RY OF EDUCATION

Te Tāhuhu o te Mātauranga



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1. Overall data for the pay	period (all numbers/totals are unique for the pay period)			Pay period commentary
		Subtotal	Total	
otal number of people paid	(1) Total number of unique school staff that were paid		88,188	Pay period 02 saw a lower level of
				activity than is previous pay periods. This enabled the pay centre to process
Total value paid (pre- disbursements)	(2) Total value paid to staff before disbursements (tax, union fees etc.) are taken out		\$171.80 million	more outstanding pay instructions from preceding pay periods.
Total number of staff not paid	(3) Number of staff affected by bank redirects - where staff closed their bank accounts without informing Nov opay	35	52	- The Kiwisaver changes for tax year 13/14 have had effect in pay period 02.
	(4) Number of stop pays notified after the final school usage and expenditure (SUE) report and processed before the pay was run with no payment to be received by staff	17		
Total number of staff to be paid through manual payment	(5) Number of stop pays notified after the final school usage and expenditure (SUE) report that were			
	processed and have been moved to the manual payment queue with staff being paid by 19 April	17	33	
	(6) Number of stop pays notified after the final school usage and expenditure (SUE) report that were processed and have been moved to the manual payment queue with staff being paid by 22 April	0		
	(7) Number of manual payments processed by the Ministry separate from any stop pay notifications between 15-19 April	16		
Number of calls for the pay period	(8) Number of calls received by the Ministry contact centre (daily breakdowns are shown in the chart below)	327	- 6,126	
	(9) Number of calls received by Novopay contact centre (daily breakdowns are shown in the chart below)	5,799	- 0,120	
Number of emails (service requests) and payroll instructions for the pay period	(10) Number of emails to the Ministry resourcing contact centre	354	30,431	
	(11) Number of emails to the Nov opay contact centre	4,070		
	(12) Pay roll related instructions received via email by Novopay (does not include email service requests)*	26,007		
	*Note the totals for pay periods 23 and 24 for pay related instructions as provided by Talent2 included a number of email service requests and therefore represented complete demand for the pay and service centre. This total only represented the total of demand for the pay centre. The totals for this pay period and those reported in pay period 25, 26, 01 and 02 have been analysed by PwC.			
chools online usage	(13) Pay and leave transactions can be done online by schools through the Novopay Online portal. The average rate of submission of all schools for pay and leave transactions through the online system in Novopay is shown on the right. This the average rate of pay and leave transactions done online over the total number done both online and manually (where schools send forms to the Novopay pay centre for processing).		73%	
Novopay as at 16 Apr 700 600 500 400 500 400 500 200 200 200 200	and Ministry call centre statistics il 2013	Minutes	Number of calls to Ministry Number of calls to Novopay Daily average wait time for Daily average wait time for Daily average handling tim Daily average handling tim Target handling time for N	r contact centre Ministry calls Novopay calls e for Ministry calls e for Novopay calls

8-Apr 3-Apr 4-Apr 9-Apr 10-Apr 11-Apr 12-Apr 15-Apr 16-Apr 5-Apr Disclaimer and notes: This report is not an audit. It contains analysis of the data from the workflow tools as provided by the Ministry and Novopay. All data and information within this document has been sourced from Talent2 and Ministry and its references have been provided to the Ministry. This dashboard has been prepared by PricewaterhouseCoopers with care and diligence, and information is given in good faith and in the belief on reasonable grounds that such information is not false or misleading. Responsibility for the reliability, accuracy and completeness of such information therefore remains with the Ministry of Education and its suppliers as the providers of the information.



MINISTRY OF EDUCATION Te Tähuhu o te Mätauranga Novopay pay period report for Minister responsible for Novopay

Pay period 02 covered the activity period 3 April to 16 April 2013.

This page reports only on the complaints received by Novopay and the Ministry regarding no pays, underpayments and overpayments between 15 April to 19 April 2013 (the week of the payment for pay period 02)

Key summary metrics:

Complaints had been received from a total of 264 schools (representing 10.8% of schools in the pay roll system).

These complaints relate to the pay for 391 staff from these schools (or 0.44% of the staff paid).

All complaints that are detailed in this report have been or are being resolved by Novopay and the Ministry.

2. High level complaints information for the pay period (all numbers/totals are unique for the pay period)

		Final pay period 02 complaints report Data was collected between 15-19 April 2013 (initial data from Novopay and the Ministry has had all identifiable duplicates across each category removed)		
		Subtotal staff affected	Total staff affected	Total schools affected by 1, 2, or all categories of complaints
Total number of complaints	(14) Number of staff affected by underpayments as notified to Nov opay by schools	155	210	
received regarding staff affected by underpayments	(15) Number of staff affected by underpayments as notified to the Ministry by schools	55		
Total number of complaints	(16) Number of staff affected by overpayments as notified to Novopay by schools	122	142	264
received regarding staff affected by overpayments	(17) Number of staff affected by overpayments as notified to the Ministry by schools	11		
ancered by overpayments	(18) Number of staff affected by overpayments identified by Novopay	9		
Total number of complaints received regarding staff	(19) Number of staff affected by no pays as notified to Novopay by schools	19	39	
affected by no pays	(20) Number of staff affected by no pays as notified to the Ministry by schools	20		

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