

**Statement from the CEO:**  
**For immediate release**

**29 April 2021**

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## **Wellways committed to FairWork Enforceable Undertaking**

Wellways Australia has entered into an Enforceable Undertaking (EU) with Fair Work Australia after identifying errors with our payroll system which have adversely impacted on staff pay. Wellways self-reported underpayments to the workplace regulator, relevant unions and other stakeholders in September 2020.

Following an external review of our payroll system, we became aware that we had underpaid more than 500 current and former employees' entitlements under the Social, Community, Home Care and Disability Services Industry Award 2010 between 2014 and 2020.

Staff were underpaid minimum entitlements as a result of Wellways incorrectly classifying them or failing to progress them, when eligible, from one pay-point to the next. Employees performing sleepover-shifts were underpaid overtime entitlements and night-shift penalties.

Wellways has commenced back-payments and the EU requires it to calculate and back-pay entitlements for all affected employees, plus pay superannuation and interest, by 30 June 2021. As at 21 April 2021, Wellways has back paid a total of \$537,551 to 335 staff and continues to contact staff impacted by our payroll errors.

Although these are genuine errors, we unreservedly apologise. On discovering the errors we were deeply mortified and have committed not only to rectifying the current situation, but also to establishing processes to ensure this can never happen again.

In September 2020 Wellways contracted an independent audit team to assist the organisation in rectifying all underpayments and implement regular external audits to quickly identify any issues with our award interpreter software program.

Since discovering the error we have engaged regularly with staff impacted and thank them for their ongoing commitment to Wellways.

Under the Enforceable Undertaking, Wellways has agreed to engage an independent auditor to ensure our compliance with workplace laws over the next two years.

We pride ourselves on being an honest and fair employer who values our people, and this is not consistent with where we want to be. We will do everything necessary to improve our systems and processes to ensure this is never repeated.

**- ENDS -**

**For comment contact:**

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## About [Wellways Australia](#)

Wellways Australia is a leading for-purpose mental health and community services organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with people with mental health challenges, people living with disability, carers, those requiring community care and others facing disadvantage to help them create the life they want to live.

We have a commitment to ensuring that all the people we serve have opportunities to fully participate in the community, and we actively work to build communities that seek out and welcome the participation of everyone. Community inclusion underpins all our efforts as an organisation.

We advocate for policy change to make sure people can access the best possible care and information when they need it. We recognise for people to succeed there needs to be equitable access to services and supports for all and the elimination of barriers to community participation, including stigma and systemic discrimination.

### **General media contact:**

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