

Candidate Care Charter

Policy Owner: Director

Approved By: Director

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Purpose

At Redian Recruitment, we believe recruitment is about people first. Our Candidate Care Charter outlines the standards of service and professional conduct that every candidate can expect when engaging with us.

We are committed to building lasting relationships by treating every candidate with honesty, respect and professionalism throughout their recruitment journey.

Scope

This Charter applies to individuals who register with Redian Recruitment or whom we represent in connection with employment opportunities. The level of contact and support provided may depend on the suitability and availability of opportunities and the stage reached in the recruitment process.

Our Candidate Promise

When you work with Redian Recruitment, you can expect us to:

- **Treat You With Respect**

We will treat every candidate fairly, professionally and without discrimination, regardless of background, experience or the outcome of the recruitment process.

- **Protect Your Privacy**

Your personal information is important to us. We will handle it in accordance with our Privacy Policy, applicable laws and the privacy standards we have chosen to adopt.

We will not present your resume or personal information to a prospective employer without first obtaining your consent.

- **Listen and Understand**

Where we discuss your registration or a potential opportunity with you, we will seek to understand your experience, skills, career aspirations, preferred work environment and long-term goals so we can assess suitable opportunities and represent you effectively.

- **Communicate Clearly**

We aim to communicate clearly regarding suitable opportunities, interview arrangements and recruitment outcomes. Where practicable, we will keep you informed throughout any recruitment process in which you are actively being considered.

- **Provide Honest Advice**

Where appropriate, we will provide honest and realistic guidance based on the information available to us regarding employment opportunities, market conditions, salary expectations and career options.

We believe honest conversations build lasting professional relationships.

- **Represent You Professionally**

When introducing you to prospective employers, we will present your experience, achievements and capabilities accurately and professionally.

- **Respect Your Decisions**

Accepting or declining an employment opportunity is your decision. We will provide advice and guidance without applying unnecessary pressure.

- **Support Your Success**

Our commitment does not end when you accept a position. We will remain available to support you during your transition into your new role and assist where appropriate.

- **Welcome Feedback**

We value your feedback and use it to continually improve the service we provide to all candidates. If you have a concern or complaint about our service, please contact us using the details below. We will handle it in accordance with our Complaints Handling Policy, which is available on our website.

What We Ask of Our Candidates

To help us provide the highest level of service, we ask that candidates:

- Provide accurate and up-to-date information.
- Be honest regarding qualifications, licences, work history and experience.
- Advise us promptly if circumstances change.
- Attend interviews as arranged or provide reasonable notice if rescheduling is required.

- Communicate openly throughout the recruitment process.
- Treat our consultants, clients and other candidates with courtesy and professionalism.

Availability of Opportunities

Registering with Redian Recruitment does not guarantee that a suitable opportunity, interview or placement will become available. Recruitment decisions are influenced by available vacancies, employer requirements and each candidate's suitability for a particular role. We will contact you when we identify a potentially suitable opportunity or require further information.

Our Commitment to Ethical Recruitment

Redian Recruitment is committed to conducting recruitment activities ethically, honestly and transparently.

We strive to:

- Promote equal employment opportunities.
- Maintain confidentiality.
- Comply with applicable employment and privacy legislation.
- Represent both candidates and clients fairly.
- Build long-term professional relationships based on trust and integrity.

Contact Us

Redian Recruitment Pty Ltd

Phone: 0490 778 995

Email: rebekah@redianrecruitment.com.au

Website: www.redianrecruitment.com.au

The Redian Commitment

At Redian Recruitment, we understand that every application represents more than a job search - it represents a person's career, livelihood and future.

We are committed to delivering a recruitment experience that is personal, respectful and transparent, while helping connect talented people with employers where they can build rewarding, long-term careers.

Unique in our approach. **Personal** in our service. **Ready** when it matters most.