



Achieved 99.99% Quality in Disability Support Staffing Through Scalable Rostering Solutions

Geography

Australia

Industry

Healthcare

Services

180° Recruitment

Client Tenure

41 Months

Case Study Period

12 Months

Team Size

18 Resources

Client Profile:

A national workforce solutions firm in Australia with over 100 years of combined community services expertise.

Client Objective:

- Minimise operational cost through offshore support.
- Scale the recruitment and rostering function to match business expansion.
- Ensure uninterrupted 18-hour daily coverage with high quality and zero compromise.
- Receive consultative guidance to navigate rapid growth phases.
- Maintain flexible staffing models with rapid backfills and timely replacements.

Solutions:

- Deployed 18 resources – 4 in recruitment and 14 in rostering – to provide round-the-clock support aligned to client needs.
- Maintained 18-hour daily coverage (day and night) with fully trained resources operating autonomously.
- Delivered 100% SLA adherence by prioritising accuracy, timeliness, and zero-error execution.
- Provided real-time reporting and consistent communication through structured updates and operational dashboards.
- Enabled flexibility by cross-training resources, and proactively hiring to manage workload fluctuations.
- Supported long-term growth with consultative insights, workforce planning, and optimisation of operational workflows.

Impact:

Team Expansion

- Started with 5 resources at inception.
- Scaled to 13 members in 2nd year, including 2 Team Leads.
- Further expanded to 18 members in the 3rd year with 3 Team Leads.

Performance Excellence

- Maintained a 99.99% quality ratio in execution.
- Ensured continuous rostering support without disruption.
- Enabled the client's expansion through proactive hiring and strategic resource deployment.

Business Outcome:

- Delivered seamless service coverage and reliable execution, leading to long-term engagement and mutual growth.
- Ensured zero gaps in coverage by timely resource replacement, allowing the client to focus on scaling operations.

Performance Data 2024

Month	Outreach (emails and calls)	Interviews	Credentials Updated	New Candidates
January	2356	209	59	90
February	1940	91	213	24
March	2354	169	112	68
April	3065	256	175	103
May	2949	213	80	80
June	2136	151	158	39
July	1816	158	160	57
August	2285	145	176	69
September	2102	183	135	56
October	2806	200	210	120
November	1990	121	147	50
December	1942	71	322	40

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