

Consumer Price Index Uplift Adjustment (CUA) – Exception Claims

The Office of Industrial Relations (OIR) is providing an exception claims process for individuals who believe they may be eligible for a Consumer Price Index Uplift Adjustment (CUA) payment but were not included in initial processing.

This applies to:

- Former (separated) OIR employees who were employed with OIR on or after 17 April 2026; and
- Substantive OIR employees currently seconded to other agencies

If you believe you may be eligible for a CUA payment you can request an eligibility review.

How to apply

Email HR@oir.qld.gov.au with:

- Your full name
- Date of birth
- OIR employee ID/Payroll Number (if known)
- Brief details of your employment/circumstances
- Confirm whether your banking details in Aurion are correct or require updating*

OIR will assess your eligibility and, where appropriate, submit a request to Queensland Shared Services (QSS) on your behalf.

***Important - Privacy and security**

To protect your personal information **do not include banking, superannuation or tax details in your email**. If updates are required, QSS will contact you directly as any changes must be completed through secure, verified systems.

More information

For assistance, contact HR@oir.qld.gov.au