

FAQ for Candidates

Using AI in the Wesfarmers Health Recruitment Process



At **Wesfarmers Health**, we're committed to delivering a fair, inclusive and positive recruitment experience for every candidate.

As part of this commitment, we use **AI enabled recruitment technology** for some roles to help us assess candidates consistently, reduce unconscious bias and make the recruitment process more flexible and accessible.

This document explains what that means for you.

What is the chat-based interview?

For some roles, you may be invited to complete an **online chat-based interview** as part of your application.

The chat interview is a relaxed, text-based questionnaire that you can complete online at a time that suits you. It's like an initial phone interview with a recruiter, but with some added flexibility - there's no timer, and you can take your time to think through your responses.

You'll usually be asked a small number of **behaviour-based questions**, and most candidates complete the chat interview in around 20–30 minutes.

Wesfarmers Health partners with **Sapia**, a recruitment technology provider that uses artificial intelligence (AI) and machine learning to review responses and identify relevant skills, behaviours and strengths aligned to the role.

How does AI assess my responses?

The technology reviews **what you write**, not who you are.

It focuses on job-related behaviours, capabilities and communication reflected in your answers and compares them to what we're looking for in the role.

AI helps us:

- assess candidates consistently against the same criteria
- reduce unconscious bias
- better understand behavioural strengths early in the process

AI does **not** assess personal characteristics such as age, gender, appearance, background or ability.

Is the recruitment process fair?

Yes - fairness is a key reason we use AI enabled tools.

Every candidate receives the **same questions** and is assessed against the **same role related criteria**. This helps create a more consistent and equitable experience for everyone.

Importantly, **AI supports our recruitment teams - it does not replace them**. Our recruiters and hiring leaders remain actively involved and make all hiring decisions.

Are hiring decisions made by people?

Absolutely.

While AI may support parts of the recruitment process, **all hiring decisions at Wesfarmers Health are made by people**.

Our recruitment team reviews applications, considers AI supported insights, and works closely with hiring leaders to make informed decisions throughout the process.

FAQ for Candidates

Using AI in the Wesfarmers Health Recruitment Process



Is the process accessible?

Yes. We want every candidate to have a fair opportunity to participate.

If you require accessibility adjustments, additional support, or an alternative interview format, please contact our recruitment team. We can arrange the same interview questions in a different format where needed.

What happens after I complete the chat interview?

If you progress to the next stage, a member of our recruitment team will be in touch to discuss next steps. This may include an interview with our team or hiring leaders, depending on the role.

The chat interview is one part of the overall recruitment process and is considered alongside your application and interview discussions.

Do I get feedback from the chat interview?

After completing the chat interview, you may receive a **personal insights report** generated by the technology provider.

This report:

- is for your personal development only
- provides general insights based on your responses
- is **not** a hiring decision or score

The Wesfarmers Health recruitment team does not see this personal report.

What about my data and privacy?

Information collected during the recruitment process is:

- used only for recruitment and assessment purposes
- handled securely
- managed in line with applicable privacy laws and obligations

Before completing the chat interview, you'll be able to review the relevant privacy information relating to the technology provider.

Can I choose not to complete an AI enabled interview?

If you're unable to complete the chat interview or would prefer an alternative format, please let us know. We're committed to supporting candidates and will work with you to find a suitable option.

Our commitment

At Wesfarmers Health, we use AI responsibly to support fair, inclusive and human-centred recruitment - with people at the heart of every hiring decision.