Terms of Settlement Between

NEW ZEALAND NURSES ORGANISATION and
E tū INCORPORATED ('Unions')

AND

BUPA CARE SERVICES NZ LIMITED ('Employer')

for bargaining of Bupa Care Services NZ Limited Collective Agreement
1 July 2026 – 30 June 2027

Term:

1 July 2026 and will expire on 30 June 2027.

Wages:

The parties agree to vary sub-clause clause 18.10 of the Wages clause, as follows:

> *18.10 If an error caused by either the Employer or the Employee occurs in the calculation of the wage of an Employee which results in an underpayment:*
> *a) the deficit will be paid to that Employee no later than two working days after the Employee brings the matter to the attention of the Employer; or*
> *b) where the underpayment is $50.00 gross or less, by the next pay period, unless the Employee requests the payment to be remedied more urgently.*

Wage Increase

Effective 1 July 2026, a 3.2% wage increase will be applied to the hourly base rates of pay for employees who are employed in the following positions:

- Household (including Cleaning, Laundry Assistants, Kitchen Assistants, Maintenance, Gardeners, and Drivers)
- Cooks
- Administration (including Administration Support, Finance and Office Administrators)
- Caregivers
- Activities Assistants
- Activities Coordinators
- Physiotherapy Assistants
- Enrolled Nurses
- Registered Nurses

Household: Including Cleaning, Laundry Assistant, Kitchen Assistant, Maintenance, Gardeners, and Drivers

Step	0-3 years	3-8 years	8-12 years	12+ years
1	$26.33	$26.45	$26.58	$26.83

2	$26.58	$26.83	$27.07	$27.33
3	$27.07 - $29.82	$27.33 - $30.14	$27.58 - $30.47	$27.82 - $30.81

Cooks

Step	1 July 2026
1	$26.98
2	$27.49
3	$30.20
4	$30.68
Progression	$31.25 - $33.88

Administrative Support

Step	1 July 2026
Entry	$26.33 - $29.27
Proficient	$30.38 - $30.68
Merit	$30.81 - $31.42

Finance and Office Administrators

Step	1 July 2026
Entry	$28.61 - $30.71
Proficient	$30.07 - $34.38
Merit	$34.32 - $38.64

Enrolled Nurses

Step	1 July 2026
EN1	$37.17
EN2	$39.92
EN3	$41.18
PDRP: Proficient Accomplished	$1,750.00 per annum* $2,000.00 per annum*

Registered Nurses

Step	1 July 2026
RN1	$38.59
RN2	$41.60
RN3	$44.06
RN4	$46.43
RN5	$51.35
RN6	$52.84

RN7	$54.36
PDRP: Proficient Expert	 $2,500.00 per annum* $3,000.00 per annum*

Caregivers, Activities Assistants, and Physiotherapy Assistants

Existing employees as of 30 June 2017:

Length of Service	Qualification	Pay Band	1 July 2026
<3 years' service OR	Level 0*	L0	$25.90
3+ to 8 years' service OR	Level 2*	L2	$27.44
8+ to 12 years' service OR	Level 3*	L3	$29.84
12+ years' service OR	Level 4*	L4a **	$31.04
		L4b	$32.23

Employees who joined Bupa from 1 July 2017 onwards:

Qualification	Pay Band	1 July 2026
Level 0*	L0	$25.90
Level 2*	L2	$27.44
Level 3*	L3	$29.84
Level 4*	L4b	$32.23

Activities Coordinators

Existing employees as of 30 June 2017:

Length of Service	Qualification	Pay Band	Date of ratification 2026
<3 years' service OR	Level 0*	L0	$28.05
3+ to 8 years' service OR	Level 2*	L2	$29.59
8+ to 12 years' service OR	Level 3*	L3	$31.98
12+ years' service OR	Level 4*	L4a **	$33.19
		L4b	$34.38

Employees who joined Bupa from 1 July 2017 onwards:

Qualification	Pay Band	Date of ratification 2026
Level 0*	L0	$28.05

Level 2*	L2	$29.59
Level 3*	L3	$31.98
Level 4*	L4b	$34.38

Overtime & Penal Rates

Weekend Caregiver Allowance & Night Duty

The parties agree to vary sub-clause 20.1 of the overtime and penal rates clause, as follows:

OVERTIME OR PENAL	RATES
Midnight Friday-midnight Sunday (for Caregivers, Activities/Recreation Assistants and Coordinators, and Physiotherapy Assistants)	$4.60 per hour*

**Caregivers, Activities/Recreation Officers and Physiotherapy Assistants whose weekend rate (Midnight Friday-midnight Sunday) entitlement under the Care and Support Worker (Pay Equity) Settlement Act 2017 is greater than $4.60 per hour will continue to be paid at that higher rate.*

Duty Leader Allowance

The parties agree to vary sub-clause (c) of the duty leader allowance clause, as follows:

20.2 A Duty Leader Allowance, of $2.00 per hour, is payable for:

(a) RNs, ENs and Senior Caregiver Employees (Level 4 medication competent) for each hour of an eligible shift where they are acting in the capacity of team leader/duty leader for a care home when there is no Unit Coordinator (UC), Clinical Manager (CM) or General Manager on site.

(b) Senior Caregivers and ENs for each hour of an eligible shift where they are acting in the capacity of duty leader for a care home when there is no RN on site.

20.3 Eligible shifts include between 5.00pm and 11.00pm on weekdays, night, all weekend and public holiday shifts.

Leave

Annual Leave

The parties agree to vary sub-clause clause 29.1 of the Annual Leave clause, as follows:

29.1 Casual employees will receive annual holiday entitlements in accordance with the Holidays Act 2003.

Schedules

The parties agree to vary the Schedules as follows:

Remove the following Schedule headings where Bupa no longer employs any employee to which the schedule applies:

- Beachaven, Parkhaven, Hayman, Maidstone.

Matters Agreed and Recorded Outside of the Collective Agreement:

1. **Uniform – Footwear Caregiver**

Bupa agrees all full time and part time roles (excluding Laundry, Kitchen and Cleaning*) shall either be provided with suitable footwear or given a $70 voucher to allow them to purchase suitable footwear from designated footwear providers within agreed footwear ranges.** Footwear must be suitable, comfortable and fit for purpose.

Footwear shall remain the property of the employer and shall be replaced on a fair wear and tear basis, no more frequently than annually. Footwear shall be handed in on being supplied with a replacement, on termination of employment or at such other time as the Employer may require.

For avoidance of doubt, casual employees are not entitled to a footwear voucher.

This will take effect from the date the agreement is ratified.

Where affordable Bupa is committed and intends to continue to grow the dollar amount contribution over a three-year period to endeavor to get to position where all full time and part time roles receive the same entitlement.

** Footwear entitlements for employees in the Laundry, Kitchen and Cleaning department are covered under sub-clause 41.2

** The Booms and Te Whanau employees are excluded.

2. **Mental health training**

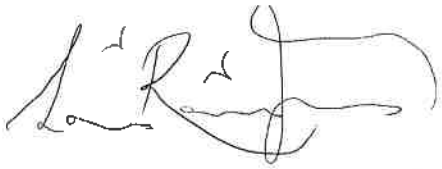
Bupa agrees to prepare a communications campaign related to psychosocial safety and mental health resilience, with the aim of increasing awareness of the resources available.

3. **Medication Competency**

Bupa agrees to investigate medication competency and will be prepared to discuss findings of this investigation at the November 2026 JCC meeting. This investigation may include (but is not limited to) discussions with regional managers and general managers, a review of competencies across the business and a employee survey by site.

Execution

For New Zealand Nurses Organisation (Union):



17 July 2026

Signed by Louisa Jones in the capacity of Negotiation Specialist.

Date

For E Tū INCORPORATED (Union):

Ian Hodgetts

17/7/26.

Signed by Ian Hodgetts in the capacity of Negotiation Specialist.

Date

For Bupa Care Services NZ Limited (Employer):

L M Carson-Hughes

17/7/26

Signed by Leeanne Carson-Hughes in the capacity of People Director (NZ).

Date