



Enhancing safety and compliance at Deakin University: How together, Civica's ArborSafe and LinkSafe are transforming risk management

Introduction

Effective risk and compliance management is essential for any public institution, which is why Deakin University has taken a proactive approach when it comes managing its risks around tree assets and contractor compliance - choosing to implement both ArborSafe and LinkSafe to remain on top of ever-changing regulations. With **60,000** students and over **3,500** contractors across its six campuses, the university requires robust systems to ensure safety, regulatory compliance, and operational efficiency.

Luke Primus, Deakin University's Grounds Supervisor, has played an active part in this transformation. With 11 years at Deakin and a decade of experience using ArborSafe, he has seen firsthand how Civica's solutions have streamlined the university's risk and compliance processes through automation and consistency.

ArborSafe: Proactively managing all trees with confidence

Over the past ten years, Deakin University has relied on ArborSafe to manage its tree assets across all campuses. Trees in public spaces present significant risks, making duty of care a major priority for the university. Through our partnership with ArborSafe, Deakin University is able to effectively manage its trees now, and in the future through:

- **Centralised system** – Every tree is tagged, assessed, and monitored for risk. High risk trees are proactively identified and managed.
- **Tree budgeting and cost management** – Ability to expertly assess funding requirements to manage risks, tree works and future planning.
- **Business Reporting** – Charts, maps, policies and forms to meet occupational health and safety (OH&S), and duty of care obligations.

With its contract recently extended for another three years, Deakin remains committed to campus safety through structured tree management.

"ArborSafe makes sure we have covered our duty of care when it comes to high-risk trees in a public space."

Luke Primus, Grounds Supervisor – Deakin University

LinkSafe: Streamlining contractor management

Three years ago, Deakin University proactively set out to strengthen contractor management by identifying the most effective software to use across its campuses.

Key outcomes



Improved safety and risk management

Ensuring duty of care and enhancing campus safety.



Streamlined contractor compliance management

Automated workflows, real-time updates, and a unified platform, significantly reducing compliance gaps and administrative delays.



Increased workforce readiness

Prequalified contractors increased from **520** to **1,270**, ensuring a more compliant and reliable workforce.



Enhanced operational efficiency and transparency

Enabling Deakin to maintain higher standards of safety and compliance across all campuses.

Case study



Case study

The University's procurement process spanned a year, which involved a working group of 20 representatives including Luke, who analysed the market, trialled three shortlisted platforms, and ultimately selected LinkSafe for its:

- **Flexibility** – Customisable settings tailored to Deakin University's needs.
- **Automation** – Seamless prequalification, induction, and approval workflows.
- **Compliance Monitoring** – Automated reminders and real-time updates for insurance, safety certifications, and worker inductions.

"Replacing our outdated contractor management software was a long time coming," says Luke Primus.

"We had multiple systems across the university, and none were fit for purpose. LinkSafe has resolved a lot of issues for us."

Luke Primus, Grounds Supervisor
– Deakin University

Key features of LinkSafe at Deakin University

Deakin has structured LinkSafe, to ensure all contractor compliance requirements are met, while maintaining university-wide safety standards. Key features include:

- Prequalifications, business information, safety records

- Insurance verification ensuring up-to-date coverage
- Working with children checks (WWCC)
- Safety system uploads
- Three-tier approval process including approval from central team and job captains
- Annual online inductions with automated renewal reminders

Transformational impact

Prior to LinkSafe, Deakin faced significant compliance challenges due to cumbersome, non-automated processes, leading to delays in scheduled work. "I'd have an urgent job, and five people would turn up, but only three would be compliant, meaning the job couldn't start," explains Luke. "Some contractors had travelled across Melbourne only to be sent away. LinkSafe has eliminated these issues."

After adopting LinkSafe, Deakin has seen remarkable improvements:

- **Increased compliance** – The number of prequalified contracting companies has grown from **520** to **1,270**, ensuring a more reliable workforce.
- **Higher induction rates** – Over **10,000** workers have been inducted and are being monitored for compliance.
- **Greater transparency** – An average of **1,010** worker sign-ins per week is now recorded in real time.

"Implementing an integrated platform like LinkSafe has been a key enabler in strengthening contractor management at Deakin. Bringing all components together in a single system gives us greater confidence and clarity across every stage of the process."

Claire Heazlewood, Deakin's Manager of Health and Safety Systems
– Deakin University

The power of ArborSafe and LinkSafe together

A unique advantage for Deakin is how both ArborSafe and LinkSafe have the same high standard of reliability. When ArborSafe enables tree inspections to be conducted on-site, its team also logs in via LinkSafe, ensuring complete contractor compliance. This cohesive approach enhances:

- **Safety Oversight** – Both tree assets and contractors are monitored within a unified risk management framework.
- **Operational Efficiency** – Automated processes reduce administrative burdens and human error.
- **Accountability** – Every contractor action and tree management activity can be tracked in real time.

Conclusion

Deakin University's adoption of both ArborSafe and LinkSafe under Civica's risk and compliance framework has led to a safer, more efficient and transparent environment across its campuses. By leveraging the strengths of both platforms, the university has set a new benchmark for tree asset and contractor management in higher education.

The results speak for themselves: increased compliance rates and enhanced safety measures.

"We've had a great working relationship with ArborSafe for many years, while the implementation of LinkSafe has been a game-changer for our contractor management. Together, they ensure we have most of our risk and compliance covered for my department."

Luke Primus, Grounds Supervisor
– Deakin University

Find out more about how Civica's solutions could support your organisation:

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