



The complete online
reference-checking tool



Referoo helps Medcall find the right candidates fast to meet growing demand in NZ's health and aged care sector

Medcall is a highly specialised healthcare recruitment agency based in New Zealand, with a reputation built on quality service and a love of people. It is a market leader in health and aged care staff solutions and prides itself on delivering personalised service for both temporary and permanent positions.

The team runs several healthcare-related recruitment services, including Care on Call, which provides home-based care privately and under NZ government contracts for people who need support due to age, accident, injury, or illness.



The Challenge

With an ever-growing demand for health and aged care workers, the team was tasked with 12-15 placements each week, and they quickly recognised that manual reference checking was a bottleneck.

“The team was reporting some real challenges in chasing down referees and getting references completed. It had a significant impact for us in terms of time from application to interview, and we were also losing candidates as a result,” said Jane Clements, HR Manager for Medcall and Care on Call.

The Solution

Jane initially reached out to her ATS provider with the challenge, who referred her to Referoo. Referoo's simple online reference-checking platform allowed the Medcall team to collect references via phone, SMS or online, completed by referees anytime, anywhere and on any device.

A significant benefit in any industry, this had additional advantages in the health and aged care sector, where referees are more likely to work outside the 9-5. Prior to using Referoo, reference turnaround times could be weeks as a result.



Immediately, the team saw a dramatic reduction in this turnaround time while also getting better references.

Both the quality of references and the response time improved incredibly. And, importantly, it reduced the stress on our team, so they could focus on finding and supporting our candidates. Now, most people have the paperwork done in a matter of days, not weeks, thanks to Referoo.

The team also loves the SMS functionality that allows them to quickly reach referees who aren't behind a desk on email all day. "About 28% of our referees use SMS, and it's great for our recruiters to use when they can't reach someone by email."

Offering seamless integration with their ATS, the team now has a single source of truth. In fact, Jane says, Referoo acted as a catalyst to centralise their entire recruitment process. "With the advent of Referoo, we were able to centralise the process between all our offices, from front-end advertising to placement."

Jane says the setup was easy, flexible, and intuitive. "There was no lengthy setup or training; it was easy to get started. The default settings are great for some roles and then for other roles that involve more technical skill it's easy to customise with specific nursing-type questions or delve into specific skills for more senior roles."

The Results

When asked how Referoo has benefited her team overall, Jane's response was clear. "Let me count the ways! We have faster, better references, we've centralised our process and saved an incredible amount of time.

"Our recruiters no longer spend weeks chasing up references and can focus their time on other activities – like candidate care. We can now spend more time supporting candidates, finding the right roles for them, preparing them for interview and establishing them in their new roles."

Jane says the feedback from referees has been fantastic too. "We've had referees commenting on how brilliant it is, how they can fit it into their schedule and respond when they have time to think about it, rather than us catching them on the fly."

It's been an all-around win for the Medcall team, even allowing them to bring on their new brand with ease. "Referoo really makes it easy, they nurture you through the process and are there to answer questions whenever you need them.

"Essentially, we've gained better references and a partner who supports us, so we can get back to doing what's important: finding the right people for NZ's health and aged care sector," Jane concludes.