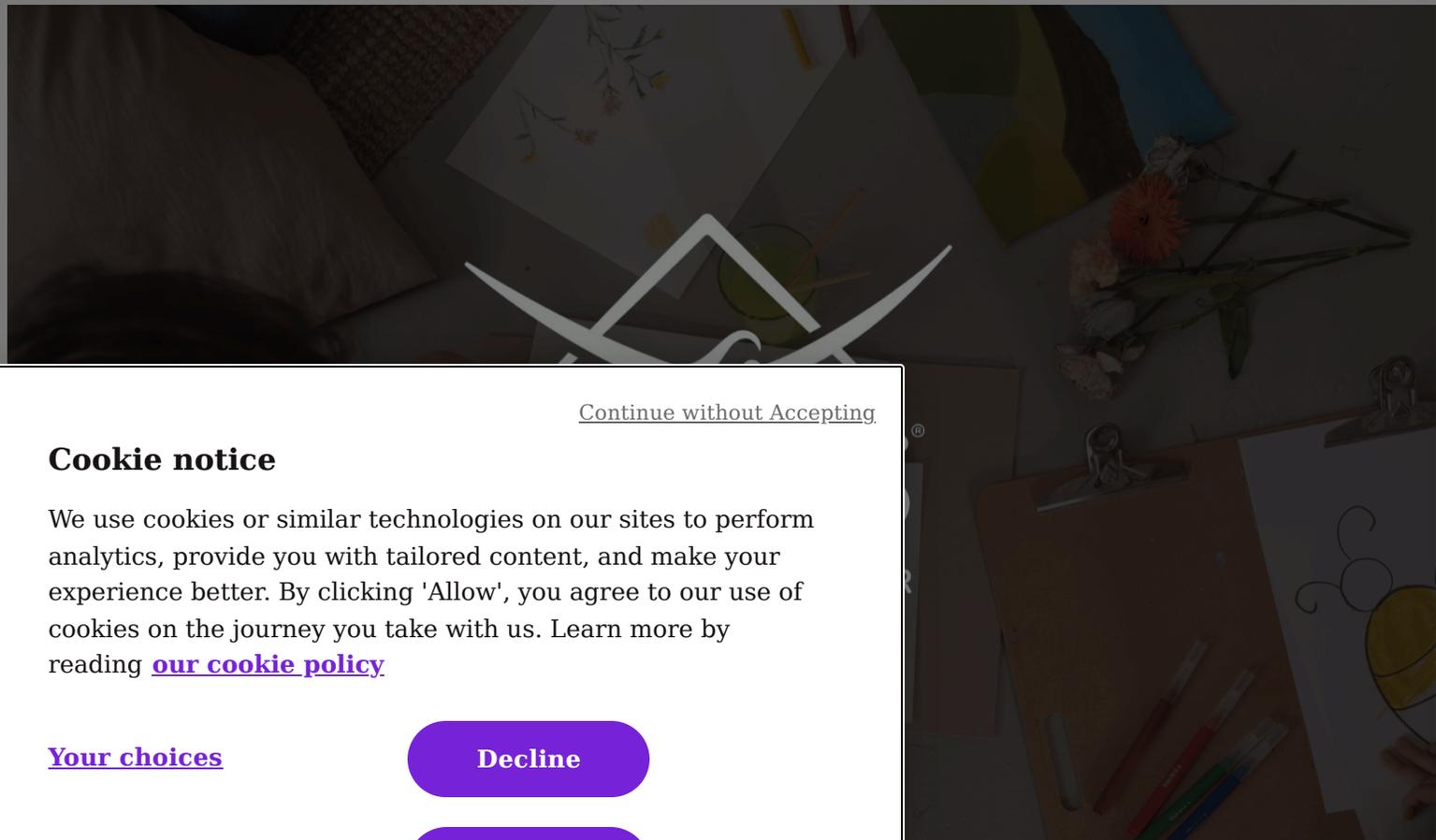




YCSS finds the perfect hire with SmartMatch

4 min read



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At a glance



Company	YCSS
Location	Beenleigh QLD 4207
Employees	100+
Product	HR Platinum & Payroll

Explore this case study if:

- ✓ You're finding it hard to fill your open roles
- ✓ You find the same unsuitable candidates keep applying for the role via popular job boards
- ✓ You have a specific list of requirements and certifications for your candidates
- ✓ You're looking for different ways beyond a traditional job board to find candidates

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ice organisation dedicated to
-based programs. With two
at home – YCSS offers a

safe environment for youth by collaborating with biological parents, extended families, and foster parents.

Recently, YCSS has expanded their services to support victims of domestic violence. Given the nature of their work, finding the right staff is crucial to giving the best care. Leanne Jackson and Rhani Pearson from YCSS shared their experience with [SmartMatch](#) and how it revolutionised their hiring process.

Challenges...

Finding the right people for their open roles

Recruiting for YCSS has always been a challenging and ongoing process. Traditionally, YCSS relied on platforms like SEEK, Indeed, and word-of-mouth to find candidates to fill their open roles. However, this approach often led to a repetitive pool of applicants, making it difficult to find fresh, qualified candidates who were the right fit for the meaningful and important care that they provide.

Leanne explained, “most of our applicants came through SEEK. Once we’ve flooded SEEK for a couple of months, we’re getting the same applicants over and over, or we’re getting less qualified, or they’re just not the right fit for our company.”

A lengthy process in a tight recruitment market

We all know the traditional recruitment process can be a challenging and expensive road for businesses, filled with stacks of applications and time-consuming screening. With the industry the YCSS team operates in, the need for specific checks and clearances added another layer of complexity. This was a lengthy hiring timeline.

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these challenges.

SmartMatch's innovative approach to talent acquisition provided YCSS with a constantly refreshing pool of candidates, helping them find the right people more efficiently.

With SmartMatch, all of the tedious parts of hiring – like pesky email threads, cover letters and sifting through stacks of applications are a thing of the past. It creates a smarter way for SMEs to recruit and jobseekers to get hired – and it's as simple as employers getting matched with top talent via our AI recruitment platform, without even having to post a job ad. Undoubtedly, it was a perfect match from YCSS and their team.

An innovative approach to hiring that's proven successful

Rhani shared their discovery of SmartMatch, saying, *"we like to think outside of the box, so we asked ourselves, what are some other ways of doing it? We were on the platform and then clicked through some notifications and saw SmartMatch and thought, 'Oh, hey, let's look at this'"*.

The integration of SmartMatch into their hiring process allowed Leanne, Rhani and the YCSS team to quickly find and connect with high-quality candidates.

Leanne loved the difference between SmartMatch and SEEK, stating that, *"with SmartMatch, I found that the candidates were quite high quality. I was actually quite impressed with the standards in the pool of candidates."*

This was a game-changer for them as they would continually get the same people applying for the role through popular job boards who weren't qualified or weren't the right fit. With SmartMatch they could tap into a whole new pool of candidates who had the right experience

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with SmartMatch

technology certainly paid employee at YCSS, going from hi

[view](#), and [onboard](#) a, something that would have

Rhani explained, *“the way we found the candidate via SmartMatch was quick. I think we had an interview within a couple of days. We were very proactive with it – we wanted that role filled quite fast”*.

This efficient process not only saved time but also ensured that YCSS could focus on other critical areas of their work.

Rhani emphasised the importance of this efficiency, saying, *“as you could imagine working in HR, we’re busy. We’ve got a lot going on, so if we can find something that works for us, that’s easy, and we’re still getting that quality come through, absolutely.”*

Employment Hero is helping Aussie businesses tap into a whole new stream of work-ready candidates

SmartMatch has proven to be a valuable tool for YCSS, providing a streamlined and effective solution for their recruitment needs. The ability to access a fresh pool of candidates continuously and the high quality of applicants have made a significant difference in their hiring process.

Leanne and Rhani’s experience with SmartMatch shows the potential to transform Aussie SMEs recruitment strategies, particularly for organisations in sectors where finding the right fit is crucial.

As Rhani put it, *“we want the quality, but we want to make it easier.”*

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*Work email

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