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15 January 2013

Andrew Banks
Board Chair
Talent 2
Level 28
9 Castlereagh Street
Sydney NSW 2000
Australia

Dear Andrew

I want to raise with you my disappointment and continuing concern with the delivery of Novopay by Talent 2. In particular, I was appalled at Talent 2's unwillingness to provide staffing for the Novopay service desk in the weekend before ██████tmas. The impact of this decision would have been that a large number schools' staff would not receive their holiday pay prior to Christmas. In this instance, it took Minister Foss to ring ██████hn Rawlinson directly to get a solution. I'm sure you will agree that this is not an acceptable means of gaining service delivery.

I would like to meet with you to discuss how we can improve the service and the working relationship between our two organisations. Whilst some of the issues experienced in 2012 were part of bedding in a new system, many were not and were entirely avoidable. I have no confidence that preventable service performance problems will not continue in 2013.

I look forward to hearing from you.

Yours sincerely

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Rowena Phair
Acting Chief Executive

cc: John Rawlinson