

TEMP STAFF WASTING YOUR TIME AND BUDGET?

Kernow has a proven track record of providing high quality and reliable temporary Environmental Health Officers to Councils.

Don't risk paying for inexperienced or inadequate temp staff when you need them to 'get in and get the job done.'

If your temporary EHO exposes your Council by not meeting all statutory requirements – the repercussions can be HUGE.

Remove the difficulty in finding the "right staff" and contact Kernow TODAY!

P: 1300 KERNOW (537669) E: info@kernow.net.au



Break the mould. Don't go to a traditional recruiter who does not specialise in Environmental Health. Kernow have over 20 years' experience in the industry and can significantly improve your results as well as reduce the costs of temp staff.

THE MAJOR DIFFERENCE BETWEEN US AND RECRUITERS?

- We use our own experienced EHOs for your temporary roles – not simply anyone that is available! Our staff are seconded to you!
- Clients always comment on our impressive staff, their knowledge and skills, high level of output and the exceptional quality of work.
- At Kernow we have a strong culture of learning and development. Our EHOs are experienced and have up to date knowledge on all areas on Environmental Health – you get the benefit of this!
- Our staff are regularly requested to help with additional workloads due to their previous positive experience.
- Great results and maintaining our reputation drives us to provide the best service, send the right person and achieve outstanding results.

CASE STUDIES- SHORT TERM CONTRACTING

SETTING YOU UP FOR SUCCESS

A rural Council had struggled with the appointment of a long term EHO for several years. That, as well as recently having to deal with a major natural disaster, meant that the day-to-day workload and maintenance of Environmental Health operations had fallen behind.

Kernow appointed a Senior member of our existing team to take the lead in catching up on existing work and working through a list of requirements provided to the Director by a consultant auditor. Over the course of 6 weeks, the ongoing workload was up to date and a report regarding the “state of play” was delivered to the Council Senior Management Team.

Following Kernow's involvement at the Council, a permanent resource was appointed which afforded the new EHO an opportunity to begin with a solid foundation, rather than playing catch up and sorting through unresolved issues.



PROVIDING THE ESSENTIAL TOOLS OF THE TRADE

As a large inner-city Council dealing with a turnover of staff, a big workload of premise inspections and complaints as well as an ethnically diverse community, it was important for the Council to have the right person to immediately hit the ground running and be mobile (vehicle provided).

Through working closely with the Council and their specific requirements Kernow provided an experienced EHO that fitted in well with their existing team and could use their internal reporting systems without any major training required. Kernow also provided fully maintained, safe and insured vehicles for staff to use throughout the duration of their placement.

Kernow has regularly provided temporary staff to the Council in various forms—from 3 weeks part-time to 3 months' full time. Kernow has also assisted in providing the Council with the appointment of permanent staff with great success.





SMALL BUDGET ... ONGOING VALUE

With a dynamic and changing workforce comes the challenges of ensuring the workload is completed without “blowing the budget.” An inner-city Council approached Kernow for a 3-month full time role (including vehicle) but with a limited budget.

Kernow provided an excellent outcome for the Council with an EHO that delivered a high standard of work as well as supporting the existing team with their workloads. This was done by identifying the total workload to be completed rather than focussing on days per week the EHO would be in attendance.

The role was extended for a further 3 months’ and was retained for further 18 months. The Council was very satisfied with Kernow’s ability to meet their workforce requirements as well as helping them keep within a tight budget.



PROVIDING SERVICES BEYOND “OPERATIONAL REQUIREMENTS”

Based in Western Victoria, the Council required support for their team whilst one member was on extended leave. In collaboration with the Council prior to the placement, Kernow established the workload to be completed and identified and assessed the additional the areas of support.

An extensive list of day-to-day workload implications as well as higher level duties such as setting up the existing reporting software correctly and implementing a series of recommendations from a recent audit was required.

Kernow needed to provide EHO support beyond simply placing a person in the role to do the “day to day”. We were required to assist in developing and executing the high-level deliverables expected from the department e.g. respond to audit issues.

To guarantee a successful placement, Kernow placed an EHO with rural experience to ensure that the requirements of the Council were met by someone who also understood the behaviours and management of customers in a small municipality.

Kernow completed the extensive workload within the allocated timeframe and provided a detailed handover to the existing EHO upon their return. Senior Management were updated regularly throughout the placement and were provided a report on the workload completed and requirements going forward.

Since the original placement, Kernow has provided additional placements to the Council and has helped in maintaining improved service levels and operational requirements.

SHARING EXPERIENCE TO UPSKILL STAFF

A large rural Council approached Kernow to assist in the management of their food premise inspection workload. Working with a set budget, Kernow delivered an experienced and competent EHO to work with the existing team on clearing the backlog.

A well-structured plan was developed between Kernow and the Council on how to best manage the workload to ensure the EHO was delivering on the planned inspections and minimising time spent on administration and planning in the office.

During the placement, the Kernow EHO became responsible for demonstrating and delivering effective inspection techniques for a number of existing staff within the team. The experienced EHO was used to demonstrate best practice techniques in undertaking an inspection and recording inspection details correctly.

Kernow has since delivered on multiple short term placements for the Council and has become their preferred supplier of temporary EHO staff.

MORE OUTPUT + BETTER RESULTS = LESS COST

A rural Council contacted us to discuss appointing a 3 day per week placement for 12 months. The Council understood the difficulty of finding an experienced and competent resource that would work part-time hours in their area. Kernow proposed an alternative, the placement of a staff member full-time for 4 periods of 3 weeks with a focus on the food inspection workload; leaving the remaining team members to focus on delivering all the other areas of Environmental Health.

The proposal was accepted and a suitable and experienced resource was deployed to deliver the food inspection workload during 4 periods. This meant that the Council was able to get the work done, but at a cheaper price than the original proposal. A greater output, better result with less cost to Council.

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**TRY US TODAY ... CONTACT KERNOW
TO DISCUSS PERSONNEL, PRICING, CLIENT REFERENCES, ANYTHING!**

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