

A background image showing a close-up of a laptop keyboard and a cup of coffee. The image is overlaid with a semi-transparent purple filter. A light green rectangular box is positioned in the upper left quadrant, containing the text 'COMPLETE RECRUITMENT SOLUTIONS'. The word 'Employee' is written in a yellow cursive font across the middle of the image. At the bottom, the words 'INDUCTION BOOKLET' are written in large, bold, white capital letters.

COMPLETE RECRUITMENT
SOLUTIONS

Employee

**INDUCTION
BOOKLET**

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Ph: 4731 2333 (24/7)
1300 789 687

Email:
recruit@completeterecruitment.com.au
payroll@completeterecruitment.com.au

Welcome to Complete Recruitment Solutions!

Welcome to Complete Recruitment Solutions, You are now part of a leading Australia owned recruitment consultancy with clients throughout NSW. The team at Complete Recruitment Solutions has over 60 years of experience within the recruitment industry, and we are here to support you with your employment & 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 pack will detail all you need to know when it comes to working for Complete Recruitment Solutions on a temporary/casual basis. It will cover:-

Section 1

- General Information

Section 2

- Payroll and Accounting Information

Section 3

- Work Health & Safety Information

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Section 1

**Your Responsibilities to
Complete Recruitment Solutions****General Information****1. What to do if you get sick**

If you are sick at any time while on an assignment for us, please CALL our office, NOT THE CLIENT, immediately on 02 4731 2333 (24 hour emergency number), to inform us that you cannot go to work. This enables us to communicate to your host employer and if necessary organise a replacement person. Secondly, please call us later that day to advise us whether you are able to return to work the next day.

2. What to do if you are running late

We understand that sometimes things happen outside of your control, if you are running late for any reason, or find that you have become lost on the way to your assignment, Please call your consultant or the office IMMEDIATELY. This enables us to call the host employer to advise them of your whereabouts and what time you will be arriving.

3. What to do if you want to take annual leave or you find another job

If you require any time off work for personal reasons or annual leave, please prearrange this with your consultant, so that arrangements can be made in 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.

4. Why your employment would be terminated

There are certain circumstances/incidents which 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.



Section 1

**Your Responsibilities to
Complete Recruitment Solutions****General Information****5. Whilst working on site, you must remember**

- Smoking on client premises should only be in designated areas - 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 role you have been allocated, don't leave, please call your consultant during your break to have a chat.

6. What to do if you are injured whilst working on site

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

7. Do you need to keep in regular contact with your consultant

Yes!! We want to know how you are feeling about your role, or just how you are in general. If you are not on an assignment with us but are available for work, always reach out and we will discuss any current roles that may suit you.

8. What happens if you are offered work by your consultant, but you are not comfortable to do the work that is offered

Not all jobs will suit everybody. If you are offered an assignment from your consultant, you are not under any obligation to accept it however if you do accept the position offered, please complete it. You should not pull out of an assignment unless it is not as described, unsafe or affecting your health in some way.

10. 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 advise your consultant PRIOR to starting the new duties. This is essential under WH&S provisions as it is our duty of care to ensure you have the correct experience and qualifications to safely perform the duties for the role, plus you may be entitled to a higher pay rate!



What to Wear

You only get one opportunity to make a first impression. Personal presentation plays a large part in making a first impression. When representing Complete Recruitment Solutions, please make sure your clothing is clean, neat, and appropriate- your hair is clean, well kept and tied back if long - and that your attitude is bright and friendly.

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

Minimum standard clothing requirements are as follows:

- Steel capped boots/shoes
- High-visibility shirt - (we can provide the shirt for you)
or
- Plain coloured tee-shirt or polo shirt with Hi Vis Vest (we can provide the vest for you)
- Drill pant or jeans or overalls
- Some clients will allow shorts but check with your consultant first
- Minimal jewellery or no jewellery preferred

Personal hygiene is essential. Employees are encouraged to be clean-shaven, or where applicable, all moustaches or beards should be neat and trim.

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
- Co-operation
- Accuracy
- Speed
- Overall work performance

The information received from our clients is recorded on your Employment File for future selection and placement decisions. When your assignment finishes, we always contact the client to receive their feedback and whether they would:

- a) Like to have you working for them again?
- b) If they do - would they like to extend your assignment?
- c) Not request you back - the reason why?

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

Recognition of Excellence

At Complete Recruitment Solutions, we strongly believe in the recognition of excellence. Rewards are available for Temporary Employees who give exemplary service to our Clients.

Certificate of excellence and entry into the "Employee of the Month" award are given to those who receive excellent feedback from our clients, along with regular work from Complete Recruitment Solutions.

Employees of the month are awarded a certificate & gift voucher as a recognition of excellence and go into the selection of Employee of the Year



Section 2

Payroll & Accounting 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 timesheets 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 correct details of your account at least two days prior to 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 originally 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 the 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 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. Please check this, and if there is any discrepancies, call our office immediately so that we can investigate and rectify any incorrect items.

Let's recap over the main points:-

1. The pay week runs from Monday through to Sunday.
2. We must receive an authorised timesheet in order to process your payroll.
3. Pay day is Wednesday following the week you have worked
4. There are **NO CASH ADVANCES** under any circumstances.
5. Should you have any queries regarding your pay, please contact our Payroll Officer on 47312333 or payroll@completerecruitment.com.au




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

If required to complete an online timesheet, your consultant will discuss this with you when they send instructions on how to enter your hours.

Below is an example of how a paper timesheet should be completed:

1. Enter start and finish times on your timesheet clearly; deduct your meal break and enter total hours worked each day.
2. At the end of the week/ assignment (whichever comes first) total the hours worked, sign your name in the space provided marked Workers Signature to confirm that these hours are correct.
3. Ensure your timesheet is signed by your supervisor, manager or other authorised representative.
4. Return your timesheet to Complete Recruitment Solutions by email at timesheets@completetrecruitment.com.au on your last day of each assignment each week to ensure that we receive it by 10am Monday following the week that you have worked. If we do not have your completed and signed timesheet by 10am, we cannot process your payroll in the normal weekly run.

 complete recruitment solutions ABN 70 122 227 427	Timesheet Weekending: / /		PC#: _____						
	Company Name:		Contract Name:						
	Employee Name:		Employee Position:						
Employee Signature: _____									
I certify that the details below are correct and no further have been furnished. I understand that will not be paid unless the client has signed the timesheet.									
Please email completed & signed timesheet to: nash@completerecruitment.com.au at the end of the last shift worked each week									
Timesheets must be by Monday 10am each week to be processed									
Suite 5A, 31-33 Lawson St Penrith NSW 2750 PO Box 762 Kingswood NSW 2747	Date	Day	Start Time	Finish Time	Break Time	Total hrs worked	Office/Client use Only		
	Oro	x 1.5	x 2				also add-on/other		
	/ /	Monday	A01 R01	A01 R01	xxx				
	/ /	Tuesday	A01 R01	A01 R01	xxx				
	/ /	Wednesday	A01 R01	A01 R01	xxx				
	/ /	Thursday	A01 R01	A01 R01	xxx				
	/ /	Friday	A01 R01	A01 R01	xxx				
	/ /	Saturday	A01 R01	A01 R01	xxx				
	/ /	Sunday	A01 R01	A01 R01	xxx				
	Total Hours								
	Client feedback - Please enter rating below:						Comments:		
	Excellent	Very Good	Good	Average					
Date: _____	Client Authorisation: I verify that the hours stated are correct and the work performed was carried out to our satisfaction. I understand that all temporary contract is justified in accordance with Complete Recruitment Solutions Pty Ltd Terms and Conditions of Business which I hereby received. I am an authorised representative of the company and accept your terms of business.								

Section 3

Work Health & Safety Policy**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.

Policy review

This policy will be reviewed in 12 months or when changes are made to our Health & Safety Management System.



Work Health and Safety Regulation

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 which is developed by our insurance company and an accredited rehabilitation provider develops with us, a return to work program. 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 judgment.

Procedure

1. Our insurer will discuss the injury management plan with you, your treating doctor and with Complete Recruitment Solutions.
2. The injury management plan sets out your rehabilitation goals and all the services that are required to help you return to work plans the program with you, your treating doctor, the rehabilitation provider and with us
3. Our return to work program will be consistent with our insurance company's policy and procedures for managing workplace injuries so that you have the opportunity to recover and return to work.
4. We will undertake to provide you with suitable duties that are consistent with medical advice that are meaningful, productive and appropriate for your physical and psychological condition.
5. We will make sure the injury management program does not prejudice you
6. We will consult with you and a representative of your choice to ensure our injury management program operates effectively.

Reporting an injury or illness

You must report and record any work-related injury in accordance with our accident and injury reporting policy & procedures. Should you incur an injury or illness on the job, this must be reported to your Supervisor immediately and then as soon as possible to our office. You must visit our office within 24 hours (if you are capable of doing so), to complete the necessary paperwork. If you are unable to attend the office, call and we will come to you.

If you have any questions concerning this policy, please discuss this with your supervising consultant.



Drug & Alcohol Policy

Policy

Complete Recruitment Solutions acknowledges that drugs and alcohol are part of our society.

However, there are increased risks of injury, damage and loss occurring through the use of drugs and alcohol by individuals both on and off the job.

Complete Recruitment Solutions provides a workplace that is safe, healthy and free from the influence and hazards associated with drug and alcohol use.

Procedure

Complete Recruitment Solutions drug and alcohol requirement is that:

- 1.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(Urine) & AS 4760 (Oral) standards for specimen collection and the detection and quantitation in oral fluid & Urine
- 2.All Complete Recruitment Solutions employees are to have a 'zero level' of drugs and alcohol when performing work for us
- 3.You are required, as a condition of your employment, to be fit for duty to carry out normal work activities
- 4.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 testing methods.Complete Recruitment Solutions and our clients have a responsibility to ensure that if you appear to be influenced by alcohol, illegal drugs, prescribed or over-the-counter medication, that you do not perform work at that time
- 5.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 & alcohol screening may lead to disciplinary action. Disciplinary action may include termination of employment with 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. Your EAP involves short-term counselling sessions for you. These sessions are completely confidential, the Privacy Act (1988) prevents our EAP provider from disclosing any information. The only time we may know you have attended is if you tell us or give our EAP provider written consent. Below are some of the areas where employees may benefit from accessing the counselling service:

- Depression and Anxiety
- Relationship and marriage difficulties
- Family and parenting issues
- Managing grief or loss
- Illness adjustment and Management
- Stress management
- Addiction and substance abuse
- Work-related stress
- Sleep disorders
- Dietician support
- Eating disorders
- Domestic violence
- Mental Illness
- And any other issues you may be faced within your work or personal life



How to contact Acacia EAP

Phone 1300 364 273 (24/7)

Live Chat through www.acaciaconnection.com

Text 0401 337 711

Email info@acaciaconnection.com

or make an appointment online at www.acaciaconnection.com

Mobile Phone Policy

The use of telephones for personal use during working hours is a privilege and not a right. For many reasons, including Health and Safety, mobile phones are not to be used at any time during your working hours.

Mobile phones can be a distraction creating unnecessary risks while working especially if you are operating plant machinery or equipment. You may check for messages in your morning, afternoon or lunch break. If you are expecting an urgent call or in emergencies we can take messages on your behalf and arrange with your supervisor to relay immediate messages to you.

Fire Prevention

In many industrial settings, the threat of fire is a constant reality. You will be expected to do your part toward reducing the risk of fire by practicing good housekeeping while on the 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 fire 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 this area.

Mechanical Lifting and Reach Aids

Forklifts are to be driven by licensed trained personnel only. You must not carry passengers on any part of the forklift, unless it is fitted with an approved platform cage attachment. Check that daily routine maintenance has been carried out.

All equipment providing mechanical elevation must be safety approved including work platform structures for forklift use. Attachments must be chained to prime movers at all times. Prime movers must be driven by qualified and approved personnel.

The operator should remain in control of the prime mover at all times while the elevated platform is manned. The prime mover MUST NOT be moved with the platform in the elevated position or when the platform is manned.



Manual Handling

Up to 30% of all workplace injuries occur during manual handling duties. Never attempt to lift beyond your capacity. If in doubt, test the object's weight before handling it. If it appears too heavy or bulky, obtain a mechanical lifting aid and/or somebody to help.

Position yourself before lifting so that you will not be off balance, and 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 away from sharp edges, and wear gloves when necessary. If sharp edges cannot be avoided, use a suitable pad for your hands. Avoid having to grip a greasy surface.

Move your body close to the load and pull the load in before lifting. Do not lift at arms length. Lift primarily by straightening your legs and having a straight back. Do not twist or bend sideways. Turn around by walking not twisting.

If you are asked to lift any weight you do not feel comfortable with, speak to your supervisor and request help. If help is refused call the Complete Recruitment Solutions office immediately. Never feel intimidated by others or be coerced into work you feel is beyond your strength. If in doubt, call your consultant on (02) 4731 2333.

Danger and Lockout Systems

Danger and Lockout Systems are an effective and essential safety tool and are normally associated with maintenance of plant or equipment.

If any one of these tags is on the machine you are about to work with or have been assigned to work at, DO NOT USE IT! These tags are there for a reason.

CONTRAVENING THE DIRECTIVE ON THE TAG MIGHT RESULT IN INJURY OR DEATH.

The onus is on you, as well as your workmates, to decide what is safe and what requires maintenance. If you see something that requires repair, point it out to your supervisor.

FAILURE TO ADHERE TO THESE DIRECTIVES WILL RESULT IN INSTANT DISMISSAL FROM THE SITE AND DISCIPLINARY ACTION.

Guards

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 put in the workplace for your information so you understand any hazards that may affect your health or your safety.

There are three types:

- **Mandatory:** These signs are blue and white and mean you must wear the safety gear that the sign shows, e.g. Respiratory Protection Must Be Worn.
- **Caution:** These signs are black and yellow and mean beware of a potential danger, e.g. Caution Overhead Crane.
- **Prohibition:** These signs are red, white and black and mean you are forbidden to undertake these actions, e.g. No Smoking.

Eye Protection

You are required to adhere to the site rules on wearing eye protection. These may be devices such as safety glasses, goggles or face shields.

Eye injuries account for approximately 26% of all Workers' Compensation claims.

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 company policy deems necessary. If you have not been provided with glasses when required please contact our office immediately.

Hearing Protection

Hearing protection must be worn at all times when operating:

- All power tools (including electric, hydraulic and air operated).
- Sheet metal working machinery
- Heavy plant or machinery.

Hearing protection must be worn at all times deemed necessary by safety signage or your supervisor. If you have not been provided with hearing protection when required please contact our office immediately





Do you know
somebody
looking for a
new role?

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

Call us to
discuss this
promotion!

The background of the right half of the page is a photograph showing a close-up of a silver laptop keyboard and trackpad. In the lower portion, a person's hands are visible, one holding a white paper strip with numbers (2, 9, 16, 22) and the other resting on a wooden desk.

\$50

refer a friend
promotion

Terms and Conditions apply

02 4731 2333

recruit@completerecruitment.com.au

www.completerecruitment.com.au



Do you know
somebody
looking for a
new role?

If someone you
refer secures a
permanent role
through us, you
receive a \$500
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Notes

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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