



SCALE UP EFFECTIVELY

CO-MANAGED, BESPOKE STAFFING SOLUTIONS



VISION

We provide organisations with scalable solutions by matching them with exceptional & dedicated staff.

MISSION

To be the offshore staff experts in Australia and employer of choice in the Philippines.



HISTORY & GROWTH

2017

VA Platinum (VAP) is founded by Brian Jones.

2018

VAP takes up residence in a central building in IT Park in Cebu city. The Mortgage Broking arm of VAP becomes operational, with a tailored training program in place.

2019

Strong client demand sees staff numbers grow substantially. By the end of the year, our staff numbers are almost 10 times greater than in our first year.

2020

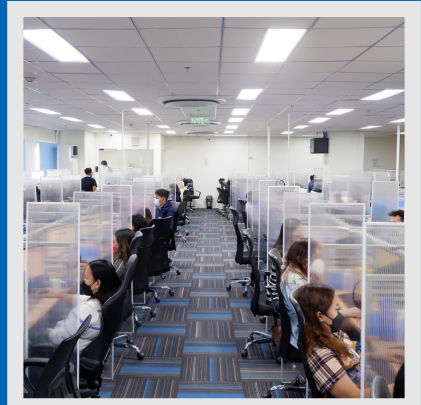
COVID-19 reaches the Philippines, & VAs commence working from home temporarily to ensure continuity of service to clients. VAP continues to diversify training programs by launching a paraplanning academy.

2021

VAP achieves a significant milestone with our 300th employee and continues to grow through the pandemic. We extend our very popular Paraplanning Academy offering.

2022

The business continues to grow, achieving the major milestones of both our 400th and 500th employees within the year.



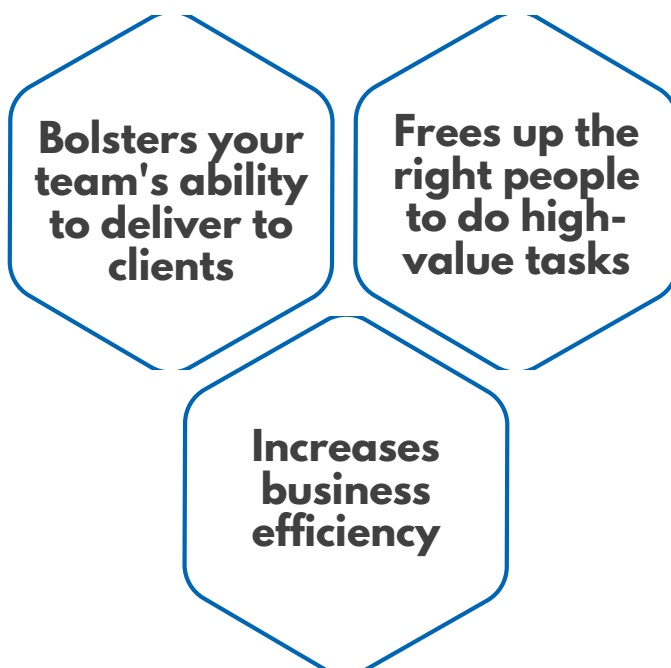
BUSINESS MODEL & FOCUS

VA Platinum offers a bespoke approach to sourcing and co-managing virtual staff for your business, across a variety of industries and roles.

We pride ourselves on data security, systems, training and coaching, and the cultural environment, conditions and well-being of Philippine-based staff.

We make things easy by offering a packaged service that embeds a dedicated Virtual Assistant in your business.

WHY HIRE REMOTE STAFF?



TRANSFORMING BUSINESSES

Many business owners come to us experiencing similar problems. The rewards they see when working with us are substantial.

PROBLEMS



REWARDS



OUR EXPERTISE

Through our bespoke recruitment process, we find dedicated virtual assistants for small to medium-sized businesses across a range of industries, including, but not limited to, the following:



FINANCIAL PLANNING



MORTGAGE BROKING



BOOKKEEPING & ACCOUNTING



GENERAL ADMINISTRATION



CUSTOMER SERVICE



SALES



DIGITAL MARKETING

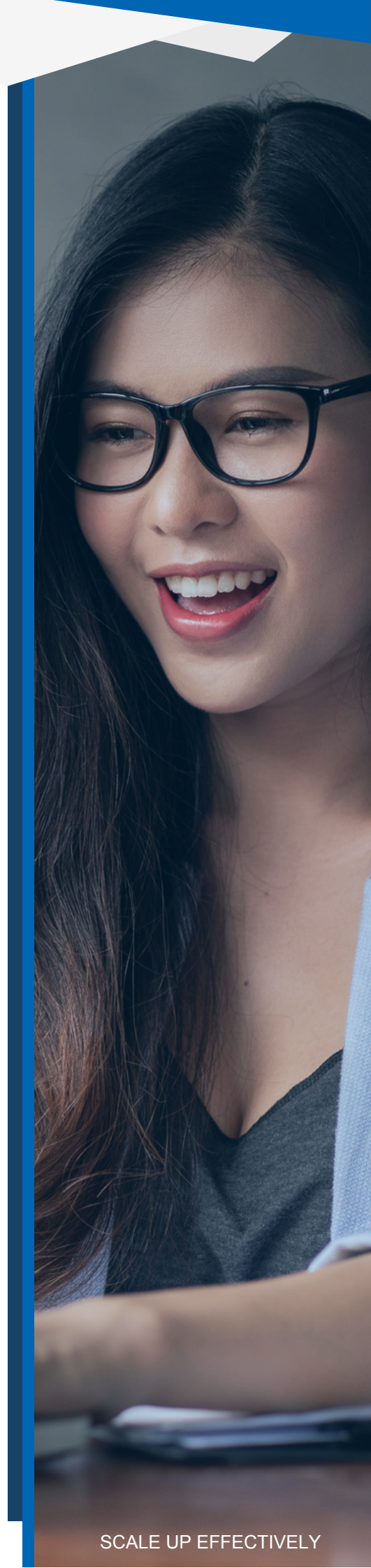


EXECUTIVE ASSISTANTS

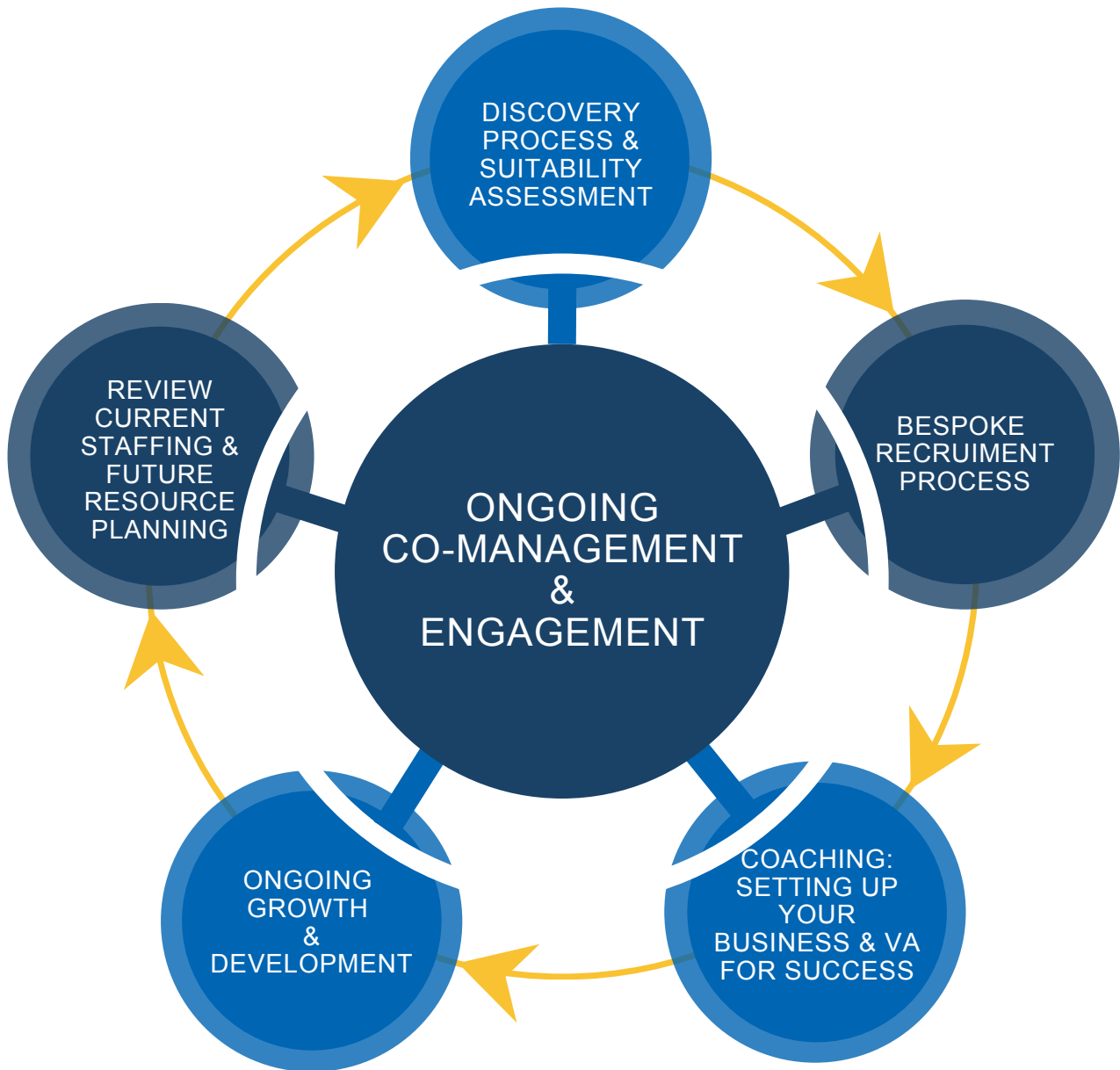
WHY THE PHILIPPINES?

Staff in the Philippines are a great choice for Australian businesses, are typically culturally aligned and can offer the following benefits:

- Highly adaptable and professional staff - we typically choose tertiary qualified staff with some experience in a corporate environment.
- English is the primary language in business in the Philippines & school is conducted in English
- The cost of employing Filipino staff via our service is typically 1/3 price of employing similar staff in Australia.
- The time zone compatibility with Australia is high, with a time zone difference of only 2-3 hours (AEST & AEDT)
- Our training programs are designed and executed for Australian business standards and industry



HOW WE WORK WITH YOU



DATA SECURITY

Security and privacy are paramount.

We understand that security and privacy are important considerations for clients.

VA Platinum has been assessed and certified by Compass Assurance Services and hold a current certification for ISO 27001:2013 - Information Security Management Systems.

We have dedicated and proven security measures to safeguard client data, including the following:

- Password protection tools
- Staff monitoring software
- Sterile production floors - mobile phones, pens & paper are not permitted
- Office security, including building security guards and locked production floors with restricted access
- Privacy & data breach policies
- VAP security training for staff upon onboarding
- Ongoing data security training for all staff
- Disabled USB ports on computers
- Over 1200 social media websites disabled



SOCIAL RESPONSIBILITY

We are privileged to have our offshore offices in the Philippines, where we can provide cross-cultural career opportunities to many talented and hardworking Filipinos.

Alongside financial stability with our competitive salary packages, staff benefits include:

- Free daily breakfast
- Health care coverage with up to 3 dependents
- Mental health support
- Access to medical care with an onsite doctor and nurse
- Regular engagement activities.

Our team of Success Managers supports the ongoing well-being of each virtual assistant and acts as a daily conduit between VA teams and clients.

Via [B1G1](#), we support various giving and positive impact programs for specific groups in need in the Philippines. We also have a process to assess and consider assistance to VAP employees facing financial difficulties.



CORE VALUES

Our company values represent the culture we promote and aspire to in every aspect of our organisation:

INTEGRITY

- We value integrity in everything we do.
- We are honest at all times.
- We always do the right thing, even when no one is looking.
- We keep our word.
- We respect each other's time & property.

RELIABILITY

- We are authentic & consistent.
- We are trustworthy & dependable.
- We follow through on our promises.
- We consistently behave well, work hard & do what is expected of us.

COURAGE

- We manage & overcome fears & risks so that they do not stop us from taking action.
- We speak our minds.
- We are not deterred by adversity - we rise above it.
- We make considered decisions, & are not influenced by popular opinion or peer pressure.
- We embrace transparency & don't shy away from difficult conversations.
- We are willing to make tough decisions.

RESPECT & DIVERSITY

- We value our staff & commit to an environment where we treat each other with respect.
- We aim to create a safe environment where everyone can thrive.
- We accept & respect every individual's differences.
- We do not tolerate bullying, gossiping or discrimination & respect each other's points of view, even if they differ widely from our own.
- We praise in public & correct in private.
- When there is a problem, we talk directly to the person involved or the person who can solve the problem.
- We allow everyone to shine & don't dull each other's sparkle.

FUN

- We love what we do & do what we love.
- We celebrate wins & embrace teamwork.
- We inject fun & engagement in everything that we do.
- We encourage a balanced environment of fun & professionalism.
- We ensure our employees are engaged & enjoying their time at work while being productive at the same time.

PEOPLE-FOCUSED

- We value the ongoing development & improvement of our greatest resource—our people.
- We support each other's growth. Every employee understands their role & how it contributes to the entire team.
- We encourage & empower employees to develop, whilst ensuring that we promote a mentally, emotionally, & spiritually safe environment.

CONTACT US



Natasha Daniels

Financial Planning | Bookkeeping & Accounting

 natasha@vaplatinum.com.au

 0488 522 209



VA Platinum

 service@vaplatinum.com.au

 613 9880 2043

 vaplatinum.com.au



Zetland NSW

Level 1, 1-5 Link Road, 136 Epsom Rd,
Zetland NSW 2017, Australia

