

Dear e-Tools Client,

We would like to extend our gratitude to you and your staff in the front line for providing support to the elderly or people with a disability during this unprecedented time. We hope that you, your staff and families are taking precaution and staying safe.

## Support Email and Support Portal: Your First Point of Contact



To ensure your enquiries are responded to in a timely manner, please contact the e-Tools team via our:

- [Support Email: support@e-tools.com.au](mailto:support@e-tools.com.au)
- [Support Portal](#)

We will forward your enquiry to the relevant team member who will be able to assist you. You'll also be supplied with a reference number when you use these methods to contact us.

Why use the Support Portal? You can lodge your enquiry by creating a ticket through the Portal and then monitor the status of your ticket/enquiry. The Portal is free for clients and contains useful resources, guides and release notes. Request login access via [support@e-tools.com.au](mailto:support@e-tools.com.au) and we'll set you up in just minutes.

## NeRA Rooms Module + Additional Services Feature for ResiCare



Introducing the [NeRA Rooms Module](#), where you can add individual room details and photos, which you can then use:

- in your resident agreements,
- to generate a flyer for the room, or
- to generate a quote based on accurate descriptions

Trusted for over 15 years by providers in the industry, NeRA also has an [Additional Services Feature](#) to help you manage this tricky area of ResiCare. Some providers have been caught out not meeting the requirements; some even unaware they are making errors. The Additional Services Feature guides you and helps you manage this area efficiently.

We're also excited to inform you that [NeRA Cloud](#) is in development, so keep an eye out for this soon-to-be released version!

[Enquire now](#) about these features. The Rooms Module will be available to existing NeRA users for a small fee.

## NEW! eHRM to Maintain HR Records, including Flu Vaccinations



It's important to ensure your workforce has relevant skills and qualifications to provide quality care and services.

The newly released [electronic HR Management \[eHRM\]](#) helps you maintain your important staff records, with a renewal alert system to help you keep track of:

- Skills and Qualifications
- Mandatory Training
- Police Check Records
- Vaccinations [including Flu Vaccinations]

The [Tasking Module](#) in eHRM is an add-on for home care. Assign tasks to your staff based on the appropriate skills and qualifications entered in eHRM, which is also linked to your clients' service delivery plans.

Home care staff can view their tasks via the e-Tools [Mobile App](#) from any mobile device. The Mobile App includes convenient features for staff to clock in/out, record travel distance and view handover notes.

[Contact us for a demo or details on these new apps](#)

## Important Requirements Change: For the attention of your IT Team



As of 1 July 2020, e-Tools will cease support for SQL 2005, SQL 2008 and SQL 2008R2. This change will apply to ALL applications, both Windows and web based.

**It is important that you bring this to the attention of your IT team, to check that you're using an up to date version of Microsoft SQL server and to avoid any issues accessing your e-Tools applications.**

Microsoft ceased supporting these versions in 2019, so it is likely that your IT team has already migrated to newer versions of SQL for your e-Tools database. e-Tools will continue to support SQL 2012 or newer. Contact our support team on [support@e-tools.com.au](mailto:support@e-tools.com.au) if you have any queries.

## Meet the faces behind your software: Paul Watson



Paul Watson, e-Tools Software Developer, is one of our longest standing developers. Paul has been an integral part of our team since the early days, and has been involved in many customised software projects with clients.

He is a trusted member of the e-Tools team, is always courteous and provides a professional level of support to our clients.

Obviously, being in IT, Paul likes all things computers, plus electronics and 3D printing. Paul also enjoys jogging and badminton. He has a 9 year old son who takes up most of his free time now, and they spend lots of time building Lego together!

## More New and Upcoming Releases

- **eSA [Supplier Agreement]:**  
Updated to enable tracking of **Flu Vaccinations** of Suppliers' Authorised Personnel. Meet the requirement of ensuring all persons entering an aged care facility are vaccinated.
- **eNDIS Claims Module:**  
Newly released to assist you in managing your claims to the NDIA, and enable you to check claims to ensure you have been paid correctly.
- **eREC [Medicare Reconciliation]:**  
Enhancements were made to eREC recently. Users are finding eREC particularly effective for comparing their claims data against Medicare receipts, especially now, to help ensure correct funding amounts are received.
- **Mobile Workforce Solution for NDIS:**  
Development is underway to extend our Mobile Solution to NDIS providers. This will include a staff tasking function and a mobile app for your NDIS workforce, and will be available very soon.

## Article: COVID-19'S Double Whammy for Providers



Once the COVID-19 crisis has passed, what the aged care industry does not need is to suffer a "double whammy" that it is ill prepared for.

In reference to essential community care services, with increased costs of providing services during these difficult times, and consumers withdrawing from servicing due to a fear of infection, providers do not need to then confront a major recovery of unspent funds by the government.

This is particularly relevant if the recovery is based on provider-based errors in reporting rather than an actual underspend of government subsidies and consumer contributions.

If you are reporting unspent funds, [check your status against our checklist here and read the full article](#) by David Powis, Managing Director of e-Tools Software.

That's it from us this time. Thanks as always for your continued support, and if you have any further queries, please contact us via [support@e-tools.com.au](mailto:support@e-tools.com.au)

e-Tools Software Pty Ltd

[www.e-tools.com.au](http://www.e-tools.com.au)