



## CASE STUDY

# A Simple and Worthwhile Experience with APA



# Case Study

Launch Housing achieves confidence in how people are paid by engaging with the efficient **PayCompliance™** service developed by the Australian Payroll Advisory.

# Snapshot

Launch Housing engaged Australian Payroll Advisory (APA) to review their pay environment for optimal compliance and best practices in payroll management.

Launch Housing, a secular Melbourne-based community organisation, aims to end homelessness in Victoria. Established on 1 July 2015 from the merger of Hanover Welfare Services and HomeGround Services, it provides housing support, education, and employment assistance across metropolitan Melbourne.

The organisation manages safe housing and supports clients through programs that prevent homelessness and offer long-term case management. Their recent impact report shows that 3,000 clients secured housing through their programs, and 90% of clients in tenancy support maintained their housing with assistance.

Kelly joined Launch Housing as a Senior Payroll Specialist in 2023.







# Challenge

To transition to a new Workforce management and payroll system, Launch Housing needed to address any compliance issues from their current system.

Impressed with APA's member services, including helpdesk support and training, Kelly chose APA for the review.

# Process

The sales process with APA was seamless. Ross provided tailored ideas that showcased their expertise and understanding of our needs.

“The PayCompliance review was simple and efficient. We only needed to supply data and answer a few questions from our consultant, Emma-Lee. Despite being time-poor, the process required minimal effort from us.

Having never undergone such a review before, I found the experience quick, painless, and transparent. I was kept informed at every step, which built my confidence in the process.

Emma-Lee was instrumental in this project's success. Her extensive payroll background made her exceptionally supportive and provided a clear understanding of payroll's integration into the broader business. Her insight and dedication were invaluable, and I appreciate her guidance throughout the review.”

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## PayCompliance Review

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## Review Experience

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# Results

*“The quality of the end result was high and it met our expectations. Overall, it was a satisfactory experience and we are glad we did it”.*

*“We will definitely look to engage with APA in future”.*

