

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 for stage 1 now complete, the **Rostering and Rounding** project
- ▶ **Roster rules** – new publications to be published this week
- ▶ **Award mapping** update
- ▶ **TOIL** update

Operation My Pay

8.1 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 	*Amended Jul 25' to Feb 26'	All team members

8.2 Payroll Remediation Progress

Stage 1 now complete - the Fair Work Ombudsman Unclaimed Monies team accepted our application.
Stage 2 work continues and will impact all team members across the business.

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

8.3 Remediation - Data to Fair Work Ombudsman (FWO)


On 11 November 2025, CEQ passed the data to the FWO's Settlement of Unclaimed Monies (SUM) team via application, and the application was accepted.

The remaining unclaimed monies will now be managed by the SUM team. It will be their role to take over the efforts to reunite former team members with their owed money.


- 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](#)



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

<p>8.4</p>	<p>Rostering & Timesheet Manual and Training</p> <p>From December 4, 2025, the roster rules documents will be shared via the My Pay site. Early next week, training sessions will be sent to all leaders responsible for rostering, including the management of changes to approved rosters.</p> <p>You can expect to see the following:</p> <ul style="list-style-type: none"> - Rostering & Timesheet Manual (For Payroll and Senior Leaders) - Easy-to-follow Guide (Regional and Store managers) - Top 4 Rostering Rules - Responsibility Matrix for Timesheets - Responsibility Matrix for Rosters - Posters for in-store use <p> Training will be mandatory, so select a few time slots to ensure you are able to attend a session.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Look out for the posters and scan the QR code to access guides <input type="checkbox"/> RSVP to any training sessions <input type="checkbox"/> Contact Bec Daley for any roster questions bec.daley@ceqld.org.au
<p>8.5</p>	<p>Support with Timesheets & Rosters</p> <p>Ana Matheus joined the team on a temporary basis in November to support the Operations and Payroll team with timesheet and roster compliance.</p> <p>Ana will continue to support our teams with daily timesheet and roster checks, as the Human Force Award build is being completed, and we have confidence that our systems are picking up all Award penalty triggers.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Provide information to Ana swiftly to ensure timely payroll

Stage 2, Role & Reward Project

<p>8.6</p>	<p>General Retail Industry Award (GRIA) – timesheets and roster checks</p> <p>All GRIA rules have now been cross-checked and approved by the team, and the final build is underway with Yellow Canary.</p> <p>The team are checking timesheets daily and rosters are being analysed before the end of each pay fortnight to identify non-compliances and to support managers to make changes early.</p> <p>**Reminder** Yellow Canary is the Payroll Compliance system CEQ has used to analyse all roster, timesheet, and payslip data, going back six (6) years, to identify non-compliances and underpayments for remediation.</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>8.7</p>	<p>Human Force Award Interpreter Build - reminder</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 is due to commence late 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>8.8</p>	<p>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 communicate with the affected individuals.</p> <p> Please note that the team identified two roles in the business with a classification error. The team members affected by this error have now been informed.</p>	

8.9

Time Off in Lieu (TOIL) – ****Change**** in eligibility

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

Since this date concerns have been raised about the way in which TOIL continues to be accrued.

Effective immediately, TOIL or working additional hours must be managed in the following ways:

Retail Based Team Members

- Effective Immediately - TOIL will no longer be available
- Reasonable additional hours worked should be as a last resort
 - Rostering is the first option - to roster so you can take the time back within the same fortnight to average your hours to be 76 per fortnight
- Requirements to work additional hours must first be approved by your line manager
- Line managers must approve additional hours before the hours are worked
- Instances of additional hours worked must be clearly recorded on timesheets, with reasons added to the comments for payroll processing.

Non-Retail Team Members

- TOIL should be a last resort
 - Planning the span of hours over the fortnight is the first option - to plan so you can take the time back within the same fortnight to average your hours to be 76 per fortnight
- Requests for TOIL are to be sent to your line manager, who will send an email with Approved TOIL to Payroll
- TOIL will be added to the leave portal by Payroll (this is where you can see your TOIL balance)
- Requests for TOIL that are over 2 weeks old, will not be approved
- Instances of TOIL must be submitted at the end of week in which it occurred
- Requests for TOIL are approved on a case-by-case basis, with prior knowledge of approving managers to document why the TOIL was required
- Requests to use TOIL follow the same process as requesting leave and must first be approved by the line manager

Requests that fall outside of these requirements will not be approved.

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.
- Managers for Retail team members are to approve additional working hours – as a last resort – before the hours are worked
- Managers of Non-Retail team members are to approved TOIL as a last resort and then send TOIL approvals to emma.zsoldos@ceqld.org.au
- Managers are to 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

