

Media Release

26 August 2021

Australia Post to notify former employees of final pay error

Australia Post has identified a payroll processing error that caused some former employees to not receive their full accrued annual leave entitlement when they left the organisation, with an average amount owed of \$92.

The error was identified by an internal proactive compliance review to ensure Australia Post's human resources and payroll systems are working effectively, and processing pay and entitlements correctly for employees.

The review, which covered the period 1 August 2013 to 31 August 2019, identified a payroll processing error impacting the accrued annual leave entitlement paid to approximately 19,500 former employees. Former employees whose employment ended from 1 September 2019 onwards, were not impacted.

The average amount owed is \$92 plus interest.

It has been fully disclosed to the Fair Work Ombudsman.

An Australia Post spokesperson said Australia Post was sincerely sorry for the error and that it would be writing to all impacted former employees, and that remediation payments would be made with interest.

“We are very disappointed that some of our former employees did not receive their full accrued annual leave entitlement. We are grateful that we have the compliance controls in place to uncover mistakes so we can do the right thing in response.

“We are now focusing on contacting everyone impacted to ensure they receive the money owed, with interest,” said Australia Post.

Any former employees who have changed their contact details since leaving the organisation and think they might be impacted, can check online at: <https://auspost.com.au/my-payroll>

For further information, please contact

National Media Line

03 9106 6666