



offshored

Offshore staffing provider checklist

Twelve questions to ask any provider before you sign. Put the same questions to each one, ask for the answers in writing, and score them side by side.

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Score each answer 2 if it is clear, complete and in writing, 1 if it is partly answered or verbal only, and 0 if it is vague or missing. Price is one line of twelve.

Question, and what to look for	Provider A	Provider B	Provider C
1 Who legally employs the staff? A named, registered employing company in the staff member's country, with its registration number.			
2 Where do the staff work? A plain statement of office, home or hybrid for your person, and who supplies the computer.			
3 What is included in the monthly fee? A written list of inclusions: salary, 13th month pay, government contributions, health cover, payroll, recruitment, HR.			
4 What other fees could I pay? Every circumstance in which you would pay more than the monthly fee: setup, recruitment, equipment, exit, late payment.			
5 Do I choose the person, and how are candidates screened? You interview and decide. Screening steps are named. The person works for your business only.			
6 How long will hiring take? A timeline with its assumptions, and how long recent similar hires took.			
7 What happens if the person leaves or is not the right fit? Who pays for the replacement search, how fast candidates arrive, any time limit, and how handover works.			
8 How is my data protected? Background checks, confidentiality and IP clauses, device controls, access removed on exit. Certificates shown, not claimed.			
9 Who manages performance, and what support do I get after the hire? A named contact, set feedback points, attendance records and a written process for poor performance.			
10 Is there an Australian company and office? An ABN you can look up and an office address you can visit. Check both.			
11 Can I speak to current clients? Independent reviews, named clients and a reference call with a current client in your industry.			
12 What are the contract terms? Minimum term, notice period, how the fee can change, and what happens when you leave. Full terms supplied up front.			
Total out of 24			

Three signs that deserve a second look: an answer from the sales call changes or disappears in the written agreement; the provider will not list in writing what the monthly fee includes; the provider cannot name the company that will employ your team member.