



DRAKE

— GOVERNMENT —

DRAKE GOVERNMENT

CAPABILITY STATEMENT

OUR MISSION:

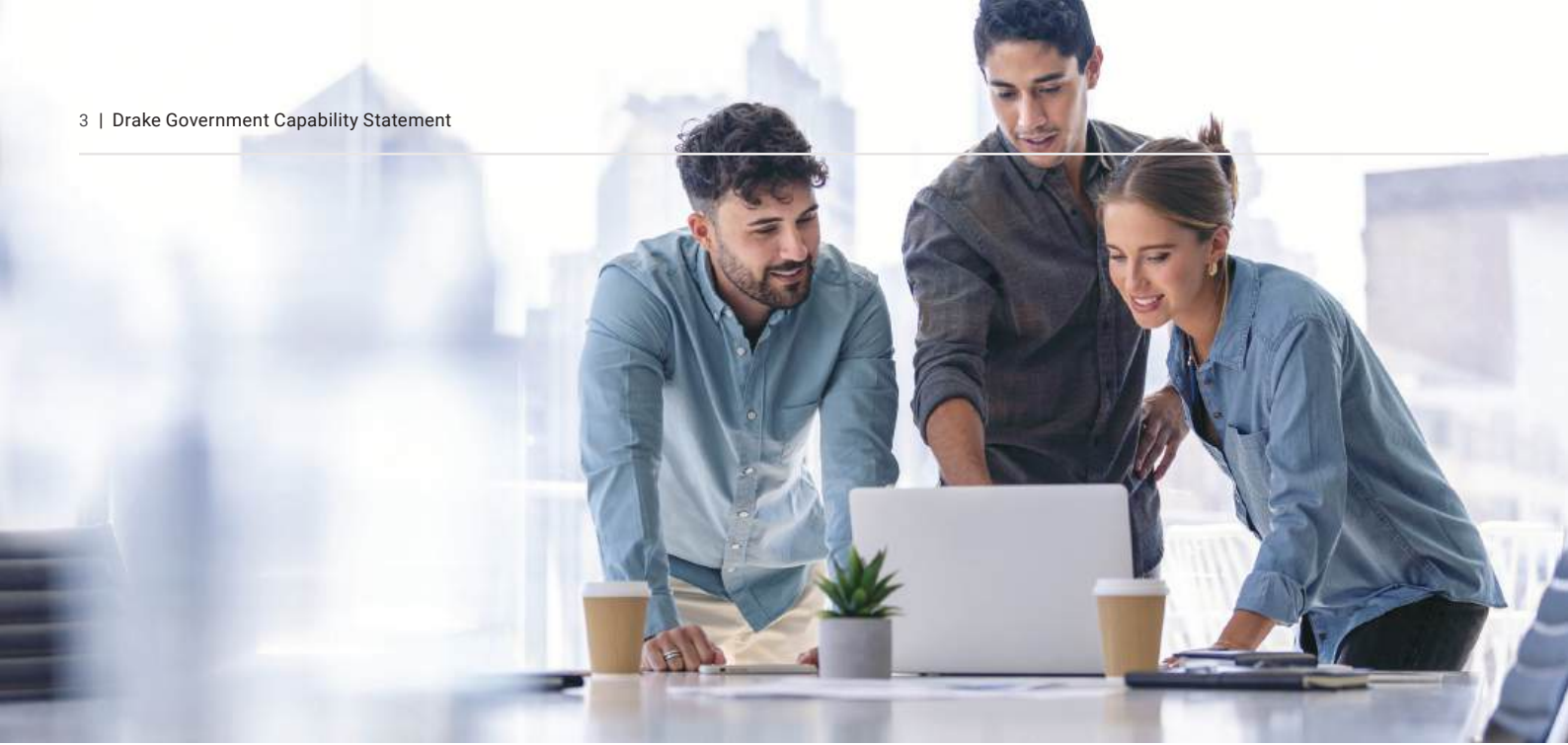
Remaining true to our original vision as efficiency experts, we believe organisations perform at their best when they're staffed with the right people, driven by the right processes, and supported with the right technology.

From talent attraction to outplacement programs, our team are dedicated to your long-term success, combining specialist capability, a tailored Recruit-To-Fit methodology, and a commitment to service excellence.

DRAKE
— GOVERNMENT —

Table of contents

| | |
|----|--|
| 3 | Our story |
| 3 | National coverage |
| 4 | Introducing Drake Government |
| 4 | Our areas of service |
| 5 | Our recruitment capabilities |
| 5 | How we find talent |
| 6 | Our methodology |
| 7 | Modular recruitment |
| 8 | What our client's say |
| 9 | Our success stories |
| 10 | Our behavioural assessments |
| 11 | Diversity, equity and inclusion |
| 12 | Your team |
| 13 | Professional affiliations and accreditations |



Our story

As one of Australia's most trusted and enduring recruitment companies for over 70 years, Drake successfully has placed thousands of candidates into new job opportunities across a broad range of industries.

We are not merely a recruitment agency; we consider ourselves a catalyst for opportunity. Our mission is clear: **to drive success for job seekers and organisations.**

We aim to transcend the ordinary, going beyond traditional blue-collar labour hire, temporary recruitment, and permanent job agency services. We bridge the gap between employers and job seekers, matching the perfect candidates with our specialist recruiters to achieve the ultimate outcome for everyone involved.

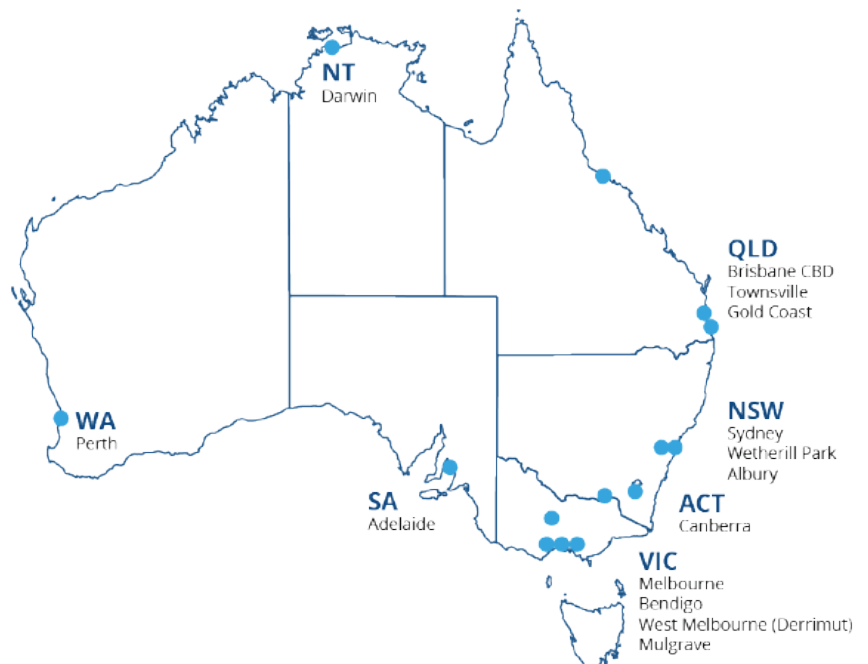
We leverage our unmatched candidate referral networks, industry knowledge and extensive resources to supply high calibre staff to the Australian Public Sector.

We call it the Drake Difference.

National coverage

A local fixture and global leader in talent management with 14 locations nationwide, Drake offers a full suite of recruitment services across every major city and regional areas.

Each of our locations is fully equipped with experienced personnel, infrastructure, and systems required to meet all needs of the Australian Public Service.



Introducing Drake Government

As one of Australia’s most trusted and enduring recruitment firms, Drake has over seven decades of experience working across local, state and federal departments across the Australian Public Service (APS).

Drawing on 70 years of public service sector recruitment and the expertise of our recruitment consultants, Drake Government supports the complete talent management needs of the APS – spanning APS1 through to Senior Executive Service (SES).

Our team understands APS work level standards, employment principles and legislative framework within Australian government jobs, and we’re fully compliant with all government legislation requirements in relation to EEO, NES & WHS.

Our approach to recruitment in Government focusses on technical, cultural fit, value, diversity, compliance and the long-term retention of the candidates we help to place. The Drake International team delivers a service backed by:

- **A strong understanding of APS candidate dynamics**
- **Experience in managing APS-specific recruitment practices**
- **Knowledge of how to best represent the employer brand of the APS**

Over the years, Drake International has excelled as an agency recruiting high-calibre candidates that match the required skills, knowledge, and attributes of the APS. That is why our comprehensive government recruitment services are guaranteed with a pre-determined replacement period.

Our areas of service

We specialise in sourcing talent across local, state and federal Government on a permanent, contract, and temporary basis. We also work closely with our clients to successfully deliver customer service talent for special projects and at the executive level.



**Permanent
Recruitment**



**Temporary
recruitment**



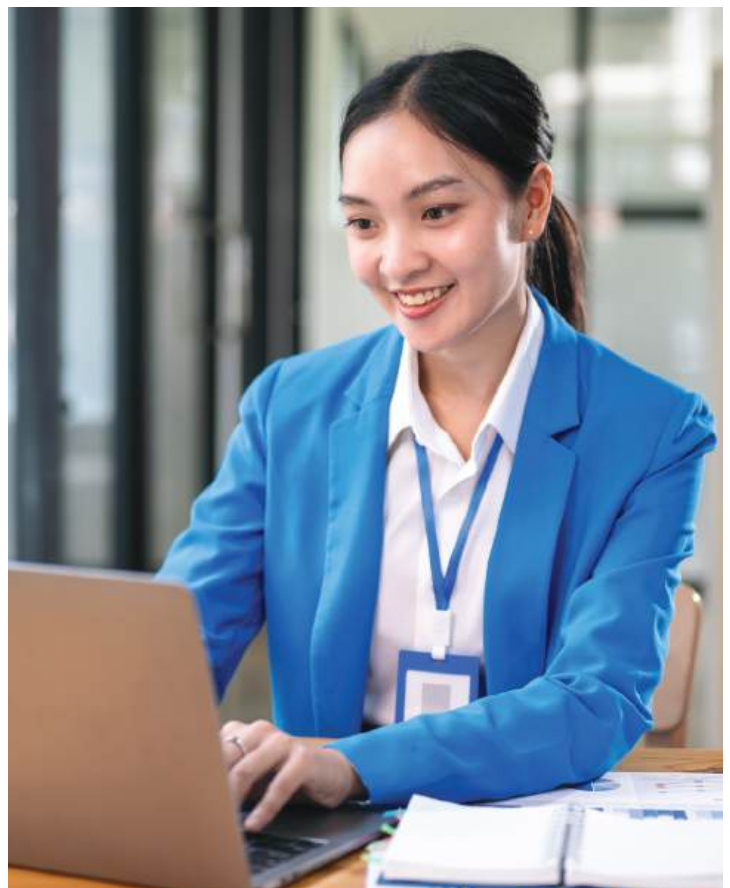
**Executive
Search and
Selection**



**Special
Projects**



Contracting



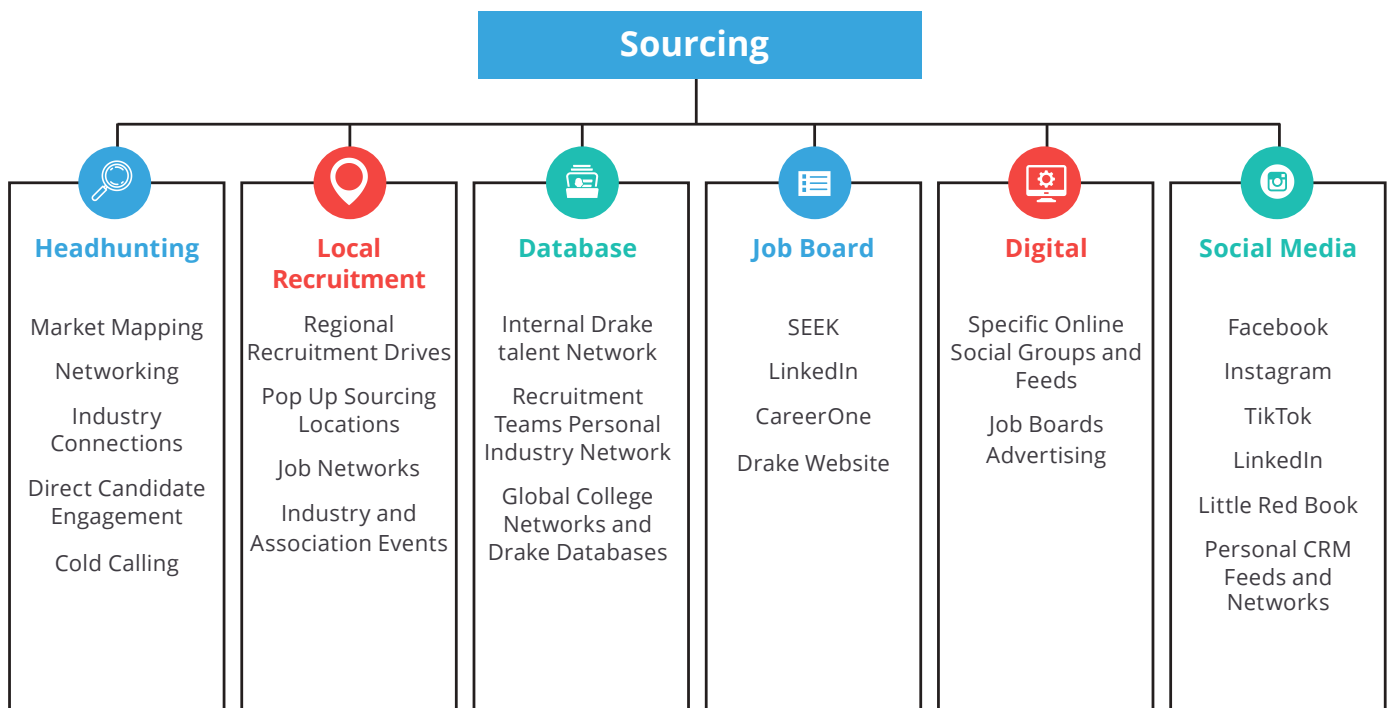
Our recruitment capabilities

There is no greater benefit than having a talent partner who truly understands your industry, your job market and the current trends. We have a dedicated Government team who comprehend the unique requirements associated with the Australian Public Service, and recruit across a broad range of roles. Our comprehensive approach includes understanding the intricacies of different APS service environments, ensuring that candidates not only possess the necessary skills but also align with the specific demands and culture of each department's requirements.



How we find talent?

Our Government team are meticulous in their approach to talent management, leveraging our established footprint and extensive sourcing channels to attract some of the most talented candidates in Australia.



Our methodology

To achieve rapid yet accurate sourcing and assessment for the Australian Public Service, Drake will utilise our standard twelve-stage talent selection methodology.

Focused on in-depth analysis of high potential applicants, this process has been refined over 70 years of serving the Australian market.

Shown below is our methodology which can be tailored as necessary to suit each agencies unique needs and nuances.



1 EVALUATE YOUR NEEDS

Create a job specification and evaluate your working environment.



2 JOB PROFILE

Formulate a detailed job description.



3 TOP PERFORMER PROFILE

Uncover the skills, knowledge, and behaviours of successful individuals in similar roles within your organisation.



4 CANDIDATE SOURCING

Source candidates through our internal national and global talent pools, traditional media, executive search and market mapping, social media, networking, and our specialist referral network.



5 SCREEN

Pre-qualify candidates to develop a shortlist of top performers.



6 INTERVIEW

Develop behavioural interview questions to identify high performers.



7 ASSESS SKILLS

Validate the candidates' background with ability, aptitude, occupational skills testing and cognitive assessments.



8 BEHAVIOURAL ASSESSMENTS

Conduct behavioural assessment of candidates to understand their personal strengths, leadership style, decision-making style, energy level, motivational needs, and stress levels.



9 REFERENCE AND BACKGROUND CHECKS

Verify employment history and background, including criminal and credit checks.



10 FINAL SHORTLIST OF CANDIDATES

Presentation of our top performer candidates and consultation on final selection.



11 OFFER NEGOTIATION

Assist with offer presentation and negotiation (if required).



12 AFTER PLACEMENT SERVICE

Aid and advise by monitoring new employee's progress during their induction, boosting performance and retention.



Modular recruitment

Government departments don't always have a need for an end-to-end staffing service. By offering a choice of components of our recruitment services, we can provide targeted support to an agency or department's current recruitment process.

These services are fully customisable, allowing departments to select only the specific services they need, such as candidate screening, scribing, interview scheduling, or background checks. This approach not only saves time and drives efficiencies but also ensures that the recruitment process is tailored to meet the unique needs of each department, and has a positive impact on the end outcome. Explore our modular recruitment services below.

Candidate sourcing

Take advantage of our established networks and premium recruitment tools to source the best talent.

- Database search
- Ad development
- Job description
- CV screening
- Telephone screening
- Candidate report
- Benchmarking
- Shortlisting

Behavioural interviews & assessments

Use of targeted profile-based questions to establish links between primary personality traits, peak performance capabilities, and required skill sets, to find the best 'fit' for your team.

- Interviewing
- Preparation of tailored interview guide/questions
- Online assessment
- Behavioural assessment

Scribing services

Our team has extensive experience in providing Scribes and Independent Panel Members to streamline the recruitment process, ensuring thorough and fair candidate assessments.

- Scribing during interviews and selection processes
- Comprehensive reports
- Coordinate/schedule interviews
- Conducting reference checks
- Providing feedback to candidates
- Facilitating assessment centers
- Developing interview questions

Onboarding & training

Take advantage of our suite of onboarding and induction services, skills assessment, or upskilling learning modules to support your employees to excel in their new role!

- Skills assessment
- Onboarding and induction

Pre-employment checks

We conduct thorough pre-employment screenings, from police checks to employment verification, to ensure requirements are fulfilled prior to employment - quickly and accurately.

- Reference checking
- Pre-employment medicals
- AFP check
- Other

Bespoke HR services

We understand you might not need end-to-end staffing services, so we offer a fully customisable HR and recruitment solution. Pick and choose a service based on your own unique business needs.

- Assessment centres
- Exit interviews (online & phone)
- Outplacement services
- Subscription to Drake HR Services

What our client's say



Having been a candidate of Drake, I was impressed with their candidate management and so utilised them to fill a Senior HR Leadership role in our business. Drake understood the brief and the unique environment we operate in and presented high quality caliber candidates. Their customer service throughout the process could not be faulted.

- Defence Single Disposal Organisation



Drake have supplied personnel for a variety of different role types. From administration and customer service positions to plant operators and general labouring duties. We have always found Drake to be very reactive and professional to deal with.

- Local Government: Albury City Council



The ongoing contribution Drake International has made to the provision of specific employment categories to military units has been outstanding.

- Australian Defence Force

Our success stories

01 My Plan Manager Group

The My Plan Manager Group is dedicated to fostering an inclusive Australia that celebrates diversity and empowers individuals to achieve their fullest potential. As a leader in the plan management sector, My Plan Manager partnered with Drake to facilitate the recruitment of Client Relationship Consultants.

Our objective was to identify candidates whose client-centric approach would significantly contribute to high levels of client satisfaction and retention. In addition to assessing cultural compatibility and possessing robust customer service skills, candidates were required to hold working with children and NDIS screening clearances.

Using an array of sourcing channels including database search, job boards, talent outreach and social media campaigns, we successfully secured a large number of Client Relationship Consultants on a temporary basis. Each position seamlessly transitioned into permanent roles after a 3-month period, underscoring our commitment to successfully meeting the brief. We continue to provide customer-first talent for the My Plan Manager Group across their Western Australia and South Australian operations.

02 Department of Justice

The Department of Justice was actively seeking talent for various front-of-house and switchboard service roles across multiple sites and were looking for a managed services solution. In addition to traditional recruitment, the Department of Justice needed onboarding, training and offboarding services.

They were looking for a recruitment partnership to successfully manage their front of house service hubs which experiences a high volume of calls, and the need to uphold an exceptional standard of customer service and professionalism throughout their busy reception areas and switchboards.

Drake, known for its expertise in sourcing customer service talent, was engaged to fulfill these requirements. We demonstrated the capability to provide staffing solutions on a permanent, contract, and temporary basis and the additional manage services requirements.

Utilising our comprehensive 12-step recruitment methodology, all candidates undergo thorough assessments, including behavioural evaluations, to ensure alignment with organisational values, culture, and the requisite skill sets. Through this meticulous process, we have successfully filled a large number of roles across multiple sites and continue to provide ongoing recruitment support to the business for individual recruitment roles. The Drake team also manage roster and leave periods

03 Department of Foreign Affairs and Trade (DFAT)

For the past ten years, Drake has partnered with The Department of Foreign Affairs & Trade (DFAT) to supply high-quality staffing services across several DFAT office locations.

Supplied contractors are required to conduct a variety of clerical and administrative functions including client invoicing, data entry, management of passport applications and client management services.

Prior to placement, all prospective candidates are screened and selected based on their demonstrated success in similar roles, computer literacy, experience within the public sector, and a very high level of accuracy and attention to detail.

Our extensive tenure as a supplier to DFAT, and thorough understanding of their ideal candidate profile and organisational culture ensures Drake can efficiently source high-volume, high-quality personnel.

Drake has successfully sourced appropriately qualified and experienced staff for the following positions:

- Passport Processing Officer
- CPM Finance Officer
- Client Services Officer
- Accountant
- Data Entry Officer
- General Administrator
- Historical Researcher
- Data Verification Officer

Our behavioural assessments

We offer best practice Pre-Employment Evaluation and Psychometric Assessments, to improve both organisational outcomes and candidate retention.

We utilise valid and reliable tools including the proprietary T4 and P3, to assess personality traits, cognitive abilities, and behavioural tendencies.

All candidates in our recruitment process are assessed using either the P3 or T4 tool, which produces a well-rounded, highly accurate candidate profile. Adding behaviour assessments to your recruitment process can be the missing element that helps differentiate between two candidates that might appear very similar on paper.

Our vision is to be consistent, accountable, and compassionate



Diversity, equity and inclusion

Our Drake Government team understands that diversity and inclusion are key pillars of the APS and works to promote these values both internally and with our clients. Utilising an inclusive recruitment process, Drake Government works to actively mitigate bias and using inclusive recruitment practices, combining high-touch recruitment techniques, behavioural interviewing, and technology-based assessment tools to evaluate talent on merit.

Our industry connections and exclusive talent networks ensure that the broadest cross-section of candidates is considered for every public service role we fulfil.

- **Our Corporate Values**

Diversity and inclusion is a key corporate value our teams embrace and align their actions and decisions with each and every day.

- **Diversity & Inclusion Committee**

We have an in-house Diversity & Inclusion Committee which plays a pivotal role in promoting equitable practices, fostering a diverse workforce, and creating an inclusive workplace culture within Drake.

- **Reconciliation Action Plan**

Our 2023 Reflect Reconciliation Action Plan guides our team in building meaningful relationships with Indigenous communities, fostering respect, understanding, and advancing reconciliation in social, economic, and cultural aspects.

- **Diversity Survey**

We undertake an annual diversity survey to assess our current demographic composition, and tailor inclusion efforts, leading to a more equitable and representative workplace.

- **Indigenous Procurement**

We are members of Kinaway, the peak body representing certified Aboriginal and Torres Strait Islander businesses. This partnership helps us engage, create relationships, and conduct business with First Nation suppliers nationally.



- **Cultural Awareness & Unconscious Bias Training**

Our team undertakes a range of DE&I training to help employees navigate diverse environments with empathy and create inclusive practices for those we work with.

Your team

Our specialist team of industry experts includes:



NIDHI SHRIVASTAVA

Specialist Recruitment Consultant – Government

Nidhi Shrivastava is a dedicated Government Recruitment Specialist, a renowned talent management solutions provider. With over 14 years of HR experience across diverse industries, she brings a wealth of expertise to her role.

Nidhi holds certification in Six Sigma Green Belt underscoring her commitment to excellence. Nidhi's experience encompasses sourcing, screening, and placing candidates for positions that require specialised technical skills as well as roles that focus on non-technical competencies. Her track record includes successfully filling positions ranging from Project Managers and Engineers to Administrative and Customer Service roles, showcasing her ability to recruit across the entire spectrum of job functions.



LOUISE HOO-CURRAN

Account Manager – Drake Professional and Government

Accomplished recruitment professional with expertise recruiting for the private and public sectors including Victorian State Government, Department of Finance, Local Government and entities under the Whole of Australian Government Panel. Louise has over a decade of experience in designing targeted sourcing strategies including professional and IT roles.



MISCHELL PATAWARAN ARISTO

Recruitment Consultant - Professional and Government

Experienced Recruitment Consultant with over a decade of experience in sourcing and placing talent across various industries, including specialised roles in Information Technology and Government. Skilled in leveraging talent pools, streamlining recruitment processes, and building strong relationships with clients and candidates to deliver exceptional results.



KARINA HAMMER

Specialist Recruitment Consultant – Government

As a seasoned recruitment consultant with six years of experience in the industry, Karina offers a wealth of experience in blue-collar roles within the local government sector.

Having worked extensively with clients across regional Victoria, Karina brings a deep understanding of the local market dynamics and the unique needs of diverse communities. Moreover, her strong diversity recruitment background reflects her commitment to inclusivity and the ability to engage with various stakeholders, including traditional landowners, to foster a more inclusive workforce.

Professional affiliations and accreditations

Drake has several affiliations and accreditation to ensure we are across industry trends, employment best practices & processes, and work health and safety. We also support Ethical Business principles throughout our business including a zero tolerance to [Modern Slavery](#).



We are an approved supplier of:



DRAKE

– GOVERNMENT –

Drake Australia
13 14 48
au.drakeintl.com



Copyright

All the trademarks and registered trademarks referenced within this document are acknowledged as belonging to their various owners. © Drake Australia Pty Ltd All Rights Reserved. This document is PROPRIETARY and CONFIDENTIAL and may not be duplicated, redistributed, or displayed to any other party without the express written permission of Drake Australia Pty Ltd