



# ONCALL streamlines recruitment, saving over 1,950 hours with Referoo

ONCALL Group Australia is a leading provider of disability and community support services, renowned for their commitment to delivering high-quality care across multiple regions in Australia. As their recruitment needs expanded, particularly during their growth phase into new territories, they needed an efficient and reliable solution to manage the increasing volume of staff recruitment.



63%

of references are completed outside of typical working hours



1,951

hours and 45 minutes saved on reference checks



1,709

references completed

## The Challenge

In 2021, ONCALL was facing a significant challenge: the recruitment of around 100 disability support workers per month in Victoria alone, with expansion plans into Queensland. The manual reference-checking process was a major bottleneck, consuming considerable time and effort from their recruitment consultants.

Darci Goodwin, ONCALL's Recruitment Manager,

recalls that the volume of applications necessitated a system that could streamline the process and free up their consultants' time for other critical tasks.

In addition, given the nature of their work with vulnerable populations, compliance and due diligence were paramount. Ensuring the authenticity of references and avoiding fraudulent activities were non-negotiable requirements.



## The Solution

ONCALL implemented Referoo, an online reference-checking platform. The decision was driven by the need to reduce the time consultants spent on manual reference checks and improve overall efficiency in the recruitment process. Referoo's platform allowed referees to complete checks at their convenience, which was particularly valuable since one of the major challenges the team faced was getting referees on the phone. Darci notes:



Sometimes, getting a hold of people can be a little bit tricky and having a check that people could do in their own time also made sense for the business because we only work nine to five and a lot of our referees do complete the reference check outside of hours.

In fact, an impressive 63% of references are now completed outside of typical working hours, demonstrating the platform's flexibility and convenience.

Darci shares that the intuitive nature of Referoo made the implementation process smooth and hassle-free. The platform's flexibility also allowed ONCALL to customise reference check templates and incorporate their branding seamlessly, even after a recent rebrand.

## The Results

The impact of Referoo on ONCALL's recruitment process has been significant. Since its implementation, ONCALL has saved a remarkable 1,951 hours and 45 minutes. The reduction in time spent on reference checks has been crucial, particularly during periods of high recruitment volume.

Additionally, Referoo's fraud detection features, including alerts for matching IP addresses and unique browser IDs, have provided ONCALL with peace of mind. While most flagged cases have had reasonable explanations, the ability to investigate suspicious activity has reinforced ONCALL's commitment to safeguarding their clients. Darci says:



The team is very diligent in investigating the cases where fraud is flagged. There's often extenuating circumstances sitting around that and we're more than happy to have those conversations and work out why things look the way they look.

ONCALL Group Australia's partnership with Referoo has increased speed and efficiency, which is critical in a high-volume environment. The platform's ease of use, combined with its ability to detect potential fraud and its customisation capabilities has made it an essential tool for ONCALL, maintaining efficiency and compliance without compromising the quality of hires.

Visit [www.referoo.com](http://www.referoo.com) to get started today.

Referoo 