

► SMS

The Community Care Software of Choice

This comprehensive, easy to use software makes community care management easy





► Introduction

SMS is one of Australia's leading community care software packages. It is comprehensive, flexible, easy to use and most importantly gives you the information you need.

Developed specifically for the industry and perfected over many years, SMS is the software of choice for community-care organisations that want to streamline day-to-day administration and improve management information and reporting.

This feature rich software makes community care management easy and that's why over 200 organisations Australia wide are currently using SMS to manage their organisations.

About Alchemy Technology

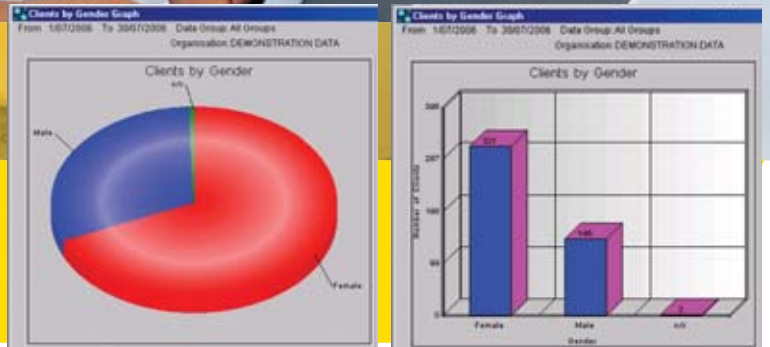
SMS is developed and supported by Alchemy Technology. We are an Australian business dedicated solely to providing management tools for community care providers. We have been doing this for many years.

All of our team members have an industry background and are involved in development of the software, so we *really* can provide you with the support you need.



► 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.



It is an information capture, management and reporting system that helps you to plan, execute and proactively manage the critical elements of your organisation.

We are committed to continuous improvement with current developments including Mobile SMS, with support for laptops, PDAs and mobile phones.

Features Included

- Client information, care planning and fee management
- Worker information
- Rostering
- Service delivery levels
- Funding management
- Labour cost and overhead tracking
- Reporting

SMS assists you to not only effectively manage your day-to-day operations but also gives you easy access to all the information you need to manage the many different and sometimes complex aspects of community care organisations.

SMS uses a single database giving you complete control over your data. It interfaces with most other accounting and management programs and has extensive data export capabilities. It also has remote data collection options including integration with Daelibs™ Electronic Loggers.

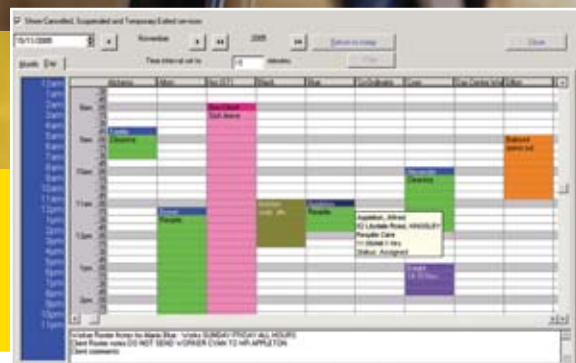
SMS Key Features at a Glance

- Single database for management of all services, clients and workers
- Extensive reporting capabilities
- Compatible with Daelibs™ Electronic Loggers
- Easily interfaces with existing accounting and management packages
- Over 100 standard reports and graphs
- Extensive data export capabilities
- Suitable for organisations of any size (1-100 terminals)
- Lifetime software purchase option
- Flexible on-going support plans



Standard Features

Our comprehensive core software manages the critical aspects of your organisation - clients, workers, services and reporting. All information is easily accessible and can be exported into commonly used file formats.



Clients

This section contains all the information you need to effectively and proactively manage your services and clients including fees, case notes, care plans and waiting lists.

You can easily produce all the reports and graphs you need to effectively manage the client and service aspects of your organisation.

Effectively Manage All Your Client Services

- Client details and services
- Case notes and care plans
- Invoices, payments and funding history
- Extensive segment, categorise and data review capabilities

Workers

The Worker module makes managing your team so easy. Workers can be categorised as team members, volunteers, contractors or agency staff. Information is easily updated and managed. Our flexible rostering tool enables you to quickly and efficiently schedule and allocate your resources. It easily handles all those last minute changes.

Effectively Manage All Your Team

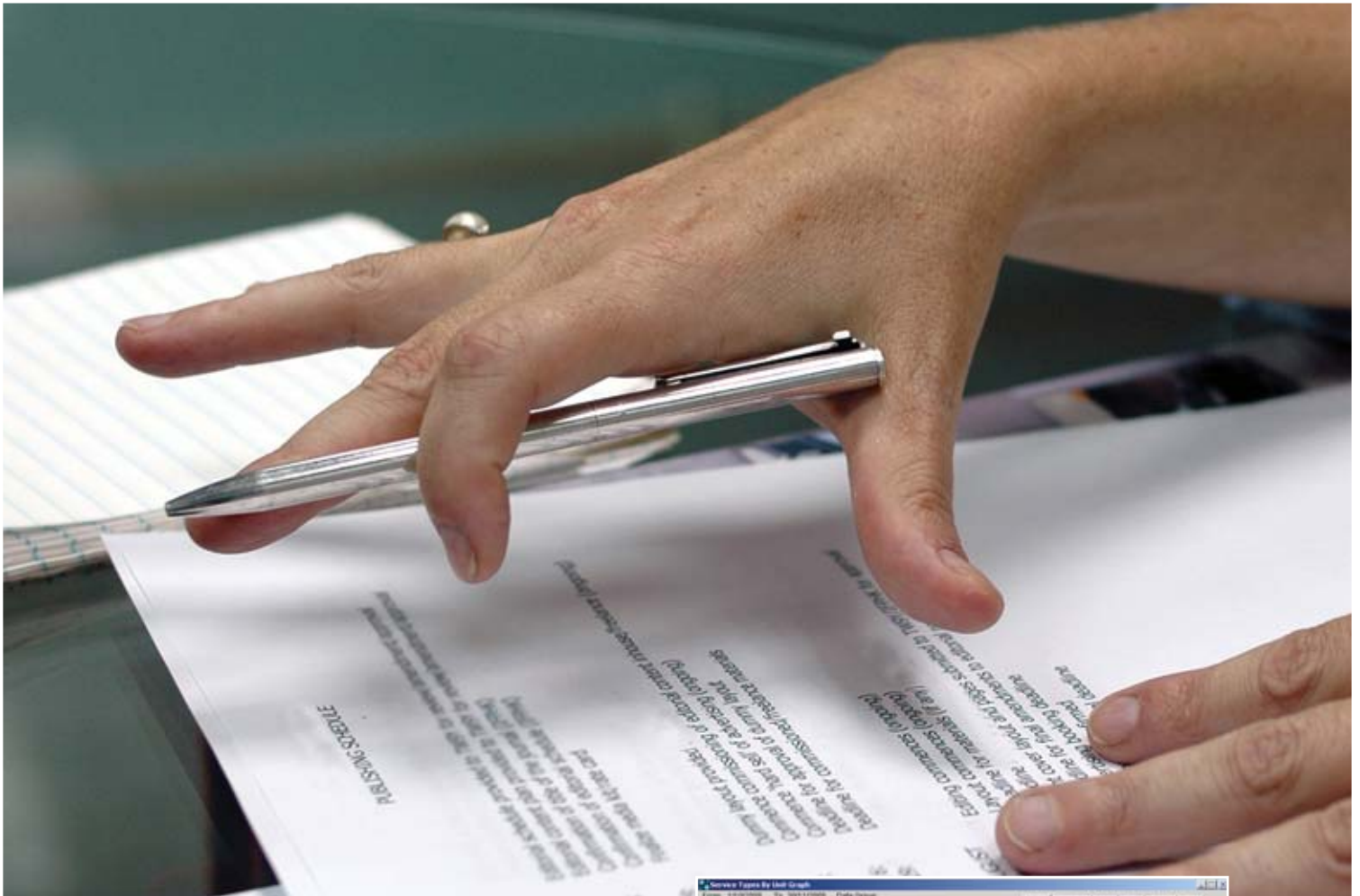
- Team details and history
- Manages employees, volunteers, contractors and agency staff
- Flexible rostering
- Records other important team information

Services

This section makes services management so easy. You can define all your services and service plans and then easily modify and manage this important information. You can allocate overheads and funding chargeouts and access the reports and information you need to manage all aspects of your service delivery.

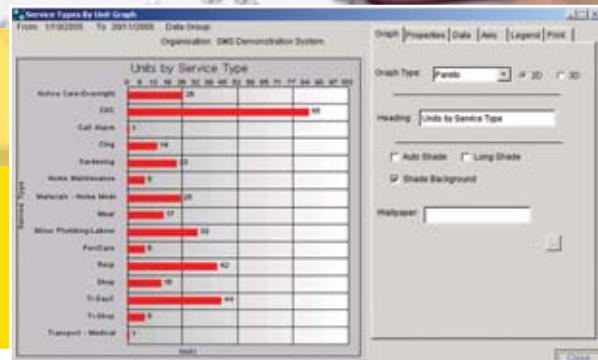
Reports

SMS has extensive reporting capabilities with over 100 reports and graphs available at the click of a button. We are also constantly adding new reports to ensure that SMS delivers the information needed in the format required. All your information is easily accessible. You can also export your data into commonly used file formats such as Word and Excel.



► Specific Features

We understand that you may have specific management and reporting needs. That's why we have optional modules available to help you manage your program requirements.



As industry experts we understand that organisations within the industry have different needs. That is why we have developed specific features and reports to make SMS suitable for organisations delivering services through the following programs:

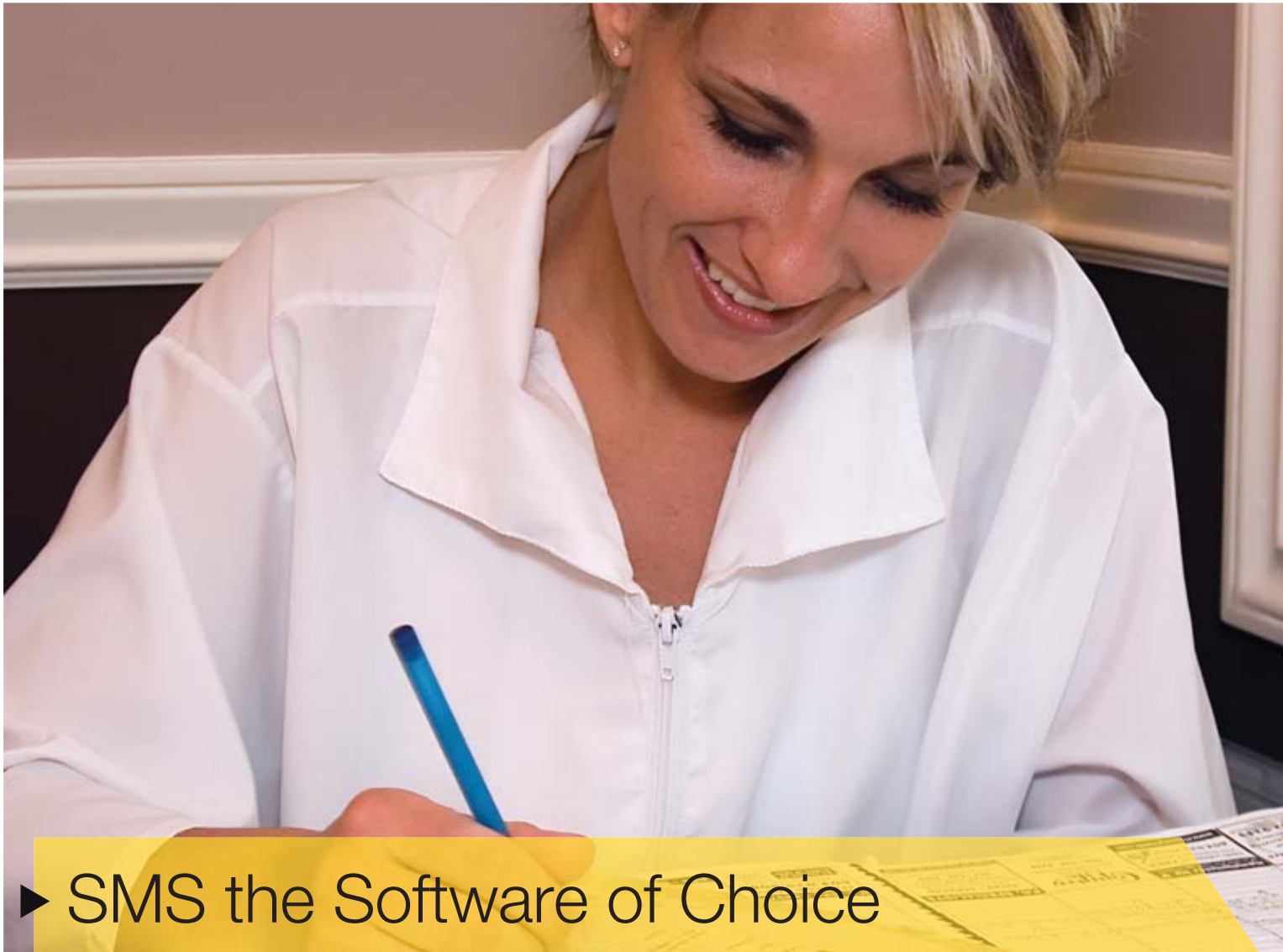
Optional Modules

- HACC (Home and Community Care)
- CSTDA (Commonwealth State and Territories Disability Agreement)
- NRCP (National Respite for Carers Program)
- EACH (Extended Aged Care at Home)
- CACP (Community Aged Care Packages)
- DVA Community Nursing
- VHC (Veterans Home Care)
- Transport
- Meals on Wheels

We would be pleased to demonstrate how SMS can meet the specific management and reporting requirements of these programs.

We also guarantee to add new statistical government funding reports to SMS whenever programs are changed or funding for major new programs is received. This effectively future-proofs your management via SMS and ensures that you are always positioned to take full advantage of current programs and new program opportunities.





► SMS the Software of Choice

We have combined our extensive industry experience with technology to provide you with a management tool that truly improves organisational effectiveness. Our clients tell us that these are the benefits that they have experienced with SMS.

Immediate Productivity

SMS is easy to use and intuitive. Using single point data entry, all information for clients, services, staff and volunteers is contained in a single database. This single database enables efficient data entry and central control over your information.

Accessible Information

SMS has over 100 standard reports and graphs available at the click of a button. Our extensive industry experience means that we know the reports you need and have made them easily accessible. You can also segment and group your data so that your reports meet your specific organisational requirements.

Funding Body Reports are Easy

SMS automatically generates even the most complex reports, each matching the format the funding body requires. We are constantly developing new reporting capabilities to ensure that you have everything you need to meet your reporting requirements.

Flexible Rostering

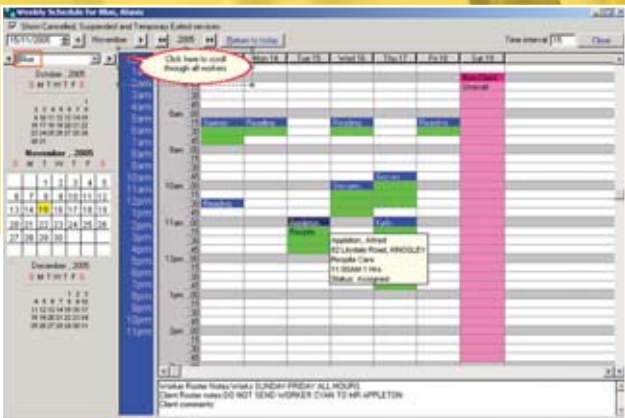
SMS makes even the most complex roosting task easy. Last minute changes, including once-only and individual client changes are quick and easy to do.

Critical Management Information

SMS provides you with the management information you need to not only manage but also to improve the operation of your organisation. SMS gives you immediate access to comprehensive information for:

Management Information

- Budgets
- Costings
- Key Performance Indicators
- Quality assurance and improvement
- Annual and Board Reports
- Funding submissions



Improves Operational Efficiency

SMS contains the flexible and easy to use tools that your staff need for effective day-to-day operations, including:

- Features**
- Rostering
 - Case planning
 - Care plans
 - Staff and volunteer management



▶ **Support**

When you choose SMS you not only get a superior management information solution, you also get the ongoing support of the entire Alchemy Technology team.

Customer Support

All of our team members have extensive industry experience so they really understand your needs. Our entire support team provide support via:

- Support Options**
- Freecall Phone
 - Email
 - Secure web-based support direct to your computer
 - Modem

We are here to assist you and our support is second to none. We have various ongoing software support plans available including a pay-as-you-go option. Our flexible support options mean that you only pay for the level of support you need.

► The Next Step

We believe that to truly assist you, we first need to understand your organisation and requirements. Our personal approach to working with our clients is designed to make the process of choosing the right information management system easy. We are here to assist you in any way we can.

To find out more about SMS and arrange a consultation please contact us today.

Fax: Fax back the attached Information Request Form

Call: Call us on FREECALL 1800 008 498 or (08) 9324 2223

Email: manager@alchemytechnology.com.au

You can also visit us online at www.alchemytechnology.com.au

Fax Information Request

Yes, I would like more information – please contact me to arrange a consultation

Name:

Telephone Number:

Fax Number:

Organisation:

E-mail address:

I am specifically interested in:

CACP (Community Aged Care Packages)

DVA Community Nursing

EACH/EACH Dementia (Extended Age Care at Home)

NRCP (National Respite for Carers Program)

VHC (Veterans Home Care)

CSTDA MDS (Commonwealth State and Territories Disability Agreement)

HACC V1 & 2 (Home and Community Care)

Meals on Wheels

Transport

Other (please state) _____

Please Fax to: (08) 9324 2226

and a member of the Alchemy Technology team will contact you

www.alchemytechnology.com.au Freecall 1800 008 498

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