

CASE STUDY

Automated and compliant staff coverage to protect public safety management

Customer: COVID-19 Quarantine Victoria | Victorian Department of Justice and Community Safety

Location: Victoria, Australia

Industry: Government

With the task to optimally manage COVID-19 quarantine services for the Victorian community, COVID-19 Quarantine Victoria (CQV) looked to solve its staff management activations with smart and secure solutions.

At a glance

Challenge

- Sensitive project with real-life affects
- Limitations in manual systems meant increased risk of errors
- Integration to QR Code and Chris21 system requirements, seamless and intuitive in nature

The Challenge

COVID-19 Quarantine Victoria (CQV), an arm of the Department of Justice and Community Safety, is responsible for Victoria's COVID-19 Accommodation Program, monitoring compliance for fully vaccinated returned overseas travellers who are required to quarantine.

This includes a purpose-built quarantine accommodation hub outside Melbourne's CBD, which was used to combat and protect the community against the COVID-19 virus.

Considering the intense nature of the COVID-19 pandemic, and the ever-changing needs of quarantine services, CQV reviewed how best they could ensure the right coverage of staff, 24/7, while implementing a human management system which provided open integration points, smart scheduling initiatives, and secure foundations.

With compliance front of mind, CQV sought to introduce an automated solution to support the project community, administering QR Code verification and Chris21 payroll outcomes.

At a glance

Solution

- Rollout of nimbus Time2Work solution, supporting a 24/7 operating model
- Solution built with a compliance heart, delivering outcomes to enable confidence in scheduling and decision making
- From manual processes to optimised workforce scheduling outcomes, realising efficiency and better staff coverage

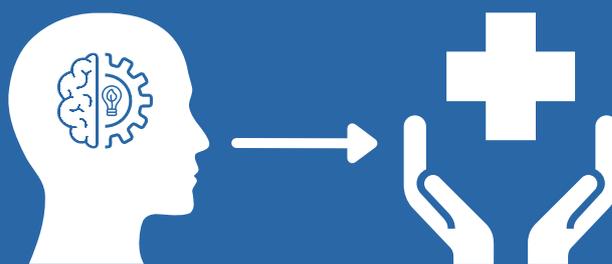
The Solution

Moving from manual processes to an intrinsically integrated Workforce Management system meant that CQV were able to better understand staffing level requirements, covering all aspects of quarantine needs for returning travellers.

With nimbus Time2Work implemented, the project works commenced in May 2021, assisting in the provisioning of schedule management for frontline and administration staff in the Hotel Quarantine Program.

The project involved stringent Award adherence and system configuration, alleviated through the nimbus Time2Work Award Rules engine – a multi-tiered compliance tool to mitigate risk to CQV, and empower staff through automated compliance touchpoints.

“The Victoria Government reset program, overseen by CQV, is delivering a robust, safe and effective quarantine program.”



In addition, through the integration of QR Code check-in, Time & Attendance functionality was secure and seamlessly relayed relevant information to schedule and payroll outcomes.

- Rollout of nimbus Time2Work in 24/7 operating model with integration to QR Code (CQV clocking model) and full integration to Chris21.
- 2900 staff across 40 roster locations – pan-operation dashboards for a total view of scheduling outcomes .
- Reduction in risk of manual administration errors for Award requirements.
- Proactive and dynamic Award interpretation to ensure data accuracy before payroll processing

To implement change, it's imperative that all users, from HR to management to frontline staff, are equipped with the skills to be self-sufficient while ensuring efficiency in system implementation.

With nimbus Time2Work, the project delivery team worked closely with key stakeholders at CQV to enable a seamless handover of solution best-practice, with training as part of this process.

At a glance

Result

- Compliance confidence in scheduling outcomes, vaccination mandates, and right staff safely monitoring the community.
- Capture correct time and attendance with integration to CQV QR code clocking model.
- Staffing infrastructure now better understood.

The Result

Enabling advanced workforce optimisation functionality, CQV has the confidence to deliver successful projects to support the Victorian community, while ensuring a tighter control of scheduling outcomes.

With multiple enterprise system integrations deployed to support the secure nature of the project, CQV saw improvement across its workforce operation.

- Full scheduling control of staff across multiple sites in 24/7 operating model.
- Compliance controls based on correct employees with skill sets being scheduled at right location / no cross deployment of staff.
- Capture correct time and attendance with integration to CQV QR code clocking model.

Due to the dynamic nature of Victorian State Government response to COVID-19 impacts, multiple changes were accommodated by nimbus team during project delivery (introduction of new sites / business roles – RAT (Rapid Antigen Test) handout locations), showcasing an elastic solution and delivery window, which sits in a secure cloud environment.

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Through future-proofed, cloud, patent protected software, nimbus transforms employee management capabilities for location-based, remote, and work from home staff with compliance, workforce optimisation, and business continuity solutions.

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