



HOW IS AI USED IN RECRUITING?



AUTOMATION
When machines do manual tasks for humans



COMMUNICATION
When machines speak for humans



ASSESSMENT
When machines analyse data for humans



PREDICTION
When machines learn to predict for humans

PLANNING

- Job description creation
- Language assistance
- Candidate Management Software



SOURCING

- Targeted advertising
- External AI sourcing / Smart search
- Internal AI sourcing / Candidate rerouting
- AI-driven marketplaces



APPLYING

- Video resumes
- Auto interview scheduler
- Chatbots to help apply
- Chatbots to interview
- Applicant Tracking System



SCREENING

- Anonymised resumes
- Automated reference checks
- Social media analysis
- Resume screening / parser



ASSESSING

- Virtual job tryout (simulation)
- Interview scoring (audio, visual, content)
- Skill-based assessment
- Cognitive games



ONBOARDING

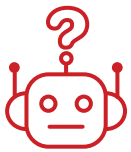
- Automated admin (contract creation software)
- Compensation decision-making software
- Onboarding chatbots



AI works like a **‘digital recruitment consultant’** – it can simulate human intelligence and mimic recruiters’ actions to automate, communicate, assess, and predict throughout the recruiting process.

WHAT DO RECRUITERS AND JOB SEEKERS THINK ABOUT AI IN RECRUITMENT?

There is a clear divide between “the cautious” and “the converted”



THE CAUTIOUS: QUESTION AI USE IN RECRUITMENT

Believe AI tools:

- Focus on efficiency at the **expense of effectiveness**
- **Lack nuance** in decision making
- **Depersonalise** the candidate experience
- Have a **negative impact** on diversity and inclusion
- Are often **inaccessible**
- Amplify **bias**

Were less likely to have experienced AI in recruitment and more likely to rate their knowledge as non-existent or poor



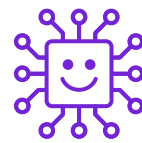
1 in 4 (25%) of recruiters were cautious



1 in 3 job applicants were cautious

Q: Who is more likely to be cautious?

A: Aboriginal and/or Torres Strait Islander applicants and white job applicants



THE CONVERTED: POSITIVE ABOUT IMPACT OF AI IN RECRUITMENT

Believe AI tools:

- Provide **flexibility** for all parties
- Help cast a **wider sourcing net**
- Could **eliminate bias** in recruitment
- Can be more **objective, consistent,** and **predictable** than people

Were more likely to have experienced AI in recruitment and to rate their knowledge as great or good



2 in 4 (50%) of recruiters were converted

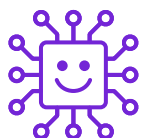


1 in 3 job applicants were converted

Q: Who is more likely to be converted?

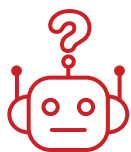
A: Asian and Black job applicants

WHAT CAN AUSTRALIAN ORGANISATIONS DO TO GET A POSITIVE D&I IMPACT FROM AI?



If you are a **converted recruiter**, DCA recommends doing your due diligence on diversity and inclusion (D&I) before using AI tools, by for example:

- **asking for evidence** that your AI tool is bias-free and accessible before deploying it
- asking your AI vendor for **an Explainer**, which shows how their AI tools work so you can be confident that the logic behind it will minimise bias and maximise diversity and inclusion in recruitment
- **piloting new AI tools** before scaling up
- ensuring AI recommendations are used as **just one data point** in decision making
- using **AI to monitor and identify any bias** in new hire patterns over time.



If you are a **cautious recruiter**, DCA recommends focusing on building confidence and trust, by for example:

- being transparent about the **due diligence protocols** you have in place to ensure your AI-supported recruitment tools are bias-free, inclusive and accessible
- designing internal and external communications which **address the concerns of cautious recruiters and applicants** (e.g. that AI tools are inaccessible, reflect and amplify developer and organisational biases, aren't culturally/racially responsive, and enable recruiters to unlawfully discriminate more easily).



For all people with hiring responsibilities, DCA recommends:

- **choosing accessible and culturally/racially responsive AI tools.** This will ensure that AI-supported recruitment is not locking out of employment one of the most marginalised groups in Australia's labour market, Aboriginal and/or Torres Strait Islander job applicants.
- **building internal capability.** Allocate an internal AI specialist who as part of the role is required to understand the D&I pitfalls and opportunities of using AI in recruitment, how the AI tool is selecting candidates so you can be confident in the logic behind it, and how customisation can be used to reduce bias.