

# Case Study

Infinite Care | Residential facilities

June 2023

This case study highlights Infinite Care's results for the first 12 months of Care Friends usage.



## Background

Infinite Care currently employs 2,000 staff in 20 RAC facilities across 3 states and has grown strongly through acquisition in the last 12 months. As with all providers, they have significant workforce challenges with recruitment and retention of frontline care & clinical staff.

Infinite Care did not have a referral program in place prior to launching Care Friends in mid July 2022.

## Results at 6 months

- ✓ Over 350 registered candidates received via staff referral.
- ✓ 60 referral starters and good numbers progressing through recruitment.
- ✓ On average they receive 58 referral candidates per month and hire 10.
- ✓ Staff turnover on referral-sourced starters was 6.5%.

*"Care Friends has opened a new, untapped channel for us. We would not have had access to these starters without our referral program."*

Luke Greive, CEO



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## Results at 12 months

- ✓ Over 1,000 registered referrals received (av 85/month)
- ✓ 132 referral sourced starters
- ✓ Low short term churn and annual turnover
- ✓ Eliminating hundreds of overtime and agency shifts per month.

*“Traditional sources are not delivering the quantity or quality required so accessing these starters allows us to stabilize our workforce. That delivers 2 significant benefits: Commercially, as we are eliminating hundreds of overtime and agency shifts per month. We have diverted some of that spending back to staff as referral rewards. Operationally, as we have reduced pressure on existing staff and the continuity that results from strong retention has delivered improved resident engagement & support.”*  
Luke Greive, CEO



*“I can absolutely vouch for the success of Care Friends in our organisation and welcome any questions you may have if considering signing up.”*  
Leisa Barwell, National Manager Engagement & Capability