



Remote  
Personnel



# CAPABILITY STATEMENT

## 2025

[REMOTEPERSONNEL.COM.AU](http://REMOTEPERSONNEL.COM.AU)

# Company Overview

Remote Personnel is a highly respected labour hire agency based in Western Australia. Trusted by mining and remote facilities for over 14 years, we specialise in providing qualified hospitality and trade staff to site-based operations fast, reliably, and with a personal touch.

Our clients aren't just clients and our team aren't just employees, they're all part of the Remote Personnel family. With 24/7 availability and a proprietary booking app, we respond faster than anyone else in the industry.

Our technology and industry-leading app, allows clients to view, book and deploy vetted staff instantly, complete with compliance documentation at their fingertips. It's staffing without the bottlenecks, supported by people who genuinely care. We pride ourselves on doing the right thing, especially when it matters most.

## GROWING WITH PURPOSE

We're growing with purpose, looking to help build pathways for Indigenous and female workers to thrive in the workforce. We actively support inclusive employment, striving to improve access for Indigenous Australians and women in a variety of roles across sectors. Our team is committed to creating real, long-term opportunities, backed by partnerships and proactive outreach.

Family-run, always available. Call us anytime and join the Remote Personnel family.

## Company Details

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# Our Purpose

## OUR VISION

To be Australia's most trusted partner in remote workforce solutions—renowned not only for our speed and reliability, but for the genuine care we show to both our clients and our people. We're creating smarter, more efficient connections between talent and opportunity, continuously evolving our app to support every step of the journey—seamlessly linking clients and workers in real time.

## OUR MISSION

Our mission is to connect the right people with the right roles—quickly, reliably, and with genuine care. We specialise in providing high-quality hospitality and trade staff to mine sites and remote operations, supported by 24/7 responsiveness, innovative technology, and a service ethos that puts people first.

## OUR VALUES

*People First* – We treat every client and worker like family.

*Responsiveness* – Available 24/7 and always ready to act.

*Integrity* – We follow through, even in the toughest situations.

*Inclusivity* – We champion opportunities for Indigenous Australians and women in site-based roles.

*Reliability* – We say yes and we deliver, on time, every time.

Our values guide everything we do, from midnight callouts to long-term workforce planning. They've shaped the trust we've built and relationships we've fostered for over 14 years.



# Our Services

At Remote Personnel, we deliver fast, flexible labour hire solutions tailored for mine sites and remote operations across Western Australia and soon, Queensland. Whether it's a chef needed before sunrise or a dump truck operator on standby, our team delivers with care, speed, and reliability.

With Remote Personnel, you get more than labour, you get a responsive, reliable partner committed to making workforce management seamless.

## Our On-Demand Booking App

We've built a tool that removes the stress from staffing. Our proprietary booking app puts real-time staffing control directly in the hands of site managers. You can:

- View available, pre-qualified staff
- Book instantly for same-day or future shifts
- Access compliance documents and credentials on the spot

Designed specifically for the pace of remote operations, the app means no more Monday morning delays and no back-and-forth with admin teams. Just fast, simple, reliable deployment. We're continuously developing our technology to better support both ends of the pipeline, making it easier for clients to hire, and easier for our team to work.

## 24/7 Availability & Staffing Solutions

We operate 24/7/365—because mine sites don't keep office hours. From urgent callouts to same-day deployments, we're here when others aren't. Our responsiveness sets us apart—from 3 AM chef placements to emergency backfills over a long week-end.

We supply experienced, FIFO-ready staff for both hospitality and trade roles, carefully matched to each site's needs and expectations.

### HOSPITALITY STAFFING

We're known for placing experienced:

- Chefs
- Housekeepers
- Utilities
- Kitchen Hands
- Cleaning Staff

These positions form the backbone of our daily operations. Every person we deploy is reference-checked, vetted, and site-ready.

Our trade division continues to grow and we only place people we know and trust those who meet our high standards for skill, safety, and reliability.

### TRADE STAFFING

Always ready and always available, we offer skilled:

- Electricians
- Plumbers
- Dump Truck Operators
- Truck Drivers
- Trade Assistants

This arm is growing as exploration sites transition to construction and long-term operations. We only send workers we know and trust.



# Industries We serve

Remote Personnel has built its reputation within the mining and resources industry, providing trusted hospitality and trade staffing for remote operations across Western Australia. Our team understands the rhythm of site life, whether in exploration, operations, or shutdowns and we've proven our ability to deliver under pressure.

- Mining and resources
- Infrastructure
- Oil and gas
- Facilities management
- Civil and commercial infrastructure
- Remote accommodation and catering
- General blue-collar operations

Our service is founded on consistency, care, and capability. Many of our core clients have remained with us for over a decade—not because of a contract, but because of the trust we've earned, shift after shift. We build long-term partnerships by doing the right thing, even when it's difficult, and by always showing up when it matters most.

Our track record spans major companies, camp service providers, and a growing number of regional contractors who rely on us for our dependability, responsiveness, and personal approach.

# Case Study: The 4 AM Chef

## The Challenge

At 4:12 AM, a long-standing client called in distress. Their remote WA camp's head chef had just left due to a family emergency. Breakfast service was only hours away, and they had no backup.

## Our Approach

Gillian immediately accessed the Remote Personnel app, located a fully vetted FIFO chef who had just returned to Perth, and secured the booking. Within an hour, transport and compliance paperwork were arranged. By 10 AM, the new chef was onsite, in uniform, and running the kitchen.

## The Result

Meals were served on time, site morale remained high, and safety protocols weren't compromised. The client remarked, "We've used bigger agencies but no one has ever responded like that."

This case captures what sets Remote Personnel apart: rapid, personal service supported by real-time technology and genuine relationships. Not just labour – trust in action.





# Case Study: Steady in the Storm

## The Challenge

When a cyclone threatened a remote worksite, one of the on-site workers was alone and unsure how to respond. The stress of the situation was building, and she needed clear, calm guidance to feel safe. In a separate incident, a bushfire cut off access to another remote client site. Essential staff and supplies couldn't get through, operations were at risk, and those already on-site were understandably shaken by the unfolding crisis.

## Our Approach

In the face of the cyclone, Gillian from our team stepped in without hesitation. She personally called the worker, reassured her, and calmly talked her through the cyclone procedures. She stayed in contact for the rest of the day, making sure she never felt alone. In response to the bushfire, our team acted immediately by reaching out to the client and all Remote personnel to ensure their safety and well-being. Remote Personnel also had a fully prepared team on standby, ready to mobilise if required.

## The Result

Thanks to Gillian's steady support, the worker remained on-site and completed her swing. She later shared her gratitude, not only for his assistance but for the supportive culture fostered by Remote Personnel. The site manager echoed this sentiment, noting that such genuine care is rare in the industry. At the bushfire-affected site, our proactive communication—via phone calls and text messages to site managers—was warmly received. The client remarked that, beyond the logistical support we had ready to deploy, it was our team's presence and reassurance that made the greatest impact, providing not just relief but real comfort. These moments reflect our approach to labour hire: people at the centre, and trust at the foundation.



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## Get in touch

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