

Questions & Answers (Q&As)

For support workers

Enterprise Agreement

Public holidays

I was scheduled but didn't work on a public holiday, what should I enter on my timesheet?

You do not need to enter any times or allowance information for this day – the system will pay you the hours you have been scheduled at your ordinary rate.

I only worked 2 hours on a public holiday but minimum hours are 4, what should I enter on my timesheet?

Only enter the hours you worked, the system will automatically pay you the minimum 4 hours.

Should I apply for leave on a public holiday?

If you are rostered for public holidays there's no need to apply for leave – the system will pay you at your ordinary rates! If you do work, you will be paid at public holiday rates.

Broken shifts

If part of my broken shift is 1 hour, will I still get paid the minimum 2 hours?

Yes, as it is a separate engagement the system will pay you 2 hours minimum for that section of the broken shift.

Do I need to enter a broken shift allowance?

No, the system will pick this up automatically for you.

The second half of my broken shift is in the afternoon, will I still receive my penalties?

Yes, the system will apply shift penalties to the applicable section of your shift.

Sleepovers

How do I process an awake shift?

The hours worked before and after midnight on an awake shift need to be entered on separate lines (one for each day) as per below:

The system will work out the appropriate penalties for you.

Day	Date	Reported Status	In	Break	In	Transfer	Out	Punch Total
Sat	2/12	Saved	8:00:00PM				11:59:59PM	4.00
Sun	3/12	Saved	12:00:00AM				6:00:00AM	6.00

If I am disturbed multiple times during the sleepover, how should I claim this?

If disturbances are within the same hour, it would be considered one disturbance.

If more than an hour passes from the completion of first disturbance, you can start a new claim.

Leave

I'm only taking a partial day of leave, what do I need to do?

You can request Partial Hours when submitting your absence request.

Enter the hours you would like to take as leave, including the start time so the Carelink and rostering systems can be updated.

Can I apply for leave on a day I'm not scheduled to work?

No, you can only apply for leave on a day you are scheduled to work – at or below your scheduled daily hours.

The system will not pay you so if your schedule is incorrect, please speak to your leader.

A warning message will let you know when your approved leave and time entered into your timesheet don't reconcile.

Leave errors

I've made a mistake on my timesheet – what do I do?

If the mistake is within the past 56 days, you can correct it.

Make sure you ONLY edit or delete the incorrect information. Save and submit your change, and once your Leader approves the system will pay you the difference in the next pay run.

If the mistake is outside of 56 days, you will need to submit a Payroll Adjustment Form and lodge through the #TeamPossible Support Hub with your leaders approval.