



# ALPA gets quality references in just 18 hours with Referoo

The Arnhem Land Progress Aboriginal Corporation (ALPA) is Australia's largest independent Aboriginal Corporation. ALPA has been working closely with and supporting remote Indigenous communities in the Northern Territory for over 50 years.

With beginnings in retail management, ALPA's operations have since expanded to include construction, labour hire, accommodation, furniture, corporate and community services.

## The Challenge

A strong recruitment process is critical to ALPA's mission of creating economic independence for those in the communities they support. However, with many candidates working across industries where referees aren't always contactable on the job, such as construction, the old-school method of collecting references was proving inefficient. Often playing phone tag for several days, the ALPA recruitment team had trouble tracking referees down and getting them on the phone, slowing the entire process.

## The Solution

ALPA's Talent Acquisition Manager, Nima Lou, knew that their recruitment team would benefit greatly from moving their reference checks online. After trialling Referoo for only a few weeks, ALPA noticed significant improvements across their recruitment process.

Using Referoo's simple online reference-checking system allows Nima's team to complete references quickly without losing any of the integrity of their reference checks.



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The Referoo dashboard gives them complete visibility and integrates smoothly with their ATS; completed references go straight into the candidate's file. The flexibility of the Referoo system, with features such as SMS reference requests and the ability to change referee questions, is something the team also loves.

The support received from the Referoo team is another value-add for ALPA.



**The support from Referoo is amazing. They always respond quickly to answer our questions. They're supportive and flexible, making it clear they're here to fit in with us and not the other way around.**

Referoo's easy-to-use platform has expanded recently to include additional reporting functionality, meaning Nima can now quickly pull a department breakdown of all references from any given month and allocate costs accordingly.

## The Solution

Since using Referoo for their reference checks, the ALPA recruitment team has seen a significant

reduction in the average response time for referees, going from a few days to just 18 hours. With Referoo, Nima's team is progressing candidates much faster, allowing them to successfully place up to 20 candidates each month.

Referoo's SMS functionality gives ALPA's referees the freedom to complete references on the go at any time, from their phones. Plus, the added security of Referoo's fraud detection system ensures ALPA's references are not only secure, but even more reliable than if they'd been collected on a phone call.

In addition, ALPA's costs can now be allocated more efficiently and accurately, thanks to the extensive reporting features of the Referoo system.

With the benefits of secure and efficient reference checks, ALPA's recruitment team can focus on hiring quality staff, providing rewarding jobs and supporting the communities in which they operate. Referoo is driving incredible value for the ALPA team. As Nima puts it, "We have nothing to lose. We only gain from using Referoo."