



Josh Forrest

Director, KPMG ThinkPay | Human Capital Risk and Compliance Services

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Location: Victoria, Australia

Key clients/industries

Large Corporates, Financial Services, Transport/Infrastructure and Retail, Energy & Resources

Qualifications

- Bachelor of Laws (Hons) / Bachelor of Arts (Hons) (BA/LLB) - Monash University
- Graduate Diploma, Legal Practice - The College of Law Australia
- Certificate, Lean Operations – Foundations – Cardiff University

Overview

Josh is a Director in KPMG's ThinkPay practice – the Firm's targeted response to assist clients with the challenges of wage theft, payroll compliance and people risks. Josh is an experienced legal, risk and crisis management expert, specialising in employment, compliance and stakeholder risks. He draws on his experience in private legal practice and in-house at one of Australia's largest employers, leading cross-functional teams of industrial relations experts, compliance practitioners and data-scientists, that help clients understand their employment obligations, use data to test current-state compliance and implement frameworks and systems to ensure sustainable compliance.

Relevant experience

- **Vulnerability assessment for a prominent Federal Government Department** - Josh led a management-initiated review for a Federal Department that provided payroll services to a diverse workforce based at various site offices across the country. Josh and his team completed a desktop review to identify relevant payroll process and system risks, as well as targeted testing on areas of identified risk. The team delivered meaningful recommendations to improve systems, controls and processes and identify historical underpayments.
- **Remediation calculation and stakeholder engagement for Federal Government Department:** Josh supported a Federal Department through a remediation program that involved the full-recalculation of pay and conditions for 3,500 employees covered by multiple enterprise agreements. Josh advised the client through the remediation process and supported their subsequent engagement with impacted employees and key stakeholders, including self-reporting of the historical underpayment to the FWO.
- **Vulnerability assessment and remediation program at a large listed retailer** – Josh led multiple programs of work (from an initial audit of potential pay compliance, to further investigation and remediation of identified issues) for a large listed retailer with a geographically and operationally diverse workforce. Josh supported the client in developing robust compliance frameworks to address identified issues and support ongoing compliance.
- **Independent Audit under Enforceable Undertakings with the FWO** - Josh leads ThinkPay's EU service offerings, assisting clients who have entered EU's with the FWO that require independent audits of their compliance with applicable industrial instruments. Josh has developed strong relationships with the FWO and a detailed understanding of their regulatory approach, as he leads teams to design and implement data-driven audit programs that meet regulatory and operational expectations.
- **Controls review for global consumer goods retailer and franchisor** – Josh designed and led the implementation of a review to investigate root causes and system issues relating to contractual entitlements and contract generation. The review supported management in addressing high-risk issues identified as part of an internal audit and subsequently addressing meaningful solutions to mitigate payroll risks.
- **Privileged review of leave compliance for a public-sector transport authority** – Josh partnered with third-party lawyers to investigate the accuracy of historical leave practices for a transport and logistics employer. This included data-driven testing of historical leave transactions and balances, as well as mapping processes across multiple business units to identify root causes and design process improvements to bolster controls, improve systems and help drive compliance.
- **Independent audit of third-party contractors on behalf of major transport and logistics business** – in response to union-led complaints and publicised disputes, Josh supported the client by performing multiple independent audits of a third-party contractor, to assess their compliance with applicable industrial instruments. Josh and the team provided the client with precise, data-driven insights on the contractor's pay compliance that helped inform the client in managing its ongoing relationship.
- **Trusted advisor to Boards, Executive Teams and Functional Managers on people and compliance risks** – Josh regularly advises a broad range of stakeholders in various forums on pay compliance, including designing systems and frameworks that align governance with existing people and business strategies.