

Frequently Asked Questions (FAQ's)

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

Payroll is paid into your bank account on the last Thursday of the month. The payment date and final cut-off date for timesheets is listed on the front page of your payroll portal.

Your timesheet must be submitted weekly by 10am AEST each Monday, or by 10 am AEST on Tuesday, following a public holiday.

Please be advised that only approved timesheets can be processed for payment.

For all new contractors, please follow the instructions in your payroll portal welcome email and ensure that all sections of your payroll portal are completed including your online tax file declaration form and bank details.

Why haven't I been paid?

There are a few reasons as to why you may not have received your monthly payment. Please check your timesheet before reaching out to the payroll department. Some of these reasons include:

1. Using the incorrect week ending date on your timesheet.
2. If your timesheet has not been approved, our system will constantly chase the approver until it is approved.
3. Approved timesheet was received after cut-off time.
4. If your timesheet has been rejected by your approver, you will receive an email notification if this happens and you will need to go in and resubmit.
5. Incorrect bank details.
6. For new hires: If each section of your payroll portal is not completed by cut-off time.

How do I contact payroll?

For the most-prompt response to your payroll inquiries, please email accounts@siriustechnology.com.au

When can I receive my payslip?

Your payslip will be emailed to you on the last Thursday of each month and is also available under the profile tab of your payroll portal.

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How do I update my personal details?

You can update your profile directly through your Sirius People Timesheet Portal dashboard.

How do I reset my Sirius People Timesheet Portal password?

Please click on the *Forgot Password* on the Page Timesheet Portal login screen and your password will be emailed to your email address.

How do I complete my timesheet?

Please complete your timesheet via your Page Timesheet Portal with start and end time. Be sure to also include your meal break hours, as these are a legal requirement.

My manager is not available to approve my timesheet/expenses, what should I 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 Sirius consultant before the Monday 6 pm AEST deadline for this to be updated for your next pay cycle.

Sirius People is **NOT** able to accept email approval of timesheets. All timesheets must be submitted and approved via your Page Timesheet Portal, which is accessible through the portal links at the top of this webpage.

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

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

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

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How do I complete my expenses?

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

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 pm AEST each Monday, or 10 am AEST on Tuesday, following a public holiday)?
- Have you substantiated your approved expense form with receipts before payroll cut-off?
- Do the receipts provided match with 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?

What do I do if the number of days/hours worked were incorrect for last week's timesheet and it has already been processed?

Please contact Payroll on accounts@siriustechnology.com.au who will need to put through an adjustment in the system for you.

What are the timesheet deadlines at Easter, Christmas and New Year's?

Any changes to standard payroll cut-off (i.e. Christmas, New Years, Easter, other public holidays) will be communicated in the News section of your Payroll Portal. Payroll will also send an email out regarding public holidays and cut offs close to the time.

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When will my superannuation be paid?

Sirius People remits superannuation on a quarterly basis per Australian Taxation Office (ATO) guidelines.

Please refer to the table below for payment cut-off dates.

Superannuation is calculated based on gross ordinary time earnings. 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 July - 30 September	Paid on 19 October
1 October - 31 December	Paid on 19 January
1 January - 31 March	Paid on 19 April
1 April - 31 May	Paid on 19 June
1 June - 30 June	Paid on 19 July