

Reliable Payroll Support Enables Arts Centre Melbourne to Focus on Delivering World-Class Performances

Client

Arts Centre Melbourne

Business Area

Business Applications –
HR & Payroll

Industry

Entertainment

Location

Melbourne, VIC



Overview

Arts Centre Melbourne (ACM) is a performing arts centre consisting of a complex of theatres and concert halls in the Melbourne Arts Precinct. As one of Australia's premier cultural institutions, it is home to four Resident Companies—The Australian Ballet, Melbourne Symphony Orchestra, Melbourne Theatre Company, and Opera Australia.

With a commitment to artistic excellence, Arts Centre Melbourne's core mission is to bring outstanding performances to Melbourne audiences, while managing the complex operational requirements of a major entertainment venue.

Fast Facts

- Eliminated key-person dependency risk in critical payroll system administration
- Seamless transition of system administrator responsibilities to a trusted external partner
- Comprehensive support across EOFY processing, system upgrades, enterprise agreement increases, and day-to-day payroll operations
- Quick response times and hands-on collaboration delivered operational confidence

“Atturra is like an extension of our team, willing to share their skills and knowledge whenever we need it. They can step in to fill resource gaps, run our payroll, handle upgrades, and handle EOFY processes seamlessly. They are responsive, communicative, and transparent, so we always know where we stand. They're willing to walk alongside you, even when internal processes slow things down. We wanted consistency, and that is what Atturra delivers.”

Clair Schultz, Payroll Manager, Arts Centre Melbourne

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Business Opportunity

ACM recognised that it had a key-person dependency on the in-house payroll systems administrator. A single employee served as the escalation point for payroll troubleshooting, handled End of Financial Year (EOFY) processing, managed enterprise agreement increases, and provided essential chris21 technical support to the broader payroll team.

In response to internal changes, this role no longer existed, so ACM began exploring how to eliminate the key person risk and ensure continuity of vital functions and reliable coverage regardless of staff movements or leave.

Additionally, the quality of available payroll candidates made recruitment challenging, underscoring the need for a reliable external partner with consistent expertise and support.

Solution

Arts Centre Melbourne had previously worked with the Atturra team on a reporting implementation project, making them a natural choice for expanded support.

Atturra began to provide comprehensive support across tax patches, system upgrades, EOFY processing, and enterprise agreement increases. The team's approach was consultative and hands-on, participating in calls with the payroll team and providing visibility at every stage.

The engagement evolved into a consistent monthly model with regular internal meetings, ensuring ACM had ongoing access to specialist knowledge and support when needed.

Outcomes achieved

Arts Centre Melbourne successfully eliminated its key-person dependency risk by transitioning from an internal system administrator to a flexible, on-demand support model. The organisation now has access to specialised chris21 expertise and scaled support that can be dialled up or down based on their needs.

The Atturra and ACM partnership has delivered operational confidence. Staff can take leave knowing payroll will run smoothly. Critical processes like EOFY, enterprise agreement increases, and system upgrades are managed with expert oversight and clear visibility.

Atturra's quick response times and collaborative approach have built lasting trust, and the relationship is straightforward, friendly, easy to coordinate, and with clear communication that enables ACM to deliver on its core mission.

Technologies

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