

## Your Service Provider Voice December 2016

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### ***Welcome to Your Service Provider Voice issue 2***

Following our first edition of Your Service Provider Voice, in August, we received some great feedback from many of you. Thank you! We're glad that you value the newsletter, and we'll continue to enhance the ways we communicate.

We're happy to share some exciting announcements with you.

- The Supplier Portal is ready to hit your screens and devices in the New Year. The technology behind the portal, which we call FOCUS, is a unique innovation here at Care Connect. We are the proud recipients of the award for *'Best Aged Care Software Development and/or Deployment ITAC Award'*, from Information Technology in Aged Care, for FOCUS
- Our brand new products and pricing are now being rolled out to our clients. We're able to provide great value for money, and thanks to you, genuine choice through our brokerage model
- We also have a handy new section in the newsletter to answer your frequently asked questions.

During 2016, we have been active in meeting as many Service Providers as possible. We're looking forward to continuing this next year.

We hope you enjoy this edition of Your Service Provider Voice.

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*From Peter Gubit = Procurement manager*

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## Revised products and pricing for our clients

Care Connect is very pleased to announce that our new home care package product and pricing options are now being used by clients. We've designed these products and pricing to offer greater choice and more value for money.

As a provider of genuinely independent advice and service coordination, the features of our new products capture the range of services delivered by you to support our clients. We will review, modify and co-ordinate their services to meet their needs.

Three product options are offered and priced to match the client's budget and need for services.

More details will be provided to you in early 2017.

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## Care Connect Forum in March

Remember that Care Connect is planning a Service Provider Forum for March 2017. Please [contact us](#) if you wish to attend so that we can send an invitation to you.

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## Your supplier portal is ready to launch

In our last newsletter, we talked about the significant backlog of invoices that Care Connect has been working through. We're happy to say that the backlog has been eliminated and we are now up to date.

The Supplier Portal will address most of the issues causing this backlog and it is now ready to hit your screens and devices. The rollout will commence from mid-January, with a small pilot group. We'll then make any necessary refinements, and engage more of you into 2017.

This new technology will allow you to have access to a range of information online, including appointment times, dates and

variations to services, or see that a client or service is not listed. Importantly, timely access to accurate data means that we are better able to pay you faster.

Peter Cubit will be in touch with your nominated representative to invite you to attend an introduction session. As the Supplier Portal rolls out, we'll support you with online, email and phone assistance, as well as a webinar.

## Care Connect awarded for Best Aged Care Software

Care Connect is the proud recipient of the award for 'Best Aged Care Software Development and/or Deployment ITAC Award' from Information Technology in Aged Care.



Left to right: Amanda Nicholls, Applications Manager, Christine Walsh, Projects and Change Manager, Peter Cubit, Procurement Manager

In 2014, we engaged in a major technology project to connect thousands of clients to hundreds of providers around the country. Care Connect operates completely on a brokerage model. After assessing systems then available in the market we could not find a solution that managed the complexity of individualised client needs on the scale we require.

That's why we worked to create FOCUS.

The FOCUS system has and will continue to revolutionise the way we work with clients and providers, allowing for a completely customisable experience.

achieving a unique and innovative system that will improve the way we work with providers, and enhance independence and choice for our clients.

[Click here to watch a short video about FOCUS on our YouTube channel](#)

## What to do FAQs

In this new column, we'll address your frequently asked. In this edition, we look at working with clients, and how we can make things easier for you and for them. [Click here to give us your questions for the next edition.](#)



### **What should I do if a client is not at home?**

There have been several recent occasions where the care attendant couldn't gain entry to a client's home and either left and returned much later, or not at all.

When a client doesn't answer the door, they could be in danger. It's really important that we're notified at the very first opportunity. Care Connect has an emergency contact plan for each client that we will activate to involve a neighbour, family member, friend or emergency services, to gain entry and check on their safety and wellbeing.

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#### **What should I do if a client asks for additional services?**

Sometimes, clients may ask you for additional services when you or your staff are at their home.

Care Connect needs to discuss this with the client first, as this will impact on their budget. We need to ensure they are fully aware of the implications of their request. The risk to Service Providers could be an inability to pay for the service from the client's funds. It would also cause delays in payment as the additional service would not match in our system.

Importantly, the request may indicate a changing need for the client, and we may need to reassess their care needs. If the additional service fits within the client's budget (and meets their service plan and program guidelines), Care Connect will make the necessary changes so that you can go ahead and provide the service.

The Care Centre can assist with much of this over the phone. You can call us on 1300 866 228

## **What can we offer clients that we don't already**

### **What else can we offer our clients that we don't already?**

Care Connect is striving to extend services available to our clients, to include more non-traditional and unique services. That's why we'd like to ask you more about your business. Maybe you have other services or skills that we don't know about, simply because we haven't asked you for them.

Your choice to work with us, makes you part of Australia's largest connected provider network, ensuring that people can stay living happily at home, for as long as possible. Let's work together to make our network the most diverse it can be.

If you have additional service offerings and skills that we don't yet know about, please tell us. Contact us on 1300 866 228 or email [service@careconnect.org.au](mailto:service@careconnect.org.au)



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## Tell us what you think

We would appreciate your feedback and ideas about how we can improve this newsletter. If there are specific items you would like to be covered in the next edition, please let us know via [pcubit@careconnect.org.au](mailto:pcubit@careconnect.org.au)

# Festive Season and a safe and happy New Year



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