



BUYING GUIDE

TEMPORARY LABOUR SERVICES

Contract No: 2009-04

Through this contract you are able to access the following categories of Temporary Personnel;

- **Category 1** - Clerical and Administrative
- **Category 2** – Technical and Tradespeople
- **Category 3** – Professional and Executive
- **Category 4** – Information Communications Technology

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ABOUT THE CONTRACT

Contract Number **2009-04**

Contract Term **1 June 2010 to 31st December 2011**

After the initial 2 years, it may be extended for 12 months to a maximum of 4 years, pending supplier performance.

Status **Mandatory for Divisions and Faculties**

Categories **Category 1 - Clerical and Administrative**
Category 2 – Technical and Tradespeople
Category 3 – Professional and Executive
Category 4 – Information Communications Technology

Key Features and Benefits Faculties and Divisions can submit requirements online

Faculties and Divisions will receive significant discounted temporary rates for the four categories

Faculties and Divisions will receive significant discounted temporary to permanent rates for the four categories

Faculties and Divisions will receive significant discounted permanent recruitment rates for the four categories.

Contract Manager

A dedicated Contract Manager is available to help you understand, and get the most out of, this contract. Their contact details are as follows:

Karla Stewart
Commercial Relationship Manager
Commercial Services
Tel: (02) 4921 8619
Fax: (02) 4921 5152
Email: karla.stewart@newcastle.edu.au

Background

The development of Temporary Labour Services contract has involved significant efforts from staff across the University. Through their endeavours, the new contract 2009-04 has been able to offer a number of significant benefits over the former arrangements including:

- Quality and variety of candidates;
- The addition of rigorous Key Performance Indicator (KPI) framework to improve the monitoring of temporary personnel services provided by contractor; and
- Ability for the requestor to access candidates from other agencies in any of the four service categories, through HAYS, where HAYS are unable to provide the requirement.

Implementation Plan

Hays will be carrying out a series of road shows and presentations to University stakeholders, commencing with the central HR team. The aim being to present the simplest way to use the contract and access the Temporary Labour Services.

Due to the diverse nature of the Universities labour requirements and the various regional locations, considerable attention will be provided to ensuring the new contract is rolled out effectively across all division and locations.

The understanding which the contractor has of individual requirements and departments will be key to the overall success of the contract and therefore we encourage you to meet with your specialist recruiter at either the road shows or a one on one meeting.

Transition of Existing Personnel & Suppliers

There has been a change in contractor(s) on the new Temporary Labour Services, with a preferred arrangement having been agreed with Hays Specialist Recruitment that includes no exclusivity on this new arrangement.

Commercial Services has determined that any temporary personnel contracts under previous providers that commenced prior to 11 January 2010 will need to transfer to HAYS in accordance with the RCSA (Recruitment and Consulting Services Association Ltd) Code of Conduct.

The RCSA is the peak association that represents the recruitment industry throughout Australia and New Zealand. Its code for the transitioning requirements applies as the University seeks to transition workers from other agencies to Hays. Hays will comply fully with the code in that:

- Written notice has been provided to the incumbent agencies that a transition of workers will be effected in response to the university's requirement
- Due consideration to the interests of all stakeholders.
- Transition arrangements are managed in a professional manner and they are designed to minimise disruption to stakeholders.

The RCSA recommends that transition should be able to be completed in most ordinary cases within 45 days of advice that a transition is required.

Important Note:

For all engagements with agencies that have been retained prior to this contract:

- All current engagements will be allowed to continue until they expire, however, the engagement will be transferred to HAYS under the new contract and guided by the RCSA Code of Conduct.
- For all engagements that commenced before 11 January 2010, under this new contract, the agreed pricing margins will be reduced.
- For all engagements commencing from the 11 January 2010 onwards, under this new contract, the agreed pricing applies.

How Do I Use This Contract?

Temporary personnel should only be engaged through this contract for service under the following circumstances:

- There arises a need to fill a position on very short notice, for which the appropriate expertise within the University cannot be readily made available;
- The appropriate expertise is unavailable in the University at the time of need;
- The required expertise or specialist skills are available only from external sources;



Buyers Hint:

It would be expected that temporary personnel would be engaged only if the appropriate expertise is unavailable in the University at the time of need

Buying Direct

Contractor's prices for this contract are fixed, so Buyers can 'pick and buy' temporary personnel services from the Contractor without calling quotes or tenders. Rates are variable and dependant on the required skill set.

Buyers should view the Contractors Rate Schedule to obtain prices for the required temporary personnel categories. Please be aware, Accounts Payable will not be processing invoices without a purchase order number.

Payments made by University Purchasing Card are prohibited. Please contact the Contract Manager for further information.

Buyers Hint

Please ensure that a FinanceOne Purchase Order is completed for all Temporary Personnel engagements to ensure that the purchase is in accordance with the terms and conditions of the contract.

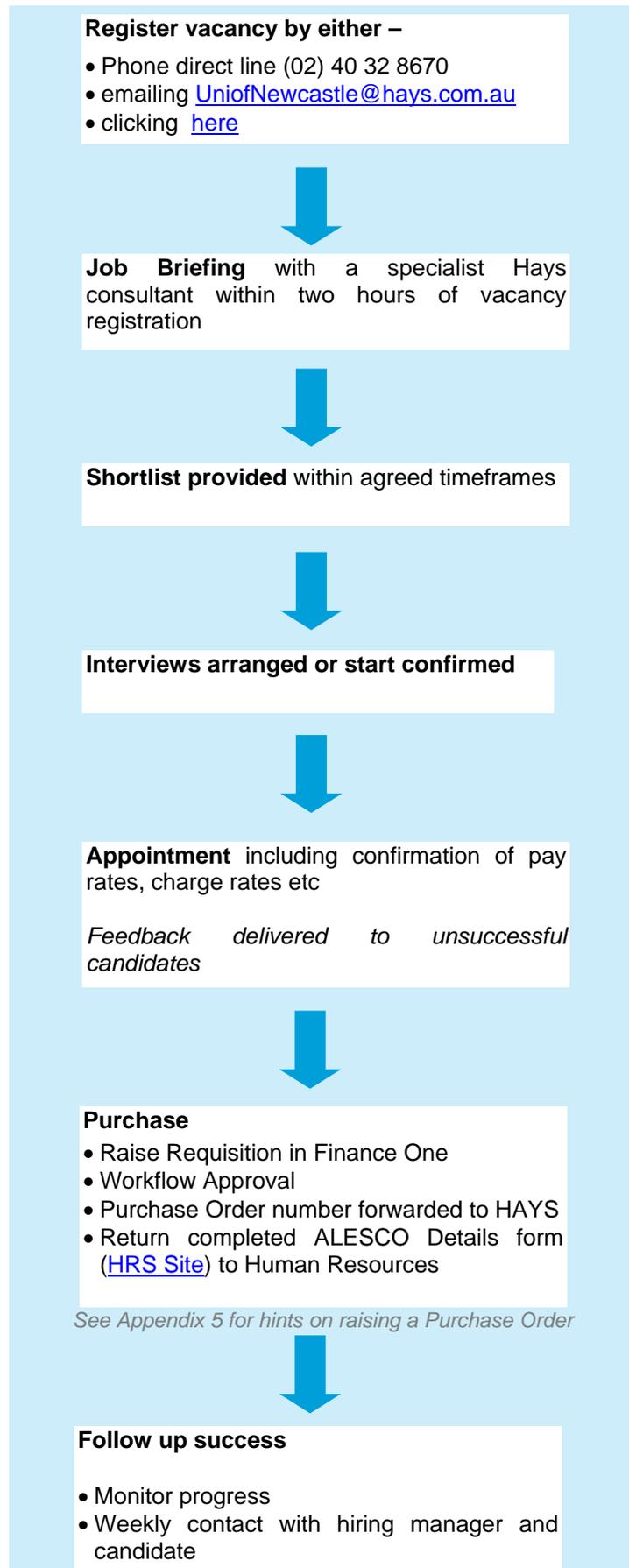
Prior approval must be obtained from Bands 1-4 in the University Delegations of Authority. A full explanation of HR delegations and Bands can be found at;

<http://www.newcastle.edu.au/service/delegations/delegations-by-function.html>

Before you buy

- Check the Temporary Position Descriptors to determine the appropriate Temp level.
- Review the KPIs (see Appendix 4) for the Contractor's obligations and responsibilities.
- Provide as much advance notice as possible to the Contractor under this contract to ensure appropriate time to source the best available temporary personnel.
- When candidates are offered, decision-making and responses should be timely to ensure the chosen candidate is still available.
- Don't forget that Faculties and Divisions will need to provide the Temporary Personnel with appropriate OH&S orientation on commencement (e.g. fire and safety evacuation procedures and identification of hazards).
- Advise the Contractor if your organisation requires police or working with children check, or security screening of candidates.

Recruitment Process



Fee Structure

The cost components of providing temporary personnel are defined in three parts:

Rate Payable by University = 'Pay Charges' + 'On Costs' + 'Gross Margin'

Each Component of the rate payable is defined below:

Pay Charges is the hourly pay rate paid to the temporary personnel. This portion is dependent on what the temporary personnel is willing to be paid to work. This will not go below the rates set out under the relevant Award. The University has secured competitive rates by consolidation and leveraging off volume to reduce gross margin.

On Costs refers to the compulsory contributions and costs for Superannuation, Workers Compensation, Insurance and Payroll Tax. This is a % of the Pay Charges.

Gross Margin covers all remaining costs, including but not limited to management costs, operation costs, overheads, and net profit to the Contractors.

The Contractor shall charge the Faculty or Division by adding the contracted on cost and gross margin rates to the pay charges paid to the temporary personnel in this format below:

CANDIDATES MEETING REQUIREMENTS

EXAMPLE ONLY	Staff Rate (a)	On Costs (b)	Operating Margin (c)	Hourly Rate (=a+b+c)	GST (d)	Total (=a+b+c+d)
T1	18.62	3.17	2.97	24.76	2.48	27.24

The Contractor is required to comply with all statutory requirements regardless of the fee structure under the arrangement.

Personnel Unsatisfactory Performance

In the event that the services of the temporary personnel proves to be unsatisfactory to the requestor or other approved user, the Customer may give notice, simply by contacting HAYS, requiring the Contractor to remove personnel from performing Services under the Contract. In situations where the candidate is terminated from their contract within the first 2 weeks of their start date, a 3hr discount per week will apply should a candidate prove unsuitable following their commencement in the contract. This will be capped at 2 weeks maximum.

The Contractor shall promptly arrange for removal of such personnel and if the Customer requires it, provide a suitable replacement.

Separation from Engagement

At the conclusion of a contractor's engagement University policy should be followed, and a Termination/Transfer Checklist completed. This form, which is located on the HRS Online Forms website, is to be completed by the supervisor (or nominee) prior to the contract ending. Once the form is complete, please forward it to Human Resource Services.

<http://www.newcastle.edu.au/unit/human-resource-services/hr-forms.html>

Feedback on the Contract

Commercial Services aims to continuously improve the services it provides to Customers and welcomes all feedback on the level of satisfaction experienced under this contract or with the Contractor's performance.

Compliments, issues or complaints relating to this contract can be sent via Karla.Stewart@newcastle.edu.au

Exemption from using this contract

Commercial Services is responsible for processing and approving all requests from Faculties and Divisions seeking exemption from using a mandatory University contract.

Requests for an exemption are considered on a case-by-case basis, and a requesting Faculty or Division must be able to demonstrate that a business need cannot be adequately met by the relevant contract. Alternate suppliers are not to be approached until an exemption is approved by Commercial Services.

Exemption requests should be directed to the Commercial Services in the first instance. Requests for exemption may be received by posted letter or email, but must be in the Exemption Application format and provide sufficient explanation and background to enable the request to be considered. The requesting officer should be the Accountable Authority or delegate of the Faculty or Division.

For further information please refer to the following link and click on the Exemption Application form: <http://www.newcastle.edu.au/service/commercial-services/forms.html>

Transitioning To Permanent

If you wish to engage your Temporary worker as a permanent employee of the University a placement fee may apply. The placement fee is determined by a % of Annual Salary Package (includes salary and superannuation) multiplied by duration discount. For example, a Level 6 Temp which has been working for over 6 months would attract no fee for permanent placement. The table below identifies the fee framework.

Placement Fee / Rate

Permanent Recruitment Fee shown as a percentage of Annual Salary Package										
Cost Category	TEMP 1	TEMP 2	TEMP 3	TEMP 4	TEMP 5	TEMP 6	TEMP 7	TEMP 8	TEMP 9	TEMP 10
% of Annual Salary	10.0%	10.0%	12.0%	12.0%	12.0%	12.0%	14.5%	14.5%	14.5%	15.0%

Temporary Contract to Permanent Transition Fee

Duration of Temporary Assignment (Continuous)	Further Discount to Preferred Fee, TEMP 1-6	Further Discount to Preferred Fee, TEMP 7-12
Up to 3 Months	Permanent Recruitment Fee as in Item 2	Permanent Recruitment Fee as in Item 2
From 3 to 6 Months	50% Discount	25% Discount
From 6 to 9 Months	No Fee	50% Discount
Over 9 Months	No Fee	No Fee

Introduction Fee

Where the introduction of a candidate by Hays results in the University employing that candidate in a permanent role, a placement fee is applicable. The placement fee will be determined as per the Schedule of fees in Schedule 2 and measured from the date of the introduction.

However, where a Hays temporary employee has completed their engagement and has applied directly to the University no introduction fee applies if the time elapsed since the completion of their engagement is 12 weeks or more. If the time elapsed is less than 12 weeks a placement fee is applicable. The placement fee will be determined as per the Permanent Placement Fee and discount applied for duration of engagement as in Schedule.

WHAT'S ON OFFER?

There are four main categories of temporary personnel services available on this contract. Please note that the roles outlined below are not intended to be all inclusive of what is possible under each category.

Category 1: Clerical & Administrative



- Accounts Officer
- Administrative Assistant
- Call Centre Operator
- Clerical Officer
- Customer Service Officer
- Data Entry Operator
- Finance Officer
- Payroll Officer
- Purchasing Officer
- Receptionist/Telephonist
- Records Officer / Filing Clerk
- Secretary/Personal Assistant
- Switchboard Operator
- Telemarketer / Survey Facilitator
- Word Processor / Typist
- Other roles within category.

Category 2: Technical & Tradespeople



- Bricklayer
- Carpenter
- Cleaner
- Delivery Staff
- Driver
- Electrician
- Forklift Operator
- Gardener
- Labour skilled/unskilled
- Maintenance Officer
- Mechanic
- Plant Operator
- Plumber
- Store Person/Warehouse Operator
- Trades Assistant
- Other roles within category.

Category 3 Professional & Executive



- Accountant
- Architect
- Auditor
- Chemist/Pharmacist
- Contract Manager/Officer
- Drafts-Person/Assistant
- Engineer/Engineering Associate
- Environmental Officer
- Graphics/Layout Artist
- Horticulturist
- Human Resource/Industrial Relation
- Laboratory Technician
- Lecturers
- Librarian
- Managers/Supervisors
- Metallurgist
- Planning Officer
- Project Manager
- Surveyor
- Social Worker
- Scheduler/Planner
- Teacher – Relief/Assistant
- Valuer
- Youth Worker
- Other roles within category.

*** The sourcing of Teachers is non-mandatory under this contract.

Category 4: Information Technology



- Analysts / Analyst Programmer
- Database Administrator
- GIS Specialist
- Help Desk / Technical Support
- Network Administrator /Specialist
- PC Support Specialist
- Programmer
- Project Manager / Administrator
- QA / Tester ICT
- Software Engineer
- Systems Administrator / Programmer
- Team Leader ICT
- Technical Writer
- Telecommunication Specialist
- Web Developer
- Other roles within category.

WHO IS THE CONTRACTOR?

Hays

Hays is the region's largest specialist recruitment consultancy. They operate in 180 branches at 49 locations throughout Australia, New Zealand and South East Asia, employ over 10,000 temporary workers every week, find permanent jobs for over 20,000 people in a year and had a turnover of over \$1bn in 2008. As members of the Recruitment & Consulting Services Association, and having been accredited with the International Quality Standard ISO 9001:2008 since 1993, they are at the forefront of the recruitment industry.

Hays will provide recruitment consultancies across the following categories:

Hays Accountancy & Finance	Hays Labour Hire
Hays Age Advantage	Hays Legal
Hays Architecture	Hays Logistics Personnel
Hays Banking	Hays Manufacturing & Ops
Hays Construction & Property	Hays Office Support
Hays Construction	Hays Oil & Gas
Hays Contact Centres	Hays Policy & Strategy
Hays Education	Hays Procurement
Hays Energy	Hays Property
Hays Engineering	Hays Resource Management
Hays Executive	Hays Response Management
Hays Facilities Management	Hays Resources & Mining
Hays Healthcare	Hays Retail
Hays HR Solutions	Hays Sales & Marketing
Hays Human Resources	Hays Superannuation
Hays Information Technology	Hays Pharmaceutical
Hays Insurance	

Hays has developed a team of public sector recruitment consultants in every state across Australia in each of these areas of specialisation. This ensures that not only do they have specialist knowledge in their business unit (eg Accountancy & Finance, IT, Engineering, etc) but they also dedicate themselves to working only with public sector clients. This gives them an unparalleled understanding of the recruitment needs and government processes in this sector, as well as a comprehensive knowledge of the candidates available in their specialist market.

Account Management & Contact Details

HAYS account management team are all based in their Newcastle office and will be led by Lesley Bewick, Senior Manager. She will oversee all aspects of the service to the University and be available for your comments and queries.

HAYS has established a direct number for the University (02) 40 32 8670

Alternatively, key contacts are as follows:

Contact	Category of Staff	Telephone	Email
Lesley Bewick	Sales & Marketing	02 4925 3990	lbewi@hays.com.au
	PR / Communications	02 4032 8670	
	Human Resources	(University Line Direct)	
Katherine Leoudis	Accounting & Financial	02 4925 3990	kxd@hays.com.au
	Business Analysts		
	Payroll		
Rob Bishop	Experts in Academia	02 4925 3990	rbish@hays.com.au
Kellie Smith	Office Support/Admin Call Centre	02 4925 3990	kzsmi@hays.com.au
Jenny Raad	Procurement	02 4925 3990	jraad@hays.com.au
	Project Management		
	Information Technology		
Monica Triffitt	Legal	02 4925 3990	mtriff@hays.com.au
Liam Bown	Unskilled Labour Trades	02 4925 3663	lbown@hays.com.au

NEED MORE INFORMATION?

Appendices

Appendix 1: Position Descriptors

Appendix 2: Contractors Fee Schedule

Appendix 3: Frequently Asked Questions

Appendix 4: Key Performance Indicators

Appendix 5: Hints for Raising & Receipting a Purchase Order

Appendix 1: Position Descriptors

	Qualifications	Competencies	Work Experience	Level of Supervision	Decision Making
T1	No formal qualifications required	Performs repetitive tasks covered by instruction or process. A basic knowledge of materials or equipment may be required	0 yrs	Close to routine level of supervision	Some latitude to rearrange sequences or discriminate between established methods
T2	Completion of year 12 without work experience or equivalent combination of training and work experience	Performs straight forward tasks but may occasionally perform more complex tasks for which detailed procedures or instructions exist and assistance is readily available	0 – 2 years	Close to routine levels of supervision	Problem Solving is limited and assistance is available when circumstances are encountered or when established responses are not effective
T3	Trade Certificate or Year 12 plus work experience or combination of experience and education / training	Some complexity requiring application of knowledge, diagnostic skills and assessment of best approach to a given task.	1-3yrs	Routine supervision moving to general direction – first level where supervision of other staff may be required	Provide solutions or courses of action within established rules, solve problems requiring some initiative or application of established rules
T4	Associate Diploma with relevant work experience or certificate level qualifications and work experience, or post trade certificate or advanced certificate	Applies broad knowledge of specific work requirements to wide variety of tasks and limit range of complex tasks	2-5yrs	Routine to general supervision in technical positions moving to general supervision in other areas	Identify Priorities, Establish techniques and practices, problem solve and make recommendations
T5	Degree, or associate diploma and 2yrs work experience or completion of post trade / advanced certificate and extensive relevant experience education and training	Applies a broad technical knowledge and experience, handles varied and complex tasks, has an understanding of policies, systems and processes and how they interact to related areas	3-5yrs	Routine supervision to general direction. May supervise other staff	Analyse and problem solves, and form conclusions within more complex rules and guidelines. Operational decisions made on resources and services impacting the immediate work area
T6	Degree with subsequent relevant experience, extensive experience and specialist expertise or equivalent combination of relevant experience and education and training	Performs work assignments guided by policy, precedent, professional standards and managerial or technical expertise. Ability to refine or develop procedures and interpret policy	3-6yr	General direction to broad direction. Potential for extensive supervision of other non professional staff	Solve both common and unusual problems, identify responses to unique problems making recommendations for senior management

	Qualifications	Competencies	Work Experience	Level of Supervision	Decision Making
T7	Degree with a minimum of 4 yrs relevant experience, or extensive experience and T8management expertise or equivalent combination of training	Independently relates existing policy to work assignments or rethink the application of a body of knowledge to solve a problem. May be a recognised authority in specialised in a specialised area.	3-6yrs	Broad direction, may manage other admin, technical or professional staff	Solve new or unique problems, analyse situations and provide solutions, interpret policy impacting immediate areas.
T8	Post Graduate qualifications or progress towards post grad qualifications and extensive relevant experience, or extensive experience and management expertise or equivalent combination of training	Range of complex tasks, manage programs, develop or review significant policies or initiatives, develop or apply new principles and technology.	5yrs +	Broad direction, may manage other admin, technical or professional staff	Exercise latitude in interpretation of role objectives, set objectives across a range of functional areas, taking account of planning directions, resolve complex problems.
T9	Appropriate degree or equivalent established excellence in a professional field	Carries out complex planning and managerial functions showing clear accountability for program or organisational performance	5yrs +	Plans direction in alignment with organisational goals and is capable of outlining direction to other professionals	Will have major decision making and influencing skills. Will provide innovation and strategic planning at a program or organisational level
T10	Proven expertise in the management of significant human and material resources, in some areas this may be in addition to post graduate qualifications and extensive relevant experience	Responsible and accountable for the operation of major policies and programs at corporate level. Expected to instigate and achieve significant organisational objectives and programs	5yrs +	Direction is provided in terms of objectives. Limited detailed guidance. Will require planning of staff, time and material resources	Will have major decision making and influencing. Will provide innovation and strategic planning at a program or organisational level

Appendix 2: Contractors Fee Schedule

Table 1 – Category 1: Temporary Clerical and Administrative Staff Hourly Rates

Temporary Clerical and Administrative Staff Labour Rates - Hays Specialist Recruitment											
Price Break Up	T 1	T 2	T 3	T 4	T 5	T 6	T 7	T 8	T 9	T 10	Comments
Staff Rate	\$18.62	\$19.32	\$20.50	\$24.05	\$26.20	\$30.44	\$33.50	\$37.80	\$44.10	\$47.30	
GST	\$2.48	\$2.57	\$2.73	\$3.20	\$3.48	\$4.05	\$4.45	\$5.03	\$5.86	\$6.23	10% of total
Holiday Pay	NA	Incorporated in staff rate									
Sick Pay	NA	Incorporated in staff rate									
Long Service Leave	NA	Incorporated in staff rate									
Workers Comp	\$0.27	\$0.28	\$0.30	\$0.35	\$0.38	\$0.44	\$0.49	\$0.55	\$0.64	\$0.69	1.46% of base rate
Public Risk Insurance	NA	Incorporated in margin.									
Pay Roll Tax	\$1.22	\$1.26	\$1.34	\$1.57	\$1.71	\$1.99	\$2.19	\$2.47	\$2.88	\$3.09	6.54% of base pay rate
Admin Costs	NA	Incorporated in margin.									
Superannuation	\$1.68	\$1.74	\$1.85	\$2.16	\$2.36	\$2.74	\$3.02	\$3.40	\$3.97	\$4.26	9% of base rate
Margin	\$2.97	\$3.08	\$3.27	\$3.84	\$4.18	\$4.85	\$5.34	\$6.03	\$7.04	\$7.55	
Total	\$27.24	\$28.26	\$29.98	\$35.17	\$38.32	\$44.52	\$48.99	\$55.28	\$64.50	\$69.18	
%Net Operating Margin	12%										

Table 2 – Category 2: Temporary Trade or Unskilled Hourly Rates

Temporary Trade or Unskilled Labour Rates - Hays Specialist Recruitment											
Price Break Up	T 1	T 2	T 3	T 4	T 5	T 6	T 7	T 8	T 9	T 10	Comments
Staff Rate	\$18.62	\$19.32	\$20.50	\$24.05	\$26.20	\$30.44	\$33.50	\$37.80	\$44.10	\$47.30	
GST	\$2.59	\$2.69	\$2.86	\$3.35	\$3.65	\$4.24	\$4.67	\$5.27	\$6.14	\$6.59	10% of total
Holiday Pay	NA	Incorporated in staff rate									
Sick Pay	NA	Incorporated in staff rate									
Long Service Leave	NA	Incorporated in staff rate									
Workers Comp	\$1.31	\$1.36	\$1.45	\$1.70	\$1.85	\$2.15	\$2.37	\$2.67	\$3.11	\$3.34	7.06% of base rate
Public Risk Insurance	NA	Incorporated in margin.									
Pay Roll Tax	\$1.22	\$1.26	\$1.34	\$1.57	\$1.71	\$1.99	\$2.19	\$2.47	\$2.88	\$3.09	6.54% of base pay rate
Admin Costs	NA	Incorporated in margin.									
Superannuation	\$1.68	\$1.74	\$1.85	\$2.16	\$2.36	\$2.74	\$3.02	\$3.40	\$3.97	\$4.26	9% of base rate
Margin	\$3.11	\$3.23	\$3.43	\$4.02	\$4.38	\$5.09	\$5.60	\$6.32	\$7.37	\$7.91	
Total	\$28.54	\$29.61	\$31.42	\$36.86	\$40.15	\$46.65	\$51.34	\$57.93	\$67.58	\$72.49	
%Net Operating Margin	12%										

Table 3 – Category 3: Temporary Professional and Executive Hourly Rates

Temporary Professional and Executive Labour Rates - Hays Specialist Recruitment											
Price Break Up	T 1	T 2	T 3	T 4	T 5	T 6	T 7	T 8	T 9	T 10	Comments
Staff Rate	To be determined by expertise and skills *										
GST	\$2.59	\$2.69	\$2.86	\$3.35	\$3.65	\$4.24	\$4.67	\$5.27	\$6.14	\$6.59	10% of total
Holiday Pay	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Incorporated in staff rate
Sick Pay	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Incorporated in staff rate
Long Service Leave	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Incorporated in staff rate
Workers Comp	\$1.31	\$1.36	\$1.45	\$1.70	\$1.85	\$2.15	\$2.37	\$2.67	\$3.11	\$3.34	7.06% of base rate
Public Risk Insurance	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Incorporated in margin.
Pay Roll Tax	\$1.22	\$1.26	\$1.34	\$1.57	\$1.71	\$1.99	\$2.19	\$2.47	\$2.88	\$3.09	6.54% of base pay rate
Admin Costs	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	Incorporated in margin.
Superannuation	\$1.68	\$1.74	\$1.85	\$2.16	\$2.36	\$2.74	\$3.02	\$3.40	\$3.97	\$4.26	9% of base rate
Margin	\$3.11	\$3.23	\$3.43	\$4.02	\$4.38	\$5.09	\$5.60	\$6.32	\$7.37	\$7.91	
Total	To be determined by expertise and skills *										
%Net Operating Margin	12%	12%	12%	12%	12%	12%	12%	12%	12%	12%	

Table 4 – Category 4: Temporary IT Staff Hourly Rates

Temporary IT Staff Labour Rates- Hays Specialist Recruitment											
Price Break Up	T 1	T 2	T 3	T 4	T 5	T 6	T 7	T 8	T 9	T 10	Comments
Staff Rate	\$18.62	\$19.32	\$20.50	\$24.05	\$26.20	\$30.44	\$33.50	\$37.80	\$44.10	\$47.30	
GST	\$2.48	\$2.57	\$2.73	\$3.20	\$3.48	\$4.05	\$4.45	\$5.03	\$5.86	\$6.23	10% of total
Holiday Pay	NA	Incorporated in staff rate									
Sick Pay	NA	Incorporated in staff rate									
Long Service Leave	NA	Incorporated in staff rate									
Workers Comp	\$0.27	\$0.28	\$0.30	\$0.35	\$0.38	\$0.44	\$0.49	\$0.55	\$0.64	\$0.69	1.46% of base rate
Public Risk Insurance	NA	Incorporated in margin.									
Pay Roll Tax	\$1.22	\$1.26	\$1.34	\$1.57	\$1.71	\$1.99	\$2.19	\$2.47	\$2.88	\$3.09	6.54% of base pay rate
Admin Costs	NA	Incorporated in margin.									
Superannuation	\$1.68	\$1.74	\$1.85	\$2.16	\$2.36	\$2.74	\$3.02	\$3.40	\$3.97	\$4.26	9% of base rate
Margin	\$2.97	\$3.08	\$3.27	\$3.84	\$4.18	\$4.85	\$5.34	\$6.03	\$7.04	\$7.55	
Total	\$27.24	\$28.26	\$29.98	\$35.17	\$38.32	\$44.52	\$48.99	\$55.28	\$64.50	\$69.18	
%Net Operating Margin	12%										

Appendix 3: Frequently Asked Questions

Do I have to buy from this contract if I am purchasing from a regional location?

Yes. This contract is mandatory for all University campuses. If you are outside the Newcastle region, you contact HAYS for a local representative.

How much will Temporary Personnel cost?

See Appendix 1 - Pricing Schedule for hourly rates.

Am I required to use the Contractor's terms and conditions?

No. The Contractor has agreed to the University's Conditions and General Conditions Of Contract. Do not agree or sign any alternative terms and conditions.

How do I know if the Contractor will provide good services?

All Contractors will meet or exceed, as a minimum, the quality of service specified in the contract terms and conditions and will be managed by Commercial Services. The Master Vendor will be monitored by Key Performance Indicator's to ensure their service levels are sustained during the contract.

In what circumstances do I need to request an exemption from this contract?

There should be no need for exemptions to this contract as HAYS will source through other agencies if not capable of providing requirement. For further information, please contact the Contract Manager.

What do I do if I want to keep a person for longer than anticipated?

A temporary engagement should be of short term. If however the engagement needs to be extended, contact the contractor to arrange an extension, making sure that it is in accordance with the terms and conditions of this contract.

Do I need to arrange for Superannuation for Temporary Personnel?

There is no requirement for superannuation considerations for Temporary Personnel, it is the Contractor's responsibility.

Do I need to consider paid leave for Temporary Personnel?

There is no requirement for leave considerations for Temporary Personnel, it is the Contractor's responsibility.

How quickly can I get someone?

In some cases, you can have someone in your office the following day. However, the length of time contractors require to source an appropriate candidate will depend on the expertise and availability of the role in the marketplace.

Do I need to take out insurance for Temporary Personnel?

There is no requirement for insurance to be taken out, it is the Contractor's responsibility.

Who do I pay?

Faculties and Divisions pay the Contractor, HAYS. This will be done by receipting against a FinanceOne Purchase Order and paid through Accounts Payable.

What do I do first?

Before contacting a Contractor, make sure you have a good idea of your own requirements. What sort of person do you need, the length of the engagement?

Do I have to call multiple quotes?

No, you can 'pick and buy' from the required Category.

Why should I respond quickly to the Contractor when offered candidates?

An offered candidate may have several job offers waiting and this means that you need to respond swiftly within the given timeframe to select a candidate. A delay can result in the candidate accepting an alternative job offer, meaning that the candidate you wanted is no longer available.

How much notice is required when terminating employment?

There is no official period of notice required from the Faculty or Division for the termination of services for any Temporary Personnel. However it is suggested you discuss any termination with the relevant consultant in Hays and give reasonable notice for the circumstance.

Appendix 4 – Key Performance Indicators

How will the Suppliers Performance be measured?

The University will review Master Vendor performance in respect of its obligations under this agreement and measure results against the Key Performance Indicators (KPI's) specified on a quarterly basis.

A placement Audit Sheet will be completed for each placement. These scores, along with Account Management statistics are to be provided by The Master Vendor within 5 working days of the end of each Quarter. Failing to meet the required standards will result in a reduction in contract period. Any reduction in period will be communicated in writing.

Below is a guide to standard timeframes for placing candidates.

Fill Time Measurement

Placement Type	Initial Contact	Shortlist Provided	Interviews Conducted	Potential Start
Emergency	Within 2 hours of receiving a request from the university number or email during business hours	Within 2 Hours	Phone – within 4 hours	Within 8 hours
Administration HEW (<=6)		Within 4 hours	Phone – within 8 hours Person – Within 12 hours	Within 24 hours
Professional (HEW >6)		Average 1-2 days	Average 1-4 days	Average 5-10 working days
Specialist		Average 3-4 days	Average 1-5 working Days	Average 5-20 working days

Ensure that your feedback will be included by signing off the placement audit sheet, and completing the Hiring Manager and Candidate Surveys.

Performance Scorecard

			QTR OVERALL SCORE					
CATEGORY	SERVICE REQUIREMENT	SCORING LEVEL			QTR RESULT		%	
		TARGET	SATISFACTORY	FAIL	TOTAL OCCURENCES	TOTAL KPI MET		
QUALITY	Candidate Match to Job Specification	Percentage of candidates presented to interview. Each Resume equates to an occurrence, KPI met with each Candidate presented to interview.	80%	75%	70%			
	References	Hays is required to reference check candidates to the University Standard	100%	100%	100%			
	Placement Ratio	Order fulfilment rate – Occurrence equates to placement requests, KPI met registered as Hays successfully filled.	100%	95%	90%			
	Master Vendor	Number of roles registered with Hays successfully filled by Third Party Supplier. Occurance equates to total Hays placements, KPI is number placed with third party.	20%	25%	30%	0		
TECHNICAL	Fill Time	Hays to deliver the required service, as per the job brief, within the timings agreed with the requesting manager/employee. See Fill Time categories for appropriate KPI measure.	95%	90%	85%			
	Rates	Hays will engage staff at the University award, occurrence equates to total number of Hays placements, KPI met if engaged at appropriate TEMP level.	95%	90%	85%			
	Fill Time – Emergency Staff	Hays will have a ready workforce to commence emergency assignment in the General Staff category, personnel will be available within 24 hours	90%	85%	90%			
	Presentation of shortlist	Hays to provide appropriately skilled and qualified candidates, KPI met when a minimum of 3 candidates submitted for each role, with target of more.	90%	80%	70%			
CUSTOMER SERVICE	Hiring Manager	Hiring manager satisfied with service at a score of 7 or greater	95%	90%	85%			
	Candidate	Candidate satisfaction with the service at a score of 7 or greater	95%	90%	85%			
	Contact	Hays staff must be available to handle enquiries, job assignments and issues. Hays will make contact within 2 hours of receiving a request from the university number during business hours.	95%	90%	85%			
SUPPORT	Reporting	Reports to be accurate and submitted on a timely basis.	95%	90%	85%			
	Retention	Personnel performs and completes the agreed assignment (excluding University change in requirement).	95%	90%	85%			

	Result	Score
Scoring Levels	Target	10
	> Satisfactory	7
	> Fail	4
	< Fail	0

Appendix 5 – Hints for Raising & Receipting a Purchase Order

Why do I need to raise a PO?

A purchase order is needed to attest the correct approval for expenditure is followed. Without a purchase order your temporary worker will not be paid.

How do I raise a PO?

For detailed instructions on how to raise purchase orders please refer to the guides on TechOne or contact finance. Fields with an * must be completed. Have all the information you need at hand. Below are a few hints on how to enter a blanket order specifically for HAYS Temporary Labour.

Purchase Requisition

Location: UNI Requisition Nbr: NewReqn

Requisition Header

Supplier Account: AP HAYS PE-00 Sub Location: 173
 Supplier Name: HAYS SPECIALIST RECRUITMENT Default Due Date: 14/04/2010 [Apply to Lines](#)
 Comments: Reference: Currency: AUD

Estimated Cost?:
 Invoice on hand?:
 Building Code:
 Delivery Terms?:
 Delivery Method?:
 Supplier Contact:
 UoN Contact & Phone: *
 Deliver to Room: *
 Quote/Tender Number:
 Exemption Number:
 To be Leased?: N No

Requisition Lines

Line Type*	Description	Service*	GST	Order Unit Name	Order Qty	Order Unit Amt Inc (AUD)	Order Amt Inc (AUD)	Ledger Code	Account Number	Account Description	Identifier Name
*											

Line Type = Non Stock
 Description, enter personnel name & period for easy reference
 Service = S
 Order Amt = total estimate for the blanket order – at least the hourly rate X no. days in period
 Account Number General Format: [entity].[cost collector].[account code]
 Temp Labour Account code 5011

Settings

Go into **Settings** and find the drop down menu for **Requisition Type**, and select **Blanket**

How do I receipt for these Services?

For detailed instructions on how to receipt invoices please refer to the guides on TechOne. Below are a few hints:

- From your main menu in TechOne go to **Receipt, Amend, Cancel, RePrint Order**
- Right hand menu options select – **Receive Goods**
- Enter the invoice number in the **Supplier Ref**
- Provide **Receipt Comments** eg, Labour Hire for week ending dd/mm/yy
- Enter **Received Amt Inc** When entered correctly, the **backorder amount** will automatically calculate for that line

How do I Amend the Purchase Order for these Services?

If the details of this engagement change, eg the period increases / decreases, you will need to ensure this is reflected in the purchase order. For detailed instructions on how to amend purchase orders please refer to the guides on TechOne. Below are a few hints

- From your main menu in TechOne go to **Receipt, Amend, Cancel, RePrint Order**
- Right hand menu options select – **Amend Order**
- Retrieve the correct order, eg search for requisition number, supplier or order number
- Ensure the **Supplier Ref** is blank
- Provide reasons for changes under the **Amendment Details** section
- In the line details, change the appropriate fields eg, Order Amount, cost collector
- Ensure the default due date reflects any changes made.