

CASE STUDY

LEUKAEMIA FOUNDATION

How Leukaemia Foundation Achieved a 65% Increase in Incident Reporting and Transformed Safety with Donesafe



**Leukaemia
Foundation**

Solution

HSI Donesafe

Industry

Not-for-profit

Size

150+ employees

Location

Australia

**Leukaemia
Foundation®**

Company Overview

The Leukemia Foundation is a leading Australian not-for-profit dedicated to supporting people affected by blood cancer. With a focus on patient care, advocacy, and research, the Foundation operates across multiple locations and services, delivering programs that improve the lives of patients, families, and carers.

The Challenge

Before implementing Donesafe, the Leukaemia Foundation relied on a basic IT ticketing system to manage workplace safety, maintenance requests, contractor workflows, and clinical governance. While functional, the system wasn't built for safety or governance, and it couldn't capture investigations, track corrective actions, or accept external submissions. Reporting was minimal, workflows were disjointed, and much of the operational oversight relied on manual processes.

“It obviously wasn't fitting the bill; it wasn't doing what we needed... the system we had wasn't public facing, which we really need. It just absolutely wasn't hitting the mark.”



Ashleigh Taylor
WHS Business Partner

With fewer than 150 employees, the Foundation needed a system that could be tailored to their scale and risk profile, while still supporting robust governance requirements such as clinical incident management, facilities oversight, contractor management, and structured feedback. Donesafe's configurability and modularity made it the ideal solution.

Challenge

The Leukemia Foundation recognized the need to move beyond reactive, fragmented processes and elevate its governance, safety, and operational standards. Their goal was to implement a system that could provide meaningful insights, streamline workflows, and support proactive decision-making across WHS, clinical governance, facilities, contractor management, and feedback.

With accreditation requirements and board reporting expectations rising, the Foundation sought a platform that could not only meet compliance standards but also empower staff and leadership with real-time, actionable data. Donesafe offered the flexibility and configurability required to align the organization's operational practices with its strategic ambitions, enabling a step-change in both oversight and performance.

Implementation Strategy

The Leukaemia Foundation approached the Donesafe rollout with a strategic, scenario-driven methodology. Once the system was configured, they conducted two weeks of intensive testing, engaging volunteers from across the organisation to execute real-life scenarios for WHS, facilities, clinical, contractor, and feedback workflows. This approach ensured that workflows were practical, intuitive, and aligned with how staff actually worked.

Ashleigh Taylor, WHS Business Partner said,

“It’s crucial to have the appropriate key stakeholders apart of the implementation team. This helped set us up for success and get the job done right the first time.”

Communication and feedback loops were central, allowing the Leukaemia Foundation to refine workflows and ensure adoption across the organisation.

Employees benefited from a simple, guided interface that reduced friction in reporting and requests.

“Employees have adopted to it really well. Everybody feeds back that it’s a really simple system to use that prompts you through everything. I think it’s part of the way we’ve set it up we ask for only the information we need and that makes a big difference.



Ashleigh Taylor
WHS Business Partner

The Results

The results of the Donesafe implementation have been transformative. Incident reporting increased dramatically, moving from occasional reports to regular, timely submissions.

This increase in reporting has not only improved oversight but also enabled data-driven decision making. The Leukaemia Foundation can now categorise incidents, identify trends, and make informed choices about policies and operational improvements. As Ashleigh said:

“The information that we can get and plan forward or identify kind of needs around the business, it’s so beneficial.”

Employee adoption remains high, with staff appreciating the simplicity of reporting and submitting requests. Maintenance and WHS workflows have been embraced without resistance, helping the Leukaemia Foundation maintain operational efficiency while supporting safety, compliance, and accreditation.

“Previously, employees weren’t reporting the incidents... now, the engagement is huge. So it’s really, really good. We’re getting some really good data and we’re able to show the execs and our board that the engagement has improved.”



Ashleigh Taylor
WHS Business Partner



“Reporting has increased significantly since implementing Donesafe, for example, we’ve seen a 65% increase in incident submissions since going live.”

Transitioning from an inadequate IT ticketing system to Donesafe has fundamentally transformed the Leukaemia Foundation’s approach to safety, governance, and operational oversight. They now benefit from:

- Dramatically increased incident reporting and early identification
- Richer data that drives better decisions and forward planning
- Simplified workflows that encourage high adoption and engagement
- Enhanced compliance with clinical, facilities, contractor, and feedback requirements

As Ashleigh said:

“It’s driven a noticeable improvement and helped bring us to a higher standard of performance.”

Donesafe has provided the Leukaemia Foundation with a flexible, intuitive, and powerful platform, turning safety and governance from a compliance obligation into a strategic advantage that empowers staff, informs leadership, and drives meaningful operational improvement.

About HSI Donesafe

Our simple-to-use software is built to make your EHS program successful. HSI Donesafe is the only software that provides complete Health, Safety, Injury, Environmental, Quality, Risk, and Compliance Management in one integrated cloud-based platform.

Simple for workers. Simple for admins. Simple for you.

HSI Donesafe is a division of HSI, a global single-source partner for EHSQ, ESG, training, compliance and professional development solutions. We support thousands of organisations across the globe, ranging from mid to enterprise private companies, listed companies, NFPs and councils. Nearly half of the top 100 ASX listed companies and many Fortune 500 companies rely on our software to keep their people safe.