

# The Australian

## Headhunter shrinks time on paperwork

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Kym Volp, pictured at her Fortitude Valley office, says streamlining paperwork has reduced the risk of legal claims. Picture: Lyndon Mechielsen

Source: The Australian

**EVOLVE Scientific Recruitment had to hire about 100 technical staff within 10 days for a major mining project in regional Queensland, but the paperwork required would have taken weeks to complete.**

The technical recruiter knew it needed an online system to speed the process of meeting legislative and occupational health conditions for the Rockhampton project.

"We would usually mail paperwork to candidates and they would only mail back half of the forms and skip a question. It was incredibly time-consuming," Evolve Scientific Queensland manager Kym Volp said.

Evolve Scientific, which has a head office in Sydney, is a national specialist recruitment company specialising in scientific and technical skills.

It has 24 staff in five major capital cities. Its clients include mining and pharmaceuticals companies.

"One of the main issues was because it was a heavy manufacturing site, the safety risks were quite significant, so if we were missing any safety paperwork and anything happened on-site, it would expose us to a fairly substantial risk," Ms Volp said.

The usual induction process required candidates to come into Evolve's office and fill out forms, which could be 30 pages long, she said. Or they could respond by mail.

"But for people living in Rockhampton, because we don't have an office there, it was logistically impossible, and on a short timeframe, getting 100 people into our office would have taken 100 hours to go through the forms."

Evolve Scientific realised it had to readdress its processes, particularly for work in remote locations.

It decided to use digital signature PKI technology from Secured Signing.

"We were looking at maybe creating something like it ourselves, but this meant we didn't have to," Ms Volp said.

A custom online system from [Secured Signing](#) eliminated the need for candidates to sign hard copies of forms.

"It had inbuilt tracking in the system, so we might issue 100 people with induction packs and then the system keeps notifying them and chasing them up for us until they return their information," she said.

"So we don't have to keep track of where things are at, which was one of the most complicated aspects of what we were doing previously."

Ms Volp said the [Secured Signing system](#) was more economical than high-level enterprise products, which would have required an investment of hundreds of thousands of dollars.

Evolve Scientific was also able to get started quickly, with the installation completed in June last year.

"They took our existing paper forms and converted them into the HTML format and loaded them into their system and it took only a week to get that done," Ms Volp said.

Secured Signing converted about 30 pages of induction, safety and banking forms into four documents.

Recruitment consultants can digitally sign and invite others to sign; manage and monitor the signing process; and view progress reports, all online.

It meant the required forms were signed and delivered within 10 days, ready for work to commence.

The technology is now totally embedded in the business.

Ms Volp said the system could be used on an ad hoc basis to upload and transfer any form within the business at short notice, without any development cost.

The system saves about 45 minutes per employee that Evolve Scientific places. The process has also streamlined the company's workflow by reducing the number of forms.

"The thing you can't put a figure on is the cost of a legal claim should you not have all of your documentation in order," Ms Volp said.

Evolve Scientific's costs were just a few thousand dollars. It pays a monthly subscription, based on the number of forms that it uses. In the second half of this year, it plans to focus more on documentation for business development with clients.

## CASE STUDY

Evolve Scientific

**THE PROBLEM:** Evolve faced a tight deadline to meet mine site labour demand.

**THE PROCESS:** A digital signature PKI system from Secured Signing was customised to Evolve's specifications.

**THE RESULT:** The required forms are signed and delivered within 10 days ready for work to start.

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