

Welcome to the Integrity Personnel Temp Team!

Our New Temp Pack has everything you need to know about starting a new assignment, how you get paid and other important information about temping with Integrity Personnel.

Before You Start Your Assignment...

Bank Details, Tax File Numbers & Super...

Please ensure you have completed your Bank Details form and Tax Declaration in full and have given them to your Consultant before your assignment begins. If you do not complete the Superannuation section with a preferred superannuation fund, Integrity Personnel will pay your contributions into "Recruitment Super"

Payment Details & Time Sheets...

Your wages are processed each Monday for the previous Monday to Sunday week. Your wages are available Wednesday. It is imperative that your timesheet is faxed to our office by 4.00 pm each Friday in order for your wages to be processed on time. If you are working on Saturday or Sunday, please fax your timesheet to our office when you cease work on the weekend. Our timesheets are available on this website. Remember to keep a copy for yourself and give a copy to your host employer.

Pay Rates...

As a temporary employee of Integrity Personnel, you are covered under the *Clerical and Administrative Employees in Temporary Employment Services (State) Award*, unless advised otherwise by your Consultant. You will be paid an hourly rate agreed by you and your Consultant before your assignment begins. Overtime will be paid if you work in excess of 38.0 hours per Monday to Friday week, and/or in excess of 8.0 hours on any week day. Overtime is payable on Saturdays at "Time and a Half" for the first 2.0 hours, and "Double Time" thereafter, and Sundays are paid at "Double Time" all day. Public Holidays are paid at "Double Time and a Half" all day. Remember to have any overtime approved in advance.

End of Financial Year...

You will receive a Payment Summary (formerly known as Group Certificates) from Integrity Personnel at the end of the financial year. As you are employed by Integrity Personnel, you will only receive "one" group certificate, regardless of how many clients you have temped for. If you have any questions regarding end of financial year, please contact your Consultant.

Starting Your Assignment...

When Accepting an Assignment...

You should only accept a temporary assignment if you

- Can commit to the entire length of the assignment.
- Have informed your consultant of any upcoming events which may affect your assignment.
- Are willing to put interviews for other positions on hold until your assignment is complete.

Assignment Preparation...

Please write down all the details of your assignment before arriving at our client's premises. For example Address and directions to get to our clients location. Approximate travel time so you arrive with plenty of time to spare. Clients don't complain about being early. Who you report to and what the position involves and make sure you are aware of Dress Regulations, most clients require business attire.

It is your responsibility to be at your assignment promptly. If, for any reason, you're going to be late or cannot make your assignment, please call your consultant and let them know. Integrity Personnel is your employer, NOT the client, so please do not contact clients directly.

During Your Assignment...

Some Tips

Ask if you are unsure of a task handed to you, proof read all of your work (its better that you find your own mistakes). Be flexible and use your initiative (ask for more work if you need it).

Use your time wisely - our client pays for every minute you are there

Internet Usage

The internet is to be used for the transmission of business related correspondence ONLY. It is not to be used for receiving or sending messages of a personal nature whatsoever, without the express permission of the Client. Further, the use of the internet for the purposes of receiving, sending or forwarding messages and/or attachments of an offensive or pornographic nature may result in the immediate termination of your contract and is strictly prohibited by Integrity Personnel.

The Privacy Policy

You may during your temporary assignments, come into contact with client information (written and verbal) that is of a highly confidential or sensitive nature. It is crucial that this information remains confidential and you do not share the content of such with any person (within a business or personal relationship).

Communications

The client telephone system is to be used for business related calls only. It is not to be used for making or receiving calls of a personal nature whatsoever without the express permission of the Client.

Your mobile phone should be switched off during working hours

Clients Code of Conduct / OH&S Policies

Please take the time to familiarise yourself with the Code of Conduct appropriate to the Client, i.e. smoking policy, clean desk policy and the OH&S policy of the Client. This will ensure you feel comfortable and familiar in this new environment. If you have any concerns whilst on an assignment regarding the nature of the work, the pay rate or any issue you are not comfortable with please contact us immediately. We are here and more than happy to help in any way that we can and available for you 24 hours a day 7 days a week.

Your Consultant...

Contact your consultant if...

- There are any changes to the assignment, i.e. duties, hours, duration, etc.
- If there are any problems with your assignment, be it with your duties or the environment you are working in. Let your consultant know and they will endeavour to fix your problem promptly
- The client wants to hire you on a permanent basis. Congratulations!, but please let us know immediately so that we can simplify this process
- You incur a work-related injury on your assignment (Please call your consultant as soon as practical)
- You change your name, address, bank account, etc. or gain additional skills.

You're Availability...

Our consultants are constantly receiving new assignments. To ensure you receive regular work they rely on you to provide them with information regarding your availability. One way to ensure you receive the best choice of assignments is to keep in touch with your consultant on a regular basis. You should call your consultant when your assignment is ending and ask them to arrange another one without delay. Call your consultant early in the morning when you're in between assignments for work that day, or call in the afternoon for assignments the next day.

Our Quality Guarantee...

Assignments are assigned according to your skill levels, not your availability. We are so confident that you will do your best, we guarantee our client that they will be satisfied with your work or we won't charge them - even though we would still pay you. Understandably the most reliable temp's get the lion's share of the assignments.

Referral Rewards Program...

Integrity Personnel consultants are always looking for excellent temporaries like yourself. If you introduce a friend or colleague to our agency and they successfully complete at least 1 week long assignment, you will receive a reward (ask your consultant for details). We specialise in office administration, customer service and accounting positions, but are not limited to these positions alone.

Contacting your Consultant...

During business hours (8.30 – 5.30 weekdays) call our office **02 9891 1455**

For urgent after hours contact, our office number is diverted directly to a consultant who can assist.

I have read the conditions as outlined above and understand that failure to comply with the content of this document may result in the immediate termination of my assignment with Integrity Personnel

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Signature of Temporary Worker

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Date