

QH payroll system problems identified after go-live

The following is a summary of some of the fixes identified following go-live of the QH payroll system in March 2010 that were required to be addressed as part of the Payroll Stabilisation Program.

1. **Higher duties** – complex workarounds were required to allocate a single day of higher duties at the required increment level. A change was required to automate this process within Workbrain.
2. **On-call allowance** – Directors of Nursing and Assistant Directors of Nursing were not being paid an on-call allowance due to system limitations. A change was made allowing the on-call allowance to be paid.
3. **Public holidays, Not Required to Work** – a change was required to allow Workbrain to automatically recognise when an employee is not required to work public holidays.
4. **Public holidays, correct calculations** – Workbrain was inconsistently determining if an employee was working on a public holiday or not. A change was required to ensure that Workbrain consistently recognised if an employee has worked a public holiday, and calculates payments accordingly.
5. **Annual Leave Central Scheme (ALCS) reporting** – incorrect calculations were occurring for accruals of ALCS entitlements. This was not impacting employees' leave balances, but required manual adjustments for Treasury reporting. A fix was required so that reporting to Treasury was accurate.
6. **SAP reporting impacts on system performance** – when reports were run in SAP, they could impact on the speed of the system. Some reports needed to be reprogrammed so that they could be run in the background and not adversely impact the speed of the system.
7. **Recreation leave reversals** (ie. when recreation leave is paid but not taken) – when an employee has been paid out for a period of recreation leave and there is a need to reverse the entry, the system was deleting the original entry and also entering a negative entry for the transaction. A fix was required to allow for the reversal of recreation leave to appear on the same day as the payment and not reduce the employee's leave balance twice.
8. **End of financial year compliance** – change required to ensure the signatory on payment summaries is correct; change required to remove information about non tax deductible donations from payment summaries; and changes required because several wage types that are part of gross earnings were appearing in the wrong section of payment summaries.
9. **2009/ 2010 Payment Summaries** – a change required to ensure that Payment Summaries can be reproduced accurately should someone request another print out of their payment summary. Previously, if the system had recorded

that, at a future date, an employee was to move to another position either at higher duties or a higher level, this was not possible.

10. **DSS key reporting tool** – As the new system could not produce an accurate employee list for each work unit, Qld Health’s Decision Support System (DSS) was identified as a potential information delivery tool to line managers.
11. **Retrospective payments** – a fix was required to ensure retrospective payments paid in the new financial year are taxed correctly. The Australian Taxation Office (ATO) requires that retrospective payments are taxed according to the applicable rate in the period in which they are earned.
12. **Temporary employees, system details** – a fix was required to ensure that details held in both SAP and Workbrain match so that accurate payments can be made. On occasions, this information was inconsistent.
13. **“Loan” on payslips** – the word “loan” was appearing on payslips, was causing confusion for staff as there had not been sufficient education regarding the new payslips. As this text was unclear, it was changed to “Overpaid Wages” to make it easier to understand.
14. **Workbrain schedule compliance errors** – when publishing rosters for a single week, the “Employee View” is used within the Multi View Scheduler (MVS). This view was applying fortnightly schedule compliance rules when it should have been applying weekly rules. A change was required to ensure that compliance errors in Workbrain were no longer misleading.
15. **Roster load form (RLF), Workbrain** – when on-call shifts were added through the roster load form function, a meal break was automatically added. This required the manual removal of the meal break later in the roster publishing process, adding extra time to the process. A change was required to ensure that a meal break was no longer automatically applied.
16. **Selection of roster dates in Workbrain before 8 March 2010** –the system allowed rostering staff to select dates prior to 8 March. However, only when the rosters were published did an error occur. A fix was applied so that an error message appears when the processor has chosen a date prior to 8 March.
17. **Roster publishing errors** – when publishing rosters in Workbrain, a “Publish Failed” error occurred when the publish action had actually been successful. This caused confusion for payroll staff and made the roster publishing time longer than necessary due to the checking required. A change was required so that an error message will only appear where there has been a genuine failure to publish the roster.
18. **Leave processing in Workbrain** – Workbrain was allowing processors to enter leave twice before reporting an error. This occurred because there was a delay in the leave processing action in Workbrain. When the processor realised that the leave had not been posted, and there was no corresponding error message, the leave was re-entered and Workbrain then produced the

error notification. A fix was required so an error message is displayed at point of submission by the processor.

19. **Ad hoc payments report** – this report was being manually generated by payroll staff on a daily basis. A fix was applied to enable the report to run automatically, and be emailed directly to payroll staff.
20. **RemServ** – when an employee ceased employment the process of refunding money sitting in their RemServ account was a manual process. A change was applied to automate and simplify this process. This improves the accuracy and timeliness of refunds.
21. **Leave processing** - The leave request functionality in Workbrain needed to be updated to automatically transfer leave to the Timesheet, Roster Load Form and Multi-view scheduler in a timely manner. This was required to improve the performance of leave processing.