

# PPC photo ID card technology cuts costs for leading Qld care provider

*Multicap, a Queensland based organisation, devoted to providing a source of creative solutions for people with disabilities, their families and communities is yet another not-for-profit organisation that has embraced PPC's photo ID card technology.*

According to Dawn Carnell Multicap's Human Resource Manager who is based at the associations head quarters at Eight Mile Plains, the association was established in Brisbane in 1962 to care for children with severe and profound disabilities.

Today Multicap operates across the east coast of Queensland with services in the Brisbane region, Rockhampton and a number of dedicated houses in Mackay.

"We are a registered not-for-profit organisation working towards meeting the needs of people with multiple disabilities requiring accommodation support, respite services, day service and employment services.

"This means that we specialise in being able to provide services to our clients and their families who have individuals living with complex support needs.

Carnell is quick to point out that as a not-for-profit, non-government organisation, it is essential that they contain costs wherever possible.

"Our staff and volunteer members work closely with our clients, many of whom have the same vulnerabilities as children.

"Because of our duty of care to our clients, it is mandatory that we thoroughly screen our people with appropriate employment and government checks," said Carnell

"All staff and volunteers who deal with clients must hold a state government CCYP Employment Suitability Card, commonly called a Blue Card."

Carnell states that Multicap issues all staff and volunteer members with the association's own Photo ID card.



The Multicap photo ID card has an added level of security by displaying the person's photo which is not the case with the government CCYP Blue Card.

"While it's a significant cost to issue each staff member and volunteer with a photo ID card it is an essential item. It enables our people to be instantly recognised both by our clients, other staff and volunteer members as well as in the community," said Carnell.

"With more than 250 staff requiring photo ID cards that we annually renew each January, it was vital that we move to the most cost effective and timely system available."

Carnell says that about three years ago they used to manually cut and paste together a paper photo ID card that was then laminated, which was just too time consuming.

"We previously used a photo ID plastic card system, but it was outsourced through another organisation.

"At approximately \$5 per card, this was a very expensive option and was restricted to inconvenient batch processing which increased the turnaround time for new employees.

"In an effort to further reduce costs and improve the service to our staff and members as well as our clients we decided to bring the card printing function in house about two years ago."

Carnell states that the search for a card printer supplier led her to PPC.

"We formed a good working relationship with PPC from the start and their photo ID card printer proved to be the ideal solution for which we had been searching," stated Carnell.

"We recently upgraded to a PPC P110i photo ID plastic card printer and our costs of printing cards have significantly fallen by a factor of more than five times what we were paying through the outsourced organisation.

"The printer is simple to use, very efficient and most importantly allows us to print on demand. This is important because if we have to start someone immediately, we can literally create a photo ID card on the spot in under five minutes.

