



TEMP INFORMATION SHEET:

Welcome to the Rusher Rogers Temp Team. Now you have successfully registered, this information sheet will assist you by providing an overview of the processes and procedures of being a valued team member. Rusher Rogers are here to provide support and answer any questions.

You are now a registered temp, what happens now?

When you register with Rusher Rogers Recruiting HR Services, your details are recorded on your profile and your Consultant will endeavour to provide you with assignment opportunities that match your skills, experience and requirements. It is important that you touch base with Rusher Rogers on a regular basis either via [e-mail](#) or phone to advise any changes to your availability.

Accepting an Assignment:

When you are offered an assignment your Rusher Rogers Consultant will provide all the information you need to make an informed decision on accepting that Assignment including the hourly rate (plus superannuation) the hourly rate may vary from Assignment to Assignment depending on the role and award.

You are encouraged to ask as many questions as necessary to ensure you are making the best possible decision for yourself before accepting the Assignment being offered:

What to consider when choosing to accept or refuse an Assignment:

- **Location** – is the Assignment being offered close to public transport? With most of the Clients that Rusher Rogers work with there is unlikely to be car parking available, however the majority of Assignments are located close to public transport
- **Hourly rate** – Does the hourly meet your expectation?
- **Other job opportunities in the pipeline** – if you are currently in an interview process of employment for permanent or other job opportunities; will this affect your ability to complete the Assignment being offered?
- **Other Commitments** – Do you have holidays or family commitments and appointments that may affect your ability to complete the length of the Assignment being offered?
- Does the Assignment fit your skills and experience, meaning are you confident and comfortable that you are able to do the assignment tasks being offered?

No obligation to accept: *You are not obliged to accept an Assignment and will be called for future Assignments as they become available.*

Once you have accepted an Assignment: **Rusher Rogers does expect you to complete the full term of that Assignment.**

If the Assignment is extended, you can choose whether to commit to an additional term.

What can you expect next?

- An Assignment Confirmation will be e-mailed to you confirming your Assignment details
- You will be e-mailed information to welcome you to your Payroll Portal where you will manage your timesheet and assignment profile.
- Rusher Rogers have partnered with WorkPro to deliver mandatory induction/training to ensure you are prepared for your Assignment (Upon completion of this requirement, you do

not have to repeat for future Assignments. You are required to complete two modules and will receive a Certification of Completion.

- Module 11: WHS & EEO and
- Module 02: Office Worker Safety

Your first day/week:

Your Rusher Rogers Consultant will contact you either via e-mail or phone to check how you are settling into your Assignment and environment. This is an opportunity to ask any questions you may have. Please ensure you do provide this feedback.

Timesheet procedures:

All the information required to complete your on-line timesheet is outlined in your payroll portal, [Astute](#) there is phone support and on-line helpdesk support available to assist you in setting up your profile.

Our pay week run is from Monday to Sunday and Rusher Rogers pay the temps on a **weekly basis**. You can anticipate your weekly pay being available in your bank account on a **Thursday each week**. Deadlines for completed and client approved timesheets is **noon on Monday**. This is a fully automated on-line service with all timesheet approvers receiving e-mail reminders prior to the deadline cut-off time of noon. If your client approved timesheet is not received by noon on a Monday, you will miss that pay-run which will then be processed in the following weeks' pay-run.

We suggest you submit your completed timesheet on a Friday afternoon to allow ample time for the timesheet approver.

Conduct and behavioural expectations:

You are representing your employer, Rusher Rogers who place you into a host employer (client) for the duration of your Assignment. Therefore, we ask that you follow some guidelines to ensure you achieve both personal and professional success.

Whilst you report to the host employer (client) who is responsible for your day to day tasks on your Assignment, you are an employee of Rusher Rogers who are responsible for your terms of employment.

Your Rusher Rogers Consultant should be your first point of contact regarding the below.

- Questions regarding your hourly rate or Assignment terms
- The host employer (client) offers you a permanent position
- Your Assignment completes earlier than expected or you are offered an Assignment extension to your current end date.
- You are asked to work overtime
- The scope of your Assignment tasks change or the role changes

It is imperative that you contact your Rusher Rogers Consultant immediately:

- If you are sick or unable to attend your Assignment please call your Rusher Rogers Consultant as early as possible and leave a message detailing your name, where you are working and your contact number. We have a 24 hour message service which ensures we are able to contact your supervisor on your behalf. Please note you may be required to provide evidence in the form of a Medical Certificate at our request;
- If problems arise that prevent you from completing your Assignment, contact your Consultant immediately.
- If you require time off during your assignment due to unforeseen circumstances

- You have any concerns regarding Occupational Health and Safety including discrimination
- Turn mobile phones **OFF** while on an Assignment and check for messages during your break.
- Keep in mind that electronic resources at work are for work purposes only, so do not use facilities for personal use.
- You may have access to confidential information so maintain a professional approach and do not discuss it outside of the assignment.
- Be punctual and always work the hours requested. If you need to vary your hours or have time off, discuss this with your Rusher Rogers Consultant.
- If you are asked for work outside of the confirmed Assignment hours please discuss with your Rusher Rogers Consultant prior to completing the work.
- Be sure to dress appropriately for a professional environment and maintain the dress code set by and your host employer (client)
- Personal and non-work related items should not be displayed within the work environment.
- Follow instructions carefully, if necessary and ask clarifying questions when in doubt.
- You have any problems or issues whilst on your Assignment – your Rusher Rogers Consultant is there to support you and listen to your concerns which will be taken seriously and treated in confidence.

What happens after the completion of an Assignment?

- Please provide your Rusher Rogers Consultant with feedback on your experience whilst on Assignment - your candid feedback can assist us in continuously improving your experience as a Rusher Rogers temp
- Update your CV to reflect the assignment details and any new skills and tasks you have gained whilst in that Assignment and e-mail to you Rusher Rogers Consultant
- Provide an update on your availability for your next Assignment

An attitude of being fully engaged and friendly can ensure a rewarding Assignment experience for you and the host employer (client).

Rusher Rogers Contact Information:



Address: Level 3, 330 Little Collins Street Melbourne

Phone: (03) 9682 7044

Opening hours: 8.30am to 5.00pm, Monday to Friday (with 24 hour messaging service)

Email: enquiries@rrhr.com.au or Mirleen@rrhr.com.au