

Beethoven aids Disability Services Queensland

Disability Services Queensland (DSQ) will implement software from customer care specialist, Beethoven Computer Services, to manage requests for the Queensland Police Service (QPS) to conduct criminal history checks for all DSQ staff, together with staff and volunteers at all DSQ-funded non-government organisations.

Based on Resolve, Beethovens customer care and feedback software, the system will process more than 21,000 criminal history checks by the end of 2006, as well as manage ongoing reviews for all staff and volunteers on a bi-annual basis. QPS will conduct the checks and support DSQ in the decision-making process when it comes to recruiting and retaining employees.

Patrick Sherry, Director, Misconduct Prevention, Disability Services Queensland, says Resolve was chosen because of its flexibility, functionality and simplicity.

Since the legislation allowing us to conduct criminal history checks was introduced late last year, we have gone full steam ahead in choosing a solution, Mr Sherry explains. We are pleased with the way Resolve performed during the demonstrations and it has met all our requirements for developing an efficient, easy-to-use system.

DSQ was established in December 1999 and is the first disability-focused department in Queensland. Its responsibilities include the provision of services and support to people with a disability, community infrastructure development and whole-of-government leadership and coordination.

Resolve will include facilities for capturing manual and online requests, tracking the progress of requests through QPS and automatic review and closure. The online request element will allow authorised non-government organisations to submit requests for criminal history checks via the Internet. The system is being implemented as part of the Criminal History Check screening project which was launched to reduce the likelihood of abuse and neglect within DSQ and DSQ-funded services.

Resolve will streamline the process to ensure DSQ can remain focused on providing the highest level of care to the community, says Ross Allardyce, Managing Director, Beethoven Computer Services.

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