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Subject: RESERVE PAYSLIPS NOT AVAILABLE FOR PAY DAY 24 NOVEMBER 2011  
Comment:  
Action Area DEPSECSP

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**HOT ISSUE BRIEF**

**ISSUE: RESERVE PAYSLIPS NOT AVAILABLE FOR PAY DAY 24 NOVEMBER 2011**

**SENSITIVITY:** Pay issues have strong focus in media and are emotive.

There are over 10,000 Reservists impacted by this issue. This is not a salary payment issue. Salaries have been processed.

**KEY ISSUES:**

- The payslip creation process failed to complete as scheduled this week.
- Defence has identified and isolated the cause of the issue and is currently re-running the process and payslips should be available on-line by end of today.
- Hard copies of payslips will be sent to members once this process has completed and members should receive their hard copy payslips next week.
- It should be noted that salaries were processed as scheduled and have been deposited in the personal bank accounts of members today.
- The Defence Service Centre has been informed to provide this same message to Reservists contacting 1800 Defence.

- Today is also the pay day for the ADF pay rise (taking in Reserves also). Therefore there is higher interest in viewing the salary payslips.
- Payslips for regular ADF and Defence APS are not affected.

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## **TALKING POINTS**

### **PAYSLIPS NOT AVAILABLE FOR DEFENCE RESERVISTS**

- **This is not a salary issue. Salaries were deposited in the personal bank accounts of members on 24 November 2011.**
- **The payslips for a large number of Defence Reservists were not successfully produced as scheduled this week.**
- **There are approximately 10,000 Reservists impacted by this issue.**

• Defence has identified and isolated the cause of the issue and is currently rectifying the problem.

• It is anticipated that payslips will be available on-line by close of business today and hard copies next week.

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