



Achieving remarkable ROI and efficiencies with Staff Central



Drawing on 50 years of industry expertise, Staff Central has been developed to address the complexities of rostering and agency management. It uses a web-based portal that is designed to streamline the management of internal and external workforces.

▶ INTRODUCTION

Managing employees rosters can be highly stressful, especially when dealing with gaps in the schedule.

In today's environment, outsourcing to agencies has become essential due to growing staff demands for flexibility, better work-life balance, and the increased need for leave. Traditional approaches to filling vacancies by spending hours on phone calls and sending countless emails are inefficient and distract from daily operations.

▶ SOLUTION

We offer a seamless outsourcing service that allows you to quickly and effortlessly fill gaps without the hassle. By partnering with us, you can focus on your core tasks while we handle the rest.

Our portal serves as a centralised system that distributes shifts to listed agencies according to a time-controlled tiering matrix. This system allows clients to manage the order in which agencies receive shift vacancies at both site and role levels, providing precise control over spending and enhancing overall efficiency.



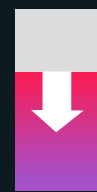


The impact our partners are seeing



CASE STUDY 1

Our client **reduced their monthly agency shifts by over 40%** within the first six months of being on Staff Central. This reduction resulted in estimated **savings of over \$1.7m**, driven by **lowering average agency rates by 5%** improving the use of preferred suppliers, eliminating booking errors and streamlining rostering.



40%
REDUCTION OF
AGENCY SHIFTS
EACH MONTH

\$1.7M ANNUAL SAVINGS

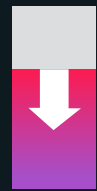


CASE STUDY 2

Another client saw their **agency shifts drop by around 38%**. This drop in agency use **saved at least \$5.5m annually** by reducing compressible costs:

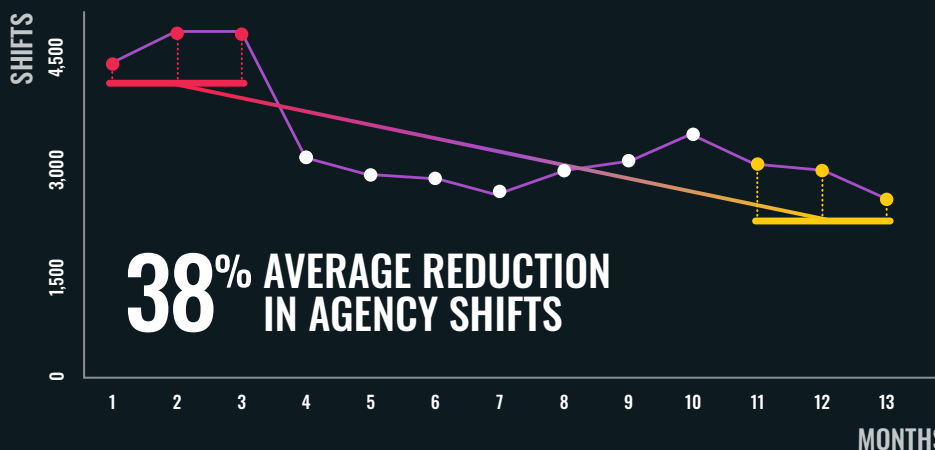
- ▶ Driving an overall reduction in agency usage, with a
- ▶ **Improved usage of tiered providers** on preferred rates, and removal of expensive providers.

In addition to the quantified value, Staff Central estimates that the savings from the reduction in average agency costs achieved additional unquantified savings.



38%
REDUCTION OF
AGENCY SHIFTS
EACH MONTH

\$5.5M ANNUAL SAVINGS



REDUCTION IN AGENCY SHIFTS BY MONTH

*Indicative only, with estimate derived from past results

CASE STUDY 2

After a 12 month period, our client was able to **reduce the total number of agency shifts by 38%**, leading to an estimated **saving of at least \$5.5M per annum** straight to the bottom line.



The power of negotiation

IMPROVED SUPPLIER MANAGEMENT

Optimising the order of shift dispatches enhances supplier management and boosts negotiation power, allowing clients to prioritise preferred, cost-effective agencies. This strategic approach has significantly shifted fill rates toward preferred suppliers, reducing reliance on more expensive option. As a result, our client has achieved over **\$0.2 million in annual savings** on agency spend.

RATE DISCREPANCIES

Clients using our prioritisation features have noticed rate discrepancies of up to **\$75 per hour between agencies**. By lowering an agency's tier or removing them from the portal, they've gained stronger negotiation leverage, leading to at least a 5% reduction in rates and saving an average of **\$0.9 million annually** based on 2,500 shifts per month.

STREAMLINING PROCESSES

Staff Central's centralised system makes rostering easier by automating shift distribution and offering detailed reports, saving time and money. With a unified communication platform and standard processes, clients have cut down on unnecessary follow-ups and fixed communication issues.

CASUAL POOL MANAGEMENT

Our latest feature, **Casual Pool Management**, allows users to enter shift shortfalls and immediately notify their casual pool for acceptance. This feature **enhances internal staff utilisation, motivates casual workers to claim shifts promptly**, and ensures that if casuals are unavailable, shifts will be covered by agencies.



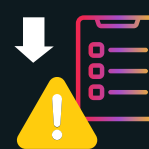
OPTIMISES SUPPLIER MANAGEMENT

\$0.9M ANNULAISED SAVED



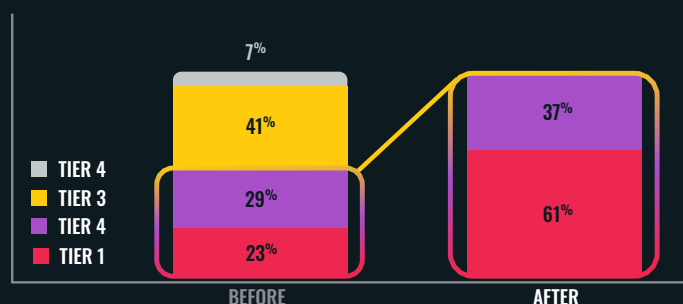
120 HOURS BACK TO CARING

REDUCTION IN AGENCY SPEND



MINIMISE COSTLY ROSTERING ERRORS

+46%
TIER 1 & 2
USAGE



CASE STUDY 3

Within 12 months our client had moved majority of their usage towards using preferred (tier 1 and 2) suppliers, **uplifting preferred supplier usage from 52% to 98%**.



What our clients have told us

Staff Central has **proven to be a transformative solution for aged and healthcare providers**, effectively addressing the complexities of managing contingent workforces. By centralising shift management and automating distribution, Staff Central **significantly reduces the administrative burden** and enhances operational efficiency.

The case studies demonstrate substantial benefits, including a notable decrease in reliance on agency shifts and significant cost savings. With features that streamline supplier management and negotiation, and the latest Casual Pool Management development, **Staff Central empowers organisations to optimise internal staff utilisation while maintaining control over agency costs.**

Overall, Staff Central not only simplifies workforce management but also provides the tools needed for strategic decision-making and effective supplier oversight. For aged and acute care providers seeking to improve efficiency, reduce costs, and enhance their staffing strategies, Staff Central offers a proven, comprehensive solution that delivers measurable results.



01

Staff Central has driven significant efficiencies, reducing our agency base by 60%. Launched in January 2023, it has consolidated our information into a single platform, eliminating the need for multiple systems and saving both time and money. This has allowed our staff to focus on delivering exceptional care.

Warren Leo, Head of Procurement, Arcare



02

Staff Central simplifies access to a broad pool of suppliers, increasing roster management efficiency and giving us full control over commercial rates. Its excellent reporting and monitoring features support effective supplier management.

Head of Rostering and Workforce Planning, Estia Health



03

Staff Central was up and running within days with a straightforward setup. It allows us to organise agencies by role and location, manage them with minimal administrative burden, and use key reporting features to proactively manage agencies. We can easily adjust rates, compliance standards, and track agency activity effectively.

Matthew Bell, National Workforce Manager, Regis Aged Care

