Pennwood
Quality Care
with European Flair

Increasing team efficiency by 300% and ensuring compliance in a heavily regulated industry

"We were still using paper based timesheets, which was a real problem"

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Since finding Workforce.com, Pennwood Aged Care has seen great success in improving day-to-day operations and employee satisfaction.

Pennwood Aged Care fills an essential niche in the Aged Care industry by providing personalized multilingual care services for a variety of Eastern European backgrounds. Pennwood uses Workforce.com to onboard, schedule and record attendance in order to reduce administrative burden and allocate more resources to resident support roles.

At Pennwood, the finance and support staff are tasked with verifying, calculating and processing timesheets and payroll for roughly 110 support staff. With such busy staff, Myriam and her team needed a system that would significantly optimize their bi-weekly review process, interpret their complex hour and wage laws, as well as calculate and apply the relevant wage rates and allowances

"Honestly, it's about efficiency and effectiveness. We were doing a lot of double handling, now it's just streamlined. We are pumping as much into Workforce.com as we can"
-Myriam Freer

The most obvious opportunity for Pennwood was the prospect of reducing the administrative burden associated with manually verifying timesheets, calculating the various hours, overtime and allowances, and manually keying the processed information into their payroll system. The biweekly pay run would take three full time finance staff two working days plus overtime to complete the process.

These valuable savings allowed them to reallocate their resources to other more valuable areas of the business.

Myriam had recently had a bad experience with another software vendor who was not able to correctly interpret their complex industrial awards. Pennwood were eager to explore other options for their team. This encouraged Myriam to reach out to Workforce for a more streamlined and up-to-date system.

Pennwood Aged Care needed a system that:

- Automatically create a large volume of timesheets each payrun
- Calculate and apply the relevant award rates and allowances
- Automatically export the data to their payroll system each pay period
- Keep track of staff attendance to ensure correct pay

Pennwood partnered with Workforce to address the key concerns of their day to day operations.

Myriam's primary concern was the labor hours being spent on manually administrating shifts, timesheets and payroll for their 100+ staff.

Implementing a system that helps your business grow

Here's how the team at Workforce.com works with Pennwood to manage and improve their operations and business:

Auto-scheduling software

- Pennwood Aged Care uses Workforce's automated scheduling platform to create more efficient shifts for their staff.

- The auto-scheduling software ensured that Pennwood kept unnecessary overtime to a minimum in order to reduce wage spend.

- Scheduling to demand allows Pennwood to schedule the required number of qualified staff per resident

- Modern Shift Swapping software enabled teams to be utilized across the varying business units and reduce agency costs.
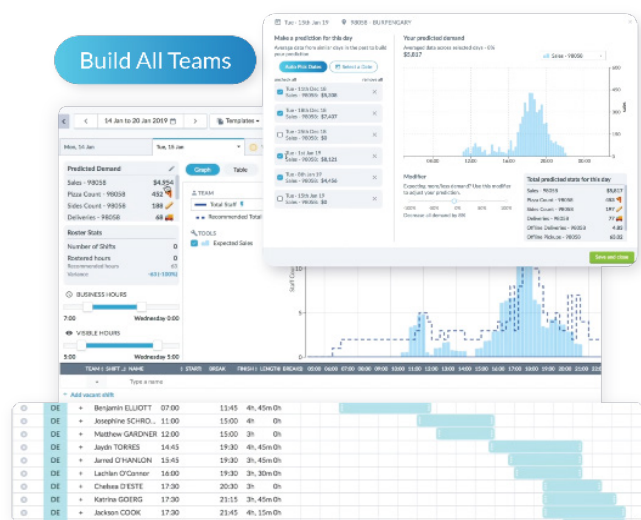
Digital timesheets

- Automatic timesheet generation meant Pennwood could create and approve accurately costed timesheets in bulk each pay period.

- Timesheet software automatically flagged any variance in wage spend, aiding Pennwood in adhering to their budgeting KPIs.

- Workforce.com's timesheet software synced with Pennwood's payroll system, allowing them to export the data without any manual entry each pay period, significantly reducing the required labor hours.

Reporting
- Workforce.com's dashboards and reporting suite means Pennwood's team could access valuable workforce metrics and modify their business practices for efficiency.

- Digital reporting and storage means Pennwood can easily access historical reports and monitor their performance over time.

Compliance

- Workforce.com's labor compliance engine applies the correct pay rates, overtime, and allowances to completed shifts, eliminating the need to manually calculate pay rates and amend timesheets.

- Workforce's qualification management module helps Pennwood stay compliant with Aged Care Quality Standards.

Workforce ensured compliance in a heavily regulated industry

Workforce was able to provide modern hour and wage compliant software to ensure Pennwood Aged Care was able to effectively manage their regulatory needs. The labor skills & qualification module also ensured the right employee had the correct and up to date qualifications at the right time saving time and non-compliance risk.