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**From:** Lisa Bousfield  
**Sent:** Monday, 18 February 2019 10:39 AM  
**To:** Adjudication  
**Subject:** "AA1000435 – RCSA – submission"

Ms Dalins,

RE: AA1000435 – RCSA – submission: Application for reauthorisation.

We are an interested party in this submission being an RCSA member (as a business) as well all my staff are individual members and I am now a Fellow of the RCSA, this is something I strongly believe in and am prepared to pay for and have my staff trained in. Infact we have a new permanent employee starting today and in her notice period we had her attending 1 day seminars to get up to speed with the code of conduct before she even set foot in our office.

RCSA's Code of Professional Conduct provides a framework to promote high standards of professional ethics, behaviour and conduct throughout the recruitment and staffing industry. This has the potential to enhance industry standards, promote public and business confidence in the sector, and benefit consumers in general.

We support this application and endorse that RCSA's Code is beneficial to the industry and are unaware of any matters which may arise to public detriment or concern as a result of authorising this application.

We also support the new changes to the Code of Professional Conduct as providing:

- Enhanced dispute resolution mechanisms
- Further promoting equitable dealings in the workforce services market
- Assisting RCSA Members to act ethically and professionally
- Fostering business efficiency through providing professional models of business operation
- Protecting work seekers, especially vulnerable ones, through enhanced professional standards and accessible grievance management mechanisms

Finally, we support the requested ten year authorisation period, infact this is essential to provide stability and enable rigorous development of professional standards across the whole sector.

Sincerely

Lisa Bousfield FRCSA  
Director

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