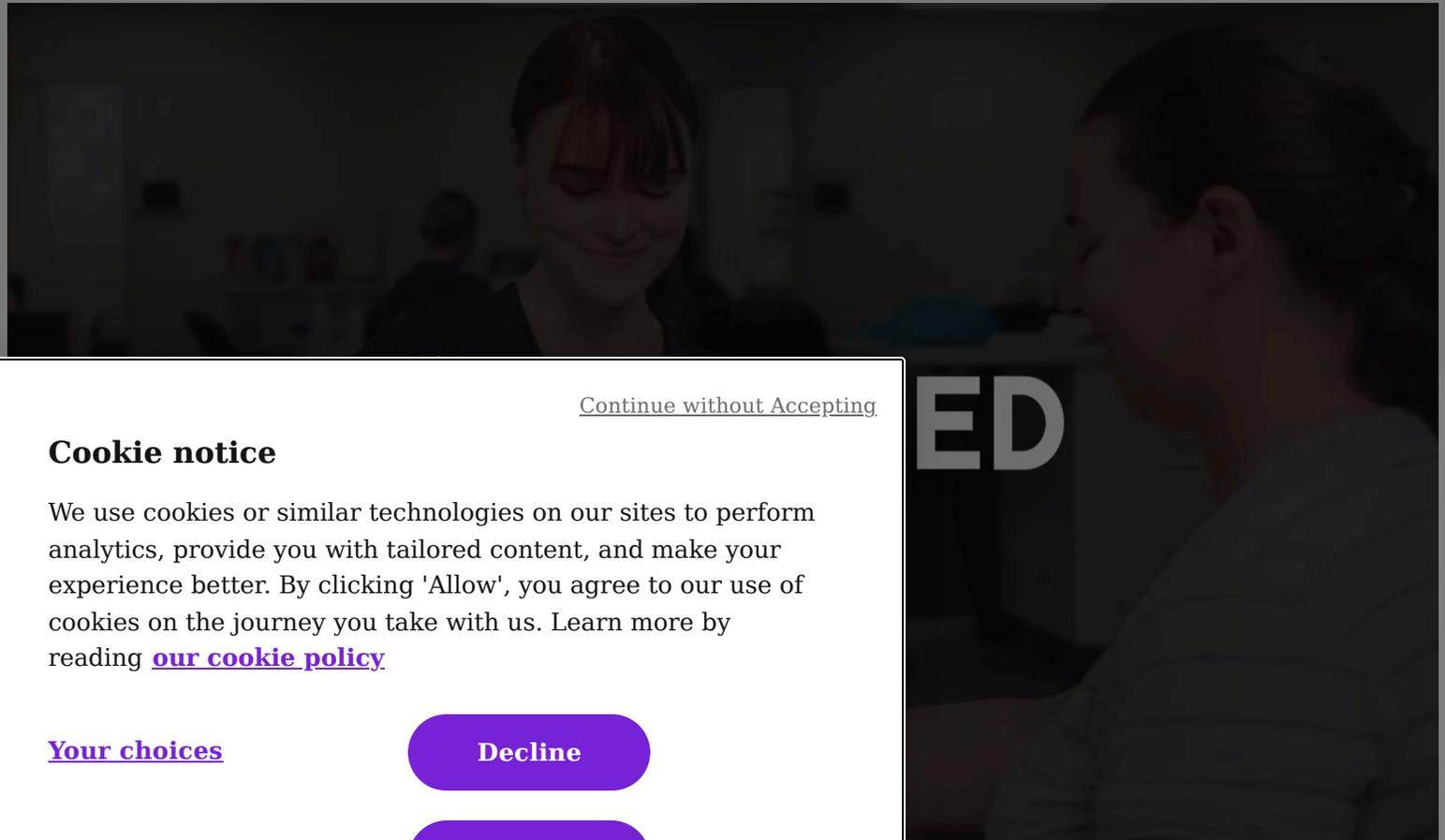👁 Case Studies

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How Redimed saved 30% of admin time and reinvested it into better patient care

Published April 28, 2025 │ Updated December 1, 2025 │ 1 min read

At a glance

Company	Redimed
Location	Australia wide
Employees	200+
Product	Payroll Premium, HR Platinum and LMS Plus

Explore this case study if:

✓ You want to simplify HR and payroll in a highly regulated industry like healthcare.

✓ You're looking to save 30% of admin time and focus those time savings on more strategic initiatives.

✓ You need an all-in-one platform for compliance, employee experience and recruitment.

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...otherapists, exercise
...ed needed a system that could
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...llenges of managing HR and
payroll processes in a healthcare setting. With strict compliance requirements, multiple

locations and a growing team, inefficiencies in HR and payroll meant wasted time and increased risk. That's where Employment Hero came in.

The HR and payroll landscape before Employment Hero

Before implementing Employment Hero, HR processes at Redimed were fragmented and time-consuming. Employee records were scattered, onboarding was manual and payroll reporting required significant effort.

"Previously, everything was manual – paper forms, spreadsheets and emails. If someone needed their contract or payslip, they'd have to go searching through old emails or ask HR for it. Now, it's all in one place."

Marie and her team needed a streamlined, digital-first approach to workforce management.

A seamless employee experience across nine clinics

With Employment Hero, Redimed completely transformed the employee experience. From the moment a new team member is hired, they have access to everything they need through the [Employment Hero Work app](#).

"From the moment we send out an offer and contract, the employee has everything in one central place. They can look up their position descriptions, contracts and payslips easily."

For managers, the platform provides a clear view of their team, leave requests and performance documentation.

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try requirements.

"For example, when onboarding a new physiotherapist, we need to verify their AHPRA registration, police check, ID and driver's licence if they're travelling between sites. Employment Hero automatically assigns these requirements to the relevant teams, so we never miss a step."

This automation has not only saved time but also reduced the risk of compliance errors.

Saving 30% of admin time — and reinvesting it into strategic projects

By automating HR tasks, Redimed has saved at least 30% of admin time, allowing the team to focus on bigger-picture projects. One key initiative is their new recognition and rewards program.

A major focus is on improving training and onboarding through the platform's Learning Management System (LMS).

"Right now, we're building an induction training program through the LMS. We've outlined eight to nine modules covering everything a new doctor needs to know – from company background to patient systems and details around WorkCover, with videos, quizzes and interactive activities."

By creating engaging digital content, such as presentations, videos and interactive assessments, Redimed can give every employee consistent and relevant training. This structured approach helps new hires get up to speed quickly and efficiently, improving retention and job satisfaction.

Additionally, the LMS is being used to create specialised training modules for different roles, ensuring employees across all clinics are aligned in processes and best practices.

"We're working on tailored content for different teams, making sure every employee, [................] quality, role-specific training."

[............]h automated [............]nse times

[............]high application volumes to strict [............]nodule has transformed how

[............]le, which integrates with Seek.
[............]candidates, saving us hours."

By setting up specific screening questions, Redimed can automatically disqualify candidates who don't meet key criteria, significantly reducing the workload for hiring managers. This has been particularly beneficial for junior roles that attract a high number of applicants.

Beyond automation, Redimed has also prioritised improving the candidate experience.

"One of our goals is to respond to every candidate within 48 hours. Even if we haven't reviewed every application, we can bulk email candidates to acknowledge their application and set expectations."

This level of responsiveness sets Redimed apart as an employer of choice in a competitive industry, improving the candidate experience and strengthening their employer brand.

The platform also streamlines communication between HR and hiring managers via the [ATS](#) system, helping everyone stay aligned during the recruitment process.

"We can easily track candidate progress, leave notes and collaborate with hiring managers in one place. It's made the recruitment process far more structured and efficient."

Payroll and reporting made simple

[Payroll](#) in healthcare can be complex, but Employment Hero has simplified the process for Redimed.

"The payroll reporting is so much easier now. We have visibility and senior management can see trends and insights without waiting for manual reports."

With automated reporting and streamlined processes, Redimed has greater confidence in payroll accuracy and efficiency.

A more consistent and professional

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Make work easier with Employment Hero

Redimed's journey with Employment Hero highlights just how transformative an all-in-one HR and payroll platform can be. By streamlining processes, automating compliance and enhancing the employee experience, Redimed has freed up time to focus on what really matters – delivering high-quality healthcare services.

Ready to simplify your HR and payroll? *Book a demo today.*

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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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