

Payroll FAQs

How do I contact Payroll?

Email: Payroll@icc.govt.nz

Phone: 03 211 1685

If we don't answer our phone or emails straight away, rest easy, we will get back to you.

How do I reduce my Kiwisaver contribution?

You can reduce your Kiwisaver employee contributions to 3%. To do this you need to complete a KS2 form.

However in the circumstances we will accept notification to change your contribution by email and will follow up with the KS2 form at a later date.

How do I suspend a Payroll deduction?

If you have a Payroll deduction that you wish to suspend please contact Payroll.

What happens if I or a dependent who needs my care is or becomes sick?

Please notify Payroll and your manager immediately.

You will be paid sick leave for the duration of the illness if available.

What happens if I or a dependent who needs my care is required to self-isolate according to Ministry Of Health guidelines in relation to COVID-19?

*You **MUST** notify Payroll and your manager immediately.*

For any other questions or if you have any doubt about your pay please phone or email Payroll.

We will give you further guidance after we receive notification.

What if I suffer a bereavement?

Please notify Payroll and your manager.

We will need to know your relationship with the person who has died.

Do I need to enter my leave into ERNIE?

If you can, please do. If you can't, please email Payroll directly.

Do I need to keep track of the hours I work at home and how do I do this?

Yes you do.

You can enter your hours in to ERNIE under 'My Allowances' and use 'Normal Time'. It is a good idea to do this on a daily basis so you don't forget.

Or email Payroll and your manager by Sunday each week with the hours and days worked.

What happens if I do re-deployment work?

You will be paid for your hours worked. This will be offset against any leave taken.

Please email Payroll and your manager by Sunday each week with the hours and days worked.

What do I do if I have not received a payslip?

Please let Payroll know and we can email one to you.