



University of  
Southern  
Queensland

## MESSAGE FROM THE VICE-CHANCELLOR

Dear colleagues,

You may be aware that a number of universities have been experiencing payroll issues, due mainly to the complexity of Enterprise Agreements and diversity of employment categories.

As part of our commitment to providing a working environment that respects and values all employees, the University has carried out a comprehensive external review of our payroll compliance. The review found some instances of underpayments, mostly in relation to casual staff, which we notified to the Fair Work Ombudsman this week.

The discrepancies are not widespread and in many cases were caused by differing interpretation of clauses in our Enterprise Agreement or data entry errors.

We will shortly commence the process of rectifying these underpayments. All back payments to affected employees will include interest and superannuation.

The University apologises to each past and current employee who has been paid incorrectly for the work they have performed. We are committed to rectification and have commenced the implementation of a range of system and process improvements to ensure that these issues don't occur in the future.

The People Portfolio will contact those affected and continue to communicate regularly with the Fair Work Ombudsman.

Past or current employees with questions can review the [FAQs](#) or email the dedicated email [PayrollEnquiries@usq.edu.au](mailto:PayrollEnquiries@usq.edu.au).

Thank you again for your valued service to the University, and we look forward to resolving these issues as soon as possible.

Kind regards,

Professor Geraldine Mackenzie  
**Vice-Chancellor**

The University of Southern Queensland acknowledges the traditional custodians of the lands and waterways where the University is located. Further, we acknowledge the cultural diversity of Aboriginal and Torres Strait Islander peoples and pay respect to Elders past, present and future.



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