

# RecruitNews

News that matters for Australian employers

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Issue 3—Autumn 2015



## The Proliferation of the On-Demand Economy

But what does that mean for today's workers?

**FWC Clarifies What it Means to be Bullied 'at Work'**

**Construction Sector Awaits Infrastructure Lift**

**What does 'Trusted Trader' mean for Australian Businesses**

**The Advantage of Personal Interests in the Workplace**

**Why a Health and Safety Program is Important for all Businesses**

**Trojan Recruitment Group** 



# Comments from the CEO

Welcome to the 2015 Autumn Edition of Trojan RecruitNews, a free bi-annual publication providing insight and news for businesses in all industry sectors across Australia.

In this edition of RecruitNews, we look into the proliferation of the on-demand economy — the economic activity created by technology companies that fulfil consumer demand via the immediate provisioning of goods and services.

Though the on-demand economy is growing rapidly, it's really nothing new. It's the simple economics of supply and demand — surplus time, skills, knowledge and property put to use to serve the needs of busy consumers. But what does this mean for the current workforce structure and for the workers who choose to take part?

We also look at a recent case with the Fair Work Commission, and the ruling of what it actually means to be 'bullied at work', and the implications that bullying has with the use of social media in the workplace.

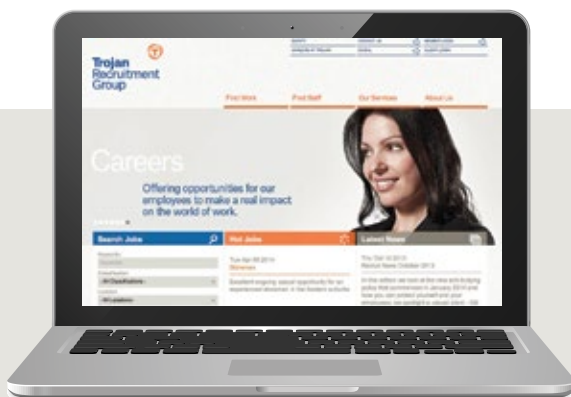
From an economic stand point we review the PWC report 'The World in 2050' to understand where Australia will sit in terms of purchase power compared to other nations and the likes of the economic powerhouses of China, India and the US.

Finally, we address the importance of implementing robust Health and Safety Programs for businesses of all sizes. Health and safety should be regarded in the same light as a business's key objectives, as reducing the risk of accidents in a work environment makes business sense.

Also included are our regular articles on Australian industry sectors, business ethics, human resources, business technology, partnership profiles, current news articles and Trojan updates.

I hope you enjoy our Autumn 2015 edition of RecruitNews and we look forward to being able to provide you with all the relevant and timely views from all perspectives of recruitment and workforce management across Australia.

**Peter Melki,**  
Trojan Recruitment Group  
Chief Executive Officer



**trojanrecruit.com.au**  
**All this and lots more...**

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# The Proliferation of the On-Demand Economy

Companies like Uber, HelloLocal, Airbnb and The Iconic are flourishing, driven by technology, a slow economic recovery and consumer demand. But what does that mean for today's workers?



**Depending on who you ask, the proliferation of the on-demand economy will either create a Dickensian-era nightmare of unregulated capitalism that will eviscerate workers rights and the gains of labour unions or it will usher in an employee-centred utopia in which workers control all aspects of their working life and work-life balance issues vanish. The reality, however, will more likely lie somewhere in between these two extremes.**

As a recent Economist piece points out, “the on-demand economy is not introducing the serpent of casual labour into the garden of full employment, it is exploiting an already casualised workforce in ways that will ameliorate some problems even as they aggravate others.”

The On-Demand Economy is defined as the economic activity created by technology companies that fulfil consumer demand via the immediate provisioning of goods and services.

The on-demand economy has flourished at the intersection of technology, a slow recovery from economic recession, stagnant wages, fluctuations in unemployment numbers and existing infrastructure. Consumers are increasingly pressed for time in an era of instant gratification and convenience, and a large pool of unemployed workers are primed to use their skills in whatever way the market requires.

For many, including students, retirees, parents and even those with existing full-time jobs, that can mean taking on additional work from an hourly-employment company. The most well-known examples are Uber, the private-car taxi service company, and Airbnb, which matches property owners with travellers looking for unique accommodations.

Though the on-demand economy is growing rapidly, it's really nothing new. It's the simple economics of supply and demand — surplus time, skills, knowledge and property put to use to serve the needs of busy consumers. Workers have been doing it forever. It's just the new way to look at things in the 'instant on' economy, but like everything in business, what's new is really what was old — just renamed. And there are benefits for both businesses and for workers who choose to take part.

The most obvious beneficiaries of this on-demand (or casual, contract, or freelance) workforce are businesses themselves. Large enterprises are increasingly using a flexible workforce to cut costs while addressing bursts in demand, while small start-ups who can't afford the overhead required for full-time workers — holiday time, sick time and the like — are also tapping into a growing pool of available freelance and contract workers.

Freelancers / Contractors are awesome to lower fixed costs — there's nothing worse for a business than paying someone to sit around and wait for something to do. For short-term bursts in demand or out-of-the-ordinary projects it makes much more sense to leverage the specialised skills and abilities of a contract workforce than hiring for the long-term.

Often, freelancers, consultants, contractors have much more subject-matter expertise than your permanent workforce, and are needed only for a short period of time. Thus, it makes much more sense to 'rent' talent in that situation versus owning it.



Workers themselves benefit too, from the flexibility and autonomy freelancing or contract work provides. Workers can choose both how and when they want to work. Stay-at-home parents, university students, retirees or part-time workers who want to expand their experience, their interests and develop different skill-sets are often attracted to flexible work arrangements.

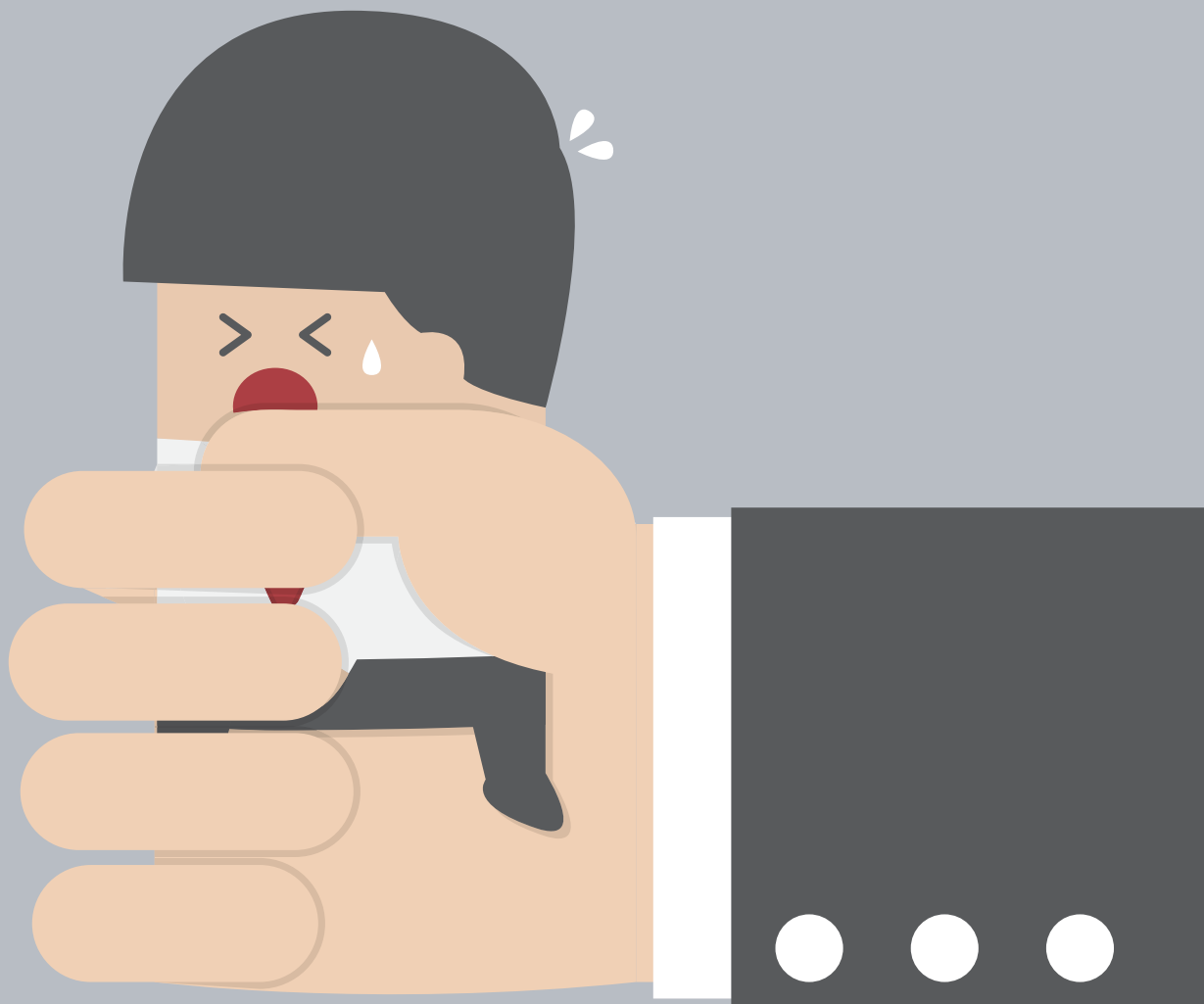
While an hourly workforce is a boon for cost-conscious businesses and for certain demographics, for others, it can be problematic. Quality control can be a major issue. Some companies report better customer ratings if it used permanent staff, rather than casual workers as the downside is fairly obvious — ‘the workers don't work for you, thus you don't truly control them. If they get a better offer, you lose. They have no loyalty, so it's virtually impossible to own their actual mindshare. They work for themselves and not for you’.

Presuming you have a legitimate, long-term need for skills, you are always better owning that talent versus renting it. There is a benefit in using contractors/freelancers for 'burst' requirements, but it's important never to rely exclusively on them. Companies will always want to have someone on the payroll directly when things like quality matter — and even more so when customer satisfaction is paramount. An employee is far more willing to go the extra mile than a contractor.

The on-demand economy is unlikely to be a happy experience for people who value stability more than flexibility: middle-aged professionals with children to educate and mortgages to pay. On the other hand it is likely to benefit people who value flexibility more than security: students who want to supplement their incomes; bohemians who can afford to dip in and out of the labour market; young mothers who want to combine bringing up children with part-time jobs; the semi-retired, whether voluntarily so or not.

The on-demand economy shows no signs of slowing down in a post-recession, technology-driven world. Figuring out how to meet the needs of efficiency conscious businesses and hot start-ups while respecting the rights of the workers in the labour force will continue to be a balancing act.

# FWC Clarifies What it Means to be Bullied 'at Work'



On 19 December 2014, the Fair Work Commission (FWC) held that a bullying claim made against an employer can only be successful where the bullying conduct occurs while a worker is actually 'performing work', or engaging in an authorised activity set by an employer. In making their decision, the FWC rejected an attempt to broaden the definition of 'at work' to include online material posted by an employer that is read by an employee outside of working hours.

The decision serves as an important reminder to employers and employees of the challenges created by social media in the area of employment law.



**The case involved an ongoing anti-bullying claim between three employees, their employer DP World Melbourne Limited (“DP World”), and Maritime Union of Australia (“MUA”).**

The three employees lodged an application seeking an order to stop bullying behaviour with the FWC on the basis that other employees of DP World and members of the MUA had engaged in unreasonable behaviour towards them. The alleged unreasonable behaviour consisted of insulting Facebook posts that, among other things, referred to the employees as “lagers” and “scabs”.

DP World and the MUA responded to the application by filing their own application to strike out the bullying claim on the basis that the alleged unreasonable behaviour did not occur ‘at work’. The basis of this argument was that the employees read the material at home and not during the course of their employment.

In reaching their decision to reject the workers’ claim for bullying, the FWC considered two main issues:

- 1 Whether the legal meaning of the expression ‘while the worker is at work’ encompasses unreasonable behaviour made by an employer towards an employee, outside working hours; and**
- 2 Whether the definition of ‘at work’ is limited to the physical workplace.**

In rejecting the applicants’ anti-bullying claim, the FWC clarified that the legal meaning of the expression ‘while the worker is at work’, encompasses the circumstances in which the alleged bullying conduct (i.e. the repeated unreasonable behaviour) occurs at a time when the worker is ‘performing work’.

Importantly, the FWC clarified that the definition of ‘at work’, for the purposes of bullying allegations, only relates to the worker who is alleging they have been the target of bullying (i.e. the applicant).

Accordingly, the individual(s) who engage in the unreasonable behaviour towards the worker need not be ‘at work’ at the time they engage in that behaviour.

The FWC concluded that a worker will be ‘at work’ at any time that he or she performs work, regardless of the location, and that the concept of being ‘at work’ encompasses both the performance of work, as well as when the worker is engaged in some other activity which is authorised or permitted by their employer, such as accessing social media during a meal break.

The decision serves as an important reminder to employers and employees of the challenges created by social media in the area of employment law. Using social media to behave unreasonably or prejudicially towards an employee or fellow worker undoubtedly constitutes bullying, however the bullying will not be deemed to have occurred ‘at work’ unless the untoward comments are accessed at work. It is important that employers and employees are also aware that a worker need not be ‘at work’ at the time when the unreasonable or prejudicial comments are posted. If the worker accesses the comments later while ‘at work’, the comments can still constitute bullying ‘at work’.

While the FWC’s decision in DP World has helped to clarify when an employee is “at work” for the purposes of the anti-bullying provisions, there will continue to be differing opinions on this issue. Factual scenarios that fall in the margins of the concept of an employee being “at work” will, as acknowledged by the FWC, “depend on the context, including custom and practice, and the nature of the worker’s contract”. There will always be scenarios that cross the boundary between work and private life that will give rise to arbitrary results. This will be a consequence of the intention of the FW Act to confine and limit the operation of the anti-bullying provisions to when the worker is “at work”.

Case: Bowker, Coombe & Zwarts v DP World Melbourne Limited T/A DP World; Maritime Union of Australia, The Victorian Branch and Others [2014] FWC 9227



# Construction Sector Awaits Infrastructure Lift

**The latest Australian Industry Group/Australian Constructors Association Construction Outlook survey reveals that the nation's leading construction companies are forecasting a fall in total non-residential building work in 2014/15 and 2015/16. The report reveals that growth in total turnover from construction work is forecast to decline by 3.9% (current dollars) in 2014/15, after more than a decade of sustained growth, then continues to decline at a slower rate of 1.2% in 2015/16**

Overall levels of activity will be supported over the next two years by continued growth in telecommunications investment, an upturn in the commercial construction sector and growth in apartment building. Federal and State Government infrastructure plans (particularly for road and rail) will, if realised, also help fill the void left by reduced mining-related construction.

Australian construction activities include engineering construction (mining and transport infrastructure projects including roads, bridges and ports); commercial construction (offices, shopping centres, schools, hospitals and other public

buildings); industrial construction (factories and warehouses); houses and residences other than houses (flats, units and apartments).

Engineering construction is expected to experience falls of 7.5% in 2014/15, and 3.4% in 2015/16 due to reduced work levels in a range of major project categories. The key driver of the downturn will be mining construction. Other notable declines are forecast in the heavy industrial resource based sectors, including oil and gas processing which is forecast to fall heavily in 2015/16.

Encouragingly, the commercial construction sector is forecast to recover, expanding by a solid 6.1% in 2014/15 and consolidating with a further gain of 3.2% in 2015/16. This largely reflects sustained growth forecast over both years in private building activity.

Also showing positive growth is the apartment building sector, which is set to maintain solid growth, with a forecast rise of 11.1% in 2014/15 after lifting by 16.4% in 2013/14. The sector's pace of growth is expected to moderate to a 6.3% rate in 2015/16.



## What does 'Trusted Trader' Mean for Australian Businesses?

**With just under six months to go before the government introduces its new Trusted Trader Program (TTP), businesses must pay greater attention to their customs duty liabilities.**

Scheduled for implementation in July 2015, the TTP will provide a framework to fast-track international trade processes for companies with strong, trusted and compliant track records, bringing Australia's trade terms in line with the rest of the world. According to the Australian Logistics Council (ALC), every 1% increase in efficiency could save Australia around \$1.5 billion.

Many countries have in place systems similar to Australia's TTP whereby qualifying importers or exporters are treated more favourably

than non-qualifying traders.

Qualification is usually based on supply chain security and a high level of compliance with Customs laws. The TTP represents a shift in the approach of Australian Customs from monitoring and enforcement to self-regulation and trust. Those who qualify for the TTP will enjoy reduced regulatory and administrative burdens while those outside of the program will be the main focus of Australian Customs' compliance activities.

The TTP provides businesses a good opportunity to re-think their approach to managing customs duty. Taking a structured, holistic approach to customs and international trade can save Australian businesses significant amounts of money, improve compliance and help streamline internal processes.







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# What Australia's Economy Will Look Like in 2050

**Whilst Australians want a future of sustainable self-sufficiency and a healthy environment supporting a robust democracy – free of poverty and inequity, a new research published by accounting and consultancy firm PricewaterhouseCoopers (PWC) states that the Australian economy will drop out of the G20 by 2050. And the slide will continue unless the nation's leaders fundamentally change the way they think about investing in science, technology, engineering and mathematics (STEM) skills, says one of the country's leading technology entrepreneurs.**

PWC's 'The World in 2050' report predicts that Australia, which was ranked the 12th largest economy in the world in 2011, will drop 10 places in world rankings by the middle of the century.

According to the report, Australia will slip to 18th position after being outranked by Saudi Arabia in 2030, and then lose its position in the top 20 two decades later to the likes of Vietnam and Nigeria. This would also put the Australian economy behind the likes of growing economies such as Bangladesh, Pakistan and the Philippines and far behind economic powerhouses China, India and the US, which are predicted to stay at the top of the rankings over the next 35 years.

PWC's consulting economics and policy leader, Jeremy Thorpe, said "We're in danger of falling out of the G20 in large part because other countries are growing in population and they're going through that urbanisation cycle".

The PWC rankings are determined by comparing the purchasing power parity of each economy and this year's result shows a broad shift from developed economies to emerging economies.

According to the report, the world economy is projected to grow at an average rate of just over 3 per cent per annum from 2011 to 2050, doubling in size by 2032 and nearly doubling again by 2050.

While China is predicted to remain the largest economy by 2050, India is expected to overtake the US for second place, and Indonesia, Mexico and Nigeria could push the UK and France out of the top 10.

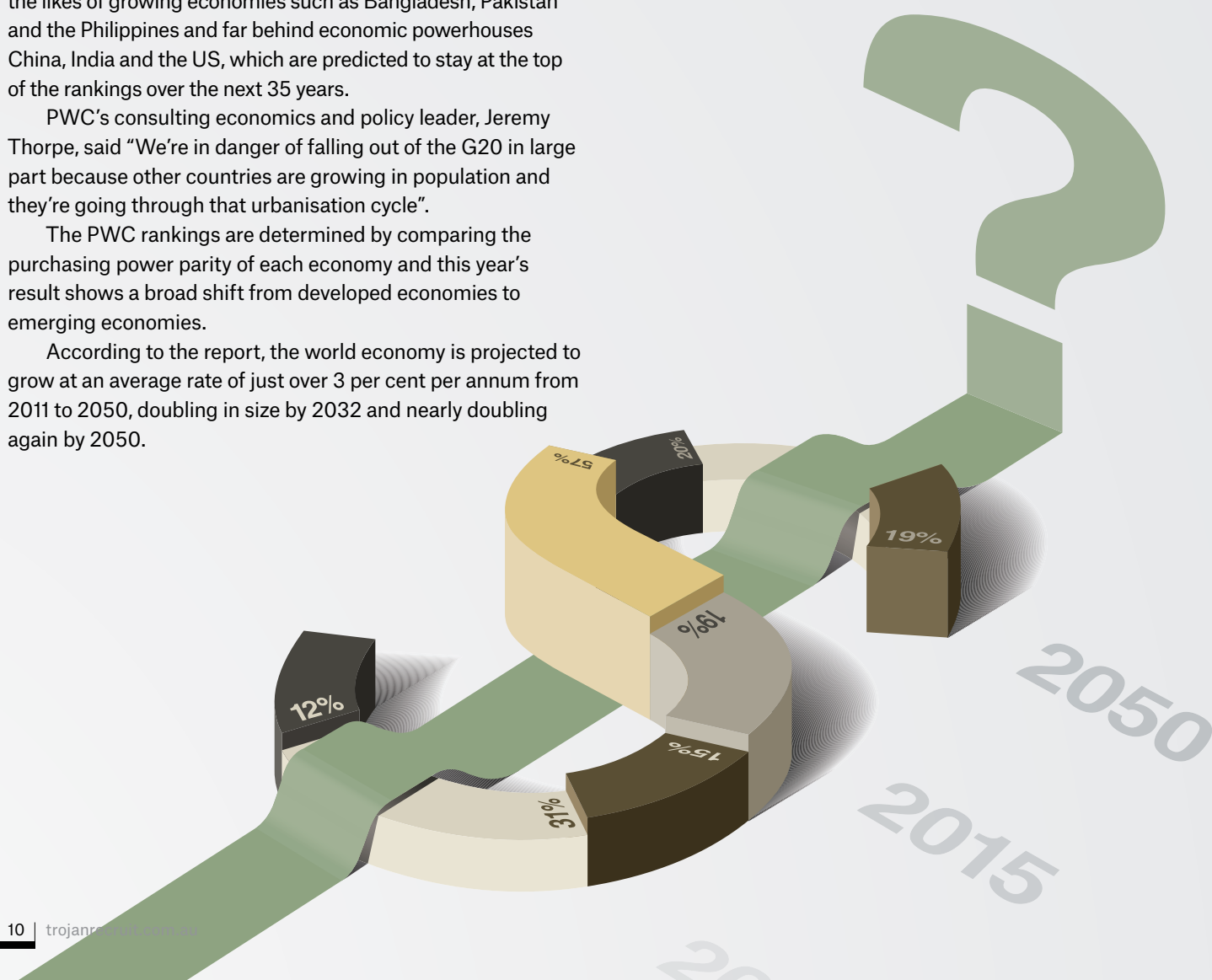
The Philippines, Vietnam and Malaysia are expected to shoot up the rankings, while Colombia and Poland will grow at a faster rate than the large economies of Brazil and Russia.

Jeremy Thorpe said the research indicates the Australian economy will "revert to trend" and we "won't see the mining boom in the same way".

While Thorpe says PWC is not trying to predict exactly what the Australian economy will look like, the takeaway from the research is that "we know the economy is going to be different and STEM will be important wherever it goes".

"The Australian economy is not going to be as large in relative terms and so our companies are not going to be competing on scale," Thorpe says. "They will be competing at the smarter end."

Thorpe says this represents an opportunity for smaller, nimble companies, especially those built on digital disruptive technology. He said Australia must move away from dependence on mining and invest more in science and technology. "We need to have a long-term plan for innovation and that probably means investing in STEM: science, technology, engineering and maths," he said. "We really need promote these as the future jobs for our children."





# Depreciation of the Australian Dollar Good for Australian Business



**The Australian dollar has plunged to its lowest level since mid-2009. After averaging around US\$1.04 between February 2011 and April 2013, the Australian dollar traded at around US92¢ over the next 16 months before depreciating again to around US82¢ by the end of 2014.**

The currency touched a multi-year low of US77.22¢ at the end of January, forcing some currency watchers to predict that it could now slip to US69¢ over the year.

The dollar's downward ride is a clear positive for domestic producers competing against imports or selling into export markets, particularly for dollar-exposed industries such as manufacturing, education and tourism. For commodities exporters, the lower dollar will help raise the \$A value of exports, partially offsetting lower global commodity prices.

Despite this additional drop in the Australian dollar's trading range in 2014, the Governor of the RBA, Glenn Stevens, noted in December 2014 that further declines in key commodity prices (notably iron ore and black coal) in late 2014 meant that "probably US75¢ is better than US85¢" for the Australian dollar. Such a drop would

bring the dollar closer to the post 1983 float average of US76¢ and put more Australian dollar-exposed businesses on a firmer competitive footing.

On the other hand, although the Australian dollar depreciated against the US dollar by a further 8.3% in 2014 (following the sizable depreciation in 2013), the Trade Weighted Index (TWI) pointed to an average depreciation of only 3.5% in 2014, which is clearly less advantageous to competitiveness.

The main reason for this difference is that while the Australian dollar depreciated against the US dollar it appreciated against the Euro and the Yen in 2014; as both the Eurozone and Japan embarked on the next stage of expansionary monetary policies in response to ongoing problems with domestic economic weakness. It also reflected the appreciation of the US dollar against all other major currencies in 2014, as the US economy began to recover to more substantial growth rates.

Conventional wisdom is that a lower Aussie dollar is good news for exporters. It is. But it's bad news for consumers and business that source inputs from abroad. And, it seems, it's bad news for home owners and businesses that borrow.

## Soft Economic Data pushes Unemployment Higher

**Unemployment in Australia rose to its highest level for 13 years according to the figures recently released by the Australian Bureau of Statistics (ABS). The headline rate rose to 6.4%, the worst recorded since August 2002, as the total number of people with jobs fell by 12,200 to 11.669 million, the ABS said. The jobless rate was expected to rise, but nowhere near as sharply.**

The Reserve Bank of Australia and treasury expect the unemployment rate to continue to rise in the near terms and stay well above 6% for several more years, even though interest rates are at record lows and the Australian dollar has fallen by 30% over the past three years. So the question is what are the causes of the recent spike in the unemployment rate and how do we get it to fall back to 5% or less.

In very broad terms, there are two important determinants of the unemployment rate: the pace of economic growth

and wages. There are other drivers including education, skills, demographics, social welfare, but these are more medium-term issues that have probably not been significant factors behind the recent bad news on unemployment.

The main problem for unemployment is the pace of economic growth. There is simply not enough economic activity to stop a significant part of the increase in population growth going straight into unemployment rather than being taken up in employment.

Most economists believe that 3 per cent growth is needed to keep the unemployment rate from rising. And with the predictions that our economy this year would grow somewhere between 1.75 per cent and 2.25 per cent, the unemployment rate is likely to continue to rise.





# The Advantage of Personal Interests in the Workplace

What if you could expand profitability potential, increase productivity, and boost employee morale just by starting a conversation with your employees? By investing some time in listening to the outside interests of your employees, you may discover talents that provide unexpected benefits to your business.



**Realistically, you can obtain increased creativity and energy from your workforce, if you can identify and encourage the latent talent within your organisation that is, at present, a lost resource. By tapping in to this 'hidden talent' organisations can potentially expand their profitability potential, increase productivity and also boost employee morale.**

## Expand Profitability Potential

By creating a work atmosphere that welcomes conversation about personal interests and creative thinking that may benefit the workplace, you will encourage employees to open up outside the stream of day-to-day work. You can really get to know an employee at lunch or a Sydney Swans game much better than in the office.

For example, a company event may unearth an avid golfer on your team. It seems there are just as many deals made with a driver in hand as there are talking on the telephone or sitting around a conference table. Capitalizing on the interests of your in-house golfer or cricket fan opens up new opportunities for building and sustaining client relationships through regular meetings on the green or the stadium.

In many organisations, new ideas and initiatives are actually discouraged. This is particularly true in organisations established years ago, where methods of working are cast in concrete and where there is no space or opportunity to modernise and exploit new technologies and methods of working. But it doesn't have to be like this. There are ways to access that hidden resource and to increase motivation and creativity from the very people who already work for you.

Welcoming creative thinking and looking at new ways to do one's job is something that should be supported in all employees at all levels. If employees have ideas on ways of improving a pathway, it's important to listen to what they have to say, even if it's just to hear the passion an employee has for their job, rather than to make significant changes.

## Increase Productivity

It's simply a matter of getting more bang for your payroll buck. What resources can a member of your team share? What can your employees train others to do? An IT enthusiast can offer insight on current software that could improve time efficiency or be more cost effective. Just imagine how smoothly operations could run if a qualified computer hobbyist could handle troubleshooting issues in-house?

Most people just turn up for work and do the job they are paid to do and little encouragement is given for them to think outside the box. But if we can identify and encourage the latent talent within our organisation, our resources instantly increase.

For example, an employee may reveal their love for organising friend and family events. This type of in-house skill set could save a company thousands of dollars in event management, saving the task from being outsourced to external event management companies. Whilst these skills are sometimes beyond a employees job description, not only



can the company benefit by saving on expenditure, but the employee can contribute a skill that they not only enjoy but one that they are proficient in. Time after time, we hear of examples of how employees have saved their companies money when they have been given the chance to shine.

## Boost Employee Morale

People like to be recognised and valued for what they contribute to the workplace. Whether it involves incorporating personal interests or expanding the perimeters of their job descriptions, people generally enjoy the opportunity to personalise the job in a way that enhances their work performance.

Even if these conversations don't bring to light immediate resources for the company, the interaction, itself, has value. Your employees will react positively to the interest you conveyed in their hobbies.

It's important for employers to know what each employee ultimately wants to accomplish in his or her career. Then you can keep those goals in mind as the business grows and as the company faces new business opportunities, as these could align with your employees' goals.

At a time when businesses are looking for a competitive edge, one of the first places to explore is your employee base. Just listen — and you'll start down a path leading to increased profitability, productivity, and empowerment that will surely produce great results.

We all have the capability to do more than we think we can, but sometimes we need someone, or something, to be the catalyst to make it happen. We also need to be open to exploiting our natural abilities to the full. Just imagine how much poorer our world would have been if Bill Gates, Steve Jobs, Usain Bolt or Cristiano Ronaldo had decided just to stay in bed instead of showing us how to change the way we work and play.



# WHY A HEALTH & SAFETY PROGRAM IS IMPORTANT FOR ALL BUSINESSES BIG OR SMALL



**No matter what type of business you have, accidents can happen, as the workplace exposes people to a variety of dangers that can cause harm. Common hazards include the lifting of heavy objects, use of dangerous machinery, exposure to toxic chemicals, electricity and, in some cases, psychological effects such as stress.**

Last year, the Australian Bureau of Statistics (ABS) reported 531,800 cases of work related accidents and injuries in the workplace. Work-related injuries and illnesses are broadly defined as any injury or illness or disease which first occurred, in the last 12 months, where a person suffers either physically or mentally from a condition that has arisen out of, or in the course of, employment.

More than half the persons who experienced a work-related injury or illness were males (61%), with 52% being in the age group of 50-54 years, closely followed by those aged 15-19 years. The industries with the highest work-related injury or illness rates were 'Manufacturing', followed by 'Construction' and 'Transport and warehousing'. The most common types of injuries or illnesses sustained were 'Sprain/strain' (33%), followed by 'Chronic joint or muscle conditions' (21%), and 'Cut/open wound' (14%).

The success of a health and safety program is down to how it's integrated into a company's culture and employee behaviour. Health and safety should be regarded in the same light as your business's key objectives, as reducing the risk of accidents in a work environment makes business sense.

Safe Work Australia Chief Executive Officer Michelle Baxter encouraged all businesses, big and small, to make work health and safety their number one priority for 2015. She says 'Improvements to workplace health and safety doesn't have to be difficult or expensive. It can be as easy as getting employees to commit to just one personal change that could then also benefit a work mate or the broader community.'

The first step to a safer workplace is to introduce a system

of managing the health and safety risks in the workplace using a risk management approach. The model Code of Practice on 'How to manage work health and safety risks' provides a step by step guide to: identifying hazards, assessing risks, controlling risks, and reviewing risks.

## **If you want to improve your management of health and safety, you could:**

- make health and safety the first agenda item on both your management and team meetings
- review your risk management systems
- consult workers to identify areas for improvement
- organise training or refresher training
- organise speakers from work health and safety regulators, industry associations or professional bodies relevant to your workplace, or
- host or attend work health and safety training sessions or events.

"Getting people committed to health and safety only happens if they really understand why it matters to them, their workmates and their employers. This year why not make sure everyone at your workplace knows the real costs of getting safety wrong and the real benefits when we do it right," said Ms Baxter.

"By focusing on these issues employers, workers and the broader community can bring about real change — helping us all achieve the Australian Work Health and Safety Strategy 2012-2022 vision: healthy, safe and productive working lives."

All businesses need specialist expertise to ensure they have robust systems in place that meet Australia's work health and safety laws. Trojan Recruitment Group's WHS Consulting Services can tailor a suite of services that allows you to focus on everyday business while relying on experts to take care of your WHS obligations.

## Work Out Wear Day for Charity



In December last year, Trojan launched a NEW Corporate Social Responsibility initiative which combined Employee Health and Fitness with giving back to the Community.

Our commitment to Corporate Social Responsibility is a simple one — it's about doing the right thing; behaving in a responsible, ethical

and trustworthy manner; acknowledging our impact on society; and being accountable to all our stakeholders.

The event, aptly named "Work Out Wear Day", saw Trojan employees across the country walking or running to raise money for a chosen charity in the local community. Proceeds were donated to the Heart Foundation, Bear Cottage, Harry's house, McGrath Foundation, Make A wish Foundation, RSB / Guide Dogs. A fun day for all that not only promoted a healthier lifestyle for all employees but also a wonderful way to generate much needed funds for some great charities.

## Quality Review with a Difference



Since taking over the maintenance contract at Asaleo Care 6 months ago, our bi-monthly quality reviews have been a regular feature for the Melbourne Team; however this February was a little different!

On Wednesday 11th February, the Melbourne Team along with Trojan CEO Peter Melki, State Manager Frank

Morgante and Melbourne Branch Manager Damian Hibbert, hosted a special BBQ for all the employees at Asaleo.

Our bi-monthly quality review is a great opportunity for Trojan to discuss with key Asaleo employees any issues or concerns and any improvements that can be made to ensure that Trojan continues to provide the best possible service. Despite the scorching 40+ temperatures, a BBQ was held for all of our employees and the production team. With Peter, Frank and Damian (pictured above) in charge of the BBQ, more than 100 snags, steaks and burgers were served up for the hungry crowd. A fabulous day for all involved.

## Professional Networking in Adelaide



Events, conferences, and networking activities are a vital part of ongoing professional development. They can motivate, ignite new ideas and open up a range of opportunities for personal and professional growth.

Once a month, Trojan Adelaide facilitates a HR Networking breakfast to assist HR Professionals

from a diverse range of industries in the Adelaide region. Topics covered in the past include Managing Drugs and Alcohol in the Workplace, Changes in HR & IR Laws, and Organisational Change. The event over the past year has been very successful with attendance reaching up to as high as 80 HR professionals across a range of industry sectors. New HR Networking Breakfasts will be commencing in other parts of the country soon, details to be released in the coming months.

## Employee Spotlight



### Scott Sobey

State Manager QLD

**Years at Trojan?** 10 years

### What do you like most about your job with Trojan?

It definitely has to be the people. Trojan has a fantastic group of people at all levels and locations within the business. Meeting the challenges that this industry throws at you, knowing that you have the support of a great group of people that believe in you makes the job very satisfying.

### How does your role contribute to Trojans goals?

I like to think that I have contributed to the success of Trojan and the shaping of our Values. As a State Manager at Trojan it is important that we walk the talk and hopefully I am Real, Determined and People focussed.

### What is the greatest challenge in your role?

Challenges are part of every job every day; this is what can make the job exciting. My biggest challenge is trying to find more time to spend with each and every person in my team so as to help them be better at everything they do.

### How do I obtain work life balance?

I am not sure that I do, you just have to keep trying. Making a plan and prioritising the things that are important is the key. I am very guilty of not getting home to have dinner with the family, but hopefully I make up for that in other ways.



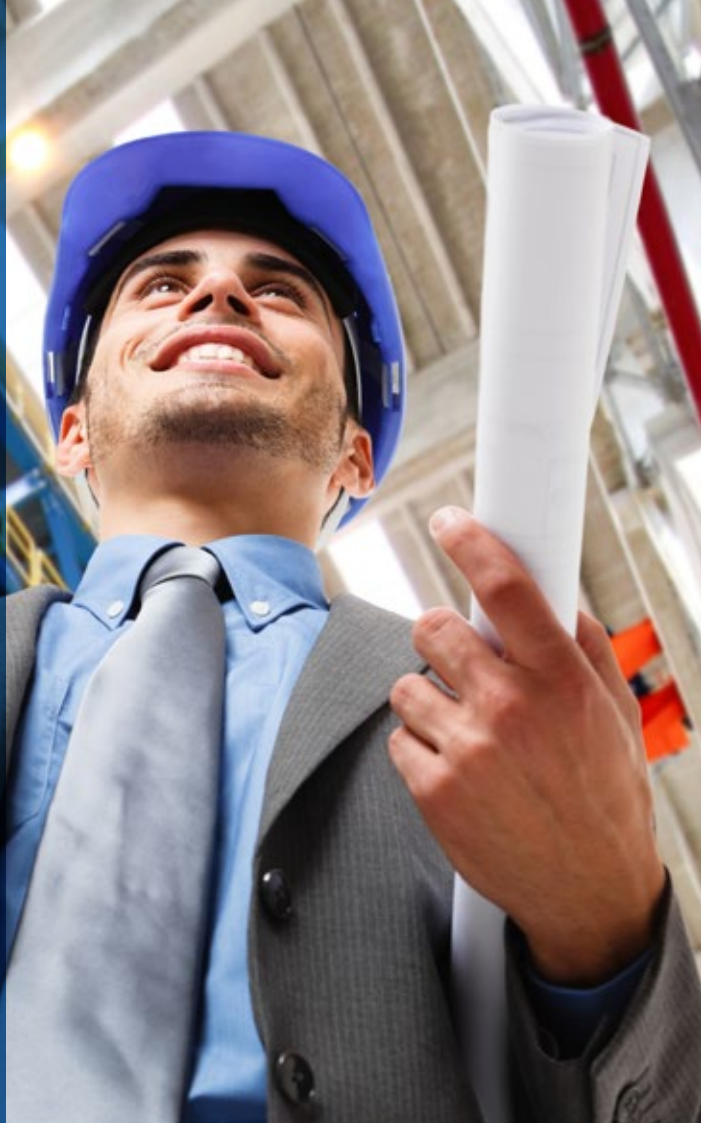


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