ABOUT LAMA

LAMA software is an efficient and intelligent simple to use operation system built from the ground up by leaders in the field who are operating an existing NDIS support company and with the vision to share with other NDIS providers in the community who are providing disability services.

A tool is no good if it's not intuitive or produce the right report to help you run your business and most of all right price as you grow your business. LAMA simplifies the processes of managing your participants, the rostering of employees and the delivery and funding of services to the participant.

LAMA takes the guesswork out of pricing, scheduling and invoicing of services, rostering staff and managing compliance, the calculation of correct staff entitlements, controlling document access and tracking communication between client and staff.

Wen have built the software with business owners and users experience in mind, the software allows the business to achieve a competitive advantage by leveraging data that is collected on a daily basis, to thus provide an insight into your operations.

For further instructions regarding the system please contact us at 1800 411 818 or send us an e-mail at info@lamasolutions.com.au

DEFINITION

Term	Definition
ABA file	A file that is used by all major Australian financial institutions to specify payments to be made from one bank account to one or more bank accounts.
Budget	The amount of money the participant receives from the NDIS.
Carer	An individual who provides care or support to a person with a disability, but they are unpaid. Carers are often family members or guardians.
Client Funding	The funding record outlines the services that are to be delivered to the participant. The funding record also lists the individual service budgets.
Clients	As per comments on participant.
Dashboard	This is the main screen that you will see when you login.
Employee	This refers to either Aged and Disability Community or Allied health workers who are engaged in the delivery of services to the NDIS participant .
Funded Supports	Are support services funded by the NDIS.

Goals	Things a participant wishes they could do or achieve in the future, with the help of the NDIS. This might be finding a job, moving out of home, or becoming more independent.
Guardian	A person who can legally make choices for a person with a disability.
Incident	An event, accident or occurrence that has happened that involves either the employee, participant or both.
NDIA	The National Disability Insurance Agency, which implements and oversees implementation of the NDIS
NDIS	National Disability Insurance Scheme is the funding and legislative framework established by the National Disability Insurance Scheme Act 2013
Nominee	A Nominee Is an individual appointed by the NDIA to be the point of contact and/or sign Service Agreements and make decisions regarding supports on behalf of the participant.
Participant	An individual that has an NDIS plan and is in receipt of services and supports related with that plan from an NDIS service provider.
Plan Review	Each year your plan is reviewed by the NDIS or the LAC, in consultation with you, to determine if any changes are required. You can also seek a review if your circumstances change.
Plan	A written agreement that states your goals and needs, and the reasonable and necessary supports the NDIS will fund. Each participant has their own plan.
Pricelist	The price guide is developed, published, and updated by the NDIA. The guide lists the costs associated with the NDIS services. Price guides vary depending on the State and Territory.
Provider	A provider is a person or an organisation that delivers services and supports to NDIS participants.
Quote	Is a written agreement that outlines the costs associated with the delivery of services in relation to participants plan.
Resource	An item of equipment retained by the organisation.
SCHADS	This refers to the Social, Community, Home Care and Disability Services Industry Award
SIL	Supported Independent Living refers to funded services provided to participants to support them to live independently. This support is usually provided in a residence shared with other NDIS participants
Schedule Board	This lists the services that have been or will be be delivered to the NDIS participants.
Service Calendar	A detailed calendar giving you a daily overview of services being delivered to NDIS participants.

Service Schedule	This provides details of the service. Information includes the participant and support worker, service date and time, service being provided and total cost.
Service Agreement	Is a written agreement between a provider and a participant.
Support Coordination	Assisting the Participant to locate mainstream and tailored disability service

USER ROLES

There are different user roles within LAMA that can be assigned to each employee. Each Role has different access to the LAMA System. Below are the list of users and what software they can access.

User Role	Software they can access
Admin	LAMA Software, LAMA Mobile App, Self - Serve Portal, LAMA Mobile App for Clients, Power BI
Super User	LAMA Software, LAMA Mobile App, Support Worker App, LAMA Mobile App for Clients, Power BI
User	LAMA Software (default is client and user list), LAMA Mobile App, Self - Serve Portal
Rostering Staff	LAMA Software (default is limited to schedule board), LAMA Mobile App, Self - Serve Portal
Support Worker Apps Only	LAMA Mobile App
Self-Service Portal	Self - Serve Portal
HR	LAMA Software (default is employee records)

SOFTWARE & ACCESS

There are different software that can be used. Each software can only be accessed by different user roles.

- **Software** - This is the main software of the system. You can create the client and employee record, customize the system, and manage the client's funding and service schedule from this software.
- **Mobile App** - This is the software that can be used by the support worker to record their timesheet, client's shift notes and client's goal. This is also the software that can be used by the support worker to create a leave, view the client's document, and create an incident / accident report. This software runs in Android and iOS Mobile Phones.,
- **Self - Serve Portal** - This is the software that can be used by self - serve worker to record their session with the client.

- **Mobile App for Clients** - This is the software that can be used to let the client fill in their information. This software only works with iPad.
- **Power BI** - This is the software that can be used to make a visualization of different reports by using the Brevity data (Additional charges may apply)

Access rights

User Role	Software they can access
Admin	- Access main software - Manage login - Setup system - Settings - Sync 3rd party applications - Map fields from 3rd party application to software
Super User	- Access main software with limitations based on Admin access - Quotes sections - Client section but cannot create client login - Employee section but cannot create employee login - Care Management section - Administration section, cannot see pay item used for syncing and cannot connect to third party application - Schedule board section - New service section
User	- Access main software - Limited access to different tables and forms - Can see limited client profile - Cannot create client funding or service schedules - Cannot see client funding - Cannot see report for clients or employees
Rostering Staff	- Can view schedule board - Add and edit shift - Roster employee into shift - Can see limited client profile - Can view and edit client funding
Support Worker Apps Only	Support worker app access only
Self-Service Portal	SC/Therapist portal with limited access to system data for employees
HR	- Access to main software but can only view employee records - Access to bulk communications to employees only - Can view schedule board - Support worker app access