

**Question on Notice
No. 509
Asked on 7 August 2013**

MRS MILLER asked the Minister for Health (MR SPRINGBORG)-

QUESTION:

What proportion of the well-used KPMG figure of \$1.2b for describing the estimated seven year costs for the Queensland Health payroll and rostering systems can be attributed to normal operational costs for such a large and complex workforce over this period and what is the industry accepted ratio of payroll staff to workforce headcount?

ANSWER:

I thank the Honourable Member for Bundamba for her question.

The industry accepted ratio of payroll staff to workforce headcount will vary depending on the functionality covered (for example rostering and payroll), the complexity of the underlying awards, and the degree of automation (for example employee self service). These factors combine to determine the ratio of payroll staff to workforce headcount.

I refer you to page 28 of the KPMG report regarding the normal operating costs for Queensland Health at \$60M per annum (see table below). In 2009/10, this represented \$35M payroll processing operations (654 staff) and \$25M for production and maintenance managed by QSS.

Post March 2010, extraordinary circumstances pushed operations to abnormal costs of \$90M payroll processing operations (1010 staff) and \$44M for production and maintenance managed by QSS (escalating to \$53M in 2011/12).

Today, costs are still at abnormal levels albeit reducing in 2012/13 to \$87M payroll processing operations (832 staff) and \$46M for production and maintenance.

