

## In the Loop

Updates about Operation My Pay – Edition 1, 21/7/25

Information:		Manager Action:
<b>1.1</b>	<p><b>My Pay Updates</b> Starting 21/7/25, <b>In the Loop</b> will be published fortnightly until advised otherwise. Updates from the CEO on Rounding &amp; Rostering will continue until advised.</p>	Please open and act on any <b>My Pay</b> emails.
<b>1.2</b>	<p><b>Support for Clock Rounding</b> I am here to support you on any communication that needs to cascade to your team members.</p>	Please follow the Communication Toolkit about <b>Clock Rounding</b> .
<b>1.3</b>	<p><b>“True North” Source</b> It is crucial that all projects under <b>Operation My Pay</b> have information that flows from a “true north” source, and for now, that will be me and our Fact Sheets until you are advised otherwise.</p>	<p>Please use Fact Sheets, Communication Kits, In the Loop Editions, or me as the “true north” source for My Pay information.</p> <p><b><i>Please don't answer questions that are not in My Pay fact sheets.</i></b></p>
<b>1.4</b>	<p><b>Lockdown Advice</b> The cornerstone of Operation My Pay is ensuring compliance with pay, position descriptions, and Award alignment.</p> <p>Our previous practices and knowledge are no longer sufficient, and managers across the business have out-of-date information. Until managers have received training and are equipped with the latest information and skills, communication from managers to team members on these topics will be restricted.</p> <p><b>The lockdown temporarily includes payroll.</b> We will prioritise working with payroll to ensure they have the support and training they need.</p>	<p>As a temporary measure, managers will no longer be the primary source of advice to team members on My Pay matters so that we can establish a more controlled and informed approach.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>By centralising communication and ensuring only qualified individuals provide advice, we protect our employees and CEQ from inadvertent non-compliance.</p> </div>
<b>1.5</b>	<p><b>How Do Managers Get Questions Answered?</b> If team members ask you questions, please follow these actions: →</p> <p>Also, please feel free to contact me directly. Conversations will allow me to understand your needs and better address the situation of your team members.</p>	<ol style="list-style-type: none"> <li>1. Ask your team members to use the QR code on the My Pay poster and see if their question is in a Fact Sheet.</li> <li>2. If the question is not addressed in a Fact Sheet, then please send the question to <a href="mailto:wages@ceqld.org.au">wages@ceqld.org.au</a></li> </ol>
<b>1.6</b>	<p><b>What's next?</b> In the next 10 days, you will receive: (a) <b>Rostering</b> Fact Sheet, (b) My Pay Communication Kit (that will supersede the <b>Rounding</b> Comms Kit); and (c) Role and Reward Project Brief. The next In the Loop Edition will be on 30 Jul.</p>	Look out for these publications between 21 July and 1 August.

