

EMPLOYEE DETAILS

Last Name: Address:
 Given Names: Postcode
 Phone Number: Mobile Number:
 Tax File Number: Date of Birth
 Email Address: Gender: Male / Female
(This email address is where your payslips and other payroll documents will be sent to you.)

PLEASE FILL IN THE FOLLOWING INFORMATION IF YOU ARE NOT AN AUSTRALIAN CITIZEN:

Passport Number: Expiry Date:
 Visa Number & Class: Expiry Date:
 Visa Subclass & Number: Nationality:

BANKING DETAILS

Banking Institution: B.S.B. No:
 (must be 6 digits)
 Account Name: Account No:

SUPERANNUATION

Please indicate your preferred Superannuation fund:

Name of Fund: Membership No:.....
 Do you want us to give your Tax File Number to your Super Fund? Yes No

* If no superannuation fund is nominated above, an account will automatically be set up with our default superannuation fund Australian Retirement Trust.

EMERGENCY CONTACT DETAILS

Name: Phone No:
 Relationship to you: Mobile No:
 Do you have any medical condition that you need to alert us of? Yes No

Do you have any allergies to food, medicines or substances? Give details below. Yes No

Please provide any information that will assist should this medical condition / allergy occur:

I affirm that the information provided herein is true and correct

Signature : Date:

OFFICE USE ONLY

Payroll Number: Rate :

Commencement Date: Terms: F/T P/T Casual

Card/Fingerscan Set Up	<input type="checkbox"/> No: _____	Super details received	<input type="checkbox"/>
TFN Received	<input type="checkbox"/>	Passport/Visa/Birth Certificate/Photo ID copied (all employees)	<input type="checkbox"/>



Please also supply:

1. Copy of Photo ID – For non – residents this must be a Passport
2. Copy of any VEVO (Visa Entitlement Verification Online) forms showing eligibility to work in Australia for non residents



Casual Position Contract

Name _____

Casual Position – Contract

I have great pleasure in confirming the following offer of employment on behalf of Carter & Spencer Pty Ltd.

Your signature and initials indicate that you agree to the conditions set out in this contract.

Position Title: Casual Personnel

Starting Date:

Award Level:

Employment

Category: Seasonal Casual/Casual

Please note: As a casual employee you will be employed on an hour by hour basis.

Employment conditions: As a casual employee, you are engaged on an hourly basis for variable shift lengths.

The ordinary hours of work prescribed may be worked on any given day within the week, Saturday to Friday inclusive and all hours are paid at ordinary time rates. Overtime is paid in accordance with the conditions contained in the Award.

You are employed under the Horticulture Award 2020 and by signing this contract you are agreeing to the terms and conditions outlined in this Award.

Task Details: Employees within each classification are to perform a wide range of duties including work which is incidental or peripheral to their main tasks or functions.

An employer may direct an employee to carry out such duties as are within the limits of the employee's skill, competence provided that such duties are not designed to promote deskilling.

Please Note: Other duties may be assigned as directed by the Supervisors or another person as nominated by Supervisors.

Hourly Rate: Your hourly rate will be in accordance with the Horticultural award based on your age.

Your pay will be paid weekly.

Rate Increases: As this contract is aligned with the Fairwork Commission, any hourly rate increase will only occur when increases are made by the Commission and to the rate they specify.

Accountability: You shall be accountable to the Supervisors.

Please Note: We may nominate another supervisor from time to time.

Annual Leave: The Annual Leave component is paid as part of your hourly rate.

Sick Leave: the sick leave component is paid as part of your hourly rate.

Other Entitlements:

Please Note: Statutory changes in entitlements including wage alterations may be paid to you as they occur.

Superannuation: Superannuation is paid at the current legislated rate into an approved superannuation scheme nominated by you.

Confidentiality

1. Except in the course of your duties, you will not during your employment, or at any time after ceasing to be employed (howsoever this may occur) disclose to any other person (without previous consent in writing by the Employer) either directly or indirectly, any confidential information relating to the Employer of which you became possessed whilst employed by the Employer, nor use any such confidential information in any manner which may cause or be calculated to cause injury or loss to the employer. Without limiting the generality of the foregoing, the Employer's confidential information shall include information which the Employer directs you to treat as confidential and shall include (but not be limited to) the Employer's debtor list, profit and loss documents, client lists, client cards, job orders, employee availability lists, telephone contact lists, employee forms of any kind and the employee's, principal's or other employee's consultation diaries.

2. At any time on the request of the Employer, you will immediately deliver up to the Employer all documents, which are prepared by or on behalf of the Employer and which are in your care, custody, or control, and all other property belonging to the Employer.

Without limiting the generality of the foregoing, documents shall include those documents relating to the confidentiality clause (part 1) hereof.

Restraints

In the event that your employment under this contract is terminated either by yourself or by the Employer, you shall not:

(a) For a period of 12 months after the date of termination if employment under this agreement, canvas, solicit, interfere with or entice away any person, firm or company who shall at any time during the continuance of your employment hereunder, have been in the habit of being a client or employee of Carter & Spencer Group.

Twelve months is the default period of time unless deemed too restrictive by a court of law exercising relevant jurisdiction and the clause is severable from this Agreement. If deemed too restrictive the default period of time may be reduced to 9, 6, 3 or 1 months by a decision of a court of law exercising relevant jurisdiction.

Carter & Spencer Group Company Rules

You must observe and comply with all policies and procedures of the Company. The Employer is entitled from time to time to amend, cancel, or introduce such policies and procedures, as it considers necessary.

Termination of Employment

As this is a casual position, termination of employment can occur after a minimum set of hours has been worked, or immediately for a summarily dismissible offence.

To signify your acceptance of the contract and all of the stipulated conditions of employment, please sign the original copy of this document and return it to me. The other copy is for your records.

I take this opportunity to welcome you to our Company and look forward to working with you.

Yours sincerely,

Anthony Jackson
Group Services Manager





I agree to the conditions set out in this document and the attached job description, and have signed below and initialed each page to indicate my understanding.

Signature:

Date:

IMPORTANT INFORMATION ABOUT YOUR PAY AND CONDITIONS

Employees in Australia have entitlements and protections at work, under:

FAIR WORK LAWS	AWARDS	ENTERPRISE AGREEMENTS	EMPLOYMENT CONTRACTS
 <ul style="list-style-type: none"> • minimum entitlements for all employees • includes the National Employment Standards 	 <ul style="list-style-type: none"> • set minimum pay and conditions for an industry or occupation • cover most employees in Australia 	 <ul style="list-style-type: none"> • set minimum pay and conditions for a particular workplace • negotiated and approved through a formal process 	 <ul style="list-style-type: none"> • provide additional conditions for an individual employee • can't reduce or remove minimum entitlements

Find your award at fairwork.gov.au/awards. Check if your workplace has an enterprise agreement at fwc.gov.au/agreements

CASUAL EMPLOYEES




If you are a casual employee, you also need to be given the Casual Employment Information Statement when you start work. Visit fairwork.gov.au/ceis for more information.

PAY

Your minimum pay rates are in your award or enterprise agreement. If there is no award or agreement for your job, you must get at least the National Minimum Wage. **You can't agree to be paid less.**

Minimum pay rates are usually updated yearly.

Find out what you should get at fairwork.gov.au/minimum-wages

NATIONAL MINIMUM WAGE FROM 1 JULY 2023	 \$23.23/hour or \$882.80/week (based on a 38 hour week) for full-time employees	 \$23.23/hour for part-time employees	 \$29.04/hour for casual employees
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This is the adult minimum rate for employees with no award or enterprise agreement.

Lower rates may apply to juniors, apprentices, trainees and employees with disability whose disability affects their productivity.



Use our free calculators to check your pay, leave and termination entitlements at:
fairwork.gov.au/pact

WHO CAN HELP?

FAIR WORK OMBUDSMAN

- information and advice about pay and entitlements
- free calculators, templates and online courses
- help fixing workplace problems
- enforces workplace laws and seeks penalties for breaches of workplace laws.

fairwork.gov.au - 13 13 94

FAIR WORK COMMISSION

- deals with claims about a range of issues, including unfair dismissal, bullying, sexual harassment, discrimination and 'adverse action' at work
- approves, varies and terminates enterprise agreements
- makes, reviews and varies awards
- issues entry permits and resolves industrial disputes
- regulates registered organisations.

fwc.gov.au - 1300 799 675

✓ NATIONAL EMPLOYMENT STANDARDS

These are minimum standards for all employees. Rules and exclusions may apply. **Your award or agreement may provide more.** Find more information on the National Employment Standards at fairwork.gov.au/NES

	Full-time and part-time employees	Casual employees
Annual leave	✓ 4 weeks paid leave per year (pro rata for part-time employees) + 1 week for eligible shift workers	✗
Personal leave (sick or carer's leave)	✓ 10 days paid leave per year (pro rata for part-time employees)	✗
Carer's leave	✓ 2 days unpaid leave per permissible occasion (if no paid personal leave left)	✓ 2 days unpaid leave per permissible occasion
Compassionate leave	✓ 2 days paid leave per permissible occasion	✓ 2 days unpaid leave per permissible occasion
Family and domestic violence leave	<ul style="list-style-type: none"> ✓ Employees of small businesses* — 5 days unpaid leave per year until 1 August 2023. From 1 August 2023, 10 days paid leave per year ✓ Employees of other businesses — 10 days paid leave per year <small>*A small business is a business that had less than 15 employees on 1 February 2023.</small>	
Community service leave • Jury service • Voluntary emergency management activities	<ul style="list-style-type: none"> ✓ 10 days paid leave with make-up pay + unpaid leave as required for jury service ✓ Unpaid leave to engage in other eligible community service (such as voluntary emergency management activities) 	<ul style="list-style-type: none"> ✓ Unpaid leave as required for jury service ✓ Unpaid leave to engage in other eligible community service (such as voluntary emergency management activities)
Long service leave	✓ Full-time, part-time and casual employees may be entitled to long service leave under the NES, an enterprise agreement or under state or territory legislation. Amount and eligibility rules vary.	
Parental leave eligible after 12 months employment	✓ 12 months unpaid leave – can extend up to 24 months with employer's agreement	✓ 12 months unpaid leave for regular and systematic casuals – can extend up to 24 months with employer's agreement
Maximum hours of work	<ul style="list-style-type: none"> ✓ Full-time employees – 38 hours per week + reasonable additional hours ✓ Part-time and casual employees – 38 hours or employee's ordinary weekly hours (whichever is less) + reasonable additional hours 	
Public holidays	✓ A paid day off if you'd normally work. If asked to work you can refuse, if reasonable to do so	✓ An unpaid day off. If asked to work you can refuse, if reasonable to do so
Notice of termination	✓ 1–5 weeks notice (or pay instead of notice) based on length of employment and age	✗
Redundancy pay eligible after 12 months employment	✓ 4–16 weeks pay based on length of employment (some exclusions apply)	✗
Casual conversion	✗	✓ The right to become a full-time or part-time employee in some circumstances



FLEXIBILITY

After 12 months employment, you may have the right to make a written **request for flexible working arrangements**. This includes if you're pregnant, 55 or over, a carer, have a disability, are experiencing family and domestic violence, are supporting a member of your immediate family or household who is experiencing family and domestic violence, or are the parent of, or have caring responsibilities for, a child of school age or younger. Employers need to follow certain rules for responding to a request for flexible work arrangements, including responding in writing within 21 days. Find out more about these rules at:

fairwork.gov.au/flexibility

You and your employer can also **negotiate an individual flexibility arrangement**. This would change how certain terms in your award or enterprise agreement apply to you. An individual flexibility arrangement must be a genuine choice – it can't be a condition of employment – and it must leave you better off overall.



RIGHT OF ENTRY

Union officials with an entry permit can enter the workplace to talk to workers that they're entitled to represent, or to investigate suspected safety issues or breaches of workplace laws.

They must comply with certain requirements, such as notifying the employer, and can inspect or copy certain documents. Strict privacy rules apply to the permit holder, their organisation and your employer to protect your personal information. Find out more at:

fwc.gov.au/entry-permits



AGREEMENT MAKING

Enterprise agreements are negotiated between an employer (or one or more related employers), their employees, and any employee representatives (for example, a union). This process is called 'bargaining' and has to follow set rules. The Fair Work Commission checks and approves agreements. For information about making, varying, or terminating an enterprise agreement visit:

fwc.gov.au/agreements



TRANSFER OF BUSINESS

If a transfer of business occurs, your employment with your old employer ends. If you're employed by the new employer within 3 months to do the same (or similar) job, some of your entitlements might carry over to the new employer. This may happen if, for example, the business is sold or work is outsourced. Find out more at:

fairwork.gov.au/transfer-of-business



PROTECTIONS AT WORK

All employees have protections at work. You can't be treated differently or worse because you have or exercise a workplace right, for example, the right to request flexible working arrangements, take leave or make a complaint or enquiry about your employment.

You have the right to join a union or choose not to, and to take part in lawful industrial activity or choose not to.

You have the right to talk about (or not talk about) your current or past pay, and the terms and conditions of employment that would be needed to work out your pay (such as your hours of work). You can also ask other employees the same thing (about their pay and terms and conditions of employment) but they don't have to tell you.

You also have protections when temporarily absent from work due to illness or injury, and from discrimination, bullying, sexual harassment, coercion, misrepresentation, sham contracting, and undue influence or pressure. Find out more at:

fairwork.gov.au/protections
fairwork.gov.au/bullying-harassment



ENDING EMPLOYMENT

When your employment ends, your final pay should include all **outstanding entitlements**, such as wages and unused annual leave and long service leave.

You may be entitled to **notice of termination**, or pay instead of notice. If you're dismissed for serious misconduct, you're not entitled to notice. If you resign you may have to give your employer notice. To check if notice is required and what should be in your final pay visit:

fairwork.gov.au/ending-employment

If you think your **dismissal was unfair or unlawful**, you have **21 calendar days** to lodge a claim with the Fair Work Commission. Rules and exceptions apply. Find out more at:

fwc.gov.au

DID YOU KNOW?

You can create a free **My account** to save your workplace information in one place:
fairwork.gov.au/register

You can find free **online courses** to help you start a new job or have difficult conversations at work:
fairwork.gov.au/learning

The **Record My Hours** app makes it quick and easy to record the hours you work:
fairwork.gov.au/app

FAIR WORK INFORMATION STATEMENT

I (*Name*) have received a copy of

the Fair Work Information Statement on (*Date*).

.....

(*Signature*)

.....

(*Date*)

IMPORTANT: New casual employees also need to be given the Fair Work Information Statement.

Visit www.fairwork.gov.au/fwis



Who is a casual employee?

You are a casual employee if you meet all the following criteria:

- you are offered a job
- the employer makes **no firm advance commitment** that the work will continue indefinitely with an agreed pattern of work, and
- you accept the offer knowing that there is **no firm advance commitment** and become an employee.

Whether you're a casual employee is assessed at the time you are offered and accept the job.

What is 'no firm advance commitment'?

To work out if your employer made **no firm advance commitment** when offering you the job, **only 4 factors are to be considered**. They are whether:

- ▶ your employer can choose to offer you work and it's your choice whether to work or not
- ▶ you'll be offered work when your employer needs you to work
- ▶ your employment is described as casual
- ▶ you'll be paid a casual loading or a specific pay rate for casual employees.

There isn't 1 deciding factor and you don't need all 4 of them for there to be 'no firm advance commitment'. It's about weighing up the factors that are there (and those that aren't) and deciding whether overall your employer was or wasn't intending to make a firm advance commitment.

Example of 'no firm advance commitment'

Priya is offered a job as a shop assistant. The job was advertised as a casual position.

The shop owner says Priya will need to work when the shop is busy or other staff are on leave. When business is quiet, Priya will get less work. Priya will be offered shifts a week in advance and the shifts will vary week-to-week. Priya can decline shifts if she wants to. Priya's pay rate will include a casual loading. Priya accepts the job.

There was 'no firm advance commitment' in Priya's situation. Her employer didn't commit to giving Priya ongoing work. The shop owner made it clear that Priya's shifts could vary, and that Priya wasn't obligated to accept shifts. The job was advertised as casual and Priya will be paid a casual rate of pay. Because this was clear at the time Priya was offered and accepted the job, she is considered a casual employee.

Note: Sometimes casual employees work a regular pattern of hours. This doesn't mean they're permanent (full-time or part-time), but if the arrangements continue, they might be entitled to casual conversion in the future (usually after 12 months).



How do I become a permanent employee if I'm a casual employee?

Under the National Employment Standards (NES), some casual employees have the right to become a permanent (full-time or part-time) employee. This is known as 'casual conversion'.

Some casual employees must be offered casual conversion by their employer while others can only request it. You must have completed 12 months of work and meet other criteria.

The next page outlines when your employer has to offer you casual conversion, and when you are entitled to request it.

Small businesses

If you are employed by a **small business** (fewer than 15 employees), your employer does not have to offer you casual conversion. However, in some circumstances you're still entitled to request it.

The next page outlines when you are entitled to request casual conversion if you work for a small business.



In writing

Under the NES, all offers, requests, refusals, and responses for casual conversion must be **in writing**.

'In writing' can include handwritten, printed, and electronic (for example, email) formats.

Some casual employees will be covered by awards and agreements with additional casual conversion entitlements. Go to www.fairwork.gov.au/casual for more information.



Need help?

Not sure if you're covered by an award or agreement? Visit www.fairwork.gov.au/awards and www.fairwork.gov.au/agreements



Does my employer have to offer me casual conversion?

Only businesses with 15 or more employees have to offer casual conversion to their casual employees.

They **have to offer** you casual conversion if you meet all the following criteria:

- ✓ you've been employed by them for **12 months**
- ✓ you've worked a **regular pattern of hours** on an ongoing basis for at least the last **6 months**, and
- ✓ you could continue working that regular pattern of hours as a permanent employee **without significant changes**.

Your employer **doesn't have to offer** you casual conversion if one of the following applies to you:

- ✗ there are **reasonable grounds** for your employer not to offer you casual conversion, or
- ✗ you haven't worked a regular pattern of hours for at least the last 6 months.

What your employer needs to do

- **If you are eligible for casual conversion** – Make the offer to you, in writing, within 21 days after your 12-month anniversary.
- **If they aren't offering casual conversion** – Tell you the reasons why in writing, within 21 days after your 12-month anniversary.

What you need to do

- **If your employer offers you casual conversion** – Respond in writing within 21 days. You can accept or decline the offer.
- **If you disagree with their decision not to offer you casual conversion** – Follow the steps outlined in the 'What if there is a disagreement?' section on the next page.

Example of 'regular pattern of hours'

Alex is a casual employee who works every Friday and Saturday night at a restaurant on a regular basis. His hours and days don't change.

Over a 6-month period, Alex misses 2 shifts due to illness. By agreement with his employer he also takes 1 week off during uni exams.

Even though Alex has taken some time off, this still meets the definition of a 'regular pattern of hours'.

More information

For more information about casual employment and casual conversion, go to www.fairwork.gov.au/casual and www.fairwork.gov.au/casualconversion



Can I request casual conversion?

You are entitled to request casual conversion if you meet all the following criteria:

- ✓ you've worked for the business for at least **12 months and 21 days** (12 months if you work for a **small business**)
- ✓ you've worked a **regular pattern of hours** on an ongoing basis for at least the last **6 months**
- ✓ you could continue working that pattern of hours as a permanent employee without significant changes, and
- ✓ during the **last 6 months** you haven't:
 - refused an offer of casual conversion
 - been told you aren't being offered casual conversion due to reasonable grounds, or
 - made a request for casual conversion that was refused on reasonable grounds.

What you need to do

- **If you are eligible and want to request casual conversion** – Make the request in writing.

What your employer needs to do

- **If they are granting your request** – Consult with you and respond in writing within 21 days of receiving your request.
- **If they are refusing your request on reasonable grounds** – Consult with you and tell you the reasons why in writing within 21 days of receiving your request. If you meet the criteria again in 6 months, you can make another request then.

What are 'reasonable grounds'?

What counts as 'reasonable grounds' will depend on your circumstances and your employer's circumstances.

They can include that within the next 12 months:

- your position won't exist
- your hours of work will significantly reduce
- the days or times your employer needs you to work will change significantly, and you won't be available to work the revised schedule.

Reasonable grounds can also include that making the offer or granting the request would not comply with a recruitment or selection process required by or under a Commonwealth, State or Territory law.



What if I disagree with my employer about casual conversion?

If you and your employer have a disagreement about casual conversion, including the rules and requirements for making (or not making) a request or an offer, there are steps you can take to resolve it.

Depending on your circumstances, you may be able to have someone to support or represent you through the dispute process (which could include a union entitled to represent you).

Step 1. First, check if you're covered by an **award or agreement**. Not sure? Visit www.fairwork.gov.au/awards and www.fairwork.gov.au/agreements

- If you are covered by an award or agreement, you need to follow the process that it sets out for dealing with disputes about the National Employment Standards (NES). See the 'Who can help?' section below if you need further help.
- If you're not covered by an award or agreement, move to step 2.

Step 2. If you aren't covered by an award or agreement you need to check if your **employment contract** or any **other kind of written agreement** has a process for dealing with disputes about the NES or casual conversion.

- If it **does**, you need to follow the process that it sets out for dealing with the dispute. See the 'Who can help?' section below if you need further help.
- If it **doesn't**, move to step 3.

Step 3. If the dispute resolution processes in **steps 1 and 2 don't apply to you**, try to resolve the disagreement directly with your employer by discussing it with them (you can use our free courses linked below to help you do this). If you can't resolve the issue this way, see the 'Who can help?' section below for where you can get help.



Get help with conversations

Find free online courses to help you have conversations at work (including about casual conversion) at www.fairwork.gov.au/learning

WHO CAN HELP?

If you'd like information or assistance, or you have an unresolved dispute, a third party may be able to help. Depending on your situation and how you want to resolve the issue, there are a few different places that can help you.

The Fair Work Ombudsman and Fair Work Commission can help.

You can also seek help from the Federal Circuit and Family Court in some situations.

FAIR WORK OMBUDSMAN

- provides information and advice about your employment type (casual or permanent)
- provides information and advice about rights, pay and entitlements of casual employees, including casual conversion entitlements
- has free calculators, templates and online courses
- helps fix workplace problems
- enforces workplace laws and seeks penalties for breaches of workplace laws.

www.fairwork.gov.au - 13 13 94

FAIR WORK COMMISSION

- deals with disputes about casual conversion (if you are not able to resolve them directly with your employer)
- can deal with your dispute through mediation, conciliation, making a recommendation or expressing an opinion
- if you and your employer agree, can deal with your dispute through arbitration (making a binding decision).

www.fwc.gov.au - 1300 799 675

FEDERAL CIRCUIT AND FAMILY COURT OF AUSTRALIA (SMALL CLAIMS COURT)

You can seek help from the small claims court of the Federal Circuit and Family Court if your casual conversion dispute is about whether:

- you meet the requirements for your employer to make an offer to you to become a permanent employee
- you meet the requirements to request casual conversion
- your employer has reasonable grounds to not offer casual conversion
- your employer has reasonable grounds to refuse your request for casual conversion.

www.fcfoa.gov.au - 1300 352 000

CASUAL EMPLOYMENT INFORMATION STATEMENT

I (*Name*) have received a copy of

the Casual Employment Information Statement on (*Date*).

.....

(*Signature*)

.....

(*Date*)

Excerpt From the Horticultural Award 2010

This document constitutes notification as required under this section of the award.

10.5 Right to request casual conversion

[10.5 inserted by PR700572 ppc 01Oct18]

- (a) A person engaged by a particular employer as a regular casual employee may request that their employment be converted to full-time or part-time employment.
- (b) A regular casual employee is a casual employee who has in the preceding period of 12 months worked a pattern of hours on an ongoing basis which, without significant adjustment, the employee could continue to perform as a full-time employee or part-time employee under the provisions of this award.
- (c) A regular casual employee who has worked equivalent full-time hours over the preceding period of 12 months' casual employment may request to have their employment converted to full-time employment.
- (d) A regular casual employee who has worked less than equivalent full-time hours over the preceding period of 12 months' casual employment may request to have their employment converted to part-time employment consistent with the pattern of hours previously worked.
- (e) Any request under this subclause must be in writing and provided to the employer.
- (f) Where a regular casual employee seeks to convert to full-time or part-time employment, the employer may agree to or refuse the request, but the request may only be refused on reasonable grounds and after there has been consultation with the employee.
- (g) Reasonable grounds for refusal include that:
 - (i) it would require a significant adjustment to the casual employee's hours of work in order for the employee to be engaged as a full-time or part time employee in accordance with the provisions of this award – that is, the casual employee is not truly a regular casual employee as defined in paragraph (b);
 - (ii) it is known or reasonably foreseeable that the regular casual employee's position will cease to exist within the next 12 months; Horticulture Award 2010 14 MA000028
 - (iii) it is known or reasonably foreseeable that the hours of work which the regular casual employee is required to perform will be significantly reduced in the next 12 months; or
 - (iv) it is known or reasonably foreseeable that there will be a significant change in the days and/or times at which the employee's hours of work are required to be performed in the next 12 months which cannot be accommodated within the days and/or hours during which the employee is available to work.
- (h) For any ground of refusal to be reasonable, it must be based on facts which are known or reasonably foreseeable.
- (i) Where the employer refuses a regular casual employee's request to convert, the employer must provide the casual employee with the employer's reasons for refusal in writing within 21 days of the request being made. If the employee does not accept the employer's refusal, this will constitute a dispute that will be dealt with under the dispute resolution procedure in clause 9. Under that

procedure, the employee or the employer may refer the matter to the Fair Work Commission if the dispute cannot be resolved at the workplace level.

(j) Where it is agreed that a casual employee will have their employment converted to full-time or part-time employment as provided for in this clause, the employer and employee must discuss and record in writing:

(i) the form of employment to which the employee will convert – that is, full-time or part-time employment; and

(ii) if it is agreed that the employee will become a part-time employee, the matters referred to in clause 10.3(c) (k) The conversion will take effect from the start of the next pay cycle following such agreement being reached unless otherwise agreed.

(l) Once a casual employee has converted to full-time or part-time employment, the employee may only revert to casual employment with the written agreement of the employer.

(m) A casual employee must not be engaged and re-engaged (which includes a refusal to re-engage), or have their hours reduced or varied, in order to avoid any right or obligation under this clause.

(n) Nothing in this clause obliges a regular casual employee to convert to full-time or part-time employment, nor permits an employer to require a regular casual employee to so convert.

(o) Nothing in this clause requires an employer to increase the hours of a regular casual employee seeking conversion to full-time or part-time employment.

(p) An employer must provide a casual employee, whether a regular casual employee or not, with a copy of the provisions of this subclause within the first 12 months of the employee's first engagement to perform work. In respect of casual employees already employed as at 1 October 2018, an employer must Horticulture Award 2010 MA000028 15 provide such employees with a copy of the provisions of this subclause by 1 January 2019.

(q) A casual employee's right to request to convert is not affected if the employer fails to comply with the notice requirements in paragraph (p).



Pre-existing Injury and Medical Condition Declaration.

Under the *Workers Compensation and Rehabilitation and Other Legislation Amendment Act 2013*, prospective workers must disclose their medical history when requested. This includes pre-existing injuries and medical conditions.

False or misleading information supplied in this document may mean the prospective worker is not entitled to compensation or damages for any event that aggravates the pre-existing injury or medical condition.

Position (*Name of position being recruited for*): _____

Description of Duties & Environment Involved with the Position: _____

Prospective Worker Declaration (tick one):

- I do not have any pre-existing injuries or medical conditions that may be affected or aggravated by performing the duties of this position.
- I do have pre-existing injuries or medical conditions that may be affected or aggravated by performing the duties of this position.
Please give details of the pre-existing injuries or medical conditions:

Prospective Worker Consent:

As permitted under the *Workers Compensation and Rehabilitation and Other Legislation Amendment Act 2013*, I give my permission for the Carter & Spencer Group (the Prospective Employer), to obtain my injury history and records from Workcover Queensland.

Name: _____ Date: _____

Signature: _____

Tax file number declaration

Information you provide in this declaration will allow your payer to work out how much tax to withhold from payments made to you.

— This is not a TFN application form.
To apply for a TFN, go to ato.gov.au/tfn

! Terms we use

When we say:

- **payer**, we mean the business or individual making payments under the pay as you go (PAYG) withholding system
- **payee**, we mean the individual being paid.

Who should complete this form?

You should complete this form before you start to receive payments from a new payer – for example:

- payments for work and services as an employee, company director or office holder
- payments under return-to-work schemes, labour hire arrangements or other specified payments
- benefit and compensation payments
- superannuation benefits.

! You need to provide all information requested on this form. Providing the wrong information may lead to incorrect amounts of tax being withheld from payments made to you.

! You don't need to complete this form if you:

- are a beneficiary wanting to provide your tax file number (TFN) to the trustee of a closely held trust. For more information, visit ato.gov.au/trustsandtfnwithholding
- are receiving superannuation benefits from a super fund and have been taken to have quoted your TFN to the trustee of the super fund
- want to claim the seniors and pensioners tax offset by reducing the amount withheld from payments made to you. You should complete a withholding declaration form (NAT 3093)
- want to claim a zone, overseas forces or invalid and invalid carer tax offset by reducing the amount withheld from payments made to you. You should complete a withholding declaration form (NAT 3093).

> For more information about your entitlement, visit ato.gov.au/taxoffsets



Section A: To be completed by the payee

Question 1

What is your tax file number (TFN)?

You should give your TFN to your employer only after you start work for them. Never give your TFN in a job application or over the internet.

- ⊖ We and your payer are authorised by the *Taxation Administration Act 1953* to request your TFN. It's not an offence not to quote your TFN. However, quoting your TFN reduces the risk of administrative errors and having extra tax withheld. Your payer is required to withhold the top rate of tax from all payments made to you if you do not provide your TFN or claim an exemption from quoting your TFN.

How do you find your TFN?

You can find your TFN on any of the following:

- your income tax notice of assessment
- correspondence we send you
- a payment summary your payer issues to you.

If you have a tax agent, they may also be able to tell you.

If you still can't find your TFN, you can:

- phone us on **13 28 61** between 8.00am and 6.00pm, Monday to Friday.

If you phone or visit us, we need to know we are talking to the correct person before discussing your tax affairs. We will ask you for details only you, or your authorised representative, would know.

You don't have a TFN

If you don't have a TFN and want to provide a TFN to your payer, you will need to apply for one.

For more information about applying for a TFN, visit ato.gov.au/tfn

You may be able to claim an exemption from quoting your TFN.

Print X in the appropriate box if you:

- have lodged a TFN application form or made an enquiry to obtain your TFN. You now have 28 days to provide your TFN to your payer, who must withhold at the standard rate during this time. After 28 days, if you haven't given your TFN to your payer, they will withhold the top rate of tax from future payments
- are claiming an exemption from quoting a TFN because you are under 18 years of age and do not earn enough to pay tax, or you are an applicant or recipient of certain pensions, benefits or allowances from the:
 - Department of Human Services – however, you will need to quote your TFN if you receive a Newstart, Youth or sickness allowance, or an Austudy or parenting payment
 - Department of Veterans' Affairs – a service pension under the *Veterans' Entitlement Act 1986*
 - Military Rehabilitation and Compensation Commission.

Providing your TFN to your super fund

Your payer must give your TFN to the super fund they pay your contributions to. If your super fund doesn't have your TFN, you can provide it to them separately. This ensures:

- your super fund can accept all types of contributions to your accounts
- additional tax will not be imposed on contributions as a result of failing to provide your TFN
- you can trace different super accounts in your name.

- For more information about providing your TFN to your super fund, visit ato.gov.au/superelegibility

Question 2–6

Complete with your personal information.

Question 7

On what basis are you paid?

Check with your payer if you're not sure.

Question 8

Are you an Australian resident for tax purposes or a working holiday maker?

Generally, we consider you to be an Australian resident for tax purposes if you:

- have always lived in Australia or you have come to Australia and now live here permanently
- are an overseas student doing a course that takes more than six months to complete
- migrate to Australia and intend to reside here permanently.

If you go overseas temporarily and don't set up a permanent home in another country, you may continue to be treated as an Australian resident for tax purposes.

If you are in Australia on a working holiday visa (subclass 417) or a work and holiday visa (subclass 462) you must place an X in the working holiday maker box. Special rates of tax apply for working holiday makers.

- For more information about working holiday makers, visit ato.gov.au/whm

If you're not an Australian resident for tax purposes or a working holiday maker, place an X in the foreign resident box, unless you are in receipt of an Australian Government pension or allowance.

Temporary residents can claim super when leaving Australia, if all requirements are met. For more information, visit ato.gov.au/departaustralia

⊖ Foreign resident tax rates are different

A higher rate of tax applies to a foreign resident's taxable income and foreign residents are not entitled to a tax-free threshold nor can they claim tax offsets to reduce withholding, unless you are in receipt of an Australian Government pension or allowance.

- To check your Australian residency status for tax purposes or for more information, visit ato.gov.au/residency

Question 9

Do you want to claim the tax-free threshold from this payer?

The tax-free threshold is the amount of income you can earn each financial year that is not taxed. By claiming the threshold, you reduce the amount of tax that is withheld from your pay during the year.

Answer **yes** if you want to claim the tax-free threshold, you are an Australian resident for tax purposes, and one of the following applies:

- you are not currently claiming the tax-free threshold from another payer
- you are currently claiming the tax-free threshold from another payer and your total income from all sources will be less than the tax-free threshold.

Answer **yes** if you are a foreign resident in receipt of an Australian Government pension or allowance.

Answer **no** if none of the above applies or you are a working holiday maker.

- ! If you receive any taxable government payments or allowances, such as Newstart, Youth Allowance or Austudy payment, you are likely to be already claiming the tax-free threshold from that payment.
- > For more information about the current tax-free threshold, which payer you should claim it from, or how to vary your withholding rate, visit ato.gov.au/taxfreethreshold

Question 10

Do you have a Higher Education Loan Program (HELP), VET Student Loan (VSL), Financial Supplement (FS), Student Start-up Loan (SSL) or Trade Support Loan (TSL) debt?

Answer **yes** if you have a HELP, VSL, FS, SSL or TSL debt.

Answer **no** if you do not have a HELP, VSL, FS, SSL or TSL debt, or you have repaid your debt in full.

- ! You have a HELP debt if either:
 - the Australian Government lent you money under HECS-HELP, FEE-HELP, OS-HELP, VET FEE-HELP, VET Student loans prior to 1 July 2019 or SA-HELP.
 - you have a debt from the previous Higher Education Contribution Scheme (HECS).
- You have a SSL debt if you have an ABSTUDY SSL debt.
- You have a separate VSL debt that is not part of your HELP debt if you incurred it from 1 July 2019.
- > For information about repaying your HELP, VSL, FS, SSL or TSL debt, visit ato.gov.au/getloaninfo

Have you repaid your HELP, VSL, FS, SSL or TSL debt?

When you have repaid your HELP, VSL, FS, SSL or TSL debt, you need to complete a *Withholding declaration* (NAT 3093) notifying your payer of the change in your circumstances.

! Sign and date the declaration

Make sure you have answered all the questions in section A, then sign and date the declaration. Give your completed declaration to your payer to complete section B.

Section B: To be completed by the payer

- ! Important information for payers – see the reverse side of the form.

> Lodge online

Payers can lodge TFN declaration reports online if you have software that complies with our specifications.

For more information about lodging the TFN declaration report online, visit ato.gov.au/lodgetfndeclaration

More information

Internet

- For general information about TFNs, tax and super in Australia, including how to deal with us online, visit our website at ato.gov.au
- For information about applying for a TFN on the web, visit our website at ato.gov.au/tfn
- For information about your super, visit our website at ato.gov.au/checkyoursuper

Useful products

In addition to this TFN declaration, you may also need to complete and give your payer the following forms which you can download from our website at ato.gov.au:

- *Medicare levy variation declaration* (NAT 0929), if you qualify for a reduced rate of Medicare levy or are liable for the Medicare levy surcharge. You can vary the amount your payer withholds from your payments.
- *Standard choice form* (NAT 13080) to choose a super fund for your employer to pay super contributions to. You can find information about your current super accounts and transfer any unnecessary super accounts through myGov after you have linked to the ATO. Temporary residents should visit ato.gov.au/departaustralia for more information about super.

Other forms and publications are also available from our website at ato.gov.au/onlineordering or by phoning **1300 720 092**.

Phone

- Payee – for more information, phone **13 28 61** between 8.00am and 6.00pm, Monday to Friday. If you want to vary your rate of withholding, phone **1300 360 221** between 8.00am and 6.00pm, Monday to Friday.
- Payer – for more information, phone **13 28 66** between 8.00am and 6.00pm, Monday to Friday.

If you phone, we need to know we're talking to the right person before we can discuss your tax affairs. We'll ask for details only you, or someone you've authorised, would know. An authorised contact is someone you've previously told us can act on your behalf.

If you do not speak English well and need help from the ATO, phone the Translating and Interpreting Service on **13 14 50**.

If you are deaf, or have a hearing or speech impairment, phone the ATO through the National Relay Service (NRS) on the numbers listed below:

- TTY users – phone **13 36 77** and ask for the ATO number you need (if you are calling from overseas, phone **+61 7 3815 7799**)
- Speak and Listen (speech-to-speech relay) users – phone **1300 555 727** and ask for the ATO number you need (if you are calling from overseas, phone **+61 7 3815 8000**)
- Internet relay users – connect to the NRS on relayservice.gov.au and ask for the ATO number you need.

If you would like further information about the National Relay Service, phone **1800 555 660** or email helpdesk@relayservice.com.au

Privacy of information

Taxation law authorises the ATO to collect information and to disclose it to other government agencies. For information about your privacy, go to ato.gov.au/privacy

Our commitment to you

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information in this publication and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we must still apply the law correctly. If that means you owe us money, we must ask you to pay it but we will not charge you a penalty. Also, if you acted reasonably and in good faith we will not charge you interest.

If you make an honest mistake in trying to follow our information in this publication and you owe us money as a result, we will not charge you a penalty. However, we will ask you to pay the money, and we may also charge you interest. If correcting the mistake means we owe you money, we will pay it to you. We will also pay you any interest you are entitled to.

If you feel that this publication does not fully cover your circumstances, or you are unsure how it applies to you, you can seek further assistance from us.

We regularly revise our publications to take account of any changes to the law, so make sure that you have the latest information. If you are unsure, you can check for more recent information on our website at ato.gov.au or contact us.

This publication was current at **June 2019**.

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Australian Taxation Office
Canberra
June 2019

DE-6078



Tax file number declaration

This declaration is NOT an application for a tax file number.

- Use a black or blue pen and print clearly in BLOCK LETTERS.
- Print X in the appropriate boxes.
- Read all the instructions including the privacy statement before you complete this declaration.

Section A: To be completed by the PAYEE

1 What is your tax file number (TFN)?

For more information, see question 1 on page 2 of the instructions.

OR I have made a separate application/enquiry to the ATO for a new or existing TFN.

OR I am claiming an exemption because I am under 18 years of age and do not earn enough to pay tax.

OR I am claiming an exemption because I am in receipt of a pension, benefit or allowance.

2 What is your name?

Title: Mr Mrs Miss Ms

Surname or family name

First given name

Other given names

3 What is your home address in Australia?

Suburb/town/locality

State/territory

Postcode

4 If you have changed your name since you last dealt with the ATO, provide your previous family name.

5 What is your primary e-mail address?

6 What is your date of birth?

Day / Month / Year

 / /

7 On what basis are you paid? (select only one)

Full-time employment Part-time employment Labour hire Superannuation or annuity income stream Casual employment

8 Are you: (select only one)

An Australian resident for tax purposes A foreign resident for tax purposes OR A working holiday maker

9 Do you want to claim the tax-free threshold from this payer?

Only claim the tax-free threshold from one payer at a time, unless your total income from all sources for the financial year will be less than the tax-free threshold.

Yes No Answer no here if you are a foreign resident or working holiday maker, except if you are a foreign resident in receipt of an Australian Government pension or allowance.

10 Do you have a Higher Education Loan Program (HELP), VET Student Loan (VSL), Financial Supplement (FS), Student Start-up Loan (SSL) or Trade Support Loan (TSL) debt?

Yes No Your payer will withhold additional amounts to cover any compulsory repayment that may be raised on your notice of assessment.

DECLARATION by payee: I declare that the information I have given is true and correct.

Signature

Date

Day / Month / Year

 / /

You MUST SIGN here

There are penalties for deliberately making a false or misleading statement.

Once section A is completed and signed, give it to your payer to complete section B.

Section B: To be completed by the PAYER (if you are not lodging online)

1 What is your Australian business number (ABN) or withholding payer number?

Branch number (if applicable)

2 If you don't have an ABN or withholding payer number, have you applied for one?

Yes No

3 What is your legal name or registered business name (or your individual name if not in business)?

4 What is your business address?

Suburb/town/locality

State/territory

Postcode

5 What is your primary e-mail address?

6 Who is your contact person?

Business phone number

7 If you no longer make payments to this payee, print X in this box.

DECLARATION by payer: I declare that the information I have given is true and correct.

Signature of payer

Date

Day / Month / Year

 / /

There are penalties for deliberately making a false or misleading statement.

Return the completed original ATO copy to:

Australian Taxation Office
PO Box 9004
PENRITH NSW 2740

IMPORTANT

See next page for:
■ payer obligations
■ lodging online.



Payer information

The following information will help you comply with your pay as you go (PAYG) withholding obligations.

— Is your employee entitled to work in Australia?

It is a criminal offence to knowingly or recklessly allow someone to work, or to refer someone for work, where that person is from overseas and is either in Australia illegally or is working in breach of their visa conditions.

People or companies convicted of these offences may face fines and/or imprisonment. To avoid penalties, ensure your prospective employee has a valid visa to work in Australia before you employ them. For more information and to check a visa holder's status online, visit the Department of Home Affairs website at homeaffairs.gov.au

Is your payee working under a working holiday visa (subclass 417) or a work and holiday visa (subclass 462)?

Employers of workers under these two types of visa need to register with the ATO, see ato.gov.au/whmreg

For the tax table "working holiday maker" visit our website at ato.gov.au/taxtables

Payer obligations

If you withhold amounts from payments, or are likely to withhold amounts, the payee may give you this form with section A completed. A TFN declaration applies to payments made after the declaration is provided to you. The information provided on this form is used to determine the amount of tax to be withheld from payments based on the PAYG withholding tax tables we publish. If the payee gives you another declaration, it overrides any previous declarations.

Has your payee advised you that they have applied for a TFN, or enquired about their existing TFN?

Where the payee indicates at question 1 on this form that they have applied for an individual TFN, or enquired about their existing TFN, they have 28 days to give you their TFN. **You must withhold tax for 28 days at the standard rate according to the PAYG withholding tax tables.** After 28 days, if the payee has not given you their TFN, you must then withhold the top rate of tax from future payments, unless we tell you not to.

If your payee has not given you a completed form you must:

- notify us within 14 days of the start of the withholding obligation by completing as much of the payee section of the form as you can. Print 'PAYER' in the payee declaration and lodge the form – see 'Lodging the form'.
- withhold the top rate of tax from any payment to that payee.

➤ For a full list of tax tables, visit our website at ato.gov.au/taxtables

Lodging the form

You need to lodge TFN declarations with us within 14 days after the form is either signed by the payee or completed by you (if not provided by the payee). **You need to retain a copy of the form for your records.** For information about storage and disposal, see below.

You may lodge the information:

- **online** – lodge your TFN declaration reports using software that complies with our specifications. There is no need to complete section B of each form as the payer information is supplied by your software.
- **by paper** – complete section B and send the original to us within 14 days.

➤ For more information about lodging your TFN declaration report online, visit our website at ato.gov.au/lodgetfndeclaration

Provision of payee's TFN to the payee's super fund

If you make a super contribution for your payee, you need to give your payee's TFN to their super fund on the day of contribution, or if the payee has not yet quoted their TFN, within 14 days of receiving this form from your payee.

Storing and disposing of TFN declarations

The TFN Rule issued under the *Privacy Act 1988* requires a TFN recipient to use secure methods when storing and disposing of TFN information. You may store a paper copy of the signed form or electronic files of scanned forms. Scanned forms must be clear and not altered in any way.

If a payee:

- submits a new *TFN declaration* (NAT 3092), you must retain a copy of the earlier form for the current and following financial year.
- has not received payments from you for 12 months, you must retain a copy of the last completed form for the current and following financial year.

— Penalties

You may incur a penalty if you do not:

- lodge TFN declarations with us
- keep a copy of completed TFN declarations for your records
- provide the payee's TFN to their super fund where the payee quoted their TFN to you.

EMPLOYEE HEALTH AND HYGIENE DECLARATION

SPENCER RANCH is committed to providing a safe and healthy environment for all employees and visitors. As all employees are working in a food environment a high standard of personal Hygiene and cleanliness is mandatory.

Produce handlers are required to prevent anything on or from their bodies contaminating Produce or surfaces likely to come in contact with Produce including, but not limited to:

1. Wearing clean outer clothing
2. Not sneezing, blowing, or coughing over produce or surfaces likely to come in contact with Produce
3. Not eating, chewing gum, spitting, smoking or using tobacco or similar preparations in Produce handling areas
4. Not urinating or defecating except in a toilet
5. Washing hands in a hand basin when personal cleanliness may affect Produce safety including ,but not limited to:
 - a. At the start of Produce handling activities
 - b. Immediately after using the toilet
 - c. After handling raw Produce where this could result in contamination of other Produce
 - d. After smoking, coughing, sneezing, using a handkerchief or disposable tissue, eating and
 - e. After touching your scalp, hair or bodily orifice
6. Drying hands on a **single-use towel** or in a way not likely to transfer micro-organisms to the hands
7. Using only waterproof and coloured bandages and dressings on exposed parts of their bodies and
8. Informing the Pack Shed Manager if they are in any way suffering from an illness, have infected skin lesions(boils, cuts etc..) or discharges from the eyes, ears or nose.
9. Making every effort to prevent the accidental contamination of produce with allergens or allergenic material (peanuts, other nuts, soy, milk, fish, shellfish, gluten, eggs and sulphites) by:
 - a. Wearing clean outer clothing to and at work
 - b. Washing hands before starting work and after any breaks
 - c. Limiting food consumption to the lunch areas
 - d. Not bringing to work and eating peanuts or other nuts

I understand and agree to comply with the above health and hygiene conditions.

I understand that I am not authorised to work without gloves if I have a cut, sores or wounds on my hands.

I declare that I do not knowingly have any communicable or contagious diseases.

NAME.....

SIGNATURE.....

DATE.....

Spencer Ranch Pty Ltd - Employee Induction

Welcome to Spencer Ranch and the Carter & Spencer Group. We are an Australian Family owned and operated business that prides itself on operating as ONE TEAM with family values. We hope you are looking forward to working for us as much as we are looking forward to having you in the team.

In addition to the Carter & Spencer Group Induction Booklet (a copy of which can be found in the Staff Room) we have a few points that are specific for this site and facility as well as some points that will help you along the way.

1. New Employee Paperwork

All new employees must have new employee pack completed and returned to the administration office located at 97 McLennan Drive by 9am on Thursday morning to ensure that your pay will be processed correctly. Incorrectly completed or non-returned paperwork may lead to your pay not being processed in the pay run.

If you are unsure of any details, please see the administration team they will be more than happy to help.

All non-Australian citizens must provide a copy of their passport & visa so that we can check that you have the legal right to be employed in Australia as set out in the Immigration Act.

2. Pay Period, Pay Queries & Pay Slips

Carter & Spencer Group pay period is Saturday to Friday. The pays are processed on Monday with monies generally available in your nominated bank account on Tuesday. Some smaller banks / credit unions may take an extra day for monies to be available.

Pay slips are emailed directly to you from our head office however any queries regarding your pay should be directed to the administration team on Spencer Ranch in person or via email ranchadmin@carter-spencer.com.au

You must have a PDF viewer on your device to view these pay slips otherwise they will appear blank.

You are responsible for your own pay slips. Please save these pay slips or print them out and keep them in a safe place as we won't re-issue pay slips because you "lost them".

3. Hours of Work

Spencer Ranch is a 7 day a week operation and as such we always have something happening whether that is picking, packing or general farm maintenance.

Your Supervisor will advise you of starting times daily. It is your responsibility to ensure you know what time you are working the following day. If in doubt, ASK.

The starting time is just that. Time to start work not arriving on site. 15 mins early is on time

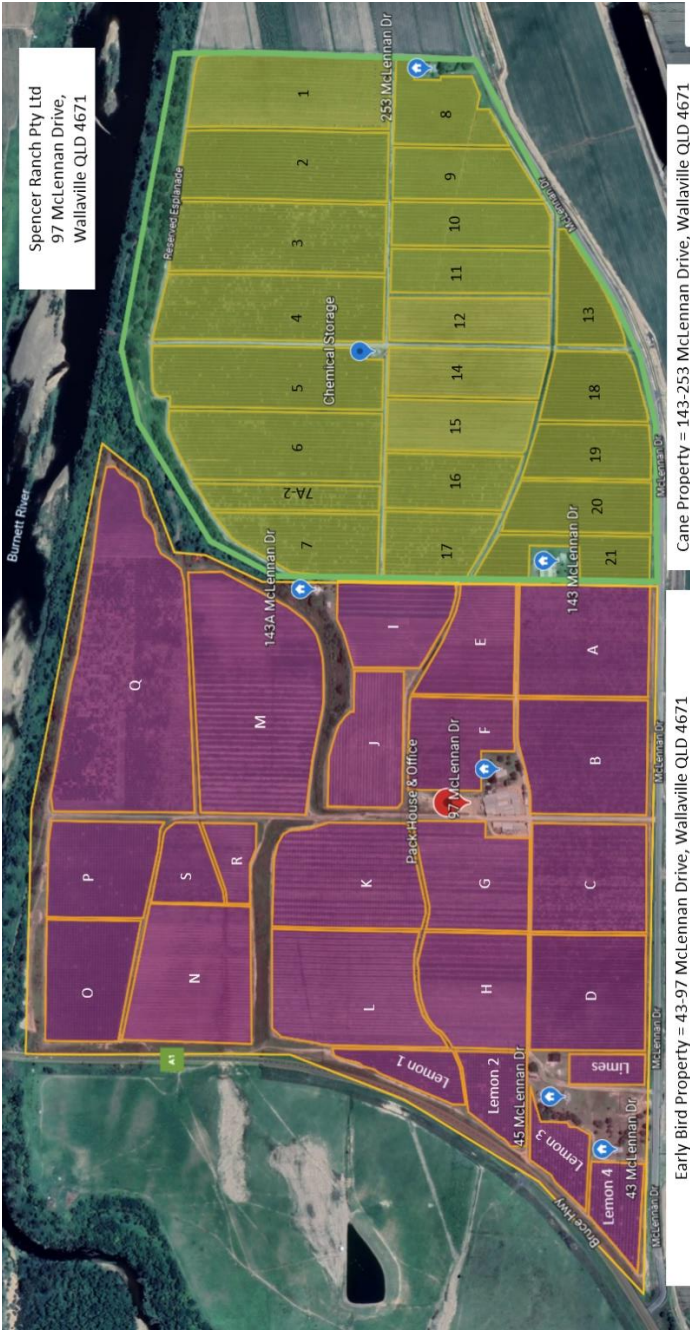
5. Working Holiday Visa

Working at Spencer Ranch is valid work to count towards your days required for “2nd Year Working Holiday Visa”.

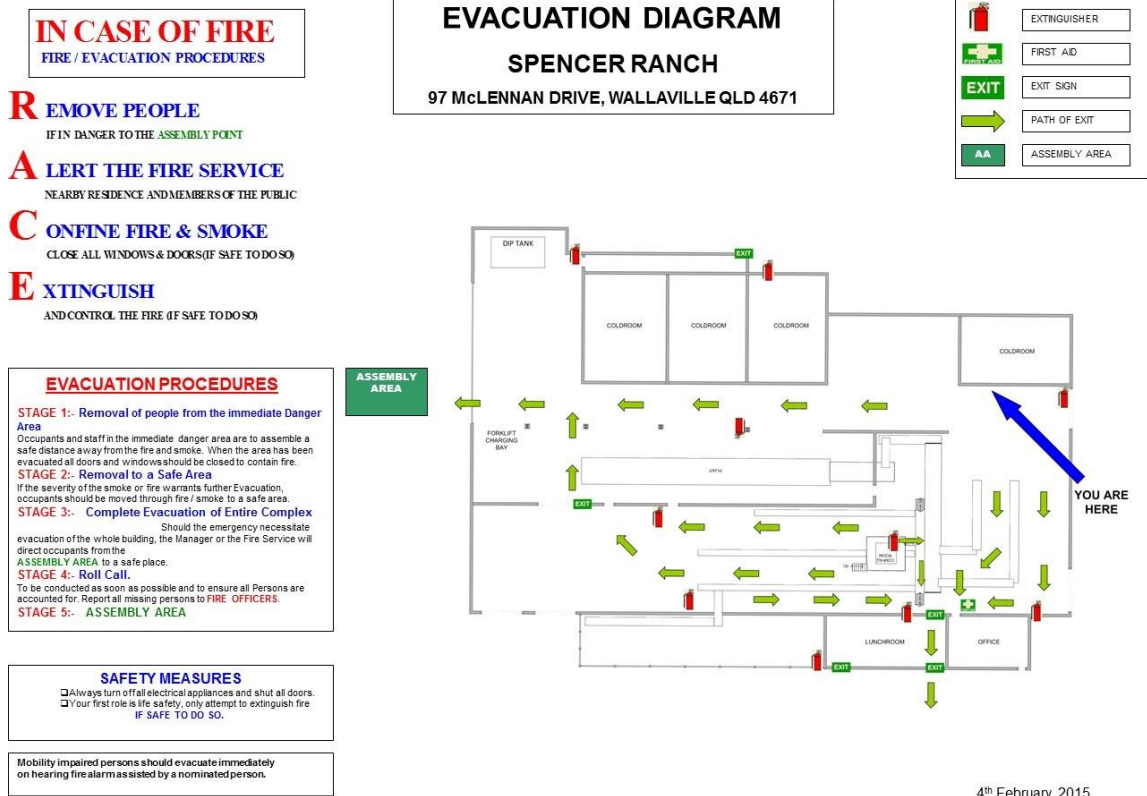
With recent changes to legislation, it is now YOUR responsibility to keep pay slips and track of the number of days worked at Spencer Ranch. Our Administration team no longer completes “2nd Year Visa forms” as these are not required to be submitted

Please keep your pay slips in a safe place as we won’t be re-sending them because you didn’t think to keep them.

6. Spencer Ranch Site



7. Spencer Ranch Packing Facility Evacuation Plan



In the event of a fire or emergency the Pack House Manager or Packhouse Supervisor will sound a handheld hooter

On hearing the hooter you should:

- Stop what you are doing
- Make your way calmly to the nearest exit
- Make your way directly to the Assembly Area.
- Don't use mobile phones or devices until told to by Packhouse Supervisor.
- Wait for direction by either Packhouse Supervisor or Emergency Services

8. Farm Safe – Who is Who

- Overall Farm is managed by Will Thompson Mobile: 0427 457 210
- Packhouse Supervisor Jude Bust Mobile: 0416 004 280
- Picking Supervisors
 - Shaun Proctor Mobile: 0408 358 275
 - Tracey Green Mobile: 0481743715
- Administration Officer Kym Bishop Mobile: 0432 581 068

Farm Details

Spencer Ranch Pty Ltd
97 McLennan Drive
Wallaville QLD 4671

ABN 13 087 245 761

Email: ranchadmin@carter-spencer.com.au

9. Good Hygiene Practices (GHP)

Listed below are the GHPs required for all staff working in this facility:

- All staff must wash hands before any work handling product. Picking or packing
- Hands must be washed after breaks, toilet breaks, cleaning, smoking, etc.
- Produce being packed is not to be eaten
- No eating is allowed whilst packing products
- Only water is to be consumed inside the Packhouse in a clear plastic bottle with your name and water clearly written on the side of the bottle.
- Chewing of gum is not permitted in packing areas
- Fingernails must be clean and short with no nail polish
- All urinating, defecating and spitting must be in the allocated toilet facilities
- All exposed wounds, bandages, etc. must be covered by gloves or sleeves

10. Good Manufacturing Practices (GMP)

Listed below are the GMPs required for all staff working in this facility:

- No glass or ceramics are to be taken into the packing areas
- Water only in clear plastic containers marked with your name and water
- Cigarettes, matches or other personal effects should not be in packing areas
- Smoking is not allowed in packing areas
- Only items on the allowable items list are allowed in the packing area
- Only registered knives to be used
- Knives must be returned to the office at end of each shift.
- Product that has fallen on the floor must not be packed. It must go to juice
- In the event of a Glass Breakage notify your supervisor immediately. Packing is to stop immediately until glass is cleaned up.

11. Sickness & Not able to attend work

If you are unwell and unable to work it is your responsibility to contact your supervisor prior to the commencement of the day and advise them.

In the case of language barriers, a txt message is acceptable.

Failure to make any contact will led to dismissal for abandonment of position.

Any staff member who suspects or knows they have a food borne illness must tell the supervisor immediately before commencing any food handling duties. No person with any food borne illness should be in contact with produce at any time. A doctor's clearance may be required before returning to work of any employee with any suspected food borne illness.

A food borne illness is any illness that can be transmitted through food from an infected person to the consumer of the food item and includes such diseases as hepatitis, salmonellosis, listeriosis, etc.

Repeated sick days or sick days on a Monday, Friday or weekend will require a Doctors Certificate to be provided.

12. Covid-19

If you have any of the signs or symptoms of Covid-19 take a RAT test or have a PCR test performed and advise your Supervisor. While there is no legal requirement to isolate anymore we are asking for the health of the team that if you have a positive result that you stay at home for 7 days from the test date.

Keep in mind many people have other health issues and contracting Covid-19 could have severe implications for them.

Most common symptoms:

- Fever
- Cough
- Tiredness
- Loss of taste or smell

Less common symptoms:

- Sore Throat
- Headache
- Aches & Pains
- Diarrhoea
- A rash on the skin or discolouration of fingers or toes
- Red or irritated eyes

13. Drugs and Alcohol Policy

Employees must not attend work, drive company machinery or vehicles if they are under the influence of drugs or alcohol. An employee who is considered by their supervisor to be under the influence of drugs or alcohol will not be permitted to remain in the workplace. Employees must not consume or possess alcohol at the workplace or away from the workplace whilst carrying out work for the company, or in a company vehicle, unless with specific permission of the company.

Carter & Spencer has a published Drug & Alcohol Policy, a copy of which is located on the staff notice board and is responsible for ensuring that we provide a Drug & Alcohol free workplace. Random drug and alcohol testing is carried out on all sites of both employees and contractors. Breaches of this policy can lead to summary dismissal.

14. Smoking in the Workplace

Carter & Spencer is responsible for providing our employees and contractors with a smoke free workplace.

Smoking is only permitted in the designated smoking area which is located by the Fire Trench at the rear of the Pack House during the nominated rest breaks and not in the buildings, tractors or vehicles.

Orchard staff may smoke in the orchard however must move away from other employees and once again only smoke during the nominated breaks.

15. Working in Heat & Humidity.

Working in hot and humid conditions can be challenging on the human body, especially when humidity climbs over 75% and limits the body's ability to cool itself.

WORKSMART

Dress Appropriately and Hydrate!

1. Ensure you are hydrated the evening before coming to work.
2. Maintain a healthy and regular diet.
3. Start hydrating 2 hours before starting work – once you feel thirsty you are already dehydrated!
4. In hot conditions – take regular and small drinks of water or an electrolytic drink (this is far better than only drinking large quantities every few hours).
5. Wear loose fitting, light weight, light coloured clothing.
6. Wear a wide brimmed hat if you are in the sun or risk UV exposure.
7. Wear sun block if you are in the sun or risk UV exposure (and reapply every break time or 2 to 3 hours).
8. Take care that any medications don't impact on your body's abilities to hydrate and stay cool.

16. First Aid & First Aiders

First Aid Kits can be found in each Company vehicle, cabbed tractors, Workshop, Administration Office and next to the Quality Assessment Station.

Spencer Ranch First Aiders



Jude Bust



Kym Bishop

17. Speed Limits

Spencer Ranch has a strict speed limit of **20 km/hr** for all vehicles. Driving at speeds above this endanger your fellow workers as well as yourself. Failure to abide by the Speed Limit will lead to dismissal.

18. Tractor and Picking Trailer Safety

Tractors, the most useful of farm machines, are also the most dangerous when not handled properly. In Australia more people are killed or injured in tractor incidents than with any other pieces of rural machinery. 1 incident with a tractor occurs every 10 day in Australia.

The Tractor operator is **not** to carry any passengers on the tractor or on picking trailers even if seated in empty bins.

Those workers not driving the tractor must use approved vehicles or people carrier to travel through the orchard. **NO EXCEPTIONS.**

All tractor drivers will undergo tractor orientation, training and a practical assessment prior to operating any tractor on Spencer Ranch Pty Ltd.

19. Picking Bags & Snips

Spencer Ranch provides all pickers with bags, snips and a sizing ring. The correct use of these is covered in the Australian Fresh Citrus Harvest Handbook. You will also be shown by the Picking Supervisor

Picking bags and snips will be handed out each day and are to be returned to the Picking Supervisor at the end of each day. Lost bags, snips or rings will incur a \$150 fee to be deducted from your pay to cover cost of replacement

20. Workplace Health & Safety

Employees must follow all workplace health and safety procedures and instructions:

- Wear closed in and sturdy footwear
- Wear clean, appropriate clothing
 - No loose, baggy clothing will be allowed in Pack House or Orchard
- Use deodorant / antiperspirant and reapply during the day as needed.
- Brush teeth and use mouthwash if needed to control bad breath
- Long hair must be tied back and up in a bun.



- No running or horseplay in pack house or orchard
- Mobile phones / Ipods / Devices can be used while working in the Pack House however only with a single ear piece in and you must be able to hear your supervisor
- When climbing or descending ladders/stairs ensure 3 points of contact at all times
- All injuries must be reported immediately to your supervisor
- No machine is to be operated unless you have the authority, license & training
- Be mindful of pinch points as marked on machinery



- Ensure you are always aware of the nearest emergency cord or stop button
- Ensure you are aware of the nearest exit from the building and an alternative exit.
- Keep all work areas tidy
 - Pick-up & dispose of dropped product into juice buckets
 - Packaging to be stored appropriately

- Walkways & doorways to be kept clear
- Rubbish removed and placed in bins provided not left in orchard
- Ladders taken out of row at the end of each picking day.
- End of day cleaning in the pack house must be completed as per Cleaning Procedure.
- Speak up if you feel something is unsafe or dangerous.
- Always use correct lifting techniques



21. Farm Entry Outside Working Hours

In the interests of safety and security entry to Spencer Ranch outside of normal working hours is by the prior permission of the Operations Manager.

Failure to seek permission will lead to police being called and may lead to dismissal.

20. Workplace Rights

Spencer Ranch observes and enforces all workplace rights and entitlements for its employees, such as:

1. The right to freedom of association;
2. The observance of general human rights;
3. Freedom from harassment and discrimination;

Spencer Ranch does not endorse the use of forced, illegal or child labour in any form.

Harassment and Discrimination based on race, gender, sexuality, age, disability status, religion or any other basis is not tolerated in our workplace.

Should you have a question, or complaint regarding harassment or discrimination, please see your supervisor (it is important to note that normal workplace performance management is not bullying or harassment).

Should you wish to read a copy of the full Carter & Spencer Group Discrimination and Harassment Policies, please see your supervisor.

21. Complaint Procedures

Complaints regarding, harassment, discrimination or any other workplace issue should in the first instance be directed to the Operations Manager or to the Group Services Manager (Anthony Jackson) based in Brisbane.

Anthony Jackson – (07)3361 5568 or anthony.jackson@carter-spencer.com.au

Should you feel you are unable to report any incident directly to the Operations Manager or the Group Services Manager, genuine issues can be notified in person or anonymously, through the Carter & Spencer Group website using the contact page. - <http://www.carter-spencer.com.au/contactus>

When using this form if you do not wish to use your own name and email address – please type “hotline” and “issue” into the first and last name sections (or something similar) and enter the Group Services Manager’s email address as the contact email; this will ensure the contact form is directed to the appropriate person when sent.

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Spencer Ranch Pty Ltd - Induction Acknowledgement

I _____ have read and understand the employee induction and agree to abide by these employment conditions. I acknowledge that I am being employed under the Horticultural Award 2010 as a Level 1 Casual.

I have been provided with a New Employee Pack containing:

- Employee Details Form
- Tax File Number Declaration
- Fair Work Information Statement
- Fair Work Casual Employment Information Statement
- Pre-existing Injury and Medical Condition Declaration
- Employee Health and Hygiene Declaration
- Employee Induction
- Schedule H – Agreement for time off instead of payment for overtime
- Social Media Workplace Policy
- Carter & Spencer Group Workplace Harassment Awareness Training
- Australian Fresh Citrus Harvest Handbook (Pickers Only)

I have been shown the Staff Room and Notice Board including:

- Horticultural Award 2010
- Carter & Spencer Group Induction Booklet
- Carter & Spencer Drug and Alcohol Policy
- Commitment to Quality & Quality Policy Statement
- Workplace Gender Equity Report
- Carter & Spencer Cultural & Core Values

I have been shown the Staff Amenities including:

- Sunscreen
- Drinking water
- Toilets
- Hand washing facilities
- Smoking area
- Rubbish bins
- Emergency Assembly Area
- Location of First Aid kits and first aiders.

I have been introduced to my Supervisor

(Pack House Staff Only) I have been walked through Pack House by my Supervisor and shown:

- Emergency Exits
- Evacuation Horn
- Location and Use of Emergency Stops
- Pinch Points on Packing Line

I agree to be employed under the terms and conditions of the Horticultural Award 2010

Print Name: _____

Sign: _____ Date: _____

The induction was carried out by:

Print Name: _____ Sign: _____ Date: _____

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Spencer Ranch Pty Ltd - Induction Quiz

The following questions are to be completed at the conclusion of your induction.

- 1) By what day of the week must your New Employee Paperwork be returned to the Administration Office on Spencer Ranch
 - a) Any
 - b) Thursday
 - c) Friday

- 2) My pay slip is blank when I open email. This means?
 - a) I didn't get paid
 - b) It wasn't emailed properly
 - c) I need to get a PDF viewer app or program

- 3) On hearing the air hooter in the Pack House I should:
 - a) Calmly make my way Emergency Assembly Area and wait for direction.
 - b) Go to my car and leave
 - c) Ignore and keep working

- 4) When should I wash my hands? (circle all that apply)
 - a) Before starting work
 - b) After going to toilet
 - c) After breaks

- 5) Only drinking water in clear plastic containers with my name on them can be taken into packing are:
 - a) True
 - b) False

- 6) I have been vomiting and suffering diarrhea overnight but need the money so it is ok to go to work:
 - a) True
 - b) False

- 7) Carter & Spencer conducts random drug and alcohol testing. A positive result may lead to my dismissal:
 - a) True
 - b) False

- 8) List 3 things that will help manage heat & humidity
 - a) _____
 - b) _____
 - c) _____

- 9) What is the speed limit for all vehicles on Spencer Ranch
 - a) 35
 - b) 20
 - c) 15

- 10) It is ok to stand in the picking bin as long as we aren't driving quickly?
a) True
b) False
- 11) Loose baggy clothing is ok. It's my comfort that counts?
a) True
b) False
- 12) Hair should either be cut short or tied back and up in a bun?
a) True
b) False
- 13) Who should you contact in the case that you can't attend work for any reason and what is their phone number:

-
- 14) Mobiles & iPods are ok in the Pack House as long as I only use 1 earpiece?
a) True
b) False

Print Name: _____

Sign: _____ Date: _____

The induction was carried out by:

Print Name: _____

Sign: _____ Date: _____

Carter & Spencer Group Workplace Harassment Awareness Training

Harassment of any sort is unacceptable in the workplace, and can have devastating consequences if allowed to occur. Every staff member and manager at work is responsible for preventing harassment in the workplace, and for dealing with it promptly if it occurs.

What is harassment?

Harassment is defined as:

“Unwelcome or unreciprocated behaviour that makes a person feel belittled, intimidated, offended or apprehensive within the workplace.”

It is behaviour which can create a threatening, hostile or offensive work environment, or interferes with or undermines a person’s work performance or security.

It is important to note that managing workplace performance is not harassment.

What form can harassment take?

Harassment can take many forms. Some are listed below:

1. Sexual harassment – such as repeated invitations for sexual favours, leering, stalking, physical contact, etc
2. Bullying – such as verbal abuse or threats, derogatory or put down comments about personal or group characteristics, unwanted SMS or emails, etc
3. Discrimination – such as ostracising someone, disrupting an individual’s work, etc
4. Violence and Sabotage – such as persistently disrupting an individual’s work, work space, interfering with personal property, etc
5. Other Forms – such as sabotaging a person’s work, setting them up to fail, taking credit for someone else’s work, spreading rumours, etc

Who can be involved in harassment?

Anyone in the workplace can be involved in harassment – employees, managers, customers, contractors, etc

A person does not always have to object for it to be classed as harassment – it may not be easy for that person to say ‘no’. They may even be too afraid to comment or complain.

Remember: Harassment is concerned with unwelcome or unreciprocated behaviour.

What does the law say?

It is unlawful and discriminatory in employment or in supplying services, to harass a person in anyway that is related to their:

Gender (including pregnancy status)
Race
Age
Physical Impairment

Marital Status
Religion
Sexual Orientation
Political Affiliation

Harassment is also unlawful when it is in anyway related to a person's family or through personal association.

What do I do if I think harassment is taking place?

Whether it is you or someone else being harassed, the first step is to talk to the person and explain what effect their actions are having.

If this is not effective, or you feel unable to do this, report the issue to your supervisor or manager.

If you don't feel comfortable in approaching any of these parties, harassment complaints can be made at any time to the Group Services Manager, who is the company contact for such issues.

Remember, that a complaint will need to be investigated, that both parties to any issue have rights, and that the other party has the right to be informed of your complaint.

What are the symptoms of long term harassment?

Harassment can have long term health and workplace issues, such as:

Insomnia	Headaches
Nausea	Gastrointestinal Problems
Depression and Anxiety	Suicide
Excessive Sick Leave	Leaving

Strained relationships because of harassment or the reporting of harassment, can lead to workplace errors and accidents. For this reason, it is best to deal with workplace issues as soon as they arise.

What are my responsibilities in the workplace?

As an employee, you have a responsibility to ensure your behaviour meets an acceptable standard and contributes to a positive workplace.

Any improper behaviour, should be reported to your supervisor, manager or any other authorised person.

Employees who experience harassment should ensure they take action, which can include:

- Telling the person concerned to stop the offending behaviour,
- Seeking advice and support through their company's procedures,
- And/or lodging a complaint through their company's grievance procedure.

Remember....

Harassment of any sort is unacceptable in the workplace, and can have devastating consequences if allowed to occur. Every staff member and manager at work is responsible for preventing harassment in the workplace, and for dealing with it promptly if it occurs.

Workplace Harassment Awareness Training Questions

1. Name 3 types of harassment:

2. What should you do if you think you are being harassed?

3. Who is the Carter & Spencer Group contact for grievance issues?

4. The law says it is illegal to discriminate against an individual or group because of what?
Give 3 examples.

5. Who is responsible for ensuring that harassment does not occur in the workplace?

- Worker
- Supervisor
- Contractor
- Visitor
- All of the Above

Name: _____ Date: _____

Signature: _____ Site: _____

Spencer Ranch Pty Ltd

As permitted under Section 24 of the Horticulture Award 2010 -due to the highly seasonal and weather dependent nature of our business - Spencer Ranch operates under a banked hours/time in lieu system for casual workers when they work above 38 hours per week (this does not apply to piece rate payments).

These hours can then be used to top up your pay during short weeks when there are public holidays, weather events, market events, sick days, when you need to take pre-approved leave or for any rostered day off. Any banked hours still owed will be paid out at the end of employment with us either in a lump sum or weekly to assist you with cash flow.

Please note that banked hours must be used within 6 months of accrual or be paid out at the 6 month mark as per the Horticulture Award 2010.

Also note for working holiday visa holders, that paid public holidays, paid sick days and paid RDOs (rostered days off) count towards your 88 days of employment.

This agreement between Spencer Ranch Pty Ltd and our employees is as per Schedule H of the Horticulture Award 2010 (MA000028). To signify your agreement to banking hours, please sign the Schedule H form when completing all induction and employment paperwork as normal prior to commencing work with Spencer Ranch.

NB: If you do not wish to bank hours please tell us this before starting work.



Schedule H—Agreement for time off instead of payment for overtime

[Sched H inserted by PR575710 ppc 27Nov17]

Name of employee: _____

Name of employer: _____

1. The employer and employee agree that the employee will take time off instead of being paid for all overtime that is worked by the employee under this agreement.
2. Time off must be taken within 6 months of the overtime being worked at a time or times agreed by the employee and employer. If time off is not taken within 6 months of it being worked then the employer must pay the employee for the overtime, in the next pay period following those 6 months, at the overtime rate applicable to the overtime when worked, unless the employer agrees to pay out the accrued overtime earlier.
3. This agreement will remain in place until the agreement is terminated. The agreement may be terminated by the employer or employee at any time by notice in writing.
4. If the agreement is terminated, the employer must pay the employee for overtime worked at the overtime rate applicable to the overtime when it was worked.

Signature of employee: _____

Date signed: ___/___/20___

Name of employer representative: _____

Signature of employer representative: _____

Date signed: ___/___/20___

F10 Food safety instructions

Business name: _____

HEALTH STATUS: Workers and visitors must report to management: report gastric illness (e.g. vomiting and/or diarrhoea or fever) or communicable disease (e.g. influenza, hepatitis) and do not handle produce or enter food handling areas if suffering from or have signs of these illnesses.

PERSONAL HYGIENE: Workers and visitors must:

- wear clean clothes at the beginning of each day. Personal clothing must be covered by protective clothing if there is a risk of contaminating produce
- where protective clothing is used, it should be appropriate for the task, maintained, be kept clean and changed when damaged
- not take personal items (e.g. pens, personal mobile phones) or wear jewellery (with the exception of a plain wedding band) into growing, packing, handling and storage areas. An exception is made for plastic drink bottles filled with water and phones required as part of their job
- thoroughly wash and dry hands before handling produce (both in-field and in the packhouse) and after using the toilet, eating or smoking, handling animals, handling waste, or at any other time when there is a risk of contaminating produce
- use hand sanitiser, where and when required
- regularly change disposable gloves (if worn), whilst still maintaining handwashing practices
- cover all wounds with a clean, plastic adhesive bandage and a glove if required. Workers and visitors with open cuts/lesions are prohibited from handling fresh produce
- not smoke, eat or spit in growing, packing, handling and storage areas
- report any situations that could affect food safety or produce quality to the relevant staff member.

ALLERGENS: An allergen is a substance that can cause a hypersensitive immune response (allergic reaction) in some consumers. Food allergies are important to the food industry as they are becoming more common and are potentially life-threatening. The greatest risk to produce is from cross contamination from either workers or substances unintentionally introduced from other sources such as raw material inputs.

Allergens of concern include:

- | | | |
|--|---|---|
| <ul style="list-style-type: none">• cereals containing gluten and their products (namely wheat, rye, barley, oats, spelt and their hybridized strains)• lupin | <ul style="list-style-type: none">• crustacea• eggs and egg products• fish and fish products• peanuts and tree nuts and their products | <ul style="list-style-type: none">• milk and milk products• sesame seeds and their products soybeans and soy products• added sulphites (> 10mg/k). |
|--|---|---|

We agree that we will:

- follow personal hygiene instructions
- keep food in designated areas and not eat near produce
- follow site procedures and instructions at all times
- tell management if an allergen is identified and likely to contaminate produce
- only access property, growing sites and product handling areas where authorised

Name: _____

Signature: _____

Date: _____

SOCIAL MEDIA WORKPLACE POLICY AGREEMENT



This policy document is part of Carter & Spencer employee policies and procedures.

Workplace Social Media Policy Guidelines 2016

Carter & Spencer fully respects the legal rights of our employees. In general, what you do on your own time is your affair. However, activities in or outside of work that adversely affect your job performance, the performance of others, or your employers legitimate business interests are a proper focus for company policy.

Online Social Media Guidelines for all employees of Carter & Spencer.

As an employee of Carter & Spencer you will know and follow the Company's Communication and IT Policy which includes social media policy in conjunction with your principal employment contract/agreement.

Employees are personally responsible for the content they publish on-line, whether in a blog, social media computing site or any other form of user-generated media. Be mindful that what you publish will be public for a long time. Take care to understand your responsibilities.

- 1) Identify yourself by name and, when relevant, your role within the Company when you discuss Company-related matters such as products or services. You must make it clear that you are speaking for yourself and not on behalf of the Company.
- 2) If you publish content online relevant to your employer in your personal capacity it is best to use a disclaimer such as: "The postings on this site are my own and don't necessarily represent my employers' positions, strategies or opinions."
- 3) Respect copyright, fair use and financial disclosure laws.
- 4) Do not provide your Employers', or a client's, partner's or supplier's confidential or other proprietary information and never discuss your employers business performance or other sensitive matters about business results or plans publicly.
- 5) Don't cite or reference clients, partners or suppliers on business-related matters without their approval. When you do make a reference, link back to the source and do not publish content that might allow inferences to be drawn which could damage a client relationship with your employer.
- 6) Respect your audience. Don't use ethnic slurs, discriminatory remarks, personal insults, obscenity, or engage in any similar conduct that would not be appropriate or acceptable in your employer's workplace. You should also show proper consideration for others' privacy.
- 7) Be aware of your association with your employer in online social networks. If you identify yourself by your employment, ensure your profile and related content is consistent with how you wish to present yourself with colleagues and clients.

8) Don't misuse Company logos or trademarks and only use them if you have the authority to do so. For example, you shouldn't use your employers name in your screen name or other social media ID.

9) Only those officially designated by the Company have the authorisation to speak on behalf of the company.

10) You should not use Social Media for covert marketing or public relations on behalf of the Company.

11) Whenever you publish content to any form of digital media, make it clear that what you say there is representative of personal views and opinions and not necessarily the views and opinions of your employer.

12) Respect copyright and fair use laws. For your employer's protection and well as your own, it is critical that you show proper respect for the laws governing copyright and fair use of copyrighted material owned by others.

13) Protect the Company's clients, business partners and suppliers. Clients, partners or suppliers should not be cited or obviously referenced without their approval. Externally, never identify a client, partner or supplier by name without permission and never discuss confidential details of a client engagement

14) Respect your audience and your co-workers. Remember that the Company is an organisation whose employees and clients reflect a diverse set of customs, values and points of view. Don't be afraid to be yourself, but do so respectfully. This includes not only the obvious (no ethnic slurs, personal insults, obscenity, etc.) but also proper consideration of privacy.

Footnote:

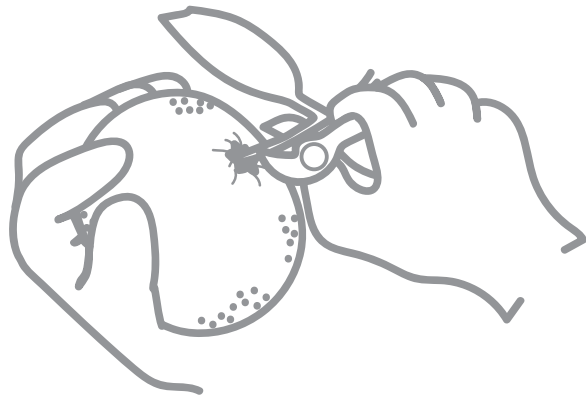
As your employer; if any of the above clauses are in conflict with your employment, we reserve the right to ask you to remove or edit said comments or posts.

I _____ agree to abide by the Workplace Social Media Policy of Carter & Spencer as detailed above.

Signed by the employee: _____

Date: _____

Australian fresh citrus harvest handbook



English

Second edition 2021

Australian fresh citrus harvest handbook

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J20-031

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Introduction

Harvesting citrus requires special care to ensure that consumers receive a safe, high quality fruit and that pickers are kept safe in the process.

Citrus can be easily bruised or damaged by mishandling. This causes fruit blemish or rotting during transport to the market. Harvesting citrus involves working outdoors, around machinery and climbing ladders.

This booklet will provide the relevant information so you can successfully harvest citrus in the correct and safe manner.

To help improve this guide please provide your suggestions and feedback to Steven Falivene:
 Phone 0427 208 611
 Email steven.falivene@dpi.nsw.gov.au

Preparation

Clothes, bags and gloves

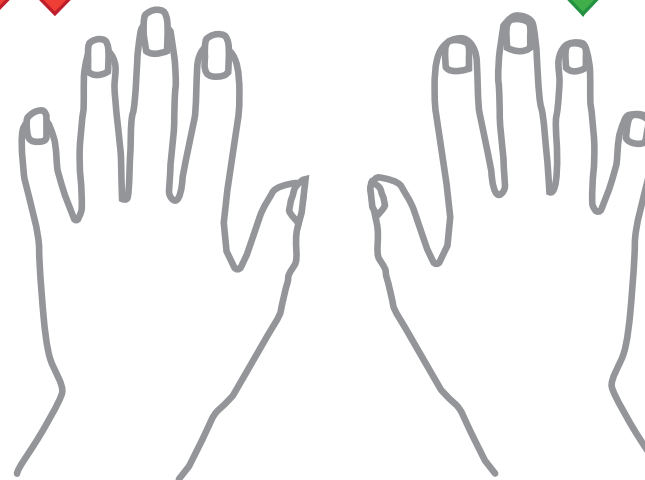
Wear appropriate clothing



Always wear clean gloves when handling fruit. Replace gloves when worn or broken and do not take to other farms. Gloves are either provided by the employer or can be purchased from an agricultural store.



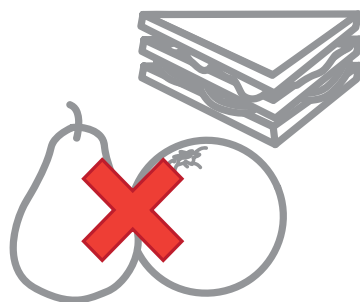
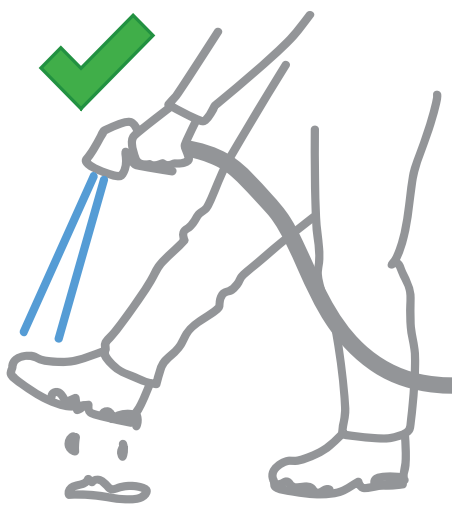
Keep fingernails short.



Farm biosecurity

To help stop the spread of pests and diseases, follow the biosecurity rules of the farm.

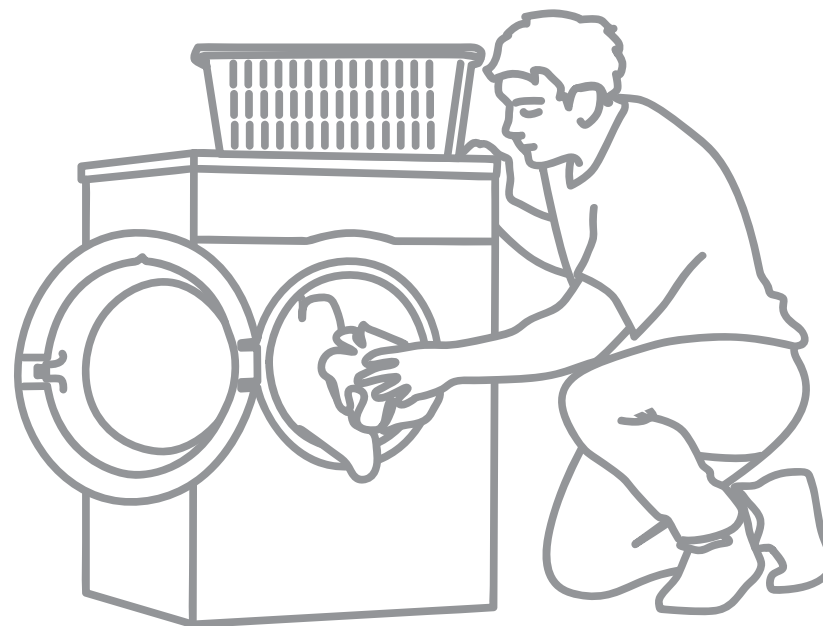
- Always park your car in the parking area and follow all signs
- Wear clean clothes every day
- Don't forget to regularly wash your hat!
- Make sure your shoes are clean of dirt and weed seeds



- Don't bring fruit onto the property
- Don't take picking equipment home
- Report anything unusual to your supervisor

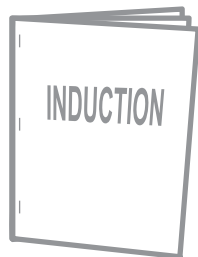
When you move between farms:

- Clean your car and equipment
- Check shoes/hats are clean of dirt and seeds
- Dispose of all fruit and vegetables correctly before moving to a new area
- Tell your employer where you last worked



On the farm

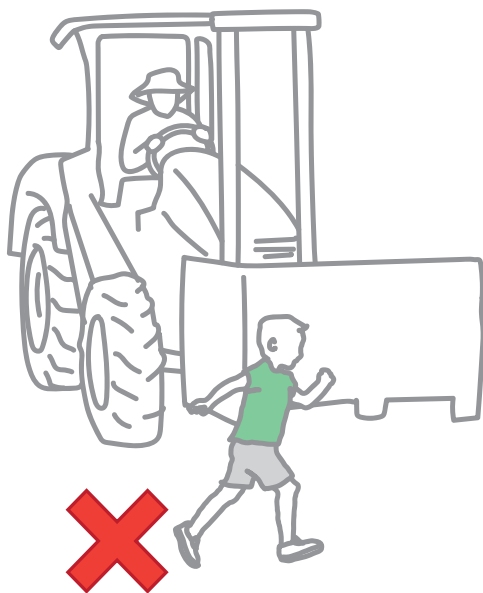
Check with your supervisor for any special requirements to work in the orchard. This is normally in a farm induction document and includes information about:



- specific safety requirements (e.g. Hi-vis clothing)
- reporting and notifying workplace incidents
- how to get first aid help
- emergency procedures
- behaviour and hygiene policy
- car parking areas
- speed limits.

No children or pets allowed on the farm

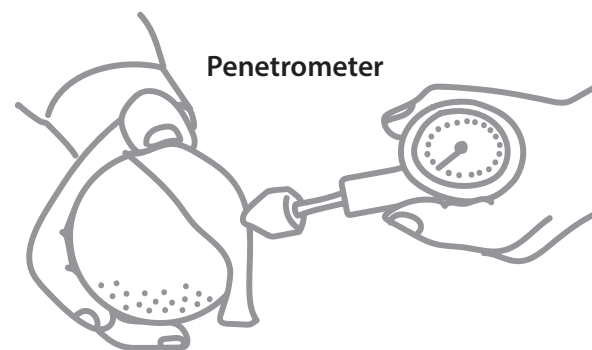
- Children are at great danger from tractors and machinery.



When you start picking

Check with your supervisor each morning when and where to harvest. Conditions can change overnight and during the day.

- Only pick rows allocated to you. When finished, ask for further instruction.
- It is best to start picking when the dew on trees has dried and favourable weather conditions are present. This is sometimes not until between 10am - 12 pm.
- Harvest can stop at any time due to changing weather conditions.
- On some days harvest might not occur (i.e. too cold, heavy dew/fog or rain).
- Orchardists often use a penetrometer to check if fruit is ready to be harvested.



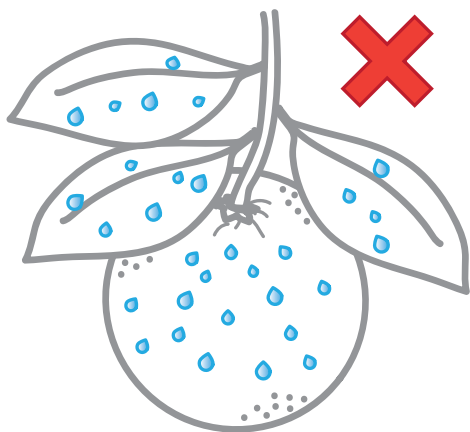
- Harvest can start early morning in summer if the dew has dried on the tree.



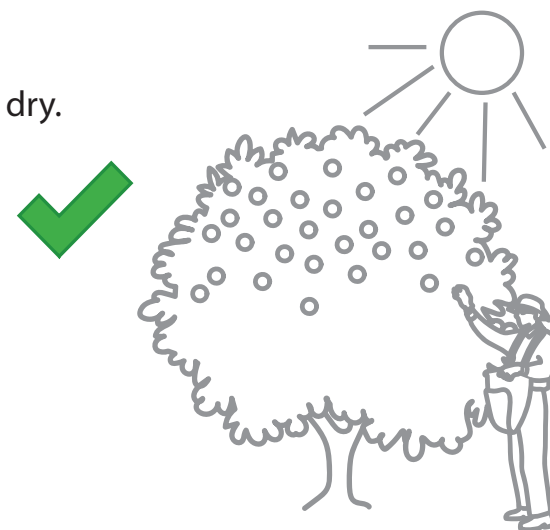
Fruit is damaged or weakened when harvested in unfavourable conditions (oleocellosis, p. 60).
Do not harvest oranges when it is wet (rain or dew).

If the fruit is wet, report it to your supervisor.

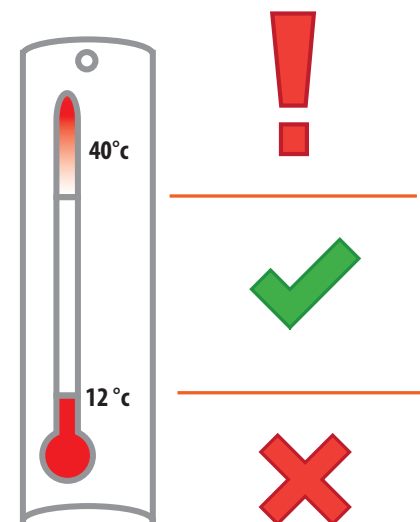
Some snip picked (p. 20) mandarin varieties can be harvested when wet, check with your supervisor.



Fruit must be dry.



Do not harvest if the temperature is less than 12 °C. In summer, start early in the morning to avoid the heat of the day, and drink lots of water.

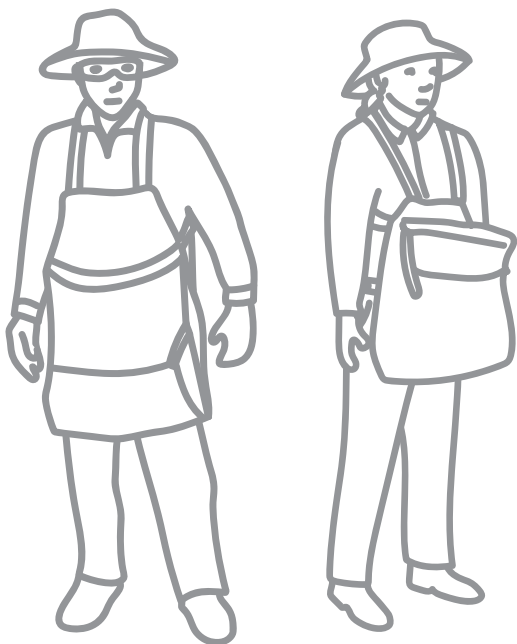


Picking equipment

Picking bags

Fruit must be picked into **picking bags**. Bags should be in good condition and fitted and worn correctly.

Bags come in two sizes: 1 case (~16kg) and 1 ½ case (~22kg). Use a bag that suits your carrying capacity and do not fill over your carrying capacity.



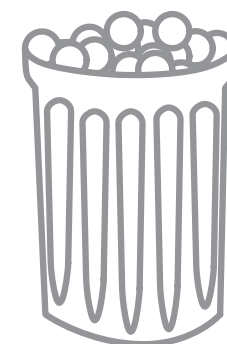
Orchard biosecurity

Insects can fall into the bag. Shake out picking bags at the end of day or before moving onto a new block or farm.



Do not use buckets

Do not pick into buckets or garbage bins. Fruit can be damaged (p. 60) when thrown into buckets or when buckets are unloaded into bins.



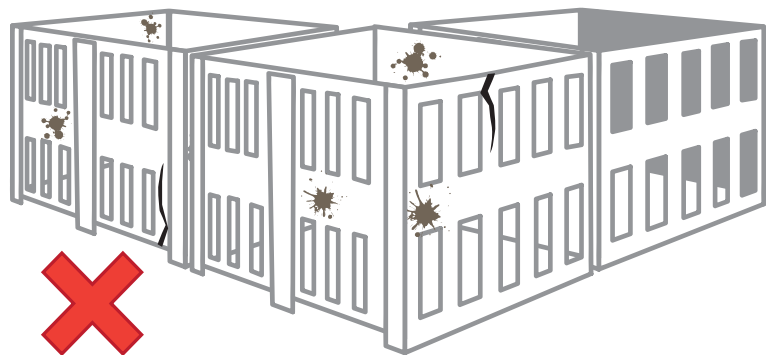
Bins

Fruit are unloaded from picking bags into plastic bins.

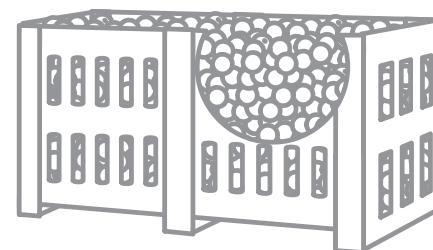
Remove any seed thorns, insects, sticks, mud, rubbish, pieces of old or damaged fruit etc.



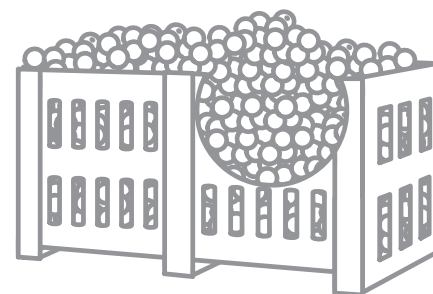
Put aside and report any broken, very dirty or chemically contaminated bins to your supervisor.



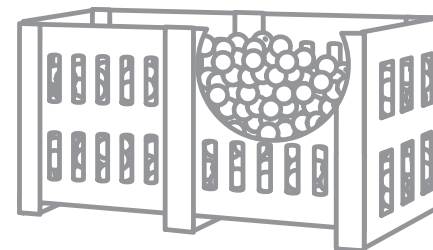
Fill bins properly



Fruit should just reach the top of the bin (water level).



Do not overfill bins.

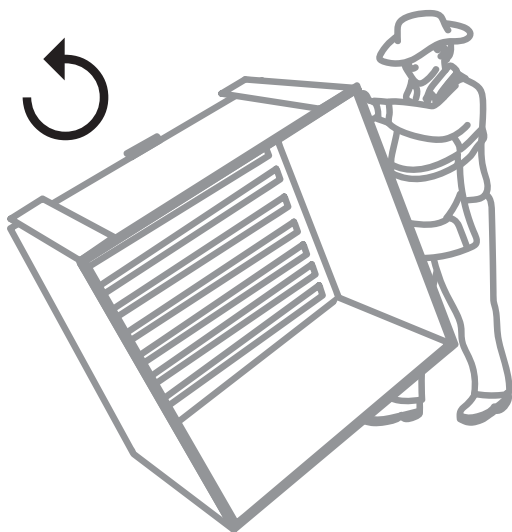


Do not under fill bins.

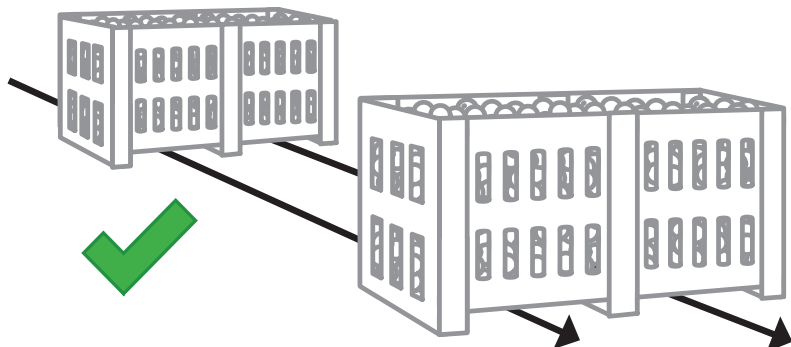
Moving empty bins

Ask for a forklift if you need to move bins a considerable distance. Only attempt to move bins if it is within your safe lifting limit, if not, ask for help.

Rolling a bin along its side can sometimes be easier than dragging.

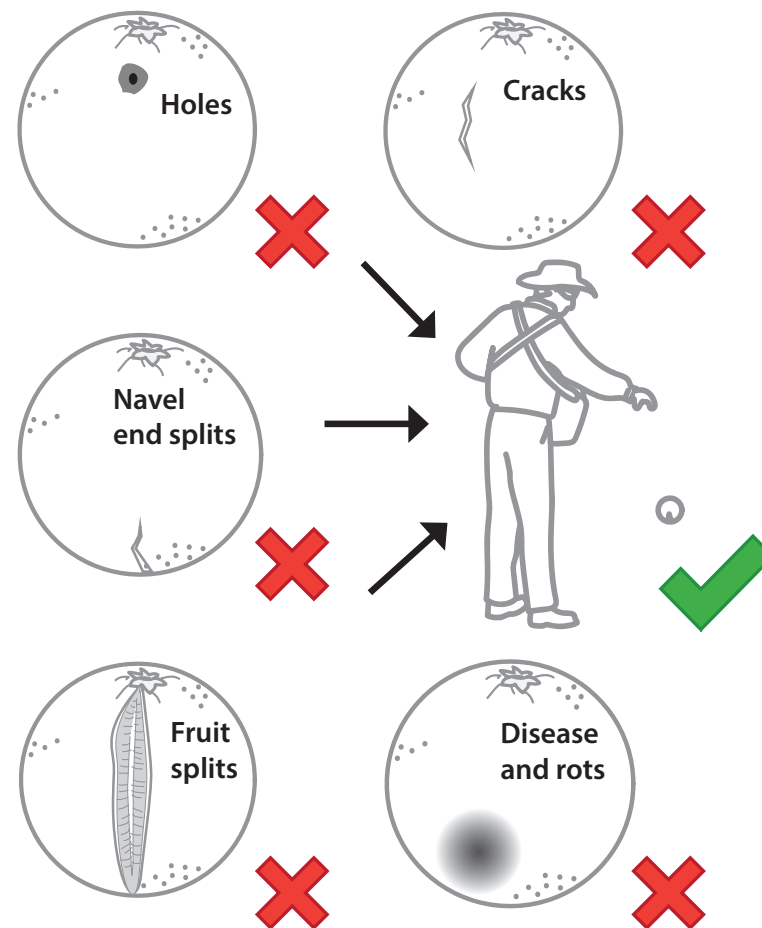


Ensure bin forklift holes are facing along the row.



Picking practices

Fruit with broken or opened skin must be thrown onto the ground.

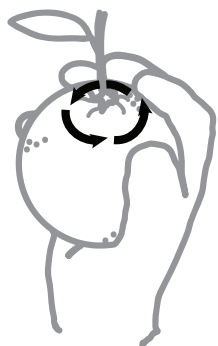


Snap picking

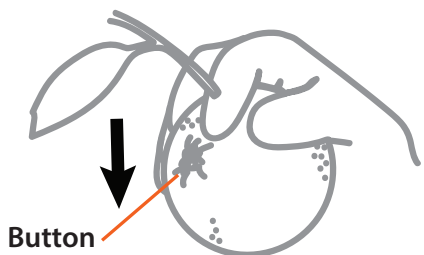
This is mostly used with oranges, grapefruit, lemons, limes and some mandarins.

Aim to leave button on the top of the fruit.

TWIST. Hold fruit firmly, but do not squeeze fruit too hard (fruit bruising p. 60).



TILT to horizontal position.



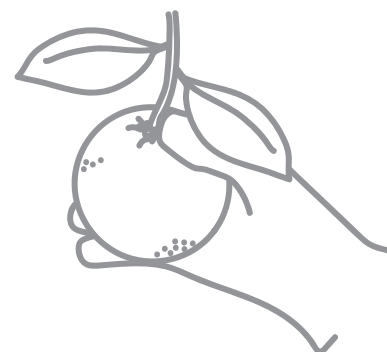
SNAP sharply at right angles to the stem by pulling quickly downwards.



The twist, tilt and snap action is done in one quick action.

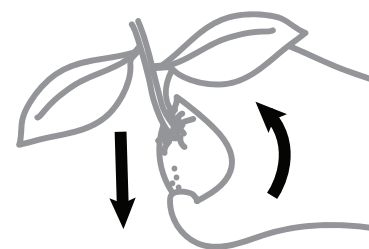
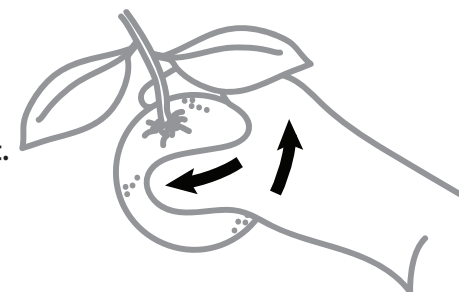
Cradle snap picking

Cradle snap picking is a slightly faster picking method that requires extra skill and practice to avoid pulling the buttons off fruit. This method has less finger bruising problems, but is best tried after experience.



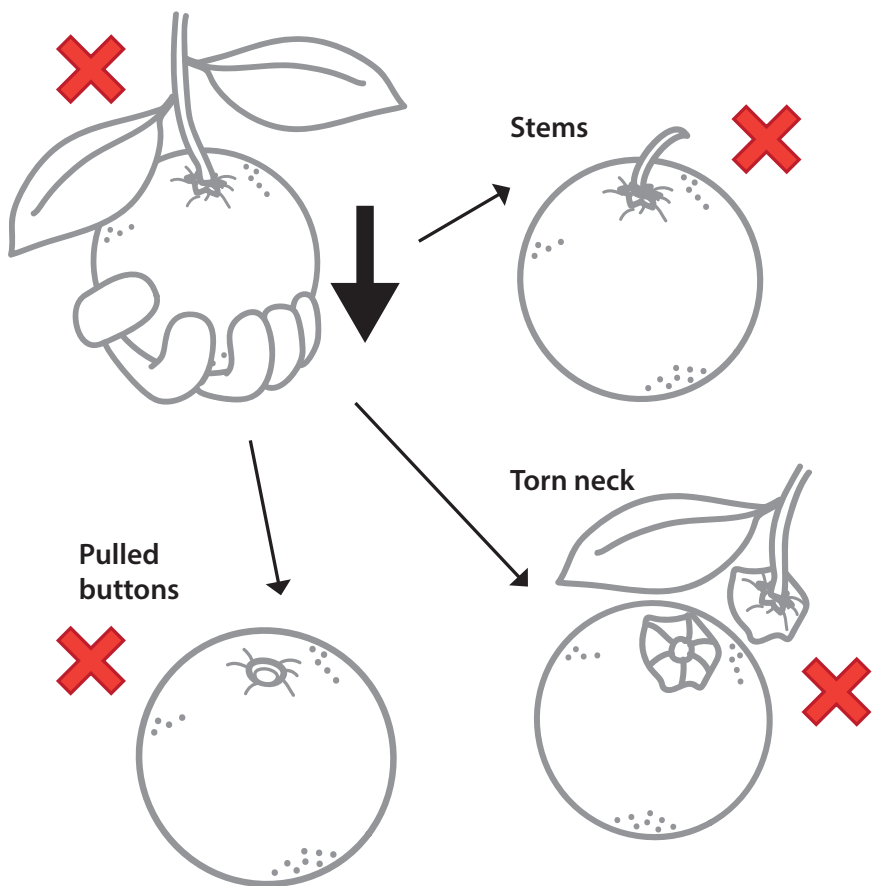
Cradle the back of the fruit in the palm of your hand.

Tilt and twist the fruit.

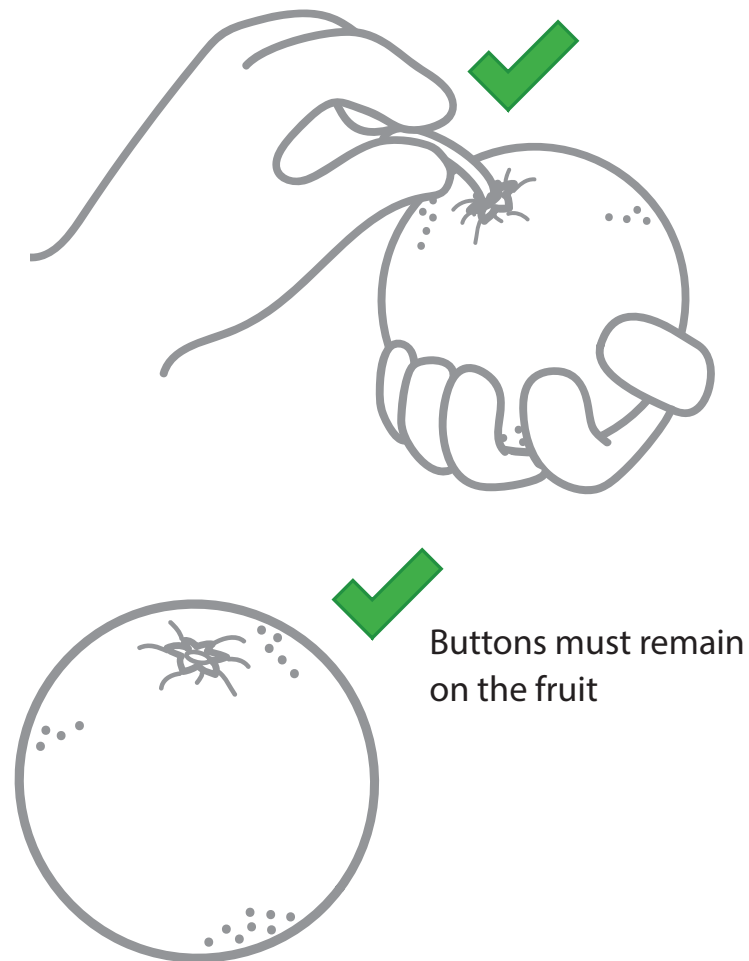


Continue to tilt and twist the fruit until in a horizontal position then snap off from the stem.

Inadequately twisting or tilting fruit, or snapping too slowly, can result in torn necks, stems and pulled buttons.

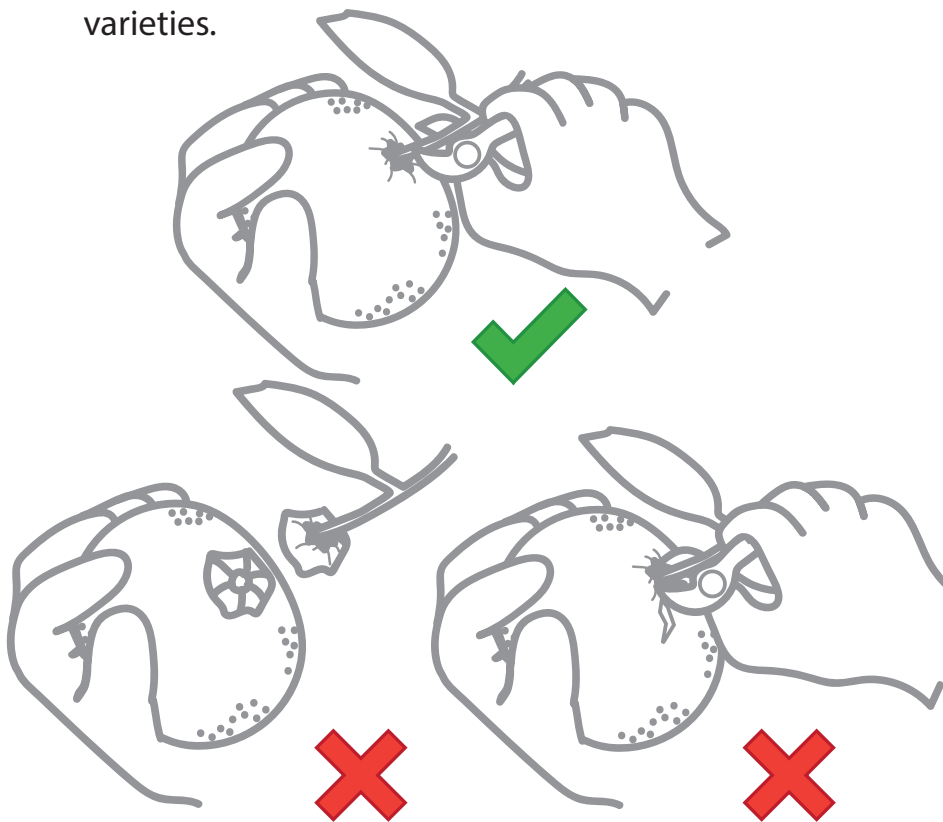


Twist, tilt and pull off the stem if it is left on the fruit.



Single snip picking

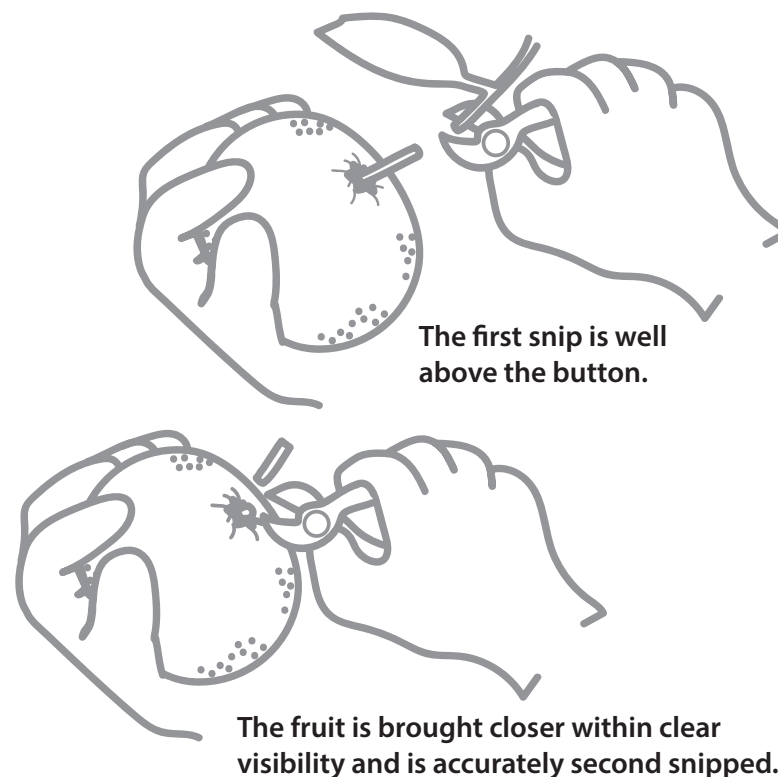
Most mandarins are snip (clip) picked. Check with your supervisor if this is required for other varieties.



Do not to tear, scrape or cut fruit. Do not press down hard on the button when snipping.

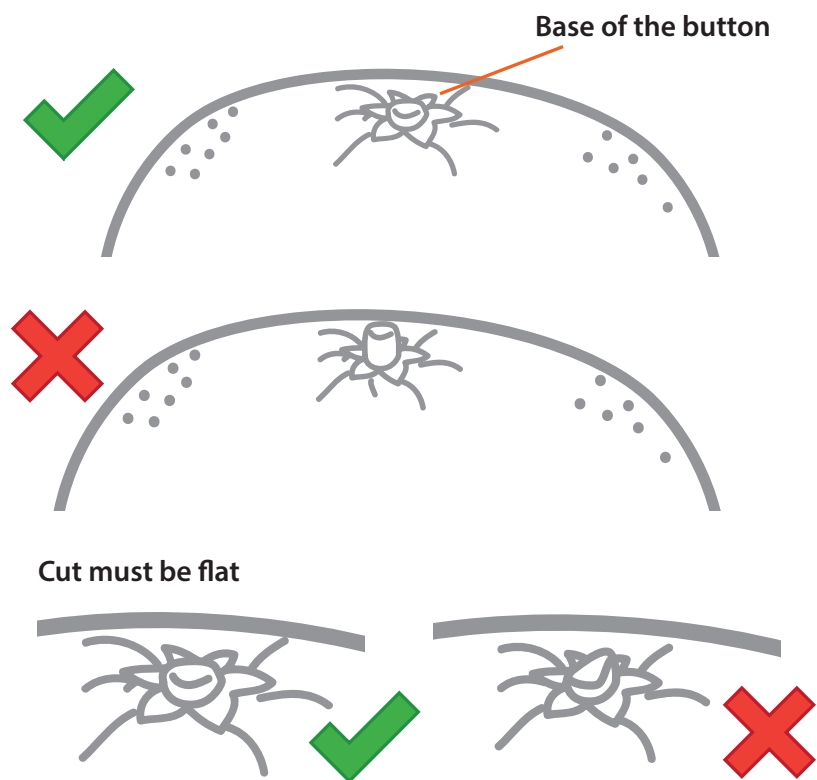
Double snip picking

Double snipping minimises fruit damage and produces a more consistent snip finish (p. 22). Use this method when first learning how to snip pick and/or when fruits are not within comfortable reach. Some orchards require **all** fruit to be double snipped.

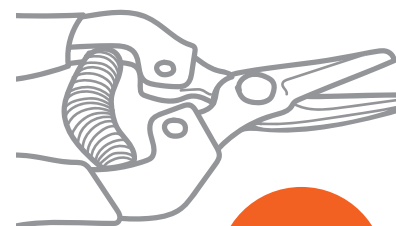


Snip finish

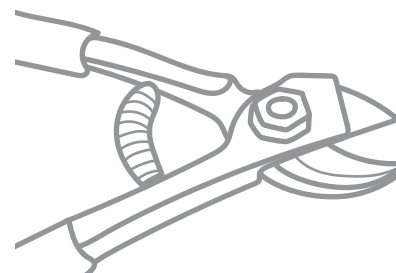
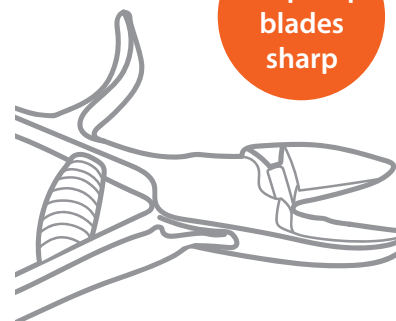
Stems must be short, flat, and cut as low as possible from the base of the button. Long stems can damage other fruit. However, snips should not be pushed down on the button when snipping because it can cut the button or fruit.



Types of snipping tools



Keep snip blades sharp

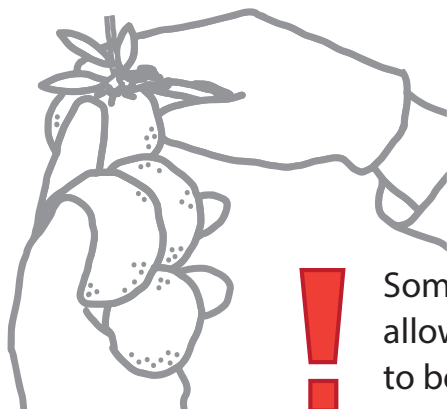


Narrow, slightly curved and blunt end snips are very sharp and easily cut thick stems, but be careful as they can also damage fruit and cut the user.

Semi blunt end snips are relatively sharp, can potentially cause less fruit damage than narrow nose snips, and more easily cut thicker stems than blunt end snips.

Blunt end narrow nose snips cause least fruit damage, but need slightly more effort to cut thick stemmed varieties. Good for beginners.

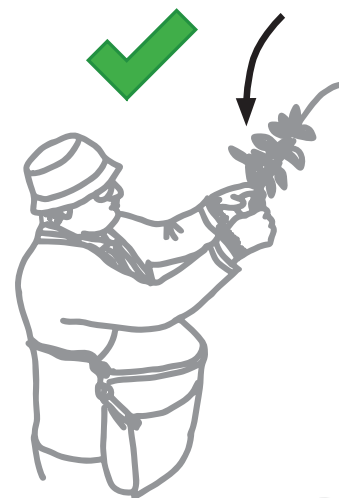
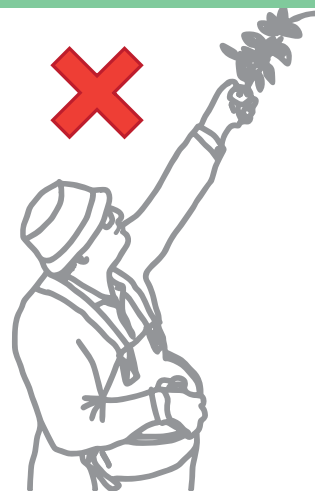
The employer can provide snips or they can be purchased from agriculture supply stores.



Some orchards might not allow multiple mandarins to be snipped in one hand, because it can cause fruit damage.

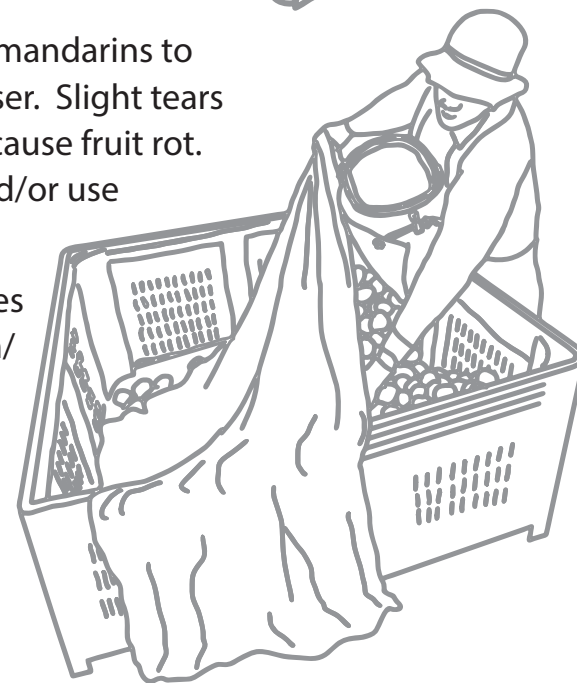


Snipping one mandarin at a time is best.



Do not pull on mandarins to bring them closer. Slight tears can occur and cause fruit rot. Move closer and/or use a double snip.

In warm climates or during warm/hot days, fruit might need to be covered to protect it from sunburn.



Picking using bags

Citrus fruit can be damaged or bruise easily (oleocellosis p. 60); handle fruit carefully.

Step 1 and 2

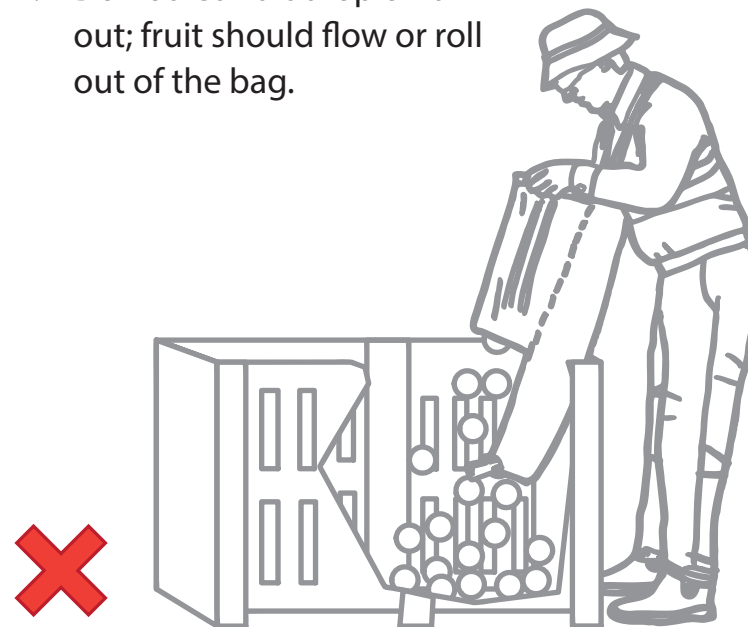


Step 3



Place fruit gently into bins

1. Bend over to place the filled bag onto the bottom of the bin, or onto the fruit in the bin.
2. When the bag is supported, unhook the straps.
3. Lift the bag up slowly to allow the fruit to roll out of the bag (use hand and leg support if required, p. 28).
4. Do not let fruit drop or fall out; fruit should flow or roll out of the bag.



Tip

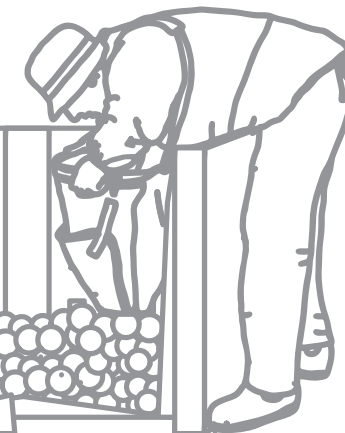
To help reduce the load on your back when unloading fruit you can hold onto the bin and bend your arms and legs as you lower the bag into the bin and raise the bag to unload fruit. Take the load off your back and onto your arms and legs. Unloading from the edge of the bin can sometime be easier – find what suits you best.



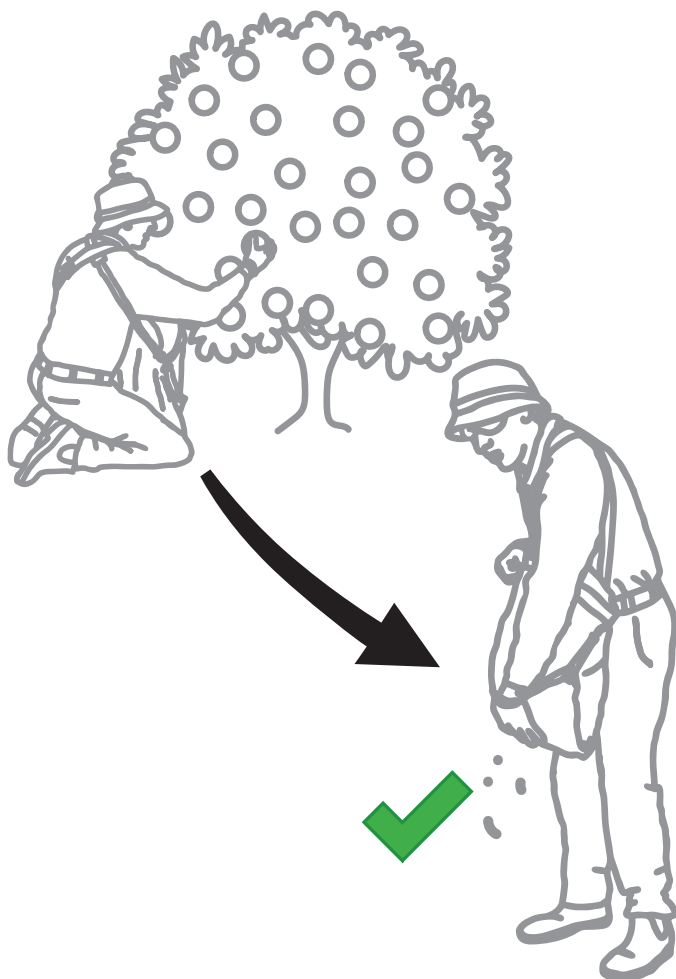
Do not overfill bags.



Do not place filled bags of fruit on the edge of the bin, place it directly and carefully into the bin (p. 26).



When picking small trees, brush the underside of the bag if it touches the ground to remove seed thorns and other debris.

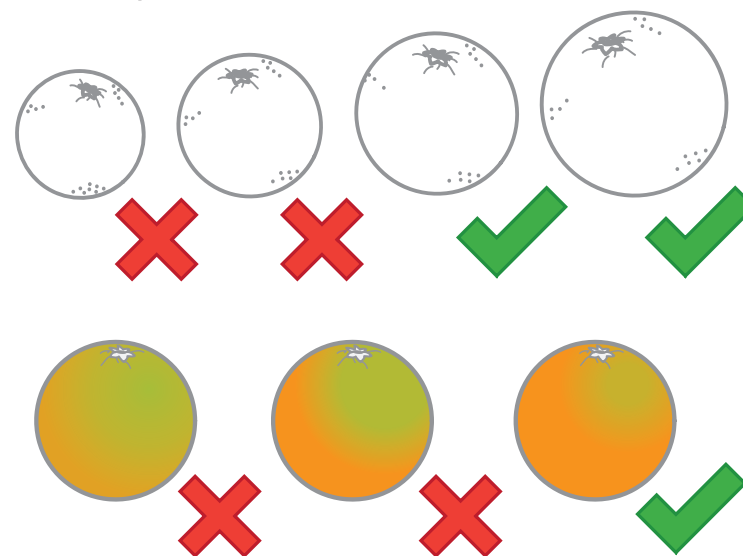


Select picking

Sometimes fruit is picked according to colour (rind maturity) or size to better meet market requirements.

If select picking, your supervisor will demonstrate the fruit to pick and not to pick according to size and/or colour specifications.

For example:



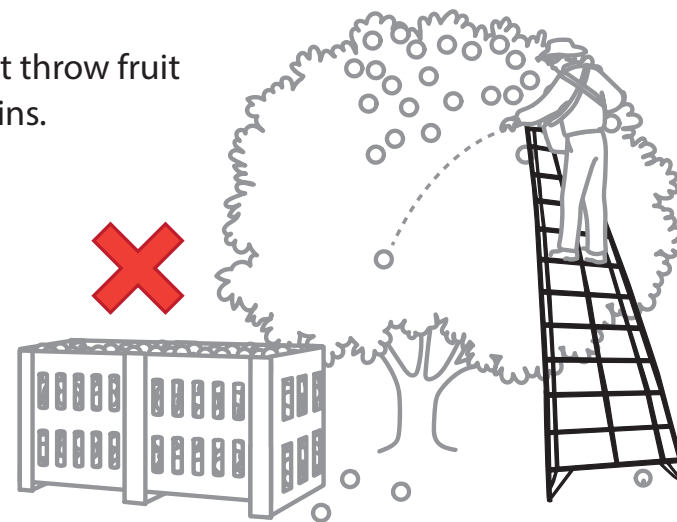
Select picking is slower than strip picking (picking the whole tree at once).

Harvest practices

Pick all fruit before moving to the next tree.



Do not throw fruit into bins.

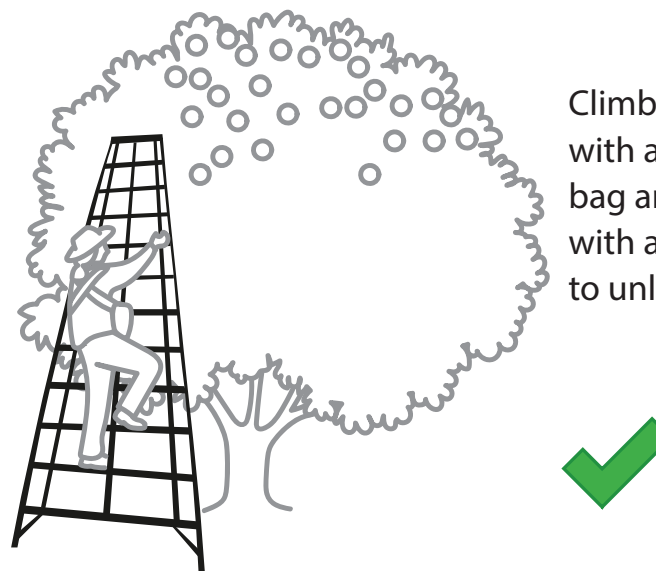


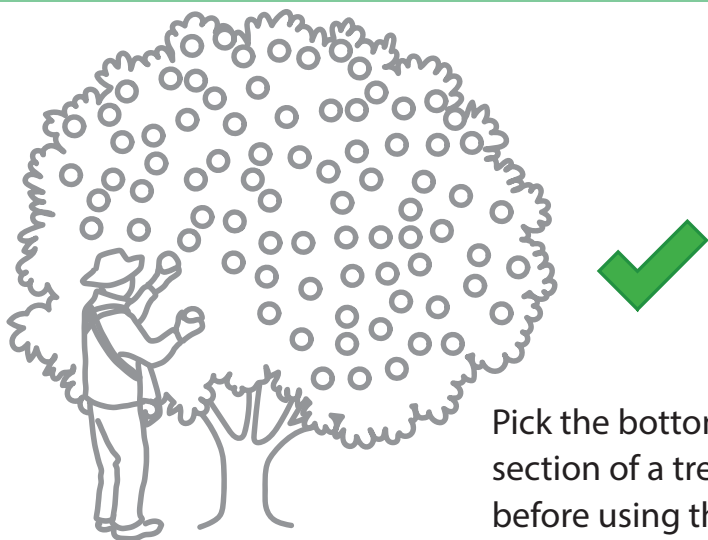
Never pick fruit off the ground.

Do not pick up dropped fruit

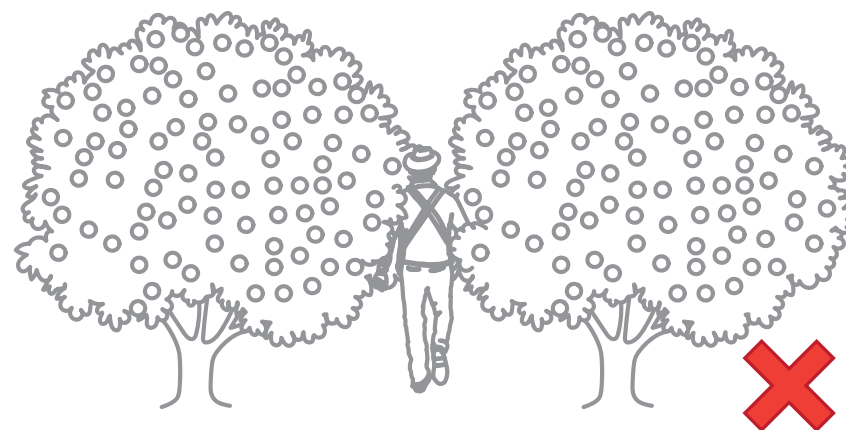
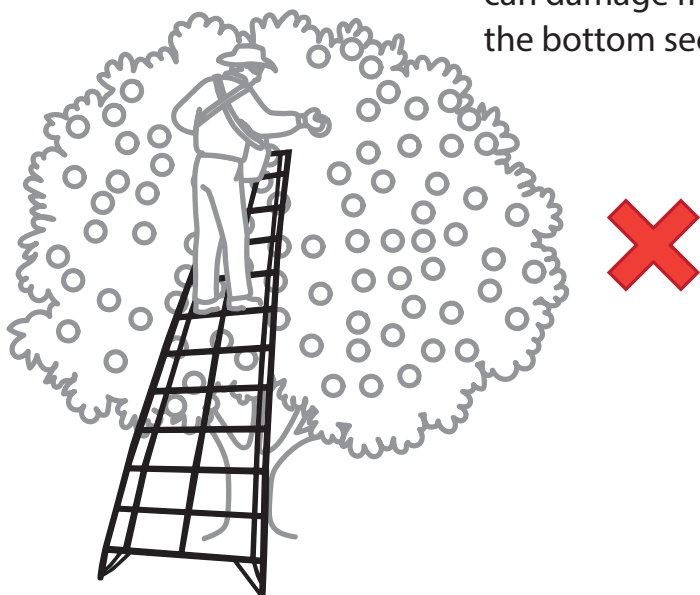


Climb up ladder with an empty bag and down with a filled bag to unload fruit.

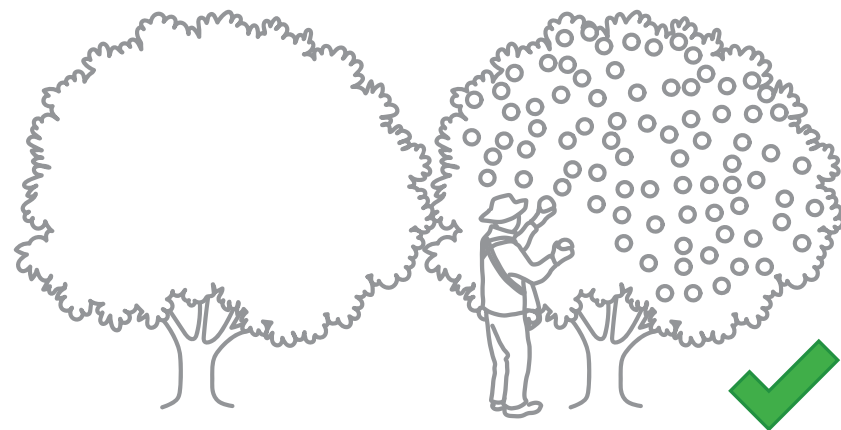




Pick the bottom section of a tree before using the ladder. The ladder can damage fruit on the bottom section.



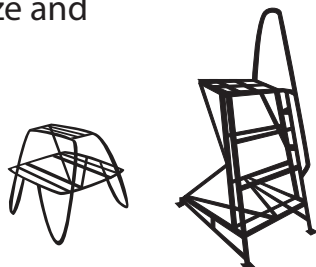
Do not walk in between trees of unharvested fruit. First harvest fruit to make a clear path. Pick and complete one tree at a time.



Ladders

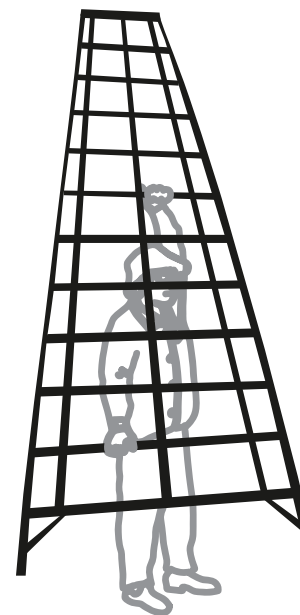
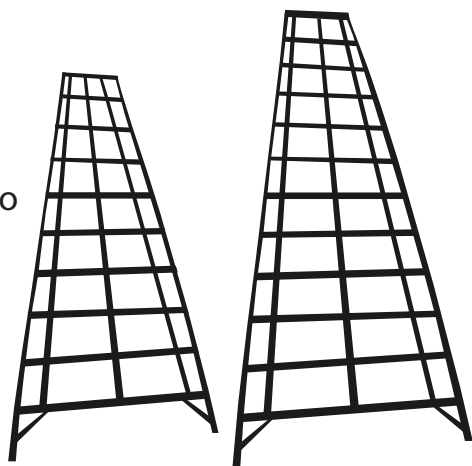
Use a ladder suitable for the size and strength of the trees.

Stool (one or two step) and platform ladders are commonly used on medium sized mandarin trees.



Tripod ladders are used for trees with weak or sparse branches that cannot support a bow ladder. They are commonly used on mounded and mandarin trees.

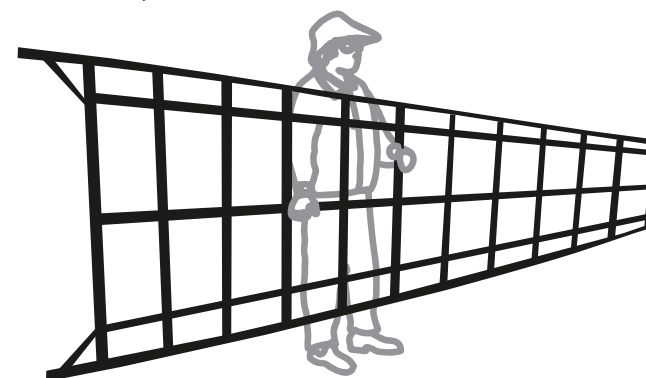
Bow ladders are commonly used on mature orange trees. There are two common sizes, 3 m (10 rung) and 3.6 m (12 rung).



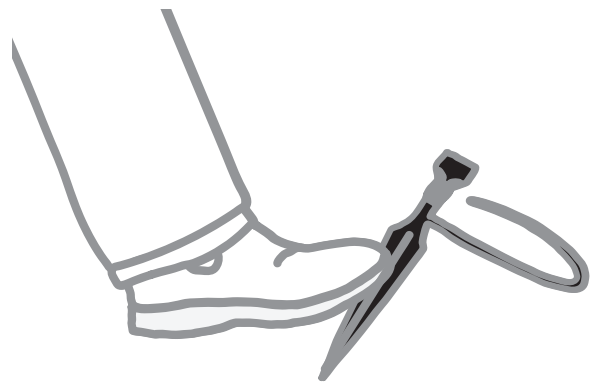
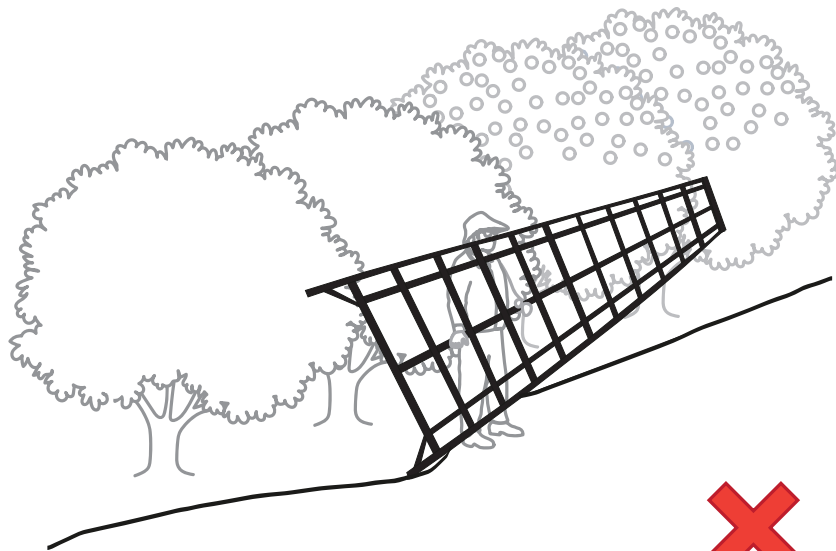
It is best to carry ladders in a upright position with one arm holding the lower rung and the other holding an upper rung.



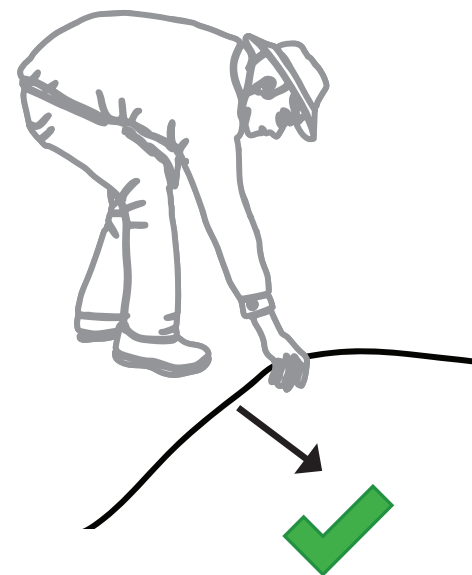
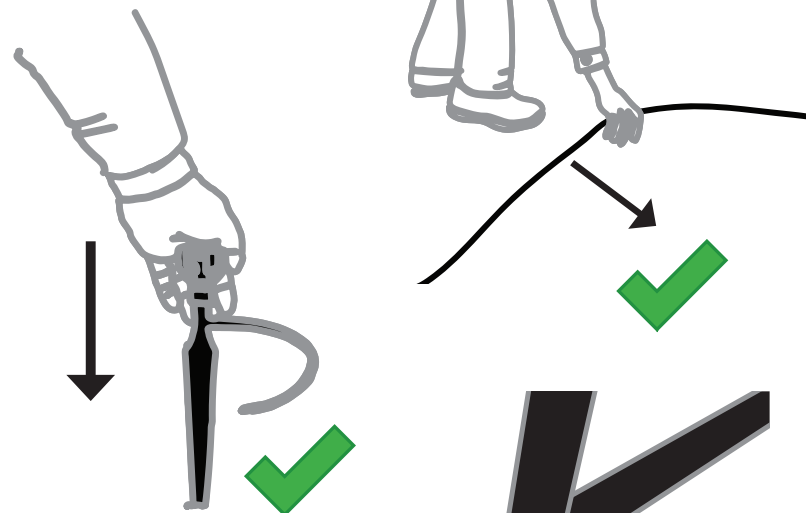
Ladders can be carried horizontally, however, they can easily bump into other people or machinery.



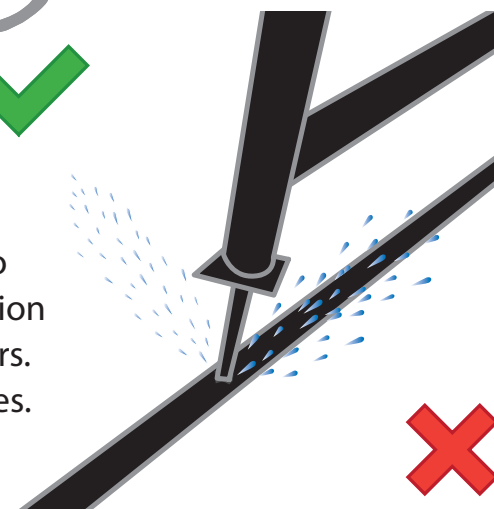
Be careful not to push over sprinklers or drag irrigation lines with ladders.



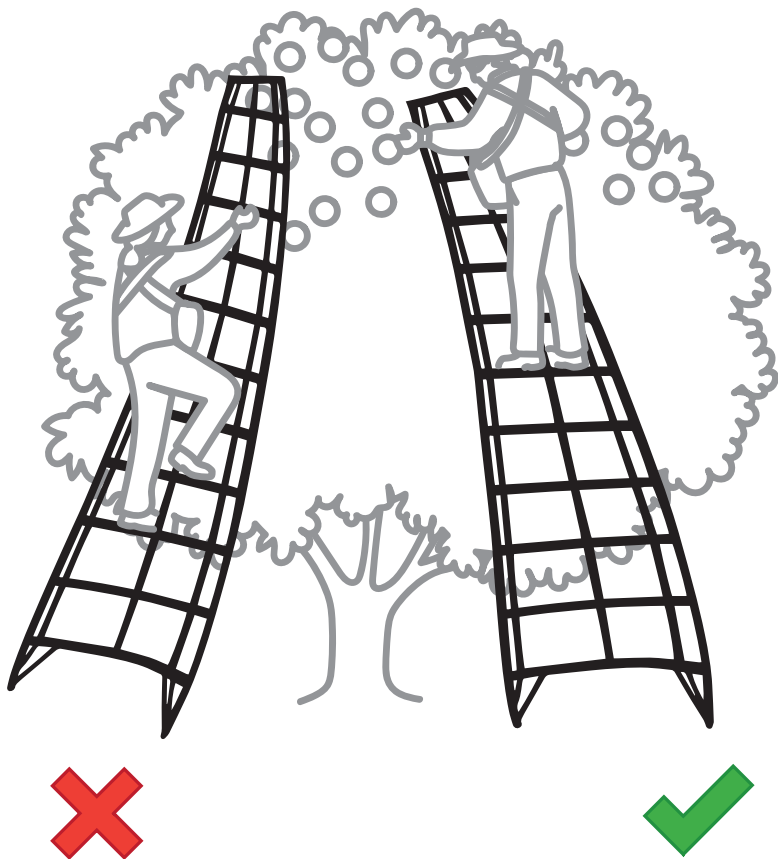
Put back moved irrigation lines or pushed over sprinklers.



Be careful not to puncture irrigation lines with ladders. Report punctures.



Place bow ladders with the arch facing outwards and point the ladder towards the centre of the tree.



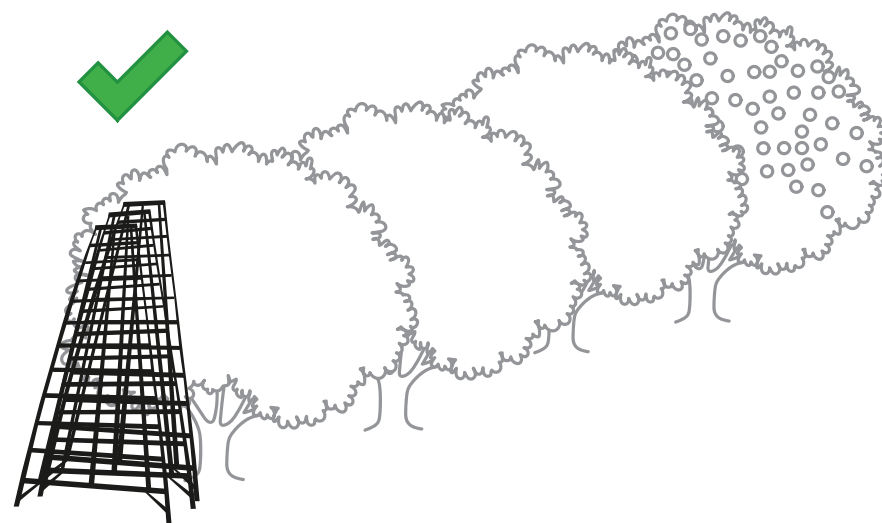
Finishing the day

Report any broken equipment to your supervisor.

Place ladders out of the way of tractors that need to pick up fruit in rows or move bins.

Ask your supervisor where to put ladders:

- in between trees, or
- end of rows, or
- on a ladder trailer or truck.



Machinery

Tractors

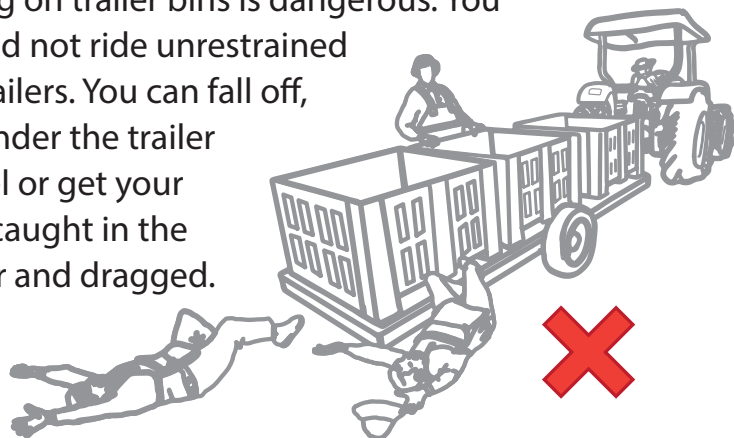
Only operate a tractor after being authorised and trained by the supervisor.

- Follow safe tractor use procedures as indicated by the supervisor.
- Only one person is to travel in a tractor at a time.
- Watch out for people and drive slowly and carefully along rows.



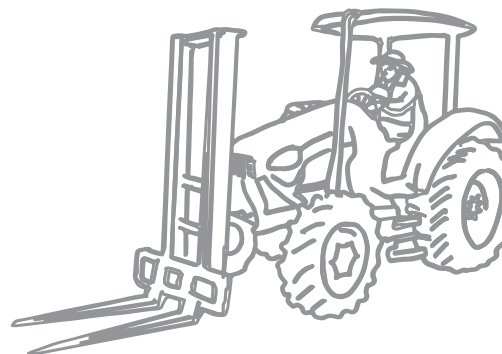
Do not place personal items (e.g. lunch, drinks, hand bags) next to bins or a tractor as forklift drivers may not see them.

Riding on trailer bins is dangerous. You should not ride unrestrained on trailers. You can fall off, fall under the trailer wheel or get your foot caught in the trailer and dragged.



Forklifts

Some states require a forklift licence to operate a tractor with a forklift mast implement. For other states, only operate a forklift if authorised and trained by the supervisor.



If you leave a machine such as forklift or tractor with the engine running, make sure the machine is in **PARK** and the handbrake set.

- Follow all tractor and/or forklift safety requirements.
- All bins of fruit must be collected by the end of the day.
- If a bin is left overnight, put it aside and tell your supervisor.

Do not ride unrestrained in vehicles, forklifts, tractors or on the back of work utes or on trailers.

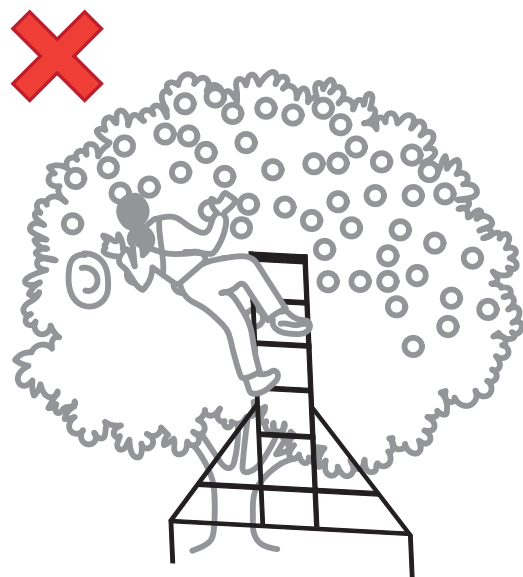
Safety

Ladder and picking safety

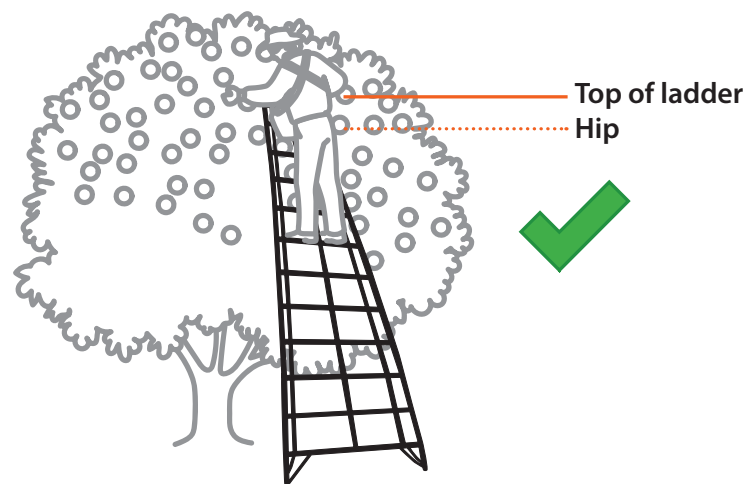
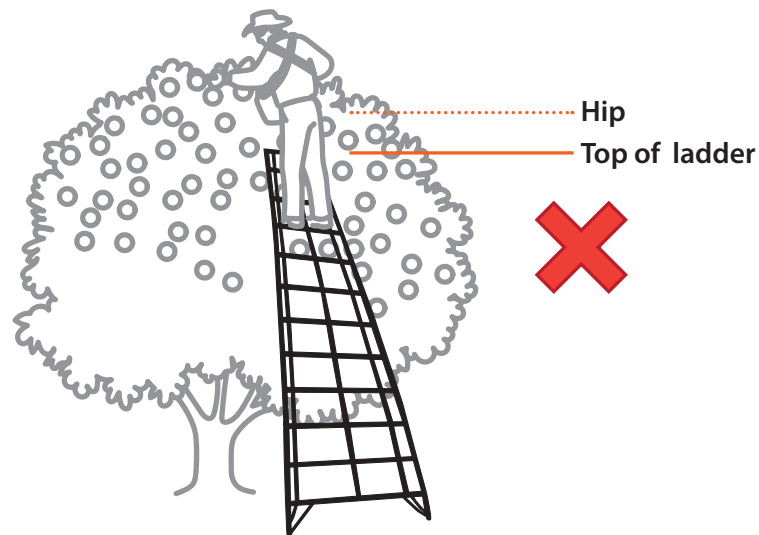
Position your ladder carefully

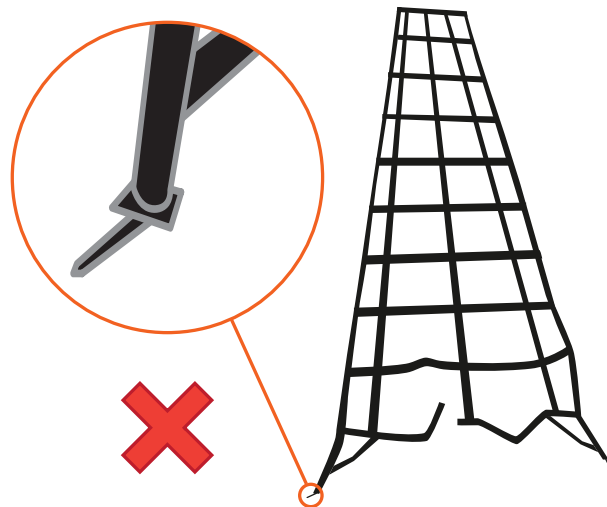
Use a ladder and make sure it is stable. Push the leg stakes into the ground and ensure the ladder is braced against strong branches and will not fall through the tree. Give the ladder a push and shake before climbing to ensure it is well braced.

Do not bend over too far from the ladder.



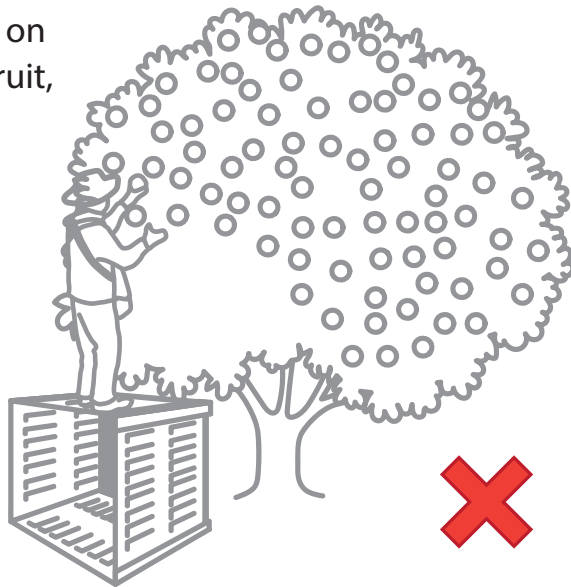
Do not stand on the top rungs of the ladder. The top of ladder must not be below your hip.





Do not use a faulty or broken ladder.

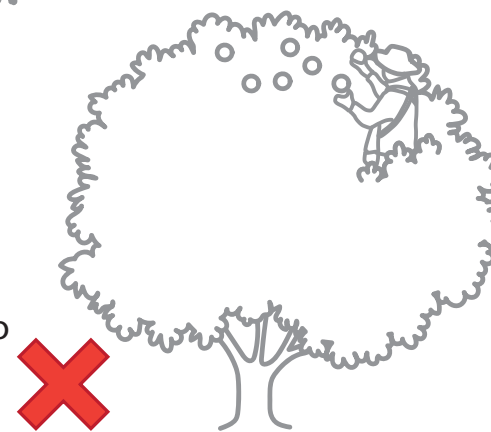
Do not stand on bins to pick fruit, use a ladder.



Do not place the ladder feet on mounds. The ladder feet must be placed at even heights on the ground. Preferably use a tripod ladder (p. 36) with a customised leg height.



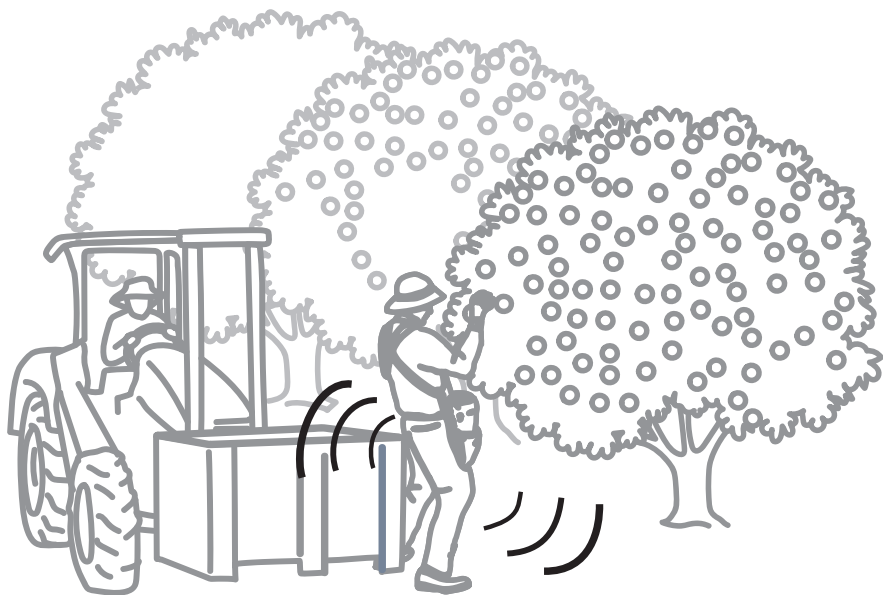
Do not climb trees to reach the fruit. Do not harvest fruit out of ladder reach. Move your ladder to make sure you can safely pick all fruit.



Machinery

Watch out and listen for tractors and machinery

- Stay clear of tractors; assume the driver cannot see you.
- Be especially careful when tractors are moving down rows where you are picking.



Personal health

Do not work if injured, sick or unable to do manual work.



Do not work under the influence of drugs or alcohol.



Bring adequate food. The right type and quantity of food can help you pick faster and longer throughout the day (body fuel), see *Citrus harvesting exercise and nutrition guide* Primefact. Take regular breaks and keep hydrated.



Take plenty of water. An adult needs to drink 2-3 L per day and more if active or in hotter climates.
<https://www.nrv.gov.au/nutrients/water>

Accidents

In case of accident or injury:

1. Before starting work, check with your supervisor who is responsible for first aid, how to contact them quickly and any other accident policy procedures.
2. For a major injury, immediately phone 000 and report it to the supervisor; for other injuries report to your supervisor and seek first aid.
3. Do not put yourself in danger to help an injured person; wait until the danger has been removed or stopped.
4. Do not move a person if they have a possible neck or spine injury—wait for help.



Do not use headphones in orchards, you can not hear others or machinery.

Practice good hygiene

Clean and cover all cuts and wounds.



Wash hands with soap after using the toilet.



Manual lifting

Core concepts

- Picking involves bending over with a load, which increases the risk of back injury. **You must use safe manual lifting practices.**
- Strengthening your body before the season will make work easier and less painful. Warm up your muscles before starting and regularly stretch your back during work. See *Citrus harvesting exercise and nutrition guide* Primefact.
- Lift by **bending your knees** and keeping your **back straight**, do not lift by bending over and curving your back. The lower back should be slightly arched inwards whilst lifting.
- Having a slight bend in your knees whilst standing helps to improve posture.
- Keep the load close to your body.
- Do not twist your back whilst carrying the load, reposition legs to move around.



Do not curve your back.

Ask for
help when
necessary

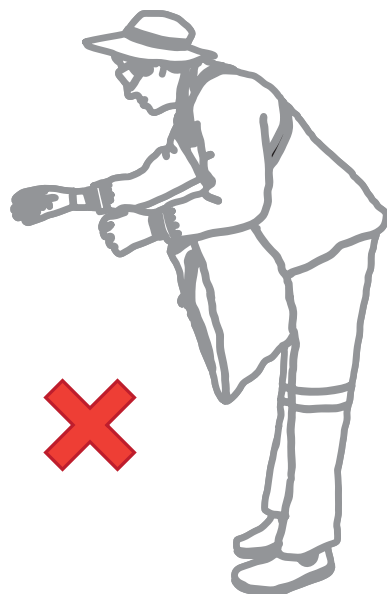


Back is straight or slightly inward curved, arms and legs lift the load (bend the knees).

Picking bag manual lifting

Keep your back straight. Avoiding bending can reduce back strain and pain.

Avoid leaning over and bending to pick fruit. Step closer to the fruit to keep your back straight.



Kneel down to pick any low fruit. Bag can rest on the ground.



Avoid bending over when kneeling down. Move closer to the fruit. Keep your back straight.



Avoid twisting your back to reach the fruit; reposition your legs instead.



Harvest Tips

First time picking

- Picking is physical work and doing it for the first time will cause muscle aches. Improving your fitness before the picking season will help, see *Citrus harvest exercise and nutrition guide* Primefact.
- Slowly build up your pace in the first few days and then target typical picking rates (generally mandarins 2–3 bins/day and oranges 5–6 bins/day).
- Half fill picking bags in the first few days until you strengthen.

Back and muscle care

- To avoid back and muscle injury, safe manual lifting practices must be adopted (p. 52).
- Warm up before starting and continue to stretch during picking (*Citrus harvest exercise and nutrition guide* Primefact).
- Try the suggested fruit unloading arm bracing method when unloading fruit from bags to reduce the load on your back muscles (p. 28).

Picking speed

- Increase your picking speed by spending less time walking around the tree and more time picking fruit. There are various strategies that include:
 - Select a ladder-width (i.e. 1/4 tree) space at the bottom of the tree. Place the ladder in the space and pick the top. Move the ladder sideways and start the procedure again, eventually working around the trees in a clockwise or anti-clockwise direction.
 - Climb up the ladder with an empty bag, if the bag is not full after picking the top then pick more fruit on the way down or from the bottom of the tree.
 - In some orchards pickers work in pairs, one person harvests the base of the tree and another the top. By work agreement, bin tallies are pooled together because picking tops is slower. Using a small, light stool (p. 36) to harvest the base of the tree can help reduce the load for the top person.
- Snap picking: After practicing the standard “Tilt, twist and snap” picking method (p. 16) try the slightly faster cradle picking method (p. 17).

- Watch and learn from fast pickers.
- Eat well and drink adequate water to help give your body energy throughout the day, see *Citrus harvest exercise and nutrition guide* Primefact.

Employment

- Work availability: The Australian Government [Harvest trail website](http://www.harvesttrail.org.au) (www.harvesttrail.org.au) has information, and there are other private harvest websites. It provides information on work, pay regulations and other matters.
- Harvest contractors are a popular source of employment. A harvest contractor arranges work for pickers. They charge a fee and some provide accommodation and transport.
- Check if the employer is a registered Australian business at the [ASIC web site](https://connectonline.asic.gov.au) https://connectonline.asic.gov.au
- Talk to others about employer reliability (i.e. pay and regularity of work).

- Clearly understand all employer charges (accommodation, transport, management fee etc.) and pay rates.
- Record bins picked or hours each day.
- For unresolved pay disputes contact the [Fair Work Ombudsman](http://www.fairwork.gov.au) www.fairwork.gov.au Ph 13 13 94 .

Appendix: Fruit bruising—oleocellosis

- Oleocellosis is a rind injury that can occur when harvesting too roughly (i.e. fruit squeezed or bumped) or during unsuitable weather conditions.
- It is caused when rind oil cells break and the oil burns the rind. A dark blemish on the rind with a slightly sunken surface appears within two to four days. Raised intact oil cells might be visible in the damaged area.
- Damage can lead to fruit decay.
- Fruit are most susceptible when the rind is turgid (swollen with water) from:
 - Cold weather.
 - Water on fruit (rain or morning dew).
 - Recent irrigation or rain (tree is charged with water).

