

Epicor For Care – Senior Living for Residential Care (ANZ)

Deliver outstanding care with a solution designed to help you streamline processes, personalise care, and control costs.

Organisations in the Australian aged care industry face constant challenges. On one side, they must maintain their standards—even improve them—in this highly competitive environment. On the other side, they’re pressured to be more efficient and cost-effective in their service delivery and administration—all while keeping up with compliance and regulatory changes.

Australian Residential Care is transforming and preparing for a better aged care future

Epicor Senior Living is a fully functioning, scalable, and end-to-end enterprise resource planning (ERP) software solution. Designed in Australia for organisations that operate in Australian aged care, residential management, and community care (available optionally). It adapts to legislative changes to ensure compliance. It is one of Australia’s leading solutions servicing this industry—providing all the functionality required to manage the marketing, administrative, client, procurement, document management, and financial aspects of an aged care organisation.

Key Features

Senior Living - Residential Care is built into our award-winning, global ERP system. It benefits from the investments Epicor makes in its core functionality while offering bespoke functionality to meet the specific demands of the Australian aged care community. The result is an integrated business software solution that maximises productivity through mobility, collaboration, simplicity, responsiveness, and optional cloud/on-premises deployment.



Benefits

Simplify billing and financials management

Easily comply with AN-ACC Funding Management

Enable government compliance and align with regulatory requirements

Have more satisfied care residents through care feedback options

Improve productivity of existing residential care home resources

Simplify work life for care personnel and deliver better employee experiences

Allow a single client record for residents throughout their whole aged care journey

“Every Epicor consultant we spoke to was an industry expert and we came to rely and trust Epicor, not only as a technology provider but as a trusted adviser. It was the best part of the experience, and they are PRODA certified unlike other vendor we worked with.”

Praneel Anand, Acting CIO | HammondCare



Features of Epicor Senior Living for Residential Care:

- Developed specifically for Australian aged care organisations
- A single point to record enquiries, waitlist, and admit clients to residential accommodation
- Connects to third-party clinical care and medication management solutions
- Complies with Australian government legislation for the aged care industry
- Electronic online claiming with Medicare
- Maintains detailed resident information
- Manages documents and content securely – from capture to deletion in the entire organisation
- Flexible billing capabilities for residential care—including recurring, time-based, ad-hoc, third-party, split billing and drawdowns
- Reconciles expected to fund versus actual funding
- Supports Australian AN-ACC funding management
- Manages the use, record, and payment for contractors
- Collects simple feedback including images from carers or clients with the care experience portal
- Advanced functionality for financial management and analysis
- Extensive reports and advanced performance management tools
- Simplifies business processes and data management through a configurable workflow engine
- A centralised database for all facilities and programs
- A single client record for a resident throughout their whole aged care journey

Epicor Senior Living – Residential Care in the Cloud

In line with the Epicor policy of giving choice to customers, Epicor offers the flexibility they need by providing a public cloud or an on-premises deployment. The software as a service (SaaS) solution is the same as what's used for on-premises implementations, so if a customer decides to change to another deployment model, it's much easier to make the move.

The Senior Living SaaS cloud solution is designed to suit the needs of aged care organisations. There are significant benefits that can be achieved from this deployment method, typically:

- IT simplicity to reduce capital investment and infrastructure headaches
- The ability to focus on core business operations— instead of managing IT
- No need to make significant investments in software licences
- Accommodation for care organisations of all sizes
- Simple scaling as an organisation evolves, grows, or adds additional sites
- High security, data, and privacy - updated regularly to stay compliant
- Rapid deployment and shorter implementation timeframe provide reduced risk
- Greater business continuity—taking the headache out of ensuring data is never lost

“Having our software in the cloud also means a faster response if we experience an issue because we’re unlikely to be the only user experiencing that issue. The Epicor support team can then find and fix the issue faster because they aren’t dealing with individual customers one by one. This is much better than with an on-premises solution where you have to wait for a technician to get around to seeing you.”

CFO | St. Catherine’s Aged Care Services

EPICOR

We're the essential partner for the world's most essential businesses. With a history of 50 years in ERP software, we have evolved to create end-to-end productivity solutions for the industries that keep the world running - Epicor for Care, Epicor for Distribution and Epicor for Manufacturing. In Epicor for Care portfolio, we supply one of Australia's market-leading solutions for independent living, residential, and community care organisations. Made with Care for Specialist Care Services.

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