

20 November 2012

National Office

45-47 Pipitea Street
Thorndon
PO Box 1666
Wellington
New Zealand

Phone: 0-4-463 8150
Fax: 0-4-463 8001
www.minedu.govt.nz

File: Novopay

Talent2 NZ Limited & Talent2
International Limited
Level 24
360 Collins Street
Melbourne
VIC 3000

CONFIDENTIAL

Attention: Brian Ashton

Dear Brian

MEDIA QUERIES

- 1 In response to your recent queries regarding interactions with the media, I am writing to clarify the Ministry's expectations as to how Talent2 will deal with media queries and public communications relating to the problems currently affecting the Novopay service.
- 2 As you know, clause 24.3 of the Master Agreement¹ prohibits Talent2 from issuing press releases and making public statements. However, the Ministry considers that public communications are an important part of managing the problems currently affecting the Novopay service, and will assist with addressing stakeholder concerns.
- 3 To this end, the Ministry is prepared to grant a limited exemption to clause 24.3, for the purpose of enabling Talent2 to deal with media queries relating to the Novopay service, and to provide information about the efforts underway to address the current problems.
- 4 This exemption is subject to the following conditions:
 - 4.1 The Ministry can withdraw the exemption at any time, on 24 hours' notice.
 - 4.2 The exemption relates solely to information of an operational nature. It does not extend to information about commercial or legal matters, or the relationship between the Ministry and Talent2.
 - 4.3 Before utilising the exemption, Talent2 will share with the Ministry its communications strategy and key messages, and adjust them to reflect Ministry feedback.
 - 4.4 Talent2 will ensure that its public communications relating to the Novopay service are consistent with the above communications strategy and key messages, and will repeat the process in item 4.3 before changing them.
 - 4.5 Talent2 will share a draft of any media release with the Ministry, and adjust the contents to reflect Ministry feedback, prior to issuing it.

¹ Education Schools Payroll Outsourcing Agreement dated on or about 11 August 2008, between the Ministry, Talent2 NZ Limited and Talent2 International Limited, as amended from time to time.

- 4.6 Talent2 will ensure that all the communications made under this exemption are designed to rebuild public confidence in the Novopay service, and support the efficient resolution of the current service problems.
- 4.7 Talent2 will provide advice to the Ministry of Education on all media enquiries received relating to Novopay, and what response was provided.
- 4.8 The communications strategy, key messages, draft media releases and advice about enquiries received, outlined in 4.3, 4.5 and 4.7 above will be provided to:
- (a) Rebecca Elvy, Group Manager Education Workforce
(rebecca.elvy@minedu.govt.nz); and
 - (b) Karl Ferguson, Group Manager Communications
(karl.ferguson@minedu.govt.nz)

5 If you have any questions, please contact me.

Yours faithfully

s 9(2)(k) OIA

Rebecca Elvy
Group Manager Education Workforce
Ministry of Education