

Anglicare Sydney Transforms Workforce Experience and Lifts Productivity with Workday

Workday HCM Delivering Measurable Gains in Recruitment, Retention, and Workforce Efficiency across Anglicare's Aged Care Operations

SYDNEY, Australia, May 20, 2025 – [Workday, Inc.](#) (NASDAQ: WDAY), a leading provider of solutions to help organisations manage their [people](#), [money](#), and [agents](#), today announced that Anglicare Sydney, one of Australia's most trusted providers of care for older people and support services for the vulnerable, is using Workday Human Capital Management (HCM) to streamline HR operations, enhance workforce agility, modernise the employee experience, and support the delivery of high-quality care for older Australians.

With over 5,500 employees and many more volunteers serving communities across Greater Sydney and the Illawarra, Anglicare required a modern, unified platform to replace manual processes and legacy systems, capable of addressing rising compliance demands and enhancing the overall employee experience for its diverse team.

Since going live on Workday, and working in concert with Anglicare's broader workforce strategy, Anglicare Sydney has:

- Reduced employee turnover from 30% to 14%, improving workforce stability in a competitive talent environment
- Accelerated time-to-hire for bulk roles from 42 to 13 days, with the fastest hire completed in six days
- Eliminated 25 manual, paper-based HR forms, improving data accuracy and reducing administrative workload
- Gained real-time workforce insights, enabling faster and more informed decision-making across the organisation

"Workday has helped us transform how we recruit, retain, and manage our workforce," said Yvette McDonald, Chief People and Customer Officer at Anglicare Sydney. "We've replaced disconnected, manual systems with a single platform that empowers managers, drives better decisions, and ultimately helps us to deliver an even greater impact for the people in our care."

The implementation was underpinned by strong executive sponsorship and a clear focus on change management. Position management and real-time analytics provide greater visibility and accountability across Anglicare's complex workforce, spanning frontline carers, corporate teams, and volunteers.

"Our people come to work to serve our clients and residents. They are passionate about it. With Workday, we've improved operational efficiency, sped up recruitment, and laid the foundation for scalable growth so that our people can do more of the work they thrive on – serving our residents and clients," McDonald added. "As demand for all of our services continues to rise, this transformation positions us to respond with agility and confidence and better position ourselves as an employer of choice."

"Multi-faceted organisations like Anglicare Sydney play a vital role in our community, and having the right systems in place is critical to their success," said Jo-Anne Ruhl, Vice President and Managing Director, Workday Australia and New Zealand. "We are proud to support Anglicare Sydney in simplifying its HR operations and unlocking new levels of workforce productivity through automation and AI, delivering a HR platform that meets today's needs and can scale to support future growth and impact."

About Anglicare Sydney

Anglicare Sydney is a Christian not-for-profit organisation providing care to older people and community services throughout Sydney, the Blue Mountains, Illawarra, Southern Highlands, New England North West, Central West and Norfolk Island. Anglicare has been serving those in need for more than 160 years, employing more than 5,000 staff and serving alongside 1,300 volunteers. Anglicare provides a diverse range of services including providing care through residential aged care homes, at home care services, retirement living communities, affordable homes for people over 55, community services for children, families and those experiencing social isolation, disaster recovery in times of crisis and helping to effect change through research and advocacy.

About Workday

[Workday](#) is the AI platform for managing [people](#), [money](#), and [agents](#). The Workday platform is built with AI at the core to help customers elevate people, supercharge work, and move their business forever forward. Workday is used by more than 11,000 organizations around the world and across industries – from medium-sized businesses to more than 60% of the Fortune 500. For more information about Workday, visit [workday.com](#).