

**From:** [Caz Jackson](#)  
**To:** [Tayla Pickering](#)  
**Cc:** [Sarina Pratley](#)  
**Subject:** RE: Business Case and Memo for Change - Te Mahau Support Model and Banding Review  
**Date:** Friday, 3 May 2024 9:51:25 am  
**Attachments:** [image001.png](#)

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Thanks Tayla. Just ask Sarina to note this at ELT next week, just so everyone knows its happening. I don't think it will be an issue but a FYI is always good.

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**From:** Tayla Pickering <Tayla.Pickering@nzta.govt.nz>  
**Sent:** Friday, May 3, 2024 9:38 AM  
**To:** Caz Jackson <Caz.Jackson@nzta.govt.nz>  
**Cc:** Sarina Pratley <Sarina.Pratley@nzta.govt.nz>  
**Subject:** Business Case and Memo for Change - Te Mahau Support Model and Banding Review

Kia ora Caz,

I appreciate you taking the time to discuss the Customer Support Model and Banding Review proposals with me.

I've attached the Business Case and Memo for each of the changes we discussed.

Please reach out if you have any further questions or require additional information?

Thanks again,

**Tayla Pickering** (she/her)

**HR Business Partner, Business Partnering Team**

Pūmanawa Tāngata | People and Safety Group

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