

Minimum Engagement Remediation FAQs

Understanding the payment

Why have I received a 'minimum engagement' remediation payment?

As part of Deakin's firm commitment to ensuring that all casual professional staff receive their full entitlements under the EA, the University has completed a comprehensive review of historical pay records and timesheets for casual professional staff between 6 July 2017 and 15 May 2026. This review identified occasions when you may not have been paid for the 'minimum engagement period' that applied to your work. The University has therefore determined that you should receive a remediation payment.

Deakin reviewed pay records and timesheets for the period 6 July 2017 to 15 May 2026 to identify affected current and former staff and calculate additional payments owed to them.

While this payment error was unintentional, Deakin acknowledges that it is not acceptable. Please accept the University's apologies for this unintentional error.

What is a 'minimum engagement period'?

A 'minimum engagement period' is the minimum number of hours for which a casual professional staff member must be engaged and paid under clauses 14.3 and 14.4 of Deakin's Enterprise Agreement. The type of minimum engagement period that applies to your employment will depend on:

- Whether you were enrolled as a Deakin student or held a fixed-term or continuing role at Deakin. If you are in this category of staff, your minimum engagement period is **one hour**.
- Whether you are employed as a DUELI casual staff under Schedule C of the EA. If you are

employed through DUELI, we will follow a separate process to determine your minimum engagement period.

If neither of the above categories apply to you, then your minimum engagement period will be **three hours**.

However, the minimum engagement periods do not apply where a lesser period was agreed between you and your manager in order to meet your personal circumstances. That is, it is possible for staff to agree that they only wanted to work a shorter period of time than the minimum engagement period.

What period of time does this remediation payment cover?

The review covers relevant records from the commencement of the 2017 Enterprise Agreement on 6 July 2017 through to the system fix that was implemented on 15 May 2026.

Your individual payment summary which you will receive by email identifies the dates and engagements included in your calculation.

From 16 May 2026, a payroll system enhancement was introduced to automatically apply a payment adjustment where an eligible casual professional staff member's recorded hours do not reach the applicable minimum engagement period.

What Enterprise Agreement clause does this payment relate to?

Your entitlement as a Casual Professional Staff member to receive a payment for any applicable minimum engagement period falls under clauses 14.3 of the relevant Deakin University Enterprise Agreement.

I haven't received a notification, but I think I was underpaid. What should I do?

Contact Deakin HELP at deakinhelp@deakin.edu.au or on +61 3 5247 9999 as soon as possible. If possible, provide your staff number, the approximate dates you worked and a brief description of your concern as this information will assist us in working out whether you should have been included in this remediation payment.

I hold a visa which relates to my working rights in Australia. Who can I contact about how this remediation payment may affect me?

If you are working in Australia under the terms of a visa and have questions about the remediation payment or your circumstances, please contact Deakin HELP at deakinhelp@deakin.edu.au or on +61 3 5247 9999. The team can refer your enquiry to the appropriate area for further assistance, although we are not able to provide you with specific legal advice or migration advice regarding the terms of and compliance with your specific visa requirements.

Calculation of the payment

How was my remediation payment calculated?

Deakin reviewed available pay records and timesheets to identify days when your total recorded casual professional hours were below the minimum engagement period that applied to you.

For each identified day, the calculation compared the hours for which you were paid with the applicable minimum engagement period. The difference was calculated using the relevant hourly rate, and this difference forms the basis of the payment.

The payment also includes amounts in respect of superannuation and interest.

Which hourly rate was used to calculate my payment?

The payment adjustment is calculated using the pay rate associated with the relevant job. If you worked in more than one casual professional job on the same day and the combined hours did not meet the applicable minimum engagement period, Deakin applied the highest rate from the jobs worked that day to calculate your payment.

Your individual payment summary shows the rate or rates used in respect of your payment.

Can I receive a detailed breakdown of the calculation?

Yes. Your initial remediation contact email will have an individual payment summary showing the relevant dates, hours, rates and payment components used in the calculation.

If your summary is missing or you require further information, please contact Deakin HELP at deakinhelp@deakin.edu.au or on +61 3 5247 9999.

Eligibility

How did the University determine whether I was eligible for a payment?

To determine whether you were eligible for a payment, Deakin reviewed the employment and student records available for the relevant period to identify the minimum engagement period that applied to your circumstances. We then assessed whether you had been paid for less than that minimum engagement period, with any difference forming the basis of the payment.

As outlined above, where a person already had a 'primary occupation', the minimum engagement period was taken to be 1 hour. In some cases, it was possible to determine whether a casual employee had a 'primary occupation' at Deakin because they also held a fixed-term or ongoing position with the University.

However, where we could not determine whether a casual employee had a primary occupation outside of Deakin, we applied the higher 3-hour minimum engagement period. This approach was taken because it is more beneficial to the employee.

As a result, the 1-hour minimum engagement period for employees with a 'primary occupation' was only applied where a casual staff member also held fixed-term or ongoing employment with Deakin.

Are DUELI casual staff part of this review?

A separate review of minimum engagement payments for DUELI casual staff is still underway. Deakin will contact staff who are affected as soon as possible to explain the outcome and any next steps. DUELI staff have a slightly different set of minimum engagement arrangements which will be managed through a separate process.

If you have questions, please contact Deakin HELP at deakinhelp@deakin.edu.au or on +61 3 5247 9999.

Multiple jobs and engagements

I worked in more than one casual role. How was this assessed?

Where you worked in multiple casual professional roles on the same day, including across different

departments, the relevant hours were assessed together to determine whether you had received the applicable minimum engagement period for that day. If the combined hours were below the required minimum engagement period, the remediation was calculated for the shortfall using the highest applicable rate from those engagements on that day.

Tax, superannuation and interest

Will my remediation payment be taxed?

Yes. Remediation payments are treated as salary or wages, and Deakin is required to withhold tax in line with Australian Taxation Office (ATO) requirements. The amount of tax withheld will depend on your individual circumstances and the timing of the payment.

If the payment relates to work performed more than 12 months ago, it will generally be treated as a **Lump Sum E back payment** and taxed in the year it is received. When processing your tax return, the ATO will determine whether any applicable offsets can be applied.

The University cannot provide personal tax advice. If you have questions about how the payment will affect your tax position or eligibility for offsets, please contact the ATO or your tax adviser.

Has superannuation been included in the payment?

Yes. An amount in respect of superannuation entitlements, at the minimum statutory rate, will be paid into your nominated superannuation fund.

Was interest included in the amount paid to me?

Yes, the remediation calculation process includes interest. Your individual payment summary will identify the interest component separately from the gross wages and superannuation components.

Interest has been calculated on a simple (non-compounding) basis, applying the Federal Court pre-judgment interest rate (RBA cash rate plus 4%) applicable for each 6-month period from the last date in the trimester for each unit any part of the payment relates to, through to the date of payment. Interest has been applied to both the back payment of wages, as well as superannuation.

Will I need to put in a new or updated tax return for other financial years?

No, you will not be required to amend prior year tax returns as a result of the lump sum payment, as any payment relating to amounts accrued more than 12 months ago should be disclosed in your tax return in the year the lump sum is received, as a Lump Sum E amount. We are unable to provide tax advice as it will need to be assessed based on your individual circumstances. Please seek your own financial advice from your accountant or financial adviser.

Will I receive a payment summary or pay slip?

Yes. Affected current and former staff will receive an individual payment summary in their initial email.

After payment has been processed, current staff can access a pay slip via DeakinPeople. Former staff will receive a Confirmation of Remediation email.

Current and former staff

I no longer work at Deakin. How will I receive my payment?

Former staff will be contacted using the personal contact information held by the University. You will be asked to confirm your identity and provide or update your banking and superannuation details before the payment can be processed.

If the University does not hold a current personal email address, or an email cannot be delivered, the current process provides for an SMS asking the former staff member to contact Deakin HELP.

What if I have moved overseas?

You will still be eligible to receive a payment. Contact Deakin HELP so that your current contact information, identity and payment details can be confirmed. Additional information may be needed to process an overseas payment. You may also wish to obtain independent advice about any tax implications in the country where you now reside.

Is Long Service Leave (LSL) applicable with this payment?

Long Service Leave (LSL) is only applicable if you meet the eligibility criteria for LSL. Where eligible, any additional hours identified through the remediation process have been included in the recalculation of your LSL entitlement, and any resulting adjustment is reflected in the LSL payment you have received.

Questions about hours worked

I believe I worked more hours than the University has calculated. What can I do?

Please contact Deakin HELP by email at deakinhelp@deakin.edu.au or by phone on +61 3 5247 9999 and provide details which dates, jobs or hours you believe are missing or incorrect. Include any information you have that may assist the review, such as timesheets, rosters, emails, calendar entries or other contemporaneous records. Your query will be recorded and referred to the appropriate team for assessment.

Process and confidentiality

Does receiving a remediation payment affect my employment status?

No. The payment is an adjustment relating to previous casual professional work and does not, by itself, change your current employment status, contract or eligibility for future employment. If you have a separate question about your employment arrangements, please contact Deakin HELP by email at deakinhelp@deakin.edu.au or by phone on +61 3 5247 9999.

What changes have been made to ensure compliance going forward?

From 16 May 2026, the payroll system automatically applies a payment adjustment where a casual professional staff member's submitted and approved hours do not meet the applicable minimum engagement period. Staff must continue to record the actual hours worked. Hours should not be rounded up or moved between days to meet the minimum period, as the adjustment is applied separately by the system.

Guidance and support have also been made available to staff, supervisors and leaders, with a dedicated triage, [Frequently asked questions](#) and support process established through Deakin HELP and is available on the University's [Pay Review webpage](#).

Who should I contact if I have any questions?

Please contact Deakin HELP by email at deakinhelp@deakin.edu.au or by phone on +61 3 5247 9999. Further information is also available on the University's [Pay Review webpage](#).