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Halving recruitment time and increasing compliance: How CASPA is streamlining community services hiring

 Case Studies



# Halving recruitment time and increasing compliance: How CASPA is streamlining community services hiring

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## At a glance



Company

CASPA

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thcare and

- ✓ You want to reduce onboarding admin and improve compliance
- ✓ You're looking for a platform that supports strategic HR work, not just admin

## A fast-growing community services provider with a complex workforce

[CASPA](#) (Community Accommodation and Support Agency), a not-for-profit disability and child protection organisation, has grown rapidly in recent years. Operating across regional and remote areas of the Northern Territory, New South Wales and Queensland, with recent expansion into Western Australia, their workforce has doubled to around 700 employees in just five years.

*"It's really fast-paced. We've got full-time, part-time and casual staff and a high turnover in our frontline support staff, which means we're always recruiting. At our busiest, we're hiring 20 to 50 employees a month across multiple locations,"* said [Lorrisa Hos](#), Senior HR Advisor

Keeping up with the pace of that recruitment used to be a massive challenge because of volume demands and manual and disconnected systems in place.

## Manual processes and compliance challenges were holding HR back

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...t and onboarding processes were  
...nt on manual work. Their existing

...ate. One system for onboarding,  
...n talked to each other. It was  
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...king spreadsheets and making

...t the HR team couldn't focus on

*“There were so many admin-heavy processes that we couldn’t spend time on other projects like continuous improvement.”*

# Recruitment is faster and easier with automated pre-employment workflows

With Employment Hero, CASPA has transformed how they manage [recruitment](#) and [onboarding](#), especially in the pre-employment phase.

*“The biggest impact the platform has made for us has been the pre-employment stage. Previously, there was a lot of paperwork like printing documents, requesting signatures, scanning and emailing documents back and forth. Now, applicants just upload all their required documents straight into the system. It’s all in one place and it saves us so much time.”*

That change alone has cut recruitment turnaround time in half.

*“We’ve gone from doing monthly intakes to fortnightly. That means we’re saving 50% of the time we used to spend just managing documentation,”* Lorrisa explained.

Not only has this reduced time to hire, it’s also freed up the HR team to do more meaningful work.

*“We can now focus on building proper HR resources like a human resources manual and we can spend more time supporting staff directly, which ultimately helps with retention.”*

## Greater transparency, better

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g. From accreditations to  
-to-date and accurate records

o much more transparency.  
oad and access the documents  
coming through HR. We can  
uments and that’s been a huge

Having a central source of truth also helps during audits and the complaints process.

*"It means we're not scrambling for documentation when we need to prove something. It's already in there and time-stamped. That's made a huge difference," she added.*

# More time, less stress and a more strategic HR function

The value of Employment Hero for CASPA goes beyond faster recruitment. It's changed the way HR operates within the organisation.

*"It's time saving, and when you save time, you save money. We haven't had to hire more HR staff since implementing Employment Hero, as we've grown and been able to give our team a better work-life balance," Lorrissa said.*

From a management perspective, the improvements are clear.

*"Upper management have commented on the performance management processes too. It allows a transparent process and documentation. Managers and employees can access their assigned supervisions and annual appraisal templates and reports, everything they need in one place. It creates a culture of trust and is a lot more productive."*

# Empowering HR to better support the support workers

CASPA's mission is to support vulnerable people and with Employment Hero, their HR team can now better support the people doing that vital work.

*"Employment Hero has given us the tools to step back from the admin and put our energy into improving our processes and staying*

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for your team.

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## Acknowledgement of Country

We acknowledge Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work.

## What we do

Employment Hero is an end-to-end HR, payroll and recruitment solution designed for Australian

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\* Work email

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