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How St John Queensland cut HR admin in half and boosted engagement

50%

Less HR admin time with automation and self service

100%

Digital record keeping

Engagement Scores up

For leadership and role clarity

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St John

Company
St John

Industry
Community

Employees
160+

Location
**Brisbane,
Australia**

Favourite Features

Performance
management

Award interpretation

WorkApp

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and 160 employees and 700 and on-site health services single payroll officer, managing was a daily challenge.

across spreadsheets and folders, nance history. "I was constantly sorting through files to find contracts or documentation," says People and Culture Business

Partner, [Eryn Reig](#). “There was very little record of conversations which made it challenging to find certain information.”

Paper-based forms slowed even simple processes. “Someone would hand me a form, chase signatures and I’d have to scan and file it. It was a very manual and paper based system.”

The solution

Since implementing Employment Hero, St John Queensland has transformed every aspect of its HR operations. The team now uses:

- [Digital onboarding workflows](#) to eliminate manual paperwork
- [Performance management tools](#) for structured one-on-ones, probation check-ins and six-month reviews
- [Goals and alignment features](#) linking employee objectives to the organisation’s strategic plan
- [Award interpretation](#) for casuals to automatically calculate correct pay rates and overtime
- [Workflow automation](#) to trigger reminders for reviews and compliance events
- [WorkApp](#) for staff to update and upload licences and certificates

“Before, people were just coming in and doing their jobs without really understanding the impact. Now, with our strategic goals visible in Employment Hero, everyone can see how their work connects to the bigger picture. It’s been a massive shift for our business – engagement scores for leadership support and purpose have become our highest-performing areas.”

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self-service

y

ws and requisition tracking

role clarity

me. Employment Hero has cut my
s more ownership. I finally have

With HR admin streamlined, Eryn can focus on driving culture and connection. Employees now have visibility into their goals and how they contribute to St John's mission in creating alignment, accountability and purpose across the organisation.

“Having Employment Hero means everything is documented and easy to find. I can rely on the system for accurate records, fill in any gaps, and move forward knowing everything is in order. It gives us total confidence in our compliance. We're now focused on strategic goals rather than chasing paperwork. Everyone can see how their work connects to our purpose, and that's changed everything.”



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Employment doesn't have to be hard. Streamline every step of the employment lifecycle so you and your team can run ahead.

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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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