

A Guide for Supervisors/Managers

Managing on-hired staff at your premises

Engaging on-hired workers can have significant benefits for your business.

Legally though, you are not the employer of the on-hired worker. To ensure that your company is not at risk of being incorrectly perceived as the employer, it's essential that the worker's employment be administered correctly.

This guide is general information that seeks to assist in mitigating employment risk to your company. When utilising on-hired workers, it is important to understand:

1. On-hired workers (often referred to as casuals, temps or contractors) must be treated fairly and equitably.
2. The employer (the company who placed the on-hired worker at the premises) has primary control of the on-hired worker. You are not the employer and therefore should not administer an on-hired worker as your employee.

Each party involved with the engagement of the on-hired worker has a range of responsibilities. Whilst the following list is not exhaustive, it provides a clear guide on each party's duties.

On-Hire Company

- Providing a safe work environment.
- Engaging the on-hired worker.
- Delivering a WHS and EEO induction.
- Validating and monitoring work rights and visas.
- Conducting workplace assessments on your site.
- Providing a written pay or charge rate.
- Providing payslips with a casual rate breakdown (to casuals and temps only).
- Payroll and associated statutory obligations.
- Payments of Superannuation guarantee contributions.
- Workers Compensation, professional indemnity and public liability insurance.
- Advising on-hired workers of work hours and assignment specifics.
- Management of rehabilitation if an on-hired worker is injured.
- Performance review or development discussions.
- Disciplinary action and termination.

Supervisor/Manager where on-hired worker is placed

- Providing a safe work environment.
- Providing a work environment that is free of harassment and discrimination.
- Site familiarisation and induction (unless otherwise agreed).
- Providing clear work directions and expectations.
- Providing day-to-day supervision.
- Verification and approval of actual hours worked via agreed timesheet or time and attendance system.
- Providing verbal performance feedback to your Consultant on an on-hired worker if/when requested.
- Ensuring the on-hired worker is aware of relevant company policies and procedures and expectations.

A Guide for Supervisors/Managers for Managing On-Hired Workers

The following is a general guide for Supervisors and Managers when administering an on-hired worker at your company site.

On-Hired Worker – refers to a worker provided by an on-hire company to work at your premises at an agreed hourly or daily rate.

Consultant – refers to a representative of the on-hire company who is responsible for providing on-hired employment services.

| | Do | Don't |
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| On-hired Worker Rates | <ul style="list-style-type: none"> Ensure on-hired worker pay rates and charge rates remain confidential. | <ul style="list-style-type: none"> Discuss rates with on-hired workers or other suppliers. Provide/discuss with on-hired workers your company salary grades. Share on-hired worker charge rates with any on-hired worker under any circumstance. |
| Time Sheets | <ul style="list-style-type: none"> Validate and authorise all hours worked. | <ul style="list-style-type: none"> Approve billable hours for any time off such as personal business or illness. |
| On-hired Worker Expenses | <ul style="list-style-type: none"> Authorise travel costs and general expenses by signing our Expense Claims Form as completed by the on-hired worker. Carefully review evidence/receipts prior to authorisation. | <ul style="list-style-type: none"> Pay on-hired worker travel or general expenses directly. We will do this on your behalf. |
| Discipline, Issue Resolution, Termination or New Assignment Discussions | <ul style="list-style-type: none"> Contact your Consultant to discuss any issues. This includes performance issues that may require performance management of an individual. Ask an on-hired worker to go home if they are putting themselves or others at risk, and then contact your Consultant. Communicate your decision to terminate an assignment to your Consultant. Your Consultant will notify the on-hired worker of the assignment end date. Let your Consultant know if you wish to extend an assignment, providing the new assignment period. Your Consultant will advise the on-hired worker and make the offer. | <ul style="list-style-type: none"> Formally discipline on-hired workers. It is our responsibility to administer any disciplinary action after obtaining information from all relevant parties. Discuss/answer any reasons/questions for the end of the assignment with the on-hired worker without first discussing with your Consultant. |
| Harassment/Complaints | <ul style="list-style-type: none"> Report inappropriate behavior involving an on-hired worker immediately to your Consultant. All reported incidents will be investigated by your Human Resources and/or our Consultant. Your HR team will be required to retain relevant documentation. | <ul style="list-style-type: none"> Handle complaints internally without first informing your Consultant. |
| Public Holidays/Leave | <ul style="list-style-type: none"> Ensure an on-hired worker obtains pre-approval from you for any day classed as a 'company' or public holiday that is worked. Supervise on-hired workers that work on 'company classed' or public holidays. It is permissible to ask on-hired workers about any scheduled holiday plans for project planning purposes. | <ul style="list-style-type: none"> Approve additional hours above the hours worked in compensation for work on public holidays without discussing with your Consultant; on-hired workers are paid casual loading into their rate for public holidays and leave. Allow an on-hired worker to work on 'company classed' or public holidays without supervision. |
| Benefits | <ul style="list-style-type: none"> Understand on-hired workers are NOT eligible for your company benefits or programs reserved for your employees. | <ul style="list-style-type: none"> Offer an on-hired worker your company benefits. |
| Business and Credit Cards | <ul style="list-style-type: none"> Contact your Consultant if a business card or credit card is needed for on-hired workers. | <ul style="list-style-type: none"> Issue business cards or a credit card to an on-hired worker. |

| | Do | Don't |
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| Sponsored Programs/Events/Volunteering | <ul style="list-style-type: none"> • Invite on-hired workers to participate in team building events, meetings or study groups to support quality productivity or operating effectiveness (including volunteering programs). • Arrange for another supervisor to verify time worked if supervisor is unable to do so, and inform your Consultant. | <ul style="list-style-type: none"> • Do not send an on-hired worker to a different site or include in any volunteering programs without first informing your Consultant due to OHS requirements. |
| Position & Responsibilities | <ul style="list-style-type: none"> • Provide adequate notification to your Consultant of any changes to an on-hired worker's position including; title, tasks/responsibilities, hours of work, finish date, location or new supervisors/managers that differ from the original request. | <ul style="list-style-type: none"> • Do not change an on-hired worker's position, hours or responsibilities without first discussing with your Consultant. |
| New Assignments | <ul style="list-style-type: none"> • Notify your Consultant as early as possible if a new assignment is required for an on-hired worker to ensure continuity. | |
| Training | <ul style="list-style-type: none"> • Ensure time spent in training will be counted as ordinary hours and recorded on the on-hired worker's timesheet and approved. | |
| Health & Safety | <ul style="list-style-type: none"> • Notify your Consultant if an on-hired worker is required to work in an environment or department that is not their regular place of work. • Notify your Consultant immediately if an on-hired worker is injured. • Notify your Consultant if the on-hired worker does not have correct Personal Protective Equipment (PPE) or is not working safely. | <ul style="list-style-type: none"> • Do not allow an on-hired worker to work without the correct Personal Protective Equipment. • Do not allow an on-hired worker to perform tasks for which they have not been trained, or are not capable of performing. |
| Equipment | <ul style="list-style-type: none"> • Retain a copy of the relevant policies and procedures signed by the on-hired worker if he/she is using company equipment. You are responsible for ensuring the on-hired worker understands your policies and procedures. | <ul style="list-style-type: none"> • Do not issue company equipment without ensuring the on-hired worker understands and agrees to conditions of use. |
| Candidates referred to us for placement | <ul style="list-style-type: none"> • Refer candidate to us for on-hired placement without discussing employment arrangements. | <ul style="list-style-type: none"> • Do not discuss pay rates with the candidate or enter into a verbal or written agreement. |
| Offering a Permanent Position | <ul style="list-style-type: none"> • Notify your Consultant before making any offer to the on-hired worker for a permanent position with your company. | <ul style="list-style-type: none"> • Do not make an offer without approval from your company. Our Terms & Conditions will apply. |