



AROWHENUA WHĀNAU SERVICES

Collective Agreement

01/09/2021-31/08/22

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Arowhenua Whanau Services Collective Agreement (CA)

1. Te Tiriti o Waitangi

The parties to this agreement must recognise Te Tiriti o Waitangi and its principles of Partnership, Protection and Participation for all NZNO members. Te Tiriti o Waitangi underpins our workplace values and ensures that service delivery occurs in a culturally safe manner, (Kawa Whakaruruhau).

KO WIKITORIA, te Kuini o Ingarani, i tana mahara atawai ki nga Rangatira me Nga Hapu o Nu Tirani, i tana hiahia hoki kia tohungia ki a ratou o ratou rangatiratanga, me to ratou wenua, a kia mau tonu hoki te Rongo ki a ratou me te ata noho hoki, kua wakaaro ia he mea tika kia tukua mai tetahi Rangatira hei kai wakarite ki nga tangata maori o Nu Tirani. Kia wakaaetia e nga Rangatira maori te Kawanatanga o te Kuini, ki nga wahi katoa o te wenua nei me nga Motu. Na te mea hoki he tokomaha ke nga tangata o tona iwi kua noho ki tenei wenua, a e haere mai nei.

Na, ko te Kuini e hiahia ana kia wakaritea te Kawanatanga, kia kaua ai nga kino e puta mai ki te tangata Maori ki te pakeha e noho ture kore ana.

Na kua pai te Kuini kia tukua a hau, a Wiremu Hopihona, he Kapitana i te Roiara Nawa, hei Kawana mo nga wahi katoa o Nu Tirani, e tukua aianei, amua atu ki te Kuini, e mea atu ana ia ki nga Rangatira o te Wakaminenga o nga Hapu o Nu Tirani me era Rangatira atu, enei ture ka korerotia nei.

KO TE TUATAHI

Ko nga Rangatira o te Wakaminenga, me nga Rangatira katoa hoki ki hai i uru ki taua Wakaminenga, ka tuku rawa atu ki te Kuini o Ingarani ake tonu atu te Kawanatanga katoa o ratou wenua.

KOTETUARUA

Ko te Kuini o Ingarani ka wakarite ka wakaae ki nga Rangatira, ki nga Hapu, ki nga tangata katoa o Nu Tirani, te tino Rangatiratanga o ratou wenua o ratou kainga me o ratou taonga katoa. Otiia ko nga Rangatira o te whakaminenga me nga, Rangatira katoa atu, ka tuku kite Kuini te hokonga o era wahi wenua e pai ai te tangata nona te Wenua, ki te ritenga o te utu e wakaritea ai e ratou ko te kai hoko e meatia nei e te Kuini hei kai hoko mona.

KO TE TUATORU

Hei wakaritenga mai hoki tenei mo te wakaaetanga ki te Kawanatanga o te Kuini. Ka tiakina e te Kuini o Ingarani nga tangata maori katoa o Nu Tirani. Ka tukua ki a ratou nga tikanga katoa rite tahi ki ana mea ki nga tangata o Ingarani.

2. Nga Roopu Whakaminenga/Parties

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

BETWEEN:

Arowhenua Whanau Services (AWS) (The "Employer")

AND

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

3. Te Korowai o Te Runanga o Aotearoa/NZNO Coverage and Application

The intended coverage of the collective agreement is any employee who is a member of NZNO and who performs work as a;

Registered Nurse

Enrolled Nurse

Primary Health Nurse

Registered Mental Health Nurse

Whanau Ora

Mental health support

Smoke free facilitator

Social worker/attendance advisor or any other employee who is employed in any other similar position.

At the time when the employee enters into an employment agreement with an employer, the employer must:

- (a) Inform the employee - that a collective agreement exists and covers work to be done by the employee; and
- (b) that the employee may join the union that is party to the collective agreement and; about how to contact the union; and that if the employee joins the union, the employee will be bound by the collective agreement and
- (c) that during the first thirty (30) days of the employees employment, the employee's terms and conditions comprise -
- (d) the terms and conditions in the collective agreement that would bind the employee if the employee were a member of the union;
- (e) and any additional terms and conditions mutually agreed to by the employee and employer that are not consistent with the terms and conditions in the collective agreement; and give the employee a copy of the collective agreement

The parties agree that any employee whose work is covered by the coverage clause of

this agreement (clause 3.1 above), who is engaged by the employer between the date this agreement comes into effect and the expiry date shall be offered information about becoming a member of the union which is a party to this agreement, as supplied by that union. The new employee shall from the date of becoming a union member, be entitled to all benefits, and be bound by all the obligations, under this agreement. Further to this, the provisions of Section 62 of the Employment Relations Act 2000 shall apply.

If an employee covered by this agreement leaves the employment of the employer then they shall no longer be covered by this agreement.

Existing employees who are covered by the coverage clause of this MECA (clause 3.1) who become 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 CA subject to the restrictions set out in the Employment Relations Act 2000.

Impact on Individual Employment Agreements: Where an employee on an individual employment agreement elects to be bound by this CA, their previous terms and conditions of employment shall no longer apply unless otherwise agreed between that employee and the employer, or as provided for in this CA.

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.

Employers undertake not to reduce nursing or other primary health care employees numbers solely on the basis of the additional costs of employing staff as a result of implementing this collective agreement.

No-Disadvantage: The parties are committed to ensure there is no "overall disadvantage" to individuals due to any changes in core conditions at the date of this CA coming into force unless specifically agreed between the parties during the negotiations.

No employee shall be disadvantaged by taking a drop in take home pay for the same hours worked

The methodology for determining any disadvantage shall be agreed between NZNO and the employer. This may be done on the basis of a shift by shift analysis, or a fortnightly pay period analysis, as agreed.

Anniversary date salary movements shall not be used to offset disadvantage.

The employer and NZNO will meet Kanohi kite Kanohi to discuss any unsolved issues with respect to disadvantage.

4. Te Timatatanga me te Whakaotinga/Term

This CA shall come into force on 1 September 2020 and expire on 31 August 2021

5. Nga Tikanga ke atu o te MECA nei/Variation

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 advocate and NZNO). Any such variation will take effect as if it were incorporated into this agreement.

6. Nga Rarangi Korero Whakamarama/Definitions

Administration employee means an employee who is wholly or substantially engaged in administration duties, including but not limited to those who undertake medical receptionist duties, finance, data entry, claims processing.

AOD (Alcohol and other drugs) counsellor means an employee with a recognised tohu/qualification who provides AOD assessment, counselling, education for an individual and/or group therapy and follow up.

Allied Health Professional means an employee with a recognised appropriate professional qualification who is not defined elsewhere in this document.

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. Casual employees cannot be used to replace genuine permanent or temporary situations except to meet business requirements when there is no permanent or temporary staff available.

Kaiawhina /Community Health Worker means an employee who is employed to assist whanau, hapu and iwi and wider community.

Community Support Worker means an employee who is employed to assist individual/whanau in the community.

Employee means any person employed by an employer and 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.

Health Promoter is an employee who engages with whanau, hapu and iwi and the wider community to enable sustainable health gains.

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 1/2086 for employees who work 80 hours per fortnight and 1/1950 for employees who work 75 hours per fortnight, correct to two decimal places of a dollar, of the yearly rate of salary payable. T1 refers to the ordinary hourly rate of pay; T1.5 refers to one and a half times the ordinary hourly rate of pay; and T2 refers to double the ordinary 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 means a person as defined by the Health Practitioners' Competence Assurance Act 2003 as a Registered Nurse.

Practice Nurse means a person who is primarily employed by or within a general practice and who is a registered nurse.

Community Nurse / Midwife means a person who primarily delivers mobile services in the community.

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

Service means the current continuous service with the employer except as otherwise defined.

Duty/shift means a single, continuous period of work required to be undertaken by an employee, excluding on-call and call-back. A duty shall be defined by a starting and finishing time. Duties shall be morning (AM), afternoon (PM) duties or night duties. When a major part of a duty falls on a particular day the whole duty shall be regarded as being worked on that day.

Shift work means consecutive rostered shifts worked over a 24 hour period.

Social Worker means an employee with a recognised qualification in Social work with current registration.

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.

Week is defined as midnight Sunday/Monday to midnight Sunday/Monday, for the purpose of calculating the pay week and "fortnight" has a corresponding meaning involving two successive weeks.

7. Nga Haora hei Mahi/Hours of Work

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

The ordinary working hours of an employee employed full-time shall be either:

- (a) 75 or 80 per fortnight; or
- (b) 37.5 or 40 per week; or
- (c) the equivalent average in the case of a roster cycle exceeding a fortnight.

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.

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.

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. Such agreement will not be unreasonably withheld.

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.

A minimum break of nine hours shall be allowed between rostered shifts unless mutually agreed between the employer and the employee or in exceptional circumstances.

Employees may exchange shifts or duties by mutual agreement and with the prior approval of the employer. In this case, no additional payment shall apply.

Employees who undertake required training outside their normal hours of work will be granted time in lieu or ordinary pay as determined by employer policy on an hour by hour basis for up to 8 hours per day. Employees will be required to undertake up to 32 hours of training outside of normal work hours per year

Where the employer requires employees to attend classes of instruction or examinations during their normal working hours the time spent shall be paid at the employees ordinary time rate of pay but shall not count as time worked for the purposes of calculation of any overtime entitlements.

Duties, once commenced, shall be continuous (ie no split shifts) unless otherwise agreed between the employer and the employee.

8. Additional Provisions for Employees working Alternative Rosters

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.

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.

9. Nga wa Whakata Paramanawa Hoki/Meal Breaks and Rest Periods

In relation to subclauses 8.1 to 8.4, Maori and Iwi providers meal breaks and rest periods will be taken in a culturally appropriate manner and in a way that is consistent with organisation policy.

Except when required for urgent or emergency work and except as provided in 8.2 below, no employee shall be required to work for more than five hours continuously without being entitled to a meal break of not less than half an hour.

An employee 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.

Rest breaks of 10 minutes each for morning tea, afternoon tea or supper, and the equivalent breaks for night duty where these occur during duty, shall be recognised as time worked.

During the meal break or rest breaks prescribed 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 offsite.

10. Moni Utua/Rates of Remuneration

| | |
|---|------------------|
| Registered Nurse, Primary Health Nurse, Registered Mental Health Nurse, Whanau Ora Nurse | 1/09/2021 |
| Step 8* | \$83,795 |
| Step 7* | \$82,184 |
| Step 6* | \$80,575 |
| Step 5 | \$75,891 |
| Step 4 | \$68,304 |
| Step 3 | \$64,648 |
| Step 2 | \$60,854 |
| Step 1 | \$56,216 |
| Enrolled Nurse | |
| Step 3 | \$57,621 |
| Step 2 | \$53,408 |
| Step 1 | \$50,596 |
| Mental Health Support, Smoke Free Facilitator | |
| Step 4 | \$48,487 |
| Step 3 | \$47,628 |
| Step 2 | \$44,643 |
| Step 1 | 42,014 |

Progression: By annual increment at anniversary date steps 1 to 5 inclusive. Thereafter progression is annual at anniversary date, subject to satisfactory performance which will be assumed to be the case unless the employee is otherwise advised (*).

| Designated Senior Nurse | 1/09/2021 |
|--------------------------------|--|
| Grade 2 | \$82,986 \$84,608 \$86,237 |
| Grade 3 | \$90,397 \$93,875 \$97,350 |
| Grade 4 | \$95,611 \$99,088 \$102,565 |
| Grade 5 | \$100,826 \$104,307 \$107,781 |
| Grade 6 | \$104,307 \$107,781 \$111,257 |
| Grade 7 | \$107,781 \$111,257 \$113,523 |
| Grade 8 | \$113,523 \$119,674 \$125,823 \$131,972 |

Progression: Movement through steps in each grade shall, subject to satisfactory performance (see 8.1(f) below), be annual on the anniversary date of appointment to the designated senior position. Movement between Grades shall be on the basis of appointment to a higher graded position.

10.1 Overtime

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.

All overtime worked must be authorised by the employer prior to being undertaken. Overtime shall be paid at one and one half times (T1.5) the hourly rate of pay.

Part Time Employees:

On a daily basis, should there be an arising issue of urgency that unexpectedly requires the employee to work a minimum of 30 minutes beyond a full time shift as defined under Clause 7, then this additional time will be paid at one and one half times (T1.5) the hourly rate of pay.

MP

SLD

Time worked beyond a full time shift as defined under clause 7 but less than 30 minutes will be remunerated at T1 or time in lieu as agreed.

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).

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.

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.

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

10.2 Penal Rates

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.

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.

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.)

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.

Overtime and weekend/Saturday/public holiday or night rates shall not be paid in respect of the same hours, the higher rate will apply.

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.

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.

11. Mahi Apiti / Call Back and On Call

11.1. Call back

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.

Call-back is considered overtime and will be paid at the rates specified in clause 9.4, but penal rates will not apply.

An employee shall be paid for a minimum of two hours, or for actual working and travelling time, whichever is greater, when the employee:

- (a) is called back to work after completing the day's work or duty, and having left the place of employment; or
- (b) 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.

Where an employee is "on-call" the allowance set out in Clause 11.2 below will be paid.

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.

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.

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

11.2. On Call

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

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.

Each employee shall be entitled to the on-call allowance of \$8.00 per hour during which she/he is required to be on-call during what would otherwise be off-duty time.

The on call allowance is payable for all hours the employee is rostered on call including time covering an actual call out.

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.

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 11.2.

12. Annual Practicing Certificate

Where an employee is required by law to hold an Annual Practicing Certificate the employer shall reimburse the cost of the practicing certificate provided that:

It must be a statutory requirement that a current certificate is to be held for performance of duties.

The employee must be engaged in duties for which the holding of the certificate is a requirement.

The employer will only contribute to one APC unless there are operational requirements for an employee to maintain more than one APC.

A receipt of payment must be provided for reimbursement.

13. Travelling Expenses and Incidentals

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/. Mileage above 5000km per annum is based on actual costs.

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 policies.

14. Annual Leave

Employees 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 5 years recognised current continuous service with the same employer the employee shall be entitled to 5 weeks annual leave per annum.

Annual leave is able to be accrued to a maximum of two years entitlement with the agreement of the Employer.

An employee may anticipate up to one year's annual leave entitlement at the discretion of the employer.

15. Sick and Domestic Leave

In applying the provision of this clause the parties note:

- (a) Their agreed intent to have healthy staff and a healthy workplace
- (b) That staff attending work unwell is discouraged and the focus is on patient and staff safety.
- (c) That they wish to facilitate a proper recovery and a timely return to work
- (d) That staff can have sick leave and domestic absences calculated on an hourly basis

On appointment to AWS, a full time employee shall be entitled to ten (10) working days leave for sick or domestic purposes during the first twelve months of employment, and up to 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 first twelve months of employment and a minimum of five (5) additional working days for each subsequent twelve month period.

The employee shall be paid at relevant daily pay as prescribed in the Holidays Act 2003, for the first five (5) days in each twelve month period. Thereafter, they shall be paid at the normal rates of pay (TI rate only). A medical certificate may be required to support the employee's claim.

From 1 April 2018 where a part-time employee has used their sick leave, on a case by case basis, a calculation comparing actual hours versus contracted hours will be done and if additional sick leave is the result, it will be granted. Calculation is based on the anniversary of the employee's start date.

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In the event an employee has no entitlement left, they may be granted an additional 10 days per annum. In considering the grant of leave under this clause the employer shall recognise that discretionary sick and domestic leave is ensure the provision of reasonable support to staff having to be absent from work where their entitlement is exhausted. Requests should be considered at the closest possible level of delegation to the employee and in the quickest time possible, taking into account the following:

- (a) The employees length of service
- (b) The employees attendance record
- (c) The consequences of not providing the leave
- (d) Any unusual and/or extenuating circumstances

Reasons for a refusal shall, when requested by the employee, be given in writing and before refusing a request, the decision maker is expected to seek appropriate guidance.

Leave granted under this provision may be debited as an advance on the next years' entitlement up to a maximum of 5 days.

At the employer's discretion an employee may be granted further anticipated sick or domestic leave. Any anticipated leave taken in excess of an employee's entitlement at the time of cessation of employment may be deducted from the employee's final pay.

The employee can accumulate their entitlement up to a maximum of 260 days. Any unused portion of the first five (5) days entitlement, up to a maximum of 15 days, can be carried over from year to year and will be paid at relevant daily pay, in accordance with the Holidays Act 2003.

Domestic Leave as described in this clause is used when the employee must attend to a person who depends on the employee for care. This person would, in most cases, be the employee's child, partner or other family members.

It does not include absences during or in connection with the birth of an employee's child. Annual leave or parental leave should cover such a situation.

At the employer's discretion, an employee may be granted leave without pay, where the employee requires additional time away from work to look after a seriously ill member of the employee's family.

The production of a medical certificate or other evidence of illness may be required.

When sickness occurs during paid leave, such as annual or long service leave, th leave may be debited against the sick leave entitlement, (except where the sickness occurs during leave following the relinquishment of office) provided that:

The period of sick leave is more than three days and a medical certificate is produced.

In cases where the period of sickness extends beyond the approved period of annual or long service leave, approval will also be given to debiting the portion, which occurred with the annual leave or long service leave period, against sick leave entitlement, provided the conditions of 14.9 and 14.9.1 above apply.

Annual Leave or Long Service leave may not be split to allow periods of illness of three days or less to be taken.

During periods of leave without pay, sick leave entitlements will not continue to accrue.

Where an employee has a consistent pattern of short term Sick Leave, or where those absences are more than 10 working days/shifts or more in a year, then the employee's situation may be reviewed in line with TMT policy and Sick Leave practices. The focus of the review will be to assist the employee in establishing practical arrangements to recover from sickness or injury.

16. Nga Harerei Matua/Public Holidays

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.)

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.

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.

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, except where the public holiday falls on a Saturday or Sunday and its observance is transferred to a Monday or Tuesday which the employee also works. Such alternative holiday shall be taken and paid as specified in the Holidays Act 2003.

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 on which the majority of hours are worked.

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.

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.

17. Wehenga Tangihanga/Bereavement Leave

An employee shall be entitled to a maximum of three days leave without loss of pay on each occasion on the death of the employee's spouse/partner, father, mother, brother, sister, child, grandparent, parents-in-law, grandchild, step children, step parents, step sister, step brother, or any other close family/whanau/person in respect of whom the employer agrees that tangihanga/ bereavement leave may be taken.

An employee shall be entitled to one days 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.

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 15.1 above. This provision will not apply if the employee is on leave without pay.

In relation to Tangihanga and clauses 15.1 and 15.2 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.

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 sub clause 15.1 and 15.2 above.

The provisions of this clause are inclusive of the bereavement leave provisions of the Holidays Act 2003.

18. Wehenga Matua Whanau/Parental Leave

The provisions of the Parental Leave and Employment Protection Act 1987 and the Parental Leave and Employment Protection (Paid Parental Leave) Amendment Act 2002 will apply.

19. Wehenga Kooti Karauna/Jury Service/Witness Leave

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.

An employee called for jury service shall advise the employer as soon as practicable.

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 for 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.

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.

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.

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. Wehenga Mahi Tiira/Long Service Leave

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

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.

One special holiday of two weeks after the completion of 25 years and before the completion of 40 years of 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.

All special holidays provided for in clause 18.1 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.

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.

For those employees where superior entitlements to these were available, such entitlements shall be retained by the individuals concerned.

21. Huihuinga o Te Riinanga o Aotearoa/NZNO Meetings

Union members shall, in each calendar year, be entitled to up 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:

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

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.

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.

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.

22. Mana Tautoko Te Riinanga o Aotearoa/NZNO Right of Entry

The authorised union representative shall be able at all reasonable times to be upon the premises for purposes related to the employment of its members and/or the union's business, in accordance with Sections 20 and 21 of the Employment Relations Act 2000.

A representative of a union exercising the ability 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:

- a) give the purpose of the entry and
- b) produce-
- c) evidence of his/her identity and
- d) evidence of his or her authority to represent the union concerned.

If a representative of a union exercises the ability 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:

- a) the identity of the person who entered the premises and

- b) the union the person is a representative of and
- c) the date and time of entry and
- d) the purpose or purposes of the entry.

Nothing in subclauses 20.1 to 20.3 allows an employer to unreasonably deny a representative of a union access to a workplace.

23. Nga Karere o Te Runanga o Aotearoa/NZNO Delegate/ Workplace Representative

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

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.

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

24. Turanga Whanau Whakapakaritanga Te Runanga o Aotearoa/NZNO Employment Relations Education Leave

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 |

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

- a) An eligible employee who normally works 30 hours or more during a week is to be counted as 1.

- b) An eligible employee who normally works less than 30 hours during a week is to be counted as one-half.

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.

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

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.

25. Korororero Tiaki Whakahaere puta ke/Consultation and Management of Change

25.1. Management of Change

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.

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.

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.

25.2. Consultation

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 mere prior notification.

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.

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.

Consultation requires neither agreement nor consensus, but the parties accept that consensus is a desirable outcome.

The consultation process will give employees affected, or likely to be affected, by any significant change to staffing, structures or work practices, 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.

The process will generally include, but not necessarily be confined to the following:

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.

Management will develop a plan or proposal with options that include possible implications in relation to staffing changes.

The plan or proposal will be circulated to employees likely to be affected and the NZNO organiser/delegate, with a request for submissions 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.

Once submissions have been considered, management will make the final decision, and work with the NZNO organiser/delegate to finalise the implementation plan.

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, business like, safe and professional manner.

26. Redundancy

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:

- a) 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
- b) 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

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

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

A higher settlement than that specified in sub clause 28.5 .1 above is not precluded.

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

- a) 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
- b) an employee agrees to an alternative position with the employer, whether this is a similar position or not.

27. Kaimahi Tiakitanga/Employee Protection Provision

It is recognised Te Runanga O Raukawa Inc will not be contracting out, transferring or selling any part of its business or its services and it is confirmed the insertion of this clause (in relation to Te Runanga O Raukawa Inc) is made for compliance with the Employment Relations Act only. It must be emphasised that Te Runanga would never agree to sell their iwi, tribe or nation to another group of neighbouring iwi under any circumstances.

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:

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.

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 in the same location and with duties within the employee's capabilities, 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.

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 25.1.2 above, no redundancy situation will arise, and the employee will not be entitled to receive redundancy compensation or additional

notice as specified in 24.5 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.

In the event that the contractor/service provider is not prepared to offer the employee employment in terms of 25.1.2 above, the employee will be entitled to notice of termination as specified in clause 34.1 and will remain entitled to the provisions of Clause 24.

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

28. Whakaritenga o Nga Whanau Whanui Whanau/Family Friendly Policies

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

29. Korero Muna Hei Tiaki/Confidentiality/Public Statements

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.

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.

This shall not prevent registered health professionals 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 professional will give the employer prior notification of such disclosures.

30. Whakapakaritanga o Te Kaimahi/Professional Development

The employer and employee are committed to staff education and development. Employees will be actively encouraged to attend educational courses relevant to their position/professional/educational development and of benefit to the employer. The employer will endeavour to financially partner with the employee to this end.

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.

For those employees where superior entitlements to these were available, such entitlements shall be retained by the individuals concerned.

Paid leave to meet organisational and service requirements, and those HPCA requirements not otherwise addressed in this clause (including staff meetings and in-service training) shall be granted in addition to the above provisions. The employer will meet any associated costs.

Professional/educational development leave will be granted at ordinary time and shall not accumulate from one year to the next.

It is acknowledged that designated senior nurses/midwives may require additional paid opportunities for development.

The employer acknowledges a commitment to supporting the continued safe practice of its workforce and to supporting opportunities for the development of knowledge and skills which will benefit the patient, organisational effectiveness and workforce.

Staff working on preparing a portfolio, obtaining or maintaining skill levels associated with the Professional Development and Recognition Programme are entitled access current leave provisions in order to undertake research or study associated with meeting the PDRP requirements.

Arowhenua Whanau Services will approve a taonga/Koha and celebration for the staff member re: Post Graduate Study.

There will be three stages which will have easily identified Taonga/Koha for each grade achieved

Taonga/Koha and celebration – Certificate

Taonga/Koha and celebration – Diploma

Taonga/Koha and celebration – Master's Degree

These will be given with the meaning of understanding of the work they have achieved and celebrated in a Tikanga Whanau way with all the staff in attendance.

31. Te Tikanga o Oritenga/Policies and Procedures

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.

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.

31.1. Leave Without Pay:

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

32. Whakaruruhau/Health and Safety

The employer shall comply with the provisions of the Health and Safety in Employment Act 1992 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.

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.

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.

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.

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

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.

33. Mate Whawhati Tata/Accidents and Injuries

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.

34. Nga Kakahu Tika/Uniforms and Protective Clothing

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.

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.

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.

35. Utu a Wiki/Marama/Tau/Payment of Wages

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.

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.

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.

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.

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.

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.

36. Te Whakakahore Mahi/Termination of Employment

36.1 Notice Period

Either party may terminate the employment agreement with four weeks written notice, unless otherwise negotiated with the employer. Agreement for a shorter notice period will not be unreasonably withheld. When the agreed notice is not given, the unexpired notice may 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.

36.2 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.

37. Mauri Tu kei Whakaiti Tangata/Harassment Prevention

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.

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

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

38. Whakatau te Rangimarie/Resolution of Employment Relations Problems

An "employment relationship problem" includes:

- a) A personal grievance
- b) A dispute

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.

In relation to Maori and Iwi Providers for the resolution of Personal Grievances, the Korero Tahi Kaupapa will be encouraged in the first instance (see Appendix 3).

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:

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 (Department of Labour 0800 800 863), or a union, an advocate or a lawyer.

If the matter is unresolved either party is entitled to seek mediation from the Labour Department 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.

39. Te Tangohanga Putea Uniana/Deduction of Union Fees

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.

GRIEVANCE PROCEDURE

(Employment Relations Act 2000 Part 9 & Korero tahi Kaupapa)

Grievance Arises

ERA PROCESS

Employee / NZNO discuss grievance with employer / employers representatives

Employee/NZNO gives employer written statement setting out grievance within 90days

Employer/NZNO responds in writing within 14 days (or parties agree to waive written statement)

Employee/NZNO/employer requests mediation assistance from the Department of Labour

Mediation takes place through the Department of Labour. Agreement reached – or referred to Employment Relations Authority for determination on Grievance

Appeal to Employment Court by either party within 28 days.

Employment Court

- Directs Employment Relations Authority to reconsider
- Or Court makes own decision

Personal Grievance Resolution

KORERO TAHI KAUPAPA

Kanohi ki te Kanohi

Grievance(s) raised with section manager / supervisor / team leader and a resolution sought



Kanohi ki te Kanohi

Grievance(s) raised with CEO and a Resolution sought

Hui A Whanau

Korero tahi

Parties to Grievance(s) come together with kuia, kaumatua and whanau on marae to Korero and resolve grievance

| | |
|--|--|
|  Stephanie Duncan, Advocate On behalf of the New Zealand Nurses Organisation |  Maria Parish, Employer On behalf of Arowhenua Whānau Services |
| Date: 13/10/2021 | Date: 29.10.2021 |