

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

9.1 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 CLOSED	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 25' to Feb 26'	All team members

9.2 Payroll Remediation Progress

Stage 1 now complete – all current team members have been paid, any former team members we have not been able to contact had their 'unclaimed money' sent to the Fair Work Ombudsman to take over the process.

Stage 2 work continues and will impact all team members across the business.

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

9.3 Stage 1 – Final Update

Following this edition of *In the Loop*, the Stage 1 updates will be discontinued. This is to focus on providing brief, easy to read updates about the ongoing actions in the My Pay project.


- Refer to all previous editions of *In the Loop* for reminders on the process conducted in Stage 1.

9.4 Remediation - Data to Fair Work Ombudsman (FWO) – Reminder

Stage 1 is now closed - the FWO's Settlement of Unclaimed Monies (SUM) team via application, and the application was accepted in November.

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

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

<p>9.5</p>	<p>Rostering & Timesheet Manual and Training</p> <p>The rostering and timesheet manual has now been shared to all store-based leaders. Training sessions have now also been shared with all leaders responsible for rostering, including the management of changes to approved rosters.</p> <p>The following has been shared so far:</p> <ul style="list-style-type: none"> - Rostering & Timesheet Manual (For Payroll and Senior Leaders) <p>Soon to be added to the My Pay site:</p> <ul style="list-style-type: none"> - Top 4 Rostering Rules - Responsibility Matrix for Timesheets - Responsibility Matrix for Rosters - Posters for in-store use <p> <u>Training is mandatory for all Managers, Assistant Managers and Supervisors</u>, so select the time slot that works best for you 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>9.6</p>	<p>Support with Timesheets & Rosters</p> <p>Over the last two weeks, Ana has been working hard to check all timesheets and rosters, providing advice and guidance to store managers and regional managers and ensuring the right updates and changes are made in time for the pay run.</p> <p>Ana will continue to support our teams with daily timesheet and roster checks, while also sharing helpful tips emails. Keep any eye out for Ana's emails for helpful guidance in bite sized chunks.</p> <p>Ana's support will continue until the Human Force Award build is 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 ana.matheus@ceqld.org.au <input type="checkbox"/> Read Ana's emails with helpful tips for drafting rosters and checking timesheets

Stage 2, Role & Reward Project

<p>9.7</p>	<p>General Retail Industry Award (GRIA) – timesheets and roster checks</p> <p>The final build is still being completed by Yellow Canary.</p> <p>As soon as we have confidence that all award triggers are working accurately, payroll data will be provided to Yellow Canary to finalise the GRIA payroll remediation process.</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>9.8</p>	<p>Human Force Award Interpreter Build - **Update**</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.</p> <p>**Testing has been delayed as we continue to work with Human Force on ensuring the build includes everything in the system, to suit our unique business requirements.</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>9.9</p>	<p>Other Awards</p> <p>Through the Award Mapping project, the team identified some roles that were incorrectly classified. Data has now been analysed and calculations conducted by IR specialists to determine if the affected team members are owed a back payment.</p> <p>Once this process has been finalised, the team will communicate with the affected individuals.</p> <p>**Reminder - the team identified two roles in the business with a classification error. The team members affected by this error have been informed and are awaiting finalisation of the calculations.</p>	



9.10

Time Off in Lieu (TOIL) – Reminder

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

