

Industry Use Case

The Aged Care Sector





Helping HR navigate workforce pressure and compliance expectations with confidence.

With high demand, a shrinking skilled workforce and ever-shifting regulations, Australia's aged care sector is under unprecedented pressure.

Now, with the introduction of the new Aged Care Act, we're seeing one of the biggest sector shakeups in decades. While many HR teams are navigating these changes admirably, the challenges continue to mount, and future-proofing your organisation requires new ways of working.

For HR leaders, the challenge isn't just keeping up. It's building systems that make adaptation and performance simple, so your workforce remains skilled, compliant and supported in a high-stakes, high-pressure environment.

This use case shows how ELMO helps aged care HR leaders replace complexity with clarity, building the capability, confidence and visibility needed to support your people and deliver safe, high-quality care.

Your top workforce challenges



CHALLENGE ONE

Talent shortages and high turnover



Aged care providers manage 24/7 rosters, strict staffing ratios and mandated care minutes. In a tight labour market, particularly for qualified nurses and carers, it only takes one unexpected vacancy to push a strained workforce to breaking point.

This requires a swift response from HR, but when candidate data, credentials and onboarding tasks are stored in spreadsheets or scattered across systems, moving fast becomes impossible. HR loses precious time and frontline teams feel the strain.

This challenge is often intensified by:

- Ongoing difficulty attracting qualified carers, nurses and support staff
- Limited visibility into capability, readiness and coverage
- Pressure to onboard quickly while still verifying credentials and checks
- Burnout among existing staff, contributing to high turnover.



HOW ELMO HELPS

Using **ELMO Recruitment** and **ELMO Onboarding**, HR teams can:

- Automate job ads, screening and candidate progression
- Verify credentials, police checks and documentation before day one
- Issue contracts, policies and induction tasks in a single workflow
- Reduce time-to-hire and accelerate time-to-productivity.



CHALLENGE TWO

Retention and engagement in a burnt out industry



Aged care workers undoubtedly face acute levels of stress. Care workers are managing rising resident acuity, significant emotional load, and constant regulatory change. This means that retention can't just be about keeping people. It has to be about supporting them.

But when performance conversations, development plans and recognition live in inconsistent or manual processes, staff feel unseen, and turnover accelerates.

The impact becomes more pronounced when:

- Communication, feedback and performance processes are scattered
- Staff feel unheard or undervalued due to inconsistent touchpoints
- HR teams lack simple tools to engage and recognise staff at scale.



HOW ELMO HELPS

With **ELMO Performance**, HR can:

- Provide structured, regular feedback and recognition
- Build clear development plans that support career progression
- Spot risk indicators early with better visibility
- Reduce admin by offering intuitive employee self-service.



CHALLENGE THREE

Capability, compliance, and continuous learning



Providers must prove that all staff are credentialed, trained and compliant. Paper trails or siloed systems make it hard to track completions, recertification cycles or skill gaps, and impossible to respond quickly to an audit.

Staff need to have access to training that fits irregular, shift-based schedules.

These pressures are compounded by:

- Challenges delivering training to shift-based, time-poor workers
- Difficulty maintaining a single view of training completion
- Manual recordkeeping that slows audit preparation.



HOW ELMO HELPS

ELMO Learning centralises and simplifies workforce capability management. You can:

- Deliver mobile-friendly training for shift-based teams
- Centralise licences, qualifications and training records
- Track completions in real time and automate reminders
- Surface compliance status instantly.



CHALLENGE FOUR

Audit readiness on demand



In aged care, audits aren't a one-off event, they're part of everyday operations. HR teams must be able to surface accurate, up-to-date employee records at a moment's notice.

But when information is scattered across paper files, shared drives, emails and spreadsheets, "being audit ready" becomes an endless and risky scramble. Every missing document or outdated record increases the potential of non-compliance.

Audit readiness poses greater risk when:

- Certifications, training records and policy acknowledgements live in multiple places
- HR lacks a reliable single source of truth
- Gathering evidence for auditors requires manual searching and reconciliation
- Version control issues cast doubt on what's current or complete.



HOW ELMO HELPS

ELMO HR Core centralises your employee data into one secure, reliable source of truth, so audit readiness becomes a routine state, not a scramble.

- Generate workforce and compliance reports in seconds
- Maintain secure, centralised and accurate employee records
- Eliminate version control issues across fragmented systems
- Remove reliance on spreadsheets, shared drives and manual searching.

Technology turns complexity into clarity.

You're not looking for another system to manage. You're looking for a platform that removes friction, reduces manual effort and helps you make faster, more confident decisions.

ELMO brings HR, recruitment, onboarding, performance learning and more into one connected platform, ready for the complexity of Australian aged care.

With ELMO, HR teams can:



Simplify admin
through intelligent
automation.



Improve visibility
with real-time
workforce data.



Ensure accuracy with
centralised, secure
employee records.



**Elevate employee
experience** through
seamless self-service.



**Respond to audits
instantly** with defensible
documentation.

It's not an HR overhaul. It's an optimisation.

PROOF IN ACTION

"We often have quite a high turnover in the aged care sector, every time somebody leaves we have to then reassign who they report to and where. It just becomes very cumbersome and it takes a lot of time to then reassign lots of things, because our systems aren't integrated".

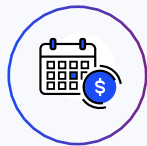
Ulrike Jones, HR Officer at RangeCare



Moving from chaos to confidence.

HR leaders are feeling the pressure now, but the right systems can help.

ELMO helps you:



Connect HR, payroll and rostering, time & attendance in one system.



Reduce risk by replacing fragmented systems and manual processes.



Respond to workforce challenges with real-time data.



Support frontline staff with clear, consistent communication & development



Build a more resilient, compliant and empowered workforce

Ready to build capability and confidence?

Explore how ELMO can help you simplify compliance, strengthen workforce capability and support your people.

Speak to our team.

Releasing HR's Full Potential

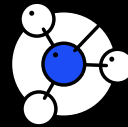
The **only** HR platform that truly fits the needs of
mid-sized businesses in Australia and New Zealand.



Onboarding



Recruitment



HR Core



Payroll &
Remuneration



Performance
Management



Learning
Management

Founded in 2002, the ELMO Group comprises ELMO Software, Breathe HR and RotaGeek. ELMO Group is a multinational provider of category-leading people management solutions, trusted by over 18,000 organisations across Australia, New Zealand and the United Kingdom.

ELMO's AI-forward HR and payroll software empowers HR professionals to lead with strategy and confidence. The platform unifies the entire employee lifecycle – from recruitment and onboarding to learning, payroll and beyond – in one secure, modular system. Backed by ISO-certified security, Australian-based data hosting and a local support model, ELMO helps organisations build reliable, scalable and future-ready people management solutions.



Find out how ELMO can help your organisation.

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