

Payroll jurisdiction

Set the payroll jurisdiction on a staff member's contract, so BondiByte knows which state or territory's public holidays apply when it works out their pay.

WHO IT IS FOR Owner, Admin	TIME NEEDED About 10 minutes	LAST REVIEWED 6 October 2026
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Who this is for

Permissions: Only Owners and Admins see the **Contracts & Pay** tab on a staff record and can add a contract. Confirming a jurisdiction for **Preview** (step 7) needs **Can manage pay levels**, which Owners and Admins have as standard.

Before you begin

- Pay Levels must be switched on first. An Owner or Admin switches it on in **Account settings > Automation & Capacity Controls > Pay Levels and automatic interpretation**, by choosing **Enable**. See **Enable Pay Levels**. The payroll jurisdiction is only used when pay is worked out automatically, so it does nothing until Pay Levels is on.
- You are signed in to BondiByte on a computer as an Owner or Admin.
- The staff member is **Active**. For an inactive person, **Add contract** shows the message **Inactive staff cannot be assigned a new contract**.
- You know the state or territory where the person is based for work. BondiByte applies the public holidays of that state or territory.
- If you want BondiByte to suggest the jurisdiction, the person has a primary site with a recognised state. You set it as **Primary site / house** in **Edit staff**. See **Create a staff member**.



Steps

1 Go to **Staff** > the person's record > **Contracts & Pay** > **Add contract**

- 1 In the left menu, choose **Staff**. The **Staff Records** list opens.
- 2 Choose the person's name to open their record, then choose the **Contracts & Pay** tab. The **Staff Contract & Pay** section lists the contracts linked to this person, or says **No staff contracts**. In this guide we use a synthetic person, Jordan Sample.
- 3 At the top right of the section, choose **Add contract**. The **Add staff contract** window opens.

Permissions: Only Owners and Admins see the **Contracts & Pay** tab. If you cannot see it, ask an Owner or Admin to add the contract.

The screenshot displays the BondiByte interface for a staff member's record. On the left, a dark sidebar contains a 'WORKSPACE NAVIGATION' menu with categories like PLATFORM, OPERATIONS, and REGISTERS. The 'Staff' option is highlighted with a blue circle and the number 1. The main content area is titled 'Jordan Sample' and shows a 'Contracts & Pay' tab selected with a blue circle and the number 2. Below the tab, there is an 'Add contract' button with a blue circle and the number 3. The contract details for 'SC-20261002-F7C404' are shown, including status (Active), current pay level (Support Worker Level 2), and base hourly rate (\$42.00). The 'Pay assignment history' section shows 'No pay assignment history'.

Choose **Staff** in the left menu (1), open the person's record and choose the **Contracts and Pay** tab (2), then choose **Add contract** (3).



2 Choose how to start and set the contract basics

The window opens on **Creation method** and **Contract basics**. Under the title it says that you are creating a draft staff contract linked to this staff profile.

- 1 In **Creation method**, leave **Start from scratch** chosen for a first contract. **Use last contract setup** copies the person's latest contract, including its payroll jurisdiction, and is only useful once the person has one.
- 2 In **Contract status**, choose **Active**. It starts as **Draft**.
- 3 Check the **Contract title**. It starts as the person's name followed by employment contract.
- 4 Check the **Employment type**. It starts from the person's staff record.

Creation method: Start from scratch creates a clean contract. **Use last contract setup** copies the fields and any contract-specific override line items from the person's latest contract. It starts as **Start from scratch**, and the copy always starts as a draft.

Staff member: Shows the person. You cannot change it, because the contract is linked to this record.

Contract status: Draft, Active, Expired, Cancelled or Suspended. Starts as **Draft**. BondiByte uses the payroll jurisdiction only of a contract whose status is **Active** or **Expired**. A **Draft, Cancelled** or **Suspended** contract is never used.

Contract title: A name for the contract. It starts as the person's name followed by employment contract.

Employment type: Casual, Part Time, Full Time or Contractor. It starts from the staff record.

Important: Set the **Payroll jurisdiction** here, in the **Add staff contract** window on the person's record, and choose **Active** now, because a contract saved as **Draft** is never used for pay. The **Create staff contract** window on the **Staff Contracts** page has no **Payroll jurisdiction** box, and there is no screen for changing the jurisdiction of a saved contract. If a contract was made there, add a new **Active** contract here instead.

Creation method

Start from scratch creates a clean contract. Previous contracts can be reused once this staff member has one.

Contract basics

The staff member is locked to this profile. Contract numbers are generated automatically when saved.

Staff member: Jordan Sample

Contract status: Active

Contract title: Jordan Sample employment contract

Employment type: Part Time

Payroll jurisdiction: Queensland (QLD)

Suggested from primary work site: Willow Park Supported Living House. Confirm this is the employee's payroll jurisdiction.

Leave **Start from scratch** chosen (1), choose **Active** as the contract status (2), check the title (3) and the employment type (4).



3 Choose the payroll jurisdiction and Pay Level

- 1 In **Payroll jurisdiction**, choose the state or territory where the person works. It starts as **Not set** unless BondiByte suggests one. Point at the small information mark for the explanation.
- 2 Read the line under the box. When the person has a primary site with a recognised state, the box is filled in and the line says **Suggested from primary work site** followed by the site name, and **Confirm this is the employee's payroll jurisdiction**. The suggestion is only filled in for **Start from scratch**. Check it against where the person actually works.
- 3 In **Pay level**, check the level for this contract. It starts from the person's default Pay Level. **No pay level** is also an option.
- 4 Leave **Base hourly rate** blank to use the rate of the Pay Level. Type a rate only if this contract needs a different one.

Payroll jurisdiction: **Not set**, or one of **Australian Capital Territory (ACT)**, **New South Wales (NSW)**, **Northern Territory (NT)**, **Queensland (QLD)**, **South Australia (SA)**, **Tasmania (TAS)**, **Victoria (VIC)** or **Western Australia (WA)**. The information mark says it is used to determine applicable public holidays for payroll interpretation. Starts as **Not set**, or the suggestion from the primary site.

Pay level: The Pay Level for this contract, or **No pay level**. It starts from the person's default level. It shows the level on the contract. The dated assignment that prices timesheets is recorded separately on the **Staff assignment** part of **Pay Rules and preview**.

Base hourly rate: Optional. A rate in dollars, with up to two decimal places. Leave it blank to use the rate of the selected Pay Level.

Contract title
Jordan Sample employment contract

Employment type
Part Time

Payroll jurisdiction
Queensland (QLD)

Suggested from primary work site: Willow Park Supported Living House. Confirm this is the employee's payroll jurisdiction.

Pay level
Support Worker Level 2

Base hourly rate
Use pay level rate
Leave blank to use the selected pay level rate.

Dates and notes
Set the contract period and keep internal notes for payroll/admin context.

Choose the payroll jurisdiction (1) and read the suggestion line (2), check the Pay Level (3) and leave the base hourly rate blank (4).



4 Set the dates, check the review and save

- 1 In **Start date**, choose the first day the contract applies. It is required, and it starts as the person's start date or today. Choose the date from which the jurisdiction should apply.
- 2 In **End date**, choose the last day of the contract, or leave it blank for an ongoing contract.
- 3 Read the **Review** box. It repeats the person, the **Pay level**, the **Employment type**, the **Payroll jurisdiction**, the dates and the base rate. Check the **Payroll jurisdiction** line.
- 4 At the bottom of the window, choose **Save contract**. Choose **Cancel** instead to close the window without saving. The line beside the buttons says that the contract number, the linked staff and the audit history are created when the record is saved.

Start date: Required. The first day the contract applies. The jurisdiction applies from this day. If it is empty, the message says **Enter a staff contract start date before saving**.

End date: Optional. The last day of the contract. Leave it blank for an ongoing contract.

Notes: Optional. Notes about the contract for payroll or office use.

Warning: A new contract that starts after today ends the person's earlier open contract on the day before the new start date. Choose the **Start date** carefully when the person already has a contract.

The screenshot shows a web form for setting up a contract. It is divided into three main sections: 'Dates and notes', 'Review', and a bottom summary section.
1. 'Dates and notes' section: Contains two date pickers. The 'Start date' picker is labeled with a circled '1' and shows '05/10/2026'. Below it is a note: 'Required. Click anywhere in the field to open the date picker.' The 'End date' picker is labeled with a circled '2' and shows 'dd/mm/yyyy'. Below it is a note: 'Leave blank for an ongoing contract.'
2. 'Notes' section: A text area with the placeholder 'Optional notes about this contract'.
3. 'Review' section: A box with the title 'Review' and a subtitle 'Check the contract setup before saving. You can edit detailed override line items from the contract detail page.' Inside, there is a table-like summary:

STAFF	Jordan Sample	PAY LEVEL	Support Worker Level 2	EMPLOYMENT TYPE	Part Time
PAYROLL JURISDICTION	Queensland (QLD)	START DATE	05/10/2026	END DATE	Open-ended

4. Bottom summary section: A line of text says 'Contract number, linked staff, and audit history are created when this record is saved.' To the right are two buttons: 'Cancel' and 'Save contract'. The 'Save contract' button is labeled with a circled '4'.

Set the start date (1) and the end date (2), check the review summary (3), then choose Save contract (4).



5 Check the new contract

- 1 A message confirms **Staff contract created**.
- 2 The window closes and the new contract appears in the **Staff Contract & Pay** section. Check that **Status** says **Active** and that **Payroll jurisdiction** shows the state or territory you chose. A contract with no jurisdiction shows **Not set**.

Jordan Sample

Staff > Jordan Sample

Back to Staff

Jordan Sample Active
Support Worker · Willow Park Supported Living House
Part Time

View staff portal Edit staff

Overview Login access Documentation 0 Reports 0 **Contracts & Pay 1** Availability 0 Capabilities 0 Sites 1 Shifts Imported hi

Staff Contract & Pay Add contract Open contract register

Contracts linked to this staff member, including current pay assignment and historical pay changes.

SC-20261002-F7C404 Jordan Sample employment contract Active

STATUS	Active	CURRENT PAY LEVEL	Support Worker Level 2	CURRENT EFFECTIVE FROM	-
EMPLOYMENT TYPE	Part Time	PAYROLL JURISDICTION	Queensland (QLD)	START DATE	05/10/2026
END DATE	-	BASE HOURLY RATE	\$42.00		

Pay assignment history

The confirmation message (1) and the new contract with its status and Payroll jurisdiction (2).

6 Check that the contract covers the days worked

BondiByte uses the payroll jurisdiction of the contract that covers each day a person worked. Look at the contract card from step 5.

- 1 Check that **Status** says **Active**. A contract that has ended can say **Expired** and still counts for the days it covered. A **Draft**, **Cancelled** or **Suspended** contract is never used.
- 2 Check that **Start date** is on or before the first day the person worked, and that **End date** is blank or after the last day they worked.
- 3 If two contracts cover the same day, BondiByte uses the one with the latest **Start date**.



7 Go to **Administration > Pay Levels > Pay Rules and preview > Staff assignment to confirm a jurisdiction for Preview**

This step is optional. The **Preview** part of the **Pay Rules** window uses a jurisdiction confirmed here. Timesheets use the **Payroll jurisdiction** of the contract, so step 5 is the one that matters for pay.

In the left menu, under **Administration**, choose **Pay Levels**. On a level's card choose **Pay Rules and preview**, then choose the **Staff assignment** button. Choose the **Staff member**. Under **Confirmed payroll work-base jurisdiction**:

- 1 In **Confirmed state / territory**, choose the state or territory.
- 2 In **Region code (if evidenced)**, type a region only if you have evidence for it.
- 3 In **Jurisdiction effective from**, choose the first day it applies.
- 4 In **Jurisdiction effective to (exclusive, optional)**, choose the day it stops applying, or leave it blank.
- 5 In **Confirmation evidence / reason**, type how you know, for example that the person works at a site in that state.
- 6 Choose **Confirm jurisdiction**. A message says **Payroll work-base jurisdiction recorded with evidence**.

Confirmed state / territory: Required. Select confirmed jurisdiction, then **ACT, NSW, NT, QLD, SA, TAS, VIC** or **WA**.

Region code (if evidenced): Optional. A region within the state, only when you have evidence for it. Regional or uncertain coverage still needs a manager's review.

Jurisdiction effective from: Required. The first day the confirmation applies. It must come after any earlier confirmation for the same person.

Jurisdiction effective to (exclusive, optional): Optional. The day the confirmation stops applying. That day is not covered. It must be after the start day.

Confirmation evidence / reason: Required. Why you are confident of the work base. It is kept as the record of the confirmation.

Note: The form says that this is the employee's confirmed work base, separate from temporary service locations and home address.

Confirmed payroll work-base jurisdiction

This is the employee's confirmed work base, separate from temporary service locations and home address. Regional or uncertain coverage still requires review.

Confirmed state / territory 1 QLD	Region code (if evidenced) 2	Jurisdiction effective from 3 05/10/2026	Jurisdiction effective to (exclusive, optional) 4 dd/mm/yyyy
Confirmation evidence / reason 5 Works at a Queensland site.			
Confirm jurisdiction 6			

Choose the state or territory (1), add a region code if evidenced (2), set the first day (3) and, if needed, the last day (4), type the evidence (5) and choose **Confirm jurisdiction** (6).



What happens next

The contract is saved and shown on the **Contracts & Pay** tab. The next time a timesheet for this person is worked out, BondiByte uses the public holidays of the state or territory on the contract that covers the day worked. Rules that say **Verified public holiday** or **Verified non-holiday** depend on them.

A timesheet that is already approved is not changed. A timesheet that was submitted before the contract existed keeps its pay as submitted. To pick up the new jurisdiction, return it for changes and let the staff member submit it again. See Approval and frozen interpretation.

If two contracts cover the same day, BondiByte uses the one with the latest start date. Only contracts whose status is **Active** or **Expired** count.

A jurisdiction confirmed in step 7 is recorded with its evidence and is used by **Preview**. It does not change timesheets.

Important notes

Important: BondiByte never guesses a payroll jurisdiction. If it is **Not set**, or no **Active** or **Expired** contract covers the day worked, the hours stay unresolved with the message **Payroll jurisdiction is required before automatic pay interpretation can run for this staff member**.

Note: Every person whose timesheets are priced automatically needs a payroll jurisdiction, even when none of your rules mention public holidays.

Good practice

- Choose the state or territory where the person actually works, not where the head office is. A staff member who works in two states needs the jurisdiction of their usual work base.
- Save the contract as **Active** the first time, because a **Draft** contract is never used for pay.
- Check the **Payroll jurisdiction** line of every contract card when you onboard staff, so no one is left on **Not set**.
- When a person moves to another state, add a new contract that starts on the day they move instead of reusing the old one, so each day keeps the right holidays.
- Write real evidence in **Confirmation evidence / reason**, such as the site and the date the work base was agreed, so the record makes sense later.

Troubleshooting

I cannot see the **Contracts & Pay** tab or the **Add contract** button.

Why it happens: Only Owners and Admins can see the tab and add a contract.

What to do: Ask an Owner or Admin to add the contract, or to check your role.

A message says **Inactive staff cannot be assigned a new contract**.

Why it happens: The staff member's status is not **Active**.

What to do: Set the person to **Active** on their staff record, or add the contract once they are active again.



A message says **Enter a staff contract start date before saving.**

Why it happens: **Start date** is empty.

What to do: Choose a **Start date** and choose **Save contract** again.

The **Payroll jurisdiction** says **Not set** on a contract I created from the **Staff Contracts** page.

Why it happens: The **Create staff contract** window on the **Staff Contracts** page has no **Payroll jurisdiction** box, and there is no screen for changing the jurisdiction of a saved contract.

What to do: Open the person's record, choose **Contracts & Pay > Add contract**, choose the status **Active**, choose the **Payroll jurisdiction** and a **Start date** that covers the days worked, then choose **Save contract**. If two contracts cover the same day, BondiByte uses the one with the latest **Start date**. Then return the timesheet for changes so it is submitted again.

The **Payroll jurisdiction** box says **Not set** and there is no suggestion line.

Why it happens: BondiByte only suggests a jurisdiction when the person has a clear primary site with a recognised state, and only for **Start from scratch**.

What to do: Choose the state or territory yourself. You can set the person's primary site on their staff record for next time.

A timesheet says **Payroll jurisdiction is required before automatic pay interpretation can run for this staff member.**

Why it happens: The person has no contract that covers the day worked, the contract's **Payroll jurisdiction** is **Not set**, or the contract is a **Draft**, **Cancelled** or **Suspended**, which BondiByte never uses.

What to do: Open the **Contracts & Pay** tab (an Owner or Admin sees a **Review staff contracts** link in the message) and add an **Active** contract with a jurisdiction and a **Start date** that covers the days worked. Then return the timesheet for changes so it is submitted again.

A timesheet says **Public holiday reference data does not cover this date yet.**

Why it happens: BondiByte does not hold public holiday information for that date and jurisdiction.

What to do: Contact BondiByte support and say which state or territory and which dates are affected. The hours stay unresolved until the public holiday information is in place. See Troubleshoot an unresolved interpretation.

A timesheet says **A regional public holiday may apply; the work region could not be confirmed. or This shift crosses a part-day public holiday boundary and needs manual review.**

Why it happens: The day may be a public holiday only in part of the state, or for only part of the day, and BondiByte will not guess.

What to do: BondiByte does not guess these days, and the hours stay unresolved. Contact BondiByte support and say which timesheet and dates are affected.

A message says **These dates conflict with existing dated records. Refresh the history and choose dates that do not overlap. when I choose Confirm jurisdiction.**

Why it happens: The person already has a confirmed jurisdiction that starts on or after the date you chose.

What to do: Choose a **Jurisdiction effective from** date that is later than the existing confirmation.

A message says **A confirmed jurisdiction, effective date and evidence are required.**

Why it happens: **Confirmed state / territory**, **Jurisdiction effective from** or **Confirmation evidence / reason** is empty, or the end day is not after the start day.

What to do: Fill in all three required boxes and check the dates, then choose **Confirm jurisdiction** again.



Preview says **Holiday coverage is unknown for the confirmed payroll jurisdiction.**

Why it happens: A rule that depends on public holidays matched, and Preview cannot confirm whether the day is a public holiday for the jurisdiction confirmed in step 7.

What to do: Check the rule on a real timesheet. Make sure the person's contract has an **Active** status and a **Payroll jurisdiction**.

I saved the contract as **Draft** by mistake.

Why it happens: A **Draft** contract is never used for pay.

What to do: Add another contract with the status **Active**, a **Payroll jurisdiction** and a **Start date** that covers the days worked.

Need more help?

Guides: bondibyterobotics.com.au/guides | Support: support@bondibyterobotics.com.au

*Screens show a demonstration organisation with made-up names and may differ slightly as BondiByte is updated.
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