

## SUCCESS STORY

## Access helps PFG Australia achieve Annual Salary Arrangement compliance

Employee Service helps ensure confident compliance with Fair Work obligations



PFG Australia is the second largest tractor and agricultural wholesaler in Australia. With 100 employees in offices across the nation, the company sources leading tractor and agricultural machinery brands from around the world and distributes them through extensive dealer networks across the country.

### Key outcomes:

- Peace of mind knowing the business is compliant with Fair Work obligations
- Streamlined the process of recording and tracking employee time and attendance
- Gained real-time visibility to proactively spot compliance issues
- Empowered to meet obligations with an intuitive, mobile-friendly solution



Company

**PFG Australia**

Location

**Melbourne, Victoria**

Industry

**Agricultural wholesaling**

Solution

**Employee Service**

For more info, visit:

[www.theaccessgroup.com/en-au](http://www.theaccessgroup.com/en-au)

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### The challenge of ensuring Annual Salary Arrangement compliance

When the Fair Work Commission introduced changes to Annual Salary Arrangements on 1 March 2020, PFG Australia needed to ensure it was doing all it could to achieve compliance.

The changes introduced new requirements for employers who pay annual salaries to employees covered by certain Modern Awards. This includes keeping detailed time and attendance records of affected employees, including breaks and outer limit hours. They must also, on an annual basis, compare the salary paid to these employees against what they would have been paid under their award.

PFG Australia discovered that it was required to comply with these obligations for 25 of its employees, who fall under the Clerks – Private Sector Award 2010, Hospitality Industry (General) Award 2020, and the Banking, Finance and Insurance Award 2020.

Debbie Monteau, Company Accountant at PFG Australia, says the company needed a more efficient method of tracking and processing the time and attendance of its impacted employees.

“Our previous system required myself and other managers in the business to manually transfer data from employee timesheets into an Excel spreadsheet, then compare what employees were paid versus what they should have been paid. This process took quite a while and wasn't fun.”

Debbie also says that while PFG Australia was compliant due to paying its employees well above award rates, this manual spreadsheet system wasn't capturing all the data required for compliance.

“We weren't capturing lunch breaks if they were taken by the employee after a certain time of day. We also weren't aware of overtime owed to employees if they performed this overtime leading into a public holiday.”



## Streamlining compliance with Employee Service

To help ensure and automate compliance with Fair Work obligations, PFG Australia chose Employee Service.

“Employee Service has given us confidence that PFG is in full compliance with its Annual Salary Arrangement obligations,” says Debbie.

Accessible anywhere, on any device, Employee Service is designed to help Australian businesses confidently ensure compliance with FWC obligations, providing the three building blocks required to do so:



The start/stop time  
& unpaid breaks



Timesheet data -  
Award interpretation



Actual salary paid with  
interpreted timesheets

Employee Service helps Australian businesses streamline the capture of employee time and attendance records, interpret these against the relevant Modern Award, and compare the interpreted data against an employee’s annual salary to identify any underpayments.

The solution can be deployed in as little as two days\* as an adjunct to your existing payroll system.

## Gaining more visibility of employee work hours

Not only is Debbie very happy with Employee Service, she’s also received positive feedback from other managers at PFG, who say the solution makes it easy to monitor employee work hours and leave.

“With Employee Service, our managers now have instant visibility of how many hours staff are working. We’re able to identify any compliance issues before they occur. It also allows us to be proactive in supporting our employees’ well-being. We can see if we need to employ more people or put new systems in place to ensure our staff aren’t working overtime,” she says.

## Simplifying processes and saving time

Employee Service has helped make PFG’s payroll processes more efficient, says Debbie.

“Employee Service has saved us hours each week as we no longer have to manually process timesheets. Previously, we had to remind employees to send their timesheets, then collate all the data from those into Excel spreadsheets. Employee Service has eliminated these processes for us. It now takes myself and other managers about 10 minutes to approve all employee timesheets,” she says.

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Debbie Monteau, Company Accountant, PFG Australia



## Empowering both managers and employees to ensure Fair Work compliance

Debbie says that Employee Service makes the lives of both managers and employees at PFG easier by streamlining compliance with Annual Salary Arrangement obligations.

“Employee Service makes the process of Annual Salary Arrangement compliance easy for both the employer and the employee. The employer can see exactly how many hours an employee has worked and the leave they have taken. And employees like it too because it makes it simple to complete their timesheets,” she says.

“And because Employee Service is a cloud solution, our employees can lodge their timesheets while working from home – which was of great benefit during the recent COVID-19 lockdowns here in Melbourne.”

## Achieving Fair Work compliance with a trusted software vendor

Debbie says that she would recommend Employee Service to other businesses looking to ensure compliance with the new Fair Work obligations.

“Employee Service is a very easy to use solution. I absolutely recommend it to other businesses that want to confidently ensure compliance with Annual Salary Arrangement obligations. We have been using Access payroll solutions for over 15 years and they have always been proactive about ensuring compliance with Australia’s ever-evolving workplace regulations.”

And to those businesses that are yet to review their Fair Work compliance, Debbie says it’s critical to do it sooner rather than later.

“You can’t afford not to be compliant. If that means you have to do extra work, or implement a new software solution, it’s critical to do all you can to ensure compliance. Especially given the reputational, legal, and financial risks of not doing so. Not only that – if you value your staff, it’s imperative to ensure you’re paying them correctly.”

\* Deployment timeline is based on a non-integrated solution for a business with under 200 employees. For businesses with more than 200 employees, and/or have additional requirements including integration with an existing payroll system, implementation scope and timeline will need to be assessed. Staff training is not included in the implementation project timeline.