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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LIMITED DISTRIBUTION NOT TO BE FORWARD

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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.