

## FAQ's

To try and cover any questions or comments about holiday pay, overtime, lieu, pay dates etc we have put together this hand FAQ which should answer any questions you may have. Happy reading!

**How is overtime paid?** HOD's – will accrue lieu time for any extra time worked unless exceptional and approved by Ops & GM.

All other contracted staff – will be paid overtime for any extra hours worked, must have an authorized overtime form. All staff other than HOD's will be paid for all hours that they work.

**How is holiday paid?** For all contracted staff it is pro-rata your contracted hours.

### For all casual staff...

- Each casual employee (either on a zero-hour contract or casual agreement) will have 5.6 weeks holiday per year to take, if you started employment part way through the year this will be less.
- Holiday hours will be paid based on an average of how many hours you have physically worked.
- How will this be tracked? We will keep a tracker of all hours worked on a weekly basis, so when you request holiday, we can record on your form your entitlement in weeks, what you have left and what your current average hours are so you have an idea of how many hours you will be paid for that holiday. This isn't the exact number of hours as when you take the holiday, we will calculate your average hours up to that point. **Weeks where no hours have been worked won't be included in the calculation, this is for hours physically worked only.**
- HOD's will be emailed monthly with what **weekly holiday hours** the casual staff in their departments have left to take at that point.

### Other related points

- Holiday / Lieu is per financial year – it will not be carried over into new financial years. Here, our financial year runs the same as a calendar year, Jan to Dec.
- In 2024 HOD's will be issues with guides on how much holiday needs to be used up each month / quarter to ensure none is lost. Its important this happens and is acted upon.
- All employees must clock in and out, for us to accurately work out what is to be paid. We do appreciate mistakes happen so each week HOD's will check the actual hours worked and advise HR. Providing this is done before payroll cut-off, then any missed hours will be paid in that month. If that is not done before the cut-off, then it will be in the following month. The emphasis remains on each employee to manage their own signing in and out directly and their HOD to deal with any honest mistakes here.
- How will we help here? Each week each HOD is responsible for confirming their teams' own hours by the Friday of the following week. In addition, HR will share with each HOD the total hours worked in their department each week (it should enable them to quickly see if the actuals match this!) HR will then check against the clock in and out log and highlight to the HOD's anyone missing. They will be paid, but persistently not signing in and out is a disciplinary offence.
- If there are any issues with your pay – the first port of call is your HOD – it is there responsibility to action this – not HR.
- The only time this **will not work** is the week of payroll cut off, in that instance, any deferred payments will be made the following month. We obviously have cut off for a reason to get payroll prepared and loaded and we cannot delay this, or it will see everyone paid late!
- How you can you help – sign in and out and make your HOD aware if you know you have forgotten to do so.

**How to access pay slips?** You should all have been provided (via email) a login to **My Epay** where you can access your pay slips. If you have not, please contact HR who can facilitate this for you.

**When is pay day?** Pay day will be the last working day of the month. Pay will be in your account by midday on that day.