

## Frequently Asked Questions – DAELIBS

### What is Daelibs and how does it work?

DAELIBS (Data Analysis Electronically Logged Information Based System) is a data recording system used to manage accountability for service provision across multiple sites and associated central payroll functions. It has been adopted by community service providers in Australia since the late 1990s.

The equipment consists of:

- An **iButton** containing a microchip with a unique ID code that serves as the client e-signature
- A **data logger** and **docking station** which serves as the electronic timebook for support workers

Together the iButton and logger provide a record of the worker, client ID, date, start time and end time of each session that takes place. Once this data is uploaded via the docking station it can be readily passed through to Tandem's payroll and client accounts systems.

### Why is Daelibs being introduced by Tandem?

The existing paper based timesheet system is an inefficient and costly business management process. Considerable time and administrative resources are spent each fortnight in checking paper timesheets, manually keying data into our internal IT management systems and following up on errors and discrepancies.

Moving to an electronic recording system will improve our payroll and client accounts processes by reducing duplication and minimising the potential for recording errors. An added benefit is that this will enhance the privacy of both client and worker information.

### Will this change the way in which Tandem support sessions are managed?

No.

Support workers will continue to receive an individual pre-printed session's roster each fortnight.

There is no change to the existing requirement for support workers and clients to keep Tandem informed of all variations to session times from what has been agreed with their coordinator.

**Will the cost of introducing Daelibs reduce Tandem's capacity to deliver direct services to clients?**

No.

The level of services to clients is not affected.

Tandem has received a one-off government grant to implement Daelibs. This money has been designated for this use only and cannot be used for other purposes.

**Why do support workers have to sign for the Daelibs loggers issued to them?**

The Daelibs equipment are accountable items that must be returned to Tandem in good order when no longer required; for example, when the holder (the support worker) ceases employment with Tandem or goes on a period of extended leave.

Support workers are required to acknowledge in writing when they are issued with a logger and again when the logger is returned to Tandem.

**Under what circumstances will employees be liable for loss or damage to the equipment on issue to them?**

Tandem will meet the cost of repairs or replacement of equipment that arises through normal usage, wear and tear.

In the unlikely event of loss or damage due to reckless negligence or wilful damage by a Tandem employee, normal disciplinary and recovery processes will apply. The person responsible will be asked to show cause why they should not bear the cost of making good the loss or damage.

**What happens if, for any reason, the Daelibs equipment is not used to record attendance at a support session?**

The support worker must inform their coordinator on each occasion as soon as possible to ensure that the session details are recorded in Tandem's client services database. In the event that a client iButton is not accessible at a session, the coordinator will follow-up with the client as required, to rectify the situation or reach agreement on a solution.

**What if the actual session times vary from the times agreed with the coordinator?**

Any variations or changes, cancellations and new sessions must be authorised by the coordinator.

**Does the Daelibs equipment record any identifying personal information?**

No.

Only the worker ID, client ID, date, start time and end time of each session is recorded. This data can only be used to identify individuals when matched with Tandem's internal client management systems.

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