

Marie Dalins
Director
Adjudication
Australian Competition & Consumer Commission
GPO Box 3131
Canberra ACT 2601

18th February 2019

Dear Ms Dalins,

RE: AA1000435 – RCSA – submission: Application for reauthorisation

We are an interested party in this submission being an RCSA member.

RCSA's Code of Professional Conduct provides a framework to promote high standards of professional ethics, behaviour and conduct throughout the recruitment and staffing industry. This has the potential to enhance industry standards, promote public and business confidence in the sector, and benefit consumers in general.

We support this application and endorse that RCSA's Code is beneficial to the industry.

We are unaware of any matters which may arise to public detriment or concern as a result of authorising this application.

We support the new changes to the Code of Professional Conduct as providing:

- Enhanced dispute resolution mechanisms
- Further promoting equitable dealings in the workforce services market
- Assisting RCSA Members to act ethically and professionally
- Fostering business efficiency through providing professional models of business operation
- Protecting work seekers, especially vulnerable ones, through enhanced professional standards and accessible grievance management mechanisms

We also support the requested ten year authorisation period. This is essential to provide stability and enable rigorous development of professional standards across the whole sector.

Kind Regards,



Liz Smith MRCSA
Managing Director

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