



## Case Study - Westmont Aged Care Services

Westmont Aged Care Services is a not-for-profit organisation with two high care-low care facilities in Wodonga, on the NSW / Victorian border. Ann Kuljurgies is their Quality and Education Coordinator.

Westmont Aged Care Services needed to maximise the financial returns from subsidy funding and to provide a sounder and a safer care delivery base. They set out also to train their staff to become computer literate.

### Why did Westmont choose Management Advantage and Manad Plus?

Apart from the high and long-standing reputation of Management Advantage in aged care consulting and software, Westmont Aged Care Services decided to go with Management Advantage's software because of the wide range of day-to-day useful functions and features of their Manad Plus product.

*"Very importantly, it was the simplicity, yet completeness of the fully integrated Manad Plus software that was most convincing", said Ann.*

### Was it the right decision?

As one of the first to deploy the full capabilities of Maximum Advantage in a regional setting, the management and staff of Westmont Aged Care Services have found that the Manad Plus software has really fulfilled their expectations. This is especially the case with ease of data capture, which they find Manad Plus does very quickly and thoroughly.

Most importantly, Ann, as Education and Quality Coordinator, has found Manad Plus to be very helpful to the continuous improvement program.

Apart from being a clinical tool and administration tool, the Manad Plus software has other management features which Ann believes has led to more consistent quality of care for the residents of Westmont Aged Care Services.

### Simple solutions for better care

Manad Plus's organisational and management features allow all Westmont staff to concentrate much more on resident care and less on time-wasting and annoying paper work.

For example, Ann finds that Manad Plus' Manager's Noticeboard feature is invaluable as it allows her and the Care Managers access to information on incidents, complaints, comments, and all other care information and events that have happened over any period as soon as they log-on any time and anywhere.

*"I am also very impressed by Management Advantage staff for their responsiveness to my queries especially when asking for assistance with problems or troubleshooting. Their service and support is very good, almost excellent!"*

*"Management Advantage staff are willing to listen to my requests for changes and have made these changes quickly and without fuss."*



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*"Manad Plus has improved the quality of our care plans so staff can identify care needs and the interventions. This has been part of the reason why subsidy funding increased for our facilities."*

*"Manad Plus has really streamlined the provision of care and financial outcomes for our organisation."*

The positive experiences of Westmont Aged Care Services with Management Advantage and the Manad Plus software has been one of the key factors that have influenced more than 20 other aged care organisations just in that region to take up Manad Plus as the software to help them with their operations.

For more information on how Manad Plus can help you, contact Management Advantage.  
We can easily arrange a full demonstration of this software anywhere in Australia.

**phone** 1300 62 62 32  
**email** [info@manad.com.au](mailto:info@manad.com.au)  
**web** [www.manad.com.au](http://www.manad.com.au)