



Current Contractors FAQs

PageGroup takes pride in ensuring that your contracting experience is as smooth and hassle free as possible. Therefore, this document has been created to assist you with your frequently asked questions on your pay, your rights & your responsibilities as a contractor.

If your query isn't included in the below or you need further information, please contact your PageGroup Consultant.

Q: When is the payroll cut-off and when will I receive my pay?

Your timesheet must be submitted and approved by **6.00pm Australian Eastern Daylight Saving time (AEDST) each Monday, or 10.00am AEDST on Tuesday, following a public holiday.**

For all new contracts, please ensure that your online on-boarding and Payroll ready documents are completed and submitted by 6.00pm AEDST each Monday, or 10.00am AEDST on Tuesday, following a public holiday, as communicated to you in the Portal welcome email.

Once PageGroup has received your approved timesheet by our deadlines; you will be paid directly into your nominated bank account on Friday of that week.

Coles candidates only

All Coles timesheets & expenses must be submitted and approved by 4.00pm Australian Eastern Daylight Saving time (AEDST) each Monday, or 8.00am AEDST on Tuesday, following a public holiday.

For all new contracts, please ensure that your online on-boarding and Payroll ready documents are completed and submitted by 4.00pm AEDST each Monday, or 8.00am AEDST on Tuesday, following a public holiday.

Once PageGroup has received your approved timesheet by our deadlines you will be paid directly into your nominated bank account on Friday of that week

Timesheet and Expenses submission email:
colespayroll@michaelpage.com.au

Q: Why haven't I been paid?

Below are possible reasons that may have resulted in you not being paid:

- Did you have the correct week ending date on your timesheet?
- Did we receive your **approved** timesheet by 6pm Monday, Sydney time?
- Did you use the correct details for your timesheet i.e the correct job?
- Did you complete the hourly timesheet with start and end time and meal breaks – i.e. not just the total hours worked?
- Have you provided your bank details correctly? You can check these details by logging into our Page Timesheet Portal:
 - Your bank account name as set up with the bank
 - Your BSB
 - Your bank account number
- **For new hires:** did payroll receive your completed documents by payroll cut off?

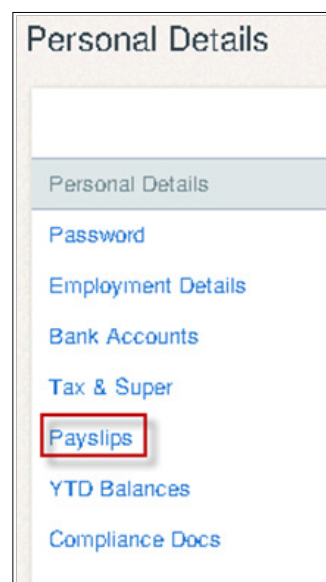
If you believe that you have not been paid due to any of the reason(s) above, please contact your PageGroup Consultant.

Q: How do I contact Payroll?

1. You can send all payroll related queries to payroll@michaelpage.com.au
2. You can call Payroll Hotline on 1300 674 555 Monday - Friday 9am-5pm AEDST
3. Live help is also available through the Page Timesheet Portal. You will be connected to an advisor who can provide you with assistance.

Q: When can I receive my payslip?

You can access your payslip via Page Timesheet Portal on payment date. These can be found under the Profile tab of your portal.





Q: What does CL25 on my payslip mean?

CL25 refers to the percentage of casual loading you are entitled to as per your award/non award.

For further details please refer to the 'Salary' section of this guide.

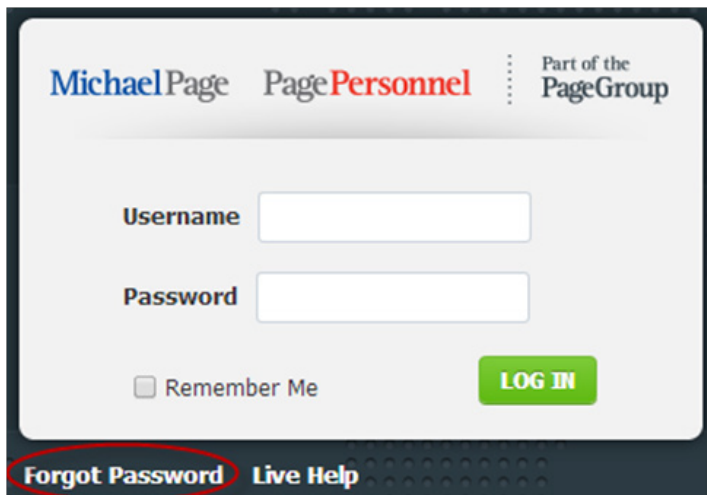
Entitlements	
Entitlement	
Base Rate	CL25 (Week of)

Q: How do I update my personal details?

You can update your profile directly via your Page Timesheet Portal dashboard. For further information, please refer to your system Help Guide.

Q: I forgot my Page Timesheet Portal password - how do I reset it?

Simply click Forgot Password on the Page Timesheet Portal login screen and your password will be emailed to your nominated email address. Please refer to the screen shot below.



Q. How do I complete my timesheet?

Please complete your timesheet via your Page Timesheet Portal with start & end time. Please remember to include your meal break hours.

Hourly timesheet: you must include a start time, a finish time and a break. You will need to enter each day using the drop down boxes available.

Daily timesheet: you will need to enter a full day or a fraction of the day that is available from the drop down.

For further information please refer to your Help Guide which is available on your dashboard, in the Downloads section.

Q. My manager is not available to approve my timesheet/expense, what do I need to do?

Most contractors will have two managers set up to approve timesheets. Our system will send automated reminders to your manager/s on Monday. If you require another manager to be added, you will need to contact your PageGroup consultant well before the Monday 6pm AEDST deadline for this to be updated.

PageGroup is NOT able to accept email approval of timesheets. All timesheets must be submitted and approved via your Page Timesheet Portal.

If your manager is not in the office, they should be able to approve your timesheets using a smart phone or tablet.

Please note that it is the contractor's responsibility to ensure that the timesheet is approved by our payroll deadlines.

Any timesheet/expense that has been approved after the payroll cut-off will be processed in the next available pay run.

Q. How do I complete my expense?

All expenses must be submitted and approved via your Page Timesheet Portal by Payroll deadlines. For assistance on how to complete your expense claim please refer to your Help Guide which is available on your dashboard. Your help guide provides a step-by-step guideline.

Q: How do I submit my timesheet and payroll documents?

In order to be paid on time, all completed documents and approved timesheets must be submitted via the Page Timesheet Portal by the cut-off time of 6pm AEDST each Monday.

Please refer to your welcome email and help guide, as this outlines what you must complete in order to be 'payroll ready'. Please be advised that if all mandatory documents have not been completed, we will **not** be able to process any timesheet.

PTY contractors – please refer to the 'insurance' section of this document for further information.

Q: Why haven't my expenses been paid?

Below are possible reasons that may have resulted in your expenses not being reimbursed :

- Did you submit your completed and approved expense claims before payroll cut-off (6.00pm AEDST each Monday, or 10.00am AEDST on Tuesday, following a public holiday)?
- Have you substantiated your approved expense form with receipts before payroll cut-off?
- Do the receipts provided match those listed on the approved expense report?
- Is the scanned copy of your expense form and receipts legible?
- Has your expense been completed in AUD only?
- Has GST been assigned to expense claims where it was NOT applicable?



Q. What do I do if the amount of days/hours worked was wrong for last week's timesheet and it has already been processed?

An adjustment will only be processed once we have received an approved amended timesheet. This can be sent to payroll@michaelpage.com.au

Q. What are the timesheet deadlines at Easter, Christmas and New Years?

Any changes to standard payroll cut-off eg Christmas/New Year & Easter will be communicated in the News section via your Page Timesheet Portal.



Q. How do I calculate my overtime salary?

You can use the following calculations to work out how much overtime you earned. Please note that overtime is calculated per award.

Rate: Cash rate / Award Casual Loading (to remove casual loading for the purpose of calculating OT) = Base Rate

Time and a half: Base rate x 1.75 (= 1.5 + casual loading) x number of hours

Double time: Base rate x 2.25 (= 2.0 + casual loading) x number of hours

For example:

Your Cash rate is \$25 p/h (inclusive of casual loading)

You worked 42 hours in total

You are on the clerk's award which has a casual loading of 25%

Your basic salary is: $38 \times \$25 = \950.00

+

2 hours at time and a half (as per award)

$25 / 1.25 = \text{Base Rate } \20.00

Overtime @ 1.5 = Base rate $\$20 \times 1.75 = \$35.00 \times 2 \text{ hours} = \70.00

+

2 hours at double time (as per award)

$25 / 1.25 = \text{Base Rate } \20.00

Overtime @ 2.0 = Base rate $\$20 \times 2.25 = \$45.00 \times 2 \text{ hours} = \90.00

Total gross pay = $\$950.00 + \$70.00 + \$90.00 = \1100.00

SUPERANNUATION

Q. When will my superannuation be paid?

PageGroup remits superannuation on a quarterly basis per Australian Taxation Office (ATO) guidelines. Please refer to below table for payment cut-off dates.

Superannuation is calculated based on ordinary time earnings (OTE). This is the amount an employee earns for their ordinary hours of work. It includes things like commissions, shift-loadings and allowances, but **doesn't** include overtime payments.

Quarter	Period	Payment cut-off date
1	1 July - 30 September	28 October
2	1 October - 31 December	28 January
3	1 January - 31 March	28 April
4	1 April - 30 June	28 July

Q. How can I nominate my own superannuation fund?

If you'd like us to pay superannuation into your Choice of fund you MUST complete the following in your portal:

- A. Using the Edit option under the Superannuation section, you will need to enter the ABN in the appropriate field and select 'lookup'. If you have entered a valid ABN, the system will populate the name of your fund.
- B. Enter your member reference (also known as membership number)
- C. Enter the correct SPIN for your choice of super fund.
- D. Select 'set fund'

Alternatively, you can select 'Use Default Fund' and you will be set up with PageGroup's default super fund – Kinetic Super (recruitment).

Note that the above steps must be followed in order for your timesheets to be processed and super allocated to your choice of fund.

SUPERANNUATION

If you fail to supply ANY of the information listed above, your superannuation will be paid into the PageGroup default super fund. Please note once payments are defaulted to our super fund; we are NOT able to process any adjustments. Any changes that you make to your choice of super will take affect in the next available pay run going forward. **PageGroup is not responsible for any incorrect set up of super.**

Please note that the payroll team cannot obtain any of the required information or documents on your behalf.

For information relating to your superannuation fund (eg. SPIN, membership number, ABN) you will need to contact your fund directly.

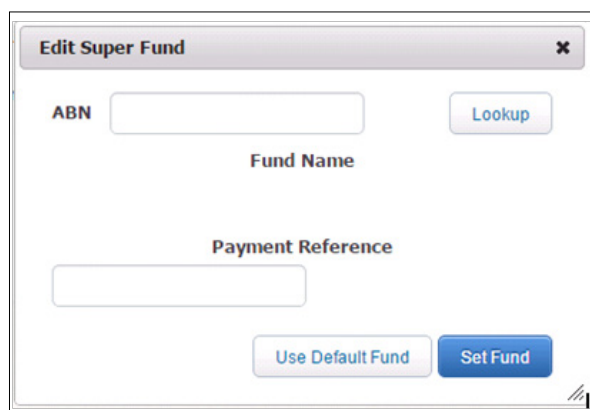
To obtain an ATO letter, you will need to speak to your accountant or the ATO directly.

Please note that a super fund lookup will not suffice as a written confirmation that the fund is a complying and regulated fund. This will not be accepted as a compliance letter.

For employees with a **Self Managed Super fund** you must return all documents - Self Managed Super Fund Choice Form (which can be found on your dashboard), bank details, SPIN, ATO compliance letter.

In order to be 'Payroll ready' by 6pm Monday AEDST. This will need to be emailed in PDF format ONLY to payroll@michaelpage.com.au

Please note that for 'Payment reference' – you will need to enter "PageGroup".



Edit Super Fund [X]

ABN

Fund Name

Payment Reference

Q. Why was I taxed higher than the standard tax rate?

The tax applied is based on the information you have provided in your tax declaration form. Below are the reasons you may have been taxed at a higher rate:

- You are a non resident for tax purpose
- You have indicated you did not want to claim the tax threshold
- You have a HELP or SFSS debt
- You have not provided your tax declaration form to payroll
- You have not provided your tax file number

Your details can be updated via your Page Timesheet Portal. Any changes you make, will only affect future pay runs. All changes must be completed by our payroll deadline.

For further information you can visit the ATO website <http://www.ato.gov.au/> or contact the ATO Personal tax self-help 13 28 65

Q. Am I required to return a tax file declaration form?

An online tax declaration tool has been built into your Page Timesheet Portal which must be completed for your on boarding in order to be 'payroll ready'. You must answer and submit all questions in order for your tax details to be correct and for the correct tax rate to be applied to your pay.

PageGroup does **not** take any responsibility for incorrect data that has been entered in your tax declaration.



Q. I wish to claim the family tax benefit, senior Australians tax offset, dependant spouse, special tax offset or zone and overseas forces – do I need to return anything to payroll?

As outlined on the tax declaration form; you will need to complete a withholding declaration. A copy of this form can be found on the ATO website.

The original form will need to be completed and returned to:
PageGroup – Payroll department
Level 5
130 Pitt Street
SYDNEY NSW 2000

By our Monday 6pm (AEDST) or 10am Tuesday AEDST; following a public holiday deadline.

Details will be updated for pay runs going forward only; PageGroup takes no responsibility for lost or late mail.

9 Do you want to claim family tax benefit or the senior Australians tax offset by reducing the amount withheld from payments made to you?

Yes **Complete a *Withholding declaration***, but only if you are claiming the tax-free threshold from this payer. If you have more than one payer, see page 3. No

10 Do you want to claim a zone, overseas forces, dependant spouse or special tax offset by reducing the amount withheld from payments made to you?

Yes **Complete a *Withholding declaration***. No

Q. What do I need to do if I have a tax variation?

Payroll will only be able to set up a tax variation once original documentation has been issued by the ATO to PageGroup. Upon receipt of the paperwork; Payroll will then apply the variation to the next available pay run. Please note that all tax variations are only applicable per employer to the end of the financial year.

Q. I am a PTY (Independent) candidate – what insurance do I need?

You will need to provide us with a copy of the following:

- Copy of Certificate of Incorporation & Australian Business Number
- A current Public Liability Insurance Policy with \$10 million cover
- A current Workers Compensation Policy
- A current Professional Indemnity Policy with \$5 million cover
- NSW Contractors Only – Completed and signed Subcontractors Statement regarding

Workers Compensation and Payroll Tax (this can be found in the downloads section of your portal)

You must also submit your tax invoice to payroll@michaelpage.com.au before payroll cut-off.

If you are a PTY candidate, you will need to provide company bank details using the Schedule page of the contract. We cannot accept personal bank details. For further information please refer to your welcome letter.

Q. I am a PTY (Third party company) candidate - what do I need to provide?

If you are contracting through a third party company, please read the following:

- PageGroup makes no recommendation as to the suitability of such arrangements, nor does it endorse any management company. We accept no liability whatsoever for any engagement that you enter into with a management company. You are strongly recommended to make your own inquiries as to the suitability of any such arrangement and its compliance with any tax, payroll and immigration regulations.
- The Agreement must be signed by you and an authorised representative of the management company.
- Your completed Timesheets need to be sent directly to your management company to allow them time to prepare a tax invoice, before submitting both Timesheet and tax invoice to PageGroup for payment by our weekly deadline.
- PageGroup takes no responsibility for any processing delays that may occur as a result of a candidate electing to use a management company.
- PageGroup reserves the right to refuse to deal with any management company should we determine that such dealings are not in the best interests of PageGroup. PageGroup's decision in these matters is final.

Please advise your management company to submit their tax invoice to payroll@michaelpage.com.au before payroll cut-off.

If you are a PTY candidate through third party company, you will need to provide the management company bank details. We cannot accept personal bank details.

You will have undertaken the Online WHS induction prior to being placed in a temp/contract assignment and should therefore know what to expect once you get to the client's site. Your WHS responsibilities are detailed in your Page Timesheet Portal to protect your health & safety during your contract with PageGroup. Please let your consultant know if you are not given an induction (including emergency procedures, etc) when you first started with the client.

Q. What should I do if I have any WHS concerns/identify a possible health hazard/injure myself whilst working at a client?

Escalate your concern to your supervisor or the client's WHS representative, and inform your consultant as soon as possible. Your consultant will advise you on the best course of action to take depending on the circumstances.

Q. Am I entitled to leave?

Contractors do not have any leave accrual/entitlement as they are casual employee. Most casual employees receive a casual loading per award on their base hourly rate to compensate for this.

Q. What do I do if I am sick?

Call your consultant by 8am so that they can inform the client and find a replacement if necessary. Sick leave is unpaid, as it is covered by the casual loading included in your hourly rate.

Q. Can I take time off?

We would not expect you to need time off in short-term assignments (i.e. less than a week or two).

If you are attending interviews for permanent jobs, they should be made outside of normal business hours where possible.

If you need to take some time off, always speak to your consultant (no matter how little time is required) so that we can liaise with the client.

Q. Can temporary work add value to my career?

Yes, here's how:

- Every temp assignment can add to your skill base if you are enthusiastic about learning
- Make sure you add details of each assignment to your resume, including what the objectives were and how you achieved them
- If you perform well you acquire a new, favourable referee from each job you complete
- You are given exposure to different working environments and opportunities
- You can choose the assignments you take according to your own requirements
- We work as a team to make sure that it does add value!

PLEASE ALSO NOTE

Software

Do not attempt to use your own software on a client's equipment. You could be held liable should you accidentally introduce a virus to their system.

Confidentiality

Please read your employment conditions very carefully - once you commence an assignment with us you are obliged to abide by the Employment Declaration, including the confidentiality of any information you become aware of while on assignment as well as your pay rates.