



## Need to know information for QNU members

Queensland Health's Statewide Payroll Hotline **1800 239 074**

Available 7am to 9pm, seven days a week.

***If you have received advice from Queensland Health that you have been overpaid, don't just accept it – first, make sure you're satisfied that your employer's calculations are correct.***

- » **Cross-check your own records** (of shifts worked and wages received) against the information provided to you by Queensland Health (e.g. payslips) to determine whether you have been paid correctly or by how much you have been overpaid. This will help you confirm if the information Queensland Health has provided is correct.

If you have not kept your own records you should request records relating to your hours worked and your pay including rosters, timesheets and payslips, from payroll staff.

- » **Only agree to pay back any money if you are satisfied Queensland Health's calculations are correct.** If you disagree with the assessment provided by Queensland Health then you should request that a case manager contacts you.

Queensland Health has made a commitment that no recovery of overpayments will occur until each overpayment has been properly validated. Where agreement cannot be reached about overpayment amounts, normal dispute resolution processes will apply.

- » **Queensland Health has committed to waiving overpayments of up to \$200 (net) in the 2010-11 financial year.** If you have been overpaid by up to and including \$200 (net) you are eligible for the fee waiver. Don't agree to pay back any money until you determine whether you are eligible.
- » **If you have an underpayment that is still outstanding, do not agree to participate in the overpayment recovery process until your underpayment is resolved.**
- » **Queensland Health has committed to ensuring no employee will be financially disadvantaged because of issues associated with the new payroll system.** Queensland Health has made a commitment that employees will be reimbursed all financial costs and penalties that are attributed to a pay error. This commitment was recently extended to cover the provision of external tax advice needed to determine the impact of any overpayment on fringe benefits tax obligations.

***Remember, Queensland Health is responsible for demonstrating that you have been overpaid – you are not responsible for proving why you haven't been.***