

# Case Study – Feros Care

## Client Industry – Aged and Community Services



**Feros Care** is a community owned not-for-profit aged and community care service that supports nearly 900 community care clients living in 14 local government areas. Feros Care services a wide range of locations from the North Coast of New South Wales, south to Coffs Harbour, and north to the Queensland localities of Redcliffe, Caboolture and Pine Rivers.

## Client Requirement

Along with expanding the range of **Feros Care** services, the organisation wanted to take advantage of contemporary technologies to streamline access to services and maximise direct care hours.

## DCA's Solution

**The Care Manager** is the core client management application of **Feros Care's** award- winning **Community Gateway** – a 24/7 single-point-of-entry accessible on a 1300 number and virtually through the WAN by remote and mobile staff. The Gateway combines existing broadband and communication technologies with **The Care Manager** to enable significant efficiencies in service delivery and administration

## Customer Benefits

Through the combination of **The Care Manager** and the **Gateway**, **Feros Care** has achieved the following benefits;

- A single integrated client record
- Increased efficiency
- Reduced costs (annual savings of \$500,000)
- Increased number of direct care hours
- A reduction from initial contact to action from three days to 10 minutes, and
- Industry recognition.

## Industry recognition

In 2008 **Feros Care** won three Industry Information Technology Awards for their innovative use of technology to improve their model of services delivery:

- 2008 Aged and Community Services NSW & ACT Industry Awards: Technology Award Winner
- 2008 Information Technology in Aged Care (ITAC) Awards: Implementation of the Year Winner
- 2008 Aged and Community Services Australia Awards for Excellence: Technology Innovation Winner

## Contact Details

For further details about DCA's **The Care Manager** software, please contact:

Peter Young

**DCA**

Level 5, 355 Spencer Street

West Melbourne

Victoria, Australia 3003

Ph: +61 3 9320 9000

Fax: +61 3 9320 9001

Email: [tcmsales@data.com.au](mailto:tcmsales@data.com.au)

Web: [www.thecaremanager.com.au](http://www.thecaremanager.com.au)