

Pauline Burgess, District Court Scheduler

Ministry of Justice, Rotorua

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 am responsible for scheduling family and civil court hearings. I work closely with other staff and managers to consider national priorities to ensure full utilisation of hearing time, consistent scheduling and good case flow management.

What are some of the challenges?

Given that resources do not meet demand, clever scheduling and problem solving is required and places a heavy demand on time and energy.

How do you help your organisation achieve its goals?

Analysing workflow and identifying solutions to scheduling issues. Implementing scheduling improvements to agreed national standards and timeframes.

How are your skills and experience undervalued?

Courts staff have to make complex decisions that impact our families in our communities and our economy as well as the legal system of Aotearoa.

Understanding relationships, law, policy, operations and resources is also required but is not recognised or remunerated appropriately.

What difference would it make if you achieved an equal pay settlement?

To have our role recognised as equal to comparable roles across the public and private sector would give us security, keep experienced people in the job and provide confidence for career progression. The extraordinary efforts undertaken by staff have a value to the community and are desired by the public service.



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Real!

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