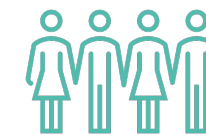




## CASE STUDY

# Infin8Care

Aged care business struggling with talent shortages and spending → Talent Acquisition operating model with the systems and technology to support it.



### Challenge

- Aged care business, Infin8care, was facing increasing workforce problems with a talent shortage, inconsistent processes and a lack of workforce planning.
- With this lack of governance, the business had increased its spend over the last couple of years on agency staff to supplement their workforce. From 2020-2022, increased spend in labour hire via agencies increased by 382%.
- The TA team were overworked and overburdened with the manual processes and therefore decided to engage the Human Collaborative to review the current state.

### Collaboration Approach

- June 2022, Infin8Care engaged The Human Collaborative to review its current approach to Talent Acquisition (TA), focusing on overall strategic requirements from a people perspective; recruitment activities and processes; systems and technology.

Our approach covered:

- Stakeholder interviews;
- Technology and systems usage and functionality adoption;
- Review of roles and responsibilities between HR, TA and Operations;
- Data analysis including headcount and mix, attrition reporting, recruitment data;
- Spend on sourcing, recruitment agencies and labour hire providers.

### Results

After the review, The Human Collaborative, recommended and supported in:

- Implementing a full-service TA Operating Model
- The selection and implementation of an Applicant Tracking Systems to automate and digitise the candidate journey
- Process optimisation; reviewing and redesigning the on-boarding process to deliver better user experience and more efficiency, alongside the recommended tech implementation.
- Designing a TA roadmap and plan in alignment with the businesses strategic and operational goals.
- Provided a recommended approach on the engagement of contingent workers and suppliers
- Currently THC is implementing a specific technology to facilitate the on-boarding process