

How one of Australia's largest health insurers manage risk while providing a

seamless recruitment process





About Medibank

Medibank is a leading private health insurer with more than 40 years of experience delivering better health to Australians and looking after the health cover needs of more than 3.7 million customers through the Medibank and AHM brands.



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Andrew Retschko, Senior Executive of Talent Acquisition and Engagement

The Situation

Andrew Retschko is Medibank's Senior Executive of Talent Acquisition and Engagement. His role covers all recruitment activity for Medibank, delivering new hires and internal mobility.

He explains the situation prior to partnering with CVCheck:

Managing risk from every angle is absolutely critical. We look for the best and most efficient ways to manage risk, to ensure we're hiring people who are suitable, and to make the candidate experience as seamless as possible.

The Challenges

Medibank hires across a diverse range of roles, and managing risk is paramount.

"We also have two recruitment goals. One is to bring the right people into the right roles. The second is to make the candidate experience as strong as possible," Andrew explains.

The Objectives

Requirements

- ✔ Bring the right people into the right roles at Medibank
- ✔ Ensure the candidate experience is as seamless as possible
- ✔ Manage the risk associated with hiring

The Results

Now every hire Medibank makes is verified through the CVCheck platform.

“We make over a 1000 hires a year and we utilise CVCheck for all of them,” Andrew explains.

Painting a clearer candidate picture ensures that an individual is a great cultural fit, and this has been invaluable.

CVCheck helps us find the right people by adding colour and certainty to each hire. The checks not only give us peace of mind, they enable future employees to enjoy working with us and ensure that the hiring manager can work effectively with them.”

In terms of making the candidate experience as seamless as possible, Andrew says:

“We’re very satisfied with CVCheck. The platform relies on candidate engagement, and typically the feedback we get from candidates about that process is very positive. Both Medibank and CVCheck are committed to providing an efficient and seamless candidate experience.

From a service perspective, our account manager is really helpful with any requests and reporting. From a cost perspective, we’re getting great value for money from our relationship from CVCheck.

We use SuccessFactors, a SAP product, and the integration with CVCheck enables us to be far more efficient. It also allows me from a leadership position to ensure the team is completing all the checks, and pulling reports easily.”

The Solution

After reviewing various options, Medibank chose the CVCheck platform. Once the organisation has identified their preferred candidate, one of a combination of the below checks must be completed before commencing their new role.

- ✓ National Police Check
- ✓ VEVO Visa and Work Entitlement Check
- ✓ Streamlined Employment Reference Check
- ✓ International Criminal History Checks
- ✓ Qualification & Professional Membership Checks
- ✓ Bankruptcy Check
- ✓ AntiMoney Laundering Check
- ✓ Business Interest Check
- ✓ Financial Regulatory Check
- ✓ Global Media Search



Across all hires we use police, criminal history (local and international), work rights and reference checks. We also verify qualification and work history. Depending on the types of roles, we might do some other checks. Checks related to financial management if someone is coming into a senior finance role give us absolute peace of mind.”

Andrew Retschko, Senior Executive of Talent Acquisition and Engagement





CVCheck is a leading provider of background screening services in Australia and New Zealand, conducting over 300,000 checks every year for businesses, government organisations, and individuals.

We now offer checks over 190 different countries and are the main screening provider for thousands of businesses, and government organisations. We help our clients source and share verified information relevant to employment, licensing and more.

Our global screening and verification service operates through cvcheck.com. It allows our customers to verify, screen and check personal and professional information. On their behalf, we can access primary and third-party information from data providers and sources such as police databases, traffic records and professional memberships.

At CVCheck, we've always had the vision of a world built on trust. When we started in 2004, we imagined a secure online platform for the safe exchange of personal and professional information in good faith. In 2006, we built it.

Since then, we've continued to develop the most technologically advanced information screening platform available.

Get in touch with one of our experts to learn how your organisation can mitigate risk and hire with confidence knowing you have all the checks you need.

[Request a demo](#) to see our platform in action.

cvcheck.com

