



AGED CARE CASE STUDY

THE KEY TO THIS PROJECT WAS A WELL-STRUCTURED PLAN, THE IDENTIFICATION OF POTENTIAL RISKS, AND MANAGING THOSE RISKS TO ENSURE A SUCCESSFUL OUTCOME

Higgins stripped 60 apartments back to a bare shell and refurbished all services, flooring, fittings, cabinetry and wet areas to meet the high standard required for an aged care facility.

CUSTOMER

St Vincent's Care Services, Eltham

INDUSTRY

Aged Care

SERVICE PROVIDED

Building Services

PROJECT FEATURES

Extensive scope of work

Many unknown issues

Multiple trades involved

VALUED DELIVERED

High quality finish

Key organisational structure implemented

Detailed planning and project management

CHALLENGE

St Vincent's Care Services is a leading provider of aged care and retirement services. They offer quality residential, community and independent living services through more than 11 facilities and locations in Queensland, New South Wales and Victoria.

In the beautiful leafy suburb of Eltham, St Vincent's also own a big complex consisting of 60 apartments. When St Vincent's first contacted Higgins Coatings, the apartments had already been in a state of disuse for some time, and needed an enormous amount of work to be brought up to the high standards expected for an aged care facility.

After a close inspection of the site, the Higgins team determined that the entire property would require a complete strip-out, back to a bare shell. Higgins Coatings knew that they'd need to organise for contractors from multiple trades to come in and fix the plumbing, wiring, floor coverings, cabinetry, cooling and heating systems, as well as other general structural repairs.

“Whatever it takes”



“Higgins Coatings managed an extensive amount of work in a relatively short time frame. The eight different trades working simultaneously on the worksite were well managed, and site disruption was never an issue.”

St Vincent's Care Services



SOLUTION

The Higgins team began by closely reviewing the entire property in detail. Before any work could begin, they needed to determine the full extent of the project, including operational requirements and identifying any risks associated with these apartments. Once the team knew this information, they could envision the results that they wanted to achieve and plan out their next steps.

In the final stage, the Higgins team implemented the Higgins Project Management Strategy, which ensured that everyone knew their responsibilities in order to complete their assigned tasks. A full-time Project Manager was also on site at all times to ensure that the work ran smoothly.



RESULTS

Under direction from the Higgins team, the 60 apartments were successfully stripped back and then refurbished with new flooring, fittings, cabinetry, paint work, and wet areas to meet the high standards required for an aged care facility. St Vincent's Care Services were able to save a significant amount during the refurbishment, due to Higgins' national buying power.

By implementing Higgins Project Delivery Strategy, the project was completed on schedule and with no disruptions or inconvenience to the aged care facility located nearby. The onsite Higgins management team had a hands-on approach to contractor management, ensuring that each trade had a defined strategy and plan. Clear lines of communication were established between each trade and the customer so that there was never any confusion.