



welcome to the
squad

squad.org.au

▶ INDUCTION HANDBOOK
YOU ARE NOW A SQUAD EMPLOYEE

Congratulations on becoming a Squad Host Employee!

We are thrilled to welcome you to Squad! By joining us, you've made an excellent decision, and we look forward to supporting you as you begin this exciting chapter in your career. This handbook has been created to guide you through every aspect of your employment with Squad, ensuring you have the resources and information needed to succeed.

In this handbook, you'll find:

- **Service Standards:** We explain how we support you and what you can expect from our services. We're committed to providing high-quality assistance every step of the way.
- **Your Obligations:** Here, we outline your responsibilities, administrative processes, and important statutory requirements to keep you informed and compliant.
- **Helpful Hints:** This section provides useful tips to help you grow into a successful and productive employee.

Remember, the key to success lies in commitment, dedication, and open communication. We are here to see you thrive, and we encourage you to reach out whenever you need assistance or have questions.

Please don't hesitate to contact us or visit any of our Squad offices, the contact details of which are provided within this handbook. You can also email us directly at hello@squad.org.au.

Yours Sincerely,

A handwritten signature in white ink that reads "Kellie".

Kellie Howard
CEO - SQUAD

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▶ WELCOME!

We are so glad you've joined our Squad. We are looking forward to following you on what is the start of your new career.

This handbook is designed to help you through every aspect of your employment whilst you are working with us here at Squad.

The 'Service Standards' section outlines what we do to assist you and guarantees the standard of service you can expect from us.

This handbook outlines useful information about your responsibilities, administration processes and statutory requirements. For more information please refer to our website www.squad.org.au.

Finally we have added a 'Helpful Hints' section that will provide you with information designed to assist you in becoming a successful employee.

Remember to please keep in touch! The secret to any success is commitment, dedication and most importantly communication. We are committed to seeing and supporting you to reach your full potential and to assist you with your career goals.



A bit about Squad, your new employer.

Squad is a not for profit organisation that commenced in 1982 (previously known as ATEL), with offices in Melbourne, Wodonga, Wagga Wagga, Gold Coast and Sydney.

Annually we employ over 500 people, of all ages in just about every occupation and types of employment including traineeships, apprenticeships, school based apprenticeships, casual and full time employment. What we love doing, is seeing you succeed in your chosen career whatever that may be. We are personal, and want our staff to thrive, to passionately pursue great results for our talent, businesses and the community. We are driven by making an impact in others' lives.

Apprentices and Trainees

If you have chosen to complete your apprenticeship or traineeship with us, this is a great way to learn a trade in your chosen occupation and gain a nationally recognized qualification, valuable skills and experience whilst being paid.

An apprenticeship or traineeship consists of two parts.

Practical on the job training through working with your Host Employer.

Structured training through a Registered Training Organisation (RTO), that can be done either on the job or at the premises of the training provider, depending on your location, availability and qualification.

▶ SERVICE STANDARDS

Our Service Standards (what we promise to deliver):

1. Throughout your employment with Squad you can expect that we will act in an ethical, respectful manner with your privacy and confidentiality our highest priority. We will work collaboratively with you and your host employer to provide a safe working environment.
2. Our support for you will include regular contact with you and your host employer to assist you to resolve any workplace or performance based issues. If you are completing an apprenticeship or traineeship with us, we will monitor your off the job training and performance as well through regular contact with your trainer.
3. If you are an apprentice or trainee, we will arrange for your Training Contract to be completed and coordinate with an Australian Apprenticeship Service Network provider (AASN) for your training contract to be registered with the relevant state training authority. We will also coordinate the enrolment of your qualification with the relevant Registered Training Organisation, including payment of your enrolment fees. We will ensure your apprenticeship is consistent with the relevant state legislation.
4. Should you be injured at work, we will manage the workers compensation process. At Squad we are committed to assisting you to get back to work as soon as possible. This includes working closely with your treating practitioner and host employer to ensure a safe and streamlined return to work plan.
5. We will pay you accurately and on time, based on the timesheet information provided to us by you and your host employer. You must ensure that you record your hours accurately (including any unpaid breaks and allowances) and submit your timesheet to your host employer for authorization within the required timeframes. Should you have a query regarding your timesheet or pay, please email pay@squad.org.au.
6. We will work with you and your host employer to develop an annual leave plan.



7. Should you be returned to Squad by your host employer, we will endeavour to assist you to secure a new host placement. We expect that you will also work towards this goal by playing an active role in this process. If you are an employee in Queensland, Squad will not terminate your employment if the Host Employer ceases to have sufficient work available unless approval from the Department of Employment, Small Business and Training has been provided in accordance with the Act.

► COMPLAINTS AND DISPUTE RESOLUTION

If you feel that the service you've received does not meet your expectations, you have the right to make a complaint. All complaints and feedback are kept confidential.

If you want to make a complaint:

- Talk to your Squad Representative about your concerns.
- If you're not satisfied with their response, ask for the name of their Manager or Supervisor and speak to them.
- If this is not satisfactory, contact the People and Safety team on 1300 784 787 or by emailing complaints@squad.org.au.

Further to this you may wish to reach out to the relevant State Training Departments via the below links.

www.nsw.gov.au/departments-and-agencies/department-of-education/contact-training-services-nsw#toc-complaints-and-compliments

www.vrqa.vic.gov.au/make-complaint

www.qld.gov.au/education/apprenticeships/for-apprentices/advice/complaints

Squad will adhere to the complaints and appeals policy as required by the National Standards for GTO's to resolve disputes and provide a fair and impartial environment for hearings related to complaints and disciplinary matters.

► WHAT DOES GTO STAND FOR?

What is a Group Training Organisation?

A group training organisation (GTO) is an organisation that employs apprentices and trainees, and then places them with a host employer who they work for whilst receiving on-the-job training for their apprenticeship or traineeship. These organisations may be registered or unregistered group training organisations, which operate for profit, or not-for-profit. They may also be labour hire companies.

▶ AM I EMPLOYED BY SQUAD OR MY HOST EMPLOYER?

Squad places its employees with businesses that are called 'Host Employers' as they are 'hosting' you in their workplace. Throughout your employment with Squad, you may work with more than one Host Employer. This provides you with an opportunity to work in different environments, locations and on different equipment, thus improving the quality of employment opportunities, training and experience. We will not place you with a Host employer who is not compliant with our standards or government legislation – you're in safe hands with Squad.

▶ WHAT IS A TRAINING CONTRACT?

If you are employed as a Trainee or Apprentice you will be registered with the relevant states training authority, this is called a "Training Contract". Once your training contract has ended, Squad is under no obligation to continue your employment. However, we can assist you to find employment beyond your training contract should you need it.

You can get more information about your Training Contract from your AASN or Squad Representative.

▶ COMPETENCY-BASED COMPLETIONS

Competency-based completion aligns learning achieved through a qualification with applying skills and knowledge to workplace and industry performance standards.

A training contract can be completed when:

- The apprentice or trainee has achieved all the competencies of the qualification as outlined in their training plan.
- The Host Employer has confirmed with the Registered Training Organisation (RTO) that the apprentice or trainee is competent in the workplace.

This means that apprentices and trainees can complete their contracts at any time if they have completed their studies with the RTO and the host employer confirms competence in the workplace.

Training plans will be monitored and assessed regularly to ensure that the apprentice or trainee is on track to achieve competence and that any issues with their training are raised and addressed as soon as possible.

If a Host Employer finds that the apprentice or trainee lacks competence in certain areas of study, this should be raised with the Squad Representative, who will contact the RTO to discuss options and methods to support the achievement of competence. Squad will work with all parties, the employer, employee and RTO, to assist.

▶ WHAT IS AN AASN?

Australian Apprenticeship Support Networks is a Commonwealth Government program that supports employers, apprentices and trainees during the term of an apprenticeship or traineeship.

▶ WHAT IF I AM UNDER 18?

If you are under 18 at the time of commencing employment with Squad, you will need a parent or legal guardian to also sign your training and employment contract. It is a great idea to get them to also read over this handbook.

▶ PROBATION PERIOD

For full time and part time Apprentices, Trainees and School based apprentices your probation period is based on the length of your training contract, this may vary from 30 days, 60 days or 90 days. The probation period is a time for both you and your employer to assess your suitability and compatibility to your role.

For general employment, the probation period may be up to 6 months.

Notice period's apply to all employees and are outlined in the NES (National Employment Standards), Modern Award or industrial agreement.

▶ ROTATIONS

One of the key benefits of being employed by Squad is our extensive network of business' across our locations. If you require a rotation to a new host employer during your qualification, Squad will work diligently with you to help find the right placement.

This process is a collaborative effort between you and your Squad Representative, this may require you to update your resume, reach out to trade professionals and potential TAFE contacts. You will also be required to continue your education at TAFE, ensuring you don't fall behind.

▶ HANDY HINTS

A tax declaration is completed through our payroll system. It's an important declaration as it helps us to determine how much tax to withhold from payments we make to you.

This declaration should be completed within 28 days of employment commencing. If this is not completed, Squad are required to withhold tax at the top rate as determined by the Australian Tax Office.

▶ PAYROLL AND HR

Your Wages

Your wages will be paid to you in accordance with the applicable Award, or industrial agreement and transferred into your nominated bank account. We will also supply you with a payslip following each payment. Please check your payslips and contact us should you have any pay related queries. Squad provides your Host Employer with regular updates on Awards and rates of pay. We will always endeavour to ensure that your wages are correct and comply with legislative requirements.

If you have any queries regarding your pay or conditions of employment, contact your Squad Representative immediately or email pay@squad.org.au.

Taxation

As your legal employer, Squad is obligated to forward Pay As You Go (PAYG) tax to the Australian Tax Office on your behalf. Please ensure that when you complete your tax declaration that you accurately record the correct information and seek clarification if you are unsure.

Overtime

If you work any approved overtime, you must record it on your timesheet. Our Finance team will ensure you are paid for all overtime at the appropriate rate as per your award or industrial agreement.

Allowances

Your Squad Representative will advise you of any additional allowances you may be entitled to at your induction. If you have any questions regarding allowance please contact your Squad Representative to discuss.

Timesheets

It is extremely important to complete timesheets accurately and submit in a timely manner. Your timesheet needs to be completed no later than 10.00am each Monday.

You will receive your Astute login details and will be shown how to use this program during your induction with your Squad Representative.

Superannuation

Your superannuation is your future. At Squad, we ensure that the minimum superannuation contribution is made in-line with current legislation. This is an employer obligation and Squad will ensure that all employer superannuation obligations are met.

Your super fund is designed to ensure you have funds for when you retire. Should you have any questions regarding superannuation or wish to salary sacrifice into your superannuation fund, please contact us at pay@squad.org.au.

Personal Leave (Sick Leave)

Under the NES (National Employment Standards), full time and part time employees are entitled to a minimum of 10 days of sick pay per year. These are only to be used when you are genuinely sick.

If you have more than one day off work or you are sick either side of a public holiday, prior or following a weekend or annual leave you will need to provide Squad and your host employer with a medical certificate or evidence that would satisfy a reasonable person for the absence. Please make sure you record your sick leave on your timesheet accurately.

Phone your host employer and let your Squad Representative know as well – ring don't text and be sure to contact them as soon as possible.

Annual Leave

Under the NES (National Employment Standards) you are entitled to 20 days of annual leave each year. This is accrued on a pro-rata basis. We will work with you and your Host Employer to plan your annual leave. When you want to take holidays, you will need to apply for leave via the Astute timesheet system and your Host Employer will need to approve the leave.

Further details are included on the Timesheet guidelines. Note that some awards have additional leave entitlements.

Public Holidays

You are entitled to the gazetted public holidays applicable to your state of employment (eg VIC, NSW etc). You will be paid for the public holiday if it falls on a day that you would normally work. If you are required to work on a public holiday you may be entitled to penalty rates and or overtime applicable to your relevant award or industrial agreement. Please ensure that you record public holidays accurately on your timesheet.

Sorry Business

While Australian workplace law entitles employees to take compassionate leave for the loss of an immediate family or household member, Squad recognises the cultural importance of Sorry Business for Aboriginal and Torres Strait Islander employees.

If you need time off for Sorry Business, even for those not considered immediate family, please speak with your Squad representative about your needs. Squad will explore options for paid or unpaid leave, including annual leave, sick/carer's leave, or time off in lieu.

Please visit FairWork for more information <https://www.fairwork.gov.au/sites/default/files/2024-06/fd-first-nations-people-time-off-for-sorry-business-fact-sheet.pdf>

▶ OBLIGATIONS AND EXPECTATIONS

Host Employer	Squad Employee
<p>Both you and your Squad employee must have a clear understanding of each other's obligations and expectations. In general, a Host Employer is required to:</p>	<p>Squad employees have the same obligations and statutory rights as every other employee. You can expect your Squad employee to:</p>
<ul style="list-style-type: none"> • Provide a safe and supportive working environment that complies with the Work Health and Safety Act 2011, including having access to safe fixtures, equipment, and structures; safe systems of work and review of WHS processes; information, training, instruction and supervision, and resources to identify and control risks (SOP's, JSA's, SWMS). • Support structured training, including providing every opportunity for the Squad employee to learn the skills of their vocation. • Provide time off with pay to attend approved training or undertake assessments as required by the appropriate vocational training provider. • Provide supervision and support including a nominated workplace supervisor. • Comply with relevant legislation. • Ensure Timesheets are accurate, endorsed and approved on time. • Pay invoices on time. • Maintain public liability insurance. • Monitor your Squad employee's on-the-job progress and advise Squad of issues as they arise. • Communicate with all parties. 	<ul style="list-style-type: none"> • Follow reasonable directions and instructions, policies, and procedures. • Communicate with you when they are absent from work, including how long for and when they are expected to return. • Make every effort to fit in and work well with supervisors, managers, colleagues, customers, and their peers. • Attend work in a fit and able state ready to start the day's work. • Report all injuries / incidents/ faulty equipment and tools or machinery. • Not engage in work without training and / or instruction. • Complete their timesheet each week accurately and on time. • Where applicable, attend the off the job component of their apprenticeship. • Not engage in any activity that poses a risk to the health and safety of themselves or anyone in the workplace. • Wear their PPE (Personal Protective Equipment).

▶ RIGHT TO DISCONNECT

Eligible employees will have a new 'right to disconnect' outside of work hours.

Employees will have the right to refuse contact outside their working hours unless that refusal is unreasonable. This means an employee can refuse to monitor, read or respond to contact from an employer or a third party.

The right also covers attempted contact outside of an employee's working hours.

When working out whether an employee's refusal is unreasonable, the following factors must be considered:

- the reason for the contact
- how the contact is made and how disruptive it is to the employee
- how much the employee is compensated or paid extra for:
 - being available to perform work during the period they're contacted, or
 - working additional hours outside their ordinary hours of work
- the employee's role in the business and level of responsibility
- the employee's personal circumstances, including family or caring responsibilities

For more information on the right to disconnect, please contact your Squad Representative, or alternatively visit:

<https://www.fairwork.gov.au/about-us/workplace-laws/legislation-changes/closing-loopholes/right-to-disconnect>

▶ WHAT IS A RTO?

A Registered Training Organisation (RTO) is a training provider registered by ASQA (Australian Skills Quality Authority) or a state regulator to deliver VET (Vocational Education and Training) services.

RTOs provide quality training and qualifications that are nationally recognised.

MENTOR VISITS (APPRENTICE)



MENTOR VISITS (TRAINEE)



▶ TRAINING

Apprentices and Trainees must complete training with a TAFE or Registered training Organisation (RTO) to learn the theory that relates to the practical skills of their chosen vocation.

If you are required to attend training away from your host employers workplace, for example, at TAFE, you are expected to behave as if it was a normal day at work, this includes following instructions, attending on time, following safety procedures and practices and being respectful and mindful of others around you. All Apprentices and Trainees will be paid for these days and must provide the same notice requirements if you are absent from TAFE due to illness.

You must also notify your host employer of this absence.

▶ TRAINING PLANS

If you are an apprentice or trainee you must sign and work towards completing your training plan in order to complete your qualification. The nominated Registered Training Organisation (RTO) will develop your training plan in consultation with you, your host employer and Squad.

▶ PERFORMANCE REVIEWS

As part of Squad's mentoring service, your Squad Representative will have regular contact with you and your host employer through conducting performance reviews. These are done both on the phone and face to face at different milestones. This is an opportunity to receive feedback from both you and your host employer about your performance, monitor your health and safety, and raise any concerns or issues that you may be having. Helpful Hint - You are encouraged to always contact your Squad Representative at any time during your employment, you don't have to wait until these visits if you need immediate assistance.

▶ THE HAPPINESS HERO

The Happiness Hero Initiative can help you create life-long strategies and techniques that will assist you to manage stress, anxiety and improve your well-being and resilience.

It's easy to request an appointment for The Happiness Hero Initiative; email: rtw@squad.org.au or go to our website www.squad.org.au/The-Happiness-Hero

▶ DISCIPLINE AND DISMISSAL

Squad aims to assist you in successfully gaining a qualification in your chosen vocation.

However, if your work performance or TAFE/RTO studies should fall below standard, Squad may take disciplinary action against you, up to and including the termination of your employment, this includes;

- Arriving at work under the influence of drugs or alcohol and or consuming alcohol or illegal drugs during work hours;
- Are involved in a fight or engaged in dangerous behaviour, including threats or acts of violence;
- Abuse your colleagues, supervisors or Squad representative;
- Disobey any reasonable instruction of your Host employer or Squad;
- Are regularly late for work or are absent from work without explanation;
- Deliberately disclose confidential information;
- Any conduct that may have the potential to have a negative or damaging impact on the reputation of Squad or your Host Employer;
- Lose your driver's license preventing you from being able to attend work or perform the inherent duties of your role;
- Are involved in unlawful or criminal activities;
- Cause damage to the company property of Squad or your host employer;
- Commit fraud or theft;
- Commit a serious breach to the safety of yourself or others.

All of the above rules apply while you are attending TAFE or other training and/or representing your host employer or Squad at an event.

▶ SAFETY IN THE WORK PLACE

When working on any work site, make sure you understand the site safety rules given to you during your induction. They can be verbal or written and cover items such as Emergency Evacuation Procedures, First Aid Kits, First Aid Officers, Personal Protective Equipment Required, Restricted Areas and where to report safety issues incidents or accidents.

Helpful hint – your Squad Representative will check in and get you to sign off on this at your first week visit.

There are several ways that your host employer may teach you how to do things safely on their work sites and these documents can be named different things like Safe Operating Procedures (SOPs), Safe Work Method Statements (SWMS) and Job Safety Analysis (JSAs), among others. These generally all provide a simple set of instructions to keep you safe, so take the time to understand the system in your workplace. If you don't understand ask your supervisor.

You will also receive further information on safety in the workplace as part of your Squad induction. Squad will provide any personal protective equipment (PPE) or clothing required for you to perform your role in a safe and effective manner.

▶ WORKERS COMPENSATION

At Squad we want to ensure your safety at work, but unfortunately sometimes accidents and incidents happen. No matter how big or small. If you are injured at work, you **MUST** notify your host employer and Squad Representative within 24 hours of the injury/incident. You will then be required to complete a Squad incident form. If required, seek immediate medical attention, and let the treating doctor know that you suffered the injury at work and you are employed by Squad.

You must also request a certificate of capacity from the doctor at this time, even if you don't have any time off work. – Helpful hint – if your hurt, report it, remember Squad is your employer.

For more information, refer to the Squad Return to work policy and your obligations.



▶ RETURN TO WORK COORDINATOR

Contact Number:

RTW Coordinator
Ph. 1300 784 787

Please forward all correspondence to: rtw@squad.org.au

▶ HANDY LINKS

<https://www.fairwork.gov.au/>

<https://www.vrqa.vic.gov.au/apprenticeships/Pages/Apprenticeshipsandtraineeships.aspx>

https://www.training.nsw.gov.au/apprenticeships_traineeships/index.html

<https://www.worksafe.vic.gov.au/>

<https://www.safework.nsw.gov.au/>

<https://www.worksafe.qld.gov.au>

<https://www.safeworkaustralia.gov.au/>

<https://www.tiacs.org/>

Keep In Touch

Keep your finger on the pulse of what is going on at the job site. Talk to the Tradespeople, Supervisors, Host Employers. Handle issues as they arise. Do not let troubles fester and become more of a problem than they really are.

Get in contact with your Squad Representative, we are here to help.

▶ CONTACT DETAILS

If you have any questions, feedback or concerns about any aspect of our services please contact us.

Located

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Melbourne VIC
Wagga Wagga NSW
Sydney NSW
Gold Coast QLD

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