welcome educators to Randstad Education
shaping the world of work in education
Section 1 welcome to Randstad Education

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Congratulations on becoming a Randstad Education employee! We’re glad to have you on board with our Education division. This handbook has five sections — please read them all carefully to help make your working life as successful as it can be.

Working within the education sector we are positioned as the industry leader by ‘Shaping the World of Education’. We do this by helping people find the right job, helping contribute to society and the community in which we live and work, and influencing industry to set high standards, best practice and benchmarks.

**What kind of employment do we offer?**

**Casual work**
Casual agency work is available across our entire network of offices and the majority of agency work involves minimal notice, relying very much on your availability at the time a shift is offered.

**Permanent work**
We offer a permanent placement service — please ask your consultant if you would like more information. Maybe they have the permanent job you never thought to ask for.

**Office hours**
Your consultant will advise you of the opening hours of the Randstad Education office you are working for.
- Outside office opening hours, we have an afterhours service that manages calls around shift filling, availability, emergencies etc.
- You should call your consultant during business hours for any queries — see the last page of this book for your local office contact details.

**Work Health & Safety**
Randstad’s method and values shape the way we work to achieve our vision of being the number one recruitment & HR services company, both locally and across the globe. For us this means number one in people practice. Importantly, to achieve this in Australia, Randstad Pty Ltd underlines the importance in meeting its legal and social responsibility of providing and maintaining, so far as is reasonably practical, a safe and healthy working environment and appropriate support mechanisms for all employees, including temporary employees, contractors, sub-contractors, customers and visitors (Randstad Work Health Safety & Welfare Policy).
safety is everyone’s responsibility
You must be committed to safety. For your own safety, and the safety of your work colleagues and clients, we expect your commitment to include:
• Reading the rest of this handbook, and asking your consultant about anything you don’t understand.
• Following any on-site safety rules and signs.
• Reporting any unsafe incident or practice to your on-site supervisor and your Randstad Consultant.
• Not doing any work you feel is unsafe, or is outside of your regular duties as communicated to you by your Randstad Consultant.

our commitment includes:
• This handbook, covering general and specific safety information for a range of work.
• Conducting regular Workplace Safety Inspections to make sure the site and the work you do is safe.
• Supporting you in the event of injury and illness sustained while at work.
• Randstad has in place an Employee Assistance Program (EAP) available to all employees.

For more information on WHS, please see sections 2 & 4.

We hope you enjoy working with us.

Thank you for shaping the world of education.

good to know you
This section provides information on the key areas of competency required to work in the early childhood and education industry.

It is also very important that all candidates read and understand section 2 of this booklet.

**ratios**
There must be at least 2 staff with the children at all times, both inside and outside.

The ratios for staff to children are:
- 0-2 yr olds: 1 adult per 4 children (1:4)
- 2-3 yr olds: 1 adult per 8 children (1:8)
- 3-6 yr olds: 1 adult per 10 children (1:10)
- OOSH: 1 adult per 15 children (1:15)

**Victoria only**
- 0 - 3 yr olds: 1 adult per 4 children (1:4)
- 3 - 6 yr olds: 1 adult per 15 children (1:15)

**mandatory reporting**
All staff in Early Childhood / Schools are mandatory reporters of child abuse. Meaning if you suspect or witness behaviour relating to or suspecting abuse to a child you must report this.

- it is the ‘suspicion’ of child abuse that must be reported however there must be some basis for making a report.
- if children disclose something to you, this is grounds for a report.
- child abuse includes physical, sexual and emotional abuse including neglect and domestic violence.
- if you have a suspicion or a child makes a disclosure to you, you must write your concerns down in detail, sign and date it. You must speak to the Nominated Supervisor who will assist you in making a report or deciding whether a suspicion is reportable. (Please note this is not to be discussed with any other staff members. If unsure please contact your Randstad Education Branch Manager).
- if a child discloses information to you, under no circumstances are you to question the child or seek further details from the child. Write down exactly what the child says and take this to the Nominated Supervisor.

**supervision**
Educators must supervise children closely at all times to ensure they are safe. This means scanning the environment, spreading out from other staff, monitoring activities and taking into account the ages and developmental levels of all children.
Educators are not to undertake other tasks whilst they are meant to be supervising the children. This means tasks that would affect their ability to supervise effectively.

Educators must interact in a meaningful way with the children, not sit somewhere watching them.

Educators are not to leave the children without telling another staff member where they are going or without checking that ratios will still be maintained. For example, if you need to go to the bathroom, make sure there are enough staff present. If there isn’t, ask someone to replace you while you leave.

Accidents/Incidents: if a relief staff member is present when an accident or incident occurs, they must fill out the accident form and have it witnessed by a permanent staff member. The form must be taken to the Nominated Supervisor to read and sign.

**behaviour management**

Educators are expected to read and adhere to centres/schools behaviour management policy.

No threats of any kind are to be used with the children.

Educators are expected to deal with any conflict between children or behaviour management issue immediately as it arises.

Educators are not to use the terminology ‘naughty’ or label children in any way. Conflict is to be used as an opportunity for learning not for punishment.

Educators are to inform a permanent staff member of any conflict or behaviour management issue. Accident reports must be completed if a child is hurt in any way, in any circumstance.

If a parent/carer asks who hurt their child, educators must let them know it is confidential and refer them to the room leader.

If at any time an educator feels unable to handle a conflict or behaviour issue then they must ask for assistance immediately from a permanent staff member.

**manual handling**

Manual handling is the biggest single cause of workplace injuries and is a significant risk within our industry.

Manual handling describes every day activities such as carrying, rolling, pushing, lifting and lowering loads.
Please ensure you follow the centre/schools policy and procedures. If in doubt — ask a permanent staff member.

**safer manual handling of objects**

As people working in the early childhood and education industry we are now very aware of safe manual handling. However, we need to remember safe manual handling principles when dealing with objects as well. If the transfer method you are using cannot be done by you alone, get help right away.

**DO NOT TRY TO MANAGE BY YOURSELF!**

To lift and carry objects in a safe way, follow these steps:

1. **examine the load. Assess and plan the lift.** If the load is too heavy, get help. If possible, get a firm footing and keep feet apart for stability, approximately shoulder width apart.

2. **bend your knees and hold the load firmly with both hands.** Grasp the load at opposite corners. Keep the load close to your body and tense your stomach muscles in preparation for the lift.

3. **lift slowly and smoothly.** Use your legs to perform the lift. Do not use jerking type movements.

4. **carry the load close to your body therefore placing less pressure on your lower back.** Do not twist and turn your body at the same time. Turn using your feet.

5. **when placing the load down — remember to use your legs.** Do not bend your back.

Failure to follow these steps could lead to serious injury, namely:

- back muscle strain
- rupture or hernia
- damaged discs

Equipment should be in good working order and appropriate for the work area. Any faults or damage must be reported immediately to the host and your Randstad consultant.

**infection control**

Infection control measures minimise the transmission of infections or prevent cross infection. Staff have a personal and professional responsibility to practice infection control procedures at all times. Under OH&S guidelines, all staff including temporary staff also have a legal responsibility to adhere to infection control.
guidelines. It is your responsibility to ensure when completing an orientation to a facility that you are made aware of facility infection guidelines and adhere to them.

Effective infection control measures are to treat all persons as potentially infectious without discrimination. Please ensure you follow standard precautions at all times, including:

• reading and understanding site infection control policies and procedures.
• follow hand washing guidelines.
• the appropriate use of protective apparel including gloves as per facility guidelines.
• the appropriate use of cleaning agents and protocols for occupational exposure to blood and body substances.
• waste management — always follow correct disposal procedures.
• always cover lesions at work.

In case of an accident where bodily fluids are to be dealt with, staff are to follow ‘Infection Control Guidelines’ as detailed at the work site or according to current training. Ensure these guidelines are shown to you as part of your induction to the work site.

It is important to ensure staff and clients are protected against transmission of infection or cross infection of diseases. Report any cases to host and your Randstad consultant.

**immunisation policy**

We recommend anyone working within the Education industry consults with their GP for information on immunisation and vaccinations.

**administration of medications**

Please refer to centre/schools policy

• as a blanket rule, casual Educators are not to administer medication without consent from a supervisor or permanent staff member.

**first aid**

To administer first aid you must hold a current first aid certificate or work according to guidelines for your qualifications. It is your responsibility to maintain a current first aid certificate and CPR certificate and supply a copy to your Randstad consultant to update your file. Please contact your Randstad consultant for further information on how to obtain your first aid certificate. You may be required to administer first aid.
If you hold a first aid certificate, it is your responsibility to:

- assess the situation.
- identify any life threatening conditions.
- prioritise treatment.
- consider that the child may have more than one injury.
- give appropriate treatment according to level of training and facility guidelines.
- notify others/seek assistance.
- arrange transportation via an ambulance to the nearest medical facility.
- notify your on site supervisor or organisations on call service.
- complete all appropriate documentation.

When faced with an accident or emergency situation you should follow the DRABC Action Plan:

**danger:** Check for danger to you, the casualty or others.

**response:** Check if casualty is conscious.

**airway:** Ensure airway is open and clear.

**breathing:** Check if the casualty is breathing.

**circulation:** Check if the casualty has a pulse. If the person is not breathing, mouth-to-mouth resuscitation should be commenced.

**if you are certified to perform CPR**

If the person has no pulse, Cardio Pulmonary Resuscitation (CPR) should be commenced.

Proceed to deal with the situation according to your first aid training and the level of your training.

**managing food allergy & anaphylaxis in Education**

Food allergy is now a real phenomenon and many childcare and school services will at sometime care for a child at risk of a severe allergic reaction to food. Healthy food choices are not always safe ones. The foods that trigger 90% of reactions in Australia are milk, eggs, peanuts, tree nuts (for example cashews, almonds), fish, shell fish (for example prawns, lobster and crab), soy, sesame and wheat.

It is important to note that any food that contains a protein can trigger an anaphylactic reaction. For this reason, these foods are not to be taken into any education setting including after school care.
Please contact your local consultant to ensure you are aware of the state or territory requirement.

**skin care & sun protection**

Australia has the highest rate of skin cancer in the world. Two out of every three people in this country will develop skin cancers during their lifetimes, and every year it kills up to 1,200 Australians.

**prevention is better than a cure!**

If you are working outdoors, it is a legal requirement that the following is required:

- hats should shade the head, face, neck and ears, and have a broad rim.
- sunglasses should fit closely to the face and meet Australian standards. Wrap around style glasses provide the best protection from UV radiation.
- a broad-spectrum water-resistant sunscreen should be applied generously at least 20 minutes before going out in the sun. Re-apply your sunscreen every two hours.

**remember:** You must protect your skin at all times, not just in summer! Staff must encourage the children wear protective clothing such as hats and should role model this.

**footwear**

It is a requirement to wear enclosed shoes at all times. This does not include highheels. It is prohibited to wear thongs (flip flops) or open toed sandals. If you are unsure please talk to a consultant.

**fire & electrical safety**

At the commencement of an assignment you will receive training in the event of an emergency specific to that site. If you do not receive this, ask, or notify your Randstad consultant.

Keep an eye out for electrical hazards, including:

- cracked or faulty insulation
- equipment that is overheating
- damp or humid conditions

Always adopt safe work practices when dealing with electricity. If you have wet hands, clothing or equipment, then dry before use. Make sure you wear oil resistant, non-conductive footwear.

Most work sites have implemented an electrical safety program within each workplace. This covers:

- provision of safe electrical appliances.
- electrical tagging of electrical appliances after testing to ensure compliance.
• regular inspections of electrical appliances within the workplace.

These cover guidelines that state:
• non-approved electrical appliances must not be brought onto the workplace.
• any instruction for the safe use of electrical appliances MUST be followed.
• any electrical appliance MUST be tested and tagged prior to being used.

Any electrical equipment not supplied by the centre/school, for example, personal mobile phone chargers, must NOT be brought into the workplace and used unless inspected.

training program
Randstad has training available in most areas of key competencies. Please contact your consultant to discuss our training program. This section covers most of the day-to-day information required for working an agency shift, such as protocol on a shift and how to complete a timesheet.
Please read carefully as each state and territory has different requirements.

**casual shifts**

1. **roster availability**
Casual work is available between 6am - 7pm, Monday to Friday.

Please call/email your consultant with your availability every Thursday, informing us of your preferred days, shifts and locations.

Contact us if you wish to update or be removed from the availability list, unless you notify us otherwise we will assume you are available for the days and shifts originally requested.

Staff who have recorded availabilities with a vacancy match will be contacted for work prior to those without recorded availability.

If you do not have work on the day please contact Randstad Education; Early childhood educators please call between 7.15 and 7.30am, and school teachers please call between 6.15am and 7.00am at this time, please ensure you are up and ready for work.

Once you have provided Randstad with your availability, if unable to work for any reason please telephone us immediately. If there is any doubt at all about your ability to fulfil the commitment, please do not accept the shift.

2. **procedure to obtain a casual shift**
We will contact you when an appropriate assignment/shift becomes available and provide all the shift details including:

- name and address of centre/school
- directions to centre/school
- shift start and finish times
- car parking availability
- any special work requirements/ client profiles
- person to report to on arrival

If you agree to work that shift, you will be confirmed to the centre/school as willing to attend that shift. Having accepted a shift you will be expected to attend.

If an emergency arises and you are unable to attend, you must provide as much notice as possible. If you are unwell and unable to make an accepted shift, please telephone as soon as possible. We operate 24/7.

If running late for a shift, please notify us with your expected time of arrival. We will in turn contact the organisation and notify them.

Take a packed lunch to your shift in case there is no catering close by (no eggs or nuts).
We may telephone and ask if you are interested in a particular shift as:
• you have specifically been requested by the client.
• a booking may match your specialist skills or be geographically close to you.
• we may be experiencing peak demand.

Although you may be booked for a full shift you may be requested to complete the shift earlier or later at the client’s request. Please contact your consultant if this occurs.

We are committed to giving you at least an hours notice of cancellation. Sometimes a site will cancel at the last minute. It is advisable that you leave your mobile phone turned on right up until the start of your shift in order for us to contact you and offer an alternate assignment if possible. Please also have voicemail activated.

Please discuss with your consultant what is working/not working for you. Notes will be placed on your file to make sure we are considering your individual requirements.

3. when arriving on shift
• arrive 10–15 minutes prior to the start of your shift.
• always sign in on at the designated site. If available please use the Randstad Education ‘casual sign-in book’.
• you may be signed to a different room or class than originally allocated.

The following must be carried with you on site:
• current qualifications
• identification badge (Randstad)
• working with children clearance

4. change of shift times/location/task when you arrive at the facility
Any concerns regarding a shift, please remember to remain calm and professional at all times.

on-site inductions
The first time you attend a new site you must receive orientation/site induction prior to commencing work. It is your responsibility to ask for on-site induction if it is not offered.

On site induction should include:
• organisation overview and site tour – amenities, facilities and location of equipment etc.
• shift duties and responsibilities.
• co-ordinator and supervisor for the shift.
• site specific hazards and safety procedures such as emergency evacuation; fire and evacuation procedures; location of fire exits and fire fighting equipment and specific job-site related information. Emergency codes, phone numbers and any emergency procedures.

• security measures in place for your safety; safe places for meal-breaks and acceptable area for smoking. Ask about security arrangements (e.g. lockers) for your personal items. Cash and valuables are your responsibility — you should ensure they are well secured. Don’t take unnecessary items to work with you.

• location of first aid equipment and facilities.

• made aware of children with allergies and medical conditions/procedures.

• job specific training, hazards and associated risks with the job/task and associated information regarding the specific work you are undertaking.

The centre/school policy and procedures and equipment for:

• manual handling.

• challenging behaviour.

• infection control.

• food handling and meal assistance.

• medications and initiating medications.

• personal protective equipment and usage.

• incident reporting.

Proof of completion of on-site induction

• if available please sign off the client site induction form.

• your consultant will contact you a number of times each year to consult and monitor WHS compliance.

Please notify your Randstad Education consultant immediately if an on-site induction will not be provided.

completing a timesheet

There are two methods for completing a timesheet — online or a paper copy. Your consultant will advise which one you should use.

• record centre/school name, start and finish times and hours worked.

• for hard-copy timesheets, you must obtain a supervisor’s signature on the timesheet. For a copy of this timesheet please visit www.randstadeducation.com.au
• for timesheets completed online, once you ‘submit’ your hours the client/organisation will authorise the hours online before pay day.

• meal breaks are not always paid. Please ensure you check prior to leaving the centre.

• please complete a separate timesheet for each individual centre worked. Any shifts completed at one centre in one week can be completed on one timesheet.

• you must add your “Employee ID Number” to your timesheet to avoid a delay in processing.

payroll & taxation information

1. payday

A - Early childhood/Independent Schools
Payroll is processed weekly and the money is paid directly into your nominated bank account each Thursday pm (Australia). If there is a public holiday in NSW it is likely that your pay will be delayed that week, as pays are processed in NSW.

You have the option of receiving your payslips by either post or email. Payslips are posted by mail on the day you receive your payment. Payslips are sent via email the day after payday.

Please advise us in writing if any banking or taxation details change, providing at least one weeks notice.

B - School teachers NSW
Schools in NSW are paid fortnightly by the Department of Education.

2. change of name, address or telephone number
Don’t forget to notify us immediately of any of these changes:

• for change of telephone number, please inform your consultant by phone.

• address or name-change notification must be in writing, in advance, to avoid payslips going astray and delaying payments.

3. superannuation
In accordance with government legislation in Australia, Randstad contributes in line with the superannuation guarantee contributions to all agency members if they earn more than $450 per month. Ask your consultant if you are unsure which fund will relate to you, as it will depend on your role. However you may also choose your own superannuation fund by completing the Super User Choice form when you receive it in the mail and return it promptly.
4. taxation

**Australia** — your tax file number declaration form must be lodged with Randstad, within 28 days of the commencement of your first shift.

**Australia** — when completing the taxation employment declaration form, care should be taken with the question regarding tax-free threshold. Please call the Australian Taxation Office on 13 28 61 if you require assistance completing the form.

Do not send us an incomplete form — this will cause a delay in processing and must be returned to you.

Randstad will send you one Payment Summary (previously known as Group Certificate,) following the end of the financial year, (30th June — Australia).

5. pay queries

**early childhood**

Contact the Payroll Hotline on 1300 363 377 (Australia) for any payroll issues. The hotline operates between 8.30am and 5.30pm (AEDST) Monday to Friday.

**Department of Education**

If you have a pay query after working at a public school please contact the following:

**South Australia**

DECD — (08) 8462 1305

**New South Wales**

DET — 1300 338 001

*please note:* If you are working in government schools please contact your consultant as Randstad Education is not always responsible for your payroll. Similarly, if you are working in an independent or Catholic school please follow payroll procedures in this hand book.

**other responsibilities for agency members**

1. **remaining an active staff member**

   Membership with Randstad remains current for 12 months from the date of your last shift. If you wish to advise your availability after this time you will need to rejoin the agency by attending an interview again and ensuring any competencies/registrations are updated.

2. **schools**

   While working in Government Schools it is your responsibility to ensure all personal and banking details remain current. If these need to be updated all updates are provided directly to your Government Department, this includes any changes to your working rights/visa.
3. early childhood education
Each state and territory government is responsible for the legislation under which child care services are licensed. This is administered by the relevant regulatory authority in each state and territory. Please contact your local authority to ensure you are aware of any legislation changes or new requirements in the industry. Australian Children’s Education & Care Quality Authority (ACECQA) are responsible for the approval of all qualifications. Please refer to their website for a current listing of approved qualifications, if your qualification does not appear please contact ACECQA directly for assessment. Please see below website for state based contacts and also ACECQA details.
www.acecqa.gov.au

dress code
- black trousers, skirt, culottes or long shorts.
- collared shirt covering shoulders
- runners and work boots are acceptable. No thongs, open-toe shoes, high-heels.
- a hat must be worn at all times during outdoor play.
- it is your responsibility to ensure you attend the worksite in comfortable clothing appropriate to worksite requirements.
- clothing must be of a neat, casual and tidy appearance. Offensive slogans and track-suits must not be worn. No ripped or dirty clothing permitted at any worksite.
- simple earrings are acceptable but excessive piercings and tattoos should remain inconspicuous.
- agency ID badge must be worn at all times unless specified at the centre/school site that it must not be visible — in this case it must be carried with you.
- shoes must be clean and in good condition and long hair must be tied back securely.

phone useage
- please ensure you do not carry your phone with you whilst working. Personal text/calls must only be taken on your breaks.

training & education
- Randstad Education provides professional development opportunities to enable you to update your skills and knowledge. Key competencies are mandatory and are to be updated yearly. Upcoming notification may be
advised on payslips. Everyone is encouraged to be proactive about their professional development. Attendance will be documented for future reference and a certificate of attendance provided.

- we appreciate any information regarding further education completed independently of the agency so we can update your personnel file.

code of conduct, accountability & appraisals

The following standards are based on the premise that all children can expect to be provided with professional services by appropriately qualified and experienced staff. Each educator/teacher is accountable for his/her practice.

code of conduct

- all staff must work within the boundaries of their job specification.
- all agency members are expected to demonstrate current knowledge, skill and care at all times.
- skylarking and practical jokes are prohibited in the workplace. Engaging in skylarking or practical jokes can cause serious injuries. This practice may also result in instant dismissal or removal from a client/organisation’s work site.

code of ethics

Randstad Education follows the Early Childhood Australia code of ethics.

- respect
- democracy
- honesty
- integrity
- justice
- courage
- inclusivity
- social responsiveness
- cultural responsiveness
- education

For further information please contact ECA: 1800 356 900 www.earlychildhoodaustralia.org.au

drug & alcohol policy

Randstad has a no smoking policy on its premises. While on a centre/school site you are required to observe the client’s smoking policy.

The consumption of alcohol within Randstad or a client/organisation site without the full knowledge and consent of the manager is strictly forbidden. Similarly, attendance
at work or work functions under the influence of alcohol or drugs is strictly forbidden.

Please note: Any failure to comply with safe working instructions could lead to the cessation of your assignment or the possible termination of your employment.

our service standards & working conditions

no discrimination
We aim to ensure that in the application of all company policies, practices and procedures, no discrimination takes place and all employees and temporaries/contractors enjoy equal access to opportunities within the company. The basis of employment decisions is the individual merit of employees and temporaries/contractors.

no harassment
We aim to ensure no sexual, racial, religious or other kinds of harassment occur in the workplace.

no bullying
We aim to ensure no bullying occurs in the workplace.

no vilification
We aim to ensure no vilification occurs in the workplace.

equal employment opportunities (EEO) objectives
We are committed to achieve the following EEO objectives by ensuring:

• all employees and temporaries/contractors are treated fairly.
• the potential of every employee and temporary/contractor is fully utilised and developed.
• all policies and procedures are consistent with EEO principles.
• employee morale and motivation are improved by increasing staff confidence in the fairness of our human resource practices and access to employment opportunities.
• the objectives of our EEO program are achieved which includes the training of all staff on EEO and related issues.

investigation of complaints
Complaints of discrimination or harassment will be taken seriously by the company. The complaint will be investigated in an empathetic, fair and confidential manner. Action will be taken to ensure the harassment stops. Appropriate warnings or disciplinary action will be taken where discrimination or harassment is found to have occurred.
grievance handling procedure
The company grievance handling procedure details the action employees and temporaries/contractors can take if they feel that they have been discriminated against or harassed. All managers will also act in the capacity of an EEO contact officer; employees and temporaries/contractors can speak to their Randstad manager about raising an issue or making a complaint, if they so wish. Further information about the equal opportunity and harassment and grievance-handling procedure program can be viewed via our websites: http://www.randstad.com.au/grievance

pregnancy WPS
If you are undertaking a temporary or contract assignment through Randstad and are pregnant, there may be additional health and safety requirements to ensure yours and the baby’s welfare. It is important for you to discuss this with us as early as possible so we can assist with ensuring both the employer’s and employee’s duty of care are protected. Randstad may, at its discretion, request medical clearance for particular assignments or for assignments within the six-week period before and/or after the birth of your child.

conclusion
We hope you find agency work meets your objectives and enhances your career. The very nature of agency work is both challenging for you and for us. We ask you assist us in meeting our clients’ expectations as they impact on everyone. Remember, when you are working an agency shift, you are promoting yourself as well as representing Randstad. We strive to deliver a quality service to both our agency members and our clients, and in doing so we welcome any feedback from you. As a representative of Randstad, please remember to:

- be punctual and reliable.
- have an appropriate uniform and good grooming.
- be flexible to adapt to the client’s environment, culture and standards.
- have a friendly smile and good sense of humour while on staff.

The WHS Act clearly states that the employer (Randstad) and the centre/school (Randstad’s clients) has a duty of care to provide a healthy, safe and hazard-free work environment. This means the provision of training, information, instruction and supervision to ensure a safe place of work and safe systems of work.
participation in injury management and rehabilitation programs.

Randstad has:
- legal responsibility to take all reasonable steps to ensure the client has controlled potential risks/hazards to our temporary employees.
- to monitor workplaces/practices and conditions to eliminate or minimise hazards.

centres/schools must:
- provide a safe working environment, safe systems of work, and equipment that is in safe condition.
- provide client site-specific inductions that include the provision of information, instruction, training and supervision to ensure the safety of temporary employees.
- ensure when a temporary employee is injured while performing work on a client site, the provision of suitable alternative duties within the capacity of the injured temporary employee and participate in the rehabilitation process, wherever possible.

temporary employees
Temporary employees are legally required to protect their own health and safety and to avoid adversely affecting the health, safety and welfare of any other person.

You will contribute by:
- following the policies and procedures implemented by Randstad and its clients.
- having a positive attitude to safety.
- ensuring you are familiar with the work environment, including first aid and fire/emergency procedures.
- making sure you know how to do the job safely.
- reporting any hazards and communicating any concerns regarding job safety.
- doing the role you were booked for. Any changes to the work environment or tasks must be approved by Randstad.

The Randstad management team is committed to, and encourages, open lines of communication between temporary employees and themselves on all matters.
consultation
Consultation should occur when decisions are made that directly affect the health and safety of temporary employees.

Randstad is responsible for ensuring regular consultation, however you are also encouraged to contact your Randstad consultant to discuss any issues you may have.

Randstad is committed to consultation and co-operating with temporary employees on all health and safety issues. The consultation process will involve the sharing of information and the exchange of views to provide the genuine opportunity for all to contribute effectively to the elimination or control of risks.

Regular consultation provides a free flow of information and gives all temporary employees the opportunity to discuss WHS issues.

induction
Randstad places great emphasis on the prevention of work-related accidents and illness. Our safety induction is part of the company’s orientation and prevention strategy for all new temporary employees.

The induction covers all safety aspects of WHS applicable to temporary employees irrespective of where they work. Temporary employees are therefore required to attend a Randstad induction prior to commencing their first assignment/shift and are expected to work in a safe and sensible manner at all times.

hazard identification, risk assessment & control
what is a hazard?
A hazard is something that has the potential to harm the health and safety of people at work.

As a temporary employee you have the responsibility to identify and report all hazards at any client site where you are working. This is also to be reported to the client’s onsite coordinator/supervisor and a Randstad representative immediately.

stay alert for hazards
• overheating equipment
• trip hazards (hole in floor, cords etc)
• accumulated rubbish (poor housekeeping)
• incorrect disposal of sharps
• overloaded electrical equipment/circuits
• storage of flammable material near a heat source
• electrical wiring defects (cracked insulation on cord etc)
• explosive dangers (spilt flammable liquid, flammable vapours, dust etc)
• failure to switch off equipment when not being used

slips, trips & falls
Slips, trips and falls are among the most common workplace accidents and often occur due to hazards. Below are some things to remember:
• slow down when travelling across greasy or wet surfaces.
• hold on to railings and ensure slippery surfaces are cleaned up or made less hazardous.
• make a point of choosing non-slip footwear.

Report all damaged, slippery or hazardous surfaces to a Randstad consultant or on-site client representative immediately.

reporting a hazard, incident, near miss, accident or injury

Phone Randstad immediately
All accidents require reporting and some accidents require immediate reporting by law. In order to do this, once the supervisor/coordinator at the site has been advised, notify Randstad immediately so we can fulfil our legal obligations. This is essential in allowing Randstad to direct you to appropriate medical treatment, assess the accident/injury, implement any necessary changes, and if required implement a safe and effective Return to Work program.

All Randstad employees who are involved in an incident or accident at work are required to have an ‘Incident/Accident Report Form’ completed — which your Randstad consultant will complete on your behalf when you call to notify of the accident.

workers compensation
Randstad’s temporary employees are covered by Workers Compensation/ACC. Randstad is bound by the provisions of the Rehabilitation and Workers Compensation Act, and therefore is responsible for all claims administration and rehabilitation processes.

Temporary employees who are injured at work and wish to lodge a claim MUST contact Randstad immediately after the accident or injury occurs.

All claims will be investigated by Randstad’s dedicated WPS team.

A claim may be further investigated by a formal investigator as part of normal internal procedures. This will involve the temporary employee, the client/organisation and any other relevant parties, being interviewed by the investigator.
It is an offence to provide false or misleading information about a claim. You must provide Randstad with a Workers Compensation Medical Certificate with any claim to cover all time lost from work due to the workplace related injury.

**client incident reports**

An incident report is an official document detailing an unusual event or an incident, which may affect the safety of clients, staff and/or the general public. Most client sites will have a procedure for incident reporting. When you commence any shift, it is your responsibility to ensure you are aware of the reporting procedures and requirements of that workplace in relation to major issues/incidents.

Incident reports must be concise, specific and should not contain subjective language such as personal opinions. All client-required incident reports must be completed as soon as possible and before leaving the work-site at the completion of the shift where the incident occurred. You should take a copy of any client incident report you complete and after reporting the incident to your Randstad consultant, you must also provide a copy of the client incident report to Randstad.

Information required when completing incident reports includes:
- what happened?
- location of incident.
- time and date of incident.
- who was present?
- precursors to incident/what happened before the incident.
- who was involved?
- any injuries as a result of the incident?
- any property damage.
- seriousness of incident.

An incident report is used to:
- alert managers to problems so assistance can be given to reduce the likelihood of the incident happening again.
- put strategies in place to deal with specific issues.
- provide means of quickly identifying additional needs such as extra support or training.
- provide a picture of developing behaviour patterns.
- provide both positive and negative information on staff performance.
- provide a safeguard for both clients and staff.

Remember, you are completing a legal document. An incident report can, at any time, be
tendered as evidence in legal proceedings. Do not include personal opinions of the incident.

At all sites, there are approved first-aid facilities and qualified personnel in case of an injury or emergency.

The aim is to ensure personnel who suffer possible injury receive quick, efficient and effective first-aid.

- seek medical attention where required.
- if an injury occurs at your workplace, no matter how small, inform your on site supervisor and Randstad consultant immediately. It is imperative you have immediate contact with Randstad, as soon as it is safe to do so.
- if further medical treatment is required — your on-site supervisor and Randstad consultant will give specific directions to manage the transfer or transportation of the injured person to a medical provider.

### Workplace Emergencies

An emergency is any sudden and unexpected event demanding immediate attention.

In the event of an emergency, all client sites have formal emergency action plans to prevent injury to personnel, visitors and temporary employees. Please ensure you are aware of the site emergency response procedures where you are working. You must also ensure you are aware of the location of fire extinguishers, evacuation procedures and assembly points. Policy and procedure manuals are available at all facility-based shifts.

The following are examples of emergencies that could be encountered at a work site:

- serious fire
- explosion
- gas leak
- major chemical or flammable liquid spills
- bomb threat
- earthquake

Once you are safe and have dealt with the emergency as required by the client/organisation’s emergency response procedures, advise your Randstad consultant immediately.

### Hazardous Material & Substances

‘Hazardous substance’ means a substance that is (a) listed on Work Safe Australia’s List of Dangerous Hazardous Substances, or that is (b) determined to be a hazardous...
substance by the manufacturer or importer of the substance on the basis of Work Safe Australia’s Approved Criteria for classifying Hazardous Substances.

There are four ways a hazardous substance can enter your body:
1. inhaled — breathed in
2. ingested — swallowed
3. absorbed — through the skin
4. injected — needle or sharp object entering your skin

hazardous substances could be:
• cleaners and solvents
• disinfectants
• garden sprays
• other chemicals
• dusts or solids
• body fluids

Hazardous substances can cause either sudden injuries or gradual onset of injuries.

sudden injury symptoms:
• burns
• poisoning
• coughing
• sore eyes
• suffocating

gradual onset symptoms:
• vomiting, diarrhoea
• feeling sick
• headaches, dizziness
• skin problems
• allergies
• long-term disease such as birth defect or cancers

identifying hazardous substances:
• inspect the workplace and check the labels.
• tell your supervisor if any chemical or substance is causing you problems.
• ask your supervisor about the chemicals you use. Find out if they are dangerous.

Viewing the Material Safety Data Sheet (MSDS) can do this for each of the substances that are located on-site.

Warning labels must be on all containers for hazardous materials. Information is given in words, symbols or pictures, and must be written in English. Information includes:
• a word to describe how hazardous the substance is e.g. POISON.
• dangerous goods class to tell you the major hazard posed by substance e.g. FLAMMABLE GAS.
• advice on physical risks, health risks, directions for safe use, first-aid procedures and emergency procedures. Also reference to the Material Safety Data Sheet (MSDS).

**material safety data sheet (MSDS)**

MSDS are used internationally to provide the information required for allowing the safe handling of substances. MSDS’s assist employers to discharge their general duty of care to employees by providing them with information on the hazardous substances they are working with and the hazards associated with those substances.

They are able to give you the following information:

• use of hazardous substances correctly and safely.

• understanding of safety recommendations and the rationale for these recommendations.

• recognise symptoms of over-exposure.

Suppliers of hazardous substances are responsible for the provision of MSDS’s that the manufacturer or importer has prepared.

MSDS registers should be located within close proximity of hazardous substance(s) being used. If unsure, ask your supervisor or contact Randstad.

**safety signs**

Safety signs advise what you must do to be safe. They will be different colours, shapes and have different pictures.

Colour and shape tells you if the sign is:

- A prohibition sign: Red and white on a circle with a diagonal bar
- A caution sign: Yellow and black on a triangle
- A safety sign: Green and white on a rectangle
- A mandatory sign: Blue and white on a circle
A Randstad consultant will ensure they go through an induction with you prior to commencement of your first shift and ensure you have been inducted thoroughly into the following topics. Please tick each box below to confirm you have been inducted on each topic:

- welcome to Randstad Education
- agency contact hours
- manual handling
- food allergies
- first aid
- skin care and sun protection
- nappy changing procedure
- staff to child ratios
- use of mobile phones
- availability for work
- sign-in and sign-out
- extension, shift changes & cancellation of shifts
- ID badges
- qualifications and police check
- on-site induction
- timesheet instructions
- pay queries
- tax file number & Banking
- change of personal details
- dress code & appearance
- accountability
- confidentiality
- drug & alcohol policy
- WHS responsibility & Randstad Policy
- hazard identification, risk assessment
- undertaking employment with Randstad clients

I, ............................................................................., have been inducted prior to commencement of my first shift in the above operational procedures and the WHS policy and procedures of Randstad.

signature......................................................................  date........................................

Randstad representative name..................................................................................

signature........................................................................................................................
I have read and understood the agency guidelines handbook.

I understand and agree that my safety and the safety of work colleagues is my responsibility, and as such I agree to:

Follow any on site safety rules and signs.

- always ensure I read and understand on site inductions — site and job specific information.
- ensure an induction is completed by the host employer on commencing the assignment.
- ensure if an induction is not provided Randstad is notified immediately and work is not commenced until this is resolved.
- participate in additional on site inductions provided by clients.
- always wear the necessary equipment for personal protection.
- report any unsafe hazard, incident or practice to my site supervisor and Randstad consultant.
- report any workplace injuries to my site supervisor before leaving the site, as well as my Randstad consultant.

Please initial each of the above points and sign below.

signature...................................................................... date........................................
Randstad Education can help you attain
• Certificate III in Children Services
• Diploma in Children Services
• Certificate IV in Outside School Care

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My consultant is

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