

# The Paraplegic and Quadriplegic Association of SA Inc



## SUPPORT WORKER SUBMISSION OF TIMESHEETS POLICY AND PROCEDURE

### STATEMENT

The Paraplegic and Quadriplegic Association of South Australia Incorporated (PQSA) is committed to ensuring an effective and accountable payroll facility to maximise outcomes for individuals, worker and clients. Due to the unique work schedules of PQSA Divisions, an accurate timesheet is crucial to ensure the efficient use of PQSA resources and correct payments to workers.

Approved by:

Date: February 2016

**The Paraplegic and Quadriplegic Association of SA Inc.(PQSA) is incorporated under the *Association Incorporation Act 1985 (SA)* and conducts its business through operating Divisions, namely Support Services and HomeCare+.**

*Please note that printed copies are not able to be controlled and the Shared Drive should always be referred to for the most current version.*

## **SCOPE**

This policy and its procedures apply to all workers who are paid on the basis of submitting a fortnightly timesheet and for all workers whose additional authorised work is based on submitting a timesheet.

## **DEFINITIONS**

**Must** – indicates a mandatory action required by law, industrial instrument, or an Association policy or procedure.

**Should** – indicates a recommended action that should be followed unless there are sound reasons for taking a different course of action.

**Timesheet** – record of the start and end time of tasks or daily hours worked.

**Reasonable** – the appropriate standard or quality of objective decision-making that must be brought to bear when making an administrative decision.

**Reporting** – is an account or statement given either verbally or in writing with the specific intention of relaying information or recounting certain events in an objective manner.

**Worker** – is a person who carries out work in any capacity for a person conducting a business or undertaking including work as an employee, contractor or subcontractor, an employee of a contractor or sub-contractor, an employee of a labour hire company, an outworker, apprentice or trainee, or a student gaining work experience, or a volunteer.

## **RESPONSIBILITIES**

### **Manager's responsibilities –**

- Authorise timesheets against rostered hours
- Ensure accuracy of timesheet entries.
- Ensure all appropriate leave forms have been completed to correspond with timesheet entries.
- Ensure overtime has been properly authorised and recorded.
- Investigate any discrepancies on timesheets.
- Report fraudulent timesheet entries to the Chief Executive Officer and the Manager, Human Resources and undertake appropriate disciplinary action if required.

### **Client Service Officer/Team Leader responsibilities -**

- Ensure accuracy of timesheet entries.
- Ensure overtime has been properly authorised and recorded.
- Investigate any discrepancies between Carelink+ and timesheets.
- Report to Divisional Manager any unexplained discrepancies or fraudulent timesheet entries.

### **Worker responsibility –**

- To complete an accurate timesheet and submit it promptly for authorisation by the staff member or Manager as appropriate to the role held.
- Providing receipts to substantiate claims.

### **Payroll responsibilities –**

- Ensure the accurate and timely processing and payment of fortnightly wages based on timesheets provided within appropriate timeframes.

## **POLICY**

This policy and its accompanying procedures is intended to provide information to all workers, which will allow the effective monitoring and payment of timesheets to:

- ensure workers receive the correct remuneration for work completed; and
- maintain accurate client service records.

If the procedures, as set out below, are not followed, then PQSA reserves the right to refuse payment of any timesheet not completed accurately, within the required timeframes or not submitted in-line with this policy.

This Submission of Timesheets Policy and Procedure may be amended, withdrawn, suspended or departed from at the discretion of PQSA. While it does not form part of a worker's Contract of Employment or Enterprise Agreement and is entirely non-contractual, all workers are required to adhere to the policy and any failure to comply with any aspect of the policy may be treated as a disciplinary matter.

## **PROCEDURES**

### **1. Procedures for submission**

- 1.1 Entries on timesheets should be completed daily wherever possible.
- 1.2 Timesheets must be submitted in the correct pay period - the fortnight following the hours worked.
- 1.3 Entries must accurately reflect the hours started and finished, even if they vary from the rostered hours.
- 1.4 All expense claims must be substantiated by a receipt.
- 1.5 All claims for kilometre's must be approved in advance.
- 1.6 Timesheets must be completed in black or blue pen - do not use a pencil.
- 1.7 Writing must be legible.
- 1.8 All changes to the timesheet must be crossed out and initialled. Do not use "whiteout" or rub out.
- 1.9 Add up the total hours worked.
- 1.10 Sign and date the timesheets. Timesheets that are not dated and signed will not be paid.

### **2. Deadline for submission**

- 2.1 Metropolitan – Tuesday 1200 hrs of week one (1)
- 2.2 Regional – 1500hrs Monday of week one (1)

Where a Public Holidays falls in the first three days of week one of the pay period, payroll will notify changes to timesheet deadlines via email and the internet.

Timesheets submitted after these times will not be paid until the next full pay period.

The submission of timesheets on a fortnightly basis is vital to ensure client hours are accurately recorded.

### **3. Methods of timesheet submission**

- 3.1 In person
- 3.2 Scanned and emailed.
- 3.3 Posted
- 3.4 Faxed.

Photographs of timesheets will not be accepted.

Any errors in delivery are not the responsibility of the Payroll department and may result in non-payment of wages.

#### **4. Payroll changes**

Alterations to payroll deductions must be requested in writing giving a minimum twenty-one (21) days' notice; payroll will make changes according to the date received by the office.

All changes to payroll or personal details, such as bank details or change of address must be made in writing using a Change of Personal Details Form and must be personally signed by the worker.

***Payroll is not able to make alterations to payroll distributions or personal details in a current pay period.***

#### **5. Falsification of Timesheets**

Under no circumstances should a worker falsify their own or a fellow worker's timesheets or encourage a fellow worker to take such action on their behalf. This includes completion of timesheets in advance for work that may be authorised, but not yet undertaken. It is the responsibility of the worker to submit correct timesheets; submission of falsified timesheets is considered gross misconduct and disciplinary action will be taken and could result in police involvement.

#### **6. Advances**

Under no circumstance will an advance, or early payment, be made against any timesheet, where work has taken place or where the work may be authorised to be undertaken but has not yet been completed.

### **RELATED LEGISLATION AND STANDARDS**

- Fair Work Act 2009
- Standard Six – National Standards for Disability Services
- Social, Community, Home Care and Disability Service Industry Award 2010

### **SUPPORTING PQSA DOCUMENTATION**

- HomeCare+ Enterprise Agreement Time Sheets
- Change of Personnel Information Form

### **BREACHES OF THIS POLICY**

A **breach** of this policy is grounds for disciplinary action, up to and including termination of employment. Ignorance of these procedures will not generally be accepted as an excuse for non-compliance. Only in extreme circumstances and where such ignorance can be demonstrated to have occurred through no fault of the individual concerned will PQSA accept such an argument.

### **DISTRIBUTION AND REVIEW**

PQSA will ensure all persons engaged to provide services either paid or unpaid will be aware of this policy and will have easy access to it in an appropriate format. All policies are to be reviewed on a periodic basis or when legislation or government policy determines.