

HIRING
SUCCESS
STORY

SmartRecruiters



Aspect Reduces Sourcing Costs and Prioritises Inclusivity

About Aspect (Autism Spectrum Australia)

Aspect is a Not-For-Profit organisation that provides one of the largest autism-specific school programs in the world, in addition to supporting pre- and post- school age people on the autism spectrum. Working in partnership with people of all ages and their families, Aspect delivers evidence-informed solutions that are person-centered, family-focused, and customer-driven.

Australia | **1,350**

REGION

EMPLOYEES

- Industry: **Not-For-Profit**
- Headquarters: **Chatswood, NSW**
- Locations: **72**
- Hiring Model: **Decentralised**

Challenge

- Outdated ATS required highly manual processes
- Poor reporting capabilities required hours of manual effort extracting and cleansing data
- Lack of integration with payroll provider caused duplicate work and manual effort
- Reliant on third party to make system changes
- Poor candidate, hiring manager, and recruiter experiences
- Competitive talent landscape with high turnover

Solution

- Modern cloud-based recruitment model in SmartRecruiters enables a mobile-friendly, more inclusive candidate experience
- Easy-to-use reporting delivers insights into efficiency gaps and sourcing channel effectiveness, helping improve quality of hire
- Configuration self-sufficiency post-implementation
- Integration to downstream payroll solution minimises manual effort and reduces risk

Results

- **33%** reduction in sourcing costs during the first year using SmartRecruiters
- **>80%** of hires now come through organic channels, with only 8% coming from paid advertising
- Successfully navigated a seasonal hiring spike of **3x** normal hiring volume in month two of using SmartRecruiters

- **~90%** reduction in email communications with hiring managers
- Vastly improved user experience via simplified rightsized processes and intuitive user interface
- A fluid, continually evolving platform that the Aspect team is equipped to manage themselves

Challenge

An outdated ATS held up by manual workflows

For over a decade, Aspect (Autism Spectrum Australia) had depended on legacy recruiting software to hire across its four areas of impact: Education, Adult Community Services (ACS), Therapy, and Fundraising. As demand for Aspect's services grew throughout Australia, the not-for-profit organisation realised it had outgrown the limited capabilities of its old applicant tracking system (ATS).

With thousands of Autistic children and adults depending on Aspect to hire the best teachers, therapists, and fundraisers to staff its programs, the not-for-profit went all-in on a solution upgrade. The new ATS needed to be easy for any hiring manager across the organisation's 72 locations to use — and robust enough to satisfy the talent acquisition and executive teams in the central office. Last, but not least, it was important to Aspect that it could become self-sufficient with the updated solution after implementation.

“ The business stakeholders we included in the vendor evaluation process when choosing a new platform **unanimously favoured** the usability of the SmartRecruiters interface. ***It's clean and easy to follow.*** ”

David Dunne
Senior Manager, Workforce Services & Systems
Aspect

The Solution

Evolving the model of recruitment

Aspect used a change champions approach for its implementation of SmartRecruiters, bringing together members from each business unit to ensure key stakeholders were involved pre-decision right through launch. Once SmartRecruiters was live, each change champion was responsible for helping to train relevant Aspect employees on SmartRecruiters, taking ownership of the rollout for their respective teams.

“The core project team was made up of members from across our People, Culture and Safety team, and the change champions group, which allowed us to get a diversity of perspectives,” said David Dunne, Senior Manager, Workforce Services & Systems at Aspect. “Part of what we wanted to do alongside implementing SmartRecruiters was evolve the model of recruitment. We were looking for ways to streamline, improve and simplify processes as we went, to ensure we optimise the process as well as the technology.” This included building an Australian-first integration between SmartRecruiters and Aspect’s payroll and HR platform, Australian-based platform Aurion.



“The intuitive design and ease of use has improved the hiring experience for our managers,” said Rachael Fox, People Services Team Leader at Aspect. “SmartRecruiters has significantly streamlined our recruitment processes, enabling hiring managers to efficiently handle each step from job approvals to onboarding.”

Freedom from ‘busy work’

“Having all communication between the hiring team and the applicant within the system saves our Talent Sourcing team time. Instead of making phone calls and sending emails to check the status of an application, it’s all contained in one place. This allows for better collaboration between the hiring team and a seamless experience for the applicant.” said Rachael.

Sourcing sophistication

Sourcing analytics enabled Aspect to track trends throughout the year, seeing a steady decline in the requirement to leverage agencies and paid advertising, alongside a steady increase in hiring through organic channels such as the Aspect website and referral program. “We’re getting more effective return on investment, which is critical in a Not-For-Profit environment,” said David. “Quality of hire is also up.”

Data-driven insights

Prior to implementing SmartRecruiters, Aspect had limited visibility into key recruitment metrics. Now, insights are flowing in that are helping the organisation make decisions with confidence.

“Before, our access to data was limited to Excel spreadsheets that required manual effort in order to make them useful. Now, we can easily access recruitment data and identify what’s working and what isn’t,” said Rachael.

Inclusive candidate experience

Aspect doesn’t just help Autistic Australians learn new skills and get the community support they need, it also hires them. With SmartRecruiters, the not-for-profit looks forward to Winston’s conversational AI to improve communications with neurodivergent talent. “From a disability inclusion lens, it’s a good experience to have a chatbot feature,” said Rachael.



“ SmartRecruiters has **changed the shape** of the work being done. It’s taken us from a patchwork of time-intensive manual processes hung together loosely, to being able to have our **eyes up and engaged** with the business context. ”

David Dunne

*Senior Manager, Workforce Services & Systems
Aspect*

The Results

Streamlined recruiting paves the way for innovation

Since rolling out SmartRecruiters organisation-wide, Aspect has seen enthusiasm for the solution grow as hiring managers experience just how easy it is to engage high-turnover talent with text recruiting, distribute job descriptions more effectively in a few clicks, use AI tools to speed up candidate screening, and more.

"We're no longer missing out on top candidates due to delays and difficulties in coordinating timely responses," said Rachael. "Our talent sourcing team have a lot more time to do proactive sourcing, which we struggled to do before. Candidates are having a better experience, too, because of the increased visibility of what stage they are at in the recruitment process. That's crucial when recruiting for high-effort roles, such as therapists and teachers."

Aspect's better candidate experience extends past the offer letter, covering new hire onboarding as well. Gone are the days when candidates had to fill in paperwork by hand and send it to the payroll team to input the information manually. Thanks to the integration with Aurion, that data now flows seamlessly between the platforms, helping to mitigate risk and save 35-40 minutes per candidate.

"The top line benefit of using SmartRecruiters is having a partner who's constantly thinking about customer pain points and how to solve them," added David. "As we evolve as an organisation, we need to set new goalposts. Looking ahead, Winston is exciting for us because it offers the opportunity to automate a lot of the process still sitting with hiring managers. That's the future."

33%

reduction in sourcing costs

>80%

of hires through organic channels

30-45

minutes saved per new hire onboarding

90%

reduction in hiring-related email

“ We're now able to **adapt to changes** in the market, creating opportunities to innovate, grow, and improve. ”

Rachael Fox
People Service Team Leader
Aspect

Need to reach scarce talent more efficiently? **Get in touch with us for a demo today.**

[Sign up for a demo](#)

About SmartRecruiters

SmartRecruiters powers Superhuman Hiring™ by freeing talent acquisition teams from legacy applicant tracking software, and equipping them with next-gen AI functionality. SmartRecruiters' platform serves as the hiring operating system for 4,000 customers, including Bosch, LinkedIn, and Visa. Companies with business-critical hiring needs turn to SmartRecruiters for best-of-breed functionality, world-class support, and a robust ecosystem of third-party applications and service providers.



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