

# Flintwood **Manages** On-Call Employees with Red Oxygen



## Customer

Flintwood Disability Services

## Location

Castle Hill, Australia

## Industry

Healthcare

## Highlights

- Increases efficiency
- Improves communication with part-time employees

## Website

[flintwood.org.au](http://flintwood.org.au)

“

With Red Oxygen, I get to send a message efficiently using my address book. I don't have to put in numbers—I just send the message and they pick up shifts.

—Victoria Sharma, Human Resources Officer, Flintwood Disability Services”

## THE CUSTOMER

Located in New South Wales, Flintwood Disability Services coordinates day programs, short-term housing, group homes, and other services for disabled people. The organization's full-time staff is supplemented by a roster of on-call employees who help provide support for clients. Flintwood uses Red Oxygen to communicate with these casual workers as well as permanent employees.

## THE CHALLENGE

Getting in touch with on-call employees isn't always easy. “Most of the casual workers have other jobs, so they could be at their first job when we try to reach them—they wouldn't be able to answer the phone,” explains Flintwood Human Resources Officer Victoria Sharma. “With Red Oxygen, they text me back when they're available to call and book their shifts.” Sharma uses Red Oxygen to send messages about available shifts to casual employees and message permanent employees about available weekend shifts. By communicating via text, Flintwood is able to reach its employees more quickly and easily. “I like Red Oxygen for the time efficiency,” says Sharma.