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Upper Murray Family Care: Building Compliance, Efficiency and Confidence with Employment Hero

100%

digital HR document management

Significantly fewer

missed steps through workflow-driven onboarding and recruitment

Improved audit

readiness with digital records and consistent processes.

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umfc
Upper Murray Family Care

Company
**Upper Murray
Family Care**

Industry
Not-for-profit

Employees
120

Location
**Victoria and New
South Wales,
Australia**

Favourite Features

HR reports

Recruitment

Onboarding

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isation providing family,
nd New South Wales. With more
ams, UMFC's People and Culture
itment and compliance across

documents, policies, recruitment
and compliance processes all lived in email threads, shared drives and manual workflows.

“UMFC didn’t have an HRIS system before Employment Hero. Everything was very manual, which created the risk of missing things,” said People and Culture Advisor, [Georgia Spence](#).

Without automated workflows or payroll integration, the People and Culture team spent significant time coordinating documents, onboarding steps and compliance tasks. The organisation needed a system that improved visibility, reduced risk and made life easier for both staff and managers.

The solution

UMFC implemented Employment Hero to centralise people operations and introduce digital structure across the employee lifecycle. Today, the team uses:

- [Digital HR documents](#) issuing contracts, variations and confirmation letters through automated workflows.
- [Recruitment](#) to better applicant management and visibility for hiring managers.
- [Onboarding workflows](#) for reducing missed steps and standardising pre-employment checks.
- [One-on-ones and development plans](#) enabling UMFC’s trauma-informed supervision model with structured templates and meeting notes.
- [The Work App](#) to allow staff to access payslips, leave and personal information in one place.

“The platform has been amazing. It’s definitely been a lifesaver for the business.”

The ROI

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Employment Hero reduced admin and gave UMFC something far more valuable: confidence. With digital workflows, structured supervision tools and centralised visibility, the People and Culture team can now focus on supporting staff, strengthening wellbeing frameworks and driving a safer, more consistent employee experience. Employment Hero continues to grow alongside UMFC, supporting their mission to provide safe, supportive and well-governed community care across the region.



Jump into Employment OS.

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

[Request a demo](#)

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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.

News, resources and insights – delivered to your inbox. Subscribe.

* Work email

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