



*Employee*

# INDUCTION BOOKLET



complete  
recruitment  
solutions



*Welcome to*

## **Complete Recruitment Solutions!**

Welcome to Complete Recruitment Solutions, you are now part of a leading Australian owned recruitment consultancy with clients throughout NSW. The team at Complete Recruitment Solutions has over 100 years of experience within the recruitment industry, and we are here to support you with your employment and career needs.

We are a service-driven, service-focused company. As an employee of Complete Recruitment Solutions, how you present and perform is a reflection on us all, so please ensure you always represent Complete Recruitment Solutions in a professional and friendly manner.

This induction book will detail all you need to know when it comes to working for Complete Recruitment Solutions on a temporary/casual basis.

# Index

## SECTION 1 - General Information

Your Responsibilities to CRS .....	3
What to Wear .....	5
Upon Arrival at Work .....	5
Job Performance .....	6
Employee of the Month .....	6
Assignment Brief.....	6

## SECTION 2 - Payroll Information

Payroll Procedures.....	7
Completing a Timesheet.....	8

## SECTION 3 - Work Health & Safety Information

Health & Safety Policy.....	9
Reporting an Injury, Incident or Near Miss .....	10
Return to Work Policy .....	10
Drug & Alcohol Policy.....	11
EEO, Discrimination, Bullying, Harassment and Violence Policy .....	12
Acacia EAP .....	13
Fire Prevention.....	14
Manual Handling.....	14
Danger & Lock Out Tag Out Systems .....	15
Machine Guarding.....	15
Safety Signs.....	15
Eye Protection .....	15
Hearing Protection.....	16
Mobile Phone Policy.....	16
Refer a Friend Promotion .....	18



## SECTION 1

### General Information

#### *Your Responsibilities to Complete Recruitment Solutions*

##### **What to do if you get sick**

1. Call our office immediately on 02 4731 2333 (24 hour number) to inform us that you can't attend work. This allows us to notify your host employer and, if necessary, arrange for a replacement.
2. Call us again later that day to let us know if you are able to return to work the next day.

##### **What to do if you are running late**

We understand that sometimes things happen outside of your control. If you are running late or find that you have become lost on the way to your assignment, please call our office immediately. This allows us to notify your host employer about your situation and provide them with an arrival time.

##### **What to do if you want to take leave or you find another job**

Please ensure that any time off work for personal reasons or leave is prearranged with your consultant well in advance, so appropriate arrangements can be made during your absence.

If you receive work elsewhere and cannot work for Complete Recruitment Solutions, please call to advise us, so that we can wish you luck and archive your file.

We would love to hear from you in the future if you find yourself looking for another role.

##### **Why your employment would be terminated**

Some certain circumstances/incidents may result in your termination of work with Complete Recruitment Solutions - these include but are not limited to; misconduct, dishonesty, theft, physical assault or verbal abuse, being under the influence of drugs or alcohol, failure to show up to work, non-communication regarding absences, excessive lateness and absenteeism and performing any unsafe practice or act, or neglect of duty.



**What happens if you are offered work by your consultant, but are not interested in doing the work that is offered**

Not every job will be the right fit for everyone. If you are offered an assignment, you are not under any obligation to accept it, however if you do accept the position, please complete it. If the assignment differs from what was described, presents safety concerns, or negatively affects your health, please notify us immediately.

**You have been working at the same location for a while and the host employer asks you to perform different duties, what do you do?**

If after you start your assignment, your duties are changed, it is your responsibility to inform your consultant prior to commencing the new duties. This is essential under WH&S provisions as it is our duty of care to ensure you have the appropriate experience and qualifications to safely perform the duties for the role. Additionally, depending on the nature of the change, you may be entitled to a higher pay rate.

**Whilst working on site, you must remember:**

- Smoking on clients premises should only be in designated area and during allocated breaks
- If a client provides you with a security badge or safety equipment, it is your responsibility to return it at the end of the assignment in its original state
- To be punctual, reliable and do each job to the best of your ability. These crucial factors will contribute to your success in working continually for CRS.
- If you finish your allocated tasks early, please speak with your supervisor.
- If you are not happy with the duties or the role you have been allocated, don't leave, please call your consultant during your break to have a chat.

**What to do if you are injured while working on site**

If you are injured in any way while working on the job site, please report it to your supervisor immediately and then call Complete Recruitment Solutions office on 02 4731 2333.



complete  
recruitment  
solutions



## What to wear

You only get one opportunity to make a first impression, and personal presentation plays a significant role in that. When representing Complete Recruitment Solutions, please ensure your clothing is clean, neat, and appropriate. Your hair should be clean, well kept, and tied back if it's long. Additionally, maintain a positive and friendly attitude at all times.

On all Complete Recruitment Solutions industrial assignments, it is essential that you wear steel-capped safety boots/shoes at all times unless told otherwise. Failing to have the correct footwear may result in being sent home. Sandals, thongs, slippers, scuffs, or open-type footwear are not acceptable.

The minimum standard clothing requirements for industrial assignments are as follows:

- Steel-capped boots/shoes
- High-visibility shirt or plain coloured shirt with hi-vis vest
- Drill pants or jeans (some clients may allow shorts but check with your consultant first)
- Minimal jewellery

## Upon arrival at work

Call your consultant to advise that you have arrived at the job site. Then introduce yourself to an appropriate person to advise that you are representing Complete Recruitment Solutions. Ask for the person you were told to report to.

It's a good idea to take your lunch on the first day until you find out what facilities there are available to you on-site and locally, although we will advise you in advance if we have that information.

If your assignment extends beyond the initial time specified, please ring and advise your consultant. This lets your consultant know that you are organised with work for a longer period of time. When your assignment finishes, it is absolutely ESSENTIAL that you phone Complete Recruitment Solutions to let us know it's your last day. Advise us if you require work for the next day, or if you need a break before your next assignment.



## Job Performance

Your work performance is monitored and assessed on an ongoing basis. This allows us to reward and encourage outstanding performance and ensure high standards are being maintained. When you arrive at your assignment, we always contact the host employer to ensure that you have arrived safely and on time.

Throughout your work assignment, we ask the client to comment on the following areas:

- Initiative
- Punctuality
- Attitude
- Presentation
- Cooperation
- Accuracy
- Speed
- Overall work performance

If you did not meet the required standards, we will advise you of this and give you the opportunity to discuss or inform us of any problems which may have hindered your performance.

## Employee of the Month

At Complete Recruitment Solutions, we strongly believe in recognising and rewarding excellence. We offer rewards for temporary employees who give exemplary service to our clients.

Employees who receive excellent feedback from our clients will be awarded a Certificate of Excellence and entered into the Employee of the Month program.

The Employee of the Month receives a certificate and gift voucher as a token of recognition for their hard work and go into the selection for Employee of the Year.

## Assignment Brief

An Assignment Brief will be emailed to you with all of the information required prior to you commencing your assignment with Complete Recruitment Solutions.

The brief will include information such as; the client's name, address, start date, your pay rate, how your timesheet will be completed etc.

Please ensure that you read through this information before commencing work.



## SECTION 2

### Payroll Information

#### Payroll Procedures

You will be paid in accordance with our pay week which is Monday to Sunday. Pay rates vary according to your skills and the particular Award or Enterprise Bargaining Agreement involved.

To enable us to pay you correctly, we must receive a signed and authorised timesheet for the previous week.

- Our clients provide us with your timesheet in various ways, you will be advised which way is applicable for you before you start your assignment.
- Without a host employer authorised timesheet, we cannot process your hours.
- Payment is made by direct deposit into your nominated bank account. Failure to supply the correct details of your account at least two days before the pay period may result in your pay being delayed. NOTE: If you have requested your payments to be paid into a credit union, then processing time may take one extra day.
- You are required by law to provide us with your tax file number. If you are unable to supply it when you complete your paperwork, you are required to supply it within 28 days from the time you start working for us. If you do not supply your TFN, the tax office will instruct us to deduct the highest marginal tax rate from your wages.
- Cash is never kept in the office of Complete Recruitment Solutions at any time and this means that no advances are available.



- We suggest you keep a record of your hours worked on each job. Your payslip will be emailed to you each week. If there are any discrepancies, please call our office immediately so that we can investigate and rectify any incorrect items.

### Completing a timesheet

You may be required to complete an online timesheet or a paper timesheet depending on which site you are working at.

This will be confirmed by your consultant and the details will be provided in your Assignment Brief.

### Main Points

- The pay week runs from Monday through to Sunday
- Payday is Wednesday following the week you have worked
- We must receive an authorised timesheet in order to process your payroll
- There are no cash advances under any circumstances
- Should you have any queries regarding your pay, please contact our Payroll Officer on 4731 2333 or payroll@completeterecruitment.com.au



## SECTION 3

### Work Health & Safety Information

#### ***Work Health and Safety Policy***

##### ***Commitment to Health and Safety***

Complete Recruitment Solutions will manage its operations to ensure the health and safety of workers, contractors and the wider community. We are committed to the work health, safety and welfare of all workers, contractors and visitors to our workplace. We will comply with the Health & Safety Act, the Health & Safety Regulations, and relevant Codes of Practice.

##### ***Health & Safety programs***

We know the importance of continuing to develop workplace health & safety policies & procedures for our workers and those visiting our workplace. We aim to cover all areas of health and safety in our workplace. We will regularly develop and review our health & safety policies and procedures.

#### ***Workplace health & safety consultation***

We have agreed our consultation arrangements with workers. We encourage input from workers in all areas of health & safety through our consultation process.

##### ***Management responsibilities***

We will promote, maintain and contribute to the health and safety of all persons in our workplace. We will identify hazards, assess risks, eliminate or control risks and regularly review the effectiveness of our health & safety policies and procedures.

##### ***Workers***

You are to co-operate in our health & safety policies and procedures to ensure your own health and safety as well as other persons in the workplace.

##### ***Contractors***

All workers who perform work for us, either on our premises or at their own workplace are required to comply with the Health & Safety Act and Health & Safety Regulations.



## **Reporting an Injury, Incident or Near Miss**

No matter the severity of the incident, it is crucial to report it as soon as possible. Even minor injuries or near misses can develop into more serious issues if left unaddressed. If you experience an injury at work, notify your supervisor immediately so that appropriate action can be taken to ensure your safety and prevent further risk.

After informing your supervisor, **contact our office as soon as possible** to officially report the incident. Timely reporting allows us to provide the necessary support, address any workplace hazards, and ensure compliance with safety regulations.

To ensure proper documentation and follow-up, all incidents must be reported within 24 hours. Your safety and well-being are our top priorities, so please don't hesitate to speak up if an injury occurs.

## **Return to Work Policy**

Complete Recruitment Solutions will provide a rehabilitation program for any workers who have a work related injury or illness to assist them to return to work. For this to be successful your active participation and support is essential.

We will provide you with the support you need to return to meaningful and productive work after an injury or illness.

This process involves an injury management plan and a return to work program which is developed with an accredited rehabilitation provider. An injury/illness management program is designed to enable you to commence work as soon as is practicable after an injury/illness in a manner consistent with medical judgement and may include suitable or adjusted duties.



complete  
recruitment  
solutions



## Drug and Alcohol Policy

Complete Recruitment Solutions acknowledges that drug and alcohol use, whether it occurs in or away from the workplace, becomes a work health and safety issue if a workers ability to exercise judgement, coordination, motor control, concentration, and alertness at work is impaired.

Complete Recruitment Solutions is committed to providing a safe workplace and ensuring the health and safety of all workers and others in the workplace.

### **Requirements**

Complete Recruitment Solutions drug and alcohol requirements are that:

- You will comply with our drug and alcohol policy, as well as those of our clients. This may include our clients requirements to undertake drug and alcohol testing, conducted in accordance with AS/NZS 4308:2008 (Urine), AS 4760:2019 (Oral) and AS 3547 (Breathalyser) standards for specimen collection and the detection and quantitation in oral fluid and urine as well as breath analysis.

- All Complete Recruitment Solutions employees are to have a **'zero level' of drugs and alcohol when performing work for us.**
- You are required, as a condition of your employment, to be fit for duty to carry out normal work activities.
- Complete Recruitment Solutions reserves the right to complete onsite drug and alcohol detection without prior notice. This screening will be tested via saliva or urine and breathalyser testing methods.
- Complete Recruitment Solutions and our clients have a responsibility to ensure that if you appear to be influenced by alcohol, illegal drugs, or prescribed or over the counter medication, you do not perform work at that time.
- The consumption, possession, sale or distribution of drugs and alcohol is prohibited by all employees during designated work hours.

A breach of this policy or a refusal to partake in drug and alcohol screening may lead to disciplinary action. Disciplinary action may include termination of employment with Complete Recruitment Solutions.



## **EEO, Discrimination, Bullying, Harassment and Violence Policy**

Complete Recruitment Solutions supports equal employment in the workplace and eliminating unlawful discrimination, bullying, harassment, and violence. We are committed to providing all workers with a healthy and safe work environment free from inappropriate behaviour.

### **Discrimination**

Discrimination may occur when a worker is treated less favourably than others because of that workers characteristics or because they belong to a particular group of people.

### **Bullying**

Workplace bullying is repeated, unreasonable behaviour directed towards a person, or a group of persons, that causes a risk to health and safety. Some things that happen at work may not be considered bullying, although some experiences can be uncomfortable for those involved. Differences of opinion, performance management, conflicts and personality clashes can happen in any workplace but do not necessarily result in bullying.

### **Harassment**

Harassment is any unwelcome or uninvited behaviour that a reasonable person would anticipate might offend, humiliate or intimidate another person, whether or not that effect is intended.

### **Violence**

Work related violence is any incident in which a person is abused, threatened or assaulted in circumstances related to their work.

### **What if you have a complaint?**

Workers who become aware of a breach or suspected breach of this policy are encouraged to discuss this matter with their consultant on a confidential basis.

A worker who believes they are the victim of discrimination, bullying, harassment or violence may deal with the matter:

*Informally:* by discussing their concerns with the person who they are aggrieved (if the worker feels safe to do so): and/or

*Formally:* by using Complete Recruitment Solutions grievance procedure.



complete  
recruitment  
solutions



## Acacia EAP

An Employee Assistance Program is a confidential counselling and support service to help employees manage personal or work-related problems in a positive way.

Acacia EAP is a service provided by Complete Recruitment Solutions that involves short term counselling sessions. These sessions are completely confidential, the Privacy Act (1988) prevents our EAP provider from disclosing any information.

Acacia EAP provide assistance for a range of issues including:

- Depression
- Anxiety
- Relationship and marriage difficulties
- Managing grief or loss
- Illness adjustment and management
- Stress management
- Addiction and substance abuse
- Work related stress
- Sleep disorders
- Dietitian support
- Eating disorders
- Domestic violence
- Mental illness
- Any other issues you may be facing within your personal or work life.

## How to contact Acacia EAP

**Phone:** 1300 364 273 (24/7)

**Live chat:** [www.acaciaconnection.com](http://www.acaciaconnection.com)

**Text:** 0401 337 711

**Email:** [info@acaciaconnection.com](mailto:info@acaciaconnection.com)  
or make an appointment online at  
[www.acaciaconnection.com](http://www.acaciaconnection.com)



## Fire Prevention

In many industrial settings, the threat of fire is a constant reality. You will be expected to do your part towards reducing the risk of fire by practicing good housekeeping while on site, and being aware of potential problems and pointing them out to your supervisor.

When on site, take a moment to size up the risk including the sighting and quantity of flammable materials (wood, paper, fuels, paints, plastics etc.), no smoking precautions, and existence of naked flames, heaters and other sources of ignition that may be potential hazards.

Make yourself aware of the location of your nearest fire extinguisher or hose. Be sure where your nearest emergency exit is located and if caught in a fire, make your way calmly to that exit and assemble with the other workers. Do not panic. Take a responsible approach to fire safety and follow all rules and regulations in the area.

## Manual Handling

Approximately 30% of all workplace injuries occur during manual handling. To ensure your safety, never attempt to lift beyond your capacity. If an object appears too heavy, awkward, or bulky, always seek assistance or use manual handling equipment.

Before lifting:

- Position yourself before lifting, so that you will not be off balance
- Place your feet so they are close to the load and far enough apart for stability
- Ensure a firm footing
- Get a good grip on the load, avoiding sharp edges, and wear gloves if necessary
- Move your body close to the load and do not lift at arms length
- Turn by walking, not twisting

If you are asked to lift an object that you do not feel comfortable with, speak to your supervisor and request help. If help is refused, call Complete Recruitment Solutions immediately on 02 4731 2333.



complete  
recruitment  
solutions



## Danger & Lock Out Tag Out Systems

Lock Out Tag Out systems are an effective and essential safety tool and are normally associated with the maintenance of plant or equipment.

If a DANGER or OUT OF SERVICE tag is on a machine you are about to work with or have been assigned to work with, do not use it. Contravening the directive on the tag may result in injury or death.

## Machine Guarding

Most machinery will have some form of guarding. These guards are in place to protect you from injury. Guards are not to be removed or tampered with for any reason. Electrical safety cut outs on machinery must not be removed, over ridden or tampered with.

Failure to adhere to these directives will result in instant dismissal from the site and disciplinary action.

## Safety Signs

Safety signs are displayed in the workplace so you understand any hazards that may affect your health or safety.

There are three types:

- **Mandatory:** These signs are blue and white and mean you must wear the PPE that the sign shows e.g. Eye protection must be worn in this area.
- **Caution:** These signs are black and yellow and mean beware of a potential danger, e.g. Forklifts in use
- **Prohibition:** These signs are red, white and black and mean you are prohibited to undertake these actions, e.g. no smoking

## Eye Protection

You are required to adhere to our clients site rules on wearing eye protection. This equipment may include safety glasses, goggles or face shields.

Eye protection must be worn when operating power tools of any type, metal working machines, handling chemicals, using explosive devices and anywhere your supervisor or the client policy deems necessary. If you have not been provided with eye protection when required, please contact our office immediately.



## Hearing Protection

You are required to adhere to our clients site rules on wearing hearing protection. This equipment may include ear plugs or ear muffs.

Hearing protection must be worn at all times when operating all power tools including electric, hydraulic and air operated, metal working machines, heavy plant or machinery and anywhere your supervisor or the client policy deems necessary.

If you have not been provided with hearing protection when required, please contact our office immediately.

In certain circumstances, you may be required to undertake a base level hearing test. You will not be required to cover the cost of this assessment but will be required to attend the appointment if it has been deemed necessary.

## Mobile Phone Policy

Mobile phones are **not to be used at any time during your working hours**, unless you are required to use your mobile phone for your role.

Mobile phones should be put in designated areas where possible, or left securely in your car.

Mobile phones can be a distraction creating unnecessary risks while working, especially if you are operating plant machinery or equipment.



complete  
recruitment  
solutions



### See something, say something

Creating and maintaining a safe work environment is a responsibility that belongs to everyone. A positive and secure workplace doesn't happen by chance—it requires awareness, action, and a commitment from each individual.

Safety can mean something as simple as reporting a potential hazard before it becomes a risk or ensuring proper workplace procedures are followed. It also extends beyond physical safety—preventing bullying, harassment, or discrimination is just as important in fostering a respectful and supportive workplace.

Every action, no matter how small, contributes to a healthier, safer, and more inclusive environment. Whether it's looking out for a colleague, speaking up about concerns, or following best practices, we all play a role in shaping a workplace where everyone feels valued and protected.

Together, we create a culture of safety, respect, and accountability.





complete  
recruitment  
solutions

# REFER A FRIEND PROMOTION

*Do you know somebody who is looking for a new role?*

## **Casual / Temporary Work**

If someone you refer works 100 hours within 4 weeks through us, you will receive a \$50 gift card.

## **Permanent Work**

If someone you refer secures a permanent role through us, you will receive a \$500 gift card.

Receive  
a  
Gift Card!

Terms and conditions apply



[illegible]