

Rules of Engagement for Member Services



Unlock the Full Potential of Your Payroll Membership

Let us help you navigate the evolving payroll landscape with confidence!

Expert Payroll Support at Your Fingertips	Included	Excluded
Technical Payroll Expertise Whether you need clarity on annualised salary requirements or guidance on complex terminations, our team is your go-to payroll knowledge hub.		
Allowances	●	
Annualised salary	●	
Annual Leave	●	
Apprentices	●	
Award interpretation (ad hoc, not a full award interpretation)	●	
Backpayments	●	
Bonuses' commissions	●	
Breaks/Meals Breaks	●	
Contractors	(Limited)	
Death of an employee	●	
Directors fees	●	
End of year obligations	●	
Fringe Benefits	(Limited)	
Foreign employment (inbound and outbound assignees)	(Limited)	
Income statements	●	
Leave Accruals (all leave types)	●	
Leave payments (all leave types)	●	
Long Service Leave	●	
Minimum wages	●	
Overpayments	●	
Overtime	●	
Pay Day/Pay Cycle	●	
Pay rates	●	
PAYG Withholding	●	
Payslip/Record keeping	●	
Payroll Tax	●	
Personal/Carers Leave	●	
Penalty rates	●	
Parental Leave	●	
Public Holidays	●	
RDO/ADOs	●	

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Salary Packaging	●	
STP reporting	●	
Superannuation	●	
Superannuation - OTE	●	
Termination Payments	●	
TFN Declaration	●	
Termination - PILON	●	
Termination – Redundancy	●	
Termination – ETPs	●	
Time off in Lieu (TOIL)	●	
Wage Theft	(Limited)	
Workers Compensation	●	
BAS questions and Accountant questions		●
Provision of legal advice		●
Determining award coverage		●
Determining an employees' classification		●
Calculations e.g. calculating entitlements for timesheets, LSL, terminations, backpays etc.		●
Employment contract advice		●
HR advice (e.g steps to terminate an employee)		●
New Zealand payroll queries		●
Employee Share Scheme		●
Complex Fringe Benefits and FBT		●
System specific configuration or payroll processing advice		●

PAYROLL HELP DESK SLA

Users Supported

Payroll Professionals

Channels

- Email
- Ticketing System
- Phone (optional)

Hours of Operation

Monday–Friday
8:30am–5:00pm AEST
(excluding public holidays)