

14 November 2012

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Andrew Banks
Chairman
Talent2
Level 28, 9 Castlereagh St
Sydney NSW 2000
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Dear Andrew

Thank you for your email dated 10 October 2012 about your organisation's commitment to resolving the backlog and the issues we discussed at our meeting. However, one month on, I must highlight my disappointment and concerns to you and the Talent2 Board about your New Zealand organisation's ability to meet the commitments you made. I request that you formally table my concerns with your Board.

My personal observations are that promises are made and not kept, that the organisation seems to be operating in a completely reactive manner, that there is a lack of executive direction and engagement and that there is no customer service ethos. This is not satisfactory given the investment we have made in this platform and the service levels we contracted for.

I now need to ask you to confirm in writing that action is in hand to ensure that:

- all full-time, part time and salaried school staff are being paid correctly, accurately and on time.
- relievers and other staff on timesheets are being paid correctly, accurately and on time.
- the various deductions for third parties, such as IRD, ACC, Kiwisaver, unions, etc are being deducted correctly and that the appropriate amounts have been transferred to the third parties as expected.
- there are no computational errors in Novopay that have led, or could lead to incorrect salaries being calculated or paid.
- holiday pay and maternity leave are being calculated and recorded correctly.
- Talent2 are assisting in providing further training to school staff.
- all steps necessary are being taken to ensure that your organisation fulfils its contractual obligations.

Yours sincerely

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Lesley Longstone
Secretary for Education