

31 August 2022

Dear Health Unions,

Re: Change to pay day

St John of God Health Care (SJGHC) is implementing a change to the pay processing cycle which will result in caregivers receiving their pay one business day later than they do now. This change will apply to all St John of God Health Care hospitals and services (with the exception of Hawkesbury District Health Service who are already on this schedule and our St John of God Accord Services).

Currently, most caregivers receive their pay on Thursday morning (some as early as Wednesday evening) and we anticipate that following the change, most caregivers will instead receive their pay on Friday morning, with some as early as Thursday evening. Please note that Maxxia (salary sacrificing) payments will also be impacted and will occur one business day later than they do now.

The new pay processing schedule will be piloted at St John of God Mount Lawley from the week commencing Monday, 26 September 2022 to ensure caregiver readiness and rolled out across our organisation the week commencing Monday, 24 October 2022. All caregivers will receive their pay into their accounts one business day later from this week onwards.

Why is this change occurring?

The decision to adjust the pay processing time is in direct response to feedback provided by clinical caregivers regarding insufficient timesheet submission times and occurrences of pay discrepancies.

To remedy these issues, we have extended the timesheet submission deadline from 11am Monday to 8am Tuesday to allow managers more time to complete, review and submit timesheets. This change in deadline will also ensure that caregivers have submitted required leave requests relating to the pay period.

This solution has been collaboratively decided upon and agreed by hospital operations, and group services teams including Workforce and Payroll, following a rigorous discernment.

What are the benefits of this change?

We anticipate this change will benefit caregivers and managers by:

- Reducing the risk of incorrect and under payments.
- Ensuring hours worked are captured appropriately.
- Capturing leave appropriately.

- Allowing managers to complete, review and amend timesheets later, instead of during the busy Monday morning period.
- Reducing the need for managers to work on Monday public holidays.

What is SJGHC implementing to assist caregivers with this change?

We recognise the pay day change may require caregivers to review their banking arrangements and, if necessary, make changes to align with the later pay day. Therefore SJGHC is implementing a comprehensive suite of communication to our caregivers ahead of this change. We are also implementing arrangements to capture those caregivers who are currently on leave to ensure all of our caregivers remain fully informed and have ample time to prepare.

In particular caregivers will be supported with regular, organisation-wide communication about this change, including:

- Briefing sessions for Managers to enable them to assist caregivers in the workplace
- Regular reminders regarding the change at Departmental meetings, handover etc.
- Cora articles
- Pulse articles
- Direct emails to both SJGHC and private email addresses
- communal area posters and flyers
- FAQs and checklist (e.g. direct debit checklist)
- SMS communication

We acknowledge that accurate, on time pay is the baseline expectation any caregiver should have of their employer and we anticipate this adjustment will help us consistently deliver this.

Should you have any queries or your members raise any concerns please contact me, Clare Francis, Group Manager Employee and Industrial Relations on (08) 6116 0537.

Yours sincerely,



Clare Francis
Group Manager Employee and Industrial Relations