

PAYROLL FREQUENTLY ASKED QUESTIONS

What time do my timesheets have to reach the IOE office by?

5.00 pm Monday of the pay fortnight – whether you use the mail, fax, email or drop them in to Reception or in the slot at the front door. Due to the size of the payroll and the time required for processing timesheets, we are unable to accept timesheets delivered after this time (see Pay Fortnights document on website for dates).

What if I can't get them to IOE by this time?

You don't need to wait until the end of the fortnight to send your timesheets in – we are happy to receive them as soon as your shift has finished and we will hold them until the next pay run.

Why do I need to phone in to check if Payroll has my timesheet?

Unfortunately, all of the above delivery methods have their downfalls. Electronic systems let us all down from time to time and emails and faxes disappear into the black hole, Australia Post sometimes lose mail and even hand-delivered timesheets can go missing. Please call us on Monday or Tuesday to check your timesheet has arrived safely – don't wait until Friday when the pay run is finished. A read receipt attached to your emailed timesheet is a great way for us to let you know we have received it.

What happens if I don't fill in my timesheet correctly?

Due to the number of timesheets we process, we will return any incorrectly filled in timesheets to you for correction (see Explaining Timesheets document on website). This may mean you miss out on being paid so help us to help you by entering all the required information. If you are unsure, please ask.

What day does my pay go into the bank?

Pays are processed on a Thursday and go via overnight transfer to your bank account on Friday.

When I receive my payslip via email can I call straight away with queries on my pay?

Please wait until Friday to contact us with your pay queries. On Thursday we are still in the process of completing pays, sending them to the bank and checking them. We are not normally in a position to answer your questions this early but will happily follow your queries up on Friday.

What if I have not received my pay in the bank and/or not received an emailed payslip?

Always check your bank account and your email on or after Friday of the pay week. You may ring after checking between 10am and 4pm to speak with payroll.

What is our favourite pastime in Payroll?

Paying our fabulous support workers of course!