



# Southern Cross Care Holland Park: Advanced Seamless Integration

Southern Cross Care (Qld) Inc is a not-for-profit, charitable organisation. Situated just 6 Km from the Brisbane CBD, Archbishop Duhig Court was their first hostel which opened at Holland Park in 1978. The organisation has grown significantly since these early beginnings - it now boasts aged care facilities across South East Queensland, managing 6 retirement villages and low cost housing, 4 rental unit complexes and 12 residential aged care facilities.



## Background

About three years ago, the original Archbishop Duhig Court Hostel & Nursing Home was demolished to make way for the new Holland Park 'Duhig Village', an impressive state of the art 5-floor, 142-room residential aged care complex. This facility was to bring together the most advanced technologies such as nurse call, security access control, CCTV, intercom, DECT phone and pager messaging under one roof in a fully integrated manner.

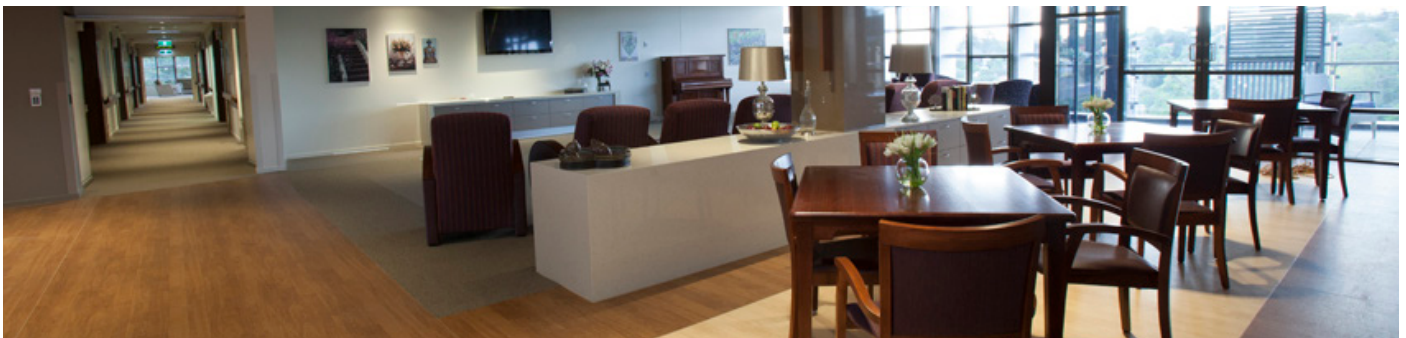


## Which Solution?

Hills Health Solutions became involved in this project through recommendation by CV Services Group, the project management consulting company tasked by Southern Cross Care to undertake and oversee the whole development.

CV Services had no prior relationship with Hills Health Solutions, but were determined to thoroughly understand the full range of nurse call offerings in Australia. After objectively evaluating every vendor in the market, they concluded the Hills IP7100 platform clearly stood out as the most technologically advanced. A meeting with us ensued and a signed contract followed shortly after.

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## Results

Southern Cross Duhig was completed in 2014 and consisted of 262 master nurse call points. According to Damien Cox, Hills Health Solutions National Product and Technology Manager, the whole project 'ran like a dream, it was very smooth as everyone worked together and there was high level integration between multiple disciplines'.

Hills Health Solutions continues to support this site and Kay Cook, Southern Cross Care Archbishop Duhig's Care Manager, reports being very pleased with the project implementation and subsequent support to date.

## Reference

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