

COVERAGE

Coverage Description

What is Coverage?

Coverage is a software as a service (SaaS) platform that helps Australian aged care providers to manage their compliance against the Aged Care Quality Standards.

Coverage Features

- Managing the Aged Care Quality Standards for Home Care, Residential and Flexible Service providers
 - Self-Assessment
 - Audit response
 - Plan for Continuous Improvement (PCI)
- Response management
 - Tracking responses
 - Response owner assignment
- Dashboard and Reporting
 - Aggregated Provider reporting
 - Service level reporting
 - Live PCI dashboard
 - Export of Self-Assessment, Audit and PCI reports
- Notifications
 - Due date email alerts
 - Assignment email alerts
- Help
 - Documentation and Glossary
- Administrative and Management tasks
 - User Management
 - Provider Management
 - Facility / Service administration
 - Territory management

Coverage Support

The product has an online Help page with support documentation and glossary.

We also provide phone and email support between 7am-7pm Monday to Friday AEST, excluding Public Holidays.

Support Contact Details

Phone: 1300 550 511

Email: hello@umbrella.solutions

Web: <https://umbrella.solutions>

Using Coverage

You can access Coverage using <https://coverage.umbrella.solutions>

Because Coverage is a SaaS platform, you only need an internet connection and a web browser. We design our software on development platforms that meet the current Open Web Standards

<https://www.w3.org/standards/>.

We test Coverage against the current version of the following browsers:

- Microsoft Edge
- Google Chrome
- Apple Safari
- Mozilla Firefox

It is good practice to use the latest browser versions to ensure you have the more secure online experience. Coverage should function on other browsers that are compliant with the current Open Web Standards.

We built Coverage to be responsive to different screen sizes and browsers, however this means that things might look different depending on which device and browser you use. Though it may look different, the functionality will be the same.

If you have any usability issues related to a browser, please contact our support team.

Coverage Provider and User Administration

- Each provider requires one administrator account and one billing contact
- Each service under a provider needs to be licenced to use Coverage, but you only need one service licence to get started
- Facilities can be added to Territories to help with administration and access controls
- You can assign users different roles and have multiple users doing the same role if you wish
- Users can have access to all services under the provider, or specific services
- We don't charge per user so you can create as many users as you need
- Each user will require an email address to create an account
- Passwords can be reset at the logon screen

Technical and Security Details

- Our web services use encrypted SSL Certificates
- We use 256-bit encryption for data in transit and at rest
- All passwords are encrypted in our system and cannot be viewed by any users or support staff
- Data is backed up daily and retained for 30 days, after which weekly backups are kept for 12 months and monthly backups for 7 years
- Data recovery objectives
 - RTO of 1 business day (Recovery Time Objective: expected time to recover the data)
 - RPO of 1 business day (Recovery Point Objective: maximum expected data loss)

- All services and backups are hosted in Australia across two, geographically separate data centres
- We use load balancing to provide system resilience and protect against Distributed Denial of Service (DDoS) attacks
- None of your data is shared with third parties, including the government
- We do not store your credit cards details on our systems, we leverage payment platforms that are PCI DSS compliant
- We provide a service availability of 99.9% during 7am-7pm Monday to Friday AEST, excluding scheduled maintenance periods
 - Users will be notified of maintenance periods via email to their administrator contact
 - We aim to have these maintenance periods happen outside of business hours

If you require any further technical details, please contact our support team.

Coverage Pricing

Current Coverage Pricing is available on our website at <https://umbrella.solutions/coverage>

From time to time, Umbrella Solutions may offer a free trial which will be time limited. After the free trial period, the billing will start at the normal monthly rate.

Pricing is per accredited service that has a National Aged Care Provider identity (NAPS ID) or Residential Aged Care Service identity (RACS ID)

Privacy Details

For our current Privacy Policy, please see <https://umbrella.solutions/privacy>

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