

# iCare Update

The Newsletter of iCare Solutions Pty Ltd • March/April 2007

## CEO's Message

**Rohan Vendy**  
Chief Executive  
Officer



2007 will be an exciting year for iCare and the Australian aged care industry as we continue rolling out the iCare Clinical and Care Management Solution to metropolitan, rural and remote locations across all states and territories.

We are continuing to experience strong growth across the full demographic of providers. This further validates that the iCare solution is accessible to all - regardless of geographic location.

With both South and Western Australian providers such as Southern Cross Care (SA) Inc, Masonic Homes (SA), Brightwater Care Group and Aegis Aged Care Group as our clients, we have shown our ability to geographically broaden our service model. This has been underpinned by our team's professionalism and experience ensuring that we continue to provide the same high level of service and support to all providers.

For the industry, this represents an exciting but previously unseen collaborative opportunity with iCare Partnership Groups in capital cities and regional centres showing a willingness to share ideas and experiences. This provides an ideal platform for iCare's upcoming real time data mining/benchmarking and predictive cost modeling modules.

This year and beyond represents an opportunity for transformation. This will occur as providers begin to realise improvements to their care processes as being the real drivers to achieving operational efficiency.

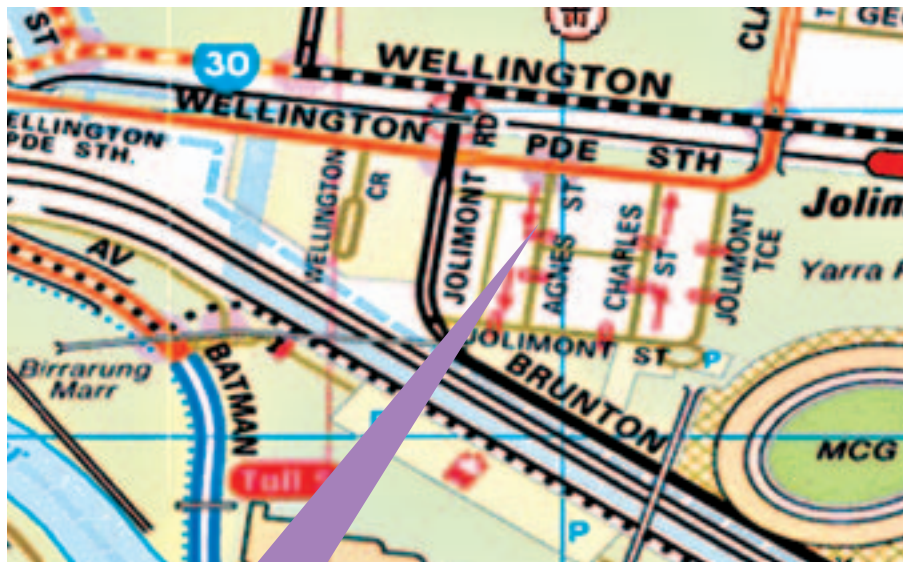
## iCare is on the Move!

May is set to be a big month for iCare with a move to new premises planned.

Nestled amongst East Melbourne's ambient parkland and almost in the shadow of the MCG, our new offices are conveniently located a short tram ride from the Melbourne CBD.

We are looking forward to making good use of the newly renovated boardrooms and training rooms for client meetings and training workshops. Our parking facilities will also be greatly enhanced with a dedicated undercover carpark, featuring guest parking facilities.

We look forward to welcoming you to our new corporate home from Monday 7th May 2007.



Our new address and contact details:

49 Agnes Street, East Melbourne VIC 3002.

Our website address is [www.icare.com.au](http://www.icare.com.au).

Clients will be notified individually of the updated contact details.

Changes to contact details will be made available on our website from April 20.

# iCare Update

Like to join our mailing list?  
Just email your details to:  
[customerservice@icare.com.au](mailto:customerservice@icare.com.au)

This newsletter is published by: iCare Solutions Pty Ltd Level 12, 636 St Kilda Road Melbourne 3004 T 03 9516 0070 [www.icare.com.au](http://www.icare.com.au)

## Testimonial



**Julie Weekes**  
Residential  
Care Manager  
Coolibah  
Aged Care  
Services

Coolibah Aged Care Services is one of the first West Australian residential facilities to implement the iCare system. Located in Mandurah, the facility has 34 high care beds, 45 low care beds, 24 community care packages and a 6 bed respite/emergency cottage.

Over the past 2 years the organisation has been experiencing rapid growth. It was this growth, coupled with the Federal Government's aged care grant, which prompted them to improve their IT capabilities.

After seeing the iCare system they recognised it had great potential as a time saving management tool.

Commencing in June 2006, the iCare implementation was completed by August. This included the successful completion of their government accreditation and a full review of all internal forms and clinical practices.

"We could not be more delighted with the iCare system. It has made a significant improvement to our overall operation; from data collation to improving our funding levels," Julie Weekes concluded.

## Meet our Staff



**Vlad Mouratch**  
Head Developer

Managing iCare's team of software developers is the ongoing responsibility of our Head Developer, Vlad Mouratch.

Working with cutting edge technology on exciting projects within a new growth field, provides Vlad with a great deal of satisfaction.

Vlad also enjoys working with his colleagues at iCare and seeing their work assisting people within the aged care industry.

Currently, Vlad and his team are working on a SQL server replication. Now nearing completion, this development will allow the exchange of information between 2 or more databases. Eventually, this will assist many of our larger clients to manage their data even more effectively.

Born in Belarus in Eastern Europe, Vlad obtained a mathematics degree before coming to Australia in 1999. Now married with a young son, Vlad enjoys spending his free time with his family. A keen soccer fanatic, Vlad follows the game around the world and enjoys a casual ball kick in the park.

## What's on now

### 9 - 10 May

Rosehill Racecourse, Sydney  
Total Aged Services  
Sydney Aged Care Expo 2007

### 17 - 18 May

Burswood Entertainment  
Centre, Perth  
Aged & Community Services  
WA State Conference

### 29 May - 1 June

Perth Convention  
& Exhibition Centre  
2007 Alzheimers Australia  
National Conference

## Frequently asked questions

Q  
A

Does iCare integrate with 3rd party applications?

iCare integrates with all major 3rd party applications servicing the Australian aged care industry. With the current industry focus on implementing 'best of breed' applications, seamless integration is an important feature. This is a key driver to creating real value, as it allows for improved information flow across core business processes.