



A Pathway to Certification

Services & Support for Providers



Background

- StaffSure is a certification scheme which makes it simple for businesses to find and use Workforce Services Providers with verified business integrity.
- StaffSure certification is available to any business or person that provides a workforce service in Australia or New Zealand so long as they are prepared to be independently audited against these six key business integrity elements.
 - ✓ **Fit & Proper Persons** own and run the business
 - ✓ **Work Status & Remuneration** to ensure workers receive minimum employment entitlements
 - ✓ **Financial Assurance** to operate the business sustainably
 - ✓ **Safe Work** for all workers
 - ✓ **Immigration** and visa laws are complied with
 - ✓ **Accommodation** supplied by employers or clients is suitable and rent is fair

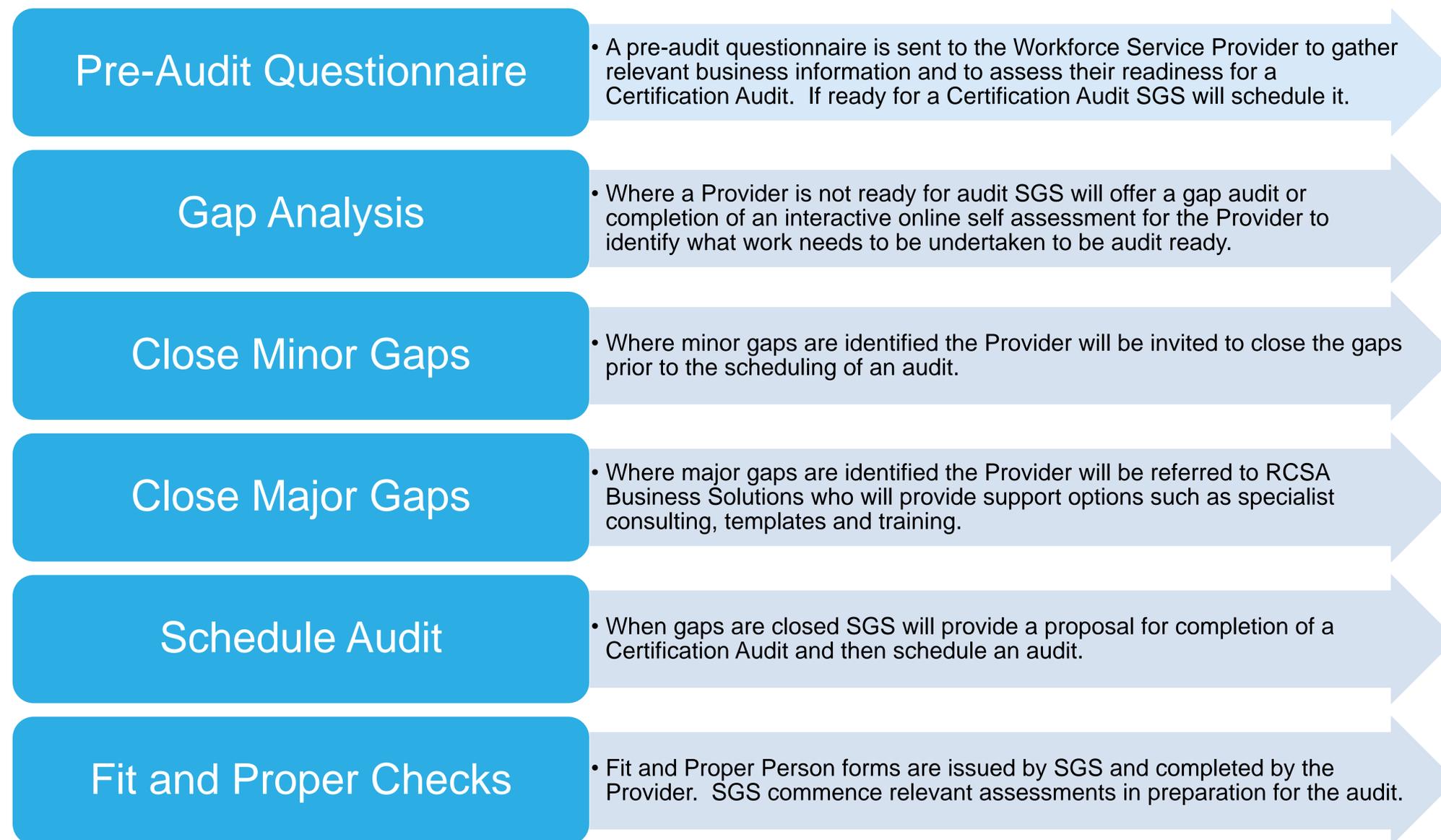
Support

- Workforce Service Providers are businesses, in all forms, that source, assign and manage employees and contractors for business and government. They may hire and assign workers to work directly for clients or they may manage their own workers to deliver the services as a contractor.
- Workforce Service Providers that are aiming to achieve StaffSure Certification will often need support to get systems and processes to a level that is audit-ready.
- Support for a Workforce Service Provider may include training on the StaffSure certification process, pre-audit gap analysis to learn if your business is ready for an audit or systems consulting to help your firm close any gaps.
- This document has been prepared to provide Workforce Service Providers with an understanding of the pathway they may follow on their journey to StaffSure Certification and, importantly, who can help with each step.
- For more information or support go to www.staffsure.org or email info@staffsure.org

Preparing for Audit

SGS conduct the StaffSure audits.

This is how they work with you to ensure your business is ready to be audited.



Pre-Audit Questionnaire

The SGS Pre-Audit Questionnaire sources the following information:

- Total number of locations the Workforce Service Provider (Provider) operates from
- The number of independent contractors used by the Provider
- Information on workers and industries supplied to determine if the Provider falls into a high-risk category
- Whether accommodation is offered, or if clients have accommodation facilities for workers
- Information on how workers are sourced and managed to determine the Service Network that the Provider may have
- Certifications currently held to determine if credits toward StaffSure



Interactive Online Self-Assessment

- SGS offers Workforce Service Providers an online self-assessment and training tool for a low-cost fixed fee.
- This tool carries out an assessment of the Providers systems, processes and people against the 6 elements of the StaffSure standard.
- Upon completion of each section, participants are presented with a self-assessment report which is emailed for use by the Provider, or their advisers, to assess and fill Gaps against the Standard.
- The tool can be used repeatedly, over a 12 month period, to assess audit readiness.

Gap Audits

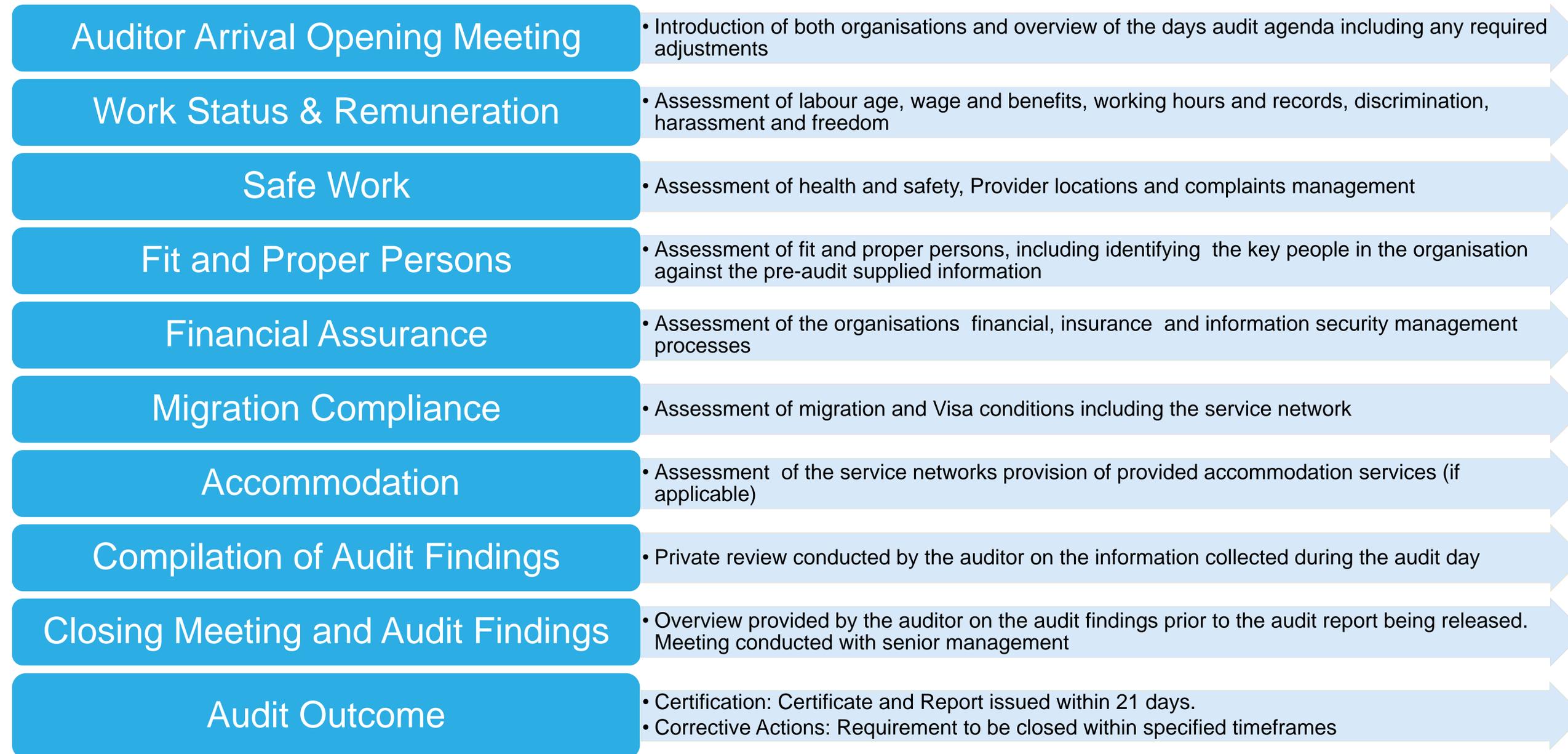
- A Gap Audit can be undertaken by a trained auditor within SGS.
- A Gap audit provides a Workforce Service Provider with a detailed report on Gaps against the StaffSure Standard and where the Provider needs additional processes or policies implemented to achieve StaffSure Certification.
- A Gap Audit can be semi-customised to target particular areas of high concern and will typically contain more detailed information than the Interactive Online Self-Assessment.
- A Gap Audit is more expensive than an online assessment and SGS will provide a quote to Providers upon request.

Understand Minor vs Major Gaps

- A minor Gap would be characterised by a small breakdown of policy or procedure within the organisation that would not be a large undertaking to improve to be aligned with the StaffSure Standard. The assumption may be that the Provider is operationally sophisticated enough to have developed policies and procedures in all remaining areas of StaffSure and that the undertakings required to close the Gaps would be minor.
- A major Gap would characterised by a major breakdown in, or lack of, processes and policies within the organisation. The undertakings required to close these Gaps this would be significant and SGS would, at this point, recommend the sourcing of expert assistance to close such Gaps.

StaffSure Audit Day

SGS typically complete audits in one day. This is what happens on the day.



A Panel of Consultants with Industry Expertise on Business Systems, Work Safety, Immigration, Legal, Financial Management, Workplace Relations and Accommodation

Industry Specific Guides, Templates & Systems

Industry Specific Workshops, Training and Webinars



RCSA Business Solutions – Expertise

Our support services include...

- Advice on workforce management legislative compliance.
 - ✓ Migration
 - ✓ Child Employment
 - ✓ Fair Work
 - ✓ Work Health and Safety
 - ✓ Privacy
 - ✓ Superannuation Guarantee
 - ✓ Independent Contractors
- Provision of template and customisation workforce management system documentation;
- Development and implementation of a workforce management strategy identifying objectives, targets, resources and timeframes to achieve compliance and best practice standards;
- Development and implementation of workforce management policies and procedures in accordance with the requirements of workforce management related legislation;
- Delivery of workforce management related information and training programs - webinar, video (interactive) training, and face-to-face programs

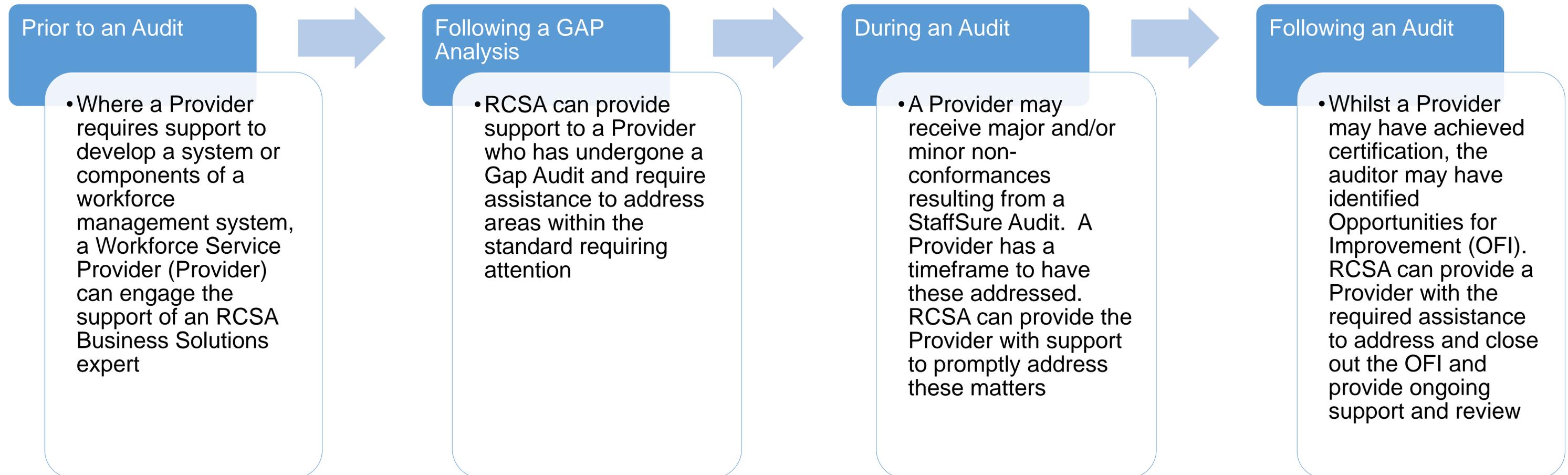
Guides, Templates & Systems

- RCSA Business Solutions offers a library of templates that can be purchased by Providers.
- Providers have the option to customise the templates using internal resources, or engage one of our panel of expert consultants to assist in customisation and implementation.
- Our templates include but are not limited to:
 - Code of Conduct
 - EEO, Bullying, Harassment and Discrimination
 - Work Health and Safety & Risk Management Procedures
 - Freedom of Association and Workplace Rights
 - Work Status & Remuneration
 - Complaints Management
 - Privacy Management
 - Record Keeping & Management
- We give Providers an option to manage their workforce compliance smarter and faster using a cloud based HR/WHS and records management systems as well.
- To ensure a seamless approach to workforce management support, RCSA Business Solutions offers this cloud based system bundled with consulting.

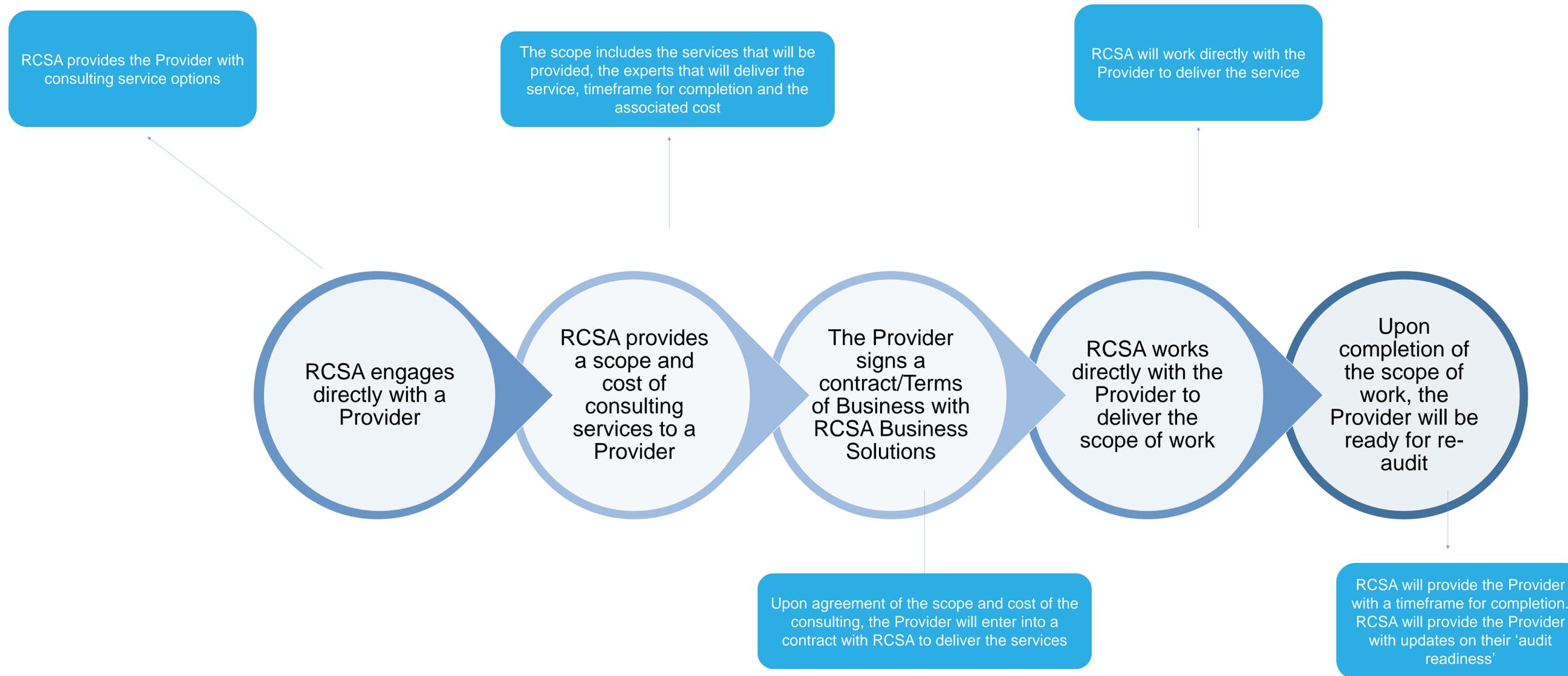
Consulting Support

RCSA Business Solutions Consultants can support Providers throughout the StaffSure lifecycle.

Consulting Touchpoints



RCSA Business Solutions – The Consulting Process



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