

HeyLucy x MyGigsters

From *manual* healthcare admin to **next-day pay** for every locum.

How an Australian healthcare staffing marketplace replaced fragmented spreadsheets, manual invoicing, and end-of-month payout chaos with automated back-office workflows, and gave locums faster, more predictable pay in the process.

Next-day

from 4–6 weeks

Locum payout time, before vs after MyGigsters

99.3%

Payout success rate across all shifts processed

96%

Of registered locums actively paid through HeyLucy

HeyLucy

Healthcare locum marketplace · Adelaide, Australia

Talk to our team →

THE SHIFT

From *chaser culture* to a healthcare payments platform.

HeyLucy connects Australian clinics with qualified locum healthcare professionals. As shifts grew, **fragmented spreadsheets, email chases, and manual payouts** became the platform's bottleneck. Generic payroll tools couldn't handle marketplace flow: clinic approvals, locum verification, superannuation allocation, predictable payouts. **Scaling the marketplace meant scaling the back office linearly.**

THE SHIFT, IN NUMBERS

PAYOUT	4–6 _{wks}	→	Next _{day}	Settlement after shift approval
ADMIN TIME	>90 _{hrs/mo}	→	<8 _{hrs/mo}	Finance & admin, fully automated
RELIABILITY	Manual	→	99.3%	Payout success rate, no manual chasing
ACTIVATION	Slow _{ramp}	→	96%	Of registered locums actively paid

THE SOLUTION · THREE PILLARS

A workforce payment platform built for healthcare marketplaces.

01

Back-Office Payment Automation

Automated workflow from timesheet capture through clinic approval, auto-generated invoices, payout orchestration, and reconciliation. A centralised dashboard replaces the email-and-spreadsheet routine for Finance and Ops.

02

Next-Day Pay & EarlyPay

Embedded finance built into the marketplace. Eligible locums can receive settlement as early as the next business day after approval, decoupling practitioner cashflow from clinic remittance timing.

03

Onboarding, Compliance & Super

Digital practitioner onboarding with identity verification, credential and right-to-work checks. Automated income allocation, superannuation support, and consolidated payout reporting.

RESULTS

The marketplace HeyLucy *can build on.*

LOCUM CASHFLOW

8-day

Average gap between shift completion and traditional payout, now bridged by EarlyPay. Locums get paid the next day after approval, not at the end of a 4–6 week cycle.

VISIBILITY

Realtime

Reconciliation dashboard replaces end-of-week chasing

COMPETITIVE EDGE

Only one

Healthcare staffing solution in Australia paying next-day, every shift

FOUNDER TIME

Reclaimed

Finance & ops moved off the founders' weekly to-do list

MARKETPLACE TRUST

Predictable

Locums returning for repeat shifts on a payment cadence they can plan around

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MyGigsters powers HeyLucy's next-day payment experience for locum allied healthcare professionals. The platform ensures 100% of our locums are paid the next day after completing their shift, making HeyLucy the only healthcare staffing solution with this capability in Australia. The MyGigsters team proactively reach out with ideas and solutions to problems we didn't even realise we had. They are truly committed to Australian founders succeeding.

Hayley Uden

CEO & Founder, HeyLucy

Building a healthcare or workforce marketplace?

See how MyGigsters can do the same for you. Full case study at mygigsters.com.au/case-studies/heyLucy

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