



# Providing Workforce Solutions to Healthcare

Staff Australia's candidates make up over 95% of this client's workforce, with 9 in 10 obtaining permanent employment within the healthcare sector.

## About the client:

This client is a leading supplier and distributor of ward-based equipment and rehabilitation products.

Since 1987, the business has assisted Australians in the Hospital; Residential Aged-Care; Home & Community Care; and Rehabilitation sectors. Our client is committed to building strong and lasting relationships with their customers, clients, and workforce.



## Challenge:

Located in Thomastown, our client needed to find experienced warehouse workers and business support staff to help their team reach operational and customer service goals. Their current staffing levels were becoming insufficient, and they needed additional staff to handle customer orders and service demands. Anon G, our client's Operations Manager, knew Staff Australia would be able to assist. With prior experience working with our Business Development Manager, Jo, Anon exclaimed, "I don't bother with other agencies."

Anon reached out to Staff Australia in early 2023 to find skilled Forklift Drivers, Storepersons, Customer Service Representatives, and Truck Drivers. This client needed to meet operational goals and service objectives, and our candidates allowed them to do that with ease.



In return, this client offered ongoing hours and the opportunity for permanent full-time employment to the candidates who demonstrated an impressive work ethic and commitment to their role within the company.

According to Anon, Staff Australia has consistently delivered great service and met all his recruitment needs across the multiple companies he has worked with, so it was an easy decision to make when he went to our client.

## Solution:

To address their employment challenges, the recruitment team at our Keilor East office worked tirelessly to provide the best solutions to our client by using our deep understanding of the warehousing and manufacturing industry to source, train, and place the most suitable and qualified candidates.

As soon as a job order was placed, the team at Keilor East was on the case! This prompt response has provided this client with skilled workers when, and where they needed them.

According to Anon, Jo and Jaylene from the Keilor East team have been awesome to deal with: "Everything has been positive, and I can't say anything negative about my experience with them." Anon has also worked with Kayla and our consultants, who are also "great."

The candidates we send to our client have successfully performed several responsibilities, such as picking and packing orders for hospitals and nursing homes, placing orders, processing returns, and delivering exceptional customer service. We also supplied fully licensed forklift drivers who were able to support their staff by operating both reach and counterbalance forklifts to lift, move, and store heavy equipment. These drivers were also equipped with the experience and knowledge to assist the team with general warehouse duties when necessary.



## Outcome

After starting our partnership in March 2023, this client has continued to use Staff Australia's services to provide them with Storepersons, Service Technicians, Administration Support staff, and skilled Forklift Operators at their Thomastown site. Since our collaboration, the client has been able to meet high standards of customer service and operational excellence, which is crucial for maintaining their reputation in the healthcare industry.

"95% of our staff are from Staff Australia, and 90% of these workers are eventually taken on full-time and become permanent employees with us," says Anon.

"Partnering with Staff Australia has saved us a lot of time," Anon is doubtful that they could have found such quality hires on their own. He applauds the effort of Jo and the Keilor East team for their dedication and commitment to meeting all requirements and exceeding his expectations.

Staff Australia has provided some "real gun operators," and continue to "tick all the boxes," which has increased productivity and operational efficiency. Anon adds that due to the vulnerable needs of their customers, it is important that all their staff are equipped with the ability to care for and support these customers. Staff Australia has always aimed to deliver workers that meet these requirements, and Staff Australia's commitment to this is of utmost importance to the client.

## Benefits

Our client continues to deliver outstanding service to customers while providing an enjoyable work environment for their staff in both the industrial and commercial workspace.

To this day, Staff Australia continues to actively work with our client's team to provide lucrative workforce solutions.

Staff Australia has also been working with this client in Brisbane and Geelong.

Anon attributes his deep loyalty to Staff Australia to Jo, saying that after 15 years of working with her, he would always contact her first whenever he needed staff.



## Feedback

Anon gave us some great feedback when it came to our Forklift Drivers. "The drivers we have on-site are really good; most of them, except for 2 or 3, are from Staff Australia."

While not all drivers are a cultural fit, those who decide to stick around with our client are highly valued, and many of them are taken on as permanent employees.

"I have worked for many companies; even if another recruitment agency is servicing their workforce, I choose to use Staff Australia. Since working with her for 15+ years, Jo is the first person I call," says Anon G., Operations Manager at our client's Thomastown location.