



## Testimonial

*"...the CARETAG System has been a saviour especially in the area of scheduling and rostering.*

*The solution was quick to install, really easy to use, reliable and delivered on what was promised. It has made our job much easier especially when generating the RFP files, one click and it's done.*

*The training was simple and quick and the team at CARETAG have been very helpful and responsive to our needs and requirements..."*

Angela McBeath – Administration Coordinator



## Case Study

Delando Corporation is a mid-size service provider located in Newcastle, NSW.

As one of the original NDIS trial sites, they have been operating under the new legislative framework since the introduction of the NDIS.

As with most providers, they have experienced many challenges associated with the new reforms including a shift in the funding model, a move towards a person centred care plan and an exceptional increase in administration duties, all whilst having the market opened to for-profit organisations.

To remain competitive Delando needed to automate most processes within the service delivery cycle, from scheduling and rostering, through to plan / funds management, staff timesheet and creating a RFP file for immediate submission to the NDIA.

The solution came through the CARETAG System.

Delando adopted each module in the suite (including the transport module), which has now allowed them to create a schedule, roster staff members and automatically update the clients plan in one single action.

Delivering the service is the same as using an OPAL card (tap-on and tap-off), with the client validating the service in the process and immediately generating client billing information, staff payroll information and RFP data ready to be uploaded into the NDIA portal.

The system automatically generates the case notes, which are stored in the clients file.

The transport module can be used with fleet and private vehicles, and allows them to capture trip information for drivers and independent clients ready for separate billing.

There is also a built-in care plan quoting and an 'Agreement Document' generation system that is fully automated.

From a totally manual processing method, the fully automated CARETAG System has saved Delando countless hours in managing resources, processing billing and payroll as well as meeting NDIS requirements.

