

# TOP TIPS FOR TEMPS

## Some vital rules to succeeding in the competitive and fast paced temping world!

A common mind set to fall into is 'it is only a temp job'. This is a big mistake! Being in a temp role is just as important as being in a permanent role, but for different reasons. Not only are you an ambassador for the agency you are working for, but most of the time you are there either because you are filling in for a permanent person, because there is an additional work load or because there is specific project that needs to be completed within a certain timeframe. In short, you are there because you are needed and because you are IMPORTANT!

Here are some tips to help you secure your first temp role and indeed to ensure that you are at the top of the list for any new temp roles that may arise. Follow these to avoid missing out!



### Be available

Many temp roles are called in because of an urgent requirement and often these roles need filling immediately. If you are serious about looking for temp work, make sure your phone is close to hand so you don't miss out on an opportunity. If you miss our call, be sure to call back straight away. As the saying goes, it's often 'first in, best dressed'. Talking of which...



### Presentation is key

Wherever you are going, be polished and well-presented. As an ambassador for AccountAbility, make sure you represent us well by looking like you've made an effort. First impressions count. As a general rule minimal make-up, subtle jewellery, tidy hair and smart clean business attire (suit, shirt, jacket, closed-toe shoes) are the order of the day. On the flipside, you should avoid heavy make-up, chipped nail varnish, visible facial piercings and beach attire. When in doubt, it is better to be over-dressed than under-dressed. If you have any questions or concerns about certain elements of our presentation guidelines, please do not hesitate to give us a call to clarify.



### Make sure you know where you are going

We will always give you the exact location of where you need to be, and we will give you as much information as we can on how you can get there. However, it is always worth you checking as well, to ensure you are going to be there on time and that you are not frazzled when you arrive!



### Don't be late

Please make sure you allow plenty of time for your journey in the morning. It is better to be early than a few minutes late. The same goes for returning from your lunch break. Being reliable and punctual is key to securing regular temp work.



### Be helpful and happy!

Perhaps you would rather be on the beach or having a lie in, but you don't get paid for that, so be helpful, be happy and be interested. The chances are, if people like having you around, they will have you back and there is always the chance that your temp assignment could extend or indeed become a permanent opportunity. It also goes without saying that if you do us proud, we are going to do all we can to keep you in regular work.



### Keep personal admin for later

Whether you are on reception, in administration, or in working in a busy accounting team, please keep texting, personal emailing, internet surfing and anything else for your lunch break. Even if it seems like you're not doing a lot, you are there for a reason and you are at work, so keep the personal admin for later.



### Be honest

If you don't like a role, if you have something else in the pipeline, if you need time off for an interview or anything else, please do let us know. We will do all we can to accommodate you and will respect you for keeping us in the loop. It can take a long time to build strong relationships with our clients and we are putting you in a position of trust. Please respect us and we will do the same with you.

# UPON SECURING A TEMP JOB

## Sickness

If you are working for us and you are sick or unable to work for whatever reason please contact us on 1300 795 155

### Please ensure:

- You call at least 1 hour before you are due to start your temp assignment.
- You call in the afternoon to update your consultant on whether or not you are feeling better and whether you intend to return to work the following day.
- You call us each morning, 1 hour before your start time, should your sickness continue.

### Please note:

- It is important that you follow this procedure. Failure to do so could result in the end of your temp assignment.
- It is worth noting that clients will often ask for another temp to cover the period of sickness and then this temp may complete the temp assignment instead of you.
- We keep records of sickness on file.

## Timesheets

AccountAbility utilise an efficient web-based system called Astute Payroll to capture the hours that you work.

Upon commencement of your contract you will receive a username and login details from AccountAbility.

Simply log in to the system and advise hours and days worked. Your nominated approver at your temp assignment will then receive an email which will allow them to review the details and accept or reject your timesheet. You are also able to view timesheet history which tracks each action taken on a timesheet and allows all parties to track the status of the timesheet.

**Login here:** <https://accountabilitycontracting.com.au/accountabilitycontracting/login>

AccountAbility temps will need to complete their details for the week worked by the following Monday with payment being actioned by close of business on Wednesday.

For any questions or issues please contact: [payroll@accountability.com.au](mailto:payroll@accountability.com.au) or call 02 8296 5343.

## Notice Periods

Notice Periods may vary from temp role to temp role. Please ensure you have read your contract and understood the notice period for each assignment. It is expected that you give the full notice required for each assignment.