

## The Australian Red Cross

*With the health of the community literally at stake, the Red Cross Blood Service needed a state-of-the-art, Chemical Safety Management System that leveraged modern technology in a user friendly interface to hold them to the highest standard of compliance and risk mitigation across a national operation spanning more than 100 sites nation wide.*

*The Australian Red Cross Blood Service is responsible for supplying the community with safe, high quality blood and blood products, as well as organ and bone marrow services for transplantation. The Blood Service uses more than 2,500 chemical products including medium and high risk laboratory process type chemicals.*

**“ ChemAlert puts a wealth of information at our fingertips, which has made the organisation more aware of the risks posed by various hazardous/dangerous goods. It has also increased our knowledge of stock management safety and regulations, and the risk assessment process. This knowledge makes us a safer organisation overall. ”**

**– Amanda Kaufmann, WHS Systems Coordinator Australian Red Cross Blood Services.**

## The Challenge

The Red Cross Blood service was previously using a Excel spreadsheet and a basic risk assessment form to manage their chemical register and associated compliance obligations.

This was extremely problematic given the number of high risk products in use over so many sites, and the potentially catastrophic consequences of an incident. They had no way of identifying gaps in their documentation or prioritising risk assessments.

With seven manufacturing/dispatching hubs servicing 97 donation centres nationally, the Blood Service had no central control over the number or nature of products entering the organisation, or any meaningful way of managing stock and storage regimes.

## The Solution

Having put the solution out to general tender, ChemAlert was selected as the most complete package with clear costs and a user friendly interface that provided all of the required features and many besides. Migrating the Blood Service's legacy data from excel into ChemAlert was achieved smoothly with RMT providing hands on assistance and procedural support.

Since the implementation of ChemAlert at the Australian red Cross Blood Service the management of dangerous and hazardous goods has improved significantly, with specific improvements including:

- Prompts alert users where action is required making gap detection both easy and thorough;
- Risk assessments are now more meaningful;
- Tailored stock reports can be easily generated to meet stringent TGA licencing requirements;
- The Chemical Requests feature enables central control over what products are brought on site.
- The Guided Risk Assessments feature has enabled an organisation wide reviewing program which is expected to bring completion rates way up and chemical related incidents way down.

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