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# CAREER WORKKEYS

## OPERATIONAL MANUAL

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Career WorkKeys is a regional project currently operating on the Central Coast of NSW. It looks at providing new ways of organising casual and temporary work with a particular but not exclusive focus on young people.

**For further information on Career Workkeys contact:**

**The Dusseldorp Skills Forum: 0292125800**  
**Central Coast Career WorkKeys: 0243237604**

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# CHAPTER ONE

## Introduction and Background

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## **WHAT IS CAREER WORKKEYS?**

Career WorkKeys is a program intended to provide better ways to organise casual and temporary work in the interests of both employees and employers (clients). It has a particular but not exclusive focus upon young people in casual and temporary employment.

Career WorkKeys can be managed by a range of organisational bases, being located within or sponsored by organisations such as group employment and training companies, labour market projects and community groups.

## **WHY WAS CAREER WORKKEYS DEVELOPED?**

Industries such as agriculture have traditionally experienced marked seasonal fluctuations in demand for labour, and have therefore have relied heavily upon workers who are not employed on a permanent basis. However, during the 1990's there has been rapid growth in temporary, part-time and casual employment in a wide range of other industries.

Part of the reason for this growth is the desire by all businesses to minimise and control their costs. As labour is a relatively high cost the number of permanent employees at most businesses is maintained at or below normal operating levels and any increased demand, non-core business work or non permanent work is performed by contractors, temporary, part-time or casual workers.

Reliable figures on the incidence of temporary employment contracts and outsourcing are not available. However one measure of the growth of non-permanent forms of employment is the incidence of part-time work, some 80 per cent of which is casual rather than permanent. In 1997 26 per cent of the Australian work force was employed part-time, compared to only 20 per cent ten years earlier.

This growth in part-time and casual employment is having a particular impact upon young people and school leavers. At the beginning of the 1990s only 10 per cent of the jobs held by those teenagers who were not full-time students were part-time jobs. By 1997 this had risen to 26 per cent.

In some parts of the labour market temporary employment agencies have emerged to meet employers' need for an efficient way to meet the demand for short-term and casual workers. However, many businesses still rely on ad-hoc methods to recruit temporary workers. As a result labour quality can be hard to guarantee, and the administrative load and paperwork associated with a temporary hire can be out of proportion to the period of employment that is offered.

Many of those who are in temporary and casual jobs experience insecurity and uncertainty, and at times find that it is hard to be sure that they have received all of their employment rights and entitlements. And for young people at the starting point of their working lives, casual jobs offer few clear career paths, with uncertain links to full-time work, and poorly formulated ways of developing and recognising skills.

## **WHAT IS CAREER WORKKEYS ATTEMPTING TO DO?**

In light of these needs, Career WorkKeys has three principal objectives:

- To enhance the quality and value of part-time and casual work
- To improve employment security in this form of work
- To develop the skills of part-time and casual workers.

## **A CAREER WORKKEYS BUSINESS**

The basis for Career WorkKeys is a not -for-profit but commercially viable business that acts as the employer of part-time, casual and temporary labour, and then deploys that labour to the enterprises that are its clients. (In this respect it has much in common with group employment and training companies which employ and deploy apprentices and trainees).

This structure gives Career WorkKeys' employees the opportunity, if they wish, to build several casual or temporary jobs into full-time or near full-time work over the course of the day, week, month or year.

The employers who are its clients are charged for its services, and in return receive the benefits of a professional employment assistance agency. The surplus generated by these charges is used to provide the best possible service and assistance to Career WorkKeys' employees and those workers seeking to become Career WorkKeys' employees. Including building bridges to full-time jobs for its employees.

## **BENEFITS FOR CLIENTS**

- The businesses that make use of Career WorkKeys services receive a number of benefits. These include:
- Careful employee selection and induction, including occupational health and safety training, and a detailed evaluation of work habits, attitudes and practices.
- The professional management of all aspects of the employer/employee relationship other than direct supervision on site. This includes:
- Managing the employer/employee relationship like an employer of permanent employees rather than an employer of casual workers;
- Looking after employees' entitlements, payroll, workers compensation and superannuation;
- Matching of the employee to the client's needs, both ensuring appropriate skills, work habits and attitudes and meeting the peaks and troughs of business demand;
- Recording employees skills and developing them further.
- Career planning, counselling and mentoring services.

- The chance to identify future full-time employees. Unlike many other temporary employment agencies, Career WorkKeys businesses encourage its employees to obtain full-time work or the number of hours/work that suits their life style.

## **BENEFITS FOR EMPLOYEES**

The employees of a Career WorkKeys company receive a number of benefits:

- They are guaranteed their full employment rights and entitlements;
- The opportunity to work in a range of different firms and industries provides greater variety, interest and increase their skills;
- They have the opportunity if they wish to gain more work in the week, month or year through building several part-time or temporary jobs on top of each other and as a result to have greater employment security;
- Their skills are assessed and recorded;
- They have access to personal support, counselling, mentoring and career planning;
- Work placements can be planned around personal goals and career plans.

## **HOW DOES IT WORK FOR THE CAREER WORKKEYS BUSINESS?**

Career WorkKeys businesses generate working capital from their hire-out charges, and use this both to sustain the company's operations and to assist and support their employees.

They are provided with professional management systems such as business opportunity analysis tools, financial planning assistance, a site operators manual, skill assessment and recording systems, and personal action planning guides for their employees.

They are part of a national network of other Career WorkKeys businesses and through this can gain access to other's experience and knowledge.

## **HOW DOES IT WORK FOR EMPLOYEES?**

Career WorkKeys gives its employees the opportunity to develop personal work and career plans which can help guide the nature of their employment. Experienced staff, workers and community members are available to employees for advice, support and guidance both in helping to resolve any difficulties that might be experienced at work and in monitoring their progress in achieving their personal goals and plans.

Employees have the chance to develop skills and gain wider experience by rotation through a variety of work sites, as well as through guidance and advice on work performance at particular work sites.

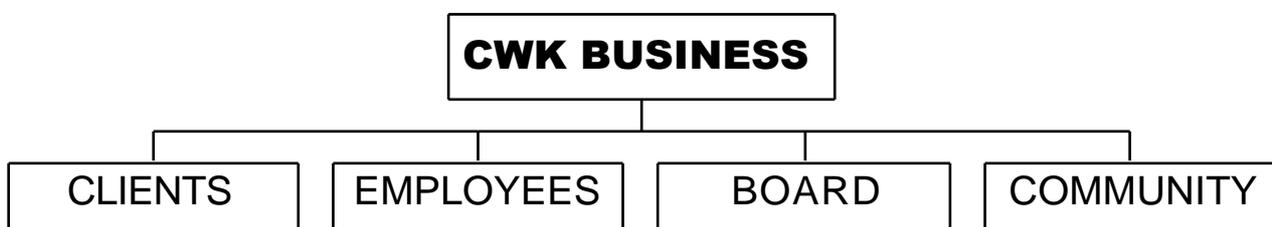
Career WorkKeys employees have the opportunity to have their skills assessed and recorded. Both key employability skills and specific skills that are gained up at each work site can be included. They also have the opportunity to develop an on-going portfolio that records these skills. The process of skill assessment and skill recording increases employees awareness of their skill gains.

## **HOW DOES CAREER WORKKEYS DIFFER FROM OTHER LABOUR POOLING ARRANGEMENTS?**

Unlike many existing labour pooling arrangements, Career WorkKeys companies operate as not-for-profit organisations. They also differ from many others in that they:

- Manage the employer/employee relationship more like an employer of permanent employees than an employer of casual workers. That is, employees are treated as employees not just someone that fills a casual vacancy;
- Provide pre-employment orientation to new and less experienced employees to assist in preparation for their initial work site;
- Link their young employees to mentors for career planning and guidance;
- Develop and assesses key work skills;
- Record work experiences and skills in an on-going skills portfolio;
- Introduce less experienced workers to structured work environments and sound working practices through the involvement of more experienced workers and mentors.

## **WHO ARE THE KEY STAKEHOLDERS?**



## ROLES AND OUTCOMES FOR THE KEY STAKEHOLDERS

Stakeholder	Role	Outcome
<b>CWK Business</b>	<ul style="list-style-type: none"> <li>• Manages</li> <li>• Coordinates</li> <li>• Promotes &amp; Markets</li> <li>• Employs</li> <li>• Deploys</li> <li>• Administers</li> <li>• Keep records</li> </ul>	<ul style="list-style-type: none"> <li>• professional management &amp; employment of quality part-time, casual and temporary labour</li> <li>• deployment of that labour to enterprises that are customers (employers)</li> <li>• development and assessment of key work skills for employees</li> <li>• increasing employment security for part time, casual and temporary labour</li> <li>• building bridges to full-time jobs for its employees</li> </ul>
<b>CWK Board</b>	<ul style="list-style-type: none"> <li>• Manages</li> <li>• Assures Quality</li> <li>• Directs &amp; has vision</li> <li>• Makes Policy</li> <li>• Supports and Networks</li> </ul>	<ul style="list-style-type: none"> <li>• goals (business plan) are met for successful operation of CWK Business</li> <li>• quality assurance established &amp; monitored to meet local needs</li> <li>• financial security of CWK Business</li> <li>• business &amp; community input into operations</li> <li>• links to local business &amp; community fostered</li> </ul>

<p><b>CWK Clients (businesses)</b></p>	<ul style="list-style-type: none"> <li>• Identifies &amp; employs part time, casual &amp; temporary labour</li> <li>• Provides mentors &amp; skill development for part time, casual &amp; temporary labour</li> <li>• Pays fee for service to CWK Business</li> </ul>	<ul style="list-style-type: none"> <li>• a part-time, casual &amp; temporary labour pool that can be tapped into quickly</li> <li>• better part time, casual &amp; temporary employee selection to meet business fluctuations and skill requirements</li> <li>• a trained part time, casual &amp; temporary employee pool with appropriate work skills, habits and attitudes</li> <li>• professional management of the employment relationship including: employee wages, on costs etc</li> <li>• skill development of existing and potential employees</li> <li>• identification of future full-time employees</li> </ul>
<p><b>CWK Employees</b></p>	<ul style="list-style-type: none"> <li>• Employees - available for labour deployment</li> <li>• Trains &amp; develops skills</li> <li>• Has obligations to CWK Business</li> <li>• Is responsible to CWK clients</li> </ul>	<ul style="list-style-type: none"> <li>• employment with full rights and entitlements</li> <li>• opportunity to work in a range of different firms</li> <li>• opportunity to gain more work across a period of time</li> <li>• greater employment security</li> <li>• work skills assessed and recorded</li> <li>• access to career planning</li> <li>• work placements planned around personal goals and career plans</li> </ul>
<p><b>Local Community</b></p>	<ul style="list-style-type: none"> <li>• Supports CWK initiative</li> <li>• Representatives sit on Board</li> <li>• Provides contacts</li> <li>• Promotes</li> </ul>	<ul style="list-style-type: none"> <li>• less unemployment and greater opportunities for work ready people</li> <li>• greater skill base in local workforce</li> <li>• local area attractive to new &amp; potential/expanding businesses</li> <li>• increased community awareness of employment and skill development</li> </ul>

# CHAPTER TWO

## Opportunity Business Appraisal

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## **YOUR CAPACITY TO MANAGE A CAREER WORKKEYS PROGRAM?**

The following checklist may assist in gaining a better understanding of the requirements to consider undertaking a Career WorkKeys program and whether or not you/your organization is equipped to do so.

The Checklist is only a guide it is not a test! Please do not base any or all decisions regarding the implementation of this program on the outcomes. Extensive research and enquiry are needed to ascertain your suitability.

To gain a better understanding of the program and a full understanding of its undertakings we would recommend discussions with personnel running the program – ie Career WorkKeys Ph: 0243237 604.

## SUITABILITY CHECKLIST – for a Career WorkKeys Program

DO YOU HAVE .....	YES	NO
1. a high rate of unemployment in your community?		
2. are there many/any other providers in the local area offering a similar service?		
3. contacts/people in the community who support the concept and would be willing to become part of the Board as active participants? ( <i>refer to Chp 7 “The Board”</i> )		
4. people (or some of them) have genuine experience in the commercial sector? ( <i>refer to Chp 7 “The Board Of Directors”</i> )		
5. access to capital/or means of accessing in the future to kickstart your program?		
6. confidence that you have or can recruit staff with a range the range of skills needed to manage the program <i>ie:</i> <i>Human resources management, financial/accounting background, administration &amp; management skills marketing and promotion skills etc.</i>		
7. understanding that the program will need to be run as a business with a Business Plan etc? ( <i>refer “Business Plan” Appendix 2b</i> )		
8. the infrastructure required to set the program up as a working business?		

## **UNDERSTANDING THE MANAGEMENT OF THE PROGRAM.**

As with the establishment of any new organization there needs to be some strategic planning and 'self assessment' carried out before contemplating introducing the program to the community.

To gain a deeper understanding of the CWK program a sample of a Business Plan (*Appendix 2b*) from the Program is attached. It has been the experience of this program that to achieve results long term and maintain a coordinated approach research and the implementation of sound management systems are the keys to success.

To assist in giving the program direction it is suggested that a Business Plan be developed to guide program managers and the board. The Business Plan is a performance documents and outcomes are measured on a regular basis with results reported at meetings of the Board. This document outlines the following:

- |                                |  |
|--------------------------------|--|
| <b>1. Purpose</b>              | what the program is about and its structure and aims |
| <b>2. Outcomes</b>             | specific targets and key areas of work               |
| <b>3. Stakeholders</b>         | all parties involved in the program                  |
| <b>4. Outputs</b>              | day to day operation details and overall role        |
| <b>5. Performance Measures</b> | long term goals and outcomes                         |

## **ASSESSING THE NEED FOR THE PROGRAM (IN YOUR LOCAL AREA).**

To ensure understanding and adherence to the goals and objectives of the Business Plan it is wise to develop a Memorandum of Understanding (*refer "MOU" Appendix 2a*) – this is a document which pertains to all parties involved in the program and ensures that all involved are aware of their rights and responsibilities as a keystoneholder. The document seeks to formalise arrangements/agreements between major parties. The Memorandum of Understanding discusses the aims and objectives of the program as well as explaining the role of keystoneholders.

In the experience of the Central Coast Career WorkKeys Program implemented a survey for potential employers in the local area. The survey helps to establish the immediate and longer term need for employees, as well as requirements for particular skill areas. The survey establishing the employers existing recruitment strategies and their need for assistance in this area. A sample of the survey used is attached (*see "Business Needs Analysis" Appendix 2c*).

## Appendix 2a

# **SAMPLE** **Memorandum of Understanding**

## Career WorkKeys Ltd

This **Memorandum of Understanding** seeks to formalise the arrangements between the major parties involved in the development and establishment of Career WorkKeys Ltd.

Career WorkKeys Ltd is a not for profit employment initiative, supported by each of the parties to this Memorandum of Understanding, whose principal objectives are to contribute to the economic and social development of the community by:

- Enhancing the quality and value of part-time and casual workers;
- Improving employment security in this form of work; and
- Developing the skills of part-time and casual workers.

This Memorandum of Understanding on the development and establishment of Career WorkKeys Ltd exists between:

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Through it, the three parties commit themselves to collaboration in order to ensure that Career WorkKeys Ltd develops in a way that is consistent with its key objectives and in a way that delivers benefits to employees, to employers and to the community.

In order to achieve these objectives and provide the intended benefits to employees, employers and the community, the parties will singularly and collectively ensure that the following key features are embodied within Career WorkKeys Ltd:

- Careful selection and induction of employees, including the provision of occupational health and safety training.
- The professional management of all aspects of the employment relationship other than direct supervision on site. This will include: looking after employment entitlements, payroll, workers' compensation and other paper work; matching the employee to the employer's needs, ensuring appropriate skills, work habits and attitudes and meeting the peaks and troughs of business demand; and assessing and recording employees' skills and developing them further.

- Providing employers with the chance to identify future full-time employees, and employees with the opportunity to identify likely prospective providers of full-time work.
- Guaranteeing employees their full employment rights and entitlements.
- Providing employees with the opportunity to work in a range of different firms and industries, thus helping to broaden their skills and ensure that their work provides greater variety and interest.
- Actively seeking to ensure that employees, if they wish, have the opportunity to build several part-time or casual jobs on top of each other in the week, month or year, and as a result to have greater employment security.
- Assessing and recording the generic employment skills of employees, as well as the technical skills that they gain at particular work sites, and assisting employees to build portfolios that can record their experience and skill gains.
- Providing employees with access to personal support, mentoring and personal and career planning and development. A detailed evaluation of work habits, attitudes and practices will form the basis for employee skills development.
- Supporting younger, inexperienced workers by ensuring they are placed into structured work environs and are exposed to sound working practices through both worksite and external mentoring.
- Planning work placements around employees' personal goals and career plans as well as employer requirements.
- Actively seeking to meet the needs of businesses for reliable and competent staff that can be the foundation for business growth.
- Actively seeking the involvement and support of community and business organisations.

In implementing this Memorandum of Understanding the stakeholders agree to:

*(List stakeholders and their role/responsibilities)*

eg.

**The Board of Career WorkKeys Ltd** will be responsible for the day to day management of the company, ensuring that the key principal features outlined in this document, are implemented in its everyday operations.

Signed and dated on \_\_\_\_\_

## Appendix 2b

# **SAMPLE CAREER WORKKEYS BUSINESS PLAN**

**A COMMUNITY BASED NOT-FOR-PROFIT LABOUR HIRE COMPANY**

### **1. Purpose**

Career WorkKeys seeks to make a contribution to the economic and social development of the ..... Community

It also seeks to achieve social equity in matters of employment and seeks to support individual choice in employment

It is a not-for-profit community based organisation that seeks to be friendly, helpful and socially aware organisation - not just another labour hire company

The company is focused on the .....area and the people who live there.

### **2. Outcomes**

In order to achieve its purpose Career WorkKeys know that it has to achieve the five outcomes:

1. To enhance the quality, value and image of part-time, temporary and casual workers
2. To improve employment security for part-time, temporary and casual workers
3. To develop and document the skills of part-time, temporary and casual workers
4. To enable our employees to achieve an employment status that suits their needs and
5. To continually improve our image as a friendly, helpful, efficient and socially aware organisation.

### **3. Stakeholders**

The Company can only deliver its Outcomes in conjunction with its existing and new clients, its employees who are placed with these clients, key stakeholders such as: *ie Federal and State Government Departments, Local Councils, Area Consultative Committees, TAFE, the school sector and various community groups.*

### **4. Outputs**

Using the skills and experience of our staff and stakeholders together with the limited capital and technology resources we have we seek to:

- Put people into jobs, including helping people gain workplace and job skills
- Manage the labour stream, not build a labour pool
- Build a client base who are aware, diverse and committed
- Build close relationships with our employees and clients
- Raise awareness generally about casual work amongst existing clients and potential clients
- Have systems and procedures for documentation and business, and
- Have a commercially competitive pricing strategy.

## 5. Performance Measures

We will have succeeded:

1. When normal financial ratios are in balance eg. liquidity, profit and loss
2. When the number of part-time, temporary and casual people placed in permanent or streamed employment is a significant percentage of the people employed in any one year
3. When the age and unemployment status of people placed in part-time, temporary and casual employment is tending towards youth and longer term employed
4. When a reasonable percentage of needs are met amongst our clients and our employees eg. aggregation and employee income levels
5. When we reach an appropriate amount and type of training provided for each employee
6. When existing clients use more of our services.
7. When we have a net increase in the number of active clients and placed employees
8. When Key Work Skills are gained by employees and documented by WorkKeys at an appropriate level
9. When the client mix at any point in time does not adversely impact on our commercial viability and our social objectives; and
10. When the company is recognised by the market as providing good quality part-time, temporary and casual staff.

## Appendix 2c

### Sample Employment Survey

# Career WorkKeys Employment Survey

Date: \_\_\_\_\_

Name of Business: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postal Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

- 
- Q1. How many staff do you currently employ:
- Full-time? \_\_\_\_\_
- Part-time? \_\_\_\_\_
- Casual? \_\_\_\_\_
- Seasonal? \_\_\_\_\_

- Q2. What type of jobs do you offer on a casual or part-time basis?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Which of these require technical skills?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Q6. How do you usually recruit staff?

- Newspaper \_\_\_\_\_
- Employment Agency \_\_\_\_\_
- Group Training Company \_\_\_\_\_
- CES \_\_\_\_\_
- School Workplacement \_\_\_\_\_
- Word of Mouth \_\_\_\_\_
- Existing staff/casuals \_\_\_\_\_
- Other \_\_\_\_\_

Other: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Q7. If used an employment agency, how did you pay?

- Paid agency wage plus fees \_\_\_\_\_
- Paid worker direct then paid agency fee \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Q8. How reliable do you find your present system of recruitment?

- No problems - happy to continue this method \_\_\_\_\_
- OK but sometimes selection is difficult and time consuming \_\_\_\_\_
- Unsatisfactory \_\_\_\_\_

Q9. Is it easy to get good, reliable workers? Yes \_\_\_\_\_ No \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Q10. Do you think you will have the need to recruit any casual or seasonal staff over the next 12 months? Yes \_\_\_\_\_ No \_\_\_\_\_  
(if no go to Q11.)

Part-time \_\_\_\_\_

Full-time \_\_\_\_\_

casual \_\_\_\_\_

seasonal \_\_\_\_\_

Q11. What do you estimate it costs you (or would cost you) to employ a casual or temporary employee, over their direct rate of pay?

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Q12. If there was an organisation which took over all the employment and administrative responsibilities would you be interested in accessing a pool of potential staff to meet your casual/part-time/ seasonal needs? Yes \_\_\_\_\_ No \_\_\_\_\_

Q13. What would you consider a “value for money” cost over the award wage for this service?

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Thank you very much for your time!!

# CHAPTER THREE

## Marketing the Program to Clients

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## **RECRUITMENT OF CLIENTS**

To promote and market the program to encourage local businesses (clients) to “sign up” Career WorkKeys businesses need to consider the following:

- who are the target businesses to be marketed and recruited
- identify the target business needs
- know the benefits of the program which address these needs
- identify materials and actions to promote the program successfully.

## **SOME MARKETING PRINCIPLES**

**The basic principles of marketing should be:**

- keep the message simple
- make it interesting
- plan the use of your resources to tell it.

## **MARKETING APPROACHES**

- direct marketing - introductory letters with follow up phone calls and appointments
- brochures, flyers, leaflets, posters (*see\*\*Appendix 3a*)
- promotional folder containing information and outcomes on the program ie brochures, Worksite Skills Record Document, copy of Memorandum of Understanding (*Chp 2 Appendix 2a*) and Key Work Skills Instructions (*Chp 3 Appendix 3b*).
- advertising, community service announcements
- articles in local media (press releases) and radio
- internet web site
- videos
- community liaison presentations - providing information on the service at local business/community associations, clubs, organisations
- networking - tap into the expertise and network of the Career WorkKeys Board

## CLIENT REGISTRATION CHECKLIST

Once a business indicates an interest in participating in the Career WorkKeys program a series of steps need to occur to collect information and to register the employer as a client of a CWK Business. The following may be provided as a “package” to new or prospective clients:

DOCUMENT	USE	APPENDIX
<b>General Agreement Form</b>	terms and conditions to participate in the CWK program	Appendix 3c
<b>Client Database Form</b>	essential details (ie client name, address, phone etc) required for CWK client data base	Appendix 3d
<b>Client Credit Check Form</b>	authorisation to conduct 2 financial reference checks on the client	Appendix 3e
<b>Marketing Job Sheet</b>	information on workers specifications required by the client	Appendix 3g
<b>Safety Inspection Checklist</b>	used in a safety inspection of the client’s work site prior to a placement of an employee	Appendix 3h

**Placement of an employee - see Chapter 6**

## Appendix 3a

# Sample Promotional Flyer/Brochure

### **CAREER WORKKEYS**

The Community Based Not-For-Profit Labour Hire Company

### **CASUAL, PART-TIME & TEMPORARY**

#### **The Simple Solution**

Career WorkKeys is a community based, not for profit employment initiative driven by the principal objective of contributing to the economic and social development of the community by:

- Enhancing the quality, value and image of part-time, temporary and casual workers;
- Improving employment security for part-time, temporary and casual workers;
- Developing and documenting the skills of part-time and casual workers;
- Enabling its employees to achieve an employment status that suits their needs;
- Continually improving its image as friendly, helpful, efficient and socially aware organisation.

Established in late 1997, Career WorkKeys has quickly earned an excellent reputation for delivering outstanding service and successful workforce solutions to a variety of companies.

We work with our clients to match the right worker to the right position and take the 'hassle' out of part-time, temporary, casual and temp-to-permanent staff recruitment.

Many companies can benefit from reduced cost, time saving and productivity advantages associated with outsourcing their staffing requirements.

### **ENJOY THE ADVANTAGES**

- Take full advantage of the increased demand for your product by obtaining additional staff quickly
- No advertising, recruiting or payroll problems. You save recruiting time, resources and money
- Casual staff 'on-call' as and when you need them
- Quick response to your staffing needs
- Easy, no hassle, friendly, short-term assistance when your staff are sick or on holiday
- All Career WorkKeys employees are personally interviewed, screened, referenced checked, skill-tested and have received an occupational health and safety induction prior to placement
- We provide quality personnel and excellent service at competitive prices
- We are a community based, not for profit organisation
- Excellent 'casual to permanent' arrangements
- Adherence to relevant awards and industrial relations requirements.

*“Whether your business needs staff for one day, one week, one year or you want permanent staff without the hassle of recruitment, Career WorkKeys can provide the answers.”*

Career WorkKeys guarantees confidentiality, professionalism and prompt, consistent and reliable service for all of our clients staffing needs.

## **TAKE THE WORK OUT OF PAPERWORK AND THE HASSLE OUT OF PAYROLL**

We handle all administrative chores from selection to superannuation, taxation and workers compensation. We are fully conversant with industrial relations rulings and requirements prescribed by the applicable awards.

You are charged a small 'tax deductible' administrative fee in addition to the salary entitlements of the employee. Upon receipt of timesheets, a seven-day invoice is sent to your company.

You only need to write one cheque once a week. Thus eliminating the costly, time consuming and often daunting responsibility of payroll and the paperwork involved in the human resources function.

## **MORE INFORMATION?**

Fill in the form below and fax it back to Career WorkKeys if you would like more information, or require a representative to call and discuss our services.

Company: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

*Career WorkKeys  
address  
phone  
fax  
email*

## Appendix 3b

# Sample General Agreement

**THIS GENERAL AGREEMENT** is made the \_\_\_\_\_ day of \_\_\_\_\_ 2000 **BETWEEN**  
**WorkKeys Ltd. (A.C.N.) (A.B.N.)** a company having its registered office at  
and situated at \_\_\_\_\_ (hereinafter called 'the company') **and**

\_\_\_\_\_ situated at

\_\_\_\_\_ (hereinafter called 'the client').

**WHEREAS** the company employs personnel and has agreed to hire from the company the services of the company's personnel as the client shall from time to time so require **WHEREAS** the company and the client have agreed to hire such personnel upon the following terms and conditions of hire as hereinafter set forth **NOW THIS AGREEMENT HEREBY WITNESSES;**

1. That the client hereby agrees to hire the company's personnel in consideration of an amount being the sum of the hourly charge out rate as may be advised by the company from time to time and altered from time to time.
2. The hourly charge out rate is a contribution towards all indirect costs of employment including worker's compensation.
3. This Agreement shall commence on the \_\_\_\_\_ day of \_\_\_\_\_ 2000 and shall be terminated by either party giving to the other, one (1) month's notice in writing to terminate this agreement.
4. The client shall provide the company with a signed time sheet showing the hours/days worked by each person so hired at the end of each pay week.
5. The company shall provide the client with a weekly invoice stating the monies due to the company pursuant to this Agreement and the client shall pay the full amount of monies due within seven (7) days of the date of such statement. In the event that the client fails to pay the monies due to the company within the said period the company may at its absolute discretion withdraw the personnel and charge interest of 15% per annum on overdue payments.
6. The client shall provide on loan any protective clothing and/or uniforms necessary for the person/s in the course of the hire period.
7. The company shall be responsible for making payment in respect of the following matters for the personnel:-
  - (a) Appropriate income tax payments to the Commissioner of Taxation
  - (b) Worker's compensation premiums
  - (c) Appropriate superannuation payments to an approved provider
  - (d) Stamp duties associated with insurance
8. This Agreement shall be conditional upon the client providing evidence to the company that he has in effect an adequate policy of public liability at such times as the company might require. The company may in its absolute discretion determine the meaning of the expression "adequate policy of public liability".
9. The company as the employer shall be afforded rights of access at reasonable times to the work location for the purposes of assessing the employees' compatibility to the requirements of the site.
10. In the event that the client does not comply with the requirements of the company pursuant to conditions 8 and 9, the company may terminate this Agreement without further notice to the client.
- A. For a period of three (3) months from the signing date of the Hiring Agreement, the client shall not offer direct employment to the personnel without the payment of a conversion fee to the value of \$ \_\_\_\_\_ and without prior written approval of the company which approval shall not be reasonably withheld.
12. All rates applicable in this Agreement shall be subject to review and such review shall be in the absolute discretion of the company.
13. The personnel shall be employed entirely at the risk of the client and the company shall not be held liable for any loss or damage to property or person caused by or arising from the act (including

theft) or omission of the personnel, whether negligent or otherwise and the client hereby agrees to indemnify the company against all liability for such acts or omissions of the personnel.

14. The client shall assume all responsibilities at law as defined within the Workplace Health and Safety Act 1995 to provide proper supervision and a safe system of work for the personnel.
15. Every dispute or difference arising between the parties hereto with regard to this Agreement or the duties, powers or liabilities of either party hereunder or with regard to the construction of any clause hereof or any act or thing to be done in pursuance thereof or arising out of anything herein contained whether during the continuance of this Agreement or upon or after its termination by act of either party hereto or otherwise shall be referred to a single arbitrator in accordance with provisions of the Commercial Arbitration Act 1986 or any re-enactment or modification thereof for the time being in force. This Agreement is in substitution for all previous contracts of hire made between the company and the client which shall be deemed to have been terminated by mutual consent as from the date on which this Agreement commences.
16. Any notice under this Agreement shall be in writing and may be served by letter addressed to the party to be served, by being delivered or sent by registered post to either its or his address as follows:-
  - (a) In the case of notices to the company, to the registered office of the company
  - (b) In the case of notices to the client, to the registered office of the client or to the address at which the client carries on its business
  - (c) Any notice so sent by registered post shall be deemed to have been served on the day when in the ordinary course it would have been delivered

SIGNED by the abovenamed ) .....

In presence of ) .....

(or)

THE COMMON SEAL of ..... ) .....  
Director

Was hereunto affixed in the presence of: ) .....  
Director/Secretary

THE COMMON SEAL of ) .....  
Career WorkKeys Ltd. ) .....  
Director/Secretary

## Appendix 3c

### Sample Client Database Form

Name Of Business	
Managing Director	
Human Resources Manager	
Operations Manager	
Contact Person	
Billing Address	
Work Address	
Telephone	
Mobile	
Fax	
Email	
Industry Description	

## Appendix 3d

### Sample Client Credit Check Form

This letter authorises Career WorkKeys Ltd to conduct two financial reference checks with associated businesses that *you* the client use.

Please supply two financial businesses you deal with as a credit check.

**1<sup>st</sup>**

Name of Business : \_\_\_\_\_

Contact : \_\_\_\_\_

Phone Number : \_\_\_\_\_

**2<sup>nd</sup>**

Name of Business : \_\_\_\_\_

Contact : \_\_\_\_\_

Phone Number : \_\_\_\_\_

***Thank you***

## Appendix 3e

# Sample Marketing Job Sheet

<b>Date of Contact</b>	
<b>Name of Business</b>	
<b>Contact Person</b>	
<b>Job Title</b>	
<b>Award</b>	
<b>Licences required</b>	
<b>Transport</b>	
<b>Dress Requirements</b>	
<b>Essential Criteria</b>	1. ..... 2. ..... 3. ..... 4. .....
<b>Preferred Criteria</b>	1. ..... 2. ..... 3. ..... 4. .....
<b>Other Information</b>	

## Appendix 3f

# Sample Safety Checklist

### CLIENT SAFETY INSPECTION CHECKLIST

*Note: This Safety Inspection must be conducted prior to any placement of an Employee with a Client (new and current).*

Employer: \_\_\_\_\_

Date of Inspection: \_\_\_\_\_

Inspection Conducted by: \_\_\_\_\_

**Position:** \_\_\_\_\_ **Signed:** \_\_\_\_\_

Date: \_\_\_\_\_

Client OH&S Compliance: **YES/NO** (please circle)

**Note:** If the Client fails to comply with any of the checklist requirements then placement with that Client must not occur until such time as they do comply.

A copy of this form must be forwarded to the Career WorkKeys General Manager upon completion (regardless of Client OH&S Compliance status).

The Checklist (please tick the appropriate box)	Yes	No	N/A
1. Is safety training provided as part of the Client's induction of the employee?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Is there an accident/incident recording system?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Are First Aid facilities available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Are safety precautions in place for the following hazards?			
<i>Noise Levels</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Manual Handling</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Ventilation</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Lighting</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Fire</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Emergencies</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Note: If yes, please specify the type of safety precaution in place.*

# CHAPTER FOUR

## Marketing The Program To Employees

Recruitment (List of Marketing Approaches)	2
Application (Checklist)	3
<b>Appendices:</b>	
Thinking of becoming an Employee of Career WorkKeys? (4a)	4
Employment Application & Interview Form (4b)	7
Tests (Numeracy/Literacy) (4c)	9
Health Assessment (4d)	14

## **RECRUITMENT**

To promote and market the program to potential employees a Career WorkKeys business may consider the following:

- who are the target potential employees to be marketed
- identify the target recruit's needs
- know the benefits of the program which address these needs
- identify materials and actions to promote the program which successfully address these needs.

## **SOME MARKETING APPROACHES**

**The basic principles of the marketing again should be:**

- keep the message simple
- make it interesting
- plan the use of your resources to tell it.

**Following is some marketing approaches which would be appropriate for potential employees:**

- brochures, flyers, leaflets, posters at appropriate points where potential employees may pass or come together ie Marketing Brochure (*see Chapter Three Appendix 3a*)
- promotional folder containing information and outcomes on the program for interested potential employees - include: Thinking of Becoming and Employee of Career WorkKeys (*Appendix 4a*), Sample Portfolio (*see Chapter 8 Appendix 8b*), Marketing Brochure (*see Chapter Three Appendix 3a*)
- advertising, community service announcements
- articles in local media (press releases) and radio - use employee "success" stories
- internet web site
- videos
- community liaison presentations - providing information on the service at local business/community associations, clubs, organisations
- networking - tap into the expertise and network of the Career WorkKeys Board

## APPLICATION CHECKLIST

Once a recruit indicates an interest in participating in the Career WorkKeys program a series of steps and actions occur to collect required information to register the employee in the program:

DOCUMENT	USE	APPENDIX
<b><i>Employment Application and Interview</i></b>	to assess suitability of recruit, collect information on the recruit (ie personal details, qualifications, work history etc), and to answer potential employees questions	Appendix 4b
<b><i>Literacy and Numeracy Tests</i></b>	to gauge recruit literacy and numeracy skills	Appendix 4c
<b><i>Health Assessment</i></b>	completed on recruit after application process	Appendix 4d

## INDUCTING AN EMPLOYEE

Once registration has occurred the next step is the Employee Induction which is covered in Chapter 5.

## Appendix 4a

# Thinking Of Becoming An Employee Of Career WorkKeys?

### *Some Questions You Might Have*

#### **What benefits are there in changing my employer to Career WorkKeys?**

- Guaranteed full employment rights and entitlements;
- Opportunity to work in a range of different firms and industries providing greater variety and interest;
- Opportunity to gain more work in the week, month or year through building several part-time or temporary jobs on top of each other, and as a result have greater employment security;
- Assessment and recording of your key work skills
- Access to personal support and career planning;
- Planning of work placements around personal goals and career plans.

#### **Who is my legal employer?**

Career WorkKeys Ltd is your legal employer and should be quoted in all documentation.

#### **Am I covered if I have an accident at work?**

Career WorkKeys has a workers compensation insurance policy and will arrange payments for genuine work accidents.

#### **What about my superannuation?**

Career WorkKeys, as your employer will make the employer contribution as prescribed by the Superannuation Guarantee Act.

#### **What about my long service leave?**

Under the casual employment arrangements, Career WorkKey's employees will not be eligible for long service leave.

#### **What about annual leave? Do I get paid?**

As with most casual employment, there is no provision for paid annual leave.

#### **What if I'm sick?**

It is important to notify both the Career WorkKeys office and your site supervisor if you are unable to attend work. As with most casual jobs, there is no provision for paid sick leave.

#### **What if I want to take some time off for holidays etc?**

This is not a problem providing you give the company one month's advance notice. In cases of compassionate leave, shorter notice will apply.

#### **Will I still get paid penalty rates?**

You will always be paid the award rates for the work you are assigned. This includes penalty rates.

#### **Which award will I be working under?**

You will always be working under the award which is relevant to the site where you are deployed. For example if you are working in a registered club on Monday, you will be

working under the Club Employees (State) Award. If you then work at a retail outlet on Thursday you will be working under the Shop Employees (State) Award.

**What if one of my site supervisors offers me full-time work?**

This decision is entirely up to you. Career WorkKeys would be extremely happy if it has assisted you to progress to a full time job, even though it may lose a valued employee. If you decide to take up the full time employment offer, you will take with you a record of your employment experiences as well as a portfolio of your current skills assessment.

**How much advance notice will I get for work?**

You will be given as much notice as possible. However, as the company responds to market needs, short notice is common.

**When I sign up to Career WorkKeys do I have to fill out a tax declaration form?**

Yes. This form must be lodged by Career WorkKeys within 28 days of commencement of employment. If you wish to claim the tax-free threshold you can only do this with one employer. See Q9 on the Employment Declaration Form.

**Will having more than one job affect my tax deductions?**

Workers can only claim the Tax-free threshold on one job. Therefore, if you have more than one job with a number of businesses you will pay more tax.

Working for Career WorkKeys enables you to work at many Career WorkKeys' clients' sites have one employer (Career WorkKeys), claim the tax-free threshold and pay less tax.

**If there's no work available, am I still eligible to collect social security benefits?**

This will vary depending on your individual circumstances.

**What do I do if I meet or know an employer who would like to participate in the scheme?**

This situation creates an employment opportunity for both yourself and other Career WorkKeys employees. Please contact Career WorkKeys with details of the employer and we will follow it up.

**How many people are going to be working for Career WorkKeys?**

Initially we anticipate 40 -50 employees will be available for deployment. We plan to employ over two hundred local people within the next three years.

**Do I have to be available for work all the time?**

No. You will be required to fill out an availability form indicating when you **are** available to work. If this changes, in either the short or long term, you should notify Career WorkKeys as soon as possible.

**What if my site supervisor asks me to extend my shift?**

Providing you are able to accommodate that request (we would hope you could!) it is simply a matter of having that information recorded and signed off on your time sheet. If, by a remote chance, you need to be at another site, please contact that site and the Career WorkKeys.

**How will Career WorkKeys know how many hours I have worked?**

At the end of each shift you will be required to have your timesheet signed off by your site supervisor. A copy will then be faxed to Career WorkKeys on or by Monday of each week.

**How will I be paid?**

All employees will nominate a bank account into which their pay will be automatically transferred.

**How often will I get paid?**

Your pay will be in your account every Thursday.

**Are there any reimbursements for expenses incurred by working across different sites eg travel allowance.**

No. This is the responsibility of each employee.

**Can anyone join Career WorkKeys?**

The availability of employment depends on the amount of business that Career WorkKeys is able to generate. We are always interested in meeting new employees who are keen to work in this type of environment and who would be good ambassadors for the company.

## Appendix 4b

# EMPLOYMENT APPLICATION

COMPLETE BOTH SIDES - PRINT NEATLY OR TYPE  
ALL DETAILS ARE TO BE TRUE AND CORRECT

Date

### PERSONAL DETAILS

Surname

Given Names

Address

Postcode

Telephone

Mobile

Age

Date of Birth

Sex

Place of Birth

### EDUCATION DETAILS

Education Standard Attained

Left School in 19\_\_\_\_\_

Name of Last School

### DETAILS OF ANY OTHER COURSE OF STUDY

Course Undertaken

Full/Part Time

Started

Finished

**COMMUNITY INVOLVEMENT** - SLSC, St. John's Ambulance, Service Clubs, Charity/Church Work.

**HOBBIES AND INTERESTS** - Scouts/Guides, Sports, Surfing, Drama.

**AMBITIONS and FUTURE PLANS** - Explain Aims and Ambitions

### DETAILS OF ANY FORMER EMPLOYMENT OR PART TIME WORK

Name of Company

Type of Work

Started  
(month/year)

Finished  
(month/year)

***PLEASE TURN FORM OVER AND COMPLETE OTHER SIDE***

<b>FUTURE EMPLOYMENT DESIRES</b>			
<b>List in Order of priority the types of work that interest you eg trades (building), hospitality (bar service)</b>			
First	Third		
Second	Fourth		
<b>ADDITIONAL DETAILS</b>			
<i>Please complete by crossing appropriate boxes and providing details where necessary</i>			
1. Are you an Aboriginal or Torres Strait Islander?	Yes	No	Any Details _____
2. Do you suffer from any disability?	Yes	No	Details _____
3. Are you registered with the CES?	Yes	No	Where _____ Since When _____
4. Do you suffer from Diabetes?	Yes	No	Details _____
5. Do you suffer from Asthma?	Yes	No	Details _____
6. Do you suffer from Epilepsy?	Yes	No	Details _____
7. Do you suffer from Migraines?	Yes	No	Details _____
8. Do you smoke?	Yes	No	Since When _____
9. Have you or do you use illicit Drugs?	Yes	No	Since When _____
10. Have you ever had a back injury?	Yes	No	Details _____
11. How many hours per week would you like to work?	_____		
Height	Weight	Driver's Licence ? _____ Number:	Own Transport
The information on this application form is correct to the best of my knowledge			
..... Signature		..... Date	

# Appendix 4c

## Sample Maths Test

Today's Date	Surname	Other Names	Date of Birth

1. What is 10% of 375? .....
2. What is 10% of 27? .....
3. You work for a wage of \$7.50 per hour.  
How much would you earn for 20 hours? .....

4. Pick the different numbers and circle them:

2234543    2234543    2234543    2234543  
 2234543    2234534    2234543    2234543

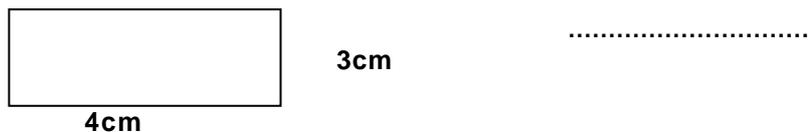
5.  $4568 - 1679 =$  .....
6.  $\frac{363}{3} =$  .....

7. What is the area of the following rectangle:



8. Using money from petty cash you need to buy 3 writing pads at \$0.75 each and 12 pens at \$0.15 each. How much will the total cost be? .....

9. What is the length of the diagonal in the following rectangle?



10. What is the area and perimeter of a square with sides of length 3cm? Area.....

Perimeter.....

**SCORE:**

# Maths Test Answers

Today's Date	Surname	Other Names	Date of Birth

1. What is 10% of 375? **37.5**
2. What is 10% of 27? **27.5**
3. You work for a wage of \$7.50 per hour.  
How much would you earn for 20 hours? **\$150**

4. Pick the different numbers and circle them:  

2234543	2234543	2234543	2234543
2234543	2234534	2234543	2234543

5.  $4568 - 1679 =$  **2889**

6.  $\frac{363}{3} =$  **121**

7. What is the area of the following rectangle:  

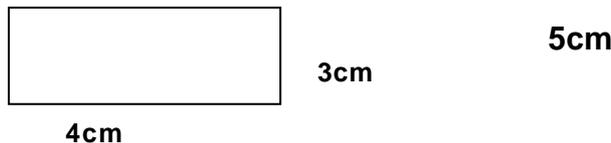
5cm


3cm

**15 square metres**

8. Using money from petty cash you need to buy  
3 writing pads at \$0.75 each and 12 pens  
at \$0.15 each. How much will the total cost be? **\$4.05**

9. What is the length of the diagonal in the following rectangle?



10. What is the area and perimeter of a square with  
sides of length 3cm? Area: **9 square metres**

Perimeter: **12 metres**

**SCORE:**

# Sample Reading Test

## Career WorkKeys

### CLOZE READING TEST

NAME:

---

DATE: \_\_\_\_\_

#### INSTRUCTIONS

Fill in the blank spaces with a word which will make the sentence “make sense”. You must complete both stories.

#### ***THIS TEST (PRACTICE)***

This is a test to find out how well you \_\_\_\_\_ read. Some words have been left out \_\_\_\_\_ the stories and you need to write \_\_\_\_\_ the missing words.

## SIMPLE CONCRETE WORK

The ingredients of concrete are sand, water and aggregate consisting \_\_\_\_\_ stones, broken brick or shingle.

\_\_\_\_\_ is essential that all \_\_\_\_\_ these materials should be clean, as any foreign substance, such \_\_\_\_\_ loam, greatly reduces its strength. It is \_\_\_\_\_ necessary that the concrete \_\_\_\_\_ be properly mixed, and this is \_\_\_\_\_ merely a matter of \_\_\_\_\_ the ingredients carelessly and hoping for the \_\_\_\_\_.

A good strong concrete mixture for small \_\_\_\_\_ can be made from one \_\_\_\_\_ cement, two parts of sharp sand and three parts \_\_\_\_\_ coarse aggregate, with sufficient water to \_\_\_\_\_ them thoroughly.

## CAPTAIN PHILLIP

Phillip seems to have been one of those quiet, competent men \_\_\_\_\_ are not really interested \_\_\_\_\_ power, but who will use it \_\_\_\_\_ well if it is thrust \_\_\_\_\_ them.

He had been firm and sensible \_\_\_\_\_ getting the right equipment for his ships. Before \_\_\_\_\_ out, he had brought them \_\_\_\_\_ the long voyage without a mishap, and now, in a practical and decisive \_\_\_\_\_, he began to exhibit qualities of \_\_\_\_\_ that had been hardly suspected \_\_\_\_\_. He was confident enough to be humane. We find him holding \_\_\_\_\_ hand at first from excessive punishment, and he \_\_\_\_\_ the clearest orders that they must at all \_\_\_\_\_ try to befriend the aborigines.

## THE CHASE

Jane and Michael raced across the square, around a corner, down a street, through a narrow alley, and across another street. On and \_\_\_\_\_ they ran. Once during their pell-mell flight, a hungry-eyed mongrel scrambled \_\_\_\_\_ of a doorway to snap viciously at \_\_\_\_\_ heels.

At once a toothless old crone \_\_\_\_\_ her head tied up in a ragged kerchief \_\_\_\_\_ to lay her bony claws on them. “ \_\_\_\_\_ with me, my dears”,

\_\_\_\_\_ wretched creature begged. Granny will hide you \_\_\_\_\_ and sound". This promise from the evil-looking old woman only \_\_\_\_\_ the two children skittering off blindly \_\_\_\_\_ another direction.

## **POLLUTED BEACHES**

Some of our country's beaches are turning black. The sand \_\_\_\_\_ becoming dirty and oily. Even \_\_\_\_\_ air around the beaches smells unclean. Many of our fine \_\_\_\_\_ are becoming polluted with \_\_\_\_\_. Oil in the water also kills birds and \_\_\_\_\_.

\_\_\_\_\_ country's leaders feel something must be done \_\_\_\_\_ our polluted beaches. They have started Operation Sunken Tanker which will try to \_\_\_\_\_ ways to save our \_\_\_\_\_.

Some of the oil may be \_\_\_\_\_ from sunken tankers. Over a hundred \_\_\_\_\_ are known to be on the bottom of the \_\_\_\_\_ around our country.

# Appendix 4d

## Sample Health Assessment

Circle the appropriate answer and give any necessary information

1. Have you ever been exposed to or worked with:

Dust	Yes/No	Radiation:	Yes/No
Heat	Yes/No	Asbestos:	Yes/No
Excessive Noise	Yes/No	Chemicals:	Yes/No
Any other Hazard	Yes/No		

If yes, give details.....  
.....  
.....

2. Have you ever had trouble wearing gloves or other protective equipment? Yes/No

3. Have you ever had a disease or injury at work? Yes/No

4. Have you lost time from work because of illness or injury? Yes/No

5. Have you ever made a claim for Workers Compensation or Disability Insurance Yes/No  
If yes, give details.....

6. Are you being treated by a doctor for any illness that would effect your ability to work? Yes/No  
If yes, give details:.....

7. Are you taking any drugs, medicine, tablets or other treatment that would effect your ability to work? Yes/No  
If yes, give details.....

8. When did you last have a tetanus injection?.....

9. Do you wear spectacles or contact lenses? Yes/No

10. Do you, or have ever, suffered from any allergies? Yes/No  
If yes, give details.....

11. Do you drink alcohol? Yes/No

**If yes please tick the appropriate space**

Less than once a week ( )    On 1 or 2 days a week ( )    On 3 or 4 days a week ( )

On 5 or 6 days a week ( )    Everyday ( )

12. When you drink alcohol, how many drinks do you usually have?

Please tick the appropriate space

1 or 2 drinks ( )    3 or 4 drinks ( )    5 to 8 drinks ( )

9 to 12 drinks ( )    More than 12 drinks ( )

13. Would you say that your health is:  
**Please tick the appropriate space**  
 Good ( ) Fair ( ) Poor ( )
14. Do you smoke? Yes/No  
 If yes, what is your daily consumption?.....
15. Do you now, or have you ever suffered from
- |                                      |                  |                                    |        |
|--------------------------------------|------------------|------------------------------------|--------|
| Hay Fever                            | Yes/No<br>Yes/No | Cancer/Tumour of any kind          |        |
| Asthma/Wheezing                      | Yes/No           | Arthritis                          | Yes/No |
| Bronchitis                           | Yes/No           | Joint Trouble or Injuries          | Yes/No |
| Pleurisy                             | Yes/No           | Rheumatism                         | Yes/No |
| Pneumonia                            | Yes/No<br>Yes/No | Dermatitis, Eczema                 |        |
| 15. (Cont.)                          |                  |                                    |        |
| Fibrositis, Lumbago, Sciatica        | Yes/No           | Tuberculosis                       | Yes/No |
| Back Trouble or Pain                 | Yes/No           | Allergies                          | Yes/No |
| Neck Trouble                         | Yes/No           | High Blood Pressure                | Yes/No |
| Loss of use of Limb                  | Yes/No           | Palpitations                       | Yes/No |
| Heart Trouble                        | Yes/No           | Skin Rashes                        | Yes/No |
| Chest Pain                           | Yes/No           | Eye Trouble                        | Yes/No |
| Varicose Veins                       | Yes/No           | Poor Vision                        | Yes/No |
| Rheumatic Fever                      | Yes/No           | Ear-ache/Discharge from Ear        | Yes/No |
| Hepatitis                            | Yes/No           | Poor Hearing                       | Yes/No |
| Kidney/ Bladder Disease              | Yes/No           | Coughing Up Blood                  | Yes/No |
| Any Tropical Diseases                | Yes/No           | Epilepsy                           | Yes/No |
| Hernia                               | Yes/No           | Urinary Problems                   | Yes/No |
| Ulcer (stomach or Duodenal)          | Yes/No           | Thyroid                            | Yes/No |
| Frequent Migraine Headaches          | Yes/No           | Diabetes                           | Yes/No |
| Passing Blood from Bowel or in Urine | Yes/No           | Blackouts, Fainting Spells or fits | Yes/No |

Emphysema or any other Lung Disease

Yes/No

Tenosynovitis, RSI, Tennis Elbow  
Occupational Overuse Syndrome

Yes/No

If you have 'yes' to any section of question 15, please give details below:

.....  
.....  
.....

16. Have you ever suffered any hearing loss? Yes/No  
If yes, please give details:.....

17. Has your hearing been tested? Yes/No  
If yes, when?.....

18. Have you lodged a hearing loss claim with any previous employer? Yes/No  
If yes, please give details:.....

Statement

I..... declare that the forgoing particulars are true and correct. I am aware that any inaccurate statement/s made or information withheld by me when filling out this document may result in the termination of my employment.

Signed:.....

Date:.....