

Management of overpayments (QCAA casual employees)

Policy and procedure

Purpose

The purpose of this document is to outline the Queensland Curriculum and Assessment Authority's (QCAA's) policy and processes for managing overpayments made to casual employees.

Scope

This policy applies to casual employees engaged under Section 41 of the *Education (Queensland Curriculum and Assessment Authority) Act 2014* (Qld), e.g. QCAA assessors (endorsers, confirmers, external assessment writers, external assessment scrutiny panel members, external assessment markers), syllabus writers, invigilators.

Staff (including casual staff) employed under the *Public Service Act 2008* (Qld) are not within the scope of this policy.

Principles

QCAA is required to recover monies overpaid to casual employees.

All casual employees have an obligation to repay an incorrect payment made to them.

QCAA will attempt to recover overpayments in a way that meets the requirements of the *Financial Accountability Act 2009* (Qld) without imposing undue financial hardship on the casual employee concerned.

All overpayments will be investigated to determine the cause and identify remedial measures to minimise the risk of recurrence.

Responsibilities

Financial Services

- Provide a payslip to casual employees.
- Once an overpayment is identified and the amount calculated, attempt to contact the casual employee to explain how the overpayment occurred.
- Instigate overpayment recovery processes that are appropriate in the circumstances.
- Take into account an employee's financial situation and other relevant circumstances when negotiating payment terms.
- Ensure invoices to casual employees include details of the overpayment, including the reason for the overpayment, the date of the overpayment and the total amount of money overpaid.
- Gain the consent of an employee in writing before repayment deductions from any future payments can occur.
- Investigate the cause of the overpayment and take steps to improve processes and procedures.

Casual employees

- Regularly check payslips and/or relevant bank account/s and investigate and action any inaccuracies.
- Seek clarification on any overpayment, including how the overpayment occurred, and how the amount was calculated.
- Depending on the reason and amount of the overpayment, negotiate and agree to a repayment plan within a reasonable timeframe.

Timesheet approvers

- Review timesheets in a timely manner and ensure anomalies (i.e. incorrect working hours) are corrected prior to submission for payment to Financial Services.
- Assist Financial Services in the recovery of the overpayment, when requested.

Financial delegate

- Only exercise their delegation to approve the write-off of a casual employee debt in accordance with this policy.

Note: under the specific delegations contained in the QCAA Financial Management Delegations, only the following positions can write off a bad debt:

- Chief Executive Officer
- Executive Director, Strategy, Planning and Corporate Support
- Director, Business and Corporate Partnership
- Manager, Financial Services.

Casual Employee Recruitment and Payroll Committee

- Consider debt write-off submissions from the Manager, Financial Services.
- Determine if debt recovery action should occur or if a debt is to be waived.

Process

Identification of the overpayment

An overpayment may be identified through either:

- the casual employee contacting Financial Services
- Financial Services payroll verification and audit processes.

Recovery of the overpayment

Once an overpayment has been identified, Financial Services is to provide advice to the casual employee about the overpayment and negotiate an appropriate recovery plan.

If agreed to by the casual employee, Financial Services will arrange for repayment to be deducted from future pays until the amount is repaid in full.

If the casual employee does not agree to the overpayment being deducted from a future pay, or if the casual employee has ceased employment, Financial Services will issue a tax invoice to the casual employee for the amount of the overpayment.

Overpayment recovery debts will be managed by Financial Services in accordance with accounts receivable processes contained within Section 4.3 of the Financial Management Practice Manual.

Debt waiver/write-off

The Casual Employee Recruitment and Payroll Committee (CERPC) may be convened to provide advice on proposals from the Manager, Financial Services to either waive a debt or write off a debt.

A debt may only be waived or written off in the following circumstances:

- if it would be uneconomical to recover the overpayment; or
- if recovery of the debt would cause ongoing financial hardship to the casual employee.

An employee who applies for extinguishment of their debt due to financial hardship is required to produce supporting evidence. Acceptable documentation can include the following:

- official eviction notice (not a warning of possible eviction due to rental arrears)
- pending disconnection of essential services, like water, electricity or gas (does not include mobile phone or internet bills)
- notice of impending legal action
- letter from a charitable organisation about loss of employment or inability to provide for basic necessities
- bank notice, e.g. overdraft call or mortgaged property repossession
- overdue medical bills
- letter from a doctor verifying the inability to earn an income due to illness or caring for a sick family member
- final notice from school about payment of mandatory fees
- funeral expenses
- repossession notice of essential items, like a car or motorcycle.

After considering submissions, the CERPC may then recommend to the relevant financial delegate that waiving or writing off a debt be approved in accordance with the QCAA Financial Management Delegations.

Debt waiver

An overpayment that is less than the equivalent of the current hourly rate may be waived at the discretion of the Manager, Financial Services without reference to the CERPC, e.g. if the current hourly rate for a Lead Assessor is \$58.37, any overpayment to a Lead Assessor for less than that amount may be waived.

Debt write-off

If a debt has not been waived and follow-up action by Financial Services to recover the overpayment has been unsuccessful, an invoice may be written off as a bad debt.

If the decision is made to write off a debt, the casual employee will be made ineligible for ongoing employment with QCAA.

In exceptional circumstances, however, the CERPC may recommend that an employee remain eligible for future employment.

Version control

Version	Date	Prepared by	Comments
01	27 September 2022	Director, Business and Corporate Partnership	Endorsed
02	18 October 2022	Executive Director, Strategy, Planning and Corporate Support	Endorsed

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