

Wage Query Email Submission Guide

How to lodge your wage query by email so we can review it quickly and accurately.

Quick Start

Copy the template below into a new email, replace the text in square brackets with your details, attach your supporting documents and send it to the wage query mailbox. You will receive a confirmation email with your case reference number.

Information We Need From You

Field	What to enter
First Name	Your first name (e.g. John)
Last Name	Your last name (e.g. Smith)
Employee ID	Your employee ID, found on your payslip or contract (e.g. 123456)
Contact Email	The email address where we can reach you (e.g. john.smith@university.edu.au)
Contact Mobile	The best number to reach you on (e.g. +61 3 9905 1234)
Supervisor Name	Your supervisor's full name (e.g. Dr Jane Wilson)
Wage Query Type	Choose one category from the list below
Claim Period Start	First date your query relates to, as DD/MM/YYYY (e.g. 01/01/2024)
Claim Period End	Last date your query relates to, as DD/MM/YYYY (e.g. 31/03/2024)
Work Type	Academic or Professional (PASO)
Employment Type	Casual, Fixed-term, Continuing or Unsure
Faculty	Your faculty or division (e.g. Faculty of Science)
Department	Your department or school (e.g. Department of Physics)
Detailed Description	2 to 3 sentences covering what happened, when it happened, why you believe it is incorrect and how it has affected you

Wage Query Categories (select one)

Allowances | HR26 submission | Loadings | Overtime | Rate of pay | Time fraction | Unpaid work performed | Working hours or schedule | Other

Not sure which category fits? Choose **Other** and describe your situation. We will categorise it for you.

Email Template (copy and complete)

TO: [Insert wage query mailbox address]
SUBJECT: Wage Query Submission

First Name: [e.g. John]
Last Name: [e.g. Smith]
Employee ID: [e.g. 123456]
Contact Email: [e.g. john.smith@university.edu.au]
Contact Mobile: [e.g. +61 3 9905 1234]
Supervisor Name: [e.g. Dr Jane Wilson]

Wage Query Type: [Select ONE category, e.g. Overtime]
Claim Period Start: [DD/MM/YYYY]
Claim Period End: [DD/MM/YYYY]

Work Type: [Academic OR Professional (PASO)]
Employment Type: [Casual OR Fixed-term OR Continuing OR Unsure]
Faculty: [e.g. Faculty of Science]
Department: [e.g. Department of Physics]

Detailed Description:
[What happened, when it happened, why you believe it is incorrect and how it has affected you. For example:
I worked overtime on the dates listed below. My supervisor approved this work (email attached). I have not received overtime payment or time in lieu.
Dates and hours: ...]

Attachments: [e.g. Payslips Jan to Mar 2024, supervisor approval email]

How to Submit

1. Copy the template above into a new email.
2. Replace the text in square brackets with your own details, using the formats shown.
3. Keep the subject line exactly as **Wage Query Submission** so your email is routed correctly.
4. Attach your supporting documents, such as payslips, your contract or timesheets (PDF, JPG, PNG, XLSX, DOC or DOCX; maximum 18 MB per file).
5. Send your email. You will receive a confirmation with your case reference number.

What Happens Next

- You will receive a confirmation email containing your case reference number. Please keep it for any follow-up.
- The Employee Relations team will review your query and may contact you if further information is needed.
- We aim to respond within [insert service level timeframe].

Tips for a Faster Outcome

- Use the DD/MM/YYYY date format (e.g. 15/06/2024).
- Be specific about dates, hours, amounts and the period affected.
- Include supporting evidence such as payslips, approval emails and timesheets.
- Check your details before sending, especially your Employee ID and contact information.

Privacy and Confidentiality

Your query is handled confidentially in line with university policy and applicable employment legislation.

Need Help?

Contact the Wage Query Team: Email: [insert email] | Phone: [insert phone]

For more information, see the Employee Relations Policy and Wage Query Procedures.