

## A word from Summa

As the weather gets cooler outside the PeopleCheck offices, things continue to stay warm inside our buzzing Validation Centre! We are always looking at the best way to manage our clients' expectations whilst ensuring the quality of our service delivery remains a key priority. As a result of our ever growing team and to ensure these basic philosophies, PeopleCheck has recently formalised a new internal structure. This structure centres around three key areas – Operations, Research and Business Support. The Operations Team is responsible for all "customer service" and administration relating to background checks, including responding to telephone enquiries and correspondence through our "validate" email. The Research Team is responsible for processing the background checks, including preparing reports for our clients. Each of the Operations and Research Teams are overseen by our Operations Manager, Elaine Scotney and managed by Team Leaders (Lisa King – Operations; Karni Lang – Research), supported by fully trained staff. Leah Egginton oversees our Business Support Team, responsible for Business Development, Accounts and Office Management. This new structure is designed to offer all of our clients a consistent approach to their background checking from their initial enquiry and logging their first request through to receiving their reports and receiving their invoice. We hope that you will find our new structure efficient and effective.

Warm regards, *Summa*

## PeopleCheck Porkies

### Woman accused of stealing from charity had criminal record

Source: The Statesman, 8 June 2011



A US charity suspected its employee, Lisa Dorhauer, of stealing funds. Ms Dorhauer's background checking report was located, only to reveal this had recorded two previous theft convictions! Although outlined in this report, the Texas Department of Family and Protective Services had still "cleared" this candidate for work as it only flags individuals considered to be a threat to children. These theft convictions went unnoticed by the charity!

This case is an illustration of the importance of considering *all* results of a background check and in particular, any discrepancies revealed against the role being filled. This employee was put in a position to misappropriate funds via phony expense claims despite her theft convictions as she was "cleared" for work. This is why PeopleCheck does not employ a "pass" or "fail" system for our background checks - we present facts and highlight discrepancies to enable our clients to make an informed hiring decision.

## CheckMate News

### Document Destruction Options



Once a background check is complete, all paper records obtained as a result of our enquiries are archived and stored in a secure filing location. If not specified otherwise, PeopleCheck retains this documentation indefinitely, with the exception of Criminal History Information (which is destroyed within three months as per CrimTrac's requirements).

However, PeopleCheck offers clients the option of a customised document destruction process. This means that the timeframe for retention of electronic and physical background checking files is determined with our client, based on their requirements.

If records are to be destroyed after a set period of time, our client can opt to receive a Destruction Certificate outlining the physical and electronic destruction avenues applied or email confirmation this has occurred. Please contact us if you would like us to customise your document destruction process.

## PeopleCheck Up Close

### International Background Checks

It seems the world is becoming a smaller place and international background checks is the topic on the minds of many HR professionals.

PeopleCheck has extensive experience in undertaking background checks in international locations and this quarter's Up Close examines how we go about servicing our clients' needs around the globe, the differences to checks in Australia and some key points to consider.

## PeopleCheck Profile

### Karni Lang



Karni is Team Leader – Research at PeopleCheck and supervises the group of professionals that undertakes the validations and database searches as part of each background checking request, as well as recording these results in candidate reports.

Karni's role centres on the initial training and ongoing mentoring of Research team members to accurately undertake background checks for varying client specifications. On a daily basis, Karni fields questions and provides advice to her team on operational aspects and is constantly striving to enhance their skills in order to provide PeopleCheck's clients with high-quality reports within set deadlines.

Karni's previous experience as Team Leader in the food production industry, coupled with her degree majoring in Industrial Relations and Human Resources has given her a strong foundation for this crucial role.

Karni is an avid traveller and you will often find her wakeboarding, snowboarding and camping along the way. She also finds it hard to turn down dessert or a glass of red wine in winter!