

Group FAQs

Frequently Asked Questions

Last updated: Sunday, 27th February 2022

Here you will find answers to the most common questions regarding our End to End Pay Review.

Can't find the answer to your question?

- **General Queries** - Contact People Advisory on 1800 008 584 option 5 or the [Web Query form](#) on the Wow People Portal.
- **Remediation Queries** - remediationpayments@woolworths.com.au

To allow our team to assist you in an accurate manner, this email should include your:

- Full name;
- Payroll number;
- DOB;
- Best contact details;
- Detailed description of your query.

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About our review

Retail Enterprise Agreements

Why are we doing this review?

As we have mentioned in a number of our updates, we have been undergoing a process of reviewing all of our enterprise agreements and employee entitlements across the Group, to ensure we're paying our team members accurately and correctly. We are committed to identifying any issues quickly, and rectifying them as soon as we find them. Our ambition is to create a seamless pay process for our team members.

How has this been discovered and what are doing to rectify this issue?

We are continually monitoring and improving our processes. As part of this process, we identified that some team members under the *Big W Stores Enterprise Agreement 2019* and the *Woolworths Supermarkets Agreement 2018* were not paid correctly for the work they performed as a result of their roster patterns and in accordance with these agreements.

Enterprise agreements notionally 'expire' every three or four years. However, generally enterprise agreements operate until a new agreement is bargained. As a result, we will continue to ensure that team members are always paid in accordance with the terms and conditions of any agreement.

What do these changes mean for me?

We are updating our processes to ensure that team members are rostered in accordance with the rostering principles for regular Sunday workers and/or consecutive days off. We are also ensuring that team members are paid for, where appropriate, meal allowances and crib breaks without the need for manual intervention.

What is an Enterprise Agreement?

An Enterprise Agreement (sometimes called an "EA" or an "EBA") is a written agreement between an employer and their employees, containing the detailed terms and conditions for their employment - including things like wage rates, leave provisions, rostering rules and more. An EA operates instead of a Modern Award, however a Modern Award will underpin the entitlements in an EA. An EA cannot provide entitlements that are less than the Modern Award.

EAs are negotiated by the employer and employees through collective bargaining, usually at the enterprise (business) level. Employees are normally represented in the negotiations by a trade union, but can appoint anyone to be a bargaining representative on their behalf.

To refer to your business specific EA, [click here](#).

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Who does the retail enterprise agreement review cover?

We have been reviewing our payroll systems and processes for payments made to our hourly paid retail team members covered by the enterprise agreements below:

- Woolworths Supermarkets Agreement 2018
- BIG W Stores Agreement 2019

We have not yet identified which team members may be entitled to a back payment. If you are entitled to any back payment as a result of our review, we will write to you across the second half of calendar year 2022.

Who is not involved in the review?

As we are conducting this review to ensure compliance with modern award obligations, the following roles will not be considered in our review:

- Salaried Roles:** Store team members covered by the GRIA or other Modern Award covered roles such as team members in the Support Office.
- Countdown & Primary Connect:** We are still conducting comprehensive reviews in these businesses.
- Asia:** Our team in Asia will not be considered in the review because they are not covered by a modern award under Australia law.

Why are we making these changes?

At Woolworths Group one of our core values is we always do the right thing, and this is especially true in regards to our own team. With this by way of context, we are committed to continuing the review of all our pay processes, and making the necessary changes to those processes, so that our team members are paid accurately for the great work they do.

Will I receive a back payment if I work regular Sundays?

We have not yet identified which team members may be entitled to a back payment. If you are entitled to any back payment as a result of our review, we will write to you across the second half of calendar year 2022.

I have recently moved from an EA role, how will this impact me?

You will be considered in the review and eligible to receive a back payment if you were affected during the time you spent in that role - even if you have since moved to a salaried role, moved roles or left Woolworths.

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Regular Sunday Worker Transition (Line Leader Only)

What do I do if I have a team member who regularly works Sundays but isn't on my tracker?

The data used to populate the tracker was from active contracts from W/C 18/02/2022. If you have a team member who regularly works Sundays but who isn't represented on the tracker, have the Regular Sunday Worker conversation with them. A new contract will need to be entered for them regardless of their roster decision. They will not receive a survey via WorkJam.

What do I do with pending contracts that include regular Sundays?

If there are any pending contracts that include regular Sunday, please contact the team member and discuss these changes with them. Do not approve any pending contracts. Enter a new contract via the Team Data solution (DTM) accessible via WorkJam after 7th March 2022.

What if I have someone terminating, transferring or changing contracts?

If a team member is either terminating or moving onto a new roster contract in the next 4 weeks, no action is required other than processing the termination or entering a new roster contract.

Do I need to complete new contracts for my salaried team who regularly work Sundays?

The Regularly Working Sundays flag has been on salaried roster contracts for over 12 months. If you have a salaried team member on your tracker, their contract contains an error. Follow the same process for those identified as you follow for EA team.

When do I need to have the tracker completed to get the survey issued via WorkJam?

The request to have a WorkJam survey sent to your team member will close on 20/03/21. Any surveys that have not been completed by the team member will be removed from WorkJam on 27/03/22.

What do I do if I miss the deadline?

If you miss the deadline you will need to enter a new roster contract. The team member will not be part of the temporary transition process.

I have someone on GSC/Workers Comp/ Long term Absence/Annual Leave and they will not be back before the tracker closes. What should I do?

If you have a team member that is not currently at work, make a note to have a roster conversation and update their roster contract upon their return to work.

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What happens if someone is on a temporary contract that is ending soon?

If the temporary contract is ending within the next 4 weeks, simply enter their new contract. If it is continuing beyond 4 weeks and they are on your tracker, you can include them in the transition process (WorkJam survey) or enter a new contract for them.

I have a team member who has not received their survey via WorkJam. Who do I follow up with?

The data from your tracker is uploaded to generate the WorkJam surveys on 03/03/22, 07/03/22, 14/03/22 and 21/03/22. It takes roughly 2 days from these dates to upload the survey for the team member to complete. If the team member does not receive their survey within 10 days of you updating your tracker, there must be an error. Revert to the normal process and create a new roster contract. We can't issue a survey again for this team member.

What happens if I have a team member (ie Baker) who has this pattern and is working across multiple stores who should have the conversation with them?

The home store which the team member is attached to in Success Factors should pick up the conversation with this team member.

I have a form on file that the team member has agreed to work every Sunday? Should I send this somewhere?

We are aware that in some stores records have been kept. From the various samples we've checked, they don't satisfy the requirements we are looking for so have made the decision to not use any historical forms.

What if I have a team member on long term leave?

We will not look to capture this team members agreement to work regular Sundays at this time, but rather will come to an agreement with respect to their roster pattern when they return to work.

When does my dashboard update (Above store team only)?

The transition tracking dashboard will update with WorkJam survey data on

- 04/03/22
- 08/03/22
- 15/03/22
- 22/03/22

There are team members on my conversation tracker that do not work regular Sundays, why is this?

We have identified that some team member contracts which were **approved prior to 2017** are showing that the team member is a regular Sunday worker - even when they don't work Sundays. If you have a team member who is showing on your tracker, check that their contract is accurate in SuccessFactors. If their contract is still accurate, mark that team member as complete. No further action is required.

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Selected regular Sunday worker team members are missing from my conversation tracker, why is this?

The data in your conversation tracker is effective as of 18/02/2022. Team members who approved a recent contract on or after this date will not be included.

If this is the case, a new roster will need to be entered through TeamData or SuccessFactors from 07/03/2022.

What criteria does a team member need to meet to be classified as a 'regular Sunday worker'?

To be classified as a 'Regular Sunday Worker', you need to work at least 3 Sundays in a 4 week period and **NOT** have a 3 day weekend once a month.

Clause 8.2(b) (full-time team members) and clause 8.3(a) (part-time team members) of the Woolworths Supermarkets Enterprise Agreement 2018 and clause 8.2.2 (full-time team members) and clause 8.3.1 (part-time team members) of the Big W Stores Agreement 2019 provides that a team member who *regularly* works Sundays will have 3 consecutive days off (including a Saturday and Sunday) once each 4 weeks (unless the team member requests alternative arrangements in writing). The definition of 'regular' is 3 out of 4 Sundays in a four week cycle.



	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1							✓
Week 2							✓
Week 3							✓
Week 4							✓

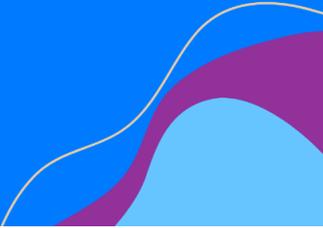
This is an example of a roster that would be classified as a regular Sunday worker



	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1							✓
Week 2						✓	
Week 3							✓
Week 4						✓	

This is an example of a roster that would not be classified as a regular Sunday worker

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[Added on Sunday, 27th February 2022] What do I do, if I have team members on my conversation tracker that have been recently terminated or have moved from part time to casual, do I need to have a discussion with these team members?

If the team member has recently been terminated or has changed to a casual position, then they do not require a conversation.

Within your store's conversation tracker, please mark column L as 'No', to ensure our support team does not send these team members a WorkJam survey. There is an additional column for notes, should you wish to leave comments for our Support team to review.

Consecutive Days Transition

(Line Leader Only)

(applicable to BIG W and any salaried contracts that currently contain an error)

What is the consecutive days clause?

As outlined in the BIG W EA, a full-time or part-time team member must have two consecutive days off per week or three consecutive days off in a fortnight, unless a team member has requested an alternative arrangement. Team members are permitted to work an alternative roster (i.e. one that does not include consecutive days off on the weekend every fortnight), if they initiate that request.

What do I do if I have a team member whose roster includes non-consecutive days but isn't on my tracker?

The data used to populate the tracker was from active contracts from WC 18/02/2022. If you have a team member whose regular roster includes non-consecutive days but who isn't represented on the tracker, have the Non-consecutive day roster conversation with them. A new contract will need to be entered for them regardless of their roster decision. They will not receive a survey via WorkJam.

What do I do with pending contracts that include non-consecutive days?

If there are any pending contracts that include non-consecutive days, please contact the team member and discuss these changes with them. Do not approve any pending contracts. Enter a new contract via SuccessFactors.

What if I have someone terminating, transferring or changing contracts?

If a team member is either terminating or moving onto a new roster contract in the next 4 weeks, no action is required other than processing the termination or entering a new roster contract.

Do I need to complete new contracts for my salaried team who regularly work non-consecutive days?

The non-consecutive days flag has been on salaried roster contracts for over 12 months. If you have a salaried team member on your tracker, their contract contains an error. Follow the same process for those identified as you follow for EA team.

When does my dashboard update?

The transition tracking dashboard will update with WorkJam survey data on:

- 04/03/22
- 08/03/22
- 15/03/22
- 22/03/22

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When do I need to have the tracker completed to get the survey issued via WorkJam?

The request to have a WorkJam survey sent to your team member will close on 20/03/21. Any surveys that have not been completed by the team member will be removed from WorkJam on 27/03/22

What do I do if I miss the deadline?

If you miss the deadline you will need to enter a new roster contract. The team member will not be part of the temporary transition process.

I have someone on GSC/Workers Comp/ Long term absence/Annual Leave and they will not be back before the tracker closes. What should I do?

If you have a team member that is not currently at work, make a note to have a roster conversation and update their roster contract upon their return to work.

What happens if someone is on a temporary contract that is ending soon?

If the temporary contract is ending within the next 4 weeks, simply enter their new contract. If it is continuing beyond 4 weeks and they are on your tracker, you can include them in the transition process (WorkJam survey) or enter a new contract for them.

I have a team member who has not received their survey via WorkJam. Who do I follow up with?

The data from your tracker is uploaded to generate the WorkJam surveys on 03/03/22, 07/03/22, 14/03/22 and 21/03/22. It takes roughly 2 days from these dates to upload the survey for the team member to complete. If the team member does not receive their survey within 10 days of you updating your tracker, there must be an error. Revert to the normal process and create a new roster contract. We can't issue a survey again for this team member.

What happens if I have a team member who has this pattern and is working across multiple stores who should have the conversation with them?

The home store which the Team member is attached to in Success Factors should pick up the conversation with this team member.

Rosters that contain both Regular Sunday Worker and Non-Consecutive Days Transition (Line Leader Only)

(applicable to BIG W and any salaried contracts that currently contain an error)

What do I do with these team members?

The approach for these team members is the same however their WorkJam survey will include both provisions if they wish to stay on their current roster.

What if they want to change one of the rostering principles but not the other?

If they only want to retain one principle (eg. Regularly Working Sundays or Non-consecutive days) but not both, a new roster contract will need to be created. They will not be able to receive the WorkJam survey.

Regular Sunday Work and Consecutive Days Off Rostering Principles

What does this mean?

Your EA contains a section on rostering principles. If your manager has had a conversation with you it means your current roster requires some different documentation to allow you to continue to work that roster or alternatively move to a different roster.

Do I have to change my roster?

No. If you wish to continue working your current roster, we will get that confirmation from you and update your records to indicate that you requested this roster.

If I stay on my current roster, does that make me ineligible for any owed payment?

No. If you are owed a payment you will still receive it regardless of your choice of future rosters.

What if my availability does not allow me to move to a new roster?

If you are unable to work when shifts are available due to your availability, you may need to consider reducing your base hours, moving to a different department or requesting to remain on your current roster.

Can my manager enter my agreed roster contract on my behalf?

No. Rosters that include Regular Sundays (for Supermarkets, Metro, Mascot CFC and BIG W) or non-consecutive days (for Big W) need to be entered by you to demonstrate that you requested this roster. Our systems will prevent your manager from entering the roster contract on your behalf.

Where do I enter my new agreed roster contract?

For BIG W and CFCs, you can enter your roster contract by clicking the 'My Contract Hours' tile on the home screen of SuccessFactors.

For Supermarkets, you can access the Team Data solution from the WorkJam home screen.

Can I change my mind?

Yes. Your EA contains a clause that allows you to change your mind by giving 4 weeks notice in writing if you no longer wish to work regular Sundays/have non-consecutive days off.

I currently work 4 Saturdays and 4 Sundays per month. If I don't work all the Sundays my pay will drop. Are you going to preserve my current earnings?

No. When you work on a day/time that includes penalty rates, those rates are only payable when you work that roster. If you wish to maintain your current earnings, you will need to request to remain on your current roster.

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I'm entitled to a payment if

Regular Sunday Workers;

For Supermarkets, Metro, Mascot CFC and BIG W, your EA requires you to request a standard roster that includes 3/4 Sundays and to vary your consecutive days off by submitting a request in writing. Whilst you will have agreed to work that roster, our records don't clearly show that you requested that roster. Due to this, we have determined that you should have received overtime for either Friday, Saturday or Sunday in the fourth week of your roster cycle if you worked every Sunday in that four week cycle.

Consecutive days off;

For BIG W, the EA requires you to request a standard roster that varies the requirement to have particular consecutive days off, by submitting a request in writing. Whilst you will have agreed to work that roster, our records don't clearly show that you requested that roster. Due to this, we have determined that you should have received overtime in the fortnight that you did not receive two consecutive days off that included either Friday / Saturday, Saturday / Sunday or Sunday / Monday as part of your standard roster.

Meal Allowances;

Meal allowances are payable if you work greater than 1 hour overtime without receiving 24 hours notice. Please note, this is only applicable for overtime and not applicable to flex up or casual hours you may work. Our system requires a manual intervention to ensure this payment is made and unfortunately this has been missed on some occasions.

Crib Breaks;

Crib Breaks are paid meal breaks if you work greater than a 5 hour shift with the majority of hours between the hours of 10pm and 6am. In some occasions an unpaid break has inadvertently been deducted when a paid break should have been provided.

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About our review

Long Service Leave (LSL);

What is involved in the LSL review?

We have identified that some team members across the Woolworths Group did not receive their correct long service leave entitlements, between the period **20 October 2014 - 25 September 2021**. Long service leave entitlement rules differ in each State and Territory across Australia. For example, shift penalties, loadings and allowances were not always included in determining the average rate of pay as it applies to the calculation of long service leave in some States. Unfortunately, our national payroll system wasn't correctly configured to account for some of the unique differences in each State and Territory across Australia.

Will my LSL leave payout be accurate given the errors that were announced last week?

In September last year we reconfigured our Payroll system to accurately pay Long Service Leave going forward. This means that any Long Service Leave entitlements that are owed to you will be paid accurately should you leave Woolworths.

We are currently working through finalising our review of LSL remediation, and we are committed to making payments to all team members affected including applicable superannuation and interest. If we identify that you are owed a LSL back payment we will contact you between April and August.

Who is in scope for long service leave remediation?

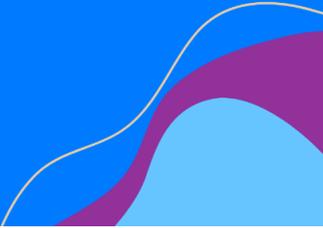
Former and current team members across Woolworths Group who are eligible to take long service leave or who have taken long service leave.

What is the issue?

Woolworths has identified that there are several discrete areas where the SAP Payroll system is not configured to properly align the hours worked and payments made to team members with the rules required to correctly calculate the long service leave entitlements for Woolworths Group team members. Amongst other issues, these include:

- Part-time flex-up hours (hours above base contract) being excluded from calculation when determining team members' average hours (in all jurisdictions);
- The average value of team member bonuses being excluded from weekly payments (in three States / Territories); and
- The exclusion of shift penalties, loadings and allowances in calculating a team members' average weekly earnings (predominantly in two States).

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What are the steps taken to date to identify the scope of the issue and next steps?

Woolworths has worked closely with external lawyers, consultants and auditors to identify all team members who have been affected and ensure that all impacted team members are paid their correct back pay.

Woolworths will notify relevant State and Territory long service leave regulators and the Fair Work Ombudsman of this underpayment.

How will Woolworths remediate the underpayments?

We apologise and are working to fully remediate long service leave underpayments to all impacted team members which includes current and former employees (plus interest and superannuation), as soon as possible and noting the relevant complexity of long service leave across Australia.

The system fix has been built and we have worked closely with external consultants to test the rules matrix for long service leave and assure that long service leave is calculated correctly. We remain committed to understanding and being aware of legislative changes in long service leave in the various jurisdictions.

How payments were calculated;

I've received my back payment, but I have questions and I'd like more information - what can I do?

In addition to your outcome letter, you will have received a Team Member Guide. The Guide tells you how to get in contact with the E2E Pay Team if you have any queries or concerns.

If you would like to speak to a member of the E2E Team or you would like to know more about the calculation of your outcome, you can send us an email at remediationpayments@woolworths.com.au. Your email should include the following information:

- full name;
- former employee / payroll ID;
- nature of your query.

This information will help us respond to your query in an accurate manner. We will aim to respond to your query within 14 business days.

I'm unhappy with the review - what should I do?

We have established a review process to give our **current and former team members** an avenue for raising any queries or concerns, including the outcome of the review.

We are hopeful that most queries can be resolved by the E2E Team in the first step of the review process. But, if this is not possible, we will escalate any query or concern in line with the steps below:

- **Step one:** If you have any query or concern about the review (including your outcome), please send an email to the E2E Team at remediationpayments@woolworths.com.au. The E2E Team will aim to respond within 14 business days.
- **Step two:** If the E2E Team cannot resolve your query or concern, we will escalate it to PricewaterhouseCoopers (**PwC**) if it relates to the calculation of your outcome. PwC will endeavour to explain the calculation of your outcome in detail.
- **Step three:** If PwC cannot resolve your query or concern, or if it relates to an issue other than the calculation of your outcome, we will escalate it to the Employee Relations Team. The Employee Relations Team may escalate the matter to senior leaders as part of this step. The Employee Relations team will respond to you and aim to resolve your query or concern.
- **Step four:** If the Employee Relations Team cannot resolve your query or concern, you can choose to have your matter referred to a workplace relations expert and former member of the Fair Work Commission, for an independent external review.

What other financial support is available to me at Woolworths?

We have a number of financial support services available to our team which our team can access for free, at any time. For help with no-fee loans, financial counselling, interest-free loans and financial goal setting, get in touch with the Woolworths Financial Wellbeing program.

To access these services, please contact the Woolworths Financial Wellbeing team directly either on **1300 975 418** or email them at **support@goodmoney**.

Woolworths Group has also partnered with MoneyBrilliant, a personal financial management service designed to give you the tools to make better decisions with your money. You can register for your free account in the MoneyBrilliant app or on the MoneyBrilliant website by visiting <https://api.moneybrilliant.com.au/signup/>.

If you require any psychological support, a reminder that [Sonder](#) is also available to you and your families - they operate every hour of every day, for free confidential support.

How were my LSL back payments calculated?

We engaged external consultants [PriceWaterhouseCoopers \(PwC\)](#) to conduct an in-depth review of the remuneration paid to our team members against all applicable industrial instruments

The steps PwC has taken to conduct this review are summarised below:

1. PwC analysed a range of data from the systems below:
 - masterfile data from SuccessFactors;
 - time and attendance ("clocking") data from Kronos; and
 - payroll data from SAP.
2. PwC created a model (a data analytics tool) to compare the payments made by us against the payments required to be made under the applicable industrial instrument for the **actual average hours worked** by our team members.
3. Woolworths and PwC conducted numerous checks to ensure the accuracy of the data and calculations. These checks enabled us to identify, investigate and rectify issues arising from inaccurate or incomplete data sets.

How were my Regular Sunday, Crib Break and/or Meal Allowance back payments calculated?

We engaged external consultants PaidRight to conduct an in-depth review of the remuneration paid to our team members against the *Big W Stores Enterprise Agreement 2019* and the *Woolworths Supermarkets Agreement 2018*

The steps Paidright has taken to conduct this review are summarised below:

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1. PaidRight was provided with a methodology document which set out how the rules under the enterprise agreements must be applied;
2. This document assisted PaidRight to identify any situations of underpayment/s for team members covered by the *Big W Stores Enterprise Agreement 2019* and the *Woolworths Supermarkets Agreement 2018*; and
3. PaidRight created a model (a data analytics tool) to compare the payments made by us to team members covered by the applicable enterprise agreements against the payments required to be made under the applicable enterprise agreements for the **hours worked** by our team members.

How would PwC or PaidRight know what actual hours I worked in the relevant period?

The Kronos system captures two sources of data: (i) your “schedule” which records your rostered hours of work; and (ii) your “clocking data” which records your *actual* hours of work when you clock in and out at the start and end of each shift. PwC or PaidRight has used the “clocking data” from Kronos for the purposes of assessing the actual hours worked by our team members.

I am receiving a back payment as part of this review and me or my partner receives income support payments from Centrelink - will this be impacted?

If you have received a back payment from Woolworths Group you may have to declare this to Centrelink as it will impact the income support payments you receive from Centrelink.

If you or your partner receives Family Tax Benefit (FTB) or Child Care Subsidy (CCS) payments, your back payment may affect these payments. You will need to include the amount of your back payment in your family’s income estimate as taxable income.

This can be done in person at Centrelink, or online through accessing the ‘Income Estimate’ option in your Centrelink online account through myGov or the ‘Express Plus’ Centrelink app.

What happens if I don’t report my back payment to Centrelink?

If you don’t report the details of your back payment, Centrelink may pay you too much money, which you will then have to pay Centrelink back at a future date. We want to make sure that our team members avoid this situation.

How do I report my back payment to Centrelink?

You will need to log into your Centrelink online account through either the website or through the ‘Express Plus App’. The information you’ll need can be found in your team member outcome letter/s that you received from us. This includes;

1. The amount of the back payment;
2. The exact dates the back payment relates to (you can find this information on your team member outcome letter/s you have received).

Taxation and superannuation

How will you tax my back payments?

Your back payment will be treated as income and therefore it will be subject to income tax.

All back payments are taxed in accordance with the Australian Taxation Laws for Lump Sum Back Payments, which may be as high as a 47% withholding limit.

Should you have further questions, we encourage you to seek financial advice in relation to the taxation of your back payments by either:

- Calling the ATO to discuss your personal circumstances on 13 28 61; or
- Contact your preferred tax agent at your own expense.

How will the ATO tax my interest payments?

We are making interest payments to our team members to compensate them for the late payment of entitlements they should have received under the applicable instrument. As interest payments do not represent salary or wages, we are not withholding any tax **Therefore, it is important that you:** whatsoever from your interest payments.

- ❑ Prepare yourself financially in the event that you are required to pay additional tax on your interest payments at the end of the financial year.
- ❑ Disclose to the ATO your interest payment when you complete your next tax return.

How have you calculated any superannuation shortfall?

Where your back pay is subject to superannuation, any shortfall has been calculated at the minimum superannuation guarantee rate (currently 10%).

You may not be eligible to receive superannuation contributions if your earnings are under \$450 in the calendar month your payment is processed or you are under 18 and work less than 30 hours per week.

When will I receive my superannuation contributions and any interest on my superannuation contributions?

Both the superannuation shortfall and any interest payment, to account for the lost opportunity to earn income on these superannuation contributions (a simple rate of 10% per annum) on any superannuation shortfall, will be paid as a contribution into your superannuation fund. These superannuation contributions will be processed the month after you receive your back payments.

What taxation support is Woolworths offering to impacted team members?

YOUtax

We have arranged for an external taxation agent, known as YOUtax, to provide taxation planning advice and support services to affected team members who wish to engage them. We will pay for

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the cost of the services provided to you by YOUtax, if you choose to engage them. YOUtax are a professional services firm who provide independent taxation advice to individuals, and also work with various corporate companies to help provide services to their team members.

If you choose to use YOUtax's services, you will need to enter into an engagement agreement directly with them, and we do not however accept any responsibility or liability for the taxation advice or services provided to you by YOUtax.

Contact details for YOUtax

To contact YOUtax and access this service, please visit: www.youtax.com.au/wowtaxhub.

You can also call 07 5301 9217 (please select option 4).

You can email them at hello@youtax.com.au.

You will need to provide them with your Employee ID.

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Taxation support for remediation payments.

Have you received a remediation payment from Woolworths?

Would you like to understand how this may impact your next tax return? **yes!**

YOUtax is offering taxation support and advice to affected team members, paid for by Woolworths.

This service will help you to understand how this payment may affect the following...

- Your Tax Rate
- Medicare Levy Surcharges
- Private Health Rebates
- HECS Debt
- Family Assistance

www.youtax.com.au/wowtaxhub

Visit the WOW Tax Hub online to find out how to connect with your **YOUtax** support team.

Or call 07 5301 9217 option 4, or email us on hello@youtax.com.au

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