

22 March 2013

Maria-Jane Brodie

Ref: 2013/05

By email: fyi-request-740-a6921bdb@requests.fyi.org.nz

Dear Maria-Jane

**Re: Official Information Act request for information concerning breakdown of payroll error rates and statistics for the 2012 calendar year (01/01/12 – 31/12/12) broken down by pay period.**

Thank you for your request received by email on 28 January 2013. Please find attached a spreadsheet in excel form of the following information:

- The number of overpayments broken down into gross dollar value bands increments of \$500, along with the number of staff employed by the CCDHB during each of these pay periods.
- The number of underpayments broke down into gross dollar value bands increments of \$500.

Note that we made the following assumptions:

- All payments processed after the normal pay run are considered as an underpayment.
- Payments due to late receipt of documents were considered as underpayments

Our main pay is processed on Wednesday of each fortnight with further adjustment pay runs made on the Thursday and Friday of each pay week to capture underpayments.

The reasons for underpayments for the period 01 Jan 2012 to 31 December 2012 by reason are:

<b>Reason for underpayment</b>	<b>No of Employees</b>
Late Timesheet	1942
Late Form	879
Incorrect/Incomplete Instruction	623
Historic Correction	1017
Late CEA/ IEA agreement implementation	653
Payroll Systems Error	22
Late Information Submission by 3rd Party	41
Correction to Info supplied by 3rd Party	27
Late Processing of Timesheet	44
Late Processing of Forms	21
Incorrect/Incomplete Data Entry	450
Historic Processing Error	38
<b>Grand Total</b>	<b>5757</b>

Therefore approximately 90% of underpayments are a result of information being supplied to payroll in a timely manner as opposed to actual errors in payroll processing.

We do not have available the number of staff members who have had errors over multiple pays, nor are we able to provide a breakdown on error reasons for overpayment.

Yours sincerely

A handwritten signature in blue ink that reads "Kelvin Watson". The signature is written in a cursive, flowing style.

Kelvin Watson  
Executive Director - Operations  
Clinical & Corporate Support Services