

Bayside Group Common Work & Payroll FAQS

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Answering your queries

We receive a range of queries each week, from people new to working through Bayside Group to those who have been part of our team for 10 years or more. To assist you, our recruitment and payroll teams have collaborated to answer your most frequently asked questions.

What if I'm sick, can't make it to work or I wish to take leave?

If for any reason you are unable to attend work, or if you think you'll be late, please contact your Bayside Group Consultant before your expected start time and inform them of the situation. It is also courteous to inform your Supervisor after your first day if they are expecting you.

Any leave requirements will need to be discussed with your Consultant.

You will also need to make a note in your timesheet that you took sick day/s or annual leave.

It's important to note when unpaid leave is being taken for Long Service Leave record keeping purposes.

Common Queries

What if I don't wish to continue in my current role?

Please contact your Bayside Group Consultant to have a confidential discussion. They will discuss with you any commitment obligations and the notification process.

What if I miss the timesheet deadline?

It is your responsibility to ensure your timesheet is submitted and approved by the deadline indicated. Please contact your Consultant as soon as possible if you believe you may have missed the timesheet deadline, as there is no guarantee that you'll be paid in this week if the deadline (5pm the day prior to your scheduled payroll day) is missed.

It's highly likely in these circumstances that your timesheet will be picked up in the next scheduled payroll day, two weeks later.

If my Supervisor is away and cannot approve my timesheet, what do I do?

Contact your Consultant as soon as you're aware your Supervisor will be away, so they can arrange an alternate company representative to approve.

What if I change my bank details?

Please call your Consultant to notify them and they will send you a form to complete via DocuSign. You will need to provide all verified information at the same time as your timesheet deadline for our payroll to update your account details for that pay.

What happens if my pay day falls on or around a public holiday?

Bayside Group will notify you in the weeks prior to a public holiday if your pay day will be moved. If there is no notification, your pay day will remain the same. During the year, if your pay day is moved, it will only be by one day. However, over the Christmas break a different schedule may apply, which we will notify you of well in advance.

How do the pay periods work on my timesheet?

You are paid up until the Sunday prior to your pay day. Your timesheet should therefore be filled out from Monday to Sunday. For pay days and deadlines, view your payroll calendar [here](#).

Common Queries

Can my payslip be sent to my work address?

No. For privacy and security reasons, we must send your payslip to a personal email address.

Why does my normal rate of pay appear lower on my payslip than my letter of offer?

By law, we are required to show your casual loading separately to your base rate of pay on your payslip. When the two are added together, they should equal the normal rate of pay detailed in your letter of offer. Please note, this only applies to On-hired Casual Employees.

How do I access my payslips?

All payslips are emailed to employees after the payroll however employees can also access their payslips by logging in to Datacom Direct Access via the link here: <https://www.datacomdirectaccess.com.au>

I've recently changed my Datacom password and now I can't open my last payslip that was emailed to me.

Once you change your password you will need to log into Datacom Direct Access and re-email yourself a copy of the payslips you wish to view, as previously emailed payslips will be locked to the password you had at the time it was sent.

Can payroll send me copies of my payslips?

No, Payroll cannot send you copies of your payslips. You must log in to your Datacom account via the Datacom Direct Access to access payslips. Once logged in you have the functionality to re-email payslips to yourself.

When will I receive my Datacom activation link?

In the afternoon of the day payroll processes your first pay. You will receive an email from Datapay with your login details.

Am I eligible for annual leave or sick leave?

If you are an independent contractor, you will not be. If you are engaged on an on-hired arrangement, refer to the leave entitlements section of our Work Types and Implications FAQs for further information.

Common Queries

Do you provide salary sacrifice services?

Yes, we allow our on-hired employees to salary sacrifice into their Superannuation fund, and in certain instances, to purchase laptops used primarily for work purposes.

Please contact your Consultant who will provide you with the relevant forms to complete. For Superannuation, you will need to provide us with an ongoing standardised amount in dollar terms. As part of our service, we pay any salary sacrifices into your Superannuation fund monthly.

If you wish to salary sacrifice a laptop, please speak to your Consultant prior to purchase to ensure you are eligible.

What are my Superannuation entitlements?

Employers in Australia are required by legislation to pay a proportion (currently 10.5%) of their workers' ordinary time earnings into a superannuation fund to help them save for retirement; this is known as the Superannuation Guarantee Contribution (SGC). If you're engaged as on-hired employee by Bayside Group, we will make your SGC payments to your nominated Superannuation fund, provided we have received a valid choice form.

When is my employer's Superannuation contribution paid into my account?

The ATO require employers to pay Superannuation by the 28th of the month following the end of every quarter. Bayside Group will pay your Superannuation to your choice of fund by the required legislative date.

What if I need to change Superannuation funds?

Let your Consultant know ASAP and they will send you a form to complete via DocuSign. Please note, before closing your account, make sure to check with your Consultant that all outstanding Superannuation has been paid to your account. Choice changes are allowed only once in a 12 month period. The choice will only apply to Superannuation accrued after the documentation is submitted and approved.

If you still have questions, give us a call during office hours:

VIC: 03 9864 6000 **NSW:** 02 9919 6900
QLD: 07 3221 6822

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