**MINISTERIAL BRIEFING NOTE**

**Subject:** QSuper contribution being dispersed incorrectly from the Aurion Payroll System

**Decision/Action by:** N/A  
**Reasons for Urgency:** N/A  
**Briefing type:** Unrequested briefing note for noting  
**Responsible Area:** Queensland Shared Services  
**Electorate:** Statewide  
**Contact Officer:** 49(3)

**PURPOSE**

To update the Minister on an error in superannuation contributions affecting 134 employees, paid by Queensland Shared Services (QSS) from the Aurion payroll solutions.

**RECOMMENDATION**

It is recommended that the Minister:

1. Note the contents of the briefing note.

<table>
<thead>
<tr>
<th>Noted</th>
<th>Approved</th>
<th>Not approved</th>
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</thead>
<tbody>
<tr>
<td>✓</td>
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<thead>
<tr>
<th>Media Release Required</th>
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<tbody>
<tr>
<td>Yes</td>
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☐ Routine (Straight to MO)  ☒ Non-routine (DG to endorse)

**DIVISIONAL HEAD ENDORSEMENT**

<table>
<thead>
<tr>
<th>Endorsed</th>
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<tr>
<td>49(3)</td>
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Assistant Director-General  
Queensland Shared Services

**DIRECTOR-GENERAL ENDORSEMENT**

| Liza Carroll  
| Director-General  
| Department of Housing and Public Works |

Date: 18 / 01 / 18

**MINISTERIAL APPROVAL**

| Mick de Brenni MP  
| Minister for Housing and Public Works  
| Minister for Digital Technology  
| Minister for Sport |

Date: 20/1

**COMMENTS**

Please bring to the Chair of the COS. ✓

Please advise - are all adjustments now made?

- please start a new brief when all adjustments with a plan to make all pay adjustments.
KEY ISSUES
- In December 2017, QSS identified that a data error had occurred as a result of a manual process associated with QSuper deductions.
- This error has caused some over or underpayments in superannuation contributions for 134 employees, on various pay cycles between February and December 2017.
- On average, 53,000 employees are paid out of the Aurion payroll solutions each fortnight.
- The data entry error occurred, because a manual step was introduced as part of the Superstream project in February 2017, for employees who did not commence employment with a QSuper member number.
- QSS engaged with QSuper to fully understand the issue and impact.
- Action taken by QSS and QSuper to prevent reoccurrence:
  - a system fix has been raised as a demand with Aurion
  - in the interim, manual controls have been strengthened with improved integrity reports as part of the pay close process, and a final validation activity after pay close.
- Action taken by QSS and QSuper to rectify the issue for affected employees:
  - impacted employees have now been provided with QSuper member numbers, which have been entered into Aurion, nullifying the manual process that has caused the error
  - contribution adjustments are underway and will be completed by pay period ending 19 January 2018
  - communication occurred with Chief Human Resource Officers of affected agencies on 8 January, and the individuals impacted shortly thereafter.
  - the impact to investment earnings will be calculated after the contribution adjustments have been made, and should be completed by 25 January 2018.
- Action to adjust superannuation fund contributions is being undertaken under the APRA Prudential Practice Guide SPG-270 – Section 25, Contributions Made In Error, and also in accordance with Part 5, Section 73 of the Financial Accountability Act 2009.
- Appendix A details the impacts by customer agency.

ELECTION AND GOVERNMENT COMMITMENTS
- Not Applicable.

FINANCIAL IMPLICATIONS
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- 49(3)

CONSULTATION
- All QSS Executive Directors and Directors.
- QSuper representatives.
- All affected employees and their Chief Human Resource Officers
FUTURE STEPS

COMMUNICATIONS/MEDIA OPPORTUNITIES

- Affected employees were provided with contact details of a senior officer within QSS to answer any questions or provide any additional support required. To date, 15 people (of the 134 impacted) have made contact requesting additional information, and none have raised further concerns.
- FAQ's (refer Appendix B) were also developed for QSS’s Customer Support teams, so consistent responses are provided to any queries from employees.

BACKGROUND

49(3)
### Appendix A

<table>
<thead>
<tr>
<th>Agency</th>
<th>Total number of staff impacted</th>
<th>Number of staff who received an overpayment of contributions</th>
<th>Amount of contributions overpaid</th>
<th>Additional interest earned on overpaid contributions</th>
<th>Number of staff who were underpaid contributions</th>
<th>Amount of contributions underpaid</th>
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</thead>
<tbody>
<tr>
<td>QCS</td>
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<td>DILGP</td>
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<td>DCCSDS</td>
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<td>QPS</td>
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<tr>
<td>HPW Housing</td>
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<td>HPW Corporate</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>134</strong>*</td>
<td><strong>39</strong>*</td>
<td></td>
<td></td>
<td><strong>97</strong>*</td>
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*- Note: had overpayments and underpayments – hence a variance of 2.
FAQ: QSuper

This FAQ document may help you answer questions from employees who call the QSS Customer Support team. If the following does not answer the customer's question, please refer customer to Director, Payroll and Establishment Service.

Key questions and answers:

Why was there an error in my QSuper account?
Unfortunately a discrepancy in the transfer of superannuation contributions has been discovered which has impacted your account.

Was the error my fault because I changed jobs?
No not at all it was due to a processing error that has now been rectified by QSS.

Will I lose money or be disadvantaged?
We would like to assure you that you will not be disadvantaged by these discrepancies. QSS is working with QSuper to rectify this situation as soon as possible and are investigating all aspects of how this may impact your account in including interest earned implications.

When will I know my account has been fixed?
You will have been sent an email or a letter if we were unable to locate a current email address for you regarding the issue. Your HR area in your department is also aware of the matter.
Once the error has been fully adjusted, QSS will provide you with details of how your account has been rectified.

Can I be assured there will be no more errors like this?
Please accept our sincere apology for any inconvenience this has caused you and please be assured that you will not be disadvantaged by these discrepancies.
QSS has taken all relevant steps to ensure there is no reoccurrence of this error.
HOT ISSUES BRIEF

Topic – QSuper contributions being dispersed to incorrect employees from the Aurion Payroll System – Terminated Employees update

At 10 January 2018, 10 am

<table>
<thead>
<tr>
<th>SITUATION</th>
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<tbody>
<tr>
<td><strong>Details</strong></td>
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<tr>
<td>It has been identified that of the 134 impacted officers, ☐ have transferred within government and ☐ have terminated from the Queensland Public Service.</td>
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<tr>
<td>QSuper has arranged an internal flag on these accounts to trigger an internal review if any requests are received by these members prior to resolution.</td>
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<tr>
<td>Action is underway to advise these former officers of the issue and resolution steps.</td>
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<table>
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<tr>
<th>ACTIONS</th>
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| **Action taken** | • Impacted agencies have been advised of this situation  
• Action has been taken to advise all impacted employees with correct contact details. |
| **Further action to be taken** | •  
•  
49(3) |
**BACKGROUND INFORMATION**

- 134 employees have been impacted by the incorrect allocation of superannuation contributions from the Aurion payroll solution.
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- 
- This has resulted in some employees receiving increased contributions and others being under remitted.

**APPROVING OFFICER**

| Name: |  |
| Title/Unit/Division: | Assistant Director-General, Queensland Shared Services |
| Date: | 10/01/2018 |

**ENDORISING OFFICER**

| Name: |  |
| Title/Unit/Division: | Executive Director Service Delivery, Queensland Shared Services |
| Date: | 10/01/2018 |

**HOT ISSUES BRIEF**

**Topic – QSuper contribution being dispersed to incorrect employees from the Aurion Payroll System**

**At 8 January 2018, 2.00pm**

**SITUATION**

<table>
<thead>
<tr>
<th>Details</th>
<th>Tenancy manager (if appropriate)</th>
<th>Involvement</th>
</tr>
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<tbody>
<tr>
<td>134 employees have been impacted by the incorrect allocation of superannuation contributions from the Aurion payroll solutions.</td>
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<tr>
<td>Incorrect data entry has resulted in errors in the QSuper data file, which caused some over or underpayments in superannuation contributions for these employees.</td>
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<td>QSuper is able to undertake a re-calculation of the correct interest entitlements. However, QSS needs to update the base contributions to the correct amount, as a pre-requisite.</td>
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<tr>
<td>QSS can update the superannuation contribution amounts by the pay period ending 19 January 2018.</td>
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**ACTIONS**

**Action taken**

- To address the root cause, a system fix has been raised as a demand.
- In the interim the manual controls have been strengthen by:
  -  
  - 

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All impacted employees have now been provided with QSuper member numbers, which has been entered into Aurion so the issue on incorrect contributions is not ongoing for these employees.

Since that time, a total of 134 employees have had incorrect superannuation contribution amounts supplied to QSuper. A manual process was introduced as part of the project for employees without a QSuper member number. This work around is only required until an employee receives a QSuper member number and it entered into Aurion.

**APPROVING OFFICER**

| Name: | 49(3) |
| Title/Unit/Division: | Executive Director, Transactional Services, Queensland Shared Services |
| Date: | 8 January 2018 |

**ENDORSING OFFICER:**

| Name: |
| Title/Unit/Division: | Assistant Director-General, Queensland Shared Services |
| Date: | 8 January 2018 |

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