Pulse Staffing: Speed and Compliance without Compromise Using Referoo

Pulse Staffing, a leading recruitment agency for healthcare and early education, has been placing skilled nurses and educators in roles across Australia for over 25 years. As part of the global Acacium Group, they deliver essential staffing solutions for hospitals, aged care facilities, childcare centres and government health services. In a fast-moving industry where compliance is non-negotiable, Pulse Staffing ensures they find the right people - without sacrificing quality for speed.

The Challenge: Time-Consuming Manual Reference Checks

Recruitment in healthcare is uniquely challenging. Many candidates require immediate placement, but verifying their experience and credentials is complicated by the nature of shift work. Pulse Staffing's consultants often struggled to connect with referees, many of them busy healthcare professionals working irregular hours.

"References were always the bottleneck in onboarding," explains Ayden Castro, Operations Manager at Pulse Staffing. "Consultants would spend hours calling referees, often playing phone tag. Some references weren't even aware they had been listed, making it harder to connect.

This made it difficult for consultants to meet KPIs and delayed candidate activation."

The time-consuming manual process also posed risks to compliance. In the healthcare sector, Pulse Staffing requires two verified references per candidate - typically from managers or senior colleagues - to meet stringent regulations. However, relying on manual methods made it difficult to maintain speed and consistency while avoiding fraud.

The Solution: Seamless Reference Checking with Referoo

Pulse Staffing adopted Referoo to streamline the reference-checking process. Referoo's flexible platform allows consultants to send reference requests via SMS, phone or email, improving the response rate while ensuring references are verified quickly and accurately.

"The impact was immediate," says Ayden. "References that used to take up to a week are now cleared in two to three days. This has given us back valuable time to focus on candidate engagement, client visits and filling more shifts."

Referoo also offers built-in compliance features, such as mandatory consent forms and IP tracking, which flag potential issues with references. "We've seen some cases where candidates used personal connections as referees," Ayden shares.

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Referoo's IP tracking flagged those quickly, and we investigated. It ensures we catch any red flags early.

The Results: Faster Hiring without Sacrificing Quality

Since implementing Referoo, Pulse Staffing has completed **8,052** references, with **42%** of them conducted outside traditional working hours - critical in a shift-based industry. The platform's ease of use has saved **5,678 hours and 30 minutes** of manual admin, empowering consultants to focus on core recruitment activities.

"The productivity boost has been significant," says Ayden.

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Referoo has allowed our consultants to onboard more candidates and fill roles faster without compromising on compliance.

Compliance remains at the heart of Pulse Staffing's operations. "We'll never cut corners to speed things up," Ayden stresses. "Even though we're in a candidate-short market, it's essential that every candidate meets our strict standards. With Referoo, we can move quickly without sacrificing the quality and integrity of our hires."

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