

Break and Meal Summary Rules

Below is a summary of breaks based on continuous shift times and the meal break rules.



Break Summary		
Shift time	Rest break (paid)	Meal break (unpaid)
Less than 4 hours:	Nil	Nil
Over 4 hours but no more than 5 hours:	10-minutes	Nil
5 to 7 hours:	10-minutes	30-minutes
7 to 10 hours:	2 x 10-minutes Taken each half of the shift	30-minutes
Over 10 hours:	2 x 10-minute rest break Taken each half of the shift	2 x 30-minutes

Meal Break Rules

The following rules apply to all team members:

- A meal break must be taken after no more than 5 hours of work (or agreed meal break for part-time employees).
- A meal break cannot be taken within the first hour of a shift.
- A meal break cannot be taken within the last hour of a shift.
- Any team member working more than 5 hours must take a meal break. Skipping the break to finish earlier is not permitted
- Meal breaks are a minimum of 30 minutes. Breaks longer than 30 minutes may be approved by the store manager but must (a) be agreed in advance, (b) be recorded as a comment in Human Force, and (c) be recorded through the clock-on and clock-off system.

Timesheets - Accountability for Accuracy



Across CEQ timesheet management capability varies between stores. While this is acknowledged, this cannot compromise the accuracy of timesheets or comments. For every pay run, 100% of team members must be paid correctly—there is no room for error or non-compliance.

To achieve this, **getting capability and compliance right starts in each store where the work is performed**. Regional and retail managers are directed to support store managers and shift supervisors in applying accuracy and consistent compliance.

Timesheet Accountability							
Team Member	Shift Supervisor or Store Manager <i>The person who sees the team member work</i>	Regional Manager	Retail Manager	General Manager (GM) Operations	Payroll Compliance Manager	Manager, People & Workplace Culture (PWC)	General Manager (GM) Corporate Services
Each shift, team members are responsible to the shift supervisor or store manager for accurately clocking on/off for shifts and breaks, and following the Roster and Timesheet Rules.	<p>The Shift Supervisor or Store Manager is responsible for:</p> <ul style="list-style-type: none"> Ensuring timesheets are accurate and reflect hours worked; and Writing comments <p>If this is not possible, this responsibility is moved to the Regional Manager.</p>	<p>The Regional Manager is responsible to the Retail Manager for:</p> <ul style="list-style-type: none"> checking timesheets are accurate ensuring there are comments for all variances to train shift supervisors or store managers in timesheet management 	<p>Each pay run, the Retail Manager is accountable to the GM Operations for:</p> <ul style="list-style-type: none"> ensuring regional managers have accurately approved timesheets and all variations have a comment training team members reprimanding team members who continually do not comply 	<p>The GM Operations is responsible for collaborating with the Manager, People, & Workplace Culture to ensure that timesheets are legally compliant and that all variations have a comment.</p>	<p>Each pay run the Payroll Compliance Manager is responsible to the Manager, People & Workplace Culture, for the accurate payment of team members.</p> <p>Identifying hot spots or team members who continually make timesheet errors</p>	<p>The Manager, People & Workplace Culture, is accountable to the CEO for ensuring team members adhere to the rules and comply with Fair Work obligations.</p>	<p>The GM Corporate Services is accountable to the CEO for accurately paying team members.</p>

Rosters - Responsibility, & Accountability for Compliance



Across CEQ roster development capabilities vary. While this is acknowledged, this cannot compromise roster compliance. Each roster period, rosters must be accurate and published on time—there is no room for error or non-compliance.

To achieve this, **getting capability and compliance right starts in each store where the roster is designed**. Regional managers and the Retail Manager are directed to support store managers in ensuring rosters are designed accurately, reflect compliance, and suit the business's needs.

Roster Accountability					
Team Member	Shift Supervisor or Store Manager	Regional Manager	Retail Manager	General Manager (GM) Operations	Manager, People & Workplace Culture (PWC)
Work as directed and as per their published roster.	<p>The Store Manager is responsible¹ for the accurate development and on-time publication of the store roster.</p> <p>The store manager is responsible for ensuring all roster variations are accurately recorded and approved</p> <p><i>If this is not possible, this responsibility is moved to the Regional Manager.</i></p>	<p>The Regional Manager is responsible for approving the Store Manager's roster and ensuring it is:</p> <ul style="list-style-type: none"> Compliant Published on time; and Reflects the needs of the business <p>If the Store Manager develops the roster, the Regional Manager checks and approves it. They will be accountable for the roster's compliance if they do this.</p>	<p>The Retail Manager is accountable² to the General Manager of Operations for:</p> <ul style="list-style-type: none"> compliant rosters that are published on time; and ensuring regional and store managers know how to develop compliant rosters that suit the needs of the business. <p>If the Regional Manager develops the roster, the Retail Manager checks and approves the roster.</p>	<p>The GM Operations is accountable to the CEO for ensuring that rosters comply with CEQ's legal and industrial obligations.</p>	<p>The Manager, People & Workplace Culture is accountable to the CEO for ensuring the GM Operations and the Retail Manager understand CEQ's legal and industrial obligations regarding rosters.</p> <p>The Manager of People & Culture can conduct random audits to check that rosters comply with the rules in this document.</p>

¹ A **Responsible person** is the person (or people) who completes the task, i.e., the doer.

² An **Accountable person** is ultimately answerable for the outcome and deals with the consequences of the work if it is not accurate or compliant. They oversee, approve, and ensure that the Responsible person completes the job to the required standard.

Roster checklist

When designing rosters, use this checklist to ensure the roster complies with the rules.

- No team members have been rostered for six (6) days in a row. (This includes the following week).**
- Team members have two (2) days off one after the other (consecutive).**
- If you have a part-time team member are they rostered to their agreed hours.**
- All roster changes are recorded and sent to payroll.**
- Are all shifts a minimum of 3 hours.
- Do you have a parental consent form for shifts under the minimum of 3 hours.
- There are no shifts rostered over 9 hours of work per day.
- Do team members have a minimum 12 hour break between shifts?
- The Roster is within the following hours:
 - Monday to Friday: 7 am – 9 pm
 - Saturday: 7 am – 6 pm
 - Sunday: 9 am – 6 pm
- Does the roster reflect peak trading times to meet customer service standards throughout trade.
- Are meal breaks adequately covered to meet customer needs.
- Are rosters reviewed and updated to reflect seasonal impacts.
- Rosters are to be reviewed and updated to reflect promotional event impacts.
- Does the roster reflect the roster budget, wage percentage targets, and business needs.
- If a team member works 3 out of 4 Sundays, at least every 4th week, they must get 3 days off as either (a) Fri, Sat and Sunday; or (b) Sat, Sun and Monday.
- Publish the roster with a minimum 14 days notice.

If you do not understand any items on this list, please contact Bec Daley, People and Workplace Culture Manager, bec.daley@ceqlid.org.au 0498 159 176

Roster Priorities

1

No team members have been rostered for six (6) days in a row. (This includes the following week).

2

Team members have two (2) days off one after the other (consecutive).

3

If you have a part-time team member are they rostered to their agreed hours

4

All roster changes are recorded and sent to payroll.



**Have you
clocked ON
or OFF for
your shift?**

POV
Me watching to
make sure you
clock on/ off



**What was I about
to do again?**



**Oh right I was
clocking in/ out!**



OH, YOU FORGOT
TO CLOCK IN?

THANKS FOR THE FREE LABOR.

**Don't work for free...
Clock in and out for
your shift!**

**The mission is not
impossible**



**You just need to
clock in and out
for your shift**

A close-up photograph of two alpacas. The alpaca on the left is leaning in and whispering into the ear of the alpaca on the right. Both animals have thick, light-colored woolly fur. The background is a soft, out-of-focus green field.

Psst...

**Don't forget to
clock on and off!**

**I'm watching you...
Make sure you clock in
and out!**

