



 **Webcare**<sup>™</sup>  
your health & disability software

# Webcare

Webcare is your local New Zealand software provider offering a fully-integrated web-based people, staff, and facility management system.

Our software is designed specifically for support providers in the health, well-being, and disability sectors.

We have been working closely with our Community of Support Providers since 2005, understanding the ever-changing contractual and regulatory requirements needed to support your People and their Whānau.

*“We work together and our Support Providers have a say”*

Helping you care





### People You Support

Webcare offers an easy-to-use interface to record information about People you support, track their Goals & Outcomes, manage Support Plans and record all their Service Referrals.



### Staff Management

Webcare records all staff-related data, including employment details, qualifications and experience, helping you with skill matching, scheduling and HR/Payroll.



### Facility Management

Manage houses, assets, and people across your entire organisation. Your facility could be a residential property, day programme, respite care, vocational service, a support group, or a vehicle.



### Goals & Outcomes | Support Plan

Easily create Goals based on client's aspirations and review their Outcomes. Manage support plans based on their needs. Track and report on client activities in real-time.



### Staff Mobile App

Webcare Mobile App allows your staff to access their appointments, record travel time, submit their timesheets, view client details and work offline in remote areas.



### Roster & Timesheets

Roster support hours between your staff, People you support and houses. Easily track hours of service delivered, track booking changes and assign staff to shifts.



### Custom Forms & Email Alerts

Webcare online forms are custom-built to suit your policies and procedures. Easily create email notifications which can alert your staff and managers based on your Business workflows.



### Document Management

All your Document Management in one place. Secure and online authorised users can create libraries, bulk upload documents and work on live Office documents.



### Flexible Reporting

Webcare offers you the tools to monitor support provision, show evidence of compliance and allows you to create your own reports and templates for billing and auditing requirements.

## Webcare Cloud-based SaaS

### Local

- Locally Owned
- Locally Domiciled
- Made for NZ Requirements

### Data Backups

- Full Data Backup
- Full Data Retention
- 7-day Rollback Data
- 5-star rated Data Centre
- 30-day Recycle Bin

### Security

- Role-based Security
- SSL Security
- Two-Factor Authentication

### Living Software

- Community-Based
- Scalable
- Customisable
- Always up-to-date

## Aftercare

### Ongoing Support

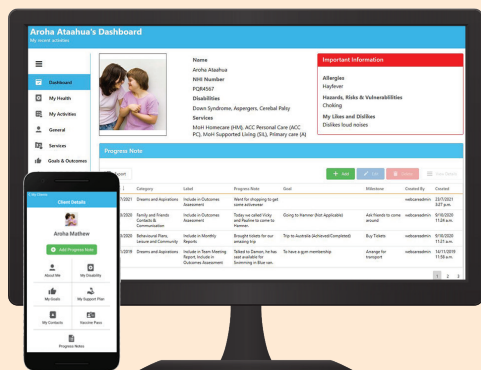
- Online Helpdesk Support
- Phone Support
- On-going Training *(if required)*

### Communications

- New Feature Release Notes
- Regular Updates Email Informer
- Business Development Reviews

# People/Client Management System

Webcare is built on the key philosophy of developing a single, fully-integrated, client-centric system to record every aspect of a Person’s journey.



## Client Centric

We offer an intuitive easy-to-use interface for staff of all IT abilities.

- At a glance Dashboard - all client case management in one place
- Record personal details, pepeha, demographic and MOH ethnicity codes
- Create a health and disability profile
- Maintain multiple service contracts
- Manage Support Plans and track Goals & Outcomes
- Identify support requirements and risk assessments
- Budget service delivery and track service hours
- Enabling Good Lives (family access, budgets & feedback)
- Critical alerts and incident notifications
- Set reminders for important review dates
- Client/Family/Whānau access
- Template-based reports for audits and service delivery
- Create custom templates & ad-hoc reports
- Supports multi-lingual user interface for Te Reo Māori



### General Details

Record all essential client details, general details and identity numbers (NHI, CYRAS, WINZ, NDIS etc), ethnicity & disability information. Record Next of Kin/Guardianship and emergency details.



### Service Referrals

Webcare allows you to maintain multiple service referrals for each client. Record all contractual details of their service plan such as Funding agencies, Service type, Service codes, Status of application, and renewal dates.



### Goals & Outcomes Module <sup>(M)</sup>

Track and report on client outcomes in real-time.

- Define outcomes, set goals and assign support staff
- Link goals through progress notes, view milestones
- Create outcome reports, export & review



### Daily Notes/Handover Notes <sup>(M)</sup>

Write your daily notes to record day-to-day activities, communications, diet & sleep, behaviour, and health & well-being. All handover notes are available on client Dashboards for follow-ups.



### My Health <sup>(M)</sup>

Create a health profile for each client to record areas of support and their dependency needs. Maintain personal and family history, physical and mental unwellness, allergies, hazards and risks.



### Risk Management <sup>(M)</sup>

Work with people to ensure their safety. Track significant events, accidents, restraints, and PRN. Manage behaviour plans and risk register. Record early warning signs and triggers.



## Incident Management

Webcare has developed an Incident Management Framework which can be specifically customised as per an organisation's requirements. We have created several preset templates for Incident reporting, PRN administration and Infection control.



## Budget Assessment/Individual Funding

An initial budget assessment can be carried out to ensure that sufficient funding is available to cover the offered services. Keep track of the total allocated resources and staffing hours used against the client's funding budgets.



## Personal Property & Wallet

Keep track of a person's property and finances, and maintain a register of all their personal assets, services and daily expenses. Maintain client wallet (any received funding, day-to-day expenses, and activity expenses).



## Custom Forms

Webcare can take your paper-based forms and customise them to online digital forms. These are built to your specific policies, procedures, workflows and reporting requirements.



## Documents

Webcare Document Management System allows you to create a personal document library for each Person you support. Upload multiple files, live document editing, maintain version history and manage permissions for each folder.



## Next of Kin Access

Organisations can share a person's journey with their Next of Kin/Family/ Whānau. This permission-based access allows you to securely share their goals, outcomes, daily notes, personal plans and activities.



## Support/Personal Plan <sup>(M)</sup>

Record a person's support requirements for their Physical health, Mental health, Spiritual health, Pepeha, About me, and Community support. All support plans can be printed and exported to a personalised booklet.



## Client Service Bookings - Scheduler

Webcare Scheduler offers an intuitive way to book client appointments for the services you provide.

- Budget support hours based on client requirements & funding
- Record service referrals and total hours of support provided



## Activity Planner <sup>(M)</sup>

Record activities for a client as an individual or a group activity schedule. This allows staff to keep track of various activities for all clients in one place (e.g. Morning: Physio class; Afternoon: Library; Evening: Movie).



## Other Services

Maintain information and record visits regarding Other Services a client may require. These services may include GP, Specialist, Pharmacy, School, Homecare, Mental Health, WINZ, HNZ, and other providers.



## Vaccination Module <sup>(M)</sup>

Record Covid Vaccination Pass for both NZ domestic and International use. A Vaccine History is maintained to record all vaccines including Covid & any other general-purpose vaccines (yearly flu shots). Available for both client & staff profiles.



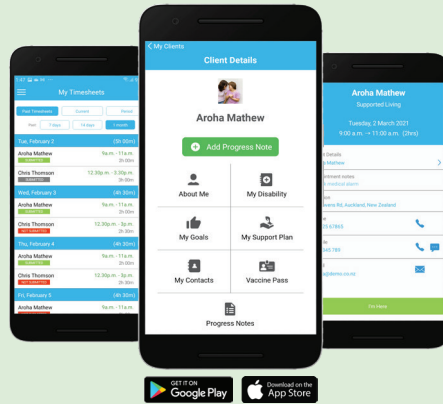
## Medicine Management

Record individual treatment plans for a client and keep track of their daily medications. Create an incident if a daily medication is missed or refused.

# Staff Management System

Webcare offers a comprehensive data management system to record information about your Staff. Record employment details including start dates, employment status, work permits, employed/contract type, guaranteed hours, and FTE details.

Individual staff Profiles offer a dedicated section for Checks & Screening which includes their driving licence details, police checks and vetting, pre-employment drug test, first aid certificate, working with children and CYRAS checks.



## Staff Mobile App

Available on Android and iOS platforms, our Mobile App allows staff to see their upcoming shifts and submit their timesheets. Staff can also view relevant client details and write daily progress notes on the go!

- See your appointments in real time
- Clock in & Clock out of appointments
- Submit Timesheets
- Promote your availability hours
- Respond to advertised shifts
- Record travel time and mileage
- Push notifications for communications
- Offline data entry capability
- See client details for each appointment
- Write daily Progress Notes
- View client Support Plans
- Check client Vaccination status
- Monitor Goals & Outcomes
- GPS and Signature for proof of service and Geo-tagging



### General Details

Webcare records staff personal details, demographics, employment details, qualifications, experience, profile and next of kin/emergency contacts.



### Employment Details

Record all staff employment details including start dates, employment status, work permit, guaranteed hours, FTE, police check and vetting, and driver licence details.



### Qualification/Experience

View Staff qualification details including type of qualification, agency/provider, date attained and refresher date. This can be used to match staff skills and experience with individual client requirements and needs.



### Payroll Details

Webcare records payroll information including staff IRD details, Superannuation and pay rates. Organisations can then maintain Wage Charts and Pay Codes to generate reports and exports for payroll systems.



### Custom Forms

Custom online forms are built as per each organisation's requirements. For example:

- Performance appraisals, Leave applications
- Employee health & safety



### Documents

Create a personal document library for each staff member. Upload multiple files, live document editing, maintain version history, and manage permissions for each folder.



## Staff Timesheet <sup>(M)</sup>

Once a service/care is provided, staff can complete their timesheets. The timesheet also allows staff to update the service completed hours and add additional notes and, if required, raise any shift disputes.



## Travel Time & Mileage <sup>(M)</sup>

Staff can record their travel times and distance when completing an appointment with a client. Webcare then automatically calculates their First Visit which can be exported as required for different Ministries & Invoicing systems.



## Verify Shifts <sup>(M)</sup>

Staff can easily verify client appointments and rostered shifts via the Webcare Staff App. They can use GPS, take a photo or a signature as they start and finish an appointment (Clock in and Clock out).



## Staff Availability <sup>(M)</sup>

Staff can add their preferred available hours. This can be used by organisations to search for available staff for assigning roster shifts and scheduling client appointments.



## Advertise Shifts <sup>(M)</sup>

Organisations can search for staff based on their availability, location, qualification & experience, and client preferences. These appointments can be advertised to shortlisted staff who can then respond as Interested or Not Interested.



## Reports

Webcare offers the flexibility to generate custom reports or use existing templates for Payroll, Pay Codes, Holiday Hours and Staff Hours for various Payroll systems.



## Staff Mobile App <sup>(M)</sup>

- My Appointments - shows all current appointments, assigned client details, services required & location
- My Timesheets - staff can complete their timesheets online
- My Availability - add preferred available hours



## Communication <sup>(M)</sup>

Communicate with your staff through Announcements and notify any appointment changes. Push notifications are available through the Staff Mobile App.

<sup>(M)</sup> Also available on the Mobile App



## Manage Staff Access

Webcare offers a dedicated security engine for secure login access to all levels of administration.

### Roles & Permissions

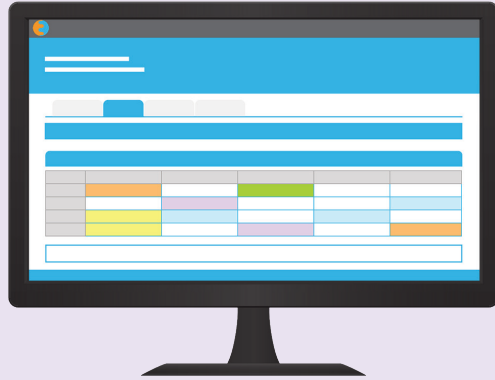
- Create unlimited roles
- Define your own permission rules and access
- Define who-can-access-what
- Manage staff logins
- Two-Factor authentication
- Lock, revoke and archive accounts

### Audit & Track Changes

- Webcare records the created date-time, created by username, last modified date-time, and last modified by username whenever any changes are made
- Track changes to maintain different versions of the form as the data is changed
- Track staff logins
- Restrict after-hour access

# Facility Management System

A Facility is an entity that could be a residential house, day programme, respite care, vocational service, a support group (therapy) or a vehicle. Each facility has a dedicated roster system built specifically for the health and disability sector.



## Facility Roster Module

Webcare Roster system provides you with the ability to manage shifts and allocate staff.

- Different types of shifts and shift templates can be created for each facility. Staff can then be assigned to a shift template
- Keep track of any changes to the Roster including recording a reason for change of staff, date and time of when the change was made and the new staff assigned to the shift
- Full conflict detection if staff are rostered to another facility
- Record any ad-hoc and unassigned shifts
- Ensure employment requirements are met (e.g. maximum number of hours or sleepover shifts in a week)
- Fatigue and overtime management
- Check for different award requirements
- Allow payroll managers to reconcile staff timesheets in bulk and export data to different payroll systems



### General Details

Record the Type and Description of a facility (residential house, community participation, day programme, respite care, vocational service, a support or therapy group, or a vehicle) including total capacity and assigned Manager.



### Assets Management

Easily create asset registers for each facility. Manage and track assets through all phases of procurement, maintenance, depreciation and disposal. Notifications are emailed to keep the assigned managers informed of any changes.



### Maintenance

Staff can easily raise a maintenance request which is sent to your maintenance team. Organisations can create their own workflow to manage maintenance requests via alerts, notifications and feedback.



### Health & Safety

Staff can report any potential hazards and Health & Safety concerns. Once a hazard has been identified a notification can be sent to the health & safety team. Each identified hazard can be tracked and reported on until its completion.



### Incident Management

Webcare has developed an Incident Management Framework which can be specifically customised as per your requirements. Easily report and manage incidents across all facilities. Automated alerts are sent based on the type of incident.



### House Audits & Civil Defence

Create custom checklists for house audits and compliance requirements for civil defence and emergency management. Automated alerts are sent if a facility fails its audit review.





## Roster <sup>(M)</sup>

Webcare offers a rostering system purpose-built for support providers to cater for all your rostering needs.

- Shift templates, conflict detection
- Shift advertisement, custom Paycodes



## Time Attendance <sup>(M)</sup>

- Clock in and Clock out of shift
- Verify shift attendance by GPS location
- Proof of shift completion
- App and online timesheets



## Roster Timesheets <sup>(M)</sup>

Timesheets provide a list of all the shifts a staff member has worked across multiple facilities. Once a staff member has completed their shifts in a facility or their appointment with their client, they can submit their timesheet.



## Custom Forms

Webcare can take your paper-based forms and customise them to online digital forms. These forms incorporate best practices built to your specific policies, procedures, workflows and reporting requirements.



## Reports

Webcare offers an easy-to-use reporting dashboard to generate reports for all your facility requirements. Create your own templates and ad-hoc reports in-house without the need for technical knowledge of the backend database.



## Documents

Webcare Document Management System allows you to create a document library for each facility. Upload multiple files, live document editing, maintain version history and manage permissions for each folder.

<sup>(M)</sup> Also available on the Mobile App

## Implementation, Training & Support

Webcare is a turn-key solution that can be customised to suit your organisation's needs. Our team will work with you through every step of implementation, training and ongoing support.

### What does implementation involve?

Personalised implementation plan for your organisation

- Phase 1: Planning & Preparation
- Phase 2: Implementation, Rollout & Training
- Phase 3: Go Live!

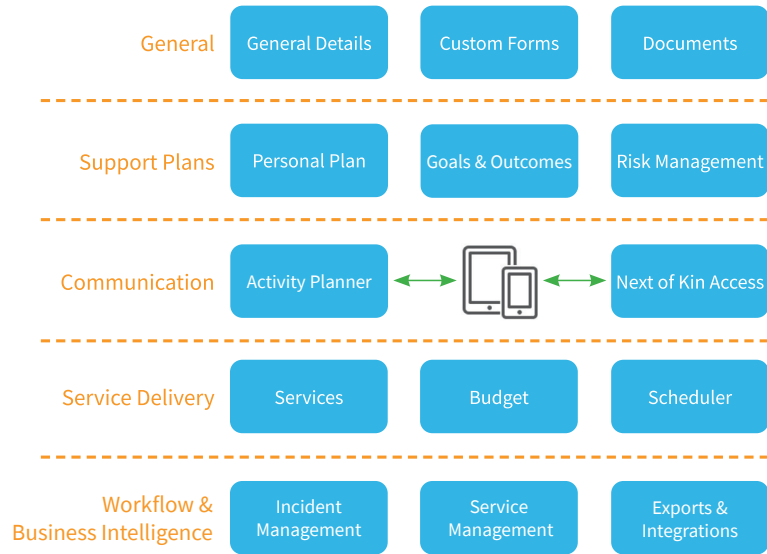
### Training Options

- Onsite and online training
- Targeted group training
- Seminar training
- Learning Management System (*available separately*)

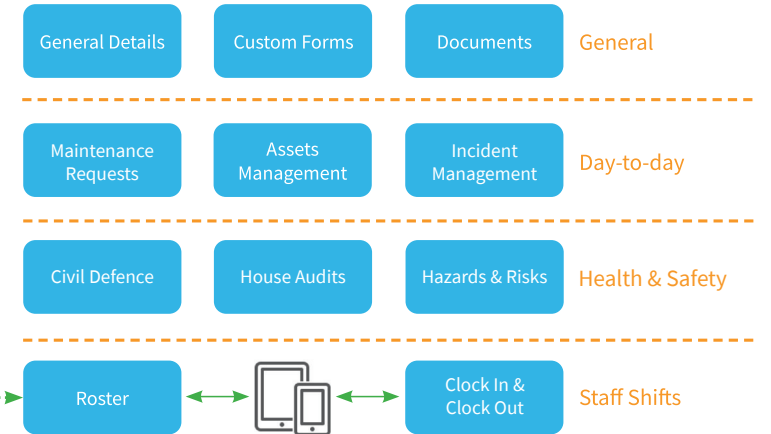
### Ongoing Support

- Dedicated online help system
- Phone support
- Support ticket system
- Regular newsletters and update informers

### People/Client Service Management



### Facility Management



### Staff Management





CLIENT  
MANAGEMENT



SUPPORT PLAN  
GOALS & OUTCOMES



STAFF  
MANAGEMENT



STAFF  
MOBILE APP



FACILITY  
MANAGEMENT



SCHEDULER  
& ROSTERS



DOCUMENT  
MANAGEMENT



FLEXIBLE  
REPORTING



ALERTS &  
NOTIFICATIONS



ONLINE  
CUSTOM FORMS



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