



Simply Helping cuts payroll time by **90%** with Carelink Plus

Simply Helping provides in-home support across Australia under multiple funding programs, including NDIS, Aged Care, WorkCover, Motor Accident and private services. With 18 franchises and plans to grow the business significantly, they needed a scalable system to unify processes and replace time-consuming manual work.

Five years ago, Simply Helping made its move, deciding to digitise its operations using Carelink Plus, Civica's end-to-end client and workforce management platform.

Starting point: Manual, paper-based systems

Business Transformation Manager – Paul Athanasakos, recalls that when he joined Simply Helping in 2019, many processes were still heavily manual, relying on paper-based systems. "We were using anything but modern technology," Paul said. "We knew it was time to modernise and improve efficiency."

"We kicked off in September 2019, straight into the cloud with Carelink Plus and Carelink Go," says Paul. "There were no legacy systems, which meant we could adopt Carelink holistically – exactly how we wanted to run our business."

Payroll and invoicing transformation

Before Carelink Plus, processing payroll and invoicing was a mammoth task for this organisation. Staff filled out paper timesheets, which were manually transposed into spreadsheets. Award conditions were applied manually, often from memory, before payroll was re-entered into the finance system.

"Payroll took up to three days, and invoicing could take up to six days – for the larger sites," Paul explains. "It was a full-time job across these franchises. Now, payroll takes two and a half hours, and invoicing takes a couple of hours. That's the average across the entire group."

Freeing teams for strategic work

This dramatic timesaving has freed up Simply Helping's accounts teams to focus on more strategic work – and it's made life significantly easier for franchisees.

"Each franchise is its own business, so the more we can save them time, the better. It's a better proposition for everyone involved," Paul says.

Key outcomes



Efficiency gains in payroll and invoicing - 90% reduction in time to complete payroll and invoicing



Scalability across a growing franchise network - enabling consistent and unified operations



Automation of complex award interpretation - accurately applying the SCHADS Award across multiple programs and funding streams



Strategic focus enabled for staff - franchise teams can now focus on strategic growth and service quality rather than manual data processing.

Case study



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If it wasn't for the award interpreter, we wouldn't be a Carelink customer. The system triangulates who the client is, who the worker is, and who's paying – and it just works.”

Paul Athanasakos,
Business Transformation Manager – Simply Helping

Much of this efficiency comes from Carelink's award interpreter, a critical feature given the complexities of the Australian SCHADS Award.

"It's the most complex award in the country, especially because we run multi-program delivery," Paul explained. "Our support workers might deliver services across aged care, disability, and brokerage clients all in a single week. That means different pay rates, classifications, and invoicing rules."

End-to-end service management

When any of the numerous external agencies (health, aged care or community care providers) in this sector ask Simply Helping to deliver a service to one of their clients, the Carelink Plus system knows how to roster the job, generate the correct invoice, and pay the support worker accurately - all without manual intervention.

"That's the magic," Paul says. "It understands that the funder isn't always the client. It gets the DNA of community care."

Simply Helping also relies on Carelink Go to capture timesheets digitally and is preparing to roll out Carelink Air to support paperless intake forms and further reduce data entry.

Planning for the future

"Once we complete our upgrade to the latest version of Carelink Plus, we'll bring Carelink Air online," Paul said. "It's the next step in our digital journey. The upgrade, driven by upcoming changes in aged care following the Royal Commission, will also support the new Support at Home funding model launching in 2025."

"We've been working on the upgrade since before Christmas," Paul explained. "Civica has been responsive - we know everyone's under pressure to meet the July deadline, and we're feeling confident."

Despite exploring the market, Simply Helping currently remains committed to Carelink Plus. "Sure, there are other products out there, and some do one thing really well. But Carelink Plus does 80-90% of everything we need in one platform. That's a massive value proposition," Paul noted.

"We process around **600,000 hours** of in-home services per year, across five funding programs. Carelink gives us confidence that as we grow, we can scale without having to reinvest solutions for the different requirement of new service and funding streams - this is the beauty of Carelink"

Paul Athanasakos,
Business Transformation
Manager - Simply Helping

Find out more
about how Civica's
solutions could
support your
organisation:

Case study

