

BLACK DIAMOND AGENCY

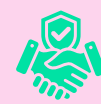
A U S T R A L I A ' S P R E M I U M
T E M P S T A F F I N G
A G E N C Y





Who we are

We're Australia's leading staffing agency for premium temporary staff. We minimise stress for our clients by providing high-quality talent with a personalised account management process.



16+
years in business



900+
staff



1800+
happy clients



80000+
shifts completed



98%
fill rate

Our Mission

Changing the world by placing great people in great organisations.

Brand Activations

Specialising in

- Guerrilla Sampling
- Experiential Marketing
- Retail pop-ups
- Store Openings
- PR Stunts
- Promotional Events
- Movie Premiers
- Sporting Events
- Street Teams
- Product demonstrations & Sampling
- In-store promotions
- Customer engagement campaigns

Roles

- Brand Ambassadors
- Promotional Staff
- Mascots
- Mascot Minders
- Costume Characters
- Retail Staff
- Lead Generation Staff
- Customer Survey Staff
- Specialist Delivery Staff
- General Event Assistants
- Hosts
- Supervisors
- Event Managers



Business Events

Specialising in

- Trade Shows
- Exhibitions
- Conferences
- Meetings
- Expos
- Symposiums
- Incentive Travel
- Seminars
- Corporate Events

Roles

- Registration Staff
- Delegate Assistants
- Corporate Hosts
- Speaker Liaisons
- Ushers
- Way finders
- Coach Assistants
- Tour Coordinators
- Airport Greeters
- General Event Assistants
- On-site Event Managers



Hospitality

Specialising in

- Meetings
- Corporate Events
- On-site Functions
- Venues

Roles

- Food & Beverage Attendants
- Front of House Staff
- Wait Staff
- Bar Staff
- Barista
- Runner
- Supervisor
- Team Leader





Business Support

Specialising in

- Customer Service
- Reception
- Sales
- Lead Generation
- Help Desk
- Concierge
- Office Support
- General Admin
- Marketing
- Communications
- Data Entry
- Ad hoc Tasks

Industries we service:

- Automotive
- Government
- Healthcare
- Retail
- Fashion
- Food & Beverage
- Sports
- Entertainment
- Others



Qualifications & skill levels:

We have 3 levels of staffing:

1. General Temp Staff
2. Team Leader / Event Assistant
3. Supervisor / Event Manager

We offer a range of different qualifications/skills:

1. Bilingual
2. Specialist Lead Generation
3. Working With Children Check
4. Responsible Service of Alcohol
5. First Aid Certificate
6. Food Handling Certificate
7. Food Safety Supervisor





We have local teams in:

- Sydney
- Melbourne
- Brisbane
- Perth
- Adelaide
- Gold Coast
- Newcastle

We can service the below cities with staff from the closest capital city:

- Wollongong
- Geelong
- Central Coast
- Sunshine Coast

We can service smaller regional areas on request.





Our Casual Workforce

Our staff are:

- **All genders and ages** from 15-50 years. Most fall within 20-35 years.
- **All ethnicities & cultural backgrounds**, with a focus on fluency in English and clear communication skills.
- Hired based on their **out-going, enthusiastic personalities** over experience, however generally come from backgrounds in events, retail, hospitality, customer service or other customer facing roles.
- From a range of work and educational backgrounds with some in other employment or studying in Uni.

For us, **diversity** is key. We will always hire and select the person for the job, we will not discriminate based on age, gender, race or appearance.





Our Recruitment Process

Round 1 - Application

Candidates fill out an extensive application so we can access their suitability based on their background, experience, qualifications and interests.

Round 2 - Skills Assessment

Candidates complete skills assessments on Communication & Understanding Instructions as well as a one-way video interview to ensure they have the right skills, personality, and professionalism for our clients' needs.

Round 3 - References

We contact a professional reference to verify the candidate's experience, reliability, and suitability for the role.

Welcome

Successful candidates complete onboarding, induction, and online training before being booked for their first shift.

It's not easy to get in! We only accept 16% of all applicants who apply to the agency.



Staffing Manager's Selection Process

1. Check staff availabilities
2. Assess experience and suitability for the role and client
3. Assess feedback from past clients on their performance
4. Additional screening may be sought, like phone interviews for a specific role.
5. Staff member is rostered and confirms shift through the app

The most important part of our Staffing Manager's role is to know their team, each person's strengths and weaknesses and then to roster best fit for our clients.





100% Quality Staff Guaranteed

We guarantee you'll be satisfied with our staff!

*If you aren't satisfied with a staff member we will give you a refund for their hourly rate but you must tell us within 24 hours so we have the option to replace staff with someone you are happy with. Please refer to our contract for full t's & c's.

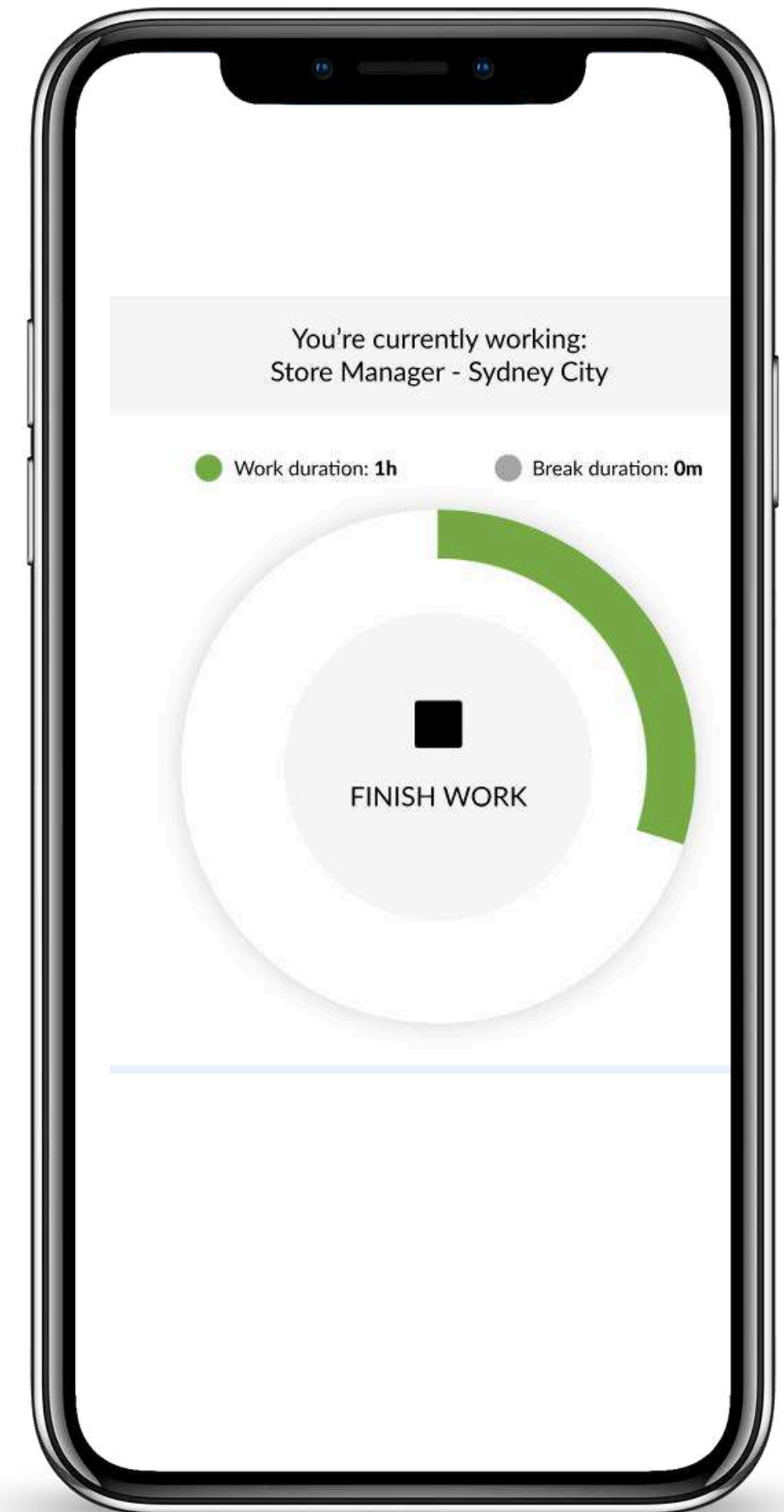




Staffing Technology

We operate like a well oiled-machine because of our processes & systems.

Our casual staff have access to an app where they can apply for shifts, view their rosters, time sheets and most importantly clock on and off when they're on shift. This clocking is geo-tracking their location so we can always be sure when our staff are on-site for you which leads to accurate timesheets and invoicing.





Our Compliance

We take pride in our **compliance & looking after our people.**

This protects the brands we partner with and ensures everyone is **looked after** as they should be.

We pay our staff as casual employees, under Federal Awards with superannuation on top.

We hold national public liability insurance, Work Cover insurance in all states of Australia and labour-hire licences in the states that require we have one.

We can provide copies of our licences **on request.**





Our Company Values

Demand Excellence - we insist on maintaining outstanding quality in all that we do and we will never settle for less.

Continuous Improvement - we are never satisfied and strive to be better every day, than the day before.

Commitment - we will do whatever it takes to ensure the success for our clients.

Integrity - we will always do what is right by our people and our clients, even when no one is watching.

Enthusiastic - we're a fun and energetic bunch to work with and we love what we do!



Meet Your Operations Team



Tamara
FOUNDER/CEO



Beatriz
SALES & MARKETING
MANAGER



Jennifer
ACCOUNT MANAGER



Stephanie
ACCOUNT MANAGER



Nana
STAFFING MANAGER



Lisa
STAFFING MANAGER



Michael
RECRUITMENT
COORDINATOR

Our team also work on site, see them in action below:



Our Work - Conferences, Meetings, Corporate Events

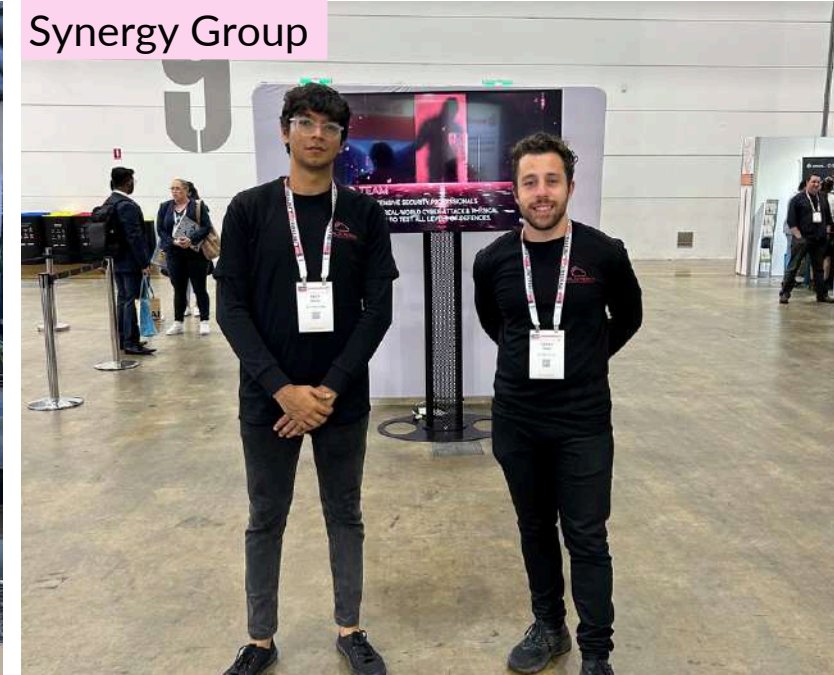
PWC for Headbox



Google for Sense Group



Synergy Group



ACRA Awards for Commercial Radio



Microsoft for Fourth Wall



Honeycomb Agency for Avant



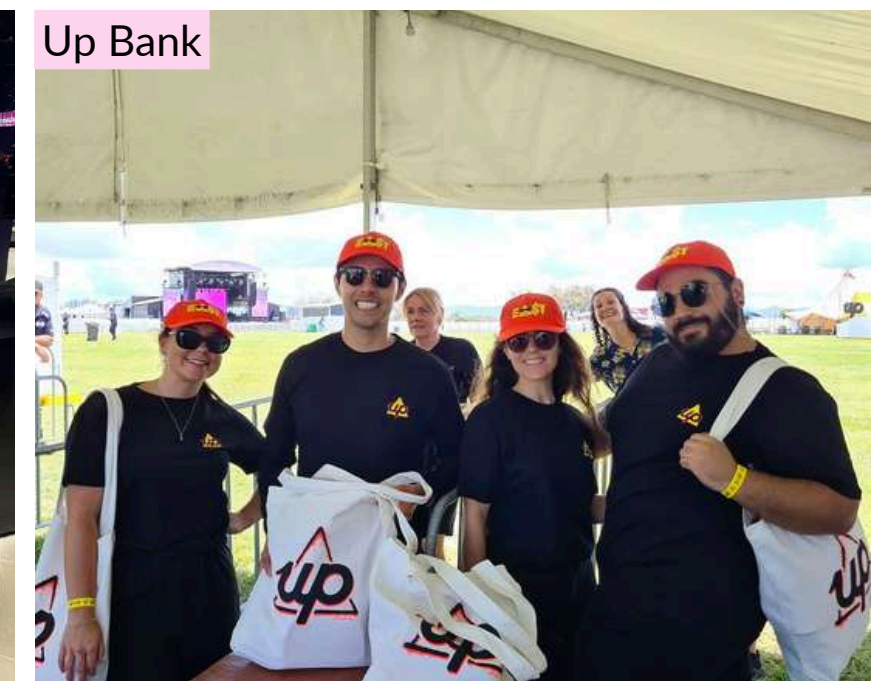
FCAA Congress for CC Conferences



Chief Executive Woman



Our Work - Experiential Marketing & Promotional Activations



Our Awards



2023 - FINALIST
Sydney Young Entrepreneur
of the Year Award



2024 - FINALIST
Sydney Young Entrepreneur
of the Year Award



2024 - WINNER
CommBank Young Hero
Award for Best Place to Work



2024 - FINALIST
Service, Supplier or Bureau
Team of the Year



2025 - FINALIST
Sydney Young Entrepreneur
of the Year Award



2025 - WINNER
Australian Achiever
Awards



2025 - WINNER
Australian Achiever
Awards

As seen in Business News Australia!

BUSINESS NEWS AUSTRALIA

Tamara Haddow, the "accidental" entrepreneur who founded event staffing leader Black Diamond Agency.

Some of Our Happy Clients



Client Testimonials



CHIEF EXECUTIVE WOMEN

I was impressed with the group and would like to thank them all for assisting us in selling over 1,000 tickets at final tally which I believe exceeded our target.



HEADBOX

Alex was amazing, really proactive, takes initiative, great energy, very friendly and welcoming. Would absolutely add him to the YES MUST HAVE list!



FOURTH WALL

Fortuna was amazing - really impressed and would like her back for the next event.



LEVERAGE MANAGEMENT SOLUTIONS

They were amazing! Karina and Kim did an excellent job on the day, and I'll be recommending my other event colleagues to book through Black Diamond.



THINK HQ

Just wanted to touch base to let you know the staff have been amazing working at the expo. Our client is also extremely happy with their effort this weekend! (especially James, he was a superstar)

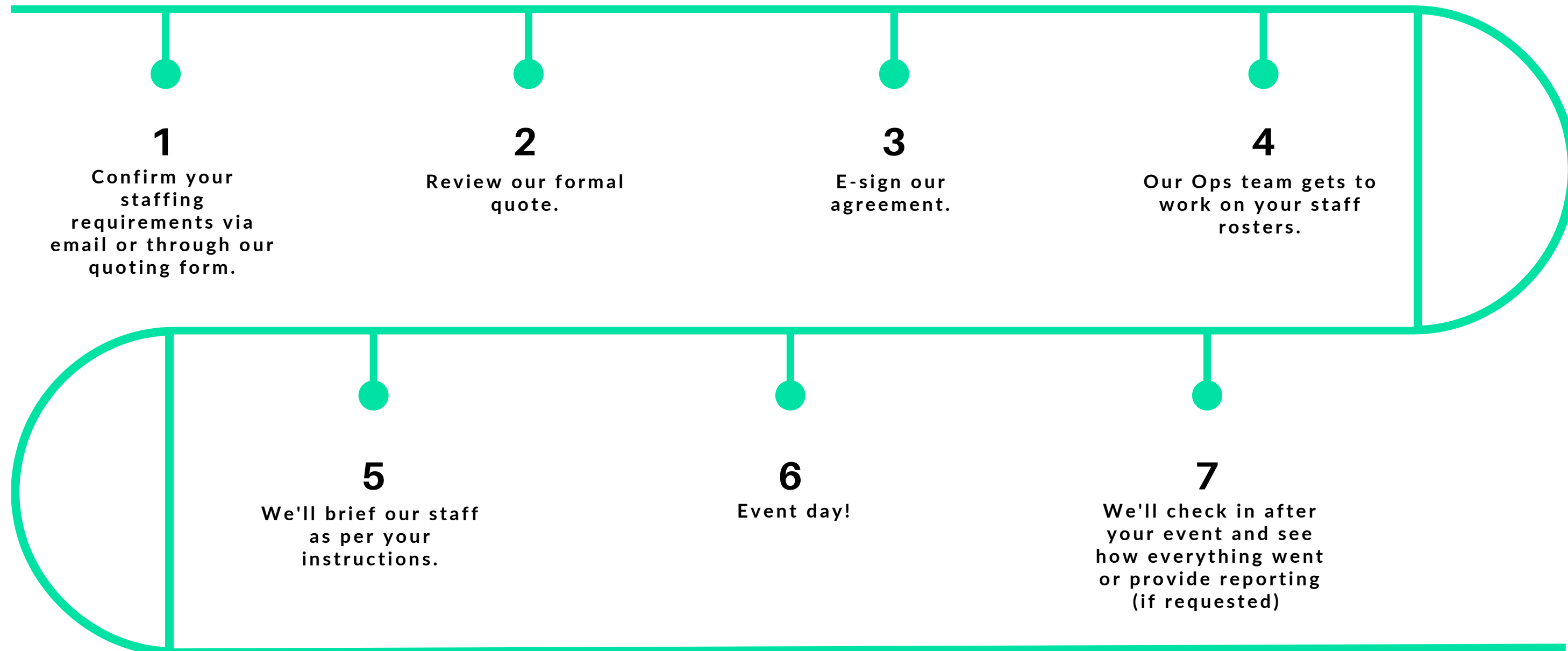


SENSE GROUP

Thank you so so so much for all your help with this gig! The client was extremely happy overall and our guest experience had a 4.8/5 for both Melbourne and Sydney (which beats their average by a long shot!)



Our Booking Process





Lead Times & Minimums

1 week for:

Sydney, Melbourne, Brisbane, Perth, Adelaide, Gold Coast, Newcastle

- Last minute staffing available
- 4 hour minimum shifts

2 weeks for:

Wollongong, Geelong, Central Coast, Sunshine Coast

- 2 week lead time
- 5 hour minimum shifts

12 weeks for:

All other cities, unless willing to pay travel costs for staff to come from other cities, will have:

- \$20K minimum spend
- 12 week lead time
- 5 hour minimum shifts

Bookings with 3-8 weeks notice will get the best results.



Frequently Asked Questions

Can you guarantee I'll be happy with the staff you provide?

Yes! We have a 100% satisfaction guarantee with the staff we provide. If you aren't satisfied with a staff member we will give you a refund for their hourly rate but you must tell us within the first few hours of the shift.

What happens if a staff member calls in sick last minute?

We always have a plan B for last minute cancellations. We can discuss this with you on an individual basis as our plan B depends on the job and the location.

Do you accept last minute bookings?

Yes – assuming it's in a major city! Our ability to staff last minute shifts is not guaranteed and completely depends on staff availability.

Can we select staff based on headshots?

No, as this is a form of discrimination, we do not select nor let our clients select staff based on appearance. We will book staff based on who is the best fit for the job based on the brief we were given.

What is included in your staffing rates?

- Staff hourly wage as per the relevant Modern Award
- Superannuation
- Work Cover Insurance - in every state of Aus
- National Public Liability insurance
- Payroll Tax
- VIC & QLD Labour Hire Licences

What is included in your management fee?

Our time to:

- Recruit the right staff for the job, running background & reference checks
- Verify qualifications
- Organising rosters
- Briefing staff on the job, event, role and uniform requirements
- Approve timesheets and running payroll & associated compliance lodgements
- Managing staff cancellations to the roster
- Managing any and all client requests relating to the booking



Want to chat?

We're ready when you are!!

REQUEST A QUOTE

Fill out our quote request form here

[REQUEST FORM](#)

EMAIL US

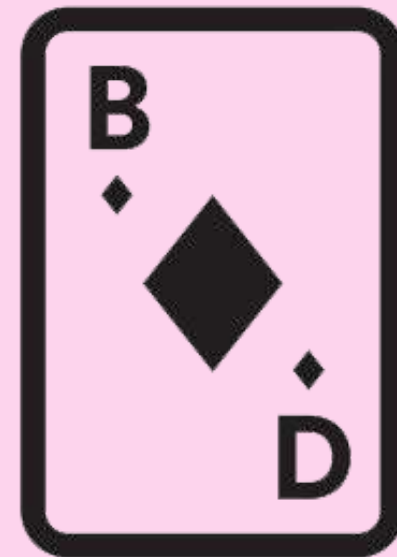
Send us an email with your requirements to

sales@blackdiamondagency.com

BOOK A MEETING

Book a meeting with our Sales Manager, Beatriz here.

[BOOK NOW](#)



Black Diamond Agency
Level 3, 100 Harris St
Pyrmont NSW 2009
(02) 8319 5544

sales@blackdiamondagency.com

