



Gender Pay Gap Employer Statement

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Staffing Solutions Made Easy
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Temp Extras Agency Pty Ltd

Temp Extras Agency Pty Ltd trading as Casual Hands ('Casual Hands'), is part of the Olinga Group network of businesses. Casual Hands is a recruitment and labour hire provider to a variety of industries including hospitality, customer service, functions and events, kitchen and culinary, and cleaning.

Casual Hands provides flexible and personalised labour solutions covering recruitment and the provision of on hire staff to clients, mostly on a casual basis.

Casual Hands is ISO accredited for the following Standards:

- ISO 9001 - Quality Management System Standard
- ISO 45001:2018 - Occupational Health and Safety Management System Standard
- ISO 14001 - Environmental Management System Standard

Overall Approach and Commitment to Gender Equality

The Directors and joint owners of Temp Extras Agency Pty Ltd are unequivocally committed to achieving equity within its workforce, whether casual or permanent field, office or logistics staff. Gender equality within our organisation aims to go beyond pay equity, and covers the treatment of employees and their opportunities whilst employed.

Benefits of Gender Equality in the Workplace

Acknowledging the benefits of gender equality in the workplace drives our actions (see below) to reduce the gender pay gap. Benefits include:

- Wider range of talent pool in our database of job candidates.
- Diverse perspectives, viewpoints and experiences, boosting creativity and innovation.
- Enhanced collaboration; women's strong non-verbal communication skills can improve team dynamics.
- Improved staff retention; inclusive cultures reduce employee turnover.
- Reflecting customer base - diversity in staff helps to better understand varied needs of customers.
- Better recruitment and reputation; inclusivity attracts top talent.
- Improved productivity and economic growth.
- Increased female labour force participation instrumental in offsetting the effects of Australia's ageing population.

Contribution to Community

Our senior leadership team comprises our two directors - brother and sister Badi Noble and Shabnam Mahabat, who founded the business in 2014 with the ambition to drive change within the casual job sector, and with an overall vision is to create long term, sustainable value for our clients, our people and the wider community.

Commitment to community is reflected in the personal, business and financial support of various community organisations that provide services to vulnerable people in the community, including providing employment, training and career development opportunities, with a strong connection to women's health and domestic violence services.

Our HR team receives training to be able to support individuals who are vulnerable or might need assistance, which predominantly tend to be women. Training includes how to assist victims of domestic violence, Mental Health First Aid, WHS in relation to psychosocial hazards, and positive duty in relation to sexual discrimination.

Policies

The Company Policy Manual sets out the expectations of the business and its employees at all levels. We highlight our approach and commitment to gender equality issues in the following policies:

Code of Conduct Policy - covering principles of conduct, discrimination, confidentiality, inappropriate conduct and compliance with laws and regulations.

Corporate Social Responsibility (CSR) Policy - the company's commitment to legality and upholding community values.

Employee Termination Policy - sets out the legal and organisational requirements for termination of employment.

Equal Opportunity, Non-Discrimination and Anti-Harassment Policy - covering diversity, discrimination and harassment, and the requirement of employees at all levels ensure to adherence to:

- Employment practices are non-discriminatory and encourage diversity;
- All staff are free from all forms of harassment, violence, and bullying; and
- Each employee has the opportunity to raise any matter concerning discrimination or harassment with their immediate supervisor or manager.

Grievance Policy and Procedure - sets the mechanism for staff to receive prompt, fair and consistent consideration of complaints.

Maternity Policy - set out requirements for staff planning parental leave. Links to SafeWork NSW Pregnancy and FairWork Ombudsman pregnancy entitlements are provided.

Modern Slavery Policy - covering the company's commitment to identifying, limiting and remediating any potential risks of Modern Slavery within the organisation itself, as well as raising awareness of those risks and actions to be taken where suspected. Links to organisations and authorities for assistance or reporting are provided.

Mitigating Labour Violations and Unfair Labour Practices

The business uses various work practices and procedures that strive to provide supported, safe, and fair employment standards. Supplying staff to NSW Government contractors requires independent auditing of our staff payroll, service delivery and compliance with legal requirements including modern slavery.

We undertake the following practices to ensure our compliance with labour and employment regulatory requirements:

- Directly employ individual staff members (where it is feasible) with a personalised onboarding process followed by face-to-face training and monitoring by service delivery. This process is designed to build and develop a good relationship between the staff member and our HR team. We believe that ongoing training, monitoring, and regular interaction with supervisors and management provides staff with the support to not only perform quality service delivery, but to feel valued, gain confidence, meaningful employment, and development opportunities.
- We have a proactive approach to employment, affiliating with women's centres and employment agencies that prioritise those returning to the workforce from various disadvantaged backgrounds as well as employment opportunities for Aboriginal and Torres Strait Islander peoples for suitable roles within the organisation.
- **Prior to onboarding, no information on gender, race, religion, age or protected characteristics are unknown.** For recruitment of staff, we consider age and experience of applicants. Our system de-identifies the other characteristics so there is no inherent bias in our recruitment process. Age is necessary as most of our clients require staff +18 years of age.
- Staff are usually provided all relevant inductions and training before being assigned to a worksite. In these sessions they are shown how to access the organisation's internal policies and procedures, including those related to gender equality.
- Staff are provided with the relevant Fair Work Employment Information Statements when they are employed and any updated versions as they are published, via their digital profile via our staff management software, Luigi Jobs.
- Staff are paid in accordance with the relevant awards applicable to the type of work they do and this is tracked through an automated digital time keeping and payroll system, removing any ambiguity and the need for manual processing and corrections. This also removes any potential for wage disparity because the amount of pay is linked to the Award for the shift, rather than an individual person.
- Annual reporting process to the Workplace Gender Equality Agency ensures an opportunity to annually review the changes internally, as well as within up-to-date best practice and legislative requirements.
- Annual systems and compliance reviews by our external employment lawyers including an annual review of our policies and procedures.

Technology Supporting Gender Equality

We have developed and implemented an automated staff management software that manages our employment process, rostering, time keeping and payroll practices. This provides staff with flexibility to pick and choose their work hours so it is beneficial for those workers who might need increased flexibility due to family and other personal circumstances. Staff are also able to pick up free shifts when available and/or cancel/swap existing shifts to accommodate their availability and circumstances. This type of engagement is beneficial for casual workers, who predominantly tend to be women.

Our Gender Pay Gap

The gender pay gap is the difference in average earnings between women and men in the workforce. It is not to be confused with women and men being paid the same for the same, or comparable, job.

Temp Extras Agency Pty Ltd reported to the Workplace Gender Equality Agency for the first time in 2022. The gender pay gap was as follows:

All employees	2022-2023	Industry Comparison
Average (mean) total remuneration	3.1%	18.9%
Median total remuneration	3.4%	18.6%
Average (mean) base salary	2.2%	21.2%
Median base salary	2.6%	19.2%

In February 2024, 56% of our workforce was female.

Context and Influences

The first two years of reporting to WGEA were years of significant change in staffing requirements as a large number of worksites were related to Covid cleaning and sanitising programs which largely ceased by mid 2022, as well as a short term large scale event delivery team for the first half of 2023. This caused fluctuations in casual field and temporary full time office staff requirements, with some restructure and reappointment to alternate positions.

It should be noted that some of the clients that engage Casual Hands for labour provision have the requirement for specific qualifications, experience and physical capabilities. This can dictate the placement of identified genders from time to time.

Actions

Although the gender pay gap for Casual Hands is significantly lower than the industry average, management is keen to make continuous improvements to reduce, monitor and address the gender pay gap during the reporting period and into the future.

Management are committed to the following actions and will report on progress made internally and through annual WGEA submissions:

- Continue to offer more flexible work and employment opportunities.
- Support and growth of women in leadership roles, aiming for industry-specific parity.
- Flexible workplace allowing for women and marginalised groups, helping to create work environments that provide equal opportunities.
- Awareness campaigns, educating on bias and inclusivity, gender and other inequalities.
- Diversity in talent acquisition strategies - from hiring to retention.
- Leadership training; combat biases and stereotypes.
- Promote pay equity; educate leaders and employees on fair compensation practices.
- Engage male allies in equality initiatives, educating them on the unique challenges faced by women.

References

<https://www.linezero.com/blog/8-gender-equality-initiatives>

<https://www.wgea.gov.au/publications/gender-equality-business-case>