



Taking care of care



Support at Home - Are Your Home Care Systems Ready?

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Executive Summary

The Support at Home program is coming soon, and Home Care providers need to ensure their systems are ready for new funding and compliance rules.

This program may shake up the market, so it's crucial to check if current systems can handle changes and support growth. Providers should assess their systems' compliance, care plans, data exchange, funding models, scalability, and data security.

Choosing the right technology partner is essential. Look for partners focused on the Australian aged care market, with local support teams and strong industry knowledge. eCase offers a platform designed for the Australian aged care sector, supporting high-quality care, boosting productivity, and streamlining processes.

With its scalability and adaptability, eCase is a strong partner for providers preparing for the Support at Home program.



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Support at Home – are your Home Care systems ready?

The Support at Home program is coming and right now Home Care providers have a window of opportunity to ensure their business systems are fit for purpose to meet the new funding and compliance requirements. With the new program forecasted to cause a degree of market disruption, providers may also need to evaluate if their current systems are capable of supporting opportunities for business change and growth.

Key points:

- Support at home is driving change and new technology requirements
- Future-proofing your clinical and business systems – six questions to consider
- Building capability through partnership – five evaluation criteria
- How eCase can help providers deliver Support at Home



Introduction

At the core of the Support at Home program is the drive by the Government to enable older Australians to stay at home longer – delaying and potentially avoiding altogether, their entry into residential aged care.

In turn this will drive a growing need for Home Care providers to deliver care to people with high acuity care needs as they age in place – requiring qualified clinical staff and clinical processes, together with systems specifically designed to meet the new compliance requirements.

A review of the information provided to date on the overall framework of the [Support at Home Program](#) and what will be changing suggests that Home Care providers will require sophisticated and robust technology to efficiently meet high-quality care needs and achieve on-going business viability.



Future-proofing your Clinical and Business Systems

To help you evaluate the readiness of your current systems to meet the new Support at Home program consider the following six questions:

1. Are your systems designed to meet aged care compliance and regulatory standards including required documentation and reporting?
2. Do your systems facilitate person-centred, individualised care plans including co-ordination across multiple caregivers, for example allied health providers?
3. Are your systems interoperable to provide electronic exchange of healthcare data between government agencies and other software applications?
4. Do your systems provide flexibility for multiple, complex funding models including pooled funding, assistive technology funding, short-term and end-of-life?
5. Will your systems scale to meet future change and growth in services, clients and staff?
6. Can you be confident that all systems data is securely hosted in Australia without any risk related to off-shore access?



Building Capability through Partnership

Selecting an appropriate technology partner to support and guide you will be critical to steering your organisation through what is a significant period of change.

Key evaluation criteria to be considered may include:

1. Is the Australian aged care industry and market the tech providers primary focus?
2. Are product, development and support teams based locally and dedicated to the Australian market?
3. Will you have the opportunity to directly influence product strategy and delivery?
4. Will you have access to experienced aged care industry professionals with the deep clinical, funding and operational knowledge required to support change?
5. Will you have the flexibility to set implementation and deployment processes in line with your business needs and priorities?



How eCase Can Help

Leveraging 16 years of aged care industry and technology experience, the eCase software platform has been designed specifically for the Australian aged care sector to support the delivery of high-quality care.



Our focus is on helping aged care providers to optimise their technology investment to achieve:

- Better care outcomes
- Improved workforce productivity and retention
- Time savings through streamlined automated processes
- Greater transparency to support informed decision-making

With many years of experience navigating industry and regulatory change we are well-equipped to support Home Care providers through the transformation of the aged care industry with the new Support at Home program.

eCase is fully scalable as demonstrated by our diverse customer base. We work with smaller regional providers right through to larger, multiple location metropolitan providers. So as your business inevitably changes and grows - so will your eCase systems.

Learn more about [eCase Home Care](#)





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