

Welcome to Fathom's newsletter— winter edition...

The highlight of this quarter was 5 companies who have achieved certification in the RCSA Service Delivery Standard. Congratulations to them all. Also here are links to order your copy of the Standard, and links to recent events.

Congratulations!



The recent RCSA President's Dinner was a landmark event, celebrating the 10 year anniversary of the RCSA. Five RCSA Members were awarded with their certificate in the RCSA Service Delivery Standard on the night.

It was a terrific night with great speakers, lots of delicious food and wine and plenty of dancing.

The five Members to receive the certificate for achieving certification in the RCSA Service Delivery Standard—Nightingale Nursing in Sydney; Key People, head officed in Parramatta; CQ Nurse in Mackay, JHA Recruitment & Staff @ Work in Byron Bay and Rexco with their head office in Adelaide.

Thirteen RCSA Members are now certified representing over 50 sites around Australia and New Zealand. About 20 Members are working towards certification.

Top—Phil Rosengreen, Edina Kamenjas and Robert Rosengreen, from Key People Personnel. Below from left—Graham Bower, Nightingale Nursing flanked by Jan Spriggs and Helen Olivier both from the RCSA Standards Council; Andrew Smith from Rexco flanked by Jan Spriggs and Helen Olivier. Kylie Huth and Lynda Campbell, from CQ Nurse.



To find out more....

Click [here](#) for Fathom's website
Certification [Application Pack](#)

RCSA's Service Delivery Standard [website](#)
Take a quick service delivery [survey](#)

Request your copy of the Standard

Version 2 of the RCSA Service Delivery Standard was approved and released in March 2007. All corporate Members of the RCSA are entitled to receive a copy.

[Click here to request your copy of the Standard.](#)

Please include your RCSA Corporate Membership number in the email.

Online Training Modules

After a bit of a wait we expect to have the first of the Recruitment Service Delivery System online training modules available to Members in the next month. These modules will explain the elements of a management system for recruitment agencies, such as complaint management, document control and internal compliance management. If you would like to find out more about these modules please click



Food for Thought...

"Do something every day that you don't want to do; this is the golden rule for acquiring the habit of doing your duty without pain." Mark Twain

"A sense of humor is part of the art of leadership, of getting along with people, of getting things done." Dwight D. Eisenhower

"Doubt whom you will, but never yourself." Christine Bovee

And for a laugh...

"Cockroaches and socialites are the only things that can stay up all night and eat anything." Herb Caen

"When I get real bored, I like to drive downtown and get a great parking spot, then sit in my car and count how many peo-

management. If you would like to find out more about these modules please click [here](#) to email us.

ple ask me if I'm leaving." Steven Wright

RCSA Conference in Alice Springs

The RCSA National Conference will be held this year in Alice Springs on 30-31 August. Fathom will again be hosting one of the Round Tables to discuss the benefits of certification in the RCSA Service Delivery Standard and how to achieve it.

Come along armed with your questions and Craig Popplestone and Dianne Gibert will be happy to answer them for you.

For more information on the Conference [click here](#).

Better Business Series

In May Fathom was involved in presenting the highly successful Better Business series across Australia and New Zealand. The seminar was designed to challenge business owners on the topics of growing the value of their business and ensuring its sustainability.

[Article](#)



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