



Goodstart Early Learning Ltd

Enhancing Safety with ServiceNow



As part of its commitment to creating a safer environment for children and staff, Goodstart embarked on a major digital transformation, starting with ServiceNow's Health & Safety Incident Management solution.

Challenge

To address the ability to maintain compliance with Occupational Health & Safety (OHS) and Early Childhood Education and Care (ECEC) regulations, Goodstart needed a platform that fosters a proactive safety culture.

Solution

ServiceNow® Health & Safety Incident Management provides a comprehensive solution for managing health and safety incidents, injuries, and observations across Goodstart's extensive network of 600+ facilities.

Outcomes

- 300% increase in incident reporting in month one — reflecting a stronger safety culture
- Faster Response: Automated workflows reduced response times, ensuring swift allocation of resources
- Proactive Risk Management: Data-driven insights helped identify hazards early and mitigate risks effectively.

"With Fujitsu and ServiceNow, we've transformed our incident management process. We've also built a stronger safety culture that protects our children and staff."

Todd Dawson, State Manager, Goodstart Early Learning

Industry:
**Educational
Services**

Location:
Australia

Website:
goodstart.org.au

About the customer

Goodstart Early Learning (GEL) is Australia's largest not-for-profit childcare provider, operating over 600 early learning centres nationwide. Goodstart Early Learning was founded on a vision of giving children the best possible start in life through access to quality early learning. Being a not-for-profit means Goodstart is wholly focused on delivering high quality early learning for children and works to ensure all children can access affordable high-quality early learning.



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600+

Facilities enabled

Seeking a system to enhance safety culture

Goodstart Early Learning, Australia's largest not for profit provider, embarked on a mission to revolutionise its approach to health and safety incident management. With over 600 early learning centres nationwide, Goodstart needed to update its processes to make them more efficient as part of improvements to its child safety culture. Occupational Health & Safety (OHS) and Early Childhood Education and Care (ECEC) regulations. To address these issues, Goodstart needed a platform that not only streamlined incident management but also fostered a proactive safety culture.

Close collaboration leads to a tailored system

The organisation partnered with Fujitsu to implement ServiceNow's Health & Safety Incident Management module. Leveraging their 'Hybrid Agile' delivery model, Goodstart was able to see incremental progress through regular showcases and hands-on reviews, ensuring trust and alignment at every stage. By conducting detailed design workshops early in the process, the organisation gained insights into requirements and solution options, ensuring the final product met their unique needs. Through close collaboration and open communication, Fujitsu delivered a tailored and secure system that aligned seamlessly with Goodstart's operational goals, also laying a foundation for future workplace enhancements. Todd Dawson, State Manager for Western Australia at Goodstart, summarises his experiences *"The implementation was smooth, collaborative, and delivered real value."*

The result was transformative. Goodstart now benefits from a streamlined reporting process facilitated by intuitive Employee Centre Pro portals and simplified Health & Safety Workspaces. Automated workflows, integrated systems (like Microsoft Entra ID, SAP SuccessFactors, and SQL Server), and enhanced dashboards ensure real-time visibility of incidents and risks. Custom reports, templated responses, and automated notifications further optimise safety management while maintaining compliance with regulatory standards.

Stronger safety culture across the entire organisation

This successful implementation has not only reduced administrative burdens but also empowered Goodstart's team to focus on proactive risk mitigation. By centralising incident data, they can now analyse trends, make data-driven decisions, and create a safer environment for all stakeholders. Dawson points out: *"ServiceNow has revolutionised the way we manage health and safety. By automating processes and centralising incident reporting, we've not only reduced administrative overhead but also fostered a stronger safety culture across all our centres."* Thus, Goodstart's journey with ServiceNow not only underscores the power of technology to drive meaningful change: *"We can now respond quickly to incidents, ensure compliance, and most importantly, provide a safer environment for our children and staff."*

ServiceNow's Health & Safety implementation by Fujitsu has laid the foundation for future expansions, including broader HR and workplace service management. Goodstart continues to focus on innovation, driving efficiency and safety improvements across their operations.

Customer:



Fujitsu

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