

iCare Update 13

The Newsletter of iCare Solutions Pty Ltd • January/February 2008

MD's Message

Chris Gray
Managing Director - Australia



2008 is a significant year for the Australian aged care community with the introduction of the Aged Care Funding Instrument, (ACFI).

Most clients are now familiar with the iCare ACFI Calculator. Our ACFI Calculator enables you to complete ACFI Appraisals and store ACFI Appraisal Packs. The comparative RCS/ACFI calculation tool has been well received.

The success of this module has prompted us to develop an iCare Foundations range of products. The iCare ACFI Stand Alone Calculator, is the first product in this software suite.

Our UK operation is also gaining momentum. Rohan Vandy reports that initial enquiry has been strong.

The lessons we have learnt in the Australian aged care environment have been valuable and enabled us to enter the UK market with confidence.

iCare launches ACFI Stand Alone Calculator

A New Year is always a time of change and resolution. At iCare we are delighted to herald in 2008 with the launch of our first Foundation module, the ACFI Stand Alone Calculator.

The iCare Foundation range is designed as a tool for aged care facilities that are as yet to embrace the complete iCare system. This is because each module can be used on a stand alone basis – without needing to integrate with the full iCare system.

Our Stand Alone Calculator has been developed due to the overwhelming response to the iCare ACFI Calculator.

The calculator enables users to complete an ACFI Appraisal and to store an ACFI Appraisal Pack. Access is also provided to the required ACFI assessment forms, checklists and assessment summaries.

All ACFI rules are embedded within the programme. This minimizes the scope for error and results in fewer rejections of your ACFI assessments.

Most importantly, the iCare ACFI Calculator is easy to use. By utilising an electronic environment considerable time saving will result.



The ACFI Stand Alone Calculator is very reasonably priced, our annual subscription fee starts from \$825 (including GST).

Further Foundation modules will be progressively released throughout 2008 and 2009.

To more easily identify items from our Foundations range we have commissioned a new logo specific to this suite of products.

If you would like more information, please call our Sales team on (03) 9652 8100.



iCare foundations
ACFI CALCULATOR

You have 1 month remaining until the implementation of the Aged Care Funding Instrument (ACFI) March 08 deadline. ▼

| JUL 07 | AUG 07 | SEP 07 | OCT 07 | NOV 07 | DEC 07 | JAN 08 | FEB 08 | MAR 08 |

March 2008 Deadline ▲

iCare Efficiency at the heart of your business

iCare Update

Like to join our mailing list?
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Meet our Staff

Stephanie Burton
Training & Customer Support Manager



Managing the iCare Training team and our busy Support Desk is the role of Training & Customer Support Manager, Stephanie Burton.

A qualified physiotherapist with over 14 years of clinical experience, Stephanie decided to make a career change with her move to iCare in 2006. Initially employed as a Training Consultant, Stephanie has enjoyed utilising her skills within a new industry and job role.

Much of Stephanie's time is spent assisting clients. Post-implementation support visits to client sites after completion of "Train the Trainer" sessions is often the time for this assistance. At these visits Stephanie provides additional training to managers. Typically, this involves assistance with management reporting, care planning, form development and ensuring that the iCare system is optimally utilised.

Stephanie also provides telephone support for training and clinical application inquiries. Married to our Business Development Manager, Jason Burton, Stephanie enjoys traveling, skiing and reading.

Testimonial

Kelvin Neave
Clinical Information Manager
The Salvation Army – Australia Eastern Territory Headquarters Division – Aged Care Plus



With a philosophy of caring for those in need, the Salvation Army is one of Australia's largest providers of residential aged care.

The Australia Eastern Territory Headquarters covers New South Wales, Queensland and the ACT. The Aged Care Plus division coordinates approximately 1,400 residents, 900 care and clinical staff located in over 16 sites. They offer a combination of nursing home, hostel and respite care.

The move to iCare was an exciting and challenging one for the organisation.

"For many of our staff the change to a computer-based system was a huge step. Some had never used an ATM or operated a home-based computer before iCare. Therefore, iCare was implemented gradually, supported by their excellent training programme. We have been delighted with the iCare system itself and how user-friendly it is. Many of our staff have embraced iCare so well that they are now utilising computer technology within their personal lives," Kelvin Neave concluded.

Questionnaire competition winners

Thank you to everyone who responded to the questionnaire in our last newsletter. Your comments are very valuable to us and we have included your suggestions in our newsletter planning for 2008.

The lucky winners are listed below. Each winner will receive a Village Gold Class Pack incorporating 2 Gold Class movie tickets and a \$50 food and beverage voucher. Congratulations and enjoy!

Michele Lewis – MECWA
Ralph Gore – Southern Cross Care WA
Janette Dobler – City of Whitehorse, Nunawading Hostel
Jane Seeber – Catholic Homes

Your Questions Answered

Thank you to everyone who responded in our recent questionnaire with questions for the Federal Aged Care Minister, The Hon. Justine Elliot, MP.

Your questions are important and we have presented them to the Minister.

We will work together with the Minister to answer your questions. These answers will form a part of future editions of our newsletter.