

FAQ for Candidates

At Bunnings, we are passionate about delivering a great candidate experience, making it easier and quicker for you to explore opportunities and nail the right role. As part of this, we've partnered with Sapia to use their chat interview technology for roles based in our Distribution Centre, Frame & Truss, Store and Trade Centre locations.



What is Sapia's chat interview?

The chat interview is a relaxed online questionnaire you can complete whenever works best for you! It's similar to a phone interview with a recruiter, but with some nice advantages - you can take all the time you need and edit your answers until you're happy with them. There are usually 5 questions, and most people finish in about 30 minutes.

Sapia's technology uses AI and machine learning to review your responses, so don't be shy - the more detailed your answers, the better it can understand your key behavioural traits, competencies, and communication style. Your responses are then compared to what we're looking for in the position you've applied for.

One of the best parts? This interview is completely unbiased since it only focuses on your answers to questions that every candidate receives.



Is the interview process accessible for everyone, including those who may need adjustments?

We've made accessibility a priority! The ReciteMe toolbar in the Sapia chat interview is ready for you as soon as you begin, giving you helpful accessibility options. Plus, the voice-to-text feature lets you speak your answers instead of typing - just talk naturally and your responses will be captured.

If you have require an adjustment or support to complete the online chat interview, please don't hesitate to reach out. We're happy to arrange the same interview questions in a format that works better for you. Just contact us at jobs@bunnings.com.au or jobs@bunnings.com.nz, and we'll find a solution that works for you!



What technology do I need to use to complete?

You'll want to have your smartphone, tablet, laptop or computer ready to go with a full battery and internet connection. Good news - both Android and Apple iOS devices work perfectly!

For the smoothest experience, make sure your web browser is updated. While Google Chrome gives you the best experience, you can also use Microsoft Edge, Apple Safari, or Mozilla Firefox just fine.

Don't worry if you don't have access to these devices or prefer another way to interview, just reach out to us at jobs@bunnings.com.au or jobs@bunnings.com.nz, and we'll happily arrange an alternative format for you to complete the same interview questions.



How do I get notified about my chat-based interview?

Once you have completed your online application to Bunnings, you will receive an email from Bunnings (via Sapia) inviting you to complete your Chat Interview. You will be directed to log into your candidate home account to complete the chat interview task. Before proceeding with your Chat Interview, please review Sapia's candidate privacy policy.



How do I complete my Chat Interview?

You'll answer 5 behaviour-based questions by typing your responses. Feel free to draw on your experiences from school, a sports-club, your community, personal or work life. The process is super quick and easy—about 30 minutes of your time. No need to rush—there's no timer running. If you need a break, you can always save and come back later. Just be sure to finish within 48 hours of receiving your invitation to stay in the running! For each question, aim for about 50-150 words in your response.

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What is a behaviour-based question?

A behaviour-based question (also called behavioural or competency-based question) asks you to describe specific situations from your past experiences. These questions typically start with phrases like:

- "Tell me about a time when..."
- "Describe a situation where you..."
- "Give an example of how you..."
- "Share an experience when you..."

The idea behind these questions is that your past behaviour is the best predictor of your future performance. When answering, employers are looking for concrete examples that demonstrate your skills, problem-solving abilities, and how you handle various situations. For example, instead of asking "Are you good at teamwork?" (which would likely just get a "yes"), they might ask "Tell me about a time when you had to collaborate with a difficult team member to complete a project."

These questions allow you to showcase your real experiences and the specific actions you took, giving interviewers a better understanding of how you might perform in their role.



Do I get any feedback from my chat interview responses?

Your Chat Interview responses help Sapia create your personal MyInsights report, which is emailed to you when you've completed it. This report gives you a general overview by comparing your answers against broad competencies—not the specific ones for the Bunnings role you're applying for. The best part? This report is just for you! The Bunnings Talent Team won't see it.

Think of this report as your personal development tool that showcases your strengths and suggests areas where you might want to grow. The tips you'll receive aren't evaluating your answers—they're simply suggestions to help you practice and improve. Remember, this report doesn't determine whether you get hired or reflect your overall score in the hiring process. Want to learn more about how your MyInsights profile is created? Additional information is available through this [link](#).



What happens after I complete the Chat interview?

If you're moving ahead in our process, get ready for a video interview on the Sapia platform next! Your video responses will be personally reviewed by our friendly team of recruiters.

You'll receive an email with a link to complete your video interview. It's super relaxed - usually just 3 or 4 questions, and you can practice as much as you want before recording your final answers. Take your time - there's no rush and zero pressure!

This step simply helps our recruiters and leaders get to know you better and see your customer communication style. We've kept it quick and simple - typically asking about why you'd like to join our team and your work availability.

After that, if you're successful, we'll invite you to on site to meet with one of our leaders in person!



By completing this online chat interview, am I getting a fair chance at getting a job?

The Sapia interview is all about getting to know the real you. It's totally unbiased because it's based only on your answers—things like your gender, appearance, background, age, or ability don't come into it at all. Everyone gets the same behavioural-based questions, and your fit for the role is assessed based on your responses—basically, whether you show the traits and strengths that make for an awesome team member.

We're really keen to hear your real experiences, so just be yourself when answering. If any of your responses seem AI-generated, our system might flag them. If that happens, you'll get a friendly heads-up and a chance to rework your answers.

For more information about Sapia chat interview, please visit the Candidate Explainer on the Sapia website (<https://sapia.ai/candidate-explainer/>). For information about Sapia generally, please visit their website at <https://sapia.ai/>. Want to know more about what data the Chat Interview collects and how long it's kept? Just visit <https://sapia.ai/candidate-explainer/privacy-policy-candidates/> for all the details.