

Testimonials

Our users love eRA!



We have a growing list of satisfied customers - this is what some of our customers have to say about eRA:

Parkwood Aged Care Services

We are a multi site operator and since installing ERA we are now efficiently, effectively and accurately record resident agreements for all of our new residents (respite included). We have the comfort that the information is always up to date and nothing is missed. We are also able to use the sorting capabilities to review new resident agreements and track our new resident admissions. Our accounts department also has access to this tool and in that way they access the actual resident agreement. By them doing this they can then charge all fees accurately and not wait for the facility to contact them with the details. A great additional tool to our business that we wish we had installed years before.

Darrell Clark,
General Manager
Parkwood Aged Care, VIC

Greater Hume Aged Services

I have always found doing the financial paperwork with new residents quite daunting however since using eRA software it has taken the stress out of it. It is user friendly, quick, cost effective, ensures that you are complying with the legislative standards and the admission process runs so smoothly.

I recommend it to any facility. The back up service is very prompt and there is always someone to talk to if you have any problems

Kerralyn Bullock,
Care Manager
Greater Hume Aged Services, NSW

Echuca Community for the Aged

We have been using the e-Tools electronic Agreement for approximately two years and have found the following features of benefit:

1. Software is user friendly.
2. Time saving as figures are automatically calculated for bond purposes.
3. Daily care fees & bond interest rates are automatically updated.
4. Produces and enhanced & personalized presentation of the Agreement.
5. Information is easily retrieved.
6. Agreements can be partially produced & stored ready for completion when all information is available.
7. e-tools are constantly improving the software based on consumer feedback.

We are very happy with the software and have no hesitation in recommending its use to other Aged Care Facilities.

Beverly Griffiths,
Administrative Assistant
Echuca Community for the Aged, Victoria

Lynden Aged Care

"I have been using eRA for a year and have found it to be a time saving benefit to me when preparing resident agreements. As a medium sized stand-alone facility where there are very few administrative staff one of the challenges is to keep abreast of the many changes to fees and charges. eRA automatically incorporates these changes into new agreements making it a simple process to prepare them. eRA includes all the information required under the Act yet still allows for individual requirements to be added. Specific facility requirements can be automatically generated into all agreements and individual resident requirements can also be included as a 'once-off' item.

Back up support is readily available and I never feel that I am being a nuisance when I call. I would strongly recommend eRA to any residential aged care facility."

Ann Turnbull,
Chief Executive Officer
Lynden Aged Care, Victoria

Residential Aged Services

"I find eRA software very user friendly. As I have twelve facilities to maintain it has been a great time saver in generating the agreements. I do not have to check the applicable daily rates as it is all done for you."

Liz Cassingham
Admissions Manager
Residential Aged Services Pty. Ltd

St. Michael's Residential Care

"I have been using eRA software for twelve months. I find eRA software very user friendly, it has been a great time saver in generating agreements and ensures the admission process of residents runs as smoothly as possible. As a stand alone facility time is always a very scarce resource and this product saves a lot of time. The automatic update feature takes all the worry of fees and charges being out of date. Having the flexibility to individually tailor our agreements using information which is specific to our facility is also major benefit.

The back up support is very prompt and there is always someone to talk to over the phone. I would recommend this product to any facility, large or small, stand alone or conglomerate, it is an easy and cost effective way to ensure compliance with legislative requirements."

Michael Iles,
Administration
St. Michael's Residential Care, Western Australia

Altona Meadows Aged Care

"I have been using eRA software for several years now. The software is very user friendly and it has been a great time saver in generating resident agreements both for high and low care residents. The automatic update feature allows us to ensure the correct fees and charges are up to date. The software also has the ability to individually tailor our residents agreements by adding information which is specific to our facility. I would highly recommend the software to any facility thinking of using eRA as it an easy and cost effective way to ensure compliance with legislative requirements."

Jeff Kramer
CEO
Altona Meadows Aged Care, Victoria

Wyndham Lodge

"electronic Resident Admission (eRA) software is user friendly, cost effective and ensures the admission process of residents runs as smoothly as possible. The formatting of the contracts makes it easy to read and the annual update subscription ensures our contracts comply with legislative requirements. We would recommend this to any facility thinking of using ERA as it is a worthwhile purchase."

Kim McAliney
Business Manager
Wyndham Lodge Community Aged Care Inc

Samarinda Lodge

"We wanted to find a software solution that was compliant with the prudential requirements of the Aged Care Act 1997 and also had the ability to be updated with the regularly changing fees, interest rates and legal requirements, without the need for reinstalling the software. eRA software also allows us to individually tailor our resident agreements by adding information which is specific to Samarinda Lodge. We chose the eRA software for its easy-to-use features and its cost effectiveness."

Katrina Thurston
Financial Controller
Samarinda Lodge Inc

[Winner of the 2007 'Implementation of the Year' award in the under 150 bed category, presented at the Aged Care ICT Awards]

Retirement Aged Care Management

"We have been using eRA Resident Agreements for 2 years and find the system a great comfort and time saver.

We no longer have to monitor and update manual documents and document control systems for legislation, fee and other changes. The update feature covers all that for us with the added benefit that the legal aspects are monitored by John Hogan & Associates.

An agreement takes about 10 minutes at most to create, it provides automatic storage and it is easy to revisit and make adjustments if necessary. Residents find the wording clear and the description of terms to be easily understandable.

The system has significant and clear advantages over our previous internal "manual" process and we find it excellent value for money".

Sean Mc Keon
CEO – Bentleigh Manor
Retirement Aged Care Management Pty Ltd.