



CarelinkGo saves time, money and increases quality of client care at Multitask



Working with Civica, Multitask employees are saving valuable time and money by accessing their rostering information and client data in the field with the CarelinkGo smartphone application.

The challenge: With the advent of NDIS (National Disability Insurance Scheme), many clients began to re-imagine the way they wanted their services delivered. Multitask employees were increasingly out in the field without access to systems for essential administration processing.

Multitask is a disability services provider on the NSW far north coast. With 275 staff providing support for around 270 clients, it provides residential and community participation services along with supported employment through Australian Disability Enterprise. Multitask covers a wide area from the Lismore and Ballina region down to Grafton and Tamworth.

“CarelinkGo frees our staff to complete those day-to-day administrative tasks easily and efficiently which in the long run saves us money and allows staff to provide more assistance to our participants.”

Craig Bolton,
IT Manager
Multitask

Benefits and outcomes

- ▶ Increased rostering accuracy with live updates and ‘rounding’ errors eliminated
- ▶ Reduction in rostering enquires with all information readily available and in real time
- ▶ Travel savings for case workers – all case admin and roster checking is completed in the field
- ▶ Administration streamlined, allowing Multitask staff the ability to provide greater assistance to clients and less time in the office
- ▶ Over 1 hour saved per staff member per week with on-the-go processing

Estimated over \$50,000 per annum cost savings



using the CarelinkGo smartphone application

Estimated over 17,000 hours saved per annum



by process efficiency

Multitask have been a Carelink customer for 12 years happily using the CarelinkPlus solution. With the recent introduction of NDIS, Multitask staff experienced a significant increase in clients requesting services in their own home and community, meaning more staff hours in the field. As Multitask's systems were office and paper based, this posed several challenges to both administration staff and care workers:

- Rosters could only be accessed in the office, resulting in a large volume of rostering enquiries from field case workers
- The processes relied upon support workers physically delivering timesheets and client data to the Multitask office
- Administration staff were required to enter data in the system for invoicing and NDIS processing

The CarelinkGo application, rolled out in December 2018, has already transformed the way Multitask staff operate. It has saved time in eliminating office data entry and reduced the number of roster enquiries. This has resulted in cost savings to focus more on care giving. General feedback about the app has been that it has been "exceptional", says Craig Bolton IT manager at Multitask. He is now confident about making a lot more apps available to staff as this has assisted in allowing them to see the benefits of mobile technologies.

Efficiency and accuracy

CarelinkGo is already proving to cut administration time, save money and enable Multitask to provide a better service to clients. CarelinkGo has enabled off-site completion of fundamental tasks that would have in the past required an additional trip to the office. "Previously staff would need to have additional time to complete client notes and log their hours after their scheduled work shifts," says Bolton.

"Our test group didn't like CarelinkGo ...they absolutely loved it."

Craig Bolton
IT Manager, Multitask

"CarelinkGo frees our staff to complete those day-to-day administrative tasks easily and efficiently which in the long run saves us money and allows staff to provide more assistance to our clients. Many staff now do not access our administration facilities for day-to-day work."

Furthermore, with real-time recording of client data which includes collecting signatures and adding client notes, Multitask management have found that the information is now readily up-to-date and accurate.

Device agnostic, easy to use

With Multitask staff being new to using mobile technologies in the workplace, being easy to use was a high priority for IT manager Craig Bolton who did not wish to increase his own workload with additional technical support. CarelinkGo offered as a bring your own device (BYOD) has meant that staff have the comfort and familiarity of using their own smartphone, and furthermore with its intuitive interface there have been "no issues whatsoever" in staff using the app.

A smooth switchover with satisfied staff

The implementation of CarelinkGo took two months from contract signing to go live. The timeline for testing was one month, with the test group of staff being extremely happy with the new solution.

There were a few initial issues with installation and connection but once properly diagnosed and fixed, everything ran smoothly. Multitask staff were happy with the speed and accessibility of support provided by Civica support staff during this time.

Implementation on the human side proved more time consuming and difficult. Initially, many staff were resistant to using the technology having never used any phone-based software for work before. With Multitask's chosen BYOD approach there were also a few hiccups due to the security requirements to be met before CarelinkGo would be released to staff (updating OS, screen lock, antivirus software, geolocation turned on).

However, once staff started seeing the benefits of CarelinkGo, including how easy it was to use and the decrease in office admin, the take up was positive.

"We actually had staff who were not part of the test group asking when they could use it after watching a tester," says Craig Bolton.