



Case Study

Solving a Critical Aged Care Industry Challenge Through Compliance Automation

Baptcare

kinatico.com



Baptcare

Baptcare is a faith-based not-for-profit organisation that provides residential and community care for older people, support to children, families and people living with a disability, financially disadvantaged people and people seeking asylum.

Their experience has been built over a 75-year history of providing care and support to vulnerable and sometimes marginalised people in our community. Today their broad range of services extend across Victoria, Tasmania and South Australia with care and support being provided by over 2,000 skilled and professional staff at over 40 locations.

The healthcare industry is not driven by profit, but by the heart and commitment of its workers. However, maintaining this devotion becomes more difficult when the industry is constantly beset with challenges, facing funding constraints, staff shortages, and a competitive recruitment space.

Recent changes to legislation have compounded these challenges, with the Australian Government rolling out more stringent compliance requirements for aged care providers, including an increase in the number of care minutes per patient and required compliance checks. And while these requirements aim to improve quality of life for aged care residents, they add pressure to an already stretched system.

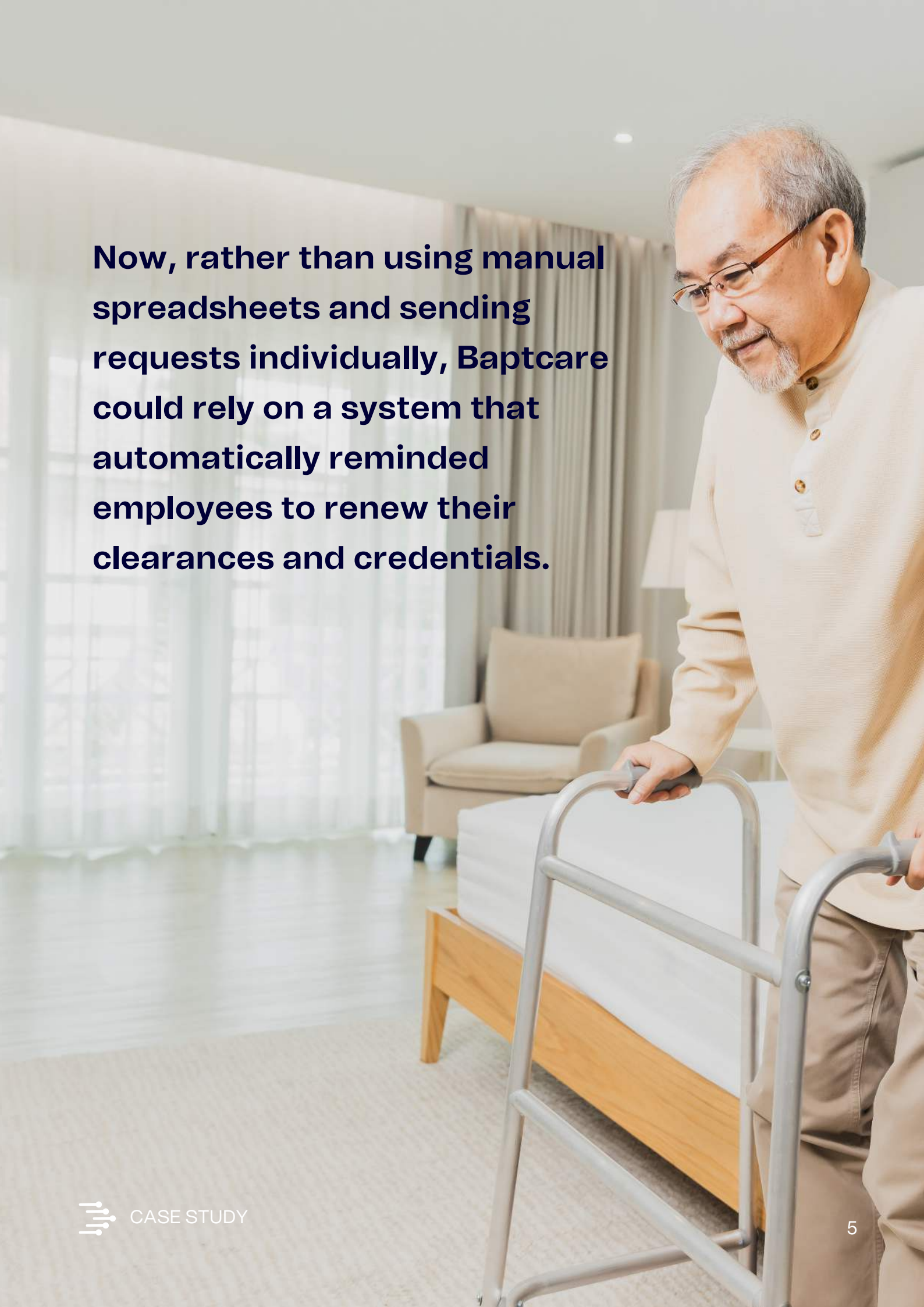
Confronting a sector-wide challenge



Baptcare is one of the largest aged care providers in Victoria and Tasmania, but their size was no protection against these new pressures. While they welcomed the changes to legislation, their teams were already at capacity and updating credentials across the organisation was a daunting task. With their slow administration processes, they were at risk of losing staff—and even a slight drop in numbers would place their wards in an even more vulnerable position.

“We needed a compliance system that delivered a smoother, easier solution to our administration workload”

- Craig Smith, Head of Workforce, Compensation, and People Systems, Baptcare



Now, rather than using manual spreadsheets and sending requests individually, Baptcare could rely on a system that automatically reminded employees to renew their clearances and credentials.



The first step towards a streamlined system

Finding the ultimate bespoke solution

After working with PageUp, Baptcare were still in need of a partner for the next step, one that could develop an automated system custom-made for their needs—this is where Kinatico came in. Kinatico created a bespoke package that integrated a range of moving parts. This sophisticated solution enabled reports to move smoothly from each touchpoint, raising requests and sending critical documentation without the need for manual entry and double handling.

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A system with instant results

Partnering with Kinatico meant Baptcare was able to eliminate manual error and double handling and significantly boost their compliance rate. Within six business days, they had already achieved a 96% compliance rate, which has risen to 98.5% since. Their turnaround time has also improved, in some cases reaching a 48-hour turnaround from when the clearance request was received.

Baptcare started small, focusing on National Police Checks, but now that the system has been pressure-tested, they are looking to roll it out across all their credential validation processes, including NDIS and Working with Children Checks.

Rather than managing everything in-house, Baptcare decided to overhaul their talent acquisition system with PageUp.

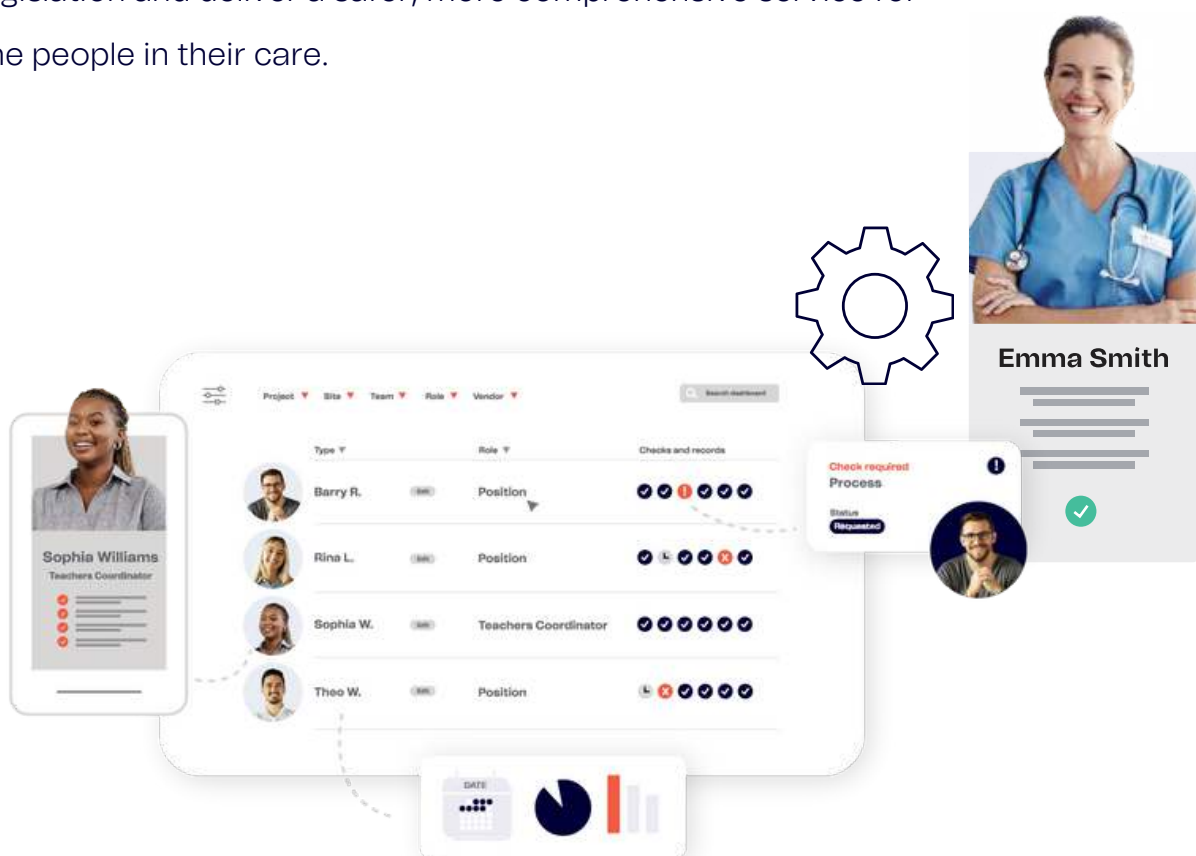
This boosted the efficiency and ease of their onboarding and screening workflows and their new hire acceptance rate rose to

98.8%

far above the industry standard of 87%.

Creating a Future Fit Workforce

Kinatico's integrated technology system has transformed Baptcare's workforce management practices—making it easier to onboard and retain good people. And with these modern solutions, the organisation has not only ensured compliance requirements will always be met, they have also claimed their position as a forward-thinking company in the industry. Baptcare can now easily stay on top of evolving legislation and deliver a safer, more comprehensive service for the people in their care.





Kinatico is a leader in workforce compliance solutions, offering services that give healthcare providers the capacity to meet increasingly strict regulations.

- ✓ Screen, monitor, manage, and report in real time
- ✓ Automatically track and verify credentials
- ✓ Protect company-wide secure documents
- ✓ Allow staff to provide details online

Contact our sales team to discuss your requirements and find a solution fit for your workforce.



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Keeping your workforce active.**

