

## CASE STUDY YMCA VICTORIA



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Natasha Di Ciano,  
Payroll Services Manager

### BACKGROUND

We have been serving the Victorian community for 155 years.

Originally for “young Christian men”, today we are a non-religious organisation working with more than 30 partners to offer programs and services for people of all ages, abilities and backgrounds.

In everything that we do, at our more than 140 locations across Victoria, we strive to build strong people, strong families and strong communities.

It is our aim that no-one is denied the opportunity to benefit from our health and wellbeing programs, due to financial disadvantage.

Many now refer to us simply as “The Y”.

YMCA Victoria’s Payroll Services Team provides a payroll service to all the branches across Victoria. Payroll Services Manager Natasha Di Ciano says; “We function like a payroll bureau providing payroll services to our branches and also some YMCA Associations across the state”.

YMCA Victoria has a high discrepancy between staffing numbers throughout the year due to the seasonal load. This requires much planning by the organisation and diligence by the payroll staff. Of the 4000-6000 staff 80% are casual.

### ADP

YMCA Victoria commenced their relationship with ADP in 2003. The move to ADP was to consolidate all of our YMCA branches to a central state-wide system. There were limitations with the payroll system they were using prior to ADP Payforce. “Our previous system didn’t have the level of reporting we required,” Natasha says. “With Payforce we were able to become more efficient in areas such as having the ability to globally update pay rates which was a manual process in the previous system. According to Payroll Projects Manager Narelle Genders “we were finding that within business the technology we were using was not going to take

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us into the future. With Payforce we are able to produce reports more accurately, are more efficient, ensuring we remain legally compliant. As well as gain a more reflective view of the organisation as a whole.”

By moving to ADP, YMCA Victoria has been able to bring all the branches across the state and a number of associations under one umbrella. “An employee is able to work across multiple branches or associations and we view that as one employment for Long service leave purposes,” Natasha says.

### **IMPLEMENTATION**

Faced with a complex system with more than 40 branches spread across Victoria, it was important ADP grasped YMCA Victoria’s requirements from the start. “It was important ADP understood our business, that we have a number of employees working across a number of YMCA branches. Therefore their hours need to be paid and costed accordingly.” Natasha says.

Moving to Payforce provided YMCA Victoria with the opportunity to assess their payroll procedures. Natasha says; “The implementation allowed us to review how we did things. It provided the opportunity to ensure that there was compliance with both legislative and internal requirements”.

### **EMPOWERMENT THROUGH ADP**

YMCA Victoria collects extensive demographics of the people who work at their branches. According to Narelle, “The ability to understand our staffing needs is important therefore with ADP’s reporting capability we are able to collate staff demographic information to ensure we provide a service which reflects the needs of the community we are servicing, including multi-cultural and multi-aged communities”.

YMCA Victoria is utilising the functionality of Payforce to ensure they are protecting the organisation. “We are using termination screen to flag whether they have participated in an exit interview and are suitable for re-employment within the organisation”.

### **LEGISLATIVE COMPLIANCE**

Natasha suggests legislative compliance was one of the main benefits of moving to ADP. “Another reason we chose ADP was for legislative requirements. Previously many branches were processing their own payroll and employed staff working at multiple YMCA branches. As a result many employees were not receiving their full super contribution as each branch was considered a separate employer.

With the introduction of our “One Y” philosophy and the consolidation under Payforce it has made it easier for us to ensure we are compliant. Our “One Y” state movement then benefitted our employees as they receive super based on all of their hours worked across multiple branches.”

### **TRAINING**

A benefit for YMCA Victoria has been ensuring their training requirements are met. According to Natasha “we are now able to report to our training department on employees who have started in the last three months so that the training department can organise the ‘One Y’ orientation program. The reports we provide show where new starters are located. Training can then determine where orientation programs need to take place.”

### **ENVIRONMENTAL RESPONSIBILITY**

“YMCA Victoria is concerned with the carbon footprint we are leaving,” explains Natasha. “ADP provides a platform for us to move

to the future, away from paper, through payslips online. Also, the majority of our staff are in the 18-30 age bracket and computer savvy. They embrace payslips online rather than waiting for a bit of paper in their pigeon hole.”

### **RECOMMENDATION**

“I have worked with other products which have similar modules available but Payforce stands out as a superior product,” says Natasha. “I know how complex the YMCA business is compared to other payrolls I’ve processed. The implementation team at ADP ensured they really understood our business and its needs resulting in a smooth implementation.”

Narelle suggests having an all encompassing HR/Payroll system that enables an organisation to be compliant is one of the reasons for YMCA Victoria choosing ADP. Any organisation that is looking for a HR/Payroll system should consider ADP.

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