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Employment Hero helps National Wine Centre Australia save 45 hours a week on HR and Payroll

 Case Studies



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At a glance

National Wine Centre of Australia



Company

National Wine Centre of Australia

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- Premium

turnover and outdated

- ✓ You're looking to improve compliance, reduce admin, and streamline onboarding.
- ✓ You want to scale your workforce without adding headcount to your HR or payroll team.

About the National Wine Centre of Australia

The [National Wine Centre of Australia](#) (NWCA) is not your typical venue. As one of Adelaide's most iconic wine and events destinations, it offers everything from international conferences to casual wine tastings. With over 140 staff, the Centre operates not just as an event space, but also as a restaurant, bar, café, and tourist attraction.

Leading the charge is Corporate Services Manager [Josh Fitzpatrick](#), whose responsibility spans finance, HR, IT, and legal. It's a complex operation, and with so much happening under one roof, it takes a highly flexible team – and the right technology – to keep everything running smoothly behind the scenes.

Bottlenecked by paperwork and admin

Before Employment Hero, HR and payroll processes at the NWCA were clunky and time-intensive. Everything from onboarding to contract creation was done manually.

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Josh. "We'd align the diaries of the declarations and super forms.

ly, they'd often be inconsistent

“Instead of filling that role immediately, I told our GM that there has to be a better way to do this. That’s when we started looking at platforms.”

One Platform for Everything HR + Payroll

After exploring several systems, [Employment Hero](#) stood out as a comprehensive solution. Unlike many platforms that focused solely on HR or payroll, Employment Hero offered an all-in-one solution that could handle both seamlessly, making it the clear choice for NWCA’s needs.

“There were lots of HR platforms and plenty of payroll software out there, but very few that did both well,” Josh recounted.

NWCA went ahead with Employment Hero’s HR platform and later rolled out payroll, finding the dual-module setup worked seamlessly.

“We never backfilled that HR role,” Josh says. “Employment Hero effectively saved us a full-time employee. That alone was huge.”

Seamless onboarding, full-bodied compliance

One of the biggest wins is how Employment Hero transformed [employee onboarding](#), particularly for the casual workforce that NWCA employs. With preset contracts, [award configurations](#) already in place, and a clear step-by-step flow, onboarding is now fast, consistent and far less manual.

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to complete each step before

s. Policies can be issued and checks, which were once done

miss anyone,” Josh adds.

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Payroll was another area of massive time savings.

"It used to take one of my team members a day and a half each week to process payroll. Now it's done in two hours... if that."

The result? A reclaimed 45 hours per week across HR and payroll.

"That's an entire salary, and a little bit more," says Josh. "It's enabled us to focus on other priorities, and even open new outlets without worrying about extra admin load."

Clarity where it counts

Beyond HR and payroll functionality, Employment Hero has made a huge impact on NWCA's cost control and operational visibility. Managers now have real-time access to data on penalty rates and overtime, empowering them to make smarter rostering decisions

"We saw a huge improvement in wage percentage as a result. Feedback from managers has been great," Josh recounted.

[Leave management](#) has also been streamlined. Previously reliant on paper forms, the process is now fully digital, making it easy to submit, track, and approve requests while ensuring accurate records across the board.

A toast to better HR and payroll

For Josh, implementing Employment Hero has been a proud career moment.

"When you reached out for a case study, I said yes straight away. Launching Employment Hero is probably the thing I'm proudest of in my five years here. It's transformed how we work."

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his experience with Employment

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loyment

system for HR, payroll, and recruitment built to simplify compliance, automate admin, and empower your people. From

onboarding to offboarding, we streamline every step of the employee lifecycle so y

Looking to streamline HR and bring more value to your business, like the National Wine Centre? Book a demo with our business specialists today.

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