



Workforce Verification: A Buyer's Guide



Need to streamline your employment screening? Here's what you need to look for.

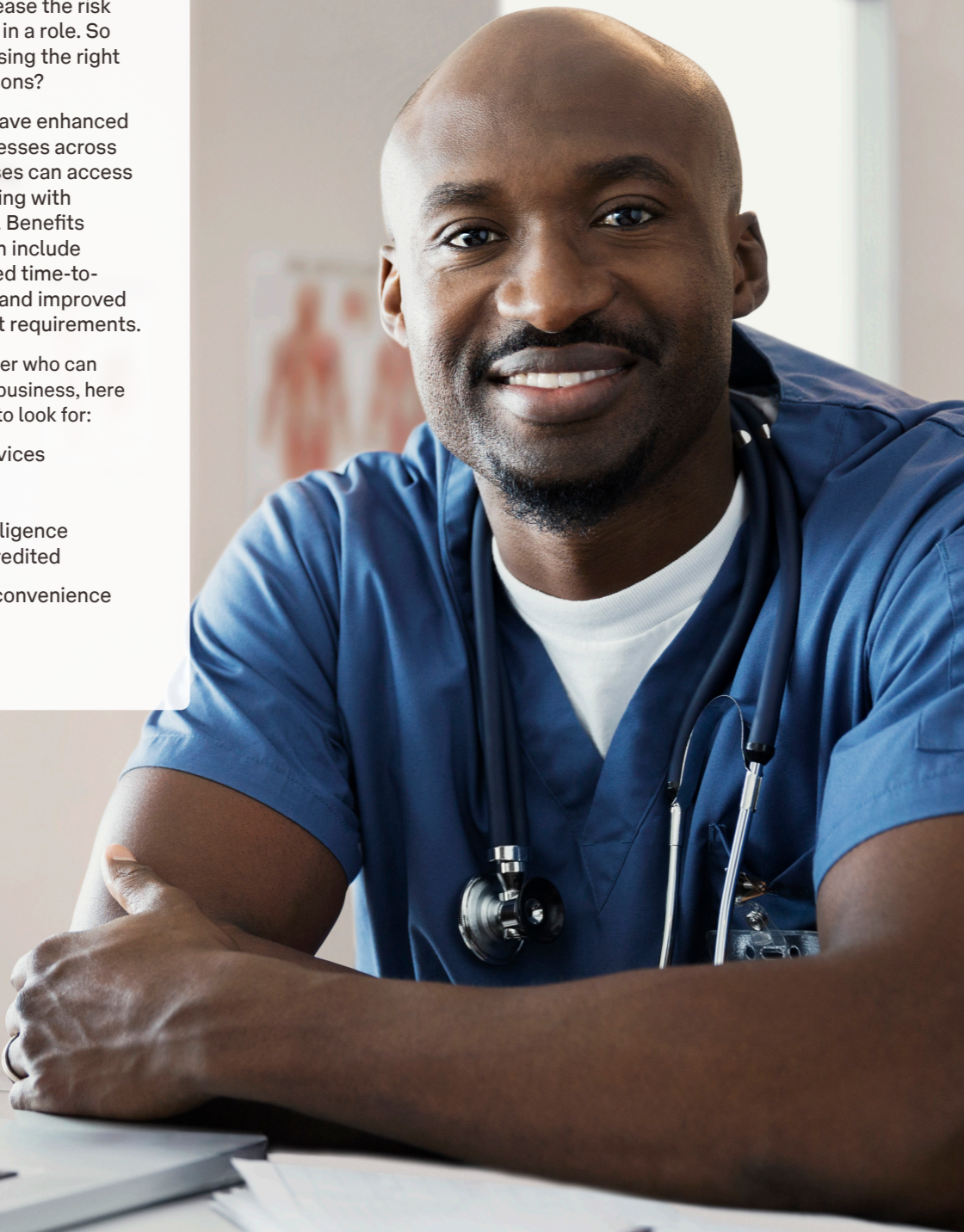
Employment screening is one of the most important steps in your hiring process. Getting it right means happy candidates and a new addition to your business. Getting it wrong can be costly.

In today's competitive talent market, slow background checks can increase the risk of candidates losing interest in a role. So how can businesses avoid losing the right candidate for the wrong reasons?

Technology improvements have enhanced employment screening processes across multiple industries. Businesses can access robust processes by partnering with innovative service providers. Benefits offered by these services can include streamlined services, reduced time-to-hire, increased convenience and improved compliance with government requirements.

If you want a screening provider who can deliver more benefits to your business, here are the five service elements to look for:

- 1. Simple, streamlined services
- 2. Fast, automated results
- 3. Australian Criminal Intelligence Commission (ACIC) accredited
- 4. Platform flexibility and convenience
- 5. Help and support



5 Essential elements for easier employment screening

1 Simple, streamlined services

Great talent is often in demand. So, when you find the right candidate, you want to finalise them as quickly as possible. Streamlining your screening processes can help you keep momentum and maintain your candidate's interest in your business as you complete the final recruitment steps.

The benefits of simplified processes can include reduced business management and administration costs, and a smoother start-to-finish recruitment flow.

Streamlining background checks can be as simple as using a service with a single login to view and manage candidate invitations or track progress from one online portal.

Why does it matter?

The employment screening process involves a variety of complex activities. Checks include sensitive, personal information. To protect this private data, service providers need to offer higher levels of data security in order to lower the risk of privacy breaches.

A streamlined service can help minimise exposure of this data as the information is shared across fewer platforms.



2 Fast results to keep momentum

If speedy turnaround is important to maintain business efficiency, look for an automated service offering fast results.

Traditionally, background checks have taken days or weeks to deliver results. But when 57% of employers report losing their preferred candidate because of slow hiring processes¹ and 23% of candidates lose interest in a job if they don't hear back within a week, slow turnaround times can be costly.²

Technology has accelerated many screening processes. It's now possible for simple checks, including police and identity checks and visa verifications, to be delivered within hours of submission.

Why does it matter?

Candidate expectations have changed. Recruitment has evolved beyond sourcing, vetting and hiring, to include a focus on delivering a positive candidate experience.

Every interaction a candidate has during the recruitment journey influences their decision to accept one job offer over another. From application to invitation, to how fast the employment screening is completed, a positive candidate experience is not only professional, it can also be your advantage over other employers.





3 Australian Criminal Intelligence Commission (ACIC) accredited

In mid-2016, ACIC announced significant changes to employment screening standards and processes across multiple industries. These changes were triggered by several federal reviews which highlighted the lack of rigour in hiring processes and practices across many sectors.

To lift these standards, ACIC introduced new requirements for employment checks. The changes include increased documentation for identity verification and requiring all screening providers to be accredited, or authorised, by ACIC to submit checks or conduct screening on behalf of businesses.

The changes have directly impacted screening providers and businesses, disrupting recruitment momentum. However, this adjustment period should be short-lived as businesses embrace the long-term benefits of the new regulations

Why does it matter?

Using an ACIC accredited provider means you'll have peace of mind knowing your background checks are compliant with the most recent government laws.

The direct relationship between accredited screening providers and ACIC helps ensure updates and changes are quickly transmitted to providers and their partners, considerably reducing the risk of outdated or non-compliant checks being processed.



4 Platform flexibility and convenience

Flexible platforms not only work with your business, they also work with your candidates. New platforms offer increased flexibility including integration with HR systems, the ability to scale up or down as required, and options for online and in-person verification.

Platform flexibility also supports increased convenience for users of the service. Employers can access digital dashboards for real-time visibility of a candidate's verification status and candidates can receive automated progress updates. Even pricing for these new platforms offer choices including 'pay for what you use' as well as subscription services.

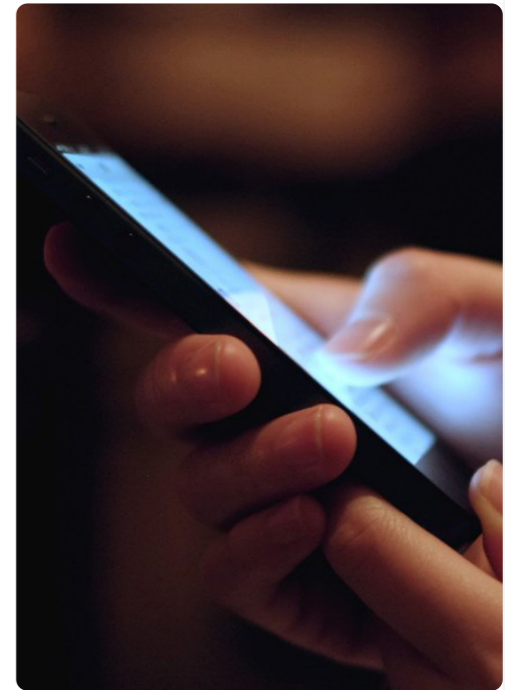
Why does it matter?

Convenience is a key offering of these new platforms. There are different

requirements for businesses and candidates during the verification steps. The newer platforms are able to cater to the differing needs with more access channels and location options.

Many platforms now offer candidates the choice between completing verification either online or in person.

This is a big differentiator when you consider 30% of candidates still prefer to verify their identity in person instead of online.³



5 Help and support

Offering robust support services to help businesses with verification challenges is becoming standard practice for the more progressive employment screening providers in the market.

It can be costly for businesses when they can't get help or support with an employment screening issue or query. When considering your next employment screening provider, look for these essentials to help give your business a competitive edge:



Account managers



Direct phone and email support



Credit management & customer dispute resolution capability



Candidate access support via phone and online



Why does it matter?

With the changes introduced by ACIC, and the adoption of new processes for employment screening and checks, many businesses are likely to have questions and may need support to navigate the new compliance requirements.

Your accredited employment screening partner should have access to the right information and would ideally be able to provide you with the support you require in a timely manner.

How Australia Post Workforce Verification fits the bill

The new Australia Post Workforce Verification tool provides a flexible, innovative employment screening platform to help businesses like yours streamline background checks and verifications.

ACIC accredited, we guarantee your checks and verifications are compliant with the latest legislation changes. When you have questions or need assistance, our Account Managers and Customer Contact Centre are ready to provide support.

Australia Post's Workforce Verification tool is new but our service isn't - we already provide over 8 million identity checks and 2 million employment checks every year, and we're still growing.



Secure

Australians trust us with their most valuable information. We process over 8 million passport and identity checks every year and ensure all information is encrypted with the same security banks use to protect their customers' data.



Fast

Our leading-edge technology streamlines the entire verification process and keeps you abreast of progress in real time, every step of the way.



Convenient

Our verification process gives candidates the choice to complete their checks online or in-store at one of our 3,500 participating Post Offices nationwide.

Workforce Verification checklist for success

Here's a quick checklist of how Australia Post Workforce Verification can help your business gain a competitive edge:

1. Seamless ID, police and visa checks from start to finish

Real-time screening updates via dashboard, app or SMS

Unlimited candidate checks

2. Fast results, less hassle

Reduced time and cost to hire

Pay for what you use, no subscription costs

3. Reduced risk through regulatory compliance (ACIC)

Compliance with the Australian Criminal Intelligence Commission's government and industry regulations

ACIC accredited service

Government accredited data hosting, storing and processing

4. Flexibility and convenience

Ability to scale quickly

Integration with HR systems

Flexible platform catering for workforce peaks and troughs

Email and SMS invitations to candidates

Choice of in-store identification or online verification at over 3,500 locations

Real time visibility for candidates on status of checks

5. Help and Support in more places than anyone else

Employers are given an Account Manager and relevant email contact to assist with all account queries

Access to direct support over the phone and through email

Credit management and customer dispute resolution avenues

Australia Post
Workforce
Verification

Take control of your employment screening.

For more information on how Australia Post can help you simplify your employee screening process, speak to your Australia Post Account Manager or visit auspost.com.au/workforceverification.

This guide is provided for general information purposes only and is not intended to be specific advice for your business needs.