

Developer of SMS ... Australia's Specialist Community Care Software

Here is the latest update on some of our developments. As always, if you require any further information on any of the features, please contact us.

Please distribute to all SMS Users in your organisation.

Regards

The Alchemy Team

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COMMONWEALTH HOME SUPPORT UPDATE

The Specifications have now been released for the updated DSS Data Exchange for the Commonwealth Home Support Programme (CHSP).

Alchemy will have the team working on this over the coming month and starting the process to develop the new reports etc required.

We have been advised that the testing environment for this will not be available from the department until early November 2015. Which will mean the final release will not be available until after the testing environment is available and testing has been completed.

We will update users again if this changes or any other updates are available.

Additionally to this we would like to advise all of our users that if you currently have the HACC or NRCP module, these modules will be changed to be the CHSP—Home Care and CHSP—Carers Program modules. This will mean you will not need to purchase a new module if you have already purchased the HACC or NRCP modules for your SMS.

We envisage that the change will require some consulting, training or data changes for the new processes. Organisations will need to establish a budget for implementation, configuration, training and setup costs, which can be advised and discussed with each organization once the departmental requirements have been finalised.



Australian Government

Department of Social Services

WELCOME OUR NEW TEAM MEMBER—SIOBHAN



We would like you to join us in Welcoming our newest team member, Siobhan Wilson.

Siobhan is the new Receptionist and will be answering your calls, taking messages, logging your requests etc and allocating them to the correct team member.

Next time you ring, you most likely will speak to Siobhan at sometime. Please help us make her feel welcome while she settles into her new role.

POSITION AVAILABLE AT ALCHEMY

Alchemy Technology is the sole provider of software, development, consulting and support of SMS and provides services to customers throughout Australia.

Continued market success and business growth has created an opportunity for a role for a User Support Consultant, to join our main support team in our West Perth office.

NOTE: This is not a technical position

ESSENTIAL SKILLS AND EXPERIENCE

Outstanding written, verbal communication, MS Office Skills, Word, Outlook, Excel skills

High level of technical accuracy

Proven time management and organisational skills, with the ability to work well under pressure, multitask and work to deadlines

Professional Image & Presentation Skills

Willingness to learn and work autonomously

Knowledge of Community Care Services and Funding Guidelines

High level of initiative and pro-activeness with an attention to detail

High level of accountability and ownership

Ability to travel intrastate and interstate at short notice

Sound judgement and decision making

HIGHLY DESIRABLE SKILLS AND EXPERIENCE

An understanding of databases, payroll and other business procedures.

Analytical Skills

Experience with SMS

The role would be suited to a SMS user looking to expand their experience in a customer service role providing support and assistance to customers across Australia.

For more information please contact Racheal at our offices on 1800 008 498



CONFERENCES & EVENTS

Alchemy will be at these conferences and events;



ACS Australia National & IAHSA Global Conference

31 August to 4 September 2015

Go to www.globalageingconf2015.com for further details



Meals on Wheels Australia

AMOWA National Meals on Wheels Conference

23 to 25 September 2015

Go to www.mealsonwheels.org.au for further details



Aged & Community Services Western Australia

ACSWA Community Care Forum

23 October 2015

Go to www.acswa.org.au for details



Aged & Community Services NSW & ACT

ACS Community Forum

10 November 2015

Go to www.acs.asn.au for details



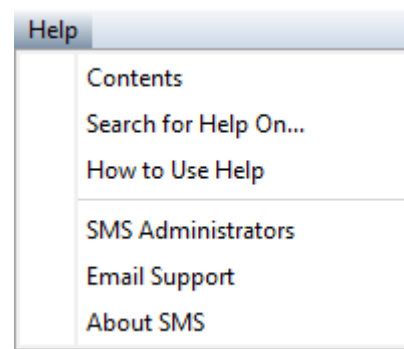
ACCESSING SMS HELP WITHIN SMS

Did you know, SMS has a built-in Help file, much like that in Word etc. You can type in keywords and search for a topic to assist you.

To access the Help Menu, Go to Help on the top right of your SMS, from here you can search for an item, view the contents etc.

Additionally from this menu you can also;

- ◆ Quickly email the Alchemy Support Team by clicking on the 'Email Support' option
- ◆ View a list of your SMS Administrators using the SMS administrators list

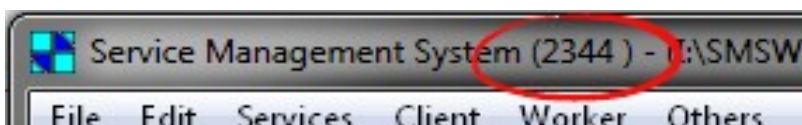


LIST OF CHANGES

What's new in SMS since our last Newsletter? Find below a list of our changes completed in SMS in build order.

Do I have a new feature in my SMS?

On the left column on the changes list you will notice a build number. At the top of your SMS you will also have a four digit number in brackets E.g. (2125).



If the number on your SMS screen is the same or more than the number of the build for the feature you will have the feature in your build.

<u>Build</u>	<u>Section</u>	<u>What is the Change</u>	<u>Benefits</u>	<u>Where to find it</u>
2597	Budgets	Added Shortcut to Budget Planner from Home Care package Data Set	Previously users had to be logged into the budget group to access the budget planner. This has now been amended to allow a shortcut form the clients Home Care Package Dataset to allow users to check the budget settings easily.	Client/Maintain Client + Data Sets + Home Care Packages
2600	Reference Files	Amended Export information option for pharmacy list	When choosing to export the list of Pharmacies users can now easily see the items as they are separated into columns.	Admin./Maintain Reference Files/ Pharmacies + Send To
2600	CDC Budgets	Amended Client vs Budget Report to include client contribution on payment	When using the Client Budget vs Cost report for Consumer Directed Care budgets, users select whether to show the client contribution when invoiced or when paid. IN previous builds of SMS when the option was set to 'on payment' the budget vs cost would not show the client fee, this has now been added.	Budget/Client Budget vs Cost
2602	Chargeouts	Added ability to have payment methods on bottom of Invoice	Users can now have 'payment method' text and icons at the bottom of the Chargeouts invoice similar to the options available for Client Fee Invoices. The text and icons can be added by users and then sorted in order as required. The methods are setup in configuration & options.	Services/Service Delivery Costing (Chargeouts)/Print Invoices by Batch Number

Build	Section	What is the Change	Benefits	Where to find it
2603	Clients	Amended Referred To tab on client to show more details	When viewing the referred to tab within a clients record, users can now see more information on the initial browse without having to open the referral	Client/Maintain Client + Change
2603	Home Care Packages	Amended Validate HCP Clients Report	The report to validate Home Care Package Clients Data set details has now been amended to show better messages as to the missing data to ensure it is easier for users to resolve.	Reports/Home Care Packages/Validate HCP Clients
2604	Service Utilities	Added group report to Delete Services Utility	When running the utility to permanently remove the services with the status of delete users will now be shown a report with the groups that were selected.	Services/Service Utilities/Remove Services with Status of Delete
2604	Client Fees	NEW REPORT: Client Fee Interim Balance	A new report is now available that will allow users to check the payments and adjustments of a client account. The report will display the closing balance of the last invoice run, any payments and adjustments entered and show a 'total'. Please Note, this report does not include or show any charges for services or fees of any type.	Client Fees\Client Fee Interim Balance Report
2605	Client Fees	Amended client payment screen to ensure only funding for client can be entered	When entering a payment, users are shown a list of funding sources for the client, in some previous builds of SMS users were able to enter the funding ID and if the funding was not valid for the client it was still accepted. This is now checked and user must select a funding that has been linked to client.	Client/Maintain Client + Fee Information + Payments / Donations + Insert
2607	Chargeouts	Added ability to show Delivery Items on Chargeouts invoice	When delivery items are being included in the charge for an item, users can now select to show delivery items on the invoice for Chargeouts. When showing the qty and rate will show on the invoice.	Services/Service Delivery Costing (Chargeouts)/Print Invoices by Batch Number
2609	Others	Created new Relationship Type for link between Client & Other	Users can now create relationship types. These relationship types allow a client and other to be linked by the type e.g. brokerage contact, mental health coordinator etc.	Admin/Maintain Reference Files/ Client Relationships with Others
2609	Clients	Added Word Tokens for Others Linked to Client	New Word Tokens are now available to allow extract of list for Others are for client.	Client/Maintain Client/Word Document
2610	Clients	Added ability to link 'Others' to a client by a relationship type	Users can now link an 'Others' record to a client by a relationship type. This will allow user to record contacts under a client for various reasons.	Client/Maintain Client + Change, Others Involved Tab
2611	Services	Resolved Issue where other clients services may show in generated	In come previous builds of SMS it was found that if a client had a recurring service, and the service had not yet generated any service and a user clicked on 'View Generated Services' sometimes a different clients services and name would appear. This has now been resolved	Client/Maintain Client + Recurring Services + View Generated Services

<u>Build</u>	<u>Section</u>	<u>What is the Change</u>	<u>Benefits</u>	<u>Where to find it</u>
2614	Reference Files	New Reference File added for Clearance Issuers	When recording clearances users can now select the issuer of the clearance. The list of issuers is available within the reference files to be edited.	Admin/Maintain Reference Files/ Clearance Issuer
2614	Workers	Added new fields for recording issuer and reference number for clearances to worker record.	New fields have now been added to allow users to record the reference number and Issuer of Police, Working With Children and Vulnerable People Clearances	Worker/Maintain Worker + Change
2614	Claims	Amended Claim to be able to have end date	When using the Claims feature for clients users can now enter start and end date for a claim even if not all services have been provided.	Client/Maintain Client/Word Document/Claim Numbers
2614	Clients	NEW REPORT: List Clients and Others Involved	A new report is now available to show the client and any others involved link on the client details. The report will also show the relationship type.	Reports/Client Reports/List Clients and Others involved
2616	Rosters	Added option to use short code for service type to Recurring Services Schedule	When using the recurring services schedule for client or worker users can now choose to use the short code for service type.	Reports/Recurring Service Reports/ Client Recurring Services Schedule Report
2619	Workers	Added Supervisor and Centre to Worker Details Extract	When users are exporting Worker Details to external file, options are now available to show worker supervisor and worker centre.	Worker/Export Worker Details to External File
2622	Rosters	New Roster: Client & Worker Roster	A new roster is now available for user that will allow you to print form the clients roster with the option of showing each worker on a separate page.	Reports/Rosters/ Client and Worker Roster

SUPPORT QUERIES

Alchemy Support is available from 9am to 4.30pm your local time on Weekdays, Calls outside these hours will be forwarded to our answering service and your query will be answered at the next support period.

For all support queries, the Alchemy Team can be contacted on Phone: 1800 008 498 or 08 9324 2223 or via email on support@alchemytechnology.com.au

