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Subject: DELAY IN PAY FOR DEFENCE PERSONNEL BANKING WITH CREDIT UNIONS INCLUDING AUSTRALIA DEFENCE CREDIT UNION
Comment:
Action Area COO-DSG

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HOT ISSUE BRIEF

ISSUE: DELAY IN PAY FOR DEFENCE PERSONNEL BANKING WITH CREDIT UNIONS INCLUDING AUSTRALIAN DEFENCE CREDIT UNION

SENSITIVITY: Some regular fortnightly salaries for Defence personnel, both ADF and APS, who have their pay accounts in an institution using the clearing house for credit unions have not been processed to individual accounts. This includes the Australian Defence Credit Union (ADCU).

There are a number of ADF and APS employees impacted by this delay. This is similar to the issues experienced with NAB last pay day.

KEY ISSUES:

- Defence transmitted the salaries to the Reserve Bank of Australia for processing to financial institutions. Salaries were expected to be in individual bank accounts on 9 December 2010.
- Some employees banking with ADCU have been paid whilst others have not. It appears that not all payroll banking files have been received and/or processed by ADCU from the clearing house. Defence cannot confirm who may have been impacted by this issue.

- This may impact deposits (salaries and supplier payments) to institutions using this clearing house.
- Treasury and Banking are following up on this issue and there is currently no estimated time of recovery. This is not a Defence pay issue.
- DEFCREDIT customers have not been affected.

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TALKING POINTS

ISSUE: DELAY IN PAY FOR DEFENCE PERSONNEL BANKING WITH CREDIT UNIONS

- **Defence can confirm that some employees banking with the Australian Defence Credit Union (ADCU) have not been paid. Some employees with ADCU bank accounts will have been paid as normal.**
- **This is not a Defence payroll issue.**
- **Defence transmitted the salaries for its staff to the Reserve Bank of Australia for processing to financial institutions including the clearing house for credit unions.**
- **Salaries were expected to be in individual bank accounts on 9 December 2010.**
- **ADCU is aware of the issue and is working to resolve it.**
- **Indications from ADCU are that employees will receive their pay by COB today (Thursday 9 December 2010).**

Affected employees should make contact with ADCU if necessary.


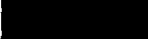
- **Defence will continue to liaise with the ADCU on this issue.**

IF ASKED: HOW MANY PEOPLE ARE IMPACTED?

- **Defence cannot confirm how many people may have been impacted by this issue.**
- **Both ADF and APS employees are affected.**
- **This is not a Defence payroll issue.**
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IF ASKED: WHAT WAS THE CAUSE? FURTHER DETAILS?

- **Additional information will be provided when available.**

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