	**Partially Met**	Not Met
ROSTERING			
Smart scheduling that matches clients and workers based on skills, attributes, qualifications and client preferences.	Met	**Partially Met**	Not Met
Smart scheduling that considers workers preferred hours, minimum contracted hours and minimum hours per shift.	Met	Partially Met	**Not Met**
Smart scheduling considering best support worker, based on geographical locations.	Met	**Partially Met**	Not Met
Smart scheduling that considers client preferences for workers, times and days.	Met	**Partially Met**	Not Met
Automate the scheduling process to generate shift assignments based on predefined rules.	Met	Partially Met	**Not Met**
Provide visibility of services to be confirmed, changed, or re-allocated.	**Met**	Partially Met	Not Met
Block a worker from attending a service upon request, with reasons for blocks reportable.	Met	**Partially Met**	Not Met
Support non-client rostering for leave, meetings, training, etc.	**Met**	Partially Met	Not Met

TRANSPORT/ GROUP SERVICES	RATING		
Capability to manage both individual and group bookings.	**Met**	Partially Met	Not Met
Dynamic route planning for efficient client pick-up and drop-off using google maps based off client address	Met	Partially Met	**Not Met**
Support group visits, pick-up and drop-off locations, and efficient routing.	Met	**Partially Met**	Not Met
Allocate fleet vehicles based on need with visibility of assigned and available vehicles	**Met**	Partially Met	Not Met
Functionality to establish and enforce contribution and cancellation policies	Met	Partially Met	**Not Met**
WORKFORCE MANAGEMENT			
Staff Mobile application	**Met**	Partially Met	Not Met
Full-time and attendance recording with geolocation on mobile	**Met**	Partially Met	Not Met
Client profile information for mobile access during visits	**Met**	Partially Met	Not Met
Client visit information including service time/type, care plan on mobile	**Met**	Partially Met	Not Met
Contractor onboarding, automated workflow including form generator, compliance documents and declaration uploads, checklists, pricing schedules including minimum shift lengths etc.	Met	Partially Met	**Not Met**

FINANCES	RATING		
Manage multiple funding programs (HCP, CHSP, STRC) in a single care software platform.	Met	**Partially Met**	Not Met
Handle client billing, invoicing, and payment processes, including automated invoice generation and payment tracking	**Met**	Partially Met	Not Met
Automate real-time care budgets and statements	Met	Partially Met	**Not Met**
Forecast future spends based on purchase orders and scheduled services.	Met	Partially Met	**Not Met**
Include an award interpreter for wage calculations.	Met	**Partially Met**	Not Met
Export timesheets for payroll processing.	**Met**	Partially Met	Not Met
Proda integration or CSV exports	Met	Partially Met	**Not Met**
DEX integration or CSV exports	Met	Partially Met	**Not Met**
REPORTING			
Generate comprehensive reports on service utilisation, care outcomes, and financial performance.	Met	**Partially Met**	Not Met
Deliver specialised reporting for Home Care Packages, including assessment results and care plan adherence.	Met	Partially Met	**Not Met**
Create interactive dashboards for visualizing key performance indicators and data trends.	Met	**Partially Met**	Not Met

VisiCase

🌐 **visicase.com**

PROFILE

VisiCase owns, markets, and supports a comprehensive end-to-end CMS solution for providers in Disability Services, Aged Care, Allied Health, and Mental Health sectors. With headquarters in Sydney and a full-service office in Brisbane, they support clients throughout Australia. Visicase's mission is to provide innovative CMS solutions that help clients achieve business objectives. VisiCase CMS delivers efficiencies through automated, award-aware costed rosters, powerful mobile solutions, and seamless integration with Finance, HR, and Payroll systems. Designed for multi-sector use, its system ensures audit-ready compliance and reduces overheads, enabling growth without increasing operational costs.

SOFTWARE NAME: VisiCase
VENDOR NAME: VisiCase Australia Pty Ltd

TIME IN INDUSTRY **7** YRS

Total number of organisations in aged care that are clients of the software **8**

CHSP **4** HCP **8** NDIS **38**

COMPANY SIZE
42 STAFF

Range in numbers of 'customers' the system can support **No Limit**

Range in number of 'users' the system can support **No Limit**

SECTOR AND REFORM COMMITMENT

VisiCase has long term as well as more recent clients in the aged care sector. Many have significant growth plans which include a "partnership" relationship with VisiCase. Our commitment to them and the sector is to guarantee compliance with program and legislative change which includes Support at Home, catalog changes, award changes and Quality and Safeguard Commission obligations.

💲 FUNDED PROGRAMS

Program		Program		Program	
CHSP	☑	HCP	☑	Private	☑
CHSP Transport	☑	STRC	☑	Self-Management	☑
Meals on Wheels	☒	Transition Care	☑		
Home Modifications	☑	NATSIFACP	☑		

FUNCTION AND NON-FUNCTIONAL OVERVIEW

DEPLOYMENT
Cloud-Based	☑
On-premise	☒

APPLICATIONS/PORTALS
Staff app or portal	☑
Client app or portal	☑
Third-party/contractor app or portal	☑

SECURITY
Australian data warehouses	☑
Data sovereignty	☑
Data encryption	☑
Single sign-on	☑
ISO accreditation	☒

CORE FUNCTIONALITY
Lead/ Intake Management	☑
Client Management	☑
Clinical Care Management	☒
In platform communications	☒
Smart Rostering	☑
Award Interpretation	☑
Client Billing/ Statements	☑
Contractor Management	☑
Customisable Forms	☒
Customisable Fields	☑

FINANCE PORTALS
Finance System Integration	☑
Proda (CSV exports or direct integration)	☑
DEX (CSV exports or direct integration)	☑

ViSiCaSe

🌐 visicase.com

EDITORS RATING

| 1 | 2 | 3 | 4 | 5 |

WHY WE RATED IT: 3.75

VisiCase is a solid home care management software ideal for small businesses transitioning to medium-sized operations. It offers good client management, rostering, and reporting functionalities, and supports multiple funding types for a single client record. The software features a strong support team and high post-go-live assistance, showing a commitment to meeting client needs. However, its higher implementation costs may be challenging for startups, and its interface can be harder to learn. Overall, VisiCase provides valuable capabilities for growing care providers.

CORE FEATURES

Smart Rostering	✓✓
Integrations - API	✓✓
Product Support Client Feedback	✓✓✓
Client Management	Yes
Contractor Management	✓

STANDOUT FEATURES

1. Comprehensive client management for NDIS, HCP, and CHSP clients.
2. Supports in-platform communications.
3. Strong rostering and scheduling functionality.
4. Comprehensive post-go-live support.
5. Well-regarded reporting capabilities.

Overall score against requirements RFI

✓✓✓

Pricing

$$

Suitable for Organisations

| S | M | L |

EDITOR'S REVIEW

CATEGORY	RATING	EXPLANATION
Organisation Stability	Strong	Australian-based organisation, with over 38 clients across aged care and disability and 42 staff. Over 25 years experience.
Sector Engagement	Demonstrated	Vendor demonstrated commitment to long-term partnering with their aged care clients. Support at Home features on their product roadmap.
Deployment	Strong	Cloud-based software with applications for both staff and client portals. Compatible with iOS and Android devices.
Security	Strong	Single sign-on and password encryption. As well as MFA. ISO 27001 accreditation is imminent.
Data Management	Standard	VisiCase ensures robust data management with geographically separated AWS hosting, nightly backups, and efficient disaster recovery, providing a secure and reliable solution for data availability and protection.
Post Implementation support	Standard	VisiCase received positive feedback on support. Both during and after hours help desk as well as training database and environment.

REFEREE RATING

CATEGORY	RATING	EXPLANATION
Client Management Functionality	1 **2** 3	VisiCase offers a robust client management functionality, praised for its comprehensive client profiles and ease of use. It supports various funding programs, including NDIS, HCP, and CHSP, and provides effective tools for tracking and managing client care and services. Users appreciate its full customer management capabilities and seamless integration features.
Rostering Functionality	1 **2** 3	VisiCase provides effective rostering functionality, with users appreciating its scheduling and reporting capabilities. It helps efficiently manage staff and volunteer schedules, although some users note challenges with quick logs and recurring patterns. The system supports team rostering and offers features to streamline scheduling processes, making it a valuable tool for home care providers.
Overall Ease of Use	1 **2** 3	VisiCase is generally considered user-friendly, with clients praising its overall usability. The system's interface is intuitive, and staff find it easy to navigate. However, some users mention that the wording and quick log entries could be more streamlined. Despite these minor issues, the system is appreciated for its efficiency and accessibility.
Post-go-live support	1 2 **3**	VisiCase receives positive feedback for its support. Users highlight the helpfulness and responsiveness of the support team. The help desk is praised for effectively addressing issues and providing timely assistance. Additionally, the implementation and training support are noted as strong, ensuring users feel confident and well-supported during their transition to the system.

USER FEEDBACK

"Full customer management system used for NDIS, HCP and CHSP customers."

"Still developing some components, mostly in relation to flexibility in reporting."

REFEREES FEEDBACK - MOST IMPRESSIVE FEATURES

"Rostering and reporting."

"Scheduling and client app."

"Support and ease of use."

REFEREES FEEDBACK - LEAST IMPRESSIVE FEATURES

"The wording of Participant across all parts of the system."

"The quick logs that we have to create with so many providers that invoice us."

"We are looking forward to getting an OCR function as this is very hard on the finance team and they are very busy with so many entries."

SNAPSHOT OF RESPONSES: REQUEST FOR INFORMATION

PRODUCT ROADMAP

LIST OF COMING FEATURES – NEXT 12 MONTHS

1. Support at Home
2. Telehealth
3. Enhanced Business Analytics
4. Expanded AI Clinical Care
5. Enhanced Clinical Care/ Medication management
6. Integration In Home devices

FROM DETAILED SYSTEM REQUIREMENTS

LEAD INTAKE MANAGEMENT	RATING		
Lead Intake and management	Met	Partially Met	Not Met
Waitlist Management	Met	Partially Met	Not Met
Quote generation	Met	Partially Met	Not Met
Digital Sign-up	Met	Partially Met	Not Met
Integrate with Marketing Tools	Met	Partially Met	Not Met

CLIENT AND CLINICAL MANAGEMENT	RATING		
Customisable Client data fields	Met	Partially Met	Not Met
Customisable forms and workflows	Met	Partially Met	Not Met
Create update and manage care plans	Met	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting	Met	Partially Met	Not Met
Ability to define and generate minimum datasets for reporting as specified by funders	Met	Partially Met	Not Met
Incident Management	Met	Partially Met	Not Met
Feedback Management	Met	Partially Met	Not Met
Ability to create and add multiple funding programs to a customer	Met	Partially Met	Not Met
Medication management, workflows and alerts	Met	Partially Met	Not Met
Provide a forms engine/assessment tools to support charting/ clinical data capture	Met	Partially Met	Not Met

ROSTERING			
Smart scheduling that matches clients and workers based on skills, attributes, qualifications and client preferences.	Met	Partially Met	Not Met
Smart scheduling that considers workers preferred hours, minimum contracted hours and minimum hours per shift.	Met	Partially Met	Not Met
Smart scheduling considering best support worker, based on geographical locations.	Met	Partially Met	Not Met
Smart scheduling that considers client preferences for workers, times and days.	Met	Partially Met	Not Met
Automate the scheduling process to generate shift assignments based on predefined rules.	Met	Partially Met	Not Met
Provide visibility of services to be confirmed, changed, or re-allocated.	Met	Partially Met	Not Met
Block a worker from attending a service upon request, with reasons for blocks reportable.	Met	Partially Met	Not Met
Support non-client rostering for leave, meetings, training, etc.	Met	Partially Met	Not Met

TRANSPORT/ GROUP SERVICES	RATING		
Capability to manage both individual and group bookings.	Met	Partially Met	Not Met
Dynamic route planning for efficient client pick-up and drop-off using google maps based off client address	Met	Partially Met	Not Met
Support group visits, pick-up and drop-off locations, and efficient routing.	Met	Partially Met	Not Met
Allocate fleet vehicles based on need with visibility of assigned and available vehicles	Met	Partially Met	Not Met
Functionality to establish and enforce contribution and cancellation policies	Met	Partially Met	Not Met
WORKFORCE MANAGEMENT			
Staff Mobile application	Met	Partially Met	Not Met
Full-time and attendance recording with geolocation on mobile	Met	Partially Met	Not Met
Client profile information for mobile access during visits	Met	Partially Met	Not Met
Client visit information including service time/type, care plan on mobile	Met	Partially Met	Not Met
Contractor onboarding, automated workflow including form generator, compliance documents and declaration uploads, checklists, pricing schedules including minimum shift lengths etc.	Met	Partially Met	Not Met

FINANCES	RATING		
Manage multiple funding programs (HCP, CHSP, STRC) in a single care software platform.	Met	Partially Met	Not Met
Handle client billing, invoicing, and payment processes, including automated invoice generation and payment tracking	Met	Partially Met	Not Met
Automate real-time care budgets and statements	Met	Partially Met	Not Met
Forecast future spends based on purchase orders and scheduled services.	Met	Partially Met	Not Met
Include an award interpreter for wage calculations.	Met	Partially Met	Not Met
Export timesheets for payroll processing.	Met	Partially Met	Not Met
Proda integration or CSV exports	Met	Partially Met	Not Met
DEX integration or CSV exports	Met	Partially Met	Not Met
REPORTING			
Generate comprehensive reports on service utilisation, care outcomes, and financial performance.	Met	Partially Met	Not Met
Deliver specialised reporting for Home Care Packages, including assessment results and care plan adherence.	Met	Partially Met	Not Met
Create interactive dashboards for visualizing key performance indicators and data trends.	Met	Partially Met	Not Met

ITC TOOLKIT

Before this report, Enkindle partnered with four SSD partners to create a toolkit to help providers with the selection and implementation of a home care CMS. This toolkit is still readily available for Commonwealth Home Care providers and can be accessed via the QR code or URL below:

ITC TOOLKIT:
A PRACTICAL GUIDE TO IMPLEMENTING A HOME CARE CLIENT MANAGEMENT SYSTEM

FIRST EDITION 2023

or click here

THE ROLE OF AN ITC INPLEMENTATION PARTNER

CONSIDERING AN ITC IMPLEMENTATION PARTNER

An implementation partner is a digital technology specialist or expert who helps businesses or organisations successfully navigate, procure, deploy, customise and optimise technology solutions that meet the organisation's specific needs. The implementation partner is not a vendor but is an independent, trusted advisor working on behalf of the organisation implementing the CMS. For organisations who do not have an internal ITC team, or the ITC expertise, engaging an implementation partner, could be a critical success factor for your digital transformation journey.

When hiring an implementation partner, there are several factors you should consider:

- ✅ Technical competence and innovation – when choosing your implementation partner, a key consideration is their demonstrated technical competence, knowledge and experience in CMS implementations. However, expertise is not enough! Look for someone with contemporary thinking and a future vision on how you can redesign your service model to gain the most benefit from investing in a new CMS.

- ✅ Aged care knowledge - The aged care system is an intricate, niche, consistently changing field. Hiring an expert with a background in aged care will ensure you speak the same language and are aware of various dependencies such as employment awards and instruments, aged care reforms, program funding, clinical systems, SIRS reporting, finance and even culture capability.

- ✅ Cultural capability – Look for a partner who aligns with your organisation's values, cultural diversity, communications style and vision.

- ✅ Project management and supplemental skills – The implementation partner should have a team that can completely manage the implementation process from start to finish, in addition to a variety of supplemental skills such as communication, contract negotiation and engagement skills.

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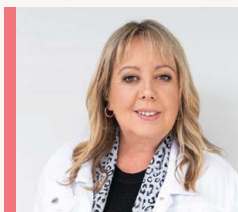
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