

Case Study – Yooralla Disability Services Project

Client Industry – Disability Services



Yooralla is a multi-faceted community based disability service provider, operating out of regional service centres, kindergartens, schools, and other public facilities in community locations across Victoria.

Yooralla provides practical solutions for around 30,000 Victorian children and adults who have acquired disabilities through road and recreational accidents, health problems, drug and alcohol abuse, and the effects of ageing, as well as people who are born with disabilities.

Services include therapy and equipment, accommodation and respite, employment and recreation, and independent living skills that improve mobility, communication, and quality of life.

Client Requirement

Yooralla developed a comprehensive requirements specification which documented the need for a single client relationship management solution to integrate service delivery across their 21 program areas. This included a single comprehensive assessment, reporting under state disability services, and staff rostering.

DCA's Solution

In partnership with **Yooralla**, **DCA** developed a comprehensive functional specification in response to the business requirements, and implemented a solution based on **The Care Manager** to meet those needs. The solution manages referral and intake, client assessment, care planning, service delivery, staff rostering, correspondence, budgeting, invoicing, and funding under HACC and QDC (CSTDA).

Interfaces have been implemented to the finance system for debtor management and to the payroll system for time and attendance.

Customer Benefits

This project achieved Yooralla's objectives to have a consistent, best practice assessment and care planning approach across the organisation. It also improved the quality and accountability of service delivery by ensuring secure access to shared client records and integration with the organisations payroll and financial systems.

These achievements will allow Yooralla to grow into the future and demonstrate its ability as an industry leader in the disability services sector.

Contact Details

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