



# SAGE HAS PROVIDED A HELPING HAND FOR AUSTRALIAN FINNISH

with the help of Sage MicrOpay



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Carmel Ward, Australian Finnish, Payroll Manager

## Customer

**Australian Finnish**

## Industry

**Aged care**

## Location

**Queensland**

## System

**Sage MicrOpay**

## Overview

Australian Finnish is the only aged care provider for the Australian Finnish community, attracting elderly Finns to move from all across the country to the Queensland bayside suburb of Thornlands.

Australian Finnish operates three service arms with the help of 120 staff members; namely Finlandia Village (Residential Aged Care), Finlandia Villas (Retirement Living) and FinnCare (Home and Community Care). These divisions come together and create a range of support and care options, with facilities such as a café, coffee shop and day respite centre.

## Industry position

Australian Finnish is a unique aged care provider as it not only cares for the elderly, but a particular nationality and brings cultural elements from the motherland to comfort its community.

Due to the varied services and shift work involved, the Human Resources (HR) team had to be highly meticulous when going through each pay cycle. As a non-profit organisation, it also meant that being cost effective was crucial.



## Challenge

There was no integrated payroll system, which meant Australian Finnish had to extract half of the payroll information from the roster program, and the remainder from manual timesheets.

Running their payrolls fortnightly, each cycle took Carmel Ward, Payroll Manager, five to six hours to complete and relied on staff members filling up their manual timesheets accurately. Manual timesheets had to be input into Excel, which doubled up on processes, and due to the consistently large amount of human error, payroll would often either be late, or had to be rerun as it was incorrectly processed. This cost Australian Finnish an extensive amount of man-hours, and was becoming highly inefficient.

While the HR team was under tremendous pressure, it also meant overall staff morale was low as employees would find themselves either paid late, or inaccurately. Due to the impacts on the business, Australian Finnish decided to actively seek a new payroll system to affect positive change throughout the business and with its employees.

## Solution

After looking at various options in the payroll solutions space, Australian Finnish decided to use Sage MicrOpay's payroll solution as it had all the features the HR team was looking for, was easy to use and reasonably priced.

Sage also recommended a new roster system to Australian Finnish as part of the new solution offering and since then, they have cut down time spent on processing payroll from six hours to two per cycle. Not only did it save Australian Finnish valuable time, the process was simplified so that anyone within the HR team could learn how to use the software. This allowed the HR team to spread responsibilities, instead of depending on a single person to manage the entire process.

"The beauty of Sage MicrOpay is it is so simple to use, and includes features such as taking into account SuperStream and salary sacrifice, which means we don't have to do this manually. It even handles terminations. As with every new implementation, we had some teething errors – but it was so much easier and faster to handle them on Sage MicrOpay compared to the legacy payroll software we used," said Carmel.

"Now anyone in the HR team can assist with payroll, which also means I can free up my time for different priorities. It's also relieved me of what used to be a highly stressful task," continued Carmel.

Carmel was also impressed by the customer service offered by the Sage team. "We had an excellent consultant who came into the office to run a demonstration of the program. He was highly informative and showed us thoroughly the capabilities of Sage MicrOpay. Training was in-depth, and we came out of the transition feeling very supported and confident," commented Carmel.

"Whenever you ring for help, the Sage personnel on the other end of the line are always bright and ready to lend a hand. It is reassuring to know there's always support there for you," added Carmel.

The Human Resources team now has a fully integrated payroll and roster software solution, with up-to-date payroll information that is easily accessible, including information around salary sacrifice and other options available to employees.

Timesheets are also being filled in more accurately, which has dramatically improved compliance, eliminated reruns and enabled the HR team to smoothly and accurately facilitate payroll.

## About Sage

Sage Australia is a subsidiary of the Sage Group plc and has offices throughout Australia and New Zealand, and more than 25 years' experience in both local markets.

We provide small and medium sized organisations, and midmarket companies with a range of easy-to-use, secure and efficient business management software and services – from small business online accounting (Sage One), accounting practice management (Sage HandiSoft), payroll and HR (Sage MicrOpay), to business management and customer relationship management (Sage Business Solutions).

Sage energises the success of businesses and their communities around the world through the use of smart technology and the imagination of our people. Sage has reimaged business and brings energy, experience and technology to inspire our customers to fulfil their dreams.

We work with a thriving community of entrepreneurs, business owners, tradespeople, accountants, partners and developers who drive the global economy. Sage is a FTSE 100 company with 14,000 employees in 24 countries.

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