

In the Loop is an update from the People and Workplace Culture Team. It is for business leaders, including store and support team leaders. Please read the information, implement the actions, and cascade the information to your teams.

In this edition:

- ▶ Back pay commenced for stage 1, the **Rostering and Rounding** project
- ▶ **Roster rules** – new publications in the next few weeks
- ▶ **Award mapping** update
- ▶ **TOIL** change

Operation My Pay

7.1 Reminder - Payroll Remediation Stages

A reminder that the remediation work has two stages.

	Review	Remediation	Timeline	Affected Team Members
Stage 1:	Rostering & Rounding, Payroll Remediation Back Payments Project	<ul style="list-style-type: none"> ▪ Analysis of 2 million timesheet entries ▪ Award rules interpreted accurately ▪ Back payments paid ▪ Ensure we clock on/off and roster in line with Award expectations 	Feb (YC start) to Oct	Store-based team members
Stage 2:	Role & Reward Project	<ul style="list-style-type: none"> ▪ Assessment of all roles ▪ Accurate position descriptions ▪ Roles mapped to the correct employment Award ▪ All roles working to the right Award ▪ Determination of any back payments 	Jul to Dec	All team members

7.2 Payroll Remediation Progress

Stage 1 will transition to the closing stage on 31 October 2025.

Stage 2 is currently underway and will impact all team members across the business.

Stage 1, Rostering & Rounding, Payroll Remediation Back Payments Project

7.3 Remediation - Data to Fair Work Ombudsman (FWO)

Stage 1 of the remediation work is expected to reach its final stage by 31 October 2025. After this date, CEQ will pass the data to the FWO.

Any unclaimed monies will be managed by the FWO's Settlement of Unclaimed Monies (SUM) team. It will be their role to take over the efforts to reunite former team members with their owed money.


Please note that only former team members will have unclaimed monies sent to the FWO.

- Store managers, please refer enquiries from team members about former employees who may have been affected to the Unclaimed Monies Fact Sheet. [FWO Unclaimed Monies Fact Sheet](#)



<p>7.4 Roster Rules Fact Sheet</p> <p>This week, the team finalised feedback on the roster rules document and decided that, due to the complexity of the roster rules, team members would find it easier if they had quick tip guides and checklists.</p> <p>You can expect to see the following in November:</p> <ul style="list-style-type: none"> - Comprehensive Guide (For Payroll and Senior Leaders) - Easy-to-follow Guide (Regional and Store managers) - Top 4 Rules - Responsibility Matrix - Posters for in-store use <p>Following the publication of these documents, you will be invited to the training.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Look out for these documents in mid-November <input type="checkbox"/> RSVP to any training sessions <input type="checkbox"/> Contact Bec Daley for any roster questions bec.daley@ceqld.org.au
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Stage 2, Role & Reward Project

<p>7.5 General Retail Industry Award (GRIA)</p> <p>All GRIA rules have now been cross-checked and approved by the team, and the final build is underway with Yellow Canary. Before stage 2 calculations commence, the team will first undertake testing of the new Human Force Award Interpreter build.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Share this update with your team <input type="checkbox"/> Please do not answer questions about the Stage 2 review <input type="checkbox"/> Forward any enquiries to Bec Daley directly bec.daley@ceqld.org.au
<p>7.6 Human Force Award Interpreter Build</p> <p>The team collaborated with external IR specialists to ensure that all GRIA Award Rules were accurately integrated into the Human Force system. This will increase the certainty of payroll accuracy, with the system triggering alerts when Award Rules are activated. Testing on the new system will commence on Monday, 3 November 2025.</p> <p>Once the team is confident the system is working, the final data will be provided to Yellow Canary to commence the Stage 2 calculations for back payments.</p>	
<p>7.7 Other Awards</p> <p>Through the Award Mapping project, the team has identified some roles that were incorrectly classified. Data is now being gathered to ensure all calculations can be conducted against the correct rates.</p> <p>Once this process has been finalised and the calculations have been completed, the team will commence communication with the affected individuals.</p> <p> Please note that the team identified two roles in the business with a classification error. Most roles in the business have either been in alignment with the award or paid above the relevant award.</p>	

7.8

Time Off in Lieu (TOIL) – *Change*** in Who to Send Information**

On 30 September 2025, the new (and interim) TOIL management process commenced, which further supports our commitment to fair and lawful workplace practices.

Effective immediately, all TOIL requests must be sent to Emma Zsoldo. This includes relevant information such as employee name, date/s of accrual, hours accrued and the reason for the TOIL.

A longer-term solution will be assessed as part of the My Pay projects, and we will share more information once this has been thoroughly investigated.

- For your awareness.
- Send your TOIL approvals to emma.zsoldos@ceqld.org.au
- Ensure all relevant information is included in the approval email
- Contact Bec Daley if you are unsure about the TOIL process
bec.daley@ceqld.org.au