

CASE STUDY

Building optimised workforce foundations to support a charitable organisation

Customer: Starlight Children's Foundation (Starlight)

Location: Australia

Industry: Not-for-Profit

nimbus has assisted Starlight to standardise and simplify the rostering of hospital based team members, enabling the organisation to manage its resources more effectively and spend less time on administration.

At a glance

Challenges

- A combination of both on-site and remote scheduling requires detailed mapping of Finance Codes (Cost Centres)
- Real-time integration to HCM solutions for complete operational oversight
- Employee autonomy to take a proactive approach to scheduling and employee management
- Training and upskilling to ensure continuous delivery and improvement of workforce processes

Case Study April 2024

The Business

For more than 35 years, Starlight has worked with health professionals to create a positive distraction that brightens the lives of seriously ill children and their families.

Starlight's programs use play, creativity and social connection to support seriously ill children and young people and to create a positive impact for the rest of their lives.

The Challenge

In July 2018, Starlight went to the market to source a Workforce Management solution that could handle its diversified network of team members and volunteers, both working in hospitals or from a remote location.

At a glance

Solutions

- nimbus Time2Work is used across the organisation to schedule all team members who are engaged in Starlight Express Rooms and related hospital activities across Australia
- Also used by team members working online and remotely in community
- nimbus Time2Work, integrated with Chris21 payroll- Starlight now have a complete system for all touch points in the workforce lifecycle
- Employee engagement via the nimbus Employee App - cloud-native & easy-to-use

The Challenge continued...

nimbus Time2Work was selected to assist Starlight in bringing scheduling across the organisation onto one platform, whilst ensuring that operations become optimised with data and process automation.

The nimbus Time2Work solution has enabled more streamlined processes, better employee engagement, efficient team management, and a centralised source of workforce data.

“We are proud to partner with an outstanding Australian organisation, supporting their programs and ensuring staff have the right systems and services in place to provide exceptional care.”

Grant Custance | Chief Executive Officer, nimbus



The Solution

nimbus Time2Work is used across the organisation to schedule all team members who are engaged in Starlight's programs. This includes Starlight Express Rooms in every children's hospital across the country, the Livewire program both in hospital and online and remote teams working in the community as part of the Healthier Futures Program.

This involves over 200 active paid team members supplemented by almost 200 program volunteers across 10 hospital sites and visiting over 100 remote communities.

This combination of on-site and remote scheduling also requires a detailed mapping of Finance Codes (Cost Centres) to ensure Starlight can report program costs accurately.

Starlight is equipped with digital tools to engage with their employees from anywhere and provide a real-time connection to their work environment. Team members receive important updates to their schedule, and can easily apply for leave, add availability, view their schedules, and stay informed in real time.

At a glance

Results

- Optimally schedule 400 team members (paid and volunteers) across 10 hospital sites, administration, and numerous remote locations
- Automated employee scheduling and engagement – time given back to higher value tasks
- Enabled more streamlined processes throughout the entire employee lifecycle
- Improved employee empowerment and engagement outcomes as management can effectively and instantly communicate important work information.

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The Result

Centralised and seamlessly integrated, the unity between nimbus Time2Work and Chris21 ensures that work time, timesheet data, and exception handling are updated in real-time for correct employee payments.

Operational time-savings have allowed program management to focus on higher-value tasks with the confidence that the right employees and volunteers are scheduled based on their skills, location, and contract terms. Further reducing costs and potential errors associated with outdated or manual processes.

With a cloud-native Workforce Management solution, Starlight can more efficiently schedule the team that through Starlight's programs create positive distraction that brightens the lives of seriously ill children and their families.

“With the introduction of an integrated solution like nimbus Time2Work, Starlight has been able to standardise and add transparency to the scheduling of 400 team members across our programs. Our program managers have seen greater efficiency in workforce rostering and with the easy to use Employee App, team members can now proactively engage in the process.”

Linda Ferguson | Head of Finance, Starlight



About nimbus

As one of Australia's fastest growing technology innovators, nimbus is at the forefront of the future of work, providing integrated tools to optimise human endeavour, drive positive business results, and create a “live anywhere, work everywhere” world.

Through future-proofed, cloud, patent protected software, nimbus transforms employee management capabilities for location-based, remote, and work from home staff with compliance, workforce optimisation, and business continuity solutions.

nimbus' suite of Software as a Service products are deployed by some of Australia's top ASX companies, and globally by organisations and Government in the United States, the United Kingdom, Mexico, Canada and the Middle East.