# Staff Sure

# 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

- services as a contractor.

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

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 <u>www.staffsure.org</u> or email <u>info@staffsure.org</u>



## Preparing for Audit SGS conduct the StaffSure audits. This is how they work with you to ensure your business is ready to be audited.



-Audit Questionnaire	<ul> <li>A pre-audit qui relevant busin Certification A</li> </ul>	
Gap Analysis	<ul> <li>Where a Provision of completion of identify what we had we have a second secon</li></ul>	
Close Minor Gaps	<ul> <li>Where minor of prior to the scheme</li> </ul>	
Close Major Gaps	<ul> <li>Where major gamma</li> <li>Business Solution</li> <li>consulting, ter</li> </ul>	
Schedule Audit	<ul> <li>When gaps ar Certification A</li> </ul>	
and Proper Checks	<ul> <li>Fit and Proper Provider. SGS</li> </ul>	

uestionnaire is sent to the Workforce Service Provider to gather ness information and to assess their readiness for a Audit. If ready for a Certification Audit SGS will schedule it.

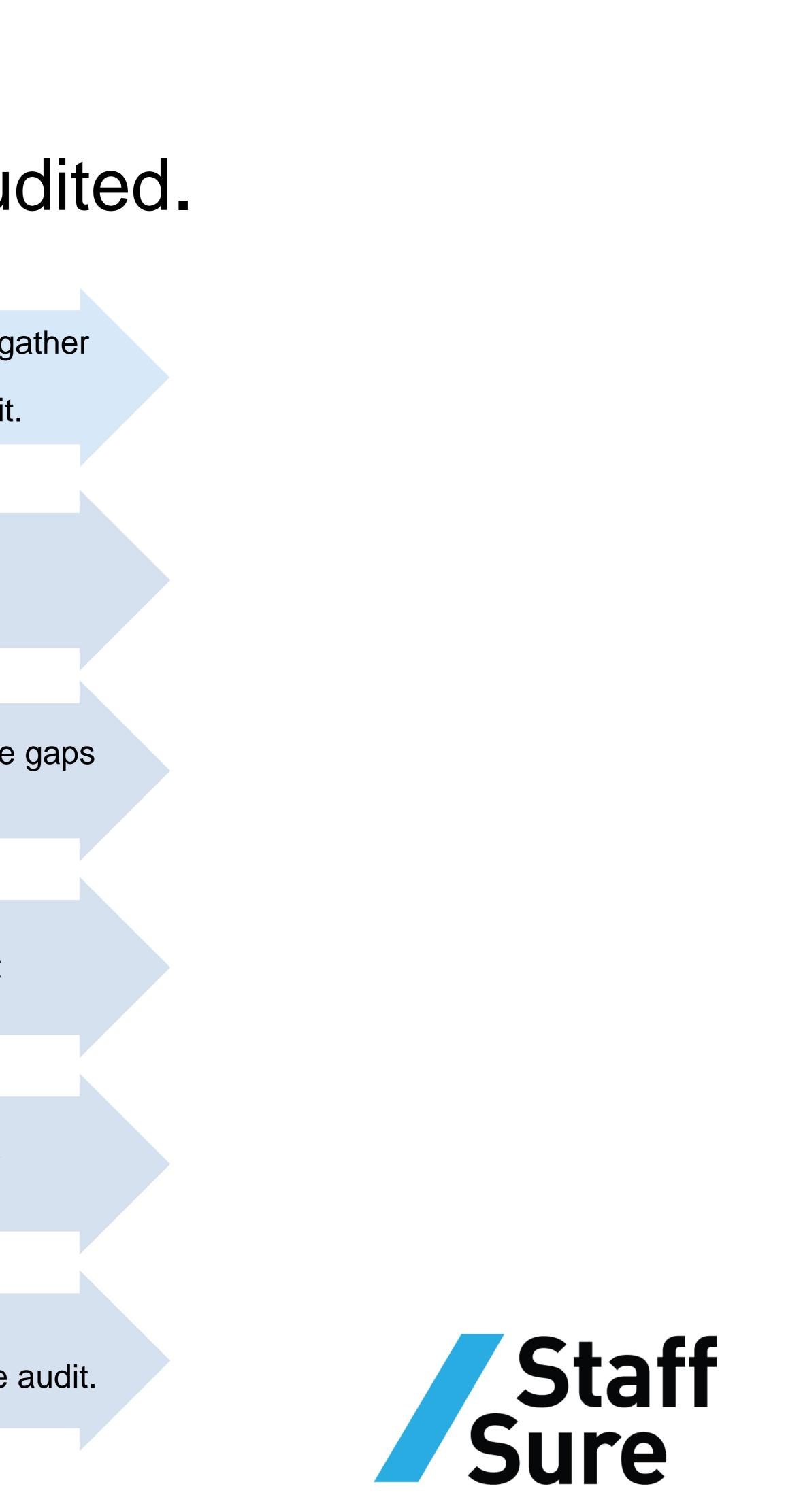
vider is not ready for audit SGS will offer a gap audit or f an interactive online self assessment for the Provider to work needs to be undertaken to be audit ready.

gaps are identified the Provider will be invited to close the gaps cheduling of an audit.

gaps are identified the Provider will be referred to RCSA utions who will provide support options such as specialist emplates and training.

are closed SGS will provide a proposal for completion of a Audit and then schedule an audit.

er Person forms are issued by SGS and completed by the SS commence relevant assessments in preparation for the audit.



# **Pre-Audit Questionnaire**

## The SGS Pre-Audit Questionnaire sources the following information:

- 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

## Total number of locations the Workforce Service Provider (Provider) operates



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 selfassessment 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

- 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.

 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



# **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.

## Auditor Arrival O

Work Status &

Safe

- Fit and Prop
  - Financial A
- Migration C
  - Accomm
- Compilation of
- Closing Meeting ar

## Audit Ou

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Remuneration	<ul> <li>Assessment of labou harassment and free</li> </ul>
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oer Persons	<ul> <li>Assessment of fit and against the pre-audit</li> </ul>
Assurance	<ul> <li>Assessment of the or processes</li> </ul>
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nodation	<ul> <li>Assessment of the s applicable)</li> </ul>
Audit Findings	<ul> <li>Private review condu</li> </ul>
nd Audit Findings	<ul> <li>Overview provided by Meeting conducted w</li> </ul>
utcome	<ul> <li>Certification: Certification: Certification: Certification: Certification: Research</li> <li>Corrective Actions: Research</li> </ul>

organisations and overview of the days audit agenda including any required

ur age, wage and benefits, working hours and records, discrimination, edom

th and safety, Provider locations and complaints management

nd proper persons, including identifying the key people in the organisation it supplied information

organisations financial, insurance and information security management

ation and Visa conditions including the service network

service networks provision of provided accommodation services (if

ucted by the auditor on the information collected during the audit day

by the auditor on the audit findings prior to the audit report being released. with senior management

cate and Report issued within 21 days. Requirement to be closed within specified timeframes







## Industry Specific Guides, Templates & Systems

## Industry Specific Workshops, Training and Webinars

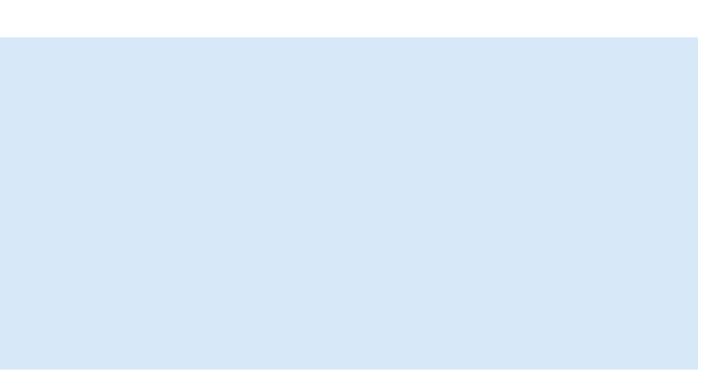


## **CCS2/LEADING IN Business Solutions – Support Overview**

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









# Our support services include...

- ✓ Migration
- ✓ Child Employment
- ✓ Fair Work
- ✓ Work Health and Safety
- Privacy
- Superannuation Guarantee
- Independent Contractors
- 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

• 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

• Advice on workforce management legislative compliance.

**RCSA Business Solutions – Expertise** 





## 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**

## Prior to an Audit

• Where a Provider requires support to develop a system or components of a workforce management system, a Workforce Service Provider (Provider) can engage the support of an RCSA **Business Solutions** expert



## Following a GAP Analysis

 RCSA can provide support to a Provider who has undergone a Gap Audit and require assistance to address areas within the standard requiring attention

## During an Audit

 A Provider may receive major and/or minor nonconformances resulting from a StaffSure Audit. A Provider has a timeframe to have these addressed. RCSA can provide the Provider with support to promptly address these matters

## Following an Audit

• Whilst a Provider may have achieved certification, the auditor may have identified Opportunities for Improvement (OFI). RCSA can provide a Provider with the required assistance to address and close out the OFI and provide ongoing support and review



## **RCSA Business Solutions – The Consulting Process**

## RCSA provides the Provider with consulting service options

**RCSA** engages directly with a Provider



The scope includes the services that will be provided, the experts that will deliver the service, timeframe for completion and the associated cost

> RCSA provides a scope and cost of consulting services to a Provider

The Provider signs a contract/Terms of Business with **RCSA Business** Solutions

Upon agreement of the scope and cost of the consulting, the Provider will enter into a contract with RCSA to deliver the services

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RCSA will work directly with the Provider to deliver the service

**RCSA** works directly with the Provider to deliver the scope of work

Upon completion of the scope of work, the Provider will be ready for reaudit

> RCSA will provide the Provider with a timeframe for completion. RCSA will provide the Provider with updates on their 'audit readiness'





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