

s 9(2)(a) and 9(2)(f)(iii) OIA

[REDACTED] s 9(2)(a) and 9(2)(f)(iii) OIA s 9(2)(a) and 9(2)(f)(iii) OIA

From: [REDACTED]
Sent: Tuesday, 30 October 2012 11:46 a.m.
To: [REDACTED]
Subject: Comms plan responding to feedback on Novopay letter 291012
Attachments: Comms plan responding to feedback on Novopay letter 291012.docx

Hi [REDACTED], here is the plan I drew up summarising and categorising the feedback to Lesley, for discussion re how we respond. See you at one, thank you! [REDACTED]

s 9(2)(a) and 9(2)(f)(iii) OIA

s 9(2)(a) and 9(2)(f)(iii) OIA

Communications plan: responding to schools following Novopay letter from Lesley Longstone

Purpose

To ensure the Ministry responds appropriately to all feedback from schools, following Lesley Longstone's letter to schools about Novopay, sent on 25 October.

Background

Lesley Longstone wrote to all Principals and Board chairs on 25 October. She reiterated the Ministry's commitment to making Novopay work well for all schools and school staff, acknowledged the difficulties schools have experienced with implementation, and outlined her expectations of Talent2 to deliver the service schools have been promised.

As at 29 October, 32 responses have been received from schools (30 schools in total). Just under half highlight unresolved issues with Novopay. Eight request compensation for schools, seven reject the Secretary's assurances, one invites the Secretary to visit the school, and one Principal objects to being copied in, rather than being the primary recipient.

The following table sets out which types of response have been received from which schools.

	Number	Schools
Total responses	30	All
Unresolved issues (payslips, missed pay, SUE and transaction reports)	15	3 Kings Bayfield Beckenham (resolved) Owhata Puau (x2) St Leonards Turakina (resolved) Waerenga-o-Kura (resolved) Waimana Wainui Beach School (x2) Waitati School Waitakere SDA West Eyreton
Compensation requests	8	Fairhaven (x2) Gordonton Hilltop School Lake Rotoma Mt Pleasant Tauranga Intermediate Windwhistle School
Rejecting assurances but not mentioning issues/compensation	7	Manurewa Intermediate Miller Ave Newtown St Patrick's Te Kura Hata Maria TKKM o Nga Maungarongo

		Whangaroa KKM
Invitation to Secretary to visit and view problems	1	Tawa
Complaint that letter went to chair, copied principal+	1	Rowandale

Proposed responses

Emails 1-15: Live issues	<ul style="list-style-type: none"> Ministry contacts school as matter of urgency, works with school to resolve identified issues Email school to confirm when issues resolved and reiterate commitment to fixing all issues Note: email (6) is from a whanau member at a school; response not needed
Emails 16-23: compensation	<ul style="list-style-type: none"> Lesley emails thanking for response, acknowledging time spent, repeating commitment to fixing all issues, responding to request for compensation; lines to be developed Note: email (16) refers to compensation for schools that have lost investment income through making advances to staff
Emails 17-30: Rejecting assurances	<ul style="list-style-type: none"> Lesley emails thanking for response, acknowledging difficulties experienced, repeating commitment to fixing all issues Note: it may not be appropriate to respond to each of these emails; case by case decisions can be made.
Email 31: inviting Secretary to visit school	<ul style="list-style-type: none"> Decision to be made on visit to school by Lesley or other; communication to reflect this decision
Email 32: criticizing means of communicating	<ul style="list-style-type: none"> Lesley emails thanking for response, briefly explaining communications (dual to bot chair and principal), acknowledging work by and frustrations for Principals, reiterating commitment to fixing Novopay

Text of emails received

Asking for resolution of live issues

1. s 9(2)(a) OIA

Sent: Thursday 25, 10.35am

I suppose in the big picture of errors and handling of payroll TKS got off lightly.

We do still however have outstanding issues from the first two pays –

s 9(2)(a) OIA Unfortunately there is not a level of trust with the system or its customer services on my part.

2. s 9(2)(a) OIA

Sent: Monday 29, 9:17am

Attached please find memo from my principal. I would tend to agree. Please advise what action you intend to take?

s 9(2)(a) OIA

We are becoming increasingly infuriated with Novopay because despite these reassurances it really isn't getting better and they are impossible to deal with. I have to confess I was not very nice to one of their helpdesk people today. He acknowledged that they had made an error with s 9(2)(a) OIA pay but said that they were not going to fix it, that they knew that other people had been similarly affected, and that she would have to sort it out with IRD. They had completely randomly changed her tax code and then sent a payment from her to IRD for a student loan. She does not have a student loan. This is absolute nonsense.

3. s 9(2)(a) OIA

Sent: Thursday 25, 11.31am

Dear Lesley, thank you for your email. **Can you please advise where we are to find the daily transaction report you refer to in paragraph 6 of your email?**

We can only find a fortnightly transaction report which - when we try to download the pdf version, only produces headings with no data, and when we download the .csv version, produces huge amounts of data that is difficult to make sense of as it appears to be replicated many times.

4. s 9(2)(a) OIA

Sent: Thursday 25, 2.28pm

Dear Lesley, **So why do we have 11 discrepancies in this fortnights pay? Four of which are brand new.** The ministry has blatantly lied about the number of discrepancies that Nonopay are having and I don't understand why you think that is acceptable? Please explain.

5. s 9(2)(a) OIA

Sent: Thursday 25, 2.52pm

Kia ora: *It's important to remember the Novopay system is fundamentally sound. Most teachers and support staff are getting paid on time and accurate' ...*

Fundamental = basically/primarily/principally; all words found in the thesaurus ...
fundamentally there have been stuff ups!

5 from 14 of my staff haven't been getting paid or have errors in regard to their pay ... not being paid on time or accurately.

What rubbish. Admit you made serious mistakes and everything will be k t pail
Arohanui

6. Pauau. Whanau response to s 9(2)(a) OIA

Sent: Friday 26, 11.44pm

Absolutely not good enough...and what about the implications this has on the whanau...come MOE get it right for our kaiako....

7. s 9(2)(a) OIA

Sent: Friday 26, 10.24am

Lesley, you no longer have our support, this system bankrupted our school just before the last round of funding last term and the system is doing it again!! We are a small school and cannot afford the mistakes, **we need to talk to someone who will sort the problems out straight away over the phone as we explain. Our phone is 034710501.**

8. s 9(2)(a) OIA

Sent: Thursday 25, 11.06am

Thank you for your email with the update on the progress novopay is making. Three important issues for Turakina School are:

- 1) s 9(2)(a) OIA
- 2) **Turakina School has never been able to access a transaction report so that we can track who on our staff have been paid and who hasn't been paid**
- 3) **Until yesterday Turakina School could not access a SUE report which has made any form of accountability impossible.**

Will these issues be remedied in the near future.

9. Waerenga-o-Kura. s 9(2)(a) OIA

Sent: Thursday 25, 11.15am

Thank you for your email. Our school continues to have major unresolved problems. For some inexplicable reason **no one, including me, is able to obtain any SUE Reports. We are unable to check staff payments or accurately report our financial position.**

s 9(2)(a) OIA **I still am unable to access Novopay myself and Novopay seem unable to facilitate this. A huge amount of my time has been used trying to contact Novopay, sometimes waiting for 45 minutes, all to no avail. This position is totally unacceptable.**

10. Waimana. s 9(2)(a) OIA

Sent: Thursday 25, 4pm

Kia ora, I would like to know when I will receive a pay slip. **As a school we have sent many an email but no pay slip since the start of this pay system.** I hope to get some joy soon. I had to visit my bank to see if I had been paid.

11. s 9(2)(a) OIA
Sent: Saturday 27, 6.23am
Kia ora Lesley, I saw on Campbell Live that you would help if a teacher has not been paid. s 9(2)(a) OIA This stopped on 29 Sept. I filled out all the forms at the end of Term 2. I assumed the info would go from Datacom to Novopay.
I have paid s 9(2)(a) OIA from school funds. Novopay were unable to get back to me by payday with the actual amount she was owed.
This pay she should have got a full pay and I think 4 days. \$1900 should have paid into our account to cover the cheque we wrote.
I have done all the paperwork, rung (and been on hold for up to 58 minutes) several times. On Thursday 25th Oct I got an email asking me to fill in a leave form - from July to Sept. I am getting really angry.
Please help me. s 9(2)(a) OIA

12. s 9(2)(a) OIA
Sent: Saturday 27, 7.11am
s 9(2)(a) OIA releasing a teacher for ALiM. She has done 1 full day's relieving for us which she has been paid for, but has not been paid for any of the other time. s 9(2)(a) OIA
paid! She is not on the SUE report for pp16.

13. s 9(2)(a) OIA
Sent: Friday 26, 12.22pm
Kia ora Leanne, our office manager has just logged on and clicked Bulk Timesheet Entry (screen shot attached). A list of people we don't know has come up, along with entries for the days they have worked, but they have nothing to do with us.

14. s 9(2)(a) OIA
Sent: Thursday 25, 11.46am
Dear Lesley, I am delighted that NOVOPAY is improving, unfortunately, I see no sign of any improvement.
I still have a s 9(2)(a) OIA who has not been paid for 8 weeks and counting. I still have had no information from emails and phone calls about when this woman will get paid.
I still have telephone staff sending the issue to payroll, where it seems to disappear.
s 9(2)(a) OIA
I still wake up in the night worrying about her pay.
I still spend extra time, effort and energy on trying to get this seen to.
What is the acceptable time to keep someone waiting for their wages?

15. s 9(2)(a) OIA

Sent: Thursday 25, 2.23pm

Hello, the letter below does not address that the banked staffing reports do not reconcile with the SUE reports - I have incorrect Banked Staffing reports for Pay Period 13, 14, 15 - I can't balance my staffing usage as I don't have the correct balances on the Banked Staffing report - who is going to be liable for over expenditure as it can't be the schools due to Novopay errors pay after pay.

Requests for compensation

16. s 9(2)(a) OIA

Sent: Thursday 25, 2.32pm

I have asked this question of two others involved in NOVOPAY and have yet to receive an answer:

Is the Ministry going to compensate the loss of interest on investment accounts that have been used to make up the shortfall of entitlements for staff who are short paid over this period of adjustment to NOVOPAY?

Looking forward to your response.

17. s 9(2)(a) OIA

Sent: Thursday 25, 2.32pm

Question 2:

I have read some Board of Trustees/Principals have been 'abusing' their Support Staff who have spent considerable 'good will' time in trying to implement NOVOPAY in their daily duties.

Is there going to be compensation to Support Staff/Administrators to cover this extra time they have spent trying to come to terms with NOVOPAY?

18. s 9(2)(a) OIA

Sent: Thursday 25, 11.45am

I thank you for your letter re Novopay. My question is: **"When is our school going to be reimbursed for the extra hours that we have had to pay our office administrator and extra staff employed while she is working on the implementation of Novopay?"**

19. s 9(2)(a) OIA

Sent: Friday 26, 9.55am

Hi Lesley, thank you for your letter. The Novopay rollout is an unmitigated disaster for most schools and should have been rolled out in trial school or

batches so any live problems could have been sorted out before it went nationwide. **I am looking for the letter that asks for the time sheet for the considerable extra hours our finance officer has put in during school and after school to try to get our payroll sorted and to communicate with the Novopay association- were we lawyers we would have charged by the minute , we are not and not asking for that level of recompence, but the Board of Trustees should be paid back for the time costs associated with the rollout for our school.**

20. s 9(2)(a) OIA

Sent: Thursday 25, 11.45am

To whom it may concern, I am a Principal of a small school and like many others we are having problems. **Is the Ministry able to provide extra funding so that our school administrator can be given more time to try and sort these problems out.** Our administrator currently works part-time and our staff are more than agitated about the fact their pay is incorrect let alone the extra time its taken to sort it out due to our administrators hours of work. As you know it takes more than four points of contact to be made to get something sorted out.

21. s 9(2)(a) OIA

Sent: Thursday 25, 11.30am

Hi Lesley, **has any decision been made on how schools will be reimbursed for the additional time spent on this by the admin of our school.** We have shouldered the additional payment, but **this needs to be sorted ASAP.**

22. s 9(2)(a) OIA

Sent: Thursday 25, 12,11pm

Dear Ms Longstone

Thank you for message. **I have just completed writing a letter to Ms Gibson, copied to you and the Minister enclosing our invoice for additional wages we have had to pay to keep our system working as a result of the Novopay implementation.** You will receive this by hardcopy in due course. Suffice to say we are extremely unhappy about the manner in which Novopay has been implemented and a less rushed approach would have led to a more dignified outcome for all concerned.

23. s 9(2)(a) OIA

Sent: Friday 26, 8am

Thank you, Lesley, for the update on Novopay. However, platitudes are not helping us.

Our school of 26 students employs an office manager for 12 hours a week, since the introduction of Novopay, we have had to increase her hours

significantly – up to another 10 hours a week! She had to spend her **WHOLE** six hours yesterday sorting out incorrect pays and we are still waiting for other issues to be put right. We are fortunate that she is willing to put in the extra time but at a huge cost to the school and to her family time. In the meantime most of the work that I require her to do in this very busy, short term is being delayed, thereby affecting the staff, BoT and community.

We are tracking the problems and costs and will be sending an invoice to the MoE to recoup some of our costs that have been spent from our Ops grant, instead of being spent on student achievement.

Rejecting assurances

24. s 9(2)(a) OIA

Sent: Thursday 25, 10.29

What a load of garbage ... such spin! Why can't you Lesley just simply acknowledge the MoE has not done a good enough job instead of making excuses!?

25. s 9(2)(a) OIA

Sent: Thursday 25, 11.27am

We appreciate the message. However **for us it gets worse and this does not give us the resources we need to track things at our end and repeat the forms and input the data again.**

It does not give me the days back in the holidays that I missed with my family and completing school work.

It will not replace the teacher aide hours that students in my school will now loose because I have to hire another administrator for payroll work. Try telling a parent that their child can no longer receive help because someone is now trying to make sense of the payroll transaction report.

26. s 9(2)(a) OIA

Sent: Thursday 25, 12.12pm

The situation appears very different to me.

27. s 9(2)(a) OIA

Sent: Thursday 25, 11.04

We can't function on 'patience'. Lesley!

28. s 9(2)(a) OIA

Sent: Thursday 25, 10.57am

What a load of rubbish

29. s 9(2)(a) OIA

Sent: 25 October, 4.38pm

Still not good enough. We don't have the time or the resources to keep contacting you regarding these errors. In addition we don't have faith that any further instructions that we give will be handled correctly.

30. Whangaroa KKM. s 9(2)(a) OIA

Sent: Thursday 25, 9.29am

Good morning, Bring back Multiserve! From all the staff.

Inviting Secretary to visit and view problems

31. s 9(2)(a) OIA

Sent: Thursday 25, 10.59am

Lesley I would like to invite you out to my school so you can see how ineffective the new payroll system is. I am used to using 'I Pay' via Datacom a two minute job – Novopay is far more time consuming. And a lot of transactions have to be done manually. I look forward to you coming out to our school.

Criticising method of communicating

32. s 9(2)(a) OIA

Sent: 25 October, 1.19pm

It would be polite to address it to the principal, not the board chair. It is the principal who has to deal with all the issues! Gosh you people are rude and have no idea!

Service Centre emails concerning Wainui Beach School's two issues

s 9(2)(a) OIA

From: **s 9(2)(a) OIA**

Date: 26 October 2012 20:41

Subject: Re: NOVOPAY Service Desk Request Number **s 9(2)(a) OIA**

- (1 of 1)

To: support@novopay.govt.nz

How can this be closed when **s 9(2)(a) OIA** Where are you getting the money from to repay the school??????

s 9(2)(a) OIA

On 26 October 2012 20:40, Novopay Service Desk <support@novopay.govt.nz> wrote:

When replying, type your text above this line.

Notification of Payroll Request Change

NOVOPAY Service Desk Request Number 79263 has now been closed.

Payroll Request: **s 9(2)(a) OIA**

Payroll Request Number:79263

Status:Closed

Description:

According to the latest SUE report **s 9(2)(a) OIA** paid! She should have been paid so that we get our money back. I was so apprehensive that you would not be able to sort this and hello! I was right. Our school advanced **s 9(2)(a) OIA** I couldn't tell us in time what the amount was and now she is still not paid.

We are now out of pocket thanks to you not being on to it.

I am really annoyed

s 9(2)(a) OIA

On 16 October 2012 13:45, Novopay Service Desk <support@novopay.govt.nz> wrote:

> [Duplicate message snipped]

Contact Information:

s 9(2)(a) OIA

Attachments: s 9(2)(a) OIA

Thank You
NOVOPAY Service Desk

Two: s 9(2)(a) OIA

Notification of Payroll Request Registration

Thank you for your enquiry to the Novopay Service Desk. We have logged Request Number 77630 with the following details:

Payroll Request: Urgent: s 9(2)(a) OIA (1 of 2)

Payroll Request Number: 77630

Status: Payroll Request

Description:

****This Payroll Request was moved from Workspace Service Desk****

Kia ora

s 9(2)(a) OIA

[REDACTED] has been paid on the last SUE and not for this SUE.
[REDACTED] needs to be paid.
[REDACTED] fix this urgently.
[REDACTED] you,

Attachments: s 9(2)(a) OIA

Screen shot concerning Waitati School's issues

[illegible]