

You're on our **Australia** website

Change Region



employment hero



Search Login

Home / Resources /

The HR overhaul that helped Aspire Hub reduce recruitment costs and pass NDIS audits with confidence

Case Studies



The HR overhaul that helped Aspire Hub reduce recruitment costs and pass NDIS audits with confidence

Published April 28, 2025 | Updated December 1, 2025 | 1 min read

[Continue without Accepting](#)

Cookie notice

We use cookies or similar technologies on our sites to perform analytics, provide you with tailored content, and make your experience better. By clicking 'Allow', you agree to our use of cookies on the journey you take with us. Learn more by reading [our cookie policy](#)

[Your choices](#)

Decline

Allow



aspirehub

At a glance

Company	Aspire Hub
Location	Queensland, Australia

Cookie notice

We use cookies or similar technologies on our sites to perform analytics, provide you with tailored content, and make your experience better. By clicking 'Allow', you agree to our use of cookies on the journey you take with us. Learn more by reading [our cookie policy](#)

ing costs in the NDIS

Compliance and fit audits are consuming too much of your team's time.

- ✓ Payroll integration and automation could significantly improve your operational efficiency.

From administrative burden to streamlined efficiency

[Aspire Hub](#), a leading NDIS provider, is dedicated to supporting vulnerable individuals through high-quality care services. However, as the organisation grew, so did the complexity of managing HR, compliance, and payroll.

[Sindy Rennick](#), Chief People Officer at Aspire Hub, knew something had to change. *“We had many manual processes, a lot of paperwork and no single source of truth for our employee records. It made compliance and payroll a challenge.”*

After an extensive search, Aspire Hub transitioned to Employment Hero, an all-in-one HR, payroll, and recruitment platform. The results? A complete transformation of their operations, enabling them to provide even better care to their clients.

Smarter recruitment: finding the best talent faster

Recruiting the right people in the NDIS industry is critical. Aspire Hub needed a system that could streamline hiring while ensuring high-quality candidates were selected efficiently.

Cookie notice

We use cookies or similar technologies on our sites to perform analytics, provide you with tailored content, and make your experience better. By clicking 'Allow', you agree to our use of cookies on the journey you take with us. Learn more by reading [our cookie policy](#)

to post jobs on multiple
*Employment Hero, we were posting
between various platforms. Now,
it saves us a lot of time.”*

(ATS) brought structure to the
questions and track candidate
*very useful for us. Instead of
can instantly filter by*

on higher-value tasks. *“We’re
development, and improving our*

SmartMatch: the in-house recruitment agency

One of the biggest game-changers for Aspire Hub was Employment Hero's [SmartMatch](#) feature. The recruitment tool helped the organisation identify the best candidates without expensive job postings.

"SmartMatch has been incredible. It's like having our own in-house recruitment agency," Sindy explained. "We had an urgent need for a child safety role in a specific location, and instead of paying hundreds for job ads, SmartMatch surfaced qualified candidates for us instantly and saved us \$480 for an ad we would've posted."

SmartMatch doesn't just speed up hiring, it improves candidate quality. The tool assesses activity, location and skill alignment to present only the most relevant applicants. *"We're not wasting time interviewing people who aren't the right fit anymore. The candidates SmartMatch finds are genuinely suited to our roles,"* Sindy said.

This feature has been so effective that Aspire Hub now uses it as a core part of their recruitment process. *"We'll be using SmartMatch more and more as we grow. It's efficient, cost-effective and gets us great candidates,"* Sindy added.

Achieving 100% in their NDIS audit score with Employment Hero

Compliance is non-negotiable in the NDIS sector, where regulations are stringent and constantly evolving. Before Employment Hero, Aspire Hub struggled to keep track of employee certifications and policy updates.

With Employment Hero's automated [compliance tools](#), Aspire Hub achieved a perfect NDIS audit score. *"Before, we were doing it manually. Now, the system keeps track of everything. The 6,800 documents were*

Cookie notice

We use cookies or similar technologies on our sites to perform analytics, provide you with tailored content, and make your experience better. By clicking 'Allow', you agree to our use of cookies on the journey you take with us. Learn more by reading [our cookie policy](#)

updated on time, removing the risk of errors and manual follow-ups. Now, the system keeps everything organised for us,"

policy updates and compliance checks. We can now do this automatically and get employees to 100% compliance," Sindy noted.

SmartMatch has also drastically reduced administrative burden. "We don't have to spend hours chasing paperwork anymore. Instead, we can focus

on actually supporting our people.”

Payroll made easy: seamless integration and time savings

[Payroll](#) used to be one of Aspire Hub’s biggest administrative headaches. Manually processing payments and tracking leave entitlements consumed hours each week.

By integrating payroll with HR, Aspire Hub eliminated these inefficiencies. The improved [QLeave](#) reporting function significantly reduced administrative workload, and automation replaced manual data entry.

“Before, payroll was a huge task that took up a lot of our time. Now, it’s streamlined and accurate. It’s freed up hours every pay cycle. It means we don’t have to enter data manually anymore, which has reduced errors and saved us a massive amount of time.”

The impact: a more efficient and people-focused organisation

Since implementing Employment Hero, Aspire Hub has experienced:

- Faster, more effective recruitment with SmartMatch and the ATS.
- Improved compliance and audit readiness, managing thousands of documents effortlessly.
- Streamlined payroll operations, saving time and reducing errors.

“For any organisation in the NDIS sector, having a single source of truth for employee information is an incredible time saver. It makes compliance easier, helps track the entire employee lifecycle and ensures everything is up to date.”

Cookie notice

We use cookies or similar technologies on our sites to perform analytics, provide you with tailored content, and make your experience better. By clicking 'Allow', you agree to our use of cookies on the journey you take with us. Learn more by reading [our cookie policy](#)

nd payroll

nd save time on payroll,
Employment Hero can transform

Company

About us

Careers

Become a partner

Media Centre

Newsroom

Get in Touch

Contact Us

Sales

HR Login

Support

Service Centre

Help Centre

Implementation Hub

Pick your region

Australia

New Zealand

United Kingdom

Singapore

Malaysia

Canada

Product

Products

Solutions

Integrations

Quick Demos

Employment Hero work app

Employment Hero Jobs

Payday Super

Connect

 LinkedIn

 X

 YouTube

 Facebook

 Instagram

 TikTok

Acknowledgement of Country

We acknowledge Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work.

What we do

News, resources and insights – delivered to your inbox. Subscribe.

* Work email

By checking this box, you agree to the processing of your contact details in accordance with Employment Hero's [Privacy Policy](#).

I consent to receiving marketing communications from Employment Hero Group by email, text (including WhatsApp), and social media channels for our services or brands. You may withdraw your consent at any time.

Subscribe

Cookie notice

We use cookies or similar technologies on our sites to perform analytics, provide you with tailored content, and make your experience better. By clicking 'Allow', you agree to our use of cookies on the journey you take with us. Learn more by reading [our cookie policy](#)

Australia 

Cookie notice

We use cookies or similar technologies on our sites to perform analytics, provide you with tailored content, and make your experience better. By clicking 'Allow', you agree to our use of cookies on the journey you take with us. Learn more by reading [our cookie policy](#)