

# Timesheet Completion Guide

Completing timesheets that are legible, accurate, and sent on time is of paramount importance for several reasons. It ensures that employees are paid correctly and promptly, safeguarding their rights. Accurate timesheets are essential for businesses to improve efficiency and ensure accurate reporting.

Employers are also required to maintain complete and accurate records of hours worked by their employees, and they must be legible, current, and easily accessible should they be requested by agencies such as the NDIS Commission or FairWork. Therefore, by adhering to these practices, both employees and employers can avoid disputes, maintain compliance with regulations, and facilitate smooth and fair payment processes.

One2One provides timesheets via a timesheet book or as an [Electronic Timesheet](#) that can be populated with the relevant information.

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Note: If your situation is not provided as an example in this guide or you require further assistance, please contact your Service Coordinator for more information.

## 1. Completing the Timesheet

Timesheets are required to be completed by each employee based on the support provided within a pay period. Additionally, a separate timesheet is required for each consumer you support.

This process below will explain how to complete your timesheet and provide some sample scenarios and details.

### Timesheet Header Details

At the top of the timesheet, the header information is required for the pay period, the consumer supported and the employee name. These names must be entered in full and be correct.

Pay periods are fortnightly (2 weeks) and start at 12am Friday morning and end on a Thursday at midnight 12am.

*Note: If you require a list of the pay periods, please contact your service coordinator.*

For example, if the pay period is 05/01/2024 to 18/01/2024 and I was supporting the consumer known as Sally Sample, it would look as follows:

PAY DETAILS			
PAY PERIOD: Friday	<u>05/01/2024</u>	to Thursday	<u>18/01/2024</u>
Consumer Supported:	<u>SALLY SAMPLE</u>	Employee:	<u>PETA PERFECT</u>

After completing the top section, the Days and times of support can be entered.

### Days and Times

The Days and Times of your timesheet need to be completed with day, date, time, etc. Below is an explanation of each column and what to enter. Some specific scenario examples are also provided after the table.

Column	Details	Example
<b>DAY</b>	Enter the day name for the day the support commenced, this can be abbreviated e.g. FRI for Friday	FRI
<b>DATE</b>	Enter the date, including the month	05/01
<b>START</b>	Enter the time you started, ensuring you use AM or PM for the time	6:00 AM
<b>FINISH</b>	Enter the time you finished, ensuring you use AM or PM for the time	8:00 AM
	Insert details on how to calculate minutes to decimal and to round up to nearest 15 minutes	
<b>HRS M-F</b>	If the support was on a weekday, that was not a public holiday. Enter the total number of hours completed as a decimal number e.g. the hours between the start and finish time	2.00
<b>HRS WE-PH</b>	If the support was on a weekend or a public holiday. Enter the total number of hours completed as a decimal number e.g. the hours between the start and finish time	2.00
<b>LEAVE/OTHER HRS</b>	If the hours completed were for other reasons, e.g. leave, on-call, or sleepover, enter the number of hours as a decimal in this column.	
<b>O/NIGHT (Y/N)</b>	Did the shift include an overnight sleep portion e.g. a sleepover or a 24-hour shift, if YES, enter as such otherwise, leave blank	

<b>DESCRIPTION</b>	If the service was a direct care support, this can be left blank. If the time was for other reasons, including late cancellations, on-call shift, 24-hour shift Training, Online Training, Remote Support, Leave, etc.	
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At the end of the Day/Date list, there is a total row for totalling the hours, etc. The totals are to be added and shown for each column. These totals can be seen on the [Example Completed Timesheet](#) at the end of this guide.

## Examples of Common Shifts

### Late Cancellation

In the event, a rostered shift does not go ahead, and 7 days' notice **has not** occurred, the support is reported as a Late Cancellation. This support is still entered on the Days & Times table with the rostered values and a comment in the Description as to it being a late cancellation and why.

DAY	DATE	START	FINISH	HRS M-F	HRS WE-PH	LEAVE /OTHER HRS	O/NIGHT (Y/N)	DESCRIPTION
FRI	05/01	3:00 PM	6:00 PM	3.00				LATE CANCEL – SALLY UNWELL

### Support with Sleepover

If your support was active support, that then included a Sleepover e.g. you slept at the consumer's home overnight, the active support hours and time asleep are entered on separate lines

DAY	DATE	START	FINISH	HRS M-F	HRS WE-PH	LEAVE /OTHER HRS	O/NIGHT (Y/N)	DESCRIPTION
THU	11/01	6:00 PM	10:00 PM	4.00				
		10:00 PM	6:00 AM			8.00	Y	SLEEPOVER
FRI	12/01	6:00 AM	8:00 AM	2.00				

### Night Active Support

If you are supporting the consumer overnight and the support is active (you are requested to be awake and support the whole time) this must be recorded with the times completed.

Additionally, if this crosses over a period, e.g. Friday into a weekend, the hours need to be split into the applicable columns. In the example below, one line shows the Night active was from a Friday evening into a Saturday morning and other shows from Sunday evening into Monday morning

DAY	DATE	START	FINISH	HRS M-F	HRS WE-PH	LEAVE /OTHER HRS	O/NIGHT (Y/N)	DESCRIPTION
FRI	12/01	10:30 PM	6:30 AM	1.50	6.50			NIGHT ACTIVE
SUN	14/01	10:30 PM	6:30 AM	6.50	1.50			NIGHT ACTIVE

On-call Support

*Note: Before you can complete On-call shifts, you must have reviewed and signed an On-call addendum to your contract. Refer to your Service Coordinator if you are unsure.*

If you have been requested to complete an on-call period, this time must also be entered as per what time you were on call. In the event you do receive any calls, these times must also be recorded. In the example below, you will see an on-call period that included a call that required remote support (over the phone) for 15 minutes and then another period that required a return to support at the consumer's home for 1.5 hours.

DAY	DATE	START	FINISH	HRS M-F	HRS WE-PH	LEAVE /OTHER HRS	O/NIGHT (Y/N)	DESCRIPTION
SAT	06/01	8:00 PM	6:00 AM			10.00		ON CALL
		9:30 PM	9:45 PM		0.25			PHONE CALL
SUN	07/01	8:00 PM	6:00 AM			10.00		ON CALL
		9:00 PM	10:30 PM		1.50			IN PERSON CALL

24hr Shift

If you are completing a 24hr Support e.g. 2pm to 2pm, the support is entered as the full number of hours, even if you had the opportunity to 'sleep'.

DAY	DATE	START	FINISH	HRS M-F	HRS WE-PH	LEAVE /OTHER HRS	O/NIGHT (Y/N)	DESCRIPTION
TUE	09/01	2:00 PM	2:00 PM	24.00				

Team Meetings or Supervision

From time to time, you will be asked to attend Team meetings or supervision meetings by Service Coordinators. When this is completed, the relevant information must be recorded. In the example below, you will see times for both types of hours as well as both for in-person and online. You will note that only the online times need to be noted as such, the other are assumed as in person for processing your timesheet.

DAY	DATE	START	FINISH	HRS M-F	HRS WE-PH	LEAVE /OTHER HRS	O/NIGHT (Y/N)	DESCRIPTION
TUE	09/01	09:00 AM	10:00 AM	1.00				SUPERVISION
WED	10/01	09:00 AM	10:00 AM	1.00				SUPERVISION ONLINE
THU	11/01	09:00 AM	10:00 AM	1.00				TEAM MEETING
FRI	12/01	09:00 AM	10:00 AM	1.00				TEAM MEETING ONLINE

Training In Person

If you attend an in-person training session, e.g. O2O Induction, the time is also to be recorded on your timesheet. If this has been requested, usually, an email will be provided with the number of hours to be added to your timesheet.

DAY	DATE	START	FINISH	HRS M-F	HRS WE-PH	LEAVE /OTHER HRS	O/NIGHT (Y/N)	DESCRIPTION
WED	10/01	9:30 AM	1:00 PM	3.50				INDUCTION TRAINING

Training Online

If required, you will be requested to complete online training. Once this training is completed, the times are to be entered on your timesheet at the time you completed the training, as well as a note of what training it was. The time allocated for each course will be provided in the email you are sent once you are enrolled in the training.

DAY	DATE	START	FINISH	HRS M-F	HRS WE-PH	LEAVE /OTHER HRS	O/NIGHT (Y/N)	DESCRIPTION
FRI	12/01	6:00 AM	9:00 AM	3.00				ONLINE TRAINING – MANUAL HANDLING
		9:00 AM	10:00 AM	1.00				ONLINE TRAINING – INFECTION CONTROL

Leave

If leave is taken, the leave period will be entered based on the days and times the 'usual' support would have occurred. For Example, below you will see an example of annual leave that was taken when the worker would have usually completed a 5-hour shift.

DAY	DATE	START	FINISH	HRS M-F	HRS WE-PH	LEAVE /OTHER HRS	O/NIGHT (Y/N)	DESCRIPTION
TUE	16/01	10:00 AM	3:00 PM			5.00		ANNUAL LEAVE

Special Support

If you are providing specific supports that are required to be noted separately, your Service Coordinator will advise you of this and how to record it.

An example may be Support for Finding & Keeping a Job as per below

DAY	DATE	START	FINISH	HRS M-F	HRS WE-PH	LEAVE /OTHER HRS	O/NIGHT (Y/N)	DESCRIPTION
TUE	16/01	10:00 AM	3:00 PM	5.00				FIND & KEEP JOB

### 3. Reimbursement/Expenditure Table

At the bottom of the timesheet, a second table is available for reporting any kilometres and reimbursements.

#### Travel Kilometres

If travel kilometres were completed in the worker's own vehicle with the consumer, and they are approved, the kilometres are to be entered for payment. The details entered need to match each support provided and be provided in detail.

DATE	PURCHASE DETAILS/JOURNEY DETAILS	RECEIPT AMOUNTS	NO OF KMS
10/01	Travel to midland shops & back home		20
13/01	Travel to Perth zoo & back		37

#### Reimbursements

If approved by the consumer's Service Coordinator, reimbursements can be claimed. These are to be entered on the timesheet as per the example below. You must also provide a matching receipt for this when you submit your timesheet.

DATE	PURCHASE DETAILS/JOURNEY DETAILS	RECEIPT AMOUNTS	NO OF KMS
13/01	Parking at zoo – receipt attached	\$8.00	

Once completed, the total must also be updated, this is provided as an example on the [Example Completed Timesheet](#) at the end of this guide.

### 4. Employee Declaration

After you have completed the details for the fortnight and ensure all information is correct, you must sign to declare the information is true and correct. This is compiled at the Employee Signature line as per the example below.

I declare the above information is a true and correct record.

Signed Employee signature: \_\_\_\_\_

Approved Employer/Employer representative signature: \_\_\_\_\_

The second signature line for 'Approved', is for the Consumer or Service Coordinator to sign.

### 5. How to compose your Timesheet's Filename

<b>One2One Contract Staff:</b>	employee name (lower case) – CONSUMER NAME (upper case) e.g. If the timesheet is Josh Kennedy working with Shannon Hurn it would be: <b>kennedy josh – HURN SHANNON</b>
<b>Shared Management Staff:</b>	EMPLOYER NAME (upper case) – employee name (lower case) e.g. If the timesheet Scott Fisher working with Andrew Vlahov it would be: <b>VLAHOV ANDREW – fisher scott</b>

## 6. How to Send Your Timesheet

Upon completing your timesheet, the timesheet is to be emailed to the Service Coordinator for the consumer. If you have multiple consumers you support, you will complete multiple timesheets and send them to each applicable Service coordinator.

*Note: Each timesheet needs to be sent in PDF format.*

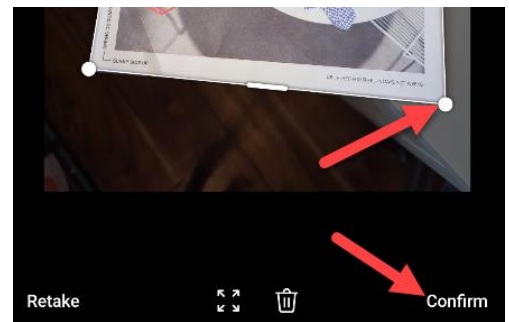
If you have completed your timesheet using a timesheet book, you will need to either scan your timesheet and save it as a PDF, this can be done using a scanner at home, or you can use an application on your phone.

Please ensure you compose your Timesheet's Filename in accordance with [How to compose your Timesheet's Filename](#)

### Timesheet Book - Scan to PDF using your Microsoft Lens on **Android**.

*Note: this requires the [Microsoft lens](#) application to be downloaded to your device.*

- Open Microsoft Lens on your Android device and make sure you're using the "Document" tool in the bottom bar. Point the camera at the document and tap the shutter button to snap a photo. You may see Lens automatically detect the outline of the document.
- Next, use the handles on the following screen to outline the document, then tap "Confirm" to proceed.
- Now there are a few more tools at your disposal. You can add another photo, apply filters, crop, rotate, and more.
- Tap "Done" when you're ready.
- Lastly, you can edit the name of the document, choose to save it as a PDF, and tap "Save." You can then use your email or message applications to send the file.

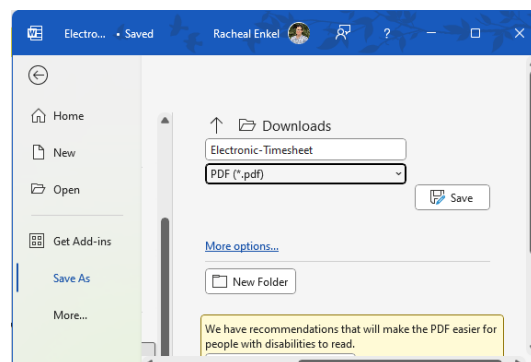


### Timesheet Book - Scan to PDF using an **iPhone**

- Go to the App Store and install [Adobe Scan](#) then Launch the app and sign into your Adobe account.
- Using the slider, which is located below the camera, select the option for document.
- Take a photo of the document, book or whiteboard you'd like to scan. Adobe Scan automatically identifies its borders and captures the scan for you. Select Continue, or Retake to scan again. Once the app has captured the document, you can use the tools to drag and crop it into shape.
- Once you've finished, click to view your scanned images at the bottom right corner and edit until you're happy. Create a custom title, adjust the white balance, add markups, and more. Click Save PDF to finalise your edits.

## **Electronic Timesheet – Save as PDF**

- If you have completed your timesheet using the [Electronic Timesheet](#), you will have the document in MS Word with all details entered.
- Once completed, go to the ribbon (at the top of the application) and choose File → Save as.
- You can then choose where to save the file and, what to name it. Ensure each timesheet is appropriately named according to the Employer situation for that consumer
- After entering the name of the file, ensure you change it to PDF format and click Save.





### Example of a Completed Timesheet

PAY PERIOD: Friday 05/01/2024 to Thursday 18/01/2024

Consumer Supported: SALLY SAMPLE Employee: PETA PERFECT

DAY	DATE	START	FINISH	HRS M-F	HRS WE-PH	LEAVE/ OTHER HRS	O/NIGHT (Y/N)	DESCRIPTION
FRI	05/01	6:00 AM	8:00 AM	2.00				
		3:00 PM	6:00 PM	3.00				LATE CANCEL – SALLY UNWELL
SAT	06/01	1:00 PM	8:00 PM		7.00			
		8:00 PM	6:00 AM			10.00		ON CALL
TUE	09/01	7:00 AM	7:00 AM	24.00				
WED	10/01	9:00 AM	12:30 PM	3.50				INDUCTION TRAINING
THU	11/01	6:00 PM	10:00 PM	4.00				
		10:00 PM	6:00 AM			8.00	Y	SLEEPOVER
FRI	12/01	6:00 AM	8:00 AM	2.00				ONLINE TRAINING – BOWEL CARE
		10:30 PM	6:30 AM	1.50	6.50			NIGHT ACTIVE
TUE	16/01	10:00 AM	2:00 PM			4.00		ANNUAL LEAVE
<b>TOTALS</b>				40.00	13.50	22.00	2	

### REIMBURSEMENT / EXPENDITURE DETAILS (Receipts are required)

DATE	PURCHASE DETAILS/JOURNEY DETAILS	RECEIPT AMOUNTS	No. of Km's
10/01	TRAVEL TO SHOPS & BACK		20.00
13/01	TRAVEL TO ZOO & BACK		37.00
13/01	PARKING AT ZOO – RECEIPT ATTACHED	\$8.00	
<b>TOTALS</b>		\$8.00	57.00

I declare the above information is a true and correct record.

Signed Employee signature: \_\_\_\_\_

Approved Employer/Employer representative signature: \_\_\_\_\_