

# turbo.

Turbocharge your recruitment.



Logan City Council is a progressive leader in local government, striving to make a positive difference in residents' lives through the provision of quality services. It oversees one of the largest and fastest growing cities in Australia with Logan's population estimated to be 500,000 by 2040.

Alongside its vision of building communities, businesses and pride in their city, the council seeks to be an organisation that pursues excellence, where staff have a high level of job satisfaction.

## The Challenge

The council is a major employer in the local community, recruiting for 300+ positions each year. This keeps the team incredibly busy, and it's imperative that its recruitment process is streamlined.

In 2014, the council's process was almost entirely manual. "We were handling applications in a variety of spreadsheets and documents. It was taking up the time of a full-time resource, engaged in manual, monotonous work," said David Hansen, then HR Business Partner at Logan City Council.

"It was also leaving room for human error and didn't lead to a great candidate experience as candidates were left in the dark as to where they were in the process."

## The Solution

Logan City Council began looking for a solution that would streamline this onerous process. After reviewing a number of options, the council chose Turbo, because it not only offered an ideal solution to their challenges, but also a strong return on investment.

David says Turbo's high level of service and expertise also influenced his decision. "The consultants at Turbo were able to prove that they could streamline our recruitment from early on in our discussions, so I had confidence in my decision from the outset. The cost of acquisition was also more favourable than other solutions, so it really made sense."

Turbo partnered with the council to ensure the system would streamline their entire process, from posting job ads through to finding the right candidate.

Starting with Turbo's exclusive Requisition Module, Logan City Council now has a requisition process that offers clearly defined governance and accountability across their recruitment activities. From there, they can use the system to post job ads to internal and external job boards as well as social media platforms, all in one place.



Once a job ad is live, the team saves significant time with integrated screening questions that allow them to get answers to questions that would normally be uncovered at interview. These answers are sent to the entire panel to ensure the council gets multiple, diverse perspectives to help them find the right candidate.

A proprietary traffic light progression system allows them to follow and communicate an applicant's progress through the process, which then feeds into a live recruitment dashboard.



## The Results

At the time of implementation, Logan City Council saw a host of immediate benefits, including higher levels of engagement across the business, increased candidate satisfaction, and significant cost and time savings. They were even able to move a full-time resource from recruitment to a more strategic role within the organisation.

More than six years on, the successful partnership with Turbo continues. Talent Acquisition Leader, Mark Hawes, who joined the Logan City team after the initial implementation, says Turbo's local support and user-led design continue to be a win for the organisation.

“One of the biggest benefits for our team is having access to a local support team and a partner who supports our goals. We can call up and tell them what we need, and they find a way to do it. You aren't likely to get that level of service from a bigger global player,” Mark said.

Mark points to a recent upgrade of the council's career site as an example of this partnership. “When we updated our internal career site, we needed Turbo to integrate, and they are particularly good with this kind of support.

Turbo runs the applications part of our site, the front end, and we run everything after that, the back end. They work directly with our developers to keep it up and running and ensure the process is smooth.”

Next on the council's agenda is integrating video into their recruitment process. “We've recently trialled Turbo's video interviewing tool. It's a great platform and far more cost-effective than many others, so we will look to integrate that into our ATS next.”

As a local government body, the council have a strict procurement process that sees them go through a tender process every few years to ensure they continue to get value for money – something Turbo has continued to offer.

“We've been to market twice since our partnership with Turbo began, and both times Turbo has remained the best bang for our buck. Turbo just offers such great value – there's no one else like it really from a value perspective,” he concluded.



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