

Case study

Les Powell School increases safety and compliance with Pitney Bowes and LobbyTrac™.

Client profile

Les Powell School

lespowell-s.schools.nsw.gov.au

- Kindergarten to Year 12 school for students with complex learning and support needs
- Facilities include three playgrounds, a heated hydrotherapy pool, library, bike and walking track, sensory library, and liberty swing.



"With 77 students at the school, each of whom could have up to three therapists working with them in addition to the teaching staff, tracking all people coming in and out of the school throughout the day was complex."

—Sandra Acevedo-Rugg,
Principal, Les Powell School

Overview

Located in Western Sydney, Les Powell School is a special education setting for students in Kindergarten to Year 12. Students attending Les Powell School have a range of additional diverse and complex learning needs, including Autism, sensory, physical and language. All students have a primary moderate or severe intellectual disability.

Business challenge

A new school principal had been at the school for a few months and had conducted an audit of all teaching and learning programs and technology in the school. It quickly became apparent that the school's previous method of managing staff and visitor presence was outdated, and that the school could benefit from modernising the system.

Sandra Acevedo-Rugg, principal, Les Powell School, said, "From a workplace health and safety perspective, as well as for students' safety, it's essential to have an accurate and up-to-date record of who is at the school at any given moment. This is important for staff timesheet purposes as well as in case of an emergency, so we know who needs to be accounted for."

This process was previously managed via a manual sign-in book, which could cause congestion in the school's small foyer as people lined up to sign their names in the book. It also meant that people could sometimes forget to sign out when they were leaving. Furthermore, because people's details were handwritten, it sometimes meant that the information wasn't legible. This could present a problem if a person needed to be contacted in case of emergency.

Sandra Acevedo-Rugg said, "As the last person out of the school premises on most days, I couldn't completely rely on the sign-in book to confirm who was still on the premises and who had left. This often meant I would need to check the premises to ensure that no one was still there before I could set the alarm and leave.

Adding to the complexity was that casual employees signed in at a different location. This meant that the physical record of who was on the premises was split into two locations.”

For safety and compliance purposes, Les Powell School required a solution that would digitise the process of tracking who was on campus and when.

Solution

A demonstration of the LobbyTrac™ solution provided by Pitney Bowes convinced the school that this was the right solution.

Sandra Acevedo-Rugg said, “Having an all-in-one, low-maintenance piece of software that could easily and simply track the whereabouts of all staff members, contractors, and other visitors to the school was important. LobbyTrac was easy to use and intuitive. Regular visitors to the school were given their own barcodes to simplify their check-in and check-out process. And, because the system is digital, there are no more problems with illegible names or phone numbers. All the information we need is easily found in the LobbyTrac system.”

The solution manages visitor and employee traffic with a digital check-in and check-out process that captures visitor information and stores it securely. It uses a touchscreen monitor and image scanner, letting visitors check in without staff involvement.

The system can print visitor badges using a photograph of the visitor, and scan barcodes for frequent visitors.

Its small footprint makes it unobtrusive even in the tiniest of foyers, and barcoded information can be sent to visitors ahead of time to make their check-in even easier.

Benefits

Therapists and itinerant teachers who provide a service to students at Les Powell School also work across a number of schools. The feedback from these professionals is that the solution stands out from the other schools they visit in terms of being easy to use, streamlined, and sophisticated.

Sandra Acevedo-Rugg said, “We haven’t heard a single negative word said about the system since it was implemented. In fact, we know many of the professionals who have visited Les Powell School have spoken about the LobbyTrac system at other places.”

As well as providing up-to-the-minute information on who is on school grounds, LobbyTrac also provides exceptional reporting capabilities. For example, recently a staff member on a return-to-work program wasn’t paid correctly by the department due to a paperwork discrepancy. The department required this staff member to prove that she had been at the school during the hours she had claimed.

School administrative staff would normally need to manually comb through the sign-in book to find the dates and times that the staff member had signed in.

They would need to photocopy these pages and redact the information of all other people who had signed in on the same day. This could take hours of work.

Using LobbyTrac, one employee was able to immediately extract a report that documented that particular staff member’s attendance over the specific time period. This provided the proof that the department required and meant that the staff member could be paid correctly.

Sandra Acevedo-Rugg said, “In a huge education department, errors like that don’t happen all the time but they can happen. Being able to document the staff member’s attendance in five minutes instead of a few hours was a massive benefit of the system.

“Working with Pitney Bowes on this project has been a pleasure. As one of the first schools to implement the LobbyTrac system, we didn’t have our usual support network of other school principals to talk to about the system. We therefore had to rely on the Pitney Bowes team to provide support and answer all our questions. The team was great and always available. We found the system to be foolproof because of their assistance.”

Technology used

- Pitney Bowes LobbyTrac™



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