

Carers Payroll Information

N.B The Payroll Department are the ONLY department that deal with queries in relation to Payroll. Please email carersaccounts@nurseoncall.ie or post your query to the office. Accounts queries are responded to between 7am and 3:30pm Monday to Thursday and 7am to 2pm Friday. Queries will be responded to within approximately 48 hours with the exception of weekends and bank holidays. Please don't contact other departments in relation to PAYROLL queries as they don't have access to payroll information.

Tax Information

- Nurse On Call (NOC Ltd.) operates PAYE and PRSI on all payments made to carers and remits these payments to the Revenue. The appropriate PRSI class is applied (usually A) and accordingly the nurse is entitled to any benefits accruing from the payment of PRSI at that class.
- Please be aware that if you send too many shifts to be paid within one tax week you will be taxed at the higher rate of tax.
- Nurse On Call (NOC Ltd) will set you up on revenue for payment once you have submitted your first timesheet into us.
- You need to go on-line and log on to www.revenue.ie to assign your tax details to Nurse on Call once we have set you up for payment.

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 Carers: **8276161M**

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

****Please note you can't assign any tax details until we have set you up on Revenue, which will be done on the Thursday after you have submitted your first timesheet into us. ****

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

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

NAESRA- Government Pension Scheme

The Government pension scheme was brought into effect from the 01/01/26. The contribution from the employee is 1.5% of their gross weekly pay, while the employer will also contribute 1.5% on their behalf, and the government will contribute 0.5% for them. Employee's will be automatically enrolled into the scheme if they earn more than €20,000 per year, are aged between 23 and 60, are not paying into a pension through payroll.

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 Carer to Carer. Therefore, the onus is on the carer themselves to let the Nurse on Call Registration and Compliance department know if they have moved increment or if they are due an increment increase, if you are due an increase email registrationandcompliance@nurseoncall.ie . When a carer informs us of their change in increment we implement the change. 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 – Registration and Compliance Department.

- If Nurse on Call is your sole employer, you must work at least a shift a week for 52 weeks to move up an increment. Please ensure to inform the Registration and Compliance 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.

Weekly Payroll

- Normal timesheets received before 9.30pm on Monday will be paid into your bank account no later than the following Tuesday. On a week where a public holiday occurs the payments may be slightly delayed, depending on which bank you are with.
- You will receive a PIN number with your first payslip which must be kept in a safe place as you will not be able to access your payslips without it.
- Payslips are sent weekly on a Wednesday via email. You will also receive a list of shifts detailing the shifts you are being paid for with that payslip.

Timesheet

- Once registered you will be emailed personalised timesheets which include your PPS number, name and bank details. You can keep photocopies of these for further use or you can download blank timesheets from the website (www.nurseoncall.ie)
- All timesheets have to be signed by the person in charge of you during your shift. A signature is required along with full name and position in block capitals
- Timesheets MUST be submitted weekly. Please do not hold onto timesheets.
- If timesheets aren't submitted within 2 weeks of being worked, they will be considered late claims and will then have to wait for the client to process the invoice before we release the payment to you.

Timesheet Process

The steps below will outline the **critical steps involved in filing out your timesheets**, failure to follow these steps may result in payment to be withheld.

- Fill in the correct contact details on your timesheet, name, contact details, employee code and CANA ID.
- The next step is to fill in the correct dates that you worked in the correct column, then include the Hospital/Client name, ward details and the start and finish time. If you had a break time different from the statutory breaks outlined on the timesheet, please state this in the 'breaks' column and have the extra signature in the breaks must be taken column for that day. All shifts worked must be signed and written in block capitals by the **CNM1/ CNM2** in charge after each shift. It is the carer's responsibility to ensure information is clear on the timesheet. **This is extremely important as a copy of all timesheets are submitted to the Hospital/Worksite with the invoices. To ensure that the signatures and information on the timesheet is correct.**
- Once you have your timesheet filled in correctly it must be submitted into us before 9:30pm on Mondays, to be included in that coming weeks payroll.
- On Wednesday afternoon a list of shifts you are being paid that week will be sent to you. If there are any discrepancies, please email outlining the issues before 9am on Thursday. If you have sent in your timesheet before 21:30 on Monday & you haven't received a list of shifts to be paid that week, please email carersaccounts@nurseoncall.ie before 9am on Thursday.
- On Thursday afternoon you will receive your payslip for that week's payroll.
- Payment should be expected on Friday morning, but there may be delays and you might not receive it until the Tuesday on the rare occasion.

Holiday Pay

- 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.

Holiday Pay Timesheet Process

Please see below the correct steps for filling out your holiday pay timesheet below.

- Ensure you have filled in your Full Name, NOC ID and your incremental Payscale.
- The next step is to fill in the period you would like holiday pay from. This is the period of which you have previously worked that you would like to claim the accumulated holiday pay for. Alternatively, you can write the amount of holiday pay you would like to receive for that week, and we will calculate it to the nearest amount for you.
- To receive holiday pay for the week's payroll, it must be submitted into us before 9:30pm on Mondays of that payweek. If you don't receive your holiday pay included in your list of shifts on Wednesday afternoon, please email into us before 9am on Thursday morning to have this investigated before the payroll for that week is sent.

Bank Holiday Payments

If you work 40 hours 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. The amount processed out is your daily average over a 13 week period.

Shifts Booked Direct

*** It is crucial that any bookings made between the work location and you are communicated to our Bookings department **PRIOR** to the shift being worked. ***

**Any shifts not booked in with our bookings department prior to working, wont be processed payment until we receive the booking confirmation. **

The HSE are insisting that we carry out this crosscheck in order to eliminate billing errors.

Please use the following email contacts to register the bookings:

Dublin office - bookings@nurseoncall.ie

Cork office - corkoffice@nurseoncall.ie