

# 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 LinkSafe by Civica 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 LinkSafe's Contractor 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 LinkSafe Contractor 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

"LinkSafe 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. LinkSafe's systems ensure our commitment to excellence remains."

**Martin Earp, General Manager, BlueCross**

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