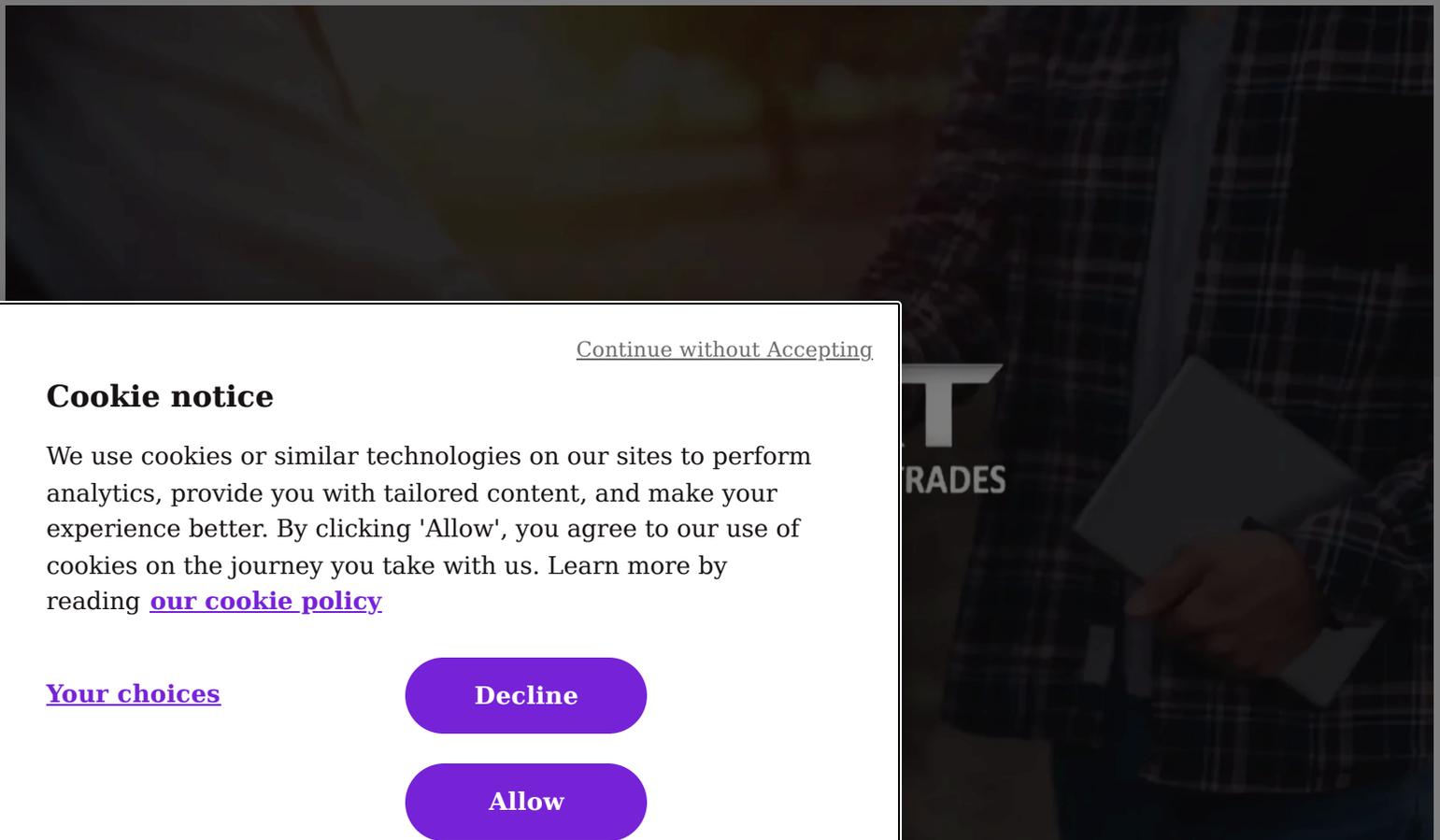Home / Resources /

500+ hours saved and compliance nailed: QAT & Leader's Employment Hero success

👁 Case Studies

500+ hours saved and compliance nailed: QAT & Leader's Employment Hero success

Published August 15, 2025 | Updated August 15, 2025 | 1 min read

At a glance

Company	Queensland All-Trades and Leader Restoration
Location	Brisbane, Mackay, Townsville and Sunshine Coast
Employees	43
Product	Platinum HR and LMS

Read this case study if:

✔ You want to streamline onboarding, compliance and recruitment

✔ You need to manage remote teams with one integrated platform

✔ You're looking to save hundreds of admin hours annually while boosting employee engagement

Delivering essential services across ~~~~~~~~~~'n NSW

) is a specialist insurance repair
ke-safe responses and
floods and fires. Operating since
e and remote offices in Mackay,

workforce delivering critical
Culture Manager [Krissy Reid](#),
e essential to keeping operations

Before Employment Hero: manual, paper-heavy and time-consuming

Before implementing Employment Hero, QAT & Leader relied on Excel spreadsheets, personal files and paper forms to manage employee records, leave requests and compliance documentation.

"Without an integrated HRIS platform, tasks like tracking employee leave, managing payroll data, ensuring compliance with certifications and licenses and onboarding new hires were time-consuming and prone to errors. Reporting or accessing up-to-date information often required pulling together data from multiple sources, which slowed down decision-making and increased administrative workload," said Krissy.

Streamlining the entire employee lifecycle

Employment Hero was introduced to support the company's rapid growth and the need for faster onboarding during busy event periods. Krissy, having implemented the platform in a previous role, quickly saw opportunities to enhance how it was set up and used at QAT & Leader.

Today, the business uses Employment Hero across the entire employee lifecycle, with several features making a significant impact:

Recruitment

"The recruitment module has been a huge benefit for us as it completely streamlines the hiring process. We can advertise roles, track applicants and communicate with candidates ... g and ensures a consistent

... king staff where they'd like the ... licy and procedure ... d collecting meaningful insights

In an industry where compliance is non-negotiable, linking Employment Hero with [GO1 training](#) has been transformative.

> *"We can assign mandatory training and create our own customised modules, giving us a fully tailored learning platform for our business."*

New starters now complete all [onboarding](#) and compliance checks before day one.

> *"It eliminates the need for hand-written forms and makes the process fast and stress-free for both the business and the employee."*

Digital checklists

> *"Instead of using paper-based 'tick and flick' checklists, we now set up automated reminders that go directly to the person responsible for the task, with custom due dates. This has been a game changer in ensuring tasks are completed on time and nothing is missed."*

Over 500 hours saved a year

Employment Hero has driven measurable efficiencies:

- **Onboarding time cut by 83%** – *"Our onboarding process used to take two managers a full six hours, but now it's just a one-hour induction. With 30 new people joining us in the past year, that's around 300 hours saved."*

- **Paid hours reduced for training** – Moving onboarding online before day one saves three paid hours per person, or 90 hours a year.

adsheets or piecing together files

*minutes because I used
Hero, I'd probably still be digging*

d mobile

With many field technicians working without desks or computers, the Employment Hero [Work App](#) has been essential.

"The app is an essential tool for them to submit leave requests, timesheets and receive important notifications on the go. It's also extremely useful for managers on the road, allowing them to approve leave or action tasks wherever they are."

More time for engagement and strategy

By reducing administrative load, Employment Hero has allowed Krissy and her team to focus on higher-value initiatives.

"We're no longer consumed with paperwork or spending hours manipulating data in spreadsheets. The information is already there, ready to use."

Insights from surveys and reports now guide employee engagement initiatives, while managers spend less time on repetitive onboarding tasks and more on operational priorities.

The bottom line

From digitising compliance to transforming onboarding and recruitment, Employment Hero has made work easier and more valuable for QAT & Leader Restoration. The result is a business that spends less time on admin and more on delivering high-quality restoration services when customers need them most.

"All up, we're looking at well over 500 hours saved each year and that's just from the areas we've noticed most," said Krissy.

our business hundreds of hours
rational efficiency.

Company

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X

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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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