

Web Portal FAQ

What is the purpose of the portal?

It provides online access for SalaryOne members and clients to view labour market, workforce, remuneration and human resource data for specific industries and regions in Australia in a secure environment.

Who has developed the portal?

The SalaryOne web portal was created and developed by Julian Keys, Director, SalaryOne and Dave Robartson, Web and Database Developer at Red Kinetic in Perth, Western Australia.

What industries does SalaryOne cover?

SalaryOne conducts bespoke surveys and benchmarking for industry associations, peak bodies and groups of employers. Current industry coverage includes:

Health and social assistance – aged care, community services, disability, health, mental health and other not-for-profit organisations in WA.

Public administration and safety – local government in WA and NT.

We welcome enquiries from all industries and all regions in Australia.

What are the different access levels?

Level 1 - Any organisation or person in Australia can register for a free member account to view labour market data.

Level 2 – Sometimes it is possible for organisations to participate for free in a SalaryOne survey and benchmarking and receive a copy of the executive summary report, but not have full access to the web portal.

Level 3 - SalaryOne is commissioned by an industry association or group of employers (minimum 8 employers per group) to conduct a remuneration survey and/or HR benchmarking. The client/s pay a fee to SalaryOne to conduct the survey, produce reports and provide access to the web portal.

Level 4 - SalaryOne conducts its' own surveys and benchmarking for direct subscribers, who have access to dashboards, calculators, publications and other resources on the web portal. Currently available to WA not-for-profit organisations.

What is a benchmarking group?

A benchmarking group can be a group of employers in an industry or a region; or a state or national industry association. SalaryOne subscribers can be members of one or more benchmarking groups and use filters on the web portal to view data from different benchmarking groups.

Who do I contact for customer support?

Email info@salaryone.com.au or phone 1300 029 421, 9am to 5pm WST.

What are the prices for a full direct subscription?

SalaryOne offers a tiered annual subscription model for (a) large industry, (b) small medium enterprises (under 200 employees), (c) large not-for-profit and (d) small not-for-profit. The annual fee (including GST) for a full subscription for 3 users in an organisation, effective 1 July 2017 is:

<i>Category</i>	<i>SME</i>	<i>Large</i>
All industry	\$1,716	\$2,145
Not-for-profit	\$858	\$1,072

Fees for commissioned services for industry associations and groups of employers are negotiated on a case-by-case basis. To make an enquiry, contact Julian Keys, julian@salaryone.com.au.

What are the internet security arrangements?

SalaryOne ensures the security, integrity and privacy of personal information submitted to our portal. All access is subject to login authentication that uses hashed and salted passwords and configurable user access rights. Data sent to and from our portal passes through a secure server located in Australia using the latest 256-bit SSL (secure sockets layer) encryption technology. The SalaryOne database and web portal are hosted by [HostAway](#) in Perth, Western Australia.

What are the confidentiality arrangements?

SalaryOne treats all personal salary data and organisation data with a high level of confidentiality and probity. We do not record employee details in our database. We report and publish aggregated and de-identified data using statistics, charts and tables. We do not share, distribute or publish raw data with anyone.

What are the privacy arrangements?

SalaryOne has an extensive privacy policy. Click on this [link](#) to read the privacy policy.

Can we share SalaryOne reports and data?

Reports and data are copyrighted by Salary One and can only be shared within subscriber organisations. For example, to share reports or dashboards with your own board or executive committee for business purposes. Click on this [link](#) to read the terms of use.