

Building a payroll compliance strategy

BEST PRACTICE FRAMEWORK

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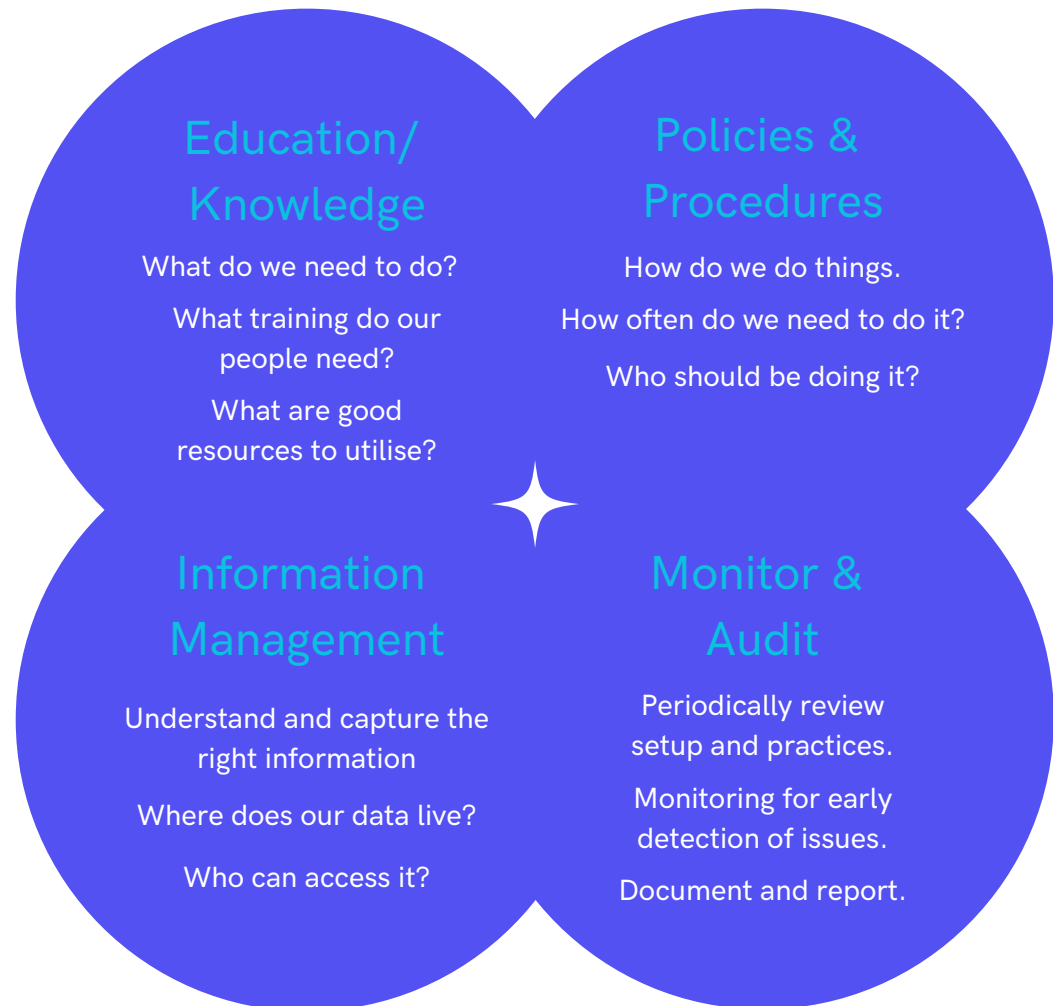
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Being 'payroll compliant' takes a multidisciplinary approach involving education, processes, information management and continuous review. This whitepaper covers core concepts of payroll compliance and an easy-to-understand framework for building a structured, repeatable strategy.

Key aspects of payroll compliance



A framework for payroll compliance activities



Build a repeatable engine

Know your compliance schedule: what, when, how and who?
Use processes and checklists to perform activities

Show the proof

Who checked it? When? What was the outcome?
Raise and keep track of issues
Be transparent to create trust with the business

Monitor, automate and improve

Continuous review of schedule and processes
Automate heavy lifting and data crunching
Identify root cause of issues

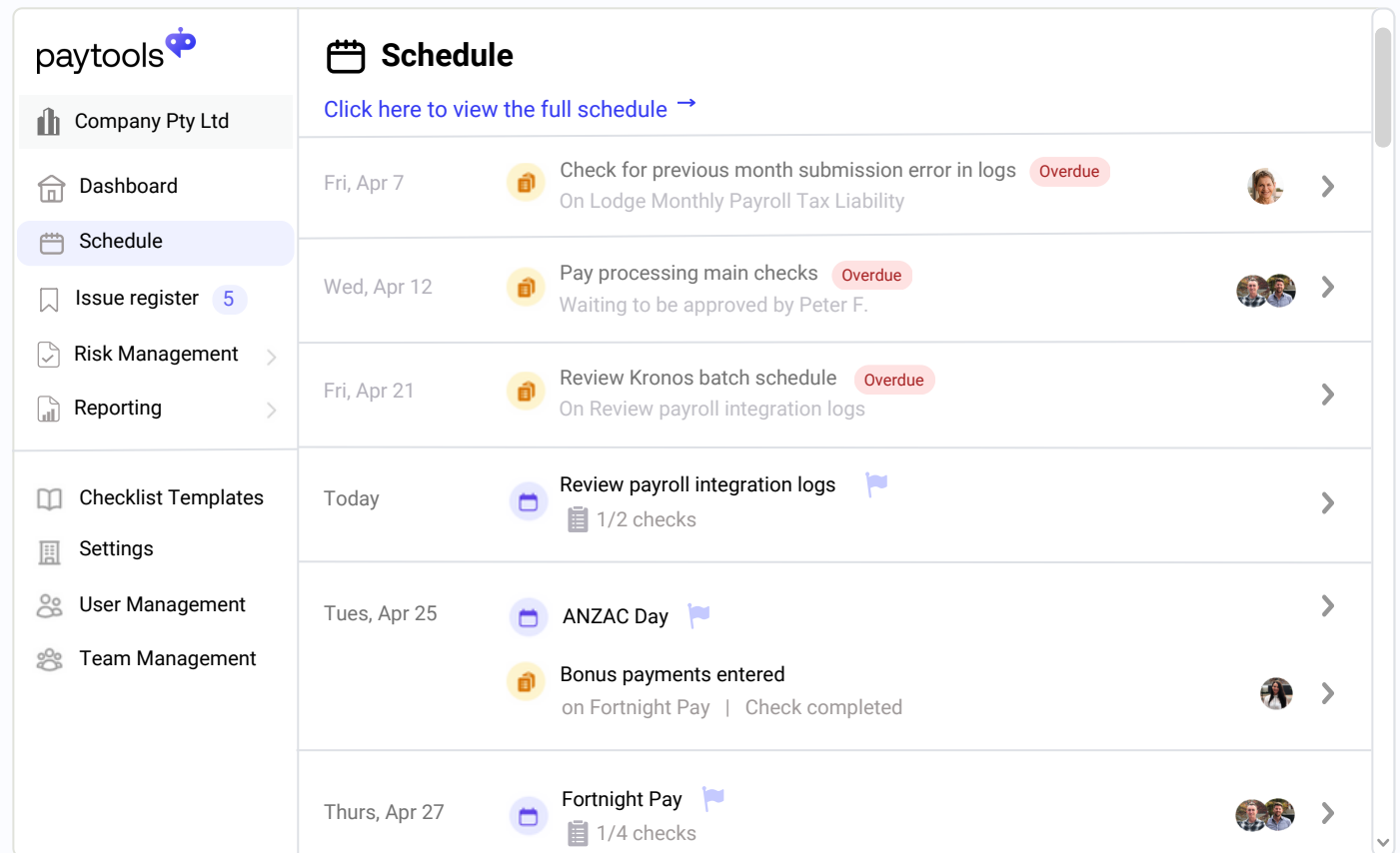
1. Build a repeatable engine

What's your work schedule?

Having a documented schedule of compliance activities enables everyone to understand what needs to be done, how, when and by who. This recent article has [payroll key dates](#) in an online calendar to help you get started.

Here's an example of a work schedule in [Paytools](#).

It shows you what's going on right now (current/overdue events, issues), what's coming up and who's doing what (activity log).



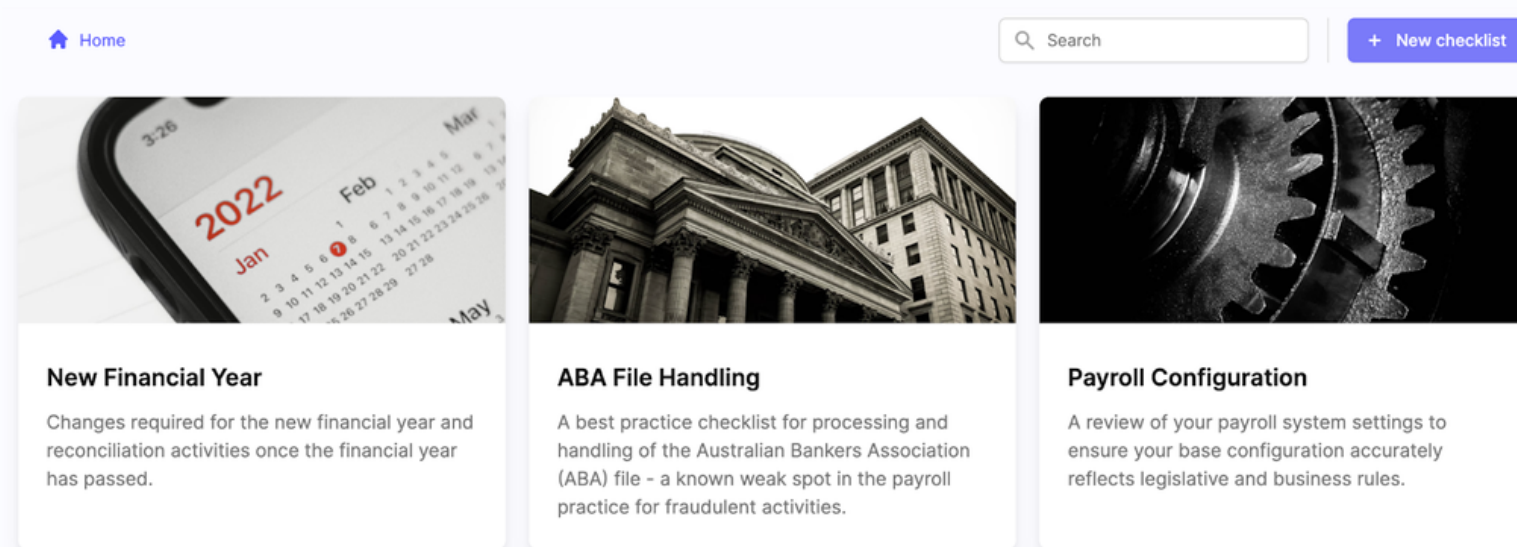
The screenshot displays the 'Schedule' section of the Paytools application. On the left is a navigation sidebar with the following items: 'Company Pty Ltd', 'Dashboard', 'Schedule' (highlighted), 'Issue register' (with a '5' badge), 'Risk Management', 'Reporting', 'Checklist Templates', 'Settings', 'User Management', and 'Team Management'. The main content area is titled 'Schedule' and includes a link to 'Click here to view the full schedule'. Below this, a list of tasks is shown, each with a date, a task description, a status indicator (like 'Overdue'), and a user profile picture with a chevron arrow.

Date	Task	Status	Assigned To
Fri, Apr 7	Check for previous month submission error in logs On Lodge Monthly Payroll Tax Liability	Overdue	[User Profile]
Wed, Apr 12	Pay processing main checks Waiting to be approved by Peter F.	Overdue	[User Profiles]
Fri, Apr 21	Review Kronos batch schedule On Review payroll integration logs	Overdue	[User Profile]
Today	Review payroll integration logs 1/2 checks		[User Profile]
Tues, Apr 25	ANZAC Day		[User Profile]
	Bonus payments entered on Fortnight Pay Check completed		[User Profile]
Thurs, Apr 27	Fortnight Pay 1/4 checks		[User Profiles]

Use documented processes & checklists to perform activities

Payroll operations involve complex legislation and precise processing of dollars and entitlements. A wrong configuration can have drastic downstream consequences that can go unnoticed pay after pay. All repeatable compliance activities should have a checklist and documented process showing what needs to be done and how.

[Book a demo](#) of Paytools and we can take you through our library of checklist templates, helping users to build their recurring compliance schedule without having to start from scratch.



The screenshot displays the Paytools website interface. At the top left is a 'Home' button with a house icon. To the right is a search bar with a magnifying glass icon and the text 'Search'. Further right is a blue button with a plus sign and the text 'New checklist'. Below these elements are three checklist templates, each with a representative image and a description:

- New Financial Year**: Changes required for the new financial year and reconciliation activities once the financial year has passed. (Image: A smartphone displaying a calendar for 2022 with the month of January highlighted.)
- ABA File Handling**: A best practice checklist for processing and handling of the Australian Bankers Association (ABA) file - a known weak spot in the payroll practice for fraudulent activities. (Image: A classical building with a large dome, likely a government or financial institution.)
- Payroll Configuration**: A review of your payroll system settings to ensure your base configuration accurately reflects legislative and business rules. (Image: A close-up of several interlocking metal gears.)

To give you an idea of what's included in our templates, here's a best practice checklist we put together for [handling ABA files in payroll](#).

2. Show the proof

While it's great to have a compliance schedule and documented processes and checklists, you need to be able to show evidence that the required actions have been completed. As you work through compliance actions, show your proof by taking screenshots, adding attachments and documenting the results.

Why do I need to show evidence of compliance activities?


1. To give visibility to others in payroll and other departments that may have dependencies on those actions
2. So any flagged issues can be raised and addressed appropriately
3. It creates trust and transparency within the business
4. Auditors will need to see this information


For audit purposes, you'll need to maintain an issue register to keep track of problems that require further investigation.



Using payroll work management software helps you to effectively work through all your compliance activities, plus allows you to add comments against every action (or raise an issue if needed).

Payroll Tax State Threshold Percentage

What is it? Check system setup to ensure payroll tax thresholds are configured in the standard tables as determined by the State Revenue Offices and is calculating your payroll tax liability correctly.

[Raise an issue](#) 

[Mark as complete](#) 

 Peter Forbes: This has been updated, see attached screenshot.  2:31pm, 20/06/2022

3. Review, automate and improve

Continuously review your payroll activities & processes

A culture of continuous improvement is healthy for payroll teams to make sure all activities are up-to-date with legislation, business and operational requirements. Here's some best practice tasks to add to your schedule:

At least annually

- Payroll system configuration: Review critical system setting and user access setup
- Audit preparation: Make sure you're ready for your next audit by having all your documentation, reports and payroll data ready to go
- Bank File handling: A self assessment of how you should be handling bank files
- End of financial year: Review rate changes (awards, payroll tax etc), reconcile the previous financial year and prepare for the next

At least every 6 months

- Access control review: Review users, roles and permissions in the payroll system to verify active users, segregation of duties and other breaches of user access

Every time you use them

- Process review: The best time to improve a process is when you use it! Encourage the team to make a 1% improvement to the documented process each time it's used. Overtime, these small improvements will make big gains to capturing how you do things

Automate heavy lifting

By minimising manual workflows, data entry and calculations - you'll reduce the chance of errors and the need for manual intervention. Recurring, data intensive tasks are the low hanging fruit to tackle first.

A good example is scanning employee master data (EMD) for suspicious activity and data integrity issues. Catching bad data early prevents downstream issues when running pays.

What's next?

Build sustainable payroll operations

Laying the foundation for a healthy payroll department involves 3 core areas: people and culture, operations management and technology and automation. We've outlined a brief description of key tasks that sit under each in the table below:

People & Culture

- The right people on the bus
- Team values/code of conduct
- Build a partnership with the business

Operations Management

- Key success metrics
- Operating calendar & rhythm
- Policies, process & checklists
- Knowledge management

Technology & Automation

- Information management
- Sources of truth
- Systems & platform

Want to get payroll governance sorted in your organisation?

If you have questions, feel free to reach out to our team. We're currently offering free 30 min payroll governance sessions covering:

- Discussion and feedback on payroll compliance best practices
- Your current compliance challenges
- How to de-risk payroll
- The benefits of centralising payroll operations management using Paytools

[Book a free chat](#)

