

LIFEWISE HEALTH & DISABILITY SERVICES FOR INDIVIDUALISED FUNDING CLIENTS

Frequently Asked Questions

Deadline for Submissions

Q: When is the deadline for submitting timesheets, invoices, or reimbursements?

A: 12.30pm Monday (fortnightly). Forms must be fully completed and signed. Deadlines are on page 3.

Missed the Deadline

Q: I missed the deadline! What happens now?

A: Late submissions are processed the following fortnight. A one-off pay run may be possible for \$25 with consent emailed by Tuesday 12.30pm from the client's/agent's email address (not the employee).

Employee Pay

Q: When will my employee get paid?

A: Pay is deposited every fortnight on Thursday night, and payslips are emailed to given email.

Pay Issues

Q: What if my employee's pay/claims seem incorrect compared to the documents I submitted?

A: Contact your Lifewise coach or

Email payslips@lifewise.org.nz for any timesheet queries

Email disabilitysupport@lifewise.org.nz for any invoice/ reimbursement queries

All these should be done by 09.00am on following Friday.

Adding a New Employee

Q: We have a new employee; how do we add them to the payroll?

A: Send the following to disabilitysupport@lifewise.org.nz by 12.30pm Wednesday before Monday payroll (earlier is encouraged):

1. Advice of Employment (4 pages, completed by employer & employee)
2. Tax declaration form (employee)
3. KiwiSaver deduction or Opt-out form (employee)
4. Contract (Permanent or Casual, employer & employee)
5. Proof of bank account (showing account holder name & number of employee)

Updated forms can be found [here](#)

? Questions or Assistance

Q: What if I have questions or need help with the new employee forms?

A: Contact your Lifewise coach or Email disabilitysupport@lifewise.org.nz for assistance or to request a new employee pack by email or post.

Contact Us

Q: Any questions?

A: Call our main office at 09 623 7631 (Monday–Friday, 7.30am–4.00pm) or email disabilitysupport@lifewise.org.nz or refer to our [website](#) for more information

Timesheets and Invoices can be sent in using the following methods:

timesheets@lifewise.org.nz

Email

- Send timesheets, invoices, and reimbursements as attachments (not in email body or links).
- Send each invoice as a separate attachment with the client number in the subject line.
- Write any comments directly on the invoice, not in the email or next page.
- Please clearly mention the client number in the subject line

In Person

227 Mount Eden Road, Mount Eden (Gordon House)

 [Google Maps](#)

Payroll Dates for 2026

WEEKS ENDING SUNDAY	TIMESHEET/INVOICE DUE BY 12:30PM ON MONDAY	PAYROLL/INVOICES PAID THURSDAY NIGHT	NEW EMPLOYEE DETAILS DUE BY 12:30PM ON WEDNESDAY
Mon 22 December - Sun 28 December Mon 29 December - Sun 4 January	Sunday 4 January <i>Due to public holiday</i>	Thursday 8 January	NO NEW EMPLOYEES
Mon 5 January - Sun 11 January Mon 12 January - Sun 18 January	Monday 19 January	Thursday 22 January	Wednesday 14 January
Mon 19 January - Sun 25 January Mon 26 January - Sun 1 February	Monday 2 February	Thursday 5 February <i>No one-off payments on 6th</i>	Wednesday 28 January
Mon 2 February - Sun 8 February Mon 9 February - Sun 15 February	Monday 16 February	Thursday 19 February	Wednesday 11 February
Mon 16 February - Sun 22 February Mon 23 February - Sun 1 March	Monday 2 March	Thursday 5 March	Wednesday 25 February
Mon 2 March - Sun 8 March Mon 9 March - Sun 15 March	Monday 16 March	Thursday 19 March	Wednesday 11 March
Mon 16 March - Sun 22 March Mon 23 March - Sun 29 March	Monday 30 March	Thursday 2 April <i>No one-off payments on 3rd</i>	Wednesday 25 March
Mon 30 March - Sun 5 April Mon 6 April - Sun 12 April	Monday 13 April	Thursday 16 April	Wednesday 8 April
Mon 13 April - Sun 19 April Mon 20 April - Sun 26 April	12.30pm Friday 24 April <i>Due to public holiday</i>	Thursday 30 April	Wednesday 22 April
Mon 27 April - Sun 3 May Mon 4 May - Sun 10 May	Monday 11 May	Thursday 14 May	Wednesday 6 May
Mon 11 May - Sun 17 May Mon 18 May - Sun 24 May	Monday 25 May	Thursday 28 May	Wednesday 20 May
Mon 25 May - Sun 31 May Mon 1 June - Sun 7 June	Monday 8 June	Thursday 11 June	Wednesday 3 June
Mon 8 June - Sun 14 June Mon 15 June - Sun 21 June	Monday 22 June	Thursday 25 June	Wednesday 17 June
Mon 22 June - Sun 28 June Mon 29 June - Sun 5 July	Monday 6 July	Thursday 9 July <i>No one-off payments on 10th</i>	Wednesday 1 July
Mon 6 July - Sun 12 July Mon 13 July - Sun 19 July	Monday 20 July	Thursday 23 July	Wednesday 15 July
Mon 20 July - Sun 26 July Mon 27 July - Sun 2 August	Monday 3 August	Thursday 6 August	Wednesday 29 July
Mon 3 August - Sun 9 August Mon 10 August - Sun 16 August	Monday 17 August	Thursday 20 August	Wednesday 12 August
Mon 17 August - Sun 23 August Mon 24 August - Sun 30 August	Monday 31 August	Thursday 3 September	Wednesday 26 August
Mon 31 August - Sun 6 September Mon 7 September - Sun 13 September	Monday 14 September	Thursday 17 September	Wednesday 9 September
Mon 14 September - Sun 20 September Mon 21 September - Sun 27 September	Monday 28 September	Thursday 1 October	Wednesday 23 September
Mon 28 September - Sun 4 October Mon 5 October - Sun 11 October	Monday 12 October	Thursday 15 October	Wednesday 7 October
Mon 12 October - Sun 18 October Mon 19 October - Sun 25 October	12.30pm Friday 23 October <i>Due to public holiday</i>	Thursday 29 October	Wednesday 21 October
Mon 26 October - Sun 1 November Mon 2 November - Sun 8 November	Monday 9 November	Thursday 12 November	Wednesday 4 November
Mon 9 November - Sun 15 November Mon 16 November - Sun 22 November	Monday 23 November	Thursday 26 November	Wednesday 18 November
Mon 23 November - Sun 29 November Mon 30 November - Sun 6 December	Monday 7 December	Thursday 10 December	Wednesday 2 December
Mon 7 December - Sun 13 December Mon 14 December - Sun 20 December	12.30pm Friday 18 December <i>Christmas Deadline</i>	Thursday 24 December <i>No payments until 2027</i>	Wednesday 9 December <i>No new employees until 2027</i>