

# Employment TOOLKITS

## RECRUITMENT & SELECTION

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# ABOUT THIS TOOLKIT

Your staff are the backbone of your business, so it makes sense to employ people with the necessary skills and commitment. You need to get your hiring process right to make this happen.

This toolkit will show you how to:

- Prepare a job description
- Write a good job ad and place it well
- Conduct interviews effectively
- Check references
- Make a job offer

There are two parts to the toolkit:

## THE TOOLKIT GUIDE

This is an overview of the hiring process.

## TEMPLATES AND SAMPLES

Templates and checklists that you can use, adapt and tailor to your needs.

“Your staff are the backbone of your business, so it makes sense to employ people with the necessary skills and commitment.”

# THE TOOLKIT GUIDE

## OVERVIEW AND LEGAL RESPONSIBILITIES

### WHAT IS RECRUITMENT?

Recruitment refers to the whole process of hiring an employee, from identifying a vacancy to the time the new employee is confirmed and ready to start work on a specified date.

### WHY SHOULD I FOLLOW A STRUCTURED PROCESS?

Hiring new staff brings benefits and risks to your business. A well-designed process will maximise the benefits and minimize the risks, as explained below.

- **Save time and money**  
You may think it's quick and easy to hire someone who walks in the door. Think carefully about this approach! Hiring the wrong person can result in early resignation and dismissal. You will then have to recruit, induct and train all over again. There may be issues with lost productivity and clients as well.
- **Competition and skills shortage**  
Some industries struggle to attract skilled workers. Your strategies and employment packages will make a difference in a competitive market.
- **Your reputation and brand**  
Your staff talk about you. So do job applicants. They tweet about you and they post on Facebook too. Handle your process well and make sure your brand isn't harmed by poor recruitment experiences.
- **Compliance**  
You must treat all job seekers fairly. Ignorance of the law is not an excuse. This is covered in more detail below.

### YOUR LEGAL RESPONSIBILITIES

The Equal Opportunity Act (Anti-Discrimination) states that all employers have legal obligations. The Act varies in each state, but full time, part time, casual and temporary employees are all covered under these laws, as well as apprentices, trainees, contract workers, individuals on probation and prospective employees.

The table below sets out the personal characteristics that are covered under this legislation. You must not base your hiring on any of these factors, either directly or indirectly. This means that you cannot reject an applicant on any of these grounds. You also cannot use a practice, rule or policy that results in a discriminatory effect.