



Freelance Portal - Code of Conduct

Thank you for choosing to partner with Creative Recruiters via our Freelance Portal.

All Freelancers within the Creative Recruiters Freelance Portal have been interviewed and come highly recommended by the team at Creative Recruiters.

All Companies using the Creative Recruiters Freelance Portal have been vetted and credit checked by Creative Recruiters and come highly recommended.

Engaging Creative Recruiters Freelancers

Both the Company and the Freelancer will abide by the terms and conditions of business which you have signed or will be asked to sign. A copy is kept on your file and will be provided upon request.

When a Freelancer is found on the Creative Recruiters Freelance Portal, under no circumstances will a Company engage and pay the Freelancer directly nor will the Freelancer accept an offer to work and be paid directly by the Company.

If a Company would like to book a Freelancer that they have a direct relationship with via the Creative Recruiters Freelancer Portal, please contact a Creative Recruiters Recruitment Consultant who will invite the Freelancer into the portal.

Quality

The Creative Recruiters brand is known for quality candidates and quality freelance projects.

The quality of the initial brief and the quality of the work produced is integral to the portal's success. Therefore...

Should the Freelancer not be comfortable with the quality of the project brief, they can terminate the project immediately.

Should the Freelancer not produce the quality outcome a Company expects, the Company can terminate the project immediately.

We recommend that the project brief clearly outlines what the finished outcome of the project is, prior to commencement, and that both parties ensure the quality of the work being produced is checked daily to ensure that it is meeting that brief.

Job applications

When a Freelancer applies for a freelance project it is an expectation that they will be able to clearly demonstrate, within their CV and/or Folio, the key areas of expertise that the Client is requesting within the freelance project. If a Freelancer consistently applies for freelance projects that do not meet the minimum requirements requested within the freelance project, they may be removed from the platform.

Communication

It is expected that all communication is conducted in a respectful and considerate manner.

Expectations around project timelines and deadlines will be communicated clearly.

All communication is to happen within the Creative Recruiters Freelance portal. This will be referred to within times of conflict.

Should either party have an issue that requires mediation, please contact a Creative Recruiters Recruitment Consultant.

Duration of projects

Companies and Freelancers understand that freelance project lengths vary and can end before the estimated end date without notice.

As a Freelancer, when you accept a project, you agree to make every effort to complete it.

Cancelling a project

Companies who have booked a freelancer, who cancel within an hour of the commencement time of the project, agree to pay 4 x the Client hourly charge to compensate the Freelancer.

Freelancers who accept a project agree to give no less than 48 hours notice when cancelling to allow the Company time to find a replacement Freelancer.

Confidentiality

Freelancers agree that whilst working on a Freelance Project that any access to confidential information relating to the project and the Company will remain confidential. Signed confidentiality terms are kept on their Creative Recruiters candidate file.

If a Company feels that there has been a breach of confidentiality, please contact a Creative Recruiters Recruitment Consultant.

Rates

The Creative Recruiters Freelance Portal is not an avenue to push down Freelancer rates. Company projects will have their rates reviewed regularly by Creative Recruiters to ensure that Freelancers are paid fairly for their time.

Should a Freelance Project brief change, the Freelancer has the right to adjust their rate accordingly.

Payment

All hours worked will be paid and invoiced weekly until either the project is completed or cancelled.

Freelancers will be paid weekly via Creative Recruiters.

Companies are invoiced weekly via Creative Recruiters and you agree to pay the invoices within the payment terms.

Rating system

At the end of a freelance project both the Client and the Freelancer will get the opportunity to rate each other. All comments are monitored by Creative Recruiters and we encourage constructive critique at all times. Any comments which are deemed to be disrespectful or career damaging may be removed.

Privacy Policy

By setting up a profile on the Creative Recruiters Freelance Portal, you agree that your details are public until you turn off that functionality.

Creative Recruiters Privacy Policy can be found on our website www.creativerecruiters.com.au

Your Creative Recruiters Recruitment Consultant is available to answer any questions you may have.