

Roster Smarter with Illawarra Retirement Trust

A GROUNDBREAKERS STORY



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Illawarra Retirement Trust (IRT) is one of Australia’s largest community-owned providers of independent living, aged care, and home care with a vision to “create communities where seniors achieve their optimum quality of life.” Operating for over fifty years, IRT provides services to over 9,000 residents and customers each year in 31 retirement villages, 21 aged care centres, and 6 home care hubs. Faced with the need to migrate to a single workforce management system, IRT shares how they unified their rostering model for multiple locations to drive better employee outcomes and greater operating efficiencies.

Customer Snapshot

Organization
Illawarra Retirement Trust (IRT)

Headquarters
Wollongong, NSW

Industry
Healthcare

Divisions

- Aged Care Ceners
- Home Care
- Retirement Villages
- Caterint
- Foundation & Academy

Employees
1,900+

Website
www.irt.org.au

Four Main Challenges of a Decentralised Model

- ⊗ **Inconsistent Processes**
 - Mixed manual processes
 - Poor visibility of information from HR systems
 - Limited or inconsistent reporting formats
 - Higher overtimes and labour budgets
 - Erosion of employee performance
- ⊗ **Poor Utilisation of Workforce**
 - Roster clerks operating in silos
 - Increased overtime costs to cover unplanned absences
 - Increased agency cost for contract and temp workers
 - Difficulty meeting an increase and decrease in demand across sites
 - Reduced employee engagement and earnings opportunities
- ⊗ **Inability to Meet 24/7 Operating Demands**
 - Roster clerks unable to meet demands outside their shift
 - Payroll errors and risk of non-compliance
 - Poor use of valuable skillsets and resources
 - Impact on job performance and satisfaction
 - Distraction from providing quality care for residents
- ⊗ **Lack of Employee Input**
 - Limited communication channels
 - Increased labour costs to prepare and finalise rosters
 - Reduction in employee satisfaction and sentiment
 - Increase in overtime or unskilled shifts
 - Knowledge loss due to turnover at each site

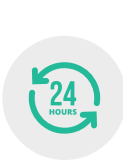
Rostering Best Practices Revolve Around:

- ✓ Fatigue Rules
- ✓ Business Needs and Skill Needs
- ✓ Customer Demands
- ✓ Legislative Compliance
- ✓ Contracts and EBAs
- ✓ Employee Availability

“We couldn’t have done it without the team at WFS Australia. When you’re in the mix of running your business, you don’t necessarily pick up on all the opportunities for improvement that the system can provide, so working with them was fantastic.”

Richard Walsh
Head of People & Culture, Aged Care Centres

4 Key Benefits of a Unified Hub Rostering Model

-  **Rostering to Meet 24/7 Business Needs**
 - Reduced absentee and improved job satisfaction
 - Reduction in overtime costs and payroll errors
 - Reduced burden of unplanned roster management
 - Employees are able to focus on core duties and provide outstanding customer service and care
-  **Consistent Rostering for All Sites**
 - Ability to meet complex workplace agreements
 - Clearly defined roles, responsibilities, and processes
 - Greater skill-share and upskilling across the team
 - Reduction in contract and temp staff as well as overall employee costs
-  **Employee Visibility and Self-Service**
 - Access to rosters anytime, anywhere
 - Increased productivity of workforce planners
 - Reduction in escalated payroll-related complaints
 - Real-time engagement, workforce transparency, increased job satisfaction and retention
-  **Improved Reporting**
 - Complete view of real-time work hour and pay data
 - Reduction in administrative efforts
 - Streamlined compliance
 - Greater transparency of metrics for more informed business decisions



“We’ve had a great relationship with WFS Australia for a long time. The support that we have been provided has been fantastic and the team has supported IRT as a business. It’s an ever-evolving partnership.”

Richard Walsh
Head of People & Culture, Aged Care Centres



IRT’s Response to COVID-19

- Requires all employees to have a flu vaccination before entering the care centre
- Utilises a secondary employment database to quickly run reports regarding COVID-19 hotspots that may affect employees with secondary employment
- Sends daily COVID-19 update emails to ensure employees are receiving and viewing pertinent information

Watch the On-Demand Webinar
for more information about IRT’s digital transformation

Watch Now!