



SPANZ

SECONDARY PRINCIPALS' ASSOCIATION OF NEW ZEALAND INC.



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President's Comment 9

Dear Colleagues

Thank you for the feedback regarding Payroll issues you have experienced.

John Rodgers is representing SPANZ on the reconvened Payroll Reference Group and has provided this report from the meetings he has attended.

The good news is that the Ministry is working to improve the quality of the service. The work has two strands. The first and urgent strand involves working with the current provider to get them delivering the best possible service that they can. The second is focused on tendering for a new payroll system.

The difficulties with driving up the quality of the existing service arise partly from the nature of the current contract and partly from the technology that the current provider is using to deliver the service. Kevin Wilson, Senior Manager Ministry of Education and his team have developed a robust approach which I am confident will get the best possible from the existing provider. There will continue to be response time issues as a result of the level and type of service that the current contract envisaged.

The payroll environment has got more complicated. The current arrangement struggles to cope with the scope and range of responses that the current payroll demands. The bright side of the story is that the specifications for the new contract have been developed with an eye on the best of the current technology and the likely future demands of the system. The change to the new contract will of course take time. A carefully designed process is under way. Expressions of interest have been sought. A list of preferred providers have been given the opportunity to bid for the contract. A selection will then be made. Following that there will be a careful transition from the existing to the new. This will be a very complex operation. No doubt it will take months to plan and more months to effect.

I recognise that there is considerable frustration with the current situation. The real improvement will not occur until the new system is in place. I am comfortable that good quality work is being done by the MOE team. It seems to me that it is likely to be 2010 before we see the new service operating. In the meantime I will do whatever can be done to provide the MOE team with feed back regarding the operation of the current provider and the quality of service.

Please contact John directly gloriar@mbc.school.nz or the SPANZ office if you wish to comment on Payroll issues or provide further feedback.

Peter Gall
SPANZ President