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The HR transformation that saved Pragma Home Care time and streamlined compliance

Case Studies



# The HR transformation that saved Pragma Home Care time and streamlined compliance

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## At a glance

Company	Pragma Home Care
Location	Western Australia

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R and compliance

- ✓ You want to streamline recruitment while maintaining high industry standards.
- ✓ You're interested in how technology can drive efficiency and employee engagement.

# A champion for change in home care HR

For [Divya Sharma](#), HR and Payroll Coordinator at [Pragma Home Care](#), managing compliance and efficiency in HR was a non-negotiable. Having used Employment Hero for over four years across different roles, Divya knew its potential to transform their HR, recruitment and payroll processes when she joined Pragma Home Care.

The organisation, an NDIS provider dedicated to delivering high-quality support services, initially relied on manual processes and cloud-based storage that made tracking compliance, employee documents, and recruitment cumbersome.

*"Before Employment Hero, we were using old-school ways – SharePoint folders, manual tracking, and relying on a single person to manage everything. There was no clear way to track progress, and compliance was difficult to monitor,"* says Divya.

Knowing there was a better way, she championed Employment Hero and initiated a demo for the leadership team.

The results? A complete transformation in how their HR, recruitment and payroll is managed.

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## Compliance and

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Beyond compliance, having a centralised HR platform has enhanced organisation and efficiency. Pragma Home Care now manages all HR tasks – from contracts to performance management – in one place, reducing administrative burden and improving record-keeping.

# Streamlining recruitment for a highly regulated industry

Finding the right employees in the home care sector requires strict screening for qualifications and compliance. The platform's [recruitment tools](#) have been a game-changer for Pragma Home Care.

*"One of the biggest wins for us is how we've set up mandatory questions in the recruitment process. Given the strict certification requirements in our industry, we've built custom screening questions to filter candidates right from the start,"* Divya shares.

Employment Hero's percentage match feature has also saved hours of manual work. *"It automatically shows us how well a candidate matches our job requirements. We can see at a glance who is 98% matched, who meets all certification criteria, and who might need additional screening,"* she says.

Divya is also loving the integrated note-taking feature within the recruitment portal; helping their team communicate easily during the hiring process. *"If I've already spoken to a candidate, I can leave notes, and my colleague can pick up where I left off. It keeps our hiring process smooth and efficient."*

# Boosting engagement with a simple but powerful feature

While compliance and recruitment are critical, employee engagement also plays a vital role at Pragma Home Care. In Employment Hero's

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In Employment Hero's

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Divya's deep knowledge of Employment Hero has not only benefited Pragma Home Care, but has also contributed to her own professional growth.

*“Using Employment Hero has made me more organised and helped me plan ahead. It’s become second nature to me, and I love sharing my knowledge with my team. Even after four years, I’m still discovering new features,” she says.*

Her expertise has been recognised within her team and by leadership. *“When you truly understand the platform, it positions you as a go-to expert. It’s a skill I can take anywhere in my career.”*

# The verdict: an essential tool for NDIS providers

For Pragma Home Care, Employment Hero isn’t just an HR tool – it’s a critical part of their operations. From ensuring airtight compliance to streamlining recruitment and boosting employee engagement, it’s redefined how they manage HR.

*“It’s a one-stop shop for everything HR. We’re saving time, improving compliance, and making life easier for our team. I honestly don’t know how we managed before,”* says Divya. If you’re looking to transform your HR and compliance processes, [book a demo](#) today and see how Employment Hero can work for you.

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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.

## What we do

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.

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\* Work email

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