

Payroll

FAQ

CLICK ON A LINK TO GET STARTED!



Timesheets

FIND ANSWERS ON ACCESSING YOUR TIMESHEET, DEADLINE TO SUBMIT OR WHAT TO DO IF THERE IS AN ISSUE WITH YOUR TIMESHEET

Getting Paid

KNOW WHEN TO EXPECT YOUR PAY, DELAYS WITH PUBLIC HOLIDAYS OR ISSUES RECEIVING YOUR PAY

Tax & Superannuation

IF YOU HAVE BEEN CHARGED A HIGHER TAX RATE, SUPERANNUATION FUNDS & PAYMENTS

Separation Certificates & Employment Confirmation

INFORMATION ON HOW TO REQUEST A SEPARATION CERTIFICATE OR EMPLOYMENT VERIFICATION

Updating Your Employee Information

WHAT TO DO IF YOU NEED TO UPDATE INFORMATION SUCH AS BANK DETAILS, SUPERANNUATION FUND OR ADDRESS ETC



Timesheets

Q: I don't have a timesheet in my portal?

A: If there is no timesheet in your portal for a site that you have worked, please contact the Symmetry Consultant you deal with.

Q: Why is my timesheet not approved?

A: All online timesheet are to be submitted by 10am each Monday morning, allowing time for Clients and SymmetryHR to approve them. These are actioned from Monday to Wednesday each week, please do not contact Payroll if your timesheet is pending approval during this time. If your timesheet is REJECTED - please read the comment as to why and ensure this is rectified ASAP.



Getting Paid

Q: When do i get paid?

A: Symmetry's pay period is from Monday through to Sunday. Your pay will be processed on Wednesday and deposited into your account by Thursday morning, following the week you have just worked. If you have a query with your pay, please email payroll@symmetryhr.com.au

Q: When do i get paid if there is a public holiday?

A: There could be a delay to your pay if a Public Holiday falls on any day prior to the normal pay day. Symmetry will send notifications in advance if there will be any delay to your pay.

Q: Why didn't I get paid?

A: There are a number of reasons that your pay may not have been processed. These include:

No timesheet received by our Payroll Department.

Timesheet not approved by Supervisor.

You haven't provided Symmetry with correct bank details.

Your timesheet was received after our deadline of 10am Monday morning.

For any queries with your pay, please email payroll@symmetryhr.com.au or call our office on 03 9566 2466.

Q: How do I get a copy of a previous payslip?

All previous payslips are accessible in your Astute portal under 'Pay Advices'



Tax & Superannuation

Q: Why was I taxed at a higher rate?

A: You may have been taxed at a higher rate if on your Tax Declaration Form you did not tick the box indicating that you wish to claim the 'Tax Free Threshold', or you selected that you are not a resident for tax purposes. If you are eligible, you can claim the 'Tax Free Threshold' from your first Employer. If you work multiple jobs you can only claim this from one Employer. Being taxed at such a high rate can also occur if you haven't provided your TFN. For further information regarding 'Tax Free Threshold' please see the ATO website: <https://www.ato.gov.au/individuals-and-families/jobs-and-employment-types/working-as-an-employee/tax-free-threshold>

Q: I don't have a Superannuation Account, how do I get one?

A: If you do not have an existing Superannuation Fund account, you can join online with any Australian Registered Superannuation Fund you choose. Once you are provided your account details, complete these in the 'Super' section of your Astute Portal. Alternatively, if you do not have an account, you can select 'use Super Fund nominated by Employer' and Symmetry can register you with our nominated Fund, which is "Australian Retirement Trust".

Q: When is Superannuation paid?

A: All Superannuation contributions are paid quarterly. Please see table below for payment dates:

QUARTERLY SUPERANNUATION GUARANTEE (SG) PAYMENT DATES

| SG Quarter | Payment Due |
|-------------------------|-------------|
| 1 July – 30 September | 28-Oct |
| 1 October – 31 December | 28-Jan |
| 1 January – 31 March | 28-Apr |
| 1 April – 30 June | 28-Jul |

Q: When will I receive my PAYG Payment Summary?

You can access your PAYG Payment Summary through your MyGov Account. These are finalised by 14th July each year.



Separation Certificates Employment Confirmation

Q: How do I get a Separation Certificate?

A: If you require a Separation Certificate, please email payroll@symmetryhr.com.au. Any request will be actioned within 3 business days.

Q: How do I get an employment verification letter?

A: If you require an Employment verification letter, please email payroll@symmetryhr.com.au. Any request will be actioned within 3 business days.



Updating Your Employee Info

Q. How do I update my Employee Details – Address, Phone, Email, Tax Scale?

A: If there are any changes to your personal information, please update these yourself by logging into your portal. Once changes are made, please click **SAVE** to ensure the updates are recorded.