

## Carelink drives transformation for KARI Enabling better holistic care management for vulnerable clients



Choosing CarelinkPlus and CarelinkAir to replace KARI Limited's paper-based case management files has reaped many rewards for KARI, including – multiple cost savings across the KARI service and more quality one-on-one time for clients with field workers.

**The challenge:** Increasing community demand has seen a tripling of KARI's service capacity over the last four years. This massive growth magnified the issues KARI was experiencing with their old system for storing information about their clients which consisted of paper files that filled multiple rooms.

KARI is a New South Wales based Aboriginal organisation providing services for vulnerable Aboriginal children and young people since 1999. KARI delivers a range of permanency support programs (PSP) including - Early Intervention, Out-of-Home-Care (OOHC), Carer Recruitment and a Cultural Unit dedicated to promoting a sense of identity and confidence.

"The time saving has been monumental, translating to several hours per week per employee in the field because of the efficiencies generated by Carelink."

**Jake Wilson,**  
Regional PSP Manager, KARI

### Benefits and outcomes

- ▶ Elimination of duplicated processes
- ▶ Supports straightforward accreditation process
- ▶ Near internal paperless environment (outside agencies requirements excluded)
- ▶ Reduced administration burden on field workers and clinicians
- ▶ Robust regulatory compliance through comprehensive documentation

### Significant reduction in costs



on printing and  
other administrative  
efficiencies

### Over 800 hours saved per month



by using one  
centralised system

In 2018, KARI embarked on a search for a new case management software system to better support their clients. It wanted to transition to centralised digital records, provide better mobility to workers and to efficiently meet all regulatory compliance obligations. After demonstrations were completed by a short-list of software vendors, the decision to award the project to Civica's Carelink suite was unanimous as it provided the best match for the functionality they needed moving forward.

KARI's Regional Permanency Support Programs (PSP) Manager, Jake Wilson has overseen the implementation of KARI's case management project from the beginning and continues to monitor the progress of Carelink as the benefits continue to reveal themselves.

"The Carelink suite's functionality (which includes CarelinkPlus and CarlinkAir) perfectly matched our needs. This with the list of existing PSP services already using Carelink made the decision easy", Mr Wilson said. "This was a massive project for us in terms of the amount of data that needed to be migrated across to the new system and Carelink was able to demonstrate its capacity to handle this which was another contributing factor in the final decision."

### Business process re-engineering

A hand-picked project team including members of KARI's management team and technical experts from Carelink were assembled to ensure a smooth implementation.

"We had a group of strong operational managers who did not have any technical expertise working on the project, so we relied a lot on Carelink to help with the transition," Mr Wilson said. "Carelink's technical consultant, Monika was brilliant.

She was excellent at looking at our work processes and showing us how to improve them. The experience for us was quite humbling. We had become bogged down with an attitude of - 'that is just the way we do things here'.

"I contend that we got just as much value from the business process re-engineering advice provided by Carelink as we did from the Carelink tool suite. Monika helped us re-evaluate how we do things from start to finish and it was during this process that we worked out there was a lot of duplication."

### Sharing information easily

Since the overhaul of KARI's case management processes and the implementation of Carelink, staff now share information easily with all clinicians' notes entered, stored and accessible on the one platform.

"The time saving has been monumental," Mr Wilson said. "Prior to installing Carelink, a case worker would physically walk down three flights of stairs to confer with another team member. They would have to wait for that colleague to become available, ask to access their records, photocopy it and then walk back up to their desk to complete the task. The productivity gains in terms of how our internal information is shared have been significant."

### Creating better outcomes for clients

There have also been significant efficiencies generated in making sure KARI complies with all the Government regulatory controls around children's services. KARI must meet the stringent documentation requirements of multiple regulatory bodies. Before CarelinkAir was implemented, field workers and support workers – whose main role is to form relationships with young children to promote their best interest – were constantly being pulled back into the office to complete their paperwork requirements.

With Carelink installed and accessed via a bank of new tablets and laptops, KARI field staff can now spend more time focusing on the children's needs and less time on the paperwork. They can complete their assessments remotely without needing to detour back to the office to update records.

"I contend that we got just as much value from the business process re-engineering advice provided by Carelink as we did from the Carelink tool suite."

**Jake Wilson**  
Regional PSP Manager, KARI

"Prior to CarelinkAir, we went out to see our clients with a pen and paper and took notes, came back into the office to access the relevant form on the drive, printed the form, copied it and filed it away," Mr. Wilson said. "We have saved several hours per week per employee in the field because of these efficiencies generated by Carelink. This improves the level of client care because we can spend more time doing the important work and less on the mundane paperwork."

### One single accessible record for each client

By ensuring that all client notes are centralised onto a single, centrally accessed record of engagement, regulatory compliance has also become much easier with Carelink. It is now possible for KARI to create a comprehensive narrative of a child's life and document every interaction across all the Kari services.

"Clients are having conversations on a week-to-week basis with the case worker, clinic or cultural officer they see as well as the evening care team," Mr. Wilson said. "Previously, these interactions were all siloed, there was no single document that could give you an accurate overview of every aspect of an individual."

"Now we have a sequential record of all interactions which provides all the information needed by the compliance team."

### Streamlined accreditation audits

Accreditation audits for organisations such as KARI Limited occur every five years and, while they are currently going through their first accreditation since implementing Carelink, the full benefits in this area are yet to be realised. During their next round of accreditation, KARI will have all five years of its data centrally stored, ordered and easily accessed from the Carelink system.

"We have had a taste of what is to come in terms of an easier accreditation process in the future," Mr Wilson said. "Since we implemented Carelink in January 2019, there is a hybrid of the old paper-based systems and the new Carelink system for this round of accreditation."

"However, the accreditation team did comment that Carelink was a straightforward system that was easy to use and navigate."

### Improvements across all services

The accuracy of the information in the Carelink system is supporting better quality services and care for KARI's clients in a multitude of ways including faster resolutions to complaints.

"Previously, if a client rang up with a complaint, we would have to take the details manually and tell them we would call them back once we had retrieved the file and researched the nature of the complaint," Mr. Wilson said. "Now we can immediately bring up their file and confidently list all conversations and agreements within the system to quickly resolve any issues."

With the introduction of Carelink the once cumbersome paper trail has come to an end, almost eliminating the need to print anything.

"Our printing has been reduced massively," Mr Wilson said. "Previously, we had to print every single email and document to put into a client paper-based file. Now we only print documents for external agencies. There is no doubt that Carelink has reduced KARI's printing costs significantly."

### Supporting best practice standards

KARI is very proud to run a broad range of services for their clients.

"We are trying to deliver the most permanent and safe options for our clients and with the help of Carelink, we are in a much better position to achieve our strategic goals and vision through continually improving the range and quality of services we deliver", Mr Wilson said.

"Efficiencies generated by Carelink have improved the level of client care because we can spend more time doing the important work and less on the mundane paperwork."

**Jake Wilson**  
Regional PSP Manager, KARI