


Programmed.
The Power of a
Job Done Right.





Programmed acknowledges the traditional Custodians of the land on which we work across the country. We pay our respects to Elders past, present and emerging and recognise their ongoing connection to land, water and community.

Programmed is committed to reconciliation with Aboriginal or Torres Strait Islander people through employment and educational opportunities.

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Perhaps one of the most gratifying and satisfying elements of my role is seeing people succeed in work and then in life.



We are Programmed
WATCH NOW

For decades Programmed, together with our professionals and executive recruitment business PERSOLKELLY, have successfully employed tens of thousands of people on an annual basis.

This involves continually keeping our people safe, providing an income, developing their skills, supporting the communities in which we operate and creating pathways and a future workforce through our apprentice and trainee programs.

Our ability to work in partnership with many leading businesses across major industries in Australia and New Zealand is also a testament to how we support our customers.

As we continue to grow, the industry evolves and the expectations of our customers and employees grow too. We strive to remain as adaptable, motivated and responsive to our employees and customers as if it were our first year of operation.

From market-leading staffing programs to advanced people management, innovation and technology; we support your business to navigate and stay ahead of the rapidly changing world of work.



David Hele
Executive General Manager
Programmed Skilled Workforce

About us

About us

Programmed, together with our professionals and executive recruitment business PERSOLKELLY, is a leading provider of Staffing and Maintenance solutions across Australia and New Zealand.

We employ over 30,000 people every year across a broad range of industries and partner with more than 10,000 customers, small and large.

We work in partnership with many of Australia and New Zealand's leading businesses across major industries including Mining and Resources, Oil and Gas, Government and Defence, Education, Aviation, Health, Infrastructure, Manufacturing, Transport and Logistics.

We provide the people, knowledge, expertise and support to help our customers and communities grow and succeed.

Founded in Victoria, Australia in 1951 and now owned by Japanese company PERSOL, we offer a truly regional strategy supported by local expertise and capability. We proudly support the largest branch network in the industry with over 100 locations across Australasia.

Keeping you and your teams safe every job, every time.

Ensuring our people think, act and stay safe is at the core of our business operations. Our employees value safety and continually contribute to our goal of Zero Harm. We're committed to providing innovative solutions to our customers that improve business success and our people align themselves to our core values of personal safety leadership, care and empathy, customer service, diversity, inclusion and equality.

Jordan,
Dump Truck Operator



Together we build
outstanding people,
strong customers
and great communities.



Our manifesto

At Programmed, we've never accepted the status quo. That's what's driven our success, from humble beginnings to one of the largest employers in the country.

Behind jobs big and small.

From conventional tasks to the forward-thinking solutions. You'll find the people of Programmed.

We are the doers. The fixers. The problem solvers.

Taking extraordinary pride in the work that we do. Uncompromising on safety, always thinking ahead.

Demonstrating care for each other, without losing focus on results. Delivering with equal parts empathy and efficiency.

That's how, every day, we seek to redefine what it means to get a 'job done right' — proving that achieving the right outcomes and doing the right thing are not mutually exclusive.

Committed to doing right by each other: empowering our people, giving them the confidence and capability to strive for better.

Committed to doing right by our customers: excellence in delivery, not as the exception, but as the baseline.

Committed to doing right by our community: embracing the belief that great things come from diverse people working together.

Across our team, we do so many things, but when it comes to what we believe in, we are one.

Programmed. The Power of a Job Done Right.

Our values

Our values encourage our employees to act in a safe, responsible, caring and sustainable way when working with our customers and communities.

Milo,
Resourcing Specialist



Personal safety leadership

- We will display personal safety leadership each and every day.
- We believe all injuries are preventable.
- We will act to ensure the health, safety and environmental well-being of our customers, the public and ourselves.



Care and empathy

- We will show care and empathy for the people around us; our employees, customers and the communities we work in.
- We respect everyone's contribution by working together to achieve common goals and project outcomes.
- We believe that everyone comes to work each day wanting to do a great job.
- We are prepared to ask "R U OK?" if someone is performing differently.



Diversity, inclusion and equality

- We seek a workforce that is representative of the communities we work in.
- We strive for a team that reflects the diversity of society by culture, gender, age, sexual orientation and abilities.
- We recognise the value of attracting, engaging and retaining employees with different backgrounds, experience and perspectives.
- We aim to create a safe and inclusive environment, where people are treated equally and are free of all forms of discrimination.



Customer service

- Our people display what we like to call "good old fashioned" customer service.
- We imagine how we would like to be served, if we were the customer.
- We do what we say we are going to do.

Our people

30,000 people employed everyday across Australia and New Zealand

1000+ Communities supported through training and employment	30% Female on-site employees
8% Culturally or linguistically diverse	33% Female senior leaders
57 Identified languages or cultures represented	91% Field employees agree that safety on site is taken seriously
4.21% Aboriginal or Torres Strait Islander representation	84% of our staff* see health and safety as a focus every day
0.97% People with a disability	60% Achieved towards 5,000** jobs for Indigenous Australians

*Based on results from the Programmed and PERSOLKELLY 2022 Engagement Survey.
**In March 2017, Programmed pledged to provide 5,000 employment opportunities to Aboriginal or Torres Strait Islander people over the following decade in an extension of our existing 10-year First Nations Engagement and Employment Strategy.

We recognise and value the importance of a diverse, safe and inclusive workplace.

Left: George,
Operations Manager
Right: Rusti,
Process Operator



Programmed understands the power of a job done right

Our ability to:

- Get safety right on the ground
- Recruit and develop people
- Deploy the right person with the right competency to each job
- Manage human resources in an increasingly regulated environment
- Deliver operational improvements, flexibility and high levels of satisfaction to our customers, so they succeed.

It's the Programmed Difference that creates additional value beyond the particular technical, maintenance or operational service we may be providing.

Left: Renee,
Marketing Specialist

Right: Aysha,
Recruitment Consultant

Our history

Founded by Norman Miles more than 70 years ago, our business capability has grown to be one of the largest providers of staffing and maintenance services across Australia and New Zealand.

1951

From 1 to 30,000

We started as Norman Miles Paint Services with just one paint van and a few tradesmen on the brushes. We now employ more than 30,000 people each day across a range of disciplines providing services to over 10,000 customers.

2015

Growth with acquisition

We've grown as a result of numerous mergers over the years, most notably with Skilled, and each service offering we provide has a rich history which contributes to the overall Programmed journey.

2017

New Chapter with PERSOL Group

In October 2017, Programmed became part of the PERSOL Group, Japan's number one staffing business. Programmed continues to be headquartered in Perth, Western Australia.

2020

Programmed Professionals and Kelly Services ANZ came together and we launched as PERSOLKELLY ANZ.



We're proud of our roots and achievements so far, from a small painting company founded in 1951, we're now one of the leading staffing, recruitment and HR solutions providers in the Asia Pacific region.

Our company

Australia and New Zealand’s leading provider of Staffing, Facility Management, Maintenance and Care services. Together we build outstanding people, strong customers and great communities.

Staffing

Skilled Workforce	Blue Collar/Trades Staffing, Managed Workforces
PERSOLKELLY	Professional/Executive Staffing, Managed Workforces
Training Services	GTO and RTO Employment Services
People Solutions	Specialist Services including our Managed Supplier Program and Digital Apps that Enable Productivity
Health Professionals	Healthcare Staffing, Managed Workforce, Education and Compliance
Industrial Maintenance	Contract Maintenance, Shutdown and Project Services

Maintenance

Property Services	Painting, Signage, Grounds and Building Project Services
Facility Management	Facility and Asset Management Services
Electrical Technologies	Integrated Visual, Communication and Electrical Services
Essential Services	Fire Services, HVAC, Handy-person, Electrical and Plumbing Services

**150+**
Dedicated branches across Australia and New Zealand

**795**
Apprentices and trainees

**3,000**
Billing customers per day

**CRM**
Microsoft Dynamics

**Apps**
GO, Skilled, Dashboard

Programmed Skilled Workforce

Programmed Skilled Workforce

Programmed Skilled Workforce is Australia and New Zealand's leading provider of managed skilled workforce and recruitment services.

We recruit, deploy, manage and maintain a mobile workforce of more than 15,000 per week. Programmed provides the people, knowledge and expertise to help our customers succeed.

Safety leadership underpins every aspect of our service delivery, and we pride ourselves on our ability to deliver safety conscious people and help create safer worksites.

Programmed works where you work, as we proudly support the largest branch network in the industry, with 60+ Skilled Workforce locations across Australia and New Zealand.

Throughout the network, our dedicated and knowledgeable team of resourcing specialists, health and safety professionals, industrial relations experts and HR staff provide hands-on support for over 3,000 customers in managing their workforce requirements.



Programmed
Skilled Workforce
WATCH NOW

Gordon,
Programmed Rail Hand Signaller



CASE STUDY

How Caroline went from stilettos to steel caps

Caroline Jervis switched careers after 31 years in her role as a First-Class Qantas Cabin Crew member to Dump Truck Operator in the Pilbara for BHP.

In the land of blue-skies and opportunity, nothing can be truer for Caroline Jervis' and her recent career change.

Like most airline employees, when Covid-19 hit, Caroline found her work opportunities grind to a halt and for the first time in 31 years, looking for a job. After stacking shelves at Woolworths overnight and coming to the realisation that the impacts of Covid-19 on travel and tourism were not going to be short-term, Caroline began looking for a role that was more aligned to her interests and provided greater financial security.

At the same time, Programmed was redeploying hundreds of airline staff into other roles, many with mining operators, to help service the large workforce that were still considered 'essential' and continuing to fly in and out of Australia's major mining regions. Caroline secured herself a role with Programmed, doing temperature checks for FIFO workers in airports.

Watching the FIFO workers continue to travel and earn a living doing something they love, Caroline spoke with Programmed about opportunities for her and her husband that would provide a stable, long-term career. After six months with Programmed doing alternative work, Caroline applied for a role with Programmed as a FIFO Dump Truck Operator for BHP and was welcomed with open arms.

Caroline,
Dump Truck Operator, BHP



When asked what she loves about her career, Caroline says "I find it empowering because the contrast from being a flight attendant for 31 years and now – I'm out in the Pilbara driving trucks – which are huge – let me tell you, it's empowering, and what I've shown to my family and my children is that life can change and then all of a sudden – opportunities are there and they exist, especially as a women in my fifties, so to change careers this late in my life is fantastic."

"The Programmed team are so friendly and kind. It's an amazing life and it's a beautiful place to work."

Veterans Employment and Training Services – VETS

Across Australia, Programmed is supporting Defence and the Defence Industry through a variety of service offerings which range from Staffing and Training Services to Industrial Maintenance and Electrical Technologies.

Our customers are delivering solutions in the Land, Air, Sea and Defence Estate Domains and our recruitment and maintenance support is helping to ensure their success.

We support an Aerospace Engineering business with the recruitment of Aircraft Maintenance Engineers, Production Scheduling Specialists and Test Technicians. We also support a manufacturer in the provision of fabrication trades for component supply to Infantry Fighting Vehicles (IFVs) and have a long-term partner with an international prime specializing in manufacture for the air domain.

VETS is an alliance between ERS, Programmed and PERSOLKELLY and a true partnership led by knowledgeable ex-Defence personnel who have experienced the transition.

Career opportunities, pathways and training for Ex-Defence personnel and their families.

VETS connects employers with highly skilled and qualified candidates who are job-ready.

Our specialist Veterans Employment and Training Services (VETS) provides meaningful career opportunities and pathways for ex-Defence personnel and their families.

We support customers beyond just placing employees. We ensure our candidates and employees maintain the highest safety standards, take pride in their work and proactively contribute to any team.

What we provide:

- Personalised service
- Culture and skills matching
- 90-day replacement guarantee



VETS brings together the workforce scale of Programmed, the professional recruitment expertise of PERSOLKELLY and the deep Defence knowledge and experience of ERS to offer ex-Defence personnel and their families a long-term meaningful career beyond Service.

Services:

- Specialist Recruitment
- Temp and permanent technical, professional and executive recruitment
- Temp and permanent trades and skilled labour recruitment
- Ex-Defence Personnel and spousal placement
- Training and career pathways programs
- Contract Recruitment
- Executive Search
- HR and IR support
- ICT and STEM
- Professional Services
- Executive & Management
- Mining, Oil and Gas
- Government
- Construction
- Engineering
- Rail and Infrastructure
- Not for Profit
- Banking
- Telecommunications & Technology
- Health

Specialist industries

We are proud to be a signatory to the Veteran's employment commitment and a Gold Pledge partner of Soldier On. We recognise the skills and experience veterans bring to the workforce and actively support employment opportunities for veterans and their families.

[Learn more about VETS here](#)

CASE STUDY

Following the success of Dee Dee's placement

Dee Dee Zhong, an Army logistics Officer, is now a Transport and Logistics Planner for global Broadcasting and Media Solutions company NEP Group (NEP).

Dee Dee's army technical and leadership training and experience provided her the skills and abilities to be a highly effective and efficient member of the NEP leadership team.

NEP provide technical expertise, purpose built mobile broadcasting equipment supporting productions around Australia. This includes major live sporting events, plus outside studio broadcasts all carried out with military precision, in many instances operating remotely. With so many moving parts their business required a Transport and Logistics Planner to co-ordinate the specialised equipment and personnel. NEP had limited knowledge about Defence, however, they felt due to the high tempo and pressure of this position that this may suit a veteran.

With the position brief in hand, the VETS team immediately went to work exploring suitable veteran candidate options. VETS knowledge of the 200 various vocations within Defence and insights to service, corps, and even unit level was vital to a successful outcome for NEP and what became a very proactive search. Within a matter of days, three suitable candidate options were identified for NEP.

Following the success of Dee Dee's placement, the VETS program has continued to support NEP offering insight to available veteran candidates aligned to their business, also advising on veteran skills and development programs including access to funded programs. Dee Dee's achievements within her role has led to additional veterans being hired within NEP.

In her own time, Dee Dee continues to give back the VETS program, attending our various veteran networking events, offering veteran candidates insights to her successful story and mentoring. Dee Dee now serves in an Army Reserve capacity providing further professional and technical development which adds ongoing value to NEP Group.

Permanent Recruitment

Programmed Skilled Workforce provides recruitment and sourcing for permanent positions throughout Australia and New Zealand.

We have dedicated resourcing specialists in every state who focus on sourcing general staff and labourers, as well as qualified trade professionals and operators who are seeking permanent employment. Our permanent recruitment sourcing and expertise can complement your casual workforce.

Mel,
Scaffolder Programmed



CASE STUDY

Airport Ramp-up — Post Pandemic Recovery

Background

In April 2022, as the Australian public returned to domestic and international travel following the Covid-19 pandemic lockdowns; our client, a global leader of ground services and cargo handling for the aviation industry, had an urgent requirement to grow their permanent workforce in Melbourne to meet customer demand and comply with airport regulations.

Approach

Initially, in April 2022, we were provided with an order for 100 employees. To meet the client's requirement we allocated dedicated resources to this contract. Our sense of urgency and our application of "good old-fashioned customer service" created a strong platform for success.

In addition to a deep understanding of the roles we were recruiting for (including requirements, qualifications/skilled and remuneration), our attraction and recruitment strategy was key to delivering this requirement which included:

- Highlighting the client's Employee Value Proposition (EVP)
- Reaching out to our existing database (through our chatbot system)
- Seek Premium Advertising
- Seek and Indeed Talent Search
- Job Active relationships

After an initial phone screen, candidates who passed this phase of the process were requested to complete a job application via GO app. Interviews were scheduled for every Wednesday, creating certainty for delivery schedules and personnel logistics.

In the first few weeks of our relationship, our capacity to fulfil requirements and coordinate 20+ interviews per week gave the customer confidence to increase their initial order from 100 people to 190 people.

Results

Programmed continuously adjusted our service to meet the client's requirements. Five months into the relationship, we were presenting 14-16 candidates per week and achieving 4-8 successful placements.

Between April and September 2022, we filled 110 permanent roles and helped the client to rapidly ramp up in a well-managed and efficient manner during a period when Australia's unemployment level was at its lowest level in over 40 years.



What customers say about us

“Everything I have seen from Programmed has been absolutely first class, a step above all of your competition. I have never seen such well-presented, switched on individuals on any of my projects in my last 14 years in Australia. It is refreshing to see a company take pride and care in who they send to our projects”

Robert Arnott / Business Strategy Manager,
SWIETELSKY Rail Australia Pty Ltd

Programmed People Solutions

Programmed People Solutions

Taking care of the sourcing, engagement and administration of your temporary, contract and permanent workforce.

The world of work is rapidly changing, and to help navigate this, businesses need to depend on a reliable, transparent and compliant workforce management partner. Programmed People Solutions specialise in managed workforce solutions and bespoke recruitment outsourcing programs. These tailored offerings include:

- Managed Supplier Program (MSP)
- Recruitment Process Outsourcing (RPO)
- Business Process Outsourcing (BPO)

Our scale and experience mean we have the mitigation and pandemic plans in place to support your business at every stage.

Managed Service Provider

Our Managed Supplier Program (MSP) takes responsibility for the management of sourcing, engagement and administration of your contingent workforce.

Programmed's MSP is an end-to-end recruitment and staffing management service for businesses who require multiple vendors across their casual, fixed-term, contractor and even permanent workforce with the benefits of a reliable, transparent, scalable and compliant management partner.

With Programmed's MSP, all your workforce order requests, management of vendor supply, employee timesheets and spend are captured, managed and reported through one process using our customised technology, saving you time and money.

The benefits:

- Saves you time, from search to supply
- Manage your costs
- Increase your access to the best people for your business
- Improve compliance and governance
- Reduce risk
- Dedicated service and support
- Increased data transparency
- Industry-leading HSEQ people and processes

Recruitment Process Outsourcing

Our Recruitment Process Outsourcing (RPO) is a talent acquisition program delivering permanent placement services across both Professional and non-Professional positions. Our team works as an extension of your Human Resource function, working remotely to explore alternate channels for attraction.

We offer two RPO Project models including:

- **Full Service RPO Project Program** – Strategic partnership and consultation with complete oversight on a customer's talent acquisition process.
- **Urgent (Short Term) Demand** – Project based recruitment requirements that are outside of internal HR teams' capacity. These might include Statement of Work (SOW) services such as change management recruitment supporting a restructure.

Business Process Outsourcing (BPO)

Our Business Process Outsourcing (BPO) program involves the outsourcing of a standard business function. The benefits of outsourcing an entire function (eg. Human Resources) or part thereof (eg. Workforce Planning) include leveraging Programmed's experience and scale to efficiently deliver services that improve business outcomes and allow you to focus on your core business deliverables.

Programmed Training Services

Programmed Training Services

As Australia's largest provider of trades and technical workforces, Programmed is proud to be nurturing the workforce of the future by delivering training services.

Programmed Training Services is both a Group Training Organisation (GTO) and Registered Training Organisation (RTO 110043). We assist customers in upskilling their workforce through technical and vocational skills training, including:

- Short courses
- Certificates I-IV
- Apprenticeships
- Traineeships

We provide customised training programs to meet specific workforce development needs that support and develop engaged, safe and productive apprentices from all walks of life.

Our mentoring and coaching program develops 'all-rounders', which means our trainees and apprentices contribute to your workplace from the moment they start, while successfully building the skills and qualifications they need to become valued employees for life.

We currently oversee the recruitment, training and management of more than 1,500 trainees and apprentices, and more than 10,000 participants in training courses each year.



Bethany,
Process Plant Operator



Bethany
Process Plant Operator
WATCH NOW

Specialist training

National Energy Technician Training Scheme – NETTS

Building Australia's future workforce with innovative training solutions.

The National Energy Technician Training Scheme (NETTS) is an innovative collaboration between major oil and gas organisations and Programmed to build a skilled, diverse and capable workforce for the future of the oil and gas industry. NETTS Apprenticeships are offered over a four-year period, and include training at ACEPT College, as well as on-the-job training across several host sites.

Since the NETTS program commenced in 2016, we have had 75 apprentices commence with the program, seeing 26 graduates who are now working as experienced operators across many of Australia's largest oil and gas operators.



Sterling, Instrument
Electrical Graduate
WATCH NOW

Sterling,
Instrument Electrical Graduate





The Defence Industry Pathways Program – DIPP

Creating career pathways into Australia's booming defence industry.

The Defence Industry Pathways Program is a 12-month traineeship, providing graduates with exposure to several fields prior to deciding on a maritime defence pathway for the future.

From technical engineering and cybersecurity through to logistics and procurement, graduates earn as they train on-the-job, getting first-hand experience with global leaders. Programmed is proud to support the Australian Government and South Metropolitan TAFE in delivering this innovative program.



Zoe and Jasmine
DIPP trainees
WATCH NOW

Programmed Edu.Care

Community Services Support Workers Education and Employment Pathways.

Programmed has developed a tailored traineeship designed to create employment pathways for people in the Community Services sector.

Programmed Edu.Care, offered within Programmed's Edu. suite of training solutions, aims to enhance the capacity and capability of the sector to attract and retain support workers for Aged Care, Community Care and Disability Support Workers.



CASE STUDY

Developing First Nations apprentices and trainees for Woodside Energy

Snapshot

- Dedicated programs to support Aboriginal or Torres Strait Islander people
- Excellent retention rates
- Many trainees and apprentices go on to work for Woodside

Background

Woodside Energy has had a 20-year relationship with Programmed Training Services (formerly Energy Apprenticeships Group), during which time we have delivered a sizeable Apprentice and Trainee program. Throughout the relationship, we have worked with Woodside Energy to meet its changing workforce needs, including the introduction of diversity programs that support Aboriginal or Torres Strait Islander people to enter the energy sector.

Approach

Woodside requires a supply of work-ready apprentices and trainees capable of meeting the company's current and future workforce requirements. Programmed developed specific programs to meet Woodside's First Nations requirements.

At Woodside's Karratha operations, we created the Mirunwarnigu Yirdiya pathway program. This program was designed specially to support First Nations people throughout the recruitment process,

and then provided culturally-specific support as trainees achieved a Certificate II in Transport and Logistics (Warehousing and Storage). Successful completion at the Certificate II level enables subsequent progression into a further traineeship or apprenticeship or even full-time employment at Woodside Energy.

To manage the Woodside Energy program, Programmed provides a team of dedicated traineeship field officers who integrate into Woodside's operations, enabling close management of each apprentice and trainee.

Having a regular onsite presence ensures pastoral care and that performance and development reviews of apprentices and trainees can be completed face-to-face. This presence also serves to reinforce Programmed's commitment with Woodside Energy's superintendents and managers. All mentoring is managed in consultation with our WA Indigenous Engagement Manager.

Outcomes

The success of our programs is evidenced by the fact that more than 50% of Woodside Energy's current operator workforce are former program participants. In addition, 94% of people employed within Woodside's broader workforce profile who identify as being of Aboriginal or Torres Strait Islander descent were previously apprenticeship and traineeship program participants.

In addition:

- Over 88% retention rates have been achieved across both traineeship programs.
- Working closely with local secondary schools, we have helped Woodside (and more generally the energy sector) to establish close links between the worlds of work and school.
- By adopting innovative recruitment strategies, we have helped Woodside to achieve significant diversity outcomes. Female representation in the traineeship program has grown to 30% and, by working closely with traditional owners in the West Pilbara, we have also increased representation of local First Nations candidates.

PERSOLKELLY

Programmed and PERSOLKELLY — better together.

PERSOLKELLY is one of the largest recruitment companies in Asia Pacific, spanning over 50 offices across 13 markets, including: Australia, China, Hong Kong, India, Indonesia, Thailand and Vietnam.

Together, Programmed and PERSOLKELLY are one of the leading staffing, recruitment and HR solutions providers in the APAC region.

At PERSOLKELLY, our passion is — and always has been — putting you first.

We propel our partners forward by addressing their challenges in fresh ways, backed by our expertise and capability. It's this combination that creates value: agility at scale; confidence and care; resourcefulness and innovation that leads to better relationships and results.

With PERSOLKELLY, you'll continue to benefit from the strength and support of an organisation that has successfully been delivering this value across Australia and New Zealand for decades. Whatever your workforce challenge, we will handle it with care and commitment.

From market-leading staffing programs to advanced people management, innovation and technology; we support your business to navigate and stay ahead of the rapidly changing world of work.

Together our experienced, capable team of problem-solvers will help you achieve more. Visit our website to read more about our depth and breadth of capability, and our legacy of innovation.

persolkelly.com.au

Uncovering the best talent, ensuring the right culture fit.

Our specialist team provide technical and professional candidates who have the skills and experience needed to deliver project goals in the short or long-term.

Professional Services

We're experts in sourcing professional temporary, contract and permanent staff across industry segments. When it comes to searching for high performing professionals, we're here to partner with your organisation to deliver great people and great outcomes.

ICT

We connect the best Information Communications and Technology talent with Australia's leading employers, always delivering with speed and quality. Through our fresh thinking and legacy of innovation, our ICT recruitment teams understand the importance of matching the right skills to each permanent or temporary position.

Government

Our specialist Government team are experts in providing staffing solutions across local, state and federal government. Our flexibility and resources allow us to staff diverse assignments and partner with more than 300 government agencies for short or long-term posts, large and small-scale projects.

Management and Executive

Our team of senior consultants draw on the deep and trusted connections we have with Australia's leading employers. With a focus on senior management, through to C-suite executive search and talent selection, we offer executive and professional-level recruitment services for permanent and fixed-term contract positions.

STEM

We recognise and value the importance of creating workforces that reflect society and that's why we're committed to attracting, engaging and retaining people with different backgrounds, experience and perspectives. In the STEM sector, we're especially committed to increasing the professional opportunities for women at all levels and improving the gender balance across businesses and the broader industry.

Gail,
Strategic Sales Manager



Flexible, tailored
solutions to suit
your business needs.



Our expert teams source quality professional temporary, contract and permanent staff and we can also support you with:

- Pre-employment screening
- Candidate testing
- Aptitude testing
- Psychometric assessment
- Fitness for work
- Background checks and skills testing
- Pre-employment medicals
- Assessment centres
- Bulk and campaign recruitment
- Scribing services (all levels)
- First Nations People Employment Program
- Outplacement support

“At each stage of the project, **PERSOLKELLY** understood and delivered on our expectations. It was clear that they’d taken the time to really understand the unique nature of our business.”

Sam, Events Industry



Technology allows for easy onboarding and shift filling during COVID

Snapshot

Our client is a leading provider of management and hospitality services to venues and events, operating three of Australia's most iconic stadiums.

The problem

In April 2021, the client asked PERSOLKELLY to take over the onboarding and management of a large pool of employees they had sourced through a targeted marketing campaign. Over 2,000 applications were received for an urgent requirement at their venues in customer service roles that included retail bar, retail food, suite service, kitchen staff and stewards.

Our approach

The PERSOLKELLY team contacted every applicant and guided them through an extensive onboarding and induction process. Our technology allowed most of this process to be managed online once candidates had registered through our GO App. Induction modules were easily assigned, relevant to the role, and candidates completed them through their smart phone or other internet connected device.

A pool of 500 employees was developed over the next two months to fill an average of 200-300 roles per event. Inductions specific to the client's venues and systems were conducted with employees, managed by PERSOLKELLY.

Late cancellation of shifts by employees has been an issue, however, we have recently developed a function in our GO App to combat this problem. Previously, employees needed to call their manager if they planned to be absent for a shift. We have found that if there is an option to use the GO App, through the click of a button, employees are much more likely to let us know earlier. This gives us time to immediately launch a second automated feature of our system. The shift is auto sent to the remaining pool of employees as a bulk text. The first to accept is automatically rostered, with other employees receiving a shift filled notification.

The result

As it's rolled out, this process significantly reduces the time taken to refill a role and drives high fill rates.



Truly
understanding
our customers
means we
**deliver greater
value.**



Programmed Industrial Maintenance

Programmed Industrial Maintenance

Programmed Industrial Maintenance provides specialist maintenance, shutdown and project services across light and heavy industries.

Our maintenance solutions range from supplementary maintenance crews through to fully outsourced maintenance models.

We provide a variety of services to customers in the mining and metals, FMCG, energy and utilities, manufacturing, ports, infrastructure and aeronautical sectors across Australia.

With over 60 years of operating experience, our proven track record makes us a partner of choice. Our twin strengths of local expertise, coupled with strong national support, enables us to offer customers a customised approach to meet their maintenance and operational needs.



Programmed
Industrial Maintenance
WATCH NOW

Gerardo,
Scaffolder Programmed



Contents

Embedded Maintenance

We offer a range of maintenance services across the whole asset lifecycle that can be tailored to best suit your business.

This includes:

- Task-based planned preventative maintenance
- Planned and unplanned corrective maintenance
- Maintenance regime and improvement programs
- Supplementary maintenance crews
- Fixed base or mobile field crews

Shutdown Management

We deliver a fully comprehensive shutdown management service – from supplying supervised crews that can exceed 200 people through to turnkey management, planning and execution services. We work closely with key stakeholders to review shutdown plans and maintenance cycles, ensuring that we deploy the right people with the right capability.

Services include:

- Scoping, planning and scheduling
- Critical path tracking
- Rapid mobilisation
- National FIFO capability
- Full supervision
- Competent work teams
- Tooling and logistics
- Subcontractor management

Workshop Services

With more than 10 workshops located across Australia, we are well equipped to support the provision of maintenance and other project services for customers.

Key services include:

- Industrial paint and blast
- Asset integrity programs and capital works projects
- Mining Equipment Field Services
- Machining and Fabrication
- Welding, including poly, pressure and pipe welding
- Sheet metal work
- Anode rod repairs
- Heating, Ventilation, and Air Conditioning (HVAC) maintenance and installation
- Building repairs, upgrade, expansion and refurbishments

Projects

Our team brings extensive knowledge and experience across a wide range of industrial and commercial utilities, facilities, equipment and infrastructure. We can offer a highly tailored end-to-end asset management service that allows our customers to focus on achieving the best commercial outcomes for their business.

Core services include:

- Planned plant and building refurbishments, extensions and upgrades
- Plant and equipment installation, decommissioning and relocation
- Compliance rectification works
- Minor capital works including installations and overhauls

CASE STUDY

Port Waratah Coal Services: 4.11 Reclaimer Structural Repairs & Painting

Project Overview

Port Waratah Coal Services (PWCS) has been receiving, stockpiling, blending and loading coal for export in the Port of Newcastle for almost 40 years. They own and manage the Kooragang and Carrington Coal Terminals with a combined capacity of 144 million tonnes per annum.

Port Waratah has an ongoing program of inspections and condition monitoring to manage the maintenance of machines at their coal terminals. This auditing process determined that painting and repairs were required to maintain the structural integrity of the 4.11 Reclaimer at the Kooragang Coal Terminal.

This machine was installed as part of the Kooragang Expansion Project and has been in service since 2000. A significant number of critical defects, resulting from corrosion and loss of a section of steel members, were identified during 2018 and have been repaired in stages over outages in 2018 and 2019. A portion of the boom has had structural repairs completed and protective coating applied.

This scope of work relates to two projects:

- Project 6897 – 4.11 Reclaimer Boom Structural Repairs and Painting
- Project 6955 – 4.11 Reclaimer Slew Deck Repairs and Protective Coating

Services provided by Programmed include:

- Supply of all labour, equipment and consumables to carry out structural defects on 4.11 Reclaimer Boom and Slew Deck
- Full removal of existing coating (via abrasive blasting or mechanical means as specified) prior to reinstatement of protective coating system on 4.11 Reclaimer
- Removal/replacement of machine services to facilitate repairs
- Erection of scaffolding and encapsulation, and the management of lead-based paints
- NDE and operational testing and commissioning
- Cost tracking

Programmed's team consisted of a Project Manager, Supervisors, Specialised Welders and Mechanical Fitters.

Project Outcomes

The project was completed both on time and within budget, and Port Waratah was very satisfied with the outcomes. Additional project work was also awarded, which included workshop support for identified additional repairs and installation and management of subcontractors.

Value Add

- Despite the project progressing with severe inclement weather, the scope was completed over a duration of over 1,000,000 man-hours (Programmed and subcontractors) with no significant incidents or injuries.
- Programmed HSE assisted in the delineation between numerous confined space work areas which greatly improved control and the safety management of these hazardous areas. Detailed cost tracking updates enabled Port Waratah to monitor and control their budget. In this instance, additional scope items were identified and repaired within the timeframe.

Term: 1 month (day and night shifts)

Value: \$2.50M

Location: Newcastle, NSW

First Nations Employment Pathways

First Nations Employment Pathways

Programmed is committed to increasing workforce participation and engagement of Aboriginal or Torres Strait Islander people Australia-wide.

We actively assist Aboriginal or Torres Strait Islander people to gain employment by working with local communities, corporations, providers and custodians, and supporting education pathways for school-age candidates to make these dreams a reality.

Through our in-house training centre and our experienced resourcing teams, we are able to provide Aboriginal or Torres Strait Islander people with opportunities to gain relevant skills and experience for sustainable careers whilst maintaining a sense of identity, to support a positive and growth enriched lifetime of employment. We do this in acknowledgement of our responsibility to action change and advancement and as a signatory to Generation One, which we are proud to hold since the inception of the Commonwealth's Closing the Gap initiative in 2009.

Programmed's First Nation's Employment Pathways Program not only provides multiple options of entry to the workforce for Aboriginal or Torres Strait Islander candidates, but also aims to support our managers and key account stakeholders with the confidence and knowledge they need to be ambassadors for equity in employment and opportunity across all roles and all divisions.

Programmed works with you to identify and create genuine employment opportunities for sustainable growth, impact and real change for Aboriginal or Torres Strait Islander people in your business.

Julie,
Production Operator, Woodside
First Nations Employment Pathway Program Graduate



Programmed works with you to identify and create genuine employment opportunities.

Technology solutions



Programmed
Technology
WATCH NOW

Making it easier and simpler for employees and job seekers to find a job and manage their career.

GO is our innovative mobile app that helps employees and candidates search, find, apply for jobs and manage their career, anywhere, anytime.

We list all of our open and available roles in real-time, meaning employees and job-seekers can apply today and could be working with a customer tomorrow.

Our GO App links seamlessly with our systems enabling our workforce to easily access and manage their employment information such as payslips, payment summaries, time and attendance and can also receive safety alerts and the latest news.

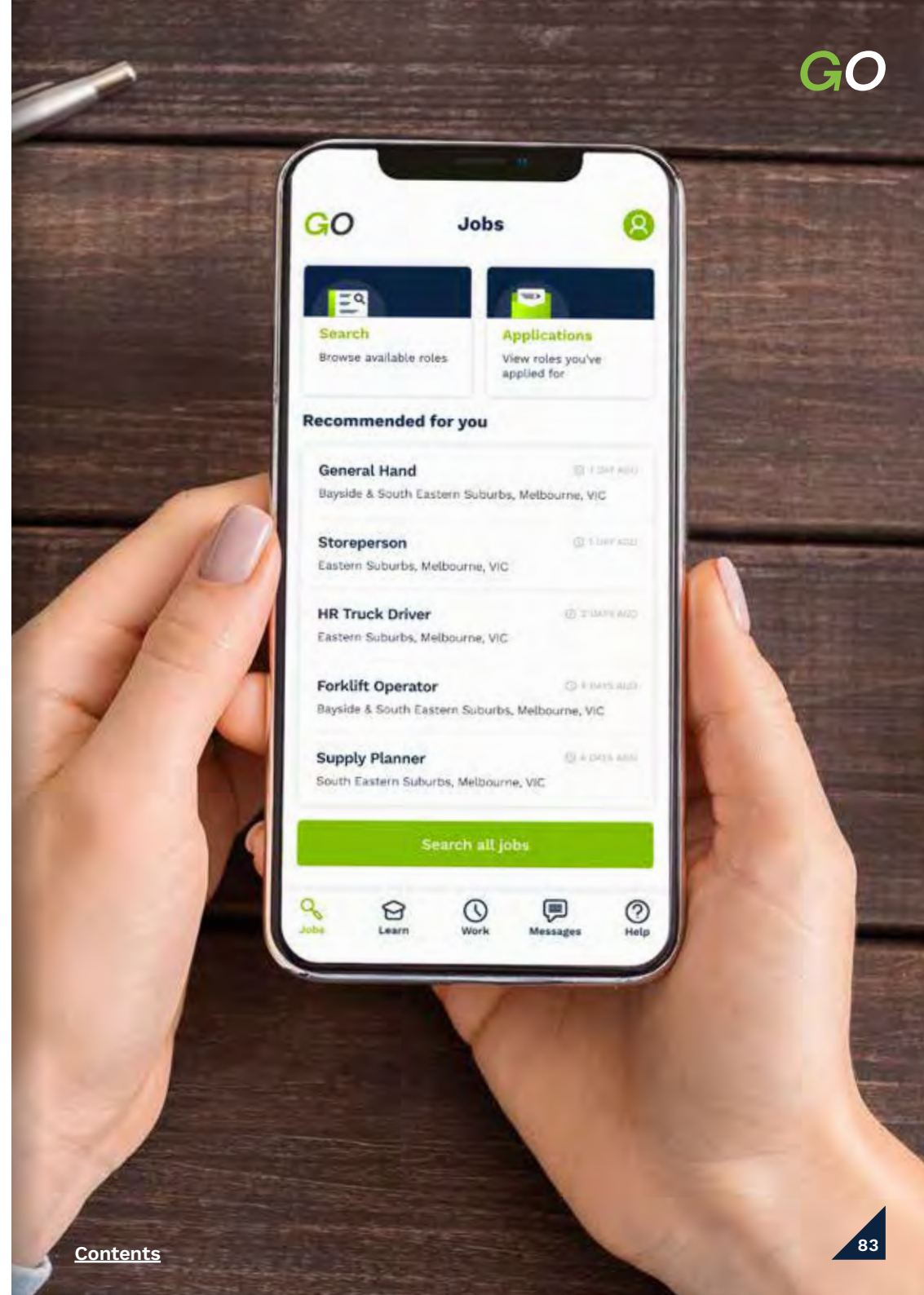
The GO App is free to download for iOS and Android from the App Store.



go.programmed.com



Our GO App
WATCH NOW



Skilled


Exceptional People Intelligent Conversations

Skilled is an innovative conversation tool that enables our recruitment consultants to search and connect directly with our network of active jobseekers, simply and easily.

With access to Programmed’s database of over one million candidates, consultants can quickly search and select candidates with the skills they require. Then, in a couple of simple steps, engage directly with candidates via SMS or email.

The conversations are in real-time so candidates can respond to questions on the go and at their convenience.

Skilled saves the time and effort of advertising roles and screening candidates, leaving us to get back to business, knowing you have the right people to get the job done.



Stay connected
with Skilled

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Dashboard

Intelligent Data

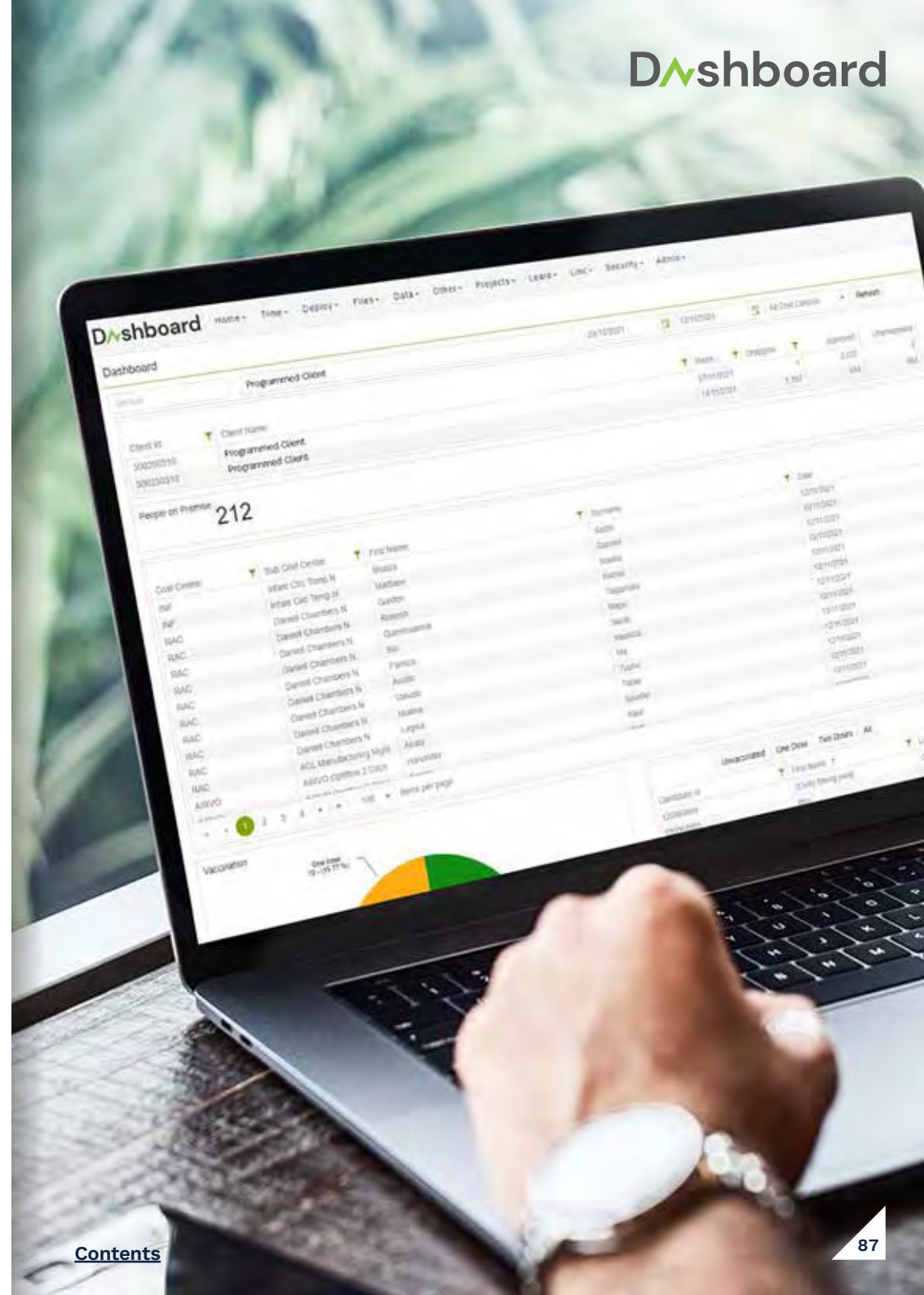
The Programmed Dashboard is an easy-to-use online platform that integrates with our recruitment, invoicing and reporting systems. The Dashboard gives you self-service access to online approvals, extensive reporting and real-time analysis of employees/costs.

Easy to use platform for employees

- Employees can log in via mobile device or website
- Physical on-site clock for sites with a large number of employees
- Geo-fencing ensures employees will only be able to clock on and off at work.

Delivering benefits to you

- Flexibility to capture time by department
- Streamlined administrative processes, with no more paper-based timesheets
- Greater visibility of rostering and spending patterns, allowing for faster analysis and decision making
- Ability to view costs and rosters by single or multiple cost centres.



AUSTRALIA

AUSTRALIAN CAPITAL TERRITORY

Canberra

NEW SOUTH WALES

Albury
Botany
Broadmeadow
Coffs Harbour
Dubbo
Gunnedah
Liverpool
Orange
Penrith
Seven Hills
Singleton
Sydney
Unanderra
Wagga Wagga
Western Sydney

QUEENSLAND

Bundaberg
Cairns
Currajong
Mackay
Maroochydore
Oxley
Rockhampton
Spring Hill
Toowoomba
Townsville
Virginia

SOUTH AUSTRALIA

Hindmarsh
Mount Gambier
Whyalla
Underdale

TASMANIA

Burnie
Hobart
Launceston

VICTORIA

Altona
Bendigo
Geelong
Keilor Park
Melbourne CBD
Mildura
Notting Hill
Port Melbourne
Shepparton
Traralgon

WESTERN AUSTRALIA

Belmont
Bunbury
Burswood
Karratha
Newman
Port Hedland
Winnellie

NORTHERN TERRITORY

Darwin

NEW ZEALAND

AUCKLAND

Auckland CBD
South Auckland

CHRISTCHURCH

Riccarton

NAPIER

Onekawa

WELLINGTON

Wellington CBD



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