

HEALTHCARE CASE STUDY

RMHC & easyemployer working together

The charity, Ronald McDonald House Charities (RMHC), now operates in over 36 countries at over 338 properties that collectively offer over 6000 bedrooms to families with seriously ill children. RMHC's sole purpose is to help those families to lead happier and healthier lives.

Why did you choose easyemployer?

We were seeking ways to help with the frustrating and time consuming process of collecting and recording volunteers' availability, rostering according to availability, communicating working times, confirming shifts and finding replacements for shifts that could no longer be worked. **easyemployer** was recommended to us by another business that was using it. When we saw it we knew it would be great for what we needed.

What are you using easyemployer for?

We are using it for rostering our 120+ volunteers and to keep staffing resources required to manage our volunteers to a minimum.

How has easyemployer changed the way you manage your staff?

Looking after our volunteers is really important to us. They are donating their time to help us fulfil our mission so the last thing we want to do is waste their time, or ours, on rosters that don't match availability or don't work out right.

Using **easyemployer** we can now allow our volunteers to submit their availability - and we roster to suit it. That's really important to us and now we can do it easily and quickly.

The email / sms two-way conversation we can have with our staff regarding shift notifications and confirmations allows us to get the word out to everyone about their working times. And if there are shifts we can't fill or shifts that need replacements urgently we can broadcast out to all of our volunteers calling for fill-ins.

We also love the abilities function which we use to track relevant qualifications or accreditations like working with vulnerable people certificates.

The burden of rostering our volunteer workforce has been eased and we can now spend more of our time on activities that help to serve the community.

What did you think of our easyemployer team?

We've been really happy with the work the **easyemployer** team have done for us. They continue to support us with the use of the product. We are also grateful that they went above and beyond to make sure the system was within our very tight budget.



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AUSTRALIA

"We are using **easyemployer** to roster our 120+ volunteers and keep resources required to manage our volunteers to a minimum.

The burden of rostering our volunteer workforce has been lifted and now we can spend more time on activities that help to serve families in their time of need."

*Michelle,
Executive Officer,
Ronald McDonald House Canberra
(RMHC)*

