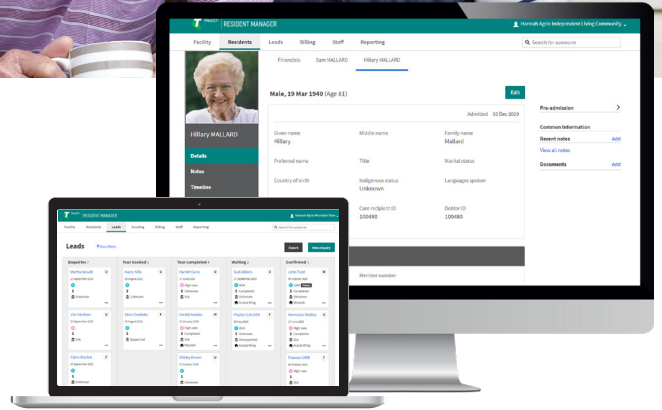















## Supporting the Independent Living sector

Telstra Health's Resident Manager software includes specially designed features to support the Australian Independent Living sector.



Along with aged care facility resident, funding, and business management tools, Resident Manager includes the following Independent Living management functionality:

-  **Management of enquiries and leads**  
Easily view enquires and leads that require action with a prominent display of the enquiry status, such as confirmation of an enquiry sent, a tour booked or completed, or a deposit taken.
-  **CRM**  
Capture and easily view all enquiry, lead and resident details and manage tour bookings from the one system.
-  **Unit information**  
Easily view unit information and summaries including unit type, price, occupied status, settlement status, names of assigned residents as well as a notes section for any additional information.
-  **Leave management**  
Respite, Hospital and Social leave alerts are prominently displayed to help staff easily identify who is on leave. The Hospital alert indicates how many days a resident has been on leave, while the Social and Respite alerts also include information on when they are due to return and highlights those who are overdue.
-  **Departed resident list**  
Ability to easily view all departed resident details, including resident names, departure dates, departure reason, and settlement status.

-  **Resident transfers and departures**  
Ability to temporarily or permanently transfer ILU residents to facilities within the organisation, ensuring resident records and history are maintained and reducing duplicate data entry.
-  **Occupancy management automation**  
Transfer, Vacate and Settlement processes automatically update occupancy management, resident records and resident history.
-  **Financial information**  
The flexibility of Resident Manager's financial configuration ensures Deferred Management Fees (DMF), Capital Loss and Gain tables, and configurable Optional Services can cater to many varied contract types.
-  **Refund calculations**  
Ability to estimate settlement refund amounts for financial modelling purposes through a refund calculator that tallies capital gains, unit price, additional costs, accrued DMFs and ingoing contributions.
-  **Billing integration**  
Integration with TechnologyOne to provide a simple billing management process, including the flow of information such as debtor creation, DMF accruals, and billing amounts.
-  **Reporting**  
Varied operational reports are accessible via Resident Manager and can be exported to Microsoft Excel for further analysis.

Speak with our friendly team to learn how Telstra Health's Resident Manager software can help support your Independent Living Units today and into the future.

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