

You're on our **Australia** website

Change Region ▾



employment hero



Search Login

Home / Resources / Expert Hearing Care: From admin overload to HR and payroll peace of mind

Case Studies



Expert Hearing Care: From admin overload to HR and payroll peace of mind

Published April 28, 2025 | Updated December 2, 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



At a glance

Company	Expert Hearing Care
Location	Perth, Western 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](#)

a smarter,

- ✓ Managing your compliance obligations and conducting visa checks are eating up too much of your time
- ✓ You want better workforce insights to optimise performance

About Expert Hearing Care

[Expert Hearing Care](#) is an independent audiology provider based in Australia, delivering accessible and affordable hearing care. Unlike many providers tied to manufacturers, Expert Hearing Care offers tailored, patient-first services.

"Being independent means we can focus solely on what's best for our patients without external pressures," says Operations Manager Monique Price. With more than 60 employees, including audiologists, receptionists, and concierge staff spread across multiple clinics, the business places a strong emphasis on flexibility, compliance and keeping employees happy.

The company's mission is simple: provide expert hearing care while making life easier for employees. Employment Hero plays a central role in achieving that mission.

From HR paperwork nightmares to digital bliss

Before Employment Hero, Expert Hearing Care faced a mountain of manual admin work.

"When I joined the team, there was a whole storage cupboard full of employee files. It was a nightmare finding things, especially when you had to take service leave and trying to figure out what was going on and managing paper-based stuff every day."

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](#)

Employment Hero meant we could get rid of all that paperwork and spend more time on what we do best at."

What makes life

"I'm no longer chasing up HR for things like sick leave," says Monique. The result? Up

to two weeks saved every month.

"If I were to go back to a paper-based system, it'd probably take me two weeks a month making sure employee details are up to date."

"Now I can spend that time visiting clinics, supporting managers, and being there for our people. That human connection is invaluable." By cutting down on repetitive tasks, Monique can now invest time where it truly counts – employee satisfaction and clinic performance.

Stress-free compliance

In audiology, [compliance](#) is critical. Failing to meet government standards can have serious repercussions. Employment Hero can help boost their compliance confidence so they have one less thing to worry about.. *"I've set reminders within the platform for staff to upload their new audiology registrations every June. All I have to do is check it off. It's that easy."*

The built-in learning materials have also made a huge impact. *"There's a lot of compliance, especially with government regulations, and our own internal policies. Thankfully, Employment Hero already has learning materials in the library, so a lot of it is already covered, which is great. We also update our own compliance every six months."*

VEVO checks done automatically

With 30% of the workforce made up of international staff, visa compliance was once a major headache. *"I used to spend up to two weeks each month checking government websites and setting reminders. Now, the platform handles [VEVO checks](#) automatically."*

She adds, *"It saves me 30–40 hours a month. The peace of mind that gives you – honestly, you can't put a price on that."* For Monique, that time is now spent building relationships with staff and visiting clinics, increasing overall morale and retention.

Reports that drive real impact

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](#)

ed decision-making. *"The*
s me if anyone's feeling off. I
time insights help the business

me where the highest-paid –
strategically between clinics to
t give us that kind of insight."

ate value

s, *"It's saved my mental health*
on more than one occasion. The peace of mind I now have thanks to Employment Hero –

there's no price you can put on that."

Expert Hearing Care's partnership with Employment Hero is more than just software – it's a success story of transformation. From automated VEVO checks to strategic reporting and easy compliance, Employment Hero has empowered Monique and her team to prioritise what really matters: people and performance.

"If you're running an audiology clinic and want to simplify your processes, Employment Hero is the answer. The peace of mind alone is worth it." Discover how Employment Hero can simplify your HR and payroll, giving you more time to focus on growing your business. [Book a demo with our team](#) today and experience the difference firsthand.

[Book a demo](#)

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](#)

Product

[Products](#)

[Solutions](#)

[Integrations](#)

[Quick Demos](#)

[Employment Hero work app](#)

[Employment Hero Jobs](#)

[Payday Super](#)

Connect

 [LinkedIn](#)

 [X](#)

 [YouTube](#)

 [Facebook](#)

 [Instagram](#)

 [TikTok](#)

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](#)

ources and insights – delivered to
. Subscribe.

il

Employment Hero is an end-to-end HR, payroll and recruitment solution designed for Australian businesses. Our suite of powerful employment tools help streamline your workday, so you can focus on what matters.

- By checking this box, you agree to the processing of data in accordance with Employment Hero's [Privacy Policy](#).
- You consent to receiving marketing communications from the [Employment Hero Group](#) by email, text (including WhatsApp), and social media channels about its services or brands. You may withdraw your consent at any time.

[Subscribe](#)

Copyright © 2026 Employment Hero

[Trust & Legal Centre](#)

[Terms & Conditions](#)

[Privacy Policy](#)

[Data Processing Addendum](#)

[Cookie Policy](#)

[Financial Disclosure Documents](#)

[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](#)