



FAQ's for Employees

When can I enter my hours in TimeFiler?

Timesheets will be available in TimeFiler from 10am on Tuesdays (non-payroll weeks).

What is the deadline for submitting my timesheet?

Midday on the Friday prior to payday.

Do I have to submit a timesheet if I work regular hours?

Yes you do. Unsubmitted timesheets cannot be processed by Payroll until they have been submitted into TimeFiler.

New employees on rostered hours will need to manually enter their timesheet for the first payrun. TimeFiler will generate a timesheet based on your roster in subsequent payruns.

What happens if I miss the deadline for submitting my timesheet?

You will need to contact your Manager to request they enter the timesheet on your behalf.

What do I put on my timesheet for Statutory holidays?

Nothing – TimeFiler will generate a Statutory Holiday automatically if you are entitled to it.

What if I make a mistake after I've submitted my timesheet?

You can click on Unsubmit and make changes. However, once it has been approved by your Manager, you will need to contact your Manager to request they unsubmit your timesheet.

What if my Manager doesn't sign my timesheet in time?

As long as you have submitted it, the timesheet will still be paid and the manager's authorisation will be obtained retrospectively.

What happens if I forget my password and get locked out of TimeFiler?

Contact Payroll who will reset your password for you.

What happens if I work more than my rostered hours?

Just submit your timesheet as usual for your Manager to approve (your Manager will receive an alert that you have exceeded your rostered hours).

What if I have to take leave unexpectedly in the current pay period?

You will need to enter the leave on the timesheet if it occurs in the current pay period. Otherwise if you are applying for leave in the future, use My Leave tab to apply for leave (see instructions on how to apply for leave in TimeFiler).

If I have more than one manager who will approve my timesheet?

Your timesheet will be able to be viewed and approved by the relevant manager/s.

What happens if I work in two different centres on the same day?

Select the correct role ie. Playcentre and the Cost Centre ie. Akaroa

Please ensure you put each piece of work on a separate line. This also applies if you normally work from 9am – 2pm each day however you also attend a Planning meeting from 4pm – 6pm once a month ie you will need to enter these on separate lines on your timesheet.

Why can't I enter my hours in for the whole week in one go?

TimeFiler updates daily so you can only enter hours in up to the current day ie you can't enter hours to be worked in the future.

I have two Employee ID's, how do I identify which one to use?

Please check your last payslips and note which ID included wages for:

- your permanent work, which may include permanent rostered hours at a Playcentre or a Regional Office, and will include details at the bottom of your payslip showing your Annual Leave balance. All permanent time will need to be recorded using this ID;

- your fixed term or casual work, which may include relief work at a Playcentre, delivering Education programmes or Program Facilitator work (SPACE, BabiesCanPlay or CYCLE). All casual or Fixed Term work will need to be recorded using this ID.

Why is there only one hourly rate in my record in TimeFiler, when I have more than one rate?

The system only allows for one rate to show in this field, and it will normally be the lowest hourly rate that appears in this field. When each employee is setup in TimeFiler, the setup will include logging all positions and their corresponding hourly rates for each employee. This will ensure the system will match the correct hourly rate depending on the role selected when you enter your timesheet.

Why haven't I been paid for my relief work?

There are a number of reasons why this may occur. Please check the list below to see if any of these reasons occurred when submitting your timesheet:

- incomplete details on the timesheet – if you have relieved at a centre, but the centre name has not been recorded, then there is not enough information to calculate pay
- wrong Role was selected – the system needs to match the role that you have selected with the rate of pay for that role, to calculate pay. Where this has not been matched, there will be a yellow warning that a rate of pay cannot be found. If this occurs while entering your timesheet, please include additional information in the Comments field, such as Role and \$ rate of pay.
- You have recently signed a new schedule for a new role, but it was received too late to be entered into the system.

Can I take Annual Leave for a partial day?

Where an employee is wanting to take Annual Leave for a partial day, they need to also determine whether they are taking the whole day off. For example: Mary wants to take a day off work. She normally works 8.30am to 12.30 in her CSW role, and then 1pm - 3pm in her CA role. Mary only wants to use her annual leave for the hours she works as a CSW.

To do this, Mary needs to submit a leave application, and select partial days in the initial leave application. This will take her to the application page where she needs to input the actual hours for her leave. On the first line, Mary needs to select Annual Leave, 8.30 to 12.30 and put in the notes field AL for CSW role. She then needs to use the green + sign to the left, and add in a further line, selecting LWOP, 1pm to 3pm. This ensures that when the roster updates the timesheet for that day, it won't assume that Mary worked the remaining 2 hours for the day that she was rostered.

I am a CSC and a CSW. I want to take AL from my CSW role on Mon, Tues, Wed, Thurs and my CSC role on Friday. I work 4 hours CSW on Mon-Thurs and 2 hrs CSC, so a total of 6 hours for those days. I only want 4 hours leave from my CSW role Mon-Thurs and 3 hours for Friday. How do I do this on timelier?

When you create your leave request on TimeFiler, you will need to create a leave request for each day and use the 'part day option'. This will allow you to detail the hours you wish the annual leave to be applied to along with the hours that you will be working on that particular day.