



- 1 SEP 2011

Mr Neil Laurie
Clerk of the Parliament
Queensland Parliamentary Service
George Street
BRISBANE QLD 4000

Dear Mr Laurie

I write in response to your letter regarding petition number 1721-11, tabled in Parliament on 2 August 2011, concerning Queensland Health's payroll system.

I acknowledge that there have been many unforeseen and serious issues as a result of the implementation of Queensland Health's payroll system. The Government has been very clear that these issues are completely unacceptable.

I have apologised, as has the Premier and Deputy Premier, to Queensland Health staff for the unnecessary stress and uncertainty that the pay problems have caused them. However, I would like to again extend my apologies for any inconvenience or hardship which staff may have experienced as a result of these pay problems.

I would like to assure staff that addressing outstanding underpayments remains one of Queensland Health's highest priorities. To strengthen its focus on addressing staff underpayments, Queensland Health temporarily suspended the recovery of overpayments. However, staff can still choose to commence or continue repaying an overpayment at any time from a variety of payment options that are available.

Queensland Health acknowledges that system overpayments were not the fault of staff. That is why all necessary steps will be undertaken to provide staff with flexibility and choice when determining a repayment schedule. Queensland Health does not currently engage with credit collection agencies in the recovery of overpayments and is committed to working with staff to develop a repayment plan that is mindful of, and sympathetic to, the genuine needs of staff.

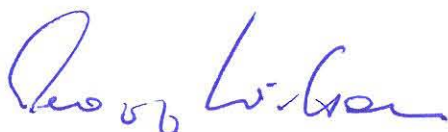
Queensland Health has ensured that all staff, should they wish to do so, are provided with the opportunity to sit down with payroll and work through the information records to provide them with some certainty about the overpayment amounts that are outstanding before committing to a repayment plan.

In relation to the concerns which have been raised in the petition about the \$200 waiver not being applied to all staff, I have been advised that this decision was based on the cost of recovering overpayments. Overpayments which total more than \$200 are to be recovered as this is taxpayer money and the cost of recovery is less than the amount of the overpayment.

I recognise that many Queensland Health staff have concerns about the payroll system and I would like to assure all staff that rebuilding confidence in the system is one of Queensland Health's highest priorities.

I trust this information is of assistance to the petitioners.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Geoff Wilson', written in a cursive style.

GEOFF WILSON MP
Minister for Health