OneBlink

Case Study

SafeWork NSW

Small Business Rebate

ⓘ Introduction

The NSW Government launched a rebate program to help small businesses claim reimbursement for workplace safety products after attending an online safety webinar. This initiative boosts awareness of employer responsibilities and promotes safer work environments statewide.

Administered by SafeWork NSW, the program allows eligible small business owners to apply online for a $1,000 rebate on safety equipment to improve worker health and safety. SafeWork NSW wanted the system to streamline application reviews, minimise errors, and maintain compliance with data security standards.

ⓠ Challenges

One of the primary challenges was to develop a digital lodgement and validation solution that could support a streamlined audit and payment process, enabling small business owners to apply for and receive the Government's $1,000 safety payment. The solution needed to integrate seamlessly with existing backend systems, maximizing data accuracy and integrity while maintaining compliance with government standards.

The project faced an additional hurdle of a tight turnaround to meet the Government's stringent deadline, which left little room for delays.

Additionally, it was essential for the system to be user-friendly and accessible to small business owners with varying levels of technical expertise, ensuring that all applicants could easily navigate the application process. SafeWork NSW also had to ensure that the solution met robust security requirements to protect sensitive data, balancing accessibility with the rigorous security standards mandated by the Government.

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⊘ Solution

Central to this new solution was OneBlink's Low-code Suite (LcS), which incorporated the AWS AI tool (Textract) for automated invoice validation to enable swift assessment, and straight-through processing of qualifying claims. This significantly sped up the payment process, while OneBlink's automated approval workflow engine reduced the administrative overheads of those claims that required human intervention.

Another significant advantage was the intelligent data collection form elements and integrated conditional logic, which accelerated the deployment of the solution. This allowed for a fast turnaround time, meeting the Government's tight deadline.

The resulting OneBlink solution was delivered to a tight timeframe, user-friendly, and complied with the Government's data security and other standards.

☺ Results

The time taken to review and process these important claims reduced by 75%, resulting in faster payments to small businesses. Additionally, the AI tools and automated workflows led to more diligent assessment of claims, ensuring that the program's objectives were met efficiently.

The solution also enabled SafeWork NSW a better way to track submissions and provide timely reporting, enhancing the program's management capabilities.

The SMB Safety Rebate program has created more confidence in government programs, showcasing the government's commitment to supporting small businesses in ensuring workplace safety. and, increasing the trust and credibility of SafeWork NSW and the NSW Government.

Features at a glance

✓ A.I
AWS TextTrack to verify attachments.

✓ Workflow
Approval workflow of form submissions.

✓ Autocomplete
Integration with up to date vendor data.

✓ Validation
Cross submission validation on forms.