CIVICA

CarelinkPlus
Client Management Software

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

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

Craig Porte, Managing Director, Civica Care

Core software solution

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

The CarelinkPlus solution provides:

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

Rostering efficiency

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

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

Main benefits

▶ **Reduced operating costs** - allowing your team to focus on providing better care outcomes

▶ **Data integrity** - centralised repository of data for client and employee information

▶ **Increased efficiency** - improve productivity with the right tools

▶ **Simplified compliance** - stay up-to-date with the latest statutory reporting requirements

Transforming the way you work

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

CarelinkPlus assists to streamline your business processes by assisting in the collection and analysis of data.

Record and report on data

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

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

Over
350,000
clients are managed
by **CarelinkPlus**

Five of the over 500 modules
and features in CarelinkPlus

1. Rostering

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

2. Forms Management

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

3. Financial Packages

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

4. Case Management

CarelinkPlus is a solution purpose built for case managing clients who require care living in the community. This solution provides staff easy access to a centralised repository of client information, case notes and documents, which allows for a streamlined approach to providing care.

5. Reporting

CarelinkPlus has a suite of over 500+ reports which provide easy-to-use filtering options on all the data your business requires. PowerBI reports are also available with user-friendly dashboards consisting of key information that is accessible from any device.

Top reasons for choosing CarelinkPlus:

▶ **Reduced operating costs**

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

▶ **Transforming the way you work**

CarelinkPlus allows organisations to streamline their business processes and allow more time spent with clients providing care.

▶ **Centralised repository of data**

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

▶ **Digitalises paper-based processes**

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

▶ **Seamless integration**

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

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

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