Anglicare SQ elevates health and safety measures with digital visitor management system.

Anglicare Southern Queensland (SQ) was using a manual sign-in process across its sites to record health declarations and vaccine information on visitors, staff, and contractors as mandated by the local government. This created an administrative burden for reception staff, especially when it came to meeting government requirements for temperature checking.

Anglicare SQ wanted to move to a more efficient, digital system to streamline its data collection and better manage its data repository for compliance and reporting needs, particularly around influenza and COVID-19 vaccinations. As government-required temperature scanning continues to be used in high-risk environments like aged care, Anglicare SQ wanted a solution that would consolidate these needs.

To meet these requirements, Anglicare SQ turned to Pitney Bowes and implemented its digital visitor and contractor management solution at eight homes and at its corporate office. The solution delivered to Anglicare included PB TempCheck, an infrared temperature scanning device, listed on the Australian Register of Therapeutic Goods (ARTG).*

" Transitioning to a digital visitor management system lets Anglicare SQ better manage the health and safety of vulnerable Queenslanders while efficiently meeting government contact tracing and compliance needs."

– Anglicare Southern Queensland

Business challenge

Government-mandated contact tracing efforts in response to the coronavirus pandemic made visitor management more critical than ever for organisations that support vulnerable populations, including aged care. As a community-focused organisation, Anglicare SQ invested in a Pitney Bowes digital visitor management solution for its sites to meet government compliance needs without exponentially increasing its costs.

Client profile

Anglicare Southern Queensland
anglicaresq.org.au

Anglicare Southern Queensland (SQ) is an integrated services provider that delivers community support services to one in 30 vulnerable Queenslanders, including those with aged care and housing needs.

Anglicare
Southern Queensland

Using a digital visitor management system provides Anglicare SQ with the following key benefits:

Compliance and traceability

The system can be quickly updated to collect the necessary data as required by changing government or industry guidelines. The addition of PB TempCheck ensures all visitors have temperature checks conducted upon sign-in to meet government contact tracing and compliance needs, which continues to be a valuable health and safety measure to protect vulnerable community members.

Comprehensive support

The entire solution is fully supported by the Pitney Bowes team. The large-scale support network of Pitney Bowes gives Anglicare SQ the peace of mind that it can access support for its solutions as and when needed to ensure it can continue to deliver around-the-clock care to vulnerable communities.

Reduced costs

Anglicare SQ's sites aren't supported by reception staff on weekends. As such, it was costing the organisation to engage temporary staff at weekend rates to manage temperature checks on weekends. By transitioning to Kiosks and PB TempCheck, Anglicare SQ can automatically sign-in and scan the temperature of all visitors without needing dedicated staff to be present.

Streamlined visitor experience

The self-service system can be configured to incorporate relevant health and safety inductions as needed for all site visitors. This has helped to improve and streamline OH&S inductions, ensuring all visitors to Anglicare SQ's sites are informed of evacuation procedures on sign-in, including information about emergency evacuation points.

The system can also facilitate contactless check-in through access cards, key tags, and QR codes. This lets Anglicare SQ deliver a more efficient sign-in process for regular visitors, contractors and agency staff.

Cloud-based, real-time data

The solution connects and stores visitor and contractor data in a secure, cloud database in real time. This lets Anglicare SQ staff rapidly access information regarding site visitors in the event of an emergency for improved incident management.

Enhanced reporting capabilities

Reports can be managed remotely via the system, a PC, or mobile device, which lets the Anglicare SQ team access site visitor information as and when needed for staffing and payroll queries.

" The Pitney Bowes solution lets Anglicare SQ more efficiently collect and store all relevant visitor data to meet government requirements. And, by eliminating the need for additional support staff to manage temperature checks and visitor sign-in on weekends, Anglicare SQ can dedicate more funds towards delivering essential community services to vulnerable Queenslanders."

– Anglicare Southern Queensland

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