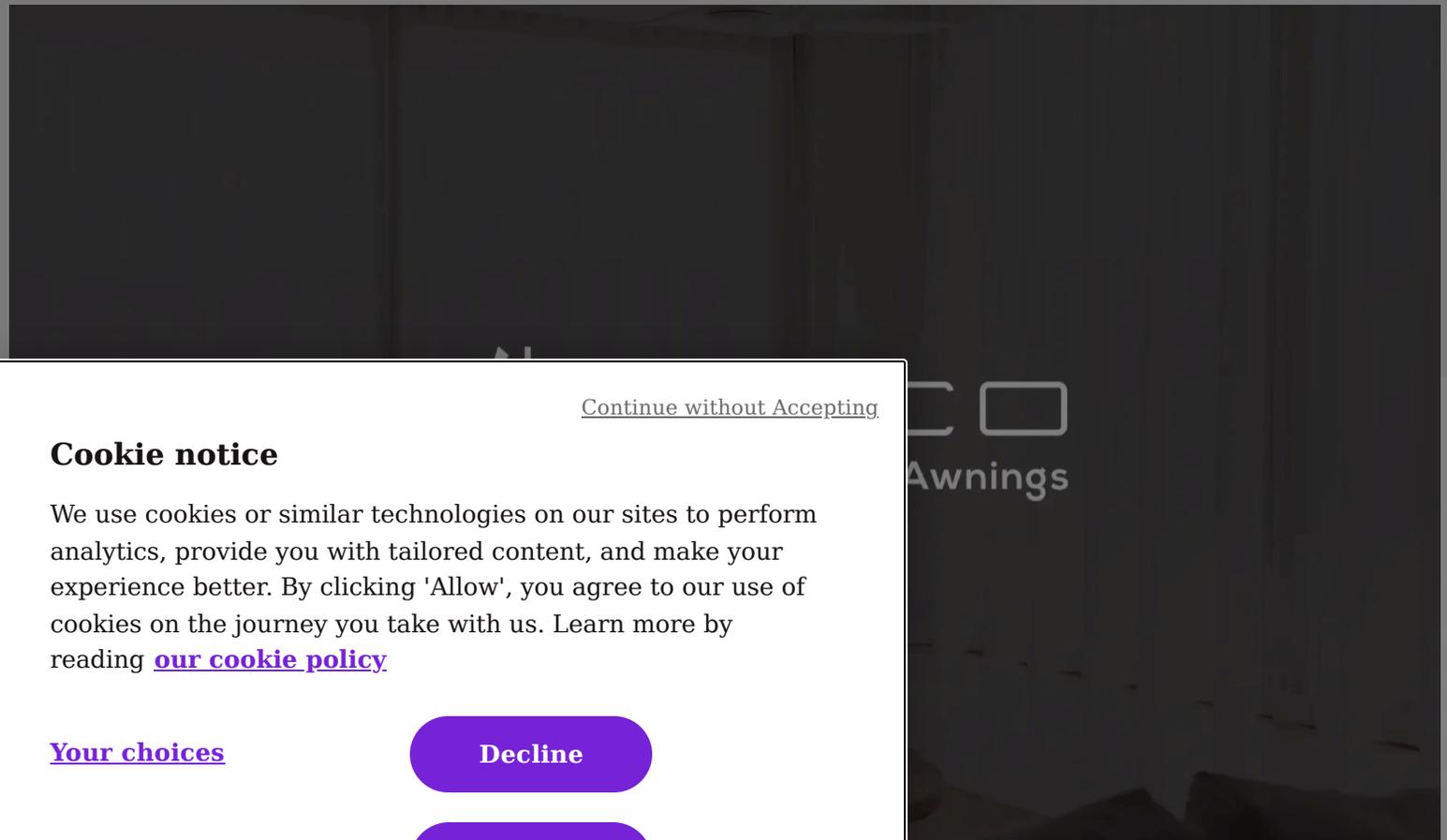




“We were failing”: The HR overhaul that transformed this small retail business

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At a glance

Company	A'besco Blinds & Awnings
Location	Caringbah, New South Wales
Employees	8+
Product	Platinum HR

Read this case study if:

- ✓ You manage a small retail team and are struggling with compliance and outdated HR processes
- ✓ You're trying to build a stronger team culture with better employee engagement
- ✓ You want a simple platform to help you manage people with confidence

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[A'besco Blinds & Awnings](#), a blinds and awnings, she was met business that still operated like a

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ith me."*

A'besco's team of under ten employees was managing crucial HR tasks such as contracts, policies and onboarding, all on paper. The business relied on a part-time bookkeeper to juggle HR responsibilities, but Gil quickly realised that approach wasn't sustainable.

"The HR that was being conducted was not up to standard. I engaged a company to do an audit... and it showed we were failing."

From that point, Gil began searching for a platform that could help modernise their people operations while still being fit for a small business. Employment Hero stood out from the crowd.

"A lot of platforms were suited to big companies. Employment Hero felt like the right size for us. Plus, knowing the founder, [Ben Thompson](#), came from a legal background gave me confidence that the contracts and compliance side were solid."

A single source of truth for policies, contracts and employee files

The benefits of Employment Hero were immediate.

"We were able to have [policies](#) and procedures all in one place. Some employees didn't even have proper contracts before. Now everyone does and we know we're compliant."

The implementation brought much-needed structure to HR operations and A'besco's external HR partner was added to the platform for ongoing support.

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...mployee happiness via surveys

“We use the [asset register](#) to track who’s got what, especially for phones, laptops and vans. Before, we had no record keeping. Now, everything is logged and updated when something is sold or transferred.”

Culture change through recognition and employee growth

Perhaps the most significant impact has been cultural.

“Communication has changed. People feel more valued. Before, staff were negative and didn’t feel appreciated.”

Gil recalls one powerful moment during the rollout of [employee goals](#) and employee value proposition discussions:

“One staff member who’d been here over 10 years said they’d never felt valued until then. No one had ever asked them about their personal growth before.”

Now, the team has regular one-on-ones, goal reviews and access to their personal development plans – something that would’ve been impossible without the right systems in place.

“We wouldn’t have done any of that without Employment Hero, to be honest.”

Celebrating birthdays has even had a facelift.

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celebrations like birthdays. Now, can make our staff feel

ageable for

that compliance isn’t just a “nice

"Small businesses don't always realise that if something goes wrong, SafeWork comes after you. Even if you're not the owner, if you're a manager, you're liable."

Employment Hero's [templates](#), reminders and automated workflows make it easier for the business to stay audit-ready.

"We run monthly staff meetings. I check reports in Employment Hero before every meeting and raise anything that's outstanding, whether it's licences or documentation."

Forklift licences, safety audits and even missing workplace policies have all been addressed since Gil implemented Employment Hero.

"The audit showed we were failing, but now, everything gets uploaded and our HR team make sure we have what we need in place."

Why Employment Hero is essential for small business

Gil is clear: Employment Hero isn't just for the big end of town. It's even more important for smaller businesses.

"In a small business, you can't hide toxicity. There's nowhere to hide. Employment Hero gave us transparency and everyone sees our company goals, the direction we're heading."

That transparency helped eliminate uncertainty and inefficiencies; instead, it brought

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started with fixing HR."

up. But more importantly, the

"One mistake could shut us down. Peace of mind."

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