

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.

With the arrival 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 administration software. Multitask is a disability services provider on the NSW far north coast. With 275 staff providing support for around 270 clients. Multitask provides residential and community participation services along with supported employment through Australian Disability Enterprise.

As Multitask's systems were office and paper-based, this posed several challenges to both administration staff and care workers:

- Roster access was solely office-based, 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
- Data entry for invoicing and NDIS processing was completed in the office by the administration team.

Our response to the brief

CarelinkGo rolled out in December 2018 and has already transformed the way Multitask staff operate. It has saved time in eliminating office data entry and reduced the number of roster enquiries, resulting in cost savings to focus more on caregiving. Generally, staff using the app have described it as "exceptional", says Craig Bolton, IT manager at Multitask. He is now confident about embracing care mobile technologies. platform was used to host all information about the AGM and to facilitate proxy voting before the AGM. The dialogue was continued with members that attended the AGM before they voted in the meeting.

Outcomes

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.



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Craig Bolton, IT Manager,

"Previously staff would need to have additional time to complete client notes and log their hours after their scheduled work shifts," says Bolton. "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 a 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.

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. CarelinkGo offered as a bring-your-own-device (BYOD) has meant that staff have the comfort and familiarity of using their own smartphone, and with its intuitive interface, there have been "no issues whatsoever" in adopting the app. CarelinkGo also ensures additional security to BYOD devices by regular updates to the OS and the implementation of screen lock, antivirus software, and geolocation services.

The implementation of CarelinkGo took two months from contract signing to go live. The testing timeline was one month and the staff test group was extremely satisfied with the new solution. There were a few initial issues with installation and connection but these were diagnosed and fixed in no time to ensure a smooth transition. Multitask staff were delighted with the speed and accessibility of support provided by Civica.

- Increased rostering accuracy with real-time updates
- Reduction in rostering enquires
- Streamlined administration for better care outcomes
- Over 1 hour saved per staff member per week with on-the-go processing.



Get in touch

Giving people a voice to improve patient and staff engagement with Civica's **CarelinkGo**

For a demonstration, **contact us today.**