

Make-A-Wish turbo.

Helping great people come together to achieve great things

Make-A-Wish® Australia has one goal: to make wishes come true for critically ill kids. With 950 children currently in their wish program, that takes a village. Group Head of People Belinda Wallin oversees the HR function, which is responsible for internal and volunteer recruitment. Here, she shares how a partnership with turbo has enabled Make-A-Wish to find the right people fast.



"During pandemic lockdowns and restrictions, we were unable to grant as many wishes as we usually would. And as things reopened again, we've needed to move fast to get back on track with wish delivery – and that takes the right people," Belinda explains.

"As a result, we've been recruiting more than usual. We have an ambitious people strategy to make it all happen."

With the stakes so high, Belinda knew Make-A-Wish needed the right recruitment technology. Having moved previously outsourced recruitment functions in-house, the team needed a platform that would support their processes and strategies.

Enter turbo.

A cost-effective solution

Belinda first discovered turbo when another technology provider recommended she speak to them about how turbo's ATS could support her team's goals.

She is open about the fact that when they first started discussions, one of the key goals was cost savings – a must in the charity sector.

"Turbo was amazing in working out a cost-effective arrangement that would support our goals while giving us the tools we needed to recruit efficiently."

And as Make-A-Wish rolled the platform out, the team uncovered a wealth of benefits.



A gateway to talent in a competitive marketplace

"We particularly love that turbo integrates with our website so that we can capture interest.

"People want to work at Make-A-Wish to make a difference. In the past, when we had a story in the media, traffic to our Careers pages spiked, but we couldn't capture that interest unless the person was interested in a current vacancy.

"Now, those interested can leave their details, which feed directly into turbo. So when a vacancy arises, we already have a potential talent pool before we go to market."

More efficient, collaborative hiring across the business

Belinda says speed is of the essence for recruitment at Make-A-Wish, particularly in a candidate-short market.

"Previously, we had a 4-6-week recruitment process between sourcing, screening, interviewing and hiring. In this environment, that risks losing candidates to other offers.

"With turbo, our process is much, much faster. We are getting candidates screened and through the door for interviews while our ads are still running," says Belinda.

Collaboration is critical too, and Belinda loves that turbo enables the HR team and hiring managers to work together seamlessly.

"We love turbo's talent pooling function. Our hiring managers have access to it, so they can rate candidates and add comments. This enables them to work directly with our team to progress the best talent, which is awesome," she explains.

An easy-to-use, fully supported platform

"We haven't needed any intensive training. Our HR professionals and hiring managers have just been able to get in and get things moving with turbo, and that's really important to us. turbo is so intuitive. It's got a lot of functionality, but it's easy to navigate and use.

"And when we have had a question, turbo has been incredibly responsive, usually answering within 30 minutes. It's all been very easy.

"In fact, turbo's willingness to work with us has been notable and something I really want to call out. Nothing has ever been a problem – turbo just goes above and beyond to make it work for us."

As for what's next, Belinda says she believes Make-A-Wish will uncover even more value from the partnership with turbo.

"We've got everything up and running smoothly, so now we are looking at what's next with the platform. We've only scratched the surface of what turbo can do at Make-A-Wish," she concludes.

you turbo.

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