



Technology

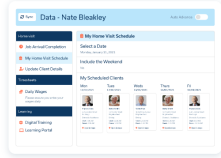
Seamless tech – for seamless care

As a support service provider, chances are, you're bogged down by endless labour-intensive manual processes.

There's the challenge of time-consuming rostering. Capturing – and sharing – information without delay. And meeting important tracking and compliance requirements.

On top of this, you need to assure your clients' families that their loved ones are being cared for. At a standard they expect.

With customisable apps that you can pick and choose according to your needs, VIPS Care will help you tackle all the above – and more.



The Rosters & Administration app

Eradicate costly manual processes with our smart and efficient rostering tool.

With VIPS Care, you can quickly and easily create a support worker's roster. And as soon as it's ready, your support worker can see that roster on their devices in real time.

The roster is also visible to your client and their advocates via the Client Portal.

App features:

The Home Visit app

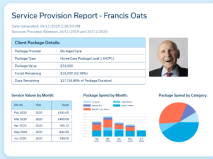
Keep documents and notes handy, so your team is informed about client status and services previously delivered.

You can notify your clients' family members and advocates whenever a support worker visits – giving them peace of mind that the services are in progress.

This app also allows the support worker to record service details and update relevant information from the visit. These are then shared with subsequent support workers, so they know what they are dealing with for each client.

All information recorded is instantly available in the Head Office Reporting Portal – as well as in the Client Portal.

App features:



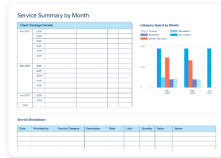
The Service Approvals app

Get ready to simplify complex invoicing processes – with this app.

You'll be able to quickly account for service costs and import this detail into your invoicing software.

What's more, because you'll be reconciling and sending invoices faster, you'll also speed up receipt of government funds for services delivered.

App features:



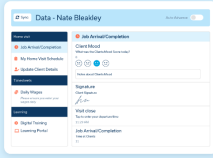
The Client Portal app

This app makes it easy for clients and their families to see services planned and delivered.

They can also access key information – including the support worker's details, weekly rosters and observational metrics – all in one place.

And above all, your clients' families will rest assured that their loved one is receiving the care they've paid for. At a standard they expect.

App features:



The Care Needs & Risk Management app

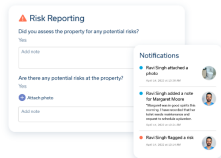
Reduce risk and improve your compliance recording with this completely trackable, in-field application.

Our assessment tool lets you update client care needs, so they get the support they need – while you understand associated risks.

To assist your support workers in minimising risk and completing mandatory reporting, they can instantly record risks and incidents at their clients' homes. And all results are immediately available in the Risk Management portal for manager response, analysis and auditing.

Through this section of the app, you can assess risk and, in the case of incidents, provide details. You can also enact next steps to manage the current situation, to prevent similar incidents in the future.

App features:

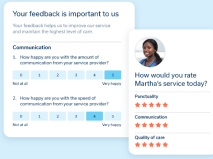


The Feedback & Complaints app

What do clients really think about your service? What is their actual experience?

Whether it's glowing feedback or serious complaints, you need – and deserve – to know it all. Only then can you uphold standards, especially when it comes to mandated reporting.

App features:



Time to boost efficiency – and improve your aged or disability home care support services?

[Request a demo](#)



Email address [Send](#)