



CAPITAL GUARDIANS

Residential Community Instruction Booklet

(includes prepaid card use)

Contact details

VIC & TAS	03 9008 9992
NSW & ACT	02 9055 8777
QLD	07 2102 9700
SA & WA	08 6117 6880

customer@capitalguardians.com

Residential instructions

Login



- Go to <https://app.capitalguardians.com/>
- Select LOG IN, enter email address and password

The screenshot shows the Capital Guardians website interface. At the top, there is a navigation bar with the logo, "Home", "NDIS", "Providers", "Aged Care", "Resources", "Contact", "Register", and "Login" buttons. The "Login" button is circled in red, with a red arrow pointing to the login form on the right. The main content area features a large image of a woman with the text "Experience real conversations with a Community-based Plan Manager, & tech that pays overnight." Below this, there is a login form with an email input field containing "myemailaddress@carefacility.com.au", a password input field with masked characters ".....", a "Remember Me" checkbox, a "LOGIN" button, a "Forgot Password?" link, and a "Register" button.

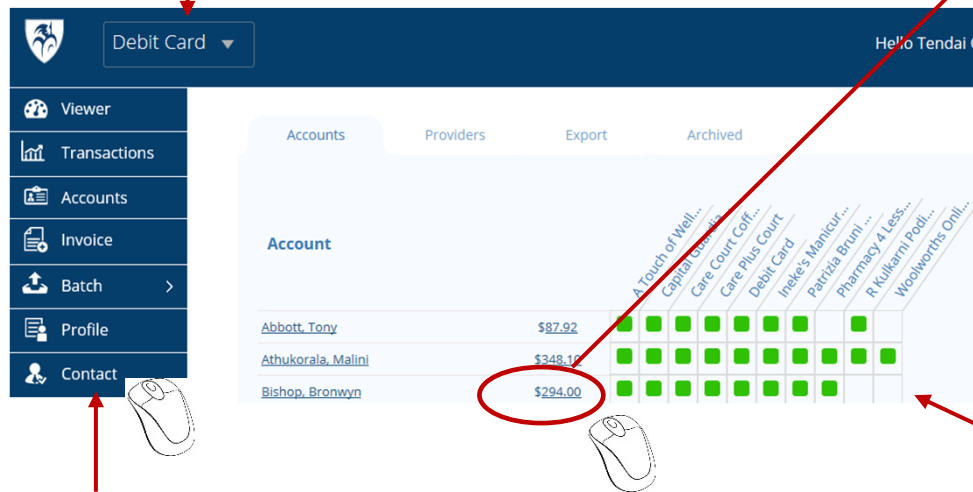
Residential instructions

Viewing accounts and statements

After login, presented with the **Viewer** screen, this shows you all the account names and balances. When selecting a balance, a statement appears, that can be printed.

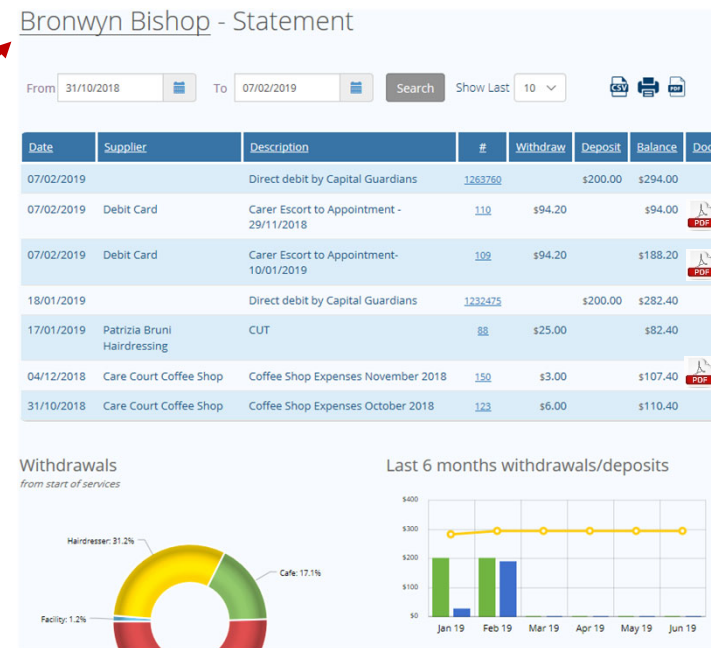
Change billing

Change logins to invoice by different providers i.e. Resident Charges (Café), Debit card, etc. This determines where the money is sent.



Contact: for all departures, select and let us know if transferred out or passed away:

- Providers get an email giving 5 days for final invoices then return the balance to the account we have on file.
- Representatives (ie families), get an email regarding the account closure.



Date	Supplier	Description	#	Withdraw	Deposit	Balance	Docs
07/02/2019		Direct debit by Capital Guardians	1263760		\$200.00	\$294.00	
07/02/2019	Debit Card	Carer Escort to Appointment - 29/11/2018	110	\$94.20		\$94.00	
07/02/2019	Debit Card	Carer Escort to Appointment- 10/01/2019	109	\$94.20		\$188.20	
18/01/2019		Direct debit by Capital Guardians	1232475		\$200.00	\$282.40	
17/01/2019	Patrizia Bruni Hairdressing	CUT	88	\$25.00		\$82.40	
04/12/2018	Care Court Coffee Shop	Coffee Shop Expenses November 2018	150	\$3.00		\$107.40	
31/10/2018	Care Court Coffee Shop	Coffee Shop Expenses October 2018	123	\$6.00		\$110.40	

Providers: Green indicates the account is linked to a particular goods and/or services provider to invoice.



Residential instructions

Reimbursements – Facility Expenses

1 Select invoice

2 Select community

3 Enter values
To enter multiple accounts check last column "☑ Copy"

4 Write description
To enter multiple accounts check last column "☑ Copy"

5 Submit

*Spend money using a debit card
Having used the card, select Debit card so the money is sent back to the card*

For other reimbursements select Resident Charge to send money to bank account, café, etc

*Unique invoice number generated
Can be overwritten*

Account	ID	\$	☑ Copy	Description	☑ Copy	Invoice#	Docs	All
Administration, Caboolt...								
Adsett, Barry	20 *			Music in the park outing *		79 *		☑
Arnold, Maureen								
Atkin, Heather	20			Music in the park outing		91		☑

Communities & customers
select either resident or organisation

*Fields marked * are compulsory*

Invoices/reimbursements entered by close of business Thursday are paid by eft Friday for all vendors.

Residential instructions

Reimbursements – Facility Prepaid Card



Spend money using the prepaid card - select Debit card so the money is sent back to the card

The screenshot shows the 'Debit BlueCross Ivanhoe' account page. It includes a navigation menu with 'View', 'Transactions', 'Profile', and 'Contact'. The 'Debit Account' section shows a balance of \$3,385.60. Below it, the 'Unallocated' section lists two transactions: one for 22-Aug-2019 for 31.75 and another for 18-Aug-2019 for 61.60, both with an 'Allocate' link.

1 Select - Transactions

2 Select - Allocate

5 Select - Send Invoice

Progressive invoice total → 31.75

Transaction description → 22-Aug-2019 THE PARTY PEC

← Transaction total 31.75

Generate invoice #

Select - Item code (Free text can be added for description)

3

Enter invoice value & description

4

Account	ID	\$	Copy	Description	Copy	Invoice#	Docs	All
Facility Expenses, BlueCr...		11.75	<input type="checkbox"/>	Select an Item	<input type="checkbox"/>	579	<input type="checkbox"/>	<input type="checkbox"/>
Dinelli, Aldo			<input type="checkbox"/>	Admin (01) \$0.00	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
Whiter, Gwenda			<input type="checkbox"/>	Lifestyle Expenses (02) \$0.00	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
Wilson, Katherine	10	*	<input type="checkbox"/>	Coffee & Cake *	<input type="checkbox"/>	585 *	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Slatter, Maureen	10		<input type="checkbox"/>	Coffee & Cake	<input type="checkbox"/>	586	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Unique invoice number generated (Can be overwritten)

*** Transaction Allocations must be entered by 3pm Thursday (weekly) for the card to be reimbursed (topped up) by the following Friday ***

* Compulsory fields

Residential Instructions

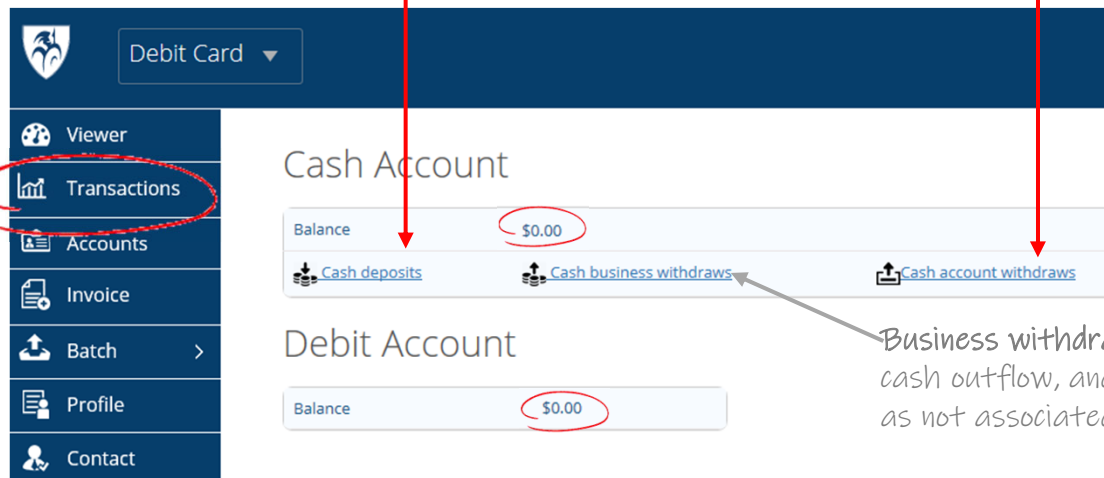
General petty cash float (where “cash” required)

- If cash is withdrawn from the facility Prepaid Card, and has not been spent can use the Cash Account
- Facilities are required to request the Cash Account to be enabled by Capital Guardians

1 Select - Transactions

2 Cash Deposits - Where cash is withdrawn and not immediately spent/charged to an account, enter into Cash Deposits

3 Cash Account Withdrawals - When the cash is used, it must be linked against the correct account to allow reimbursement of the Prepaid Card



The screenshot shows a sidebar menu on the left with 'Transactions' circled in red. The main content area displays two account sections: 'Cash Account' and 'Debit Account'. Both sections show a 'Balance' of '\$0.00', which is circled in red. Below the Cash Account balance are three links: 'Cash deposits', 'Cash business withdraws', and 'Cash account withdraws'. A red arrow points from the 'Cash Deposits' text above to the 'Cash deposits' link. Another red arrow points from the 'Cash Account Withdrawals' text above to the 'Cash account withdraws' link. A grey arrow points from the 'Business withdraws will only record a cash outflow...' text below to the 'Cash business withdraws' link.

Business withdraws will only record a cash outflow, and will not be reimbursed as not associated with an account

THE BALANCE MUST ALWAYS EQUAL THE VALUE OF CASH ON HAND if it doesn't it means deposits to the cash or withdraws have not been recorded.

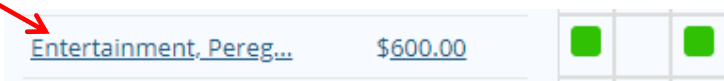
Select Balance to see a statement of the cash account transactions, or Prepaid Card transactions.

Residential Instructions

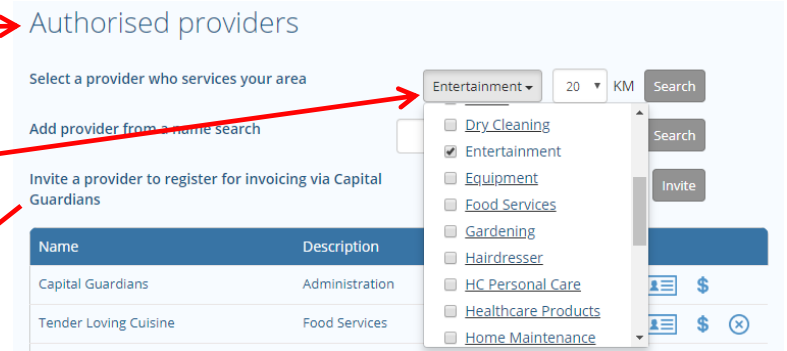
Entertainer payments (where applicable)

- * Search, find hard-to-find aged care entertainers
- * Corporate control and single import of transactions for monthly accounting online
- * Eliminates small manual entertainment payments
- * Mobile Manager/Lifestyle approvals for weekly payments

1. Select the Entertainment account in "Viewer"(or Providers tab)



2. Search "Entertainers" or send email invite to register



(or completed manual paper forms sent to customer@capitalguardians.com)

3. After the entertainer has invoiced, the appointed facility staff member receives an email to approve. Payments are made to the entertainer every Friday.

All Approvals							
Date	Supplier	Description	#	Withdraw	Deposit	Balance	Docs
01/05/2018	Wayne Tribe	Entertainment Caboolture	41	\$95.00 Approve		\$305.00	
26/04/2018	Michael Ann & ukulele	entertaining at Caboolture Facility	10	\$85.00 Approve		\$400.00	

(search results)

Name	Type	Description	City	State	Contact	Action
Alan Moore	Entertainment	Singing in the 1970's	NUNAWADING	VIC	0409563677 astrosound@optusnet.com.au	Add
Alex Barbakh	Entertainment	Opera	OAKLEIGH SOUTH	VIC	0402773954 alexbarbakh@gmail.com	Add
Alex Matthews T/A Amcomtech	Entertainment	Games and lotto	CLARINDA	VIC	0417204410 info@alexmatthews.com.au	Add
Alex Yarosh	Entertainment	Singing and playing guitar	MORDIALLOC	VIC	0407566157 alexyarosh@hotmail.com	Add
Andy Burns	Entertainment	Piano and vocal entertainment ...	CAULFIELD SOUTH	VIC	0403372642 abacusmusic@bigpond.com	Add
Annabelle Entertainment	Entertainment	Clowns	EAST BENTLEIGH	VIC	0434434202 annabellet01@gmail.com	Add

Key Requirements:

1. Entertainer Account budget funded (monthly entertainment budget)
2. Manager / Lifestyle given invoice "approval" rights