

HOBAN Recruitment

On-Hire Employee Induction Handbook

Updated 01/09/2025



Welcome

Congratulations and a warm welcome to the HOBAN Recruitment on-hire 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 on-hire employee. 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 on-hire 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 on-hire 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 50 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 on-hire 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 Recruitment Group includes our specialised brands RED Appointments (trades recruitment specialists) and Staff Solutions Australia (SSA) (bilingual recruitment specialists).

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Looking for staff? Looking for work?

Over 50 years of innovative recruitment solutions.

OUR SERVICES

HOBAN has deep experience creating recruitment solutions across a wide range of sectors.

- White-Collar Commercial
- Managed Services
- Logistics & Warehousing
- Distribution Training
- Healthcare
- Accounting & Finance
- Government
- Sales & BD
- Blue-Collar Industrial
- Bilingual Recruitment
- Executive
- Event Personnel
- Contact Centre
- Customer Service
- Graduate Recruitment

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 6/92-100 Monash Drive Dandenong South VIC 3175 Phone: 03 9554 4200 Office Hours: 7am to 6pm Mon to Fri
Executive	Managed Services	Australian Capital Territory
Melbourne Suite 5, Level 14, 530 Collins Street Melbourne VIC 3000 Phone: 03 9203 4900 Office Hours: 8am to 6pm Mon to Fri	Laverton Suite G03, 45 Leakes Road Laverton North VIC 3026 Phone: 03 9325 3200 Office Hours: 7am to 6pm Mon to Fri	Canberra Level 9, 224 Bunda Street Canberra ACT 2601 Phone: 02 6108 3800 Office Hours: 8am to 6pm Mon to Fri
New South Wales		Queensland
Sydney Suite 5, Level 25, 123 Pitt Street Sydney NSW 2000 Phone: 02 9978 1700 Office Hours: 8am to 6pm Mon to Fri	South West Sydney Unit 5, 110 Station Road Seven Hills NSW 2147 Phone: 02 8834 8977 Office Hours: 7am to 6pm Mon to Fri	Brisbane Level 8, 127 Creek Street Brisbane QLD 4000 Phone: 07 3027 2500 Office Hours: 7am to 6pm Mon to Fri
Western Australia	South Australia	After Hours
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	Adelaide Level 7, 70 Pirie Street Adelaide SA 5000 Phone: 08 8111 8500 Office Hours: 8am to 6pm Mon to Fri	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 on-hire employee.

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

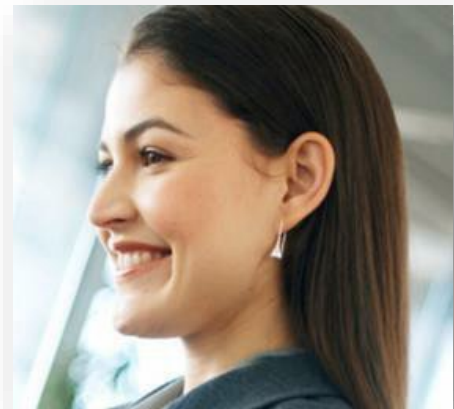
Guidelines to follow whilst on assignment

- **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 an on-hire 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 on-hire 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 handbook.*
- 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.
- If you have not been inducted at the start of your first shift.
- If you have not been inducted and trained on the equipment you are asked to use.

Important Payroll Information

Employment Conditions

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

Each time you work at a client site, your consultant will advise you of the relevant pay and conditions which will apply. If you have an On-Hire Casual Employment Contract, 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 On-Hire Assignments

On-hire 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 [HOBAN On-Hire Employees](#) 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

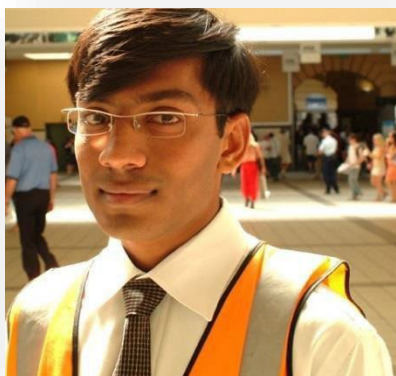
Accurately complete the date and time you commenced each day, as well as the number of minutes taken for your meal breaks. Please total each day's hours and at the end of the week total it to the nearest quarter hour.

On completion of your assignment (or Friday of each week if the assignment is longer than 1 week) 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 on-hire 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 On-Hire Employees](#) menu.

Tax File Number

Tax File Numbers (TFN) must be provided before commencement of your first on-hire 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 on-hire 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 on-hire staff for excellent performance in their assignments.

We have functions which are specifically designed to allow us the opportunity to publicly acknowledge our on-hire 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, Accident, Workplace Bullying or Harassment

You can report a Workplace Hazard, Accident, Workplace Bullying or Harassment 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 on-hire employee, 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

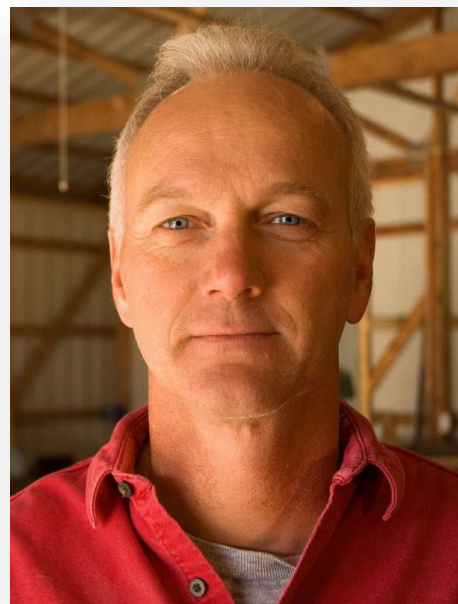
If you are hurt at work or see something that you think is dangerous:

- 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 On-Hire Employees](#) 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 on-hire employee/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.

Psychosocial Health and Safety

Your HOBAN consultant will explain the HOST site surroundings and environment for each assignment. To ensure your Mental Health and safety, please make the consultant aware of any pre-existing conditions that may affect your work performance while on site.

A psychosocial hazard is anything that could cause psychological harm (e.g. harm someone's mental health like bullying or harassment). Please report any workplace injuries, incidents, or hazards to both the client and HOBAN Recruitment as soon as practically possible.

You can report a Workplace Hazard, Accident, Workplace Bullying or Harassment at any time by scanning the following QR code or [clicking this link](#). You are also welcome to contact your local HOBAN office, HOBAN Recruitment consultant, account manager or HOBAN Recruitment's RTW and Safety Manager **Alyssa Shoppee**



Scan QR code to access reporting form

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 Collection Notice

HOBAN Recruitment Pty Ltd ACN 052 201 313 (HOBAN), and our Australian related entities (which includes RED Appointments Pty LTD, RED Appointments NT and Outsourcing Oceania), operate a recruitment agency which provides recruitment solutions across a wide range of sectors. Any reference to HOBAN, we, our or us is also a reference to our related entities.

We understand the importance of being open and transparent with you in the way in which we collect, store, use and share your personal information. We take protecting your privacy rights very seriously. We strongly encourage you to read this notice before you register your interest via <https://www.hoban.com.au/register-your-interest/> or contact us, so that you understand and are comfortable with how we handle your personal information. If you register with us online on our website, as part of this process you are required to read and confirm that you have understood this Privacy Collection Notice.

If you register your interest through our website, contact us directly, engage in our candidate onboarding process or otherwise engage with us as a candidate or potential candidate, this collection notice will govern how we handle your personal information.

We generally collect personal information at the following stages:

- initial registration of your interest, in most cases via our website;
- following receipt of our welcome email (**Welcome Email**), if you choose to complete our onboarding process through our portal;
- when facilitating your actual and possible work placement;
- during the course of your work placement; and
- fulfilling our post-placement obligations to our clients.

What personal information do we collect and how/when do we collect it?

Personal information	How/when do we collect this information?
Personal and contact details This may include your: • full legal name; • email address; • phone number; and • address.	We will collect this information directly from you when you: • register your interest through our online portal available at https://www.hoban.com.au/register-your-interest/; • apply for a role advertised on HOBAN's website; or • approach HOBAN directly, for example via email, phone or in person.
Information about your profession, skills, qualifications and relevant experience - <u>this may include sensitive information, such as trade union membership and associations.</u> This may include your: • education, qualifications and certifications; • professional memberships, associations, affiliations with relevant industry bodies or organisations; • employment history;	We may collect this information directly from you (usually via your resume) when you: • register your interest through our online portal available at https://www.hoban.com.au/register-your-interest/; • apply for a role advertised on HOBAN's website; or • approach HOBAN directly via email or phone. We may also collect this information from third parties, for example, referees, previous employers, professional registration authorities, educational institutions, or through our third-party providers such as: • Workpro, who conducts OHS induction and work rights onboarding on our behalf; • IKM (TeckCheck, Inc), who conduct skills testing and data entry on our behalf; • SparkHire, who provide an interview platform; and

- awards, recognition and special achievements; - skill-specific licences (e.g. a forklift licence); - interview results; and - aptitude test results (if relevant).	Criteria Corp, who conduct psychometric assessments on our behalf.
Identification documents This may include your: - passport; - birth certificate; - drivers' licence; - visa (if applicable); and - other identification documents.	We may collect this information when you: - log in to our online portal using the credentials we provide in our Welcome Email and complete your onboarding; and/or - participate in our candidate screening and assessment process. We may also collect this information through our third-party providers, such as Workpro , who conducts OHS induction and work rights onboarding on our behalf.
Information about your accessibility requirements - <u>this may include sensitive information, such as details about your health and any disabilities you have.</u>	If you email us to request an adjustment to be made during the recruitment process due to a disability (including by emailing adjustments@hoban.com.au), we may collect this information.
Background check information (e.g. Working With Children check clearance number, national police check information (if applicable)) - <u>this may include sensitive information, such as if you have a criminal record</u>	We may collect this information directly from you when you participate in our candidate screening and assessment process: We may also collect this information: - from third parties (for example, verification providers, referees, previous employers, professional registration authorities or educational institutions); and/or - publicly available information (for example, court decisions).
Information about your work performance, and employment health and safety - <u>this may include sensitive information, such as health information</u>	We may collect this information from third parties (for example, employers with whom we have placed you) when: - we receive reports of your performance from employers with whom we have placed you; and/or - we reasonably believe that your being in, or remaining in, a position might present a risk to your health and safety or to that of others for whose health or safety we are responsible.
Banking, tax and superannuation details	We collect this information directly from you via our payroll portal when your placement at an on-hire assignment has been confirmed.
Health information (for example, vaccination status or medical test results (if required)) - <u>this is sensitive information</u>	We may collect this information directly from you: - when you complete our pre-employment health questionnaire as part of the onboarding process; - during functional assessments prior to placement (if required); - during drug and alcohol assessments (if required); and/or - through other means as required for potential or actual placements where this is an inherent requirement (for example, certain roles with our clients in the Healthcare industry).
Referee contact details	You may provide us with personal information which relates to another person, including contact details of your referees. If you do so, you agree that you have received permission from these individuals for us to collect, use, and share, their personal information in accordance with this Privacy Collection Notice. You should also let them know about our Privacy Policy (including the information in this Privacy Collection Notice).

Online and digital services information	If you only browse our website, we do not collect information that identifies you personally, though we may collect information related to your visit to our website. However, third-party services, such as Google and Meta, may collect data related to your visit through tracking technologies we use for analytics and marketing purposes. These third-party services may link this information to your personal profiles on their platforms if you are logged in. Please note that how these third parties handle and use your data is governed by their own privacy policies, not ours. We recommend reviewing their privacy policies for more information on their data collection practices and options available to you for managing your privacy.
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Why do we collect, store and use your personal information?

Personal information	Why do we collection, store and use this information?
Personal and contact details	We collect and use your personal information to: • verify your identity; • contact you to complete your registration and onboarding as a candidate with HOBAN (please note that we may use generative artificial intelligence (AI) technologies to assist us with crafting responses to you and communicating with you generally, based on personal information you have provided us); • facilitate your actual or possible placement in employment; and • send you direct marketing from HOBAN Recruitment, and you consent to us communicating with you via email or SMS to send you legislative updates, newsletters, and/or notifications of available jobs that may be of interest to you, or as otherwise allowed under applicable privacy laws - refer to our Privacy Policy found at www.hoban.com.au for further information. In addition, we also use and disclose your personal information to third party providers who assist us during the onboarding process, including: • Referoo, who conducts reference checking on our behalf, to enable them to provide you with a link to enter the contact details of your two referees; and • Workpro, who conducts OHS induction and work rights onboarding on our behalf, to provide you with a link to review this information and complete training which is required by law. As part of your initial registration and onboarding process you will receive 3 emails - HOBAN's Welcome email, as well as emails from our third-party providers, Referoo and Workpro. If the specific role you have applied for requires you to complete an aptitude test or interview via a third-party platform, we may also use and disclose your contact details to our third party providers who provide such platforms, including: • IKM (TeckCheck, Inc); • SparkHire; and • Criteria Corp.
Information about your profession, skills, education,	We collect and use your personal information to: ▪ assess your suitability for registration with us;

qualifications and any relevant experience you have - <u>this may include sensitive information, such as trade union membership and associations</u>	▪ identify work placement opportunities (including by using automatic decision-making technologies to review your application and/or match you with suitable work placement opportunities based on this personal information you have provided us); ▪ identify your training needs; and ▪ make suggestions to you, whilst you remain registered with us, for further training in connection with work of the type that you are seeking through us. In addition, we may use and disclose your personal information to a third parties, such as potential and actual employers and clients of HOBAN to facilitate your actual or possible work placement.
Identification documents	We collect and use your personal information to: • verify your identity and right to work in Australia; and • assess your suitability for placement opportunities with us.
Information about your accessibility requirements - <u>this may include sensitive information, such as details about your health and any disabilities you have.</u>	We collect and use your personal information to: • make reasonable adjustments for you during the registration and onboarding process; and/or • facilitate your actual or possible work placement.
Background check information (e.g. Working With Children check clearance number) - <u>this may include sensitive information, such as if you have a criminal record</u>	We collect and use your personal information to: • assess your suitability for registration with us; • validate (including from appropriate third-party sources such as the police, your referees, etc) your resume, nominated references, stated qualifications, experience, training or abilities. Where we require third party validation, we will tell you how we propose to obtain it; and/or • facilitate your actual or possible work placement. In addition, some laws such as taxation law, immigration law, laws regulating employment agencies, laws relating to national security, laws relating to professional or trade registration, labour hire licensing laws, public health laws, and laws for the protection of certain classes of people (such as children or the elderly) may require us to collect certain types of information (including criminal history and evidence of your right to work) from you that is relevant to the position/s for which you may be applying. The following Australian laws require or authorise our collection of such personal information from you: • <i>Migration Act 1958 (Cth) and Migration Regulations 1994 (Cth);</i> • <i>Private Employment Agents (Code of Conduct) Regulation 2005 (Qld);</i> • Public health laws. There may be cases where our duties require us to collect and disclose certain types of personal information relevant to specific job to potential and actual employers and clients of HOBAN. When requesting information of this type we will tell you whether the supply of that information by you is mandatory or voluntary.
Information about your work performance and employment	We collect and use your personal information for the purpose of:

health and safety - <u>this may include sensitive information, such as health information</u>	• your performance appraisals; • fulfilling our post-placement obligations, including managing any candidate replacement guarantee to our clients which we might be required to honour; • assessing your suitability to be placed in or continue in positions that you may be offered; • any workplace rehabilitation in which you and we are involved; • 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; • any reference that we may give concerning your work; • complying with any statutory obligations that apply to us.
Banking, tax and superannuation details	We collect and use your personal information to: • complete payroll functions; • comply with our statutory obligation.
Health information (for example, vaccination status or medical test results (if required)) - <u>this is sensitive information</u>	We collect and use your personal information to facilitate your actual or possible work placement, including for roles with inherent requirements (for example, certain roles in the Healthcare industry). In addition, we may use and disclose your personal information to a third parties, such as potential and actual employers and clients of HOBAN, if the relevant job requires you to undergo medical tests and assessments.
Referee contact details	We collect and use this information to validate (including from appropriate third-party sources such as your referees) your resume, nominated references, stated qualifications, experience, training or abilities. Where we require third party validation, we will tell you how we propose to obtain it.

Direct marketing and important points regarding opting out

You are always in control of the direct marketing communications which you receive and can opt-out at any time.

If you provide us with your contact information when registering your interest through our website, contacting us directly (including via phone or email), engaging in our candidate onboarding process or otherwise engaging with us as a candidate or potential candidate, we may send you direct marketing from HOBAN Recruitment, and you consent to us communicating with you via email or SMS to send you legislative updates, newsletters, and/or notifications of available jobs that may be of interest to you, or as otherwise allowed under applicable privacy laws.

You can opt-out by following the relevant unsubscribe instructions in the relevant communication (such as email or SMS message).

Importantly, regardless of whether you opt out from receiving any or all direct marketing communications, we will still communicate with you if we are required by law to provide you with information, or in relation to the services we are providing you with (for example, in relation to a job you have enquired about or applied for through us). If you opt-out of marketing communications, we will still need to communicate with you (for example to update you on the progress of an application you have made through us, or follow-up on our post-placement obligations once you have commenced placement at a job you obtained using our services).

Who will we share your personal information with?

Further to the third-party disclosures we have set out in the table above (see 'Why do we collect, store and use your personal information?'), we may share your personal information with:

- potential and actual employers and clients of HOBAN;
- our third party providers who assist us during the onboarding process, including Referoo and Workpro;
- third party providers that conduct aptitude testing and/or online interview platforms, including IKM (TeckCheck, Inc), SparkHire and Criteria Corp, if the specific role you have applied for requires this as part its recruitment process;
- third-party providers that provide HOBAN with AI technologies that support us to assess your suitability for work placement opportunities and communicate with you, including Daxtra Technologies Ltd and Bullhorn, Inc;
- referees;
- a person who seeks a reference about you;
- other members of the HOBAN Recruitment Group, our subsidiaries and associated companies (for example, where that member requires access to your personal information to provide us with IT support or other back-end services);
- our insurers;
- a professional association or registration body that has a proper interest in the disclosure of your personal and sensitive information;
- a Workers Compensation body;
- our contractors and suppliers involved in managing or administering HOBAN's services, for example our marketing consultancy, administrative support provider, payroll support provider, internet service suppliers and database technicians, some of whom may be offshore;
- a parent, guardian, holder of an enduring power of attorney (or like authority) or next of kin whom we may contact in any case in which consent is required or notification is to be given and where it is not practicable to obtain it from or give it directly to you;
- any person with a lawful entitlement to obtain the information;
- the Australian Taxation Office;
- superannuation or managed fund organisations;
- 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 that you are involved in a workplace accident or injury that requires medical attention;
- companies we (or our clients) partner with to provide probity/assessment or auditing services, for example validation of work rights, reference checking, criminal background checking, skills testing, psychometric assessments; and/or
- other organisations involved in our normal business practices

Please note that how these third parties handle and use your data is governed by their own privacy policies. We recommend reviewing their respective privacy policies for more information about their data collection practices and options available to you for managing your privacy.

Disclosure of your personal information to overseas recipients

Background Checking

If we need to conduct background screening with overseas based organisations, we are likely to disclose some of your personal information to overseas recipients for this purpose. For example, if you have worked with an overseas

employer, we might need to disclose your name, identifying details and the type of work you are seeking to your previous employer to the extent necessary to enable us to undertake suitable reference checking.

The countries in which the overseas recipient to whom would be likely to disclose your personal information, in those circumstances, are likely to be those where the organisation is based.

Other Cases

We are likely to disclose your personal information to overseas recipients, including other members of the HOBAN Recruitment Group, our subsidiaries and associated companies (for example, where that member requires access to your personal information for provide us with payroll, accounts and administrative support services or other back-end services). The countries in which the overseas recipient to whom we are likely to disclose your personal information are likely to be located are as follows:

- UK;
- Ireland;
- New Zealand;
- Philippines;
- Japan; and/or
- USA.

What happens if you do not give us all or part of the personal information we need?

If you do not provide your personal information, we may:

- not be able to complete your registration and onboarding with us, or create an account for you to use our online portal;
- not be able to progress your job application(s);
- be limited in our ability to locate suitable work for you;
- be limited in our ability to place you in work;
- decline to represent you in your search for work or put you forward for particular positions.

Our Privacy Policy and how you can find out more information

Please see our comprehensive Privacy Policy found at www.hoban.com.au for:

- more detailed information about the way we collect, use, hold and share your personal information;
- more information about how you can opt out of marketing communications from us;
- details about how you may access personal information that is held by us and seek correction of that information; and
- information about how you may make a complaint about your privacy (including about how your personal information has been handled).

How to contact us

If you wish to contact us about your personal information you should contact our Privacy Officer at privacy@hoban.com.au during normal office hours which are 9:00am-5:00pm Monday to Friday.

HOBAN Recruitment Privacy Policy

1. HOBAN's commitment to privacy

HOBAN Recruitment Pty Ltd ACN 052 201 313 (HOBAN), and our Australian related entities and subsidiaries, operate a recruitment agency which provides recruitment solutions across a wide range of sectors.

HOBAN is committed to managing personal information in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth) (**Privacy Act**). We understand the importance of being open and transparent with you in the way in which we collect, hold, store, use and share your personal information. As an APP entity under the Privacy Act, we take protecting your privacy very seriously. As we may sometimes work as a contracted service provider to a range of Commonwealth, State and Territory government agencies, it might become necessary for us to collect and manage personal information as an Agency under different privacy arrangements including where we are contractually bound by the agency to comply with their obligations under State, Territory or Commonwealth laws. If you wish to know whether this applies to you, please contact us <https://www.hoban.com.au/contact-us/>.

We strongly encourage you read this document, so that you understand and are comfortable with how we handle your personal information. If you have any questions about this document, or about HOBAN's handling of your personal information, please contact us using the relevant contact details set out at section 15.

2. About this Privacy Policy and when it applies

This documents sets out our policies for managing your personal information and is referred to as our Privacy Policy.

In this Privacy Policy:

- “we”, “us” and “our” refers to HOBAN;
- “Work Seeker” refers to individuals who engage with us as a job candidate or potential job candidate, including by submitting a job application to us or by registering your interest through our online portal available at <https://www.hoban.com.au/register-your-interest/>. This includes job candidates who are successful in gaining a placement at a HOBAN Client organisation;
- “Client” refers to organisations or government agencies that we contract with to assist with their recruitment needs;
- “Referee” refers to third-party sources that you, as a Work Seeker, list as your nominated job reference; and
- “you” and “your” refers to any individual from whom we collect personal information, including Work Seekers, Clients (to the extent they are individuals or represented by an individual) and Referees; and
- “Privacy Laws” refers to the Australian *Privacy Act 1988* (Cth), the *Spam Act 2003* (Cth) (**Spam Act**) and the *Do Not Call Register Act 2006* (Cth).

This Privacy Policy sets out how we collect, store, process, use and disclose personal information (including personal information we collect, and personal information submitted to us, whether offline or online). For example, this may include information we collect from you:

- as a Work Seeker, Client and/or Referee;
- as a supplier to us;
- when you apply for a job at HOBAN itself; or
- when you otherwise interact with us, including by:
 - visiting our website available at <https://www.hoban.com.au/>;
 - sending us an enquiry or providing us with feedback; or
 - asking us to send you information about potential job placements at our Client organisations.

Other privacy related notices and terms and conditions may apply to you, such as a privacy collection notice provided (either verbally or in writing):

- when you register your interest with us as a Work Seeker;
- when we contact you as a Referee for a relevant Work Seeker; and
- when you apply for a role at HOBAN itself or accept a position to work at HOBAN.

This Privacy Policy only applies to HOBAN. If you are dealing with another member of the HOBAN's Australian related entities (i.e. RED Appointments Pty LTD, RED Appointments NT and Outsourcing Oceania), including internationally, you should consult that entity's separate privacy policy to understand how they handle your personal information.

3. What is personal information?

"Personal information" is defined in the Privacy Act, and means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not; and
- whether the information or opinion is recorded in a material form or not.

In this Privacy Policy, whenever we use the term "personal information", we are referring to this legal definition. Personal information does not include aggregated or de-identified data.

4. What information do we collect about you and how do we collect this information?

Normally we collect your personal information from you directly, however, in some circumstances, we may also collect personal information about you from other people and organisations that we work with as part of the recruitment. These include our contracted service providers and providers of web-based applications/platforms we use as part of our process, such as:

- Seek Talent;
- LinkedIn;
- Referoo;
- Bullhorn Onboarding;
- Workpro;
- Criteria;
- Hogan;
- Astute;
- IKM Assessments; and/or
- Spark Hire.

The types of personal information that we collect about you will depend on how you interact with us and the type of dealings you have with us.

It is important that you understand that there are risks associated with use of the Internet and you should take all appropriate steps to protect your personal information. It might help you to look at the OAIC's resource on [Social Media & Online Privacy](#). You can contact us by land line telephone if you have concerns about making contact via the Internet.

Generally speaking, the kinds of personal information HOBAN collects may include:

Type of personal information	What this includes	How/when do we collect this information?
Personal and contact details	This may include your: • full legal name; • email address; • phone number; and • address.	We will collect this information directly from you (including if you are a Work Seeker) when you: • register your interest through our online portal available at https://www.hoban.com.au/register-your-interest/; • register for notifications in relation to future job notifications • apply for a role advertised on HOBAN's website; • approach HOBAN directly, for example via email, phone or in person (for example when you attend an event like HOBAN Golf Day or the HOBAN coffee stand); • when you attend a conference of networking event where HOBAN is present; or • use web-based application and placement management applications to submit identification documents, receive job offers, complete online interviews and assessments, submit references, undertake onboarding and inductions, or upload time sheets. If you are a Referee, we will collect this information when we contact you either by phone, email or in person in the course of checking a Work Seeker's references and when we are checking information that we obtain from you about Work Seekers.
Information about your profession, skills, qualifications and relevant experience	This may include your: • education, qualifications and certifications; • professional memberships, associations, affiliations with relevant industry bodies or organisations; • employment history; • relevant volunteer or unpaid work; • awards, recognition and special achievements; • skill-specific licences (e.g. a forklift licence); • interview results; • membership to trade unions or association - <u>this may include sensitive information</u>; and • aptitude test results (if relevant).	We may collect this information directly from you (usually via your resume if you are a Work Seeker) when you: • register your interest through our online portal available at https://www.hoban.com.au/register-your-interest/; • apply for a role advertised on HOBAN's website; or • approach HOBAN directly via email or phone. We may also collect this information from third parties, for example, referees, previous employers, professional registration authorities, educational institutions, or through our third-party providers such as: • Workpro, who conducts OHS induction and work rights onboarding on our behalf); • IKM (TeckCheck, Inc), who conduct skills testing and data entry on our behalf;

		• SparkHire, who provide an interview platform; and • Criteria Corp, who conduct psychometric assessments on our behalf. If you are a Referee, we may collect this information when we contact you either by phone, email or in person.
Identification documents	This may include your: • passport; • birth certificate; • drivers' licence; • visa (if applicable); and • other identification documents.	We may collect this information from Work Seekers when you: • log in to our online portal using the credentials we provide in our Welcome Email and complete your onboarding; and/or • participate in our candidate screening and assessment process. We may also collect this information from Work Seekers through our third-party providers, such as Workpro, who conducts OHS induction and work rights onboarding on our behalf. If you are a Referee, we may collect this information when we contact you either by phone, email or in person (if required).
Information about your accessibility requirements	<u>This may include sensitive information, such as details about your health and any disabilities you have.</u>	If you are a Work Seeker and email us to request an adjustment to be made during the recruitment process due to a disability (including by emailing adjustments@hoban.com.au), we may collect this information.
Background check information	This may include your: • Working With Children check clearance number; and/or • national police check information (if applicable) - <u>this may include sensitive information, such as if you have a criminal record.</u>	If you are a Work Seeker, we may collect this information directly from you when you participate in our candidate screening and assessment process: We may also collect this information: • from third parties (for example, verification providers, referees, previous employers, professional registration authorities or educational institutions); and/or • publicly available information (for example, court decisions).
Information about your work performance, and employment health and safety	This may include: • performance review information; and/or • <u>sensitive information, such as health information.</u>	If you are a Work Seeker, we may collect this information from third parties (for example, employers with whom we have placed you) when: • we receive reports of your performance from employers with whom we have placed you; and/or

		we reasonably believe that your being in, or remaining in, a position might present a risk to your health and safety or to that of others for whose health or safety we are responsible.
Banking, tax and superannuation details	Such as your bank account and superannuation fund details.	We collect this information directly from Work Seekers via our payroll portal when your placement at an on-hire assignment has been confirmed.
Health information	(for example, vaccination status or medical test results (if required)) - <u>this is sensitive information</u>	We may collect this information directly from Work Seekers: - when you complete our pre-employment health questionnaire as part of the onboarding process; - during functional assessments prior to placement (if required); - during drug and alcohol assessments (if required); and/or - through other means as required for potential or actual placements where this is an inherent requirement (for example, certain roles with our clients in the Healthcare industry).
Information about another person	if you are a Work Seeker, this may include your Referee's: - full legal name; - email address; - phone number; and - address. If you are a Referee, this may include: - information about your relationship and knowledge and opinions of the Work Seeker, as relevant to the reference we are seeking; - other background information about the Work Seeker. If you are a Client, this may include: - employee contact details (including their name and email address); and/or - roles and reporting lines.	You may provide us with personal information which relates to another person, including contact details of your Referees. If you do so, you agree that you have received permission from these individuals for us to collect, use, and share, their personal information in accordance with this Privacy Collection Notice. You should also let them know about this Privacy Policy.
Job description information	This may include: roles, reporting lines, inter-personal communication, and cultural fit requirements within your organisation;	We may collect this information from Clients when you contact or otherwise engage with us to source a candidate or recruit through us.

	- business, social, or personal interests about which we may be able to provide news and information; and/or - celebration milestones and dates, preferred social media contact channels that you choose to share with us.	
Biometric information	This may include fingerprint, voice or facial recognition (<u>this is sensitive information</u>).	We may collect this information from employees and other individuals through biometric technologies. For example, we use a third-party application/time clock to conduct facial recognition of you when you clock in and clock out of your work shifts.
Online and digital services information	This may include information (that is not always identifiable) about your: - device ID; - device type; - geo-location information; - IP address; - browsing information, including information about how you interact with our website; and/or - information collected from Cookies and other online tracking technologies (see section 10.2 below).	If you only browse our website, we do not collect information that identifies you personally, though we may collect information related to your visit to our website. However, third-party services, such as Google and Meta, may collect data related to your visit through tracking technologies we use for analytics and marketing purposes. These third-party services may link this information to your personal profiles on their platforms if you are logged in. Please note that how these third parties handle and use your data is governed by their own privacy policies, not ours. We recommend reviewing their privacy policies for more information on their data collection practices and options available to you for managing your privacy.
Unsolicited information	Unsolicited personal information is personal information we receive that we have taken no active steps to collect (for example, an employment application sent to us by an individual on their own initiative, rather than in response to a job advertisement).	We may collect this information directly from you. Please note that we may keep records of unsolicited personal information to the extent that it is permitted by the Privacy Act (for example, if the information is reasonably necessary for one or more of our functions or activities). If not, we will destroy or de-identify the information as soon as practicable, within 30 days upon request, provided it is lawful and reasonable to do so.
Publicly available information	Information that is publicly available online, such as on online forums, websites, newspapers, journals, directories, the Internet and social media sites.	We may collect this directly from the publicly available source (e.g. websites, or social media channels).

5. Can you deal with us without providing your personal information?

You are under no obligation to provide your personal information to HOBAN. However, without certain information from you, HOBAN may not be able to provide you with the full suite of services that is ordinarily offers. For example, if you are a job applicant or potential job applicant and do not provide your personal information, we may:

- not be able to complete your registration and onboarding with us, or create an account for you to use our online portal;
- not be able to progress your job application(s);
- be limited in our ability to locate suitable work for you;
- be limited in our ability to place you in work; and/or
- decline to represent you in your search for work or put you forward for particular positions.

6. Why do we collect, store and use your personal information?

We collect personal information that is necessary to provide you with our recruitment services, and to carry out our business.

We may use your personal information for purposes which are incidental to the provision of recruitment services and promotion of our services, or for other purposes which are within your reasonable expectations or permitted by law.

The purpose for which we usually collect, store, and use your personal information depends on how you interact with us (for example, whether you are a Work Seeker or a Referee) by may include the following purposes:

Purpose	Explanation
To facilitate Work Seekers' actual or possible placement in employment with our Clients, or to provide other recruitment-related services	We may collect, store and use your personal information to: • verify your identity as a Work Seeker or Referee; • contact you to complete your registration and onboarding as a candidate with HOBAN (please note that we may use generative artificial intelligence (AI) technologies to assist us with crafting responses to you and communicating with you generally, based on personal information you have provided us); • assess your suitability for registration with us; • identify work placement opportunities (please note that we may use AI tools which utilise automatic decision making technologies to review your application and/or match you with suitable work placement opportunities based on personal information you have provided us, such as information about your profession, skills, qualifications, and relevant experience); • identify your training needs; • validate (including from appropriate third-party sources such as the police, your referees, etc) your resume, nominated references, stated qualifications, experience, training or abilities. Where we require third party validation, we will tell you how we propose to obtain it • make suggestions to you, whilst you remain registered with us, for further training in connection with work of the type that you are seeking through us;

	• complete payroll functions; • make reasonable adjustments for you during the registration and onboarding process; and/or • notify you about our services and flag work opportunities or training or development opportunities available, including job opportunities that we think might interest you (in accordance with applicable Privacy Laws). In addition, we also use and disclose your personal information to third parties for this purpose, including: • Referoo, who conducts reference checking on our behalf, to enable them to provide you with a link to enter the contact details of your referees; • Workpro, who conducts OHS induction and work rights onboarding on our behalf, to provide you with a link to review this information and complete training which is required by law; • potential and actual employers and clients of HOBAN; • third-party service providers that provide HOBAN with AI technologies we use to assist us with assessing your suitability for work placement opportunities and communicating with you; and/or • appropriate third-party sources such as your Referees, to validate your resume, nominated references, stated qualifications, experience, training or abilities. Where we require third party validation, we will tell you how we propose to obtain it. If you are a Referee, we collect, store and use your personal information: • to confirm identity and authority to provide references; • for Work Seeker suitability assessment; and • general recruitment functions.
To fulfil our post-placement obligations, including managing any candidate replacement guarantee to our Clients	We may collect, store and use your personal information: ▪ for the purpose of your performance appraisals; ▪ to assess your suitability to be placed in or continue in positions that you may be offered; ▪ to manage any workplace rehabilitation in which you and we are involved; ▪ in relation to our management of any complaint, investigation or inquiry in which you are involved; ▪ in relation to any insurance claim or proposal that requires disclosure of your personal or sensitive information; ▪ to provide a reference concerning your work; and/or ▪ complying with any statutory obligations that apply to us.

To promote our recruitment services - see section 11 for further information on direct marketing	We may collect, store and use your personal information to send you direct marketing from HOBAN Recruitment, including legislative updates, newsletters, or as otherwise allowed under applicable Privacy Laws.
To manage your working relationship with us (including if you are an employee or contractor)	We may collect, store and use your personal information to assess your suitability for a position with HOBAN (note: this does not include positions with our Clients), and, if you successfully join us, to manage our working relationship with us.
To do business with you	We may collect, store and use your personal information about you if you interact with us on a commercial basis (such as if you are a service provider, contractor or supplier to us), or you otherwise interact with us on a commercial basis. If you are a Client, we may collect store and use your personal information for: ▪ business relationship management; ▪ to fulfil our recruitment functions; and ▪ marketing our services to you.
To create deidentified or aggregate data for data analytics activities	We may collect, store and use your personal information to create deidentified or aggregate data sets (which is no longer personal information). We do this by de-identifying or aggregating your information such as combining your information with information we have about, for example, our other Work Seekers, and with data we obtain from other sources. We use this deidentified or aggregate data to assist with our business decisions, such as to: • help us in understanding trends in Work Seeker behaviour (such as the main industries our Work Seekers are looking for placements in); • perform research and statistical analysis, including for service improvement purposes; and • improve the job opportunities and services we offer. We may use AI tools to manage and improve data health in our customer relationship management (CRM) system.
To comply with our legal and regulatory obligations	We may collect, store and use your personal information for the purpose of complying with our obligations under any applicable laws and regulations, including Privacy Laws. This includes for the purpose of audits of HOBAN's compliance.
To assist with any business, share sale or corporate restructure	We may collect, store and use your personal information for the purpose of facilitating or implementing a transfer or sale of all or part of our assets or business or if we undergo any other kind of corporate restructure, acquisition or sale.

7. How do we store and protect your personal information?

We are committed to protecting your personal information and ensuring that we store any personal information we collect securely (and in accordance with applicable Privacy Laws). Your information may be stored in hard copy (paper) or electronic format, in storage facilities that we own and operate ourselves, or that are owned and operated by our service providers.

We take all reasonable steps to ensure that any personal information we collect, use or disclosure is accurate, complete, up-to-date and stored in a secure environment protected from:

- misuse, interference and loss; and
- unauthorised access, modification or disclosure.

7.1 Security and storage of personal information

Form	Explanation
Paper-based files	HOBAN is transitioning to a paperless office which means that most personal information formerly in paper-based form will now be stored digitally in secure systems (see 'Electronic records' below). Paper-based documents containing personal information will be securely disposed of once digitised. We maintain physical security measures to ensure that personal information still in paper-based files is protected, such as physical locks and security systems at our premises, security bins and off-site storage for historical records.
Electronic records	Data Processing and Storage We store electronic records securely in cloud environments hosted by third party service providers that are selected based on their adherence to data protection standards. We implement contractual agreements with these third parties that ensure the security and confidentiality of personal information that they store for HOBAN. Security Measures Personal information held in electronic records is also protected by implementing appropriate technical and organisational measures, including: ▪ encryption (for data in transit and at rest); ▪ access control policies (ensuring only authorized users can access data); ▪ regular security audits and vulnerability assessments; and ▪ various policies and procedures in place to safeguard individual's privacy. In particular, the following security measures are in place for the relevant electronic records: ▪ Emails: Personal information transmitted via email shall be securely handled. Sensitive information will be encrypted, and care will be taken to avoid phishing or unauthorised access. ▪ Call and Message Logs: All communication logs, including call history, text messages, and other communication records, are securely stored and accessed only by authorised personnel. ▪ Personal data shared during teleconferences or video conferences

	(including audio and video content) shall be encrypted and stored securely, with access granted only to authorized participants. - Recordings of teleconferences and video conferences shall be stored in compliance with applicable Privacy Laws, with prior consent obtained from all participants where required. Mobile Devices: Personal data accessed via mobile devices must be protected through encryption, device management protocols, and secure login methods. Mobile devices must be regularly updated to address known security vulnerabilities. Data Access Electronic records are only accessible by authorised personnel, with appropriate access controls and audit logs in place to monitor usage.
Our website	Our website uses encryption or other technologies to ensure that your personal information is securely transmitted via the internet. We encourage you to exercise care when sending your personal information via the internet.

7.2 How long do we keep your personal information?

We will only keep your personal information stored until it is no longer necessary for any purposes set out in this Privacy Policy or as required to comply with any applicable legal obligations.

When we no longer require your personal information, or upon request to delete, or de-identify, we will take steps to delete, de-identified or destroy that information (provided that it is lawful for us to do so).

8. Who do we share your personal information with and why?

We may share your personal information with third parties:

- for the reasons for which we collect, store and use that information (see above in section 6);
- for other purposes explained at the time we collect your personal information; or
- where we are otherwise allowed or required to do so under law.

Some of the third parties we may share your information with include the following:

Recipient	Explanation
HOBAN's Australian related entities, our subsidiaries and associated companies	We may share your personal information across HOBAN's Australian related entities (as appropriate). HOBAN's Australian related entities includes RED Appointments Pty LTD, RED Appointments NT and Outsourcing Oceania. For example, we may share your personal information to another HOBAN related entity where that entity requires access to your personal information to provide us with IT support or other back-end services.
Potential and actual employers and clients of HOBAN	We may share your personal information with potential and actual employers and clients of HOBAN to facilitate your actual or possible work placement.

Our contracted service providers (CSPs) and advisors	We may share your personal information with a variety of our CSPs to assist us with delivering, promoting and managing our services. These may include: ▪ CSPs who assist us during the onboarding process, including Referoo and Workpro; ▪ CSPs that conduct aptitude testing and/or online interview platforms, including IKM (TeckCheck, Inc), SparkHire and Criteria Corp, if the specific role you have applied for requires this as part of its recruitment process; ▪ specialist software vendors; ▪ legal and other professional advisors (such as insurance brokers, loss assessors, underwriters and financial advisors); ▪ superannuation fund managers; ▪ background checking and screening agents; and ▪ CSPs involved in managing or administering HOBAN's services, for example our marketing consultancy, administrative support provider, payroll support provider, internet service suppliers and database technicians.
Medical professionals, medical facilities or health authorities	In some cases, we may share your personal information with medical professionals if a medical assessment is required as part of placing you into a job or in the event that you are involved in a workplace accident or injury that requires medical attention.
Professional associations or registration bodies	We may share your personal information with a professional association or registration body that has a proper interest in the disclosure of your personal and sensitive information.
Referees	We may share your personal information with your nominated referees to validate details you have provided us with, including your resume, qualifications, experience, training or abilities.
Corporate restructure	We may share your information with third parties, whether affiliated or unaffiliated, for the purpose of facilitating or implementing a transfer or sale of all or part of our assets or business or if we undergo any kind of corporate restructure, acquisition or sale. In this context, your personal information may be transferred to another entity (or if such a sale, transfer, acquisition or corporate restructure is being contemplated by us).
Government and law enforcement agencies	We may share your personal information with government or other law enforcement agencies: • if they have a lawful entitlement to obtain the information; • if we are required to do so to meet our legal compliance obligations (for example, the Australian Taxation Office); and/or • to conduct a background check (for example, a criminal background check).
Marketing organisations	We may share your information with marketing organisations that assist us with our marketing communications or who send you marketing communications on

our behalf. Please see the 'Do we use your information for direct marketing' at section 11 below for further information on how we engage in direct marketing.

We take every reasonable step to ensure that terms of service with our CSPs recognise that we are bound by obligations to protect the privacy of your personal information, ensuring the actions of the CSP do not cause a situation that could possibly breach those obligations.

9. Do we share your personal information overseas?

We generally collect your personal information in Australia. However, it is likely that we will share your personal information with overseas recipients in the locations set out in the table below. These recipients include HOBAN representatives based outside of Australia as well as our service providers who may handle, process or store your personal information on our behalf.

We may share your information with overseas recipients as follows:

Country	Type of Information	Likely Recipients / explanation
New Zealand	Selective personal information stored on HOBAN systems/platforms	Administration support provider who may access data for the day to day running of business functions
Philippines	Selective personal information stored on HOBAN systems/platforms	Administration support provider who may access data for the day to day running of business functions
United Kingdom	Selective personal information stored on HOBAN systems/platforms	Administration support provider who may access data for the day to day running of business functions
Ireland	Selective personal information stored on HOBAN systems/platforms	Administration support provider who may access data for the day to day running of business functions
USA	Selective personal information stored on HOBAN systems/platforms	Bullhorn - database provider
Japan	All personal information held by us	Outsourcing Inc - our parent company
Other	Your name, identifying details and the type of work you are seeking	If you have worked with an overseas employer, we might need to disclose your personal information to your previous employer to the extent necessary to enable us to undertake suitable reference checking.

We only ever share your personal information outside of Australia where we are permitted to do so under the Privacy Act. Generally, this means we will take reasonable steps to ensure your personal information is treated securely and in accordance with applicable Privacy Laws.

There are other circumstances not contained in the above table where we may disclose your personal information to an overseas recipient. For example, where you have provided your consent, or we are otherwise permitted to do so under other relevant laws.

10. How to we interact with you via the internet?

10.1 Third party links and sites

When you use our website or receive communications from us, links to websites which belong to other third parties may be included (and are provided for your convenience). You should make your own enquiries as to the privacy

policies of these parties. We are not responsible for information on, or the privacy practices of, any third-party websites.

10.2 Website use and cookies/online tracking technologies

HOBAN may collect statistical information when you access and use our website and any online platforms available via our websites (such as our online portal), by utilising features and technologies of your internet browser or embedded in web content, including cookies and other online tracking technologies. Cookies and other online tracking technologies collect data about website traffic, assist in managing customised settings of the website and help deliver content. We collect certain information such as device type, IP address, and browsing information this way.

We use this information to analyse how our website is being used, to improve our website and provide you with a more use-friendly and customised website experience. These features and technologies do not specifically identify you unless you otherwise provide personal information to us that enables identification. In relation to cookies, if you do not wish to receive any cookies (other than those that are strictly necessary), you may use the settings in your browser to control how our browser deals with cookies. However, this may slow down or cause certain web pages to be inaccessible to you.

Third-party services, such as Google and Meta, may collect data related to your visit through these tracking technologies we use, for analytics and marketing purposes. These third-party services may link this information to your personal profiles on their platforms if you are logged in. Please note that how these third parties handle and use your data is governed by their own privacy policies, not ours. We recommend reviewing their privacy policies for more information on their data collection practices and options available to you for managing your privacy.

11. Do we share your personal information for direct marketing?

HOBAN and/or our third-party service providers may use your personal information to send you direct marketing information about legislative updates, newsletters, or as otherwise allowed under applicable Privacy Laws.

We will only send these communications in accordance with the Privacy Act (including Australia Privacy Principles 7) and the Spam Act, and only where you have not opted-out of receiving such communications from HOBAN.

You are always in control of the direct marketing communications which you receive from us and can opt-out at any time using the methods described in the table below. Generally, you can opt-out by following the relevant opt-out or unsubscribe instructions in the relevant communication (such as email or SMS message). You can also contact us using the details set out in section 15 of this Privacy Policy to tell us you would like to stop receiving direct marketing communications from us.

If you have indicated a preference for a method of communication, we will endeavour to use that method wherever practical to do so.

Format / Channel	Explanation	How to opt-out?
Direct marketing via email, SMS message and mail	We may use your personal information to send you direct marketing communications to keep you informed about services (including events) offered by HOBAN, which we think you might be interested in based on your interactions with us, or as otherwise allowed under applicable Privacy Laws.	You can opt-out by following the relevant unsubscribe instructions in the relevant communication (such as email or SMS message).

Important points regarding opting out

Importantly:

- regardless of whether you opt-out, we will still communicate with you if required by law to provide you with information, or in relation to the services we are providing you with (for example, in relation to a job you have enquired about or applied for through us); and
- if you opt-out of marketing communications, we will still need to communicate with you (for example to update you on the progress of an application you have made through us, or follow-up on our post-placement obligations once you have commenced placement at a job you obtained using our services).

12. How can you access or seek correction of your personal information?

You are entitled to request access to and/or correction of any of your personal information that we have. To make such a request, please follow the process set out below at 12.1 (Requests for access) and 12.2 (Requests for correction). We will respond to any such requests within a reasonable time, generally 30 days.

We may decline your request to access or correct your information in certain circumstances in accordance with the applicable Privacy Laws. For example, we may refuse your access request if:

- it relates to evaluative opinion material obtained confidentially in the course of our performing reference checks. In many cases evaluative material contained in references that we obtain will be collected under obligations of confidentiality that the person who gave us that information is entitled to expect will be observed, and we do refuse access if it would breach confidentiality; or
- access that would impact on the privacy rights of other people.

If we do refuse your request, we will provide you with a reason for our decision. In addition, in the case that we refuse your request for correction, we will include a statement about your request with the personal information that we store.

12.1 Requests for access

If you wish to obtain access to your personal information you should contact our Privacy Officer using the contact details set out below in section 15. You will need to be in a position to verify your identity.

Consistently with [guidance and advice](#) provided by the OAIC, we may impose a charge (provided it is not excessive) for retrieving and providing access to your personal information. Any such charge would be calculated having regard to:

- our staff costs in searching for, locating and retrieving the requested personal information, and deciding which personal information to provide to you;
- our staff costs in reproducing and sending the personal information;
- the costs of postage or materials involved in giving access
- the costs associated with using an intermediary - e.g., where access might be granted indirectly or to paraphrased information.

In determining the amount to charge, we would consider:

- our relationship with you;
- any known financial hardship factors;
- any known adverse consequences for you if you do not get access to the personal information; and/or
- timeframes to access requests.

12.2 Requests for correction

We will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, up-to-date and complete. You can help us do this by contacting us if you notice errors or discrepancies in information we hold about you and informing us of any change in your personal details (for example, if your email address changes or if you move and change address).

We will take such steps as are reasonable in the circumstances to correct that information to ensure that, having regard to the purpose (see section 6 'Why do we collect, store and use your personal information') for which it is held, the information is accurate, up to date, complete, relevant and not misleading.

If we have disclosed personal information about you that is inaccurate, out of date, incomplete, irrelevant or misleading, you can ask us to notify the third parties to whom we made the disclosure and we will take such steps (if any) as are reasonable in the circumstances to give that notification unless it is impracticable or unlawful to do so.

13. Making a complaint about the handling of your personal information

If you have any questions or concerns about this Privacy Policy or how we have handled your personal information, you may contact us at any time using the relevant contact details set out below in section 15 below.

Please also contact us if you have a complaint about our handling of your personal information or if you believe that we have interfered with your privacy. If you are making a complaint about our handling of your personal information, it should first be made to us in writing.

Complaints may also be made to the Recruitment, Consulting & Staffing Association ([RCSA](#)) the industry association of which we are a member. RCSA administers a [Code of Conduct](#) (RCSA Code) for the professional and ethical conduct of its members. The RCSA Code is supported by rules for the resolution of disputes involving members.

NOTE: The RCSA Code and grievance intervention rules do NOT constitute a recognised external dispute resolution scheme for the purposes of the APPs; but are primarily designed to ensure the good professional conduct of the Association's members.

If we receive your complaint about privacy, the following will occur:

No.	Step
1.	We will take steps to confirm the authenticity of the complaint and the contact details provided to us to ensure that we are responding to you or to a person whom you have authorised to receive information about your complaint.
2.	Upon confirmation of the above from you, we will generally write to you to acknowledge receipt and to confirm that we are handling your complaint in accordance with our policy within a week. We will first consider your complaint to determine whether there are simple or immediate steps which can be taken to resolve the complaint. For example, if your complaint can be resolved by procedures for access and correction (see section 12 above) we will suggest these to you as possible solutions.
3.	If your complaint requires more detailed consideration or investigation: - we may ask for clarification of certain aspects of the complaint and further details about the outcome you are seeking; and - we will make inquiries of people who can assist us to establish what has happened and why, and generally endeavour to complete our investigation into your complaint promptly (including gathering relevant facts, locating and reviewing relevant documents and speaking with the individuals involved).

4.	If we believe that your complaint may be capable of some other solution we will suggest that solution to you, on a confidential and without prejudice basis in our response. In most cases we will respond to your complaint within 30 business days from when we receive your complain. If the matter is more complex or our investigation may take longer, we will let you know.
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If you are not satisfied with our response to a complaint, or you consider that we may have breached the Privacy Act (including the Australian Privacy Principles), you are entitled to make a complaint to the Office of the Australian Information Commissioner (the Australian privacy regulator).

The Office of the Australian Information Commissioner can be contact by telephone on 1300 363 992, or you can fill out this [form](#) to make a complaint about our handling of your personal information. Full details for the Office of the Australian Information Commission can be found online at <https://www.oaic.gov.au/>.

14. How are changes made to this Privacy Policy?

We may make changes to this Privacy Policy, with or without notice to you. However, where we make a material change to the Privacy Policy, we will provide notice to you (including by updating our website and, where appropriate, notifying you directly). We recommend you visit this Privacy Policy regularly to keep you up to date with any changes we make.

15. How can you contact us?

If you wish to contact us about your personal information you should contact our Privacy Officer at privacy@hoban.com.au or 03 9203 4900 during normal office hours which are 9:00am-5:00pm Monday to Friday.

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 information about your pay and conditions

For help in your language visit fairwork.gov.au/language-help

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

Fair Work laws	Awards	Enterprise agreements	Employment contracts
			
▶ set minimum entitlements for all employees ▶ includes the National Employment Standards	▶ set minimum pay and conditions for an industry or occupation ▶ cover most employees in Australia	▶ set minimum pay and conditions for a particular workplace ▶ negotiated and approved through a formal process	▶ 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.

The Casual Employment Information Statement (CEIS) must be provided to **casual employees** before, or as soon as possible after, the start of employment, and also at set times throughout their employment. For more information and to access the CEIS go to fairwork.gov.au/ceis

The Fixed Term Contract Information Statement (FTCIS) must be provided to **employees on a fixed term contract** before, or as soon as possible after, entering into the contract. You can find the FTCIS 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 2025	 \$24.95 per hour or \$948 per week (based on a 38 hour week) for full-time employees	 \$24.95 per hour for part-time employees	 \$31.19 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
▶ 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.	▶ 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.
Visit fairwork.gov.au or call on 13 13 94.	Visit fwc.gov.au or call on 1300 799 675.



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.
Employee choice about casual employment	✗ Not applicable.	✓ The right to notify an employer to change to full-time or part-time employment in some circumstances. Rules apply.



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 working 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