



Labour-Hire Induction Handbook

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ADDITIONAL FORMS

Superannuation Form

Tax Declaration form

Fair Work Australia Brochure

Timesheets

Welcome

On behalf of the Management and staff at Recruit Personnel I would like to welcome you as a new employee to the organisation.

This handbook is designed to provide you with an introduction to the policies, procedures, occupational health and safety, and guidelines to make your employment with Recruit Personnel successful.

Our Focus

Recruit Personnel is firmly committed to working in partnerships to provide flexible, tailored support to improve the employment opportunities of our customers.

At Recruit Personnel we focus on outcomes and achievements which is realised through working towards common goals with participants, partners, government and industry. We focus on transitioning people into meaningful careers primarily through the vocational training system.

Our Mission Statement

Our goals and objectives offer excellence across our divisions. This is achieved by building associations within industry, clients, candidates and stakeholders to deliver people solutions.

“Recruit Personnel strives to be the best and most progressive National Company offering solutions in Apprenticeship, Professional, Indigenous and Traineeship Recruitment, by forming partnerships with customers and employees and achieving through excellence.”

I trust you will find your job exciting and challenging and we look forward to the contributions you will make as a member of our team.

Yours sincerely



Camilla Nalder
Director

About Recruit Personnel

In June 2016, Recruit Personnel purchased Alliance People Solutions, who were major innovators in the Recruitment industry and were recognised and rewarded for their proactive focus on providing successful recruitment and training outcomes to both Clients and Candidates alike.

As part of the transition of Sale, Recruit Personnel has been successful in transferring former employees of Alliance across to their business. Their success in doing so will ensure that continuity continues in offering a professional service across all spectrums of Recruitment which will result in both Clients and Candidates achieving the best outcomes for both professional and personal goals.

Recruit Personnel has a strong focus on Recruitment in Permanent, Temporary, Labour Hire, Indigenous, Apprenticeship and Traineeship opportunities across all industries. Recruit Personnel's head office is situated in Maitland NSW and allows us to access quality candidates across the entire Hunter Valley and beyond.

From a client perspective, it is advantageous to have access to so many services available through the one organisation. This allows us to be flexible in our service delivery and meet the entire recruitment needs of our clients. The business model allows a depth of high quality candidates across a variety of experience levels to ensure we are able to tailor an ideal solution for individual business needs.

From a candidate's perspective it is just as advantageous as we are able to assist across a vast industry spectrum as well as geographically. With Recruit Personnel we guarantee that when you contact us, you get to speak to our Consultants and with the majority of our staff having a long standing history within the organisation, you receive a personal experience rather than being just another candidate!

Guidelines to follow whilst on Assignment

Punctuality – Be on time. If you are running late for your assignment or unable to attend work for any reason including illness, you **MUST** contact the office of Recruit Personnel prior to shift commencement and speak to the Consultant who has placed you in your role. Your start and finish times including lunch breaks are listed in your **Assignment Notification**.

Dress and Grooming – The way you present yourself reflects not only the company you are working for but also how you feel about yourself and your work. A neat, clean and tidy appearance is essential at all times for work of any kind. Your Recruit Personnel consultant will let you know the work environment and what standard of dress is expected. Employees should maintain a conservative and professional image at all times.

Personal behaviour – Always remember you represent Recruit Personnel and all the staff in any dealings with our clients / host employer. Never use foul or offensive language. Your approach and attitude are also measures of your work performance. You are to act at all times with honesty, integrity, dependability and freedom from corruption. It is important that all actions and decisions are completely lawful as well as moral.

Use of personal communication devices – Limit personal calls whilst on assignment. Mobile telephones should be switched off or turned to silent during working hours. It is not acceptable to take telephone calls on your own personal device during the work day. In the case of an emergency or important family matter, it is important to ask permission prior to making any personal calls. Recruit Personnel employees are **not** permitted to use any company equipment or their own personal devices for social mediums.

Lunch breaks – Employees are entitled to a minimum of half an hour for their lunch break, however at times host employees will indicate that an hour for lunch is expected. As a temporary employee, you are responsible for speaking to your supervisor as to what time it is best to have your break and confirm the duration. This break must be taken after a five-hour period. Employees will not be paid for untaken breaks.

Property & Equipment – It is your responsibility to ensure that property issued to you such as uniforms, keys, tools, etc. are maintained in the condition in which they were issued. When you are leaving the employment of Recruit Personnel, you will be required to return all such property in good condition before your final pay is issued. The cost of items not returned will be deducted from your final payment. Loss of any property should be reported immediately to your supervisor.

Confidentiality – All information relating to the operation of the host employer must be treated as confidential. Under no circumstances is it acceptable for a temporary employee to discuss your activities, information, company details or activities with another party outside the workplace. Such discussions will be considered breach of your contract with instant dismissal a result of such actions. Your access codes and passwords are your property and should never be supplied to another staff member. This policy also applies to keys and security system codes issued to you.

Clarify policy – Make sure you are familiar with workplace policies. If you are unsure of the code of conduct, ask your manager or your Recruit Personnel consultant.



Contact – Should you be allocated with a mobile phone, direct line or email address, please provide us with these details whilst on assignment so we can contact you easily.

If your personal details change at all (i.e., change of address, phone, email, etc.) please let us know immediately so we may update our systems. If your details are not current, we will be unable to supply you with your pay advice and other relevant correspondence from Recruit Personnel.

Employment information

Temporary assignment

Your temporary assignment will vary in length. If no end date is advised, we can only brief you on the possible length of your assignment. The length of your assignment may change. The time frame is at the host employer's discretion. Changes to the internal workload, operational requirements and budgetary funding can all impact (sometimes at very short notice). If you have any questions regarding the terms and conditions of your employment, please contact your consultant.

Payment of wages

The pay week commences on Sunday and finishes on Saturday. Wages are processed on a Tuesday and paid into your nominated bank account on Wednesday. In order to be paid on time timesheets are required by 9.30am each Monday.

It is essential that all new employees complete and return the following to Recruit Personnel:

- **Tax File Number Declaration form;**
- **Employee information sheet outlining your personal details, bank details, superannuation details;**
- **Checklist acknowledgements;** and

You will be unable to be paid until all these forms have been completed and returned to Recruit Personnel for submission to our payroll department.

Your rate of pay is confidential and should not be discussed with any other staff member. Should you have any queries concerning your pay, please refer the matter to the payroll officer at Recruit Personnel.

Superannuation

All awards require an employer to contribute to a Superannuation Fund for his/her employees. Recruit Personnel will ensure that, at the appropriate time, you are enrolled in an approved Superannuation Fund.

Superannuation contributions are made monthly and quarterly into your choice of superannuation fund.

You must supply Recruit Personnel with a letter from the trustee of your super fund stating your chosen fund complies and (for a self-managed superannuation fund) a copy of documentation from the Tax Office confirming the fund is regulated.

Termination

Your employment can be terminated in accordance with the Award and your Contract of Employment. Recruit Personnel are happy to supply employees with a Statement of Service but are unable to act as work related referees.

Workplace Health & Safety

Recruit Personnel is committed to providing a safe and healthy workplace for employees. The company will provide the resources necessary to comply with all legislation and regulations ensuring the health, safety and welfare of employees. The company will identify hazards, institute control mechanisms, examine accident prevention and control, and will adopt rehabilitation as a priority of the business.

Work Health and Safety is both an individual and shared responsibility of all employees. This company places occupational health and safety on a priority equal to all other aspects of the operations of a business.

Our responsibility:

- Integrate Work Health and Safety into all aspects of the workplace;
- Promote communication about Work Health and Safety as a normal component of all aspects of work;
- Plan, develop, implement and monitor a Work Health and Safety program; and
- Take effective action to provide and maintain a healthy and safe workplace.

Your responsibility:

- Work in a healthy and safe manner;
- Observe emergency facilities and procedures at all times;
- Use personal protective equipment (PPE) provided;
- Observe lifting load limitations and occupational overuse rules;
- Discourage others from working in an unsafe manner;
- Co-operate with, support and promote Work Health and Safety in the workplace; and
- Report or rectify any unsafe conditions that come to your attention.

Drugs and Alcohol in the Workplace

Under no circumstances are you to work under the influence of alcohol or drugs. Drug and alcohol use and abuse causes sickness, absenteeism and creates health and safety issues in the work place.

Social use of drugs and alcohol is your own business but when it interferes with work it becomes the business of Recruit Personnel.

The use of drugs or alcohol during work hours will result in instant dismissal.

Drug and alcohol dependence is an illness that needs treatment. RECRUIT PERSONNEL may assist with the treatment of this illness if an employee is trying to assist him/her self.

If drug or alcohol dependence is medically diagnosed and the employee refuses to undertake treatment, suspension from duties leading to termination would be undertaken.

Accidents

If you sustain an injury at your temporary placement, you must report it to your supervisor / manager and your consultant at Recruit Personnel **immediately**.

To comply with the Workers Compensation Act, you must fill out an "Incident Report". You may also need to complete a Workers Compensation Insurance Claim form. Both forms are available from your



Recruit Personnel consultant.

Recruit Personnel maintains a current Workers Compensation insurance policy with QBE Workers Compensation (NSW) LTD.

If you see an accident, call a qualified first aider to administer whatever assistance is needed. You must also contact the manager on site who will advise you on what to do next, organise for emergency services, etc.

First Aid

Please make yourself familiar with the location of First Aid Kits and the names of the First Aid Officers.

Emergency and Fire Procedures

Familiarise yourself with the procedures for emergency and fire, and abide by these procedures and policies as set out by this organisation.

Smoking

Recruit Personnel has an approach towards smoking in the workplace to preserve the health of employees, visitors, customers and the work environment generally. Smoking is prohibited on all Recruit Personnel premises.

Recruit Personnel recognises its responsibility to provide and maintain a healthy, safe and clean work environment for all employees and customers. It is acknowledged that a smoke free work environment may create difficulties for smokers, however, it is evident that exposure to smoke can cause discomfort and adversely affect the health and well-being of people. It is expected that smokers limit their habit to their designated lunch break.

Clothing

Ensure you wear the correct clothing suitable to your placement.

For Blue Collar placements, you are required to wear protective clothing being long/longs and steel cap safety boots. In some instances, you will also be required to take safety glasses, helmets, earmuffs, etc. All appropriate safety gear must be worn as instructed.

For White Collar placements, you are required to wear appropriate office attire including sensible enclosed footwear.

If you are ever unsure about your assignment requirements, please ask your Recruit Personnel consultant or your onsite supervisor.

For Office based positions - General office safety

Please make sure your office desk is ergonomically right for you. This can prevent any unnecessary injuries caused by repetitive use. Below is a list of simple guidelines to check your desk on each new assignment.

- Your chair should be at a height where your knees are at 90 degrees to the floor when seated. Make sure your chair supports your lower back.
- Your computer monitor should be directly in front of you and at a height where your eyes are directly in line with the top half of your screen. Documents should be placed alongside



the monitor to minimise head movement.

- Frequently used objects should be placed within close proximity on your desk to avoid overstretching.
- Your mouse should be located on either the left or right hand side of your keyboard.
- Regular “stretch” breaks are important. Take these regularly.

Equal Employment Opportunity

Recruit Personnel is committed to equality within the workplace and recognises this is an integral part of a positive working environment. The policy reflects our belief that equality, cultural diversity and affirmative action in the workplace makes good business sense and is part of a sound management practice.

Everyone has a role to play in ensuring equality in their team and is responsible for maintaining a non-discriminatory work place. The Managing Director has a day-to-day responsibility to assist employees, formally and informally, with concerns that impact on their employment, which cannot be resolved with your immediate supervisor.

If you feel you have been treated unfairly in the workplace it is important that you discuss your concerns with your supervisor or Recruit Personnel consultant so we can act on the complaint in a timely and confidential manner.

Harassment in the Workplace

We at Recruit Personnel aim to provide a workplace free of distress or interference caused by harassment. Harassment is defined by any uninvited, unwelcome and offensive behaviour which involves verbal, written, visual or physical affront against another person.

Harassment involves unwelcome and offensive behaviour relating to:

- Gender
- Racial or ethnic background
- Religion
- Political affiliation
- Sexual preference or personal attributes
- Colour
- Physical features
- Industrial activity
- Pregnancy
- Status as a parent or carer

Sexual Harassment in the Workplace

Under the Equal Opportunity Act (1984) sexual harassment is illegal. All people have the right to work in an environment that is free from sexual harassment either to you or by you.

Any incidence of what you believe is sexual harassment must be reported to Recruit Personnel.

Any reports of sexual harassment will be treated seriously and sympathetically by Recruit Personnel. All reports will be investigated in confidence.

Email, Intranet & Internet Policy

If your position sees you working with computers, you must be aware that the use of email, intranet and internet at the office is for **business purposes only**. Ensure you are familiar with and follow all policies and procedures regarding email, intranet and internet where you are working.

You **must not** use email or internet to:

- Access, view, download, print or send any information or attachments which may be considered offensive, defamatory, obscene, pornographic, discriminatory, insulting or disruptive to any other person or that infringes with the Trade Practices Act.
- Access other people's email accounts without prior authorisation from your supervisor or manager.
- Access social media sites like Facebook, LinkedIn, Instagram, YouTube, etc, unless it is required of you for business purposes.
- Intentionally download computer viruses.
- Disclose company confidential information including company policies and procedures.
- Download, use and copy illegal software. This can expose you and Recruit Personnel to civil and criminal prosecution.

Your use of email, internet and the intranet may be monitored by the company's IT department. If any breach of the company's policy is detected, Recruit Personnel will be contacted and appropriate action will be taken.

Privacy Policy

Recruit Personnel is covered by the 10 National Privacy Principles as set out in the Privacy Act 1988 (amended by the Privacy Amendment (Private Sector) Act 2000 & Privacy Amendment Act 2004). To comply with our obligations under the National Privacy principles (NPP's), we have a Privacy Policy which sets out how we manage privacy in our organisation based on the content of the principles.

1. Collection

As an organisation dealing predominately in the employment industry, Recruit Personnel at times must collect information about individuals for the purposes of their work activity. This information shall be maintained in a secure place within the organisation to maintain a continuation of privacy for the individual's personal information. Recruit Personnel will ensure that this information will be obtained lawfully and not be intrusive in any way.

As reasonably practical, Recruit Personnel in dealing with any individual will make them aware that the information collected is for the purposes of Recruit Personnel only. It includes who to contact if they seek access to this information; the purpose for the collection, the type of organisations that will receive the information, and permission will be sought for information collected unless the business activity precludes this permission. Recruit Personnel will also highlight to the individual any law that imposes an obligation on the individual to supply information.

2. Use and Disclosure

Recruit Personnel uses and discloses information for the following reasons:

- a) To use for the primary purpose of the work activity at the organisation unless a secondary purpose is identified and permission sought from the individual;
- b) The secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
- c) That the individual would reasonably expect that the organisation would use or disclose the information for the use of a secondary purpose.

Recruit Personnel will disclose information without permission from the individual if the organisation suspects that unlawful activity is taking place, if there is an imminent threat to the individual's health and well being, there is serious threat to public safety, or if by law that are required to follow the content of current legislation or the directions of an enforcement body. Recruit Personnel will also disclose information about the individual to a responsible person such as a parent, a carer, a child or sibling (over the age of eighteen), or a person nominated by the individual for information about care and treatment provided by a health provider upon request of Recruit Personnel.

3. Data Quality

Recruit Personnel will take reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up-to-date.

4. Data Security

Recruit Personnel will take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure. We will also take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information may be used or disclosed.



5. Openness

This document will explain Alliance People Solution's intent in regards to the privacy legislation and principles and we will upon request supply a copy of this policy to whoever may require it. Reasonable steps will be taken to explain to the individual what information is collected, used and disclosed as stated above.

6. Access and Correction

Recruit Personnel **will not** provide access to information requested by an individual if it is commercially sensitive information, that providing such access would have unreasonable access to the privacy of other individuals, that the request for access is frivolous or vexatious, that this information relates to legal proceedings between the individual and Recruit Personnel, that providing access would prejudice negotiations between Recruit Personnel and the individual, that access would limit or prejudice punishment or prosecution of the individual by a law enforcement body, and that providing such access that this would pose serious threat to the well-being of the individual or others.

Recruit Personnel will correct personal information it holds about an individual if the individual is able to establish that the information is not accurate, complete and up-to-date. If Recruit Personnel disagrees with the statement provided by the individual that the information is inaccurate or not up to date; then Recruit Personnel will provide reasonable reasons for denial or refusal to correct personal information.

7. Identifier

Recruit Personnel will not identify the individual by an identifier that has been assigned by another agency; an agent of that agency, or a contracted service provider for a Commonwealth contract. Recruit Personnel will identify the individual with its own personal system of identification.

8. Anonymity

Recruit Personnel will take reasonable steps where lawful and practicable to allow the individual not to identify themselves.

9. Transborder Data Flows

For the purposes of this principle Recruit Personnel will seek permission from the individual if transferring information to a foreign entity about an individual will be for their benefit; is necessary in the performance of a contract between the organisation and the individual, and that the National Privacy Principles were upheld in that transfer.

10. Sensitive Information

Recruit Personnel will not collect sensitive information about the individual unless permission is granted by the individual; if it necessitates a requirement by law, if collection lessens the threat to the health and wellbeing of any individual in the organisation, or if the collection is necessary for the establishment, exercise or defence of a legal or equitable claim.

Drugs and Alcohol in the Workplace

Under no circumstances are you to work under the influence of alcohol or drugs. Drug and alcohol use and abuse causes sickness, absenteeism and creates health and safety issues in the work place. Social use of drugs and alcohol is your own business but when it interferes with work it becomes the business of Recruit Personnel.

The use of drugs or alcohol during work hours will result in instant dismissal.

Drug and alcohol dependence is an illness that needs treatment. Recruit Personnel may assist with the treatment of this illness if an employee is trying to assist him/herself.

If drug or alcohol dependence is medically diagnosed and the employee refuses to undertake treatment, suspension from duties leading to termination would be undertaken.

The company's Drug & Alcohol Free Workplace prohibits any employee from engaging in any of the following activities:

- Use, possession, manufacture, distribution, dispensation or sale of illegal drugs or alcohol on company premises or whilst conducting company business, or on the premises of any customer or persons/premises associated with the Host Employer, any company vehicle or any owner operated vehicle whilst on duty or if it is being used for business purposes.
- Unauthorized use or possession or any manufacture, distribution, dispensation or sale of a controlled substance on company premises or while on company business or while in company supplied vehicles or whilst using own vehicles whilst on duty or for business purposes.
- Storing in a locker, desk, car, truck or in or on any other company premises or customer premises or vehicle used for business purposes company owned or owner operated any controlled substances where use is unauthorized.
- Being under the influence of a controlled substance on any company or customer's premises, while
- Driving any vehicle or machinery company owner or owner operated whilst on company business.
- Any possession use, manufacture, distribution, dispensation or sale of illegal drugs off company premises that adversely affects the individual's work performance, their own or the safety of others at work, or the company's regard or reputation in the community.
- Unauthorized use of prescribed Medicine, or over the counter medications which may alter your physical or mental ability, or any drug which may affect your ability to operate any kind of machinery, Management must be notified. Management will determine whether any changes in duties are required.
- No employee is permitted to use drugs or alcohol whilst on call.
- Refusal to sign a statement to abide by the company's Drug & Alcohol Free Workplace Policy will result in termination of employment
- Refusal to participate in Drug and Alcohol testing at any workplace (Host Employer or Customer worksite) will result in instant dismissal.

**The following documents are to be completed by the Employee prior to commencing employment
on behalf of Recruit Personnel**



Induction Acknowledgment

Name: _____

Address: _____

I hereby acknowledge that:

- a) I have received relevant information regarding my induction process.
- b) I have read & understood the contents of Recruit Personnel company Employee Handbook including company policies and procedures.
- c) I am aware of my obligations & responsibilities as an employee of Recruit Personnel with respect to legislative & regulatory requirements.
- d) I understand that any failure to abide by Recruit Personnel policies & procedures or any other conditions of employment may lead to disciplinary action.
- e) I have received in person a copy of the fair work Australia information statement.
- f) I agree without reservation to follow the Drug & Alcohol Policy of Recruit Personnel being a ZERO tolerance meaning there is no tolerance for the use, sale, distribution, manufacture or possession of all controlled and or illegal substances and breach of this will result in immediate dismissal

Signed: _____

Date: _____



Employee Information Sheet

PERSONAL DETAILS:	
Name:	
Address:	
Telephone:	
Mobile:	
Email:	
Receive pay slips by:	POST <input type="checkbox"/> OR EMAIL <input type="checkbox"/>
Tax file number:	
A.B.N. (if applicable):	
Address for group certificate:	
(As above if same as home address)	
NEXT OF KIN	
Name:	
Relationship:	
Address:	
Telephone number:	
BANK ACCOUNT DETAILS:	
Account name:	
Institution:	
Account number:	
Account BSB:	
Superannuation:	<input type="checkbox"/> Kinetic Super <input type="checkbox"/> Own Super fund Complete Form Provided

Checklist for Induction of New Employees

Worker Name:			
Commencement Date:			
Placement Position /Job:			
Host Employer:			
Supervisor:			
GENERAL INDUCTION			
INTRODUCTION		MEET KEY PEOPLE	
<input type="checkbox"/>	Nature & Structure of Organisation and Job	<input type="checkbox"/>	Supervisor at client site (identify)
<input type="checkbox"/>	Job description and responsibilities	<input type="checkbox"/>	Agency person that will be managing the placement
<input type="checkbox"/>	Commencement time and date	<input type="checkbox"/>	To whom and where the worker to report is (explain)
<input type="checkbox"/>	Work times and meal breaks	HEALTH & SAFETY	
<input type="checkbox"/>	Time Recording procedures	<input type="checkbox"/>	Recruit Personnel WHS policies and procedures
<input type="checkbox"/>	Taxation (including completing required forms)	<input type="checkbox"/>	Drugs and alcohol Policy
<input type="checkbox"/>	Pay arrangements	<input type="checkbox"/>	Roles and responsibilities for safety
<input type="checkbox"/>	Superannuation and other deductions	<input type="checkbox"/>	WHS consultative arrangements
<input type="checkbox"/>	Leave entitlements	<input type="checkbox"/>	Process for communicating Work Health and Safety information to employee from agency
<input type="checkbox"/>	Notification of sickness or absences	<input type="checkbox"/>	Hazard and incident reporting procedures, including forms that need to be completed and agency telephone numbers
<input type="checkbox"/>	Out-of-hours enquiries and emergency procedures for agency	<input type="checkbox"/>	How safety concerns are managed by agency
<input type="checkbox"/>	Equal employment opportunity/bullying information	<input type="checkbox"/>	Information on hazards and controls present at client workplace
<input type="checkbox"/>	Sexual harassment information	<input type="checkbox"/>	How to correctly use and store protective equipment
<input type="checkbox"/>	Workers compensation claim and rehabilitation process	<input type="checkbox"/>	Explain how and to whom safety concerns must be reported at the host employer site
Citations of Qualifications - Tickets - Licences		REVIEW (After first day)	
<input type="checkbox"/>	Required Qualifications / licences sited.	<input type="checkbox"/>	Identify whether the worker was inducted into host employer's workplace and was adequately trained on the job.
<input type="checkbox"/>	<i>Medical in Confidence</i> completed, signed and sighted	<input type="checkbox"/>	Ask questions of worker to ensure recollection of information you have provided.
<input type="checkbox"/>	Reference Checked	<input type="checkbox"/>	Identify whether the worker is doing the job for which they were sent to the host employer's workplace.
<input type="checkbox"/>	Collection Notice Under the Privacy Amendment Act of 2001, Recruit Personnel is committed to the collection, use & disclosure of personal information relating to individuals. We have collected your personal information to complete your application. We will not disclose this information to a third party without your consent. You may access personal information we hold about you, subject to the Privacy Act, 2001.		
Conducted by:		Employer:	
Signature		Signature	
Date:		Date	

ATTACHMENTS:

Superannuation Form

Tax Declaration form

Fair Work Australia Brochure

Timesheets