

ShiftCare

Unlocking SCHADS Award Success: Mastering Compliance with Xero

(Rates accurate at time of publication – 01/07/2024)

Xero Pay Items Required

Note: If you have both FT/PT AND Casual staff, you will need 2 pay items for each

Ordinary Time Earnings

Ordinary Hours (Rate per unit: Hours, Rate per Unit: (blank))

Afternoon Hours (Multiple of employee's ordinary earnings rate: Casual 1.1, FT/PT 1.125)

Night Hours (Multiple of employee's ordinary earnings rate: Casual 1.12, FT/PT 1.15)

Saturday Hours (Multiple of employee's ordinary earnings rate: Casual 1.4, FT/PT 1.5)

Sunday Hours (Multiple of employee's ordinary earnings rate: Casual 1.8, FT/PT 2)

Public Holiday Hours (Multiple of employee's ordinary earnings rate: Casual 2.2, FT/PT 2.5)

Overtime Earnings

Overtime (1.5x) (Multiple of employee's ordinary earnings rate: Casual 1.4, FT/PT 1.5)

Overtime (2x) (Multiple of employee's ordinary earnings rate: Casual 1.8, FT/PT 2)

Overtime (2.5x) (Multiple of employee's ordinary earnings rate: Casual 2.2, FT/PT 2.5)

(note: Overtime pay items above should be ticked: "Exempt from Superannuation Guarantee Contribution". Super is only required to be paid on ordinary time earnings)

Allowances

Mileage (Allowance, Type of Units: Hours, Rate per Unit: .99)

Broken Shift Allowance 1 (Allowance, Type of Units: Hours, Rate per Unit: 20.82)

Broken Shift Allowance 2 (Allowance, Type of Units: Hours, Rate per Unit: 27.56)

Meal Allowance (Allowance, Type of Units: Hours, Rate per Unit: 16.62)

Sleepover Allowance (Allowance, Type of Units: Hours, Rate per Unit: 60.02)

Expenses (Allowance, Type of Units: Hours, Rate per Unit: 1)

Note: Please ensure you set ordinary pay rate for each employee in their xero profile > pay template



How to Roster an Inactive Sleepover Shift

Relevant SCHADS resources:

29.2 (b): **Night shift** means any shift which finishes after 12 midnight or commences before 6.00 am Monday to Friday.

29.3 (b): An employee who works a night shift will be paid a loading of 15% of their ordinary rate of pay for the whole of such shift.

29.4: Shifts are to be worked in one continuous block of hours that may include meal breaks and sleepovers, except where broken in accordance with clause 25.6.(Broken Shift Allowance)

25.7 (c): The span for a sleepover will be a continuous period of 8 hours. Employees will be provided with a separate room with a bed and clean linen, the use of appropriate facilities (including access to food preparation facilities and staff facilities where these exist) and free board and lodging for each night when the employee sleeps over.

25.7 (f): An employer may roster an employee to perform work immediately before and/or immediately after the sleepover period, but must roster the employee or pay the employee for at least four hours' work for at least one of these periods of work. The payment prescribed by 25.7(d) will be in addition to the minimum payment prescribed by this subclause.

ShiftCare Pay Group Setup Requirement

You must create a pay group set up as below:

Day of Week	Time	Effective Date	Xero Pay Item
Public Holidays	12 am - 12 am	01-07-2023	Public Holiday Hours
Weekdays - Mon Tue Wed Thu Fri	12 am - 12 am	01-07-2022	Night Hours
Saturday	12 am - 12 am	01-07-2022	Saturday Hours
Sunday	12 am - 12 am	01-07-2022	Sunday Hours

In ShiftCare, Sleepover Shifts need to be split into 2 or 3 shifts:

- (a) 1 or 2 shifts for the time before and after the sleepover (one of these shifts must be at least 4 hours long)
BOTH SHIFTS MUST HAVE "Choose Pay Group" SET TO: "Night Rate"

The screenshot shows a user interface for setting up a shift. At the top, there is a header with a user icon labeled 'Carer' and a toggle switch for 'Add to Job Board'. Below this, there are two main sections: 'Choose carer' and 'Choose pay group'. The 'Choose carer' section has a search icon, a warning icon, and a dropdown menu currently showing 'Android Carer'. To the right of this is a 'Notify carer' checkbox which is unchecked. The 'Choose pay group' section has a dropdown menu currently showing 'Night Rate'. A red arrow points from the 'Choose pay group' label to the 'Night Rate' dropdown.

- (b) Shift for sleepover
SLEEPOVER SHIFT MUST HAVE "Sleepover Allowance" ALLOWANCE ATTACHED TO SHIFT



How to invoice for an inactive sleepover

As per the NDIS Price Arrangements & Price Limits 2023-24 (Page 16):

If a support to a participant does not meet one of the above criteria then it needs to be billed as two or more separate supports. An exception to this general rule occurs when a particular support crosses a shift boundary and the same worker delivers the entire support. In this case, the higher of the relevant price limits applies to the entire support and the provider should make the claim against the relevant support item. Providers are required to discuss this billing arrangement with the participant.

This means you can invoice the shifts before and after the sleepover at the night rate. Because ShiftCare looks at the times of the shifts, and determines charges automatically, we will need to duplicate the price book of the service you provide, and set the night rate for the whole day Mon – Fri.

Example: Matthew is a participant who is receiving Assistance In Supported Independent Living Standard – He is receiving 5 hours of care from 5pm-10pm, the carer is sleeping from 10pm-6am, then receiving 2 hours of care 6am-8am.

1. Go to Account > Prices
2. Click “Copy” on the “01 Assistance In Supported Independent Living Standard” price book
3. Name the new copy “01 Assistance In Supported Independent Living Standard Night Shift”
4. Click “Edit” on the 01 Assistance In Supported Independent Living Standard Night Shift” book
5. Tick the “Delete” box on the weekday 6am-8pm line, and the weekday 8pm-12am line
6. On the weekday “12am-6am” line, change the 6am to 12am – click save

You should be left with a pricebook that looks like this:

01 Assistance In Supported Independent Living Standard Night Rate ↗							COPY	ARCHIVE	EDIT
Day of Week	Time	Per Hour	Reference Number (Hour)	Per Km	Reference Number	Effective Date	Multiplier		
Weekdays - Mon Tue Wed Thu Fri	12 am - 12 am	\$73.46	01_803_0115_1_1	\$0.97	01_799_0115_1_1	01-07-2023	1:1		
Saturday	12 am - 12 am	\$92.12	01_804_0115_1_1	\$0.97	01_799_0115_1_1	01-07-2023	1:1		
Sunday	12 am - 12 am	\$118.78	01_805_0115_1_1	\$0.97	01_799_0115_1_1	01-07-2023	1:1		
Public Holidays	12 am - 12 am	\$145.44	01_806_0115_1_1	\$0.97	01_799_0115_1_1	01-07-2023	1:1		

The 2 shifts before and after the sleepover should be set to the price book of 01 Assistance In Supported Independent Living Standard Night Rate – ensuring the night rate will be charged for all shifts.



How to pay staff overtime when they work during sleepover shift

Relevant SCHADS resources:

25.7 (e): In the event of the employee on sleepover being required to perform work during the sleepover period, the employee will be paid for the time worked at the prescribed overtime rate with a minimum payment as for one hour worked. Where such work exceeds one hour, payment will be made at the prescribed overtime rate for the duration of the work.

28.1 (b)(iv): All time worked outside the span of hours by part-time and casual day workers will be paid for at the rate of time and a half for the first two hours and double time thereafter, except that on Sundays such overtime will be paid for at the rate of double time and on public holidays at the rate of double time and a half.

20.5 (a) An employee will be supplied with an adequate meal where an employer has adequate cooking and dining facilities or be paid a meal allowance of \$15.20 in addition to any overtime payment as follows:

- (i) when required to work more than one hour after the usual finishing hour of work or, in the case of shiftworkers, when the overtime work on any shift exceeds one hour; and
- (ii) provided that where such overtime work exceeds four hours a further meal allowance of \$15.20 will be paid.

ShiftCare Allowances Setup Requirements

Name	Type	Value	Xero Pay Item
Overtime 15 Minutes (1.5x)	One-off	0.25	Overtime (1.5x)
Overtime 15 Minutes (2.5x)	One-off	0.25	Overtime (2.5x)
Overtime 15 Minutes (2x)	One-off	0.25	Overtime (2x)
Overtime 1 Hour (1.5x)	One-off	1	Overtime (1.5x)
Overtime 1 Hour (2.5x)	One-off	1	Overtime (2.5x)
Overtime 1 Hour (2x)	One-off	1	Overtime (2x)
Overtime 2 Hours (1.5x)	One-off	2	Overtime (1.5x)
Overtime 2 Hours (2.5x)	One-off	2	Overtime (2.5x)
Overtime 2 Hours (2x)	One-off	2	Overtime (2x)
Overtime 30 minutes (1.5x)	One-off	0.5	Overtime (1.5x)
Overtime 30 Minutes (2.5x)	One-off	0.5	Overtime (2.5x)
Overtime 30 Minutes (2x)	One-off	0.5	Overtime (2x)
Overtime 3 Hours (2.5x)	One-off	3	Overtime (2.5x)
Overtime 3 Hours (2x)	One-off	3	Overtime (2x)
Overtime 4 Hours (2.5x)	One-off	4	Overtime (2.5x)
Overtime 4 Hours (2x)	One-off	4	Overtime (2x)
Overtime 5 Hours (2.5x)	One-off	5	Overtime (2.5x)
Overtime 5 Hours (2x)	One-off	5	Overtime (2x)
Meal Allowance	One-off	1	Meal Allowance
Meal Allowance x2	One-off	2	Meal Allowance

(This can be customised as needed) – above is a typical setup.



If staff member does up to 1 hour of active time:

- Open Sleepover Shift and add "Overtime 1 Hour (1.5x)" Allowance to shift (leave sleepover allowance on shift still)

If Staff member does more than 1 hour, but not more than 2 hours of active time:

- Open Sleepover shift and add "Overtime (1.5x)" allowances to pay appropriate amount of time. Example: if 1 hour and 45 minutes, you would add "Overtime 1 Hour (1.5x)" + "Overtime 30 minutes (1.5x)" + "Overtime 15 minutes (1.5x)" to the shift (leave sleepover allowance on shift still)
- You must also add "Meal Allowance" allowance to the shift

If staff member does more than 2 hours of active time:

- Open Sleepover Shift and add "Overtime 2 hours (1.5x)" and add further allowances for additional hours over 2 hours. Example: if 4 hours and 30 minutes, you would add "Overtime 2 Hours (1.5x)" + "Overtime 2 Hours (2x)" + "Overtime 30 minutes (2x)" to the shift (leave sleepover allowance on shift still)
- You must also add "Meal Allowance" allowance to the shift
- If overtime is greater than 4 hours, you must add "Meal Allowance x2" allowance instead of "Meal Allowance" allowance.

NOTE: IF ACTIVE TIME IS ON SUNDAY ALL OVERTIME SHOULD BE 2x – IF ACTIVE TIME IS ON PUBLIC HOLIDAY ALL OVERTIME SHOULD BE 2.5x

How to invoice Clients for active time worked during sleepover

The sleepover portion is charged as a fixed rate, but if your carer wakes up during the night and provides active care, this should be invoiced to the client. To do this, you will open up the shift, and go to "advanced edit". You will use the "Split" button on the client side to add additional charges.

Example: Michael was woken up during his sleepover, and provided 2 hours of support to the client between 2am-4am. Your shift should look like this in the client section of advanced edit:

The screenshot displays the 'Client' section of the advanced edit interface. At the top, there is a 'Client' header with a dropdown menu showing 'Tom Cruise'. Below this, there are two rows of shift details for 'Tom Cruise'. Each row includes a start time, end time, a dropdown menu for the shift type, a ratio, and a role. The first row shows a shift from 10:00 AM to 06:00 AM with a 1:1 ratio and 'Core Support' role, under the category '01 Assistance In Supported Independent Living Time Sleepover'. The second row shows a shift from 02:00 AM to 04:00 AM with a 1:1 ratio and 'Core Support' role, under the category '01 Assistance In Supported Independent Living Standard'. Each row has a 'Split' button.

How to Pay Broken Shift Allowances

Relevant SCHADS resources:

This clause only applies to social and community services employees when undertaking disability services work and home care employees.

25.6 (a) Broken shift with 1 unpaid break

(i) An employer may only roster an employee to work a broken shift of 2 periods of work with 1 unpaid break (other than a meal break).

(ii) An employee rostered to work a broken shift with 1 unpaid break must be paid the allowance in clause 20.12(a).

(b) Agreement to work a broken shift with 2 unpaid breaks

(i) Despite clause 25.6(a), an employer and an employee may agree that the employee will work a broken shift of 3 periods of work with 2 unpaid breaks (other than meal breaks).

(ii) An agreement under clause 25.6(b)(i) must be made before each occasion that the employee is to work a broken shift with 2 unpaid breaks unless the working of the 2-break broken shift is part of the agreed regular pattern of work in an agreement made under clause 10.3 or subsequently varied.

(iii) An employee who works a broken shift with 2 unpaid breaks must be paid the allowance in clause 20.12(b).

20.12(a) An employee required to work a broken shift with 1 unpaid break in accordance with clause 25.6(a) will be paid an allowance of 1.7% (\$19.39) of the standard rate, per broken shift.

20.12(b) An employee who agrees to work a broken shift with 2 unpaid breaks in accordance with clause 25.6(b) will be paid an allowance of 2.25% (\$25.67) of the standard rate, per broken shift.

ShiftCare Allowances Setup Requirements

Name	Type	Value	Xero Pay Item
Broken Shift Allowance	One-off	1	Broken Shift Allowance 1
Broken Shift Allowance x2	One-off	1	Broken Shift Allowance 2

1 Shift during the 12-hour period will need to be edited to add the single or double “Broken Shift Allowance” allowance to the shift. Other Shifts will not be affected.



Paying Overtime on Shifts

28.1 (b) (ii) All time worked by part-time or casual employees which exceeds 10 hours per day, will be paid at the rate of time and a half for the first 2 hours and double time thereafter, except on Sundays when overtime will be paid for at the rate of double time, and on public holidays at the rate of double time and a half.

20.5 (a) An employee will be supplied with an adequate meal where an employer has adequate cooking and dining facilities or be paid a meal allowance of \$15.20 in addition to any overtime payment as follows:

(i) when required to work more than one hour after the usual finishing hour of work or, in the case of shiftworkers, when the overtime work on any shift exceeds one hour; and

(ii) provided that where such overtime work exceeds four hours a further meal allowance of \$15.20 will be paid.

ShiftCare Allowances Setup Requirements

Name	Type	Value	Xero Pay Item
10 Hours Afternoon Hours	Override hours	10	Afternoon Hours
10 Hours Night Hours	Override hours	10	Night Hours
10 Hours Ordinary Hours	Override hours	10	Ordinary Hours
Overtime 15 Minutes (1.5x)	One-off	0.25	Overtime (1.5x)
Overtime 15 Minutes (2.5x)	One-off	0.25	Overtime (2.5x)
Overtime 15 Minutes (2x)	One-off	0.25	Overtime (2x)
Overtime 1 Hour (1.5x)	One-off	1	Overtime (1.5x)
Overtime 1 Hour (2.5x)	One-off	1	Overtime (2.5x)
Overtime 1 Hour (2x)	One-off	1	Overtime (2x)
Overtime 2 Hours (1.5x)	One-off	2	Overtime (1.5x)
Overtime 2 Hours (2.5x)	One-off	2	Overtime (2.5x)
Overtime 2 Hours (2x)	One-off	2	Overtime (2x)
Overtime 30 minutes (1.5x)	One-off	0.5	Overtime (1.5x)
Overtime 30 Minutes (2.5x)	One-off	0.5	Overtime (2.5x)
Overtime 30 Minutes (2x)	One-off	0.5	Overtime (2x)
Overtime 3 Hours (2.5x)	One-off	3	Overtime (2.5x)
Overtime 3 Hours (2x)	One-off	3	Overtime (2x)
Overtime 4 Hours (2.5x)	One-off	4	Overtime (2.5x)
Overtime 4 Hours (2x)	One-off	4	Overtime (2x)
Overtime 5 Hours (2.5x)	One-off	5	Overtime (2.5x)
Overtime 5 Hours (2x)	One-off	5	Overtime (2x)
Meal Allowance	One-off	1	Meal Allowance
Meal Allowance x2	One-off	2	Meal Allowance

(This can be customised as needed) – above is a typical setup (**NOTE: 10 hour allowances use override hours type**).



When a staff member is rostered on for a shift that is greater than 10 hours:

- Open shift and add appropriate "10 hour" allowance for shift type
- Add "Overtime (1.5x)" allowances to pay appropriate amount of time. Example: if 1 hour and 45 minutes, you would add "Overtime 1 Hour (1.5x)" + "Overtime 30 minutes (1.5x)" + "Overtime 15 minutes (1.5x)" to the shift (leave sleepover allowance on shift still)
- Add "Overtime (2x)" Allowances as needed for any overtime above 2 hours
- Add "Meal Allowance" allowance to shift if more than 1 hour of overtime and not more than 4 hours.
- Add "Meal Allowance x2" allowance to shift if more than 4 hours of overtime

Example: Matthew is rostered on for a 14 hour shift – 10am to Midnight on Wednesday

In this case, you would add "10 Hours Afternoon Hours" + "Overtime 2 Hours (1.5x)" + "Overtime 2 Hours (2x)" allowances to the shift.

This would result in Matthew being paid 10 hours at afternoon rate (due to shift being Afternoon Shift) as well as 2 Hours of overtime at 1.5x and 2 Hours of overtime at 2x and 1 Meal Allowance.



How to Pay Staff Provider Travel

NDIS Pricing Arrangements and Price Limits reference (page 18-19):

Provider Travel

Providers can only claim from a participant's plan for travel costs in respect of the delivery of a support item if all of the following conditions are met: *General Claiming Rules*

- The *NDIS Pricing Arrangements and Price Limits* indicates that providers can claim for Provider Travel in respect of that support item; and
- The proposed charges for the activities comply with the *NDIS Pricing Arrangements and Price Limits* and
- The activities are part of delivering a specific disability support item to that participant; and
- The support is delivered directly (face-to-face) to the participant; and
- The provider explains the activities to the participant, including why they represent the best use of the participant's funds (that is, the provider explains the value of these activities to the participant); and
- The provider has the agreement of the participant in advance (that is, the Agreement between the participant and provider should specify the travel costs that can be claimed); and
- The provider is required to pay the worker delivering the support for the time they spent travelling as a result of the agreement under which the worker is employed; or the provider is a sole trader and is travelling from their usual place of work to or from the participant, or between participants.

Provider Travel – Labour Costs (Time)

Where a provider claims for travel time in respect of a support then the maximum amount of travel time that they can claim for the time spent travelling to each participant (for each eligible worker) is 30 minutes in MMM1-3 areas and 60 minutes in MMM4-5 areas. (Note the relevant MMM classification is the classification of the area where the participant is when the support is delivered.)

In addition to the above travel, providers delivering core and capacity-building supports are permitted to claim for provider travel in respect of a support item can also claim for the time spent travelling from the last participant to their usual place of work. Note, this travel is only claimable when the provider must pay their worker for the return travel time. The maximum amount of travel time that they can claim for the time spent on return travel (for each eligible worker) is 30 minutes in MMM1-3 areas and 60 minutes in MMM4-5 areas. (Note the relevant MMM classification is the classification of the area where the participant is when the support is delivered.)

ShiftCare Allowances Setup Requirements

Name	Type	Value	Xero Pay Item
Provider Travel 15 Minutes Afternoon Shift	One-off	0.25	Afternoon Hours
Provider Travel 15 Minutes Night Shift	One-off	0.25	Night Hours
Provider Travel 15 Minutes Ordinary Hours	One-off	0.25	Ordinary Hours
Provider Travel 30 mins Ordinary Hours	One-off	0.5	Ordinary Hours
Provider Travel 30 Minutes Afternoon Shift	One-off	0.5	Afternoon Hours
Provider Travel 30 Minutes Night Shift	One-off	0.5	Night Hours

(This can be customised as needed) – above is a typical setup

When a shift is required to pay a staff member for provider travel, simply add the appropriate allowance to the shift, it will pay the additional time on top of the hours worked. If staff member is being paid 1 hour (30 minutes before shift, 30 minutes after shift) of provider travel, you will need to create allowance for 1 hour and add to shift.

Invoicing Customers for Provider Travel

Provider travel is invoiced using the same line item code as the service provided during the shift, but the line description should indicate it is “Provider Travel” to clearly show on the invoice.

To do this, we will duplicate the price book of the service you are providing.

Example: Michael is on his way to meet his client, which he is doing a 4 hour shift from 2pm-6pm of 04 Access Community Social And Rec Activ Standard. The provider has an agreement with the participant to invoice for the time travelled to get to the client’s address. It takes Michael 30 minutes to get there.

1. Go to Account > Prices
2. On the 04 Access Community Social And Rec Activ Standard price book, click “copy”
3. Name the new price book “04 Access Community Social And Rec Activ Standard Provider Travel”
4. On the shift, go into advanced edit, and split the charges to add additional invoice line.

It should look like this;

The screenshot shows two shift entries for a user named Brad Pitt. Each entry includes a start and end time, a service selection dropdown, a ratio (1:1), a 'No Funds' status, and a 'Split' button.

- Entry 1:** Start: 01:30 PM, End: 02:00 PM, Service: 04 Access Community Social And Rec Activ Standard Provider Travel.
- Entry 2:** Start: 02:00 PM, End: 06:00 PM, Service: 04 Access Community Social And Rec Activ Standard.