

What is the QNU doing about all of this?

The QNU continues to undertake important work to support members during the overpayment recovery process, including participating in high level negotiations with the Health Minister and Director General of Queensland Health.

The QNU has advised Queensland Health that we are willing to participate in an overpayment oversight committee, and also in discussions about strategies to prevent future overpayments.

While the QNU will continue to feedback our concerns and attempt to influence decisions made, ultimately Queensland Health determines its own processes, Queensland Health is responsible for managing the implementation of these processes, and Queensland Health is responsible for dealing with any associated errors.

What resources are available to support me?

The QNU has developed a range of resources to assist you during the overpayment recovery process. All of the following resources can be downloaded from our website at www.qnu.org.au/payrolldebacle

- » *Queensland Health overpayment recovery process: Frequently Asked Questions*
- » *QNU payroll records request form* to use to obtain your work records from management
- » *QNU Nurse/midwife pay record*
- » *Queensland Health payroll implications booklet* (important advice and information on tax implications associated with the payroll debacle)
- » *Wages sheets (2010 and 2011) and allowances sheets (2010 and 2011)* which can be provided to your case manager if you disagree with Queensland Health's assessment.

At work you can access the QNU's website through QHEPS. QHEPS should also contain information from Queensland Health on its overpayment recovery process.

I have been financially disadvantaged due to the payroll debacle. Will I be reimbursed?

Queensland Health has formally committed to ensuring no employee will be financially disadvantaged because of issues associated with the new payroll system.

Specifically, Queensland Health has committed to paying financial costs and penalties attributed to a pay error including, but not limited to the following:

- » bank and financial institutional charges
- » additional interest charged arising from the inability to meet a payment caused by a pay error
- » council rates including utility discounts forgone (i.e. gas, water, electricity, telephone/communications)
- » lost interest earnings caused by a pay error
- » tax agent fees where:
 - › an amendment to the lodgement of a 2010 or 2011 Income Tax Return is necessary due to a pay error or salary overpayment
 - › external tax advice is required regarding the impact of an overpayment on an employee's fringe benefits tax obligations
- » reimbursement for additional tax paid should back payment of wages be paid in subsequent tax period resulting in higher overall tax rate payable by the employee than if received in the year of earnings
- » any FBT liability incurred by exceeding the FBT exemption cap as a result of a pay error, including:
 - › exceeding the FBT exemption cap
 - › impacts resulting from reportable FBT amounts due to salary overpayments
- » additional tax imposed as a result of employee's salary sacrificing superannuation beyond the concessional cap as a result of a pay error.

If you are required to produce additional evidence or information to support a claim that incurs a cost, this cost will also be met by Queensland Health.

To make a claim you should complete Queensland Health's reimbursement claim form which can be accessed through QHEPS or the Queensland Health website at www.health.qld.gov.au/qhpip/Docs/nfd_reimbursemntfrm.doc

Further, Queensland Health has advised it will work with the Australian Tax Office to ensure staff who have been overpaid won't have to pay tax on the value of the overpayment.

I have recently been underpaid. What do I do?

Queensland Health's Statewide Payroll Hotline remains in place to handle all underpayments. If you have been underpaid you should call this Hotline on phone 1800 239 074 before participating in the overpayment recovery process.

Queensland Health has made a commitment that it will not attempt to recover overpayments from any employee who is yet to have an underpayment resolved.

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

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

Download QNU resources from
www.qnu.org.au/payrolldebacle

QNU CONNECT

(07) 3099 3210 or 1800 177 273

(toll free outside of Brisbane)

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www.qnu.org.au

Authorised by B. Mohle, Secretary, Queensland Nurses' Union of Employees. June 2011.

QUEENSLAND HEALTH OVERPAYMENT RECOVERY PROCESS



Frequently Asked Questions



An important resource for QNU members

Frequently Asked Questions

How will I know if I have been overpaid?

In accordance with Queensland Health's overpayment recovery process, all employees who Queensland Health believes have been overpaid will receive a letter in the first instance. This letter is being sent over a period of time and thousands of nurses and midwives could receive one.

What do I do if I receive a letter from Queensland Health saying I have been overpaid?

Queensland Health has identified a process for recovering overpayments. This process is outlined in the letter you will receive from Queensland Health.

Queensland Health's process is:

1. Compare your salary overpayment(s) with your payslip(s) for the relevant pay periods and determine if you agree with the assessment provided to you.
2. Complete Queensland Health's Overpayment and interim cash payment repayment intent form and indicate that:
 - a) you are satisfied with the overpayment amounts identified and that you intend to repay these amounts by your preferred payment method; or
 - b) you disagree with the overpayment amounts identified, or need further information, and you would like a case manager to contact you; or
 - c) you have already entered into a repayment agreement or repaid these amounts.
3. Regardless of whether you are satisfied or if you disagree with Queensland Health's assessment, you must complete Queensland Health's form.

Additionally, you can contact Queensland Health's Statewide Payroll Hotline on 1800 239 074 (available 7am to 9pm, seven days a week) who can assist with responding to and logging enquiries.

While the QNU has had some opportunity to provide feedback to Queensland Health on its overpayment recovery process, our attempts to influence decisions made should not be construed as an endorsement of this process.

If you have been contacted by Queensland Health about an overpayment, the QNU encourages to do the following:

1. 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. The QNU has encouraged members to keep a pay record since the payroll debacle first became apparent last year – if you have used the QNU *Nurse/midwife pay record* you will find this document extremely helpful in reconciling your pays.

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. If management refuse your request then you should use the *QNU payroll records request form* when seeking to access your records. All requests for this information should be addressed to local payroll staff rather than your Nurse Unit Manager or other line manager.

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

In addition, Queensland Health has made a commitment that it will not attempt to recover overpayments from any employee who is yet to have an underpayment resolved.

Do I have to pay it back?

Under the *Financial Accountability Act 2009* (Qld), Queensland Health can recover money overpaid to employees. Queensland Health has identified a number of repayment options which include Payroll Deduction, Electronic Funds Transfer, credit card (Visa and Mastercard), cheque or money order, and cash. Please note that money cannot be deducted from your fortnightly pay without your written consent.

Queensland Health has committed to waiving salary overpayments of up to \$200 (net) in the 2010-11 financial year. If you have been overpaid by a cumulative amount up to and including \$200 (net) you are eligible for the waiver. If you have already repaid your overpayment then you will be reimbursed. If you are eligible for the waiver you will be notified by Queensland Health after the end of the financial year. If you receive a notification package, but believe you are eligible for the waiver, you should contact Queensland Health's Statewide Payroll Hotline on 1800 239 074 (available 7am to 9pm, seven days a week) to confirm your eligibility before agreeing to pay back any money.

Has Queensland Health calculated the amount I owe correctly?

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. If management refuse your request then you should use the *QNU payroll records request form* when seeking to access your records. All requests for this information should be addressed to local payroll staff rather than your Nurse Unit Manager or other line manager.

Who do I call if I have an overpayment issue I want to discuss?

Queensland Health's Statewide Payroll Hotline (available 7am to 9pm, seven days a week) can assist with responding to and logging enquiries. Phone the Hotline on 1800 239 074.

If you disagree with Queensland Health's assessment you should request that a case manager contacts you. Complete Queensland Health's *Overpayment and interim cash payment repayment intent form* and indicate that you disagree with the overpayment amounts identified and you would like a case manager to contact you.

Queensland Health has advised that where you request a case manager to contact you, it may take some time due to the complexity of analysis and the anticipated volume of enquiries.

Remember, do not pay back any money until you are satisfied with Queensland Health's assessment.

Can I address my payroll issue during work time?

You are legally entitled to seek to have your payroll issues addressed during work time. If there is a subsequent workloads issue which arises when you and your colleagues seek to have your payroll issues addressed, you should take action to address workloads by using the *Business Planning Framework—the tool for nursing and midwifery workload management*.