

Tasmanian Industry Participation Plan

DOH-6040 - Provision of Services for the Supply of Agency Nurses and Midwives

The Tasmanian Government is committed to maximising opportunities for local suppliers to compete for and win Government procurements. Suppliers/proponents are requested to prepare a Tasmanian Industry Participation Plan (TIPP):

- for all procurements with a value exceeding \$5 million;
- for nominated procurements (at the discretion of the procuring Government entity) greater than \$2 million and up to (and including) \$5 million; and
- for private sector projects valued at over \$5 million that receive support, including in-kind support, valued at or greater than \$500 000 from the Government.

Procurement details

Procurement ID	DOH-6040
Procurement title	Provision of Services for the Supply of Agency Nurses and Midwives
Name of Responsible Agency/Entity	Department of Health

Supplier details

Name of supplier	Randstad Pty Ltd (Randstad)
Contact details for supplier	Level 19, 345 Queen Street Brisbane QLD 4000 chev.ruri@randstad.com.au

Are you a Tasmanian SME*? Do you employ Tasmanians?

- Randstad is a SME in Tasmania based on our revenues and number of permanently employed employees
- We currently employ 12 people on a permanent full-time basis in Tasmania
- Our business operating in Tasmania includes two permanent offices
- If awarded this contract we have forecast that we will onboard an additional two FTE based in Tasmania to work specifically on this contract to support the THS/DOH. Furthermore, we have the ability to scale this up to align with the requirements of the contract.

Where are the goods or services to be used in the contract sourced from?

As a local business in Tasmania, we have made a clear choice to use the services of local SMEs. Tasmania is a market that has the full range of business services required by a recruitment business to function—from office supplies, to property, to occupational health and safety consulting and beyond. We procure office supplies through local Tasmanian businesses to the value of \$80,000 per year.

Randstad utilises business in and around Tasmania for the following:

- services relevant to running a business, such as cleaning, maintenance and repair
- events and networking activities
- catering requirements for events, team lunches, afternoon teas
- conducting workshops
- client meetings in local cafes
- supply of office amenities

Furthermore, Randstad works to support local businesses in these areas by directly providing required recruitment and consulting services. We can easily identify businesses in the local areas as our staff live and work in these areas and are part of the local communities in which we are located.

Most local areas have a business networking function that facilitates the local business community getting together to meet, share ideas and the possibility of helping and supporting each other. Randstad is involved in these initiatives and attends regular events for local businesses to leverage local knowledge, goods and services.

Opportunity for Tasmanian SME* involvement

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An overview of how we directly contribute (and will continue to) the revenue generation and profitability of local Tasmanian businesses includes the following:

- Randstad has held long term leases in Hobart during the 13 years we have been in the local market. Our leases are held by local Tasmanian property owners who, in turn, employ a small workforce of people and generate their own micro economy.
- We procure office supplies through local Tasmanian businesses to the value of \$80,000 per year.
- Randstad regularly hosts client events in Hobart where we rent event space, pay for catering (employs local people), invite well known Tasmanian experts to present and encourage networking which inevitably leads to business opportunities identified (local for local).
- During these events we provide knowledge and industry expertise to our clients including local businesses and government organisations for no fee but as a value add back into the local economy and business circles.
- Randstad engages the services of WHA, Total Workfit Solutions Tasmania and PhysioTAS within Tasmania for all occupational health and safety advice and training, which is considerable given the size of our blue collar business.
- 93% of money made by Randstad in Tasmania is spent in Tasmania, either through distribution back into local businesses supplying to us, via wages paid to our permanent employees or through sponsorship of local employment events.

- Randstad sponsors multiple local business events (Chamber of Commerce), provides ongoing unpaid support to local job networks, educational institutions, RSL and Veteran communities.

Broader social and economic opportunities

At a local level, we are passionate about maximising our efforts to support local employment and the community through our work in diversity and inclusion, youth employment, indigenous support and local charities. Through our partnerships, we see that we add value to the community and business, creating a better employment world for all.

traineeship programs

Randstad is firmly committed to providing training and development opportunities to upskill Tasmanians. Traineeships are an important element of this commitment. Courtney Brennan is the National Training Manager at Randstad, dedicated to the coordination and implementation of traineeship programs in partnership with our valued clients. We provide a traineeship program, which combines on-the-job experience with practical education and training relevant to the workplace.

The below qualifications are all our current programs on offer to Tasmanians through RTO partnerships.

- Certificate II in Parks & Gardens
- Certificate III in Business to Business Sales
- Certificate III in Business / Customer Engagement
- Certificate III in Driving Operations
- Certificate III in Early Childhood Education and Care
- Certificate III in Process Manufacturing
- Certificate III in Supply Chain Operations

attracting local Indigenous candidates

Like most organisations, we realise that our greatest asset is our people. Randstad actively works to ensure that the First People of our nation are given the maximum opportunity to participate in the workforce and economic development activities. For Randstad, this involves working in partnership with local Tasmanian Indigenous businesses, as well as the local and broader Indigenous community, to build capability and capacity.

Our Indigenous engagement plan focuses on the following areas:

- **partnerships** - (iDiC - a consortium of over 100 Indigenous owned, Supply Nations approved businesses to drive value and spend into Indigenous businesses, including

Indigenous recruitment businesses; Yilabara Solutions, an Indigenous owned and run business; Max Employment, WISE Employment and the Aboriginal Employment Strategy (AES) for metro, regional and remote areas for candidate sourcing and attraction; Leading with Strength - ensuring our processes are adapted to recognise and meet the cultural needs of Indigenous participants)

- **recruitment marketing initiatives** - a respectful approach is always shown to Indigenous candidates including creating a culturally safe interview environment, adapting the interview process to reflect a 'yarning circle' approach, hyper personalising the interview, the use of Aboriginal and Torres Strait Islanders symbols / flags / plaques and artwork. We are also able to provide Indigenous interviewers and facilitators if required.

- **cultural learning and unconscious bias training** - all Randstad consultants complete Indigenous Cultural learning and unconscious bias training, thus increasing awareness and understanding of Indigenous candidate needs and helping to empower Indigenous talent to put their best selves forward for job opportunities and in turn, assisting our clients achieve their Indigenous participation objectives.

recruitment of people with disability

We believe that employment changes lives by offering independence, self-esteem and social connections. This is why we support people with disability to find meaningful and long term employment. We have developed candidate pipelines and a flexible recruitment approach to attract and place people with disability into sustainable employment. We do this with respect and ensure that we have the candidate's needs at the centre of what we do.

To support our approach, we have built a strong partnership with Get Skilled Access, (GSA) a specialist disability training and consulting company and have partnered to create disability recruitment training for our consultants and managers.

The training has enabled us to better manage the recruitment process of people with a disability, to have greater awareness of adjustments that may be required and to proactively engage with candidates with disability to provide support. It has also enabled our consultants to be more confident in recruiting people with a disability as well as speaking to clients about considering people with a disability in talent pools when recruiting. The training modules include:

- the language of disability
- the business case for hiring someone with disability
- how to provide adjustments in the recruitment process
- interview awareness and support
- tips for talking to people with disability
- writing job ads and an accessible interview checklist.

This supports our customers by ensuring that our consultants are working confidently and effectively to deliver diverse candidates to you.

Randstad also partners with disability employment service (DES) providers. We have long standing relationships with DES providers including MAX Employment, HELP Enterprises and WISE Employment as well as other specialist disability recruitment partners such as Xceptional and Specialistern. We have built these partnerships over time to assist with our commitment to find meaningful work for people with a disability and because we believe that people with a disability have skills and abilities that will help organisations achieve their objectives as well as drive performance, productivity and innovation.

Our approach in attracting candidates with disability involves a combination of consultant training, relationships with disability partner organisations and supporting our consultants to focus on a candidate's skills and ability. Empowering Randstad staff with confidence and know-how, enables them to approach any requested recruitment adjustments with a 'yes' attitude and normalises and supports the recruitment of people with disability.

Randstad is currently working on the RecruitAble Pilot in partnership with Get Skilled Access and the Federal Department of Social Services and Industry. The initiative aims to remove the barriers within mainstream recruitment to make the employment of people with disability easier for all. It involves an external assessment of cultural inclusivity and an audit of recruitment processes and practices. We have also developed bespoke consultant and hiring manager training as part of this program that our consultants now complete (see details above). We have also committed to hiring more people with disability into the Randstad business. We have 23 managers (to date) who have agreed to be part of the RecruitAble Pilot and who are keen to hire a candidate with disability.

This innovative program is unique in the recruitment sector, however we also have other participating clients such as Hydro Tasmania, Tennis Australia, Coles, Bendigo and Adelaide Bank and RACQ. We aim to create a sustainable blueprint to share with the recruitment industry to embed inclusive practices into business and improve employment outcomes for people with disability.

Local innovative solutions


Every day Randstad employs up to 14,000 temporary / contract workers nationally. Randstad has extensive experience partnering with local industry bodies, regional development boards, local job networks, education institutions and businesses as we provide service to the region. We are passionate about maximising our efforts to support local employment and the community through our work in diversity and inclusion, youth employment, indigenous support and local charities. Should we be successful in becoming a preferred supplier with THS / DOH, we will meet with your HR and business leaders to understand how we can best contribute to enhancing the local community.

Through the services provided by our business, our temporary workforce generates wages that are then distributed back into their local micro economic area. In addition to this, our talent pools of candidates are drawn from a wide geographic area meaning that

they are able to add to their local micro economy when they return home at the end of each working day.

At a local level, we are passionate about maximising our efforts to support local employment and the community through our work in diversity and inclusion, youth employment, indigenous support and local charities. Through our partnerships, we see that we add value to the community and business, creating a better employment world for all.

We know that the financial gain to the local Tasmanian economy by moving a person from unemployment to employment is significant. Unemployment is a cost—at the individual level, social level and business level. In moving a person to an employed status, the costs of support are reduced if not removed, and they have the ability to contribute positively to their local community and economy. The more people we can assist on their journey to gainful employment, the more we support the local economy.

Completed and endorsed	Chev Ruri - Strategic Partnerships Director (Name and position – print)
	Randstad (Supplier name)
	 (Signature)
	15/04/2024 (Date)

*A Tasmanian SME is a Tasmanian business employing less than 200 people