

## Comparative guide to HACC MDS software products in Victoria June 2007

This guide lists twenty-one software products currently used by agencies delivering services under the Home and Community Care (HACC) Program in Victoria to collect and report their Minimum Data Set version 2.

The particular focus of the guide is the ability of a system to collect the **Victorian** version of the HACC MDS version 2 and to report the data in the correct format to the Department of Human Services. Information about whether a system incorporates the **Service Coordination Tools** is also included where available.

To produce the guide, we circulated a set of standard questions to those software developers who we believed had a relevant product. *If you know of other HACC software products that should be on the list, please let us know.*

If answers are missing, it can be assumed that they were not supplied.

We have not independently checked any product or the vendor's answers to the survey, except for the question labelled 'HACC MDS v2 tested'. If the answer appears as 'Yes', we can confirm that we have received a data file from a HACC service provider who was apparently using this product, and that the file was correctly formatted for Victoria's modification of the HACC MDS v2.

Of course, there is no guarantee that a HACC data collection system will always produce a correctly formatted file. We periodically receive files with data-entry errors that are probably the fault of the service provider rather than the software used. On the other hand, a well-designed software product can often eliminate or minimise this kind of problem by having in-built error checks, drop-down lists of languages, suburbs and postcodes, etc. If you are considering buying a package, it is worth asking about these error-minimization functions.

Naturally we are not able to recommend or endorse any particular product. We encourage you to talk to other agencies about their experiences with computerised information management systems. Some products have user groups who meet regularly.

HACC Data Collection & Resource Allocation Team  
Department of Human Services  
June 2007

## CHECK LIST

Page	Software Name	E-Referrals	SCTT 2006	Network Capability	Support Offered	HACC MDS V2 Tested	HACC MDS V2 Implemented	Agency Size *
3	ACA Meal Management			✓	✓	✓		
3	ACE		✓	✓	✓	✓	✓	
3	AIM Community Care Solutions			✓	✓			
4	BDNH Community Care Package		✓	✓	✓	✓	✓	L
4	Carelink+	✓	✓	✓	✓	✓	✓	M
5	CIM		✓	✓	✓	✓	✓	L
5	Client Manager Online (CMO)	✓	✓	✓	✓	✓		N
5	CRISSP			✓	✓	✓		L
6	Daisy	✓	✓	✓	✓	✓	✓	L
6	DataManager +				✓	✓	✓	S
7	Goldcare	✓	✓	✓	✓			N
7	HaccPac & MealPac		✓	✓	✓	✓	✓	S
8	HMS Master Care		✓	✓	✓	✓	✓	N
8	IBA SWITCH		✓	✓	✓	✓	✓	L
9	i.Patient Manager			✓	✓	✓	✓	L
9	Jade Coordinated Care	✓	✓	✓	✓	✓	✓	N
10	On Call		✓	✓	✓	✓	✓	N
10	PJB Data Manager		✓	✓	✓	✓	✓	N
11	Sharikat Community Services System		✓	✓	✓	✓	✓	M
11	The Care Manager	✓	✓	✓	✓	✓	✓	N
12	Xpedite Aged Care/Food Services		✓	✓	✓	✓	✓	N

\*Size: L = over 500 clients; M = 100–500 clients; S = under 100 clients; N = any size; Blank means information not provided.

Note that Victoria's HACC E-Form is not listed. This is because it can only be used to collect the HACC MDS Version 1.

<b>Product Name</b>	<b>ACA Meal Management</b>
Company Name	ACALink (Synopsis Pty Ltd)
Address	12/207 Albany St North, GOSFORD NSW 2250
Contact	Steve Doherty
Phone/Mobile/Fax	PH: 02 4320 0300
Web Site/Email	<a href="http://www.acalink.net">www.acalink.net</a> <a href="mailto:support@acalink.net">support@acalink.net</a>
Features	MYOB, direct debit, BPAY, Ducat Menu Scanning System Email, web, phone support, HACC MDS v2 compliance.
Agency Size	
Agency Type	Local Councils, Meals Delivery System
SCTT Incorporated	No
Network	Yes
HACC MDS v2 tested	Yes
HACC MDSv2 Implemented	May 2007
Price	On application

<b>Product Name</b>	<b>ACE</b>
Company Name	Victorian Evaluation Unit, Australian Institute for Primary Care
Address	La Trobe University
Contact	Janette Collier
Phone/Mobile/Fax	PH: 9479 5962 FAX: 9479 5977
Web Site/Email	<a href="http://www.latrobe.edu.au/aipc">www.latrobe.edu.au/aipc</a> <a href="mailto:janette.collier@latrobe.edu.au">janette.collier@latrobe.edu.au</a>
Features	Data entry in clients' homes, support: help desk, site visits
Agency size	
Agency type	Only for Aged Care Assessment Services
SCTT incorporated	Yes
Network Capable	Yes
HACC MDSv2 tested	Yes
HACC MDS v2 Implemented	Yes
Price	On application

<b>Product Name</b>	<b>AIM Community Care Solutions</b>
Company Name	AIM Software Pty Ltd
Address	755 Station Street, BOX HILL VIC 3128
Contact	Alan Bateman
Phone/Mobile/Fax	PH: 03 9890 6711 MOB: 0417 363 443 Fax: 03 9890 6799
Web Site/Email	<a href="http://www.aimssoftware.com.au">www.aimssoftware.com.au</a> <a href="mailto:alan@aimssoftware.com.au">alan@aimssoftware.com.au</a>
Features	CACP, Post Acute Care, product training, help desk services
Agency size	Large
Agency type	Agencies with brokerage & case management, residential aged care
SCTT incorporated	No
Network Capable	Yes
HACC MDSv2 tested	No
HACC MDS v2 Implemented	No
Price	On application

<b>Product Name</b>	<b>BDNH Community Care Package</b>
Company Name	Ballarat District Nursing & Healthcare
Address	1818 Sturt Street, BALLARAT VIC
Contact	Dean Parish
Phone/Mobile/Fax	PH: 03 5334 1500 MOB: 0408 122 723 FAX: 03 5334 1950
Web Site/Email	<a href="http://www.bdnh.com.au">www.bdnh.com.au</a> <a href="mailto:dparish@bdnh.com.au">dparish@bdnh.com.au</a>
Features	Incorporates complete debtors system & receipting, daily client lists/rosters, software and tools capability, can be used in clients' homes. Bush nursing, Victorian Palliative Care Reporting System, client data folder links to store other electronic documents. Support: onsite training, free upgrades, remote support, development, provision of manuals.
Agency size	Unlimited
Agency type	All HACC service delivery agencies
SCTT incorporated	Yes
Network capable	Yes
HACC MDSv2 tested	Yes
HACC MDS v2 Implemented	Yes
Price	\$30 per week (paid quarterly in arrears)

<b>Product Name</b>	<b>Carelink+</b>
Company Name	Icon Global
Address	Suite 4/73 Malop Street, GEELONG VIC 3220
Contact	Allison Becker
Phone/Mobile/Fax	PH: 03 5229 3141 MOB: 0425 764 896 FAX: 03 5229 8161
Web Site/Email	<a href="http://www.iconglobal.com.au">www.iconglobal.com.au</a> <a href="mailto:allison.becker@iconglobal.com.au">allison.becker@iconglobal.com.au</a>
Features	All HACC services. Manages HACC, DVA, NRCP, CACP, Linkages, EACH, FSR etc. Crystal reports, PDA, electronic timesheet, TAC online etc. E-Referral capability, third party payroll & financial systems. Full helpdesk and online support 8am-6pm
Agency size	
Agency type	Local Councils, Small NGOs, agencies with brokerage, district nursing, disability with supported accommodation and houses, homeless services etc.
SCTT incorporated	Yes
Network capable	Yes
HACC MDSv2 tested	Yes
HACC MDS v2 Implemented	Yes
Price	\$10,000 entry level

<b>Product Name</b>	<b>CIM</b>
Company Name	Corporate Information Management PL
Address	Suite 3/26 The Parade West, KENT TOWN SA 5067
Contact	Brenton Scott
Phone/Mobile/Fax	PH: 08 8363 5079 MOB: 0411 555 213 FAX: 08 8363 2120
Web Site/Email	<a href="http://www.cim.net.au">www.cim.net.au</a> <a href="mailto:enquiries@cim.net.au">enquiries@cim.net.au</a>
Features	Home data entry, remote dialling facility, backend of database can be accessed by external report writing tools able to access ODBC database, helpdesk support offered (telephone & email).
Agency size	Unlimited
Agency type	Community Health Centres & Hospitals, Local Councils, Agencies with brokerage, District Nursing Services
SCTT incorporated	Yes
Network capable	Yes
HACC MDSv2 tested	Yes
HACC MDS v2 Implemented	Yes
Price	On application

<b>Product Name</b>	<b>Client Manager Online (CMO)</b>
Company Name	Applied Aged Care Solutions
Address	PO Box 4088, BALWYN EAST VIC 3103
Contact	Jane Ware; Dr Richard Rosewarne
Phone/Mobile/Fax	PH: 03 9836 8852 PH: 0419 399 836 FAX: 03 9836 8853
Web Site/Email	<a href="http://www.agedcaresolutions.com">www.agedcaresolutions.com</a> <a href="mailto:info@agedcaresolutions.com">info@agedcaresolutions.com</a>
Features	All HACC services, acquittal to State Reports as specified, CACP, Post Acute Care, PDA, remote access, E-Referrals, managers can analyse data at a staff member and/or work site level, helpdesk.
Agency size	Unlimited
Agency type	All service providers including counselling services,
SCTT incorporated	Yes
Network capable	Yes
HACC MDSv2 tested	June 2007
HACC MDS v2 Implemented	June 2007
Price	On application

<b>Product Name</b>	<b>CRISSP</b>
Company Name	Department of Human Services, Victoria
Address	50 Lonsdale Street Melbourne 3000
Contact	Kathleen Taylor
Phone/Mobile/Fax	PH: 03 9096 7255
Web Site/Email	<a href="mailto:haccmds@dhs.vic.gov.au">haccmds@dhs.vic.gov.au</a>
Features	All HACC services, common client layer interfaces with disability services, helpdesk support
Agency Size	Unlimited
Agency Type	Suits HACC and Disability funded agencies
SCTT incorporated	Yes
Network capable	Yes
HACC MDSv2 tested	No
HACC MDS v2 Implemented	No
Price	

<b>Product Name</b>	<b>Daisy</b>
Company Name	Knowledge Base Systems
Address	24 Peppercorn Walk, KENSINGTON VIC 3031
Contact	Peter Caldwell
Phone/Mobile/Fax	Ph: 03 9376 8752 MOB: 0416 150 369
Web Site/Email	<a href="mailto:Pc.kbs@optusnet.com.au">Pc.kbs@optusnet.com.au</a>
Features	staff rostering, payroll, invoicing, send e-referrals, crystal reporting, support: helpdesk& user group meetings.
Agency size	Unlimited
Agency type	Local Councils, District Nursing, personal & domestic care, nursing, meals, day centres.
SCTT incorporated	Yes
Network capable	Yes
HACC MDSv2 tested	Yes
HACC MDS v2 Implemented	Yes
Price	On application

<b>Product Name</b>	<b>DataManager+</b>
Company Name	Miss Programs
Address	37 Ferndale Road, UPPER FERN TREE GULLY VIC 3156
Contact	Andrea Coffey
Phone/Mobile/Fax	MOB: 0428 860 008
Web Site/Email	<a href="mailto:why@bigpond.net.au">why@bigpond.net.au</a>
Features	contact vendor for more information
Agency size	Small
Agency type	Small NGOs running PAGs
SCTT incorporated	
Network capable	
HACC MDSv2 tested	
HACC MDS v2 Implemented	
Price	On application

<b>Product Name</b>	<b>GoldCare</b>
Company Name	Campana Systems Pty Ltd
Address	Suite2/26 Ellingworth Pde, BOX HILL VIC 3128
Contact	Wes Radulski
Phone/Mobile/Fax	PH: 03 9899 3400 FAX: 03 9899 3455
Web Site/Email	<a href="http://www.takebettercare.com.au">www.takebettercare.com.au</a> <a href="mailto:wtr@campana.com">wtr@campana.com</a>
Features	Rostering, PDA compatible, B2B functionality, assessment engine for standard or custom assessments, ability to roster any service & frequency, integrated billing, E-Referral capable.
Agency size	Unlimited
Agency type	All service provider types, all HACC services
SCTT incorporated	Yes
Network capable	Yes
HACC MDSv2 tested	No
HACC MDS v2 Implemented	No
Price	On application

<b>Product Name</b>	<b>HACC and Mealpac</b>
Company Name	Vada Computing Pty Ltd
Address	PO Box 242 BLACKBURN SOUTH VIC 3130
Contact	Suzie Eckermann
Phone/Mobile/Fax	PH: 03 9890 5418 MOB: 0401 562 095 FAX: 03 9890 5418
Web Site/Email	<a href="http://www.vadacomputing.com.au">www.vadacomputing.com.au</a> <a href="mailto:Suzie.eckermann@vadacomputing.com.au">Suzie.eckermann@vadacomputing.com.au</a>
Features	Delivered meals, rostering, ODBC compliant to enable integration with other applications, laptop synchronisation, ODBC compliant, Home Maintenance plug-in, accounting, SQL MS Access database. Helpdesk 8am – 6pm.
Agency size	Unlimited
Agency type	Small NGOs, Local Councils
SCTT incorporated	Yes
Network capable	Yes
HACC MDSv2 tested	Yes
HACC MDS v2 Implemented	
Price	From \$995

<b>Product Name</b>	<b>HMS Master Care (Formerly HACCSOFT), Harrison Scheduler</b>
Company Name	Health Management Systems (Australia) Pty Ltd
Address	PO Box 151, SURREY HILLS VIC 3127
Contact	George Guorgi
Phone/Mobile/Fax	PH: 03 9898 7055 MOB: 0419 351 608 FAX: 03 9898 7155
Web Site/Email	<a href="http://www.hms.com.au">www.hms.com.au</a> <a href="mailto:admin@hms.com.au">admin@hms.com.au</a>
Features	Can manage multiple agencies across multiple sites supporting unique client record, letter writer/mail merge facilities, VINAH, electronic case notes, client diary etc. E-Referral compatible, Day therapy. Telephone and email support, regular web updates.
Agency size	Unlimited
Agency type	All Service provider types including brokerage services, acute care, outpatients, palliative care, specialist & rehab services, day therapy centres. All HACC services including respite, multiple service delivery.
SCTT incorporated	Yes
Network capable	Yes
HACC MDSv2 tested	Yes
HACC MDS v2 Implemented	National, not Vic
Price	Min \$2500 for small agencies

<b>Product Name</b>	<b>IBA Switch</b>
Company Name	IBA Health Ltd
Address	Level1/19 Shierlaw Ave, CANTERBURY VIC 3126
Contact	Zoe Goumas
Phone/Mobile/Fax	PH: 03 9895 7300 FAX: 03 9899 1070
Web Site/Email	<a href="http://www.ibahealth.com">www.ibahealth.com</a> <a href="mailto:zoe.goumas@ibahealth.com">zoe.goumas@ibahealth.com</a>
Features	All HACC services. Interfaces with GP software (real time & batch), CACP, Post Acute Care, Crystal reports. Help desk training support and implementation.
Agency size	Unlimited
Agency type	Community health centres, small NGOs, alcohol and drugs.
SCTT incorporated	Yes
Network capable	Yes
HACC MDSv2 tested	Yes
HACC MDS v2 Implemented	Yes
Price	On application

<b>Product Name</b>	<b>i.Patient Manager</b>
Company Name	iSoft
Address	Level1, 221 Drummond St, CARLTON VIC 3053
Contact	Ian Brown
Phone/Mobile/Fax	PH: 03 8633 5719 FAX: 03 8633 5777
Web Site/Email	<a href="http://www.isoftplc.com">www.isoftplc.com</a> <a href="mailto:support@isoftaus.com.au">support@isoftaus.com.au</a>
Features	All HACC services. Fully integrated to hospital i.patient manager PAS system. Helpdesk support
Agency size	Unlimited
Agency type	Community health centres and hospitals
SCTT incorporated	
Network capability	Yes
HACC MDSv2 tested	Yes
HACC MDS v2 Implemented	Yes
Price	On application

<b>Product Name</b>	<b>Jade Coordinated Care (JCC) &amp; Jade Domiciliary (JCD)</b>
Company Name	Ascribe Asia Pacific
Address	Level 40/100 Miller St, NORTH SYDNEY NSW 2060
Contact	Gary Lakin
Phone/Mobile/Fax	PH: 02 9657 1074 MOB: 0409 300 869 FAX: 02 9922 4366
Web Site/Email	<a href="http://www.ascribe.com">www.ascribe.com</a> <a href="mailto:gary.lakin@ascribe.com">gary.lakin@ascribe.com</a>
Features	DVA services, payroll, human resource, accounting, case management, group managing, alerts management etc. E-Referral compatible, network capability. Helpdesk support offered.
Agency size	Unlimited
Agency type	Suitable for all service delivery types, including mental health and palliative care. All HACC services
SCTT incorporated	Yes
Network capability	Yes
HACC MDSv2 tested	Yes
HACC MDS v2 Implemented	Yes
Price	On application

<b>Product Name</b>	<b>OnCall</b>
Company Name	Knowledge Base Systems
Address	24 Peppercorn Walk, KENSINGTON VIC 3051
Contact	Peter Caldwell
Phone/Mobile/Fax	PH: 03 9376 8752 MOB: 0416 150 369
Web Site/Email	<a href="mailto:Pc.kbs@optusnet.com.au">Pc.kbs@optusnet.com.au</a>
Features	Worker or project based brokerage budgeting, publications and library information, contact and case records, person searching and matching using phonetic name search & fuzzy logic, direct access to web pages/publications/documents, case management, brokerage for respite/equipment, project based brokerage budgeting, worker time management, Commonwealth & State reporting.
Agency size	Unlimited
Agency type	Agencies with brokerage and case management, medical helplines & information providers, call centres, carer respite centres, carer resource centres, cancer councils.
SCTT incorporated	Yes
Network capability	Yes. Built in reporting, export/import from flat files
HACC MDSv2 tested	Yes
HACC MDS v2 Implemented	Yes
Price	\$3850 - \$15400

<b>Product Name</b>	<b>PJB Data Manager</b>
Company Name	PJB Software Australia Pty Ltd
Address	RMB E650 BALLARAT VIC 3352
Contact	Peter Begbie
Phone/Mobile/Fax	PH: 03 5334 8101 MOB: 0408 571 101 FAX: 03 5334 8099
Web Site/Email	<a href="http://www.pjbaus.com">www.pjbaus.com</a> <a href="mailto:pjb@pjbaus.com">pjb@pjbaus.com</a>
Features	Supports VINAH, HARP, palliative and post acute care, primary & community health, DVA community nursing, SCTT referrals, debtors system, SQL query screen. Database can be queried using SQL. Client demographics can be synched with hospital PMI via HL7 stream. Can produce and update patients in file for Medical Director. Changes can be exported to Attache or Appgen. Onsite installation and training, phone support during business hours.
Agency size	Unlimited
Agency type	All service delivery types and all HACC services.
SCTT incorporated	Yes
Network capability	Yes
HACC MDSv2 tested	Yes
HACC MDS v2 Implemented	Yes
Price	Rental fee negotiated on basis of use required and number of users. Installation training and support included. No up-front charge – rental fee negotiated on basis of use required and number of users.

<b>Product Name</b>	<b>Sharikat Community Services System</b>
Company Name	Sharikat Khoo (Aust) Pty Ltd
Address	1 Woolerton Court, DONVALE VIC 3111
Contact	Mark Annabell
Phone/Mobile/Fax	PH: 03 9874 4975 MOB: 0417 389 489 FAX: 03 9873 4299
Web Site/Email	<a href="http://www.sharikatkho.com.au">www.sharikatkho.com.au</a> <a href="mailto:info@sharikatkho.com.au">info@sharikatkho.com.au</a>
Features	CACP, post acute care, multiple billing options, hand held devices data entry in the home via laptops, electronic timesheets. ODBC compliant, installation, training, helpdesk, user group.
Agency size	Unlimited
Agency type	Local Councils, small NGOs. Home care, Home maintenance, food services, community transport, veterans home care, PAGs, Volunteer social support, client assessment, podiatry, Community Connections
SCTT incorporated	Yes
Network capability	Yes
HACC MDSv2 tested	Yes
HACC MDS v2 Implemented	
Price	On application

<b>Product Name</b>	<b>The Care Manager</b>
Company Name	Database Consultants Australia
Address	Level 5/355 Spencer Street, WEST MELBOURNE
Contact	Peter Young
Phone/Mobile/Fax	PH: 03 9320 9099 MOB: 0412 868 236 PH: 03 9320 9001
Web Site/Email	<a href="http://www.thecaremanager.com.au">www.thecaremanager.com.au</a> <a href="mailto:pyoung@data.com.au">pyoung@data.com.au</a>
Features	Manages multiple HACC funded projects within single organisation. Supports CACP,EACH, NRCP, QDC, RCS, VINAH. Nationwide helpdesk and regular software release update program. Supports E-Referral as an email attachment, or as a structured message via the ConnectingCare gateway.
Agency size	Unlimited
Agency type	Suitable for all service delivery types, all HACC services, including disability services, psychiatric disability, residential care and respite, carer support programs.
SCTT incorporated	Yes
Network capability	Yes. Developed in Microsoft development tools and supports a SQL Server data base. Interfaces with Microsoft suite of software as well as access by a wide variety of standard industry reporting tools.
HACC MDSv2 tested	Yes
HACC MDS v2 Implemented	Yes
Price	On application

<b>Product Name</b>	<b>Xpedite Aged Care/Food Services</b>
Company Name	Xpedite Professional Services Pty Ltd
Address	12/214 Bay Street BRIGHTON VIC 3186
Contact	Michael Holden
Phone/Mobile/Fax	PH: 03 9596 8433 FAX: 03 9596 8488
Web Site/Email	<a href="http://www.xpeditepro.com.au">www.xpeditepro.com.au</a> <a href="mailto:admin@xpeditepro.com.au">admin@xpeditepro.com.au</a>
Features	Home care, personal care, respite care, volunteers, transport, delivered meals, PAGs. Refer to website for all capabilities. Helpdesk support, online access and weblog reporting.
Agency Size	Unlimited
Agency Type	Suits local councils
SCTT incorporated	Yes
Network capable	Yes
HACC MDSv2 tested	Yes
HACC MDS v2 Implemented	Yes
Price	On application