

## CASE STUDY

# O'Hara Group future-proofs its workforce with Allara Global

A streamlined, scalable training solution for a growing, multi-venue hospitality group.

The O'Hara Group, a dynamic and expanding hospitality organisation, faced a common challenge of growth: how to deliver consistent, high-quality training to a growing number of staff across multiple locations. They needed a streamlined and accessible way to manage everything from onboarding and compliance to professional development. Their search for a modern solution led them to Allara Global.

## THE CHALLENGE

### *Ensuring consistency and compliance at scale*

As the O'Hara Group expanded, its traditional training methods became less effective. The leadership team identified a critical need for a centralised system that could provide every team member with the same foundational knowledge, regardless of their location. The key challenges were:

- **Geographic spread:** Delivering uniform training face-to-face across different venues was logistically complex and time-consuming.
- **Time-intensive onboarding:** Managers were spending valuable time repeatedly conducting the same onboarding training for each new hire, a process that was difficult to scale as the team grew.
- **Compliance assurance:** Ensuring every employee was trained and up-to-date on critical compliance topics, like Work Health and Safety (WHS) and Manual Handling, was a significant administrative burden.

## O'HARA GROUP

HOTEL MANAGEMENT + CONSULTING

The O'Hara Group is a successful Hotel (pub) Group that has owned and operated hotels in NSW since 1999 and currently manages 12 venues across the state.

**Industry:** Pubs

**Location:** Sydney, the Illawarra region and Salamander Bay, NSW, Australia

**Company size:** 350+ employees

**Year founded:** 1999



“The content that’s already available is fantastic and they are continually adding to it. The platform is user-friendly and the courses are intuitive, engaging and relevant. They made it easy to tailor the content and learning plans to our needs... I have never set up or managed an LMS before and Allara make it easy and pain-free”

**Kerrie Peters**

Group HR Manager  
O'Hara Group

## THE SOLUTION

### *A collaborative partnership + powerful platform*

The O'Hara Group chose Allara Global to build its new training framework. The implementation process was described as "excellent" and highly collaborative.

*"The team listened to what we had in mind, talked through what was required to set up, and then they just sorted it out behind the scenes. It only took a couple of short meetings and some detailed emails to put everything in place."* said Kerrie Peters, Group HR Manager at O'Hara Group.

What began as a solution for basic training quickly evolved. During the setup, the O'Hara Group discovered the platform's versatility and worked with the Allara Global team to expand its use for:

- **Digital policy sign-off:** Streamlining acknowledgment of company policies.
- **Comprehensive inductions:** Creating a consistent onboarding experience for all new staff.
- **Targeted upskilling:** Assigning additional training modules where needed.
- **Compliance recaps:** Using RSA/RCG refreshers to keep staff knowledge sharp.

Kerrie added, *"Nothing was too much trouble for the team at Allara Global, and we have been able to use the platform for so much more than we originally intended"*.

## THE RESULTS

### *Time saved, risk reduced, and a culture of learning*

Since implementing Allara Global, the O'Hara Group has seen a significant positive impact across the business.

- **Enhanced efficiency:** Managers have reclaimed valuable time previously spent on repetitive training tasks, now confident that every team member receives the same high standard of onboarding.
- **Improved staff engagement:** By incorporating training requests into performance reviews, the group actively supports the professional development goals of its team.

- **Strengthened compliance:** The platform provides a clear, auditable trail of completed training for WHS, armed holdup procedures, and more, adding a crucial layer of risk mitigation. The ability to push out policy updates and track sign-offs ensures everyone has the latest information.
- **A pathway for growth:** The group now leverages Allara Global's extensive library of leadership and management courses to upskill its team, assess ambition for formal training, and support career progression.

## Keys to driving engagement

The O'Hara Group cultivated a strong learning culture using a few key strategies. They made core training modules mandatory upon induction with a clear completion deadline, tracked via weekly reports. Crucially, the group demonstrated a tangible commitment to their team's development by scheduling time for employees to complete training during paid work hours.

Furthermore, learning was linked directly to opportunity; for team members seeking promotion, voluntarily completing extra training became a way to demonstrate their commitment to a hospitality career.

## Advice for other businesses

Based on their experience, the O'Hara Group offers three key pieces of advice for organisations either starting or refreshing their training program journey:

- 1. Plan methodically:** "Don't rush it. Really plan how you want to use it and map out the setup from there. Spend the time to get it right so the team doesn't get frustrated."
- 2. Get universal buy-in:** "Try to get buy-in from everyone involved – managers, colleagues, directors, etc., so it can be successfully launched and maintained."
- 3. Integrate it fully:** "Incorporate the training program into your day-to-day processes so it becomes a part of what you do rather than an additional thing that has to be constantly managed."

**Interested to find out more?** Email us at: [sales@allaraglobal.com](mailto:sales@allaraglobal.com)