

HOBAN

TEMPORARY EMPLOYEE INDUCTION HANDBOOK

Updated 01/07/2024



[HOBAN.COM.AU](https://www.hoban.com.au)

Welcome

Congratulations and a warm welcome to the HOBAN Recruitment temporary team! Your career with HOBAN Recruitment offers you the benefits of competitive pay rates, flexible hours and challenging assignments across our broad range of clients.

We have designed this handbook to aid your success as a HOBAN Recruitment temporary. You will find information about HOBAN Recruitment, payroll procedures, important policies and tips for success on assignment. Please use this handbook as a reference guide when you have a question about an assignment with HOBAN Recruitment.

We have tried to answer most of the questions asked regularly by our temporary team. However, if there is something you would like to know more about, please do not hesitate to contact your HOBAN Recruitment consultant.

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About HOBAN Recruitment

The HOBAN Story

Lynne Hoban Personnel began in 1965 and was one of the first agencies in Melbourne to specialise in temporary staff recruitment. Lynne was well known for the high level of care she provided her job seekers and soon acquired an unparalleled reputation for having the best temps, with an impressive client base.

Lynne sold the business around 40 years ago, but the business carrying her name lives on and grows from strength to strength. With continued growth, HOBAN Recruitment has expanded to include a national network of branches providing recruitment services across Australia.

HOBAN Recruitment Today

HOBAN Recruitment continues to have a first-class reputation for providing quality service across a number of industry sectors. Importantly, we still retain the original founding principles that Lynne began our business with, based on quality and customer service, as well as a number of temporary staff and clients who have been with us for several years.

An Outsourcing Company

HOBAN Recruitment is owned by OUTSOURCING Inc which has a network of over 80 leading staffing and technology brands in 22 countries. The HOBAN group includes our specialised brands RED Appointments (trades recruitment specialists) and Staff Solutions Australia (SSA) (bilingual recruitment specialists).

HOBAN TIMESHEETS LinkedIn Facebook Instagram

HOME ABOUT US JOB SEEKERS EMPLOYERS HOBAN TEMPORARIES CONTACT US OUR BLOG

JOB SEARCH

Keyword – All Classifications – – All Locations – Search

EXPERTS IN STAFFING SOLUTIONS

Australia's best temporary and permanent recruitment agency for over 50 years. We are experts in Federal and State Government recruitment, Accounting and Finance recruitment, Call and Contact Centre recruitment, Business Support, Blue Collar, Projects and more.

ABOUT HOBAN

THE AUSTRALIAN BUSINESS AWARDS ABAACO BUSINESS TECHNOLOGY WINNER 2020

THE AUSTRALIAN BUSINESS AWARDS ABAACO SERVICE EXCELLENCE WINNER 2020

www.hoban.com.au

Branch Locations

Victoria		
Melbourne Suite 5, Level 14, 530 Collins Street Melbourne VIC 3000 Phone: 03 9203 4900 Office Hours: 8am to 6pm Mon to Fri	Keilor Suite 101, 16A Keilor Park Drive Keilor East VIC 3033 Phone: 03 8359 2800 Office Hours: 7am to 6pm Mon to Fri	Dandenong Suite 106, 182 Monash Drive Dandenong South VIC 3175 Phone: 03 9554 4200 Office Hours: 7am to 6pm Mon to Fri
Executive		
Melbourne Suite 5, Level 14, 530 Collins Street Melbourne VIC 3000 Phone: 03 9203 4900 Office Hours: 8am to 6pm Mon to Fri	Managed Services	
	Laverton Suite G03, 45 Leakes Road Laverton North VIC 3026 Phone: 03 9325 3200 Office Hours: 7am to 6pm Mon to Fri	Australian Capital Territory
		Canberra Level 9, 224 Bunda Street Canberra ACT 2601 Phone: 02 6108 3800 Office Hours: 8am to 6pm Mon to Fri
New South Wales		
Sydney Level 16, 9 Castlereagh Street Sydney NSW 2000 Phone: 02 9978 1700 Office Hours: 8am to 6pm Mon to Fri	South West Sydney Suite 1, 197 Prospect Highway Seven Hills NSW 2147 Phone: 02 8834 8977 Office Hours: 7am to 6pm Mon to Fri	Queensland
		Brisbane Level 8, 127 Creek Street Brisbane QLD 4000 Phone: 07 3027 2500 Office Hours: 7am to 6pm Mon to Fri
Western Australia		
Perth Level 2, Building C, 355 Scarborough Beach Road, Osborne Park WA 6017 Phone: 08 9230 5600 Office Hours: 8am to 6pm Mon to Fri	South Australia	
	Adelaide Level 7, 70 Pirie Street Adelaide SA 5000 Phone: 08 8111 8500 Office Hours: 8am to 6pm Mon to Fri	After Hours HOBAN's After Hours team are available to take your call, outside office hours, 7 days a week. Please call our office number and we will assist you 24/7.

Steps for COVID-19 Safe Behaviour in the Workplace

What is social distancing?

One way to slow the spread of viruses is social distancing (also called physical distancing). The more space between you and others, the harder it is for the virus to spread. Social distancing includes ways to stop or slow the spread of infectious diseases. It means less contact between you and other people.

Why is it important?

Social distancing is important because COVID-19 is most likely to spread from person-to-person through:

- Direct close contact with a person while they are infectious or in the 24 hours before their symptoms appeared.
- Close contact with a person with a confirmed infection who coughs or sneezes.
- Touching objects or surfaces contaminated by a person with a confirmed infection, and then touching your mouth or face.

What else can I do?

- If you are sick, stay away from others - that is the most important thing you can do.
- Wash your hands frequently with soap and water, before and after eating, and after going to the toilet.
- Cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser
- If unwell, avoid contact with others (stay more than 1.5 metres from people)
- At times you may be required to undertake health monitoring, this may include temperature checking and / or answering a health questionnaire

These simple, common sense actions help reduce risk to you and to others. They will help to slow the spread of disease in the community - and you can use them every day - in your home, workplace, school and while out in public.

Steps for practicing COVID safety in the workplace include:

- Stop shaking hands to greet others
- Hold meetings via video conferencing or phone call
- Hold essential meetings outside in the open air if possible
- Promote good hand, sneeze, and cough hygiene
- Provide alcohol-based hand rub for all staff and workers
- Eat lunch at your desk or outside rather than in the lunchroom
- Regularly clean and disinfect surfaces that many people touch
- Open windows or adjust air conditioning for more ventilation
- Limit food handling and sharing of food in the workplace
- Avoid non-essential travel
- Use appropriate PPE where required
- Consider if you can reschedule, stagger, or cancel non-essential meetings

Developed a fever or cough?

- Isolate yourself
- Call your doctor
- List travel history
- Cover your cough
- Wash hands often

This COVID-19 situation is changing rapidly, and you're encouraged to keep up to date by visiting the following website:

www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert

On Assignment



The following are guidelines to aid your success as a HOBAN Recruitment temporary.

Please familiarise yourself with these guidelines each time you commence a new assignment with HOBAN.

Guidelines to follow whilst on assignment

- **Be on time** - In fact, try and be a little early for your assignment. If you are running late or will be away sick, you must call HOBAN Recruitment and advise us before your assignment is due to start. Reasonable notice of absence is minimum one hour before your start time that day.
- **Be professional** - Remember that your approach and attitude are also measures of your work performance.
- **Dress appropriately for each assignment** - Your HOBAN consultant will let you know the work environment you will be going to, and what standard of dress is expected. If you are ever in doubt, dress conservatively on the first day.
- **Don't be afraid to ask questions on the job** - If you have any queries about work instructions, office hours, or client facilities, don't hesitate to ask your supervisor or HOBAN Recruitment. If you have queries or problems with the assignment overall, call your HOBAN consultant immediately.
- **Clarify policy** - Take time to familiarise yourself with workplace policies. If you are unsure about expected conduct, ask your manager or the HOBAN Recruitment team. Please check with HOBAN prior to agreeing to work overtime.
- **Limit personal calls whilst on assignment** - It is strongly advised that you refrain from making or taking personal calls during time which is being billed to the client. Phone calls of a personal nature should be arranged during breaks. In the case of an emergency, it is most important to ask permission prior to making any personal calls.
- **Mobile phones** - Please ensure that all mobile phones are switched off whilst on assignment.
- **Email, intranet and internet** - Do not use email or the internet for your own personal use whilst on assignment. Do not retain any documents, computer disks or physical objects on which confidential information is stored. Please refer to our *Email, Intranet and Internet policy*.
- **Confidentiality of information** - You may, in your assignment have access to confidential information. Please refrain from discussing the specific details of your work with anyone but your immediate supervisor. You may also be exposed to gossip and internal issues. Please ignore them, as in most cases it pays to maintain a neutral stance.

- **Client confidentiality** - Please keep in mind that the confidentiality agreement you have signed in your employment contract not only covers the information you have been privy to whilst on HOBAN Recruitment assignments, but also the names of those companies. For example, do not include the names of those companies on your resume or work application forms.
- **Change of details** - If you are moving to a new house or have a new phone number or email address, please inform your HOBAN Recruitment consultant in writing as soon as possible. This ensures that you will continue to receive pay advice and correspondence from HOBAN Recruitment and will also help your consultant to contact you easily in the case of a possible assignment.
- **Skills updates** - One of the advantages of being a temporary employee is gaining experience across a range of industries, in various roles, as well as being exposed to learning new skills along the way.
- **Contact** - If you have a direct line on assignment, please provide this to us so we can contact you easily.

By keeping your HOBAN Recruitment consultant informed of your new skills, you will be put forward for more advanced roles, sometimes with higher rates.

This will also ensure that your temporary assignments are professionally challenging and rewarding.



It is very important to call us when:

- You cannot attend your assignment due to illness or any other reason. Please ensure you give as much notice as possible. *See our contacts section at the front of this book.*
- The skills required do not match the assignment description provided by your consultant.
- To advise us of any new skills acquired whilst on assignment.
- If you are offered permanent work whilst on assignment.

Important Payroll Information

Employment Conditions

When employed on client assignments with HOBAN Recruitment, your terms of employment will be based on your Employment contract - On-Hire Casual.

Each time you work at a client site, your consultant will advise you of the relevant pay and conditions which will apply. Your pay rate includes casual loading which is in lieu of payment for annual leave, sick leave and public holidays. If you have any questions regarding the terms and conditions of your employment, please contact your consultant.

Length of Temporary Assignments

Temporary assignments may vary in length. When you are assigned by HOBAN Recruitment, we will brief you on the anticipated length of each assignment. Remember that several factors can cause your assignment length to increase or decrease. Changes to internal workload, operational requirements and budgetary funding can all impact - sometimes at short notice. If you have any questions regarding assignment length, please contact your consultant.

Payment of Wages

For each week (Monday to Sunday), a timesheet must be completed. Many client sites use HOBAN's online timesheets. These can be accessed via our website from the [Temporary Staff](#) page.

Many sites also use group timesheets or time clocks, and you will be advised of this on a case-by-case basis.

Payment of wages will be made via direct debit into your nominated bank account in Australia.

Your pay advice will be sent electronically via email upon payment of wages into your bank account each week or fortnight in line with the terms of the applicable award or contractual agreement. Please note that timesheet completion and submission is *your responsibility*. If you do not ensure that it is authorised and sent accordingly, you may not be paid.

Completing your Timesheet

Accurately complete the date and time you commenced each day, as well as the number of minutes taken for your meal breaks. Please total each day's hours and at the end of the week total it to the nearest quarter hour.

On completion of your assignment (or Friday of each week if the assignment is long term) please submit your timesheet using our online timesheet facility for approval by your supervisor.

It is your responsibility to get your timesheet to us. Please note the deadline for timesheets is **9.00am MONDAY**. No processing of late timesheets will take place. In the case of a long weekend, your timesheet must reach us by 9.00am Tuesday morning. A pay advice slip will be sent electronically via email to you each time you are paid by us.

Online Timesheets

- If you complete an online timesheet:
- Complete your online timesheet by *5.30pm Friday* (or over the weekend if you work)
- Ensure you *submit* your timesheet. This will alert your timesheet authoriser to authorise your timesheet.
- Check the *status* of your online timesheet. If it still reads *Pending Approval* it still has not been authorised and cannot be processed for payment.
- It is your responsibility to ensure that your timesheet status changes from *Pending Approval* to *Ready for Interpretation* on Monday.
- If your timesheet is not authorised on time, your pay may be delayed until the following week.



Therefore, please ensure that your timesheet is authorised in a timely manner so that HOBAN Recruitment can pay you on time.

If you would like payroll to check that your timesheet has been imported and will be processed, please email payroll@hoban.com.au.

Superannuation

As part of our service to all temporary staff, HOBAN Recruitment participates in the Federal Government's Superannuation Guarantee Scheme.

Superannuation is remitted into funds on a monthly basis by the end of the month, for the previous month.

Further information regarding superannuation can be found on our website at www.hoban.com.au under the [HOBAN Temporaries](#) menu.

Tax File Number

Tax File Numbers (TFN) must be provided before commencement of your first temporary assignment through HOBAN Recruitment.

If you fail to provide a signed Tax File Number Declaration form when commencing a payer/payee relationship with HOBAN Recruitment, we are bound by the Australian Taxation Office to tax you at the highest marginal tax rate, plus Medicare levy.

Payment Summaries

After the end of the financial year, we will email you your Payment Summary. If your email address changes, please notify us as soon as possible.

Change of Address

Please advise us immediately in writing if you have a change of address or telephone number so that we can update your records. Please ensure you notify us if your email address changes, as your pay advice is sent by email.

Performance Evaluation

Your performance is monitored throughout each temporary assignment. HOBAN's performance evaluation asks the client to assess you in the following categories:

- Punctuality and Attendance
- Attitude and Flexibility
- Personal Presentation
- Ability in the Role
- Initiative

We pass on feedback where possible to you regarding your assignment. If you have not received any feedback, please contact your HOBAN consultant.

HOBAN Recruitment recognises our temporary staff for excellent performance in their assignments.

We have functions which are specifically designed to allow us the opportunity to publicly acknowledge our temporary staff for a job (or jobs) well done.

Additionally, recognition of outstanding performance is in the form of awards, certificates or the opportunity to attend training and learn new skills.

Employee Assistance Program

HOBAN offers an Employee Assistance Program as a confidential, independent service to all employees of HOBAN. Details of your discussion will not be shared with your manager or your workplace.

When you access Employee Assist, you will speak with a qualified, experienced counsellor across a range of issues.



EAP Counsellors:

- Understand your situation and gain insights to inform decisions and directions
- Develop strategies to drive positive changes in behaviour and lifestyle
- Learn how to adapt to change and seize opportunities
- Provide coping strategies when dealing with difficult situations

To make an appointment to speak with an EAP Counsellor:

- Visit www.convergeinternational.com.au and click on the Contact Us to access their live chat service.
- Download their EAP Connect App and connect with them through the appointment icon.

Work Health Safety and Environment

Remember: Safety Is Everyone's Responsibility!

Our Legal Obligations

Both HOBAN Recruitment and the client (host employer) have a legal obligation to:

- As much as is practicable, ensure your workplace is safe
- Provide enough information, training and supervision to enable you to carry out work in a safe manner
- Monitor work conditions and ensure they are safe and free from risks to your health

Your Obligations

- Ensure your own safety and your co-workers' safety in the workplace
- Cooperate and follow health and safety procedures
- Attend and participate in any training sessions provided
- Report any workplace injuries, incidents or hazards to the client and to HOBAN Recruitment immediately
- Participate in rehabilitation and return to work programs after a work-related injury
- To disclose all pre-existing injuries and diseases which could be affected by the nature of any proposed employment offered to you by HOBAN Recruitment

Report a Workplace Hazard or Accident

You can report a hazard or accident at any time by scanning the following QR code or [clicking this link](#). It is your responsibility to report any workplace injuries, incidents, or hazards to both the client and HOBAN Recruitment as soon as practically possible.



Scan QR code to access reporting form

Our Client (Host Employer) Obligations

Upon commencement of each assignment, your site supervisor/manager should conduct an induction specific to their workplace. Evacuation procedures, injury reporting and safe work methods should be covered, along with site specific policies (e.g. Internet / EEO / Manual Handling etc.). If the client does not complete an induction with you, please advise your HOBAN consultant immediately.

It is HOBAN Recruitment's aim that each temporary, contractor or successfully placed permanent applicant be provided with a safe and healthy place in which to work.

However, safety at work is both an individual and shared responsibility and ultimately rests on the willingness of everyone to cooperate and work collectively.

Specific Safety Policies

Site Safety Rules are those rules that generally apply to all employees and contractors. For example:

- Buildings must be promptly evacuated when the evacuation alarm sounds, via the nearest nominated emergency exit. Employees are to follow the direction given by evacuation wardens.
- Specific Work Procedures and Safety Rules that apply to individual jobs must be followed at all times.
- Employees must always use personal protective equipment or other protective equipment provided for specific tasks if this is required by our client.
- Exits, fire extinguishers, hose reel cupboards and hydrants must be kept clear at all times. It is an offence to use such equipment for purposes other than to fight a fire. Storage of any materials in hose reel or electrical cupboards is strictly prohibited.
- No person is to bring on to site or use any substances, drugs or alcohol that may impair their ability to function safely.
- All injuries or incidents are to be reported to first aid attendants and accidents or near miss accidents not involving injury must be reported to the Work Health Safety Officer.

Client Induction

Ensure the client completes a safety induction prior to you commencing work.

If an induction is not carried out, request one and let your HOBAN consultant know immediately.

Make sure you understand all instructions before commencing work.



Emergency Evacuation Steps

Evacuation system alert consists of two tones:

- **Alert tone** - “Beep Beep” sounding tone. Stop working and prepare to evacuate.
- **Evacuate tone** - “Whoop Whoop” sound accompanied by a voice message, advising staff to evacuate the building. Follow the instructions of the wardens on how to safely evacuate your work area.

First Aid

- During your onsite induction, pay attention to the names of First Aid Officers.
- Most workplaces will have a WHS board with photographs and contact numbers.

If you require First Aid, report it to your First Aid Officer and contact HOBAN Recruitment as soon as possible.

Injuries or Near Misses

If you are hurt at work or see something that you think is dangerous:

- Tell your supervisor immediately and inform HOBAN as soon as possible
- A Hazard/Accident report **MUST** be completed. This form is available online at www.hoban.com.au under the [HOBAN Temporaries](#) section or by phoning your HOBAN consultant.
- Ensure you obtain a copy of the report for your records.
- If you choose to claim for WorkCover, supply a WorkCover Certificate if time off work is required.

Drugs and Alcohol

- Under no circumstances is any temporary/contractor to work under the influence of alcohol or drugs.
- If you are on prescribed medication which may impact your work, please speak to your HOBAN consultant or WHS representative.
- You are forbidden to bring alcohol into the workplace in any form, or to attempt to work if under the influence of alcohol/drugs. HOBAN has a zero tolerance policy.
- You may be required to undergo random drug and alcohol testing at registration and/or whilst on assignment with HOBAN.
- HOBAN administers a drug and alcohol assessment whenever an incident, injury or accident occurs.

Any employee who disregards these guidelines will be disciplined, and a breach of this rule may result in termination of your assignment and your employment with HOBAN Recruitment.



Office Safety

- Ensure you properly adjust your workstation before commencing work.
- Your chair should be adjusted so that your knees are at 90 degrees to the chair when seated. Make sure the chair supports your lower back.
- Your monitor should be directly in front of you at eye level. Documents should be placed alongside the monitor to minimise head movement.
- Objects that you frequently use should be located within easy reach to avoid overstretching.
- Your mouse should be to the immediate right or left of the keyboard.
- Take regular “stretch” breaks.

Physical Fitness

Your HOBAN consultant will explain the physical requirements of each assignment. To ensure your health and safety, please make the consultant aware of any pre-existing conditions that may affect your work performance while on site.

Equipment Responsibility

- Report any faulty machinery/equipment immediately to your supervisor and HOBAN Recruitment.
- Do not attempt to use machinery unless you have the appropriate licence. The licence must also be sighted by your HOBAN consultant (e.g. Forklift/truck licence).
- Observe any lock out/tag out procedures.
- Do not operate equipment/machinery that you have not been trained to use. You should be trained and signoff on use of all equipment/machinery that you have not used previously.

Housekeeping

Observe good housekeeping practices to prevent accidents. Make sure that walkways are clear of rubbish and electrical cords and that work areas are kept neat and tidy. Clean up all spills immediately.

Chemicals and Hazardous Substances

- DO NOT handle any chemicals unless you have been trained to do so in a safe manner.
- Material Safety Data Sheets should be available for you outlining potential risks and First Aid measures.
- Ensure that you are wearing ALL necessary protective equipment.

Outdoor Workers

- If you are working outdoors (e.g. Local Council workers), please be aware of needle stick hazards. ALWAYS wear appropriate gloves when gardening, digging, rubbish collecting etc. The workplace should provide specific training in this area.

To protect yourself from the sun, you must wear a long-sleeved shirt, long pants, a wide brimmed hat, sunscreen, sunglasses or protective glasses, as well as drink plenty of water.

Clothing

- Depending on the nature of the assignment you may be required to wear (or be provided with) a number of the following protective clothing or items:
 - Aprons/Overalls
 - Spectacles
 - Gloves
 - Footrest
 - Goggles
 - Earmuffs
 - Safety boots
 - Headsets
 - Helmets
 - Dust masks
 - Ergonomic chairs
 - Sunscreen
- All appropriate safety equipment must be worn as instructed. Eye protection must be worn when advised by your supervisor or appropriate signage. If in doubt, ask. Remember, with eyes there are only two per person - protect them!
- Report any faulty equipment immediately to your supervisor and your HOBAN consultant. Consult your supervisor if you are lacking any personal protective equipment (PPE).
- Hearing protection must be worn where it has been assessed an area has hazardous noise levels. These areas may also have been labelled with appropriate signage.
- Some portable equipment may also require the operator to use hearing protection (for example, anglegrinders). These areas may also have been labelled with appropriate signage.

- Loose clothing should not be worn. Long ties, scarves and belts with loose ends are a menace to safety. Ensure that long sleeve shirts and overalls are correctly buttoned up. Suitable clothing is essential.
- Suitable footwear is essential and must be worn at all times.

Please note that failure to wear steel capped boots when required will result in you being unable to commence work.

What is hazardous manual handling

Hazardous manual handling is work which requires a person to use force to lift, lower, push, pull, carry, move, hold or restrain something. It's hazardous manual handling if it involves;

- Repeated or sustained application of force
- Sustained awkward posture
- Repeated movements
- Single or repeated use of high force, where it would be reasonable that the person may have difficulty undertaking it. For example, lifting a heavy object.
- Exposure to sustained vibration
- Handling live people or animals
- Handling tool that are unstable, unbalanced or hard to hold or grasp

Hazardous manual handling doesn't just involve heavy objects. Pruning plants, staking items onto a shelf, helping a person into a bath and even using a keyboard are all examples of hazardous manual handling.

If you are conducting any of the above please follow the Safe Manual Handling Procedures.

To avoid the risk of a muscular skeletal disorder, please consider;

- Postures
- Movements
- Forces
- Duration and frequency of the hazardous manual handling
- Environmental factors

Manual Handling

If your job involves lifting, protect your back. Think before you lift!

- Assess the load, action and movement, location of load and distance moved.
- Your posture - remember to lift from the knees with a straight back.
- If the load is too heavy for you, ask for assistance.
- Where possible use a mechanical aid such as a trolley/lift to assist.
- Do not attempt to lift any object beyond what feels comfortable.
- Strong muscles are not developed by straining. If in doubt, ask for help with lifting. Always remember to bend your knees and not your back. Always have a firm grip on the load. Learn the correct way to lift and do not try to be a "human crane".
- Where manual handling aids are provided, they must be utilised.
- Use only the lifting equipment designed and provided for the job to be done. Never use lifting equipment which you have reason to believe may be faulty.
- Never improvise with lifting gear, as this could lead to serious accidents.

Employee Responsibilities

As an employee you also have a general duty to cooperate with your employer's efforts to make the workplace safe. This duty may include using manual handling equipment properly and following workplace policies and procedures. You must also attend health and safety training (including any training conducted on our client sites) and not taking shortcuts that could increase hazardous manual handling risks.

You can also help make the workplace safer by notifying HOBAN Recruitment of any hazardous manual handling you become aware of.

Work Health Safety

We value your feedback about WHS matters. You are welcome to contact your HOBAN Recruitment consultant, account manager or HOBAN Recruitment's RTW and Safety Manager **Alyssa Shoppee**:

Alyssa Shoppee - RTW & Safety Manager

email: alyssas@hoban.com.au

EEO, Anti-Discrimination & Harassment Policy

This policy sets out the rights and responsibilities of our employees as well as candidates, applicants, contractors, interns and other individuals who are engaged within HOBAN Recruitment (staff) in relation to equal employment opportunity ("EEO"), anti-discrimination, harassment (including sexual harassment) and bullying. It also sets out the procedure for dealing with behaviour relating to these issues which may arise in the workplace.

This policy applies wherever and whenever staff may be as a result of their duties with HOBAN Recruitment, whether on-site, off-site or after hours work, at work-related social functions or conferences, and any other physical or virtual place where the conduct:

- has caused (or is likely to cause) serious damage to the relationship between the relevant staff member and HOBAN Recruitment; or
- where the conduct is otherwise incompatible with the duty of a staff member. For example, this may include sexual harassment of a colleague outside work.

It is our expectation that at all times, your behaviour reflects the spirit of applicable legislation and this policy. Importantly, you must treat others with respect and in a professional manner, and you must not engage in any unlawful conduct, including unlawful discrimination, harassment or bullying.

EEO and anti-discrimination

HOBAN Recruitment is committed to the principle of EEO, and aims to foster an environment where all staff enjoy fair access to employment opportunities. Employment related decisions relating to Recruitment, Retention, Promotion and succession planning, Performance Management & Training and Development are based on merit and relevant matters concerning the person's ability to fulfill inherent job requirements.

We are also committed to principles of anti-discrimination and aim to prevent unlawful discrimination in the workplace.

Discrimination is less favourable treatment, directly or indirectly, that relates to a person's protected attribute. Protected attributes include:

Race or ethnicity	Marital status	Religious beliefs	Physical features
National origin	Pregnancy	Political conviction	Irrelevant criminal record
Sex or gender identity	Family or carer responsibilities	Industrial activity	Age
Sexual preference or lawful sexual activity	Breastfeeding	Disability	Personal association with a person with any of the mentioned attributes

Direct discrimination occurs when a person is treated less favourably than another, in the same or similar circumstances, simply because they have a protected attribute.

Indirect discrimination occurs when a policy or requirement which at first glance seems fair, but in fact operates unreasonably to the detriment of a particular group of people because of a protected attribute.

Unlawful discrimination can occur in the recruitment process, during the course of employment or upon termination of employment. It can also occur in the provision of goods or services.

There are exceptions from anti-discrimination law which may apply in some situations - for example, because of the requirements of a particular job.

All staff have the right to work without fear of unlawful discrimination.

Unlawful discrimination is not tolerated by the Company and will be treated seriously. This could include termination of a staff member’s contract.

Harassment and bullying

We also aim to provide an environment in which people can work without the distress or interference caused by harassment or bullying.

Unlawful harassment and bullying are unacceptable and will not be tolerated in any circumstances.

Appropriate disciplinary action may be taken against any person(s) who have engaged in unlawful harassment or bullying (including, in the case of a supervisor or manager, those who have knowingly tolerated such behaviour). This action could include termination of a staff member’s contract.

Harassment is any uninvited, unwelcome and offensive behaviour and can include verbal, written, visual or physical communication to or about another person. Unlawful harassment can involve unwelcome and offensive behaviour that relates to a person’s protected attributes.

Sexual harassment is unlawful conduct which is behaviour of a sexual nature that is:

- unwelcome; and
- where a reasonable person would have anticipated the possibility the other person would be offended, humiliated or intimidated.

Sexual harassment includes behaviour that creates a sexually hostile or intimidating environment, and can include:

Unwelcome touching or cornering	Staring or leering	Sexually suggestive comments or jokes
Displaying sexually explicit pictures	Unwelcome requests for sex	Intrusive questions about someone's private life
Unwelcome comments about someone's physical appearance	Inappropriate advances on social networking sites	Accessing sexually explicit internet sites

Sexual harassment can be physical, verbal, or written, and can occur in person, on paper, or by phone, SMS, e-mail, the internet or intranet or any other means of communication.

Sexual harassment has nothing to do with mutual attraction or friendship.

A single incident is enough to constitute sexual harassment - it doesn’t have to be repeated.

Sex-based harassment is unlawful conduct which means:

- Unwelcome conduct of a demeaning nature against a person because of the person’s sex (or a characteristic generally appertaining or imputed to the person’s sex (eg. anatomical attributes));
- Where a reasonable person, having regard to all of the circumstances, would have anticipated the possibility the other person would be offended, humiliated or intimidated.

Sex-based harassment does not need to be of a sexual nature. Rather the focus is on whether the harassing conduct is engaged in by reason of the other person’s sex. For example, statements such as ‘women are not as smart as men’ are likely to constitute harassment on the ground of sex.

Bullying is repeated, unreasonable or inappropriate workplace behaviour directed towards a staff member or a group of staff which creates a risk to health and safety. Bullying can include:

Verbal abuse, such as swearing, threats, insults, name calling	Inappropriate interference with personal belongings or work equipment	Unjustifiably threatening dismissal
Threatening body language or violence	Practical jokes	Unreasonably undermining work performance
Continual and unreasonable criticism	Deliberately withholding work-related information or resources	Deliberately supplying incorrect information

Reasonable management action is not bullying. The Employer is entitled to reasonably direct and control how work is done. For example, objective comments about observable performance deficiencies delivered in a reasonable manner do not constitute workplace bullying, nor does engaging in reasonable disciplinary action.

Hostile workplace environments

It is unlawful to subject another person to a workplace environment that is hostile on the ground of sex.

An unlawful hostile work environment occurs when:

- A person engages in conduct in the workplace; and
- Another person is in the workplace at the same time as or after the conduct occurs; and
- A reasonable person would have anticipated the possibility of the conduct resulting in the workplace environment being offensive, intimidating or humiliating to the other person by reason of their sex (or a characteristic generally appertaining or imputed to their sex).

Accordingly, all staff must act consistently with this policy and our expectation of a positive and inclusive work environment.

Perpetuation of an unlawful hostile workplace environment is unacceptable and will not be tolerated in any circumstances.

Appropriate disciplinary action may be taken against any person(s) who have engaged in such conduct. This action could include termination of a staff member’s contract.

Victimisation

Victimisation is unlawful conduct which means treating someone detrimentally because they have:

- asserted their rights under equal opportunity or anti-discrimination law;
- made a complaint, or it is believed they intend to make a complaint;
- helped someone else make a complaint; or
- refused to do something because it would be discrimination, sexual harassment or victimisation.

Unlawful victimisation is unacceptable and will not be tolerated in any circumstances.

Appropriate disciplinary action may be taken against any person(s) who have engaged in unlawful victimisation. This action could include termination of a staff member’s contract.

Criminal Behaviour

Unlawful harassment, discrimination, bullying and victimization may be offences under criminal law. For example,

sexual harassment can also constitute a criminal offence where it involves:

- Physical molestation;
- Indecent exposure;
- Sexual assault;
- Stalking; and
- Obscene communications (telephone calls, text messages, letters, emails etc.)

If HOBAN Recruitment suspects that a criminal incident has occurred, the victim of the behaviour will be advised to report the matter to the police and / or other relevant authorities.

Procedure for dealing with discrimination, harassment and bullying

If you experience any behaviour that you find offensive, if at all possible tell the person concerned that you object to their behaviour and do not want it repeated. It is important to focus on specific behaviours concerned and explain why you find them offensive. This may be all that is required to put an end to the matter. The person may not realise that their behaviour is offensive and may stop once they are made aware.

If this does not resolve the situation, or you feel unable to approach the person or it is inappropriate to do so, you are encouraged to discuss the problem with your direct supervisor, next level manager or contact officer.

All discussions will be treated seriously, confidentially and impartially.

The contact officer is also available to provide information on discrimination, harassment and bullying policies and to talk about your specific issue. The role of the contact officer is to discuss available options, which may include discussing the issue with the person in question and/or a supervisor or manager, conciliation/ mediation or making a complaint.

If a complaint is substantiated, HOBAN Recruitment will take appropriate action. What is appropriate will depend on the particular circumstances and is at the sole discretion of HOBAN Recruitment.

If the complaint is not substantiated, the outcome of the investigation will be discussed with the complaining party to the extent that HOBAN Recruitment determines to be appropriate in the circumstances.

If an employee is found to have breached this policy, he or she may be subject to appropriate disciplinary action. This disciplinary action may include termination of employment (including termination of employment without notice).

Anyone found to have used this policy to raise a malicious or deliberately false claim may face disciplinary action.

This policy does not form part of any employee's contract of employment, and can be amended or withdrawn at any time at the discretion of HOBAN Recruitment.

Emily Robertson - EEO and Harassment Officer

HOBAN Recruitment

email: emilyr@hoban.com.au | phone: (03) 9203 4904

Privacy Policy and Collection Statement

HOBAN Recruitment Pty Ltd ACN 052 201 313 (HOBAN) is committed to protecting personal information collected from you throughout the recruitment and selection process. Personal information includes things like the information you include on your CV or job application. For a more detailed list of what personal information is please refer to the next section in this policy.

If you are placed into a job by us, any further personal information collected or generated as a result of our relationship is also protected from access by unauthorised individuals.

Where you are a person seeking a placement, we will only ask for and record personal information that will help us to place you in the jobs best suited to you, and we will not pass on any personal information without your consent. We require personal information passed to us by clients or referees to be treated in the same way. By providing your details to us, you are agreeing that we may contact you, either by phone, email or SMS, to make you aware of new job opportunities.

We may also ask for and record personal information from other individuals with whom we interact, for example, personnel employed or engaged by our clients to deal with us.

We strive to protect data transmitted to us over the internet but because such transmissions cannot be guaranteed to be 100% secure, we do not warrant the security of personal information transmitted in this way, but we will make every effort to make it secure on our own systems.

Information collected by us will not be sold, rented or licensed to anyone else. It may be necessary for us to hold records for an extended period of time. However, when the information is no longer of use to us, we may destroy or de-identify it in a manner that protects your privacy. Likewise, you have the option of requesting that your details be deleted from our databases at any time. Personal information held by us is available for your review in accordance with the provisions of the Privacy Act. All requests for review or deletion of your personal information should be submitted to privacy@hoban.com.au. We will respond to your request within 30 days.

Collection of Personal and Sensitive Information

Your personal information may be collected when you deal with us by mail, telephone, fax, e-mail, social media, or when you submit your details via our website or a job board. If you are a person engaged by a client to interact with us or other member of the public we may collect personal information by these methods for the purposes for which you provide it (for example, when you are an employee of a client, so that we can contact you about potential candidates).

Where you are seeking a placement, we only want you to give us personal information that is relevant to the job you are applying for, or that you want us to use in finding you a future job. If you provide such information we understand you want us to use it for this purpose. The kinds of personal information we would collect might include:

- Your employment preferences
- Contact details
- Employment history
- Education, qualifications, certifications
- Professional memberships, associations, affiliations with relevant industry bodies or organisations
- Awards, recognition and special achievements
- Referee details
- Vaccination Status
- Relevant volunteer or unpaid work
- Other information that will help us to match you to suitable job opportunities
- If we place you into a job, your banking, tax and superannuation details

Personal and sensitive information may also be collected when:

- We receive results of inquiries that we might make with your permission of your former employers, work colleagues, professional associations or registration body;
- We receive the results of any competency, psychometric or medical assessment;
- We receive feedback on your performance;
- We receive any complaint from or about you in the workplace;
- We receive any information about a workplace accident in which you are involved;
- We receive any information about any insurance investigation, litigation, registration or professional disciplinary matter, criminal matter, inquest or inquiry in which you are involved;
- You provide us with any additional information about yourself; and
- When as a representative of a client you provide us with personal information to assist us in the provision or delivery of services to you (such as name, address, email details, employment position).

Your personal and sensitive information may be used in connection with:

- Your actual or possible placement in a job;
- Our assessment of your ongoing performance and prospects;
- Any test or assessment (including medical tests and assessments) that you might be required to undergo;
- Our (or our client's) identification of your training needs;
- Any workplace rehabilitation;
- Our management of any complaint, investigation or inquiry in which you are involved;
- Any insurance claim or proposal that requires disclosure of your personal or sensitive information;
- The provision of services to you (as a representative of a client) including any marketing or other distribution lists that you sign up for.

Who your personal and sensitive information may be disclosed to:

- Your potential and actual employers;
- Referees;
- Our associated companies and subsidiaries;
- Our insurers for workers compensation in the event that you are involved in a workplace accident or injury that results in a claim;
- A workers compensation body in the event that you are involved in a workplace accident or injury that results in a claim;
- Medical professionals, medical facilities or health authorities if a medical assessment is required as part of placing you into a job or in the event you are involved in a workplace accident or injury that requires medical attention;
- Companies we partner with to provide probity / assessment or auditing services if this is required as part of placing you into a job or verifying your employment eligibility, for example:
 - The validation of your right to work in Australia;
 - Credentials and qualifications;
 - Psychometric assessments;
 - Skills testing;
 - Reference, criminal background checking; or
 - Health, wellness, or drug screening.

- Third parties involved in providing, managing or administering HOBAN's services, for example our marketing consultancy that helps us communicate better with you, a US-based service who sends email communications on our behalf, and the organisation we outsource a component of our administrative support function to that has employees in the Philippines. Any recipients of the information outside HOBAN are bound by obligations of confidentiality to us and contractually agree to comply with the APPs;
- Financial institutions, superannuation and managed funds organisations, and their advisers if we place you into a job;
- Other organisations involved in our normal business practices, including our agents and contractors;
- Any person with a lawful entitlement to obtain the information; and
- Prospective clients, when authorised or permitted to do so.

How we hold your personal information:

Your information may be stored in hard copy or electronic format, in storage facilities that we own and operate ourselves, or that are owned and operated by our service providers. The security of your personal information is important to us and we take reasonable steps to protect it from misuse, interference and loss, and from unauthorised access, modification or disclosure. While we take these steps to maintain the security of your information, you should be aware of the many information security risks that exist today and take appropriate care to help safeguard your information.

If you do not give us the information we seek:

- We may be limited in our ability to match you to suitable work opportunities; and
- We may be limited in our ability to place you in work.

You can gain access to your information to correct it if it is wrong.

The Privacy Act sets out your rights to see and have a copy of personal and sensitive information about you that we hold.

If you wish to exercise this right, please email privacy@hoban.com.au and we will respond to your request within 30 days.

How to contact our Privacy Officer

If you have a question, issue or complaint relating to our privacy policy, the way we have managed your personal and sensitive information, or if you believe we have breached the Act or an applicable APP code, you can email privacy@hoban.com.au or call 03 9203 4900 and our Privacy Officer will contact you within 30 days. Our Privacy Officer will work closely with you to understand the nature of any query or complaint and achieve a satisfactory resolution in a timely manner that is compliant with current privacy legislation.

Equity & Diversity Policy

Equity & Diversity Vision

HOBAN Recruitment recognises its talented and diverse workforce as a key competitive advantage. Our business success reflects the quality and skill of our people. We are committed to seeking out and retaining the finest human talent to ensure top business growth and performance.

Diversity management benefits individuals, teams, our business as a whole, and our customers. We recognise that each employee brings their own unique capabilities, experiences and characteristics to their work. We value such diversity at all levels of the business in all that we do.

We believe in treating all people with respect and dignity. We strive to create and foster a supportive and understanding environment in which all individuals realise their maximum potential within HOBAN Recruitment, regardless of their differences. We are committed to employing the *best* people to do the *best* job possible. We recognise the importance of reflecting the diversity of our customers and markets in our workforce. The diverse capabilities that reside within our talented workforce, positions us to anticipate and fulfil the needs of our diverse customers, both domestically and internationally, providing high quality products/services.

Our workforce is diverse along many dimensions. Our diversity encompasses differences in ethnicity, gender, language, age, sexual orientation, religion, socio-economic status, physical and mental ability, thinking styles, experience and education. We believe that the wide array of perspectives that results from such diversity promotes innovation and business success. Managing diversity makes us more creative, flexible, productive and competitive.

Recruitment

HOBAN Recruitment recruits on the basis of capabilities i.e. the essential knowledge, skills and attributes required for every position.

As a national recruitment provider, HOBAN Recruitment recruits people from both major cities and regional/remote locations. We have established processes to identify talented individuals from under-represented groups for recruitment purposes.

Career Development and Promotion

We reward excellence and all employees are promoted on the basis of their performance. All managers are trained in managing diversity to ensure that employees are treated fairly and evaluated objectively.

Community Programs

HOBAN Recruitment recognises that there are distinct demographic groups that have long been disadvantaged. We recognise that racism, ageism, sexism and other forms of discrimination are problems to be addressed by our organisation and society as a whole. We are committed to tackling cultural stereotypes both within and outside our organisation. We have clear reporting procedures for any type of discrimination or harassment combined with follow-up procedures to prevent future incidents.

Supporting Those with Carer's Responsibilities

HOBAN Recruitment is committed to providing an employment environment that is fair and equitable in its pay, conditions, reward structure and promotion opportunities to those requiring flexibility due to their personal circumstances. Staff with carer's responsibilities will not be unfairly discriminated against. HOBAN Recruitment has a zero-tolerance approach to all forms of discrimination, including gender-based discrimination.

Diversity Practices

All employees who undertake recruitment activities undergo diversity recruitment training. Diversity training encompasses raising awareness about issues surrounding diversity and developing diversity management skills.

We are committed to providing a working environment that supports the individual needs and circumstances of our diverse workforce. Accordingly, we seek to offer:

- Flexible working arrangements
- Employee education & study assistance
- An Employee Assistance Program
- A supportive environment that values open communication

This policy does not form part of any employee's contract of employment, and can be amended or withdrawn at any time at the discretion of HOBAN Recruitment.

At HOBAN we embrace diversity, inclusion and equal opportunity. We welcome and encourage applications from people from all backgrounds. We provide reasonable adjustments for individuals with disability. If you require an adjustment to be made during the recruitment process, please call 1300 253 935 or email adjustments@hoban.com.au.

Email, Intranet & Internet Policy

Use of Email, Intranet and Internet

Our client's hardware, software, email and internet are for business purposes only while you are on assignment. The use of email or internet must not interfere with your work obligations. Ensure you follow all policies and processes regarding email, intranet and internet at each client site where you are working.

Email and internet must not be used in the following ways:

- In any way which may be considered offensive, defamatory, obscene, pornographic, discriminatory, insulting or disruptive to any other person, or contravene the Trade Practices laws.
- To access, view, download, print or send messages or attachments (including to a home email address) any information which is considered inappropriate to friends or work colleagues. Inappropriate material includes (but is not limited to) any material of a sexual nature.
- To access other people's email account without prior authorisation from a senior manager or supervisor.
- For intentional dissemination of any computer viruses, disclosing company confidential information, or sending chain-mail, gambling, jokes, games, etc.
- Responding to any external requests for company information or complaints through email, unless you are authorised to do so.
- Sending, forwarding, printing or receiving any material or data which does not comply with the Company's policies and procedures (including our EEO & Harassment Policy), or which is contrary to the Company's best interests.

On occasion, inappropriate material may be sent to you via your email account.

Although you may be unable to control the sending of such material, you should discourage the sender by alerting them to the fact that their email does not comply with company policy, and that a breach of these guidelines can result in cessation of employment.



Software Protection

Use, copying or providing illegal software while at work could expose you and HOBAN Recruitment to civil and criminal prosecution. You should not install any program or software to your computer, or on the network, without prior permission.

Monitoring of Email, Intranet and Internet Usage

The use of the internet, intranet and email content may be monitored by the Company's IT Department on a regular basis. Where any breach of this policy is detected, HOBAN Recruitment will be advised and appropriate action will be taken.

Non-Compliance

This policy is necessary to avoid the serious ramifications of software piracy, defamation, and sexual harassment or discrimination, which can include financial penalties and serious legal consequences.

Non-compliance with this policy or the relevant policies of our clients is a serious matter, and may result in termination of your employment with HOBAN Recruitment.

Social Media Policy

Terms of Use

With the rapid growth and application of social media, HOBAN Recruitment has established these terms of use. These terms ensure that everyone who uses social media either as part of their job, or in a personal capacity, has guidance regarding the Company's expectations where the social media engagement is about HOBAN Recruitment and or our clients, their products and services, their people, their competitors and/or other business-related individuals or organisations.

Social media tools include:

- Networking sites e.g. LinkedIn, Facebook, MySpace
- Video and photo sharing websites e.g. Instagram, YouTube, Facebook
- Micro-blogging sites and blogs e.g. Twitter
- Forums and discussion boards such as Whirlpool, Yahoo, Google Groups
- Any other web sites that allow individual users or companies to use simple publishing tools.

Our aim is to protect the interests of employees, the Company and our clients. In brief, we ask that when engaging in social media you should:

- Be clear about who you are representing
- Take responsibility for ensuring that any references to the Company are factually correct and accurate and do not breach confidentiality requirements
- Show respect for the individuals and communities with which you interact.

This policy does not apply to employees' personal use of social media platforms where the employee makes no reference to the Company or clients of the Company.

This policy applies when:

You are authorised and accredited to represent the Company or one of our clients on social media platforms and are using a social media platform for business purposes.

You choose to make references to the Company, its people, products or services, and/or other business-related individuals or organisations when you are using a social media platform in a personal capacity.



When using social media sites for Company business, you must:

- Ensure that any content you publish is factually accurate and complies with relevant company policies, particularly those relating to privacy and confidentiality
- Only offer advice, support or comment on topics that fall within your area of responsibility
- Ensure you do not post material that is obscene, defamatory, threatening, harassing, discriminatory or hateful to another person or entity, including any company in the group, its employees, its contractors, its partners, its competitors and/or other business-related individuals or organisations
- Ensure you do not disclose other people's personal information in social media venues, and comply with the Privacy Policy
- Be respectful of all individuals and groups and respect copyright, privacy, financial disclosure and other applicable laws

When using social media sites for personal use and you choose to make reference to the Company, its people, products, services or any other Company matter, you must:

- Identify yourself as an employee of your Company if you refer to the Company, its people, products and services, its competitors and/or other business-related individuals or organisations
- Ensure you do not imply in any way that you are authorised to speak on the Company's behalf
- Ensure you do not knowingly use the identity of another Company employee or an employee of a business partner or client
- Be mindful during your social media engagements of the importance of not damaging the Company's reputation, commercial interests and/or bringing us into disrepute
- Disclose only publicly available information - you must not comment on or disclose confidential Company information or that of our clients
- Be personally responsible for the content of your posts online
- Use a disclaimer to ensure that your stated views and opinions are understood to be your own and not those of the Company when you reference yourself as a Company employee when expressing a view or comment on any Company issue

An example of a disclaimer is: *"the views expressed in this post are mine only and do not necessarily reflect the views of the Company."*

Breach of Policy

Should you not comply with this policy, you may face disciplinary action which may include termination of your employment. The Company may also recover from you any costs incurred as a result of a breach of this policy either during or post your employment.

NOTE:

HOBAN Recruitment updates our policies from time to time. Please refer to www.hoban.com.au for the most current version.

IMPORTANT: New casual employees also need to be given the Fair Work Information Statement.

Visit www.fairwork.gov.au/fwis

Who is a casual employee?

You are a casual employee if you meet all the following criteria:

- you are offered a job
- the employer makes **no firm advance commitment** that the work will continue indefinitely with an agreed pattern of work, and
- you accept the offer knowing that there is **no firm advance commitment** and become an employee.

Whether you're a casual employee is assessed **at the time** you are offered and accept the job.

What is 'no firm advance commitment'?

To work out if your employer made **no firm advance commitment** when offering you the job, **only 4 factors are to be considered**. They are whether:

- your employer can choose to offer you work and it's your choice whether to work or not
- you'll be offered work when your employer needs you to work
- your employment is described as casual
- you'll be paid a casual loading or a specific pay rate for casual employees.

There isn't 1 deciding factor and you don't need all 4 of them for there to be 'no firm advance commitment'. It's about weighing up the factors that are there (and those that aren't) and deciding whether overall your employer was or wasn't intending to make a firm advance commitment.

Example of 'no firm advance commitment'

Priya is offered a job as a shop assistant. The job was advertised as a casual position.

The shop owner says Priya will need to work when the shop is busy or other staff are on leave. When business is quiet, Priya will get less work. Priya will be offered shifts a week in advance and the shifts will vary week-to-week. Priya can decline shifts if she wants to. Priya's pay rate will include a casual loading. Priya accepts the job.

There was 'no firm advance commitment' in Priya's situation. Her employer didn't commit to giving Priya ongoing work. The shop owner made it clear that Priya's shifts could vary, and that Priya wasn't obligated to accept shifts. The job was advertised as casual and Priya will be paid a casual rate of pay. Because this was clear at the time Priya was offered and accepted the job, she is considered a casual employee.

Note: Sometimes casual employees work a regular pattern of hours. This doesn't mean they're permanent (full-time or part-time), but if the arrangements continue, they might be entitled to casual conversion in the future (usually after 12 months).



How do I become a permanent employee if I'm a casual employee?

Under the National Employment Standards (NES), some casual employees have the right to become a permanent (full-time or part-time) employee. This is known as 'casual conversion'.

Some casual employees must be offered casual conversion by their employer while others can only request it. You must have completed 12 months of work and meet other criteria.

The next page outlines when your employer has to offer you casual conversion, and when you are entitled to request it.

Small businesses

If you are employed by a [small business](#) (fewer than 15 employees), your employer does not have to offer you casual conversion. However, in some circumstances you're still entitled to request it.

The next page outlines when you are entitled to request casual conversion if you work for a small business.



In writing

Under the NES, all offers, requests, refusals, and responses for casual conversion must be **in writing**.

'In writing' can include handwritten, printed, and electronic (for example, email) formats.

Some casual employees will be covered by awards and agreements with additional casual conversion entitlements. Go to www.fairwork.gov.au/casual for more information.



Need help?

Not sure if you're covered by an award or agreement? Visit www.fairwork.gov.au/awards and www.fairwork.gov.au/agreements



Does my employer have to offer me casual conversion?

Only businesses with 15 or more employees have to offer casual conversion to their casual employees. They **have to offer** you casual conversion if you meet all the following criteria:

- ✔ you've been employed by them for **12 months**
- ✔ you've worked a **regular pattern of hours** on an ongoing basis for at least the last **6 months**, and
- ✔ you could continue working that regular pattern of hours as a permanent employee **without significant changes**.

Your employer **doesn't have to offer** you casual conversion if one of the following applies to you:

- ✘ there are **reasonable grounds** for your employer not to offer you casual conversion, or
- ✘ you haven't worked a regular pattern of hours for at least the last 6 months.

What your employer needs to do

- **If you are eligible for casual conversion** – Make the offer to you, in writing, within 21 days after your 12-month anniversary.
- **If they aren't offering casual conversion** – Tell you the reasons why in writing, within 21 days after your 12-month anniversary.

What you need to do

- **If your employer offers you casual conversion** – Respond in writing within 21 days. You can accept or decline the offer.
- **If you disagree with their decision not to offer you casual conversion** – Follow the steps outlined in the 'What if there is a disagreement?' section on the next page.

Example of 'regular pattern of hours'

Alex is a casual employee who works every Friday and Saturday night at a restaurant on a regular basis. His hours and days don't change. Over a 6-month period, Alex misses 2 shifts due to illness. By agreement with his employer he also takes 1 week off during uni exams. Even though Alex has taken some time off, this still meets the definition of a 'regular pattern of hours'.



More information

For more information about casual employment and casual conversion, go to www.fairwork.gov.au/casual and www.fairwork.gov.au/casualconversion



Can I request casual conversion?

You are entitled to request casual conversion if you meet all the following criteria:

- ✔ you've worked for the business for at least **12 months and 21 days** (12 months if you work for a [small business](#))
- ✔ you've worked a **regular pattern of hours** on an ongoing basis for at least the last **6 months**
- ✔ you could continue working that pattern of hours as a permanent employee without significant changes, and
- ✔ during the **last 6 months** you haven't:
 - refused an offer of casual conversion
 - been told you aren't being offered casual conversion due to reasonable grounds, or
 - made a request for casual conversion that was refused on reasonable grounds.

What you need to do

- **If you are eligible and want to request casual conversion** – Make the request in writing.

What your employer needs to do

- **If they are granting your request** – Consult with you and respond in writing within 21 days of receiving your request.
- **If they are refusing your request on reasonable grounds** – Consult with you and tell you the reasons why in writing within 21 days of receiving your request. If you meet the criteria again in 6 months, you can make another request then.



What are 'reasonable grounds'?

What counts as 'reasonable grounds' will depend on your circumstances and your employer's circumstances.

They can include that within the next 12 months:

- your position won't exist
- your hours of work will significantly reduce
- the days or times your employer needs you to work will change significantly, and you won't be available to work the revised schedule.

Reasonable grounds can also include that making the offer or granting the request would not comply with a recruitment or selection process required by or under a Commonwealth, State or Territory law.



What if I disagree with my employer about casual conversion?

If you and your employer have a disagreement about casual conversion, including the rules and requirements for making (or not making) a request or an offer, there are steps you can take to resolve it.

Depending on your circumstances, you may be able to have someone to support or represent you through the dispute process (which could include a union entitled to represent you).

- Step 1.** First, check if you're covered by an **award or agreement**. Not sure? Visit www.fairwork.gov.au/awards and www.fairwork.gov.au/agreements
- **If you are covered by an award or agreement**, you need to follow the process that it sets out for dealing with disputes about the National Employment Standards (NES). See the 'Who can help?' section below if you need further help.
 - **If you're not covered by an award or agreement**, move to step 2.
- Step 2.** If you aren't covered by an award or agreement you need to check if your **employment contract** or any **other kind of written agreement** has a process for dealing with disputes about the NES or casual conversion.
- **If it does**, you need to follow the process that it sets out for dealing with the dispute. See the 'Who can help?' section below if you need further help.
 - **If it doesn't**, move to step 3.
- Step 3.** If the dispute resolution processes in **steps 1 and 2 don't apply to you**, try to resolve the disagreement directly with your employer by discussing it with them (you can use our free courses linked below to help you do this). If you can't resolve the issue this way, see the 'Who can help?' section below for where you can get help.



Get help with conversations

Find free online courses to help you have conversations at work (including about casual conversion) at www.fairwork.gov.au/learning

WHO CAN HELP?

If you'd like information or assistance, or you have an unresolved dispute, a third party may be able to help. Depending on your situation and how you want to resolve the issue, there are a few different places that can help you.

The Fair Work Ombudsman and Fair Work Commission can help.

You can also seek help from the Federal Circuit and Family Court in some situations.

FAIR WORK OMBUDSMAN	FAIR WORK COMMISSION
<ul style="list-style-type: none"> • provides information and advice about your employment type (casual or permanent) • provides information and advice about rights, pay and entitlements of casual employees, including casual conversion entitlements • has free calculators, templates and online courses • helps fix workplace problems • enforces workplace laws and seeks penalties for breaches of workplace laws. <p style="text-align: center;">www.fairwork.gov.au – 13 13 94</p>	<ul style="list-style-type: none"> • deals with disputes about casual conversion (if you are not able to resolve them directly with your employer) • can deal with your dispute through mediation, conciliation, making a recommendation or expressing an opinion • if you and your employer agree, can deal with your dispute through arbitration (making a binding decision). <p style="text-align: center;">www.fwc.gov.au – 1300 799 675</p>

FEDERAL CIRCUIT AND FAMILY COURT OF AUSTRALIA (SMALL CLAIMS COURT)





You can seek help from the small claims court of the Federal Circuit and Family Court if your casual conversion dispute is about whether:

- you meet the requirements for your employer to make an offer to you to become a permanent employee
- you meet the requirements to request casual conversion
- your employer has reasonable grounds to not offer casual conversion
- your employer has reasonable grounds to refuse your request for casual conversion.

www.fcfcfa.gov.au – 1300 352 000

Important information about your pay and conditions

Employees in Australia have entitlements and protections at work, under:

Fair Work Laws	Awards	Enterprise agreements	Employment contracts
 <ul style="list-style-type: none"> ▶ set minimum entitlements for all employees ▶ includes the National Employment Standards 	 <ul style="list-style-type: none"> ▶ set minimum pay and conditions for an industry or occupation ▶ cover most employees in Australia 	 <ul style="list-style-type: none"> ▶ set minimum pay and conditions for a particular workplace ▶ negotiated and approved through a formal process 	 <ul style="list-style-type: none"> ▶ provide additional conditions for an individual employee ▶ can't reduce or remove minimum entitlements

Find your award at fairwork.gov.au/awards

Check if your workplace has an enterprise agreement at fwc.gov.au/agreements



Other information statements

Your employer may also need to give you other information statements when you start work or enter into a fixed term contract.

For **casual employees**, this includes the Casual Employment Information Statement. You can find it at fairwork.gov.au/ceis

For employees **engaged on a fixed term contract**, this includes the Fixed Term Contract Information Statement.


You can find it at fairwork.gov.au/ftcis



Your pay

Your **minimum pay rates** are in your award or enterprise agreement. If there isn't an award or agreement for your job, you must get at least the National Minimum Wage. Minimum pay rates are usually updated yearly.

Find out what you should get at fairwork.gov.au/minimum-wages

National minimum wage From 1 July 2024	 \$24.10 per hour or \$915.90 per week (based on a 38 hour week) for full-time employees	 \$24.10 per hour for part-time employees	 \$30.13 per hour for casual employees
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This is the adult minimum rate for employees with no award or enterprise agreement. Lower rates may apply to juniors, apprentices and trainees. They also may apply to employees with disability if their disability affects their productivity. Lower rates may also apply under some awards. For example, introductory rates might apply for a limited time after an employee starts their job. **You can't agree to be paid less than the minimum pay rates that apply for your job.**



Use our free calculators to check your pay, leave and termination entitlements. Visit fairwork.gov.au/pact



Who can help?

Fair Work Ombudsman	Fair Work Commission
<ul style="list-style-type: none"> ▶ has information and advice about pay and entitlements ▶ provides free calculators, templates and online courses ▶ helps fix workplace problems ▶ enforces workplace laws and seeks penalties for breaches of workplace laws. <p>Visit the Fair Work Ombudsman at fairwork.gov.au or call on 13 13 94.</p>	<ul style="list-style-type: none"> ▶ deals with disputes about a range of issues, including unfair dismissal, bullying, sexual harassment, discrimination and 'adverse action' at work ▶ approves, varies and terminates enterprise agreements ▶ makes, reviews and varies awards ▶ issues entry permits and resolves industrial disputes ▶ regulates registered organisations. <p>Visit the Fair Work Commission at fwc.gov.au or call on 1300 799 675.</p>



National employment standards

The National Employment Standards (NES) are minimum entitlements that apply to all employees. NES entitlements include the right to be given certain information statements. You also have the right to request flexible working arrangements, and a right to get superannuation contributions from your employer. The table below summarises other NES entitlements. Rules and exclusions apply. **Your award or agreement may provide more.** Find more information on the NES at fairwork.gov.au/nas

	Full-time and part-time employees	Casual employees
Annual leave	✓ 4 weeks paid leave each year. Part-time employees get a pro rata amount. Eligible shift workers get 1 extra week.	✗ No entitlement to paid annual leave.
Personal leave (Sick or carer's leave)	✓ 10 days paid leave each year. Part-time employees get a pro rata amount.	✗ No entitlement to paid personal leave.
Carer's leave	✓ If all paid personal leave has been used, employees can take 2 days unpaid leave on each permissible occasion.	✓ 2 days unpaid leave on each permissible occasion.
Compassionate leave	✓ 2 days paid leave on each permissible occasion.	✓ 2 days unpaid leave on each permissible occasion.
Family and domestic violence leave	✓ 10 days paid leave each year.	✓ 10 days paid leave each year.
Community service leave Jury duty Voluntary emergency management activities	✓ 10 days paid leave with make-up pay and unpaid leave as required for jury duty. ✓ Unpaid leave to engage in eligible community service. This includes voluntary emergency management activities.	✓ Unpaid leave as required for jury duty. ✓ Unpaid leave to engage in eligible community service. This includes voluntary emergency management activities.
Long service leave	✓ May be entitled to long service leave under the NES, an enterprise agreement or under state or territory laws. Amount and eligibility rules vary.	✓ May be entitled to long service leave under the NES, an enterprise agreement or under state or territory laws. Amount and eligibility rules vary.
Parental leave Eligible after 12 months employment	✓ 12 months unpaid leave. Can extend up to 24 months with employer's agreement.	✓ 12 months unpaid leave for regular and systematic casuals. Can extend up to 24 months with employer's agreement.
Maximum hours of work	✓ Full-time employees – 38 hours each week plus reasonable additional hours. ✓ Part-time employees – 38 hours or the employee's ordinary weekly hours, whichever is less. They may work reasonable additional hours.	✓ 38 hours or the employee's ordinary weekly hours, whichever is less. They may work reasonable additional hours.
Public holidays	✓ A paid day off if you'd normally work that day. If asked to work you can refuse, if it's reasonable to do so.	✓ An unpaid day off. If asked to work you can refuse, if it's reasonable to do so.
Notice of termination	✓ 1 to 5 weeks notice (or pay instead of notice) based on length of employment and age.	✗ No entitlement to notice of termination.
Redundancy pay Eligible after 12 months employment	✓ 4 to 16 weeks pay based on length of employment. Some exclusions apply.	✗ No entitlement to redundancy pay.
Casual conversion	✗ Not applicable.	✓ The right to become a full-time or part-time employee in some circumstances.



Flexibility

After 12 months employment, you may have the right to make a written **request for flexible working arrangements**. This includes if you're pregnant, 55 or over, a carer, have a disability, are experiencing family and domestic violence, are supporting a member of your immediate family or household who is experiencing family and domestic violence, or are the parent of, or have caring responsibilities for, a child of school age or younger. Employers need to follow certain rules for responding to a request for flexible work arrangements, including responding in writing within 21 days. Find out more about the rules for flexible working arrangements at fairwork.gov.au/flexibility

You and your employer can also **negotiate an individual flexibility arrangement**. This would change how certain terms in your award or enterprise agreement apply to you. An individual flexibility arrangement must be a genuine choice, it can't be a condition of employment. The arrangement must leave you better off overall.



Right of entry

Union officials with an entry permit can enter the workplace to talk to workers that they're entitled to represent. They can also enter to investigate suspected safety issues or breaches of workplace laws.

They must comply with certain requirements, such as notifying the employer, and can inspect or copy certain documents. Strict privacy rules apply to the permit holder and their organisation. They also apply to your employer. The rules protect your personal information. Find out more about entry permits at fwc.gov.au/entry-permits



Agreement making

Employers and employees (or their representatives, like a union) can negotiate for an agreement for their workplace. This process is called 'bargaining' and must follow set rules. The Fair Work Commission checks and approves agreements. For information about making, varying, or terminating an enterprise agreement visit fwc.gov.au/agreements



Transfer of business

If a transfer of business occurs, your employment with your old employer ends. If you're employed by the new employer within 3 months to do the same (or similar) job, some of your entitlements might carry over. This may happen if, for example, the business is sold or work is outsourced. Find out about the rules for a transfer of business at fairwork.gov.au/transfer-of-business



Protections at work

All employees have protections at work. You can't be treated differently or worse because you have or exercise a workplace right. For example, the right to request flexible working arrangements, take leave, or make a complaint or enquiry about your employment.

You have the right to join a union or choose not to, and to take part in lawful industrial activity or choose not to.

You have the right to talk about (or not talk about) your current or past pay. You can also discuss the terms and conditions of employment that would be needed to work out your pay, such as your hours of work. You can also ask other employees about their pay and terms and conditions of employment, but they don't have to tell you.

You have protections when you're temporarily away from work due to illness or injury. You are also protected from discrimination, bullying, sexual harassment, coercion, misrepresentation, sham contracting, and undue influence or pressure. Find out more about your protections at work at fairwork.gov.au/protections

Find information about bullying and harassment at fairwork.gov.au/bullying-harassment



Ending employment

When your employment ends, your final pay should include **all outstanding entitlements**. This includes wages, unused annual leave and long service leave.

You may be entitled to **notice of termination**, or pay instead of notice. If you're dismissed for serious misconduct, you're not entitled to notice. If you resign you may have to give your employer notice. You can check if notice is required and what should be in your final pay.

Visit fairwork.gov.au/ending-employment

If you think your **dismissal was unfair or unlawful**, you have **21 calendar days** to lodge a claim with the Fair Work Commission. Rules and exceptions apply. Find out more about unfair dismissal at fwc.gov.au

Did you know?

You can create a free **My account** to save your workplace information in one place. Visit fairwork.gov.au/register

You can find **free online courses** to help you start a new job or have difficult conversations at work.

Go to fairwork.gov.au/learning

You can access a wide range of **free tools and resources**. This includes templates, best practice guides and fact sheets. Find them at fairwork.gov.au/tools-and-resources

Aims and Beliefs

At the heart of HOBAN Recruitment's business are our "Aims and Beliefs".

These were put together by all stakeholders within our business and reflect our corporate priorities:

Aims

We aim to be the very best consultancy in our industry, providing a standard of service that others will strive for.

Our desire is for our clients and candidates to become advocates, as our future will be built upon recommendations and the strength of our reputation.

Beliefs

We respect the faith our clients place in us to deliver, enabling them to meet their objectives. For over 50 years we have valued the people in our business - our clients, candidates and staff.

*Growth through valued relationships and real solutions
...because people are important*



www.hoban.com.au