

FACT SHEET

Frequently Asked Questions

My Pay - Rostering and Rounding Project

About Clock Rounding

8 July 2025

About this Fact Sheet

This **Fact Sheet** gives easy-to-understand, factual answers to the most common questions about **Clock Rounding**. It is your most accurate source of information.

Why do I need to read this?

So, you have the facts and correct information about the Clock Rounding matter.

Who can I talk to about this information?

Anyone you feel comfortable with, as long as they can help you understand the information in this Fact Sheet. You can also reach out to:

- Your manager
- Rebecca Daley (Manager) or Carla Kazinoti (Advisor) from the People and Workplace Culture Team - wages@ceqld.org.au
- Michael Dykes, CEO

How can I ask a question or give feedback?

If you have a question *that is not answered in this Fact Sheet*, please send it to wages@ceqld.org.au so that an authorised person can factually answer it. If you need help with this, please ask your manager or a trusted team member.

How do I get the latest Fact Sheet?

The latest version of this Fact Sheet will be emailed to all managers. They must print it, make it available to you and have a discussion with you about it.

Who needs this information?



If you worked for CEQ between January 2018 and October 2024, you are asked to read and understand this information and freely ask questions if you have any.



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1. What is the Clock Rounding (Rounding) issue about?

Time clock rounding is when organisations round the time you clock in or out for work, up or down, like to the nearest 5, 10, or 15 minutes, instead of counting the exact hours you work. For example, if you clock in at 8:03 a.m., payroll might round your time to 8:00 a.m. or 8:05 a.m.

If it was rounded to 8:00 a.m., you were overpaid 3 minutes. If it was rounded to 8:05 a.m. you need to be paid for two minutes.

Clock rounding is standard practice in Australia, especially in the retail sector, but it must be fair, legal, and in your best interest.

2. Was CEQ rounding its shift clocks?

Yes, like many retail organisations across Australia, we were. When we checked our records (during an internal audit), we found that the way we rounded the clock times before wasn't always right. This meant some team members weren't paid for all the time they worked, and some were paid more than they should have been for minutes not worked.

We know that's not fair, so we're making sure everyone gets the pay they missed out on.



3. Is CEQ still rounding its clocks?

No, the error is now fixed and CEQ pays you based on your approved clock-on and clock-off times.

4. How is CEQ fixing this mistake?

Once CEQ found the Clock Rounding mistake, here is what we did:

- **Got help from experts**, who know about timekeeping and pay.
- **Asked lawyers** what rules to follow.
- **Worked with the Fair Work Ombudsmen** (the people who make sure everyone gets paid fairly).
- **Figured out how to fix the problem** with help from experts.
- **Began to check old timesheets** to see exactly where the clock rounding went wrong.

5. Am I owed money?

Not necessarily. Some team members will be owed money for minutes worked but not paid. Other team members won't be owed anything.

For example, if you started work at 7:53 a.m. and the clock counted from 8:00 a.m., you missed out on 7 minutes of pay. You will get paid for that time.

6. If I am owed money, will CEQ pay me?

Yes, CEQ is going back six years (as required by law) and finding timesheets that show any team member who worked minutes that have not been paid. These minutes will be paid back.

7. How much will I be owed?

The number of minutes owed will differ for each person. This is because it will depend on how many shifts were worked and how many minutes might be owed for a shift. (Not all shifts will have minutes owed.) The diagram below shows how two team members might get paid different amounts.

		
Number of shifts with \$ owed for clock rounding:	3	6
Number of total minutes owed for the shifts:	22 mins	9 mins
Sub-total of money that will be owed:	$22 \text{ mins} \times \text{pay rate on date of shift}$	$9 \text{ mins} \times \text{pay rate on date of shift}$
Total owed:	Sub-total + superannuation + interest	Sub-total + superannuation + interest

8. I want to know now what I am owed.

Right now, we don't know who is owed money or how much. We are still checking all the timesheets. Look at **question 9** for more information.

9. Will I ever be paid?

Yes. If you worked from January 2018 to October 2024 and in this time you are owed minutes of time due to the clock rounding errors - you will be repaid this money.

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10. We have been talking about this for ages. Why it is taking so long to sort this out?

We had to find old timesheets for over 2,000 team members from the last six years. We discovered approximately 2,200,000 timesheets. Each timesheet entry needed to be checked. That's 2.2 million pieces of data.

This process has been like counting 2.2 million grains of sand - checking each grain twice, line by line, shift by shift. It has been a huge job that has taken a lot of time and effort because we want to get it right for everyone on the team. Every minute worked by team members is important, and we're making sure all the records are fair and correct because your trust in our systems and

respect for your time is taken very seriously and are non-negotiable.

To get an idea, we looked at a small sample of timesheets. On average, it looks like some people might be owed about \$690 a year. But remember, not everyone is owed money. Some people might only be owed a little, like \$20 a year, and others might be owed more.

No matter what, if you are owed money, you'll get the full amount, and we'll make sure it's 100% correct.



11. If the clock rounding was in my favour, do I need to repay CEQ?

Clock rounding, in your favour, means you were paid for minutes you did not work. For example, you may have clocked off and stopped working at 4:51 p.m. but were rostered to work until 5 p.m. You were paid till 5 p.m. or paid for 9 minutes that you did not work.

If clock rounding happened in your favour, you do not have to pay back any money to CEQ.

It was our mistake, and CEQ will not ask you to return the money. You keep it.

12. Will I get paid if I leave or quit?

Yes. If you worked from January 2018 to October 2024, you'll be paid any money CEQ may owe you, even if you stopped working for CEQ at this time.

13. Will I be paid superannuation and interest for what I might be owed?

Yes, if the answer to question 11 applies to you, you will be paid for time clocked and worked, plus superannuation for this money and interest.

14. What pay rate will I get for any money owed?

You'll be paid the same rate you were getting when you worked. For example, if you were paid \$20 an hour two years ago and then \$25 an hour last year, any missed pay from two years ago will be \$20 an hour and missed pay from last year will be \$25.

15. When will I be paid?

You'll be paid once we've finished checking every single timesheet—there are over 2 million to go through! We want to make sure everyone gets exactly what they're owed, so we must be very careful. Even a tiny mistake could mean someone gets the wrong pay. That's why we're taking our time to get it right. As soon as we're done, we'll make the payments.



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16. CEQ promised payment by June 2025 but has still not paid us.

We had genuinely hoped to pay everyone what they're owed last month, but we never promised an exact date. We've been working hard to finish it, but the people helping us check all the records needed more time. There's a lot of information to go through, and it's taken longer than we hoped. Because of this, we have to change our plans and set a new timeline. We're still working on it and will let you know when we have an update.

17. I am going to demand that I be paid now.

Demanding payment before the data is carefully checked is like asking to eat a meal before the food is fully cooked—you're hungry and waiting (which is understandable), but rushing the cooking can make you sick. Rushing the data check means making the problem worse and not better.

When you are paid, we want to put our hand on our heart and promise that what you are paid is 100% accurate and that, because we check things thoroughly, you can trust our checks, processes and procedures – the past and into the future.

18. It is unfair that I have not yet been paid for this clock rounding error.

It's understandable to feel upset, frustrated, or let down that you haven't been paid yet for the clock rounding mistake. CEQ didn't do this on purpose—management found the problem themselves and has been working hard to fix it. We're checking all the records to make sure everyone gets the money they're owed as soon as possible. Your feelings matter, and CEQ is doing everything we can to make things right.

19. Someone told me I should not work until I am paid.

You have a right to express yourself; however, such action will not speed up our activity. Our activity is focused on 100% accuracy. To do this, we are relying on external providers. They are working as fast and accurately as possible, but we are not compromising on accuracy – our team members are too important to get this wrong.

20. Who can answer questions if any payment to me affects my Tax or Centrelink payments?

CEQ is very happy to support anyone with questions about what you are paid and how it might affect your Tax or Centrelink payments. Please email: wages@ceqld.org.au, and we will get back to you.

21. Who is reviewing the data?

CEQ asked outside experts (people who aren't part of CEQ) and worked closely with the Fair Work Ombudsman to double-check our assumptions and all the records to make sure everything was correct and done right.

This helps everyone see that we're being honest and open about what happened. We also wanted to learn from these experts to fix our mistakes and make sure this doesn't happen again.

22. How does CEQ stack up against other shops like us?

The rules about clock rounding for shops in Australia are confusing, and even the experts don't always agree. We know that lots of other shops have made the same mistake, but we're working hard to fix our errors and make sure we do the right thing.

23. How does CEQ feel about the clock rounding issue?

We are holding ourselves to account and making sure we fix this error. We are deeply regretful it happened and are working very hard to ensure we fix it and make sure it does not happen again. We feel accountable and apologise for the mistake.

24. I want the names of people who are owed money.

We will tell each team member affected by this matter, but we are not sending out a list of names because wage matters are between us and each employee. If individuals decide to share this information, it is their choice to do so.

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