CareLineLive

Trustpilot

Better systems mean better care

Elevate your organisation with enterprise-class care management software, designed to streamline operations and empower your carers.

AWARD WINNING ALL-IN-ONE HOME CARE MANAGEMENT SOFTWARE

CARELINELIVE.COM.AU

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Pricing
All-in-one simple, affordable and transparent pricing. Call us to find out more.
Tel: (03) 8518 4374.

Contract terms
Fair and transparent contracts. Initial minimum term of 12 months.

Ageing Australia Associate 2025-26

Citation ISO Certification
Integrated Management System
ISO 9001: 2015
ISO 27001: 2022
REGISTERED

Delivering more time to care

We know how important it is to provide home care agencies with digital systems that improve productivity, performance and compliance. CareLineLive's all-in-one home care software will increase your business's efficiency and help your carers have more time to care.

Easy to use and affordable all-in-one management software, developed with home care agencies for home care agencies.

Having understood the challenges home care agencies face, we developed CareLineLive as an all-in-one home care management solution that improves efficiency, administrative capacity and compliance by digitising workflows and automating processes such as rostering and payroll. CareLineLive enables growth whilst decreasing costs.

Integral to CareLineLive's **Management Portal** is the **Carer Companion App** which allows real-time call-monitoring and keeps carers informed of their schedules and care plans. Digital records including task completions, medical administration, welfare observations and visit notes save time and improve compliance and communications with all stakeholders.

Family and key stakeholders can have access in real-time to all information via CareLineLive's **Care Circle Portal**.

- Rostering and Care Management Platform
- Carer Companion App
- Care Circle Portal
- Assessment tools
- Client observations
- Carer tasks including Electronic Medication Records
- Incident reporting, SIRS and carer concerns
- Automated billing and payroll
- Enterprise grade secure coud environment
- Friendly and responsive support

FOR HOME CARE AGENCY OWNERS, MANAGERS AND CO-ORDINATORS

Management Platform

Our system is easy-to-use and it will increase your efficiency, capacity, compliance and profits. CareLineLive is cloud-based so it is quick to set up, requires no expensive hardware and the Management Platform can be used anywhere there is an internet connection.

Our solution has innovative features that will help ease the day-to-day challenges of running your business.

Quick rostering and easy client and carer management

Roster client visits and assign preferences for clients, for example preferred carers. Make quick changes using drag and drop, plus notify carers of roster changes via push notifications. Easily update client details, care plans, assessments, observations and eMAR with a few clicks, ensuring clients always get the care they need.

Capacity planning

Using existing data within CareLineLive, our capacity planning assistant allows managers to confidently and quickly understand whether a new care package can be accommodated given an agency's allocation of carers, their locations, schedules and skills.

Invoicing and payroll

Call monitoring using our Carer Companion App automates recording of check-in and check-out times for client visits. This enables quick and easy payroll reports and client invoicing.

Real-time call monitoring

Keep updated in real-time about carer attendance, visit notes and alerts for missed or late visits and task completions. Live call monitoring, via QR code and GPS location recording of check-ins and check-outs, allows managers to know when a visit has been completed. Lone worker safety is improved.

Effortless reporting

There are 30 reports that can inform your business from visit financial information to carer utilisation. Not only is this beneficial in pinpointing areas which can be improved but aids with evidencing the performance of standards for regulatory bodies such as the Quality and Safety Commission.

Keep family and friends up-to-date

Provide 24/7 access to visit schedules, dates and times. Allow family and friends to access carer notes, observations, administered medication and visit information via our Care Circle Portal, ensuring peace of mind. Quick and easy one-off access for emergency services is also possible.

Roster plans

Roster plans function as a draft mode for your scheduling where you can experiment with and preview changes to your schedule before applying them. Instead of adjusting rosters live, you can draft, tweak and refine shifts and visits in advance, ensuring everything runs smoothly before publishing. This feature was developed particularly for providers that offer live-in care.

Roster plans allow:

- Planning ahead – schedule visits as far into the future as needed
- Seamless collaboration – multiple users can work on the same plan together
- Real-time validation – get instant alerts on scheduling conflicts or compliance issues
- Bulk updates – make changes to multiple bookings at once, saving valuable time
- Queued actions – nothing goes live until you choose to apply changes

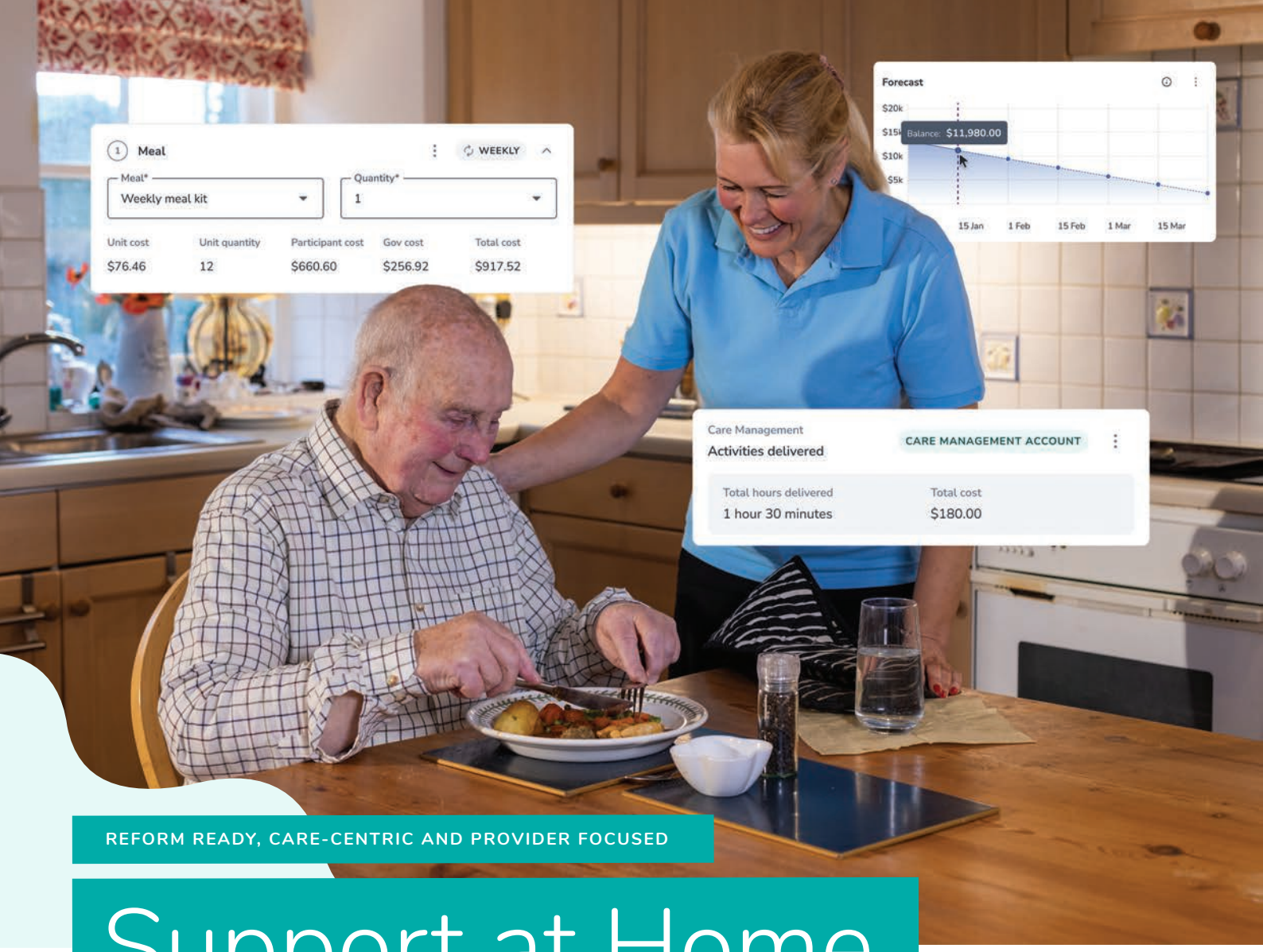
Body maps

Interactive body maps allow you to document medical conditions, injuries, physical areas of pain and areas of concern. Additionally, you can record medication administration instructions for medicines such as topical medications.

The visual data recorded helps with augmenting care planning and with providing evidence for and sharing up-to-date information with important stakeholders.

"CareLineLive provides our team with one system to have all the information we need to ensure our clients receive the care they need it with easy scheduling. We would be a lot less productive without CareLineLive. Time has been saved, communication is easier with carers. Reporting and payroll are much easier."

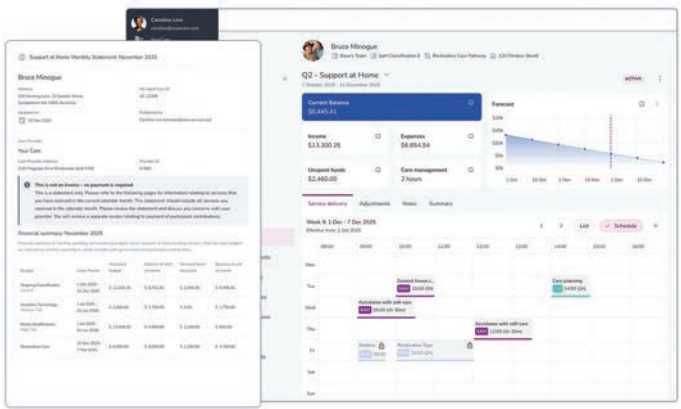
Nichola Potter
Managing Director, Community Nurses Australia



REFORM READY, CARE-CENTRIC AND PROVIDER FOCUSED

Support at Home

Australia's Aged Care sector is undergoing its biggest reform in decades. The new Aged Care Act and Support at Home program introduces a new service delivery framework and updated rules for claiming and compliance.



CareLineLive is building to meet these changes head-on.

This means from day one, CareLineLive will help providers manage care and funding. This includes structured workflows for delivering services across Ongoing Support, Assistive Technology and Home Modifications (AT-HM), Restorative Care and End of Life pathways. Care plans will support dynamic reassessments, ensuring services continue to match client goals, needs, and entitlements.

You will be able to track individual budgets in real time, view alerts when funding limits are approaching, and monitor variations in service delivery. Our billing engine supports means-tested contributions, the latest pricing rules and fee caps. Bulk claiming functionality will be optimised for accurate uploads, with in-built checks to identify inconsistencies before they lead to payment delays.

As the sector transitions to Support at Home, we are committed to delivering tools that make compliance simpler, improve reporting transparency and ensure clients receive the care they are entitled to. All while helping your team stay focused on what matters most.

Carer Companion App

Carers are at the heart of any home care agency, so providing them with the tools to work efficiently and giving them more time to care is essential.

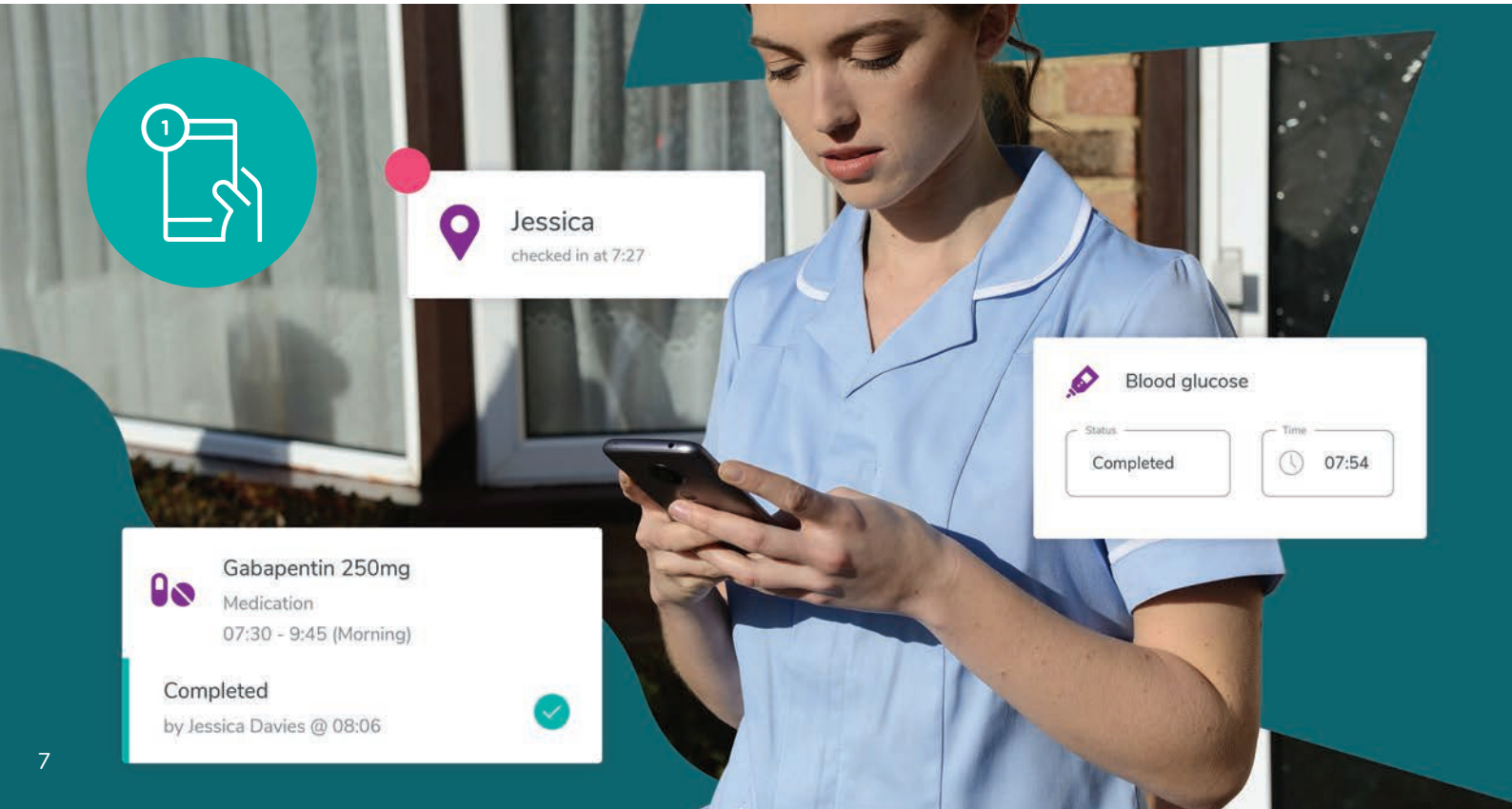
With our Carer Companion App, carers are alerted to changes in their schedules in real-time. Carers can easily access care plans, client details such as address and phone numbers and check information such as tasks and observations required plus medication to administer. A simple navigation process using Google Maps will route the carer to the client's address. The app ensures carers are fully informed, increasing their productivity and resulting in less errors during client visits.

The Carer Companion App uses QR codes unique to each client, as well as GPS location for visit check-in and check-out, enabling verifiable call monitoring and allowing office managers to know the status of a visit in real-time.

We appreciate that different home care agencies have different needs. That's why, with CareLineLive, home care agencies can choose how they access our Carer Companion App.

With the Carer Companion App, paper administration is reduced and information can be accessed in real-time by key stakeholders. Carers can raise a concern and flag its severity so day-to-day challenges can be managed and prioritised.

- ✓ **Real-time schedule access**
- ✓ **Verifiable check-in and check-out**
- ✓ **Improved lone worker safety**
- ✓ **Carer task completion and compliance including eMAR**
- ✓ **Carer notes and concerns**
- ✓ **Client information including care plans**
- ✓ **Client observations**
- ✓ **Photo uploads**



PROVIDING RESPONSIVE AND ACCURATE CARE

Carer tasks including electronic medication

Enables carers to be kept continuously informed of a client's changing needs. Ensures the status of all carer tasks and clients' medication are accurately recorded.

- ✓ **Easy-to-use tasks with electronic timestamp for completion**
- ✓ **Modifiable completion codes**
- ✓ **Alerts raised for missed or incompleted tasks**
- ✓ **Printable medication charts**

Our Carer Tasks allow home care agencies to record a client's visit requirements including electronic medication records quickly and easily within the Management Platform. It reduces errors and allows for continual monitoring as managers can view medication given, tasks completed, and can be alerted when there is a concern (e.g. when medication has been missed).

Vital medication information can be held for each client, including medication start and finish dates, dosage and route.

Within the Carer Companion App at each client visit, carers can easily view and complete tasks including medication administration. Carers are expected to mark each task as completed. However, in the event a carer is unable to complete a task they can choose from a number of pre-defined status codes, some of which are alertable or require a comment from the carer (e.g. when there is no stock of medication available). Status codes are fully customisable and can be adapted to your business needs.

With our Carer Tasks and electronic medication charts, carers spend less time completing paperwork and more time on providing responsive and personalised care.

CareCircle™
CareLineLive

Care Circle Portal

Benefit from sharing information easily with family and loved ones in real-time via our Care Circle Portal and allow other stakeholders such as healthcare professionals to be fully informed to offer better person-centred care.

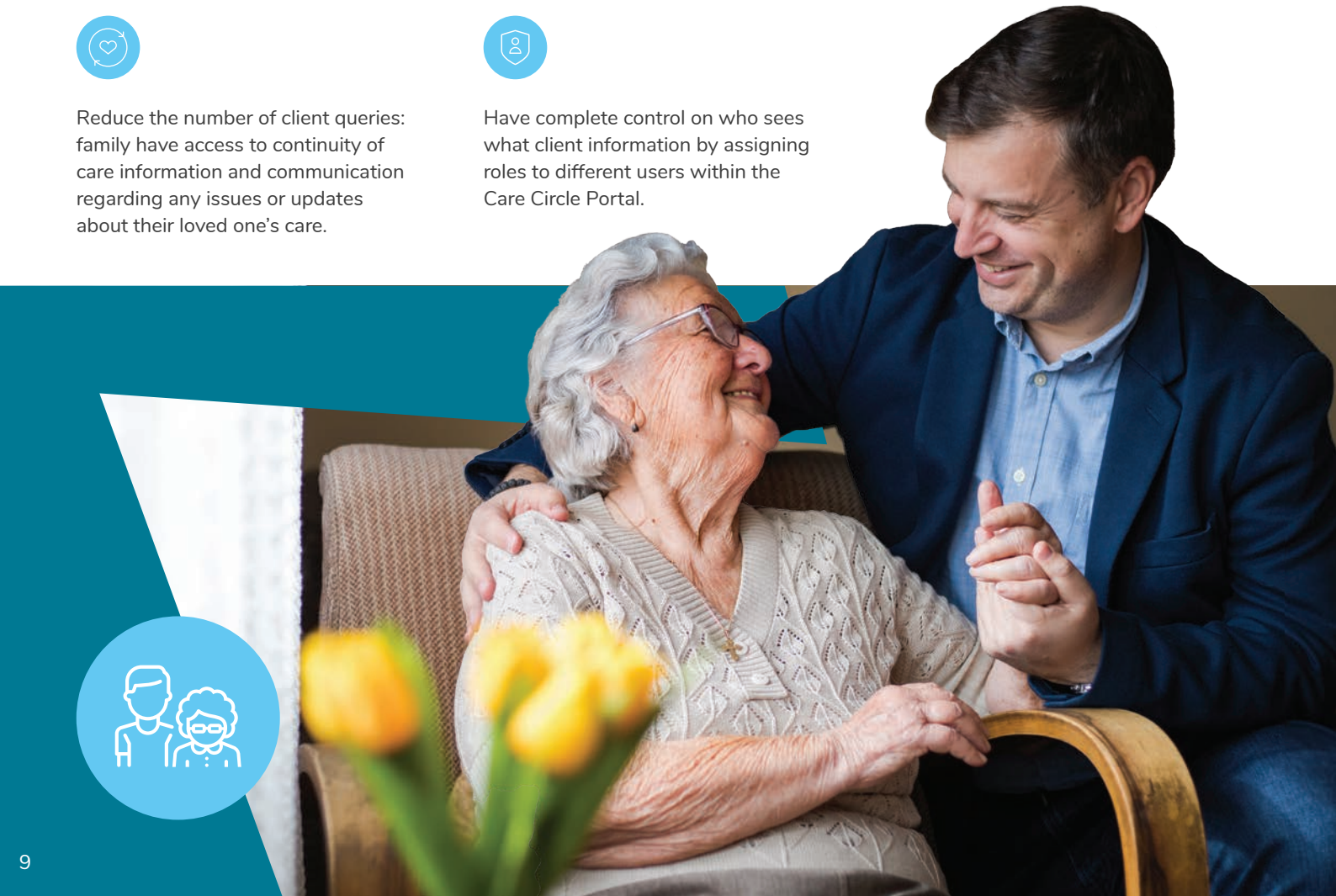
Comprehensive client information accessible 24/7 including contact information, next of kin details, medical history, visit details, prescribed medication, observations and more.

Allows one-time temporary instant access to the emergency services to view up-to-date records about a client's care, observations and medication, enabling effective treatment to be administered.

Our pricing is all inclusive so every aspect of the software is included in your monthly costs: the Management Portal, Carer Companion App and Care Circle Portal.

Reduce the number of client queries: family have access to continuity of care information and communication regarding any issues or updates about their loved one's care.

Have complete control on who sees what client information by assigning roles to different users within the Care Circle Portal.



AUTOMATE YOUR FINANCE WORK PROCESSES

Billing and payroll

Automated carer time-sheet management and client invoicing, including travel-time and mileage payments.

CareLineLive allows you to create sophisticated contracts for both your clients and carers that have the rules and data on how you wish to pay your carers and invoice your clients.

The contracts allow you a lot of configuration possibilities such as pay and billing rates for non-social hours, fixed rates, travel time, mileage payments and holiday pay.

Using these contracts and the time data recorded for client visits, gross carer pay and client invoices can be created with a few clicks. This will save immense amounts of administration time compared to using spreadsheets and manually confirming time sheets.

- ✓ **Streamline payroll and billing**
- ✓ **Split billing for part private, part government funding**
- ✓ **Integration with 3rd party software such as Sage, Xero and others**

Smarter billing and payroll, ready for the future of in-home care.

Seamlessly manage client contributions and government subsidies to ensure accurate and timely billing, and reduce the strain on your cashflow.

Automatically apply means-tested fees, stay compliant with claiming rules and fee caps. Track individual budgets in real time with alerts when a client is nearing their funding limit.

Generate bulk claims ready for upload, backed by payment logic identifying variances and inconsistencies early helping you avoid delays and improve payment outcomes.

"Completing payroll and billing through CareLineLive has been a massive time saver... Once the pay rates and charge rates have been setup, the software intelligently automates every chargeable call, annual leave, training etc which results in time saving of hours and costs saved on these tasks."

Ian Kibukamusoke
Director of Technology, Mega Nursing & Care

Care planning and on-going care management

Allows for person-centred care to be delivered because managers and carers can easily access comprehensive information about each and every client.

Client assessments

By understanding individuals' preferences, likes and needs, your team ensures thorough knowledge about each client, facilitating the delivery of more personalised care. Managers can record client assessments in the Management Portal enabling informed decision-making that impacts care planning and resource allocation.

There are 20 simple to complete, pre-configured templates including About Me, Conditions and Needs, Fluids and Nutrition and Medication Management.

Preferences for food and drink, meals and meal times can also be recorded.

If the pre-configured templates are not exactly what you require, you can create your own bespoke templates using our forms builder.

Observations

Our observations feature can help your carers and managers monitor changes in a client's condition. Identifying problems quickly can help to keep clients safe and ensure that any concerns are addressed before they get worse. Carers can record observations easily in our Carer Companion App.

Observations that can be recorded include fluid intake, meals, blood glucose, blood pressure, heart rate, weight, catheter output and injuries. Any observation that is recorded via the Carer Companion App is immediately visible to managers in the office and assigned stakeholders within the Care Circle Portal enabling quick intervention, if necessary.

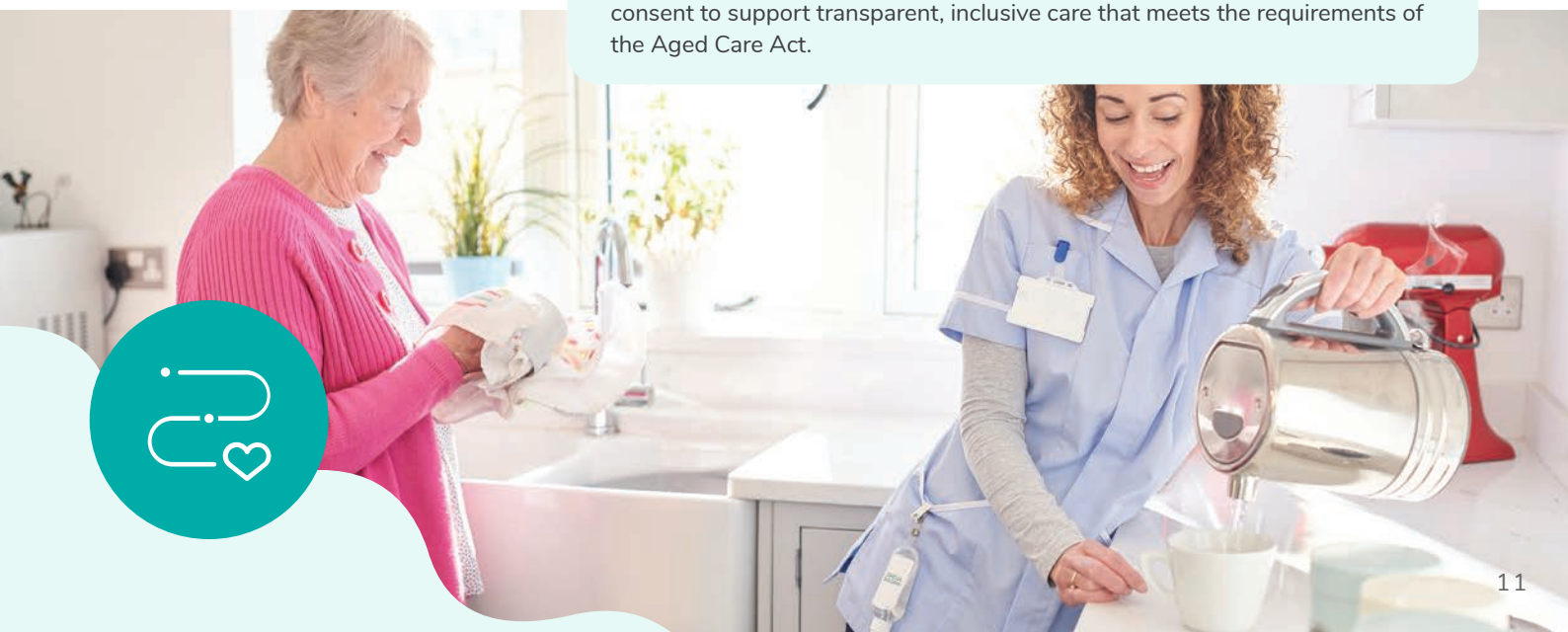
Incident reporting, SIRS and carer concerns

Our incident reporting feature provides a simple and effective way to record and manage incidents within a client's home and helps keep clients safe.

Carers can flag a concern about a client in the Carer Companion App. Managers are notified of relevant concerns and can view how urgently the carer feels it needs to be addressed and any associated comments.

Incident reports can be started from a carer concern or from the Management Portal to ensure that actions are taken and the appropriate processes are followed.

Purpose built for the Support at Home program. CareLineLive helps to easily manage services across Ongoing Support, AT-HM, Restorative Care, and End of Life pathways. Track reassessment, capture client preferences and record consent to support transparent, inclusive care that meets the requirements of the Aged Care Act.



HELPS MANAGERS EASILY DECIDE WHETHER A NEW CARE PACKAGE CAN BE ACCOMMODATED

Capacity planning

Using existing data within CareLineLive, our capacity planning assistant allows managers to confidently and quickly understand whether a new care package can be accommodated given an agency's allocation of carers, considering their location, schedule and skills.

Reduce the time it takes to complete tender applications for new business opportunities.

Understands whether you have sufficient carers within the location of the new care package request using configurable geofenced areas for carers and teams.

Identify whether you have carers with the correct skills/traits, e.g. physical lifting restrictions, within the desired location and pinpoint any training that is needed for potential new clients.

Checks whether your staff are available for new care package requests by considering carer schedules, annual leave and any clashing visits.

Assists in workforce planning and future carer recruitment requirements to optimise profitability.

Management reports and regulatory compliance

A suite of reports and other tools will inform you on the health and performance of your business and will enable you to evidence how you are complying with your regulatory framework.

Create and customise your own forms for audits, risk assessments and care plans. Schedule carer and client reviews to keep on top of carer training and qualification requirements and changing client needs.

Real time reports with filters provide valuable data and insights which not only allow you to predict and avoid issues but also to make important business efficiencies and improvements.

Stay ahead of the new Aged Care Act and strengthened Quality Standards with integrated tools for audit readiness and Support at Home requirements.

Easily provide evidence for compliance purposes at the click of a mouse:

- ✓ Auditing - the trail of rostering changes is fully documented. Electronic medication charts allow easy auditing of medication administration.
- ✓ Carer and client reviews – schedule reviews and spot checks to improve compliance and performance standards.
- ✓ Carer training and requirements – ensure all carer training and qualifications are up-to-date with our reporting and alert functions.
- ✓ Contingency planning – react quickly when the unexpected happens, improve risk management and plan more effectively.
- ✓ Exportable audit trails for service delivery, care plans, worker interactions and changes to client records.
- ✓ Document storage against clients and carers with the option to make them viewable in the Carer Companion App.
- ✓ Digital forms including e-signatures - minimise paper records with customisable digital forms streamlining data capture with secure data storage. Send PDF documents for e-signatures to carers, clients and other stakeholders.
- ✓ Visit verification – complete visibility of client visits including carer check-in and check-out times, completion of tasks, care provisioning notes and alerts.

SECURING YOUR DATA AND MAKING YOUR SOFTWARE AVAILABILITY RESILIENT

Disaster recovery and cyber security

Online security and 24/7 availability shouldn't be a headache for you to contend with.

With cyber attacks becoming more sophisticated and prevalent, you need a software solution with robust cyber security and effective disaster recovery processes at its heart.

With CareLineLive's effective security and back-up systems, and fully compliant data protection measures in place, you can offer carers, clients and their families greater peace of mind.

We take care of keeping your data safe in the cloud. Only accessible by authorised users and no need for local back-ups. Point in time recovery back-ups are available in five minute increments and nightly server snapshots are retained for 35 days. Data is stored and processed in AWS servers in Sydney, Australia.

Our security credentials:

- ISO 9001: Quality Management and 27001: Information Security Management certified
- Regular automatic vulnerability scanning and penetration tests by independent third-party cyber security firms
- Cyber Essentials Plus certified

Citation ISO Certification
Integrated Management System
ISO 9001: 2015
ISO 27001: 2022
REGISTERED

CYBER ESSENTIALS PLUS

PERSONAL AND HUMAN SUPPORT TO HELP YOU BECOME SUPER-USERS

Onboarding and on-going support

97% of support ticket responses are rated “good” or “excellent” by our customers.

At CareLineLive, not only do we place great importance on what we deliver, but how we deliver it. Our team have many years of expertise within the home care sector and understand the challenges home care agencies face.

We will ensure a stress-free onboarding process during which our expert staff will train you and demonstrate how to fully benefit from CareLineLive.

Additionally, once CareLineLive is integrated into your business, you’ll have access to our friendly, helpful team who will be quick to respond if you have any questions or need help.

Our Australian or UK support teams can be easily contacted by phone, email or help messenger tool.

‘CareLineLive has been superb in onboarding us when we first started using the platform. Their customer support team are not only good at training but also in helping with day to day queries about how to achieve certain objectives we have using their software. They are approachable and we’ve found it easy to use their telephone and email support channels.’

David Johnson
Managing Director, My HomeCare Franchise Group

CareLineLive is your all-in-one home care management system

We understand that every home care agency is different and have unique requirements, but all need the right tools to run smoothly. This features and benefits matrix shows how each module works together to support your entire care ecosystem.

	Management Portal	Carer Companion App	Care Circle Portal
Rostering and care management	✓		
Tasks including electronic medication adminstration	✓	✓	
↳ Electronic medication administration record charts	✓	✓	
↳ Alertable tasks	✓	✓	
Real time schedule access	✓	✓	
Call monitoring offering real-time visit information	✓	✓	✓
Care planning tools including assessment templates, bespoke forms, incident reporting, carer concerns and observations recording	✓	✓	
Body maps	✓		
Paperless record keeping inc. electronic signatures	✓	✓	
Invoicing and payroll	✓		
HR administration (including carer reviews & training matrix) and capacity planning	✓		
Reporting for auditing and performance purposes	✓		
Integrations with Sage and Xero	✓		
Enterprise-level data security and back-ups	✓		
Streamlined claim reports, built for Australian funding schemes	✓		
Continuous product development with updates seamlessly administered	✓	✓	✓
Clear, simple and easy-to-use interface	✓	✓	✓
Simple, honest, transparent pricing	✓	✓	✓

Supporting the work you do best with the tools to do it better. Streamline your processes, boost productivity and deliver outstnading care. Let's talk about how CareLineLive can transform your home care business.

CareLineLive

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