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**PRIMARY HEALTH CARE**

**MULTI-EMPLOYER**

**COLLECTIVE AGREEMENT**

**For Ratification Purposes**

**~~14 March 2019~~ Date of ratification ~~1 September~~**  
**~~2019~~ – 31 August 2021**



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## **APPENDICES**

### **1 Schedule of Parties**

# Primary Health Care Multi-Employer Collective Agreement

## 1. Parties

In accordance with the Employment Relations Act 2000 this collective agreement is made:

### **BETWEEN:**

Employer parties at commencement of this agreement as recorded in Appendix One (The "Employer")

### **AND**

The **New Zealand Nurses Organisation** (NZNO) (The "Union")

## 2. Coverage and Application

2.1 This is a Multi Employer Collective Agreement (MECA) that is made pursuant to the Employment Relations Act 2000.

This MECA shall apply to all employees who are members of NZNO and who are employed by an employer party to this MECA in the following positions:

- Administration Staff
- Enrolled Nurses
- Medical Receptionists
- Midwives
- Practice Nurses
- Registered Nurses
- Registered Nurses/Practice Nurses/Midwives employed in a Coordinator role

2.2 The parties agree that any employee whose work is covered by the coverage clause of this agreement (clause 2.1 above) who is engaged by the employer, and is a NZNO member, shall be entitled to all benefits, and be bound by all of the obligations, under this agreement.

The employers shall follow the requirements of the Employment Relations Act with regard to new employees. The employer shall advise new employees that the employer is a party to the Primary Health Care MECA, that they are able to join NZNO and be covered, and that there is a copy of the agreement available in the workplace.

Employees shall make every endeavour to notify the employer in a timely manner of their union membership.

2.3 **Savings:** An employee who was covered by the previous MECA and continues to be a member of NZNO and covered by this agreement shall not have their ordinary time (T1) hourly rate reduced by the coming into force of this agreement, unless this is specifically agreed by the parties during the negotiations.

2.4 Existing employees who are covered by the coverage clause of this MECA (clause 2.1) who become NZNO members during the term of the MECA shall, from the date of becoming a

union member, be bound by all benefits and obligations relating to employees under this MECA subject to the restrictions set out in the Employment Relations Act 2000.

2.5 **Transition to this agreement:** This agreement replaces all previous terms and conditions of employment unless mutually agreed otherwise as specified below.

Where an employee on an individual employment agreement (IEA) joins the NZNO or an employee's employer becomes a party to the MECA and the employee is a member of NZNO, the following shall apply:

- The employee shall cease to be covered by the terms and conditions of the IEA, except for any terms and conditions agreed in writing between the employee and the employer to still apply now that the employee is covered by this collective agreement
- If the employee's IEA provides for a flat hourly rate, that hourly rate shall be deconstructed to provide for an ordinary hourly rate, overtime, penalty payments etc, in accordance with this agreement, by agreement between the employer and the employee. Alternatively, the employee and the employer can agree upon an all inclusive salary
- If the employee's IEA provides for an all inclusive salary, the agreed all inclusive salary shall continue to apply to the employee, unless the employee and employer agree on the transition to an ordinary rate
- If the employee has an ordinary hourly rate and an entitlement to one or more penalty rate/s for particular times, or some other mix of remuneration rates which is different from that provided for in this agreement, the employer and employee shall deconstruct the rates applicable to provide for an ordinary hourly rate, overtime, penalty payments etc, in accordance with this agreement, by agreement between the employer and the employee
- The principles that shall apply to all transitions from an individual employment agreement to this agreement are:
  - The employee shall advise the employer as soon as possible if the employee has joined NZNO. This is to ensure that the employee is placed on the MECA and to enable the transition to be resolved promptly and appropriately;
  - Neither party should be disadvantaged or advantaged by the transition;
  - Agreement shall not be unreasonably withheld;
  - The employee may seek the assistance of NZNO in working through this process;
  - The agreement reached shall be recorded in writing;
  - The provisions of the MECA are the minimum entitlements.

2.6 **Non-Waiver Understanding:** Failure by either party to enforce any right or obligation with respect to any matter arising in connection with this agreement, shall not constitute a waiver as to that matter, or any other matter, either then or in the future.

2.7 **Subsequent employer parties:** The parties agree that other employer parties whose core business is the provision of primary healthcare services may become parties to this agreement where the NZNO and the new employer party so agree. Employers who agree to become subsequent parties shall be recorded on a master list compiled by the NZNO and shall be provided to the employer parties on request.

On the date of receipt by NZNO of the completed subsequent parties form the employees who are NZNO members shall be entitled to the benefits conferred by this agreement.

### 3. Term

- 3.1 This MECA shall come into force on [date agreement has been ratified] and expire on 31 August 20~~21~~<sup>19</sup>.

### 4. Variation of this MECA

- 4.1 The parties may vary this agreement from time to time by written agreement signed by them or by their duly authorised representatives on their behalf (employer advocates and NZNO). Any such variation will take effect as if it were incorporated into this agreement.
- 4.2 Where a change only impacts on one or some of the employer parties, any or all of the provisions of this agreement may be varied by agreement between the affected employer parties and the NZNO. Any such variation will be committed to writing and signed by the parties to the variation. That variation shall only apply to the employers who have agreed to such variation.
- 4.3 Where a change only impacts on one or some of the employees employed by an employer party to this agreement, any of the provisions of this agreement may be varied by agreement between the affected employee(s) and their employer and NZNO. Any such variation will be committed to writing and signed by the employer and the employee(s) affected and NZNO. That variation shall only apply to the employer and employees who have agreed to such variation.

### 5. Definitions

**"Administration staff"** means an employee who is wholly or substantially engaged in administration duties.

**"Casual employee"** means an employee who has no set hours or days of work and who is normally asked to work as and when required. They are employed when there is an overflow of work or a permanent employee is absent. Each engagement undertaken by the casual employee is a stand alone employment arrangement and the employment shall be at an end at the completion of the work required. Nothing in this agreement, either express or implied, requires the employer to offer any employment to any employee, notwithstanding that the employee may be recognised on any list maintained by the employer to assist in obtaining staff.

**"Employee"** means any person employed by an employer whose position is covered by this MECA.

**"Employer"** means the relevant employer employing the particular employee.

**"Enrolled nurse"** has the same meaning as in the Health Practitioners' Competence Assurance Act 2003 and its successors.

**"Full time employee"** means an employee who works not less than the "ordinary" or "normal" hours set out under "hours of work" in this MECA.

**"Medical Receptionist"** means a person who is employed to undertake medical receptionist duties at the medical practice.

**"Midwife"** means a person who is qualified as a midwife under the Health Practitioners' Competence Assurance Act 2003 and its successors.

**"Night Duty"** means any duty in which part of the duty is worked between midnight and 5:00am on any day of the week.

**"Ordinary time hourly rate of pay"** shall be the hourly rate of pay paid to the employee. T1 refers to the ordinary time hourly rate of pay; T1.5 refers to one and a half times the ordinary time hourly rate of pay.

**"Part-time employee"** means an employee, other than a casual employee, who is employed on a permanent basis but works less than the ordinary or normal hours prescribed in this MECA. Any wages and benefits e.g. leave, will be pro rata according to the hours worked unless specifically stated otherwise in this MECA.

**"Registered nurse"** has the same meaning as in the Health Practitioners' Competence Assurance Act 2003 and its successors.

**"Relevant Daily Pay"** has the meaning as provided by the Holidays Act 2003.

**"Service"** means the current continuous service with the current employer.

**"Shift work"** is defined as the same work performed by two or more employees, or two or more successive sets or groups of employees, working successive periods.

**"Temporary/Fixed Term Employee"** means an employee who is employed for a specified limited term for a specified project, situation or event, or, for example, to replace an employee on parental leave or long term accident or sickness. There is no expectation of ongoing employment. Temporary agreements must not be used to deny staff security of employment.

## 6. Trial Period

A new employee may be employed on a trial period in accordance with section 67(a) of the Employment Relations Act 2000 and any subsequent amendments. Any trial period requires agreement between the new employee and the employer. Where a trial period is proposed, it shall be specified in the employee's letter of offer, which letter shall also advise the employee of the right to seek independent advice about the implications of this provision prior to agreeing to this trial period.

## 7. Hours of Work

The employer will endeavour to ensure safe staffing levels and appropriate skill mix in work areas.

- 7.1 The ordinary working hours of an employee employed full-time shall be either:
  - (i) 75 or 80 per fortnight; or
  - (ii) 37.5 or 40 per week; or
  - (iii) The equivalent average in the case of a roster cycle exceeding a fortnight.
- 7.2 Employees will normally work 7.5 or 8 hours a day/shift in duration. Shifts shall be no less than 4 hours per day, except by mutual agreement between the employee and employer.



- 7.3 The times and days to be worked, and the duration of shifts shall be set by agreement between the employer and employee. Any change to the hours and/or days of work shall be by agreement between the employer and employee. Such agreement would not be unreasonably sought or withheld by either party where there are demonstrable employer or employee needs.
- 7.4 Where rosters are worked they will be published at least 14 days prior to the commencement of the roster. Changes in rosters, once posted, shall be by mutual agreement.
- 7.5 Except by mutual agreement, every employee shall have two periods of at least 24 hours off duty each week, and except in the case of emergencies or by agreement, these shall be consecutive.
- 7.6 Except by mutual agreement, no employee shall work more than seven days in a row. This does not include days attending training or professional development.
- 7.7 A minimum break of nine hours shall be allowed between rostered shifts unless mutually agreed between the employer and the employee.
- 7.8 Employees may exchange shifts or duties by mutual agreement and with the prior approval of the employer. In this case, no additional payment (such as overtime rates) will apply. Where an employee chooses to enter into a shift swap which results in that employee receiving less hours than their guaranteed hours for the period, it is recognised that the employee has chosen to forfeit a portion of their guaranteed hours of their own free will, and that time not worked is not required to be made up or paid by the employer.
- 7.9 Where the employer requires employees to attend classes of instruction or examinations the time spent shall be paid at the employee's ordinary time rate of pay but shall not count as time worked for the purposes of calculation of any overtime entitlements. Alternatively the employer and employee may agree to paid time in lieu instead of payment.
- 7.10 Duties, once commenced, shall be continuous unless otherwise agreed between the employer and the employee.
- 7.11 **Additional Provisions for Employees working Alternative Rosters:**
- 7.11.1 In specific instances, i.e. shifts of longer or variable lengths, the ordinary hours for a full time employee are able to be averaged over a roster cycle of greater than one fortnight e.g.: an employee who works 12 hour shifts may work 120 hours over a 3 week roster and be considered to be fulltime. No employee shall be required to work more than a 12 hour rostered shift.
- 7.11.2 Alternative hours of work may be implemented by agreement between the Employer and the employees directly affected. It is recognised employees have the ability to consult NZNO before such agreement is reached.

## **8. Meal Breaks and Rest Periods**

- 8.1 Employees who work for less than two hours in a day are not entitled to breaks.
- 8.2 Employees who work for two hours or more are entitled to a paid 10 minute rest break.

- 8.3 Employees who work for four hours or more are additionally entitled to an unpaid meal break.
- 8.4 Employees who work six hours or more in a day are entitled, within each working day, to two paid ten-minute rest breaks and an unpaid meal period of at least half an hour.
- 8.5 An employee who is unable to be relieved from work for a meal break shall be entitled to have a meal while on duty and this period shall be regarded as working time. The employee shall comply with the employer's policy as to where on the premises the meal may be taken.
- 8.6 During the meal break or rest breaks specified above, free tea, coffee, milk and sugar shall be supplied by the employer when the break is taken on the premises. This shall not apply when employees are working off site.
- 8.7 The employer shall ensure so far as practicable, given the employers operational requirements and resources, that appropriate facilities are to be provided in the workplace for an employee who wishes to breastfeed and that appropriate breaks are provided for this. Such breaks shall be unpaid unless otherwise agreed.

**9. Rates of Remuneration**

**9.1 Hourly Rates of Pay:**

**9.1.1 Registered Nurse/Practice Nurse/Midwife Scale**

Step	Registered Nurse/Practice Nurse/Midwife
	<del>From 01/11/2018</del>
<del>5</del>	<del>\$33.43</del>
<del>4</del>	<del>\$30.36</del>
<del>3</del>	<del>\$28.54</del>
<del>2</del>	<del>\$26.36</del>
<del>1</del>	<del>\$25.00</del>

Step	Registered Nurse/Practice Nurse/Midwife		
	From	From	From
	<del>06/01/2019</del>	<del>01/09/2020</del>	<del>01/02/2021</del>
<del>6</del>			<del>\$36.02</del>
<del>5</del>	\$34.27	\$34.96	
<del>4</del>	\$31.12	\$31.74	
<del>3</del>	\$29.25	\$29.84	
<del>2</del>	\$27.02	\$27.56	
<del>1</del>	\$25.63	\$26.14	

Employees who have been on Step 5 for 12 months or longer as at 1/2/21 will translate to Step 6 on that date.

Other employees will progress to Step 6 in accordance with the appropriate years of service on the wage scale.

**9.1.2 Enrolled Nurse Scale**

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Step	Enrolled-Nurse	
	<b>From 01/11/2018</b>	
<b>3</b>	\$25.17	
<b>2</b>	\$23.59	
<b>1</b>	\$22.24	

Step	Enrolled Nurse	
	From 01/09/2019	From 01/09/2020
<b>3</b>	\$25.80	\$26.32
<b>2</b>	\$24.18	\$24.66
<b>1</b>	\$22.80	\$23.26

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9.1.3 **Medical Receptionist/Administration Staff Scale**

Step	Medical Receptionist/Administration staff	
	From 01/11/2018	
<b>4</b>	\$22.65	
<b>3</b>	\$21.98	
<b>2</b>	\$20.97	
<b>1</b>	\$19.63	

Step	Medical Receptionist/Administration staff	
	From 01/09/2019	From 01/09/2020
<b>4</b>	\$23.22	\$23.68
<b>3</b>	\$22.53	\$22.98
<b>2</b>	\$21.49	\$21.92
<b>1</b>	\$20.12	\$20.52

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**Translation to new scale:**

As at the commencement of the 2018 MECA, the previous step 1 was removed from the medical-receptionist / administration-staff scale. Employees translate to the new scale as follows:

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2017 scale Step	2017-rate	Employee	Rate-effective
<b>4</b>	18.28	4	19.63
<b>2</b>	19.06	2	20.07
<b>3</b>	20.36	3	21.98
<b>4</b>	21.34	4	22.65

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~~Employees who translate onto step 1 of the new scale at the commencement of this agreement shall progress to step 2 in accordance with clause 9.2 (on their next anniversary date, unless they work 15 hours or less per week).~~

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#### 9.1.4 **Coordinator / Lead Nurse / Nurse Team Leader or similar**

~~5.50~~ ~~From 06/01/2019/2020~~ ~~h~~ Hourly rate of \$36.39

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~~From 01/09/2020~~ hourly rate of \$37.12

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~~From 01/02/2021~~ hourly rate of \$38.25

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This rate applies only to a Registered Nurse/Practice Nurse/Midwife appointed as a Co-ordinator / Lead Nurse / Nurse Team Leader or similar in a workplace employing three or more fulltime equivalent Registered Nurses/Practice Nurses/Midwives, to carry out supervision, management and co-ordination duties additional to normal registered nursing/practice nursing/midwifery duties (as defined in the relevant job description). For the purpose of this sub clause a fulltime Registered Nurse/Practice Nurse/Midwife is a Registered Nurse/Practice Nurse/Midwife who normally works not less than 35 hours per week.

**This rate only applies where an employee is formally appointed in writing, by the employer, to the position.**

Note: This rate was introduced to the 2018 collective agreement and **replaces** the previous supplementary payment paid to employees appointed as coordinators. An employee appointed as a coordinator prior to the commencement of this agreement, who received an hourly rate plus a supplementary payment, shall instead receive an hourly rate, which shall either be this hourly rate, or the total of their former hourly rate and former supplementary payment, whichever is the higher.

#### 9.1.5 **All inclusive salary**

Where the employer and employee have agreed on an all inclusive salary, the salary is set to include compensation for agreed quantities of normal hours of work, overtime, hours to which penal rates apply, call backs and on-call duty, as applicable, and this should be specified in the letter of offer of employment.

## 9.2 **Progression**

Progression through all steps in each scale shall be by automatic increment on an employee's anniversary date. Provided that an employee who ordinarily works 15 hours a week or less shall be entitled to advance to the next wages step only after two years of service to the employer.

## 9.3 **Operation of Salary Scales**

9.3.1 The salary scales above shall be applied to the respective groups of employees.

9.3.2 On appointment, the employer shall place employees on the appropriate step of the relevant scale, recognising the following factors:

- (i) previous relevant nursing/midwifery post registration experience;
- (ii) other relevant work and life experience;
- (iii) the degree of difficulty in recruiting for specific skills and/or experience required for the position.

#### 9.4 Overtime

9.4.1 Overtime is time worked in excess of seven and a half hours per day or eight hours per day or the rostered duty whichever is greater, or 75 hours or 80 hours per two week period, or 37.5 hours or 40 hours per week. Time that the employee is absent from work due to sick leave, annual leave, bereavement, or other paid or unpaid leave, or due to attendance at professional development, is not counted as time worked for the purposes of calculation of overtime.

9.4.2 **Part time employees:** Should a part time employee be required to work beyond the end of a full time shift for less than 30 minutes further, the employee shall be paid at their ordinary hourly rate. Should a part time employee be required to work beyond the end of a full time shift for 30 minutes or more, all of the additional time beyond the end of the fulltime shift is paid at one and a half times (T1.5) the hourly rate of pay.

An employee working more than their usual hours of work on a weekly basis, but less than the fulltime ordinary hours as specified under Clause 7, is entitled to payment for the extra hours at their ordinary time rate (T1).

9.4.3 All overtime worked must be authorised by the employer prior to being undertaken.

9.4.4 Overtime shall be paid at one and one half times (T1.5) the hourly rate of pay.

9.4.5 In lieu of payment for overtime the employer and employee may jointly agree for the employee to take equivalent (i.e. one hour overtime worked for one hour ordinary time off) paid time off work at a mutually convenient time.

9.4.6 Where the employer and employee have agreed on an all inclusive salary, specified additional time is deemed to be compensated in the all inclusive salary. Where the employee has worked additional hours in excess of the amount specified in the letter of offer of employment, the employee shall be entitled to take equivalent (i.e. 1 hour overtime worked for 1 hour ordinary time off) paid time off work at a mutually convenient time.

9.4.7 For those employees where superior entitlements exist, such entitlements shall be retained by the individuals concerned.

#### 9.5 Penal Rates

9.5.1 Weekend rate - applies to ordinary time (other than overtime) worked after 1pm Saturday until midnight Sunday/Monday shall be paid at time one half (T0.5) in addition to the ordinary hourly rate of pay.

9.5.2 Saturday rate - applies to ordinary time (other than overtime) worked after 6am Saturday until 1pm Saturday shall be paid at quarter time (T0.25) in addition to the ordinary hourly rate of pay.

9.5.3 Public Holiday rate – applies to those hours which are worked on the public holiday. This shall be paid at time one half (T0.5) in addition to the ordinary hourly rate of pay. This payment should not be in addition to the provisions of clause 14.3. (See clause 14.3 for further clarification.)

- 9.5.4 Night rate – applies to ordinary hours of duty (other than overtime) that fall between 8pm and 6 am from midnight Sunday/Monday to 6am Saturday and shall be paid at quarter time (T0.25) in addition to the ordinary hourly rate of pay.
- 9.5.5 Overtime and weekend/Saturday/public holiday or night rates shall not be paid in respect of the same hours, the higher rate will apply.
- 9.5.6 Where the employer and employee have agreed on an all inclusive salary, penal rates are deemed to be compensated in the all inclusive salary. Where the employee has worked hours to which penal rates apply in excess of the amount specified in the letter of offer of employment, the employee shall be entitled to take equivalent (i.e. 1 hour penal time worked for 1 hour ordinary time off) paid time off work at a mutually convenient time.
- 9.5.7 No existing employee who was employed immediately prior to the commencement of this agreement, and was receiving payment for hours where penal rates applied, shall take a drop in absolute total dollars per hour for the same hours worked on a shift by shift analysis as a result of clauses 9.5.1 to 9.5.5 above.

## 10. Call Backs

- 10.1 A call back only occurs where an employee who is on call is required to return to work. A call back does not include the situation where an employee who is not on call is asked to work and can choose to accept or decline the additional work.
- 10.2 **Rate:** Call-back is considered overtime and will be paid at the rates specified in clause 9.4, but penal rates will not apply.
- 10.3 **Minimum Payment:** An employee shall be paid for a minimum of two hours, or for actual working and travelling time, whichever is greater, when the employee:
- (i) is called back to work after completing the day's work or duty, and having left the place of employment; or
  - (ii) is called back before the normal time of starting work and does not continue working until such normal starting time;

Where an employee has a second call-back which is commenced and completed within two hours of the commencement of the first call-back, only one call-back shall be paid. Where a second call-back is commenced within two hours of the first call-back, but is not concluded within the two hour period, the employee shall be paid continuously from the commencement of the first call-back to the conclusion of the second call-back.

- 10.4 Where an employee is "on-call" the allowance set out in Clause 11 below will be paid.
- 10.5 In lieu of payment for call back the employer and employee may jointly agree for the employee to take equivalent (i.e. one hour overtime worked for one hour ordinary time off) paid time off work at a mutually convenient time.
- 10.6 Where the employer and employee have agreed on an all inclusive salary, specified call-back time is deemed to be compensated in the all inclusive salary. Where the employee has worked call back hours in excess of the amount specified in the letter of offer of employment,

the employee shall be entitled to take equivalent (i.e. 1 hour overtime worked for 1 hour ordinary time off) paid time off work at a mutually convenient time.

- 10.7 For those employees where superior entitlements exist, such entitlements shall be retained by the individuals concerned.

## **11. Allowances**

For those employees where superior entitlements exist, such entitlements shall be retained by the individuals concerned.

### **11.1 On Call**

- 11.1.1 There are times when the employees covered by this agreement are required to be on call to provide cover so that primary health services are able to be provided. In the interests of healthy rostering practices, the parties agree that the allocation of on-call time shall be spread as evenly as practicable amongst those required to participate in an on-call roster taking into account employer and employee needs.
- 11.1.2 Each employee shall be entitled to the on-call allowance of \$6.00 per hour during which she/he is required to be on-call during what would otherwise be off-duty time.
- 11.1.3 The on call allowance is payable for all hours the employee is rostered on call including time covering an actual call out.
- 11.1.4 Unless by mutual agreement or in emergencies, no employee shall be required to remain on call for more than 40% of the employee's off-duty time in any three-weekly period.
- 11.1.5 Where the employer and employee agree to an all inclusive salary, on call allowance will not apply. Where the employee is required to be on call in excess of the amount specified in the letter of offer of employment, the employee shall be entitled to take time in lieu equivalent in value of the allowances specified in clause 11.1.2.
- 11.1.6 If an employee is on-call they should be sober and drug free, available for work, and with their cell phone or pager switched on, have access to transport, and be in the area or within an agreed time period to commute in.

## **12. Professional/Educational Development**

The employer and employee are committed to staff education and development. Employees will be actively encouraged to attend educational courses relevant to their professional/educational development and of benefit to the employer.

- 12.1 The employer shall grant professional/educational development leave of up to 40 hours per calendar year for full time employees (pro rated to no less than 8 hours per calendar year for part time employees). This leave is to enable employees to prepare a portfolio, complete qualifications, and to attend training relevant to their professional/educational development and relevant to the employer. Prior approval of the employer must be obtained. The approval of the employer shall not be unreasonably withheld.

- 12.2 An employee may take leave on pay to attend National Meetings or Seminars of Section Groups and/or Colleges of the NZNO. This leave may be charged against the professional/educational development leave as specified in subclause 12.1. Prior approval of the employer must be obtained. The approval of the employer shall not be unreasonably withheld.
- 12.3 All of the employee's normal working hours absent from the practice for professional/educational development including travel time will be a claim against the hours as specified in subclause 12.1.
- 12.4 For those employees where superior entitlements exist, such entitlements shall be retained by the individuals concerned.
- 12.5 Paid meetings to meet organisational and service requirements not otherwise addressed in this clause (including staff meetings and training not related to the employee's occupation) shall be granted in addition to the above provisions.
- 12.6 Professional/educational development leave will be granted at T1 rate and shall not accumulate from one year to the next.
- 12.7 Where an employer requires an employee to attend professional/educational development, whether the employee is scheduled to work or not for the time of the leave, the employee shall be granted paid leave as per sub clauses 12.1, 12.3 and 12.6.
- 12.8 Only permanent employees, or fixed term employees who have a contract for six months or more, receive professional development leave. In the case of fixed term employees, this is prorated for the proportion of the year that the employee is employed for (for example, a nine month fixed term full time employment provides an entitlement of up to 30 hours during the period of fixed term employment). Fixed term employees who have a contract for less than six months do not have an entitlement to professional development leave, unless the employer has specifically agreed to provide this. Casual employees do not have an entitlement to professional development leave.

**12.9 Professional Development and Recognition Programmes – Practice Nurses/Registered Nurses/Midwives/Enrolled Nurses**

Where an employer has agreed in writing to a Nursing Council of New Zealand accredited programme the following shall apply:

In recognition of the importance of increasing the number of expert and proficient nurses an employee who reaches the following levels will receive an allowance as long as the employee maintains that level of practice. All levels of practice shall be added to the base rate of pay and be payable on all hours worked, and shall attract penal rates and overtime.

~~If from 1 October 2014,~~ the rates of these allowances are as follows:

RN/MW Expert	\$2.16 per hour
RN/MW Proficient	\$1.20 per hour

EN Accomplished	\$2.16 per hour
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EN Proficient \$1.20 per hour

Note: only one PDRP allowance shall apply.

## 12.10 Merit Level Payments

### 12.10.1 Registered Nurse/Practice Nurse/Midwife/Coordinator/Lead Nurse/Nurse Team Leader or similar Merit

Where a Registered Nurse/Practice Nurse/Midwife/Coordinator/Lead Nurse/Nurse Team Leader or similar performs tasks substantially outside the basic job description or performs at a consistently high level, the employee shall be entitled to an additional payment above their ordinary hourly rate.

The merit levels will be remunerated at the following rates:

Merit Level 1 \$1.00

Merit Level 2 \$1.20

Each merit level can be awarded individually, with it not being necessary to attain merit level 1 prior to attaining merit level 2. The merit levels shall be summated for those Registered Nurses/Practice Nurses/Midwives/Coordinators/Lead Nurses/Nurse Team Leaders or similar that meet the required criteria in both of the merit levels.

Awarding of merit shall include, but is not restricted to, the following responsibilities.

#### 12.10.1.1 Merit Level 1 for Registered Nurse/Practice Nurse/Midwife/Coordinator/Lead Nurse/Nurse Team Leader or similar

- ~~1. Consistently high involvement in clinical management of acute/chronic illness e.g. asthma, diabetes, hypertension, anticoagulation. This may include the running of acute/chronic illness or well person orientated clinics e.g. in industry or school settings, regular and significant contribution to education of staff groups and patient groups. This may occur in either a clinic or community setting.~~
- ~~2. Taking certain responsibilities for practice accreditation.~~
- ~~3. Additional responsibilities e.g. IT, practice/workplace administration, shift team leader~~
- ~~4. Utilising relevant second language skills~~
- ~~5. Clinical supervision and/or mentoring of staff~~
- ~~6. Exemplary performance of routine Registered Nurse/Practice Nurse/Midwife duties~~

~~An employee will be eligible for Merit Level 1 where the employee meets three or more of the responsibilities listed above.~~

1. Consistently high involvement in the delivery of holistic and patient centric clinical management which improves the health outcomes and inequities for patients with long- term conditions such as COPD, asthma, diabetes and mental health, including using data to establish priority and the measurement of patient progress; running of acute/chronic illness or well person orientated clinics and regular significant contribution to the education and training of staff and patient groups.
2. Utilising relevant second language skills.
3. Provides clinical supervision and/or significant mentoring to new nursing staff, medical students, nurse students and, where applicable, health care assistants, including appropriate documentation.
4. Additional responsibilities e.g. IT, practice/workplace administration, shift team leader.
5. Exemplary performance of routine Registered Nurse/Practice Nurse/Midwife duties

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An employee will be eligible for Merit Level 1 where the employee meets three or more of the responsibilities listed above.

**12.10.1.2 Merit Level 2 for Registered Nurse/Practice Nurse/Midwife/Coordinator/Lead Nurse/Nurse Team Leader or similar**

1. Significant additional workplace income generation either through charging for services, or significantly contributing to the securing of additional contracts such as additional ACC or PHO service contracts
2. Undertaking the responsibilities of the Health and Safety Officer for the practice.
3. Being involved with the development of clinical pathways with PHOs/DHBs
4. Orientating, coordinating and mentoring of medical and nursing students

An employee will be eligible for Merit Level 2 where the employee meets two or more of the responsibilities listed above.

**12.10.1.2 Merit Level 2 for Registered Nurse/Practice Nurse/Midwife/Coordinator/Lead Nurse/Nurse Team Leader or similar**

1. Holds and utilises postgraduate qualification in Primary Care/Health Science or recognised training in a clinical specialization. For example, LTC, OCC Health or Triage.
2. Taking appropriate and significant clinical responsibility for workplace accreditation.

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3. Undertaking the responsibilities of the Health and Safety Representative/Officer for the workplace.
4. Significant additional workplace income generation either through charging for new services, or significantly contributing to the securing or delivery of additional contracts (for example, but not limited to, additional ACC or PHO service contracts)

An employee will be eligible for Merit Level 2 where the employee meets two or more of the responsibilities listed above.

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### **12.10.2 Enrolled Nurse Merit**

Where an Enrolled Nurse performs tasks substantially outside the basic job description or performs at a consistently high level, the employee shall be eligible for an additional payment above their ordinary hourly rate.

The merit levels will be remunerated at the following rates:

Merit Level 1 \$1.00

Merit Level 2 \$1.10

Each merit level can be awarded individually, with it not being necessary to attain merit level 1 prior to attaining merit level 2. The merit levels shall be summated for those Enrolled Nurses that meet the required criteria in both of the merit levels.

Awarding of merit may include, but is not restricted to, the following responsibilities.

#### **12.10.2.1 Merit Level 1 for Enrolled Nurse**

1. Exemplary performance of routine enrolled nurse duties
2. Additional responsibilities e.g. IT
3. Clinical supervision and/or mentoring of staff
4. Utilising relevant second language skills

An employee will be eligible for Merit Level 1 where the employee meets two or more of the responsibilities listed above.

#### **12.10.2.2 Merit Level 2 for Enrolled Nurse**

1. Significant additional workplace income generation through charging for services, or significantly contributing to the securing of additional contracts
2. Consistently high involvement in administration
3. Undertaking the responsibilities of the Health and Safety Officer for the practice.

An employee will be eligible for Merit Level 2 where the employee meets two or more of the responsibilities listed above.

### **12.10.3 Medical Receptionist / Administration Staff Merit**

Where a Medical Receptionist/Administration staff member performs tasks substantially outside the basic job description or performs at a consistently high level, they should be entitled to an additional payment above their ordinary hourly rate.

The merit levels will be remunerated at the following rates:

Merit Level 1 \$1.35

Merit Level 2 \$1.35

Each merit level can be awarded individually, with it not being necessary to attain merit level 1 prior to attaining merit level 2. The merit levels shall be summated for those medical receptionist/administration staff that meet the required criteria in both of the merit levels.

Awarding of merit may include, but is not restricted to, the following responsibilities:

#### **12.10.3.1 Merit Level 1 for Medical Receptionist / Administration Staff**

1. Exemplary performance of routine medical receptionist /administration duties
2. Financial Management including at least four of the bulleted items below:
  - Electronic transfer of GMS/ACC/Immunisation/Maternity Claims
  - PHO funding – import/export of data
  - Participate in wage processing
  - Management of debt collection
  - Payment of creditors
  - Cashbook
  - GMS/ACC/Insurance reconciliation
  - Locum payments
3. Responsibility for rostering and staff cover
4. Utilising relevant second language skills
5. Supervision and/or mentoring of staff
6. Advanced technical medical typing where it is a significant part of the employee's role

An employee will be eligible for Merit Level 1 where the employee meets three or more of the responsibilities listed above.

#### **12.10.3.2 Merit Level 2 for Medical Receptionist / Administration Staff**

1. Consistently high involvement in administration roles such as: procurement/purchasing, IT management, staff/office management

2. Relief of Practice Manager
3. Undertaking the responsibilities of the Health and Safety Officer for the practice

An employee will be eligible for Merit Level 2 where the employee meets two or more of the responsibilities listed above.

#### **12.10.4 Merit Level Review**

Payment at a merit level shall continue while the employee continues to demonstrate both the skills and the application of the criteria.

Where the employer considers that an employee may no longer qualify for a merit payment, the employer will advise the employee in writing of this. This advice shall include the employer's reasons for reviewing the payment and specify the criteria deficits identified by the employer.

The employee is entitled to seek advice from NZNO and to be represented if the employee so wishes.

Where there is agreement the employee is no longer demonstrating the application of the criteria or has not retained their skills, the payment of the merit level shall cease.

If the employee requests time to meet the criteria, the employee and employer will discuss goals, objectives and time frames with a view to allowing the employee to meet the criteria within a reasonable time frame. The employer and employee will meet at the end of the specified time frame to determine whether the employee has met the required criteria. If the employee is still not meeting the criteria, the merit payment shall cease to be paid.

#### **12.11 Merit and PRDP Payments**

In respect of clauses 12.9 and 12.10, an employee shall not be entitled to receive both PDRP and Merit payments, only one shall apply.

#### **12.12 Merit Step and PDRP Process**

Merit steps shall be requested by the employee (in writing if requested) detailing evidence of such. The employer shall respond to the request (in writing if requested) indicating either agreement or the reasons for declining the request.

Applications from employees for merit or PDRP will be responded to by the employer within four weeks of the date of application and where merit or PDRP is agreed, the relevant allowance will be backdated to the date of application.

### **13. Reimbursing Payments**

#### **13.1 Annual Practising Certificate**

Where an employee is required by law to hold an annual practising certificate, the employer shall contribute \$110.00 towards the cost of the certificate, provided that:

- 13.1.1 It must be a statutory requirement that a current certificate be held for the performance of duties.
- 13.1.2 The employee must be engaged in duties for which the holding of a certificate is a requirement.
- 13.1.3 Where the employee works for more than one employer, the employer shall pay a portion of the cost pro-rated to the number of employers, up to a maximum of \$110.00.
- 13.1.4 The Employer will only contribute to one APC unless there are operational requirements for an employee to maintain more than one APC.
- 13.1.5 For those employees where superior entitlements exist, such entitlements shall be retained by the individuals concerned.

### 13.2 Travelling Expenses and Incidentals

- 13.2.1 When travelling on employer business, the employee will be reimbursed for authorised costs on an actual and reasonable basis on presentation of receipts.
  - 13.2.2 Employees who are instructed to use their motor vehicles on employer business shall be reimbursed in accordance with the IRD mileage rates as promulgated from time to time. The current IRD rate can be found on the IRD website [www.ird.govt.nz/business-income-tax/expenses/mileage-rates/](http://www.ird.govt.nz/business-income-tax/expenses/mileage-rates/). Mileage above 5000km per annum is based on actual costs.
- 13.3 **General:** In circumstances not addressed by this clause, any authorised actual and reasonable expenses incurred on behalf of the employer shall be reimbursed in accordance with individual employer policies.

## 14. Public Holidays

- 14.1 The following days shall be observed as public holidays:

- New Year's Day
- 2 January
- Waitangi Day
- Good Friday
- Easter Monday
- ANZAC Day
- Sovereign's Birthday
- Labour Day
- Christmas Day
- Boxing Day
- Anniversary Day (as observed in the locality concerned).

- 14.2 In order to maintain services to clients, the employer may require an employee to work on a public holiday when the public holiday falls on a day which, but for it being a public holiday, would otherwise be a working day for the employee.
- 14.3 When employees work on a public holiday they will be paid at time and a half the ordinary time hourly rate of pay (T1.5) for each hour worked. The employee shall also be granted an alternative holiday, if the day would otherwise be a working day for the employee. Such

alternative holiday shall be taken and paid as specified in the Holidays Act 2003. This payment shall not be in addition to provisions in clause 9.5.3.

- 14.4 An employee who is on call on a public holiday as provided above, but is not called in to work, shall be granted an alternative holiday. In the case of a public holiday which is recognised on either a weekend day or a week day depending on the days the employee works, refer to the Holidays Act to identify whether the day in question constitutes a public holiday for that employee. Only one day is recognised for each public holiday.
- 14.5 Those employees who work a night shift which straddles a public holiday, shall be paid at public holiday rates for those hours which occur on the public holiday and the applicable rates for the remainder of the shift. The alternative holiday shall apply in respect to the day in which the majority of hours are worked.
- 14.6 Part time employees – Where a part-time employee's days of work are fixed, the employee shall only be entitled to public holiday provisions if the day would otherwise be a working day for that employee. Where a part-time employee's days are not fixed, the employee shall be entitled to public holiday provisions if they worked on the day of the week that the public holiday falls more than 40% of the time over the last three months. Payment will be relevant daily pay.
- 14.7 When a public holiday falls during a period of annual leave, sick leave on pay or special leave on pay, an employee is entitled to that holiday which is not debited against such leave.
- 14.8 For those employees where superior entitlements exist, such entitlements shall be retained by the individuals concerned.

## **15. Annual Leave**

The parties to this agreement support the principle that it is conducive to a healthy work life balance to take four weeks annual leave per year.

- 15.1 Employees, other than casuals, shall be entitled to 4 weeks annual leave, taken and paid in accordance with the Holidays Act 2003 and subject to the other provisions of this clause, except that on completion of six years recognised current continuous service with the same employer the employee shall be entitled to 5 weeks annual leave instead of 4.
  - 15.1.1 For those employees where superior entitlements exist, such entitlements shall be retained by the individuals concerned.
  - 15.1.2 Casual employees shall be paid 8% of gross taxable earnings in lieu of annual leave to be added to the salary paid for each engagement.

## **15.2 Conditions**

- 15.2.1 Annual leave may be granted in one or more periods. In accordance with the Holidays Act 2003, the employee shall be given the opportunity to take two weeks leave at one time.
- 15.2.2 Annual leave is able to be accrued to a maximum of two years entitlement.
- 15.2.3 Annual leave shall be taken to fit in with service/work requirements and the employee's need for rest and recreation.

- 15.2.4 When an employee ceases duty, wages shall be paid for accrued annual leave, and the last day of employment shall be the last day worked.
- 15.2.5 Part time employees shall be entitled to annual leave on a pro rata basis.
- 15.2.6 An employee may anticipate up to one year's annual leave entitlement at the discretion of the employer.
- 15.3 The Holidays Act provides that one week of the employee's statutory annual leave may be "cashed up" in certain circumstances. The provisions of the Act, including the fact that the request must come from the employee, and the employer's right to decline a request or to have a policy precluding cashing up, apply.

## 16. Sick Leave

The following Sick Leave provisions shall apply

- 16.1 After three months continuous employment a full time employee shall be entitled to ten (10) working days paid sick leave for the subsequent twelve months of employment, and an additional ten (10) working days for each subsequent twelve month period. The entitlement shall be pro-rated for part time employees except that a part-time employee shall receive no fewer than five (5) working days paid sick leave for the subsequent twelve months of employment and a minimum of five (5) additional working days for each subsequent twelve month period.
  - 16.1.1 For those employees where superior entitlements exist, such entitlements shall be retained by the individuals concerned.
- 16.2 A medical certificate may be required to support the employee's claim for sick leave. If a medical certificate is required for an absence of less than three calendar days, then the employer shall meet the cost of that certificate.
- 16.3 The provisions of this clause are inclusive of the sick leave provisions of the Holidays Act 2003.
- 16.4 The employee can accumulate their sick leave entitlement up to a maximum of 30 days.
 

Any entitlement accrued prior to commencement of this agreement in excess of 30 days shall be retained but will not be increased until the balance falls below 30 days.
- 16.5 At the employer's discretion an employee may be granted anticipated sick leave. Any leave taken in advance and still remaining outside the entitlement will be paid to the employer. Where an employee's employment is terminated by either party prior to becoming entitled to anticipated sick leave the employer may deduct monies due from the final pay.
- 16.6 Sick leave may be utilised where the employee requires surgery or has an appointment for health services. As much notice shall be given by the employee as is practicable. The minimum period of sick leave that can be taken is one quarter of a day.
- 16.7 **Domestic Leave** The employer shall grant an employee leave on pay as a charge against sick leave entitlement when the employee must attend a sick dependent of the employee. This person would, in most cases, be the employee's child, spouse/partner or other dependent family member.



- 16.7.1 Approval is not to be given for absences during or in connection with the birth of an employee's child. Annual leave or parental leave should cover such a situation.
- 16.7.2 At the employer's discretion, an employee may be granted leave without pay, where the employee requires time away from work to look after a seriously ill member of the employee's family.
- 16.7.3 The production of a medical certificate or other evidence of illness may be required.

## **17. Bereavement Leave**

- 17.1 An employee shall be entitled to a maximum of three days leave without loss of pay on each occasion of the death of the employee's spouse/partner, father, mother, brother, sister, child, grandparent, parents-in-law, grandchild, stepchildren, stepparents, stepsister, stepbrother or any other close family/whanau/person in respect of whom the employer agrees that bereavement/tangihanga leave may be taken.
- 17.2 An employee shall be entitled to one day's leave without loss of pay on each occasion of the death of any other person, providing that the employer accepts that the employee has suffered a bereavement, taking into account the relevant factors set out in section 69(3) of the Holidays Act 2003.
- 17.3 If bereavement occurs while an employee is absent on annual leave, sick leave on pay or any other special leave on pay, such leave may be interrupted and bereavement leave granted in terms of clause 17.1 above. This provision will not apply if the employee is on leave without pay.
- 17.4 In relation to tangihanga and clauses 17.1 and 17.2 above, the employer shall consider these provisions in a culturally appropriate manner. The granting of time off and for how long shall be at the discretion of the employer.
- 17.5 The employer agrees that on application, it may be appropriate, to grant leave without pay in order to accommodate various special bereavement needs not recognised in clauses 17.1 and 17.2 above.
- 17.6 The provisions of this clause are inclusive of the bereavement leave provisions of the Holidays Act 2003

## **18. Parental Leave**

- 18.1 The provisions of the Parental Leave and Employment Protection Act 1987 will apply.

## **19. Jury Service/Witness Leave**

- 19.1 Employees called on for jury service are required to serve. Where the need is urgent, the employer may apply for postponement because of particular work needs, but this may be done only in exceptional circumstances.
- 19.2 An employee called for jury service shall advise the employer as soon as practicable.

19.3 Where the employee is required to serve on a jury and the option of making application for exemption is not exercised, the employee shall be granted paid jury service leave of up to a maximum of 5 days. Any additional days beyond the first 5 days leave can be taken as annual leave or leave without pay.

19.4 While the employee is receiving paid jury service leave, the employee upon receipt of payment from the court for jury service shall pass this payment onto the employer but may retain expenses. Where annual leave or leave without pay is granted, or where work attendance is not affected by the jury service, the employee may retain the juror's fees and expenses paid.

Where the employee is paid by the court via direct credit, the employee may provide evidence of the payment received for jury service to the employer so that the employer can deduct this amount from the employee's pay rather than the employee having to pay the employer.

If the employee fails to reimburse the employer the juror's fees received and fails to provide the evidence as to the court payment to authorise a deduction for the fees paid by the court, the employer shall be entitled to deduct the payment the employer made to the employee for the jury service attendance from wages due to the employee and the employee shall not be entitled to any payment from the employer for the time spent on jury service.

19.5 Any time during normal working hours when the employee is not required by the Court, the employee is to report back to work where this is reasonable and practicable.

19.6 Where an employee is required to be a witness in a matter arising out of their current employment, they shall be granted paid leave at the relevant daily pay. The employee is to pay any fee received to the employer but may retain expenses.

## **20. Long Service Leave**

20.1 A full time or part time employee shall be entitled to special holidays as follows:

- (i) One special holiday of two weeks after the completion of 15 years and before the completion of 25 years of continuous service with the same employer.
- (ii) One special holiday of three weeks after the completion of 25 years and before the completion of 35 years of continuous service with the same employer.
- (iii) One special holiday of four weeks after completion of 35 years and before the completion of 40 years of continuous service with the same employer.
- (iv) One special holiday of five weeks after the completion of 40 years continuous service with the same employer.

Such special holidays must be taken within the respective periods specified above and shall be forfeited unless taken within these periods.

20.2 All special holidays provided for in clause 20.1 should be at the same basis of average earnings as applies to Annual leave and may be taken in one or more periods and at such time or times as may be agreed by the employer and the employee.

20.3 If an employee who has become entitled to a special holiday as above, leaves the employment before the holiday has been taken, payment for the holiday shall be made.

20.4 For those employees where superior entitlements exist, such entitlements shall be retained by the individuals concerned.

**21. Leave Without Pay**

21.1 Leave without pay may be taken by mutual agreement between the employee and employer.

**22. Domestic/Family Violence Support**

Employees who experience domestic/family violence can seek support and assistance from their employer. Employees dealing with such issues are encouraged to seek confidential assistance from their employer.

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### Family Violence leave

Family violence leave shall be granted in accordance with the provisions of the Holidays Act 2003 and its amendments.

This leave is in addition to the annual leave and sick leave provisions in this agreement.

In accordance with the Holidays Act, an employee who is experiencing family violence is eligible for family violence leave after six months current continuous service with the employer; the entitlement is to up to 10 days leave in each subsequent 12 month period. The employer may require evidence that the employee is affected by family violence. This section is added to provide general information about the entitlement provided by the Act and does not replace the provisions of the Act.

### Flexible Working Arrangements

In accordance with the Employment Relations Act 2000, an employee affected by family violence may request a short-term (two months or less) variation of their employment arrangements to assist the employee to deal with the effects of family violence.

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## **232. NZNO Meetings**

232.1 Union members shall, in each calendar year, be entitled to at least two union meetings (each of a maximum of 2 hours duration) without loss of ordinary pay, provided that each of the following conditions is fulfilled:

232.1.1 At least 14 days' notice of the meetings shall be given.

232.1.2 Work shall resume as soon as practicable after the finish of the meeting. The employer shall not be obliged to pay any union member for a period greater than two hours in respect of any union meeting.

232.2 Only union members who actually attend a union meeting during their working hours shall be entitled to pay in respect of that meeting and to that end the union shall supply the employer with a list of members who attended and shall advise the employer of the time the meeting finished.

232.3 The union shall make such arrangements with the employer as may be necessary to ensure that the employer's business is maintained during any union meeting, including, where appropriate, an arrangement for sufficient union members to remain available during the meeting to enable the employer's operation to continue.

NOTE: The provisions contained in this clause are inclusive of and not in addition to the provisions of section 26 of the Employment Relations Act 2000.

## **243. NZNO Right of Entry**

243.1 The authorised union representative shall be entitled at all reasonable times to be upon the premises for purposes related to the employment of its members and/or the union's business.

243.2 A representative of a union exercising the right to enter a workplace must, at the time of the initial entry and, if requested by the employer or a representative of the employer or by a person in control of the workplace, at any time after entering the workplace,—

243.2.1 give the purpose of the entry; and

243.2.2 produce—  
(i) evidence of his or her identity; and  
(ii) evidence of his or her authority to represent the union concerned.

243.3 If a representative of a union exercises the right to enter a workplace and is unable, despite reasonable efforts, to find the employer or a representative of the employer or the person in control of the workplace, the representative must leave in a prominent place in the workplace a written statement of—

243.3.1 the identity of the person who entered the premises; and

243.3.2 the union the person is a representative of; and

243.3.3 the date and time of entry; and

243.3.4 the purpose or purposes of the entry.

243.4 Nothing in clauses 23.1 to 23.3 allows an employer to unreasonably deny a representative of a union access to a workplace.

243.5 The provisions of the Employment Relations Act 2000 shall apply where any provision or entitlement is not provided for as above.

#### **254. NZNO Delegates**

254.1 The employer shall recognise the delegate(s) who are elected by the employees and endorsed by the union as the representatives of the union.

254.2 Delegates shall endeavour to involve management at an early stage in the case of problems or disputes brought to the delegate's attention which need to be resolved.

254.3 It is recognised delegates have the ability to seek advice from NZNO prior to involving management.

#### **265. Employment Relations Education Leave**

265.1 The Employer shall grant leave on pay for employees party to this MECA to attend courses authorised by NZNO to facilitate the employee's education and training as employee representatives in the workplace.

FTE eligible employees as at 1 March each year	Maximum number of days of employment relations education leave that we are entitled to allocate as a union
1 – 5	3
6 – 50	5

51 – 280	1 day for every 8 FTE eligible employees or part of that number
281 or more	35 days plus 5 days for every 100 FTE eligible employees or part of that number that exceeds 280

265.2 For the purposes of this clause, calculating the number of full-time equivalent eligible employees employed by an employer –

- 25.2.1 an eligible employee who normally works 30 hours or more during a week is to be counted as 1;
- 25.2.2 an eligible employee who normally works less than 30 hours during a week is to be counted as one-half.

265.3 The NZNO shall send a copy of the programme for the course and the name of employees attending at least 14 consecutive days prior to the course commencing.

265.4 The granting of such leave shall not be unreasonably withheld taking into account continuing service needs.

265.5 The provision of Part 7 of the Employment Relations Act 2000 shall apply where any provision or entitlement is not provided for, or is greater than specified above.

## 276. Superannuation

26-4 27.1 The provisions of the Kiwisaver Act 2006 and its amendments shall apply. These provisions can be found at [www.kiwisaver.govt.nz](http://www.kiwisaver.govt.nz).

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## 287. Consultation and Management of Change

### 287.1 Management of Change

- 287.1.1 Consultation between the employer, its employees and the union is essential on substantive matters of mutual concern and interest. Effective communication between the parties will allow for:
  - (a) improved decision making
  - (b) greater cooperation between employer and employees; and
  - (c) a more harmonious, effective, efficient, safe and productive workplace.
 The employer recognises the role of the employee's staff delegate and the NZNO in assisting in the positive management of change.
- 287.1.2 Prior to the commencement of any significant change to staffing, structure or work practices, the employer will identify and give reasonable notice to employees who may be affected and to the NZNO to allow them to participate in the consultative process so as to allow substantive input.
- 287.1.3 Where an employer receives an indication of potential significant changes, they undertake to advise staff and the NZNO as soon as practicable of the possibility of these changes.
- 287.1.4 Where changes are deemed commercially sensitive to the employer, NZNO and the employees involved in the management of such change, shall meet with the employer and endeavour to reach agreement on any necessary and appropriate confidentiality.

## **287.2 Consultation**

- 287.2.1 Consultation involves the statement of a proposal not yet finally decided upon, listening to what others have to say, considering their responses and then deciding what will be done. Consultation clearly requires more than prior notification.
- 287.2.2 The requirement for consultation should not be treated perfunctorily or as a mere formality. The person(s) to be consulted must be given sufficient opportunity to express their view or to point to difficulties or problems.
- 287.2.3 If changes are proposed and such changes need to be preceded by consultation, the changes must not be made until after the necessary consultation has taken place. Both parties should keep open minds during consultation and be ready to change. Sufficiently precise information must be given to enable the person(s) being consulted to state a view, together with a reasonable opportunity to do so – either orally or in writing.
- 287.2.4 Consultation requires neither agreement nor consensus, but the parties accept that consensus is a desirable outcome.
- 287.2.5 The consultation process will give employees affected, or likely to be affected, by any significant change to staffing, structures or work practise, and the NZNO organiser/delegate, the opportunity to put forward their views on any proposals or options developed for change prior to any final decision being made.
- 287.2.6 The process will generally include, but not necessarily be confined to the following:
- (a) Management will meet with employees likely to be affected and the NZNO organiser/delegate to outline the possibility of change, looking at the current situation and the future, given the factors that could give rise for the change.
  - (b) Management will develop a plan or proposal specifying possible implications in relation to staffing changes.
  - (c) The plan or proposal will be circulated to employees likely to be affected and the NZNO organiser/delegate, with a request for feedback within a reasonable and specified timeframe. Alternative proposals or options should demonstrate that the objectives could be met. Management will meet with employees and the NZNO organiser/delegate for clarification of issues arising from the plan or proposal.
  - (d) Once feedback has been considered, management will make the final decision, and work with the NZNO organiser/delegate to finalise the implementation plan.
  - (e) It is agreed that consideration will be given and maintained in the employer's basic rights and obligations to operate the business in an efficient, businesslike, safe and professional manner.

## **298. Redundancy**

- 298.1 For the purpose of this agreement, redundancy is defined as a condition in which the employer has staff surplus to requirements because of reorganisation or the closing down of all or part of the employer's operation.

298.2 The employer shall provide four weeks written notice of an impending redundancy to the affected employees and shall endeavour to redeploy affected employees. The employer may elect to pay in lieu of all or part of the notice period

298.3 During the period of notice, the employee shall be entitled to reasonable time off to attend interviews, seek alternative employment and to undertake counselling, by agreement with the employer, without loss of pay.

298.4 The employee made redundant shall be provided with a Certificate of Service stating that employment was terminated as a result of redundancy.

298.5 Except as otherwise provided in this clause, in the event that a permanent employee is declared redundant by the employer then the employer shall either:

298.5.1 pay redundancy compensation of:

- (i) compensation for the first year of service or part thereof of 4 weeks salary (at the employees ordinary rate of salary at the date of termination without overtime or allowances) and
- (ii) compensation for each subsequent year of service or part thereof of 2 weeks salary (at the employees ordinary rate of salary at the date of termination without overtime or allowances;
- (iii) with the proviso that the redundancy compensation so calculated shall not exceed 14 weeks salary; or

298.5.2 an employer may arrange for the employee to be made a suitable alternative offer of employment by another employer, and where this is acceptable to the employee then no redundancy compensation shall be payable, providing that agreement by the employee shall not be unreasonably withheld; or

298.5.3 an employer may provide the employee with a period of notice of at least 6 months, and no redundancy compensation shall be payable.

298.5.4 Clause 29.1 sets out the circumstances in which redundancy compensation does and does not apply in the event of a new employer taking over the business

298.6 A higher settlement than that specified in sub clause 28.5.1 above is not precluded.

298.7 Redundancy compensation or extended notice as provided by clause 28.5 shall not apply where:

- (i) an alternative position with the employer is available on the same or substantially similar terms and conditions including location, and with duties within the employee's capabilities (some training may be required), which the employee elects not to take;
- (ii) an employee agrees to an alternative position with the employer, whether this is a similar position or not.

### **3029. Employee Protection Provision**

3029.1 Where the employer is contracting out, selling or transferring all or part of the business, including the part of the business where the employee is employed, the following provisions will apply:

3029.1.1 The employer shall endeavour to consult the employee about any proposal to sell all or part of the business or to contract out or transfer work before a final



decision is made.

~~3029~~.1.2 If the employer decides to proceed with the proposed restructure, it will negotiate with the new contractor/service provider with a view to endeavouring to have the new employer offer the employee employment on the same or substantially similar terms and conditions including location, and recognising service as continuous. The employee will be advised of timeframes for such negotiation and/or for the acceptance of any offer of employment and/or of any application process, in a timely manner.

~~3029~~.1.3 The employee is entitled to choose whether or not to accept employment with the contractor/service provider. In the event that the contractor/service provider offers the employee employment in terms of 29.1.2 above, no redundancy situation will arise, and the employee will not be entitled to receive redundancy compensation or additional notice as specified in 28.5 above, whether or not the employee chooses to accept the offer of employment. The employee will be entitled to notice of termination with the employer as specified in this clause.

~~3029~~.1.4 In the event that the contractor/service provider is not prepared to offer the employee employment in terms of 29.1.2 above, the employee will be entitled to notice of termination as specified in clause 38.1 and will remain entitled to the provisions of 28.5.

~~3029~~.2 The provisions contained in this clause shall not apply where the employer is in receivership or in liquidation.

### **~~310~~. Confidentiality**

~~310~~.1 As part of their normal duties, the employees will have access to confidential information concerning the employer and clients. This information may include, but is not limited to, business information, trade secrets, transaction details, business, employee or client records, and other confidential information relating to the employer, employees or clients.

~~310~~.2 Under no circumstances will an employee make use of, divulge or communicate confidential information to any person either during the term of this agreement or at any time after the termination of this agreement.

~~310~~.3 This shall not prevent registered health practitioners from making appropriate ethical/professional disclosures regarding individual patient clinical status and associated legal issues, in accordance with the provisions of the Privacy Act 1993. The registered health practitioner will notify the employer of such disclosures.

### **~~321~~. Policies and Procedures**

~~321~~.1 All employees covered by the Agreement shall comply with the employer's policies and procedures in force from time to time, to the extent that such policies and procedures are not inconsistent with the terms and conditions of this Agreement.

~~321~~.2 The employee will be consulted regarding any additions/amendments to those policies and procedures, where such additions/amendments have a material effect on employees' conditions of employment.

### **321.3 Vulnerable Children Act 2014**

Where employers are required under the Vulnerable Children's Act 2014 to safety check employees who will have contact with children, the parties agree that all employees covered by this agreement may be required to undergo such checks as prescribed by Regulation. This may include both vetting and screening processes. An employee who refuses to participate in the required safety checks or who does not pass such required screening may have their employment terminated.

### **332. Safe Staffing and Healthy Workplaces**

~~321.3~~ **33.1** The employer parties to this collective agreement are committed to providing safe staffing and a healthy workplace to their employees.

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### **343. Whanau/Family Friendly Policies**

~~343.1~~ Employers and employees recognise the value of whanau/family and will endeavour to promote whanau/family friendly policies.

### **354. Health and Safety**

~~354.1~~ The employer shall comply with the provisions of the Health and Safety at Work Act 2015 and subsequent amendments concerning safety, health and welfare matters. The parties to this agreement agree that employees should be adequately protected from any safety and health hazard arising in the workplace. All reasonable precautions for the health and safety of employees shall be taken.

~~354.2~~ It shall be the responsibility of the employer to ensure that the workplace meets required standards and that adequate and sufficient safety equipment is provided.

~~354.3~~ It shall be the responsibility of every employee covered by this agreement to work safely and to report any hazards, accidents or injuries as soon as practicable to their supervisor.

~~354.4~~ It is a condition of employment that safety equipment and clothing required by the employer is to be worn or used by the employee and that safe working practices must be observed at all times.

~~354.5~~ Attention is also drawn to the employer's policies and procedures on health and safety.

~~354.6~~ Where there is an Employee Participation Agreement in place, the employer recognises that to fulfil their function health and safety delegates require adequate training, paid time and facilities.

### **365. Accidents and Injuries**

~~365.1~~ Where an employee is incapacitated as a result of an accident, and that employee is on earnings related compensation, and has an entitlement to sick leave, the employer agrees to supplement the employee's compensation by 20% of base salary during the period of incapacitation. This leave shall be taken as a charge against the employee's sick leave

entitlement. This shall only be applied when the employee requests to use their sick leave for this purpose.

### **376. Uniforms and Protective Clothing**

- 376.1 Where an employer requires an employee to wear a uniform, it shall be provided free of charge, but shall remain the property of the employer. This sub clause does not apply in the event that the employee wears their own clothing within broad requirements such as wearing of certain colours.
- 376.2 Suitable protective clothing shall be provided at the employer's expense where the duty involves a risk of excessive soiling or damage to uniforms or personal clothing or a risk of injury to the employee.
- 376.3 Damage to personal clothing – An employee shall be reasonably compensated for damage to personal clothing worn on duty, or reimbursed dry cleaning charges for excessive soiling to personal clothing worn on duty, provided the damage or soiling did not occur as a result of the employee's negligence, or failure to wear the protective clothing provided. Each case shall be determined on its merits by the employer.

### **387. Payment of Wages**

- 387.1 Employees will be paid weekly or fortnightly in arrears by direct credit. Where errors, other than overpayment, have occurred as a result of employer action or inaction, corrective payment must be made within three working days of the error being brought to the employer's attention.
- 387.2 The employees shall complete timesheets as required by the employer. Wherever practicable any disputed items shall not be changed without first referring it to the affected employee.
- 387.3 The employer shall endeavour to direct credit payment of wages into the employee's bank account one clear banking day prior to a public holiday.
- 387.4 Where an employee has taken leave in advance of it becoming due, and the employee leaves before the entitlement has accrued, the employer will deduct the amount owing in excess of entitlement from the employee's final pay.
- 387.5 Deductions may be made from remuneration for any absence due to the default of the employee or for sickness in excess of paid sick leave entitlement or compensatable accident. Any monies owed by the employee to the employer upon termination will be deducted from the employee's final pay.
- 387.6 In the event of an overpayment of remuneration the employer and employee shall agree on reasonable repayments by deduction from wages / salary, except upon termination where any remaining overpayment may be recovered in full from any monies owed by the employer to the employee. Where agreement cannot be reached following discussion, the employer may deduct the overpayment either in full or by way of instalments provided 10 working days' notice is provided and that any single deduction will not exceed 5% of net pay.

## **398. Termination of Employment**

### **398.1 Notice Period**

Either party may terminate the employment agreement with four weeks written notice following correct procedure, unless otherwise agreed between the employer and employee. Agreement for a shorter notice period will not be unreasonably withheld. When the agreed notice is not given, the unexpired notice shall be paid or forfeited by the party failing to give the agreed notice.

This shall not prevent the employer from summarily dismissing any employee without notice for serious misconduct.

The employer may elect to pay in lieu of all or part of the notice period where the employer is terminating the employee's employment. Where an employee is resigning, the employer and employee may mutually agree that the employee will be paid in lieu of all or part of the notice period; this will only occur if both the employer and employee agree to it.

### **398.2 Abandonment of Employment**

An employee absent from work for three consecutive working days without notification to the employer or without appropriate authorisation from the employer will be considered by the employer as having terminated their employment without notice, unless the employee is able to show they were unable to fulfil their obligations under this section through no fault of their own. The employer will make all reasonable efforts to contact the employee during the three days period of absence.

## **3940. Harassment Prevention**

**3940.1** The parties recognise that harassment in the workplace is totally unacceptable. It is the responsibility of the employee to familiarise themselves with the relevant policy on harassment and the responsibility of the employer to communicate the extent of this policy and make it accessible to all employees.

**3940.2** Harassment can take many forms, including sexual harassment, bullying, racial harassment, violence and other forms of intimidating behaviour.

**3940.3** Harassment complaints will be taken seriously and the employer undertakes to address these with sensitivity and impartiality.

## **410. Resolution of Employment Relations Problems**

An "employment relationship problem" includes:

- (a) A personal grievance
- (b) A dispute
- (c) Any other problem relating to or arising out of the employment relationship but does not include any problem with negotiating new terms and conditions of employment.

Where an Employment Relationship Problem arises the parties will in the first instance seek to resolve it between the immediately affected parties. Further to this:

- (a) The employee is entitled to seek representation at any stage during the process. Help with an employment relations problem is available from within the work place

(employee manager) or outside the workplace (Ministry of Business, Innovation and Employment 0800 20 90 20), or a union, an advocate or a lawyer.

- (b) If the matter is unresolved either party is entitled to seek mediation from the Ministry of Business, Innovation and Employment or refer the matter to the Employment Relations Authority. (Both mediation and investigation by the Authority are services available for the resolution of employment relationship problems.)

A "personal grievance" means a claim that an employee:

- (a) has been unjustifiably dismissed; or
- (b) has had his/her employment, or his/her conditions of employment, affected to his/her disadvantage by some unjustifiable action by the employer; or
- (c) has been discriminated against his/her employment; or
- (d) has been sexually harassed in his/her employment; or
- (e) has been racially harassed in his/her employment; or
- (f) has been subjected to duress in relation to union membership.

If the employment relationship problem is a personal grievance, the employee must raise the grievance with the employer within a period of 90 days beginning with the date on which the action alleged to amount to a personal grievance occurred or came to the notice of the employee, whichever is the latter.

Where any matter comes before the Authority for determination, the Authority must direct the matter to mediation in the first instance. Where mediation has failed or been deemed inappropriate in the circumstances, the Authority will then have the power to investigate the matter.

If the employment relationship problem relates to discrimination or sexual harassment, services available for the resolution of the problem include either application to the Authority for the resolution of this grievance or a complaint under the Human Rights Act 1993, but not both.

#### **421. Deduction of Union Fees**

421.1 The Employer shall deduct employee NZNO fees from the wages/salaries of employees when authorised in writing by members, and shall remit such subscriptions to the NZNO at agreed intervals.

#### **432. No Pass On Provision**

432.1 The employer parties to this collective agreement agree not to pass on automatically to non-NZNO members, terms or conditions that are the same or substantially the same as those contained in this collective agreement.

This means that the employer and non-NZNO members shall individually negotiate their terms and conditions of employment.

Signed this \_\_\_\_\_ day of \_\_\_\_\_ 2020~~19~~

***Authorised Representative of the Union Party:***

.....  
Chris Wilson, NZNO

***Authorised Employer Representatives:***

.....  
New Zealand Medical Association Inc

.....  
Ashburton Health First

.....  
Bethlehem Medical Centre Ltd

.....  
Green Cross Health Ltd

.....  
Petone Medical Centre

.....  
TL Care Ltd

**APPENDIX 1**

## Schedule of Employer Parties

### To be inserted

Practice	Address-1	Address-2	City
169 Medical Centre	169 Russell Street	Palmerston North	
Accident and Healthcare (Tauranga) Ltd	19 Second Avenue	Tauranga	
Akaroa Health Ltd	110 Rue Jolie	Akaroa	
Albany Street Medical Centre	29 Albany Street	Roslyn	Dunedin
Alberton Medical Practice	230 Mt Albert Road	Mt Albert	Auckland
Allen and Adam Medical Services Ltd	112 Don Street	Invercargill	
Allenton Medical Centre LP	Level 9, 10 George Street	Dunedin	
Amity Health Centre Ltd	343 Highgate	Dunedin	
Aoraki Medical Centre Ltd Partnership	46A Harper Street	Parkside	Timaru
Amuri Health Care	40 Wilkin Street	Rotheram	North Canterbury
Amyes Road Medical Centre	7 Amyes Road	Horny	Christchurch
Andrew Wilson GP Ltd T/A North End Health Centre	4 Frome Street	Oamaru	
Anglesea Clinic Accident Medical	Cnr Anglesea & Thackeray Streets	Hamilton	
Anne Street Medical Centre	29 Anne Street	Devonport	Auckland
Anthony Smit Limited T/A Hauraki Plains Health Centre	6 Dent Street	Ngatea	
Aoraki Medical Centre Limited Partnership	46A Harper Street	Parkside	Timaru
Apollo Medical Ltd	119 Apollo Drive	Rosedale	Auckland
Aramoho Health Centre Ltd	144 Somme Parade	Aramoho	Wanganui
Archers Medical Centre Ltd	130 Archers Road	Glenfield	Auckland
Aryan Medical Ltd T/A Avondale Family Doctor	63 Rosebank Road	Avondale	Auckland
Aspiring Medical Centre Ltd	23 Cardrona Valley Road	Wanaka	
Auckland Family Medical Centre	94 Remuera Road	Remuera	Auckland
Aurora South Medical Ltd	70 Macandrew Road	Dunedin	
Avalon Medical Centre	840 High Street	Lower Hutt	
Avondale Health Centre Ltd	39 Layard Street	Avondale	Auckland
Avonhead Surgery (Dr Kathy Davey)	182 Withells Road	Avonhead	Christchurch
Avonhead Surgery (Dr Susan Shand)	182 Withells Road	Avonhead	Christchurch
Bakerfield Medical and Urgent Care	16A Bakerfield Place	Manukau City	Auckland
Balmoral Doctors	502 Dominion Road	Mt Eden	Auckland
Barrington Medical Centre	14-18 Athelston Street	Spreydon	Christchurch
Bayside Medical Practice	6/17 Patteson Avenue	Mission Bay	
Beachlands Medical Ltd	129A Beachlands Road	Beachlands	Auckland
Belfast Medical Centre	8 Richill Street	Christchurch	
Belmont Medical Centre Ltd	3 Williamson Avenue	Belmont	Auckland
Bester McKay Family Drs Ltd	106 Don Street	Invercargill	

Beswick Price Partnership (Highfield Medical Centre)	245 Otupua Road	Timaru	
Bethlehem Family Doctors	14 Elder Lane	Tauranga	
Bethlehem Medical Centre Ltd	16 Bethlehem Road	Tauranga	
Better Health Kaiapoi T/A Kaiapoi Family Doctors	42 Charles Street	Kaiapoi	
Better Health North Canterbury Ltd T/A Amberley Medical Centre	6 Hilton Drive	Amberley	
Better Health Moorhouse Ltd T/A Moorhouse Medical Centre	3 Pilgrim Place	Christchurch	
Birchwood Surgery	2A Preston Street	Timaru	
Birkenhead Medical Centre	4 Rawene Road	Birkenhead	Auckland
Blockhouse Bay Medical Centre Ltd	503 Blockhouse Bay Road	Blockhouse Bay	Auckland
Bluff Community Medical Trust	2 Tane Street	PO Box 44	Bluff
Botany Terrace Medical Centre	30/F Botany Road	Howick	Auckland
Bream Bay Medical Centre	PO Box 132	Ruakaka	
Broadway Health Management Limited	36 Broadway	Kaikohe	Northland
Broadway Medical Centre Dunedin Limited	2 Broadway	Central Dunedin	Dunedin
Brooklyn Central Health 2005 Limited	183 Ohiro Road	Brooklyn	Wellington
Brooklyn Medical Centre	155 Ohiro Road	Brooklyn	Wellington
Browns Bay Medical Centre Ltd	32 Anzac Road	Browns Bay	Auckland
Bryndwr Medical Rooms	378 Ilam Road	Fendalton	Christchurch
Bulls Medical Centre	21 High Street	Bulls	
Burnside Medical Centre	368 Wairakei Road	Burnside	Christchurch
Bush Road Medical Centre	6/4 Three Mile Bush Road	Kamo	Whangarei
Cambridge Medical Centre 2000 Ltd	48 Alpha Street	Cambridge	
Carefirst Trust Ltd	99 Tukapa Street	New Plymouth	
Carlisle Medical Centre	123 Carlisle Street	Napier	
Carterton Medical Centre (2013) Ltd	159-163 High Street South	Carterton	
Casebrook Surgery	12 Grampan Street	Casebrook	
Cashmere Health Ltd	91 Centaurus Road	Christchurch	
Cashmere Medical Practice	215 Ashgrove Terrace	Christchurch	
Catherine Street Medical Centre	63 Catherine Street	Invercargill	
Caversham Medical Centre	285 South Road	Caversham	Dunedin
Centennial Health (2013) Ltd	93 Talbert Street	Alexandra	
Central Family Health Care Ltd	7 Mansfield Terrace	Regent	Whangarei
Central Medical (Napier) Limited	27-28 Douglass Mclean Avenue	Morewa	Napier
Central Medical (Oamaru) Ltd	19 Eden Street	Oamaru	
Central Medical Centre	93 Torbert Street	Alexandra	
Central Wellness Ltd	1a Traders Lane	Cromwell	
Cheviot Community Health Centre 2013 Ltd	6 Robinson Street	Cheviot	
Christchurch South Health Centre	Green Cross Health Primary Ltd	163 Colombo Street	Beckenham Christchurch
Church Street Surgery Opotiki Ltd	94 Church Street	Opotiki	
Churton Park Medical Care	107c Westchester Drive	Churton Park	Wellington



City Doctors White Cross	22 Victoria Avenue	Palmerston North	
City GPs Ltd	191A Willis Street	Te Aro	Wellington
City Medical Gisborne	134 Derby Street	Box 672	Gisborne
City Medical Ltd	76 Wellesley Road	Napier	
Clarence Medical Centre	129 Pembroke Street	Hamilton Lake	Hamilton
Clendon Family Health Centre	9-11 Robert Ross Place	Clendon	Auckland
Clendon Medical Services Ltd	15 Palmers Road	Clendon	Auckland
Clevedon Medical Centre	27 Papakura-Clevedon Road	RD2	Papakura
Clive Medical Centre	3 Williamson Road	PO Box 2	Clive
Coast to Coast Health Care	220 Roche Street	Wellsford	
Coastal Medical Rooms	240 Mazengaslo Road	Paraparaumu	
Coastal Medical Trust T/A Oakura Medical Centre and Opunake Medical Centre	1149 South Road	Oakura	
Commercial Street Surgery	8 Commercial Street	Kawakawa	
Conifer Grove Health Ltd T/A Conifer Gardens Medical Centre	138 Great South Road	Takanini	Auckland
Connolly Street Medical Ltd	2 Connolly Street	Lower Hutt	Wellington
Cook Street Health Centre	138 Cook Street	Westend	Palmerston North
Cornerstone Health Ltd	93 Tarbert Street	Alexandra	
Cornwall Medical Centre	790 Manukau Road	Royal Oak	Auckland
Counties Medical Limited Partnership	6-18 O'Shannessey Street	Papakura	Auckland
Cromwell Family Practice	3/39 Barry Avenue Level 9, 10 George Street	Cromwell	
Cromwell Medical Centre LP		Dunedin	
Darfield Medical Centre	159 Horndon Street	Darfield	
Dee Street Healthcare Ltd	4a Dee Street	Timaru	
Dee Street Medical Centre Ltd	4 Dee Street	Mount Maunganui	
Delectus.Com Ltd (Ashburton Health First)	308 Havelock Street	Ashburton	
Devon Medical Centre Ltd	283 Devon Street West	New Plymouth	
Diamond Harbour Medical Limited	2C Waipapa Avenue	RD2	Diamond Harbour
Doctors at Kingsland	491A New North Road	Kingsland	Auckland
Doctors on Cashel Ltd	7 Cashel Street	Christchurch Central	Christchurch
Doctors on Riccarton	183 Riccarton Road	Riccarton	Christchurch
Dodson Medical Centre	4 Dodson Avenue	Milford	Auckland
Domett Street Health Ltd T/A Parklands Medical Centre	188 Parklands Avenue	Bell Block	New Plymouth
Dr Diana Scott Ltd	84 Talbot Street	Geraldine	
Dr H R Hilson Medical Services Ltd	125 Collingwood Street	Nelson	
Dr J A Hanne Medical Practice	215 Bleakhouse Road	Mellons Bay	

Dr P.F.F. Egden T/A Broadway Medical Chambers Ltd	321 Broadway Avenue	Palmerston North	
Dr R L Griffiths Ltd (Elizabeth Street Medical Centre)	10 Elizabeth Street	Timaru	
Dr R Ramyasiri GP Ltd (Queen St Surgery)	50 Queen Street	Levin	
Dr S J Finnigan Medical Centre	12 Brown Street	Inglewood	
Dr Sharon Ashmore and Dr Peter Sim T/A Kendal Medical Centre	66 Kendal Avenue	Burnside	Christchurch
Dr Shorts Surgery – Dannevirke	33 Victoria Avenue	Dannevirke	
Dr Walkers Family Practice	46A Harper Street	Timaru	
Dr William Douglas (Quay Medical Centre)	c/- Jabulani Medical Centre	174 Wicksteed Street	Wanganui
Drs Baille and Corkill	60 Victoria Avenue	Invercargill	
Drs Wah and Zhang Surgery	5/283 Ponsonby Road	Auckland	
Drury Surgery Ltd	175 Great South Road	Drury	
Duke Street Health and Medical Centre	71-73 Duke Street	Cambridge	
Dunedin After Hours Doctors Ltd T/A Dunedin Urgent Doctors & Accident Centre	18 Filleul Street	Dunedin	
Dunedin North Medical Centre	15 St David Street	North Dunedin	Dunedin
Dunedin South Medical Centre	351 King Edward Street	South Dunedin	Dunedin
East Coast Bays Doctors Limited	512 East Coast Road	Windsor Park	Auckland
East Otago Health LP	Level 9, 10 George Street	Dunedin	
Eastcare Health (2010) Ltd	283 Breezes Road	Aranui	Christchurch
Eastling Properties Ltd – Bishopdale Medical	1 Eastling Street	Bishopdale	Christchurch
Eastmed Doctors	188 St Heliers Bay Road	St Heliers	Auckland
Eastside Medical Services New Plymouth	488 Devon Street East	New Plymouth	
Ellerslie Medical Centre	41 Robert Street	Ellerslie	Auckland
Epsom Medical Care	272 Manukau Road	Epsom	Auckland
Epsom Medical Centre	102 Great South Road	Epsom	Auckland
Epuni Medical Centre	102 Oxford Terrace	Epuni	Lower Hutt
Eruera Medical Centre	1325A Eruera Street	Rotorua	
Fairfield Medical Centre	1021 Heaphy Terrace	Fairfield	
Fairfield Medical Ltd T/A Springvale Medical Centre	40 Fitzherbert Avenue	Wanganui	
Fairlie Medical Centre	PO Box 6	Fairlie	
Family Health Centre New Plymouth	70 Vivian Street	New Plymouth	
Farm Street Family Health Centre	47 Farm Street	Mount Maunganui	
Featherston Medical Limited	3 Clifford Square	Featherston	
Feilding Health Care	7 Duke Street	Feilding	
Ferry Road Medical Centre	276 Ferry Road	Christchurch	
Ferrymead Medical Centre	10/2 Waterman Place	Christchurch	
Fifth Avenue Family Practice (Associateship)	40 Fifth Avenue	Tauranga	
Fiordland Medical Practice	25 Luxmore Drive	Te Anau	

Forrest Hill Family Medical Centre	Shop 1 Grenada Avenue	Forrest Hill	Auckland
Four Kauri Family Medical Centre	880 New North Road	Mt Albert	Auckland
Francis Street Medical LP	Level 9, 10 George Street	Dunedin	
Gain Health Centre	723A Fergusson Drive	Upper Hutt	
Gate Pa Medical Centre Ltd (Tauranga)	4005 Cameron Road	Tauranga	
Girven Road Medical Centre	83 Girven Road	Arataki	Mt Maunganui
Glenfield Medical Centre Ltd	452 Glenfield Road	Glenfield	Auckland
Glengarry Medical Limited	75 Glengarry Crescent	Invercargill	
Good Street Medical Centre LP	Level 9, 10 George Street	Dunedin	
Gore Medical Centre (2000) Ltd	12 Eccles Street	Gore	
Grahams Rd Medical Practice	76 Grahams Road	Burnside	Christchurch
Green Bay Medical Centre	70 Godley Road	Green Bay	Auckland
Green Cross Health Primary Ltd	P.O.Box 11906	Ellerslie	Auckland
Green Island Family Health Care (Steve Searle) Ltd	20 Shand Street	Green Island	Dunedin
Green Island Medical Centre LP	Level 9, 10 George Street	Dunedin	
Greenstone Family Clinic	Level 2, 157 Great South Road	Manurewa	Auckland
Greenwood Medical Practice			
Greers Road Medical Centre	285 Greers Road	Bishopdale	Christchurch
Greytown Medical Centre	186 East Street	Greytown	
Group Medical Chambers Ltd	477 Church Street	Palmerston North	
Hall Avenue Medical Centre Otahuhu	5/23 Hall Avenue	Otahuhu	Auckland
Halswell Health			
Hamilton East Medical Centre	16 Beale Street	Hamilton	
Hanmer Springs Health Centre	59 Jacks Pass Road	Hanmer Springs	
Harbour Health Port Chalmers Ltd	47 George Street	Port Chalmers	
Harewood Medical Centre	171 Harewood Road	Papanui	Christchurch
Harley Street Medical	14 Harley Street	Nelson	
Hataitai Medical Practice	12 Tapiri Street	Hataitai	Wellington
Hataitai Village Surgery	4 Taurima Street	Hataitai	Wellington
Healthcare On Fifteenth Ltd	51 Fifteenth Avenue	Tauranga	
Health and Sport Central	591 Colombe Street	Christchurch	
Health New Lynn	Level 1, Totara Health Services	1 McCrae Way, New Lynn	Waitere
Health-I Care	215 Wairau Road	Wairau Valley, North Shore	Auckland
Healthwest Limited	56 Lincoln Road	Henderson	Auckland
Helensburgh Medical Centre	231 Helensburgh Road	Dunedin	
Helios Health Ltd	275 Fifield Terrace	Opawa	Christchurch
Herne Bay Medical Centre	2a Albany Road	Herne Bay	Auckland
Hibiscus Coast Medical Centre	13 Moana Avenue		
High Country Health Ltd	15 Mackenzie Drive	Twizel	

High Street City Health	62 Riccarton Road	Riccarton	Christchurch
Hillmed Health Limited	1/7 Halswell Road	Hillmorton	
Hillsborough Medical Centre	165 Hillsborough Road	Hillsborough	Auckland
Hobsonville Family Doctors Ltd	124 Hobsonville Road	Hobsonville	Auckland
Hong Kong Surgery	111 Queens Road	Panmure	Auckland
Hoon Hay Medical Centre	124 Sparks Road	Hoonhay	Christchurch
Hornby Medical Centre	15 Brynley Street	Hornby	Christchurch
Howick House Medical	43 Moore Street	Howick	Auckland
Hunters Corner Medical Centre LP	Level 9, 10 George Street	Dunedin	
Hutt City Health Centre	Level 9, 10 George Street	Dunedin	
Ilam Medical Centre Ltd	106 Memorial Avenue	Burnside	Christchurch
Innes Road Medical Room	217 Innes Road	St Albans	Christchurch
Invercargill Medical Centre LP	Level 9, 10 George Street	Dunedin	
Island Bay Medical Centre Ltd	159 The Parade	Island Bay	Wellington
James St Doctors	2nd Floor, 1 James Street	Whangarei	
John Upsdell	2 Graeme Avenue	Maugere-East	Auckland
Johnsonville Medical Centre	24 Moorefield Road	Johnsonville	
Kaiapoi Medical Centre Ltd	71 Fuller Street	Kaiapoi	
Kaikoura Health Care Ltd	25 Deal Street	Kaikoura	
Karaka Family Health	7/71 Hingaia Road	Karaka	Auckland
Karori Medical Centre	11 Parkvale Road	Karori	Wellington
Katikati Medical Centre Ltd	4 Clive Road	Katikati	
Kauri Healthcare Limited	619 Featherston Street	Roslyn	Palmerston North
Kawakawa Bay – Orere Health Clinic Inc	Orere Road	Kawakawa Bay	Kawakawa
Kawau Bay Health	11 Alnwick Street	Warkworth	
KCP Holdings Ltd (Rata Family Health)	17 Rust Avenue	Whangarei	
Kelburn Northland Medical Centre	1 Upland Road	Kelburn	Wellington
Kendrick Rosby Limited T/A Kingsland Family Health Centre	495 New North Road	Kingsland	Auckland
Kensington Health	12 Kensington Avenue	Kensington	Whangarei
Kerikeri Medical Centre	Green Cross Health Primary Ltd	4 Homestead Road	Kerikeri
Kerimed Doctors Partnership	2 Ranui Avenue	Kerikeri	
Khandallah Medical Centre	8 Dekka Street	Khandallah	Wellington
Kilbirnie Medical Centre	21 Mahora Street	Kilbirnie	Wellington
Kopata Medical Centre	60-62 Bloomfield Terrace	Lower Hutt	
Koru Medical Services Ltd T/A Cambridge Family Health	2 Oliver Street	Cambridge	
Kowhai Clinic	424 Glenfield Road	Glenfield	Auckland
Kuirau Medical Centre	19 Tarewa Road	Rotorua	
Kumeu Medical Centre	92 Main Road	Kumeu	
Kurow Medical Centre	8 Wynyard Street	Kurow	Waitaki, North Otago
Lawrence Medical Services	2/22 Selwyn Road	Paihia	

Leabank Health Centre	100 Weymouth Road	Manurewa	Auckland
Leamington Medical Centre Ltd	157 Shakespeare Street	Leamington	
Leeston Medical Centre	59 High Street	Leeston	
Lincoln Medical	1 Gerald Street	Lincoln	
Linwood Avenue Medical Centre Ltd T/A Better Health Linwood Ltd	Level 1, 20 Buckley's Road	Linwood	Christchurch
Lister Court Medical Practice	Lister Court	16 Francis Street	Blenheim
Little London Medical Clinic	6 Little London Lane	Hamilton	
Lumsden Medical Centre	58 Garden Street	Lumsden	
Lynnmall Medical Centre	PO Box 15988	New Lynn	Auckland
Lyttelton Health Centre	18 Oxford Street	Lyttelton	
Mahara Health	Mahara House	3 Ngaio Road	Waikanae
Mahoe Med Limited	670 Unit 4 Cambridge Road	Te Awamutu	
Main North Road Medical Centre	102 Main North Road	Papanui	Christchurch
Mairangi Medical Centre	2 Penzance Road	Mairangi Bay	Auckland
Mairehau Medical Centre	399 Innes Road	Christchurch	
Mana Medical Centre Ltd	107 Mana Esplanade	Paremata	Porirua
Mangakino Health Services	60 Rangatira Drive	Mangakino	
Manly Medical Centre Ltd	58 Rawhiti Road	Manly	Whangaparoa
Mansfield Health Practice	206a Papanui Road	Merivale	Christchurch
Manurewa Healthcare	210 Great South Road	Manurewa	Auckland
Mapua General Practice	62 Aranui Road	Mapua	Nelson
Maraenui Medical Centre	65 Geddis Ave	Maraenui	Napier
Marshlands Family Health Centre	427 Marshland Road	Marshlands	Christchurch
Martinborough Health Services Ltd	5 Oxford Street	Martinborough	
Masteron Medical	4 Colombe Road	Masteron	
Mclaren Park Healthcare	83 Bruce McLaren Road	Henderson	Auckland City
Meadowbank Family Doctors Ltd	1st Floor, Meadowbank Shopping Centre	35 St Johns Road	Meadowbank
Meadowbank General Practice Ltd	Unit 5B Meadowbank Shopping Centre	35 St Johns Road	Meadowbank
Medical and Injury Centre Ltd	98 Waimea Road	Nelson South	Nelson
Medical Corner Doctors	237 High Street	Rangiora	
Mercury Bay Medical Centre	87 Albert Street	Whitianga	
Merivale Medical Practice	236 Papanui Road	Christchurch	
Merrilands Medical Centre	200 Mangorei Road	New Plymouth	
Methven Medical Centre	2 Methven Chertsey Road	Methven	Ashburton
Midland Park Medical Ltd T/A City Medical Centre	Level 2, 190 Lambton Quay	Wellington	
Milford Family Medical Centre	50 East Coast Road	Milford	Auckland
Millhouse Medical Centre	128 Millhouse Drive	Howick	Auckland

Milson Medical Chambers	19 Purdie Place	Milson	Palmerston North
Milton Medical Centre LP	Level 9, 10 George Street	Dunedin	
Miramar Medical Practice Limited	46 Park Road	Miramar	Wellington
Moerewa Medical Service	44 Main Road	Moerewa	
Moore Street Medical Centre	254 Moore Street	Ashburton	
Mornington Health Centre	169 Eglinton Road	Mornington	Dunedin
Morrinsville Medical Centre Ltd	17 Canda Street	Morrinsville	
Motueka Family Service Centre	27a Talbot Street	Motueka	
Moturoa Medical Centre	490 St Aubyn Street	New Plymouth	
Mount Medical Centre	257 Maunganui Road	Mt Maunganui	
Mount Pleasant Medical Centre	2 Soleares Avenue	Mount Pleasant	Christchurch
Mountainview Medical	65 Victoria Street	Hawera	
Mt Albert Medical Centre	986 New North Road	Mt Albert	Auckland
Mt Eden Medical Centre	457 Mt Eden Road	Mt Eden	Auckland
Mt Wellington Family Health Centre	283 Penrose Road	Mt Wellington	Auckland
Mt Wellington Medical Clinic	350 Ellerslie-Panmure Highway	Mt Wellington	Auckland
Muritai Health Centre	149 Muritai Road	Eastbourne	Lower Hutt
Musselburgh Medical Centre Ltd	59A Musselburgh Rise	Musselburgh	Dunedin
Naenae Medical Centre	39 Treadwell Street	Naenae	Lower Hutt
Nelson East Family Medical Centre	7 Alton Street	Nelson	
Nelson Family Medicine	132 Collingwood Street	Nelson	
Newlands Medical Centre Ltd	15 Batchelor Street	Newlands	Wellington
Newtown Medical Centre	33 Rintoul Street	Newtown	Wellington
Ngaruawahia Medical Centre	11 Galileo Street	Ngaruawahia	
Ngongotaha Medical Centre Limited	17 Tauiri Street	Nogongotaha	Rotorua
Ngunguru Medical Centre	2 Shoebridge Crescent	Ngunguru	Whangarei
Normans Road Surgery	3 Normans Road	Christchurch	
North Avon Medical Centre	32 North Avon Road	Richmond	Christchurch
North Harbour Medical Centre	16/326 Sunset Road	Morning bay	Auckland
Oak House Medical Centre (2008) Ltd	161 Queen Street	Waimate	
Oamaru Doctors	8 Coquel Street	Oamaru	
OKS Medical Ltd T/A Belfast North Mediquil Doctors	Unit 3B 812 Main North Road	Belfast	Christchurch
Onehunga Doctors Ltd	545 Richardson Road	Mount Roskill	Auckland
Onerahi Family Healthcare	116 Onerahi Road	Onerahi	Whangarei
Onslow Medical Centre	125 Moorefield Road	Johnsonville	Wellington
Orewa Medical Centre Ltd	8D Tamariki Avenue	Orewa	Auckland
Otaki Medical Centre	2 Aotaki St	Otaki	
Otara Family and Christian Health Centre	8/120 East Tamaki Road	Otara	
OtoMed Ltd	12 Hinewai Street	Otorohanga	

Otumoetai Doctors Ltd	506 Otumoetai Road	Tauranga	
Outram Middlemarch Medical Services	10 Beaumaris Street	Outram	Dunedin
Oxford Charity Health Ltd	39 Park Avenue	Oxford	
Paeroa Medical Centre	15 Princes Street	Paeroa	
Pakuranga Medical Centre Ltd	47 William Roberts Road	Pakuranga	Auckland
Panmure Medical Centre	204 Queens Road	Panmure	Auckland
Papakura East Medical Centre	57 Clevedon Road	Papakura	
Papakura Family Medicine Clinic Ltd	74 Great South Road	Papakura	
Papamoa Beach Family Practice	5 Golden Sands Drive	Papamoa	
Papamoa Pines Medical Group Ltd	53 Domain Road	Papamoa	Tauranga
Papanui Medical Centre	438 Papanui Road	Papanui	Christchurch
Papatoetoe Medical Centre	111 St George Street	Papatoetoe	Auckland
Papatoetoe Medical Services LP	Level 9, 10 George Street	Dunedin	
Paraparaumu Medical Centre Ltd	40 Ihakara Street	Paraparaumu	
Parklands Medical Centre	401 Mairehau Road	Parklands	Christchurch
Pegasus Health 24 Hour Surgery	401 Madras Street	Christchurch	
Pegasus Medical Centre	52 Pegasus Main Street	Pegasus	
Peninsula Medical Centre Ltd	382 Te Atatu Road	Te Atatu Peninsula	Auckland
Petone Medical Centre	32 Richmond Street	Petone	Lower Hutt
Pfeffer Medical Services Ltd	41 Miriama Street	Tauramarunui	
Picton Medical Centre LP	Level 9, 10 George Street	Dunedin	
Picton Surgery	212 Fencible Drive	Howick	Auckland
Pihanga Health	28 Tautahanga Road	Turangi	
Piritahi Hau Ora Trust	132 Ocean View Road	Oneroa	Waiheke Island
Pitt Street Medical	2 Pitt Street	North Dunedin	Dunedin
Pleasant Point Health Centre	59-73 Main Road	Pleasant Point	
Plimmer Surgery LP	Level 9, 10 George Street	Dunedin	
Plimmerton Medical Centre	10 Steyne Avenue	Plimmerton	Porirua
Port Hills Health Ltd	184 Maui Road	Christchurch	
Powderham Medical Centre	177 Powderham Street	New Plymouth	
Preston Surgery (Anton van den Bergh 2008 Ltd)	2A Preston Street	West-End	Timaru
Primary Health Care Limited	711 Victoria Street	Hamilton	
ProMed Doctors	115 Sherborne Street	Christchurch	
Pukekohe Family Healthcare Ltd	10 West Street	Pukekohe	
QEII Medical Centre	204 Bower Avenue	North New Brighton	Christchurch
Queen Park General Practice Ltd	97 Gala Street	Queens Park	Invercargill
Queen St Practice Ltd	34 Queen Street	Wairoa	
Queen Street Doctors Ltd	1st Floor, Dingwall Building	87 Queen Street	Auckland

Queenspark Healthcare	164 Queenspark Drive	Christchurch	
Queenstown Medical Centre Ltd	9 Isle Street	Queenstown	
Rakaia Medical Centre	30 Elizabeth Avenue	Rakaia	
Ranfurlly Medical Centre	51 Tyrone Street	Ranfurlly	Otago
Rangiora Medical Centre LP	Level 9, 10 George Street	Dunedin	
Ranolf Medical Centre Limited	59-61 Ranolf Street	Rotorua	
Rata Medical	127 Collingwood Street	Nelson	
Ratanui Medical Centre	77 Lincoln Road	Henderson	Auckland
Raumanga Medical Centre Ltd	170 Oraka Road	Raumanga	Whangarei
Redwood Clinic	270 Main North Road	Redwood	Christchurch
Redwoodtown Medical Centre Limited Partnership	72 Cleghorn Street	Blenheim	
Remuera Doctors Ltd	Airlie Court, 320 Remuera Road	Remuera	Auckland
Remuera Village Medical Centre	597 Remuera Road	Remuera	Auckland
Renwick Medical Centre	44 High Street	Renwick	
Riccarton Clinic Ltd	4 Yaldhurst Road	Upper Riccarton	Christchurch
Riccarton Medical Practice	59 Division Street	Riccarton	Christchurch
Richmond Health Centre Ltd	40A Oxford Street	Richmond	
Richmond Road Medical Centre Ltd	452 Richmond Road	Grey Lynn	Auckland
Riverslea Medical Centre	26 College Road	Edgecumbe	Bay of Plenty
Riverton Medical Centre	104 Palmerston Street	Riverton	
Roland Lotsu Medical Ltd	51 Kapiti Road	Papaparumu	Kapiti Coast
Rolleston Central Health	9 Masfield Drive	Rolleston	Christchurch
Rolleston Medical Centre	29 Brookside Road	Rolleston	Canterbury
Ropata Medical Centre	577 High Street	Boulcott	Lower Hutt
Rosehill Christian Medical Centre	2-4 Tairere Cres	Papakura	Auckland
Roselands Doctors	13 O'Shannessey Street	Papakura	
Roslyn Health Centre	271 Highgate	Roslyn	Dunedin
Rotorua Medical Group Limited	1181 Amohia Street	Rotorua	
Roxburgh Medical Services Trust	65 Scotland Street	Roxburgh	
Royal Heights Medical Centre Ltd	138 Royal Road	Massey	Auckland
Royal Oak Medical Centre	Shop 55, Level 1 691 Manukau Road	Royal Oak	Auckland
Ruatahi Medical Centre	1271 Hinemoa Street	Rotorua	
Rural Canterbury Primary Health Organisation	Level 1, 567 Wairaki Road	Burnside	Christchurch
Russell Medical Services	Church Street	Russell	
Rust Ave Doc Online Ltd	15 Rust Avenue	Whangarei	
Sandhu Doctors Limited	488 Great South Road	Papatoetoe	Auckland
Sanzuk Medical Ltd T/A Greenwood Health	20 Greenwood Street	Motueka	
Scott Street Health	47 Scott Street	Blenheim	
Seatoun Medical	27a Falkirk Avenue	Seatoun	Wellington



Selwyn Village Healthcare	314 Selwyn Street	Spreydon	Christchurch
Settlers Health Centre	8 Settlers Crescent	Woolston	Christchurch
Shakespeare Road Medical Centre	24 Shakespeare Road	Napier	
Shirley Medical Centre	11 Marshland Road	Christchurch	
Silverstream Medical Centre	9142 Silverstream Boulevard	Kaiapoi	
Skin Clinic Marlborough	28 Alfred Street E3, 119	Blenheim	
Sommerville Surgery	Meadowland Drive	Howick	Auckland
South City Health Ltd	91 Kahikatea Drive	Melville	Hamilton
South Hill Medical LP	Level 9, 10 George Street	Dunedin	
South Kaipara Medical Centre T/A Kaipara Medical Centre	63-65 Commercial Road	Helensville	
Southern Clinical Trials – Waitemata	29 Birkenhead Avenue	Birkenhead	Auckland
Southern Clinical Trials Ltd	Forte 2, Level 2	132 Peterbrough Street	Christchurch
Southlink Health Services Ltd	PO Box 6032	Dunedin	
Southpoint Family Doctors	652 Great South Road	Manukau	Auckland
Springlands Health Ltd	139 Middle Renwick Road	Blenheim	
St Albans Medical Centre	250 Springfield Road	Christchurch	
St Heliers Health Centre	9B Polygon Street	Heliers	Auckland
St Heliers Medical	Level 1, 10 Turua St	St Heliers	Auckland
St Luke's Health Centre	105 Waimea Road	Nelson	
St Martins Medical Practice	79 Wilsons Road	St Martins	Christchurch
Stoddard Road Medical Centre	223 Stoddard Road	Mt Roskill	Auckland
Stoke Medical Centre Ltd	470 Main Road	Stoke	Nelson
Stokes Valley Medical Centre	180 Stokes Valley Road	Stokes Valley	Lower Hutt
Stranden Health	Unit 13, 17 Nobs Line	New Plymouth	
Stratford Medical Chambers	Cnr Miranda & Page Street	Stratford	
Straven Medical	12 Straven Road	Riccarton	Christchurch
Sunnynook Medical Centre Ltd	119 Sunnynook Road	Auckland	
Sunset Road Family Drs	3/317 Sunset Road	Sunnynook	Auckland
Susan Elizabeth James T/A Wairoa Medical Centre	Ground Floor, Wairoa Hospital	24 Kitchener Street	Wairoa, Hawkes Bay
Swanson Medical Centre Ltd	714 Swanson Road	Swanson	Auckland
Sydney Street Health Centre	4 Sydney Street	PO Box 5162	Palmerston North
Tahunanui Medical Centre	23 Tahunanui Drive	Nelson	
Taihape Health	3 Hospital Road	Taihape	
Taita Medical Centre	1205A High Street	Taita	Lower Hutt
Takapau Health Centre	60 Charlotte Street	Takapau	
Tamaki Family Health Centre	2-4 Clifton Court	Panmure	Auckland
Tamatea Medical Centre	18-20 Durham Avenue	Tamatea	Napier
Taradale Medical Centre	20 Puketapu Road	Taradale	

Tararua Health Group Ltd	40 Denmark Street	Dannevirke	
Tarawera Medical Centre	104 Onslow Street	Kawerau	
Tasman Medical Centre Ltd	6/355 Lower Queen Street	Richmond	Nelson
Taumarunui Community Kokiri Trust	121 Hakiaha Street	Taumarunui	
Taupo Health Centre Ltd	113 Heuheu Street	Taupo	
Taupo Medical Centre Ltd	117 Heu Heu Street	Taupo	
Tauranga Healthcare Ltd	Unit 8 – 83 Pyes Pa Road	Pyes Pa	Tauranga
Tawa Medical Centre Ltd	17 Rewa Terrace	Tawa	Wellington
Team Medical at Kapiti Ltd	Coastlands Mall	State Highway 4	Paraparaumu
Te Aroha Naa Medical Centre	73a Bank Street	Whangarei	
Te Awamutu Medical Centre	220 Bank Street	Te Awamutu	
Te Kaika Forbury	76 David Street	Dunedin	
Te Mata Peak Practice	33 Napier Road	Havelock North	
Te Ngae Medical Centre	5 Tarawera Road	Te Nage	Rotorua
Te Pou Oranga O Whakatohea T/A Whakatohea Health Centre	32a King Street	Opotiki	
Te Whare Ora O Eketahuna – Eketahuna Health Centre	1 Bengston Street	Eketahuna	
Te Kuiti Medical Centre Ltd	28 Ailsa Street	Te Kuiti	
Temuka Healthcare	104 King Street	Temuka	
Te Puke Medical Centre Ltd	14 Queen Street	Te Puke	
Te Rawhiti Family Care Centre	50 Portsmouth Street	Aranui	Christchurch
The Christchurch Doctors	912-914 Colombo Street	Christchurch	
The Doctors Bureta (Formerly Brookfield Medical Centre)	Green Cross Health Primary Ltd	76 Bureta Road	Otumoetai, Tauranga
The Doctors (Huapai) Ltd	124 Matua Road	Kumeu	Auckland
The Doctors Fred Thomas	Green Cross Health Primary Ltd	2 Fred Thomas Drive	Takapuna, Auckland
The Doctors Hauraki Corner (Satellite to The Doctors Fred Thomas)	Green Cross Health Primary Ltd	308 Lake Road	Takapuna, Auckland
The Doctors Kamo (formerly Widdowson Sprague Medical)	Green Cross Health Primary Ltd	537 Kamo Road	Kamo
The Doctors Kopeopeo (formerly Kopeopeo Medical Centre)	Green Cross Health Primary Ltd	11 James Street	Whakatane
The Doctors Massey Medical Centre	393 Don Buck Road	Massey	Auckland
The Doctors Motueka Motueka Medical 2013 Ltd	27 Wallace Street	Motueka	
The Doctors Phoenix (formerly Phoenix Health Centre)	Green Cross Health Primary Ltd	Pyne Street	Whakatane
The Doctors Te Whare Hapara (formerly Desmond Road Medical)	Green Cross Health Primary Ltd	3 Desmond Road	Gisborne
The Doctors Ti Rakau	Radius Ti Rakau Ltd	316 Ti Rakau Drive	East Tamaki, Auckland
The Doctors Tikipunga (formerly Paramount Medical Centre)	Green Cross Health Primary Ltd	Paramount Parade	Tikipunga
The Doctors Surgery (Whitianga)	58 Albert Street	Whitianga	
The Doctors Tauranga (formerly Central Med Health)	Green Cross Health Primary Ltd	434 Devonport Road	Tauranga South
The Doctors Welcome Bay (formerly Welcome Bay Medical Centre)	Green Cross Health Primary Ltd	2 Awanui Place	Welcome Bay, Tauranga
Three Lakes Clinic	1131 Pukaki Street	Rotorua	

Three Rivers Medical	75 Customhouse Street	Gisborne	
Tima Health Limited	46 Waimea Road	Nelson	
Timaru After Hours Medical Service	5A Dee Street	Timaru	
Timaru Medical Centre LP	Level 9, 10 George Street	Dunedin	
Timaru Primary Care	6A Dee Street	Timaru Central	Timaru
Tinwald Medical Centre	33 Archibald Street	Tinwald	Ashburton
Titahi Bay Drs	3 Whitehouse Road	Titahi Bay	Porirua
Titahi Bay Surgery Limited	76 Main Road	Titahi Bay	Porirua
Titirangi Medical Centre Ltd	2 Rangiwai Road	Titirangi	Waitakere
Titoki Medical Ltd	44 Waimea Road	Nelson	
T L Care Ltd	296 Te Atatu Road	Te Atatu North	Auckland
Toi Ora Health Ltd (formerly to be Toi Ora Health Opotiki)	32a King Street	Opotiki	
Toi Toi Medical Limited	10 Natalie Street	Nelson	
Top Health	29 Redan Road	Kaitiaki	
Torbay Community Doctor	987 Beach Road	Torbay	Auckland
Total Health Doctors Ltd	252 The Strand	Whakatane	
Travis Medical Centre	225 Travis Road	Christchurch	
Tuapeka Community Health Company	43 Whitehaven Street	Lawrence	
Tui Medical Centre	425 Maunu Road	Whangarei	
Tui Medical Ltd	PO Box 12046	Hamilton	
Tuki Tuki Medical Ltd	1 Cook Street	Waipukurau	
Upper Hutt Health Centre	Queen Street	Upper Hutt	Wellington
Upper Riccarton Medical Centre	318 Riccarton Road	Riccarton	Christchurch
Valley Medical Limited	149 Henderson Valley Road	Henderson	Auckland
Victoria Avenue Medical Centre	60 Victoria Avenue	Invercargill	
Victoria Clinic Ltd	750 Victoria Street	Hamilton	
VMC Ltd T/A Vivian Medical Centre	56 Vivian Street	New Plymouth	
Waiaerohia Medical Centre	19 Rust Avenue	Whangarei	
Waiau Health Trust (Tuatapere Medical Practice)	69A Orawia Road	Tuatapere	
Waihi Family Doctors	43 Kenny Street	Waihi	
Waihi Health Centre	2 School Lane	Waihi	
Waihopai Health Services (2013) Ltd	1 Herbert Street	Invercargill	
Wai-iti Health Services Limited	161 Wai-iti Road	Highfield	Timaru
Waikanae Health	Marae Lane	Waikanae	
Waikari Health Care Ltd	100 Princes Street	Waikari	
Waikiwi Medical Centre Ltd	233 North Road	Waikiwi	Invercargill
Waimate Medical Centre	1 Glasgow Street	Waimate	
Waimauku Doctors Limited	8 Waimauku Station Road	Waimauku	
Waipu Medical Centre	2 Nova Scotia Drive	Waipu	
Waitara Health Centre Ltd	Cnr McLean and Grey Street	Waitara	
Waiuku Health Centre Ltd	3D Constable Road	Waiuku	
Wakatipu Medical Centre Ltd	11 McBride Street	Frankton	Queenstown

Wakefield Medical Practice Ltd	12 Edward Street	Wakefield	
Waltham Medical Centre	83 Waltham Road	Christchurch	
Wanaka Medical	23 Cadrona Valley Road	Wanaka	
Waverley Health	Level 9, 10 George Street	Dunedin	
Wellington After Hours Medical Services Ltd	17 Adelaide Road	Mt Cook	Wellington
Wellington Medical Group Ltd (Johnsonville Medical Centre)	24 Moorefield Road	Johnsonville	Wellington
West Coast Health 2004 Ltd	12 Wallis Street	Raglan	
West End Medical Ltd	84 Maunu Road	Woodhill	Whangarei
West Harbour Medical Centre	86 Oreil Avenue	West Harbour	
West Otago Health Ltd	50 Tapanui Raes Junction Highway 227 Old Taupo Road	Tapanui	
Westend Medical (Willcare Health)		Rotorua	
Western Bay of Plenty Primary Health Organisation	126 Eleventh Ave	Tauranga	
Western Heights Health Centre	1 Brookland Road	Western Heights	
Westland Medical Centre	54 Sewell Street	Hokitika	
Westmere Medical Centre	146 Garnet Road	Westmere	Auckland
Whangamata Medical Services 2010 Limited	103 Lincoln Road	Whangamata	
Whanganui Regional Health Network	100 Head Road	Whanganui	
Whangaparaoa Medical Centre Ltd	16 Wade River Road	Arkles Bay	Whangaparaoa
Whitby Doctors Ltd	69A Discovery Drive	Whitby	
Whitstone Family Practice	32 Ribble Street	Oamaru	
Wicksteed Medical Centre	220 Wicksteed Street	Whanganui	
Winton Medical Services	394 Great North Road	Winton	
Wood Street Surgery Ltd	7 Wood Street	Temuka	
Woodham Road Medical	23 Woodham Road	Christchurch	
Work Wellness	175 Cavendish Drive	Manukau	Auckland
Yaldhurst Family Doctors	129 Yaldhurst Road	Sockburn	Christchurch