

## Racing and Wagering WA named innovative HR team

St Leonards, NSW – Osborne Park-based Racing and Wagering WA has been selected in Human Resources Director's Innovative HR Teams list. This prestigious list showcases the industry's most forward-thinking teams.

HRD invited teams from across Australia to showcase their achievements and innovation over the last 12 months. Entries focused on a broad range of areas including talent management, diversity and inclusion, recruitment, reward and recognition, culture, and HR technology. After an incredibly challenging 12 months which saw HR step up to the challenge of leading through the crisis, this year's list showcases the top 30 HR teams who have led the way when it comes to innovation.

2020 has been a roller-coaster ride for the HR team at Racing and Wagering WA (RWWA). The team of 11 HR professionals at RWWA recognised that improving agility and streamlining processes were going to be critical in tackling the new challenges brought on by the pandemic. In a competitive jobs market made even more so by border closures, finding and retaining talent was a top priority. One way the team responded to this challenge was by embracing the use of AI interview responses in the recruitment process, which allowed them to assess the cultural fit of applicants and boost the candidate satisfaction rate to 95%. Matthew Thomas, RWWA's general manager of people and culture, said 2020 had been a year of immense learning and innovation, shifting people's mindset around the use of different technologies.

Tech-driven solutions allowed them to reduce manual recruitment processes by six hours a week and develop a more engaging, successful onboarding process. By streamlining these key HR functions, the team shifted its focus to supporting RWWA's people. Regular employee checkins provided a people-centric approach to wellbeing – something that has always been at the heart of the company's HR strategy. "For us, technology has been an enabler, but the human element and everything we do from a people perspective will always be at the forefront," Thomas said.

To view the full online special report and to find out more about RWWA, click [HERE](#).

-ENDS-

HRD is Australia's leading source of news, opinion and analysis for today's HR professional.

HRD concentrates on the real issues and challenges facing the HR professional and the Industry, with in-depth features and analysis of what really matters with content featuring high level case studies, international and local profiles, interviews with HRDs and industry leaders from around the globe as-well-as leading news makers in the field.