



Life Without Barriers Case Study

Optimising the employee experience



Country: Australia
Industry: For Purpose
Locations: 87
HROnboard Products:
Offers & Crossboards

LESS THAN
4 DAYS
TO CREATE, REVIEW
AND HAVE CANDIDATES
ACCEPT A JOB OFFER

Life Without Barriers' purpose is to partner with people to change lives for the better.

As one of Australia's leading social purpose organisations - the 5,600 strong team work in more than 440 communities and support over 18,000 people living in their own homes or in managed residential houses.

The Life Without Barriers' People, Safety & Culture team manage the employee lifecycle across a large number of locations in cities as well as regional and remote locations across Australia.

Accelerating complex onboarding

In FY 2017/2018, the Talent & Attraction team onboarded 1,500 new starters. Hiring more than 3 new starters everyday required the team to review their talent acquisition and onboarding practices. David Meere (Manager, Talent & Attraction, People, Safety & Culture) led a team of HR and Shared Services professionals on a digital transformation project.

By centralising all recruitment activity and introducing Recruitment Advisors in each State and Territory, Life Without Barriers were rewarded with better visibility, control, consistency and efficiency throughout the process.

Part of this digital change was the move from paper contracts and manual tasks to HROnboard's onboarding engagement software. Using advanced award interpretation, dynamically created contracts and extensive automated task management, Life Without Barriers were able to rapidly create and send offers at unprecedented speed.

Compliance is a breeze

Across their 87 locations, Life Without Barriers have over 526 users involved throughout the onboarding and induction process. From offer creators, reviewers, task managers (IT, Payroll & Security) and team leaders.

Managing the data security and privacy of new employees is critical. Configurable user based permissions enable Life Without Barriers to assign tasks to key team members while managing sensitive information securely. Users who are assigned tasks only see the critical information relevant to the task they need to complete, not the full offer or supporting documents.

“We onboarded 1500 new starters and reduced our time to onboard from two and a half weeks to three days using HROnboard’s paperless employee onboarding system.”

REDUCED
TIME TO ONBOARD
NEW HIRES BY
80%

The Life Without Barriers team are moving beyond contract automation. The team manage the issuing, governance and provisioning of vehicles within the onboarding process.

All elements including ID checks, driver declarations and consent to do a license check are all completed during offer acceptance. Managing this during onboarding ensures the team are ready for the employees first day.

The teams onboarding process went from 2 ½ weeks to only 4 days - all whilst maintaining best practice compliance.

Industry leading employee experience

Life Without Barriers pride themselves on their progressive approach to recruitment. While challenged in the past to demonstrate business value, the team are tackling this perception by leading with data driven insights and clear results.

And the new employees are reaping the rewards. Life Without Barriers receive a 93% positive rating for their onboarding experience. The 7% who negatively rate the experience are providing crucial feedback to the team for future improvements.

Return on Investment

Onboarding candidates 80% quicker has obviously business benefits... new hires have a more positive onboarding experience and can be added to rosters and/or commence sooner. The efficiency of HROnboard and it’s integration with Payroll has also resulted in a more streamlined process and far less duplication of work. Leading to capacity within the People, Safety & Culture and Payroll functions.

Less time chasing approvals from managers and documents from candidates; plus less time manually adding new hire details into Payroll has resulted in Life Without Barriers ability to release headcount to focus on other value-add activities.



“Extremely impressed! So comprehensive, easy to use, and great to have so much clear information on the organisation. Thank you :)” - New Hire

“So much easier to complete online, feel a lot more organised and ready for the first day :)” - New Hire

