



offshored

Is your business ready to hire offshore staff?

A 20-point checklist for Australian businesses. Answer each check yes or no with the person who will manage the role, then count the yes answers against the key at the bottom.

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Tick Yes only when the "done when" line is true today, not planned. Five areas, four checks each. Checks 1 and 13 are the two that nobody can fix for you.

Check, and what done looks like		Yes	No
Processes: the work is defined, repeatable and measurable			
1	The role is a list of tasks, not a job title · Done: Ten recurring tasks fill the week		
2	The main tasks are done the same way each time · Done: Eight of the ten tasks have one agreed method		
3	Work reaches the person through a system, not a conversation · Done: An inbox, queue or board exists for every task		
4	You can measure the output · Done: Two or three weekly numbers are named		
Documentation: what the person needs to read or watch before they can work			
5	The top tasks are written down or recorded · Done: Procedure or recording for each main task		
6	There is a plan for the first 30 days · Done: One page plan for the first four weeks		
7	Your business has a glossary · Done: Glossary of terms, clients, suppliers, systems		
8	Templates exist for what the person will produce · Done: Template or model example for each output		
Tools: the systems, logins and channels the person will use			
9	The systems are cloud based · Done: Every system reachable from outside the office		
10	The person will have their own login, with the access the role needs and no more · Done: Named login per system, access limited to the role		
11	There is a daily communication channel · Done: Chat, video and a daily check-in time named		
12	Devices and passwords are handled properly · Done: Device decided, passwords by manager or invitation		
Management time: who manages the person and how much time they have for it			
13	One named person manages the team member · Done: One named manager who has agreed		
14	The manager has time set aside in the first month · Done: First month check-ins booked in the calendar		
15	Feedback will be given early and plainly · Done: Manager agreed to weekly feedback from week one		
16	Someone covers when the manager is away · Done: A second contact is named		
Compliance: the rules that apply to overseas staff and who employs them			
17	You know whether the Privacy Act applies to you, and what APP 8 requires · Done: Privacy Act position known, APP 8 steps written		
18	Access can be removed in one step when the person leaves · Done: One current list of systems and access levels		
19	You have checked your industry's rules on outsourcing and overseas access · Done: Regulator or body checked, or none applies		
20	You know who employs the person, and your insurer knows they exist · Done: Employer and contract known, insurer confirmed		
Total yes answers out of 20			

Scoring key. 17 to 20: Ready now. 12 to 16: Ready within a month. 11 or fewer: Not yet. If check 1 or check 13 is a no, treat the score as 11 or fewer until it is fixed.