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How Employment Hero rebuilt VDI's HR foundation and enabled a resilient, scalable workforce

Multiple hours

saved weekly through manager-led recruitment

100%

digital performance history improving accountability

Increased visibility

In recruitment across all sites and leadership levels

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solutions provider with over 120 on safety, innovation and commitment to its people, VDI is p. When Chief Human Resources clear: build the strong HR y's family-first culture.

“I restructured the HR function from the ground up. I wanted to create a strong foundation for the growth of our business and the development of our people.”

Jennifer Mulligan, CHRO, VDI Australia

At the same time, the business was determined not to lose the values that define it:

“Although we exist to make a profit and create memorable customer experiences, our focus is on ensuring our employees have a safe workplace and a financially secure future.”

The challenge was operational and cultural. VDI needed modern, scalable HR processes that strengthened (not replaced) its family-owned identity.

The solution

Employment Hero became the backbone of VDI’s [HR](#) transformation. By centralising [recruitment](#), performance management, [documentation](#) and collaboration, the platform provided the consistency and accountability the business had been missing.

VDI shifted recruitment into a fully manager-led workflow within Employment Hero, empowering leaders while giving HR complete visibility.

“Recruitment is now a seamless process. From requisition to posting, interviewing, contracting and onboarding, we can now collaborate using the manager notes function.”

Screening questions and digital collaboration significantly reduced admin, cut down hiring time and ensured new hires aligned to both the role and VDI’s values.

[Performance reviews](#) and management notes became VDI’s most powerful tool for building

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for our business. The feature
opportunities for growth and

ear pathways for upskilling,
potential for a business preparing to

The ROI

- **Multiple hours saved weekly** through manager-led recruitment
- **Consistent, documented performance conversations** improving accountability
- **Full recruitment visibility** for HR, executives and the board
- **Stronger cross-skilling and resilience** across departments
- **Continuity during manager turnover** through centralised digital histories

Why it matters

Employment Hero has helped VDI preserve its family-owned values while giving it the structure to grow with confidence. As Jennifer put it:

“Employment Hero enables us to uphold consistency and maintain stability to ensure equal standards for everyone, regardless of how much we grow.”

VDI now has the foundation, alignment and resilience needed to scale without losing what makes it special.



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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

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