

# WHO ARE WE?

**Total Work Solutions** is a wholly Australian owned company with 22 years of experience in recruitment, both in Australia and the UK. As a medium sized Recruitment Agency. Our aim is to find the right person for every job and provide a tailored service for every client. These services include temporary or casual work as well as permanent placements.

***“Great Vision Without Great People Is Irrelevant”***  
*- Jim Collins*

## Mission Statement

We will

- Be creative and proactive as a company and as individuals in order not only to meet but exceed our partners' expectations.
- Commit to providing our clients a premium recruitment service in order to assist them in achieving their goals and objectives.
- Strive to build and maintain long term working relationships, both internally and externally, to achieve mutual benefit and betterment for all involved.

As a force in industrial recruitment, Total Work Solutions handle a variety of jobs from process and production work to engineering and technical vacancies, including production planning and management.

Total Work Solutions has a company principle of not being “everything to everyone”, but has established a focus in the industrial segment covering the following fields:

Blue Collar

- Warehousing & Distribution – Victoria
- Transport & Logistics- Victoria
- Process Manufacturing- Victoria
- Engineering- Victoria & Perth
- Removalist- Victoria
- Asphaltting – Qld & Victoria
- Electricians- Qld
- Mining- Perth

We also have a commercial arm of the business which is able to supply personnel encompassing, but not limited to, the following within the white collar space:

- Secretarial
- Accounts payable
- Data entry
- Executive
- Sales & Marketing

## OUR CONSULTANTS

Partnerships of any description are based on one major fundamental – trust.

To this end, Total Work Solutions will work with your business in an open-book environment with the sole objective of helping maximize profit through the provision of solutions that help you manage your business better whilst providing total efficiency and the seamless interface that so many outsourced solutions lack.

A dedicated consultant will work closely with your business. This individual will endeavor to provide a personalized service to your specific business. This includes elements such as the right culture fit, nuances and skill sets, enabling the consultant to fill positions with the “Right” candidates and not just any candidate. In addition, all interaction will be proactive and designed to add value to your business and not be reactive with a “supply mentality.”

Furthermore, our consultants are equipped with laptop computers with the latest Recruitment Industry specific software, mobile phones, in fact, everything needed to fulfil the requirements as easily from home as from the office making them truly contactable 24/7 and able to service your requirements when you need them to.

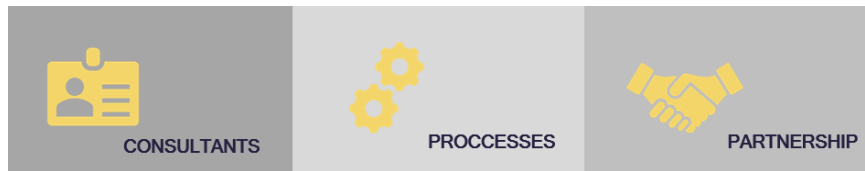
It is simple, recruitment can be puzzling and just like a puzzle it is time consuming. The Total Work Solutions solution is a way for your business to achieve certain strategic objectives – not simply an outsourced supply function.

We do this by realizing that it is not enough to know your industry – we need to know YOUR business too, we have been in the industry long enough to understand two businesses within the same industry are not the same.

Total Work Solutions strive to understand ALL of your business, including your culture, philosophy and mission, coupled with the hidden KPI of nuance. Only by fully understanding all of these, can we gather the critical information that will allow us to recruit the best possible candidates to best suit your business's needs.

Once the TWS consultant has absorbed all there is to know about your business, they can then begin to tailor a recruitment management procedure to suit your goals.

Whether your project is for volume recruitment or just a small one – industrial or commercial – temporary or permanent, TWS will find the right candidate with all the required “fits.”



Total Work Solutions will set up a team of people to service your account, who we see as someone who is not just another client, but someone who believes in the same strategy as us, that of "Partnering". Our business is based on true partnership. We enter into partner based relationships with all stakeholders. We define partnering simply as:

- Working together for mutual benefit and betterment
- A trusting, honest and open relationship
- Sharing of risk

We would propose to write into our system the procedures and processes unique to the partnership. As the range of services to be delivered under the partnership can be diverse, we believe this would be beneficial not only your business receiving consistency of delivery but would underpin the Key Performance Indicators, (KPI's) for the partnership.

***"Human Resources Isn't Something We Do.  
It's The Thing That Runs Our Business"***

- Steve Wynn

# TAILORED LEARNING, DEVELOPMENT & TRAINING SOLUTIONS

## OH&S Solutions

Total Work Solutions supports organisations to deal with safety performance challenges effectively. We have top facilitators to train and develop your staff to change organisational safety behaviour, enable compliance and ensure due diligence. It is extremely important to create a sustainable safety culture that gives your people the right skill, mind-sets and tools.

Our safety trainers and their program approach increases engagement at all levels of your organisation to ensure due diligence, assess and manage risk, reduce LTIs and Work Cover claims.

The single most important thing is that we up skill every member of the business to ensure they go home safely every day.

## Safety Leadership Solutions

Total Work Solutions has formed alliances with qualified facilitators that can build the potential of your people equipping them with skills, increasing their ability to access the potential in others, achieving organisational outcomes and an ability to maintain their own wellbeing to perform at their peak.

Our group of facilitators focus on producing greater return on investment for you by enhancing the potential of your existing staff and leaders.

Best practice research and academics are used to ensure robust and sustainable solutions.

## Wellness Solutions

Stress comes in many forms, it can be useful for peak performance, or can cause staff to be unproductive when it has been compounding for long periods of time.

Stress causes higher absenteeism, more Workcover claims, bad performance, bullying behaviour, harassment and a negative culture that is contagious. Most companies have safety programs in place to prevent such culture. However, fail to provide managers training of what happens to a person when affected by a critical incident or cumulative stress at home or at work and what to do or how to take action.

When a colleague is emotional in the workplace, it may only require a 'sympathetic ear', this can be a major calming effect to someone that is just simply overwhelmed by a particular situation or events.