

Ear Science Institute Australia

Australia



Ear Science Institute Australia is a not-for-profit organisation dedicated to improving hearing outcomes through research, clinical care and community programs. Behind that work, its People and Culture team was managing a heavily manual onboarding process.

New hires received forms that had to be printed and scanned or completed using editing software. Once returned, their information was collated by the People and Culture Advisor, passed to Payroll, manually entered and then checked by another employee for accuracy and compliance. The process involved considerable double handling and could disrupt an employee's first few days when paperwork was delayed.

Having implemented a partial outsourced payroll solution with Frontier Software, Ear Science Institute Australia saw Onboarding (ONB²¹) as the natural next step in transforming its people processes. The organisation wanted a more efficient, intuitive onboarding process that new hires could complete easily using a desktop or mobile phone.

Chief People and Strategy Officer, Jacqui Williams, credits the Frontier Software consulting team with helping the organisation realise the full value of the change. "They were proactive in sharing practical advice, flexible when we had special requests and genuinely invested in helping us get the most from the system. We benefited from their experience throughout the implementation, and they made sure we were comfortable and confident with the new process."

Keeping the project on schedule and within budget gave Ear Science Institute Australia a strong foundation for change. Just as importantly, the collaborative implementation helped its People and Culture team adopt the new process with confidence from the outset. The benefits are two-fold. For the People and Culture team, ONB²¹ provides a cleaner, more efficient way to manage employee information, reducing manual handling and duplicated effort. For new hires, it creates a more polished and contemporary introduction to Ear Science Institute Australia, helping the organisation make a positive first impression before employees even commence.

"Frontier Software delivered a fantastic implementation from start to finish. The team kept us on schedule and within budget, while sharing the experience and practical advice we needed to get the most from the solution."

Jacqui Williams, Chief People and Strategy Officer.



FAST FACTS

Industry Sector: Healthcare and Research

Headcount: 150

Customer since: 2025

Delivery Method: Partial Outsource

Solution: Payroll, Onboarding.

Country: Australia

www.earscience.org.au