

How to Contact us

FAX INFORMATION REQUEST -
FAX THIS SHEET TO 08 9324 2226

NAME _____

ORGANISATION _____

TEL NO _____

{ } YES, I would like more information - please contact me to discuss

or

Email: manager@alchemytechnology.com.au

Phone: 08 9324 2223 or Freecall 1800 008 498

Alchemy Technology

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or visit us online at

www.alchemytechnology.com.au

Service Management System (SMS)

Community Care Software



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What is SMS?

SMS (Service Management System) is comprehensive and innovative management software specifically developed for agencies delivering community care, nursing and other centre-based and in-home services.

The core Standard Package contains the following features:

(you may not utilize all these feature immediately – you simply use what you need!)

Client Management:

- Personal records/care plans/case notes
- Service records for all service types/ assessments/reviews
- Client Fee invoicing
- Wide range of statistical reports

General Management:

- Waiting List management
- Mail merge for letters and labels
- Complaints monitoring
- Brokered agency billing/costing
- Reports – wide range of reports available

Worker /Volunteer Management:

- Personal records
- HR features
- Training records
- Summarise service hours for payroll
- Wide range of reports

Roster Management:

- Mix 'n' Match various screens and functions to suit your preferred way of rostering
- Selection of client/ worker/ volunteer roster reports
- Ability to e-mail rosters direct from the system
- Integration with other SMS Modules (e.g. Payroll Links) provides further enhancement

Includes a powerful Feature no other database can give you

A unique feature called **Data Groups** enables you to:

- Categorise your clients workers and services into Groups to match your organisations structure (eg Day Centre, In Home, Transport, HACCC, CACP, VHC etc)
- Have the option to log into a Group and only see client/ worker and service records assigned to it (eg Day Centre will only see Day Centre Clients, Workers and Services)
- Obtain a wide range of reports on each of your Groups...effectively every screen and every report!!

It is a very flexible feature that customises the Standard system to your individual structure.

Ask for a demonstration to see the power it gives your organisation.

To complement the Standard Package and further enhance the capabilities of the system, the following **Optional Modules** are also available for purchase:

CACP (Community Aged Care Packages)

CSTDA (Commonwealth State and Territories Disability Agreement)

DVA Community Nursing

EACH (Extended Aged Care at Home)

Equipment

HACC (Home and Community Care)

Links to Payroll and Accounting Systems

Logger Interface

Meals on Wheels

NRCP (National Respite for Carers Program)

Portable Assessment

Transport

Travel Distances & Times

VHC (Veterans Home Care)

Optional Modules

SEPARATE FACTSHEETS are available for each Module with more details

SMS

Customer Support Packages:-

A comprehensive colour printed **Instruction Manual** is provided to all new customers
An on-screen **HELP** function within the system is also included.

We are committed to continuous improvement and welcome feedback and input from our users

Our friendly **support** team provides support via:

- Freecall Phone
- Email
- Secure web-based support direct to your computer (shadowing)

All of our team members have extensive industry experience so they really understand your needs.

We are here to assist you and we have various fixed price ongoing **software/telephone support** packages available or a pay-as-you-go option. Our flexible support options mean that you only pay for the level of support you need.

Training:-

We offer a range of **training** options including:-

Initial training to get you up and running

- On-going training as requested
- On-site consultations
- Small sessions using remote log-ins
- Formal group training at external venues

Keeping you up to date:-

We issue a quarterly e-mail **newsletter** informing you of all the changes to the system and notifying you of what is in the pipeline.

Product costs and Support Packages

Our product consists of a core Standard Package supplemented by a range of optional Modules that can be purchased as required at any time.

Costs are based on individual organisations requirements of optional Modules and levels of support package.

To find out more about SMS please refer to the back page for contact details

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SMS is developed and supported by Alchemy Technology. We are an Australian business dedicated solely to development of software for the community care industry.

