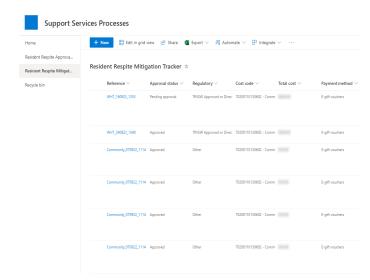# Automation Innovation: Community Mitigations

An automation that streamlines the approval process and record-keeping for the issuing of community respite mitigations

System

- Nintex

Support Services Processes

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Resident Respite Approva...	
Resident Respite Mitigat...	
Recycle bin	

+ New   Edit in grid view   Share   Export   Automate   Integrate   ...

Resident Respite Mitigation Tracker ☆

Reference	Approval status	Regulatory	Cost code	Total cost	Payment method
WHT_160922_1353	Pending approval	TfNSW Approved or Direc	70200110130602 - Comm		E-gift vouchers
WHT_240822_1340	Approved	TfNSW Approved or Direc	70200110130602 - Comm		E-gift vouchers
Community_070922_1114	Approved	Other	70200110130602 - Comm		E-gift vouchers
Community_070922_1114	Approved	Other	70200110130602 - Comm		E-gift vouchers
Community_070922_1114	Approved	Other	70200110130602 - Comm		E-gift vouchers
Community_070922_1114	Approved	Other	70200110130602 - Comm		E-gift vouchers

Benefits

- ✓ Information such as mitigation approvals and receipts kept in centralised place
  - No loss of data due to lost emails/receipts
- ✓ Greater transparency/clear approvals facilitate finance team reconciliations/payments
- ✓ Significant time savings for upstream commercial when compiling claims
- ✓ Better quality records – all required information is captured and presented clearly
- ✓ Mandatory fields ensure all information relevant to the mitigations is provided
- ✓ Historical data easy to find if required
- ✓ Automated approval workflows
- ✓ Automatic generation of deeds of release

OLD PROCESS

No centralised system for approving and recording community mitigations

Community team emails client representatives, Project Managers and SLT for permission to issue mitigation measures

Community team emails finance team to organise purchase of mitigations

If circumstances change (e.g. value or nature of mitigations required), all parties are emailed again and the process recommences

Receipts for mitigations purchased are manually saved in a folder

Excel register of mitigations purchased is kept

Quarterly, receipts and emails are collated and issued to the upstream commercial team

NEW PROCESS

Standardised community mitigation approval form completed and issued for approval

Other relevant documents attached directly to the form

Automatically sent for approval to relevant approvers

Mitigation is automatically added to a mitigations register

After purchase, receipts for mitigations purchased are linked directly to the relevant approval

Upstream commercial and finance teams have access to the centralised mitigations register and all receipts/records

For more information about this automation, contact digitaldevelopment@jhg.com.au

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