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Case Studies



SmartMatch makes hiring disability support workers a breeze for ITEC Group

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At a glance

Company	ITEC Group
Location	QLD, NT, SA & NSW

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About ITEC Group

A family-owned Australian business, [ITEC Group](#) has empowered individuals since 1993 through their youth, employment, aged care, and disability support services.

Their 290+ strong disability team operates across Queensland, the Northern Territory, South Australia, and New South Wales – as you can imagine, that’s a pretty big operation.

Before joining Employment Hero, the ITEC Group was struggling with high staff turnover and time-consuming hiring processes. After trying Employment Hero’s SmartMatch recruitment tool, they’ve transformed the way they do employment.

We had a chat with Jesse, ITEC Group’s People and Culture Officer, to understand how SmartMatch helped them save time, cut costs and find better candidates faster.

The recruitment challenge

Recruitment in the disability support sector is no easy task. There’s always a huge demand for support workers, and that means from the employer’s perspective you really need to stand out from the crowd. You need to move fast and act quickly to

as increasingly difficult due

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and benefits, many support
shared.

ore hours or better

arters every week, and the

e recruitment process was a

struggle.

“We had to post jobs, download resumes, save files and email back and forth for documents. It was very old-school and slow,” said Jesse.

As he would soon find out – help was just around the corner.

How SmartMatch simplified recruitment

Jesse shared with us that the [SmartMatch](#) talent search feature was a game-changer when it came to finding and contacting candidates directly – instead of paying to post a job ad and waiting for applications to come in.

“It’s nice to know that in some locations, I don’t even have to worry about posting jobs and waiting for applications,” he explained.

Instead I can be proactive and reach out to the right people when it suits me.”

For cities like Brisbane, Newcastle and Adelaide, Jesse finds SmartMatch works particularly well.

“I’ve set up talent searches for each location. For instance, in Brisbane, I can instantly find support workers in the area and contact them immediately. If I don’t hear back within a few hours, only then do I post a job ad.”

Saving time and halving costs

SmartMatch hasn’t just made recruitment easier, it’s also helped the ITEC Group

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a month on job ads,” Jesse

ready familiar with the Employment Hero Work app.

arding alone, and with the year.”

Better results

But don't be fooled by the value for money offered by SmartMatch – Jesse also found the quality of candidates available was impressive, too.

“The candidates I've engaged with have been responsive, well-prepared and easy to onboard.”

“Because they're already somewhat familiar with the system, the process runs more smoothly compared to other platforms,” Jesse shared.

“I'd absolutely suggest giving it a try before turning to traditional job boards.”

By streamlining these processes, Jesse and his team can focus on what they do best – connecting with people and building a strong workforce.

Ready to transform the way you hire?

With SmartMatch by Employment Hero, you no longer have to pay and pray for job board success, or review thousands of irrelevant CVs.

Instead, by using SmartMatch your business needs and preferences are all captured in one place, and used to automatically match top talent to your business.

If you're ready to transform the way you hire just like Jesse, get started with SmartMatch now by [booking a demo](#) – and start hiring faster, and smarter.

Talk to an employment specialist

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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 businesses. Our suite of powerful employment tools help streamline your workday, so you can focus on what matters.

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* Work email

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