Guardian
Childcare & Education

DAITUM

OPTIMISED CHILDCARE ROSTERING
Case Study: Guardian Childcare & Education

Guardian Childcare & Education is one of the largest childcare providers in Australia, employing 3,500 staff, across 136 services. They educate over 13,000 children, with one clear purpose: "to ensure children are given the best possible start to life".

The Challenge

Like all Australian childcare providers, Guardian was acutely aware that getting staff rostering right was essential for their business. Not only did they need to meet various state government regulations, but they had to account for staff welbeing and retention - above and beyond the business' bottom line. Most of all, they needed to ensure rostering practices catered to the individual needs of each and every child.

Guardian's key challenge with rostering, despite having some levels of automation in place, was that they still relied heavily upon key management staff at each service, undertaking a time-consuming and complex rostering job each week, factoring a large number of considerations including:

- Child occupancy levels
- Labour contract rules
- Staff preferences
- Sick and annual leave
- Programming
- Staff-to-child ratios
- Staff certification levels
- Full-time/part-time/casual rates
- Break coverage
- Responsible person allocation

All these considerations then had to be weighed against the business KPIs. It would take each service an average of two days a week to create their weekly roster, every week. Across 136 services, this added up. To top it off, each staff member rostered differently, following different processes and practices, resulting in different outcomes.

These valuable member of staff were being utilised for a job that was not their core capability and more importantly, it was taking them away from the work that mattered most to each service.

What Guardian came to realise, like so many other businesses, is that rostering is complex and hard. Rostering as efficiently as possible, while maintaining full compliance is even harder still.

Guardian were keen to look at a new way of tackling rostering but were sceptical to invest in new software, until Daitum demonstrated a better and faster way with their Rostering for Childcare solution.

Benefits

⬇ 8% fewer hours rostered

⬆ Fully compliant rosters

⬇ Faster to build roster
(saving 4-12 hr per week)

⬆ Systemisation
Analytics across all centres

"I no longer dread rostering and now spend the valuable time saved with parents and children instead."

Guardian Service Manager

Guardian
Childcare & Education

"Guardian rapidly rolled-out the Optimisation Rostering Application across all our services, with amazing results and benefits emerging within weeks.

Daitum's on-going and reliable support has been a tremendous help."

Liz Brooks

General Manager - Operational Efficiency

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DAITUM

The Solution

Humanforce Payroll Data
Qikkids SISO Data
Daitum Staff Preferences
Optimised Rosters
Humanforce Staff Roster
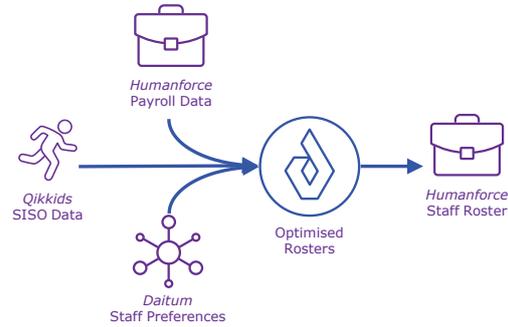
Guardian deployed Daitum's cloud-based AI Rostering for Childcare application across all its services, in a matter of months. Daitum seamlessly interfaced with Guardian's enterprise repositories, holding the necessary rules and information used to produce rosters. Optimised rosters were then created at the click of a button and sent back to Humanforce for distribution to Guardian staff members.

The Results

Rosters are now produced in a fraction of the time, saving 4-12 hours per service, per week. Rosters are now generated consistently across the organisation and, more importantly, roster compliance is planned in and highly visible to the organisation. Most impressive of all, labour costs were reduced by 8%.

Guardian attributed a significant part of the success not only to its own Innovation team's recognition of the organisational change management required to make the transformation but also the cohesive engagement with Daitum, in the relentless pursuit of optimisation excellence.