



# CURRUMBIN-PALM BEACH RSL TIGHTENS COSTS AND SAVES TIME

with the help of Sage WageEasy



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Kharma Stewart, Currumbin-Palm Beach RSL  
Human Resources Manager

## Customer

**Currumbin-Palm Beach RSL**

## Industry

**Clubs and Recreation**

## Location

**Currumbin QLD  
Gold Coast**

## System

**Sage WageEasy**

## Overview

Currumbin-Palm Beach RSL is located in the heart of the Gold Coast, one of Australia’s top tourist destinations. Founded in 1977, the club now has 175 employees and more than 20,000 members. The club’s vision is to always be “the best little club in the world” by offering exceptional customer service alongside superior food and dining experiences. The club has won six Club Queensland Awards.

When the club migrated to Sage WageEasy in 2011, it had been using its payroll software for 10 years. As the years passed, the software had aged and the provider was no longer investing in further development or updates. As a result, the solution was no longer meeting the club’s payroll needs and was becoming a drain on company’s time and resources.

“Using an outdated payroll system became too timely and costly for our business, processing the weekly payroll became a monumental chore and was not an efficient use of our time,” says Kharma Stewart, Human Resources Manager for Currumbin-Palm Beach RSL.

## Challenge

There were two main issues that led the club to look for a new solution. First, the existing software was unreliable in its interpretation of awards and required a regular amount of manual overriding. There was particular difficulty in differentiating between National Employment Standard Awards and the award for Registered License and Clubs which increased the time needed to properly process payroll.



The second issue was rostering. The old system did not accurately record hours clocked by employees and only provided part of the necessary information to kickoff payroll procedures. Employees had to be rostered twice, once in Excel and then manually entered into the software which created double the work for the same outcome.

“The process was becoming unreliable which was one of the main drivers for us to change systems. We were spending far too much trying to overcome the obvious inadequacies of our current payroll solution,” says Stewart.

The processing of each payroll cycle was taking up more and more valuable company time and in 2011 the club began looking for a new solution. The club had some basic requirements: saving time and resources, cost efficiency and a better understanding of awards.

“We were looking for a new reliable payroll solution that would also integrate with our time and attendance system. We needed something that was not too expensive, easy to use and would always load the proper awards,” adds Stewart.

## Solution

After considering several options, the club chose Sage WageEasy. The club was attracted to Sage WageEasy's ease of use, simple implementation and the level of support Sage offered.

Sage WageEasy immediately reduced the time required to process the weekly payroll by 50%. The team was no longer required to do twice the work or spend hours manually overriding mistakes in the awards interpretations. The club now has complete confidence that the weekly payroll for their 175 employees will be done quickly and without error.

“From the beginning, Sage WageEasy improved the weekly payroll process. It is no longer a time consuming and lengthy procedure. We are now able to correctly pay our employees on time. Sage WageEasy also allows us to better monitor and keep wages in line with budget and trade. This is one of the best decisions we have made for our business,” adds Stewart.

## About Sage

Sage Australia is a subsidiary of the Sage Group plc and has offices throughout Australia and New Zealand, and more than 25 years' experience in both local markets.

We provide small and medium sized organisations, and midmarket companies with a range of easy-to-use, secure and efficient business management software and services – from small business online accounting (Sage One), accounting practice management (Sage HandiSoft), payroll and HR (Sage MicrOpay), to business management and customer relationship management (Sage Business Solutions).

Sage energises the success of businesses and their communities around the world through the use of smart technology and the imagination of our people. Sage has reimaged business and brings energy, experience and technology to inspire our customers to fulfil their dreams.

We work with a thriving community of entrepreneurs, business owners, tradespeople, accountants, partners and developers who drive the global economy. Sage is a FTSE 100 company with 14,000 employees in 24 countries.

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