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AGED CARE

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Senior Living for Community Care

Epicor Senior Living helps Australian community care providers deliver personalised, compliant, and efficient in-home services — with one platform to manage clients, mobile staff, funding, and reporting.

Australian Community Care is transforming and preparing for a better aged care future

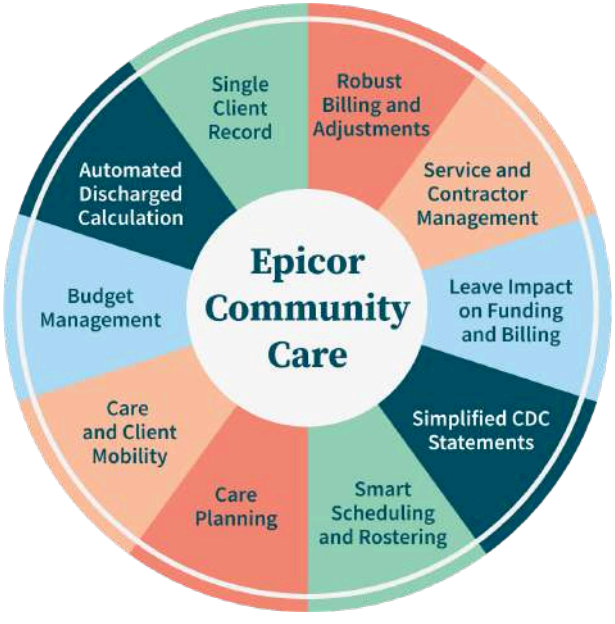
Epicor Senior Living is designed to meet the specific needs of community care providers, from coordinating mobile carers to managing funding programs and staying compliant with regulations. It centralises client information, simplifies rostering and billing, and connects with government systems —supporting organised, responsive, and compliant in-home services across multiple locations.

BENEFITS

- Coordinate mobile caregivers with automated, travel-optimised rostering
- Keep all client records in one secure, central system
- Adapt quickly to HCP, CHSP, and funding changes
- Automate billing, adjustments, and compliance reporting
- Improve service quality with real-time updates from the field
- Scale easily as packages, clients, or regions grow
- Protect sensitive client data with advanced privacy safeguards

Key Features Overview

Epicor Senior Living combines residential and community care capabilities in one system. From clinical care planning and incident reporting to mobile workforce rostering, billing, and compliance tracking — it streamlines the entire care journey. Built for Australian aged care regulations, it reduces manual processes, improves visibility, and adapts easily as providers grow.



Resident & Client Management

- Centralised care records across residential and community services for continuity of care
- Single client record follows the individual throughout their care journey
- Easy access to assessments, care plans, and history in one place

Mobile Access for Caregivers

- Secure mobile access to tasks, records, and case notes from anywhere
- Capture updates, images, and feedback in real time
- Supports both employees and contractors in the field

Contractor Management

- Manage records, services, and payments for outsourced care providers
- Centralised workbench for invoicing and service tracking

Rostering & Workforce Coordination

- Automated rostering with travel optimisation for mobile carers
- Real-time schedule updates to handle absences or changes
- Resource allocation tools for both facility and in-home staff

Compliance Management

- Built-in tools to stay aligned with the new Australian aged care standards
- Automated reporting for HCP, CHSP, and residential care compliance
- Integration with PRODA for claims submissions and government funding processes

Billing & Financial Management

- Simplifies billing for funded and non-funded services
- Manages rate changes, adjustments, and unspent fund calculations
- Transparent tracking of funding across multiple programs

Clinical & Care Planning

- Integrated tools for clinical assessments and personalised service planning
- Matches caregivers to clients based on skills, needs, and preferences
- Automates updates to care plans and tracks progress

Incident & Document Management

- Centralised repository for documents, incident reports, and compliance records
- Reduces audit preparation time and risk of lost documentation

Supporting Better Care Delivery Through Smarter Operations

Community care is complex — with dispersed teams, varied client needs, and evolving compliance requirements. Epicor Senior Living brings all the moving parts together into one connected platform. By unifying client records, workforce coordination, funding management, and reporting, it gives providers the clarity and tools they need to run operations more efficiently and respond to change with confidence.

- **Unified View of Every Client -** Keep all care information, from assessments to service history, in one secure record — making it easier to coordinate across teams and services.
- **Smarter Workforce Coordination -** Optimise rosters with location and skills-based matching, while enabling real-time updates to respond quickly when schedules or client needs change.
- **Streamlined Compliance & Funding Management -** Support alignment with Australian aged care standards and funding rules through integrated tools for HCP and CHSP tracking, automated reporting, and claims submissions.
- **Mobile-Ready for the Field -** Give carers and contractors secure, on-the-go access to tasks, case notes, and client updates — helping maintain accuracy and continuity of care wherever services are delivered.
- **Scalable and Flexible Deployment -** Whether operating in a single region or across multiple locations, choose cloud or on-premises deployment to suit your current structure — with the ability to adapt as your organisation evolves.

Smart Rostering Solutions

A vital element of this solution is Rostering. This is akin to service management, and it offers the ability for an organisation to track and allocate staff, in real-time, to action clients' needs.

Some of its key features include:

- Generating visits/services based on client's preference and needs
- Client- Centric Approach
- Utilising resources according to their availability, expertise and ensuring standard quality services
- Scheduling the right resource based on location, skills, availability, and client preference
- Easy schedule changes resulting from carer or client absences
- Communicate care package services delivered over smartphones to their mobile workforce

And for the person delivering the care in the community (the carer), having access to all the data they need to do their job is fundamental to an efficient Community Care Operation.

The integrated mobile option offers:

- The carer a clear view of their jobs, to accept, progress and complete them on a mobile device anywhere and at any time
- Mapping support to view and get direction to client address and ability to communicate with the client and back office
- The ability to record task completion, enter case notes and take pictures
- The ability to record client confirmation and client evaluation



Deployment Choice – Cloud or On-Premises

Epicor Senior Living offers complete flexibility: choose public cloud or on-premises, with the same capabilities in both. Switching models later is straightforward.

Cloud advantages include:

- Lower upfront IT costs, no infrastructure to manage
- More time for care, less time managing systems
- No large software licence purchases
- Scales easily as you grow or add services
- Regular security and compliance updates
- Faster deployment and reduced implementation risk
- Built-in business continuity and data protection

Streamlined Care and Compliance for Australian Community Care Providers

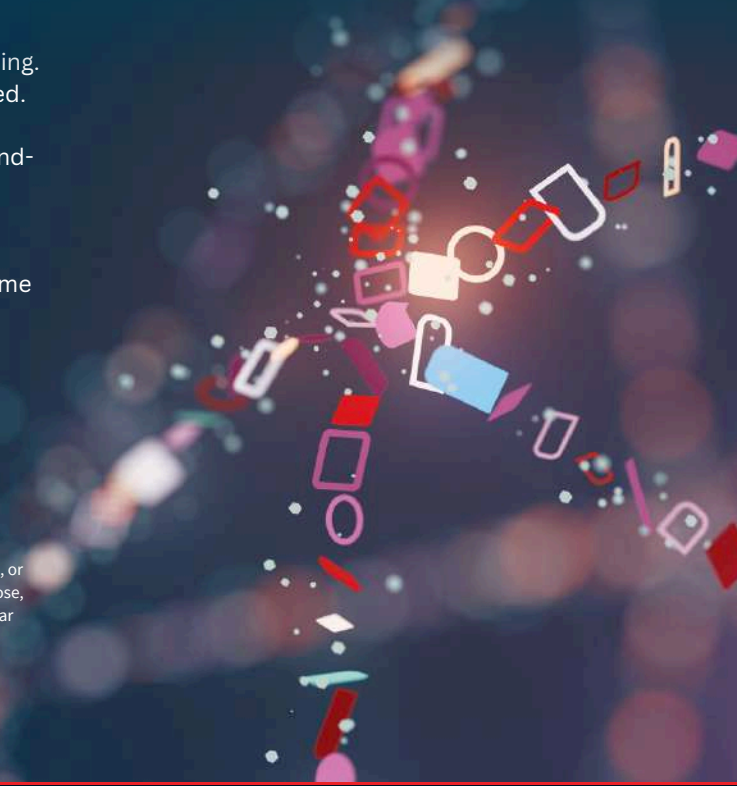
Epicor Senior Living is designed specifically for the specifically for the way Australian providers deliver in-home and community-based services. It brings together client records, workforce coordination, funding management, compliance tools, and reporting into one connected platform. By streamlining rostering, simplifying billing, and enabling secure mobile access, it helps teams work more efficiently and respond quickly to changing needs. With flexible deployment options and integration to government systems, providers can manage HCP, CHSP, and other programs with greater clarity and control —supporting consistent, personalised care across every client interaction.

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