

## PRESBYTERIAN SUPPORT SOUTH CANTERBURY

### CASE STUDY

**SECTOR: AGED CARE AND SOCIAL SERVICES**

**INDUSTRY: HEALTHCARE**

#### BACKGROUND:

Presbyterian Support South Canterbury (PSSC) is a leading provider of social services in the region, supporting older people and families through a mix of residential and home-based care, day programmes, and wraparound support via its Family Works division. With more than 420 staff members and a strong focus on client wellbeing, maintaining a safe and efficient workplace is central to their service delivery.

For years, PSSC relied on a paper-based system to report health and safety incidents. While functional, the system was time-consuming and didn't meet the growing needs of the organisation's scale, especially when it came to board reporting and proactive risk management.



#### THE CHALLENGE

The manual process required staff to complete a hard copy form when an incident, near miss, or lost work time event occurred. These forms were then passed up the chain for managerial review, categorisation, and follow-up. This often led to delays in reporting—sometimes by days—which affected the quality of the data and the organisation's ability to act swiftly.

“We encouraged people to fill out reports at the end of their shift,” says Lizzie McIvor, General Manager Services for Older People, “but sometimes it wouldn't be done for a couple of days. The data just wasn't as accurate or timely as we needed.”

Additionally, the existing system made it difficult to spot patterns or demonstrate clear mitigation steps to the board. With a large team and a commitment to continuous improvement, PSSC needed a better way to manage health and safety.

## THE SOLUTION

After exploring several options, PSSC selected GOSH by Working Wise—a digital health and safety management system tailored to the needs of busy organisations.

“It proved how piecemeal our previous system was,” says Aaron Wynen, Information Systems Supervisor. “With GOSH, everything was streamlined.”

The platform allowed staff to quickly and easily report events in real time, using any device. This not only reduced reporting delays but also ensured greater consistency in the quality of information being captured.

Health and safety committee members across teams—already strong advocates for safe practices, embraced the tool. GOSH supported their work by making reporting more accessible and less punitive, helping foster a culture of accountability and care.

## THE RESULTS

### Faster reporting and response times

Staff now report incidents in real time, reducing delays and enabling quicker action to prevent recurrence.

### More accurate data for decision-making

Real-time input leads to higher-quality incident data, giving leadership better visibility and clearer board-level reporting.

### Increase in staff engagement

The easy-to-use system encouraged more reporting—not due to more incidents, but better participation and awareness.

### Support for a proactive safety culture

GOSH strengthened the work of existing health and safety committees, reinforcing a quality-first, non-punitive approach.

### Simplified system management

The transition from manual to digital reporting eliminated paper trails and reduced administrative overhead for managers.

### Strong, ongoing support

The team values their relationship with Working Wise, with fast access to expert help when needed.



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“Our staff are our most important resource, especially in these COVID times coupled with an ageing workforce. If we don't keep our staff safe, then they can't keep our vulnerable clients and residents safe.”

– Lizzie McIvor, General Manager Services for Older People

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### Get in touch with Working Wise for Health and safety solutions

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