

Supporting safety and wellbeing for BlueCross aged care residents

Managing contractor inductions and visitor attendance to safeguard residents

Established in 1993, BlueCross is a leading private aged care provider in Victoria.

Currently supporting more than 2,600 residents in their aged care residences and over 1,000 clients living in their own homes.

The challenge

BlueCross initially partnered with Civica (formerly LinkSafe) to induct its contractors and staff. Then Covid hit, which required a rethink of strategy.

The team wanted to improve the prequalification of contractors, manage sign-ins and where contractors were, and to deploy more effective contact tracing. Nothing was off limits and BlueCross sought wide improvements.

The commitment of the management team to fast track improved operational procedures meant it needed a system that could manage large numbers of contractors and staff.

The safety of residents was critical. BlueCross required a consistent and well-documented system for permit control. They needed to track contractors and monitor if their insurance documents were current. In addition, the system needed to effectively manage visitor attendance and attain details to safeguard and ensure effective contact tracing was in place.

The solution

BlueCross are now using Civica's Contract Management, Induction Management and Site Management for all their operational needs.

"They were the answer to all the challenges we faced. We looked at other service providers, but Civica Contract Management was the most cost-effective and best for rapid deployable solutions." said Martin Earp, General Manager, BlueCross.

- 1 Efficient induction of contractors
- 2 Safeguarding for aged care residents
- 3 Enable effective contact tracing

"Civica Contractor Management has helped bring certainty around our expectations for excellence. Our standards for the safety and wellbeing of our residents won't be compromised. Civica's systems ensure our commitment to excellence remains."

Martin Earp, General Manager, BlueCross

Learn more:

civica.com/contractor-management

Contact email:

marketing@civica.com.au

