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Adam Hawken  
Manningham YMCA



## TimeTEQ Ensures Effective Workforce Deployment at Manningham YMCA

Manningham YMCA (MYMCA) is an association of Australia YMCA providing health, wellness and community development programs for more than 13 years. Both facilities (Aquarena Aquatic and Leisure Centre and YMCA Wellness Centre) offer fitness facilities while Aquarena also boasts a large aquatic centre.

MYMCA employs a mix of 270 full-time, part-time and casual staff in various positions – from admin and reception to personal trainers and childcare attendants.

Prior to installing TimeTEQ in early 2007, staff scheduling and employee attendance was handled manually, which was cumbersome and time consuming. Processing fortnightly timesheets took two full-time staff two days to complete.

### Time to Automate and Save

Burdened by manual processes and driven by the awareness that efficiencies could be gained through automation, Adam Hawken, MYMCA Chief Executive Officer, led a team to select an automated solution. “We looked at several solutions but selected TimeTEQ for its ease of use and ability to create department-specific schedules”, said Mr Hawken.

TimeTEQ’s flexible scheduling allows all departments to create schedules in formats that best match their operational needs. “In the Aquatic department we have weather-specific templates for schedules that allow us to quickly assign the appropriate staff levels to forecasted customer demand”, said Mr Hawken.

From early in the project, the time savings and reduction in errors were evident. “Staff are more punctual and the payroll processing time has been radically reduced from 30 hours to 2 hours per fortnight”, said Mr Hawken, who went on to say, “The time and effort required to build schedules has also been drastically reduced, giving managers and supervisors more time for value adding activities, such as client service and staff management. The savings created by TimeTEQ have paid for the entire implementation in just over 8 months.”





## Simplifying OH&S Adherence

Prior to implementing TimeTEQ, supervisors selected staff for shifts as needed without the knowledge of the hours those staff had been scheduled to work within other departments. It was difficult to adhere to occupational health and safety guidelines, which require staff to take appropriate

breaks between shifts. TimeTEQ assists in applying best-practice workforce scheduling by seamlessly applying the business rules. Scheduling Managers only see a listing of employees who meet the predefined requirements, and employees are forced to take the required breaks between shifts.

It is imperative that staff licenses are current in order to ensure regulatory requirements are met. Prior to implementing TimeTEQ, it was cumbersome to manage license renewals. This is now managed within TimeTEQ, which ensures only staff with current licenses are available for rostering and that licenses are kept up to date. "TimeTEQ does the thinking for us and enables managers to focus on our customers' needs and supporting our staff", said Mr Hawken.

## Managing Skills Frameworks

With no on-line human resource management system deployed, MYMCA utilises the TimeTEQ Skills and Competencies functionality within TimeTEQ to keep track of employee skill levels. The Skills and Competencies feature enables MYMCA to input the skills needed for a particular shift, and only staff with skills at the required proficiency level can be scheduled.

## Adhering to Labour Budgets

MYMCA now has historical information to aid future planning and they are able to review and analyse seasonal trends when developing labour budgets. The budget vs. actual reporting helps MYMCA to keep within their labour budgets, as variances are easily identified. "Adhering to budgets is almost effortless now, as we can see the cost of a shift during the rostering process", said Mr Hawken.

Visibility across the business has also improved, as workforce data is now available in real time. "At any time of the day, I can get a listing of which staff members are currently working in any of our centres, or if I need someone with a particular skill to fill in, I can quickly locate a list of appropriate people", said Mr Hawken.

## In Summary

The intuitive nature of TimeTEQ ensured the transition from the previous manual system was rapid and painless. Manningham YMCA staff quickly adapted to the new procedures, which meant efficiencies could easily be identified and their return on investment fast-tracked.



"As well as the hard dollar savings we have achieved with the TimeTEQ implementation, the improvements in customer service have exceeded my expectations"

Adam Hawken  
Manningham YMCA



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