

What is Teleclock?

Teleclock is an interactive time recording system used by Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) to track and record shifts worked by Lifestyle Attendants/Support Workers (Care Workers). Instead of sending in a timesheet every fortnight, Care Workers simply need to use Teleclock at the start and end of each shift to record the times they have started and finished work. Teleclock records times accurately, meaning that if a shift runs over time, employees are paid for the extra time worked, with the exception of rollback Customers/Clients. This safeguard ensures employees are treated fairly. Teleclock informs payroll how much we need to pay each employee, which is why it is important to use Teleclock: it's how you will be paid. It is also important to use Teleclock as part of your WHS responsibilities. You must let us know you are on shift and keep a record should anything go wrong: you do this by using Teleclock.

Why does EL/LAAS use Teleclock?

EL/LAAS uses Teleclock for several reasons:

- Teleclock records times accurately, ensuring that both employees and Customers/Clients are treated fairly.
- It eliminates the need for pesky and time-consuming timesheets.
- It reduces administrative staffing costs.
- It records which Customers/Clients Care Workers work with, allowing for accurate billing (therefore, it is extremely important to use the correct client codes for Customers/Clients).
- It allows EL/LAAS to see who is working where – important if an emergency ever occurs and upholds the employee's WHS compliance and responsibilities.
- It is easy to use.

Do I need to download an app or have a smartphone to use Teleclock?

No. Teleclock records the times that a person clocks in and out via a phone call to 1800 110 956. An individual can use landlines or mobiles alike to clock in and out using Teleclock. Since it is an 1800-number, the call is free and does not use credit.

How does Teleclock work?

Each employee of EL/LAAS has been issued a unique Teleclock code assigned to them. This is also known as their employee number. An employee uses their Teleclock code or

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employee number when they call Teleclock. It records when, where, and which Customer/Client each employee has clocked in or out with and records this information on the Teleclock system.

Each Customer/Client of EL/LAAS also has a unique 4-digit code (called a client or Customer/Client code) assigned to them as well. This means that Teleclock records which Customer/Client the employee has worked with.

Having both an employee code and a client code is essential for clocking in and out. Teleclock will request both and if no code is entered, a record of time worked will not be made.

When the office runs payroll, they take the information (how many hours employees have worked, which Customers/Clients they worked with, and at what times) from Teleclock. This means that if your shifts aren't recorded using Teleclock, there will be no shifts recorded for payroll and nothing to pay according to our system. It is important to use Teleclock correctly, so you are paid correctly.

What happens if I am unable to use Teleclock, or if I forget?

If a Care Worker is unable to use Teleclock or cannot use Teleclock due to technical fault or an emergency on shift, they are able to email the times they worked to the office to be added manually. There is a designated email address for Teleclock enquiries: teleclock@enhancedlifestyles.com.au. Care Workers need to send an email to that address with their name, the name of the Customer/Client they worked with, and the date and time of the shift.

Information necessary to manually enter a shift into Teleclock					
Your full name (First and Last name)	Your employee or Teleclock code	The date your shift was on	The client code belonging to the Customer/Client your shift was with	What time you started working that shift	What time you finished working that shift

It is very important to make using Teleclock a habit. If a shift isn't in Teleclock, and isn't send in via email, you will *not* be paid for that shift. The deadline for Teleclock emails is 12:00 PM on the Monday of payroll week. Payroll is run fortnightly with the fortnight

running from Sunday to the following Saturday. If you have any questions regarding payroll, please direct them to payroll@enhancedlifestyles.com.au.

What equipment or information do I need to use Teleclock?

To use Teleclock, you simply need access to a phone, your employee code, and a Customer/Client's client code. Wherever and whenever possible, Care Workers should clock in or out using the phone of the Customer/Client. Sometimes, a Customers/Clients' client code (essential for clocking in and out) will be 'locked' to a phone. This means that you will not be able to clock in using that Customer/Client's code unless you are calling from a specific phone (usually the Customer/Client's). Some Customers/Clients also have Teleclock tokens, which supplies a new six-digit code once a minute that you will be required to enter along with your Teleclock code and the Customer/Client's client code. The Token notifies you how much time is left on that code, so you can time entering the code perfectly. **Care Workers must only clock on and off shift while in the presence of a Customer/Client, unless directed otherwise.**

How to use Teleclock

- 1. Dial 1800 110 956 from an authorised phone and follow the prompts**
- 2. Enter in your unique employee code and press the hash or pound key**
- 3. Confirm your identity by pressing 1. If you have incorrectly entered your code, press 2 and you will be asked to enter in the correct Teleclock code unique to you**
- 4. Enter your Customer/Client's unique client code**
- 5. If the client uses a token, you will then need to enter the six digit number displayed on the token screen. This number changes every sixty seconds and cannot be reused.**
- 6. Press 1 to clock in, or 2 to clock out**
- 7. Teleclock will read back to you, confirming the time and client you have clocked in for.**

If you have any questions or enquiries regarding Teleclock, please call 8340 2000, or email teleclock@enhancedlifestyles.com.au.