

# Office Based Employee Handbook



**BUDGET**  
**WORKFORCE**

*“Matching the right people to you”*



# Induction Booklet

We are a Workforce company that finds the perfect fit employee to get jobs completed the right way and on time. Our staffing solutions focus on personality, finding an employee who exhibits the moral principles of integrity, professionalism, and teamwork.

Safety is a priority for both our clients and staff. Please read this booklet and sign your acknowledgment on completion.



## Office Based Employee

- Administration
- Accounting
- Bookkeeping
- Receptionist
- Office Management
- Data Entry





# Contents

<b>WELCOME</b>	<b>1</b>
<b>GUIDELINES</b>	<b>2</b>
<b>OCCUPATIONAL HEALTH AND SAFETY</b>	<b>8</b>
<b>ROLES &amp; RESPONSIBILITIES</b>	<b>9</b>
<b>INJURY REPORTING</b>	<b>11</b>
<b>HAZARD REPORTING</b>	<b>11</b>
<b>WORKSTATION ASSESSMENTS</b>	<b>12</b>
<b>OHS POLICY</b>	<b>12</b>
<b>EMERGENCY PROCEDURES</b>	<b>12</b>
<b>OFFICE RELATED RISKS</b>	<b>12</b>
<b>MANUAL HANDLING</b>	<b>14</b>
<b>ACKNOWLEDGMENT AND SIGN OFF</b>	<b>17</b>





## Welcome

On behalf of the Management and staff at BUDGET WORKFORCE I would like to welcome you as a new employee to the organisation. This handbook is designed to provide you with an introduction to the policies, procedures, occupational health and safety, and guidelines to make your employment with BUDGET WORKFORCE successfully.

## Our Vision

Our vision is to represent skilled employees in their field of expertise. We value your skills and aim to place you in a role that is perfect for you.

## Our Mission Statement

**Your productivity is worth it.**

'To help job seekers find a workplace where they are valued for their industry knowledge'.

Our goals and objectives offer excellence across our divisions. This is achieved by building alliances within industry, clients, candidates and stakeholders to deliver people solutions. "BUDGET WORKFORCE strives to be the best and most progressive National company offering solutions in Apprenticeship, Professional, Indigenous and Traineeship Recruitment, by forming alliances with customers and employees in achieving through excellence."

I trust you will find your job exciting and challenging and we look forward to the contributions you will make as a member of our team.

Yours sincerely

Harjinder Singh

Managing Director



# 1.Guidelines to follow whilst on Assignment

## 1.1 Mobile phones – Mobile Phones & Electronic Devices

Under no circumstance's mobile phones, smart watches and other electronic devices to carry whilst working it as it may be a safety hazard .it is your responsibility to keep them on a secure place. Budget workforce not liable for any lost or stolen goods . It is strongly advised to refrain from making or receiving calls during time which is being billed to the client. If it is an emergency, we will contact you via the client.

## 1.2 Be on time- Budget workforce has initial two times log in policy.

First log in – You have to check in an hour early by via text message as **(sign in1)** if Budget workforce didn't receive any message then Budget Workforce staff call you to ensure you are available for your shift. If you cannot attend the call we will call your next of kin to ensure that you get our message and if still no answer your shift will be cancelled and we the Budget Workforce staff will call the next available employee.

Second log in– You have to check in an hour early by via text message as **(sign in2)** once you are onsite All employees are to arrive at their workplace at least 15 minutes prior to starting their shift then log in .

.Which allows you to settle down and meet your supervisor and this will also create a good impression for when arriving early.

Do not text if you are not onsite

## 1.3 IT IS IMPORTANT THAT ALL EMPLOYEES ARE TO CALL BUDGET WORKFORCE AT LEAST TWO HOURS BEFORE THE START OF SHIFT IF you are :

### 1. Sick

### 2. Unavailable due to personal reasons

**Note:** It is very important that you arrive at work on time. If you are running late or cannot make it, please contact Budget Workforce immediately.

**1.4 Dress and Grooming** – The way you present yourself reflects not only the company you are working for but also how you feel about yourself and your work. A neat, clean and tidy appearance is essential at all times for work of any kind. Your BUDGET WORKFORCE consultant will let you know the work environment and what standard of dress is expected. Employees should always maintain a conservative and professional image. Ensure you wear the correct clothing suitable to your placement.

For Blue Collar placements, you are required to wear protective clothing being long/longs and steel cap safety boots. In some instances, you will also be required to take safety glasses, helmets, earmuffs, etc. All appropriate safety gear must be worn as instructed. If you are ever unsure about your assignment requirements, please ask your BUDGET WORKFORCE consultant or your onsite supervisor.

For White Collar placements, you are required to wear appropriate office attire including sensible enclosed footwear.

If you are ever unsure about your assignment requirements, please ask your Recruit Personnel consultant or your onsite supervisor.

**1.5 Personal behavior** – Always remember you represent BUDGET WORKFORCE and all the staff in any dealings with our clients / host employer. Never use foul or offensive language. Your approach and attitude are also measuring of your work performance. You are to act at all times with honesty, integrity, dependability



and freedom from corruption. It is important that all actions and decisions are completely lawful as well as moral.

**1.6 Use of personal communication devices** – Use personal devices during your breaks or after work. In the case of an emergency or important family matter, it is important to ask permission prior to making any personal calls. BUDGET WORKFORCE employees are not permitted to use any company equipment or their own personal devices for social mediums.

During an emergency your family must call Budget Workforce account manager so the message can be delivered to you fast.

**1.7 Lunch breaks** – Employees are entitled to a minimum of half an hour for their lunch break, however at times host employers will indicate that an hour for lunch is expected. As a temporary employee, you are responsible for speaking to your supervisor as to what time it is best to have your break and confirm the duration. This break must be taken after a five-hour period. Employees will not be paid for untaken breaks.

**1.8 Property & Equipment** – It is your responsibility to ensure that property issued to you such as uniforms, keys, tools, etc. are maintained in the condition in which they were issued. When you are leaving the employment of Budget Workforce, you will be required to return all such property in good condition before your final pay is issued. The cost of items not returned will be deducted from your final payment. Loss of any property should be reported immediately to your supervisor.

**1.9 Confidentiality** – All information relating to the operation of the host employer must be treated as confidential. Under no circumstances is it acceptable for a temporary employee to discuss your activities, information, company details or activities with another party outside the workplace. Such discussions will be considered breach of your contract with instant dismissal a result of such actions. Your access codes and passwords are your property and should not be supplied to another staff member. This policy also applies to keys and security system codes issued to you.

**1.10 Clarify policy** – Make sure you are familiar with workplace policies. If you are unsure of the code of conduct, ask your manager or your BUDGET WORKFORCE consulting.

**1.11 Change of details** – If your personal details change at all (i.e., change of address, phone, email, etc) please let us know immediately so we may update our systems. If your details are not current, we will be unable to supply you with your pay advice and other relevant correspondence from Budget Workforce.

**1.12 Change of Address** – Please advise us immediately in writing if you have a change of address and telephone number so that we can update your records. Please ensure you notify us if your email address changes, as your pay advice is sent by email.

## 2. Employment information

### 2.1 Temporary assignment

Your temporary assignment will vary in length. If no end date is advised, we can only brief you on the possible length of your assignment. The length of your assignment may change. The time frame is at the host employer's discretion. Changes to the internal workload, operational requirements and budgetary funding can all impact (sometimes at very short notice). If you have any questions regarding the terms and conditions of your employment, please contact your consultant.



## 2.2 Timesheets

Some sites use a Bundy Card or Kronos system record these are in place you will be required to complete a timesheet. Remember to always take a time sheet to your assignment.

Your timesheet must be signed by a Supervisor/Manager before submitting it to Budget workforce. Please ensure you complete your time sheet clearly and accurately. Do not use 'nick name', use your full name as it would appear on your taxation declaration.

You must fill out a separate timesheet for each different company/assignment you work at during the week. Budget Workforce pay week runs Monday — Sunday, alternatively it could be site specific with which you will be notified. Time sheet must submit by Sunday 5pm unless you are working on Sunday evening then it must be submitted by Monday 9am. Please note that timesheet completion and submission is your responsibility.. If you do not ensure that it is authorised and sent accordingly, you may not be paid.

## 2.3 Payment of wages

For each week worked (Monday to Sunday) a timesheet must be completed and faxed or emailed to [service@budgetworkforce.com.au](mailto:service@budgetworkforce.com.au) . Your pay advice slip will be forwarded to you. Payment will be from Thursday following the week that you worked. Please allow an extra 24 hours for weeks that include a public holiday.

- **For any late timesheet submission, you will receive payments in one to two weeks (depending upon the client internal process).**
- **If payment not received on time, then please call our payroll department.**

It is essential that all new employees complete and return the following to Budget Workforce:

- Tax File Number Declaration form;
- Employee information sheet outlining your personal details, bank details, superannuation details;
- Checklist acknowledgements; and

You will be unable to be paid until all these forms have been completed and returned to BUDGET WORKFORCE for submission to our payroll department. Your rate of pay is confidential and should not be discussed with any other staff member. Should you have any queries concerning your pay, please refer the matter to the payroll officer at Budget Workforce.

## 2.4 Performance Evaluations

At the completion of each shift or an assignment a Performance Evaluation is completed with your Supervisor. The evaluation asks the client to assess you in the following areas:

- ✓ Productivity
- ✓ Punctuality
- ✓ Ability to take direction
- ✓ Teamwork
- ✓ Flexibility



- ✓ Accuracy of work
- ✓ Work under pressure
- ✓ Presentation and communication

## **2.5 You must always maintain five-star rating in each area .**

Additionally, recognition of outstanding performance is in the form of awards, certificates, or the opportunity to attend training and learn new skills.

## **2.6 Leaving the Workplace**

Do not leave the workplace prior to the end of your days' work without authorisation from your Supervisor or Budget workforce consultant. This is a serious breach to Occupational Health & Safety rules on all sites.

## **2.7 Client Inductions**

Ensure the client completes a safety induction prior to commencing work and introduces you to their OH&S representative. If an induction is not carried out, request one and if still not then let your Budget Workforce consultant know immediately. Do not start work if you are inducted and make sure you understand all instructions before commencing work.

## **2.8 Physical Fitness**

Your Budget Workforce consultant will explain the physical requirements of each assignment. To ensure your health and safety, please make the consultant aware of any pre-existing conditions that may affect your work performance while on site.

## **2.9 Housekeeping**

Observe good housekeeping practices to prevent accidents. Make sure that walkways are clear of rubbish and electrical cords and that work areas are kept neat and tidy. Clean up all spills immediately.

## **2.10 Pre-employment Medical**

Some positions require a pre-employment medical. Pre-employment medicals assess specific job related requirements. Your consultant will advise you if this is required for any role.

## **2.11 Manual Handling Assessment**

For positions where lifting or manual handling is required, your ability to complete these tasks safely will be assessed. This assessment requires lifting and moving of boxes of varying weights according to given criteria. Grip strength may also be assessed if required for certain positions.

## **2.12 Drug and Alcohol Testing**

BUDGET WORKFORCE conducts drug and alcohol assessments at registration for assignments at a number of client sites. This is usually a requirement where equipment or machinery is operated to ensure your own safety and that of others.

Some client sites conduct random testing. BUDGET WORKFORCE has a zero-tolerance policy.

## **2.13 Superannuation**

All awards require an employer to contribute to a Superannuation Fund for his/her employees. BUDGET WORKFORCE will ensure that, at the appropriate time, you are enrolled in an approved Superannuation Fund. Superannuation contributions are made monthly and quarterly into your choice of superannuation fund. You must supply BUDGET WORKFORCE with a letter from the trustee of your super fund stating your chosen fund





complies and (for a self-managed superannuation fund) a copy of documentation from the Tax Office confirming the fund is regulated.

## **2.14 Termination**

Your employment can be terminated in accordance with the Award and your Contract of Employment. BUDGET WORKFORCE are happy to supply employees with a Statement of Service but are unable to act as work related referees.

## **2.15 Accidents**

If you sustain an injury at your temporary placement, you must report it to your supervisor /manager and your consultant at BUDGET WORKFORCE immediately. To comply with the Workers Compensation Act, you must fill out an "Incident Report". You may also need to complete a Workers Compensation Insurance Claim form. Both forms are

available from your BUDGET WORKFORCE consultant. BUDGET WORKFORCE maintains a current Workers Compensation insurance policy Compensation (NSW) LTD. If you see an accident, call a qualified first aider to administer whatever assistance is needed. You must also contact the manager on site who will advise you on what to do next, organise for emergency services, etc.

## **2.16 No Smoking Policy**

No staff member is permitted to smoke while on duty, except during rostered breaks. Smoking is only permitted in the designated smoking area.

## **2.17 Substance Abuse**

Alcohol or drugs can impair our ability to think clearly and function effectively. They make us less productive and, more importantly, lead to situations that can endanger the individuals abusing these substances. BUDGET WORKFORCE shall create a safe and healthy workplace for all employees, and we will foster an attitude that it is not acceptable to come to work under the influence of drugs or alcohol that may increase the likelihood of an employee performing their duties in an unsafe manner. All employees must, under the Occupational Health and Safety legislation, tell their supervisor of any suspicious drug related behaviour of any fellow employee or visitor.

## **2.18 Environment**

BUDGET WORKFORCE is committed to protecting and enhancing the natural environment as a heritage for future generations. Employees should be constantly vigilant to ensure that the impact of our products and services and methods of production and delivery have the least possible impact on the region's natural's assets. Employees should promptly report environmental accidents or suspected violations of environmental laws and regulations to your supervisor.

## **2.19 Motor Vehicle Use**

Some of our client maintains a fleet of vehicles for business use. The nominated driver of each vehicle is responsible for the vehicle. Drivers must hold a current driver's licence. If a staff member's licence is cancelled or restricted management must be informed immediately. Employees must drive courteously and within the law. Employees are personally responsible for any fines or infringement notices that result from their actions whilst in charge of a vehicle. Driving a company vehicle whilst under the influence of alcohol or drugs is a serious breach of discipline that may result in dismissal.

## **2.20 Grounds for Dismissal**



- Possessing, using, or removing property belonging to co-workers or client without authorisation.
- Reporting to work impaired, under the influence or in possession of alcohol or drugs.

Exhibiting lewd, immoral behaviour, possessing weapons or explosives, or provoking, instigating, or taking part in an altercation. This policy is necessary to avoid the serious ramifications of software privacy, defamation, and sexual harassment or discrimination, which can include financial penalties and serious legal consequences

## 3. Occupational Health & Safety Policy

### 3.1 Occupational Health and Safety

Budget Workforce has developed and implemented a structured health and safety management system to meet its obligations and legislative requirements. This will also assist to achieve a consistently high standard of safety performance.

### 3.2 Roles & Responsibilities

Budget Workforce has delegated general and specific health and safety responsibilities applicable to the various management levels of the organization. The responsibilities are assigned to the levels of management as shown below and are based on the referenced legislative standards.

#### 3.3 Management:

Safe systems of work of host employer through adequate safety programs Equipment is maintained and in safe working order Information and instructions provided through training, induction & safe work procedures

#### 3.4 Employee:

To comply with safety rules and regulations  
Following procedure and policy at all times (includes all client's sites) Use the Personal Protective Equipment provided (PPE) Not to perform a task you are not qualified to perform If not fit to perform work to advise Budget Workforce immediately to report anything unsafe

### 3.5 Injury Reporting

Budget Workforce has a documented procedure for reporting, recording and analyzing incidents, injuries and work-related illnesses.

- The Injury/Incident Report Form is to be completed by the employee or the immediate supervisor within 24 hours of the injury or incident.
- All injuries are to be reported.
- Incidents where a person could have been injured or equipment damaged must be reported.

### 3.6 Hazard Reporting

Hazard identification and reporting is the process of identifying all situations or events that could give rise to the potential for injury, illness or damage to plant or property.



**It is important to report any hazards immediately to your Supervisor.**

### **3.7 Workstation Assessments**

Workstations must be set up using appropriate ergonomic furniture and equipment that will enable staff working at a screen and keyboard equipment to adopt good practice in relation to work posture. Ensure when working for long periods of time on a computer that the workstation such as the desk and chair is set up appropriately. Please complete a Workstation Assessment Checklist when required.

### **3.8 Commitment:**

Budget Workforce is committed to providing a safe and healthy workplace for all of our employees. Budget Workforce further recognizes its responsibilities to provide a safe and healthy work environment for subcontractors, clients, visitors and the public.

### **3.9 Scope:**

This policy covers activities and persons working within any premises of Budget Workforce.

Objective:

The objective of this policy is to ensure all employees are able to work in an environment which does not cause harm to them and where they contribute to continuously improving Occupational Health and Safety within the Budget Workforce business.

### **3.10 Policy:**

Budget Workforce provides, maintains and promotes a safe work environment and safety management system that is characterized by:

- a systematic approach to identifying, assessing and controlling health and safety hazards, and risks through the development and implementation of suitable procedures.
- ensuring as far as practicable all operations conducted by employees are in accordance with relevant legislation and regulatory requirements and relevant industry standards.
- effective management demonstrated by commitment and direct involvement at all levels of the company,
- effective No-way communication as an integral part of every job.
- the provision of appropriate facilities, equipment, education, training, and supervision for employees to ensure healthy and safe working conditions and methods

### **3.11 Responsibilities:**

Creating a safe work environment and care for the environment is the responsibility of all Budget Workforce employees.

To achieve the stated policy objective, the commitment and contribution of each employee is required through:

- taking responsibility for the health and safety of themselves and their fellow workmates
  - not compromising personal health and safety in the mistaken belief that other requirements are more important
  - considering health and safety as an integral part of their work

Budget Workforce Management are required to:

- facilitate continuous improvement through periodic review of objectives and performance measures, systems, practices, and procedures to ensure their continued effectiveness and relevance



## 4. Emergency Procedures

### 4.1 Alarms

It is important to follow the instructions of the Wardens when in an emergency situation. If there is a fire present the following alarms will be heard and you will need to react accordingly.

#### Alert Alarm

- ✓ BEEP, BEEP, BEEP – An indication that an emergency situation is happening on site and be alert ready to evacuate if required
- ✓ Stay with your supervisor and work team – do not leave your work area

#### Evacuation Alarm

- ✓ WOOP. WOOP. WOOP – An evacuation tone indicating to all staff to proceed to their nearest Evacuation assembly area

### 4.2 Evacuation Process

When the evacuation alarm sounds, please do the following;

- ✓ Turn off all powered equipment and tools
- ✓ Follow all instructions given by your Supervisor
- ✓ Leave immediately by the nearest safe exit
- ✓ Move quickly. Do not run
- ✓ If possible close doors behind you
- ✓ Report to your designated assembly area
- ✓ Do not leave the assembly area until given the "all clear"
- ✓ If any injuries are sustained, notify your Supervisor
- ✓ Advise your Supervisor immediately if you are aware of people trapped in the building

### 4.3 First Aid

If you require first aid during your placement, ensure you advise your Supervisor immediately. It is then a requirement to advise Budget Workforce when practicable as we need to be made aware of your injury for reporting purposes

## 5 Office Related Risks



### 5.1 Workplace Bullying and Harassment

Budget Workforce is committed to providing a work environment that is pleasant for employees to work in and conducive to good workplace relations. This policy is aimed at ensuring that employees are not subjected to any unwanted workplace harassment/bullying. Harassment/bullying in the workplace decreases productivity,



increases absenteeism and is also against the law. For these reasons, harassment/bullying will not be tolerated at Budget Workforce.

Examples of unreasonable behavior include, but are not limited to:

- Abusive, insulting, or offensive language or comments;
- Unjustified criticism or complaints;
- Repeated threats of dismissal;
- Exclusion from activities where deliberate;
- Spreading rumors;
- Setting unreasonable work tasks or timelines;
- Sabotaging a person's work performance by withholding information or giving incorrect information;
- Changing of rosters/work arrangements so as to deliberately inconvenience an employee or employees.

What is **not** considered unreasonable behavior:

- Setting reasonable work tasks and timelines;
- Reasonable rostering/work arrangements;
- Deciding not to select an employee for promotion where a reasonable process is followed;
- Informing an employee about unsatisfactory work performance in an honest, fair and constructive way;
- Informing an employee about inappropriate behavior in an objective and confidential way;
- Implementing organizational changes or restructuring;
- Taking disciplinary action, including suspension, or terminating employment.

Budget Workforce has a legal responsibility to take reasonable steps to prevent harassment from happening in the workplace. This involves educating employees about harassment, putting in place this policy, setting behaviour standards, implementing grievance and complaint handling procedures, and ensuring compliance by all in the workforce.

If you feel that you are a victim of workplace bullying, please advise Budget Workforce immediately.

## 5.2 Aggressive Customers

Budget Workforce is committed to providing a safe and healthy working environment free of aggression or violence for all employees, clients, and visitors.

This policy is intended to define behavior that constitutes workplace aggression and violence and to guide employees in the management of aggression and violence in the workplace.

For the purpose of this policy, workplace violence and aggression are defined as actions and incidents that may physically or psychologically harm another person. Violence and aggression are present in situations where employees and other people are threatened, attacked, or physically assaulted at work.

Examples of occupational violence and aggression include, but are not limited to, verbal, physical or psychological abuse, punching, scratching, biting, grabbing, pushing, threats, attack with a weapon, throwing objects/ furniture, sexual harassment or assault, and any form of indecent physical contact.

All incidents and near misses of aggression or violence are to be reported to Budget Workforce immediately.



# 6. Manual Handling

Manual handling hazards are very common within the workplace including office locations. Lifting and twisting incorrectly can cause back and shoulder injuries which can affect your general wellbeing. It is important to handle heavy items correctly to minimize the risk of injury.

Below are our handy hints for using correct manual handling techniques:

## How to lift safely . . .

WHILE workplace design and use of mechanical lifting aids are preferable, there are occasions when manual lifting is unavoidable.

In these cases, correct lifting procedures are essential to avoid back injury.

### Step 1

LOOK over your path of travel making sure it is clear.



### Step 2

APPROACH the load and size it up (weight, size, and shape). Consider your physical ability to handle the load. If in doubt, get assistance. Use hand and foot protection.



### Step 3

PLACE your feet close to the object to be lifted. Adopt a balanced position, one foot beside the load pointing in the direction of travel, the other behind the load.



### Step 4

BEND your knees to the degree that is comfortable and get a good handhold. Commence to lift the load keeping it close to the body.



### Step 5

LIFT the load using leg muscles and allow the load to rest in fully extended arms.



### Step 6

WITH the load comfortably supported by the hands and arms, move off in the direction of travel.



### Step 7

SETTING the load down is just as important as picking it up. Using leg muscles, lower the load by bending your knees. When the load is securely positioned, release your grip.



## Unsafe Work Practices

Lack of personal protection



Awkward shapes



Awkward twisting movements



Weight too heavy



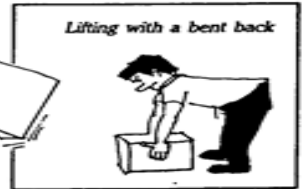
Obstructed pathway



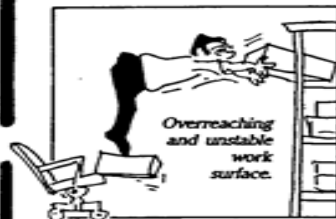
Load too big to handle.



Lifting with a bent back



Overreaching and unstable work surface.



Incorrect grip and poor lifting position, with feet too close together.



## Conclusion

We each have an obligation to practice good business ethics. While this document cannot cover all the rules and regulations that apply to every situation; the values, principles of conduct, standards, policies, and practices it summarises can help us make the right decisions. Remember, each of us is expected to demonstrate the highest ethical behaviour possible, even in the absence of a specific company code, policy or procedure. Failure to abide by any standard presented in this code may lead to disciplinary action or dismissal



## 7. Privacy Policy

The National Privacy Principles established by the Privacy Act apply to Budget Workforce. The Act outlines standards for the collection, storage, use, access to and disclosure of personal information.

### Type of personal information held

Personal information that we collect and hold usually falls into the following categories:

- ✓ Candidate information submitted and obtained from the candidates and other sources in connection with applications for work
- ✓ Work performance information
- ✓ Information about incidents in the workplace
- ✓ Staff information
- ✓ Information submitted and obtained in relation to absences from work due to leave, illness or other causes
- ✓ Information obtained to assist in managing client and business relationships

### Purposes for which information is held

We primarily hold personal information for the following:

- ✓ Placement operations
- ✓ Recruitment
- ✓ Staff management
- ✓ Training
- ✓ Client and business relationship management
- ✓ Marketing

### Disclosures

We may disclose your personal information for the purpose for which it is primarily held or for a related secondary purpose. In some cases we may only disclose information with your consent. We may disclose your personal information where we are under a legal duty to do so, including circumstances where we are under a lawful duty of care to disclose information.

### Inquiries and Complaints

You can make further inquiries or complaints about our privacy policy to our office directly.

Phone number 02(7806 4939)

You can also make complaints to the Office of the Federal Privacy Commissioner.

You can also make complaints to the Office of the Federal Privacy Commissioner.

### Access

Subject to some exceptions that are set out in the National Privacy Principles, you can gain access to the personal information that we hold about you. We do refuse access if it would interfere with the privacy rights of other persons or if it breaches any confidentiality that attaches to that information. If you wish to obtain access to your personal information you should contact our Administration Officer. You will need to be in a position to verify your identity. We reserve the right to charge for our reasonable costs in supplying this information. You should also anticipate that it may take a little time to process your application for access there may be a need to retrieve information from storage and review information in order to determine what information may be provided.

### Collection Statement

#### What is your personal information?

Personal information is any information or an opinion (whether true or not) about you. It may range from the very sensitive (e.g. medical history or condition) to the everyday (e.g. address and phone number). It would include the opinions of others about your work performance (whether true or not), your work experience and qualifications, aptitude test results and other information obtained by us in connection with your possible work placements. Personal information includes sensitive information.

#### What is sensitive information?

Sensitive information is a special category of personal information. It is information or opinion about your:

- ✓ Racial or ethnic region
- ✓ Political opinion
- ✓ Membership of a political association or religious beliefs, affiliations or philosophical beliefs
- ✓ Membership of a professional or trade association or membership of a trade union
- ✓ Sexual preferences or practices
- ✓ Criminal record
- ✓ Health or disability (at any time)



- ✓ Sensitive information can, in most cases, only be disclosed with your consent.

### How To Contact Us

If you wish to contact us about your personal or sensitive information contact us:

### What happens if you do not give us the information we seek

If you do not give us the information we seek:

- ✓ We may be limited in our ability to locate suitable work for you
- ✓ We may be limited in our ability to place you in work

### How your information will be collected

Personal and sensitive information will be collected from you directly when you fill out and submit one of our registration forms or any other information in connection with your application to us for registration.

Personal and sensitive information will also be collected when:

- ✓ We receive any reference about you
- ✓ We receive results of inquiries that we might make of your former employers, work colleagues, professional associations or registration body
- ✓ We receive the results of any competency or medical test
- ✓ We receive performance feedback (whether positive or negative)
- ✓ We receive any complaint from or about you in the workplace
- ✓ We receive any information about a workplace accident in which you are involved
- ✓ We receive any information about any insurance investigation, litigation, registration or professional disciplinary matter, criminal matter, inquest or inquiry in which you are involved
- ✓ You provide us with any additional information about you

### How your information will be used

Your personal and sensitive information may be used in connection with:

- ✓ Your actual or possible work placement
- ✓ Your performance appraisals

- ✓ Our assessment of your ongoing performance and prospects
- ✓ Any test or assessment (including medical tests and assessments) that you might be required to undergo
- ✓ Our identification of your training needs
- ✓ Any workplace rehabilitation
- ✓ Our management of any complaint, investigation or inquiry in which you are involved
- ✓ Any insurance claim or proposal that requires disclosure of your personal or sensitive information

### Who your personal and sensitive information will be disclosed to

- ✓ Potential and actual employers and clients of Budget Workforce
- ✓ Referees
- ✓ Our insurers
- ✓ A professional association or registration body that has a proper interest in the disclosure of your personal and sensitive information
- ✓ A workers compensation body
- ✓ Our contractors and suppliers
- ✓ Any person with a lawful entitlement to obtain the information

### You can gain access to your information to correct it if it is wrong

Subject to some exceptions which are set out in the National Privacy Principles (Principle 6-Access and Correction), you have a right to see and have a copy of personal and sensitive information about you that we hold. If you are able to establish that personal or sensitive information that we hold about you is not accurate, complete and up to date, we will take reasonable steps to correct it so that it is accurate, complete and up to date. If we are unable to agree that personal or sensitive information that we hold about you is accurate, complete and up to date, you may ask us to place with the information a statement by you that claims that particular information is not accurate, complete and up to date. If you wish to exercise your rights of access and correction you should contact our

Administration Officer whose details are shown above. An administration fee will be imposed for providing access to personal or sensitive information. We will not charge you simply because you lodge a request for access.