

# Contractor Central

Supplier Forum  
July - December 2021

Will be starting shortly...

# Contractor Central

Supplier Forum  
July - December 2021

10 March 2022

Welcome

## **Philip Sarbutt**

Director Category Management - Human & Professional Services  
NSW Procurement

# Acknowledgement of Country



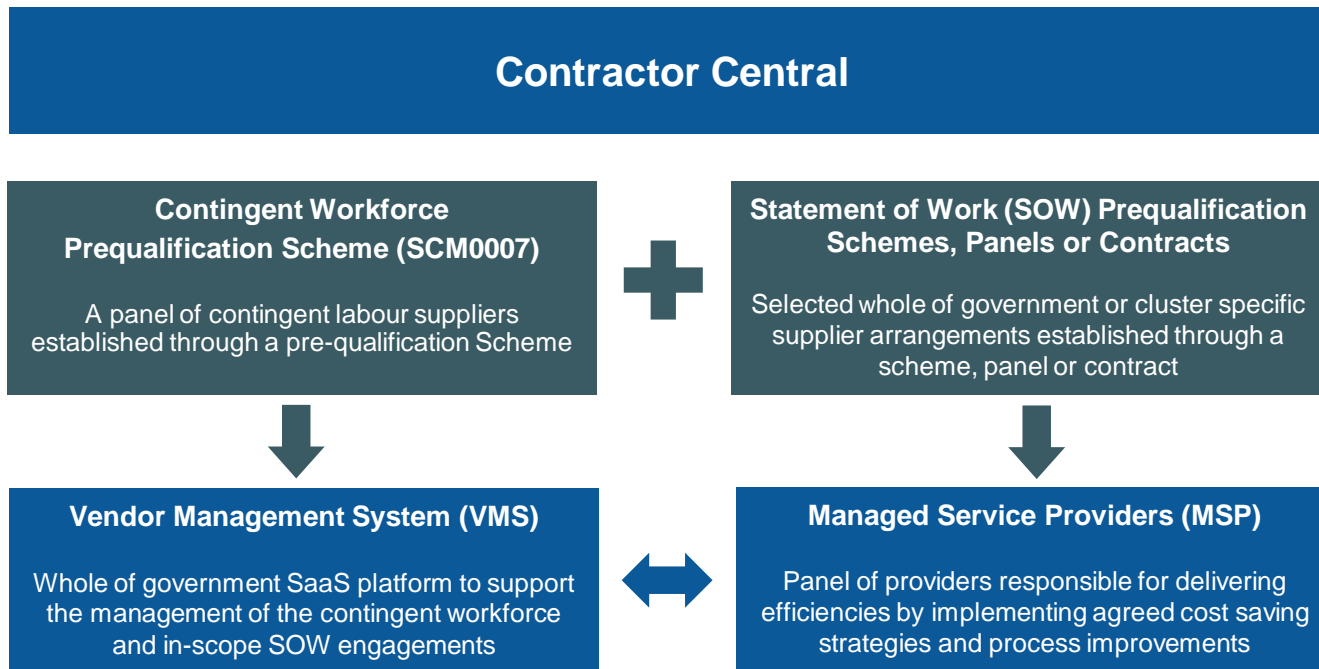
Artwork: 'Regeneration' by Josie Rose 2020

# Agenda

- Contractor Central Update
- NSW Government Contingent Workforce Strategy Update
- Spend overview FY 21-22 (July-Dec)
- Scheme operations metrics
- Other updates
- Q & A

Please note: A recording of today's session will be made available at:  
<https://buy.nsw.gov.au/schemes/contingent-workforce-scheme>

# What is Contractor Central?



# Highlights: July 2021 – December 2021



## Contractor Central

- All cluster agencies are now using Contractor Central
- By late 2021 ~90% of expenditure went through a VMS



## SCM0007

- Decommissioned category N - Home Care (July 2021)
- 327 suppliers currently on SCM0007



## Spend and volume

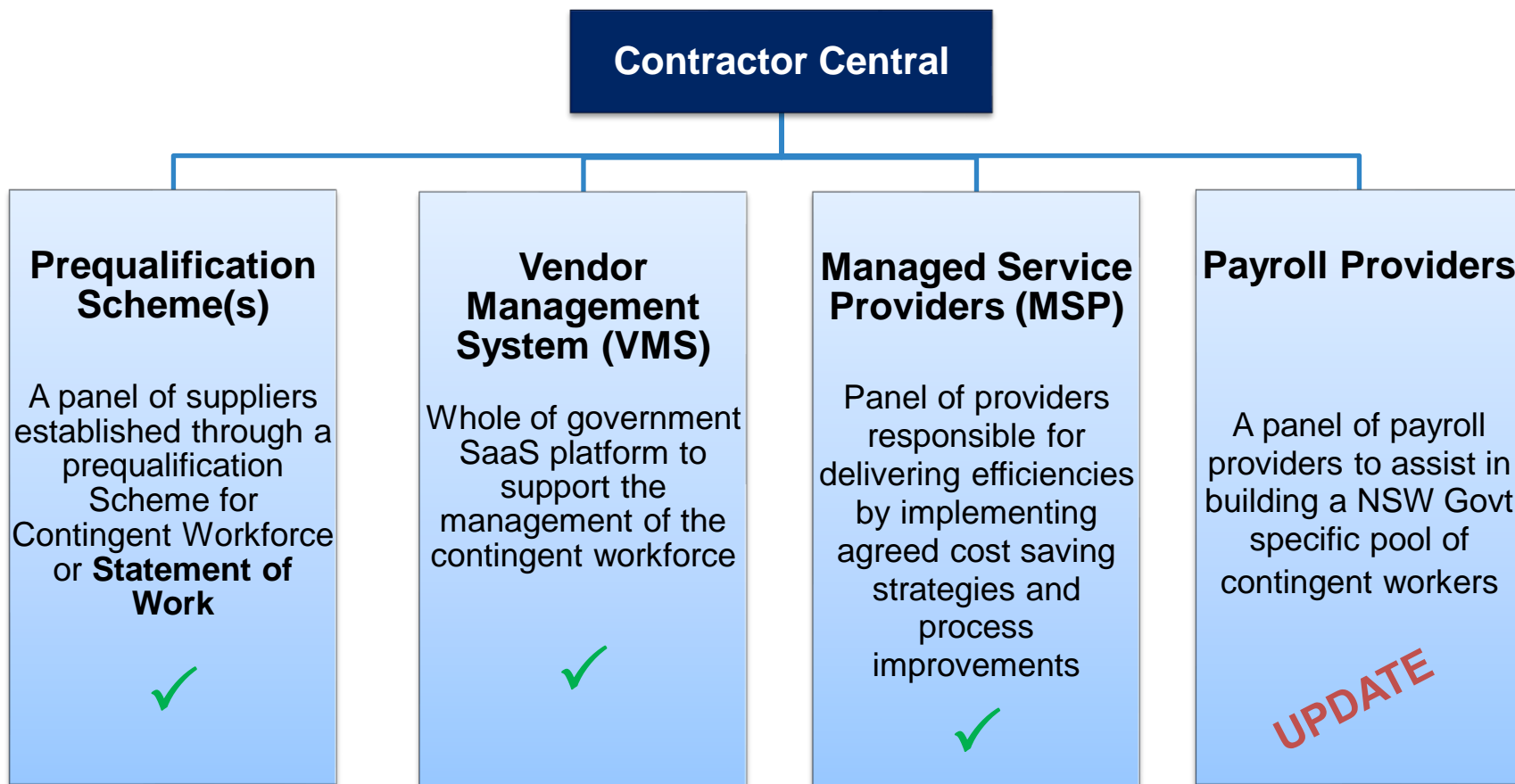
- Both increased significantly compared with FY2021
- \$822 million spent through the scheme July – Dec 2021
- 8.3 million hours logged (~8,600 FTE)



## Current Environment

- Ongoing COVID impacts (WFH / Hybrid working)
- Workforce attraction and retention
- Machinery of Government changes from April 2022

# NSW Government Contingent Workforce Strategy





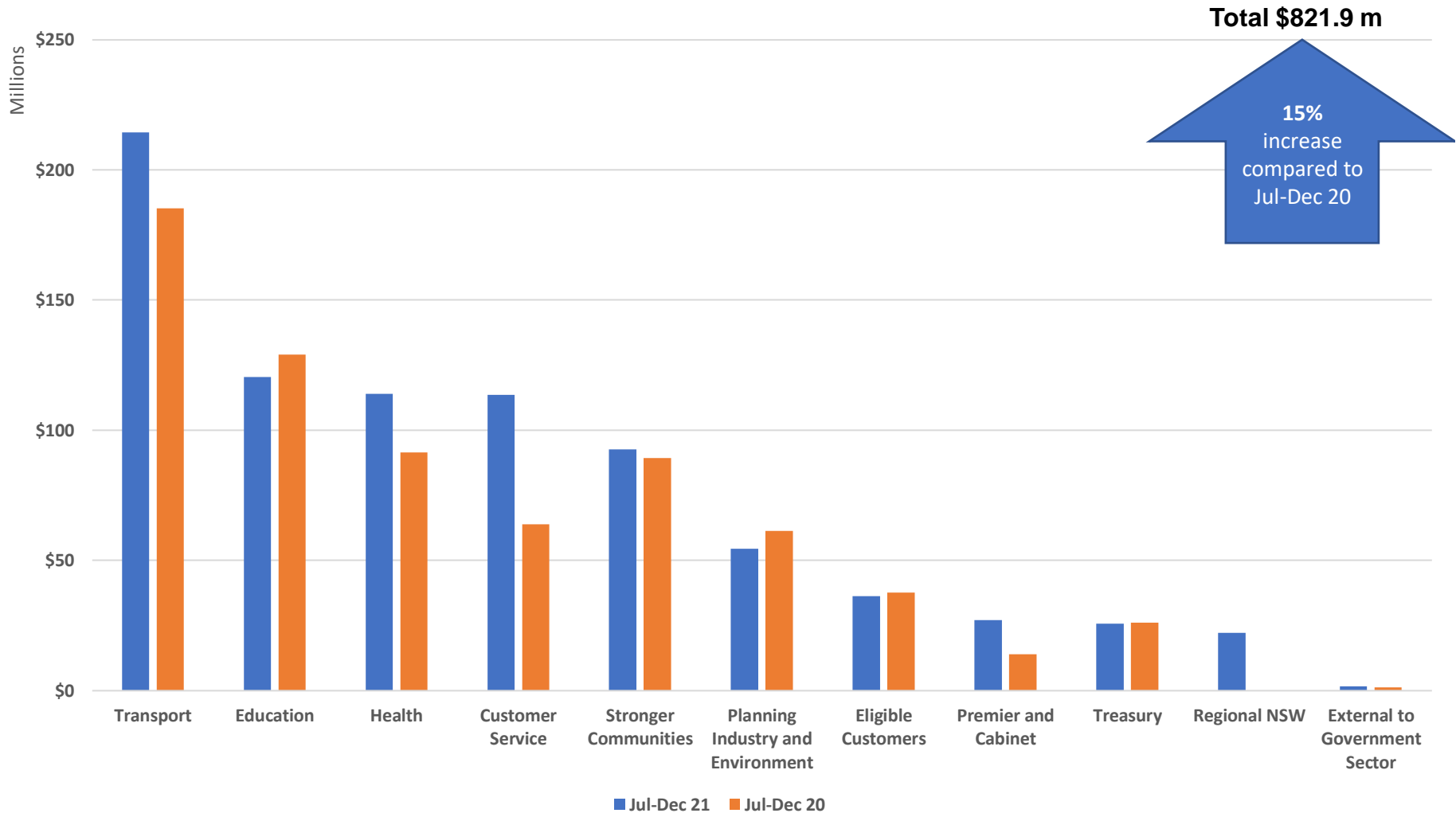
# Spend Overview

## **CONTINGENT WORKFORCE**

JULY 2021 – DECEMBER 2021

# Spend by NSW Government Cluster

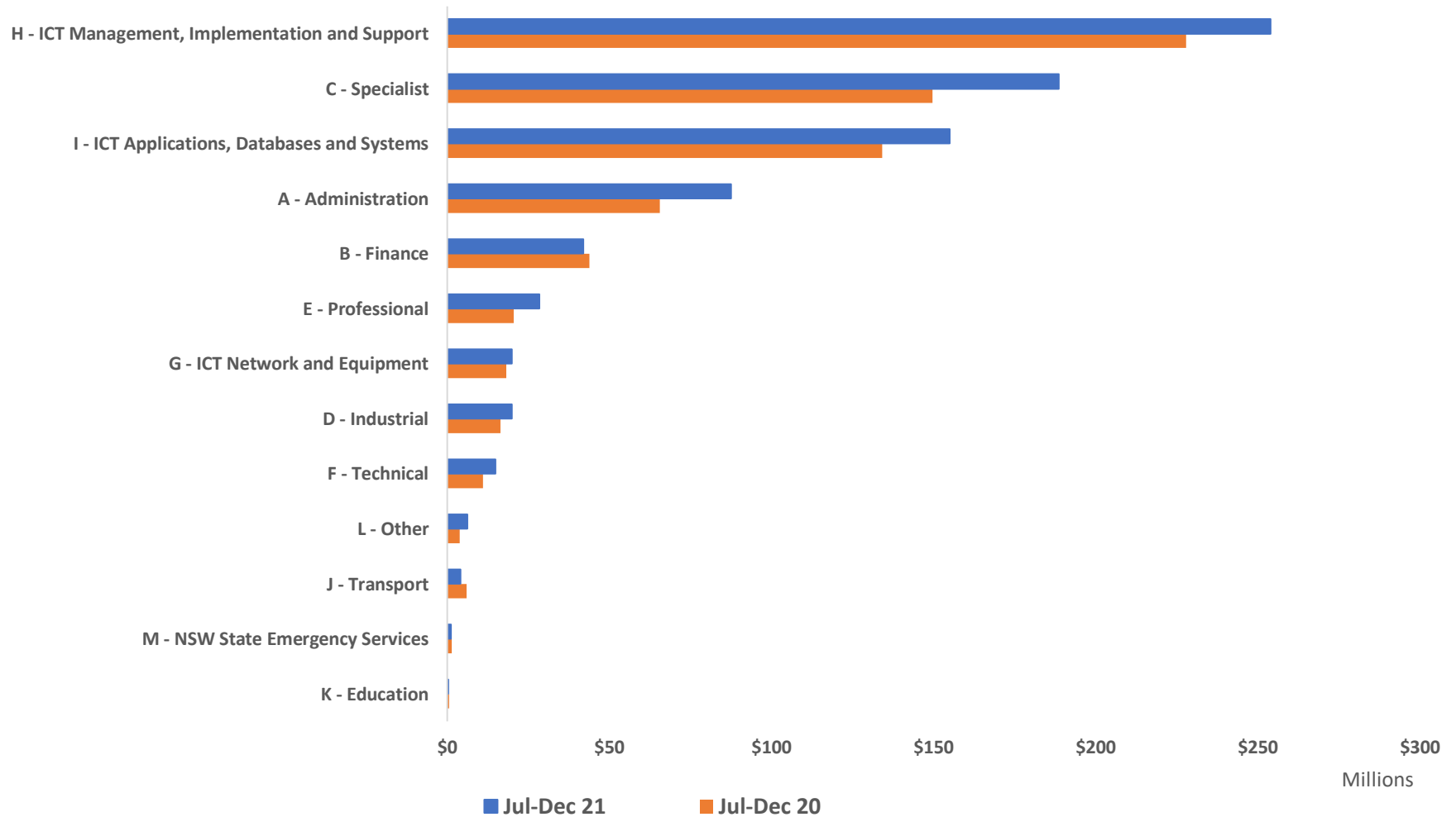
July – Dec 2021



# Spend by Category

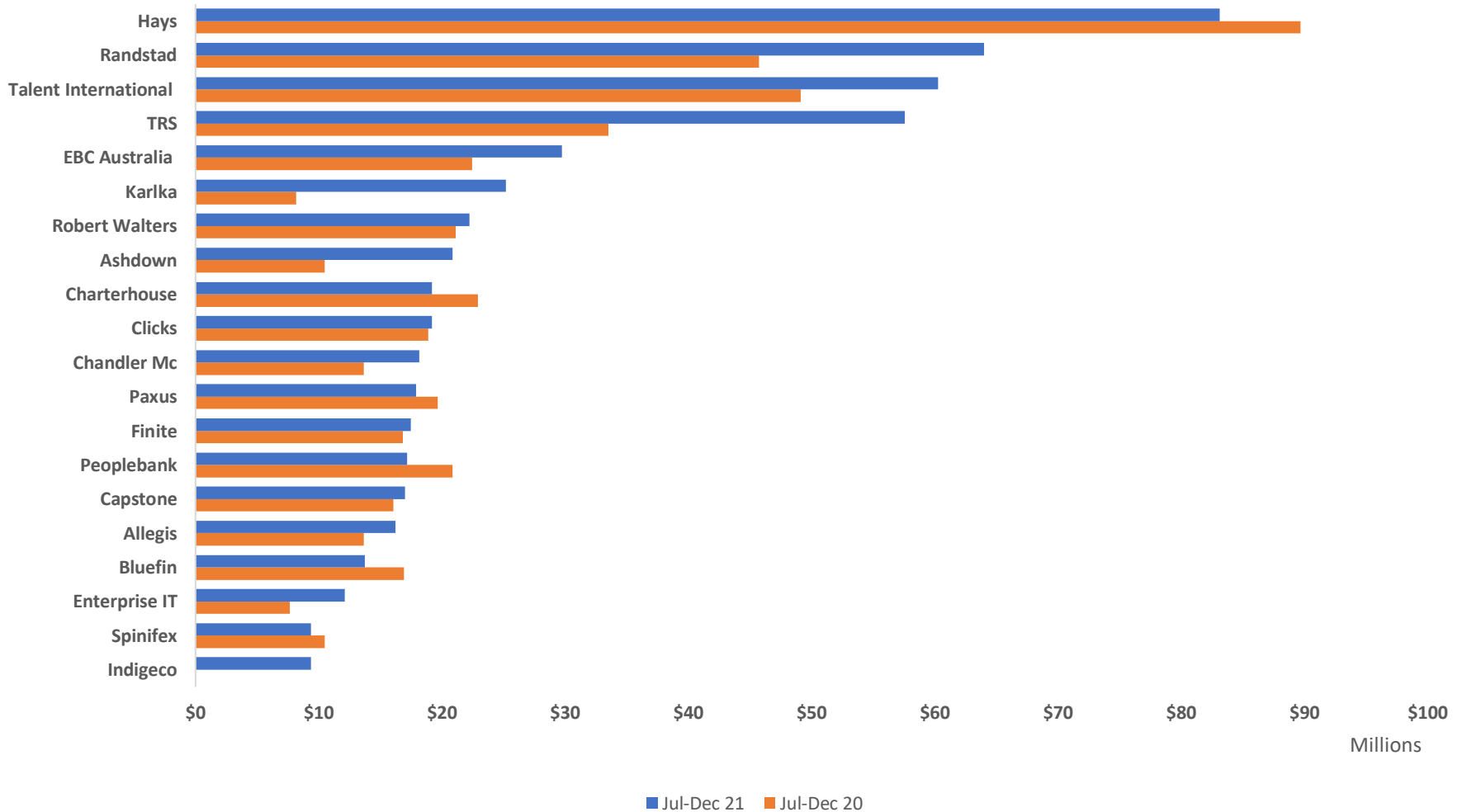
July 2021 – Dec 2021

Total: \$821.9m



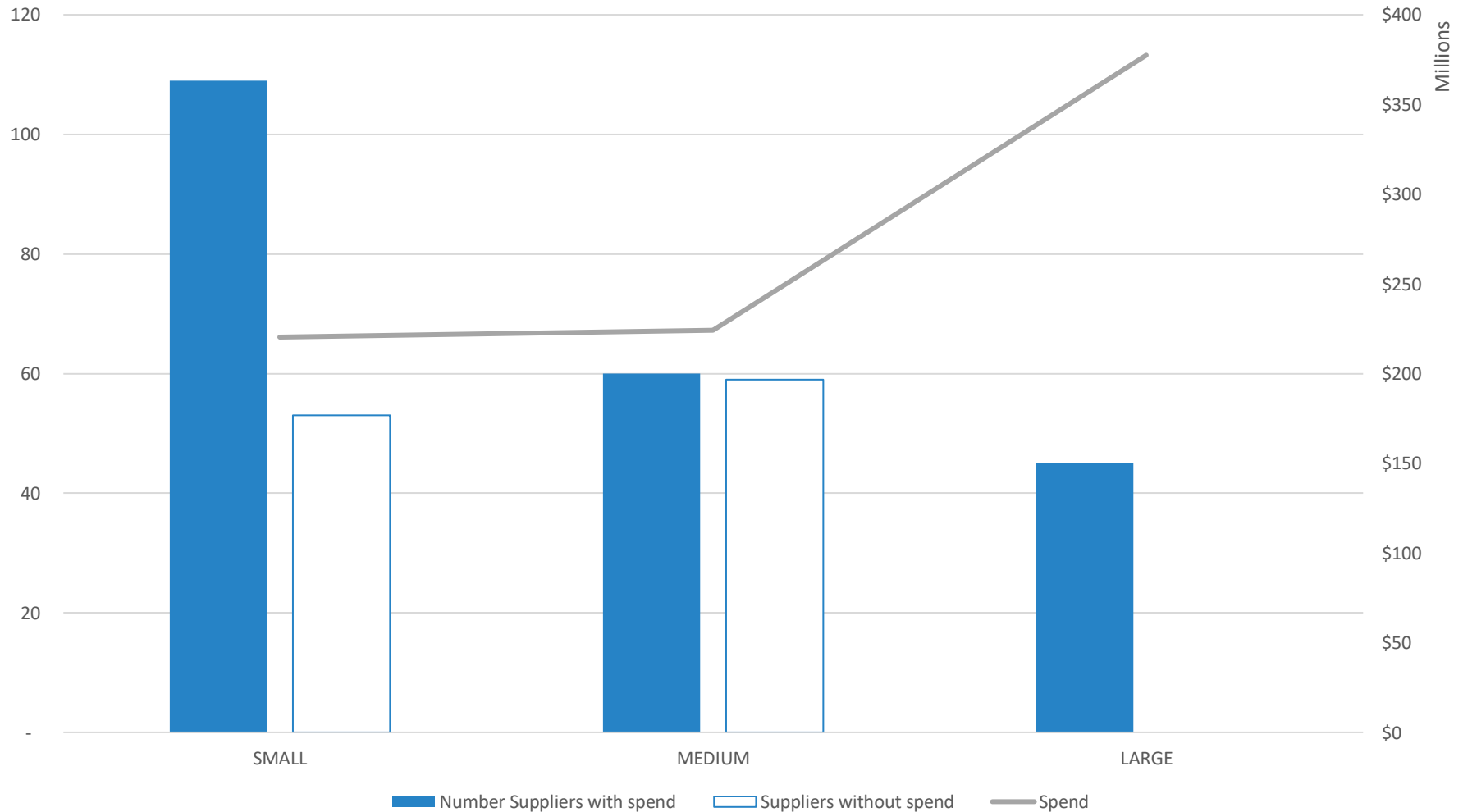
# Top 20 Suppliers Market Share

July 2021 – Dec 2021



# Spend by business size

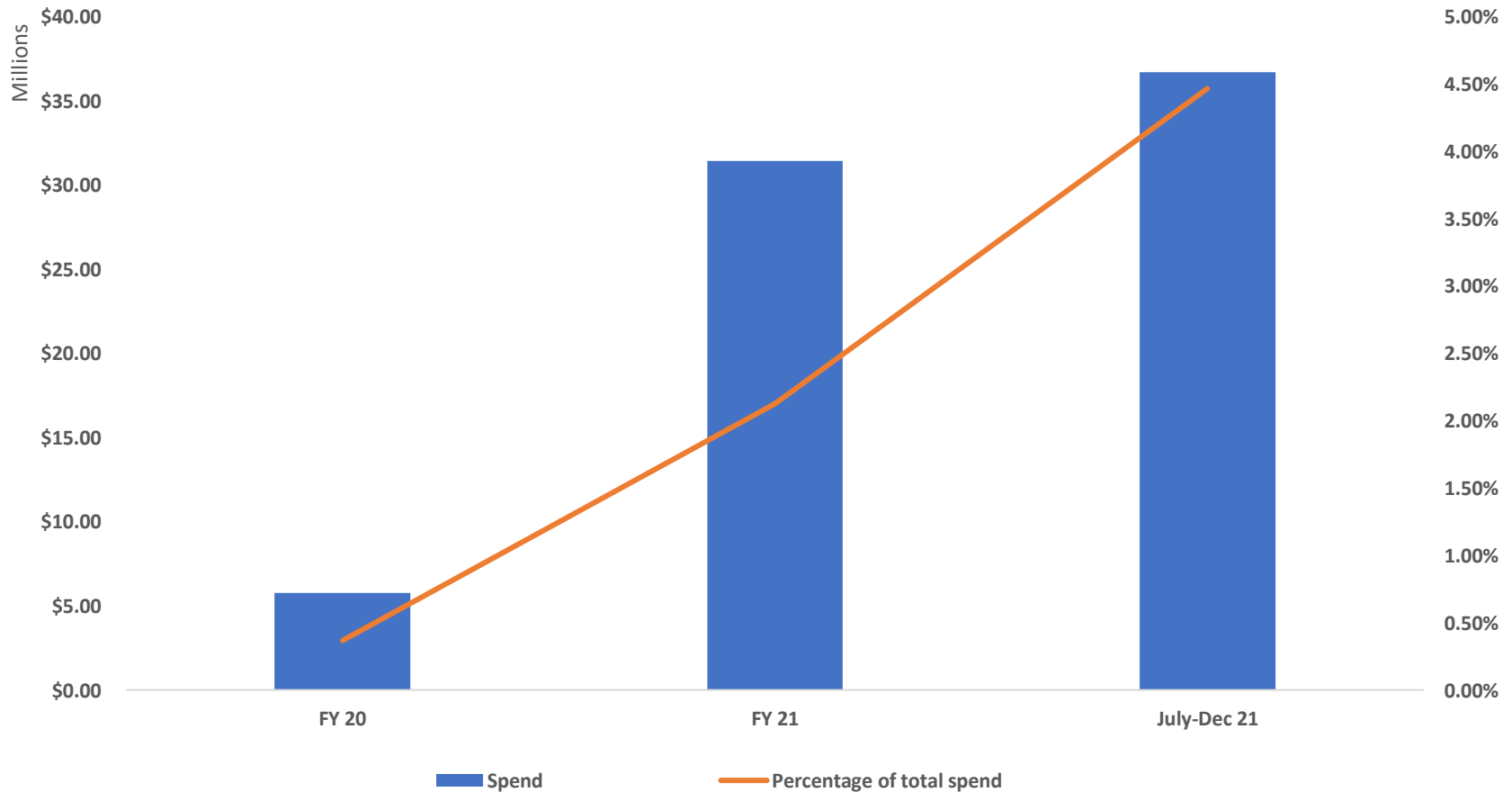
July – Dec 2021



# Aboriginal supplier spend Jul-Dec 21

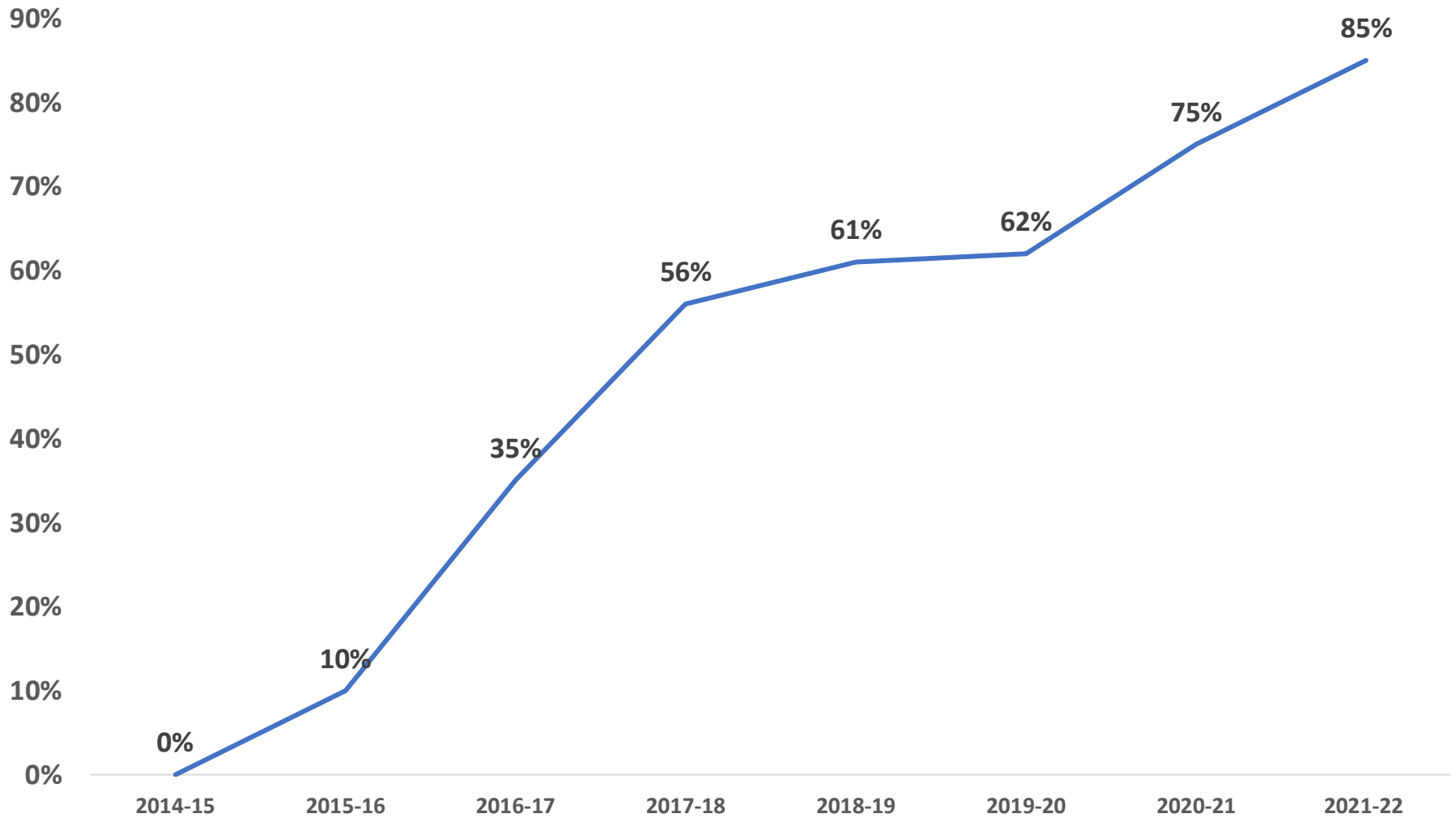
The NSW Government Aboriginal Procurement Policy establishes targets for clusters to increase indigenous supplier engagement

<https://buy.nsw.gov.au/policy-library/policies/aboriginal-procurement-policy>



# Percentage of Spend through a VMS

July – Dec 2021



# Responses to Job Postings

July 2021 – Dec 2021

**5385**

Job Postings

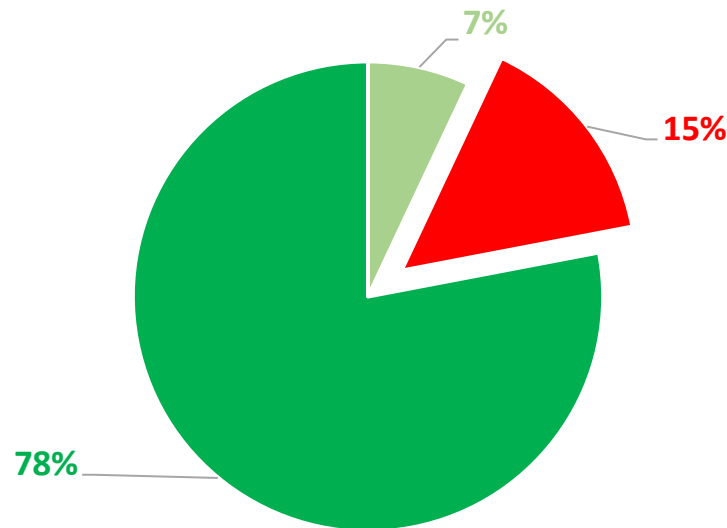
(Job postings may result in several hires)

**4**

Average suppliers invited per job posting

**6965**

New Hires

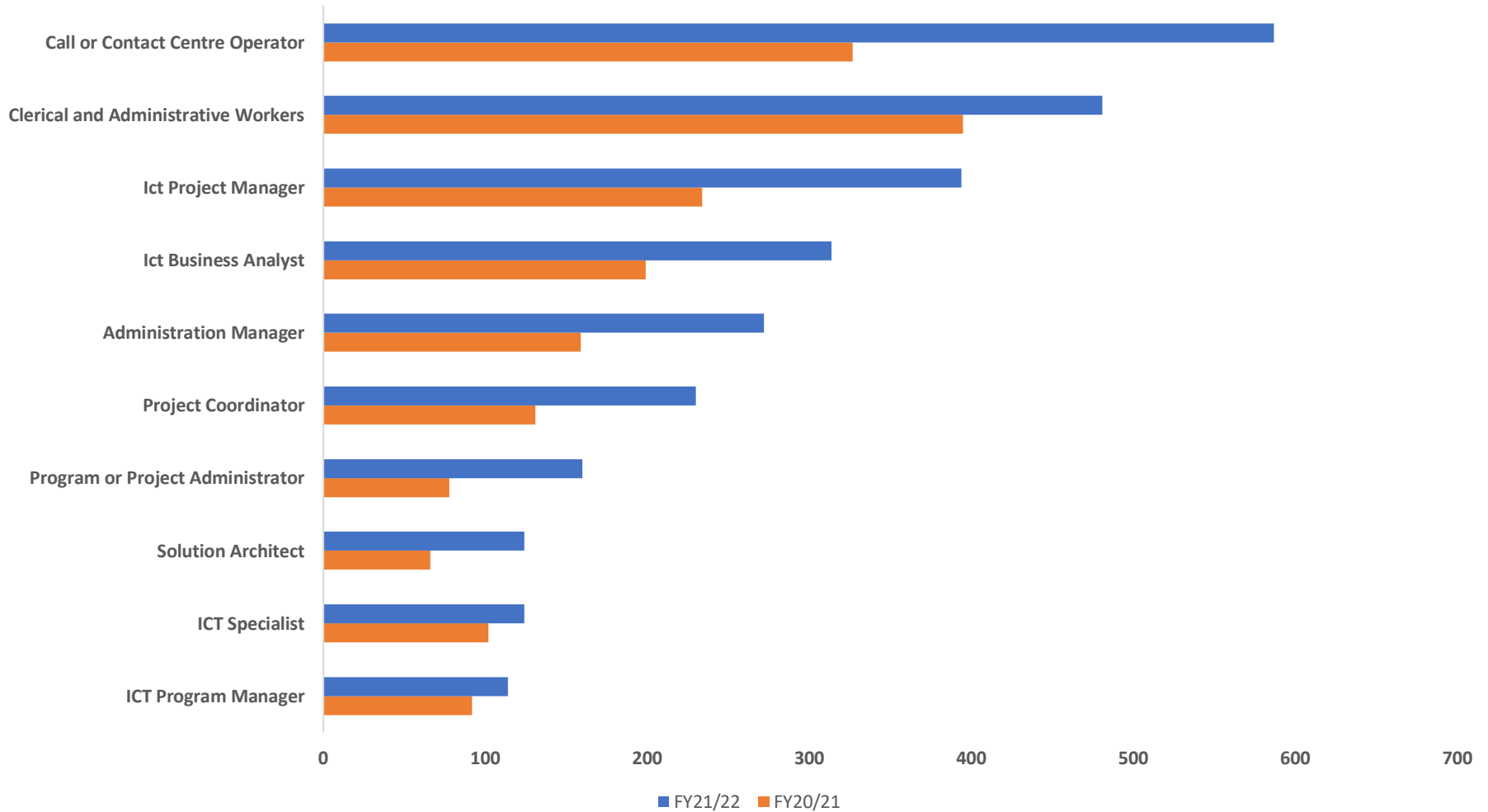


■ Declined ■ No Response ■ Responded



# Top 10 Contractor Central Role Types by Headcount

Jul-Dec 2020 vs Jul-Dec 2021



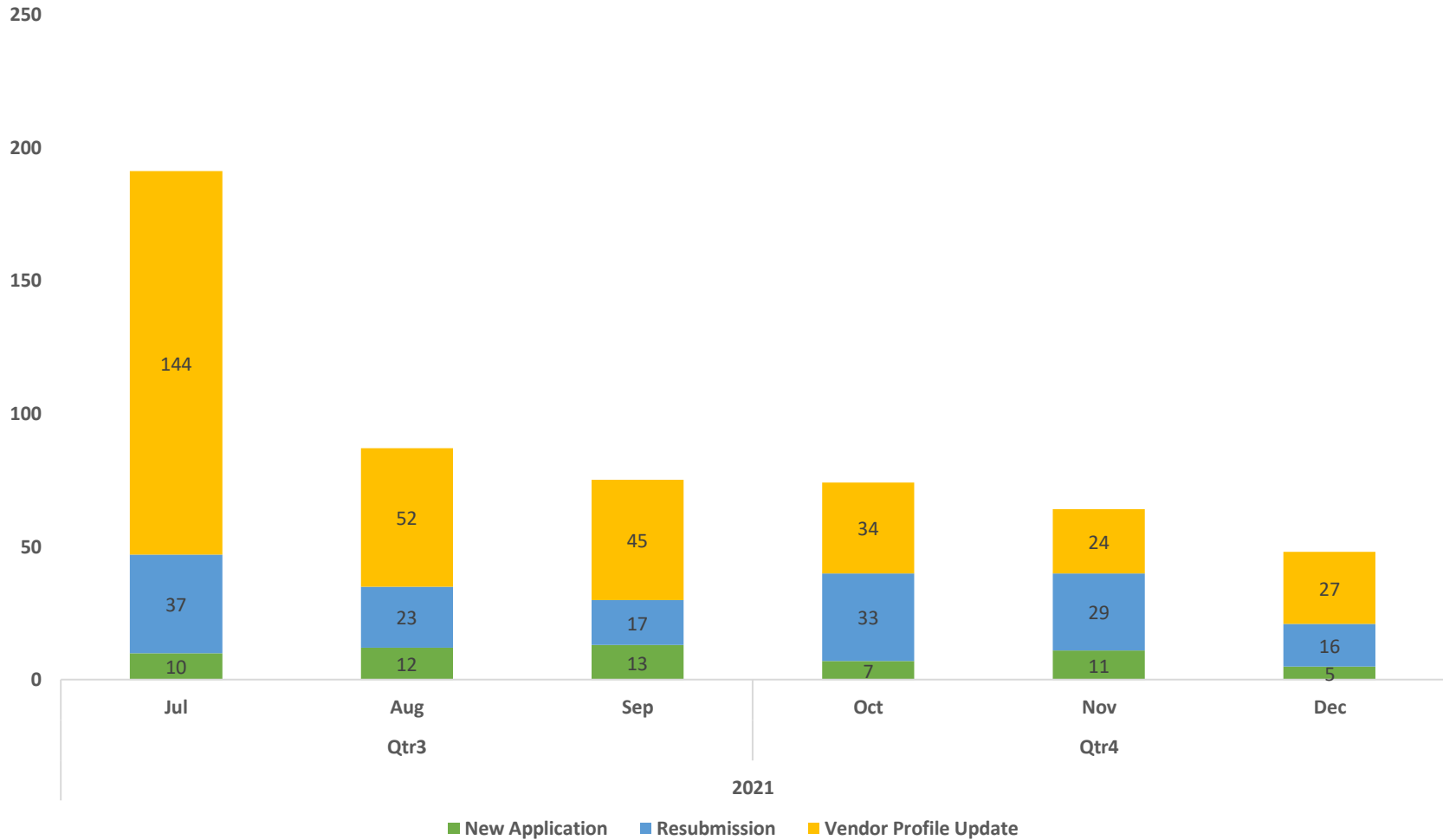
# Scheme Operations Metrics

## **CONTINGENT WORKFORCE SCHEME 0007**

JULY 2021 – DECEMBER 2021

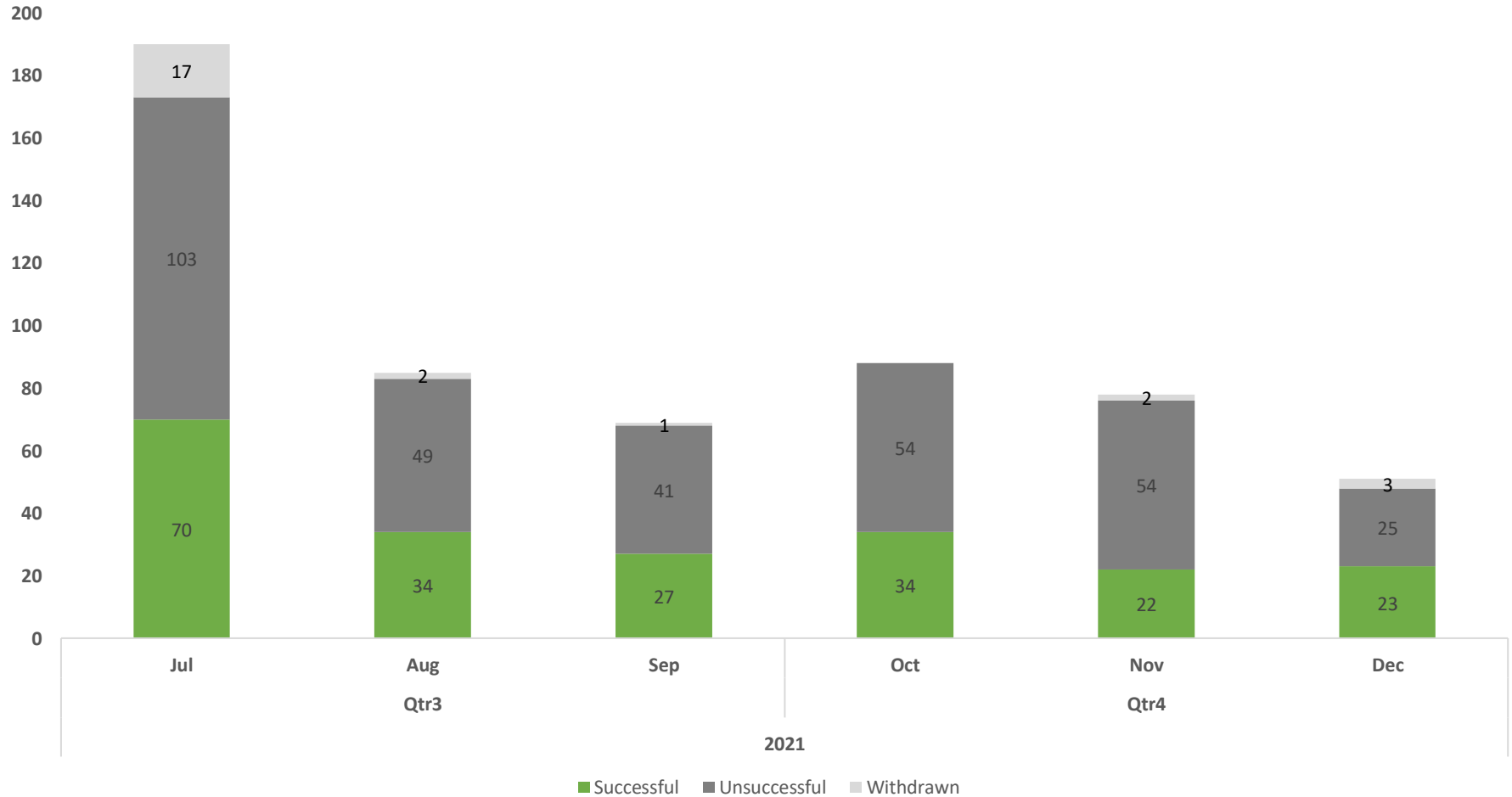
# SCM0007 – Lodgements

Jul 2021 – Dec 2021



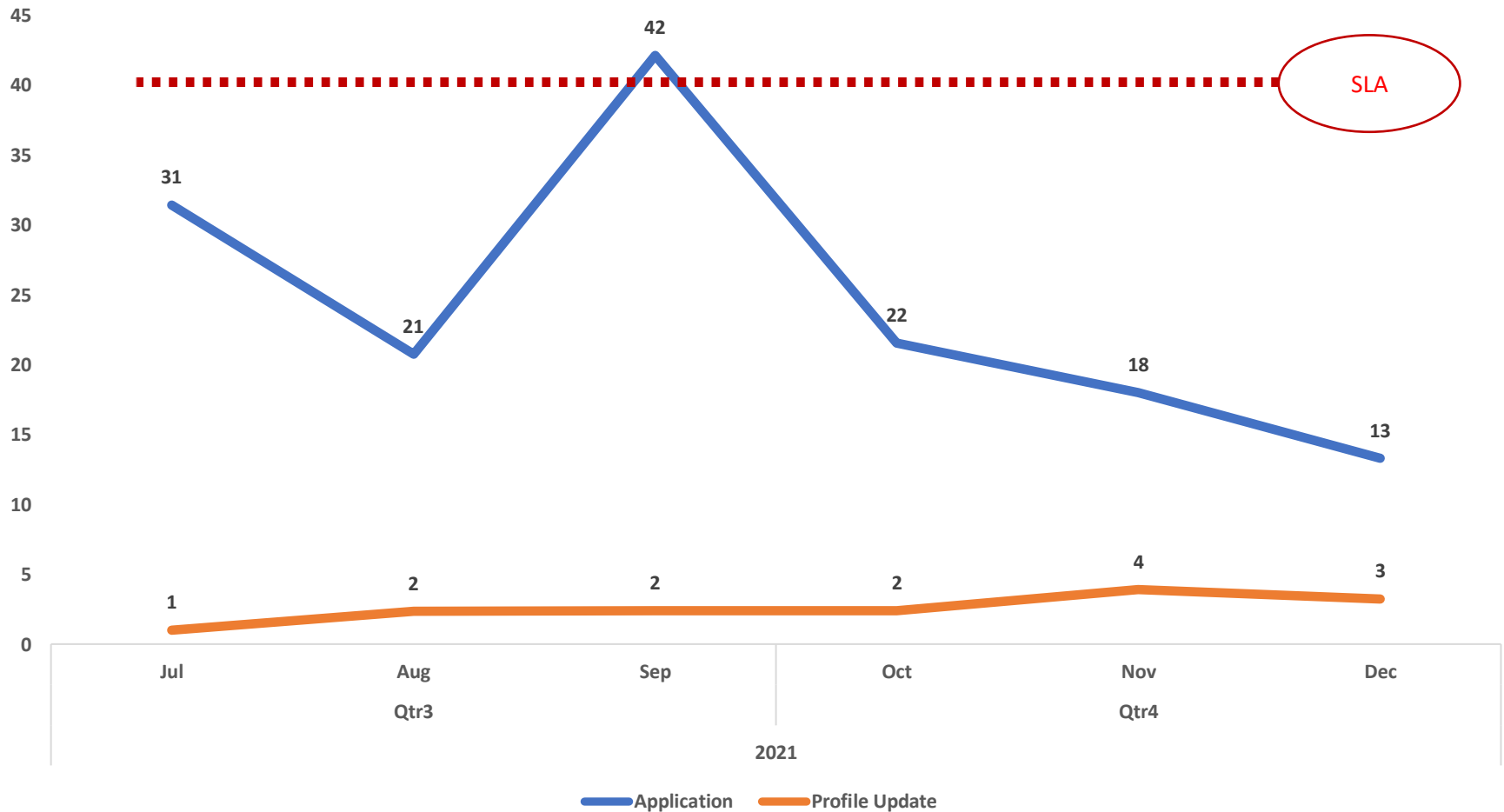
# SCM0007 – Finalisations

Jul 2021 – Dec 2021



# SCM0007 – Application processing times

July 2020 – June 2021

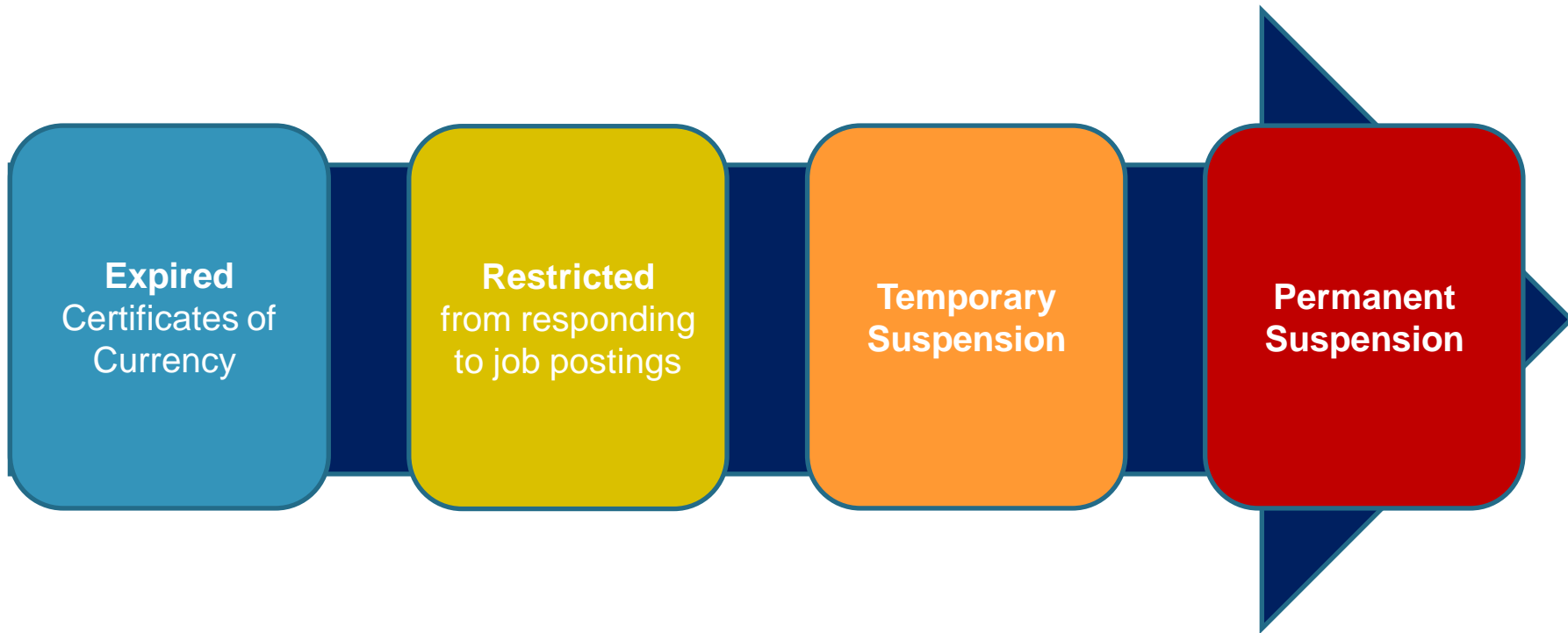


# Reminder – Certificates of Currency



# Reminder – Certificates of Currency

It is a scheme requirement to maintain current insurance on.  
This is **not** negotiable.



**Check your profile**

[www.tenders.nsw.gov.au](http://www.tenders.nsw.gov.au)

# Reminder – ACT Supplier Compliance

To become a fully approved vendor to supply the ACT, you must...

1. Answer “supplying service in the ACT” as ‘YES’.
2. Upload a copy of the ACT Ethical declaration
3. Upload a copy of the valid ACT labour-hire license
4. Upload a copy of the valid ACT workers compensation.





# Reminder - Reporting compliance

**All suppliers must report every month**

**ALL** workers are in the VMS  
(Fieldglass or Beeline)

I have no workers



Respond with your **legal entity name**  
and **NIL** in the subject line

**NO** workers are in the VMS

I have some workers in the VMS and  
some managed outside of the VMS



Complete the manual reporting template  
detailing **all NON-VMS workers**

Reports are due on the 10<sup>th</sup> day of the month (or) the previous working day if the 10<sup>th</sup> falls on a weekend or public holiday

# Machinery of Government update

## Key cluster-level changes effective 1 April 2022

Premier &  
Cabinet (DPC)

• Transport &  
Infrastructure

- Includes Infrastructure NSW, Greater Sydney Commission

• Enterprise,  
Investment  
and Trade  
(DEIT)

- To be established 1 April 2022
- Includes many agencies from current DPC cluster

Planning,  
Industry &  
Environment  
(DPIE)

• Planning and  
Environment  
(DPE)

- Consolidation of MSP at DPE

Changes to agencies under each cluster are not depicted above  
Full details can be found on [Governance-Arrangements-Chart.pdf \(nsw.gov.au\)](#)

# NSW Modern Slavery Act (2018)

- The NSW Modern Slavery Act 2018 commenced 1 January 2022.
- The NSW Modern Slavery Act 2018 defines modern slavery as several types of serious exploitation, including:
  - slavery, servitude, forced labour, deceptive recruiting for labour or services, forced marriage
  - trafficking in persons, trafficking in children
  - debt bondage
  - sexual servitude
  - forced child marriage
  - the use of a child in the production of child abuse material and related offences
  - the slavery, servitude or forced labour of a child.

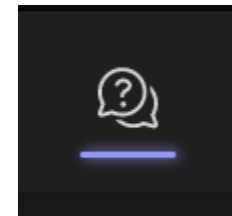
Under the Act: Agencies must **take reasonable steps** to ensure that goods and services **procured by and for** government agencies are **not the product** of modern slavery.

NSW Government will be working with our suppliers to understand how you assess, manage and mitigate modern slavery risks in your supply chain.



Questions?

**Please ask any questions in the chat bar to the right.**



Questions not answered in today's forum will be responded to in Q&A responses after the forum.

**Question:**

- Will Covid vaccinations for NSW Government Contingent Workers be mandated?

**Answer:**

- NSW Procurement (as SCM0007 scheme owner) does not stipulate specific requirements for contingent workers.
- If vaccinations are required by the Customer, this will be specified in the Job Posting issued through Contractor Central.

## Q&A

### **Question:**

- When will NSW Procurement review the supplier fees under SCM0007?

### **Answer:**

- NSW Procurement does not intend to vary the supplier fees under SCM0007.

## Question:

- How will the Superannuation guarantee changes in July 2022 be managed for Contingent workers?

## Answer:

- The same approach as last year will be applied to all contingent work orders in the VMS which will be automatically adjusted on your behalf to reflect the increase of superannuation ( excluding ABN workers ).
- The change will be made **from 1 July 2022 regardless of the pay period.**
- The rate calculator on **NSWBUY will also be updated** to reflect the increase.

# Q&A

## Question

- Do rules exist around the tenure of contractors being engaged within NSW Government ?

## Answer

- The [Contingent Workforce Management Guidelines](#) provide guidance to NSW government sector agencies in the planning and management of contingent labour as part of their broad workforce strategy and management.



## Q&A

### Question

- With increase of roles and demand for talent, what is being done to address timely feedback on resumes submitted ?

### Answer

- We recommend you work closely with your MSP to support and educate Hiring Managers on the benefits of timely feedback on resumes submitted.

## Q&A

### **Question**

- What is the notice period for contractors in NSW Government ?

### **Answer**

- We recommend the notice period be discussed at the time of assignment briefing as this varies from role to role.

Q&A

Live Event  
Q&A

## Q&A

### **Question**

Traditionally the KPI for responding to a position has been 48 hours, considering the candidate short market currently, are the submission times being extended ? So the best candidates are being placed in the roles even if it takes 3/4 days to source them ?

### **Answer**

You should discuss expectations for shortlisting timeframes of a particular requirement with the relevant MSP and also advise of any challenges in shortlisting for a particular requirement.

## Q&A

### **Question**

Does Contractor Central endorse the current practice, across agencies, of our contingent staff, upon completing an assignment, being advised that they need to register with an Indigenous owned agency and be employed by them if they wish to continue their assignment past the end date, and being advised they are not able to remain with their current agency who placed them with the agency in the first place?

### **Answer**

In the case of a Contingent Worker being represented by more than one Supplier for a particular role, the Contingent Worker's choice of Supplier representation will be deferred to.

## Q&A

### **Question**

What are your thoughts about Hiring Managers tapping contractors on the shoulder to apply for perm roles directly to avoid paying the scheme's temp to perm fee that is applicable depending on tenure in role?

### **Answer**

NSW Procurement are currently reviewing both the Scheme rules (in particular 6.1.3 and 6.1.4) and operational considerations in relation to this question and will provide a response by June 30, 2022.

## Q&A

### **Question**

As an agency who is not in the top 20 and has had meetings with various MSP how do we get a chance to supply candidates for more roles?

### **Answer**

It is important to remain in regular contact with your MSP Contractor Central Team to understand forecasted demand. This will assist the MSP in distributing roles to you if the types of candidates you provide are required.

## Q&A

### **Question**

Where can I access the slides from this presentation?

### **Answer**

A recording and the slides from today's presentation will be available on <https://buy.nsw.gov.au/schemes/contingent-workforce-scheme> under the "How to Supply" tab.



## Q&A

### Question

We are currently registered on the Fast Payments Policy, which states 5 days payments. Yet payments come at a minimum of 30 calendar days and even 60 or 90. Is there any plan to address this?

### Answer

Please raise this with your MSP. If the MSP is unable to resolve this, please escalate this to us by writing to [contingentlabour@treasury.nsw.gov.au](mailto:contingentlabour@treasury.nsw.gov.au)

### **Question**

While we appreciate the state government's target around the Aboriginal Procurement Policy, we are finding that some workers are being moved into roles internally without prior notification to the worker or the supplier and being "referred" to a supplier who then take over the engagement.

### **Answer**

In the case of a Contingent Worker being represented by more than one Supplier for a particular role, the Contingent Worker's choice of Supplier representation will be deferred to as per Clause 28.17.1 of the Scheme Rules. We recommend raising this with the relevant MSP in the first instance.

## Q&A

### **Question**

Temp to Perm is a grey area. We have recently had 3 candidates who were verbally encouraged by their manager to apply directly and were employed permanently. Because they applied directly, we were not entitled to a placement fee. The candidate's contingent assignment was ended and not fulfilled. I welcome your view on this.

### **Answer**

NSW Procurement are currently reviewing both the Scheme rules (in particular 6.1.3 and 6.1.4) and operational considerations in relation to this question and will provide a response by June 30, 2022.

## Q&A

### **Question**

Where is best to get information regarding what MSP manage what cluster and who to get in contact with to manage relationship?

### **Answer**

To contact the MSP for the cluster(s) you are interested in supplying, please refer to the Contractor Central cluster contacts provided on <https://buy.nsw.gov.au/schemes/contingent-workforce-scheme> "Scope" page

## Question

If the top 20 agencies receive 70% of the work and the number of jobs declined and/or not acknowledged is at a record high (22%) then it stands to reason that the larger agencies are responsible for the bulk of these. Why do they continue to receive the lions share of roles if they are clearly not filling the roles?

## Answer

The overall market share of the top 20 suppliers has remained relatively consistent at 70% (from 69% FY 19/20). The job postings increased (3967 to 5385) during the July-Dec. period comparing 2020 to 2021. However the percentage of suppliers who declined an opportunity increased from 4% to 7% across all suppliers (not only the top 20). Additionally the distribution of opportunities has increased from 3 to 4 suppliers per job posting and is based on the nature of requirement and aligned with the Cluster / Agencies procurement objectives.

## Q&A

### **Question**

If a supplier declines a role, will this be noted negatively against them?

### **Answer**

No. Our expectation is all opportunities are responded to, to allow us to engage additional suppliers if required.

## Q&A

### **Question**

If a contingent worker applies for a permanent role with NSW Government is it correct that there should be a reference number identifying the role they have applied to and then been appointed to if successful. This would give suppliers some proof that the candidate did in fact go through a merit selection process.

### **Answer**

Yes, evidence of a merit selection process may be supported by a Job reference number / advertisement copy from 'iworkfor.nsw.gov.au'.



**Thank you**