



Hello,

I would like to provide you with an update on the Australian Red Cross (Red Cross) Remuneration Review.

I want to also reaffirm that these errors were unintentional and Australian Red Cross sincerely apologises to anyone affected.

I acknowledge this process has taken longer than hoped, but it has been important in order to resolve this properly and fully. I thank current and former employees and their families, for their understanding.

### **Enforceable Undertaking**

This week we have entered into an Enforceable Undertaking (EU) with the Fair Work Ombudsman to address the issue of underpayment of pay, allowances and other entitlements to current and former Red Cross employees over several years.

The EU is a legal undertaking that relates specifically to the Remuneration Review that Red Cross is currently conducting. It sets out the actions required by the organisation to rectify the underpayments of current and former employees, and to avoid future underpayments.

In the following weeks you will receive communications from Red Cross as required under the EU.

We have made the commitment that all underpayments will be rectified by 21 February 2022, dependent on former employees communicating payment details to Red Cross.

### **Update on individual employment reviews**

On 5 October Red Cross communicated employment history reviews and commenced remediation payments – where due – for about 5,000 current and

former employees only ever covered by the Social, Community, Home Care and Disability Services Industry Award (SCHADS Award) during the Review period.

Employees who were covered by the SCHADS Award and another Award or Enterprise Agreement (EA) will receive their review outcomes when the review of all of their industrial instruments has been finalised.

In the coming months we will commence finalising reviews and processing payments (where due) for employees covered by industrial instruments other than the SCHADS Award and we will inform all impacted employees when their review outcomes have been finalised.

### **Questions?**

It is important that additional support is made available to you. If you or your support person have any questions about this email, please contact us at [awardcompliance@redcross.org.au](mailto:awardcompliance@redcross.org.au), or ring our Red Cross Award Compliance Hotline on 1800 950 692.

Kind regards

A handwritten signature in black ink, appearing to read 'Kym Pfitzner', written over a horizontal line.

**Kym Pfitzner**

CEO

Australian Red Cross