



COMPANY NAME – SYSTEM

AUDIT

Entire OnHire

ABSTRACT

Entire OnHire system review completed by Xeople on behalf of COMPANY NAME

Xeople

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OnHire System Audit Framework for Client COMPANY NAME

Casual Staffing OnHire Industry Best Practices & Compliance Review

1. Introduction

This Entire OnHire system audit provides a structured assessment of Client COMPANY NAME (COMPANY NAME) workforce management system. It aims to provide alignment with casual staffing industry best practices, operational efficiency, compliance, and technology utilisation.

This framework will review key system areas of the Entire OnHire system such as recruitment, candidate onboarding, rostering, workforce compliance, payroll, reporting, and system automation while highlighting and suggesting what we see as best practices across our client network or OnHire Casual Staffing Agencies.



2. Key System Audit Elements & Industry Best Practices

System Configuration and Master Settings

Objective: Review COMPANY NAME system configuration and master settings to identify potential system updates and efficiency gains. Lay the right foundation. Find out how to set up your system masters. Your masters are your global settings and may be locked by user type.

Master Setting	Industry Benchmark	Best Practice	COMPANY NAME & Comments
Main Master			
Main Masters - Bank BSB and Names			
Main Masters - Country/State			
Main Masters - Suburb			
Main Masters - Zone and Regions			
Main Masters - Cultures			
Main Masters - Designations			
Main Masters - Employment Types			
Main Masters - Languages			
Main Masters - Phone Types			
Main Masters - Job Boards			
Main Masters - Two-Factor Authentication			
Main Masters - Reporting Office			
Main Masters - SMS Template			
Main Masters - Email Template Details			
Main Masters - Priorities (Personnel)			
Main Masters - Reasons (Personnel)			
Main Masters - Portal Messages			

Main Masters - Portal Documents and Links			
Main Masters - Users Authorisation			
Main Masters - Internal Users			
Main Masters - Customise Job Application Page			
Main Masters - CRM, Contact Outcome			
Main Masters - CRM - Contact Log Settings			
Main Masters - CRM, Contact Tasks			
Main Masters - CRM, Units of Work			
Main Masters - CRM, Contact Method			
Main Masters - Customisable Forms			
Member Master			
Member Master - Documents			
Member Master - Document Check and Notification			
Member Master - Pay Level/Grades			
Member Master - Tax Codes			
Member Master - Company Policies			-
Member Master - Screening Guidelines			
Member Master - Interview Guidelines			
Member Master - Competencies/			
Member Master - Job Applicant Information			

Member Master - Applicant Portal Welcome			
Member Master - Years of Experience			
Member Master - Evaluation			
Member Master - Experience Details			
Member Master - Areas of Speciality			
Member Master - Customise Recruitment Stages - How to update what recruitment stages are mandatory			
Member Master - Customise Applicant Portal Menu			
Member Master - Shift Task Checklist			
Client Master			
Client Master - Client Groups			
Client Master - Client Documents			
Client Master - Client Location Functions			
Client Master - Travel Parameters - How to create Travel Instructions			
Client Master - Industry Type			
Client Master - Infection Types			
Allocations Master			
Allocation Master - Allocation Sections			
Allocation Master - Member Shifts			
Allocation Master - Colour Priority			
Placement Master			

Placement Master - Position Master			
Placement Master - Skill Master			
Placement Master - Annual Remuneration			
Placement Master - Job Conditions			

Recruitment & Onboarding

Objective: Reduce time-to-hire, ensure high-quality candidate intake, and maintain regulatory compliance.

✓ **Key Insight:**

Audit Areas:

- unnecessary barriers.

Recommendations:

Recruitment & Talent Acquisition Benchmarks

Metric / Stage	Industry Benchmark	Best Practice	COMPANY NAME & Comments
Time to Hire			
Application-to-Placement Rate			
Candidate Drop-Off Rate			
Compliance Approval Time			
Visa & working right validation			

Talent Pool Health			
Customise the Recruitment Dashboard			
Inbox			
Left Message			
Callback			
Applicant Login			
TBC Interviews			
Interviews			
Non-Compliant			
Reschedule			
Activate Member			
Deferred			
Reapply			
Never Employ			
Declined			
Re-enrolment			
Reference Pending			
TFN Declarations			
Document Review			

Workforce Compliance & Credential Management

Objective: Ensure all workers meet industry compliance standards and regulatory requirements. Closely aligned to the recruitment and onboarding section.

✅ **Key Insight:** Automated compliance systems can reduce admin workload by 60% and ensure regulatory compliance without delays.

Audit Areas:

Compliance & Credentialing Benchmarks

Metric	Industry Benchmark	Best Practice	COMPANY NAME
Non-Compliant Worker Rate			
Document review			
Document Expiry Alert Lead Time			
AHPRA Registration Checks			
Visa & Work Rights Verification			
Work Hour Caps (Fatigue Management)			
TFN Submission			

Recommendations:

Shift Management & Rostering

Objective: Optimize shift allocation to improve fill rates and reduce no-shows.

Audit Areas:

Workforce & Shift Management Benchmarks

Metric	Benchmark	Best Practice	COMPANY NAME
Shift Fill Rate			
Average Shifts per Worker per Week			
Worker Utilisation Rate			
No-Show / Last-Minute Cancellations			
Unfilled Shift Rate			
Withdrawn / Cancel shift rate			
Emergency Shift Fill Time			
Talent Search			
Worker Check-In & Out feature			
Timesheet Task List			
Shift Ratios			

Allocations Process			
Priorities			
Import Shifts			
Shift Status / Process			
Allocation Main Filter			
Single Dual or Grouped Qualifications			

✓ Key Insight:

Recommendations:

Payroll, Award Interpretation & Timesheets

Objective: Ensure accurate, efficient, and compliant payroll processing.

Note Entire is not in a position to provide binding advice on Fair Work rule interpretation. Such advice should be sought from dedicated professionals. Entire can advise on system functionality and configuration settings.

Audit Areas:

Payroll & Award Interpretation Benchmarks

Metric	Industry Benchmark	Best Practice	COMPANY NAME
Payroll Accuracy Rate			
Award Interpretation Compliance			
Timesheet Submission Rate			
Payroll Processing Time			
Superannuation & PAYG Compliance			
Annual Workforce Turnover Rate			
Contact Log			

✓ **Key Insight:**

Recommendations:

Reporting & Data Utilisation

Objective: Improve visibility of key performance metrics for decision-making.



Audit Areas:

Recommendations:

System Automation & Optimisation

Objective: Maximize system capabilities to reduce manual work and improve efficiency.

Candidate / Worker Satisfaction

Audit Areas:

☒ **Key Insight:**

Client Portal Utilisation – Client Satisfaction

Objective: Drive effective use of digital client interface to promote self-service, rostering timesheet, payroll & invoicing efficiency.

Audit Areas:

Metric	Industry Benchmark	Best Practice	COMPANY NAME
Client Portal			
Candidate Satisfaction Rate			
Client Retention Rate			
Response Time to Client Shift Requests			
Net Promoter Score (NPS)			

Recommendations:

3. System Usage Overview

Contract Allowance Summar – based on current

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Hiring & Rostering Metrics:

Other Information & Metrics:

Support

- **Total Tickets Logged in all time:**
- **Number of Currently Open Tickets:**

Growth Modules

Growth Module (& link)	Status	Comment
Awards Set Ups		
Broadbean Integration		
Seek Integration		
Client Compliance		
Bulk Payroll		
Fatigue Management		
Advanced Infection Control		
Leave Management		
Smart Shifts		
Multiple ABNS		
NDIS and Case Notes and Forms		
Resume Parsing		
Shift Unfilled Program		
Shift Match/Cascom		
Unmanaged Jobs		
Xenple Sign		

4. Implementation Plan & Continuous Improvement

Recommendations:

Following is list of key areas of action listed by priority as Entire sees it as well as the COMPANY NAME team responsible and suggested timelines

Action Item	Priority	Owner	Deadline



5. Conclusion

The **OnHire System Audit Framework** provides **Client COMPANY NAME** with a **comprehensive review** of its system efficiency, compliance, and best practice alignment. By implementing the **recommended improvements**, the organization can enhance **shift fulfilment, payroll accuracy, compliance tracking, and system automation**—ensuring a **high-performance, compliant casual staffing operation**.

Key Takeaways for Client COMPANY NAME