

# CARE PROVIDER CASE STUDY

## Questcare & easyemployer working together

**NAME:** Questcare

**INDUSTRY:** Healthcare → Disability support, Aged care, Home care and Domestic assistance

**ABOUT:** Questcare is a Canberra-based company providing quality carers to the ACT and surrounding region. Questcare provides disability support, aged care, home care and domestic assistance 24hrs, 7 days a week. They also provides training and employment for those wishing to work in this industry.

### Before easyemployer...

#### Frustrations

“Before **easyemployer** we were using spreadsheets for rostering staff. It was a highly manual process and vulnerable to data loss as often the spreadsheet would corrupt and occasionally our system would crash.

Our problems were further compounded when the organisation experienced some major growth – the spreadsheet could no longer cope with the sheer volume of data and was constantly locking up and crashing.”

### After easyemployer...

#### Solutions

Questcare has initially implemented the **easyemployer** rostering solution which includes the below features:

- **Staff managed availability / leave with an approval system** for head office management.
- **Streamlined roster solution** for head office staff based on weekly roster templates.
- **Automatic communication systems** for shifts, swaps and changes to staff via email / SMS.

That means Questcare are now able to:

- automatically account for rostering considerations – availability, leave, skills, qualifications, client requirements.
- quickly build accurate & compliant schedules in minutes – scheduling services to clients and linking to client care plans.
- build highly efficient rosters & plans routes – using locational data i.e. client locations & travel distances.
- reference labour cost and revenue when matching employees – ensuring desired gross profit margins on any given service.
- easily back fill a shift in minutes – find best possible replacements in minutes using SMS/email.

...plus many more benefits that help make their staff management easier.



*Using easyemployer Rosters to manage their workforce is saving Questcare valuable time and money whilst eliminating frustration and error prone processes.*

Questcare have been able to drop several clunky systems for one consolidated rostering solution, provided by **easyemployer**, which is both functional and enjoyable to use for all the parties involved in administering staff.

The reduction of rostering admin overhead has allowed Questcare to focus resources on other areas of the organisation.

*Questcare continues to roll out the rest of the easyemployer solution to assist with time collection, timesheet management, pay rate application and input to payroll.*

*Easy!*

Questcare will continue to roll out the rest of the **easyemployer** solution to assist with time collection, timesheet management, award / pay rate application and payroll.

“We really needed an easy to use but powerful automated system to handle our complex rostering requirements and **easyemployer** was the only roster solution that met that challenge for us. **easyemployer** is straightforward and easy to use but still powerful enough to do what we need it to. This has meant our staff have quickly learnt how to use it to make managing our rosters easy.

Also, **easyemployer** is able to encompass our intricate roster rules and conditions (i.e. sites, roles, skills, qualifications etc) and automatically takes all of that into account when rostering - which saves us a lot of time and reduces the risk of incorrect scheduling.”

## What we love about easyemployer

“One of our favourite things about the system is that it takes our staff’s existing workload into account. This means the shifts get spread around more evenly, which is something that is very difficult to do manually with over 100 staff!

Another great feature is **easyemployer**'s facilitation of better communication with our staff – especially when finding last minute fill-ins for shifts. Having the system able to identify exactly who the best person is to fill a shift, contact them and get confirmation on the shift, has been fantastic and has saved us a lot of time when trying to organise last minute replacements.

On a larger scale, **easyemployer** has provided us with a multi-functional and centralised system with everything in one place and this has been invaluable for us. Instead of having several sources to reference and update information, we now just have one location.”

## We want more easyemployer

“We have seen the amazing benefits of our new rostering solution, and we expect the same great results to continue as we have decided to roll out the entire system to assist us with time collection, time sheet management, pay rate interpretation and input to payroll.”

## The easyemployer team were great

“The **easyemployer** team were able to really understand our issues, our needs and give us the right solutions for our business. The team are capable, flexible and were very willing to work with us to get everything working optimally, both during the installation process and afterwards.

The changes they have made have benefited all of our staff but especially the management team as it has saved us a lot of time now that we aren’t bogged down in admin. The resources we have saved, and continue to save, can now be utilised on growing our business and ensuring the best quality care for our clients.

Thank you, **easyemployer!**”

### **The Results...**

80% of time  
= *cut!*

Valuable resources  
= *saved!*

Peace of mind  
= *gained!*

“**easyemployer** has provided *total visibility & control of our rostering and labour costs.*

The resources we have saved, and continue to save, can now be utilised on growing our business and ensuring the best quality care for our clients.”

*Adelaide Lynch*

