

Jo-Anne Stroman, workplace administrator

Oranga Tamariki, Porirua

Thousands of contact centre, customer service, and admin clerical workers are asking to be paid what they're worth with the launch of their pay equity claim. Their work often goes unnoticed, but they're the ones that keep organisations running smoothly.



Can you tell us about your job?

I support caregiver social workers. I do systems checks on caregiver applications, police vetting, background investigating. If I see something needs flagging I will bring it to their attention.

What are some of the challenges?

I'm the first port of call for inquiries so I need to be knowledgeable. I host morning teas for caregivers. I'm a 'counsellor' to other staff when they come to me with their woes.

How are your skills and experience undervalued?

You need a level of maturity and I have years of experience working for MSD and CYF previously. But that does not show in my pay packet. I thought about taking a second job at one stage.

I love being an admin but I haven't been able to save much so I fear I'll have a tough retirement.



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