

My Pay Updates

Edition 02 – 05/08/2025

Key information in this edition:

- ▶ Reminders from Edition 1 with actions to check off.
- ▶ Emphasis on locking down *pay information* to ensure it only comes from approved sources.
- ▶ *New projects* coming online for your immediate attention.



UPDATE:

2.1 My Pay Updates and Support

I am committed to quality communication and support under Operation My Pay. Starting 1/8/25, *In the Loop* will be shared with all managers across the business, and Updates from the CEO on Rounding & Rostering will continue until advised.



ACTION:

- Act on any *My Pay* updates.
- Note: A *My Pay Comms Toolkit* will supersede the *Rounding Comms Toolkit*. (See Item 2.9)

2.2 Support for Rostering

We are developing the CEQ Rostering Rules (Fact Sheet) and support resources for managers.

- Follow *Rostering Facts Sheets* and support resources (See Item 2.9)

2.3 ****Reminder**** Lockdown Advice

Previous payroll and employment practices and information are now outdated. To ensure a more controlled and informed approach, *as a temporary measure*, managers will no longer be the primary source of advice to team members – until we can get upskilling and knowledge workshops in place.

- Please don't advise your team members on payroll or employment matters until this lockdown has been lifted.

2.4 Payroll lockdown

The lockdown temporarily includes the payroll team offering advice. We will prioritise working with the payroll team to ensure they are upskilled in new compliance expectations and obligations.

- Please don't approach payroll for information until we lift the lockdown.

2.5 Factual True North Sources

We aim to provide all team members with factual information. At 5/8/25*, our "true north" sources for factual pay information are the following.

<p>My Pay Fact Sheets Scan QR code on the My Pay poster</p>	<p>In the Loop Published fortnightly for managers</p>	<p>Ask Email wages@ceqld.org.au</p>	<p>Bec Daley Manager, People & Workplace Culture E: wages@ceqld.org.au</p>
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*This will change as we upskill team members and managers and create more robust systems and channels.

By centralising communication and ensuring only qualified individuals provide advice, we protect our team members and CEQ from inadvertent non-compliance.

2.6 Who can ask questions about pay?

Everyone! Managers can pass on questions from their team; however, we'd prefer that you also empower your team members to ask their questions. At CEQ, we aim to ensure pay information is accessible, factual and transparent for anyone who wants it.

- Check that your team members can:
 - access the Fact Sheets via the QR code; and
 - email to ask questions.

2.7 Operation My Pay Projects

Operation My Pay consists of several significant projects. So far, the projects include:

Operation My Pay:	
1	Remediation Project (Tranche 1 and Tranche 2) Rostering and Rounding
2	Role and Reward Project **new**
3	Upskilling Payroll Team
4	Access to Factual Information

- Keep up-to-date on My Pay projects via In the Loop.
- Keep an eye out for **Operation My Pay Brief** (due to be published: early Sep)

2.8 Role and Reward Project

We recently launched a new project, Role and Reward - stage 1 involved mapping all roles in CEQ to the correct Award and classification. Further work will include modernising key documentation, such as position descriptions. Details will be shared over the coming weeks.

- Note that further information will be forthcoming.

2.9 What's next?

Information	Published
My Pay Communication Toolkit	15 Aug
Rostering Fact Sheet & Resources	8-11 Aug
Operation My Pay Brief	11-14 Aug
Role and Reward Project Brief	20-22 Aug
In the Loop, Edition 3	18 Aug

- Look out for these publications between 8 August and 25 August.

