

25 February 2013

Maria-Jane Brodie
fyi-request-736-3cb6a30b@requests.fyi.org.nz

Dear Ms Brodie

Official Information Act Request

Thank you for your email of 28 January 2013, requesting information under the Official Information Act 1982 (the Act). You have requested the following information for the 2012 calendar year:

- 1. The number of underpayments and overpayments made for each pay period, broken down into gross dollar value bands in increments of \$500.*
- 2. The number of staff employed by ACC during each of these pay periods.*
- 3. A breakdown of numbers of underpayments and overpayments by reason: error by the employee or team leader, processing error by the payroll team, system error.*
- 4. Number of staff members who have had errors over multiple pays.*

Questions 1 - 3

ACC only has statistical information about overpayments and underpayments which have resulted in either an off-cycle payment or payment recovery.

An off-cycle payment is made from time-to-time to rectify an underpayment as soon as possible. A payment recovery is when ACC seeks to recover money directly from a staff member who has been overpaid. Either of these actions might occur when there is a payment error at the time someone has ceased employment, commenced parental leave, or changed their working hours.

These actions are outside the regular payroll process, and therefore ACC's information does not include payment errors which have been reconciled by adjustments made to following pays. Please find attached an excel spreadsheet with information about payment errors that resulted in an off-cycle payment or payment recovery.

ACC would need to review the individual pay details of all staff to determine the overall number of overpayments and underpayments in 2012. ACC therefore declines to provide information related to all ACC staff payments as this cannot be made available without substantial collation or research. This decision is made pursuant to section 18(f) of the Act.

ACC has provided payment error information in \$500 bands up to \$1,999. Overpayments above this amount are identified as \$2,000+. There are three overpayments in this category, which fall within a range of \$3,500 to \$8,000. ACC considers that information which attributes these overpayments to a pay period could potentially identify individuals. Therefore, ACC declines to provide information as requested under question (1) for these three payments as there is a need to protect people's privacy. This decision is made pursuant to section 9(2)(a) of the Act. ACC has been unable to identify why the release of this information would be in the public interest.

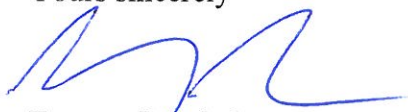
Question 4

ACC's records do not include any information about the number of times individual staff have been over or underpaid, and collating this information would involve a review of all ACC staff payments. Therefore, ACC declines to provide information for this question pursuant to section 18(f) of the Act, as this cannot be made available without substantial collation or research.

Please contact me at terence.routledge@acc.co.nz if you would like discuss the information provided.

If you are still not happy, you may make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602, 9am to 5pm weekdays, or write to: The Office of the Ombudsman, P O Box 10 152, Wellington 6143.

Yours sincerely



Terence Routledge
Advisor, Government Services

Encl: *Payroll Errors 2012 (Excel spreadsheet)*