

## Opal Aged Care Possible underpayments

Dear Member,

Opal Aged Care has contacted the HSU to inform us that an underpayment has occurred that affects some staff (see attached correspondence).

In particular, some staff employed as Aged Care Level 1 (ACE 1) were kept on that classification level longer than the maximum 3-month period.

We understand that some staff were kept on the ACE 1 for an extended period of time and may be owed over \$1000.

Opal Aged Care informed us that an audit has been completed and affected staff should receive their back pay next week.

It is very important that all HSU members check their classification level on their payslips.

If any HSU member was employed longer than 3 months on a ACE 1 classification in the last 6 years, you would be owed money.

If that is the case, and in the event you do not receive back pay or you believe your back pay amount is incorrect, please email [agedcare@hsu.asn.au](mailto:agedcare@hsu.asn.au).

If any of your workmates are not yet HSU members, please encourage them to join online [www.hsu.asn.au/join](http://www.hsu.asn.au/join) or phone 1300 478 679. We are only able to assist HSU members.

In unity,



Gerard Hayes  
Secretary, HSU NSW/ACT/QLD



**Private and confidential**

15 March 2019

Gerard Hayes  
Secretary  
Health Services Union NSW Branch  
Sydney NSW 2000

Sent via Email: [Gerard.Hayes@hsu.asn.au](mailto:Gerard.Hayes@hsu.asn.au)

Dear Gerard,

**Opal Aged Care – Aged Care Level 1 Employees (NSW)**

I refer to my discussion with Rob Sheehy on 15 March 2019, where we discussed the classification increases under the *Opal Aged Care (NSW) Enterprise Agreement 2016 (Enterprise Agreement)*.

It was discussed, that we have recently undertaken an auditing process to confirm the classifications of the NSW Aged Care Employees covered by the Enterprise Agreement. As part of this process, we have identified an administrative error which has resulted in a different classification progression process being applied to a group of employees across the Aged Care Employees Level 1. This discrepancy related to the way in which an employee progressed from Aged Care Level 1 under the Enterprise Agreement.

The audit process identified a number of Aged Care Employees Level 1 whom, as a result of the administrative discrepancy, were not being progressed as outlined under progression from Aged Care Level 1 under the Enterprise Agreement. For those employees who did not progress from Aged Care Level 1 as outlined under the Enterprise Agreement, Opal Aged Care will backpay the difference in wages to what they should have received (up to a six year period).

**Next steps**

As a result, employees will receive a gross lump sum payment, to be taxed in the ordinary course. Payments are being processed on **Tuesday 19 March 2019**.

Opal Aged Care has made process changes to ensure that this does not occur in the future.

If you have any questions in relation to this matter, please contact me on 0419 657 728

Yours sincerely,

*Bianca Walls*

Bianca Walls  
National Human Resources Manager  
Opal Aged Care