

A young woman with blonde hair, wearing a white uniform, is smiling and looking towards the right. She is standing behind an elderly woman with grey hair, who is also smiling and looking towards the right. The elderly woman is seated in a wheelchair. The background is a bright, indoor setting with large windows.

Fact sheet — OneCare and Resident Manager

A next generation aged care solution

As leading Australian owned software providers to the industry, TechnologyOne and Telstra Health are proud to deliver a complete, end-to-end software experience for residential aged care and independent living providers.

The solution integrates the resident administration and Medicare claiming capabilities of Telstra Health's Resident Manager software, with the enterprise capabilities of TechnologyOne's OneCare solution.

Our modern, integrated solution supports digital transformation to drive better business, customer and clinical outcomes. Providers benefit from the automation of a number of back office functions and ensuring information is current for business reporting.

TechnologyOne and Telstra Health are committed to delivering the scale, technical expertise, innovation, investment and experience required to support residential aged care and independent living providers, as well as providing long-term partnerships that continue adding value and allow for future growth.

TechnologyOne OneCare

TechnologyOne's OneCare empowers providers to understand their costs and operate more efficiently by effectively managing financials, budgeting, clients, billing, employees and assets. The solution integrates seamlessly with Telstra Health's Resident Manager, enabling providers to view and manage clients through a single record.

- Calculate service cost and profitability to remain competitive
- Ensure timely and accurate resident billing with flexible and efficient facility billing functionality
- Automate processes like drawdowns and billing adjustments
- Reduce your aged debtors with proven accounts receivable and debt management functionality
- Forecast interest charges on departures and be alerted well before maximum rates apply
- Reduce back office administration by providing resident financial information directly to the users who need it
- Real-time information to develop future plans and strategies

Telstra Health Resident Manager

From the first enquiry, Telstra Health's Resident Manager streamlines the lead management process and enables staff to easily manage fees and help identify the right care delivery for a potential resident.

- Medicare integration streamlines finalising monthly claims and reviewing payment statements
- Medicare B2B events including admissions, departures, leave and Aged Care Funding Instrument (ACFI) submissions are easily managed
- Facility dashboards and management tools enhance visibility over key resident data and event timelines
- Real-time integration with Medicare reduces the likelihood of rejections, minimises data entry, and ensures funding is up to date
- Resident data automatically flows through to Telstra Health's Clinical and Care Management software, reducing data entry

"We've now got this nice workflow happening across the business, from when a resident first enquires with us, right through to all of our resident billing and financial reporting. We now have greater assurance that our billing is timely and our reporting is streamlined."

Rebecca Pacey, Director of People and Corporate Services, Infinite Care