

temporary & contractor handbook

randstad education australia



randstad
education.

welcome

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.

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working for randstad education

As you are now an employee of Randstad you can enjoy the benefits of working for a world leading Staffing and HR organisation. In addition, it is important to remember that as an employee we expect you to uphold our values and act in a way that positively represents our brand.

We expect you to use these values as a minimum benchmark for acceptable behaviour. However, it is also your responsibility to make yourself familiar with the host employer's policies and procedures and follow these in the first instance.

what kind of employment do we offer?

temporary assignments

The type of work Randstad offers is of a temporary nature and is not guaranteed in any way. Temporary assignments are available across our entire network of offices, with the majority of work at short notice. You are not entitled to any minimum number of assignments or hours per week. You may reject or accept any offer of an assignment at your own discretion. If an offer of assignment is accepted, you must accept the terms of the individual assignment. Each individual assignment may differ in its terms, such as length of assignment, hours of operation, days of work and pay rate. Your consultant will brief you on each assignment prior to your commencement. If you have any queries feel free to raise these with your consultant.

Randstad may alter the terms of each assignment, such as the start and finish dates or the days of work. Our clients, who will become your host employer, determine the terms for each assignment, so each assignment could be for a few hours, a few weeks or a few months. If a host employer asks you to change roles or perform a different task while on assignment, you must report this to your Randstad consultant. You must only perform the role and tasks that you have been assigned to do, as any other tasks may not have been assessed for workplace health and safety. While the Host Employer will supervise and direct your day to day activity on their site, Randstad is still responsible for you at all times, and will routinely check how you are going in each assignment, regardless of length.

Randstad does not:

- Guarantee the existence of assignments or work for temporary employees.
- Guarantee the duration or the pay rate of any assignment.
- Provide any paid leave, including but not limited to annual, long service, parental, carers or sick leave.

However, effective 1 February 2023, temporary employees (including casuals) are entitled to 10 days of paid Family and Domestic Violence Leave (FDVL).

Please see below for further details.

family and domestic violence leave entitlements

Effective 1 February 2023, casual employees can access up to 10 days paid leave per calendar year to deal with the impact of family and domestic violence (FDV). You will need to advise your consultant as soon as possible, should you need to access FDV leave. The full entitlement to 10 days of paid FDV leave will be available at the beginning of each 12-month period of the employee's employment and will not accumulate from year to year.

Randstad will require evidence to support your need for family and domestic violence leave for the sole purpose of facilitating the appropriate pay. Any evidence will be treated on a confidential basis and in accordance with our Privacy Collection Statement. In addition, Randstad is not prevented from disclosing the information if it is necessary to protect the life, health or safety of the employee or another person or it has been requested by law.

Evidentiary requirements can take the form of:

- documents issued by the police service
- documents issued by a court
- family violence support service documents, or
- a statutory declaration.

In accordance with our privacy and confidentiality obligations, Randstad will facilitate DVL payments without any reference to DVL. These will show as ordinary hours on your payslip.

Casual employees will be paid at their full pay rate for the hours they were rostered to work in the period they took leave (i.e., including bonuses, loadings, allowances, overtime and penalty rates where applicable) Please contact your Randstad consultant or refer to <https://www.fairwork.gov.au/leave/family-and-domestic-violence-leave> for further information.

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.

reporting and resolving grievances

A grievance is an incident which is believed to be grounds for a complaint. This may include a cause for distress, unfair treatment or something more serious.

How do I lodge a formal grievance?

- Discuss with your Randstad consultant, Randstad Branch Manager or Randstad HR Team.
- You may also wish to put your complaint or incident in writing and provide it to your Randstad consultant.
- There may also be instances where it is appropriate to inform your manager at the Host Employer. Please note that this should be in addition to contacting Randstad.

complaints investigation

Complaints are investigated in an impartial, confidential and timely manner – the guiding principles of Randstad's grievance handling procedure are:

- **Impartiality.** If you raise a grievance, it will be investigated in a fair and impartial manner. No judgements or assumptions will be made, and no action will be taken until the investigation is complete. If a complaint is made against you, your rights will be protected and you will be given an opportunity to tell your side of the story
- **Confidentiality.** If you raise a grievance, the details will remain confidential between you and the investigating team. Those involved in an investigation, must maintain strict confidentiality with regard to all aspects of the process or face disciplinary action.
- **Timeliness.** Each grievance will be finalised within as short a period of time as possible. Where necessary, all information will be passed on to the relevant manager immediately.

workplace 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 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).

Please refer to the WHS section for more information.

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.

office hours

Your consultant will advise you of the opening hours of the Randstad office you are working for. Outside office opening hours, we have an after hours service that manages calls around shift filling, availability, emergencies etc. You should call your consultant during business hours for any queries.

areas of competency

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 this handbook's section.

ratios

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

states/territories	service type	educator to child ratios
children from birth to 24 months		
All States and Territories	Child care centre	1 educator to 4 children
children aged 24 to 36 months		
ACT	Child care centre	1 educator to 5 children
NSW	Child care centre	1 educator to 5 children
NT	Child care centre	1 educator to 5 children
SA	Child care centre	1 educator to 5 children
QLD	Child care centre	1 educator to 5 children
VIC	Child care centre	1 educator to 4 children
WA	Child care centre	1 educator to 5 children
children aged 36 months and older		
ACT	Child care centre/preschool	1 educator to 11 children
NSW	Child care centre/preschool	1 educator to 10 children
NT	Child care centre/preschool	1 educator to 11 children
QLD	Child care centre/preschool	1 educator to 11 children
SA	Child care centre Preschool	1 educator to 11 children
VIC	Child care centre/preschool	1 educator to 11 children
WA	Child care centre/preschool	1 educator to 10 children
outside school hours and vacation care		
ACT	Outside school hours and vacation care	1 educator to 11 children
NSW	Outside school hours and vacation care	1 educator to 15 children
NT	Outside school hours and vacation care	1 educator to 15 children
QLD	Outside school hours and vacation care	1 educator to 15 children
SA	Outside school hours and vacation care	1 educator to 15 children
VIC	Outside school hours and vacation care	1 educator to 15 children
WA	Outside school hours and vacation care	1 educator to 13 children or 1 educator to 10 children if kindergarten children in attendance

child safety policy and procedures

randstads child safety commitment

Randstad Education is committed to the safety of children and we have a zero tolerance approach to all forms of child abuse or neglect. We are a staffing agency / labour hire business and do not run a children's service facility or school, however we are committed to following the guidelines and recommendations (where applicable) as per the Royal Commission into Child Sexual Abuse.

To read more about the recommendations from the Royal Commission please click [here](#).

purpose

The purpose of this policy is to explain our role relating to the protection of children and young people from significant harm caused by abuse or neglect.

This policy forms part of our standard induction and onboarding process, at which time a copy is provided to all new teachers and educators. It is also available on our website, www.randstadeducation.com.au and is reviewed annually (updated when required) and sent to our teachers & educators each year as a refresher.

early childhood & outside school hours care

As a member of [Early Childhood Australia](#) (ECA) and supplier to providers within the early learning and outside school hours care (OSHC) sectors we believe it is our responsibility to send the message that child exploitation and abuse will not be tolerated.

schools

We follow the child safe policy (where appropriate) as set out on the Australian governments [department of education website](#).

scope

The scope of this policy is to provide an understanding of the expectations of Randstad teachers and educators whilst caring for children at a host employer. This policy outlines the ethics, reporting requirements and procedures, acceptable behaviour, supervision and behaviour management. All while keeping yourself safe at work.

what are our code of ethics

Randstad Education follows the Early Childhood Australia [Code of Ethics](#). The ECA Code of Ethics is a set of statements about appropriate and expected behaviour of early childhood professionals. Designed specifically for early childhood education and care environments and based on the principles of the United

Nations Convention on the Rights of the Child (1989), the ECA Code of Ethics reflects current pedagogical research and practice.

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



To read more about Randstad's code of ethics please click this [link](#).

child abuse definition

Child abuse includes physical, sexual and emotional abuse, and neglect inflicted upon a child by a person responsible for their care and wellbeing. Physical abuse includes any non-accidental physical act inflicted upon a child that causes harm. It is a criminal offence to abuse a child and can lead to imprisonment.

child safe standards

In December 2017 the [Royal Commission into Institutional Responses to Child Sexual Abuse](#) released its final report, which included findings regarding the failure of institutions and organisations across a number of sectors to protect children from abuse and/or to support or respond adequately to children in circumstances where instances of abuse became known to them.

In addition to setting out these findings, the report set out [recommendations](#) specific to a number of sectors and institutions, including child care; outside school hours care and schools.

Moreover, the commission's report set out recommendations in relation to [creating child safe institutions, improving the responses to and reporting of child sexual abuse](#) and record keeping and [information](#) sharing across sectors. Each of the commission's recommendations in this regard can be seen as being prefaced on the acknowledgement and understanding that keeping children safe is the responsibility of everyone in our community – governments, public and private institutions and organisations and members of the wider community.

For institutions and organisations working with children, perhaps the most pivotal element to emerge from the Royal Commission's report is the ten national [Child Safe Standards](#). The Standards, as set out in the Royal Commission's report, are:

- **Standard 1:** Child safety is embedded in institutional leadership, governance and culture.
- **Standard 2:** Children participate in decisions affecting them and are taken seriously.
- **Standard 3:** Families and communities are informed and involved.
- **Standard 4:** Equity is upheld and diverse needs are taken into account.
- **Standard 5:** People working with children are suitable and supported.
- **Standard 6:** Processes to respond to complaints of child sexual abuse are child focused.
- **Standard 7:** Staff are equipped with the knowledge, skills and awareness to keep children safe through continual education and training.
- **Standard 8:** Physical and online environments minimise the opportunity for abuse to occur.
- **Standard 9:** Implementation of the Child Safe Standards is continuously reviewed and improved.
- **Standard 10:** Policies and procedures document how the institution is child safe.

As part of their report, the Royal Commission recommended that any and all organisations whose operations in any way involve or impact upon children should be compliant with the national Child Safe Standards set out above.

mandatory reporting

All staff teachers and educators are mandatory reporters of child abuse. Meaning if you suspect or witness behaviour relating to or suspect the abuse of a child, you must report this to the Nominated Supervisor (or responsible person) and follow the centre or service's or schools Child Safety Policy. If a Nominated Supervisor doesn't deem the incident to be reportable, but you do (or if the incident involves the Nominated Supervisor), you should still report.

Risk of Significant Harm (ROSH) means the concern is sufficiently serious to warrant a response by a statutory authority (such as Police Force or Community Services) irrespective of a family's consent.

What is significant is not minor or trivial and may reasonably be expected to produce a substantial and demonstrably adverse impact on the child or young person's safety, welfare or wellbeing, or in the case of an unborn child, after the child's birth. The significance can result from a single act or omission or an accumulation of these.

All staff must also notify their Randstad Consultant, Branch Manager or HR representative by calling 1300 360 014.

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 to remain confidential and not to be discussed with any other staff members. If you are 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.
- If you feel immediate danger is present you can notify the police.

For information on how to submit a report please click [here](#).

State and territory governments have created a [range of resources](#) that may assist teachers and educators to identify and report child abuse. The Reportable Conduct Scheme for each state can also be found here: [NSW](#), [ACT](#), [SA](#), [VIC](#), [WA](#), [QLD](#) and [TAS](#). Under the National Law and Regulations, the approved provider (i.e. centre or service) must [notify the regulatory authority](#) of any:

- serious incidents
- complaints
- circumstances at the service which pose a risk to the health, safety or wellbeing of children
- any incident or allegation that physical or sexual abuse of a child or children has occurred or is occurring while the child or children are being educated and cared for by the service.

acceptable (with child's permission) and unacceptable physical contact

Teachers & Educators in some organisations such as day care centres or disability centres, will be responsible for providing personal care and assisting children with things like changing nappies and toileting. Workers in other child-related organisations like schools, would not need to assist (in most cases) with personal care and it would be unacceptable to do so.

acceptable physical contact (with child permission)

- assisting to develop sports or dance skills or techniques
- treating an injury
- preventing an injury
- meeting the requirements of the sport
- showering or toileting assistance to children with disability

unacceptable physical contact

- any unwarranted or unwanted touching with hands, other body parts or objects.
- corporal punishment, such as smacking or other forms of physical discipline.
- initiating, permitting or requesting unacceptable physical contact with a child or young person, such as massages or kisses.
- facilitating situations which unnecessarily result in close contact with a child or young person, such as wrestling or tickling.
- Undertaking a task of a personal nature for a child if they can do it for themselves, such as changing clothes, feeding, personal grooming or toileting.
- pressuring a child to have unnecessary physical contact.

More information related to ensuring the safety, health and wellbeing of children attending education and care services and inappropriate discipline can be found [here](#).

more information

- The [United Nations Convention on the Rights of the Child](#)
- The [Child Wellbeing and Safety Act 2005 \(VIC\)](#) and [Victorian legislative Working with Children Check requirements](#)
- The [Child wellbeing and protection laws in NSW](#) and [NSW legislative Working with Children Check legislative requirements](#)
- The [Queensland Child Protection Act](#) and [Queensland Working with Children Check legislation](#)
- The [ACT Children and Young People Act 2008](#) and [ACT Working with Children Check legislation](#)
- The [WA Children and Community Services Act](#) and [WA Working with Children Check legislation](#)
- The Northern Territory [Care and Protection of Children Act](#) and [NT Working with Children Check legislation](#)
- The TAS [Children, Young Persons and Their Families Act](#) and [TAS Working with Vulnerable People Check legislation](#)

reportable conduct

The Reportable Conduct Scheme requires organisations to investigate and report allegations of child maltreatment (including, but not limited to, grooming, abuse and inappropriate behaviours) made against their employees, volunteers and contractors. The scheme is designed to hold organisations to account for the manner in which they handle complaints made against employees who work with children, and can span to conduct committed in both their personal and professional life.

The Reportable Conduct Scheme for each state can also be found here: [NSW](#), [ACT](#), [VIC](#), [WA](#), [QLD](#), [TAS](#).

Whilst Randstad, including its Australian subsidiaries (together "Randstad") is not a respondent to the Reportable Conduct Scheme, it supplies workers to clients who are subject to the scheme. As such, you acknowledge that Randstad will support the investigation (including police investigations or otherwise) and reporting requirements of any client who informs Randstad that an employee is subject to, or witness of, a complaint of reportable conduct.

reporting and resolving grievances

A grievance is an incident which is believed to be grounds for a complaint. This may include a cause for distress, unfair treatment or something more serious.

How do I lodge a formal grievance?

- Discuss with your Randstad consultant, Randstad Branch Manager or Randstad HR Team.
- You may also wish to put your complaint or incident in writing and provide it to your Randstad consultant.
- There may also be instances where it is appropriate to inform your manager at the Host Employer (i.e. centre or service). Please note that this should be in addition to contacting Randstad.

procedure if you have been the subject of a child safety or reportable conduct matter

Should you be the subject of a child safety or reportable conduct matter you will be suspended from work pending an investigation. Should allegations be substantiated, you may no longer remain in the candidate talent pool or be recommended to any other host employer.

complaints investigation

Complaints are investigated in an impartial, confidential and timely manner – the guiding principles of Randstad's grievance handling procedure are:

impartiality

If you raise a grievance, it will be investigated in a fair and impartial manner. No judgements or assumptions will be made, and no action will be taken until the investigation is complete. If a complaint is made against you, your rights will be protected and you will be given a right of reply.

confidentiality

If you raise a grievance, the details will remain confidential between you and the investigating team. Those involved in an investigation, must maintain strict confidentiality with regard to all aspects of the process or face disciplinary action. This is to support procedural fairness at all times.

timeliness

Each grievance will be investigated and finalised in a timely manner. Where necessary, all information will be passed on to the relevant manager immediately.

keeping yourself safe at work

- Ensure you are not alone with a child and maintain a high level of visibility at all times. If you are left alone with a child immediately inform the room leader or supervisor and ask for assistance.
- Conduct yourself physically and verbally in a way that will not create discomfort for children and young people.
- Do not post inappropriate or personal information about children and young people via any medium (eg social networking sites, phone, text message, letters, emails, internet)
- Set clear communication boundaries, do not use inappropriate sexual jokes or enquires of sexual nature.
- Do not use inappropriate nicknames or make comments about a child or young person's appearance, including excessive comments or flattery.

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 must be alert and aware of risks and hazards and the potential for accidents and injury, not only in their immediate location but throughout the service. To provide effective supervision, educators need to be conscious of the physical environment and be attuned to the needs of individual 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.

More information on active supervision can be found [here](#).

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 issues 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, they must ask for assistance immediately from a permanent staff member.

social media

No posts or images are to be posted to social media about children you have cared for whilst on or following an assignment through Randstad Education.

speak up confidently / whistle blowing

Randstad uses the SpeakUp integrity reporting tool. This portal is managed by People Intouch, an independent company. Reports are passed on to the Integrity Officer within Randstad. Reporters may choose to leave their name and contact details or they may choose to remain anonymous. The decision is theirs.

<https://www.speakupfeedback.eu/web/integrityatrandstad/au> (Access Code: 47064)

Freephone Number: 1800 452 051

Language Options: English

what to do when you arrive at an Early learning, OSHC centre/service or school for the first time?

Every centre, service or school will have its own policy. It is important to ask to be inducted into the centre's/school Child Protection Policy or know where to access the policy in case of an incident.

If you are unsure please call us on 1300 360 014.

state & territory child protection training

- QLD please click [here](#)
- NSW please click [here](#)
- ACT please click [here](#)
- VIC please click [here](#)
- SA please click [here](#)
- WA please click [here](#)
- NT please click [here](#)
- TAS please click [here](#)

more support

If you need more support please reach out to your Randstad Consultant, Branch Manager or HR Representative. Other support resources can be found through:

- For domestic, family, and sexual violence counselling and support, contact **1800RESPECT**
- For short-term support if you are feeling overwhelmed or having difficulty coping or staying safe, contact **Lifeline**
- For free professional phone and online counselling for anyone affected by suicide living in Australia, contact **Suicide Call Back Service**
- For information and support for anxiety, depression and suicide prevention for everyone in Australia, contact **Beyond Blue**
- For information and support for anyone who is affected by complex trauma, contact **Blue Knot Foundation**
- For free 24/7, confidential and private counselling service specifically for children and young people aged 5 to 25 years, contact **Kids Helpline**

manual handling

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

Manual handling describes everyday 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 6 steps:

Step 1 – Stop and Think

- Is the weight, shape and load within your capacity? If not, use a mechanical aid or ask for help.
- Determine the best handling technique for the job ensuring it does not involve bending, twisting or reaching.
- Plan where you will place the load and check that the path is clear. For a long lift, such as shoulder to floor, consider resting the load mid-way on a table or bench to change grip.

Step 2 – Position your feet

- Feet should be hip width apart, with one foot behind the load and the other beside the load in the direction of travel.
- Get as close to the load as possible.

Step 3 – Bend knees and Keep Back Straight

- Bend the knees and squat down.
- Never bend from the waist to pick up an object, no matter how small.
- Keep your back straight, maintaining its natural curve.

Step 4 – Get a firm grip

- Try to keep your arms within the boundary formed by your legs.
- The best position and type of grip depends on the circumstances and individual preference; but must be secure.

Step 5 – Lift with legs, keep back straight and load close to body

- To lift the load use the powerful muscles of your legs and straighten your knees.
- Keep your head raised, chin tucked in and back straight. Move smoothly and slowly and keep the load close to your body so that less stress is placed on your back.
- Keep the heaviest side of the object next to your trunk.
- Change direction with your feet. Don't twist your body when turning to the side.

Step 6 – Control lowering of the load

- It is important to lower the load in a controlled manner. Bend your knees and keep your back straight.
- Do not release your grip until the load is securely in position

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 minimize the transmission of infections or prevent cross infection. Staff have a personal and professional responsibility to practice infection control procedures at all times. Under WHS 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;
- following 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 covering 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 the 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. Please ensure you update your consultant with your most recent immunisation history.

administration of medications

please refer to service / centre / school's policy

As a blanket rule, casual Educators are not to administer medication without consent form 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 DRSABCD Action Plan:

Danger	Check for danger to you, the casualty or others.
Response	Check if the casualty is conscious.
Send	Send for help.
Airway	Ensure the airway is open and clear.
Breathing	Check if the casualty is breathing.
CPR	Continue CPR till help arrives or the casualty recovers.
Defibrillation	Apply a defibrillator (if available) and follow voice prompts.

if you are certified to perform CPR

If the person has no pulse, Cardiopulmonary 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 some time 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, shellfish (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 requirements.

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 to 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 high heels. 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 service/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.

guidelines and agency procedures

Please read carefully as each state and territory has different requirements.

how will you receive shifts/work.

Our state of the art [Digital Staffing Marketplace \(DSM\)](https://my.randstad.com.au/) system allows you to choose your own shifts 24/7 via the randstad portal <https://my.randstad.com.au/>

- you can see shifts within 50km radius of your set location (you can filter accordingly)
- check date, time and location
- check the distance and travel time (via google map link)
- press 'accept' to get booked in
- you will receive a 'successful' or 'not successful' response

casual shifts

roster availability

Casual work is available between 6am - 7pm, Monday to Friday.

Please update your availability at least once a week on Wednesday via the myRandstad web portal or simply call / email your consultant with your availability, informing us of your preferred days, shifts and locations.

Contact us if you wish to update your availability 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 availability 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, OSHC educators please call between 8.00am and 9.00am and school teachers please call between 7.00am and 7.30am 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.

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 service/centre/school
- directions to service/centre/school
- shift start and finish times
- car parking availability
- any special work requirements/client profiles
- person to report to on arrival
- hourly rate for shift and qualification level

If you agree to work that shift, you will be confirmed to the service/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 hour's 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.

when arriving on shift

- arrive 10–15 minutes prior to the start of your shift so you are “work-ready” at the start time of your shift
- always sign in at the designated site.
- you may be signed to a different room or class than originally allocated.

the following must be carried with you on site:

- government issued identification.
- working with children check.
- other documents as per state requirement.

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.
- coordinator 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 areas for smoking (NOTE: all Australian education settings are 100% smoke free both inside and outside). 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 service/centre/school policy and procedures and equipment for:

- child safety reporting.
- 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.

pay rates

Your hourly / daily rate will be agreed upon with your consultant prior to the beginning of each assignment.

payroll and taxation forms

Payroll and Taxation forms (requiring your Tax File Number if applicable) must be completed at interview or prior to the commencement of a contract assignment.

If your tax file declaration is not received within 14 days after your first assignment, your withholding tax rate will be charged to the highest tax bracket.

If you are to be paid as a Company you must provide your consultant with your Certificate of Currency, evidence of Insurances and Registration documents for a business or company name. See your Contract of Service Terms and Conditions or Independent Contractor Agreement for more information on what is required.

timesheets

As a temporary or contract worker employed by Randstad, you will be paid weekly. Your timesheets need to be completed and submitted by no later than 7pm each Sunday. Only complete timesheets with appropriate approval will be paid, so it is important that you check your timesheet before submitting it, ready for approval by your supervisor. Overtime needs to be approved by your supervisor prior to it being worked.

Timesheets are processed at the start of each week, and generally your pay will be available in your bank account on no later than Thursday (unless there is a public holiday in NSW whereby your pay may be delayed by one day).

You will have access to your own myRandstad web portal, through which you can view your bookings, timesheets and payslips. Your Randstad consultant will let you know which timesheet system is right for you from the following options. More information and guides on how to use them is available on our website.

randstad mobile timesheet app

At Randstad, we understand that your world is mobile, so we've developed a timesheet app to use while you're on the go. View bookings, add expenses and allowances, and submit your timesheets, all from your iPhone or Android smartphone. For more information, including how to download and use this handy app, please see the jobseeker resource section of our website.

myRandstad web portal

No smartphone? No problem! As well as viewing payslips, you can submit timesheets through your myRandstad web portal.

client based systems

Some Randstad clients use their own timesheets or shift attendance systems and provide the shift information directly to us. If you are placed at one of these sites, your Randstad consultant will make sure you get all the instructions and training you need to get you started.

timesheet tips

Your Randstad consultant will add timesheets to your myRandstad web portal, which allows you to use both the myRandstad web portal and mobile timesheet app.

When using myRandstad web and mobile timesheets, please remember the following points:

DO enter your hours using a 24 hour clock

DO ensure that you are inserting the hours in the correct columns.

DO enter your unpaid break duration in minutes

DO submit your timesheet by 7pm on Sunday night to ensure payment in the next week's pay run.

COMPLETE a separate timesheet for each individual service/centre/school worked. Any shifts completed at one service/centre/school in one week can be completed on one timesheet.

expenses or disbursements

Expenses and allowances are easy to claim through the MyRandstad web and mobile timesheets. Simply select to add an expense or allowance, choose the type, and enter the amount claimed. Add photos of your receipts using your smartphone's camera, or upload other supporting documentation to your myRandstad timesheet to have claims and allowances approved and paid along with your timesheet. For instructions on adding expenses and allowances, visit the mobile timesheet page on our internet.

receiving pay

Payment will be made by electronic funds transfer (EFT) into your bank account following the receipt of your approved timesheet. You will be given access to the my Randstad web portal, where you can view your bookings and see your payslips.

superannuation

Randstad makes a contribution of the applicable super guarantee amount to a superannuation fund on all "ordinary time" earnings.

If you are a PAYG worker and have not previously provided Randstad with your super choice, you will receive an electronic super choice form by email before you start your new job. This email will allow you to access a digital platform to submit your super choice form digitally. You are able to nominate your own superannuation fund or choose another fund by completing and submitting this form through this platform. Once submitted, you will receive a copy of your completed form via email for your own records and your Randstad consultant will be automatically notified. As Randstad sends superannuation contributions on a monthly basis, to ensure your contributions are paid to your chosen fund, you should act immediately and complete this form online at least a week before your first pay date.

If you are a PAYG worker, your myRandstad web portal will give you access to information on your selected super fund, option to change your super fund and allows you to view the history of your super choices. Simply go to the 'super choice' of this portal to view and/or update your super choice information.

Provided the superannuation fund you have nominated is a complying fund and all documentation is completed correctly, all future contributions will be directed to that fund.

Under Superannuation Guarantee legislation, employers must nominate a default superannuation fund. Randstad has selected Australian Retirement Trust as our default fund. If you do not make a super choice, Randstad will check with the ATO to see if you have a stapled super fund. If a stapled fund is not available your contributions will be sent to the default fund.

A stapled super fund is an existing super account which is linked, or 'stapled', to an individual employee so that it follows them as they change jobs. Refer to [//www.ato.gov.au/Business/Super-for-employers/Stapled-super-funds/](http://www.ato.gov.au/Business/Super-for-employers/Stapled-super-funds/) for further information about stapled super funds.

an employer, superannuation must be remitted on a quarterly basis, however we currently remit to the Superannuation Fund monthly. After a period of 12 months, you may change your choice of fund. This can be done only once within a 12 month period.

Please note: If you are paid as a company Super User Choice does not apply to you. If you are registered as a Company or Trust, it is your responsibility to pay, to an approved fund, the required amount of superannuation. If you are paid under an Award, Australian Workplace Agreement (AWA), Enterprise Bargaining Agreement (EBA) or a defined benefit fund, Super Choice may not apply to you. Please ask your consultant or contact the Customer Service Hotline if you are unsure.

If you have any questions please contact the Australian Tax Office on 13 28 64, visit <https://www.ato.gov.au/Super/> or contact our Customer Service Hotline on 1300 852 155 or via email customerservice@randstad.com.au.

pay enquiries

If you have any queries, contact the Customer Service Hotline on 1300 852 155 or email customerservice@randstad.com.au. Your queries will be answered between 8:30am to 5:30pm (AEST) weekdays. If your call is answered by voicemail, leave your full name (including spelling), Employee ID number, contact phone numbers including your area code and the reason for your call. Your call will be responded to promptly.

Please advise your consultant if there are any changes to your address, telephone number or bank account details to ensure you receive your Pay Advice, Recipient Created Tax Invoices (RCTI's) or Remittance Advice.

break entitlement

At Randstad, we are committed to providing a safe, healthy, and fair working environment for all employees. This includes ensuring that appropriate breaks are provided in accordance with the applicable Modern Awards that cover your employment.

understanding your breaks:

Breaks are essential for your well-being, productivity, and safety. There are general two main types of breaks:

1. Rest Breaks: These are shorter breaks designed to allow you to rest briefly from your work. They might include short morning or afternoon tea breaks. Whether these breaks are paid or unpaid, and their duration, often depends on the applicable Modern Award or enterprise agreement, and the length of your shift.
2. Meal Breaks: These are longer breaks, typically 30 minutes or more, designed for you to eat a meal away from your work area. Whether Meal breaks are paid or unpaid and their entitlement, duration, and timing are usually outlined in the relevant Modern Award or enterprise agreement.

when to take your first break

While specific timing can vary based on your Modern Award or enterprise agreement, a common principle is that:

1. Rest Breaks: If your Modern Award or agreement provides for paid or unpaid rest breaks, these are typically shorter (e.g., 10 minutes) and are often taken in the first half of a longer shift. For instance, for an 8-hour shift, you might have a rest break in the first 4 hours.
2. Meal break: in order to ensure the employee's well being and safety, all Randstad employees must not work more than 5 consecutive hours without taking a minimum of a half hour or more meal break. If the meal break is paid then the "unpaid Break" column in the timesheet needs to be blank, as those will be paid with the total hours worked. On the other hand if the meal break is unpaid then the employee must record those breaks hours in the timesheet column of "Unaid Break", which will be deducted from the total hours worked for the day.

It's crucial to consult your specific award or agreement for the precise timing requirements that apply to your role.

your responsibilities regarding breaks

- Take Your Entitled Breaks: It is important for your health and safety that you take your allocated breaks.
- Return on Time: Please ensure you return from your breaks promptly at the agreed time to minimize disruption to operations.
- Communicate Issues: If you are unable to take your break due to operational demands, or if you have any concerns about break provisions, please discuss this with your manager as soon as possible or leave comment at the timesheet at the comment sections.

how to find your specific break entitlements

Given the variety of Modern Awards and potential enterprise agreements, it is important to understand the specific break entitlements that apply to your role. You can find this information by:

1. Contacting Your Consultant: Your direct consultant is available to answer any questions you may have about your specific break entitlements.
2. Reviewing Your Assignment Agreement: Your assignment agreement will reference the applicable Modern Award or enterprise agreement.
3. Accessing the Relevant Modern Award/Enterprise Agreement: You can find copies of Modern Awards on the Fair Work Ombudsman website using their "Find my award" tool: [Find my award](#). If an enterprise agreement applies, a copy should be made available to you by Randstad.
4. Fair Work Ombudsman Website: For comprehensive information on breaks, hours of work, and other employment conditions, please visit the Fair Work Ombudsman website: [Hours of work, breaks and rosters](#).

other responsibilities for agency members

remaining an active staff member

Membership with Randstad remains current for 6 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.

NSW Public Schools only

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.

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. For state based contacts and ACECQA details, please visit: www.acecqa.gov.au

OSHC (outside of school hours care)

Out of school hours care (OSHC) is the name commonly given to services that provide education and care to school age children before/after school and during school holidays.

There are no national qualification requirements for educators at centre-based services educating and caring for school age children in OSHC services and state and territory specific qualification requirements apply. Your consultant will inform you about the required qualifications for your state or territory.

The Council of Australian Governments has developed *My Time, Our Place - Framework for School Age Care*. The Framework has been designed for use by school age care educators working in partnership with children, their families and the community, including schools. The Framework is linked to the Early Years Learning Framework.

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.
- shoes must be clean and in good condition and long hair must be tied back securely.

phone usage

- 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

Drugs or alcohol have a direct impact on an individual's work performance and safety. You must be aware of and adhere to the host employer's drug & alcohol policy. In the absence of a policy, Randstad's policy is that the consumption of drugs and/or being under the influence of drugs and alcohol will not be tolerated in Randstad offices and host employer sites.

Consumption of alcohol is only allowed at the direction and permission of Host employer management.

Illicit drugs are prohibited. Anyone found in possession, under the influence or selling/buying illicit drugs while at work for Randstad will have disciplinary action taken. You must notify your consultant if you are taking Prescription or non-prescription drugs which have the potential to impact upon a person's ability to work safely. This extends to the operation of motor vehicles and equipment.

Please Note: Randstad reserves the right to perform a drug or alcohol test on any Randstad employee. Randstad may also perform a drug or alcohol test if it is suspected that you may be under the influence of drugs or alcohol and intending to go to work. Any failure to comply with safe working instructions could lead to the cessation of your assignment.

If you suspect others in the workplace are under the influence of drugs or alcohol then notify the host employer and your Randstad Consultant.

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. Bullying and harassment in the workplace is unacceptable and will not be tolerated by Randstad. If you believe that you have been subjected to bullying and harassment or have witnessed such behaviour it is important that you speak to your consultant immediately and please note our guidelines for reporting a grievance.

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.

social media

Posts or images to social media should not be defamatory, abusive, inappropriate, contain confidential information about Randstad or the Host Employer or be classed as child abuse material. Bullying or intimidation, child abuse material through social media will not be tolerated and may lead to disciplinary action and dismissal.

national model code

Randstad Education is committed to following the National Model Code and Guidelines to promote a child safe culture when it comes to taking, sharing and storing images or videos of children in early childhood education and care.

Randstad Teachers & Educators are to:

1. Only use service-issued devices
2. Only carry or use personal devices for authorised essential purposes
Authorised essential purposes include emergencies, health and family needs
3. Gain approval from a Director if a Teacher or Educator needs to carry a mobile under point 2

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 to 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 service/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.

randstad employee benefits

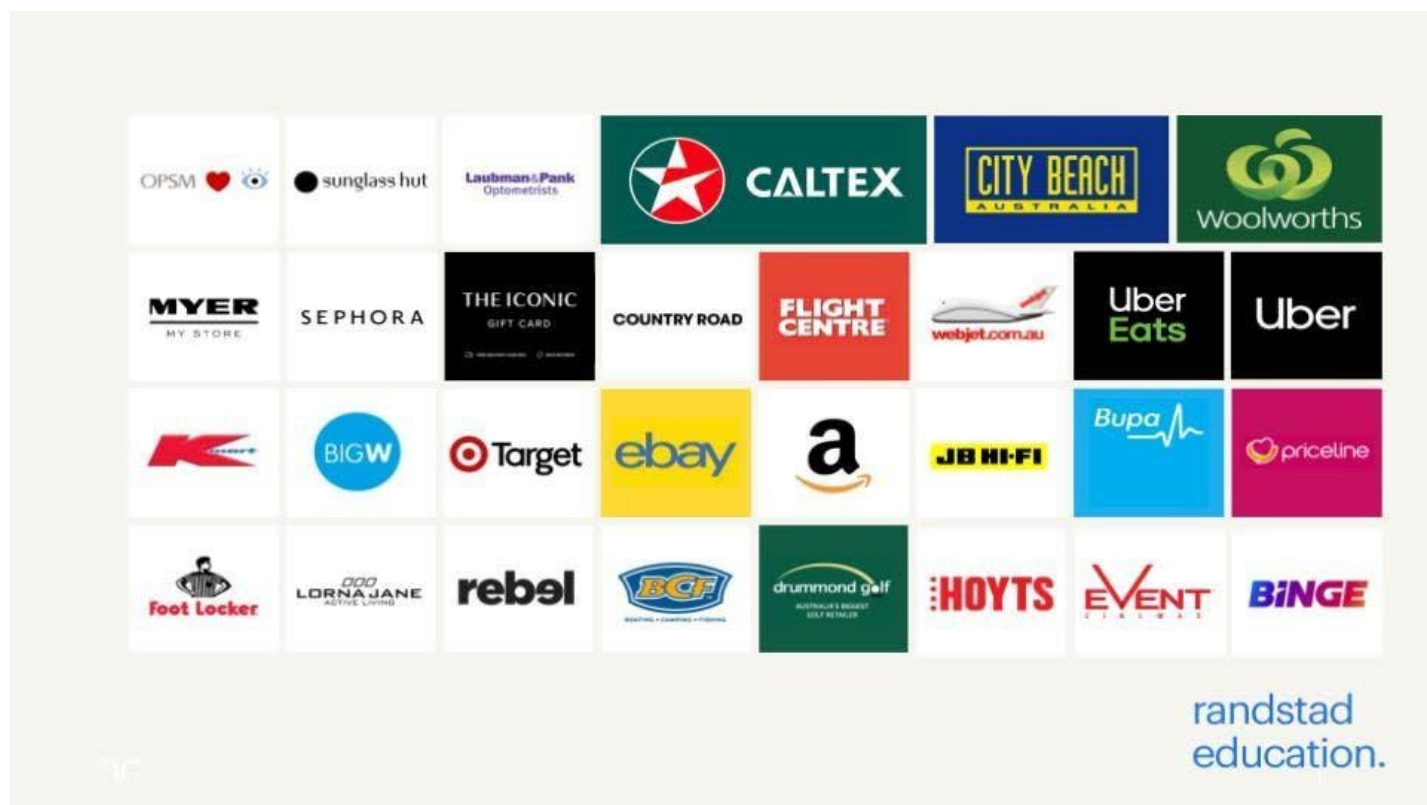
Randstad has launched an employee benefits program. You have access to discounts from a great range of stores, just by working with us.

Our benefits program also gives you access to webinars, mindfulness and wellness programs and discounts across various brands.

Discounts available for

- groceries and fuel
- retail stores - Target, Myers and Kmart
- entertainment - movie tickets
- banking and insurance

and many more



workplace health & safety

You are an important asset to Randstad, which is why we take all reasonably practicable steps to ensure your health and safety in the workplace when working with our clients. Workplace health and safety is largely about common sense and we ask you to co-operate with Randstad and our clients to ensure your own personal safety and to make sure that your actions do not endanger those around you.

Your safety, and the safety of the people you are working with, depends on your awareness of safe working practices and the need for a safe working environment. Although Randstad acknowledges its obligations to you, safety is a cooperative effort.

randstad has:

- legal obligation 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.

services/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.

you must take responsibility for your own safety by:

- advising your consultant prior to starting an assignment if you have any pre-existing injuries or disabilities which will not allow you to perform your role in a safe manner.
- informing your consultant if your ability to perform duties safely in the workplace changes.
- making sure you know how to do the job safely before you commence.
- being aware of any safety risks associated with the intended tasks.
- following safety instructions, 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 anything you feel is unsafe about the equipment, task or work environment.
- doing the role you were booked for. Any changes to the work environment or tasks must be approved by Randstad.
- discussing any aspect of job safety that you are concerned about with your supervisor and Randstad consultant.

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-opening 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 complete a Randstad induction prior to commencing their first assignment / shift and are expected to work in a safe and sensible manner at all times.

preventing accidents and injuries at host employer sites

Randstad assesses host employer sites for safety requirements before sending anyone onto those sites to ensure host employers are providing a safe workplace. Where safety issues are identified on a host employer site then Randstad works with the host employer to fix those issues either prior to workers starting or not allowing workers to perform those roles. Your recruitment consultant will advise you of the main hazards you may face on site and the control measures in place with the host employer to protect you. Host employers are required to treat you as they would their own employees for all health and safety matters. This may include making you aware of their Health & Safety Policy, assessing any health and safety risks which may affect you and recording any accidents or injuries that involve you.

Randstad are committed to ensure our systems and processes are robust and up to date, Randstad are accredited to Australian / New Zealand Standard: 4801 Occupational Health & Safety Management systems.

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.

what we need to know

Contact your Randstad consultant immediately if:

- You identify a hazard that cannot immediately be rectified.
- You have not had a site specific induction when you first start an assignment.
- You are asked to undertake additional duties for which you have had no instruction.
- You are assigned to a new position.
- You are directed to use equipment different to that originally required of the job.
- You are asked to use equipment that is not part of your current job or you are asked to use equipment that you have not been trained on.

Remember - Do not use any equipment / machinery without having received instructions on its safe use, this includes unblock, maintain or service the equipment/machinery.

reporting a hazard, incident , near miss, accident

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 treatments, assess the accident / injury, implement any necessary changes, and if required implement a safe and effective Return to Work program.

Randstad has a team dedicated to assist you in the event of injury and will also investigate all injuries, hazards and near misses to identify root causes and put corrective measures in place with the client.

workers compensation

Randstad maintains insurance to cover you in the event of a workplace injury. On submission of a claim form Randstad and our nominated claims management providers (as part of the Workers Compensation schemes in each state and territory) will assess the claim and provide appropriate advice to you.

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.

This does not apply to Independent Contractors who are responsible for their Workers Compensation policy and income protection.

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 overexposure.

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.

psychosocial hazards

A psychosocial hazard is anything that could cause psychological harm (e.g. harm someone's mental health). Common psychosocial hazards at work include:

- Job demands
- Low job control
- Poor support
- Lack of role clarity
- Poor organisational change management
- Inadequate reward and recognition
- Poor organisational justice
- Traumatic events or material
- Remote or isolated work
- Poor physical environment
- Violence and aggression
- Harassment including sexual harassment
- Conflict or poor workplace relationships and interactions

Randstad assesses all client sites and will review psychosocial hazards to ensure you are able to work in a safe working environment. If you experience a psychosocial hazard, report it immediately to your supervisor and your Randstad consultant as a hazard so it can be immediately investigated and controlled.

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 rectangle



A mandatory sign

Blue and white on a circle