



Policy 71 Reference Request

Eligibility for an Employment Reference

Leadcare Recruitment is committed to providing fair, accurate and consistent employment references where sufficient information is available to make an informed assessment.

To ensure that sufficient information is available to assess a worker's attendance, reliability, conduct and performance, employment references will only be provided where a worker has:

- Completed a minimum of 6 months' service with the agency; and
- Completed a minimum of 12 shifts during that period.

These requirements ensure that Leadcare Recruitment has had sufficient opportunity to assess a worker's suitability, attendance, reliability and performance before providing an employment reference.

Requesting an Employment Reference

All reference requests must be submitted in writing and sent to an official Leadcare Recruitment company email address.

Workers seeking an employment reference should submit their request to the Management Team.

Issuing References

Employment references will only be completed and issued by an authorised member of the Management Team from an official Leadcare Recruitment email address.

Leadcare Recruitment does not provide verbal references.

Management Review

Leadcare Recruitment may, where appropriate, arrange a discussion with the worker and a member of the Management Team. The purpose of this discussion is to:

- Understand the reason for the request
- Identify any concerns or issues the worker may be experiencing
- Explore whether any concerns can be addressed
- Obtain feedback to help improve the service provided by Leadcare Recruitment

Exceptions

Employment references will not normally be provided where the above eligibility criteria have not been met or where insufficient information is available to make a fair and

informed assessment.

Leadcare Recruitment reserves the right, at its discretion, to provide an employment reference where the eligibility criteria have not been fully met, where management considers there is sufficient information available to make a fair and informed assessment.

Response Times

Leadcare Recruitment aims to respond to reference requests within 10 working days.

Scope

This policy applies to all current and former workers engaged by Leadcare Recruitment.