



SME Workforce Management
Simplifying Staffing for Care-Based Providers

About Us

SME Workforce Management simplifies staffing operations for care-based organisations, NDIS providers, and staffing agencies. We provide end-to-end solutions to coordinate shifts, track compliance, and streamline payroll through smart systems and real human support. Founded by industry professionals, we bring deep sector knowledge, 24/7 reliability, and scalable services across metro and regional VIC. We are growing nationally to help providers reclaim their time, reduce risks, and grow sustainably.

Core Capabilities & Services Provided

SME Workforce Management provides end-to-end workforce coordination and operational support tailored for care-based organisations, support agencies, and community service providers.

Our services are built to scale with your organisation, whether you manage 50 or 1,000+ rostered hours weekly. From frontline shift coordination to executive-level consulting, we offer a complete operational backbone that adapts to your needs.

We operate across metropolitan and regional Victoria, with remote-ready tools to support teams Australia-wide.

Our Key Services:

Rostering as a Service (RaaS):

- 24/7 shift scheduling, urgent fill-ins, and coordination handled by real humans.

Compliance Tracking & Management:

- Live alerts for staff certifications (WWCC, Police Check, First Aid, Cert III/IV), ensuring audit-readiness.

Payroll & Accounts Integration:

- Award-compliant timesheet validation connected directly to Xero, MYOB or other systems.

Workforce Planning:

- Strategic support to build your ideal team structure, reduce costs, and avoid burnout.



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Consulting & Advisory:

- Done-with-you process audits, documentation, leadership coaching, and systems setup.

Optimisation & Reporting:

- Real-time dashboards, KPI tracking and performance insights to drive better business decisions.

Our Experience

SME Workforce Management has supported care-based providers, agencies, and NDIS operations to streamline staffing, ensure compliance, and create operational efficiency at scale.

We bring hands-on experience across both metro and regional Victoria, helping organisations transition from reactive admin to proactive operations.

Labourhire Staffing Agency - Victoria Statewide

Sector: Labour-hire / Community Support Services

Work Delivered:

- Full implementation of live Rostering as a Service (RaaS)
- Setup of shift confirmation workflows and after-hours coordination
- Compliance calendar build-out across 100+ workers

Outcomes:

- 75% reduction in missed shifts
- Rapid onboarding of over 25 new workers in under 30 days
- Long-term engagement and repeat advisory support

NDIS Provider – Southeast Melbourne

Sector: NDIS / Mental Health & SIL Services

Work Delivered:

- Compliance and documentation tracking systems built from scratch
- Integration of Deputy with Xero for seamless payroll processing
- Roster restructure aligned with SIL funding caps



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Outcomes:

- Passed external audit with zero major findings
- Reduced admin time from 12 hours/week to 3 hours/week
- Successfully scaled from 8 to 30 active workers over 6 months

SIL Program – Regional Victoria

Sector: Supported Independent Living (SIL)

Work Delivered:

- Workforce mapping and roster design based on NDIS Price Guide
- Implementation of live availability board for urgent shifts
- Staff onboarding workflow with compliance auto-reminders

Outcomes:

- Improved client continuity and reduced shift cancellations
- Enabled team leads to focus on care instead of shift-filling
- Regional scalability using remote coordination tools

Out of Home Care (OoHC) Provider – Melbourne Metro

Sector: Youth Residential Care / Community Services

Work Delivered:

- Acted as an external Agency Management unit, overseeing all shift coordination and worker engagement across multiple external agencies
- Set up centralised rostering processes and unified communication across 4 different staffing providers
- Built a real-time escalation framework for missed shifts, unavailable workers, and last-minute fills

Outcomes:

- Reduced internal admin burden by 80%
 - Eliminated double-bookings and agency conflicts through centralised control
 - Improved client safety and staffing continuity by ensuring trained, verified staff covered every shift



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- Enabled internal care coordinators to focus on quality outcomes instead of chasing staffing issues

Who We Support

SME Workforce Management partners with a wide range of care-based organisations that require consistent, compliant, and coordinated staffing.

We specialise in supporting:

NDIS Providers

- Support Coordination, SIL, Community Access, Day Programs, Therapy Services

Mental Health & Psychosocial Programs

- Outreach Teams, Support Workers, Dual Diagnosis Services

Out of Home Care (OoHC) & Youth Residential Services

- Residential Care, Emergency Placements, On-Call Staffing Coordination

Labour-Hire & Staffing Agencies

- NDIS & Community Support Worker Pools, Agency Coordination, Workforce Compliance

Allied Health & Therapeutic Service Teams

- Multi-disciplinary rosters, sessional support, remote clinician coordination

Whether you're a small local provider or a multi-region agency, we tailor solutions to match your service model and compliance needs.

We understand the operational stress and bring real-world experience to help you scale with confidence.

Contact Us

 SME Workforce Management	Based in Melbourne, VIC. Currently servicing providers across Greater Melbourne, regional Victoria (e.g. Geelong, Ballarat, Bendigo), and onboarding new clients across Australia/NZ. Remote-friendly systems and rostering tools allow national scale.
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