



CASE STUDY

# Breakaway



# Case Study

Breakaway Toowoomba achieves confidence in how people are paid by engaging the **360 Payroll™** service developed by the Australian Payroll Association.

# Snapshot

Breakaway Toowoomba engaged the expertise of Australian Payroll Advisory (APA) to undertake a comprehensive review of their payroll ecosystem. This review aimed to ensure strict adherence to pay regulations while also scrutinizing governance structures, control mechanisms, systems, and processes. The goal is to establish an enhanced payroll delivery model that optimally aligns with the organisation's objectives.

Since 1986, Breakaway Toowoomba has been working closely with families and carers to deliver accommodation, community and in-home services that support and empower people with a disability and their families.

Breakaway began when a group of parents united to provide a respite service for families of children with a disability in Toowoomba and nearby regions. Since then, their organisation has evolved, and the services offered to people with disabilities and their families have grown.

Breakaway offers support in a variety of areas including social interactions, involvement in community activities, in-home respite, centre-based respite, supported independent living, domestic assistance, personal care assistance, daily living assistance and skills development.

Thus far in 2024, Breakaway has supported over 160 clients and provided more than 16,000 disability care hours.

Gene Goldby has been a member of the Finance Team since 2022 and has served as Finance Manager since 2023.





# Challenge

As a not-for-profit entity, Breakaway prioritised the precise remuneration of its workforce and the fulfillment of its compliance duties under both State and Federal payroll regulations, as well as within the framework of their industrial agreements.

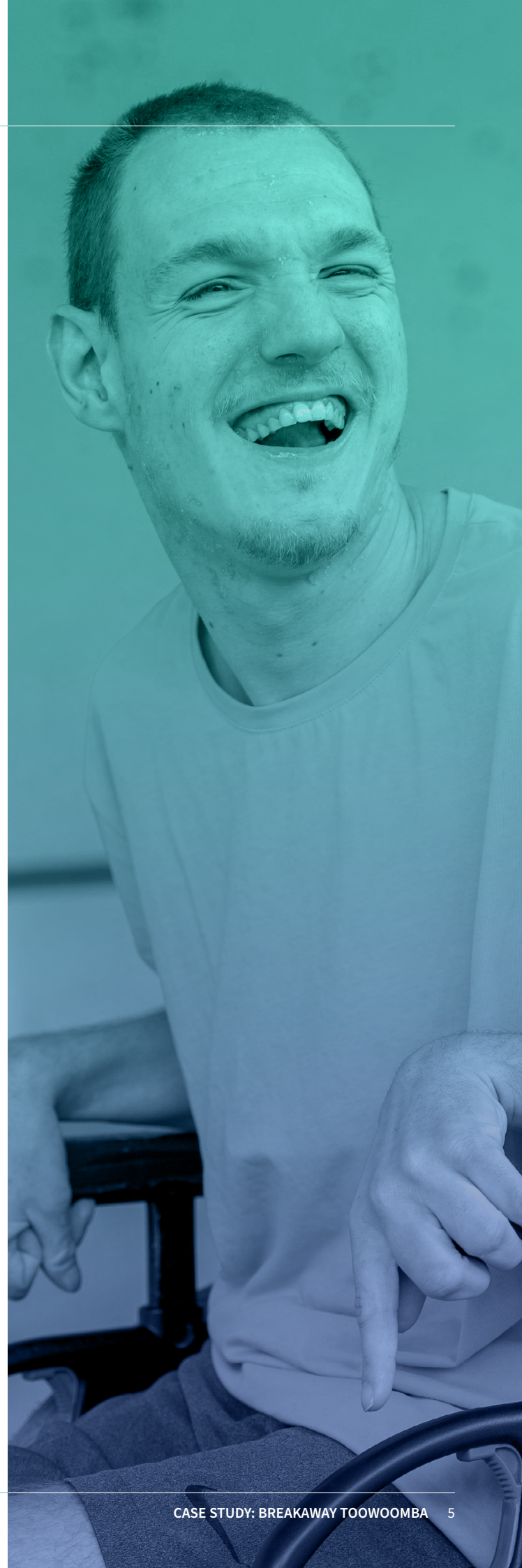
Through a rigorous selection process, Breakaway identified Australian Payroll Association as the preferred partner due to their holistic and integrated methodology. This encompassed a meticulous examination of compliance matters alongside a thorough evaluation of processes, systems, governance, and controls.

In contrast, alternative organisations approached for proposal submissions tended to concentrate solely on isolated facets of the review, a methodology that Breakaway's Gene likened to a superficial "Band-Aid" approach.

# Process

Gene felt that the payroll review process was executed with remarkable efficiency, characterised by a seamless delivery facilitated by the APA team, who ensured utmost ease throughout.

Despite encountering challenges in recording and documenting data from the payroll platform, as well as in dissecting associated issues, APA demonstrated resilience. They effectively analysed the existing state and offered guidance for addressing outstanding matters, along with recommendations aimed at mitigating risks within the payroll environment.



# Results

The Payroll Process and Compliance review delivered several significant outcomes:

- It prompted a compelling case to the senior management team, advocating for a transition in Payroll systems due to the prevalence of manual workarounds. This recommendation led Breakaway to adopt an alternative Payroll system better suited to their requirements.
- The review effectively pinpointed vulnerability to non-compliance and proposed remedial measures, including recommended controls and governance structures to ensure ongoing accuracy and adherence to regulations.
- An evaluation of the current Time and Attendance (T&A) system resulted in the acquisition of a more integrated solution that aligns with Breakaway's scheduling and CRM platforms.
- The payroll review instilled greater confidence in Gene regarding the remuneration processes, providing a transparent assessment of the current state and a clear roadmap for future improvements.

The interaction with APA was characterised by a remarkable level of simplicity and clarity, facilitating the efficient delivery of high-quality outcomes within a concise timeframe. Notably, the streamlined process necessitated minimal customer involvement, further enhancing the ease of engagement.

Gene acknowledges the value of engaging APA for another payroll review once the new HR/T&A system is implemented.