



Pinpoint **HRM**

# Caring for the People Who Care.

**Homestyle Aged Care streamlines rostering, payroll and HR to optimise employee experience and care quality.**

From fragmented systems to a mobile-first, Dayforce platform – *turning workforce complexity into people capability.*



A DAYFORCE CUSTOMER EXPERIENCE STORY



# Caring for the Carers.

## *Tackling the war on talent*

It's a fact of modern life that we are living longer. Good news for the greeting cards industry, but a development that brings challenges for aged care.

If you're in the sector, you'll know that finding great staff is tougher than ever.

With Australia's over-80 population set to double by 2050, demand for aged care workers is skyrocketing, and competition for talent is fierce.

On top of that, COVID-19 and the Aged Care Royal Commission, new Aged Care Act have driven major regulatory changes,

making it even more critical for smaller providers to stay ahead in recruiting and retaining the best people, supporting, educating and paying them accordingly.

Homestyle Aged Care Services is doing just that, by providing high-quality residential care in 10 locations across Melbourne and Geelong. With a dedicated team of 1,800 staff,

Homestyle ensures 1,000 elderly Australians feel right at home. As we age everyone wants to remain at home, however when being at home is no longer possible.

“

*We believe that Homestyle is the best alternative to being at home. But that can only be done if we have the right employees. My job is to care for the employees who care for the residents.”*



**Dawn Griffiths, General Manager Human Resources –  
Homestyle Aged Care**



# Unlocking the path to attracting staff.

Attracting and retaining nurses and care workers whilst effectively managing their work-life is arguably the aged-care sector's most critical priority.

At Homestyle, that undertaking falls to Dawn's centralised HR team of six people, supported by an extended team of roster co-ordinators - one attached to each Home.

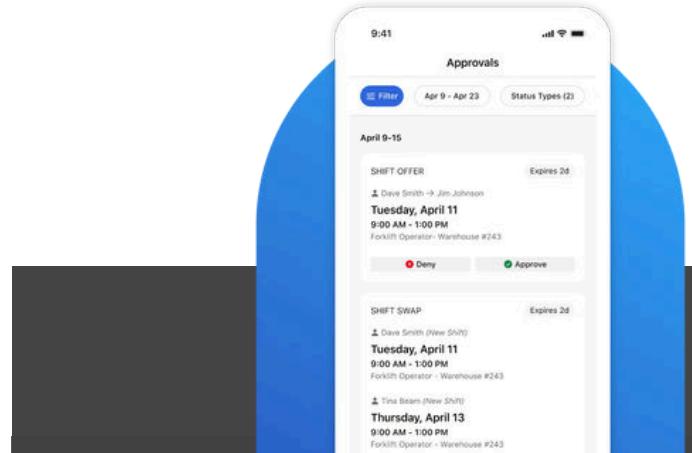
They look after the complete lifecycle of employees from hiring, ensuring they are legally compliant to work in the sector, rostering them, paying them, supporting their development and career growth, through offboarding them and capturing feedback.

But executing these processes was hindered by an operating environment with multiple manual processes, disparate systems and a lack of insightful data.

"There was a need in the industry to improve the overall employee experience in terms of things like better understanding of shifts they could pick up, and having visibility into their pay," says Dawn. "And the way to achieve that was to improve the technology."

With a busy, largely mature employee base not best known for being instinctively tech-savvy, simplicity was important when it came to selecting that technology.

So, Homestyle is taking steps, with the support of Dayforce, and partner Pinpoint HRM, to ensure the best technology infrastructure is now in place to support team members.



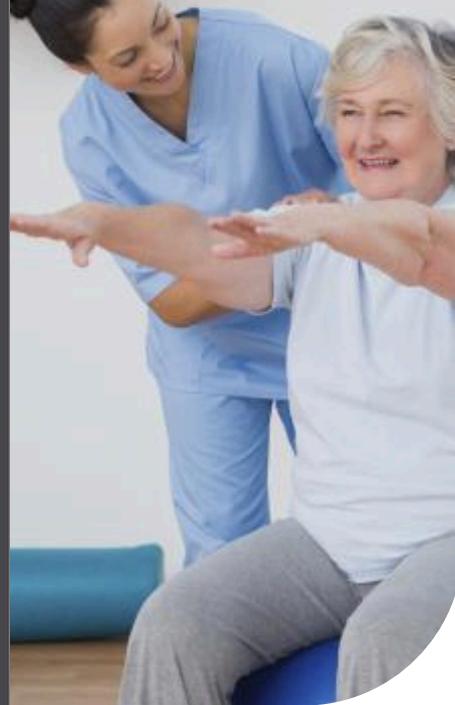
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*"Having something as straightforward as an app and a single log in to access everything was a big driver," says Dawn.*



# 70%

**Reduction in candidate drop-off rate.**



## Accelerating recruitment.

Prior to implementing Dayforce, Homestyle relied on two separate systems for payroll and time and attendance. Neither had an applicant tracking system in place, yet recruitment of employees was paramount. “We knew we were in a war for talent in the market,” says Dawn.

Homestyle needed a streamlined way to publish job ads across various platforms and centralise the application process.

Previously, recruitment had been handled manually, CVs were submitted on paper, reviewed individually, then emailed to different team members. Applications often got lost in inboxes, or physical copies were dropped off at different locations without a clear system to track them. And chasing references could involve days of playing phone tag.

Now, with Dayforce there is centralized visibility of candidates from application to uploading documents, onboarding and employment offers.

Plus, pre-screening questions in Dayforce help filter out candidates based on location and qualifications, ensuring only suitable applicants move forward, improving overall employee quality.

When Homestyle first implemented Dayforce, there were over 800 vacant shifts across its master rosters. In the latest review, that had fallen to under 150, a number that ensures all Homes remain fully staffed. A hiring process that once took 4-6 weeks on average, can now be completed in two weeks.

“For us, Dayforce has completely revolutionized how we recruit,” adds Dawn. With job postings we have streamlined our use and reduced costs for using job boards and find that most of our candidates come directly from our Website “Candidate level retention has increased by about 70% because we’re able to engage them that much faster, that much better and progress from advertisement to offer a lot quicker.”



# One tool to enhance employee experience.

With its single smart phone application through which Homestyle's team members now manage all elements of work life, Dayforce has transformed the employee experience. "We do an employee survey each June," says Dawn. "We'd only been live a couple of months and people said how easy the app was to use and how wonderful it was to be able to have everything in the one place."

Previously, team members had to access separate systems for rostering and payroll, each requiring different IDs and different passwords and access to a desktop computer. Only this way could they see what shifts they had, what shifts were available to bid for, and what they were going to be paid. Employee rosters were circulated via email. Leave requests were submitted on paper forms that would be easily lost and difficult to track.

With no automatic time data syncing between the systems, any retrospective changes had to be manually corrected, adding extra work for the payroll team. An inefficiency that consumed at least 30% of their time during payroll processing. What's more, the rostering tool was nearing end of life and lacked security.

"We couldn't continue to use it because it wasn't going to meet the standards required from a security perspective," says Dawn. "We have to be secure. So, it was about finding an alternative technology we could work with."

Homestyle's partner, Pinpoint, worked closely with the Dayforce product and technology team to refine a suitable solution for the care provider. "We received great support from Dayforce," says Gaurang Shah, Senior Project Manager, Pinpoint HRM. "And that working together really helped us deliver value for Homestyle."

Employees can now access their schedules, view their pay, request time off, upload documents, complete online learning, and bid for shifts—all within a single platform.

**30%**  
**Time saving in changes to payroll information**



# The best people for the job.

By enabling dynamic scheduling and providing employees with a centralised view of their shifts, Dayforce has significantly strengthened the rostering process. “The connection to shifts is fantastic,” says Dawn. It allows for quick responses to available extra shifts, but whereas once that process operated on a first-come, first-served basis, with Dayforce it is more intelligent.

**“One of the benefits that Dayforce shift bidding has brought about is that it provides the ability to see who has bidden to do an additional shift.”**

“We can check the employees skills and experienced and worked hours to select the most suitable team member for the additional shift. This has also dramatically reduced overtime and improved the employee skill mix as there was previously no transparency on the worked hours or who was the best employee for the shift when the first responding employee were taking additional shifts,” explains Dawn.

When shift availability is released, the system automatically filters out individuals who do not meet the criteria for a specific role or shift, improving the quality of applicants.

The first-come, first-served approach often resulted in some employees taking on more shifts while equally qualified others may have missed out. With real-time tracking, rostering coordinators can now easily monitor shift distribution and prevent over-scheduling, ensuring a more balanced allocation.

“That shift bidding process has become a lot more beneficial overall, and it’s also become a lot more robust for Homestyle,” says Shah.

Dawn agrees, acknowledging the value both in terms of health and safety and duty of care to residents and cost effectiveness for the business. “If an experienced person calls in sick, then you want to replace them with an equally experienced person,” she says.





# Ensuring sector compliance.

**Residential Aged Care is a highly regulated sector, and it's important that police checks, skills certificates and training are kept updated.**

Previously this was done manually, with no reminders available about pending certification expiry or training requirements. "Now, because everything sits centralised in Dayforce, it's all connected," says Shah. Dayforce automates regulatory and compliance tasks, such as police checks and certification renewals, sending notifications to roster coordinators, Managers and team members when they're due. The result is improved compliance adherence and task tracking as well as significant savings in time and effort for Dawn and her team.

Historically leave requests were submitted using paper forms, and often left under doors, leading to misplaced or overlooked requests. Now, the entire process is digital, allowing employees to track their leave requests in real time. The same applies to medical certificates, once submitted on paper they are now uploaded for easy tracking. These improvements have streamlined administrative tasks by creating greater autonomy over their work life for employees, thus reducing the burden on roster coordinators who previously had to manually process, follow up and upload documents.



“

*Police checks, skills certificates and training now sits centralised in Dayforce - it's all connected.”*



# Caring for Homestyle's needs into the future.



As it continues its Dayforce journey, Homestyle is looking to integrate role-specific learning plans through the Dayforce learning management system and preparing for future seamless module integration and app enhancements.

Pinpoint HRM is working with Homestyle to integrate accurate long service leave calculations into Dayforce to ensure compliance with Australian standards, and planning for ongoing updates and industry-specific needs.

Post go-live, the picture looks positive, and full of promise. Homestyle are able to process pay in two rather than the previous three days.

In 2024, the business needed to step up recruitment by an additional 40%, to meet government mandated care minutes.

They believe it would not have been possible in their previous system without adding at least two full time resources to the recruitment team.

**Using Dayforce enabled the additional recruitment within Dawn's existing team while also reducing time to hire.**

“

We're very happy we're with Dayforce. Compared to the previous systems we were dealing with we've gone from a bicycle to a car, and it's a much bigger world.”



## Meet Dawn Griffiths.

*Dawn Griffiths, General Manager Human Resources,  
Homestyle Aged Care*

Dawn has 35 years of international human resources experience working in London, New York, and Melbourne, spanning financial services, fast-moving consumer goods, mining, and healthcare.

She has been responsible for large global HR system implementations and worked as a talent management, organisational design and leadership consultant before joining Homestyle as General Manager of HR in 2021.

As the Executive Project Sponsor, Dawn was the driver and owner of Homestyle's Dayforce HR, Payroll and Workforce Management Implementation Project. She has lived the challenges of digital HR transformation and is keen to impart her lessons learnt with others embarking on this journey.

Register your interest in  
joining an Executive  
Roundtable with Dawn.





**Special Guest: Dawn Griffiths, General Manager HR, Homestyle Aged Care**

# Executive Roundtable: Homestyle Aged Care

This **Dayforce Customer Experience Event** is invaluable for any leader embarking on an HR Tech Project this year.

If you're a leader in the early stages of navigating the market for new HR, Payroll or Workforce Management Tech this event is for you.

Pinpoint are hosting a closed-door Executive Roundtable Lunch with our valued Dayforce customer, Dawn Griffiths (General Manager HR, Homestyle Aged Care).

As the executive project sponsor of Homestyle's Dayforce WFM, Payroll and HR implementation, Dawn will share the real story behind their people transformation, including:

- why going "full-suite" was the best decision for them
- how to navigate implementation risk and resourcing
- how to drive adoption in a busy, operational workforce
- how to work with your partner to deliver maximum value

## Event Details:

- 📍 Southbank, Melbourne
- 📅 Thursday 26 February
- 🕒 12:00pm-2:00pm
- 🎯 For leaders who are in the early stages of their HR tech journey

*\*Please feel free to share with anyone you think would benefit from attending\**

**REGISTER NOW**



**Spaces are limited. Register your interest now!**

Contact Pinpoint HRM: [events@pinpointhrm.com.au](mailto:events@pinpointhrm.com.au) | 1300 865 765



# Start your HR tech journey with Pinpoint today.

Known as 'The HR Tech Project Specialists', Pinpoint HRM has been assisting clients in designing and delivering people technology projects for over 20 years, from vendor evaluation and project readiness to implementation and beyond go-live.

Our passionate team of 80+ HR tech experts work with clients across the full lifecycle of HR transformation and cover all the market-leading HR, Payroll, and Workforce Management software systems.

With experience delivering more than 850 people technology projects, we know there's more to success than just the tech!

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## CONTACT US

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