



Temporary Employee Information

Quay Appointments welcome you to our team and wish you every success in your work. Our Temporary Team has a reputation for quality and excellence. We look forward to working with you to maintain these standards. Congratulations and good luck for your assignment.

INTRODUCTION

We have prepared this document to give you as much information as possible and to assist you with any questions you may have before you begin your assignment.

Remember you are a representative of Quay Appointments, so please help us maintain our professional standards. Your attitude, work performance and presentation are vital to our image and future.

A JOB WELL DONE

Quay Appointments recognises you are our greatest asset. We value your hard work, loyalty and commitment to assignments.

Our rewards program includes:

- “Temp of the Month” awards
- Temp Functions

- “Highly Commended” movie vouchers
- Introduction/Referral rewards
- Birthday celebrations
- Continuity of temporary work
- References
- Free computer skills training
- Certificates and Assessments for favourable client feedback
- Newsletters; monthly Temporary updates

HOW DO I GET PAID?

As a temporary staff member you will be paid directly into your nominated bank account at a frequency agreed in your individual contract.

Timesheets

Timesheets are available online at www.quayappointments.com.au



To ensure prompt payment

Please make sure you have a Quay Appointments time sheet.

- Visit the [website](#) to go to your timesheet submission
- If you have any issues with submitting contact your consultant

Please email your timesheet to timesheets@quayappointments.com.au by 3pm deadline on Fridays to ensure prompt payment. Delays may result in your pay not being processed until the following week.

Bank Forms / Direct Deposit

Upon confirmation of your first temporary assignment, you are required to complete a Direct Deposit form. Provision of bank details three or more days prior to your first payday will ensure prompt payment.

Tax Declaration

All new employees must lodge an Employment Declaration form stating their tax file number within 28 days of commencement of their first assignment with Quay Appointments. Failure to provide this information will result in your pay being taxed at a higher rate.

Superannuation

You can nominate your superannuation fund of choice or contributions will be paid into Quay Appointments superannuation fund, Kinetic Super.

MOBILE PHONES

Remember to turn your mobile phone off when on assignment.

PERSONAL TELEPHONE CALLS

Personal telephone calls should be kept brief and to a minimum. Client permission should be sought.

EMPLOYMENT TERMS

Upon accepting a temporary job with Quay Appointments we will become your employer. Please remember to contact us with all queries or problems. We are responsible for:

- Payslips.
- An annual Payment Summary in July
- Paying Group Tax and superannuation for PAYG employees

DRESS CODE

Regardless of the type of work you are doing, it is important to maintain a professional appearance. The following minimum dress standards do apply:

- Professional attire
- Wear a tie with business shirts/suits
- Ask your consultant what is appropriate attire

ON YOUR FIRST DAY

Please contact your Consultant within 30 minutes of arriving at the client's site. Remember to provide a contact number and fax.

HOW TO MAKE A GOOD IMPRESSION

Upon acceptance of an assignment, we expect you to work the hours agreed and be punctual each day. Please be ready to begin work when your shift begins. If you need to get organised or make a cup of coffee, you should arrive a few minutes early. If you are running late please call your Quay Appointments Consultant on City (02) 8257 0500 or Parramatta (02) 9891 9121 before your start time, so we can let the client know.

IF YOU CAN'T GO TO WORK

If you are sick or unable to attend work, please call your Quay Appointments Consultant on City (02) 8257 0500 or Parramatta (02) 9891 9121 before your start time, so a suitable replacement can be arranged.

COMPUTERS/INTERNET/EMAIL

Please obtain permission from the client before using the computer for personal use.

SMOKING

Quay Appointments promote a "Smoke Free" work environment. Please don't smoke or take smoking breaks during work time.

CONFIDENTIALITY

Confidential information you have access to whilst on assignment must not be disclosed to any other person or used for personal gain.

COMPLIMENTARY SKILLS TRAINING

Computer training facilities are provided free of charge at both our Sydney CBD & Parramatta CBD offices, for most Microsoft applications including Word, Excel, PowerPoint and Access. Contact your consultant to make an appointment.

TEMPORARY TO PERMANENT

Should a client of Quay Appointments offer you a permanent position whilst working on a temporary assignment, please contact us immediately.

RECOMMEND A FRIEND

Receive two free movie tickets if that friend works for us for four weeks or more.

DIRECT CLIENT CONTACT

If the client approaches you directly for further temporary assignments telephone your Consultant immediately to advise, so that your pay can be processed accordingly.

WORKING HOLIDAY

Travellers are most welcome to join our temporary team. All you need is:

- A valid working visa
- A tax file number

AUSTRALIA WIDE SERVICES

Quay Appointments are part of a national network of agencies that are able to transfer your details and provide you with an introduction and interview in most capital cities. Contact your consultant for details.



QUAY TEMP TIPS

- Your award stipulates you must take a 30 minute break each day if you are working over 5 hours.
- Let your consultant know if any changes occur to your original job description while on assignment.
- Once you commit to an assignment, we expect you to complete it to the best of your ability. In the event of a job terminating early or extending beyond the original date, please notify your consultant immediately.
- Keep in touch with your consultant on a regular basis, advise of current work telephone numbers and your availability for future work.
- Advise us of any change in your status, address, and contact phone number.
- Keep us informed of any new skills acquired to expand your work options.

TIPS FOR HEALTH AND SAFETY ON ASSIGNMENT

- You have an obligation to exercise maximum care, judgement and responsibility in your actions to prevent accidents or injury.
- Read and abide by the safety regulations of the company to which you are assigned.
- Adjust seating and equipment to suit you.
- Your work space should be kept clear of anything that has the potential to result in harm to yourself or other persons.
- If injured on assignment please contact your Quay Consultant immediately.
- You must not try to lift, carry or move any item that could cause injury to yourself or others.
- Do not perform maintenance on any equipment. Report any equipment breakdowns or hazards to your supervisor.



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Parramatta

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