



McArthur
Best People Fit

How McArthur helped provide critical support for Melbourne's COVID-19 surge



Health
and Human
Services

The Opportunity

Drawing on our long standing relationship with Government and in particular the Department of Health and Human Services, McArthur were asked to submit a proposal to assist with the recruitment of 100+ Authorised Officers with safety, compliance and strong negotiation skills to administer and ensure compliance with Direction and Detention notices at airports and hotels.

This evolved into a further 200 roles with higher level screening and ADF door-knocking responsibilities. We were appointed to work alongside several other recruiters and the DHHS internal team. Timing and risk management was essential as the quickly evolving pandemic was spreading rapidly throughout Melbourne - containment was critical.

The Challenges

High volumes, remote screening and the immediacy were our initial challenges. With a constantly changing pandemic landscape, priorities and skill requirements frequently changing and client response times unpredictable, we had to be flexible to stay on top of things, and keep candidates informed and prepared. We initially started working with DHHS under Stage 3 lockdown which escalated to Stage 4. This was complex and required a number of our staff to assist with the Melbourne Tower lock-downs at short notice.

In addition to logistical and health challenges, the team had to work against the backdrop of various high profile political and media-based scenarios and scrutiny that was commonplace. A well documented example being the major coverage given to the initial hotel quarantine strategies put in place by the State Government, prior to our involvement.

Following major issues with the initial hotel quarantine programs, McArthur went to great lengths to minimise risk with all team members. This included in-depth screening, preparedness programs, attitudinal checks, sighted evidence of police and WCC checks, and thorough COVID risk assessments.

The Outcomes

Our teams are being deployed and adapting with the demands of the virus successfully across:



Melbourne Airport.

Issuing international arrivals with detention notices under the Public Health & Wellbeing Act, explaining the reasons, their rights and penalties for refusal.



Melbourne CBD Hotels Quarantine

Hotels nominated as quarantine environments for international travellers - promoting/overseeing compliance, keeping people calm and collaborating with Vic Police.



Door-knock Checks

Working with the ADF, our teams are authorised representatives of the State, carrying out door-knock checks on returned travellers, positive cases, and other quarantined people.

Over 6 weeks McArthur has referred 148 candidates to DHHS (59 within the first 2 weeks). 55 have commenced so far with 48 still in the pipeline.

From the client

"Hi Rachael,

Thank you for referring such competent candidates. I've reserved this weekend to review candidates and progress as many as suitable. I will provide you with an update this weekend. I cannot possibly thank you and the McArthur team enough. You have delivered exactly what we're looking for. Thank you and keep them coming. It's McArthur's close relationship with local government that has provided us with the skill set we need. I'll also be in touch with you regarding another recruitment strategy I'm developing (non COVID but equally important). Rest and take care."

Thanks,

Lisa Schilling
COVID-19 Workforce - Corporate Services



Health
and Human
Services