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 Case Studies



How Employment Hero made HR a breeze at Tamborine Mountain Glades

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TAMBORINE MOUNTAIN GLADES™

At a glance



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Location

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– Platinum

tality workforce.

rail than digital path.

- ✓ You need an all-in-one platform that makes rostering, onboarding and certification tracking smooth sailing.

About Tamborine Mountain Glades

Perched in the lush hinterlands of Southeast Queensland, [Tamborine Mountain Glades](#) is more than just a pretty place to stay. It's a multi-faceted, family-run operation with over 20 years under its belt, offering everything from luxury accommodation to campground stays, a high-end restaurant and cafe, and a roster of adrenaline-fueled activities at Thunderbird Park.

With such a diverse offering, the team needs an equally diverse and agile workforce. *"We've got over 110 staff,"* says [Teddy](#), the resort's Food and Beverage Manager. *"And that includes everyone from baristas and chefs to event staff."*

It's a logistical jigsaw – one that used to be cobbled together with spreadsheets, separate apps, and a whole lot of patience.

A jungle of paperwork and admin

Before discovering Employment Hero, the team used an array of tools: separate platforms for rostering and payroll, and a tangle of Word documents for contracts.

"There wasn't really a proper onboarding process," Teddy recalls. *"New starters would just get a link to enter their bank details. Contracts were printed, signed, scanned – very manual and time-consuming."*

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...y access to compliance tools,

check-in

...was completely transformed. New digital workflow.

...means fewer emails and less

...chasing down contract signatures. For employees, it's a much better first impression."

This level of efficiency is particularly valuable during busy seasons, when new staff join regularly for weddings, holidays, and large-scale events.

Compliance without chase

The team has also embraced Employment Hero's certification tracking, eliminating the burden of manually managing compliance.

"It used to be such a pain keeping track of things like RSA or first aid certs," Teddy says. "Now the staff upload them directly, and we just get a notification to approve. It's taken the pressure off our admin team completely."

All certifications are securely stored alongside contracts and policies, no more digging through inboxes or drives.

An app to keep it all under one canopy

With staff spread across food service, accommodation and outdoor activities, a [mobile-friendly solution](#) is essential.

"We love that everything's in one app," says Teddy. "Most of our staff are casuals or work part-time, so being able to access their contracts, certs, policies, and now training from their phones is a big win."

"It's about headspace"

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Employment Hero's certification tracking, eliminating the burden of manually managing compliance by Tamborine Mountain Glades

our processes and

are tracked. Contracts are

s. "We're not buried in admin

Want to experience Employment Hero for yourself?

Employment Hero is your all-in-one Employment Operating 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 you can spend less time on processes and more time scaling your business.

Want to see how companies like Tamborine Mountain Glades are transforming their HR operations and driving real business impact? Book a demo with our business specialists 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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