



## **Case Study: Yarriambiack Shire Community Services**

YARRIAMBIACK Shire Community Services management have been the first in Australia to successfully use remote location downloading of DAELIBS electronically logged data.

In the year 2000 Olinda Poulton, the Yarriambiack Shire Community Services Co-ordinator, became aware of the management benefits DAELIBS had provided to Cardinia Care at Pakenham. Olinda says, "With stretched resources and increasing demands, I was keen to find a way of gaining some efficiencies in the management of our community care service delivery.

Being a rural Shire, our community care services are scattered over a wide area. DAELIBS has enabled us to replace paper time sheets that were delivered, posted or faxed to the Shire office.

The DAELIBS data is delivered via a modem connection to the Shire office. On Monday morning, the workers' timesheet information is sitting in the computer ready to process for pay roll and invoicing. The Loggers are saving eight hours per week of administration time and as important to the saved time, it has removed the frustration of waiting for late deliveries and trying to find lost paper timesheets.

The care workers are very happy with DAELIBS replacing the paper time sheets. Most would not want to go back to the old way of writing their times down on paper. Using DAELIBS the times are all recorded electronically as it happens. It is so convenient for them.

The older people receiving our services are very happy with the system. As we invoice our client group for services delivered they know they only pay for the time the support workers are attending to them. It has removed the disputes we used to have about how long a worker was with a client. It protects the workers from this type of situation.

"The best thing about the new logger system is employees from all over the Shire are using a modem interface to download their work hours over the phone line. I receive them over the weekend and can access them on Monday morning," When employees arrive at a client's home, they will click on the small button on the hand held logger where the time of arrival is registered. Similar circumstances apply on departure.

"The confidentiality of the new system is another beneficial side that is highlighted by DAELIBS," Mrs Poulton said.

Funding for the system to be used in the Shire was received in the form of a minor capital grant from the Department of Human Services and from the Yarriambiack Shire.

"The results we are getting indicate how the system is working and we haven't received any complaints, it's been great," Mrs Poulton said.

Mrs. Poulton said. "When I first used the system I thought it was just brilliant. Three years later I am convinced it is still brilliant.

The ongoing maintenance costs have been minimal. There are no expensive and ongoing or hidden maintenance fees. Replacing the batteries is no where near as expensive as providing the papers for time sheets. The operational cost savings have more than paid for the original investment.

Olinda said "I am more than happy to talk with anyone who is weighing up the benefits".