

# Illawarra Retirement Trust (IRT) Achieves Seamless Rostering

How a Leading Aged Care Provider Optimised Workforce Management for Better Outcomes



“We couldn't have done it without the team at WorkForce Software. 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, IRT

## Goals



Consolidate workforce management to a unified system



Enhance employee engagement and operational efficiency



Maintain compliance while meeting 24/7 operating demands

## Challenges

- IRT's decentralised model led to mixed manual processes and poor visibility, increasing labour costs and affecting employee performance
- With over 1,900 employees, the inability to meet 24/7 needs and foster employee input hindered service quality and satisfaction

## The Ask

- Streamline and improve time and attendance processes, as well as time clocks for time entry for more than 70,000 workers across 25 countries

## The Solution

- In partnership with WorkForce Software, IRT implemented a centralised hub model for rostering, enhancing process consistency and transparency across locations
- This solution reduced overtime, improved job satisfaction, and enabled employees to focus on delivering quality care

# Modernising Aged Care Workforce Management



## Meeting 24/7 Business Needs

IRT successfully reduced absenteeism and overtime costs by meeting complex labour demands, allowing employees to focus on core duties and enhance customer care.



## Consistent Roster Management

Streamlined processes allowed IRT to meet complex agreements and reduce dependency on temporary staff, fostering skill development and reducing labour costs.



## Enhanced Employee Engagement

Empowered with self-service access, employees experienced increased job satisfaction, while workforce planners saw a boost in productivity.



## Improved Reporting and Compliance

With real-time data access, IRT could make more informed decisions, cut administrative efforts, and ensure compliance with streamlined metrics transparency.



“We’ve had a great relationship with WorkForce Software 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, IRT

Discover how WorkForce Software has helped other Aged Care Residences (or Customers) meet their rostering requirements. Visit [wfsaustralia.com/workforce-suite/rostering](https://wfsaustralia.com/workforce-suite/rostering) to learn more.

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