



SHORTLISTED

Albury Wodonga Health

Transforming Workforce Management at Albury Wodonga Health

Summary

Albury Wodonga Health (AWH) undertook a transformational initiative to modernise workforce management by implementing RLDatix's Optima solution. The transition from the legacy RosterOn system to Optima for the Victorian (VIC) side of AWH aimed to enhance payroll efficiency, streamline operations, and improve collaboration between teams across Victoria and New South Wales (NSW). This initiative has significantly improved payroll processing times, increased operational efficiency, and promoted a more cohesive and flexible workforce.

The Challenge

AWH identified several critical challenges in its existing workforce and payroll management system:

- **Inefficiencies in Payroll Processing:** Extended working hours on payroll days, often running late into the evening.
- **Complex Public Holiday Pay Periods:** Manual corrections were time-consuming and burdensome, preventing payroll staff from taking leave.
- **Lack of Integration:** Disparate systems in VIC and NSW limited workforce flexibility and collaboration.

The project aimed to simplify payroll processes, align VIC payroll operations with NSW Health, and enhance overall efficiency.



The Solution

A structured approach was implemented to modernise workforce management:

- **Faster Payroll Processing:** Payroll completion time reduced from 7 PM to 5 PM on pay days.
- **Optimised Public Holiday Payroll Management:** Manual corrections significantly reduced, improving payroll efficiency.
- **Automation of Roster Pay Locking:** Maintained a 100% roster pay lock rate, reducing payroll adjustments.
- **Time and Cost Savings:** Each payroll team member now saves at least 2 hours per pay week, translating to a 24-48 hour reduction per fortnight.
- **Improved Workforce Flexibility:** A shared system across VIC and NSW enables seamless collaboration and optimised skill utilisation.

Results and Next Steps

The successful implementation of Optima has led to measurable improvements:

- **Efficiency Gains:** Automated processes reduced manual workload, allowing staff to focus on higher-value tasks.
- **Better Workforce Collaboration:** The integrated system supports workforce flexibility across multi-state operations.

- **Scalability for Other Healthcare Organisations:** The model provides a replicable approach for modernising workforce and payroll management.
- **Sustained Operational Excellence:** AWH continues to refine its payroll processes, ensuring long-term workforce support and employee well-being.

By leveraging innovative workforce solutions, AWH has set a benchmark in healthcare workforce management, fostering a supportive and empowered workforce.