



# Your Backpay

**Many of you will have been looking forward to receiving your backpay last week. Unfortunately, JQ payroll has miscalculated the tax owing resulting in a number of members having far too much tax being withheld.**

## What happened?

Jetstar have misapplied the tax rules to the backpay of a large number of members.

As many of you will be aware, this has resulted in too much tax being withheld. We understand how frustrating this can be, especially at this time of year when those extra dollars can really help relieve some of the financial pressure we're facing.

The ASU has spoken directly to Jetstar Head Office expressing the frustration of our members and demanding that the errors be fixed as a top priority.

Jetstar have confirmed and acknowledged the errors and have assured us that they are working to rectify the errors as a matter of urgency.

We were also told that no one will be short changed, nor will anyone have to wait until tax time to receive their correct backpay in full.

## What happens now?

Jetstar released an electronic communique acknowledging the problem and requesting that employees fill out an online pay query form.

We understand that this action places an unnecessary burden on members, however, at this

point we are focused on getting the money owed to you into your bank account as quickly as possible.

Jetstar tell us that main purpose of filling out the form is to identify those people who believe their pay is incorrect. They are not seeking detailed explanations of why you think your pay is wrong.

We recommend that in the details section of the online form that you simply enter whether your concern pertains to:

- the gross amount of backpay paid; and/or
- the amount of tax deducted.

We further recommend that you request a breakdown of exactly how your backpay was calculated to help you understand what you received and why.

Members will not have their pay prejudiced should they choose not to fill out the pay query form, however, it the quickest way to ensure you are paid correctly.

## Any questions?

If you have any further questions contact your local ASU Delegate or Organiser.

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