



# ROSTERING & TIMESHEET MANUAL

An Operation My Pay Publication by People and Workplace Culture

VERSION 1

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## INTRODUCTION

Under CEQ's initiative, Operation My Pay, a review of rostering and timesheet practices was carried out in 2025. The review identified areas for improvement and reaffirmed CEQ's duty to comply with relevant legal, industrial, and organisational frameworks.

From this work, CEQ developed rostering and timesheet practices aimed to:

### **Rosters:**

- adhere to regulatory and organisational frameworks, including Work Health and Safety legislation, industrial awards, anti-discrimination requirements, and CEQ People and Workplace Culture policies.
- guarantee sufficient supervision, fair workload distribution, alignment of skills with shifts, and team member allocation based on customer and business demand.
- supports excellent customer service; and
- responds to weather and seasonal variations
- plans for promotional events.

### **Timesheets**

- accurately reflect the work done.
- variations approved appropriately.
- processed accurately.
- pay team members accurately.

This manual promotes consistent, accurate, and compliant rostering and timesheet management across CEQ. It assists managers and supervisors in creating fair and efficient rosters that meet legal requirements while addressing the needs of the business and team members.

### 1. Purpose of this Document

The primary purpose of this document is to ensure compliance with fair, lawful, and transparent work practices, safeguarding both CEQ and team members from potential breaches or penalties.

The document is designed to inform and guide team members responsible for planning, maintaining rosters, and accurately approving the work done in timesheets.



It provides:

- principles and mandatory obligations relating to roster compliance.
- tools and examples to assist with best practice rostering and reporting.
- clear lines of governance and accountability to promote continuous improvement.

This manual complements CEQ policy by offering practical, step-by-step guidance. While not a policy in itself, it provides a foundation for policy development if required.

## 2. Governance

CEQ's Rostering and Timesheet Rules have been developed in consultation with legal and industrial relations experts to ensure full compliance with MA000004 General Retail Industry Award 2020 ("GRIA", Modern Award).

CEQ collaborated with the Fair Work Ombudsman and legal advisers to confirm the correct interpretation of Award provisions that apply to rostering and timesheet management.

**All CEQ team members, supervisors, and managers are required to follow these rules.**

The Fair Work Ombudsman has emphasised that ignorance of the Award is not a valid defence, and even minor breaches, if repeated across a large workforce, can result in substantial fines, enforceable undertakings, and reputational damage to the business.

## 3. Target Audience

The target audience for this manual includes all team members involved in roster development and timesheet approval. It offers guidance for both novice and experienced team members.

## 4. How to use the Manual

This manual outlines CEQ's rostering principles and guidelines, which **must be followed by all supervisors, store managers, and regional managers.**

## 5. Localised Scope

There is scope within the guidelines for Store Managers to develop local variations suitable to their specific store needs, provided these are decided and approved in consultation with the People and Workplace Culture Manager and the Retail Manager.

## 6. Consultation Process - Phase 1

The development of this manual has involved extensive consultation with CEQ senior leaders and legal experts. Phase 2 consultation will include regional and store managers to ensure the procedures are practical and aligned with store-level realities. CEQ will also engage with leaders familiar with local cultural practices and languages to embed culturally appropriate rostering and communication practices.

On-ground accuracy and compliance remain essential goals—achieved through coaching, accountability, and shared ownership of rostering standards across all stores.



## 7. Roles, Accountability and Responsibility

The Manager of People and Workplace Culture is accountable to the CEO for overall compliance with industrial relations legislation and payroll obligations.

Store and regional managers are responsible for applying roster and timesheet rules at the operational level. This accountability is based on an RACI framework to ensure duties are clearly defined, with compliance verified through periodic reviews.

## 8. On-ground responsibility

Responsibility for ensuring rosters are compliant and timesheets are accurate lies with the location where the work is performed – in stores.

This means that the responsibility for rostering and approving accurate timesheets must be delegated to the site where the work occurs.

Regional managers and the Retail Manager must ensure they provide sufficient coaching and support to maintain accuracy and consistent compliance at the store level.

If this is not feasible and a regional manager performs the work instead, approval must be obtained from the Retail Manager in consultation with the Manager of People and Workplace Culture.

## 9. Appreciation for Diverse Capabilities

CEQ acknowledges that rostering and timesheet management vary by store due to skills and conditions. Despite this, managers must fulfil their responsibilities outlined in the manual.

The People and Workplace Culture Manager, in collaboration with the Retail Manager, will provide training, while regional managers coach store managers and supervisors for compliance and support.

## 10. Accuracy

Rosters and timesheets must always accurately reflect working hours, lawful rostering practices, and evidence of managerial oversight.

**There is no room for error. The CEQ must be 100% compliant, and all team members involved in creating, maintaining, and updating rosters and timesheets must adhere to these rules.**

## 11. Roles and Responsibilities

A RACI (Responsibility, Accountability, Consulted and Informed) matrix has been adopted to assign roles under this policy. Team members have a level of accountability or responsibility to ensure that the roster and timesheet rules are followed. The roles they may have are:



- a. **Accountable** – The team member is ultimately responsible to the CEO for completing the process or task. There is only one role designated as Accountable.
- b. **Responsible** – The team members who actually carry out the process or task assignment. They are the "doers" and are responsible for completing the task.
- c. **Consulted** – Team members who assist with input and insights. They provide feedback, suggestions, or expertise that may be needed to progress tasks.
- d. **Informed** – Team members who receive output from the process or task, or who need to stay updated.

## 12. Compliance checks

From time to time, the Manager of People and Workplace Culture may ask team members in the roles mentioned above to provide roster or timesheet documentation for a spot check to verify CEQ's accuracy, interpretation, and compliance with these rules.

Rosters are also periodically reviewed by the Retail Manager and some regional managers.

## 13. Interpretations

This document details the rules for full-time (FT), part-time (PT), casual, and student team members. To ensure proper application of these rules, verify each team member's employment type—such as full-time, part-time, casual, or student—before following the guidelines.

Payroll cannot process payments that do not comply with the CEQ Rostering and Timesheet Guidelines. Store and regional managers must work together to ensure these rules are followed, to make sure team members are paid accurately and on time.



# ROSTERING PRINCIPLES

Creating effective rosters requires considering customer needs, team requirements, business goals, and necessary skills. Rostering is crucial for effective team allocation, enabling us to deliver our best. We've established guiding principles to develop fair and effective rosters, prioritising the care with which we serve our customers and community.

The numbered principles are provided for reference only and are not ranked in order of importance.

## OVERARCHING PRINCIPLE

Delivering services to our customers and communities is our top priority.

### PRINCIPLE 1

Rosters must ensure there are enough suitably skilled team members scheduled to work to deliver the best customer service and meet expected demand and community expectations.

### PRINCIPLE 2

Rosters must conform to relevant regulatory frameworks, including anti-discrimination laws, work health and safety legislation, industrial awards, and CEQ policies.

### PRINCIPLE 3

Rostering processes should ensure that team members are rostered fairly, while still providing sufficient flexibility to meet the needs of team members.

### PRINCIPLE 4

Rosters must provide for adequate supervision of team members, training, meal and rest breaks, and shift handovers.

### PRINCIPLE 5

CEQ must have appropriate governance and audit structures in place to oversee roster planning, creation, approval, monitoring and reporting.

### PRINCIPLE 6

Rostering must reflect the business's needs, budgets, plan for seasonal and weather impacts, and accommodate promotional events.

### PRINCIPLE 7

Rostering in CEQ relies on collaboration between regional managers, store managers, and team members to ensure fairness, compliance, and the delivery of quality customer service.

### PRINCIPLE 8

A lack of rostering skills and capability does not justify non-compliance. We provide training, support, and coaching to develop capability, while expecting accountability and responsibility.

# ROSTERING RULES

## 14. Rostering Obligations

- Know how your team members are employed – i.e., as full-time, part-time, casual, or as students, because different rules apply depending on a team member's employment.
- Understand that all team members are paid fortnightly for work conducted from the Wednesday of week 1 to the Tuesday of week 3 (14 days).
- Determining workforce needs per shift is part of the budget process. Please refer to your Regional Manager or the Retail Manager for this matter.
- Know and follow the rostering rules.
- Comply with roster budget and wage percentage targets.
- Align with peak trading times to maintain customer service standards during trade.
- Provide meal breaks and ensure there is coverage to meet customer needs.
- Respond to business impacts and needs like seasonal influences and promotional events.
- Make sure training is covered.

## 15. Rostering Rules

Rostering Rules	Application			
	Full-time	Part-time	Casual	Student
a) Rosters must be published a month before the work starts. (Industrially, it is 14 days' notice, but CEQ is asking for a month before.)	✓	✓	✓	✓
b) All shifts must be a minimum of 3 hours	✓	✓	✓	[Refer to item 17.b]
c) Rosters must be within the following hours: <ul style="list-style-type: none"> <li>▪ Monday to Friday: 7 am – 9 pm</li> <li>▪ Saturday: 7 am – 6 pm</li> <li>▪ Sunday: 9 am – 6 pm</li> </ul>	✓	As agreed in writing. [Refer to item 16a]	✓	School days – 3 pm to 6:30 pm. If parental consent [Item 17c]
d) If a team member needs to be rostered outside these hours, overtime rates must be paid.	✓	✓	✓	N/A Do not roster
e) If a team member works 3 out of 4 Sundays, at least every 4th week, they must get 3 days off as either (a) Friday, Saturday and Sunday; or (b) Saturday, Sunday and Monday.	✓	✓	✓	✓
f) Team members can be rostered for a maximum of 9 hours of work per day.	✓	✓	✓	[Refer to item 17]
g) No team member should be rostered to start their shift the following day without a 12-hour break between shifts. For example, if a team member finishes at 9 pm, they must not begin to work the next day before 9 am.	✓	✓	✓	[Refer to item 17]
h) Each week, from Wednesday, week 1 to Tuesday, week 2, team members must get 2 days off. The 2 days must be one after the other (consecutive) and cannot be separated within the roster period.	✓	✓	✓	✓
i) A team member cannot work more than 6 days in a row. This includes the following week. For example, if a team member is rostered to work from Thursday to Tuesday, followed by Wednesday to Friday (Total: 7 days – Thursday to Friday). The Wed shift is not allowed. When interpreting this rule, managers must understand that each week/fortnight rolls into the next.	✓	✓	✓	✓

## 16. Roster Rules – Part-time Team Members

### a. **Written Working Agreement (Agreement)**

Part-time team members must have a written agreement on file that covers the following:

- Agreed days of work.
- Agreed hours for each day, including start and finish times.
- Agreed timing and duration of meal breaks.

The above must be agreed upon in writing at the time of engagement. This record is kept in the team member's personnel file and is accessible from the People, Workplace, and Culture (PWC) team. Please ensure you keep a copy for each part-time team member and roster that falls within the agreed-upon parameters.

### b. **Change to Written Agreement**

Any change to a part-time team member's agreed day, hours, or meal breaks must be put in writing (including via text or email). Last-minute changes to finish times can be accepted. The change must be confirmed in writing before the end of the shift in which it happens.

Part-time agreements should remain consistent whenever possible. Last-minute changes should only occur in exceptional cases and be a last resort if no other options are available. Casual team members should be utilised instead whenever feasible.

### c. **Part-time Move to Greater Flexibility**

Any part-time team members seeking more flexibility with their hours can request to enter into an Individual Flexibility Agreement (IFA). Requests should be submitted to Bec Daley, People & Workplace Culture Manager.

### d. **Part-time to Full-time Conversion**

Part-time team members employed for over six months who wish to move to full-time status can apply for conversion by submitting a request to Bec Daley, People & Workplace Culture Manager.

## 17. Roster Rules - Students

### a. **Definition of a Student**

A student is a team member who studies full-time at a high school, not at a TAFE, university, or trade school.

**b. Student Shifts of Less Than 3 Hours**

Only students (as defined in Section 17) may work shifts shorter than 3 hours, provided there is a signed written Parental Consent from a parent or guardian that covers the following:

- Shifts can only be shortened to a minimum of 1.5 hours on school days between 3 pm and 6:30 pm.
- Reduced shifts are allowed only when it is not operationally feasible to schedule a complete three-hour shift or when the student's availability prevents a complete three-hour shift. For example, if the student needs to leave work for football training. Refer to the individual team member's parental consent form for details, which is available from People & Workplace Culture.
- This exception does not apply on weekends or during school holidays.

**c. Signed Written Parental Consent**

Written parental consent from a parent or guardian must be signed and completed when the "student" (team member) begins work with CEQ. Before rostering them, request a copy of the "parental consent" from People and Workplace Culture.

**18. Roster Changes – Full-Time & Casual Team Members (Excludes Part-Time)**

**Ongoing changes to a regular roster by the store manager**

- a.** The store manager can change a regular roster within 7 days with the team member's agreement and 14 days without the team member's agreement (which is why the roster should be published with 14 days' notice).

**Unexpected roster changes by CEQ**

- b.** An unexpected roster change occurs when a team member is asked to work outside their scheduled roster—for example, to cover another team member's shift or to stay late for additional work, such as a change to barge/truck delivery day/time. If a team member is called in to work, the following rules must be followed:
- Casual team members should be offered shifts before part-time or full-time team members whenever possible.
  - Team members must be called in for a minimum 3-hour shift unless the team member is a student who meets all requirements in item 17.
  - If a 3-hour shift is not possible (and the team member is not a student who meets all requirements in 17), the team member must be paid a minimum of 3 hours regardless of shift length.

- If a team member is called back to work after finishing a shift or if called in to work when they were not rostered on at all, the award provides a "Recall Allowance", whereby the team member must be paid for the time from when they left home to when they returned home (going directly to and from work). For example, (a) A team member who travels 15 minutes to and from work and works 2.5 hours will get 3 hours of pay, or (b) A team member who travels 20 minutes to and from work and works 3 hours, they will get 3 hours and 40 minutes pay.
- The team member or manager must record details of the shift change using a Team Member Shift Variation form and the travel time in Human Force, so the travel time is included in their pay.
- If a casual team member is unable to cover the shift and a full-time or part-time team member is called in, the shift will be paid at overtime rates.
- If a part-time team member agrees in writing (e.g., via text message) to stay back before the end of their shift, it will be paid at ordinary rates.

#### **Unexpected shift changes by a team member**

- c. A team member can change their shift at any time before arriving on shift, provided this is done by mutual written agreement between them and their store manager.
- d. Team members are not allowed to swap shifts with each other unless the shift change complies with these rules and does not create an unnecessary overtime payment.

### **19. Rosters Checked Monthly**

- a. Rosters must be compliant, accurate, and reflect both the needs of the business and follow the CEQ Roster Rules.
- b. The Award states that rosters are published 14 days in advance of the work starting, i.e., with 14 days' notice; however, CEQ will aim to have the rosters published a month in advance of work starting.

## **TIMESHEET RULES**

### **20. Timesheets Checked Daily**

- a. Managers who see team members working are responsible for authorising that a team member's timesheet is accurate and reflects the work conducted.
- b. Timesheets must be authorised/signed daily, with the exception of weekend hours, which will be authorised no later than Monday by 10 am. Any shift comments must be written at the time of variation or at the end of the shift. [Refer to Item 24]

## 21. Variations to Rosters

### Capturing variations with comments

- a. When a shift change occurs, it is called a variation. When a variation happens, a comment must be provided. Comments identify, report, and monitor discrepancies or exceptions. This is essential payroll data that enables CEQ to quickly identify and resolve payroll issues, ensuring team members are paid correctly.
- b. Any variations to the rules in this document or work conducted outside the rules must be noted with a comment added to the team member's timesheet at the time of the variation.

### Team Member Shift Variation Form

- c. Each store will have access to a Team Member Shift Variation Form. If you cannot find one, contact the store's regional manager. Once this form is completed, it must be uploaded into Human Force.

## 22. Breaks

### Breaks – Best Practice

At CEQ, breaks are not just best practice for supporting team members' wellbeing – they are also a legal requirement.

- a. Break entitlements vary based on hours worked [Refer to Item 22(k)].
- b. Supervisors and managers must ensure team members take their entitled breaks by clocking in and out for each one.
- c. Store Managers are responsible for ensuring all team members know when to take their allocated breaks each shift.

### Types of Breaks

Depending on the length of a shift, team members are entitled to two types of breaks: rest breaks and meal breaks.

- d. A **rest break** is 10 minutes of paid time that applies to shifts of four or more hours, with extra rest breaks for longer shifts.
- e. A **meal break** is a 30-minute (up to 60 minutes) unpaid period given after five hours of work.

### Meal Break Rules

The following meal break rules apply to all team members:

- f. A meal break must be taken after no more than five hours of work (or as per the agreed meal break for part-time team members).

- g.** A meal break cannot be taken during the first hour of a shift.
- h.** A meal break cannot be taken during the final hour of a shift.
- i.** Any team member working over 5 hours must take a meal break. Skipping the break to finish earlier is not allowed.
- j.** Meal breaks are at least 30 minutes. Longer breaks than 30 minutes may be approved by the store manager, but must (a) be agreed upon by the manager/supervisor and team member in advance, (b) be recorded as a comment in Human Force, and (c) be logged through the clock-on and clock-off system.

### Break Summary

- k.** Below is a summary of breaks based on continuous shift times.

Break summary		
Shift time	Rest break (paid)	Meal break (unpaid)
Less than 4 hours:	Nil	Nil
Over 4 hours but no more than 5 hours:	10-minutes	Nil
5 to 7 hours:	10-minutes	30-minutes
7 to 10 hours:	Two (2) x 10 minutes <i>Taken each half of the shift</i>	30-minutes
Over 10 hours:	Two (2) x 10-minutes <i>Taken each half of the shift</i>	2 x 30-minutes

## CLOCK ON/OFF RULES

Accurately clocking on and off for shifts and meal breaks is essential for compliance with the correct use of the clocking system, which is a shared responsibility.

As per Item 20, timesheets are authorised and checked daily, except on weekends, which are authorised no later than Monday by 10 am.

### 23. Clock on/off rules

- a.** Timesheets must reflect the actual hours worked, with clock-in/out times 100% accurate.
- b.** Team members must clock in and out for meal and rest breaks at the rostered or allocated times.
- c.** Team members cannot forget to clock in/out.
- d.** Team members cannot begin or end work outside the rostered hours unless they have obtained prior written approval.
- e.** Intentional misuse of the clock on/off process is unacceptable and will be dealt with as a disciplinary issue.

## 24. Clock on/off variations and shift changes


- f. From time to time, a team member's clock-on and clock-off times may differ from those published in the roster. There are several reasons for this, for example, (a) shift time may have changed due to customer demand or a weather impact, or (b) a team member may have forgotten to clock on/off.

## 25. Shift changes or clock on/off errors must be tracked

- g. Every clock error and shift variation must be authorised by the shift supervisor or store manager and noted in writing.
- h. If clock errors or shift variations in timesheets do not have comments explaining the variation, the affected shift will be delayed until the necessary documentation is supplied. [Refer to Tool 2 for support.]

Clock on/off error	Shift variation in time
<ul style="list-style-type: none"> <li>▪ Write a comment in Human Force to explain the variation</li> </ul>	<ul style="list-style-type: none"> <li>▪ Shift changes must be authorised in writing by the supervisor or store manager <u>before</u> the team member works the variation in time.</li> <li>▪ During a busy day/shift, this is done by completing a Team Member Shift Variation form.</li> <li>▪ This change must be submitted to Human Force.</li> </ul>

## 26. Document Control

Community Enterprise Queensland			
<b>Governance Area</b>	Employment Law		
<b>Law:</b>	<a href="https://awards.fairwork.gov.au/MA000004.html">https://awards.fairwork.gov.au/MA000004.html</a>	<b>Regulation:</b>	<a href="https://awards.fairwork.gov.au/MA000004.html">https://awards.fairwork.gov.au/MA000004.html</a>
<b>Version</b>	<b>Date/Review</b>	<b>Author</b>	<b>Status</b>
vA	3/8/25	BD	Document established
vB-vG	4/8/25 – 11/8/25	BD, MM & SAJ	Various questions were raised between MM & BD regarding accuracy. SAJ added sense-making layout/language.
vH	12/8/25 – 7/9/25	SAJ and SW	Tailoring for audience-specific use
vI	8/9/25	BD and MM	Mid-review for industrial accuracy
vJ-vK	9/11/25 – 12/11/25	SAJ and MM	Questions/answers between MM & BD
vL	13/11/25	SAJ and SW	Format tidy, semantic and audience-specific language changes
v1	14 Nov 2025	PeopleHQ	Handed over to CEQ
V1.1	15 December 2025	BD	Added to CEQ Template and updated Tool 2 – Evidence 1 example to show 'Team Members receive the early clock on message at sign on, in Human Force.'
<b>Nominated Accountable for Approval:</b>	 Bec Daley, Manager, People and Workplace Culture 15 December 2025		<b>Review Date:</b> 27 March 2026

# TOOLS

## Tool 1

### Rostering and Timesheet Roles, Accountabilities and Responsibilities

The following is a list of tasks for roles to ensure compliance with the Roster and Timesheet Rules. See Section 11 in the Introduction for the RACI definitions.

Rostering and Timesheet Roles, Accountabilities and Responsibilities	ROLES						
	GM Corporate Services	Manager, People & Workplace Culture	GM Operations	Retail Manager	Regional Manager	Store Manager	Payroll Compliance Manager
<b>OVERALL COMPLIANCE WITH FAIRWORK OBLIGATIONS</b> Ensuring managers understand and comply with CEQ's legal and industrial obligations regarding rosters and timesheets.	C	A	C	C	I	I	I
<b>BUDGETING</b> Develop and communicate team member roster budgets.	C	I	A	R	C	I	I
<b>COMPLIANCE</b> Ensure team members adhere to rules and comply with Fair Work obligations.	C/I	A	C/I	R	R/I	R	R
<b>MY PAY ACCURACY</b> Ensure team members are paid accurately in accordance with Rostering and Timesheet Guidelines.	A	C	I	I	I	I	R
<b>COMMUNICATE RULES &amp; CHANGES</b> Ensure that Rostering and Timesheet Rules are communicated effectively.	C	C	A	I/R	R	I	I
<b>TRAIN, COACH &amp; SUPPORT</b> Accurate and responsive training with coaching and support where required.	C/I	A/R	C/I	R	R	R	I
<b>ROSTER DESIGN &amp; PUBLICATION</b> Ensure rosters are designed accurately and published on time.	I	C	A	R	R	R	R
<b>TIMESHEET ACCURACY</b> Ensure timesheets are accurate and approved.	C/I	C	A	R	R	R	R
<b>PROCESS VARIATIONS</b> If required, develop process variations (without compromising compliance) to support store-specific needs.	I	A	I	R	C	C	I
<b>ACCURATE TIMESHEETS</b> Timesheets are accurate based on hours worked. Variations are approved and have comments or Shift Variation Forms.	C	C	C	C	A	R	R



## Tool 2

### Shift Variation or Clock On-Off Variation Comments

The following are example comments.

- Jimmy arrived late and clocked in 15 minutes after he was due to start work.
- Pamela left work early by 20 minutes because she was feeling unwell.
- The load arrived late, so I authorised Joan to stay for 1 hour to help.
- Max had to collect his children from school, so he finished early by 30 minutes.

#### Reminder:

- Every change must have a comment.
- Team members, including Store Managers, cannot start earlier or later than their rostered time without written authority.

#### Example Clock On Changes

Example of Team Member Clock On Changes	Evidence	Pay information for Team Member
<ul style="list-style-type: none"> <li>▪ Accidentally clocking on early. Before the rostered start time is deemed to be an accident, it is not considered time worked.</li> </ul>	<p>Comment to say the team member accidentally clocked in early and did not start work.</p> <p>Team Members receives the early clock on message at sign on, in Human Force. Message states they are clocking on early and will paid from their rostered start time, which is shown on the screen.</p>	Only actual rostered time worked is paid.
<ul style="list-style-type: none"> <li>▪ Directed to start work early, <i>e.g., the store needs to open early for an event.</i></li> </ul>	Comment in Human Force.	Hours paid per comment made by the manager in Human Force.
<ul style="list-style-type: none"> <li>▪ A team member arrives late for work and clocks in after their rostered start time.</li> </ul>	Comment in Human Force to say they arrived late for work.	Paid from the time they clock in, regardless of whether they arrive late for work.
<ul style="list-style-type: none"> <li>▪ If a team member forgets to clock on.</li> </ul>	Comment in Human Force to say they started work on time.	Paid from the time they were rostered to work.

## Clocking off at the end of a shift

Example of Team Member Clock Off Changes	Evidence	Pay information for Team Member
<ul style="list-style-type: none"> <li>Team member clocks off late. This is deemed to be a scenario where they are serving a customer or finishing a task.</li> </ul>	Exception note in the clock on/off system to say the team member finished work at the time of their clock off record.	The time is paid as the team member worked with approval beyond their rostered time.
<ul style="list-style-type: none"> <li>A team member clocks off late, and we reasonably believe they are not working. This is raised with the team member by the manager.</li> </ul>	The Team Member Shift Variation form is signed by the team member acknowledging the correct finish time.	Only actual time worked is paid.
<ul style="list-style-type: none"> <li>Team member clocks off early due to feeling unwell.</li> </ul>	Comment in Human Force to indicate the team member left work sick.	Only actual time worked is paid for casuals. FT/PT team members with a remaining roster will be paid for the remainder of their roster as sick leave (if available).
<ul style="list-style-type: none"> <li>Directed to finish work early, e.g., too many team members, no customers.</li> </ul>	Comment in Human force to indicate directed to finish early.	Casual – min 3 hours and Rostered shift will be paid for FT/PT.
<ul style="list-style-type: none"> <li>Directed to finish work late, e.g., the load arrived late and a team member needed to help.</li> </ul>	Comment in Human Force to indicate late truck/barge.	The extra time worked will be paid, including applicable penalties.

## Clocking on/off for meal and rest breaks

### Reminder:

- Team members must clock on and off for meal and rest breaks.

Example of Team Member Clock On Changes	Evidence	Pay information for Team Member
<ul style="list-style-type: none"> <li>Rostered to take a meal break, but the team member does not clock off or on.</li> </ul>	The team member has signed the Team Member Shift Variation Form.	Since it is mandatory to clock off and on for meal breaks, the Team Member Shift Variation Form must be completed
<ul style="list-style-type: none"> <li>Clocks on/off for a meal or rest break at times different to when the time was rostered.</li> </ul>	Comment in Human Force	Unpaid meal break. Paid rest break.
<ul style="list-style-type: none"> <li>Forgot to clock on/off for a meal or rest break, but took the break.</li> </ul>	Team Member Shift Variation Form signed by the team member to say a break was taken.	Unpaid meal break. Paid rest break.
<ul style="list-style-type: none"> <li>Forgot to clock on for a meal or rest break but clocked off.</li> </ul>		
<ul style="list-style-type: none"> <li>Forgot to clock back in to work after the meal or rest break, but clocked off for it.</li> </ul>		
<ul style="list-style-type: none"> <li>The load arrived late, and the store needed all hands-on deck, with no breaks taken as team members rostered for 6 hours.</li> </ul>	Comment in Human Force.	Team members will be paid the ordinary rate for the time worked.