

Special Broadcast

From: Director General
To: All Staff
Date: 18 May 2010
Subject: Updated Payroll Assistance QHEPS Site

Colleagues

This week is the finalisation of the fifth pay since the new payroll system was implemented.

We expect to continue the progress we have been making to minimize the number of staff who are receiving incorrect pays.

We are doing this in a number of ways.

- Firstly, we are running more checking reports, particularly for casuals and part-timers, and correcting errors in pays before the pay run is finalised.
- Secondly, we are establishing a centre for roster plotting excellence to help reduce the number of errors caused by incorrect rosters and establishments.
- Thirdly, we are employing more staff to assist the payroll hubs and the rostering centre.
- Fourthly, we are working with KPMG to consult with staff about the best way to organise our payroll services.

As the end of the financial year approaches, staff are asking questions about the impact of their incorrect pay, for example, their superannuation, tax, Remserv deductions etc.

Information has been provided on QHEPS in the form of Frequently Asked Questions regarding these issues. Hard copies are available from your line manager or local HR staff on request.

Staff from the Payroll Stabilisation Project will be visiting districts and divisions over the next few weeks to answer questions staff have about the payroll system and to explain in more detail what we are doing in the short and long term to improve the system.

Significant effort is going into resolving the payroll system issues to reduce the impacts on staff and I seek your ongoing support and understanding while this work is underway.

Michael Reid
Director-General