

Customer: STAR Tasmania

Industry: Disability Service

Region: Tasmania

Products & Services: Hitachi VeinID Biometric Scanners

Solutions By: Hitachi Australia



STAR Tasmania Boosts Disability Service Provision with Hitachi VeinID Biometric Scanners

STAR Tasmania changes the lives of more than 250 Tasmanians with a disability every year through various support services including group housing to enable people to live in the community.

With more than 16 sites, STAR provides supported accommodation solutions to Tasmanians with disabilities and their families, in addition to respite services and other daytime and overnight support for people and their loved ones who are in need of immediate support.

“ The Hitachi Finger Vein Authentication System has definitely given us much more time and ability to support people with disabilities. It’s improved the quality of their lives, so it’s actually contributed to the cause. ”

Ralph Doedens, CEO, STAR Tasmania

However, like many not-for-profit organisations, STAR Tasmania is always looking for additional funding and better ways to manage its resources.

By acquiring the Hitachi VeinID systems, this important service provider has managed to reduce costs associated with managing human resources.

Benefits at a Glance

- Major management systems cost savings
- Improved services for hundreds of people with disabilities and their families
- Better staff morale and improved computer literacy scientists all around the world.

STAR Tasmania

STAR Tasmania is a specialised, community based organisation providing Accommodation, in home, Community Access, Case Management and Respite Services for people with disabilities.

STAR Tasmania was established in July 2009 following the amalgamation of established community accommodation support agencies, Supported Housing Inc and Star Tasmania Inc. STAR took over the operation of another not for profit residential organisation, Tranquillity Base Inc, in December the same year.

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Ralph Doedens, CEO, STAR Tasmania

The Challenge

Paper-based human resources management



Managers at STAR supervise 16 centres, all of which provide high level supports and operate within their own semi-autonomous environment but with the same values of “listening with heart”, “achieving dreams” and “celebrating life”.

Each site operates in unique ways, catering in a bespoke manner for individuals or a group of people with disabilities.

STAR 's CEO, Mr Ralph Doedens, says he's proud of the fact the organisation has been able to support people in the community. They can now live full and

valued lives in the community,” he said.

“We also provide respite services – which offers overnight support for people with disabilities – and provides their main carers with a much needed break.” But Mr Doedens knows that he needs to continually look at introducing more efficient systems to reduce overhead costs, otherwise the organisation's ongoing financial viability might be threatened and hundreds of people might miss out on accessing support services.

“We're always running on very tight margins as an organisation so if there's

a small surplus you're happy. If there's a deficit this will impact on the quality of service that can be provided to people with disabilities and their families.”

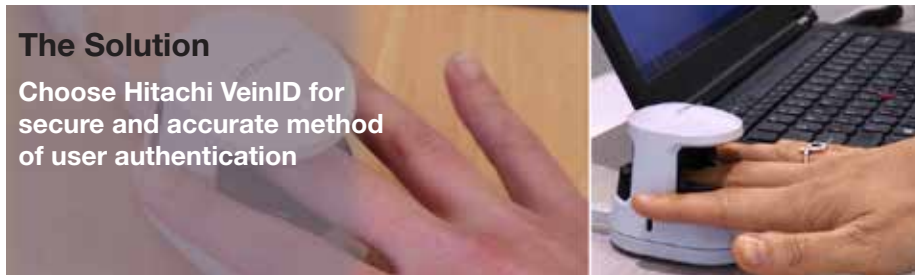
An experienced for-profit business manager, Mr Doedens identified human resources management as one of the organisation's biggest challenges.

“Before we got involved with the Hitachi VeinID and the systems surrounding it, we had a very manual paper-based system.” Triple handling this paperwork cost STAR approximately \$100,000 more per year than what is achieved with the new systems in place. This was an unsustainable situation.

“That's money and time that we've lost that we could spend supporting the people we're actually here to support,” he said.

The Solution

Choose Hitachi VeinID for secure and accurate method of user authentication



STAR approached system integrator and Hitachi partner, Time Target about a solution to the wholly manual, inefficient and laborious rostering system. As part of the recommended system, Time Target integrated Hitachi Finger Vein Authentication Technology and installed the scanners, along with computers, at all of its facilities.

All of the organisation's staff now scan their fingers on arrival at work, and also when they leave. This means there are no cards to lose or passcodes to forget. This information is then linked

into the roster and timesheet system.

“It just automatically authorises it so there's no issue with spending time checking those sheets,” Mr Doedens said. STAR's staff also use the system to access other payroll information including accrued sick and annual leave entitlements.

Originally designed for PC log-on or to replace computer passwords, Hitachi's VeinID biometric authentication system was first designed for PC logins and replacing passwords. It's now

integrated into a wide range of applications, from banking to health care.

The scanners are an accurate method of user authentication that eliminates the need for passwords – which can often be forgotten. It is also many times more accurate and reliable than finger print pattern as the vein pattern in each person's fingers are far more unique than even finger prints.

The scanning device connects to any PC via a USB port, and uses near-infrared light to read and record the blood veins within your finger, which differ even for identical twins.

Hitachi's scanning innovation now let's STAR's workforce to log-in securely to the organisation's management systems from any of the organisation's centres.



TimeTarget

TimeTarget is a market leading Workforce Management, Time and Attendance and Rostering solution. It allows organisations to streamline and automate processes to reduce costs and eliminate time consuming and error prone manual activities. Flexibility and scalability are two of the key features of TimeTarget, making it an ideal solution for all industry segments and different size businesses. They have clients from all the different industries and they range in size from small family owned businesses, such as a restaurant employing a handful of people, to large multinational corporations employing thousands of people, across multiple locations.

The Result

Save more in human resources costs and more time to support people



Mr Doedens is already saving more than \$100,000 in human resources costs per year, in addition to the benefits of correct time sheets and correct staffing payments.

“It has reduced a lot of time wasted dealing with administration tasks.”

Staff now have more time to support people. “Clients now get more quality time, and they have staff that are not bogged down with paperwork, sending it back and forth, or chasing up issues with their pay,” he says.

“Managers can actually manage client support more than paperwork. We’ve got much more time to actually provide improvements in our quality of service to clients.”

There was also an unexpected cultural benefit that flowed from the introduction of Hitachi’s finger vein scanners.

Mr Doedens says his employees were largely computer illiterate before they were introduced to this new technology, but many of them have now taken a step toward computers in general, adding further efficiencies.

He calls it a revolution in the way people think about how they use technology.

“I had one of the staff members, who actually has been opposed to computers for some time, actually ask me when are we going to introduce an intranet!”

The system also helps track support workers as they visit multiple sites.

“The Hitachi vein scanner will just recognise their vein scan at each location and it will tie it to the roster that’s applicable to that location.”

Meanwhile, staff morale is improving. “It has actually made their lives a lot easier.”

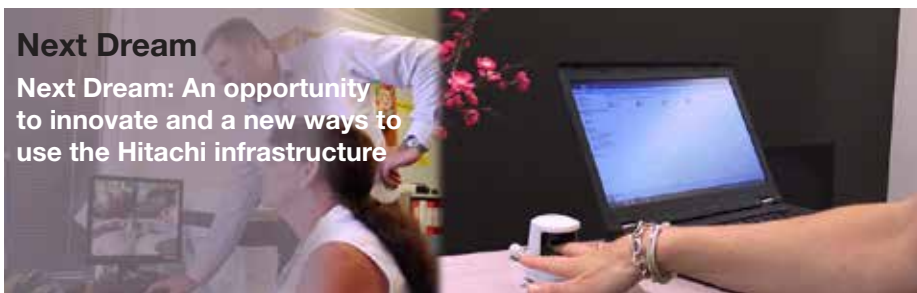
“They don’t come to work to process paperwork, they come here to support people with disabilities,” Mr Doedens said. “So if we can take all that paper away, it’s a great thing and a great outcome for their job satisfaction, for their staff morale, it also increases their confidence that everything’s happening as it should be. You get staff that are actually now feeling comfortable with their payslips as they arrive, not having to go through them with a fine tooth comb to see if we’ve made an error.”

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Ralph Doedens, CEO, STAR Tasmania

Next Dream

Next Dream: An opportunity to innovate and a new ways to use the Hitachi infrastructure



The STAR CEO says he’s now looking at new ways to use the Hitachi infrastructure, including its ability to support an imminent merger with another Tasmanian not-for-profit organisation. After the merger the combined group will support a total of 21 locations.

Mr Doedens’ new tech-savvy workforce has the opportunity to innovate

and improve various elements of their jobs.

“We’re now starting to develop an intranet and a client relationship management system that all staff can access. We do have a client system but we’re now wanting all staff to be able to access it – and we can do all of that now because they have now got used to the idea that modern

technology does make their life easier.”

He credits the Hitachi vein scanner as starting a “revolution” within the organisation that will ultimately improve the lives of the people STAR supports



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