



Staff Australia helps a global packaging manufacturer get back on track!

Client: Anonymous

Interviewee: Leo, Warehouse Operations Manager, Epping (Melbourne)

Who is our client?

This client is a global company that manufactures and supplies sustainable packaging and products. They operate in multiple locations, including the UK, Europe, New Zealand, and Australia. They have been operating in Australia for nearly 70 years.

At their facility located in Epping, (just north of Melbourne's CBD), their Warehouse Operations Manager, Leo, was facing a hiring challenge. Leo has worked in warehousing for most of his life and has been part of the company for over 7 years, but even with his deep industry knowledge, Leo faced a familiar problem in warehousing: finding reliable staff through labour hire.

After working with another recruitment agency for several months, Leo was becoming increasingly frustrated with their results. "The service levels were not great, and they didn't understand our business," he said.



The Challenge

Leo's commitment to sustainability, quality, and safety, is mirrored in the people he employs. However, when he began experiencing issues with a previous labour hire agency, he knew something had to change.

"We were with another agency for three to four months, and the service levels weren't great," Leo explains. "It felt like they were more focused on winning new clients than taking care of their existing ones. They didn't understand our business, and it showed."

Our client didn't want just anyone, they wanted someone who harnessed the right attitude and skillset, who could eventually transition into a permanent role. However, for Leo, this goal was starting to feel unachievable.

Until Jo showed up.

The Collaboration

Jo, a Business Development Manager at Staff Australia, happened to stop by their warehouse at just the right time. “It was good timing on her part,” says Leo. Although the initial meeting didn’t immediately result in a partnership, Jo wasn’t one to give up easily.

Jo continued to follow up with Leo over the next few weeks. She was committed to learning more about the company’s needs and goals.

Leo had heard of Staff Australia before, but Jo’s personal approach and empathetic attitude sealed the deal. “She really listened. She didn’t just pitch to us.” Jo tailored everything to what this business needed to thrive. She made it clear: “It’s not just one client, it’s every client.’ And she lived by that.”

The Solution

Leo wanted to hire a skilled high-reach forklift driver who could commit long-term and stand the test of time. Leo was clear from the get-go “don’t waste our time.”

Jo took this request seriously. Our Melbourne recruitment team conducted 43 interviews and held second interviews with top applicants before sending any resumes to Leo. We understood the assignment.

Eventually, Jo found Daniel - a high-reach forklift operator who ticked every box. After just six days on the floor, Leo confirmed: “He’s perfect.”

Although the process took a few weeks, Leo says the wait was worth it. “Jo made it her priority to find the right fit, and she delivered.” They had to manage with fewer staff members during that time, but Jo was upfront about the timeline, and never dropped the ball.

The Aftermath

But Staff Australia’s dedication didn’t stop there. When another team member went on leave, Jo quickly found a temporary replacement. Unfortunately, the first replacement wasn’t the right match.

Rather than leave them to struggle, Jo kept working - well past office hours. “We needed someone by 7:30am the next morning,” Leo said. “Jo stayed back until 7:00pm to get it sorted. She didn’t have to, but she did it anyway. That’s how determined she is.”

“Jo and the team didn’t leave the office that night until she knew the team at [our company] would have the backup. To Jo, it’s not only about filling the role, but also about what is best for the business she’s servicing”. — Leo, Warehouse Operations Manager.

Leo praises Jo for her consistency and dedication. “She never deviated from her promise. Jo and the Staff Australia team have gone above and beyond every time.”

This high standard is what keeps this client coming back. When asked if there will be more orders placed with Staff Australia, Leo said “We’ll start with Daniel, but rest assured, we won’t be giving him back!”

Staff Australia continues to be a preferred labour hire provider for this site.