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How My Psych Clinic saved over 5 hours a week and streamlined HR with Employment Hero

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At a glance



Company

My Psych Clinic

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payroll processes.

pliance and

onboarding.

- ✓ You're looking to confidently scale your practice without drowning in admin.

A growing psychology clinic navigating big admin challenges

[My Psych Clinic](#) is a busy, growing psychology practice based in Australia. With 12 employees on payroll and 13–14 full-time equivalent psychologists (many of whom are engaged as contractors), the clinic is expanding rapidly, and so are the administrative demands.

[Kate Sexton](#), Practice Manager at My Psych Clinic, wears many hats.

"My main role is overseeing the HR processes of the business as well as payroll," she explained. In most businesses, this would be the work of multiple departments. For Kate, it's her day-to-day.

Before switching to Employment Hero, My Psych Clinic relied on a patchwork of disconnected tools such as Deputy for rostering, Xero for payroll, Google Drive for documents and Asana for task management. As the clinic grew, these manual processes became time-consuming and unsustainable.

"We just had so many folders for people management stuff like documents and certificates, which were all separate."

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With HR and payroll now integrated, Kate has cut down at least one hour of admin every day. That's over five hours per week saved.

"It saves me a lot of time. A lot of things that had to be done manually are now just automatic. That's the beauty of it, especially the automatic reminders for certifications that come through in the background."

These reminders are especially crucial in the healthcare space, where registration and compliance requirements are non-negotiable.

"Our staff require first aid and CPR certificates, insurance certificates of currency, and psychologist registration with APS. Most of those need to be updated annually, which Employment Hero helps remind them directly when they're due. That takes one more thing off our list."

Making complex payroll simple

For Kate, who stepped into payroll responsibilities without formal experience, the built-in [award compliance](#) and automation features have simplified [payroll](#).

"We've got our own pay levels, but it's all fed from the Health Professionals and Support Services Award. With Employment Hero Payroll, it's all built in – the award rates, background regulations, leave requirements – it's all there."

Payroll now takes just a few clicks: *"I do the pay run, check over it, export, do the batch payments and that's it. It picks up the set hours, pay levels and it's intuitive."*

This has helped Kate feel more confident in her role.

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Kate now has visibility over every employee file in one place and the platform keeps everything up to date.

Even [onboarding](#) has become smoother. *"We've had a couple of psychs start recently and they've gone through the onboarding tasks and everything went smoothly. We have a lot of policies they need to sign off and tick off."*

Empowering growth without compromising compliance

With more time back in her day, Kate is now focusing on what matters most: helping the business grow.

"We're opening up another clinic soon. Having everything compliant and taken care of in the background means we can actually focus on growing the business."

The platform's simplicity has also meant the team adopted it quickly.

"The platform is very intuitive, even from the employee side. And they're all happy with it."

Building confidence in small business HR

Employment Hero has helped Kate feel equipped to handle HR and payroll in a small business environment, despite not having a dedicated team or extensive HR background.

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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.

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