



# Agency Labour Hire Agreement

## FAQ's

Never Stand Still

Human Resources

### **What is the Agency Labour Hire Qualification Program and why do we need it?**

The University utilises temporary staff on a regular basis. The rates charged, quality of service and contract conditions vary significantly for this service. This Program enables us to develop a framework that can utilise economies of scale negotiate reduced rates and it may also deliver attractive terms when we engage temporary staff on a permanent basis and presentation of high quality candidates. Such programs typically deliver high value in both the private and public sectors.

### **What kinds of recruitment are covered by the Agency Labour Qualification Program?**

This Program covers only **temporary staff** who are sourced through recruitment agencies. Recruitment agencies are any supplier who is in the business of providing labour.

The Program does not apply to:

- Consultancy services
- Independent Contractors who provide services under their own business
- Sourcing of permanent labour where the successful candidate will be employed by UNSW

### **Which Agencies were invited to participate in this Program?**

All recruitment agencies identified as having provided services to UNSW in the past 18 months were invited to participate in this Program.

### **What is the UNSW Qualified Agency Panel?**

The UNSW Qualified Agency Panel is the list of recruitment agencies that have been evaluated and signed under UNSW Contract through the UNSW Agency Labour Program. The Panel provides the full contact details of each qualified agency, and an itemisation of their fees and rates.

### **Where can I find the UNSW Qualified Agency Panel?**

The UNSW Qualified Agency Panel is provided on the HR website

<https://www.hr.unsw.edu.au/services/recruitment/agencylabourhireagreement.html>

## **What are the benefits of using suppliers listed on the UNSW Qualified Agency Panel?**

The benefits of using UNSW Qualified Agencies include:

- Access to a large list of pre-qualified recruitment agencies with confidence that quality services will be supplied at mitigated risk if anything should go wrong
- Access to special Services (see document titled “Provisions under Contract”)
- Up-front transparency of the fee structures provided by all Agencies used across UNSW
- Fixed fee structure that is consistent across all UNSW entities
- Fees will not increase during the term of the Program unless specifically approved by UNSW and only at 12mth intervals
- Real-time competition between Agencies and incentives for Agencies to improve their performance and provide competitive fees
- Reduction in the risk of payroll tax and superannuation liability
- A minimum Public Liability Insurance Policy of \$20M, and a minimum Professional Indemnity Insurance of \$10M per event
- Discounted ‘Temp to Perm’ fees which are only applicable for 6months
- Agencies are obligated to abide by all UNSW standard terms and conditions
- Agencies have agreed under contract to meet strict Performance Service Levels

## **What do I do if I am approached to meet with an Agency not currently on the UNSW Qualified Panel?**

You are still welcome to meet with any agency that you wish to, however you will be unable to use them to source a temporary employee unless there is a specific need for the type of candidates they provide, and whereby any other agency on the agreement cannot assist. In this circumstance, please discuss with UNSW Recruitment so we can assess whether you may be able to engage them. This will be assessed on a case by case basis.

## **What do I do if an Agency I want to use is not listed on the UNSW Qualified Agency Panel?**

Please speak to UNSW Recruitment. The agreement is currently effective with only the approved agencies listed. In special circumstances whereby it is identified that no other agency can provide the type of candidate you require, we may still be able to engage the agency provided they meet our criteria. This will be assessed on a case by case basis.

**What do I do if I have a Temp who was already on Assignment with UNSW at the time of implementing this Program and their Agency is not yet listed on the UNSW Qualified Agency Panel?**

All current temporary agency candidates can continue to undertake employment at UNSW regardless of whether the agency they are employed by is listed on our agreement, however once the contract ceases, you will not be able to engage this agency again unless they are listed on the agreement.