

Worker Starter Pack

September 2017



hireup



This guide will give you all the information you need to get set up on Hireup as a support worker. It'll point you in the right direction for the kinds of things you need to collect before signing up and help you understand how Hireup works along the way.

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1. Setting up your account

i. The support you can provide

Hireup has eight different types of support. Every worker who joins Hireup chooses the types of support they can provide. They help us match people properly and are a great way to make sure we're all on the same page about the kind of support you can provide. Your types of support are not set in stone and can be changed at any point.

ii. Our casual employment contract

Hireup's unique contractor-free model means we are the legal employer of all Hireup support workers and take responsibility for your safety, care about your future, pay employee benefits and provide you with round the clock support.

As a Hireup support worker

 You are a casual employee	 You are not an independent-contractor
 You are paid industry-leading wages	 You do not need an ABN
 You are covered by comprehensive insurance cover	 You do not have to negotiate your own rates
 You are paid superannuation	 You do not have to pay your own super and tax
 You are paid penalty and casual loading	 you do not have to buy your own insurance
 there are opportunities for professional development	

iii. Your level of experience/qualification in the sector

You do not need any experience or qualifications in disability support to become a Hireup support worker. People seeking support on Hireup, also known as Hireup clients, are looking to connect with workers of all different backgrounds and experience. To get started you just need to complete our pre-employment checks. These checks are listed below.








iv. Creating your Hireup account

To create your Hireup account, click here: www.hireup.com.au/register.

You will be asked to provide proof that you have completed our pre-employment checks so make sure you have the certificates and documents you need close by. We recommend you go through the sign up process on a computer (instead of a phone or tablet) and use the browser [Google Chrome](#) (instead of Safari, Internet Explorer or Firefox). This will make the process easier for you.

All Hireup support workers must go through these pre-employment checks, even if you are signing up to work with someone you already know.

v. What you will need

	Drivers licence or passport Hireup collects one form of photo ID from all new workers to confirm their identity.
	CV We ask for a current CV to get to know you a bit better.
	Two professional referees We conduct standard professional and character references.
	Police Criminal Record Check We require all workers to complete a Police Criminal Record Check as it provides any disclosable court outcomes that Hireup should be aware of.
	CPR and First Aid qualifications We require all workers to have a current certificate in cardiopulmonary resuscitation (CPR) and/or First Aid.
	Working with Children Check (WWCC) We ask for a WWCC from all workers looking to work with children under 18 years old. This is mandatory for child related employment (in select states only).
	Working with Vulnerable People Check (WWVPC) If it is mandated by the worker's state for disability and social services work, we ask for a WWVPC.

a. Getting a Police Criminal Record Check

Go to Cited ([click here](#)) and apply online. The process is quick and easy and you should receive your check within **24-48 hours**. The check will cost you \$42.

b. Getting a Working with Children or Vulnerable People Check

Depending on where you live you may be required to get a Working with Children or Vulnerable People Check. The table below will help you work out what you need based on the state you live in.

NSW

Working with Children Check

- This is a prerequisite for child-related work in New South Wales
- It is valid for 5 years
- Make sure it is valid for paid employment, not volunteer work

Click [here](#) to apply.

ACT

Working with Vulnerable People Check

- This is a prerequisite for all support workers in the ACT
- General registration is valid for 3 years
- Make sure it is valid for paid employment, not volunteer work

Click [here](#) to apply.

NT

Working with Children Clearance

- This is a prerequisite for all child-related work in the Northern Territory
- You must hold an Ochre Card
- It is valid for 2 years
- Make sure it is valid for paid employment, not volunteer work

Click [here](#) to apply.

QLD

Working with Children Check (Blue Card or Exemption Card)

- This is a prerequisite for child-related work in Queensland
- You must hold a blue card or a positive exemption card
- Blue Cards are valid for 3 years. Exemption cards have no expiry date and remain valid as long as the person is a registered teacher or police officer
- Make sure it is valid for paid employment, not volunteer work

Click [here](#) to apply.

SA

Child-related Employment Screening

- This allows people to work with children and young people **and** children with disability
- New applications are commenced by Hireup and then completed by the individual applicant, email hello@hireup.com.au to get this started

Disability Services Employment Screening

- Disability services employment check does not apply to working with children. It is only a prerequisite for workers who wish to support adults
- New applications are commenced by Hireup and then completed by the individual applicant, email hello@hireup.com.au to get this started

Click [here](#) to apply.

TAS

Working with Vulnerable Registration

- This is a prerequisite for child-related work in Tasmania
- It is valid for 3 years
- Make sure it is valid for paid employment, not volunteer work

Click [here](#) to apply.

VIC

Working with Children Check

- This is a prerequisite for child-related work in Victoria
- It is valid for 5 years
- Make sure it is valid for paid employment, not volunteer work

Click [here](#) to apply.

WA

Working with Children Check

- This is a prerequisite for child-related work in Western Australia
- It is valid for 3 years
- Make sure it is valid for paid employment, not volunteer work

Click [here](#) to apply.

c. Completing a Tax File Number (TFN) Declaration form

To be able to pay you we ask for a completed TFN form when you create your account. A copy of the form can be found [here](#). You will have to print the form to sign it. Once you have, please upload a photo or scan of the completed form to your Hireup account. Please do not send it to us by post.

d. Choosing your professional referees

Your two professional referees should know you well in a professional capacity. This could be a past or present client, employer or colleague.

e. Choosing a CPR/First Aid course

We require our support workers to have a certificate in either CPR or First Aid. Search in Google for a course provider in your local area and before you book, make sure your course has the right code. If it is a CPR course, the code should be HLTAID001, and if it is First Aid, the course code should be HLTAID003.

f. Uploading a profile photo

Have a photo ready that you can use as your Hireup profile photo. You'll be asked to upload it as you create your account.

vi. Work-related visa policy

Hireup doesn't employ workers on international working visas except if a worker is on a visa and directed to join Hireup by a Hireup client. In this instance they will be able to join the community but unable to take on any new Hireup clients.

2. Finding work on Hireup

i. Your Hireup profile

Your Hireup profile will include a short bio about yourself, a list of your past work experiences and any qualifications you have. Your profile is your chance to tell the Hireup community about yourself and the kind of support you can provide. It will become your Hireup calling card and first impressions count so make sure your bio is:

- well-written and professional
- shows your personality
- always kept up to date

[Read this](#) for our top tips on a great Hireup profile.

ii. How to find work on Hireup

a. The Hireup job board

Our job board is a great way to quickly connect with Hireup clients. They will post a job on the board and as a Hireup worker you'll be able to browse or respond to any jobs you are interested in. You'll also receive a notification when a job is posted in your area, making it easy to find local work opportunities.

b. Private messaging

Hireup has a private messaging function for users to chat safely and securely online. You might find yourself chatting to a Hireup client if you have connected with them on the job board or they have read your profile and got in touch with you.

c. Being referred by a Hireup client

Some workers join Hireup after being referred by a Hireup client. You may have worked together through a previous agency and are keen to connect on Hireup. In this case you'll still need to go through our pre-employment checks to get verified by our team. Once you are approved, you'll be able to search, message and book your Hireup clients through the platform.

d. Interviewing for a job on Hireup

When you join Hireup we do a number of pre-employment checks to maintain the safety and security of our community but we won't conduct a one-to-one interview with you. This is because we aren't the ones receiving support so won't know the exact qualities and experiences you will need to do the job well. We leave the interviewing up to Hireup clients. Once you have connected with a new Hireup client, they may arrange a time to interview you, like for any other job. Be prepared to answer questions about your skills and experiences but also about your interests. It's important this process helps you get to know each other better.

e. Arranging a shift

Once you have found a Hireup client to support, you'll be able to message them through the platform to arrange the date, time and location of your shift. They'll then make a booking with you, which you can confirm via your dashboard. We let users pass on their own contact details for privacy reasons so make sure to ask for what you will need on the day - generally a telephone number and address does the trick.

iii. Our Community Code of Conduct

The Hireup Community Code of Conduct is an important document for us. It outlines how we expect all users to behave while working with each other through Hireup, which includes understanding the responsibilities we all have to each other, our community and our sector. These responsibilities are the four Hireup principles.

Responsibility to each other

All users should encourage nurturing, supportive relationships in which people work together to achieve effective support based on their individual goals. All users should be respectful of other community members and committed to developing strong, dynamic and vibrant relationships that are mindful of professional boundaries. It is everyone's responsibility to establish safe working environments that foster a strong sense of duty of care to each other. Never enter, or ask someone to enter, a workplace where you feel the duty of care may be compromised.

Responsibility to Hireup

All users should be accountable to Hireup and the terms of our casual employment contracts or client service agreement. All users are expected to uphold Hireup's policies and procedures during their time as part of our community. It's our hope that all users will enjoy their time with Hireup, engage with our community and strive to develop relationships that uphold Hireup's social improvement values.

Responsibility to the profession (disability home care and support work)

All Hireup home care and support workers should be committed to maintaining professional standards, to undergoing continuing professional development and to promoting the profession. Hireup workers should also recognise that providing effective support is about more than just having the right credentials. Finding the right support is about finding the right relationship. Work with someone you have something in common with and you'll have the opportunity to provide meaningful, effective support.

Responsibility to the positive representation of disability

Words can be a powerful tool in shaping how we think and feel about ourselves and each other. Disability is often talked about with sweeping assumptions, which doesn't help us accurately or positively represent the variety and diversity of disability. But there's a simple fix – engaging in respectful, nuanced and open minded conversations. All users should be aware of the words and language they use to express disability and, if ever unsure, should just ask. We're always up for the chat.

A full copy of the Hireup Community Code of Conduct can be found [here](#).

3. Managing your team of Hireup clients

i. The booking process

Hireup support workers and clients have complete control and flexibility over when and how a shift takes place. All Hireup shifts are booked by clients and confirmed by workers through our online platform before a shift takes place.

Step 1: the client creates the booking

Step 2: you, as the support worker, accept the booking

Step 3: the booking can be canceled or changed at any time by both users

Step 4: once the booking has been worked, you confirm the start and end times of the shift

Step 5: the client accepts the final details

Step 6: the Hireup team processes payroll and invoicing for the shift

ii. Support plan

Support plans are created by Hireup clients to provide a more in-depth overview of the kind of support they need and the work environment our workers will be going into. This is then shared with you as the support worker when you make your first booking with a client. The support plan should give you a good overview of what to expect so you feel comfortable and safe heading into your first day on the job but if you don't feel like you know enough, it's a good idea to ask your Hireup clients for more information. If you still don't feel properly equipped to do the job, please contact our Community Support team on (02) 9113 5933.

iii. Your work schedule

We know from experience that Hireup support workers love being able arrange their own work through the platform. This includes setting your own hours. The minimum shift length on Hireup is 1 hour.

As a Hireup support worker, you are welcome to work for other support providers and agencies at the same time. We don't ask for commitments or require you to sign exclusive contracts. There are no upfront-fees, obligations or lock-in terms for any of our users. You can use Hireup to organise as few or as many hours of work as you would like. However, you cannot work more than 76 hours per fortnight on Hireup.

There is no uniform for Hireup support workers but we expect you to wear sensible clothing with safe and sturdy footwear on the job.

iv. Getting paid

a. Our industry-leading wages

The Hireup rates table can be found [here](#). It shows how much each hour of support will cost as well as our support worker wages. We pay our workers casual employee benefits, including casual and penalty pay loading, and make super and tax contributions on their behalf. At no extra cost, we also provide you with comprehensive insurance so you're covered in the event that you need it. We'll always be totally transparent with you when it comes to our rates and industry-leading wages so if you have any questions, please don't hesitate to ask us.

b. How and when we pay our support workers

Hireup support workers are paid when a shift has been booked, worked and approved through our online platform. We process payroll fortnightly for all shifts confirmed in that period.

c. Expenses and claiming for travel (Vehicle Allowance)

Hireup support workers are entitled to be reimbursed for kilometres travelled during a shift if the worker is using their own car. This is in line with the SCHADS industry award, which entitles workers to \$0.78 per kilometre. This can be organised through Hireup's online booking form when a shift is scheduled and confirmed.

d. Account settings

When you get set up you will write a short bio about yourself and select a series of account settings, including your list of qualifications, payment details and whether you would like your profile to be hidden in our search function. These account settings can be changed at any time. You will need to keep them up to date as you use the platform, especially if you develop new skills and experiences throughout your career.

e. Resources and guides

A number of helpful Hireup resources and guides can be found [here](#).

4. Your safety and security

i. Comprehensive insurance cover

Our comprehensive insurance is designed to cover everyone – support workers, Hireup clients, and the general public – and includes any injury, harm and/or property damage. All shifts that are booked and paid for through the Hireup platform will be covered by this insurance. The main components of our coverage include the following:

- Workers Compensation Insurance provided for all workers who are fully registered and actively providing support through the Hireup platform;
- Public Liability Insurance provided to cover any harm caused to Hireup clients, as well as any property damage that may occur as a result of support being provided through Hireup; and
- Professional Indemnity Insurance coverage for all registered support workers.

For full details, or if you have any questions about our insurance coverage, please contact us.

ii. Reporting issues and incidents

a. Routine processes and on-call support

To ensure the ongoing safety of our community, we request feedback from our users on every shift booked through the platform and our team is here to provide round the clock phone, email, live chat and text support when it is needed. We also conduct routine weekly spot checks of our users to gather as much feedback as we can and periodically check in with our users.

b. Incident report form

We have an online incident report form that is available 24 hours a day. When an incident is reported we swiftly and discreetly follow up with everyone involved to provide help where needed.

c. User removal policy

In the event that a user is reported to be unsuitable for the Hireup community, we have a user removal policy that will be used to deactivate their Hireup account.

iii. Privacy policy

Hireup does not share information about its users publicly. Only verified Hireup users are able to see your Hireup profile. We will also never share your personal contact details with another Hireup user. It is up to you to decide when it is necessary to share this information. Most users share this information via Hireup private message when a booking has been made. For more information, our privacy policy can be found [here](#).

Contacting Hireup

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