

7 February 2023

Dr Jane Thomson
Secretary
Select Committee on Work and Care
Department of the Senate
Parliament House
Canberra ACT 2600

By email: workandcare.sen@aph.gov.au

Dear Dr Thomson

Questions on Notice

At the Committee hearing on 30 January 2023 Coles took some questions on notice. Please find our responses below.

We were also asked to review the transcript and submit corrections by 13 February 2023. Please find the corrected transcript attached.

The Committee asked for further information about flexible working including the number of requests segmented by some age groups.

Requests for formal flexible work are made at the store level and begin with a discussion between the team member and their line manager. Almost 80 per cent of team members who participated in the most recent Coles My Say survey, which is conducted twice each year, responded that their manager genuinely supports flexible working arrangements. The My Say survey also provides the basis for Coles to try to improve our processes notwithstanding the feedback from team members is they are being supported in relation to flexible working. If team members do have concerns about the formal flexible working process there are multiple mechanisms where they can seek further assistance.

The Committee also sought additional information about how managers are trained in relation to rostering. Our new supermarket department managers complete learning modules that include rostering practices. Coles also provides team members with a guide on how to manage their roster. Our rostering principles are underpinned by the General Retail Industry Award rostering requirements.

In relation to the Committee's question about Paid Parental Leave (PPL), last year Coles announced that to improve outcomes for primary carers receiving Government paid parental leave superannuation payments will be introduced with team members to receive that leave based on the minimum wage when primary carers leave is not being paid.

Yours sincerely

Vittoria Bon

Government and Industry Relations Manager