

# HOBAN

## Temporary Employee Induction Handbook

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HOBAN

[www.hoban.com.au](http://www.hoban.com.au)

# Welcome

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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.

### A Beddison Group company

HOBAN Recruitment is part of the Beddison Group of Companies, which includes our sister company Clicks IT Recruitment and Beddison Group.



[www.hoban.com.au](http://www.hoban.com.au)

## Branch Locations

<b>Victoria</b>		
<b>Melbourne</b> Level 35, 360 Collins Street Melbourne VIC 3000 Phone: 03 9203 4900 Office Hours: 8am to 6pm Mon to Fri	<b>Laverton</b> Suite G03, 45 Leakes Road Laverton North VIC 3026 Phone: 03 9325 3200 Office Hours: 7am to 6pm Mon to Fri	<b>Dandenong</b> Suite 104, 80 Monash Drive Dandenong South VIC 3175 Phone: 03 9554 4200 Office Hours: 7am to 6pm Mon to Fri
<b>Australian Capital Territory</b>		
<b>Geelong</b> Suite 1, 200 Malop Street Geelong VIC 3220 Phone: 03 5273 6100 Office Hours: 8am to 6pm Mon to Fri	<b>Keilor East</b> Suite 101, 16A Keilor Park Drive Keilor East VIC 3033 Phone: 03 8359 2800 Office Hours: 7am to 6pm Mon to Fri	<b>Canberra</b> Level 9, 224 Bunda Street Canberra ACT 2601 Phone: 02 6108 3800 Office Hours: 8am to 6pm Mon to Fri
<b>New South Wales</b>		
<b>Sydney</b> Level 14, 55 Clarence Street Sydney NSW 2000 Phone: 02 9978 1700 Office Hours: 8am to 6pm Mon to Fri	<b>Seven Hills</b> Suite 1, 197 Prospect Highway Seven Hills NSW 2147 Phone: 02 8834 8977 Office Hours: 7am to 6pm Mon to Fri	<b>Wetherill Park</b> Shop 4, 447 Victoria Street Wetherill Park NSW 2146 Phone: 02 8797 2740 Office Hours: 7am to 6pm Mon to Fri
<b>Queensland</b>		
<b>Brisbane</b> Level 14, 127 Creek Street Brisbane QLD 4000 Phone: 07 3027 2500 Office Hours: 7am to 6pm Mon to Fri	<b>Rocklea</b> Unit 1, 1645 Ipswich Road Rocklea Junction QLD 4106 Phone: 07 3717 7444 Office Hours: 7am to 6pm Mon to Fri	<b>Perth</b> The Park Business Centre, 45 Ventnor Avenue West Perth WA 6005 Phone: 08 9230 5600 Office Hours: 8am to 6pm Mon to Fri
<b>South Australia</b>		
<b>Adelaide</b> Level 7, 70 Pirie Street Adelaide SA 5000 Phone: 08 8111 8500 Office Hours: 8am to 6pm Mon to Fri	<b>After Hours</b>  <b>1300 554 750</b>  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.	

## On Assignment

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### 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*.



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.

- **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 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

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### 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 a number of 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 Members Login](#) page.

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

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](mailto: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. This scheme provides that any individual who has gross earnings of \$450 or more per calendar month must have superannuation contributions calculated on their earnings.

Further information regarding superannuation can be found on our website at [www.hoban.com.au](http://www.hoban.com.au) from the [Your Super](#) page 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](http://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

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## 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

### 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

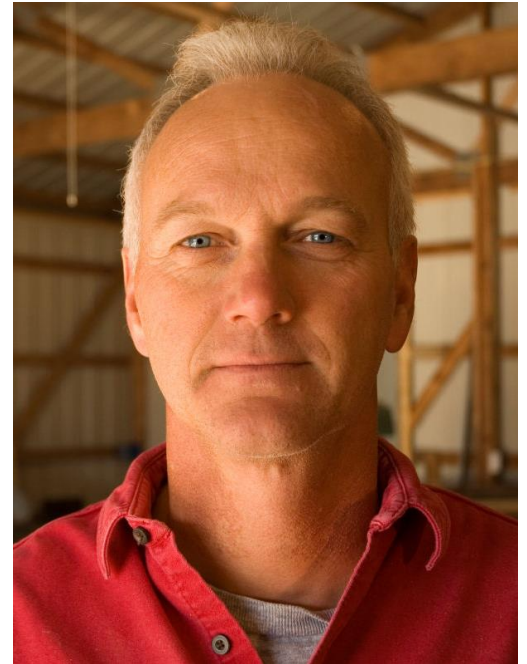
- During your onsite induction, pay attention to the names of First Aid Officers.
- Most workplaces will have a WHS board with photographs and contact numbers.

*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](http://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.

***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 sign off 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, angle

grinders). 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.***

## 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.

## Work Health Safety

We value your feedback about WHS matters. You are welcome to contact your HOBAN Recruitment consultant or HOBAN Recruitment’s WHS Committee Chair **Trudy MacGregor** by any of the following:

**Trudy MacGregor**

**WHS Committee Chair**

**HOBAN Recruitment, Level 35, 360 Collins Street, Melbourne VIC 3000**

**Phone: 03 9203 4900**

**Email: [trudym@hoban.com.au](mailto:trudym@hoban.com.au)**

## EEO, Bullying & Harassment Policy

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HOBAN Recruitment is committed to the principle of Equal Employment Opportunity (EEO), and encourages all applicants to enjoy fair access to employment opportunities. All employment related decisions are based on merit and are not influenced by factors that are irrelevant to the person's ability to fulfil inherent job requirements.

We also aim to provide an environment in which people can work without the distress or interference caused by harassment. Harassment is any uninvited, unwelcome and offensive behaviour which involves verbal, written, visual or physical affront against another person.

Harassment can involve unwelcome and offensive behaviour that relates to a person's 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, or personal association with a person with any of the above attributes.

Bullying is repeated, unreasonable or inappropriate workplace behaviour that threatens, intimidates, insults, humiliates, excludes and/or undermines a person or group. Some examples of behaviour which may be considered harassment or bullying include making, displaying or distributing suggestive or offensive jokes, comments, photos or videos; making suggestive or offensive gestures; unfair or excessive criticism; insulting or mimicking a person or group of people and using aggressive language. Reasonable management actions carried out in a fair way are not bullying. For example, setting performance goals, standards and deadlines; performance management processes etc.

In all situations it is stated policy that any bullying or harassment is unacceptable and will not be tolerated in any circumstances.

Any employee who believes they have been harassed should, when possible, tell the harasser that their behaviour is offensive and that it should stop. If the offensive behaviour does not stop, the employee who believes they are being harassed is encouraged to make a complaint on an informal basis. All complaints will be acted upon and will be treated seriously, impartially and sympathetically.

HOBAN will take reasonable steps to protect people who responsibly exercise their rights under the policy against victimisation. In any cases where bullying or harassment has been sustained, appropriate action will be taken. Such action may include counselling or in more serious cases, discipline up to or including dismissal. We have a robust process to manage complaints, which can be provided upon request. Those in authority who knowingly tolerate are also guilty of misconduct and will be held liable for the harassment occurring.

It is our expectation that all times, your behaviour reflects the spirit of this legislation. If you experience discrimination or sexual harassment in the workplace, you should first make it clear that such behaviour is offensive to you. If it continues, please contact your HOBAN Recruitment consultant immediately.

Should you wish to discuss any of the above, please contact our EEO and Harassment Officer **Emily Robertson** by any of the following:

**Emily Robertson, EEO and Harassment Officer**

**HOBAN Recruitment, Level 35, 360 Collins Street, Melbourne VIC 3000**

**Phone: 03 9203 4904 Email: [emilyr@hoban.com.au](mailto:emilyr@hoban.com.au)**



## Privacy Policy & Collection Statement

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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](mailto: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
- 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 services if this is required as part of placing you into a job, for example:
  - The validation of your right to work in Australia;
  - Credentials and qualifications;
  - Psychometric assessments;
  - Skills testing;
  - 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 candidates, 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](mailto: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](mailto: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.

## Diversity Policy

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### Diversity Vision

HOBAN recognises its talented and diverse workforce as a key competitive advantage. Our business success is a reflection of the quality and skill of our people. HOBAN is 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.

HOBAN believes 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 the company, 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, position HOBAN to anticipate and fulfil the needs of our diverse customers, both domestically and internationally, providing high quality products/services.

Our workforce is diverse across many dimensions. Our diversity encompasses differences in ethnicity, gender, language, age, sexual orientation, religion, socio-economic status, people with disability, 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 recruits on the basis of capabilities i.e. the essential knowledge, skills and attributes required for every position.

As a national recruitment provider, HOBAN 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

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

### Community Programs

HOBAN 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 both for 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.

HOBAN seeks to overcome discrimination in the wider community by working closely with many organisations who promote diversity as their core business offering.

### Diversity Practices

HOBAN's 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 assistance
- Development Programs
- Employee Assistance Program

We encourage inclusion, open communication, constructive contribution and employee networks.

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. 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](mailto:adjustments@hoban.com.au).

## Email, Intranet & Internet Policy

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### 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

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## 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.

If you're a new employee, your employer needs to give you a copy of the Fair Work Information Statement before, or as soon as possible after, you start a job. For information tailored to you, register for an online account at [www.fairwork.gov.au/register](http://www.fairwork.gov.au/register), or call the Fair Work Infoline on 13 13 94.

## Minimum rights and entitlements

Workers in Australia are entitled to basic rights and protections at work. If you're in the national workplace relations system, these protections include minimum pay rates and a set of entitlements called the National Employment Standards. You're also likely to be covered by a modern award or enterprise agreement, which may provide you with more entitlements.

You might also sign a contract or agreement with your employer. Contracts can set out additional conditions of employment but can't provide less than your minimum entitlements under the National Employment Standards or an applicable award or enterprise agreement.

## Minimum pay rates

Your minimum pay rate will usually be set in an award or an enterprise agreement. If there's no modern award or enterprise agreement covering your work, you're still entitled to at least the national minimum wage which, from 1 July 2018, is:

- \$18.93 per hour for full-time and part-time adult employees
- \$23.66 for casual adult employees.

The national minimum wage is reviewed annually. You can find your minimum pay rates by using our Pay Calculator at [www.fairwork.gov.au/PACT](http://www.fairwork.gov.au/PACT).

## Modern awards

There are 122 industry or occupation awards that cover most people working in Australia. Awards may contain entitlements like minimum wages (pay), penalty rates, types of employment, flexible working arrangements, hours of work, meal and rest breaks, classifications, allowances, annual leave loading, and redundancy. To find out if you're covered by an award, use Find my award at [www.fairwork.gov.au/awards](http://www.fairwork.gov.au/awards).

## Enterprise agreements

Enterprise agreements set employment conditions that can apply to a business and their workers or a group of businesses and their workers. Enterprise agreements are negotiated ('bargained') between the employer, their employees and any employee representatives (such as a union or other bargaining representative).

Bargaining for an agreement has to follow set rules. Once approved by the Fair Work Commission, an enterprise agreement is enforceable and provides the terms and conditions of employment that apply at your workplace.

For information about making, varying, or terminating enterprise agreements visit the Fair Work Commission website at [www.fwc.gov.au](http://www.fwc.gov.au).

## The National Employment Standards (NES)

There are 10 minimum workplace entitlements in the NES that apply to all employees:

1. Maximum weekly hours of 38 if you're a full-time employee, plus 'reasonable' additional hours.
2. The right to request flexible working arrangements.
3. Parental and adoption leave of 12 months (unpaid), with the right to request an additional 12 months.
4. Four weeks paid annual leave each year (pro rata if you're a part-time employee).
5. A total of 10 days paid sick and carer's leave each year (pro rata if you're a part-time employee), two days paid compassionate leave for each permissible occasion, and two days unpaid carer's leave for each permissible occasion.

6. Community service leave for jury service or activities dealing with certain emergencies or natural disasters. This leave is unpaid except for jury service.
7. Long service leave.
8. The entitlement for you to be absent on public holidays and for you to be paid for ordinary hours on those days.
9. Notice of termination and redundancy pay.
10. The right to receive this Fair Work Information Statement if you're a new employee.

Casual employees are entitled to some of the entitlements in the NES, but not all. For example, as a casual employee you're entitled to two days of unpaid carer's leave for each permissible occasion. You're also entitled to parental and adoption leave of 12 months (unpaid) - with a right to request an additional 12 months if you've worked on a regular and systematic basis for at least 12 months and have a reasonable expectation of continuing employment.

To read more about the NES entitlements that apply to you, go to the National Employment Standards page at [www.fairwork.gov.au/NES](http://www.fairwork.gov.au/NES).

## If the business you work for changes owners

If the business you work for changes owners or is sold - and you're employed by the new employer within three months of your employment with the old employer ending - some of your entitlements may carry over to the new employer. You can check what you're entitled to at [www.fairwork.gov.au/transfer-of-business](http://www.fairwork.gov.au/transfer-of-business).

## Workplace flexibility

You have the right to request flexible working arrangements under the NES if:

- you're a parent of, or have responsibility for caring for, a child of school age or younger
- you provide personal care, support and assistance to another person who needs it because of a disability, medical condition, mental illness or frailty and age
- you have a disability
- you are 55 or older
- you're experiencing family violence
- you're providing care or support for an immediate family member, or someone you live with, who is experiencing family violence, or
- you're returning to work after a period of parental or adoption leave and wish to work part-time to care for your child, or the child who you have responsibility caring for.

Your employer can only refuse a request on reasonable business grounds. If they do, they must respond to your request in writing and include details for why they refused your request.

## Individual flexibility arrangements

You and your employer can negotiate to change how certain terms in an award or enterprise agreement apply to your situation. An individual flexibility arrangement cannot be a condition of employment - it must be a genuine choice. To find out more see Flexibility in the workplace at [www.fairwork.gov.au/flexibility](http://www.fairwork.gov.au/flexibility).

## Protection from discrimination and other adverse action

You're protected from an employer taking 'adverse action' against you for certain reasons. These protections apply to casual, full-time and part-time employees.

Adverse action can include dismissing you, refusing to employ you, negatively changing your position, or treating you differently for discriminatory reasons. For example, you're protected from adverse action if you make a complaint to an organisation like the Fair Work Ombudsman, or if you take personal leave or request flexible work

arrangements, or exercise your right to freedom of association (including becoming or not becoming a member of a union).

You also have the right to be protected from unlawful discrimination because of your race, colour, gender or age; and protection from undue influence or pressure from your employer about entering into an agreement in relation to your employment entitlements.

If you have experienced adverse action, discrimination or undue pressure by your employer you can seek assistance from the Fair Work Ombudsman or the Fair Work Commission. If you have been dismissed, there might be strict timeframes that apply, so make sure you lodge an application with the Fair Work Commission *within 21 days of the date of your dismissal*. See the Fair Work Commission website at [www.fwc.gov.au](http://www.fwc.gov.au) for more information.

## Ending employment

Your employment might end for a number of reasons - if you resign, your position is made redundant, or you are dismissed. To find out more see Ending employment at [www.fairwork.gov.au/ending-employment](http://www.fairwork.gov.au/ending-employment).

When your employment ends, you should get any outstanding employment entitlements, including outstanding wages and unused annual and long service leave.

If you think you've been unfairly dismissed, you might be able to lodge an application with the Fair Work Commission *within 21 days of the date of your dismissal*. There are rules about applying, including minimum employment periods, strict timeframes for applying and special rules for small business. Go to the Fair Work Commission website at [www.fwc.gov.au](http://www.fwc.gov.au) for more information.

## Right of entry

A permit holder, often a union official, may enter the workplace in order to:

- talk to employees whose industrial interests the permit holder's organisation is entitled to represent
- look into a suspected breach of workplace laws
- look into a suspected breach of health and safety laws, in which case they must also comply with right of entry requirements of the work health and safety laws.

A permit holder must comply with certain requirements such as notice to the employer and can inspect or copy certain documents. Strict privacy restrictions apply to the permit holder, their organisation and your employer.

## The Fair Work Ombudsman

The **Fair Work Ombudsman** is an independent statutory agency that promotes harmonious, productive and cooperative workplace relations and ensures compliance with Australian workplace laws. The Fair Work Ombudsman provides reliable and timely information about Australia's workplace relations system as well as help resolving workplace issues.

For more information about the Fair Work Ombudsman visit [www.fairwork.gov.au](http://www.fairwork.gov.au) or call 13 13 94.

## The Fair Work Commission

The **Fair Work Commission** is Australia's national workplace relations tribunal responsible for maintaining a safety net of minimum wages and employment conditions, as well as a range of other workplace functions, including agreement-making, workplace bullying and unfair dismissal. For more information about the Fair Work Commission see [www.fwc.gov.au](http://www.fwc.gov.au) or call 1300 799 675.

The Fair Work Information Statement is prepared and published by the Fair Work Ombudsman in accordance with section 124 of the *Fair Work Act 2009*.

## Aims and Beliefs

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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*

The logo consists of the word "HOBAN" in a bold, black, sans-serif font. The letter "A" is replaced by a stylized human figure with arms raised, also in black.

[www.hoban.com.au](http://www.hoban.com.au)