

Press Release

FOR IMMEDIATE RELEASE

Resolve's Success with Queensland's Office of the Adult Guardian

MELBOURNE – 13 October 2010

Today, Resolve announces another success in the Queensland Government sector, having won a contract with the Office of the Adult Guardian (OAG) to implement its new Client Management System. The OAG deal follows the highly effective implementation of Resolve within Victim Assist Queensland. Both agencies are part of the Department of Justice and Attorney-General, and join Resolve's growing list of Queensland Government clients.

The OAG exists to protect the rights and interests of adults who are unable to make decisions for themselves. This lack of decision-making ability, known as impaired capacity, may be caused by intellectual or psychiatric disability, acquired brain injury, dementia or temporary illness such as delirium.

The OAG generally supports the process of making decisions for an adult about their personal or health matters when they cannot do so for themselves. One of the main tasks of the OAG is to investigate allegations of neglect and exploitation or abuse of adults with impaired decision-making capacity. They can also investigate concerns about inappropriate or inadequate decision-making arrangements.

Resolve's new Client Management System at the OAG will provide for the capture, management and reporting of the majority of the client and facility matters dealt with through the Community Visitors Program and Guardianship functions of the OAG and the Office of the Public Advocate.

ABOUT RESOLVE: Established in 1994, Resolve is a Melbourne-based global provider of workflow management solutions – be that case management, feedback, complaints, membership, and other similar applications. Resolve is a flexible and powerful application that has captured the attention of a wide user base including utilities, FMCG, automotive, health and transport industries, and is used as core business system by numerous Government Departments and Ombudsman Offices across Australia and abroad. Resolve has a single purpose to deliver flexible software that meet its customers wishes.

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