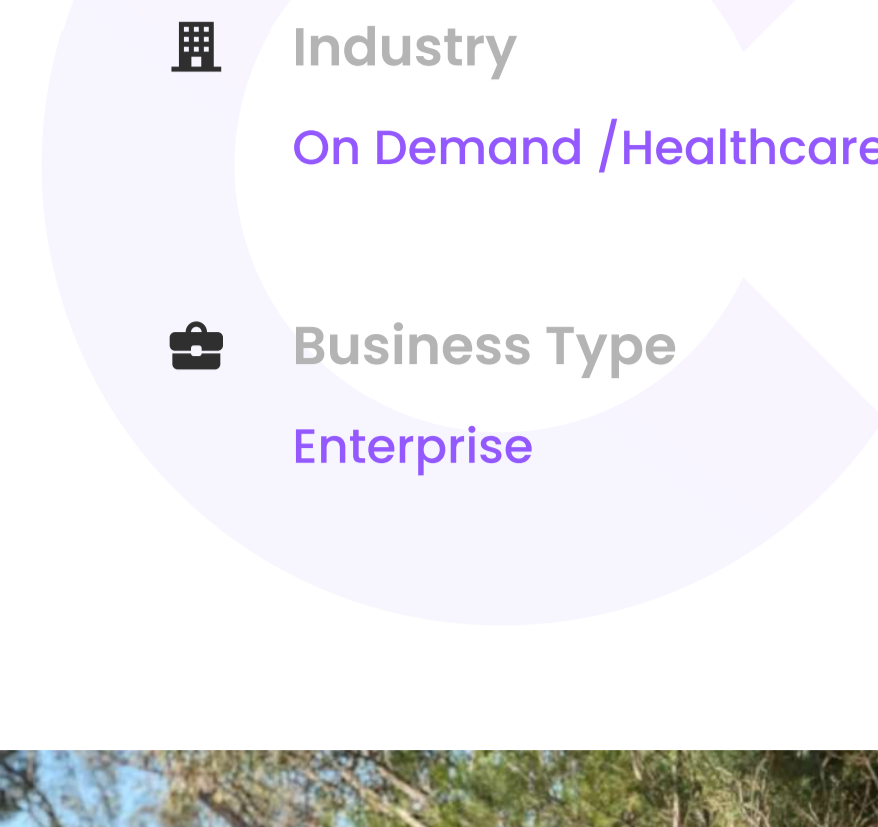


CARE PLUS

An app for disability support providers in Australia

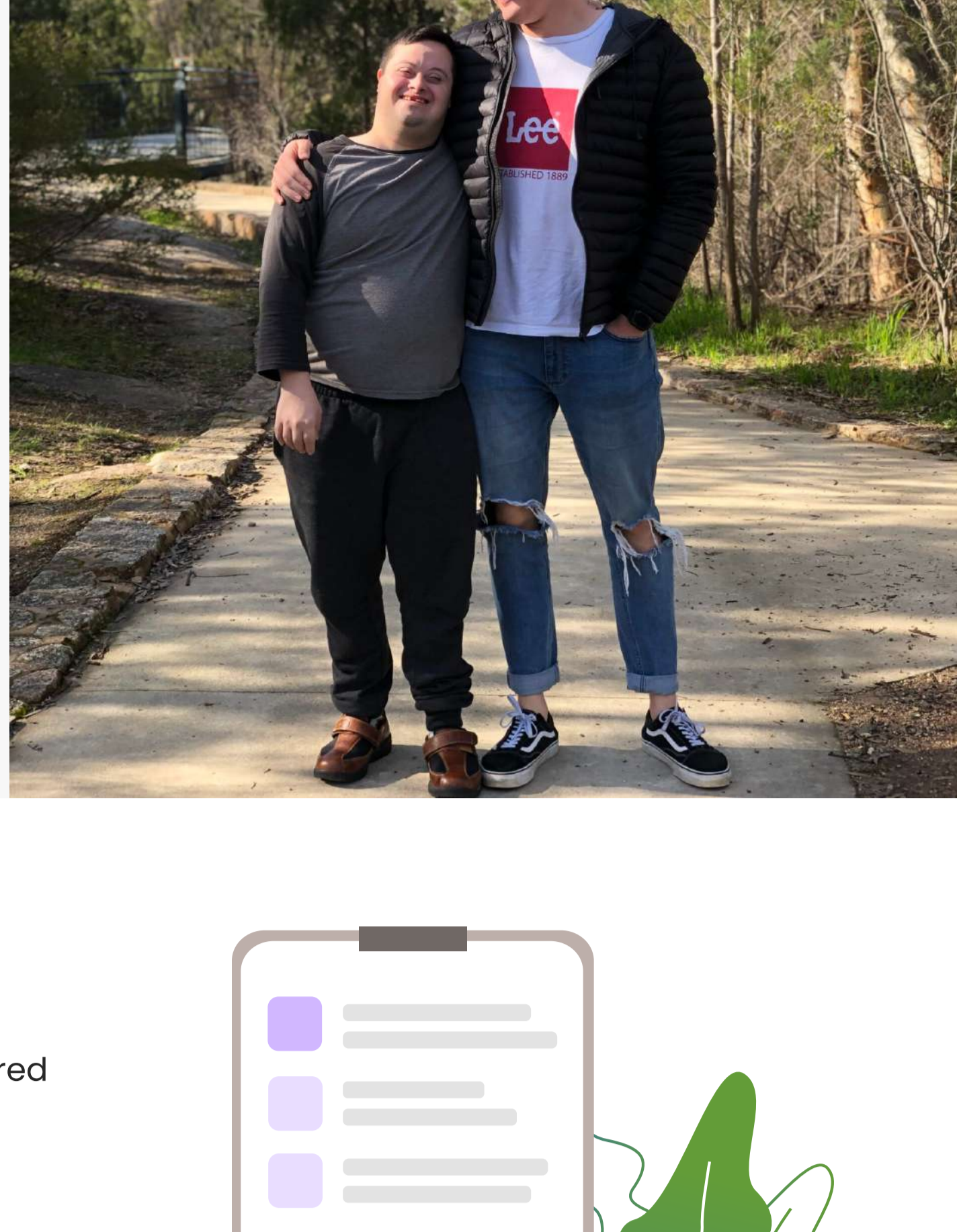
About CARE PLUS

Care Plus is a state-of-the-art process management application for disability service providers. The application enables Australia's disability support service providers, allied health professionals, and carers to streamline the way they work. Careplus adheres to the pricing regulations outlined by NDIS. The software equipped with a robust mobile application allows them to perform a streamlined and flawless operation for tasks, including client management, rostering, billing, and so on, hassle-free.



CARE PLUS

Care Plus Support Work is an NDIS-accredited service provider that provides support to clients with disabilities. In April 2019, Michael Thompson founded Care Plus, with the intention of putting a twist on disability support work. Presently, his team has expanded to encompass over 40 dedicated members and an additional 100+ proficient support workers, all driven by a shared passion for enhancing the quality of life of their clients.



Project Requirement

The client wanted to break boundaries for carers who seemed bored using the traditional system with static and limited features. They wanted CarePlus to be upgraded with more up-to-date and personalized features to ensure that Carers could seamlessly transition from using the traditional features to embracing new ones. The client explained the known pain points of users and narrated how the solution should mitigate their problems and allow them to handle their jobs hassle-free.



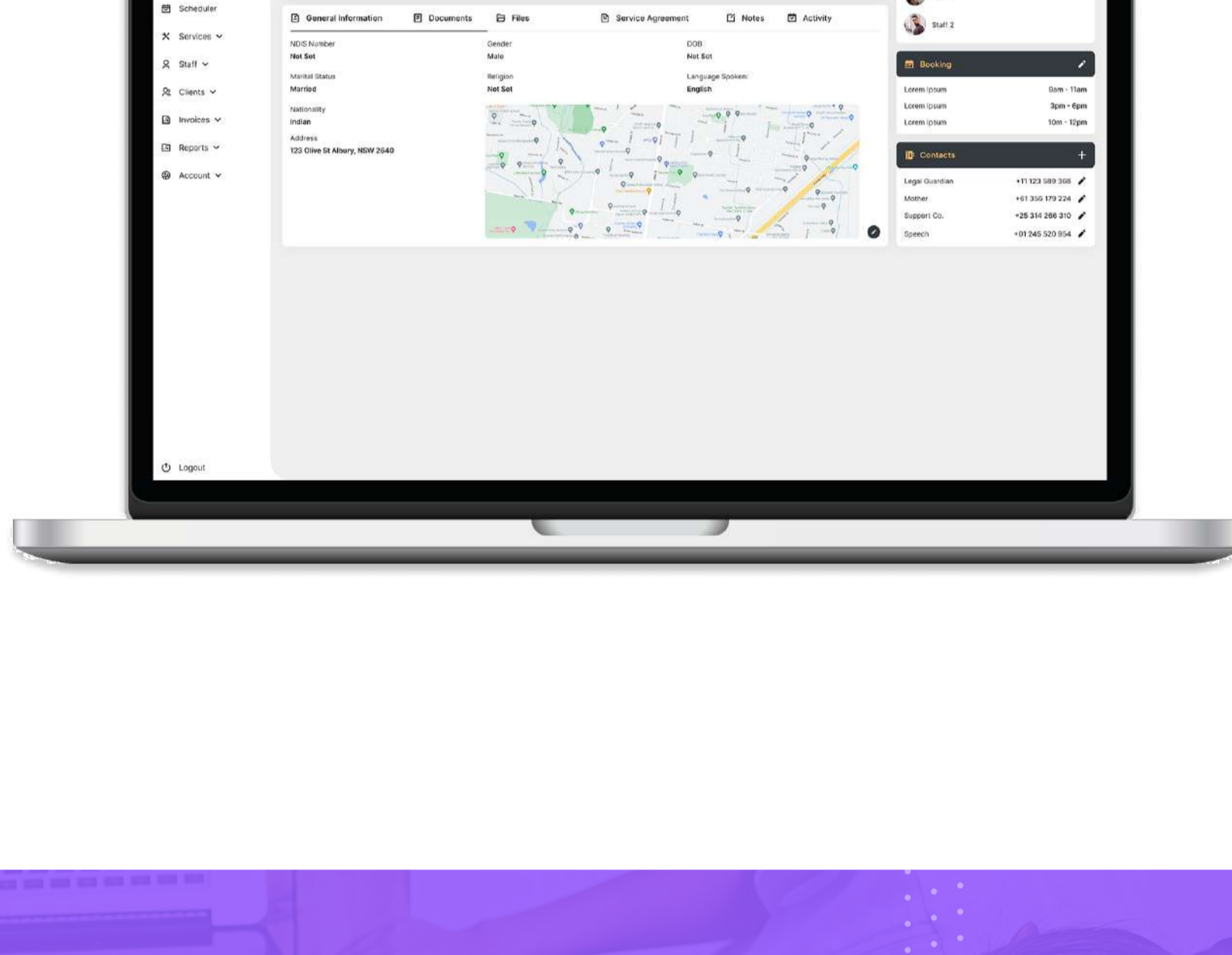
Client Challenges

- The client had trouble managing different departments like HR, Operations, Sales, Administration, and Leads. They used many different tools for each department, which made it hard to keep things organized.
- Coordinating caregivers' day and night shifts was a big challenge for the client. They needed to organize schedules, manage leave requests, track tasks, and keep caregivers informed about clients' history, making it a complex task to stay organized.
- The client had an outdated system with a complex payroll process that needed fixing. Also, Migrating data from the old system to the new one without losing information was challenging.

Project Challenges

The project contained plenty of challenges and complications; however, the biggest challenges we came across were:

- Creating a seamless scheduling system in the CarePlus app was tough due to varied caregiver schedules. We added shift alerts, notes, location tracking, and iterated to make it user-friendly and efficient.
- Calculating the employment rate accurately in the app is challenging due to factors like varying shifts, public holidays, weekends, and night shifts.
- We simplified making multiple invoices for one person by enabling one-click generation for all their services, resolving previous difficulties.



Our Approach

Considering all the challenges, we conducted market research and explored competitors and users. After analyzing all the information, we created a rough prototype. We tried to solve the pain points that users or carers faced with the traditional systems. For example, we work on an easy way to download the work schedule and add practical features and functionalities so carers conveniently provide services to care seekers. We effectively addressed and shorted the client's every challenge – thanks to the data (gathered during the analytical phase), resources, and the team's collective effort.

Solutions

We're incredibly thankful to our practiced engineers, that enabled us to fulfill the client's needs. The first step we took towards the project development was we embed tools like QuickBooks and others into the software, preventing the need for the client to use them manually for sales and payments, payroll, and many others. Moreover, we understood their billing and payroll process and created every possible feature needed to lessen the obstacle. Ultimately, the result followed us, and we could deliver a rare application that meets the client's business objectives.



Features

- Care Management
- Rostering
- One-click invoicing
- Scheduler
- Quickbooks Integration
- Document Management
- NDIS Payment Request
- Timesheet

Top unique features that made their application unique

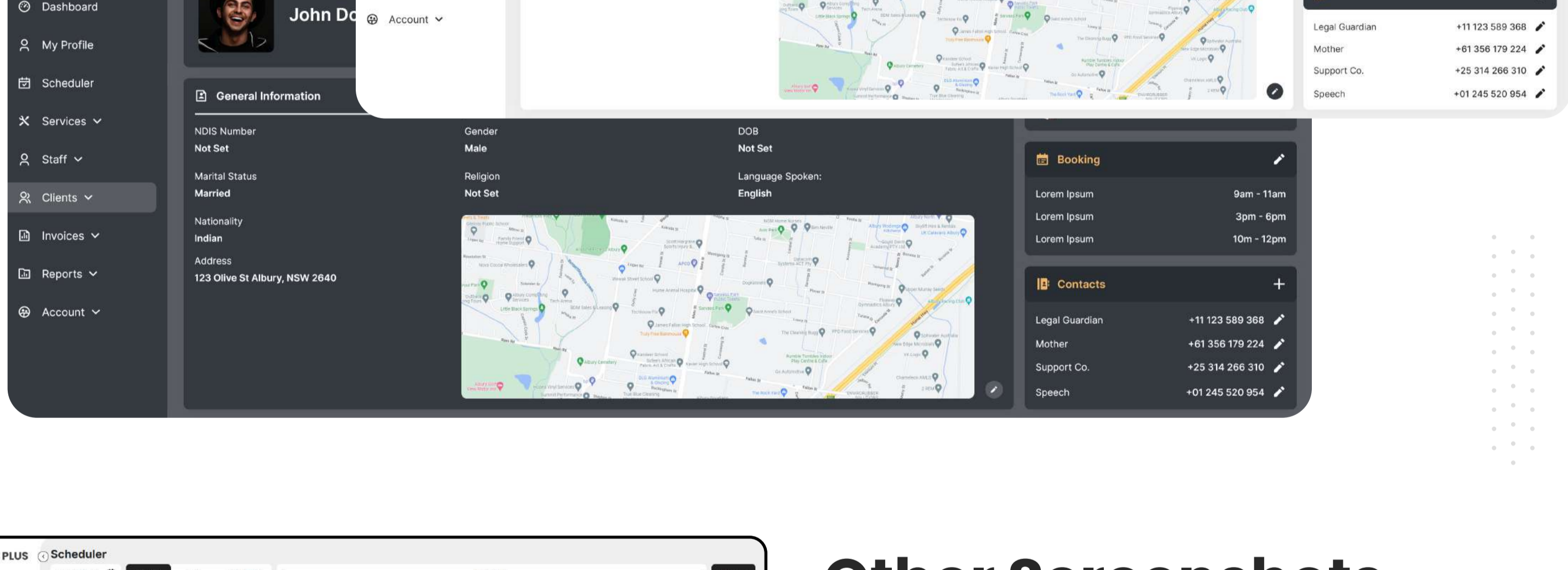
- Service agreement
- Job Board
- Payroll and billing with NDIS compliance
- CRM
- Accommodation
- Clock-In & Clock Out with Geo Location

Technology Used

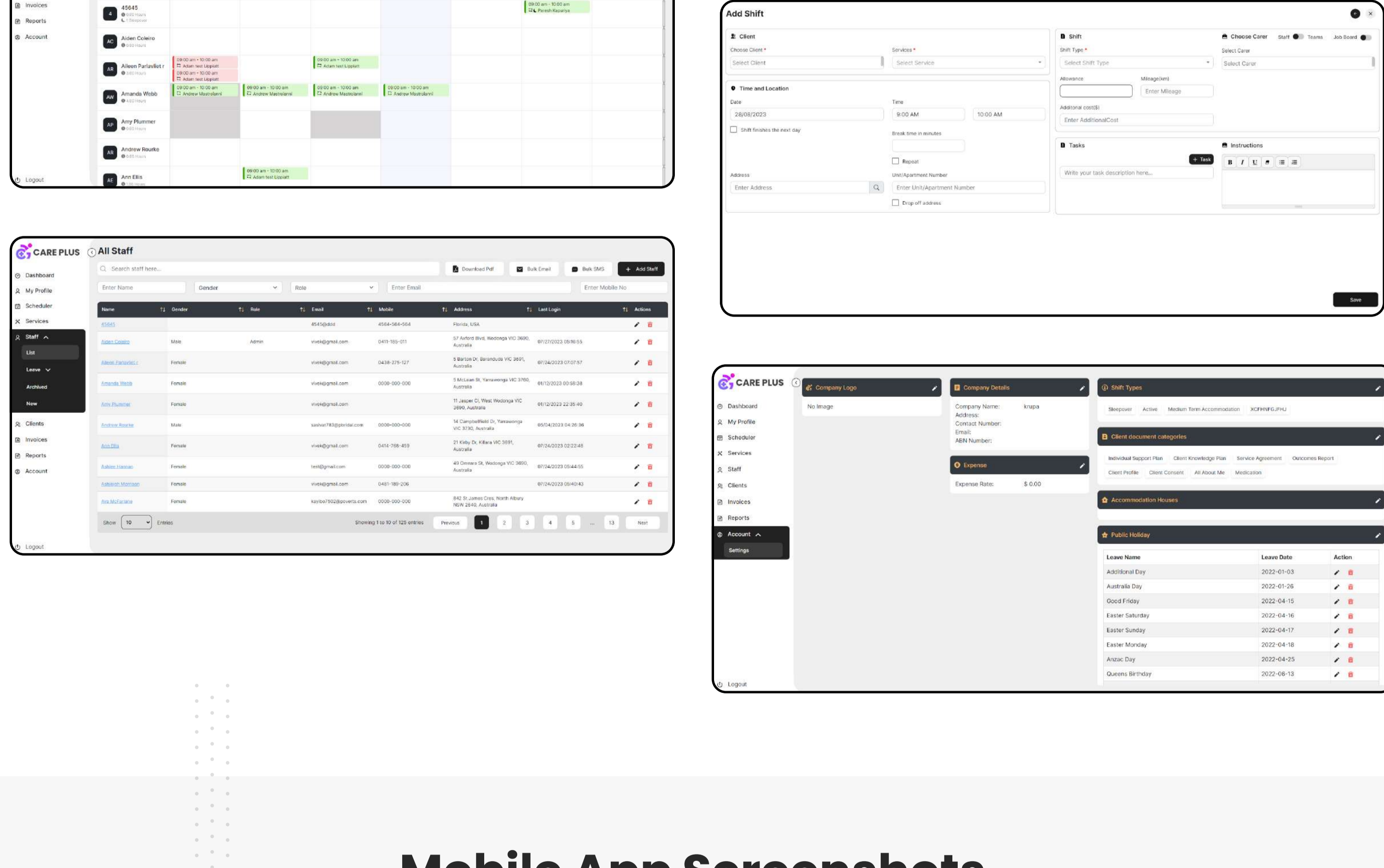
- Angular
- .NET Core
- MS SQL Server
- Flutter

Also Available in

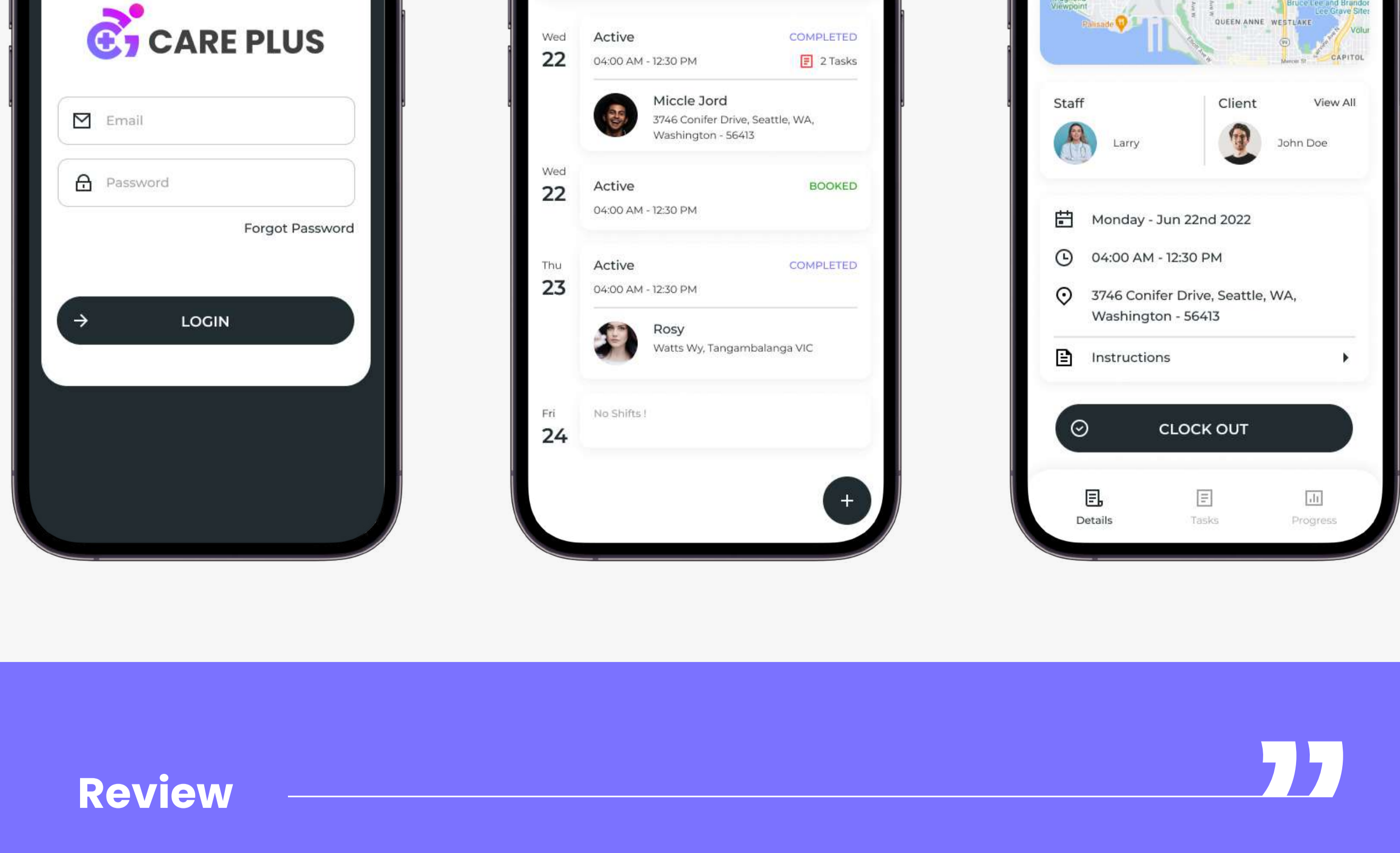
Dark Mode



Other Screenshots



Mobile App Screenshots



Review

Excelhunters delivered the result beyond our expectations and imaginations. Albeit I had an idea, I never imagined the app could be that efficacious for my needs. The entire team worked with consistency and dedication and ended up delivering results suitable for my project. The team kept me in the loop throughout the project development, and I was aware of every single progress of the project. Highly appreciated!