

# Payroll Fact Sheet and Contacts



Western Health

## Payroll Cut-Off Times

- **Timesheets** – 11.00am Monday for Current processing run\*\*
- **RosterOn** – 9.30am 'Pay Lock' Monday for Current processing run
- **Amendments / Adjustments: Current Pay**– 11.00am Monday processing day
- **Amendments / Adjustments / Timesheets: Previous Pay** – COB Thursday prior to processing (NB: if received after Thursday they will be processed the following pay period – No Off-Cycles will be processed for these )
- **Off-Cycle Payment Requests** – 12.00pm Wednesday & Friday (\$50 charge applies)
- **Terminations - Cessation of Employment (online form)** - Use this link to process a cessation of employment for an employee
- Contact the People Services team at 03 8345 6689 or [peopleservicesoperations@wh.org.au](mailto:peopleservicesoperations@wh.org.au) for any queries

\*\* When submitting timesheets, amendments or leave forms we REQUIRE the Manager's Contact Name and Number to be clearly visible to assist with any queries that may arise

## Contact Details

- **General People and Culture Enquiries** - [westernhealthHR@wh.org.au](mailto:westernhealthHR@wh.org.au) or call (03) 8345 6689. Submit Medical & Carers Leave Certificates here.
- **People Services Operations** - [peopleservicesoperations@wh.org.au](mailto:peopleservicesoperations@wh.org.au)
- **PayHelp** – [payhelp@ssg.org.au](mailto:payhelp@ssg.org.au) or 03 9342 8925. Contact for the following: Pay queries, General enquiries, Payslip reprints, Copies of Payments Summaries (Group Certificates) and Applications for Offline payments
- **PayData** – [WHpaydata@mh.org.au](mailto:WHpaydata@mh.org.au) (Email ONLY). Leave Forms - including cancellations or changes – only for the required Leave Forms listed in the 'Payroll' section on the right of this form, Timesheets, Adjustments and Amendments
- **RosterOn Support** – [rosteronsupport@ssg.org.au](mailto:rosteronsupport@ssg.org.au) or 03 9342 8904
- **SAP Support** – [sapsupport@mh.org.au](mailto:sapsupport@mh.org.au)
- **Overpayments** – [NMW\\_MWO@ssg.org.au](mailto:NMW_MWO@ssg.org.au)
- **Recruitment** - [PCCRecruitmentAdvisors@wh.org.au](mailto:PCCRecruitmentAdvisors@wh.org.au)
- **People and Culture Systems** - [WHS-PCSystems@wh.org.au](mailto:WHS-PCSystems@wh.org.au)
- **Business Partners** - [PCCBusinessPartners@wh.org.au](mailto:PCCBusinessPartners@wh.org.au)
- **OHS** - [WHS-SafetyRisk&EmergencyManagementTeam@wh.org.au](mailto:WHS-SafetyRisk&EmergencyManagementTeam@wh.org.au)
- **Injury Management** - [WH-IMstaff@wh.org.au](mailto:WH-IMstaff@wh.org.au)
- **Wellbeing** - [WellbeingSupport@wh.org.au](mailto:WellbeingSupport@wh.org.au)

## Where do I send my Original Paperwork / Forms?

### Employees processed via Manual Timesheets:

All Leave forms and Medical Certificates should be attached to the manual timesheet and sent directly to Payroll.

### Employees processed via RosterOn:

If your employees are processed via RosterOn and taking leave that is not listed below please send these forms DIRECTLY to People & Culture for the employee's personal files, including Medical Certificates.

### Payroll – [WHpaydata@mh.org.au](mailto:WHpaydata@mh.org.au)

- Any Leave forms with a Projected Roster or require pre-payment
- Any Leave forms for Sabbatical Leave
- Amendment forms, including cancellation of leave where a Leave Form has previously been sent to Paydata (Payroll)
- On Call & Recall forms
- Any Leave form requesting LESS than 4 weeks Leave Without Pay (LWOP)
- Autopay Leave forms (**NB: RosterOn is not Autopay**)

### People and Culture – [peopleservicesoperations@wh.org.au](mailto:peopleservicesoperations@wh.org.au)

- All Long Service Leave (LSL) requests  
**NB: LSL can ONLY be taken in 1 week blocks from Monday to Sunday**
- Any Leave forms for Parental Leave, Special Leave, Purchased Leave
- Any Leave forms requesting MORE than 4 weeks Leave Without Pay (LWOP)
- Any Leave requests for Family Violence Leave
- All Personal information (i.e.: Bank Details, Change of Address)
- All Contracts, Pay Scale enquiries, Change of Status or Change of Pay Run requests
- Employment issues, Award Interpretation and EA queries
- WorkCover queries / paperwork / forms (*send to OHS& Wellbeing*)
- Salary Packaging enquiries - contact Maxxia on 1300 123 123
- Superannuation forms / queries

### People and Culture – [westernhealthHR@wh.org.au](mailto:westernhealthHR@wh.org.au)

- Medical/Carers Leave Certificates and Statutory Declarations for leave

Policy Link	Intranet Location	Updated
<a href="#">Various</a>	<a href="#">People &amp; Culture</a>	September 2022