

# Twin Towns Clubs & Resorts and HSI partner to achieve 100% employee buy-in for new workplace safety reporting system



## Case Study

### Company

Twin Towns  
Clubs & Resorts

### Solution

HSI Safety Training

### Industry

Hospitality & Resorts

### Size

More than 400 employees  
and 1.5 million visitors  
per year

### Location

Tweed Heads, Australia

## Company Overview:

Twin Towns Clubs & Resorts is one of Australia's premier licensed club groups located on the border of the QLD & NSW, Australia. Twin Towns Clubs employs more than 400 workers, serving more than 1.5 million guests every year for accommodations, entertainment, gaming, and dining across multiple venues.

## Challenge:

Hospitality never sleeps. Opening your doors to 1.5 million visitors every year requires a high level of customer service and attention to detail across a range of verticals; accommodation, entertainment, gaming, and dining. At Australia's Twin Clubs & Resorts in Tweed Heads, the revolving door of guests and a commitment to exceptional service, leaves little time for tedious administrative tasks, like workplace safety reporting.

Despite an organization-wide commitment to workplace safety, Twin Clubs executives and team members felt the company's primarily paper-based workplace safety reporting system took too long and didn't yield the kind of precise, in-time data employees needed to improve working conditions.

To streamline health and safety across the business, they sought an automated system that promised to instantly reduce the amount of time employees were spending logging and searching for safety reports and provide the kinds of insights leaders needed to improve safety conditions across their network of properties.



## Solution:

With HSI, Twin Towns rolled out a Safety Management System (SMS) – a solution they found proved easy-to-implement across its entire business. The HSI SMS reduced the administrative burden on staff by storing all employee and safety data in one place, leading to simpler operations, stronger reporting, and, ultimately, safer working conditions for staff.

“HSI was a product we could grow into and it certainly ticked all the boxes,” said Rod Pain, Executive Business Manager. The new SMS system allowed Twin Towns to consolidate multiple solutions into one, and provide better data management across the board.

In addition to creating efficiencies and improving conditions, Pain said HSI made it possible to sunset existing or outdated systems and “consolidate everything in one place,” adding, “that was our ultimate goal.”

## Results:

With HSI, the new process has streamlined any actions/follow-ups that need to be taken when reporting hazards, incidents and near-misses. Workflows and follow-ups ensure the safety record sits with the correct team member and actions can be taken every step of the way.

At the end of the day, the company says shifting to a cloud-based safety reporting solution through HSI helped it demonstrate a sense of professionalism to guests and employees, to be proactive instead of reactive in identifying and addressing causes of safety-related incidents at its properties and more effectively manage its brand and reputation through a public commitment to workplace safety.

Those efforts are paying dividends. While new safety reporting systems always take time to implement, Pain and others said HSI’s platform required significantly less training than previous efforts and yielded a 100% acceptance rate from employees.

## Why It Matters

Improved efficiencies and safety tracking

Better data means safer working conditions for staff

100% employee acceptance rate means team members are bought in and committed



“The process of change management was minimal because the system is simple and easy to follow,” said Pain, adding “It now takes less than two minutes to complete the necessary forms after an incident has occurred.”

*“We love the look and feel of the HSI, which has created a modern & fresh platform. It looks professional and it’s easy for our workers to use on any device.”*

*Rod Pain, executive business manager*

## About HSI

HSI is your single-source partner for EHS, Compliance, and Professional Development solutions. HSI provides integrated e-learning content, training solutions, and cloud-based software designed to enable your business to improve safety, operations, and employee development. Across all industries, HSI helps safety managers, and technical employees, human resources, first responders, and operational leaders train and develop their workforce, keep workers safe, and meet regulatory and operational compliance requirements. HSI’s focus is on training, software, and services for safety and compliance, workforce development, industrial skills, and emergency care. HSI is a unique partner that offers a suite of cloud-based software solutions including learning management, safety management, chemical SDS management, and more, integrated with content and training so businesses can not only monitor and manage multiple workflows in one system, but train employees via one partner.

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