

Case Study Royal District Nursing Service

(RDNS)

The Royal District Nursing Service (RDNS) is Australia's largest and oldest provider of home nursing and healthcare services. Grounded in the principles of care and compassion, RDNS is a not-for-profit organisation, dedicated to delivering 24 hour a day nursing care to people in their homes, schools and workplaces, 365 days of the year. RDNS offers a range of general services as well as specialised nursing provided by small teams of qualified specialist nurses.

A key component in the successful delivery of these services has been the ongoing investment in systems, harnessing information technology and service mechanisms to assist in this successful, efficient and accountable operation in the community. In 2002, as part of this commitment, RDNS selected RosterOn to deliver a rostering solution for their 1,200 staff that operate from over 20 centres around Melbourne and the Mornington Peninsula.

Kerry Penaia was one of the first RDNS nursing leaders to use RosterOn, at the Caulfield Centre, and she remembers well the initial introduction of the software and the immediate positive impact it had on their operations.

"We had over 20 sites doing their own thing for rostering! We needed to coordinate all of our resources and consolidate our processes ... and RosterOn was the ideal management tool to make this happen. Now we have a great reliable reporting tool, we get a roster that accommodates staff from different sites, the SMS functionality has been well accepted by the casual staff bank ... and best of all RosterOn is practical, trouble-free and easy to use!"

RDNS General Manager, Information Services, Ian Cash has also been involved with RosterOn since its inception at RDNS, and he sees even further benefits with the rostering process being imbedded into RDNS' everyday operations.

"We're a very large and diverse operation involving different areas, staff roles, duties, clients and schedules. RosterOn gives us the information and data we need, their support and development staff accommodate our ideas along the way, they're always helpful and responsive ... and their Help Desk is a great initiative that we utilise."

"And once RosterOn details are instantaneously uploaded into our Client Management System, staff can download their client schedule, so that's a great additional benefit! The way that RosterOn standardises our rostering practice really is of significant benefit to RDNS. The icing on the cake will be when we link RosterOn to our HR Payroll system.

Ian's comments ring true as RosterOn continues to assist RDNS to deliver more efficiencies in their everyday processes and procedures, thus allowing them to continue to provide care to more people in the place where they feel most secure, independent and in control ... their home.

