

GUIDELINES TO PAYROLL FOR HEALTHCARE ASSISTANTS AND STUDENT NURSES

N.B The Payroll Department deal with queries in writing only. Please email carersaccounts@nurseoncall.ie or post your query to the office. Accounts queries are responded to between 12noon and 8pm Monday to Wednesday and 8am to 4pm Thursday and Friday. Queries will be responded to within approximately 48hours with the exception of weekends and bank holidays

- Normal timesheets received before 9.30PM on Monday will be paid into your account the following Tuesday at the latest depending on which bank you are with. The best way to send your timesheets is by email.
- You can scan or take a picture and email them to: carersaccounts@nurseoncall.ie
- Please make sure the picture is clear and legible
- All shifts have to be signed by the person in charge. The signature has to be in block capitals and should include full name and position.
- Time sheets have to be submitted when the shift is completed. If you do not wish to be paid for the shift, please clearly mark your timesheet with '**Do Not Pay**' or write the week number that you would like to be paid in. All '**Do Not Pay**' timesheets will be filed in out office and you can email us when you wish them to be paid.
- Our Tax week runs form Thursday to Wednesday. Please be aware that if you send too many shifts to be paid within one tax week you will be taxed at a higher rate of tax.
- In Order to avoid being on Emergency Tax all you have to do is follow the below instructions.
- Please ensure to contact revenue before you start working for Nurse on Call. You need to go on-line and log on to www.revenue.ie

If you have not registered before, please register and the revenue will send you a temporary password in the post (please allow 5-7 working days for this to arrive). Once you receive your password, please log in and follow the steps as outlined below:

1. Go to your Account
2. Click on the **Jobs & Pensions** Option. (If this is your first Job, you will need to register for the Jobs & Pensions first.

3. On the other hand, please click on 'Add Job' and from there you can enter Nurse on Call's Employers Number:

Employer Registration Number Nurses: **4883936A**

Employer Registration Number Healthcare Assistants: **8276161M**

Please note this can only be done on-line. If you have any queries you can contact them directly on the number below.

Tax Office phone Number: **1890-333-425**

Please have your **PPS number** ready when you ring them.

NB- Please note that if you are booked directly by a hospital or work site you will need to email bookings@nurseoncall.ie to let them know the shifts you are booked for. The onus is on you to do this even in the person who booked you says they are informing the booking department. Timesheets must correspond with shifts on the booking system in order to be processed.

Increments

Basic Salaries are based on the increments that people are entitled to be on. As Nurse on Call is an Agency hours and weeks worked can vary hugely from Care Assistant to Care Assistant. Therefore, the onus is on the Care Assistant themselves to let the Nurse on Call HR department know if they have moved increment or if they are due an increment increase. When a Care Assistant informs us of their change in increment we implement the change with the accounts department. Please note, there can be no backdating of pay as invoices have already been submitted once payments for shifts have gone through.

You will be paid the Increment that has been approved by Nurse on Call - HR Department. If your increment changes please ensure that you inform the Nurse on Call HR Department if not you will remain on your present increment. The email address for HR is interviewer@nurseoncall.ie

- If Nurse on Call is your sole employer, you are entitled to claim an increment for each week, once you work more than 4 hours in that week. Please note, you must work a shift a week for 48 weeks to move up an increment with Nurse on Call.
- Please ensure you inform the HR department each time you are due to move up.
- If you are also working with the HSE, please submit proof of your increment by forwarding on a copy of your payslip and we will change your increment accordingly.

Holiday Pay

Once you first complete a shift with us you begin to accumulate holiday pay. Holiday pay is calculated at a percentage of the gross pay per shift worked.

All HCAs holiday pay is calculated at 9.2% of gross shifts worked

- You can claim holiday pay at any stage of the year by attaching a holiday pay claim form and you submit this to us as you would a timesheet with the same deadlines.
- Holiday Claim forms are available on our website under 'Agency Forms to Download'. Only signed requests will be processed. You may claim your holiday pay as and when you require it.
- The purpose on holiday pay is to allow you to take paid annual leave and should be used for that purpose. Our annual leave year runs from January 1st until December 31st. At year end we will make an automatic balancing payment of any unclaimed holiday pay. This is generally made mid-February of the following year.

Bank Holiday Payments

If you work 40hours in the 5 weeks prior to a bank holiday you will receive a payment for the bank holiday, regardless of working that day or not. This is automatically paid 4-6 weeks after the bank holiday occurs.

Sick Pay

No Sick pay will be paid through Nurse on Call - Sick Pay is to be claimed through the Social Welfare.

Maternity/Paternity Benefit

Maternity/Paternity benefit is to be claimed through social welfare.