

CLEANERS' RIGHTS AT WORK

Fixing Incorrect Payments – a step-by-step guide

This is a step-by-step guide on what to do when your pay is incorrect or you suspect something is wrong.

Step 1. Contact payroll to try and resolve your matter

- Depending on your workplace, this may be online, by telephone or by email
- Keep a record when you contact payroll. If it is a telephone call, record:
 - ▶ What time you called
 - ▶ Who you spoke with
 - ▶ What you said
 - ▶ What their response was
 - ▶ When they said they would get back to you
- If your matter is urgent (*for example you haven't been paid and you can't pay your rent*), let payroll know when you contact them.

Step 2. Follow up

- If payroll said they would get back to you on a particular day, but didn't, follow up the next day.
- If payroll didn't tell you when they would get back to you, follow up after a couple of days.
- Keep a record of your follow up (*as per step 1*).

Step 3. If your matter is not resolved, contact your union – we can help.

Not sure if something is wrong, but think it might be?

If you need assistance or advice, speak with your union delegate or organiser.

Or call the United Workers Union Member Contact Line:

ACT & NSW 1800 805 027
QLD 1800 065 885
TAS 1800 625 119
WA 1800 199 890

NT (08) 8924 4700
SA 1800 622 900
VIC 1800 819 087

