



Workplace Pulse Quarterly Survey: The Contingent Workforce

November 2011

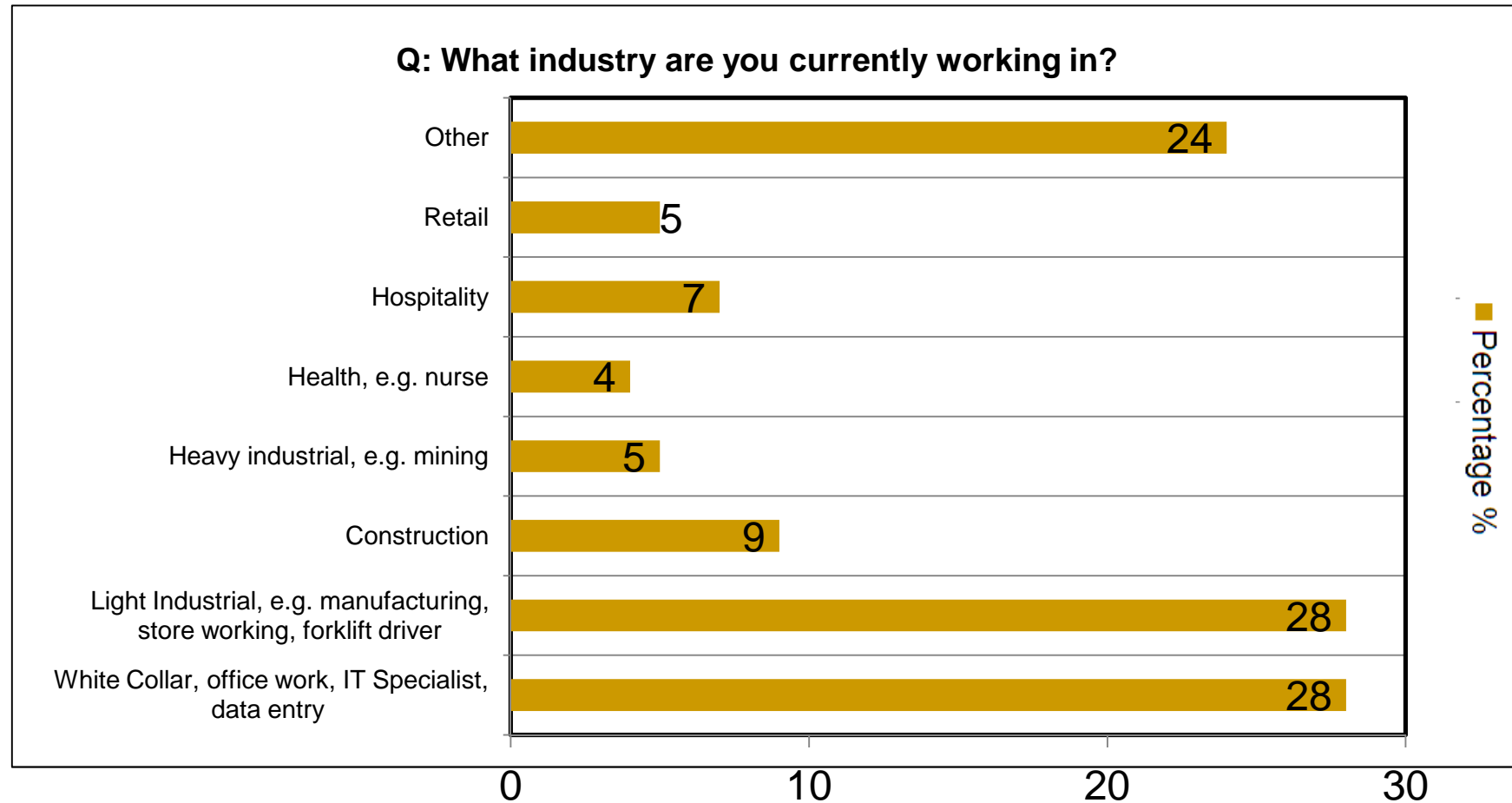
About the survey:

- WorkPro's 6th quarterly Workplace Pulse survey was conducted in November 2011 among a sample of 2,328 contractor and temporary employees applying for work through recruitment agencies across Australia.
- The research surveyed employees' understanding, experiences and beliefs around contracting and temporary work.
- It aims to verify the prevalence of the contingent workforce in Australia and employees' attitudes towards working this way.

About WorkPro:

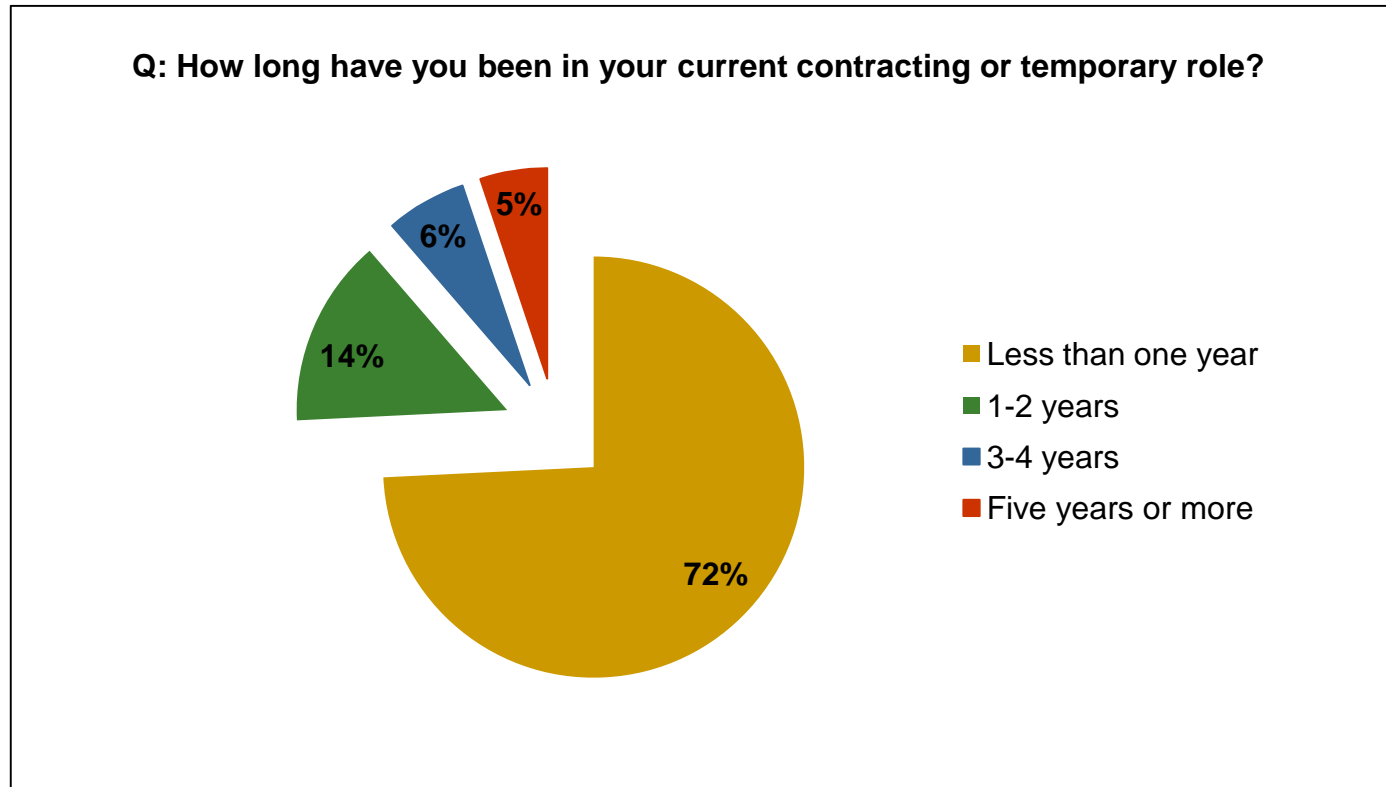
- WorkPro is a leader in online pre-employment screening and workforce solutions.
- The system represents recruitment industry best-practice in the mitigation of workplace risk, getting candidates job-ready and providing an auditable track-record of key compliance processes, such as OHS induction training, criminal history checks and Visa-status checks.

Survey respondents represented a variety of industries and job families and were split between blue collar and white collar industries.



Almost three quarters (72%) of survey respondents had been in their current contracting or temporary role for less than one year. This may be testament to the increasing number of Australians choosing flexible work over permanent employment options.

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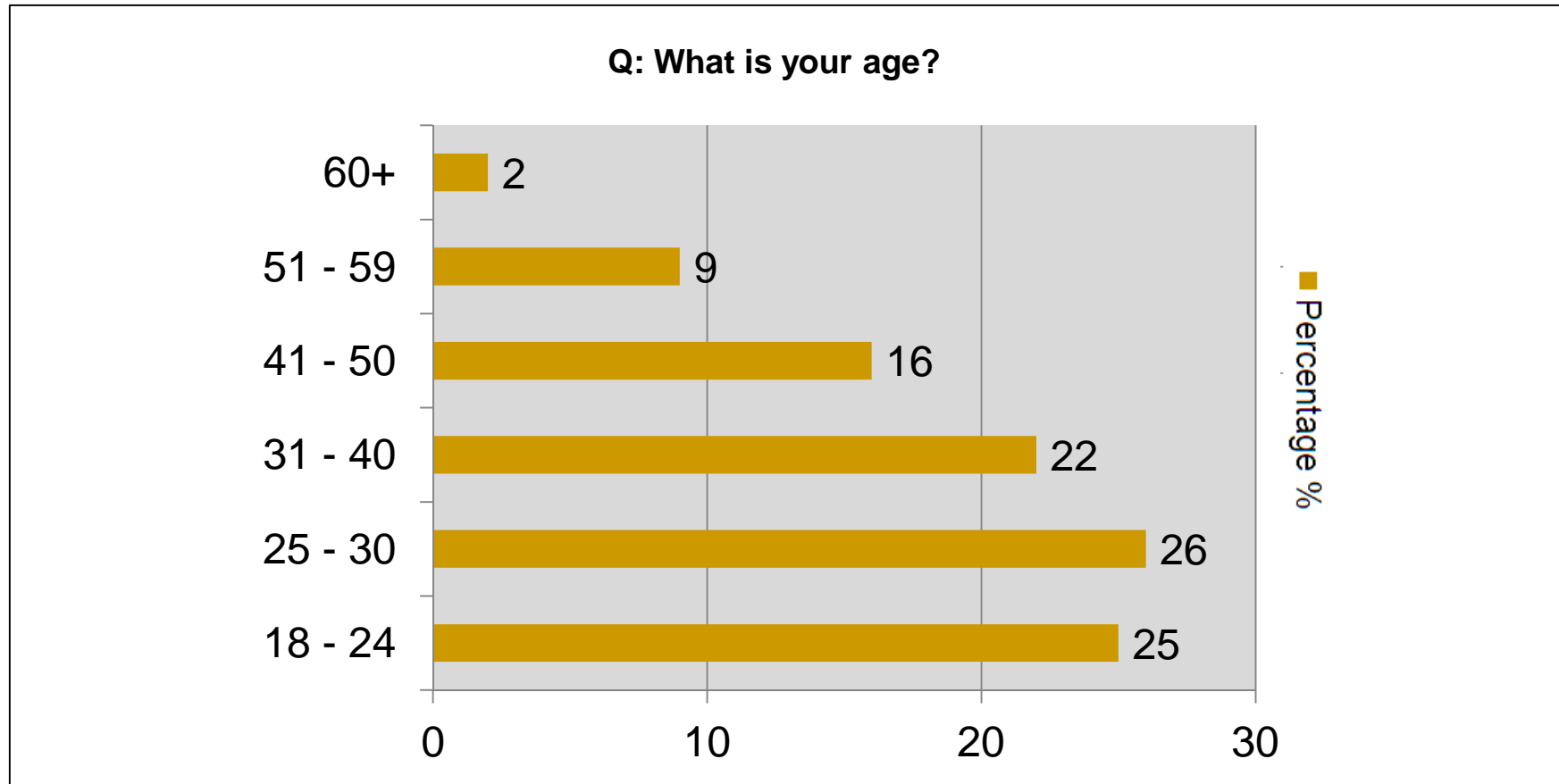
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U2

This may not need to be here. Is this too much commentary around the figures? re-think in the morning

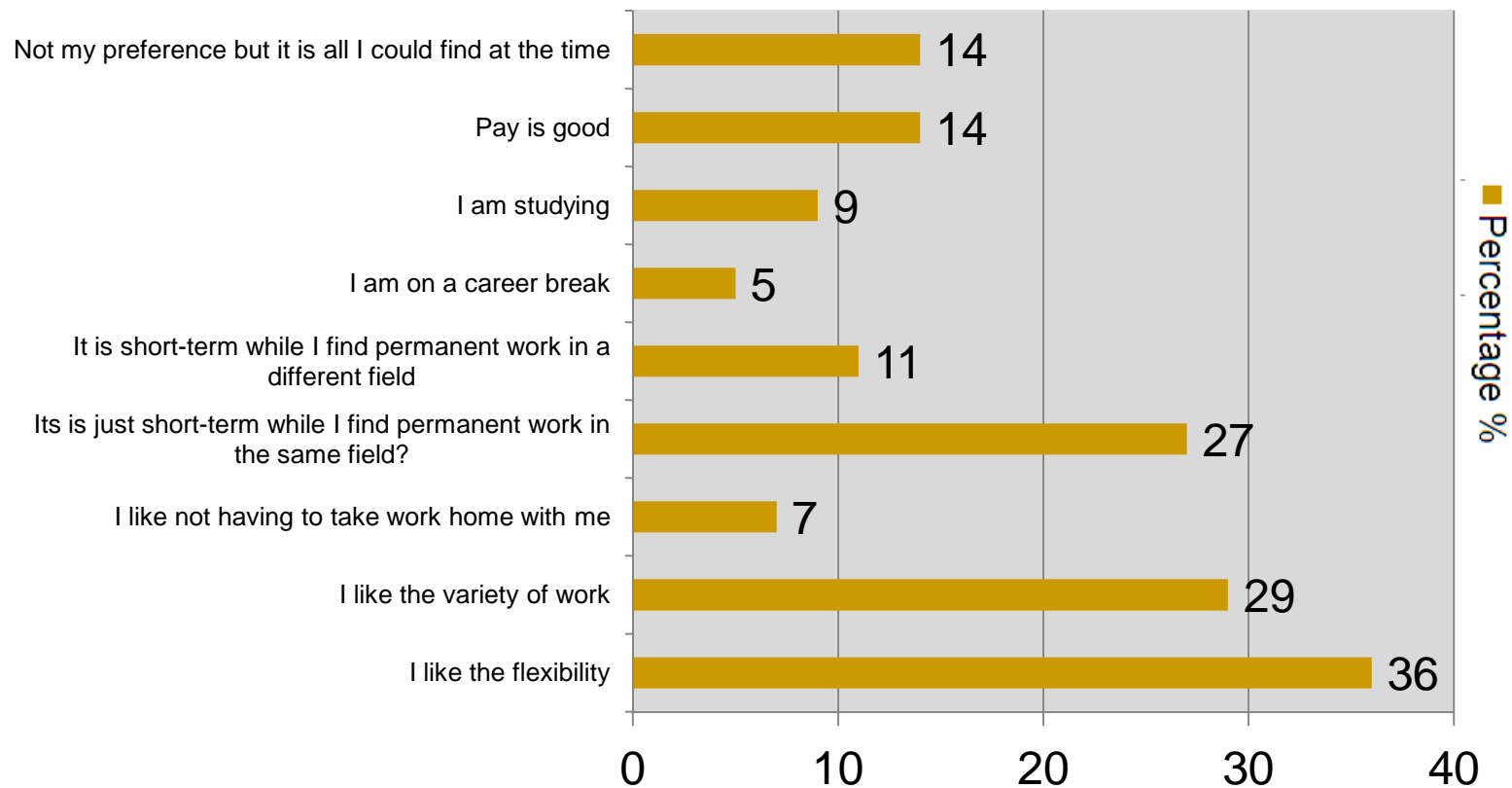
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Contingent work is no longer confined to its traditional demographic of school leavers and university students. WorkPro's survey found almost half (49%) of respondents were thirty years of age or older.

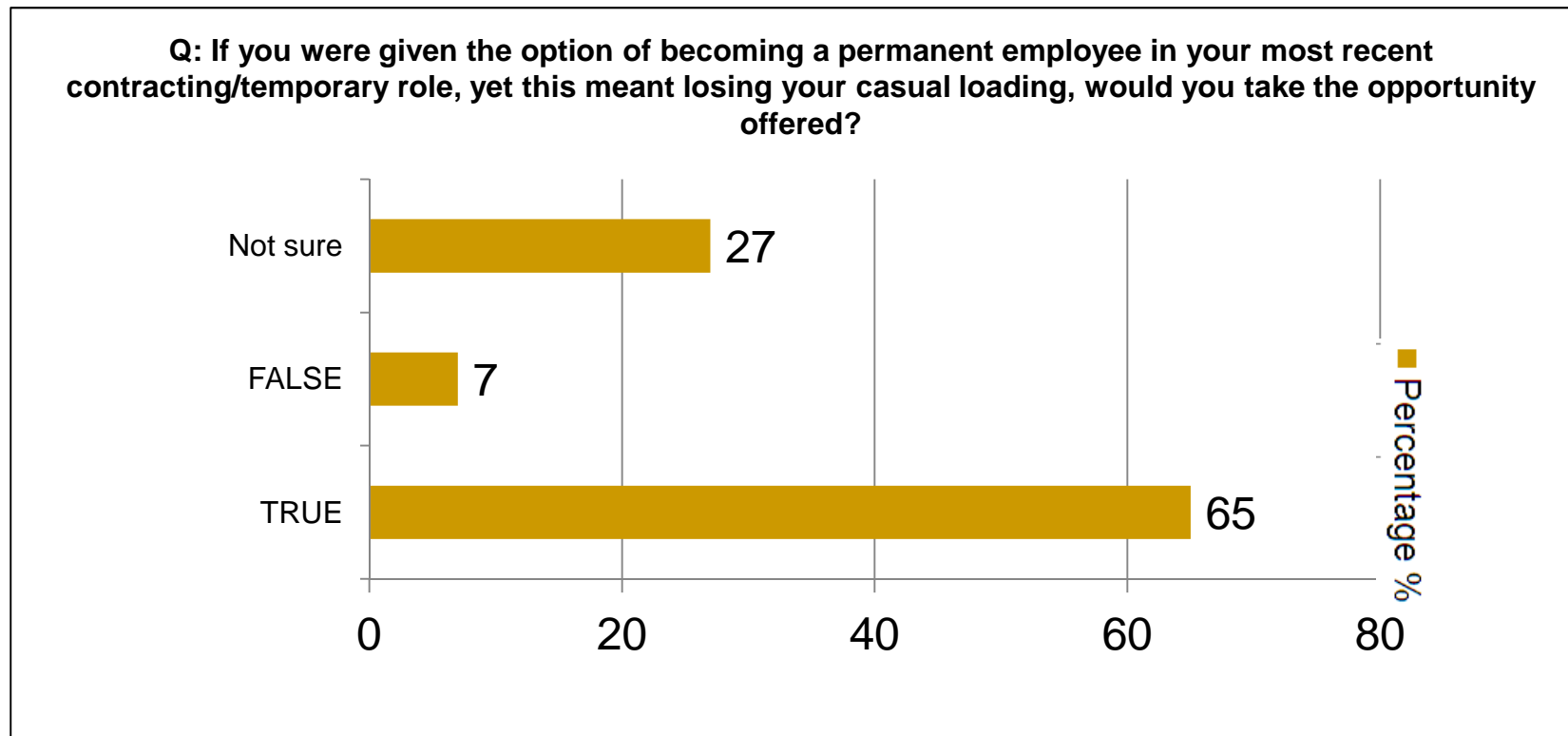


The survey revealed contingent work is a lifestyle choice for the majority of respondents (65%) who enjoy the flexibility and variety of temping or contracting. While 21% say it suits their current lifestyle, either because of study commitments (9%), a career break (5%) or a reduced their workload (7%). Only 14% of respondents said contracting or temping was all they could find at the time, while 14% cite pay as a key attraction.

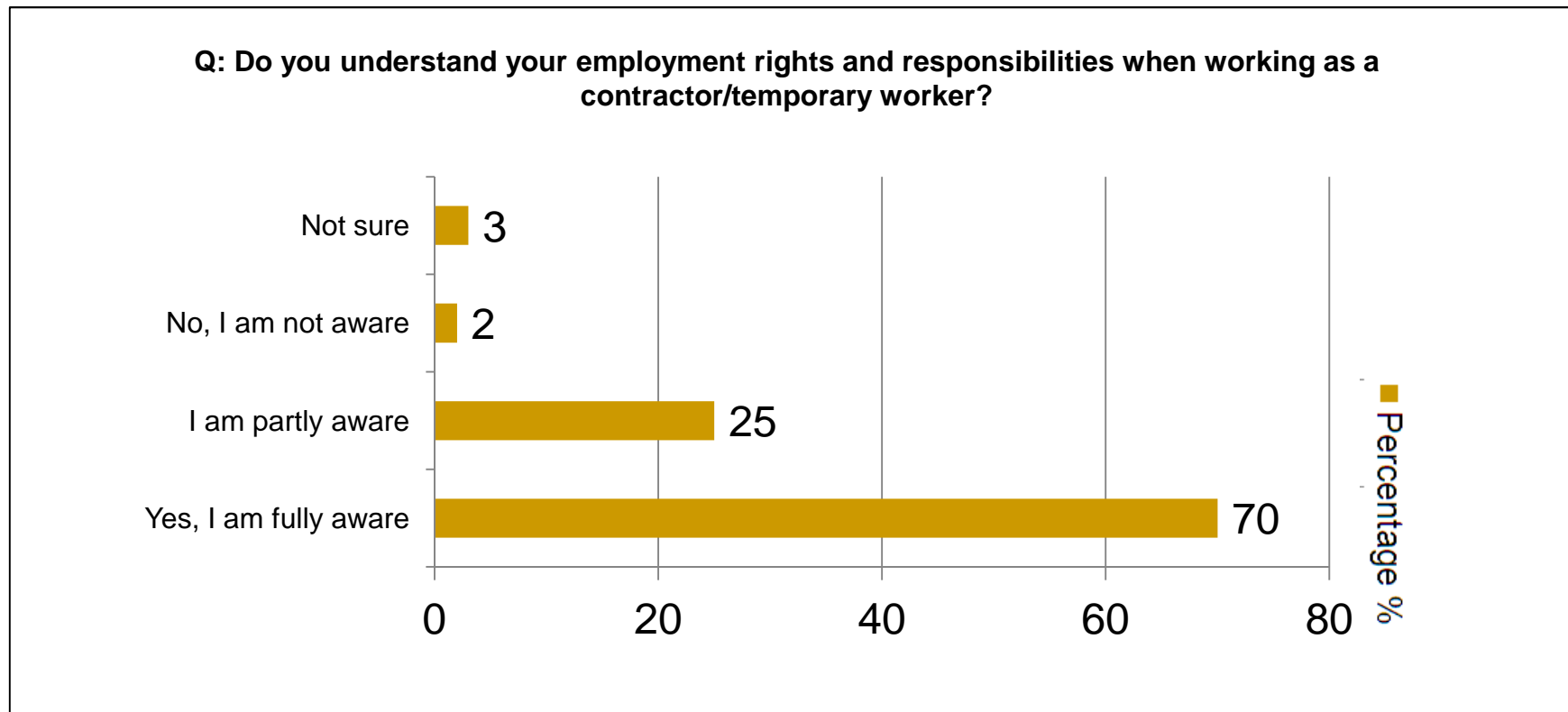
Q: What is your primary reason for contracting/temping?



At the same time, 65% say they'd be willing to accept permanent work if the opportunity came up and forfeit their casual loading.

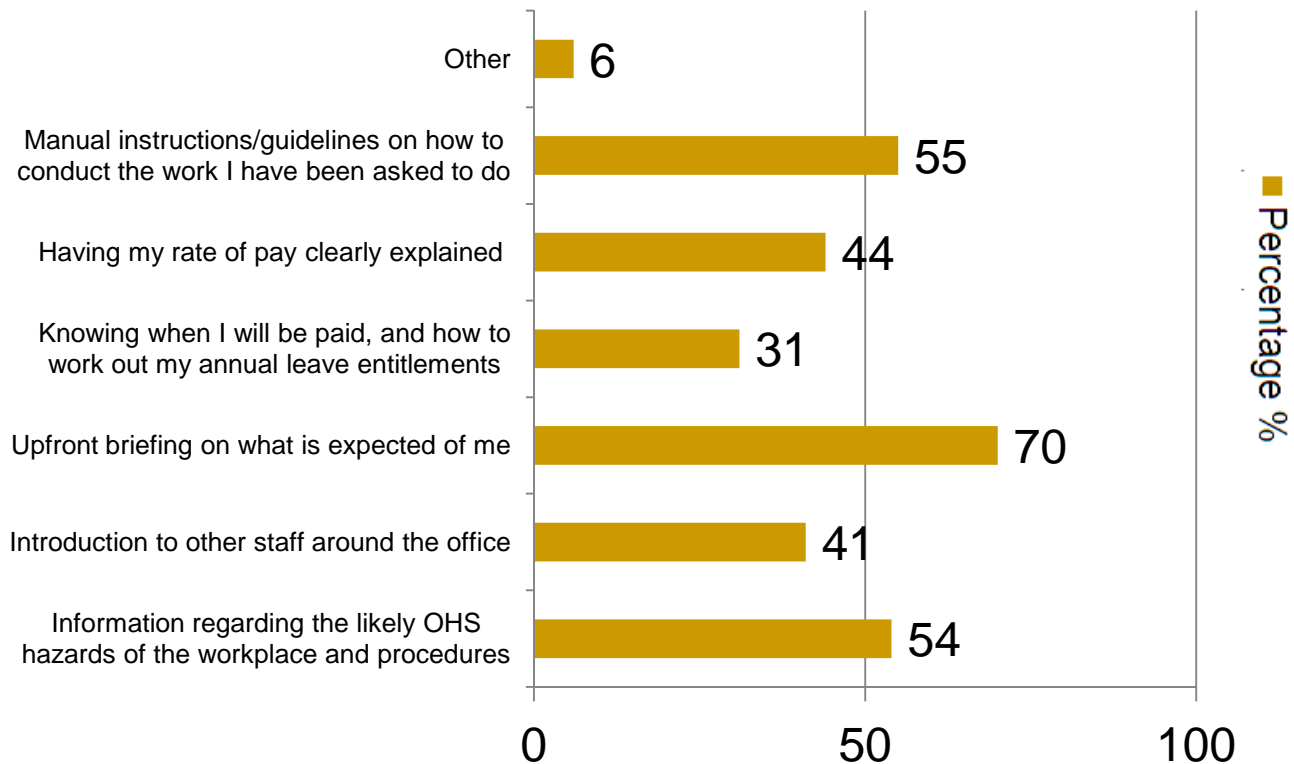


Contractors and temps are an empowered workforce who understand their rights and responsibilities - 70% of respondents reported being 'fully aware' of their employment rights and responsibilities when working as a contractor/temporary worker.

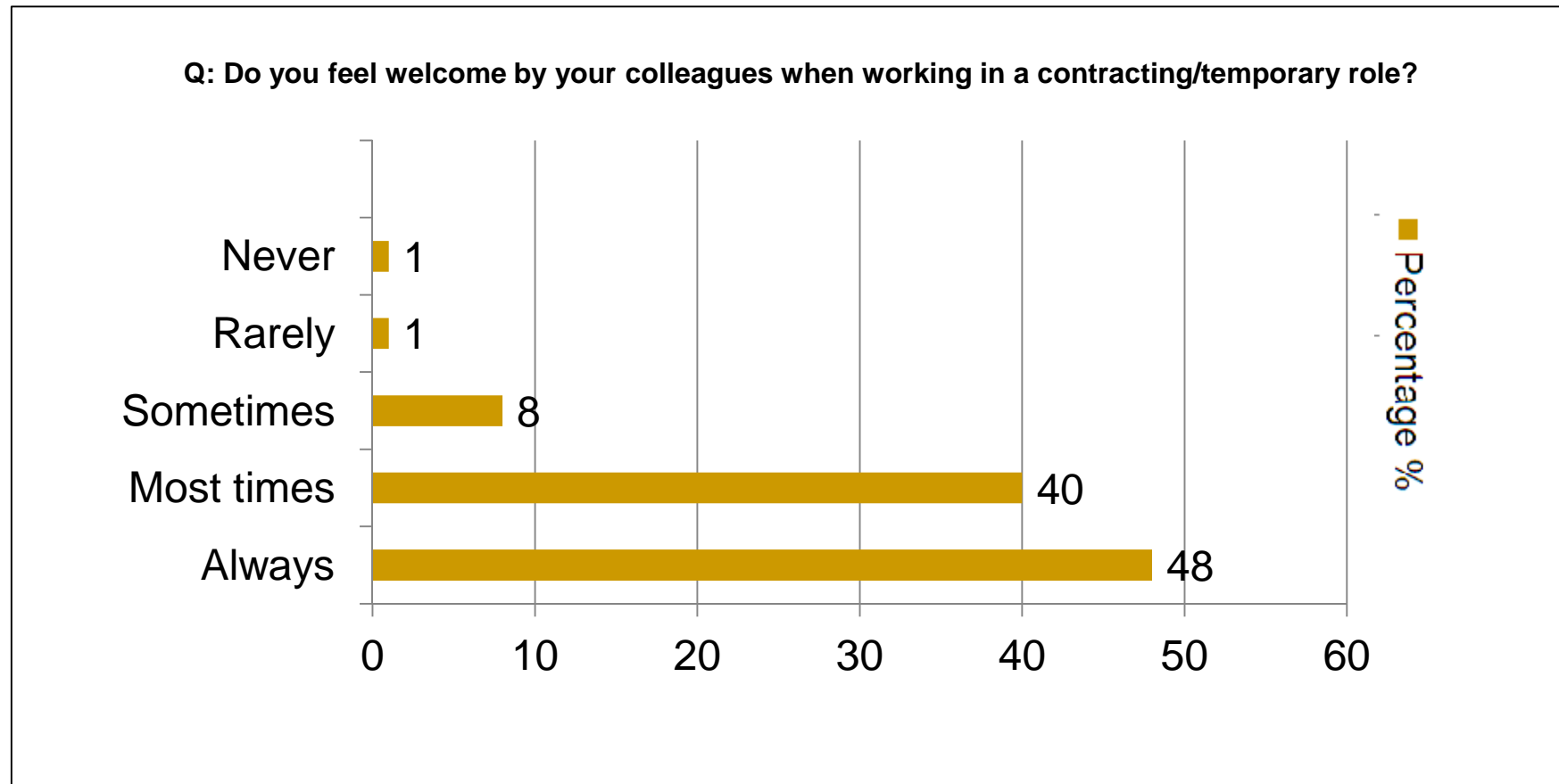


Despite feeling empowered, contingent workers are still hungry for information. The information that was cited as having the most positive impact on their experience in a new role was: an upfront briefing on role expectations (70%), manual instructions on how to conduct the work provided (55%) and information regarding likely OHS hazards (54%).

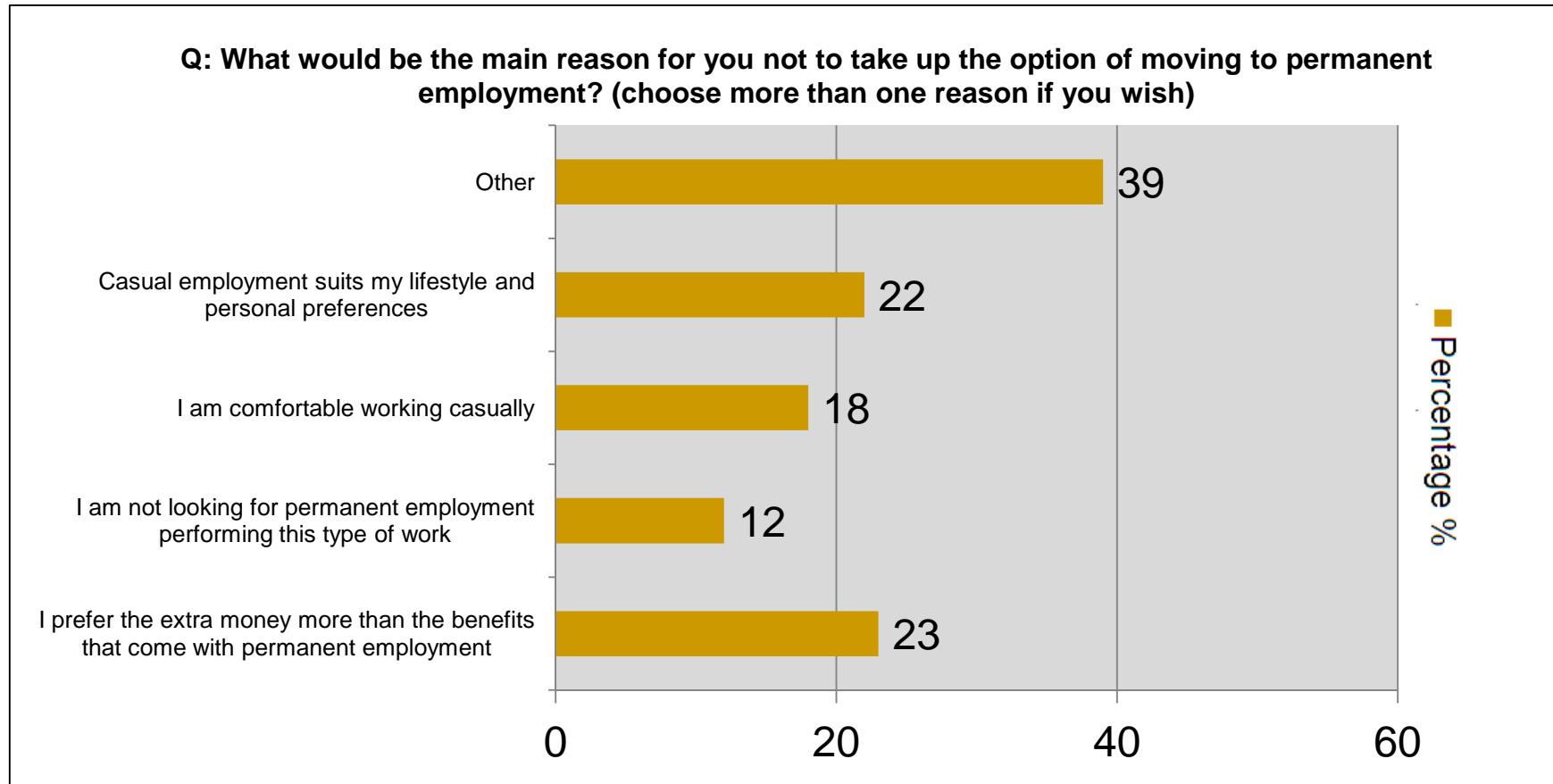
Q: What information would you like to receive about your contracting/temporary job before you start that would have the most positive impact on your experience? (you can choose more than one answer)



Contractors and temps have established their place in the modern Australian workforce, with 88% of employees stating they feel welcomed by their permanent colleagues almost every time they begin a new contracting/temporary role.

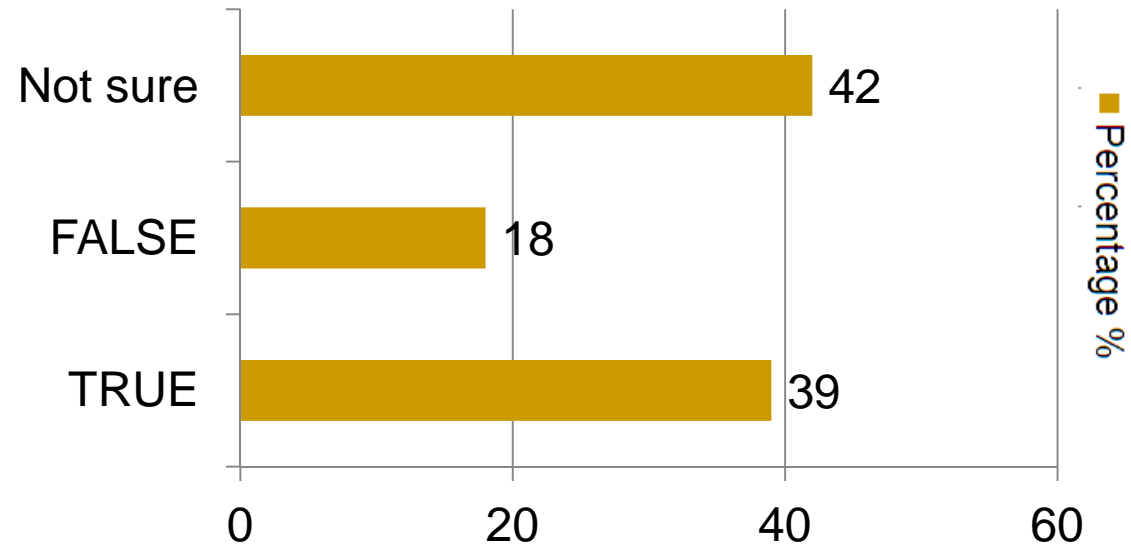


There are a variety of reasons contingent employees would not choose permanent employment – the situation is different for everyone.

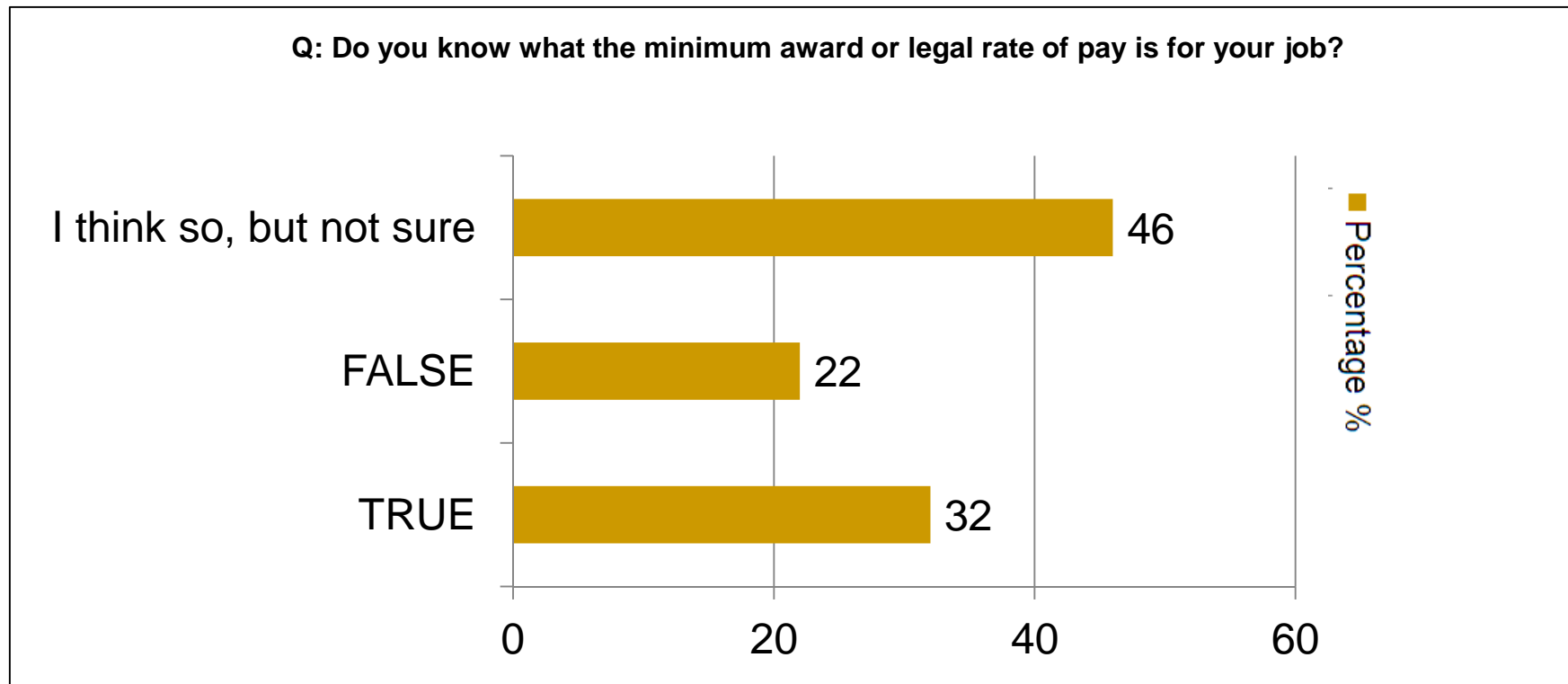


Less than half (39%) of contractors/temps surveyed want the best of both worlds and say they would be willing to take a pay cut in exchange for paid leave entitlements which could be used for sickness or a break if they were able.

Q: If you were able to trade some of your casual loading for universal paid leave, which could be used for a range of reasons including sickness, caring or just taking a break, would you do this?



Almost one third of respondents (32%) were aware of their legal pay rate as a contingent worker while 46% thought they knew, although were less certain. U1



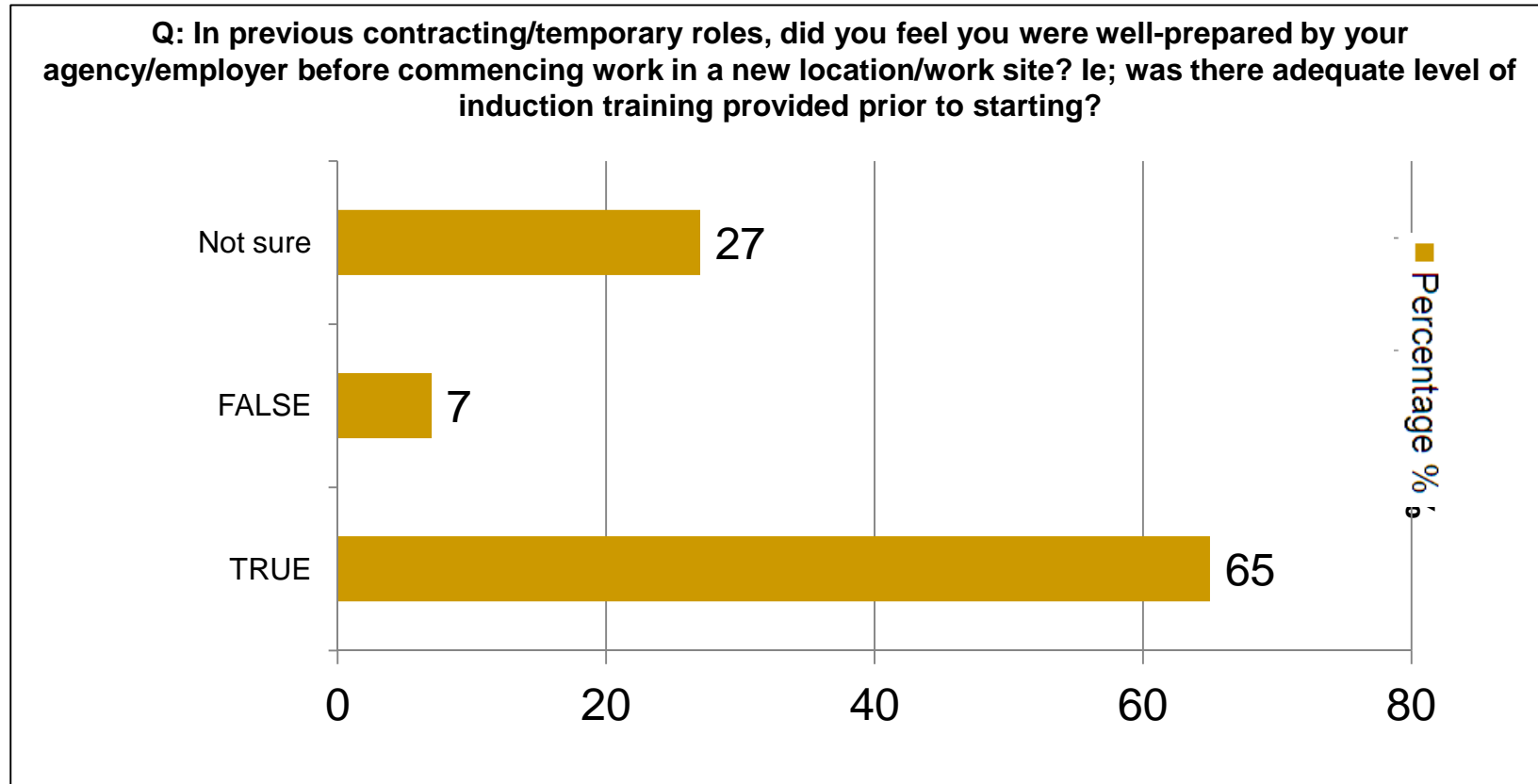
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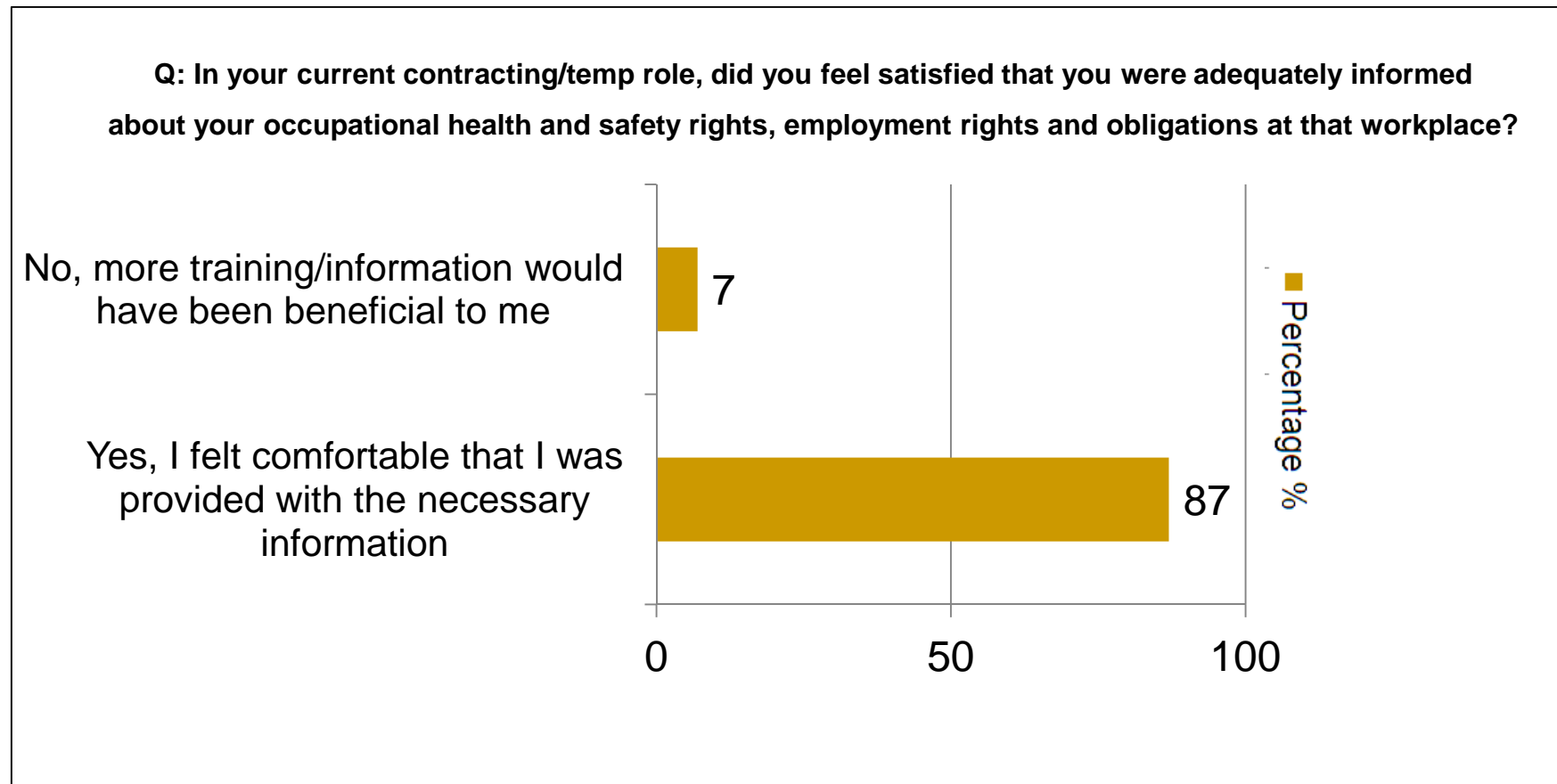
How best to discuss these figures? This does not sound completely fluid.

USER, 30/11/2011

Overall, Australian employers are building solid foundations for contingent workers entering new work sites - 65% of respondents said they felt there were adequate levels of induction training provided prior to starting and felt well-prepared.



Employers are getting the message about the need to provide vital health and safety information to staff, with 87% of respondents indicating they felt adequately informed about their occupational health and safety rights, employment rights and obligations in their current role.



Most respondents (75%) were aware that their agency employer is primarily responsible to inform them of their entitlements as a contractor/temp, as well as their host employer accountable (35%) and only 10% believe the onus is on them to seek out this information.

Q: Who do you feel is mainly responsible for providing information to contracting/temporary workers about their employment entitlements upon commencing work on a new assignment?

