

## CASE STUDY

CDC NSW  
Bus operators  
Sydney



### ABOUT THE CLIENT

CDC NSW is a bus operator in New South Wales, Australia. It is an umbrella brand of ComfortDelGro Australia established in 2017 to cover the latter's New South Wales operations, some of which had been owned by ComfortDelGro since 2005. ComfortDelGro, is a multi-national transport group based in Singapore. It is listed on the Singapore Exchange that operates more than 40,000 vehicles across 12 countries.

### THE CHALLENGE

CDC NSW faced a critical challenge when their dedicated recruiter for mechanics went on extended leave, leaving no one to cover essential vacancies. With a severe shortage of mechanics in the state and high demand across multiple locations, CDC needed a strategic recruiter who could do more than just post job ads. They required someone capable of managing large-scale outreach to thousands of mechanics, while also handling corporate recruitment tasks. The urgency of the situation demanded a swift solution to fill these vital roles efficiently.

### THE OUTCOME

The impact was immediate and significant. CDC NSW initially signed up for a three-month contract with Rent a Recruiter, but the success of the recruiter in filling both mechanic and corporate roles led them to extend the contract for an additional six months. During this time, the recruiter continued to drive positive results, maintaining the momentum and ensuring that CDC NSW's workforce needs were fully met. This partnership allowed CDC NSW to navigate a challenging talent market with confidence, ensuring that they had the skilled professionals needed to keep their operations running smoothly.

### AT A GLANCE

#### Results

- 42 workshop roles
- 18 Corporate roles filled
- 4 Exec roles hired
- New application process implemented
- Recruitment training for the team
- Sponsorship of overseas mechanic process created and started

*We had the pleasure of working with Jessica from Rent a Recruiter. Initially, Jessica assisted us with recruiting for several key roles. However, as our needs evolved, Jessica demonstrated remarkable adaptability and provided a comprehensive suite of services beyond filling vacancies.*

*Jessica's dedication, expertise, and ability to adapt to changing requirements have made her an invaluable partner. We highly recommend Jessica and Rent a Recruiter to any organisation looking for a dynamic and effective recruitment solution.*

**Nicole James**

GM People + Culture