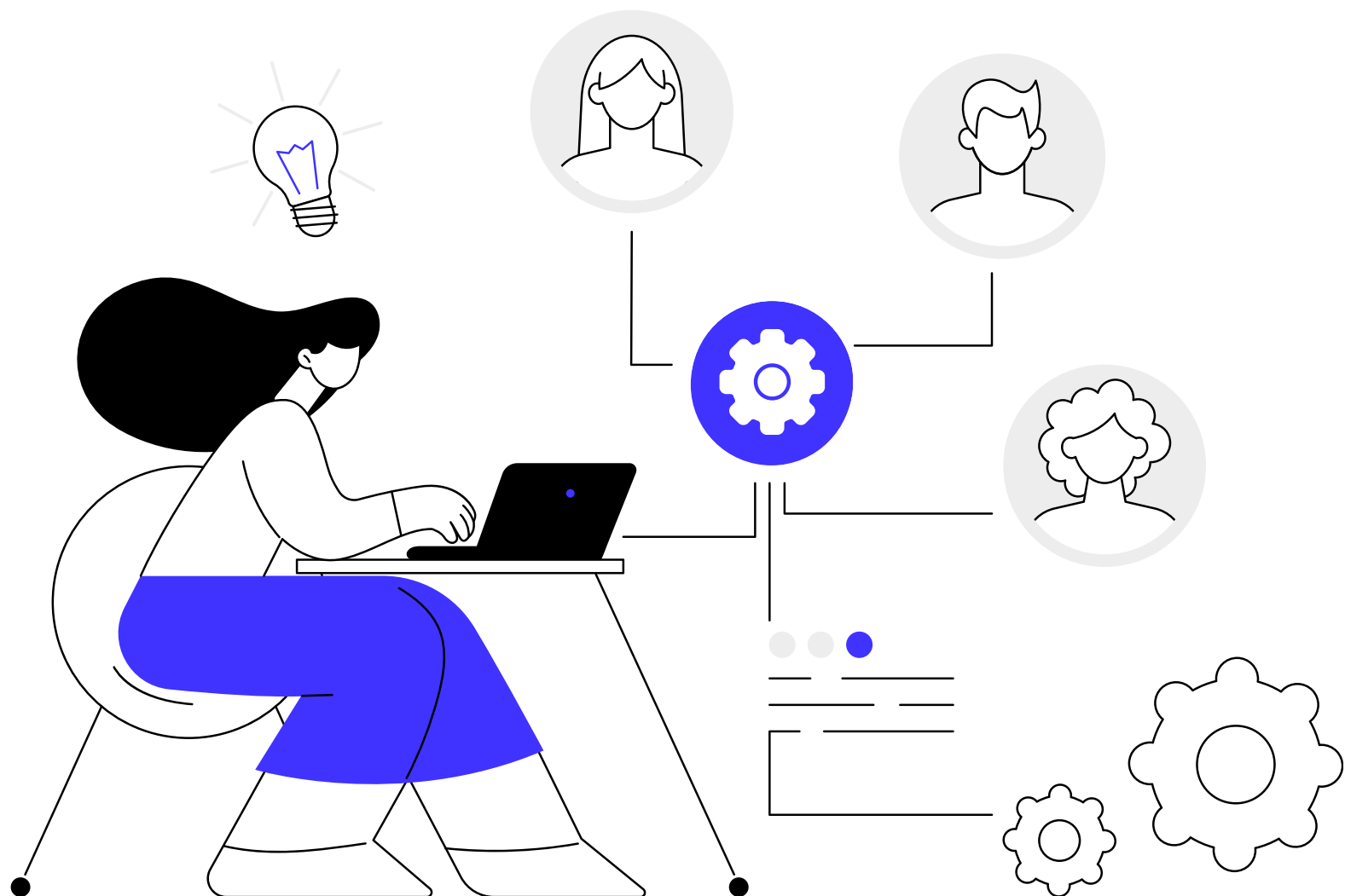


[W]
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Offshore Hiring

A STRUCTURED ALTERNATIVE TO
RISING WAGE PRESSURE



Dear Business Owner,

Hiring administrative and operational staff has become significantly more complex.

Wages have increased.

Employment on-costs continue to rise.

Compliance and reporting demands are heavier.

Managers are stretched.

At the same time, customer experience cannot suffer.

You may be considering another local hire, but the cost feels substantial. You may have explored outsourcing but are unsure about control and long-term fees.

This briefing outlines the obstacles, misconceptions, and key questions businesses raise before hiring offshore support.

Yours sincerely,

Joanna Wells

Director of TW Recruiter

The Obstacles Businesses Are Facing

1. Rising Employment Costs

Administrative roles now carry significant total employment cost once salary, statutory contributions, and overhead are considered.

2. Administrative Overload

Internal teams often manage:

- Scheduling
- Customer enquiries
- Billing and invoicing
- Inbox management
- Compliance documentation
- Data entry and reporting

Small inefficiencies compound quickly.



3. Revenue & Cash Flow Pressure

Delayed invoicing impacts cash flow.
Errors create compliance and reputational risk.

4. Hiring Risk

Rushed hires increase turnover risk.
Replacing staff is expensive and disruptive.

Businesses need support without uncontrolled cost growth.

Common Misconceptions About Offshore Hiring

“Customers won’t like it.”

Customer value:

- Prompt response
- Clear communication
- Accurate information
- Professional follow-through

When roles are structured properly, customer experience often improves because internal pressure reduces.

“It will feel like a call centre.”

Call centres use:

- Shared staff
- Multiple clients
- Volume-based models

Structured offshore recruitment places a dedicated staff member employed directly by your business.

Not shared.
Not seat rental.

“My local team will feel replaced.”

Offshore support should remove repetitive workload, not replace valued staff.

When positioned correctly:

- Local team focuses on customer relationships
- Managers focus on operations
- Leaders focuses on growth

Clear communication prevents internal tension.

“Can I manage someone overseas?”

Remote management succeeds when:

- Roles are clearly defined
- KPIs are measurable
- Communication is consistent

Structure, not geography, determines success.

“Why not just use AI instead?”

AI is useful for tasks such as drafting emails, summarising documents, and automating simple workflows.

However, businesses still require:

- Accountability
- Customer follow-through
- Workflow ownership
- Exception handling
- Consistent execution

AI improves productivity.
It does not create capacity.

If your team is already at full workload, AI alone will not remove the volume of work.

Structured offshore recruitment increases capacity.

Used together, AI and dedicated support can materially improve operational efficiency.

The question is not AI versus people.

It is whether your business needs additional capacity.

“What if they don’t perform?”

Every hire carries risk.

We reduce risk through:

- Structured screening
- Skills testing
- English Language & communication assessments
- Defined role scope
- Placement guarantee
- Ongoing mentorship support

Location does not reduce accountability.



Key Questions Business Owners Ask

What should we pay them?

Philippines-based professionals are paid competitively within their local market.

Your overall business cost remains materially lower than a local hire while remaining fair and sustainable.

Will customer notice accent differences?

We screen for spoken clarity when phone interaction is required. Many businesses adopt hybrid models; keeping phone-heavy tasks onshore while moving billing and admin offshore.

Is this outsourcing?

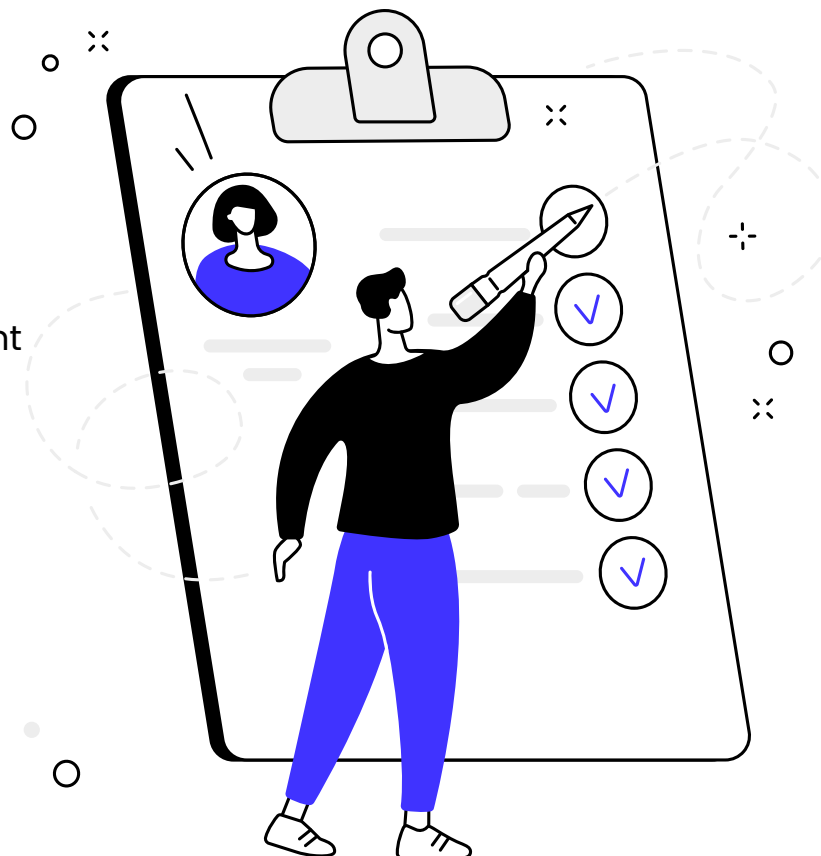
No.

Outsourcing typically involves:

- Ongoing monthly provider fees
- Provider-controlled employment
- Reduced cost transparency

Our model is recruitment:

- One-off recruitment fee
- Direct employment control
- No recurring provider margins



About TW Recruiter

We identified a clear gap in the market.

TW Recruiter is an Australian-based recruitment firm with more than 15 years of experience recruiting for businesses across Australia.

Over the past decade, we have seen growing demand from small and medium businesses looking to access skilled offshore staff to control costs and strengthen capability.

In response, we built structured offshore recruitment operations and professional networks in the Philippines, allowing Australian businesses to hire dedicated offshore staff through a clear and transparent recruitment model.

We are not a labour hire agency.

We are not a seat-rental outsourcing provider.

TW Recruiter is a recruitment partner helping Australian businesses hire skilled offshore staff the right way with structure, transparency and long-term cost clarity.

We also focus on placing Philippines-based professionals into well-defined roles where they are supported, integrated and set up to succeed. Strong placements benefit both the business and the individual.



THE NEXT STEP

If you are weighing up another local hire or considering offshore support, the next step is a practical discussion.

We will clarify:

- Whether the model suits your business
- What role structure makes sense
- What timeline to plan for

Clear commercial discussion.

No obligation.

Call to Discuss Your Team & Business Requirements with an recruitment specialist

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