

HSS

HIRE SOLUTION SERVICES

CAPABILITY STATEMENT

It's all about people.™

Established in 2011

We are a workforce specialist with over 30 years of industry experience.

Complete Workforce Management

From sourcing and vetting to onboarding and offboarding, we manage the entire workforce process. Based in Subiaco, our account management and service delivery specialists support clients across Western Australia. Our purpose is to solve our client's workforce resourcing problems for both contract and permanent positions.

Connection-Driven

Our human-centric approach ensures efficient placements tailored to your needs, helping you find skilled talent quickly to keep your projects on track.

Our Values

Humanity

Developing lasting and loyal connections. We want our clients to see us as partners within business, working together to achieve our common goal.

Agility

The ability to respond and deliver. We employ strategies with technology allowing for a timely response to our clients & candidates.

Innovation

We challenge the status-quo and are driven to evolve with our fast-paced environment.

Excellence

We strive for ongoing refinement and excellence in all aspects of our work.

Our Leadership



**Stephen
Patten-Williams**

Director

Stephen brings over 30 years' experience in executive leadership, operations and recruitment. Formerly the State General Manager at Optus and owner of 10 Optus stores, he now specialises in connecting top talent to the mining sector, delivering fast, tailored hiring solutions built on deep industry insight.



**Isabella
Patten-Williams**

Marketing Manager

Isabella brings strong expertise in digital marketing and brand strategy, combining creativity with data-driven insights to deliver impactful results. Her strategic approach plays a vital role in connecting skilled talent with the right opportunities, helping businesses grow and thrive in competitive markets.



Chris Eve

Business Systems Manager

Chris has extensive expertise in designing comprehensive end-to-end systems and advanced reporting tools that drive operational efficiency. With a strong background in operations management, compliance oversight, and data analysis, he applies sharp analytical skills to identify opportunities for business performance.



Kaye Norman

Operations Manager

Kaye is a seasoned HR and recruitment professional with experience at BHP, Western Power, and Optus. She's held senior roles in both internal and external recruitment and led large teams, blending corporate and small business experience to deliver people-focused talent solutions.



Tahnee Smart

Team Lead

Tahnee began her mining career at 19 in the WA Goldfields, gaining hands-on experience across production, administration, and recruitment. With deep industry knowledge and a talent for building strong client relationships, she works closely with her team to connect the right people with the right clients.



Thomas O'Connor

Team Lead

Thomas brings hands-on experience as a Mechanical Fitter in the Navy and the Pilbara, where he spent seven years across roles like dewatering, fixed plant, and road train operations. He now applies this practical knowledge to connect the right people with the right roles through a genuine, people-first approach.

Why HSS?

Personal Service

We are small enough to deliver a personal service, but large enough to have the resources to deliver.

People-First Approach

- We put people first, regardless of which side of the table they sit, we are here to help.
- Our experienced and knowledgeable team ensure roles are filled efficiently, but it is our human-centric approach that ensures the placement is a good fit.

Business Solutions

We believe in providing solutions for business's that make a difference to how you source people.



What Makes Us Different

We shape our services around your specific needs, not the other way around. Our support scales with your business growth, and our streamlined processes eliminate unnecessary red tape.

We understand your workplace through open conversations with managers, supervisors, and teams. Where possible, we visit sites, stay in camp, and attend pre-start meetings to ensure candidates are fully prepared before they step on site.

- 1. We put people first.**
We don't just fill jobs, we build meaningful connections between businesses and talent.
- 2. Support doesn't stop at placement.**
We check in when candidates start and maintain ongoing communication.
- 3. We're here when you need us.**
We are available after hours to address concerns, manage issues, and keep everything running smoothly.
- 4. Trust and transparency are everything.**
Open, honest communication is at the core of what we do.
- 5. Decades of expertise.**
With over 30 years in recruitment, we know what it takes to find the right people, fast.
- 6. Industry experience.**
Our recruiters have worked on-site as operators, administrators, or in key industry roles, giving them firsthand knowledge of the challenges you face.
- 7. We know real talent when we see it.**
We ask the right questions and use a thorough vetting process to ensure candidates have the skills they claim.



What We Do

**We provide
bespoke,
end-to-end
recruitment
solutions for
blue collar and
white collar
industries.**

- 1.** Access to our 45,000+ candidate database.
- 2.** Recruitment process outsourcing (RPO) and complete workforce solutions.
- 3.** Account Management and Service Delivery advice.
- 4.** Complete payroll and bespoke labour invoice charges.
- 5.** Facilitating medical and training requirements including providing PPE.
- 6.** Managing workers compensation: We partner with Adcor and CGU to ensure appropriate management of any claims.
- 7.** Injury Management: We partner with Preventus to manage all aspects of injury management & return to work.
- 8.** Providing candidate care program and Employee Assistance Program (EAP).
- 9.** Managing employee exit and resupply.
- 10.** Tailored staffing for long- and short-term projects – contract, permanent, and fixed term options.

Our Process

- 1. Sourcing:**
Once a job brief is taken, we utilise our databases and advertise to various platforms if needed.
- 2. Screening & Interviewing:**
We screen, shortlist qualified candidates, and conduct skill-specific, technical based phone screening followed by interviews.
- 3. Verification:**
We verify tickets, licenses, certificates, working rights, and complete two reference checks.
- 4. Onboarding:**
We submit our candidates completed onboarding pack to you for review.
- 5. Medical Requirements:**
We arrange all medical requirements.
- 6. Coordinate Documentation:**
We supply all compliance and site access documentation.

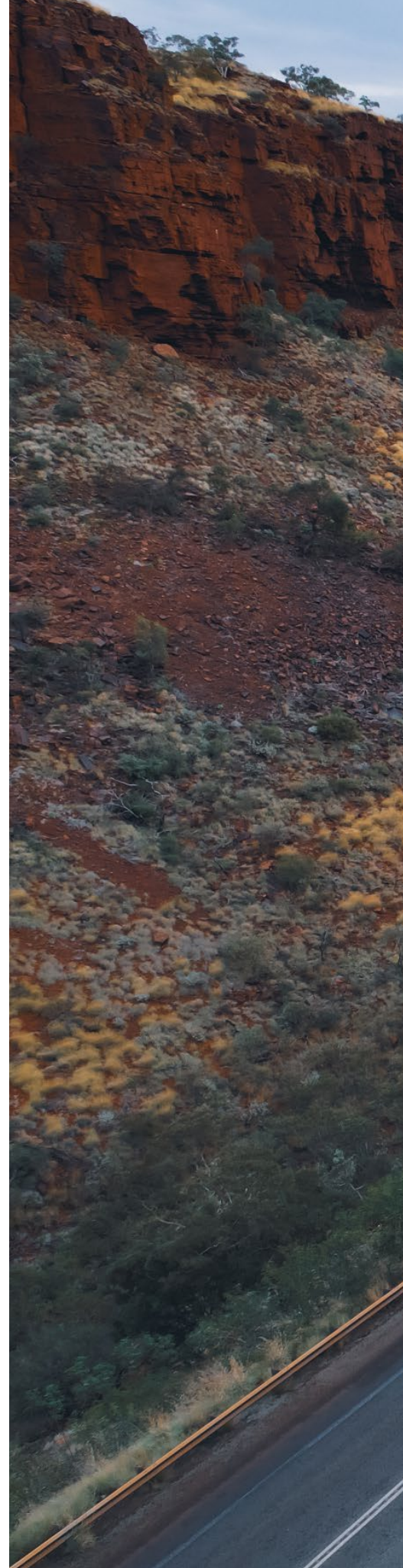
Your Dedicated Support Team

We take a hands-on, people-first approach. We build real partnerships, not just fill roles. Each key client has a dedicated team who truly understands your business, so we can deliver better outcomes, with consistency and care.

- 1. Focused on Results, Backed by Relationships:**
We're here to deliver real outcomes, not just tick boxes. Our dedicated account team tracks performance and service delivery closely, always looking for ways to improve and exceed what we've agreed on together.
- 2. Consistent, Clear Communication:**
We stay in step with you through regular catchups, whether that's weekly or monthly via Teams or Zoom. These meetings help us stay across current needs, plan for what's next, and get ahead of any challenges early.
- 3. On-the-Ground Support:**
We regularly visit sites to understand how things run, meet the team, and see the environment first-hand. It means we can brief candidates properly and make sure we're setting them and you, up for long-term success.
- 4. Client Engagement and Events:**
Strong partnerships go beyond the job spec. We make time to connect outside of formal meetings, joining you at events, sharing in milestones, and building trust through genuine, face-to-face interactions.

Our tech workflow

- 1. JobAdder:**
Conduct candidate searches in our internal database.
- 2. SEEK:**
If needed, we utilise SEEK advertising and SEEK talent search to source and engage with passive candidates.
- 3. Custom ATS:**
Candidate arrives in our Applicant Tracking System with MS SharePoint, Azure Cloud, Twilio SMS, MS Exchange.
- 4. RapidCrews:**
Candidates are managed through our applicant tracking system and Rapid Crews database, which handles documentation, skills, and compliance.
- 5. Timesheets:**
MYOB (financial information separate from WFM systems) Technologies: Flare onboarding for MYOB, Custom BOOT tools to validate award and pay rates.
- 6. Payroll & invoice:**
We payroll and invoice as per your specifications.



It's all about people.™



Our Workforce Solutions



Surface Mining



Underground Mining



Mineral Processing



Exploration & Geology



Transport & Logistics



Civil



Construction



Energy



- Heavy Duty Mechanic
- Leading Hand (Mechanical)
- HV Auto Electrician
- LV Automotive Electrician
- Light Vehicle Mechanic
- Boilermaker
- Serviceperson
- Tyre Fitter
- Fixed Plant Fitter
- Crusher Fitter
- Crusher Heavy Duty Mechanic
- Trade Assistant
- Grader
- Excavator
- Dozer
- Loader
- Water Cart
- Dump Truck (Rigid & Articulated)
- Allrounder
- Scraper
- Final Trim, (GPS Systems)
- Skid Steer, Bobcat, Telehandler
- Truck Drivers (HR, HC, MC)
- Water Cart
- Labourers
- Trade Assistants
- Exploration
- Drill and Blast
- RC / Diamond Drilling
- Geotechnical Drilling
- Shotfirers
- Drilling Offsiders
- Blast Crew

All Senior & administrative roles including white collar and technical positions.

Some of Our Partners

Trusted by:



Jilpanti



Marlee Resources



Mineral Mining Services



Hamptons Mining & Civil



Griffin Coal



Westcoast Plant Hire

It's all about people.™

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