

Question about your pay?



EMPLOYEES

Often, there is a simple reason for pay changes or discrepancies. Help us correct your pay as quickly as possible by following these steps.

1. Review your payslip

Check your payslip every fortnight and review exactly what you have been paid. Pay careful attention to deductions and pay disbursements. The sooner you identify an incorrect payment, the faster and easier it is to fix. Check your emailed payslip or log into [StaffLink](#)

2. Speak to your manager/supervisor

If you have a question about your pay, raise it with your manager/supervisor as soon as possible.

If you are a new employee, ask your manager/supervisor to check that all of your completed new starter forms have been sent to your local recruitment unit.

3. Help complete a roster adjustment

Your manager/supervisor will need to complete and authorise a roster adjustment before your pay can be amended. The process for amending and approving roster information will vary depending on your roster system and local processes. If your manager/supervisor needs help completing this step, they should contact your local Rostering/Workforce unit.

4. Check your next pay

In most cases, adjustments (underpayment or overpayment corrections) will be processed in your next pay. Remember, payroll processing occurs several days before pay day, so if changes are not submitted in time it may take two pay cycles for your pay to be corrected.



MANAGERS/SUPERVISORS

Help us resolve pay issues quickly by authorising roster adjustments as soon as possible.

1. Check the employee's roster and pay details

Start by checking the employee's roster, making sure that all hours worked and any leave has been recorded correctly. If the employee is a new starter, check that all the relevant forms have been completed and received by your local Rostering/Workforce unit.

2. Authorise any necessary roster adjustments

If an employee has been paid incorrectly because of incorrect roster information or a late roster change, you will need to authorise any roster updates or urgent corrections before their pay can be amended. How this is done will depend on your roster system and approval process. Speak to your local Rostering/Workforce unit if you need assistance.

3. Check with your Rostering/Workforce unit

If you want to check that roster changes have been received for processing, you should first check with your local Rostering/Workforce unit. They can tell you whether they have submitted the updated information for processing. This needs to occur before your employee's pay can be amended.

4. Useful links and resources

Contact Recruitment and Employee Transactional Services using the [pay query link](#) on the intranet or call 1300 679 367.

A new rostering system is progressively being rolled out for NSW Health. More information about [HealthRoster](#) is available on the intranet.

MANAGERS/SUPERVISORS: Urgent pay corrections can be processed prior to your employee's next scheduled pay date with authorisation from your health agency. For assistance, contact your local Rostering/Workforce unit.