



Magic Group's Integrated Component Architecture

Roster IC

Introduction

Version 4

4 February, 2009

Overview

The Roster system was designed to assist with the various tasks that a Nursing Agency, dedicated to caring for their clients, will perform to ensure that all appointments between staff and their clients are established, dispatched and charged out in a timely manner.

The main functions are:

- Maintain the **Clients Register** in which the following information may be included:
 - basic details (regular staff, doctor, age, religion, gender, language, location)
 - name and multiple addresses for; home, next of kin, contacts and billing,
 - doctor, chemist and referring entities,
 - develop a schedule of visits for any week with very flexible timing patterns,
 - nominate services to be carried out during each visit and their nursing requirements,
 - build and hold a complete history of visits and services provided,
 - hold a register of which staff should never visit a client,
 - hold a history of messages (phone calls, SMS, email, fax...) made with the client,
 - build and maintain a register of hazards that are within the client's environment,
 - enter Case notes to be used by Care Co-ordinators for recording client sessions,
 - hold a diary of tasks to be done for a client,
 - link any extraneous data such as pictures, pdf documents, spreadsheets....,
 - invoice against a single or multiple debtor per client, if required,
 - provide a special view of 'Fund Managers' like DVA, VHC, TAC, CACP packages...,
 - provision to input plans and produce and track Claims for any of the 'Fund Managers',
 - optionally pass the visit details to the debtors system for invoicing to their debtor(s),
 - a fully integrated debtors system that holds debtor/client charge/payment history,
 - provide multiple billing rate tables, standard or unique to a specific debtor/client,
 - extensive notes on diagnosis and treatment,
 - archive clients when completed and fully paid up, but never delete them,
 - a variety of reports to print the details upon request.

- Maintain the **Staff Register** in which the following information may be included:
 - basic details (age, religion, gender, languages, geographical location),
 - name and addresses (multiple for home, contacts...),
 - keep a register of qualification, training, skills, specialities and experience,
 - hold times for the staff's availability to work,
 - for contracted staff hold their contracted times,
 - build and hold a complete history of visits done and services provided,
 - build a history of which clients were visited,
 - hold a register of which clients should never be visited by a staff member,
 - build and maintain a register of injuries and their follow-up,
 - provide Meeting notes to be used for recording pertinent meeting details,
 - maintain a history of messages (phone calls, SMS, emails, fax...) made to a staff,
 - build Duty Rosters,
 - record and hold a Days-Off list for when the staff is on holiday, sick.....,
 - hold a diary of tasks to be done for a staff,
 - link extraneous data such as pictures, pdf documents, spreadsheets....
 - optionally pass the visit details to the payroll system for producing the staff pays,
 - hold payroll information with history of payments and adjustments,
 - provide a pay rates table, standard or special rates per staff,
 - staff can be archived when they finish up, but never deleted,
 - a variety of reports to print the details upon request.

Overview – cont'd

- Maintain the **Rosters**, which hold all the client visit details, namely...
 - **Each visit** contains:
 - Date of visit with start and end times of the visit, and the type of visit,
 - Who the client is and which of their debtors are paying for the visit,
 - Who the staff member is that will perform the visit,
 - If it is a VHC visit, which service plan the visit relates to,
 - For charging, the amount of time to be charged and the client charge rate to use,
 - For payment, the amount of time to be paid and the staff pay rate to use,
 - any number of services can be attached to a visit, these could be kms, meals...
 - a service can be optionally on-charged to the client and/or paid out to the staff,
 - a visit can contain endless Notes which some can be printed on the roster,
 - from any visit access a 'Find Staff' function to help fill unbooked visits,
 - view an immediate 'workload status' of number of visits and hours for staff.
 - The **Active roster** holds client visits that have been performed and waiting for the timesheets to be returned, or are waiting to be filled and performed. The visits can span a period of 4-5 weeks, depending upon your work practises and are usually something like:
 - the 2 weeks just past, as those visits are still being verified against timesheets,
 - the current week, as those visits are still being performed,
 - the next 1 or 2 weeks in the future, as those visits are being prepared,
- Notes:
- each visit is a separate item in the roster,
 - timesheet verification can be turned On/Off for a staff, client, or debtor,
 - when a visit needs verification, a red 'N' is displayed on the visit line,
 - when a visit does not need verification, a black 'N' is displayed,
 - to verify a visit, change the red 'N' to a 'Y', to show that the visit is OK,
 - when the active roster is closed for a given period, usually on a pay week,
 - all completed and accepted visits are moved to the History roster,
 - all completed and un-verified visits are moved to the Holding roster,
 - all incomplete visits are left in the Active roster,
- The **Holding roster** is only used if Timesheet Verification is 'On'. It holds all visits that are complete in detail but not yet verified for further processing. These visits can be for any time frame in the past. The visit will stay here till it is flagged as Accepted or To Be Dropped. When you 'Action the Holding Roster', all Accepted visits are moved back into the active roster to await the next Close, and all visits To Be Dropped, will be moved to the Dropped roster, where they will stay forever.
 - The **History roster** holds all visits that were complete in detail and accepted. A visit is accepted either, because it did not need to be verified or it was verified. All visits in the History roster are ready for further processing by the Debtor system for invoicing or by the Payroll system for staff pays.
 - The **Dropped roster** holds all visits that have been cancelled. From the Active roster, when you Drop a visit, it is moved from the Active roster into this Dropped roster. Before you Drop it, you should put a reason into the Note field, so that later one can see why the visit was dropped. Visits remain in this log forever, unless they are re-instated to the active roster. These visits will never be included for invoicing or pays.

There are many reports listing the contents of the Active, Holding and History rosters. The working Roster reports, list the contents of the Active roster, and there are a few formats.

Overview – cont'd

To provide client invoicing for the visits and services that were performed, and further to provide the financial controls for client payments and debts, there is a fully integrated Debtor system. The Roster system can also link to MYOB for debtors.

- Maintain a **Debtors Register** to control the Debtors information,
 - debtor details include:
 - names and whether they are subject to GST or not,
 - can have many different types of addresses, ie. Billing, Postal, email...
 - can have their own billing pattern, be it Weekly, Monthly, Bi-weekly, Fortnightly,
 - can be grouped into Sales Groups to provide summarised billing information,
 - their purchase orders can be saved and listed on invoices when pertinent,
 - can be given a discount or surcharge percent,
 - can be charged for anything, not only visits,

 - a debtor can be responsible for and linked to any number of Clients,
 - a complete charge history is kept for every invoice charge line created,
 - all receipts must be input be they cash, direct deposits, cheques...
 - a complete receipt history is kept showing all the allocations made to invoices,
 - a complete invoice register is kept showing all charge lines and allocated payments,
 - a complete outstanding charges register is kept and reduced upon allocation of funds,
 - receipts can be a full or part payment on invoices or single lines on different invoices,
 - receipts can be selectively allocated to invoices or single lines on different invoices,
 - receipts can be un-allocated and re-allocated if necessary,
 - debtors can be serviced with invoices or statements,
 - trial balances can be produced showing debtor debt levels,
 - credit and/or debit notes can be raised and optionally linked back to an invoice item,
 - debtors can be closed from use,

To provide payments to staff based on visits and services that have been performed, and further, to provide payroll controls as stated by tax and government requirements, there is a fully integrated payroll system. The Roster system also links to MYOB, Attache and Payglobal payroll systems.

- Maintain a **Staff Payroll Register** to control the Payroll system information,
 - staff payroll details include
 - automatically added from the roster system: name, address, and contact details,
 - status and location details,
 - Tax file number, tax scale to be used, general exemption and rebates, if any,
 - pay by cheque, cash or direct deposit, and the staff's accounts to be paid into,
 - the superannuation company and the superannuation account number,
 - staff type, full-time, permanent-contracted or casual,
 - use standard salary/wage to be paid each pay, for staff not being paid by roster visits,
 - setup a pay run to process the visits or standard wages and derive pays & taxes,
 - once the pay run is finalised, produce Bank Deposit files & reports and Pay Slips,
 - note: staff pays can be split into any number of bank accounts as stated by the staff,
 - each month, produce a Superannuation Contributions report
 - build a history of payroll runs and the payments made.

Overview – cont'd

There are a number of jobs that need to be run periodically. These are:

- **Daily**, maintain the...,
 - client, staff, debtors and fund manager plan details, as people come and go,
 - active roster visits, as changes are required due to client or staff demands,
 - fill the Un-Booked visits, which are still waiting for a staff to be allocated,
 - staff availabilities to assist with filling visits.
 - print any report which might be useful in answering pertinent questions,
 - record and allocate Debtor Payments and Allocations to outstanding invoices,

- **Once a week**,
 - set the system week-end date to be the new week-end, at the start of each week,
 - Open a new Active Roster for that next new week of work,
 - print the next week's roster. These can be printed, e-mailed or faxed to each staff.
 - run the DVA claim report R055, for this last week. If you have any DVA clients,

- **At the end of the Pay week**,
 - Action the Holding Roster passes accepted visits back into the Active roster,
 - Close the active roster for the time period,
 - Produce Pays for Staff

- **At the end of the month**,
 - action the Holding rosters, in order to process all verified visits,
 - close the Active roster, to make visits accessible to Payroll and Invoicing,
 - produce Invoices for all visits that have closed and not yet invoiced,
 - set the new system month-end date and period no.,
 - run all Month Performance reports, sales analysis,
 - run the Monthly Claim reports – VHC, TAC, CACP, EACH, EACHD
 - run the reports that list items needing Renewal or Reviews

Screen Shots

These are just a few of the screens that are in the system.

Main Menu.

The Main Menu provides access to the Roster system.

Pressing the word **Menu** at the top of the screen, will display the Menu below.

Pressing any of the other words **Reports**, **FundMgrs**, **Codes**, **Utilities** and **Mods**, will display the relative menu for that function.

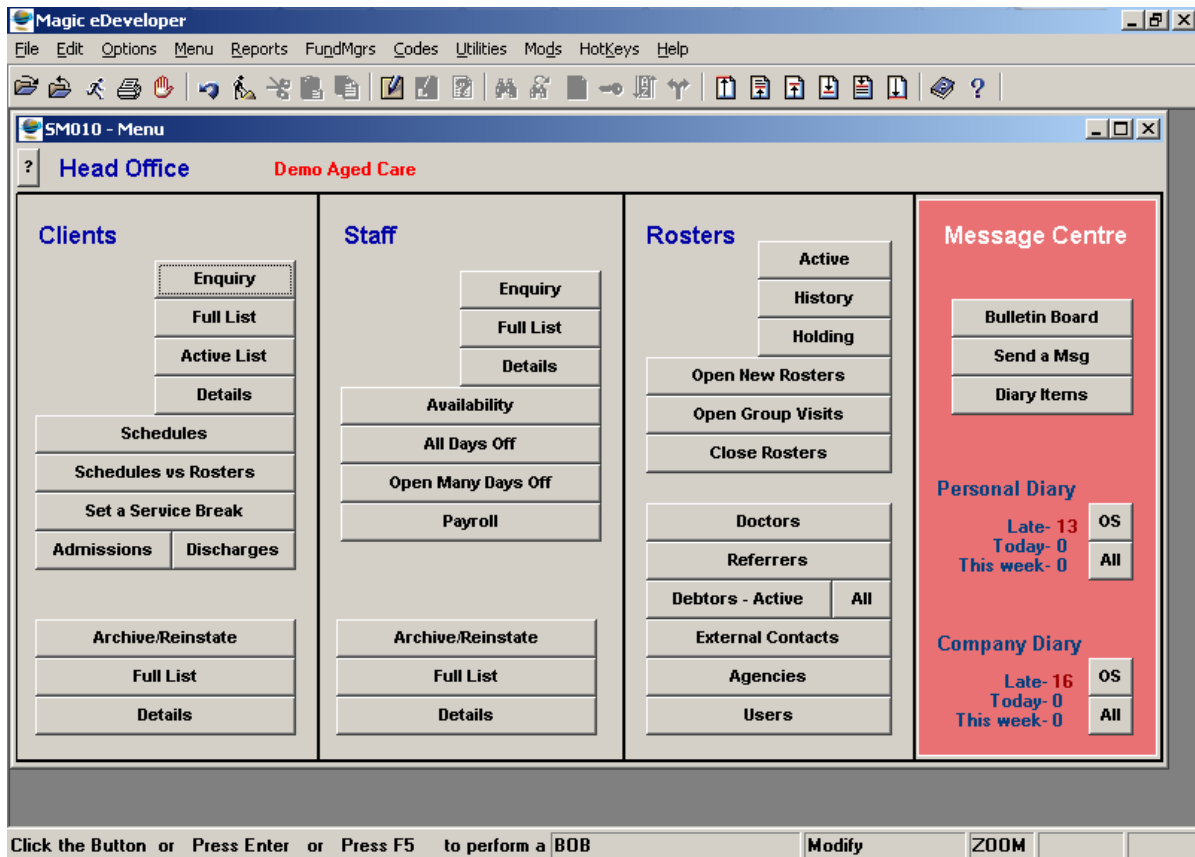
Each user has a security profile that determines which areas of the system they can access.

Pressing any button will display the relative screen.

Pressing any Exit button will return the user to the previous screen.

The main menu is divided into the main functional areas of the system.

Clients	access any of the Client information data screens.
Staff	access any of the Staff information data screens.
Rosters	access any of the Roster information data screens.
Message Centre	access any of the Messaging information data screens.



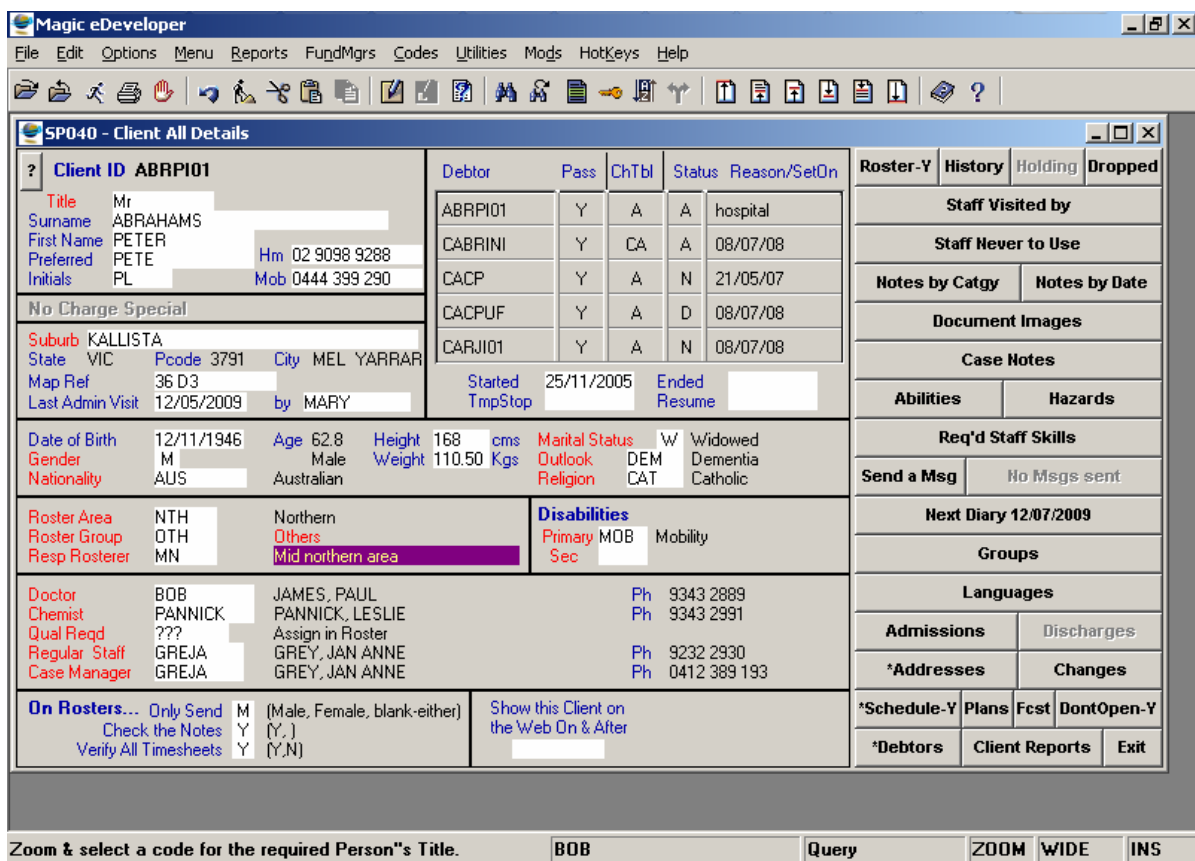
Client Details

This is the main Client information screen. From here you can see and have access to all the related information for each client. This includes:

- their schedule should they have regular visits as opposed to adhoc visits,
- their rostered visits whether the visits are in the active, history, holding or dropped roster files,
- their funding bodies (debtors), which can be a mix of private and government agencies,
- their contact history via the message centre, and much more.

The **red** label names indicate that at that point there is a list of information that you can pick a value from. For example, from the **Suburb** field you can 'zoom' (press F5) to a list of suburbs from which you can select the relevant suburb. You can also just type the value if you know it, but that value must be in the list.

The client ID can be system generated to a pattern specified by yourselves, or manually input.



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File Edit Options Menu Reports FundMgms Codes Utilities Mogs HotKeys Help

SP040 - Client All Details

Client ID ABRPI01 Title Mr Surname ABRAHAMS First Name PETER Preferred PETE Hm 02 9098 9288 Initials PL Mob 0444 399 290		Debtor Pass ChTbl Status Reason/SetOn ABRPI01 Y A A hospital CABRINI Y CA A 08/07/08 CACP Y A N 21/05/07 CACPUF Y A D 08/07/08 CARJI01 Y A N 08/07/08	Roster-Y History Holding Dropped Staff Visited by Staff Never to Use Notes by Catgy Notes by Date Document Images Case Notes Abilities Hazards Req'd Staff Skills Send a Msg No Msgs sent Next Diary 12/07/2009 Groups Languages Admissions Discharges *Addresses Changes *Schedule-Y Plans Fcst DontOpen-Y *Debtors Client Reports Exit
No Charge Special Suburb KALLISTA State VIC Pcode 3791 City MEL YARRAR Map Ref 36 D3 Last Admin Visit 12/05/2009 by MARY		Started 25/11/2005 Ended TempStop Resume	
Date of Birth 12/11/1946 Age 62.8 Height 168 cms Gender M Male Weight 110.50 Kgs Nationality AUS Australian		Marital Status W Widowed Outlook DEM Dementia Religion CAT Catholic	
Roster Area NTH Northern Roster Group OTH Others Resp Rosterer MN Mid northern area		Disabilities Primary MOB Mobility Sec	
Doctor BOB JAMES, PAUL Ph 9343 2889 Chemist PANNICK PANNICK, LESLIE Ph 9343 2991 Qual Reqd ??? Assign in Roster Regular Staff GREJA GREY, JAN ANNE Ph 9232 2930 Case Manager GREJA GREY, JAN ANNE Ph 0412 389 193			
On Rosters... Only Send M (Male, Female, blank-either) Check the Notes Y (Y,) Verify All Timesheets Y (Y,N)		Show this Client on the Web On & After	

Zoom & select a code for the required Person's Title. **BOB** Query **ZOOM** **WIDE** **INS**

Staff Details

This is the main Staff information screen. From here you can see and have access to all the related information for each staff member. This includes:

- their availability showing generally what days & times they are available for work,
- their allocations within the various client schedules, if any,
- their contracted times showing specifically which days & number of hours they are to work,
- their rostered visits whether the visits are in the active, history, holding or dropped roster files,
- their license & training status showing which are due for renewals, a report shows these too,
- their contact history via the message centre, and much more.

The staff ID can be system generated to a pattern specified by yourselves, or manually input.

SN030 - Staff All Details												
? Staff ID ADASS01		Surname ADAMS		Initials SS		Roster-Y		History	Holding	Dropped		
1st name SHEILA		Preferred SHEISA		Status A Active		Started 12/04/2007 Ended		Contact Ph 9388 8978 Mobile Ph 0418 572 521		Roster Availability	Roster Plans	
EmpType C Casual Weekly hours to work 42.00		Suburb WALLAN		State VIC		Post code 3756		City MEL		Regular Clients		
Map Ref 42 D2		Zone MITCHELL SHIRE		Birthdate 03/01/1975 Age 34.7		Marital Status M Married		Outlook BRI Bright		Clients Never to Visit		
Gender F Female		Nationality ITA Italian		Religion CHR Christian		Non Staff AGENCY Outside Agency Agency STA Star Bright Foundation		Qualification PC Personal Carer		Notes by Catgy		Notes by Date
Experience		Roster Area CEN Cental		Roster Group EAS East		Resp Rosterer JAN Jane		Send a Msg		Last Msg on 01/05/09		
Send Roster by P (Mail, Pickup, Email, faX, Noprint, pdf)		How Reliable U (R, U, S)		Availabilities Last Set 12/06/2009		Next Diary 20/12/08		Days Off		Injuries	Duty Roster	
Receive SMS's Y (Y, N)		Has Own Car N (Y, N)		Practising License Cert. N/A		Orientation Rounds Signed On 12/07/2005		Police Check Cert. 1321321		WWC Cert. 151542		Driving License L343222
OK for Year --		Expires		Done 25/06/2009		Expires 31/10/2010		Expires 31/12/2010		Expires 10/11/2012		
*Availability-Y		Plans	Schedule-M	Fest	*Payroll		Contract Hrs-Y	Plans	*Addresses		Staff Reports	Exit
The person's surname.				BOB		Query		WIDE		INS		

Client Schedule

For each client you can define a regular visit pattern, which the system calls a 'Schedule'. This can be accessed via the 'Schedule' button wherever it is located.

Each week when you run the 'Open Roster' job, the system reads the schedule and selects those visits that comply with the selection criteria. Each of these selected visits is then added to the active roster with the appropriate date.

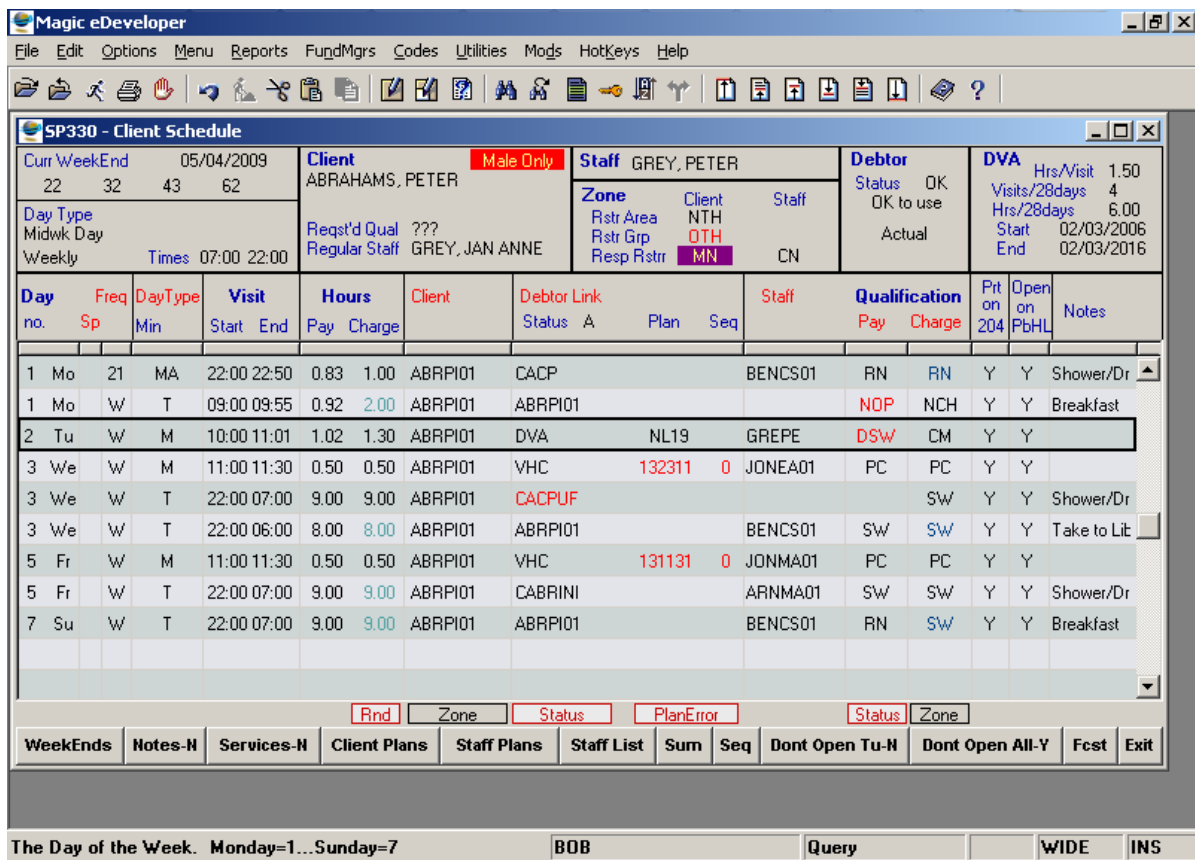
The schedule contains a frequency code which indicates whether the visit is a Weekly, or Alternating Weekly or maybe every 3rd Wednesday of each month. There are a variety of frequency codes that give great flexibility to the inclusion of a scheduled visit into the week's active roster.

Staff may be allocated to a visit by placing their code on a line. But, if you decide not to allocate a staff member to a visit, then that visit will be added to the active roster as an un-booked visit and can be filled later.

A 'Forecast' (Fcst) button provides a future view of the schedule that shows the availability of staff and funding as far into the future as you wish.

'Plan' buttons also let you see the schedule for either the client or the staff in a pictorial view.

You can add multiple notes and services behind each visit that will be in the roster when opened.



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SP330 - Client Schedule

Curr WeekEnd 05/04/2009 22 32 43 62		Client ABRAHAM'S, PETER Male Only	Staff GREY, PETER	Debtor Status OK OK to use	DVA Hrs/Visit 1.50 Visits/28days 4 Hrs/28days 6.00 Start 02/03/2006 End 02/03/2016
Day Type Midwk Day Weekly Times 07:00 22:00		Reqst'd Qual ??? Regular Staff GREY, JAN ANNE	Zone Client Staff Rstr Area NTH Rstr Grip OTH Resp Rstr MN CN	Actual	

Day no.	Freq Sp	DayType Min	Visit Start End	Hours Pay Charge	Client	Debtor Link Status A	Plan Seq	Staff	Qualification Pay Charge	Prt on 204	Open on PbHL	Notes
1	Mo	21 MA	22:00 22:50	0.83 1.00	ABRPI01	CACP		BENCS01	RN RN	Y	Y	Shower/Dr
1	Mo	W T	09:00 09:55	0.92 2.00	ABRPI01	ABRPI01			NOP NCH	Y	Y	Breakfast
2	Tu	W M	10:00 11:01	1.02 1.30	ABRPI01	DVA	NL19	GREPE	DSW CM	Y	Y	
3	We	W M	11:00 11:30	0.50 0.50	ABRPI01	VHC	132311	0 JONEA01	PC PC	Y	Y	
3	We	W T	22:00 07:00	9.00 9.00	ABRPI01	CACPUF			SW	Y	Y	Shower/Dr
3	We	W T	22:00 06:00	8.00 8.00	ABRPI01	ABRPI01		BENCS01	SW SW	Y	Y	Take to Lit
5	Fr	W M	11:00 11:30	0.50 0.50	ABRPI01	VHC	131131	0 JONMA01	PC PC	Y	Y	
5	Fr	W T	22:00 07:00	9.00 9.00	ABRPI01	CABRINI		ARNMA01	SW SW	Y	Y	Shower/Dr
7	Su	W T	22:00 07:00	9.00 9.00	ABRPI01	ABRPI01		BENCS01	RN SW	Y	Y	Breakfast

Buttons: Rnd Zone Status PlanError Status Zone

WeekEnds Notes-N Services-N Client Plans Staff Plans Staff List Sum Seq Dont Open Tu-N Dont Open All-Y Fcst Exit

The Day of the Week. Monday=1...Sunday=7 BOB Query WIDE INS

Active Roster

Each line on this screen represents a specific visit. A visit that derived from the schedule shows its frequency code in the 'ex vs' column. Visits that were added directly to the active rosters show a blank in the 'ex vs' column.

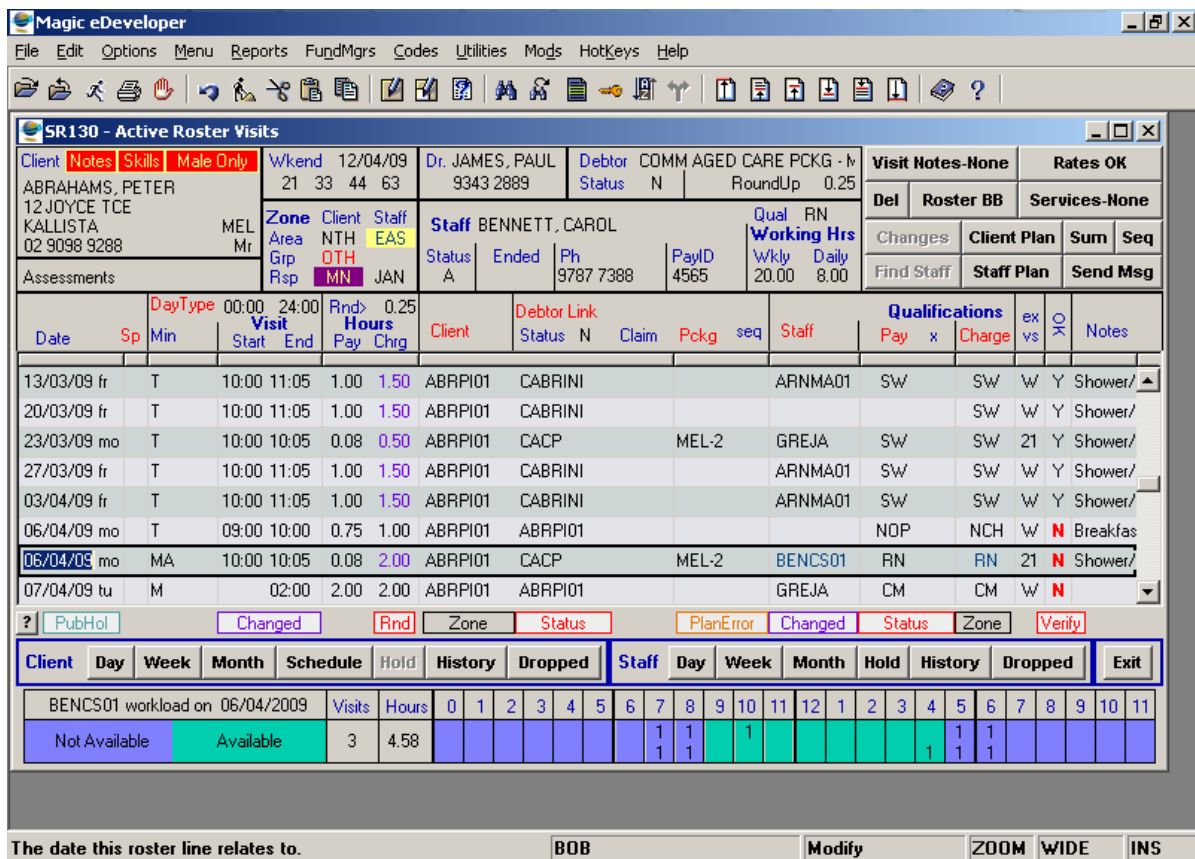
On this screen you can change any of the detail, add any new visits or delete an existing visit. Changes to visits are colour coded to highlight the changed value. All changes are also logged and can be viewed with the 'Changes' button.

Deleting a visit, with the 'Del' button, will move it to the 'Dropped' roster, from where it can be re-instated.

'Un-booked' visits are those that do not yet have a staff allocated. The 'Find Staff' function will help you select a staff from a list of presented staff that satisfy your selection criteria for that visit.

At the bottom of the screen, the workload of the staff that is on the visit you are currently on, is displayed showing the total number of visits and hours worked for the day and is merged with their work availability pattern.

The red 'N' in the 'OK' column shows those visits that are yet to be verified, if at all.



SR130 - Active Roster Visits

Client: ABRAHAMAS, PETER
 12 JOYCE TCE
 KALLISTA
 02 9098 9288
 MEL Mr

Wkend: 12/04/09
 21 33 44 63

Dr. JAMES, PAUL
 9343 2889

Debtor Status: COMM AGED CARE PCKG - M
 N RoundUp: 0.25

Zone: NTH
 Client Area: EAS
 Staff: BENNETT, CAROL
 Status: A
 Ended: Ph 9787 7388
 PayID: 4565
 Qual: RN
 Working Hrs: Wkly 20.00, Daily 8.00

Date	Sp	DayType	Min	Max	Visit Start	Visit End	Rnd> Pay	Hours Chrg	Client	Debtor Link	Status	N	Claim	Pckg	seq	Staff	Qualifications	Pay	x	Charge	ex vs	OK	Notes
13/03/09	fr	T	10:00	11:05	10:00	11:05	1.00	1.50	ABRPI01	CABRINI						ARNMA01	SW		SW	W	Y	Shower/	
20/03/09	fr	T	10:00	11:05	10:00	11:05	1.00	1.50	ABRPI01	CABRINI									SW	W	Y	Shower/	
23/03/09	mo	T	10:00	10:05	10:00	10:05	0.08	0.50	ABRPI01	CACP			MEL-2		GREJA	SW		SW	21	Y		Shower/	
27/03/09	fr	T	10:00	11:05	10:00	11:05	1.00	1.50	ABRPI01	CABRINI						ARNMA01	SW		SW	W	Y	Shower/	
03/04/09	fr	T	10:00	11:05	10:00	11:05	1.00	1.50	ABRPI01	CABRINI						ARNMA01	SW		SW	W	Y	Shower/	
06/04/09	mo	T	09:00	10:00	09:00	10:00	0.75	1.00	ABRPI01	ABRPI01							NOP		NCH	W	N	Breakfas	
06/04/09	mo	MA	10:00	10:05	10:00	10:05	0.08	2.00	ABRPI01	CACP			MEL-2		BENC01	RN		RN	21	N		Shower/	
07/04/09	tu	M		02:00	02:00	2:00	2.00		ABRPI01	ABRPI01						GREJA	CM		CM	W	N		

PubHol: ?
 Changed: [Rnd] Zone: Status: PlanError: Changed: Status: Zone: Verify

Client	Day	Week	Month	Schedule	Hold	History	Dropped	Staff	Day	Week	Month	Hold	History	Dropped	Exit
BENC01 workload on 06/04/2009															
Not Available	Available	3	4.58						1	1	1				
									1	1	1				

The date this roster line relates to. BOB Modify ZOOM WIDE INS

Magic Roster

