

Capability Statement



WE extend your potential



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About Us

About us

Our history

Workforce Extensions was established in 1997 by founder, Andrew Hibgame. From a humble beginning the business grew significantly and it became apparent that the reason for the company's success was founded on superior service to our customers.

To recognise the hard work of the local teams key staff were invited to buy into the business and franchised the offices to the office managers. This saw the birth of our franchising program.

In our 25 years of operation, WE continue to invest and support a growing network of offices, all our offices are owned and operated by passionate franchisees who provide casual, temporary and permanent personnel to many industries across Australia.

Our difference

With over 25 years' experience and a robust national network of local owner-operators, WE can offer proven staffing solutions.

Our national network of professional offices is owned by passionate franchisees, who support their local communities. They foster employment and economic growth in these communities across Australia.

Technology and Systems

WE are planning for the future - with technology and service delivery investments, WE are making it easier to manage your workforce for better outcomes.

For optimal work-flow efficiency, Workforce Extensions franchisees utilise a wide range of digital systems to streamline candidate management, on-boarding and reference checking as well as comprehensive payroll and billing systems.

This is how WE extend your potential.

As a client or candidate you are receiving the best of everything, you are able to receive the best customer service from a locally owned and operated business, whilst being supported by a national office.

With us you'll always get:

- Local knowledge
- Passionate team members
- Personalised and reliable service
- Prompt responses to all requests
- Ethical and safety focused operations

WE strive to be:



Responsive

WE listen to understand our customers' needs and take prompt action to meet them.



Reliable

WE do what we say we are going to do. Our clients will have confidence in our professional and consistent approach.



Collaborative

WE are approachable and work together. With constructive communication and action, we will achieve better outcomes.



Ethical

WE seek ways to positively contribute to the community and proactively manage safety, risk and compliance with integrity.



Passionate

WE continuously seek to improve what we do and innovate, bringing a sense of curiosity to explore what's possible.



Professional

WE hold ourselves accountable to a high standard of work in every aspect of our role.

About us

The Workforce Extensions point of difference is simple, our national network of professional and local owner-operators will outperform with client and candidate service delivery. Our franchisees live and work in the local community with family and friends, they are personally invested to ensure you get the best quality service in the area.

WE manage your workforce

Workforce Extensions can join hands with your business to take over your entire permanent or casual workforce. We deliver locally sourced people from diverse backgrounds to specifically suit your business needs. Workforce Extensions can become a partner that can take the administrative complexity off your hands, leaving you free to get on with running and growing your business.

WE simplify your operation

We deliver the experience you need to create the most flexible and low cost workplace possible. Workforce Extensions can hold down the cost and paperwork of managing your people to a minimum, as well as providing support to reduce your compliance risk with laws and regulations such as OH&S, superannuation, payroll tax and Workcover.

WE are your on-hand Human Resources professionals

Workforce Extensions offers businesses a multitude of advantages including being on-hand HR professionals – providing sophisticated staffing solutions while keeping unneeded problems off your desk. We can make sure that your people get the right pay and benefits and are treated in the right way.

WE extend your potential

Memberships

- AIG (Associate Member)
- ASIAL (Gold Member)
- CCI (Member)
- RSCA (Corporate Member)

Certifications





Our Network

Our Network

ACT

Gungahlin

T: (02) 6147 6613
18/160 Lysaght St,
Mitchell ACT 2911

NSW

Hurstville

T: 0452 108 390
L1, 5 Blake St,
Kogarah NSW 2217

Parramatta

T: (02) 8069 4041
28/40 Pavesi St,
Smithfield NSW 2164

Strathfield Health

T: 1300 818 618
L1, 5 George St,
North Strathfield NSW
2137

Sutherland

T: (02) 9138 0631
L4, 29 Kiora Rd,
Miranda NSW 2228

Tamworth

T: (02) 6762 6155
F: (02) 6762 7955
1, 348 Peel St,
Tamworth NSW 2340

Wollongong

T: 0474 062 607
Cordeaux Heights,
Illawara NSW 2526

QLD

Brisbane CBD

T: (07) 3074 9400
Suite 416, L1,
241 Adelaide St,
Brisbane QLD 4000

FNQ Health

T: (07) 4019 7754
6/200 Mulgrave Rd,
Westcourt QLD 4870

South Brisbane Health

T: (07) 3709 7771
208/10 Buchanan St,
West End QLD 4101

Sunshine Health

T: (07) 5343 7969
Unit 4/19 Lear Jet Drive,
Caboolture QLD 4510

SA

Adelaide CBD

T: 0481 273 130
Suite 16, 6 MAB
Eastern Promenade,
Tonsley SA 5042

North Adelaide Health

T: (08) 8267 3253
125 Rundle St,
Kent Town SA 5067

Whyalla

T: 0460 303 044
17B-19A Darling
Terrace, Whyalla
SA 5600

TAS

Launceston

T: (03) 6311 0127
M: 0419 374 787
Suite 22, Coulter Court,
Launceston TAS 7250

VIC

Ballarat

T: (03) 5334 4414
90 Main Rd,
Bakery Hill VIC 3350

Bendigo

T: 1300 132 127
F: (03) 5444 5139
56 Vine St,
Bendigo VIC 3550

Dandenong

T: (03) 9021 0000
14 Mason St,
Dandenong VIC 3175

Footscray

T: 0427 209 651
L2, 90 Maribyrnong St,
Footscray VIC 3011

Geelong

T: (03) 4246 0460
155 Melbourne Rd,
Rippleside VIC 3220

Melbourne CBD

T: 1800 965 992
M: 0421 386 318
L4, 180 Bourke St,
Melbourne VIC 3000

Moonee Ponds

T: (03) 8548 1236
F: (03) 8548 1237
M: 0420 420 219
L2, 326 Keilor Rd,
Niddrie VIC 3042

Scoresby

T: 0455 864 466
Suite 110, 44 Lakeview
Dr, Scoresby VIC 3179

WA

North Perth Health

T: (08) 6388 2845
26/199 Balcatta Rd,
Balcatta WA 6021

Osborne Park

T: (08) 6260 5903
F: (08) 9468 2781
Unit 4, 16 Guthrie St,
Osborne Park WA 6017

Port Hedland

T: 0439 354 523
32 Manganese St,
Wedgefield WA 6721



Our Team

Our Team



Nicholas Marotta Director

Nicholas is a highly experienced Recruitment Leader with over 10 years of expertise in the blue-collar sector. With extensive market knowledge and a proven track record in building and managing high-performing teams, Nicholas progressed from General Manager to successfully owning and operating his own recruitment business. He is recognised for his strategic leadership, client-focused approach, and ability to deliver tailored workforce solutions that drive long-term success for both clients and candidates.



Melissa Khouri Director

Melissa is a highly accomplished recruitment professional with over 10 years of experience across executive search, sales, and team leadership. She has a proven track record of delivering successful outcomes for organisations at all levels, partnering with businesses nationally to identify and secure top talent across a broad range of professional disciplines. With a strategic and consultative approach, Melissa works closely with clients to understand their long-term objectives, market challenges, and organisational culture. Her expertise enables her to provide tailored recruitment solutions that not only meet immediate hiring needs but also support sustainable business growth. Known for her strong network, industry insight, and commitment to excellence, Melissa consistently delivers high-quality talent solutions and builds long-term partnerships based on trust and results.



Our Agency



Parramatta is always able to provide **high quality staff** at short notice to **meet your needs.**

Workforce Extensions | Parramatta

Workforce Extensions Parramatta delivers tailored temporary, contract, and permanent recruitment solutions to businesses of all sizes - from local enterprises to national organisations. While we maintain strong roots within our local market, our reach and capability extend across Australia, allowing us to support clients with consistency, scalability, and a truly national talent network.

We partner with organisations across a broad range of industries, providing end-to-end workforce solutions spanning both blue- and white-collar environments. Within the blue-collar sector, we support manufacturing, construction, warehousing, mining, logistics, and industrial operations - supplying skilled and reliable talent including machine operators, labourers, forklift drivers, pick packers, trades assistants, and site-based personnel.

Complementing this, our white-collar recruitment capability covers administration, customer service, and professional roles through to corporate functions and executive leadership. We work across disciplines such as finance, HR, sales, operations, and senior leadership, delivering high-calibre candidates from entry-level through to C-suite appointments.

With extensive industry experience and a hands-on approach, our team understands the evolving demands of today's workforce. We combine deep market insight, established talent pipelines, and a practical understanding of business needs to deliver candidates who are not only qualified, but ready to add value from day one.

Professional Recruitment

At Workforce Extensions Parramatta, we combine genuine local expertise with the strength of a nationally established network. We understand the employment landscape because we're part of it - connected to the businesses, industries and people who keep it moving.

For us, recruitment isn't about ticking boxes or filling roles. It's about building long-term partnerships, understanding what drives our clients and candidates, and delivering outcomes that genuinely make an impact. We take the time to know your goals, your culture and your story - because the right placement should feel like progress, not just a transaction.

Whether you're growing your team or taking the next step in your career, our commitment is simple: professional service, honest communication and results you can rely on. At Workforce Extensions Parramatta, we don't just place people - we help build futures.

About Workforce Extensions

As part of Australia's leading owner-operated labour hire and recruitment agency network, Workforce Extensions Parramatta offers a unique model: personalised, relationship-driven service at a local level, backed by the infrastructure, systems, and national support of a broader organisation. This ensures our clients receive dedicated, proactive service alongside the scale and capability required to support multi-site and national workforce strategies.



Industries We Serve

- Admin & Professional Services
- Building & Construction
- Manufacturing
- Mining
- Industrial
- Resources
- Transport Management
- Warehousing and Logistics

Temporary Staff Recruitment

The Workforce Extensions philosophy ensures we fill your people requirements, in full, as you need them. We find the right candidates for your business at short notice. We have an expansive and highly skilled pool of candidates ready to work right now to fulfil your temporary labour hire needs.

Permanent Recruitment

We are ready to talent source the best candidates for all your staffing needs. Through many years of experience we have developed an uncanny knack of finding the right person to fit your business team – even when others can't.

WE specialise in the following:

- Production & Process Workers
- Skilled Labourers
- Factory Staff
- Pick Packers
- Warehouse Workers
- Trade Assistants
- Forklift Drivers
- Mining & Logistics Staff
- Construction Workers
- Manufacturing Staff
- Machine Operators
- And much more!



National Office

Our Management Team



Nigel Ashton Director

Nigel is a business owner and investor with a diverse portfolio of interests including commercial property, healthcare, bio-energy, early stage tech innovation and labour hire. He spent 13 years working in banking and finance roles in London and New York and a further 10 years working in Australia as a Director and investor. Underpinned by a Master's degree in Information Technology, Nigel ensures that the Workforce Extensions tech, IT, systems and compliance offering benefits the network and their customers.



Matthew Crewe Chief Operating Officer

Matt is a highly driven and inclusive leader who enjoys nothing more than working as part of a team to achieve great results. His work history includes Operational Leadership, Sales & Business Development and Financial Accounting roles, and this diverse experience has seen Matt develop extensive knowledge across all aspects of a successful business including labour hire and healthcare recruitment. A self-proclaimed addict of continuous improvement, Matt is always looking for ways to improve including the use of automation and AI.



Nicole Howlett Commercial Manager

Nicole is a commercially focused and collaborative leader with more than 25 years of experience in franchising, underpinned by a strong foundation in audit and financial accounting as a Chartered Accountant. Nicole has developed extensive expertise across a broad range of business functions including financial management, franchise recruitment, network expansion and shared services leadership. Passionate about continuous improvement, Nicole is always seeking opportunities to streamline processes, leverage technology and implement innovative solutions that improve efficiency and support long-term business success.



Ronak Modi Finance and Payroll Manager

Ronak holds a unique understanding of the company's financial landscape, which he has developed in his progression across multiple roles since his early days. With a proven track record in financial analysis, automation, reporting, and process improvement, he is committed to driving strategic growth and providing unprecedented transparency to key stakeholders. In his leadership role, Ronak oversees the finance team, covering payroll, accounts payable, receivables, and broader accounting functions. His experience continues to be instrumental in supporting the company's national network expansion and providing deeper insights for key decision-making at every level.



Kylie Wickert Operations Support Manager

Kylie has over 20 years' experience across multiple facets within the recruitment industry, ranging from leadership roles for businesses within a start-up operation to managing branches with well-established multinational recruitment organisations. More recently, Kylie has worked closely with Senior Management teams as an Operations Support Manager, responsible for leading various software implementation and process improvement projects to build capability and improve efficiencies across all areas of recruitment and business operations.



Workplace Diversity

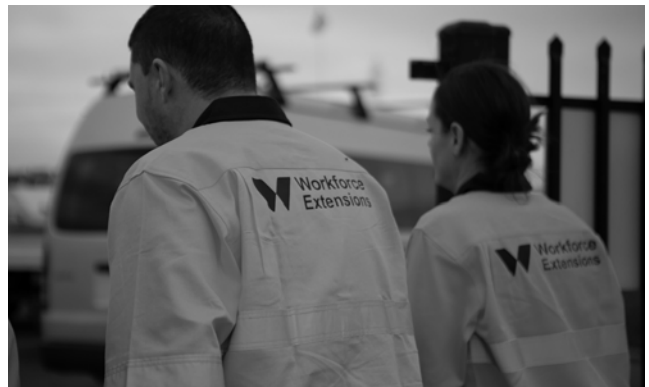


Commitment to **gender diversity** in the workplace and **all-inclusive employment**.

Workforce Extensions Parramatta is committed to improving cultural diversity employment levels across Australia.

As community leaders in employment services, we engage in consultation with various community groups. Through consultation, we aim to secure certification and establish policies that will facilitate employment for multicultural Australians and individuals from diverse backgrounds. Our ultimate aim is to enhance the overall outcomes of the broader community by promoting diversity and equal opportunities in the workforce.

Workforce Extensions Parramatta offers a partnership with our clients to provide gender diversity in the workplace. Ensuring equal representation of women in the workplace can have a positive effect across your organisation. As community leaders in employment services, we work with various training employment groups to secure certification building women up, and placing candidates into employment with an equal opportunity to succeed.





Work Health Safety

Work health safety



CERTIFICATE OF REGISTRATION

Workforce Extensions

L2, 468 St Kilda Road
Melbourne
3004
VIC
Australia

has been assessed and certified as meeting the requirements of:

ISO 45001:2018

Occupational Health And Safety Management System

For the following activities:

Provision of labour hire and ancillary services.

Certificate Number: 2026-9510

Certified Date: 30-3-2026

Expiry Date: 29-4-2029

Issue Date: 31-3-2026

This Certificate is valid subject to successful completion of surveillance audits.

Please visit www.sustainablecertification.com.au/verify to verify the validity of this certificate

This is a Multi Site Certification



LIC.2026-9510



Authorised By

A handwritten signature in black ink, appearing to read 'Swami Nathan'.

Swami Nathan
Director
Sustainable Certification Pty Ltd
Level 5, 326 William Street
Melbourne 3000
Australia

Work health safety



CERTIFICATE OF REGISTRATION

Workforce Extensions

L2, 468 St Kilda Road
Melbourne
3004
VIC
Australia

has been assessed and certified as meeting the requirements of:

ISO 9001:2015

Quality Management System

For the following activities:

Provision of labour hire and ancillary services.

Certificate Number: 2026-9512

Certified Date: 30-3-2026

Expiry Date: 29-4-2029

Issue Date: 31-3-2026



This Certificate is valid subject to successful completion of surveillance audits.
Please visit www.sustainablecertification.com.au/verify to verify the validity of this certificate

This is a Multi Site Certification



LIC.2026-9512



Authorised By

A handwritten signature in black ink, appearing to read 'Swami Nathan'.

Swami Nathan
Director
Sustainable Certification Pty Ltd
Level 5, 326 William Street
Melbourne 3000
Australia

Work health safety



CERTIFICATE OF REGISTRATION

Workforce Extensions

L2, 468 St Kilda Road
Melbourne
3004
VIC
Australia

has been assessed and certified as meeting the requirements of:

ISO 14001:2015

Environmental Management System

For the following activities:

Provision of labour hire and ancillary services.

Certificate Number: 2026-9509

Certified Date: 30-3-2026

Expiry Date: 29-4-2029

Issue Date: 31-3-2026

This Certificate is valid subject to successful completion of surveillance audits.

Please visit www.sustainablecertification.com.au/verify to verify the validity of this certificate

This is a Multi Site Certification



LIC.2026-9509

JAS-ANZ



<https://register.jasanz.org>



Authorised By

A handwritten signature in black ink, appearing to read 'Swami Nathan'.

Swami Nathan
Director
Sustainable Certification Pty Ltd
Level 5, 326 William Street
Melbourne 3000
Australia



WE extend your potential

Parramatta

28/40 Pavesi St, Smithfield
NSW 2164

P: (02) 8069 4041

E: parramatta@workext.com.au

W: [https://www.workext.com.au/
parramatta/](https://www.workext.com.au/parramatta/)

