

Your Service Provider Voice August 2016

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c nnect
It's my choice.



Welcome to Your Service Provider Voice.

Introducing Care Connect's first Service Provider Newsletter to keep you informed of what's happening across our organisation.

This newsletter will be a regular update on what business activities are planned as well as any changes and updates that may affect you and our service provider network. In future editions, we look forward to sharing your ideas, thoughts and feedback on new initiatives and working together.

Our sector is going through the most significant social reform Australia has seen in forty years. The introduction of Consumer Directed Care and the National Disability Insurance Scheme changes the way Australia supports older people, people living with a disability, and their families and carers. It will give them greater flexibility and choice to select their own provider of services and supports.

Care Connect is ready to meet this challenge, and has implemented significant changes to support our vision to be the first choice for people seeking connections to care, support

together.

[From Peter Cubit – Procurement Manager](#)

What are we doing to help grow your business?

Our brand new look

We are pleased to share Care Connect's new look which you will now see in all our future communications with you as well as on our new website. Our new look supports our purpose 'to enable people to live their life their way', by providing independent advice and choice of services to empower people to live happily at home for life.

Improving our Customer Experience

Creating a positive customer experience is important to both Care Connect and you, as it impacts how our clients feel about us and results in a satisfied client that is more likely to recommend our services. We recently completed research with current clients, prospective clients and our employees to develop a client journey strategy.

This research pinpointed areas of client 'delight' and 'pain' from the start of their relationship to the close of their relationship. As a result, we have started to make changes to simplify our processes, enhance our communications and build more value into our service offering. All of these improvements will enhance our offering and build stronger client relationships.

The findings also illustrated pathways to improve our communication and relationship with you. The benefit will be better, more informed relationships between our clients, you and Care Connect.

Our Care Centre

The Care Centre plays an integral role in our new approach to service delivery for our Aged Care clients. This new team enables our Aged Care Client Advisers to spend more quality time with their clients to deliver on our promise to help individuals stay living at home for life. Whilst we know you are currently being inconvenienced by having multiple numbers to contact, shortly this process will be centralised to one number offering a more enhanced experience.

For the interim please contact the following numbers:

- For all aged care enquiries, contact 1300 866 228 or email service@careconnect.org.au
- For all Disability and Mental Health queries (non aged) please contact your existing regional office contact.

Making it easier for you to do business with us

We are in the people business. So everything we do is focused on delivering a superior and positive experience in order to attract and retain our customers - clients, non-clients, staff and you.

Improving our relationship with you

Research was recently undertaken with some of our service providers and internal stakeholders to understand the end-to-end service provider experience and their 'pain and delight points'. The findings from this study will provide key insights to address gaps and opportunities and build a more superior service provider experience and relationship with Care Connect.

Thank you to our service providers who participated in this study. The next Service Provider Newsletter will provide the key findings and the recommendations that will be implemented to improve your experience with Care Connect.

Care Connect is developing a prototype Supplier Portal. Version 1 will allow service providers to upload data and, if directly matched with the client's service plan and delivery is confirmed, payment will be processed automatically. The portal will also enable service providers to track the progress of their claims for payment (for example; approved, processing).

Care Connect will conduct user testing with a pool of providers that will run for about 3 weeks in September 2016. Based on the testing results, the roll out to all providers is planned to occur from late 2016.

Further versions will be developed over time to give access to more and better information for providers.

Logout

Care Connect Supplier Portal

Welcome Services Australia

Transactions

Client Status Open From 01-09-2016 To 17-09-2016 RETRIEVE TRANSACTIONS

Found 2 transactions matching your search criteria

Project Date	Start	End	Duration	Client	Project	Item Number	Supplier Confirmed	Client Confirmed	Product Name	Unit Price	Qty	Line Amt	Status
1 Sep 16	3:00AM, 1 Sep 16	4:00AM, 1 Sep 16	60	 	HCPO00018	CS 4H-018	No	No	Physiotherapy - In Home Consultation	 	1	EA	<input type="checkbox"/>
5 Sep 16	3:00AM, 5 Sep 16	4:00AM, 5 Sep 16	60	 	HCPO00018	CS 4H-018	No	No	Physiotherapy - In Home Consultation	 	1	EA	<input type="checkbox"/>

SUBMIT TRANSACTIONS EXPORT TRANSACTIONS

Upload Batch Transactions

 Browse...

UPLOAD BATCH TRANSACTIONS

Trust is extremely important to our clients. Care Connect must live up to our promise that our clients can absolutely trust the person who comes to their door. We communicate the fact that our service providers are accredited and police-checked so we can provide our clients with 100% peace of mind.

Achieving iPRO verification will enhance your business reputation and will strengthen customer trust. Because Care Connect complies with these regulations, we are better able to pass these clients on to you with confidence and trust. These requirements are becoming increasingly stringent and it is important that all Care Connect service providers are properly qualified.

We have had a very positive response to the implementation of the iPRO online compliance verification system. We would like to thank you for taking the time to register. Maintaining information you have now loaded will be easier in the future.

Care Connect has negotiated a flat annual fee of \$154 for all providers, regardless of size. Our aim is to identify and implement benefits that can offset the cost of registration through such initiatives as volume buying of energy and other business services.

Invoicing

To ensure we can process your invoices promptly, please email all invoices to accounts payable. The email address is accountspayable@careconnect.org.au

What's coming up?

- We are continuing to enhance the Care Centre providing you and our mutual clients with easier points of contact,
- A new online portal for you to access information and payments more easily,
- More regular information for you, so you are more informed about our plans,
- Increased opportunities for you to give us your feedback and share information.

Tell us what you think

We would appreciate your feedback and ideas about how we can improve this newsletter. If there are specific items you would like to be covered in the next edition, please let us know via pcubit@careconnect.org.au

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