



Senior Living for Residential Care

Empower your care teams with software built for Australian residential care—streamlining clinical, operational, and compliance needs so you can focus on delivering exceptional care every day.

Australian Residential Care is transforming and preparing for a better aged care future

Epicor for Residential Care helps providers deliver consistent, high-quality care while staying compliant and efficient. Designed for Australian regulations, it brings together clinical tools, compliance management, and streamlined operations—freeing staff from manual tasks so they can focus on residents. Flexible deployment options make it scalable for providers of all sizes.

BENEFITS

- Spend more time with residents, less on paperwork
- Adapt quickly to changes in regulations without disruption
- Reduce errors with automated assessments, reporting, and compliance documentation
- Scale easily as your organisation grows or adds facilities
- Protect resident information with advanced security and privacy controls
- Simplify billing and funding processes (RAD, DAP, AN-ACC, Medicare)
- Gain actionable insights with real-time reporting and analytics

Key Features

Epicor for Residential Care gives providers everything they need in one platform—clinical care planning, medication management, compliance tracking, rostering, billing, and reporting. Built for Australian aged care, it reduces manual work, improves accuracy, and supports better outcomes. Its flexible design means it works for single-site homes or multi-facility organisations.



Features of Epicor Senior Living for Residential Care:

- **Clinical Assessments & Care Planning:** Keep all assessments and updates in a single resident profile.
- **Incident Reporting:** Record and manage incidents in line with reporting requirements.
- **Compliance Management:** Monitor requirements, adapt to legislative changes, and keep records audit-ready.
- **Billing & Financial Management:** Handle multiple funding streams with clear, transparent processes.
- **Multi-Site Coordination:** Manage operations across locations with real-time oversight.
- **Workflow Automation:** Reduce time spent on routine admin and operational tasks.
- **Facility & Asset Management:** Monitor and maintain facilities for consistent living standards.
- **Secure Data Management:** Protect resident and financial information with advanced safeguards.
- **Customisable Reporting & Analytics:** Access real-time data for better decision-making.
- **Integration with Government Systems:** Supports PRODA authentication, B2G data uploads, and more.
- **Scalable Cloud Deployment:** Ensure faster updates, enhanced security, and mobility for staff across sites.

Deployment Choice – Cloud or On-Premises

Epicor Senior Living offers complete flexibility in how you deploy—public cloud or on-premises. The same trusted software powers both options, so if your needs change, moving between models is straightforward.

Cloud deployment advantages include:

- Reduced upfront IT costs and no infrastructure to manage
- More time to focus on residents instead of systems
- No large software licence purchases
- Works for providers of any size
- Easy scaling as you grow or open new facilities
- Regular updates for security, privacy, and compliance
- Faster implementation with lower risk
- Better business continuity to protect against data loss

“Every Epicor consultant we spoke to was an industry expert and we came to rely and trust Epicor, not only as a technology provider but as a trusted adviser. It was the best part of the experience, and they are PRODA certified unlike other vendor we worked with.”

Praneel Anand, Acting CIO | HammondCare

“Having our software in the cloud also means a faster response if we experience an issue because we’re unlikely to be the only user experiencing that issue. The Epicor support team can then find and fix the issue faster because they aren’t dealing with individual customers one by one. This is much better than with an on premises solution where you have to wait for a technician to get around to seeing you.”

CFO | St. Catherine’s Aged Care Services



We're here for the hard-working businesses that keep the world turning. You're the companies that make, move, and sell the things we all need. Trust Epicor to help you do business better. Your industry is our industry, and we understand you better than anyone. By working hand-in-hand, we get to know your business almost as well as you do. Our innovative industry solution sets are carefully built to fit your needs and respond flexibly to your fast-changing reality. We accelerate ambitions, whether you want to grow and transform, or simply become more productive and effective.

That's what makes us the essential partner to the world's most essential businesses.

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■ Our Presence

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