



# Remediation FAQs for former employees

26.10.22

Question	Answer
<b>What is remediation and the remediation period?</b>	<p>Remediation is the review of historical payments to absences taken during the remediation period to ensure they have been calculated and paid as defined by the Holidays Act 2003.</p> <p>Leave types reviewed are annual, sick, bereavement, family violence, alternative days and public holidays.</p> <p>The remediation period is from 1 March 2010 to 14 September 2022.</p>
<b>Why do some people get a payment and others don't?</b>	<p>You're more likely to receive a payment if you:</p> <ul style="list-style-type: none"> <li>• worked roster or shift arrangements</li> <li>• received allowances</li> <li>• have changed work patterns, for example, from part-time to full-time</li> </ul> <p>For those who worked a standard week every week it is highly likely all your entitlements are accurate.</p>
<b>What if I started working at the Ministry after 1 March 2010?</b>	<p>If you joined the Ministry after 1 March 2020, your remediation period begins on the date you commenced your employment with us.</p> <p>If you were employed with the Ministry before 1 March 2010, that period is not included.</p>
<b>What if I had multiple periods of employment with the Ministry during this time?</b>	<p>If you were employed multiple times from 1 March 2010, your remediation periods are consolidated and you will receive one payment for all periods.</p>
<b>How many people are affected?</b>	<p>We have completed calculations for close to 10,000 former employees.</p> <p>Of these, around 70% are entitled to a payment.</p>
<b>When are we paying?</b>	<p>We will make remediation payments to former staff on the 20<sup>th</sup> of every month, starting in Nov 2022. We will start reaching out to the 7000+ former employees who are entitled to a payment once we have completed the payments to current employees, scheduled for the last week in Oct 2022.</p>
<b>How are we paying?</b>	<p>As a former employee, you will nominate the bank account you wish the payment to be paid into. It must be a New Zealand bank account.</p>
<b>Will payments include interest?</b>	<p>No, payments will not include interest.</p>

Question	Answer
<b>Will my remediation payment affect my income tax or benefits?</b>	<p>For tax purposes, all remediation payments have been treated as 'extra pay' and will attract a rate of tax relevant to extra pay.</p> <p>We encourage you to contact the relevant organisation, such as Inland Revenue, for advice about whether this payment affects any agreements you have with them (in relation to earnings, benefits, child support or any other matters).</p>
<b>What about overpayments – what if I got paid more than I should have?</b>	<p>Yes, we have made errors that have resulted in overpayments. We are not intending to recover these.</p>
<b>How are you contacting former employees?</b>	<p>We have the contact details of most former employees. If we have a mobile phone number, we send a text. If we have an email address, we send an email. If we have neither of those, we send a letter in the post.</p> <p>We'll be monitoring how many people who respond. If the number is low, we will encourage people to contact us using external channels.</p>
<b>If I get a text on my mobile phone, how do I know it's not SPAM?</b>	<p>We will not include any links in our text. We will give the website address of "education.govt.nz" which you can search for yourself.</p>
<b>What if I don't get contacted?</b>	<p>If you are a former employee and don't get contacted, this will be because our data corrections and recalculations have determined that you received your correct entitlements while you worked for the Ministry.</p> <p>It could also be that you were overpaid and we are not seeking recovery of overpayments.</p>
<b>My remediation payment is for a small amount. Why bother to make this payment to me?</b>	<p>We are required by law to calculate all employees' annual leave entitlements, in accordance with the Holidays Act 2003. Whatever the amount is that the person is owed, we must pay it to them. Through the claimant management portal, you can see the amount and you can tick the box to say you are choosing not to proceed with the claim.</p>
<b>Why are Ministry people getting their remedial leave and/or payment but the education sector/schools aren't getting theirs yet?</b>	<p>The Ministry and the sector remediation programmes are independent of each other. The school sector has a far bigger and more varied workforce, so it will take more time to work through.</p> <p>For any queries about the schools' remediation programme, contact <a href="mailto:Holidays.Act@education.govt.nz">Holidays.Act@education.govt.nz</a></p>
<b>Who do I contact if I have a question?</b>	<p>Please contact <a href="mailto:servicedesk@nlc.education.govt.nz">servicedesk@nlc.education.govt.nz</a></p>