

Astute Payroll Portal

Contractor Guide

Overview

The Astute Payroll Portal is used to submit your timesheets and payroll details so we can process your pay.

The portal includes:

- **Dashboard:** Your home page to view job details and timesheets
- **Profile:** Update your personal and payroll details at any time

Getting Started

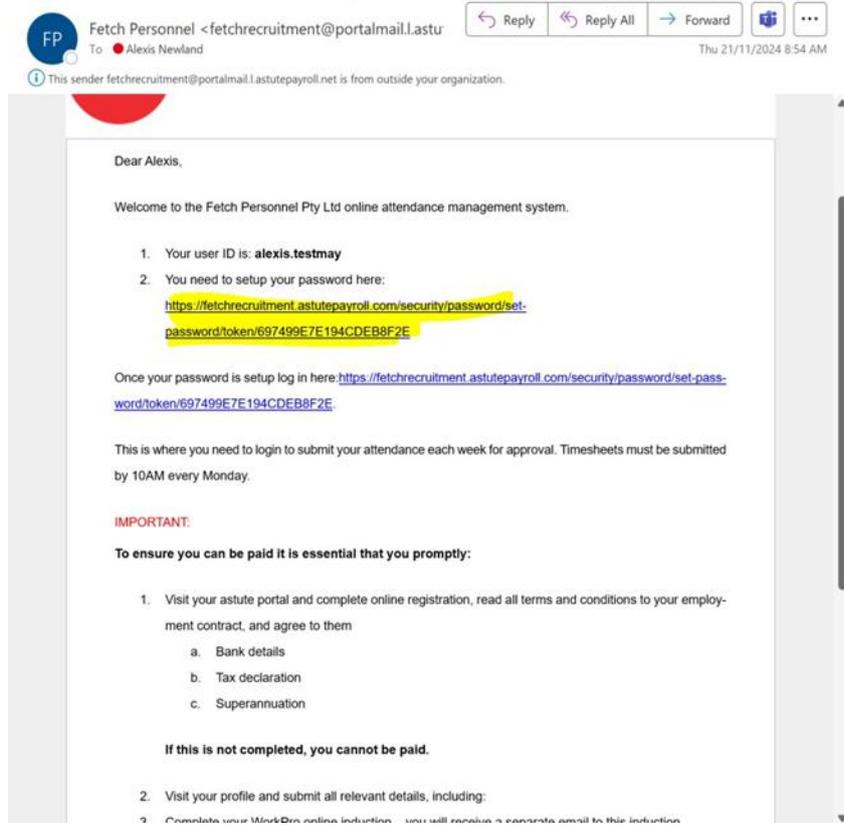
Once you are assigned a job, you will receive an email to log in and set up your profile. Please check your junk or spam folder.

The email will be sent from:

fetchrecruitment@portalmail.p.astutepayroll.net

Click the link listed as **Option 2** in the email.

Your Account with Fetch Personnel Pty Ltd Has Been Activated.



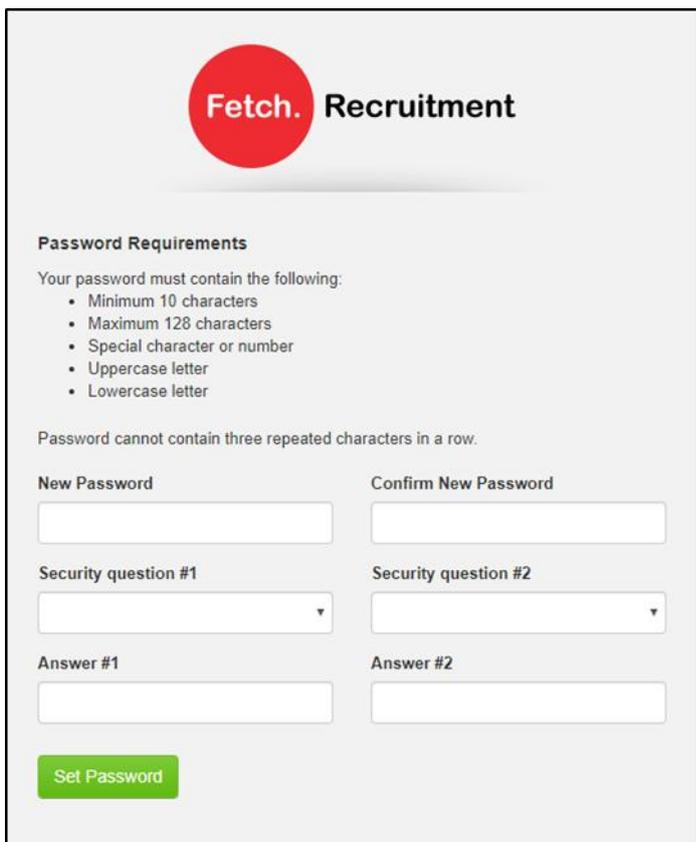
If you do not receive this email within **24 hours** after your assignment is confirmed, please check your junk mail folder.

Logging In

Click the URL link in the email. You will be prompted to:

- Set up a password
- Select two security questions and enter answers

Select **Set Password** to continue.



The screenshot shows a web form for setting a password. At the top left is the Fetch. Recruitment logo. Below it is the heading "Password Requirements". The requirements list: Minimum 10 characters, Maximum 128 characters, Special character or number, Uppercase letter, and Lowercase letter. A note states: "Password cannot contain three repeated characters in a row." The form has two columns of input fields: "New Password" and "Confirm New Password" (text boxes); "Security question #1" and "Security question #2" (dropdown menus); and "Answer #1" and "Answer #2" (text boxes). A green "Set Password" button is at the bottom left.

Next time you log in, you can enter your username and password directly.

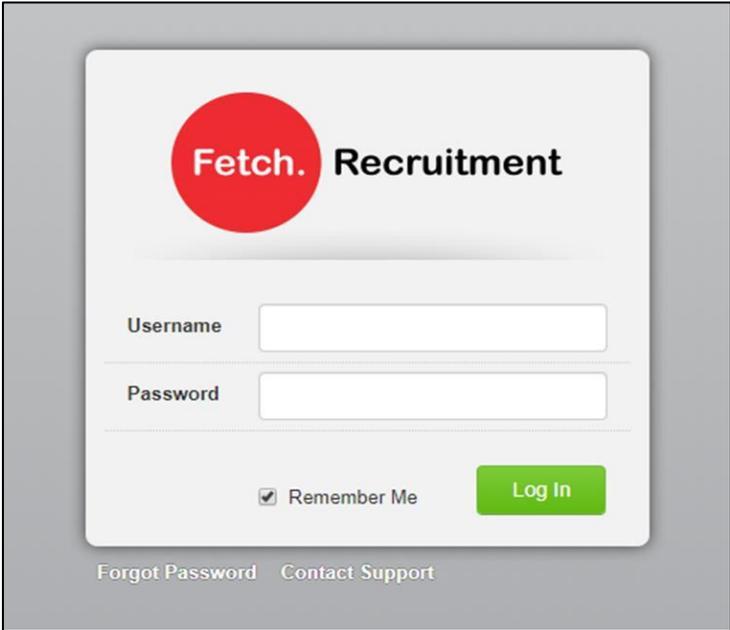
For future logins, you can access the portal using your username and password.

Your username is always in the format **first.lastname**

Example: **alexis.newland**

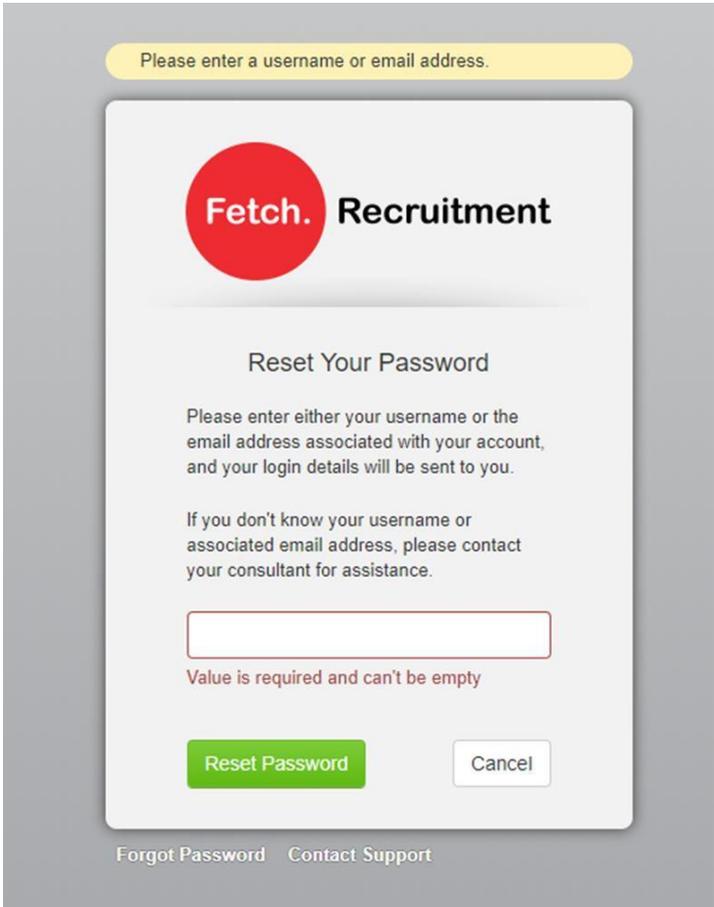
Usernames cannot be changed.

If you forget your username or password:



The image shows the Fetch. Recruitment login page. At the top left is the Fetch. Recruitment logo. Below it are two input fields: 'Username' and 'Password'. To the right of the 'Remember Me' checkbox is a green 'Log In' button. At the bottom left, there are links for 'Forgot Password' and 'Contact Support'.

- Select **Forgot Password**
- Enter your username or email address
- Follow the reset link sent to your registered email



The image shows the Fetch. Recruitment password reset page. At the top, there is a yellow error message: 'Please enter a username or email address.' Below this is the Fetch. Recruitment logo. The main heading is 'Reset Your Password'. The text reads: 'Please enter either your username or the email address associated with your account, and your login details will be sent to you.' Below this is another instruction: 'If you don't know your username or associated email address, please contact your consultant for assistance.' There is an empty input field with a red border. Below the input field is a red error message: 'Value is required and can't be empty'. At the bottom, there are two buttons: a green 'Reset Password' button and a white 'Cancel' button. At the bottom left, there are links for 'Forgot Password' and 'Contact Support'.

Once logged in, you can update your password at any time via the **Profile** section.

To protect your payroll details, you will be asked to set up two-factor authentication. Please select **Using SMS** so a code is sent to your phone.

Accepting Terms and Conditions

You will be required to accept these documents listed below. Please read them carefully and contact your recruiter if you have any questions.

Compliance Documents

Document Compliance			
Workplace	Document	Accepted On	Status
Winslow Constructors	Casual Employment Contract V2	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Drug & Alcohol Declaration	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Fairwork - Casual Employment Information Statement	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Health & Injury Declaration	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Health and Safety Management Plan	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Issue Resolution - Ministerial Direction	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Privacy Policy	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Return to Work Information	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Steps - If Injured at work	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Toolbox Talks - Manual Handling	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Toolbox Talks - Slips, Trips & Falls	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Workplace Discrimination & Harassment Policy	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Astute Terms Of Use	7.11.2024 9:42pm AEST	Accepted
Winslow Constructors	Astute Privacy Policy	7.11.2024 9:42pm AEST	Accepted

Profile & Payroll Details

After accepting the required terms and conditions, complete your profile details.

This includes:

- Personal information (phone, address, date of birth, emergency contact)
- Bank details
- Tax declaration
- Superannuation details

You can also:

- View payslips

- See active and inactive jobs
- Change your password

Timesheets & Deadlines

At the end of each work week, you are required to submit a timesheet.

The deadline to submit timesheets is **Monday before 10am**.

If you are required to submit signed paper docket, please ensure they are completed correctly and include all required information.

This allows approvers enough time to review and approve timesheets before the weekly Wednesday pay run.

Timesheet Statuses

Your timesheet will move through the following statuses during the submission process:

	Function	Action
	Not Opened	You have not opened your Timesheet to enter any information
	Pending Submission	Currently in draft stage, not yet submitted Timesheet for approval
	Pending Approval	Your submitted Timesheet is awaiting to be approved
	Rejected	Timesheet has been questioned and not approved (Review rejection details, update Timesheet and resubmit)
	Ready for Interpretation	Timesheet has been approved and is awaiting payroll processing

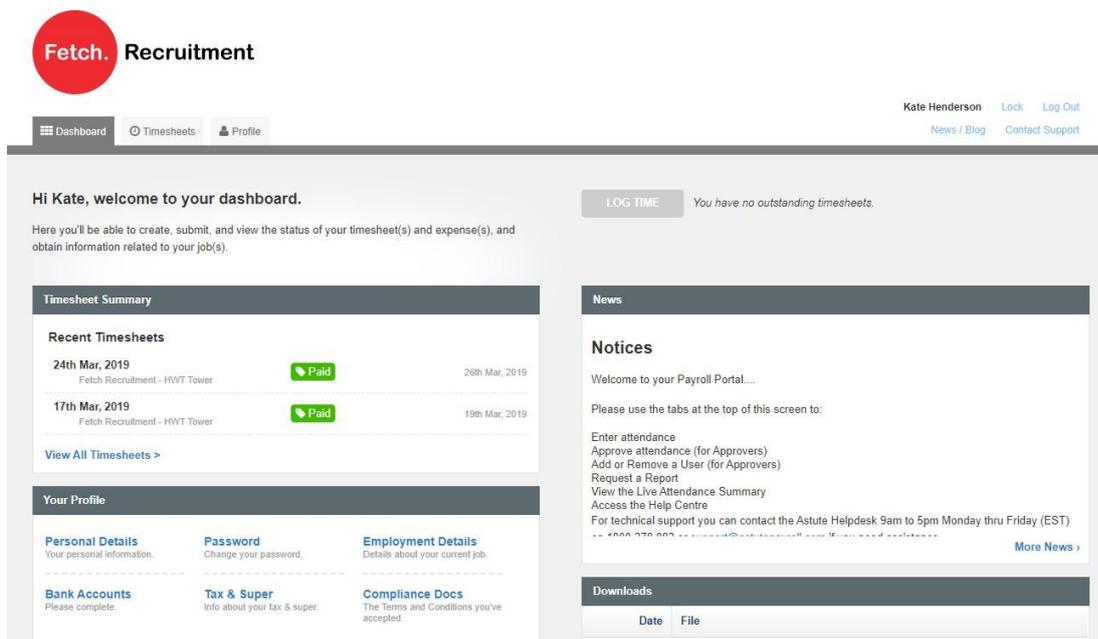
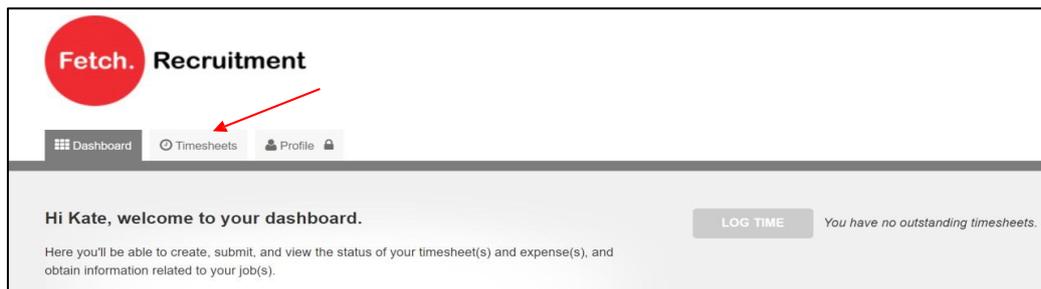
Automated Timesheet Reminders

Automated reminders are sent to your registered email address.

An SMS reminder is also sent on Friday afternoon, including a direct link to your timesheet.

Submitting Your Timesheet

If you are working across multiple jobs or sites, ensure you select the correct job from the dropdown under the **Timesheets** tab, or via **Log Time**.



If you did not work at all during the week, tick **I did not work for this period** and submit your timesheet. This will stop further reminder notifications for that week.

Do not select this option if you missed only one day, as it will clear all recorded hours.

When completing your timesheet, you will be required to enter:

- Start time (e.g. 7:00am)
- Finish time (e.g. 4:00pm)
- Breaks (e.g. 30 minutes)
- Notes, if required, such as job codes or messages for your recruiter or approver

Do not select "I did not work" if you only missed one day, as this will clear all entered hours.

Once all hours have been entered, select Submit to send your timesheet for approval. If you prefer to enter hours daily, select Save and submit once the week is complete.

Missing Timesheets

If you cannot see a timesheet for the current week, your job may have lapsed. Please contact your Fetch consultant to have the job extended.

Resetting a Timesheet

Once a timesheet has been submitted, it can no longer be edited.

If your timesheet is pending approval or has already been approved and you need to amend hours, contact your Fetch consultant or the payroll team and request the timesheet be rejected so changes can be made.

Contractor FAQs

What information do I need to provide as a PAYG employee?

You will be required to complete a registration form and provide:

- Personal details, including an emergency contact
- Bank details
- Superannuation details
- Tax declaration form
- Proof of ID (passport or full birth certificate or Australian citizenship certificate, plus driver's licence)
- Relevant tickets, including a White Card
- Completion of two Workpro Health and Safety modules

Who do I contact at Fetch if I have issues?

- **Site-related issues:** Contact your Fetch consultant directly
- **Payroll issues:**
payroll@fetchrecruit.com.au
03 9867 3051

What OH&S training do I need to complete?

Fetch partners with Workpro to provide an online OH&S induction. You must complete two modules prior to commencing work.

Instructions will be emailed to you. Some sites may also require an on-site induction, depending on the client.

When do I need to submit my timesheet?

Timesheets should be submitted at the end of your work week:

- On Friday, or
- After completing weekend work

The earlier you submit, the better. Once submitted, your approver is automatically notified.

My manager or approver is unavailable. What should I do?

If your timesheet approver is on leave, contact your Fetch consultant as soon as possible so a secondary approver can be arranged.

I have forgotten my username

Your username is always **first.lastname**.
It will never be your email address.

How do I contact payroll?

For urgent payroll enquiries, call 03 9867 3051 or email payroll@fetchrecruit.com.au.

When do I get paid?

To ensure you are paid on time, timesheets must be submitted by **Monday, 10am**.

This allows approvers until **Tuesday, 12pm** to approve or request changes.

You are paid weekly for work completed Monday to Sunday.

Payment is processed on Wednesday and may arrive overnight, depending on your bank.

To avoid rejection, ensure your timesheet is completed accurately, including start and finish times and unpaid breaks.

Why did I not get paid?

Possible reasons include:

- The incorrect timesheet was submitted
- Hours were entered incorrectly
- Bank details were not provided or are incorrect

You can check and update your bank details in the Payroll Portal.

Where do I access my payslips?

Payslips are emailed every Wednesday afternoon.

You can also view previous payslips in the portal under the **Profile** tab.

What if I do not have a superannuation account?

If you do not nominate a super fund, you will be set up with Fetch's default fund, **CBUS**, which is paid quarterly.

What if my personal details change?

You can update banking and emergency contact details in the Payroll Portal. If your address, email or phone number changes, please notify your Fetch consultant.

Why am I being taxed so highly?

High tax may be due to how your Tax File Declaration was completed.

If a signed Tax File Number Declaration is not provided, tax must be applied at the highest marginal rate.

Other common reasons include:

- Incorrect residency status selected
- Not claiming the tax-free threshold

If unsure, visit the Australian Tax Office website or refer to the Fetch tax declaration guide.

Payment Summaries

After the end of the financial year, payment summaries are uploaded to **MyGov**.

If You Are Unable to Attend Work

It is important to notify both your Fetch contact and your on-site supervisor as soon as possible.