



**Fair Pay
Agreements
Public
Consultaion**

PSA submission to MBIE



Fair Pay Agreements Public Consultation

Submission of the Public Service Association to the Ministry of Business, Innovation and Employment

About the PSA

The New Zealand Public Service Association Te Pūkenga Here Tikanga Mahi (the PSA) is the largest trade union in New Zealand with over 75,000 members. We are a democratic and bicultural organisation representing members in the public service, the wider state sector (the district health boards, crown research institutes and other crown entities), state owned enterprises, local government, tertiary education institutions and non-governmental organisations working in the health, social services and community sectors.

The PSA has been advocating for strong, innovative and effective public and community services since our establishment in 1913. People join the PSA to negotiate their terms of employment collectively, to have a voice within their workplace and to have an independent public voice on the quality of public and community services and how they are delivered.

As a union we support a high engagement, high involvement approach to workplace relations. This means strategic tripartite engagement at an industry or sector level, and strong union-management forums within workplaces. We also encourage a framework that empowers our members to engage directly and safely with managers to provide for decent jobs and to drive improvements in the quality and effectiveness of services.

The PSA is an affiliate of the New Zealand Council of Trade Unions Te Kauae Kaimahi (CTU) and we support its submission to the public consultation and its responses to the questions in the public consultation submissions form.

This submission makes the case for industry level employment relations and provides examples of the benefits of this from the PSA's experience.

The case for industry level employment relations

Fair pay agreements will enable working people to: improve their terms and conditions of employment; develop their skills - and have these skills recognised; and work with employers to improve performance and workforce planning across an industry or sector. They will also provide a much-needed framework to deliver and maintain equal pay across the economy.

New Zealand is an outlier internationally in having weak provision for industry-level coordination of employment relations, workforce strategy and skills and training. Introducing industry and sector-level bargaining through Fair Pay Agreements would provide significant opportunities to increase productivity and the quality of experience of work in key industries and the country as a whole¹.

There is a strong public interest in both the stability and opportunities for innovation enabled by industry-level co-ordination, especially in a small nation such as New Zealand. Active collaboration, at all levels and between all parties, is necessary for New Zealand to make meaningful progress economically and in the quality of working life.

International experience indicates that coordination through the extension of bargaining, such as through the proposed Fair Pay Agreements, is the most pragmatic approach to take to this. This is a light-handed – some might say too light handed – approach to regulation. Fair Pay Agreements will essentially be standards set by voluntary negotiations between private and independent

¹ Pennington A, Workplace Policy Reforms In New Zealand: Lessons for Australia, p.20, 2019
<https://apo.org.au/node/226936>

representative non-governmental organisations (unions), rather than state created standards. Their legitimacy will have the same basis as that of contract – they are based on negotiation; and they will be adaptable in case of technological or economic changes as they can be renegotiated without the need for legislation².

The consultation asks whether fair pay agreements should be able to be applied by region, to deliver different pay rates in different parts of the country. We do not support this as it works against meaningful industry-level workforce and skills planning. It would also risk creating unintended consequences, such as exacerbating skills shortages in regions and housing shortages in the larger centres. In other jurisdictions, location specific rates have contributed to post-code poverty. Our experience is that New Zealanders regard regional rates as fundamentally unfair. This would also fundamentally undermine the achievement of equal pay, which involves remediating the human rights breaches created by pay rates set according to what the “market” is prepared to pay based on embedded bias, rather than reflecting the skills and experience needed for the job.

Examples from the PSA’s experience

As a union we support a high engagement, high involvement approach to workplace relations. This means strategic tripartite engagement at an industry or sector level, and strong union-management forums within workplaces. We also encourage a framework that empowers our members to engage directly and safely with managers to provide for decent jobs and to drive improvements in the quality and effectiveness of services.

This has been our approach for the past two decades and over this time we have many examples of industry level approaches and initiatives resulting in innovation and real and positive outcomes for

² P2. Hayter and Visser, Collective Agreements: Extending Labour Protection, ILO 2018

people working in these industries. We think these provide a useful insight into the impact that Fair Pay Agreements could have and how they could work.

There are common and shared tangible benefits to both the workers and employers who have participated in these industry level approaches. Industry-level collaboration has provided a shared platform for investing in workforce planning and skills development, critical for improved effectiveness and productivity. The model has proven the benefits of multi-employer-union engagement on broad service and workforce interests, that go beyond wages and conditions.

Over time these industry level arrangements are building both employer and union capabilities and a shared sense of commitment and responsibility to the industry. For our members, the sense that they have a voice beyond their own workplace and that they belong to a workforce that is valued and recognised at a national level has been significant to the spirit of service and pride that they bring to their work.

Example 1: Industry level engagement and agreements in the disability care and support sector

In June 2017 the Care and Support Worker (Pay Equity) Settlement Act was passed as part of the settlement of a pay equity claim brought to the Employment Court by the E Tū union on behalf of care worker Kristine Bartlett. The PSA and the New Zealand Nurses Union were parties to the claim along with employer representatives and the CTU.

The settlement act stipulates minimum rates of pay linked to qualification levels, and a requirement for employers to assist workers to attain qualifications. These requirements came into effect on 1 July 2017.

The initial settlement applied to all 55, 000 care and support workers in the aged care and disability sector and was extended to 5000 Mental Health and Addiction support workers in June 2018. It has had a significant impact on the quality of life of most of the workers affected.

PSA surveys

In March-April 2018 the PSA surveyed its care and support worker members in order to evaluate the impact of the pay equity settlement. We repeated this survey just over a year later, in June 2019. The 2018 survey was completed by 1547 respondents; in the latest survey 1443 members working as care took part.

Of the respondents to the 2019 survey:

- 86.2% were female; 13.4% male; and 0.3% did not specify their gender.
- the four largest ethnic groups were: NZ European/Pākehā (57%); Māori (16%); Pacific People (9%); and Asian (7%).
- Most – 58% - were aged 36-59 years. Close to third (30%) were aged over 60 years

Survey results

The survey canvases a wide range of topics relating to working conditions, including hours of work and numbers of jobs held, access to housing, use of government transfers etc. The following paragraphs report on the impact of the pay equity settlement on wages and on qualification levels. As per the settlement act, wage rates are now linked to New Zealand Certificate Levels 2-4 (or years of experience).

The key findings of these two indicators are that:

- The distribution of wages has shifted significantly, with 90% of workers now earning at least \$20 an hour. Prior to the settlement, only 10% of workers were earning at this level.
- 71% of respondents are now earning at least \$22.50 an hour.

- There has been a steady reduction in the number of workers without a qualification and an increase in the number of workers with Level 3 and Level 4 NZ Certificates.

As part of the survey respondents were asked to comment about the impact of the settlement on their lives. Their comments included;

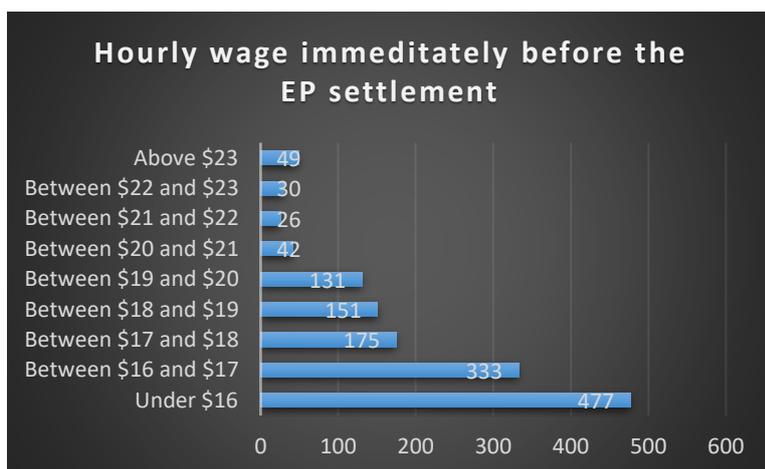
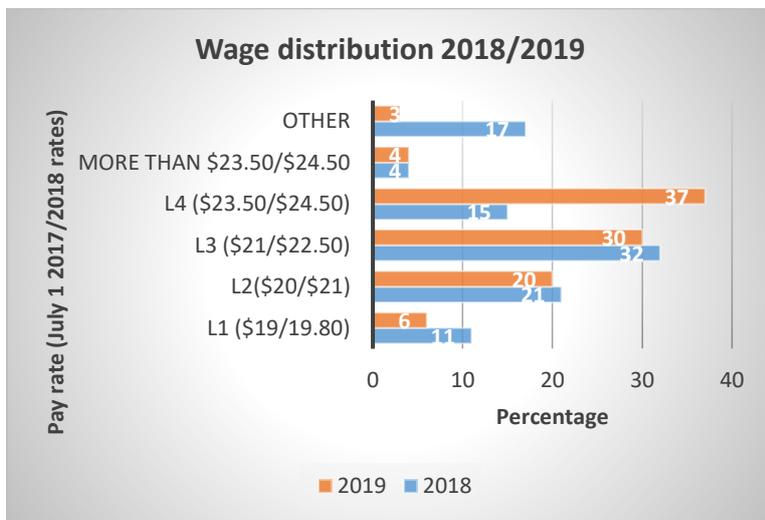
- *“Brought relief and hope.”*
- *“It has made it easier to pay bills and has given me and my child a better quality of life.”*
- *“Better quality of life. Able to save now for a holiday. Can buy healthier foods. Able to pay for doctor when required.”*
- *“Can afford to save now. Pay lasts from payday to payday. Have paid off a car.”*
- *“Eased things a little I am now able to buy my daughter clothes when she’s needs them and we can afford fresh fruit and veges.”*
- *“Greatly, my husband and I were able to get mortgage for our first home.”*
- *“Hugely! We took a family holiday recently. My husband and I have been able to go away for the weekend for the first time in seven years. We have a Savings account. We no longer live on the headline, lurching from paycheck to paycheck.”*
- *“I feel my job is now a viable career options for people wanting to come into the industry and I believe we can strive further in this area.”*
- *“It has taken me from poverty and depression of surviving, to I like my job better now and look forward to having a life, when I catch up with years of struggling”.*

A table of the distinct comments provided is attached as appendix 1.

Wages

The wage distribution has shifted significantly since the pay equity settlement. Prior to the 2017 settlement, only 10% of workers were earning \$20 or more an hour. Over 90% of workers now earn \$20 or more an hour.

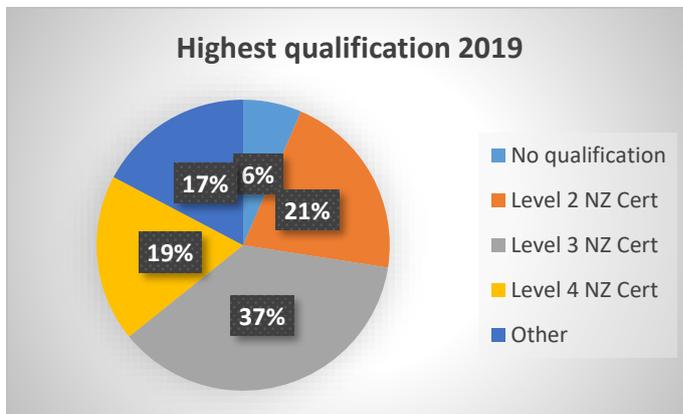
Between 2017 and 2018 the number of workers earning at Level 4 NZ Certificate rates increased by 20 percentage points - from 15% to 35%.

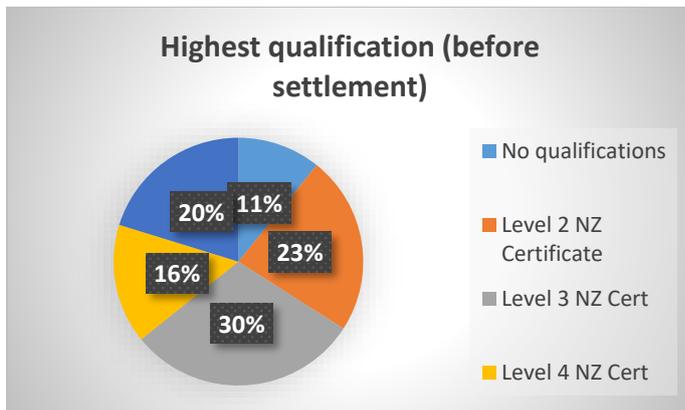


Qualifications

Since the 2017 settlement, the proportion of the workforce without a qualification has declined steadily. Prior to the settlement, 11% of survey respondents didn't have a qualification. This had dropped to 8% by March-April 2018 and to 6% in June 2019.

There has also been an increase in the numbers of workers with either a Level 3 or Level 4 certificate. The proportion of respondents with a Level 3 New Zealand Certificate increased by 7% (from 30% to 37%), while the proportion with a Level 4 New Zealand Certificate increased by 3% (from 16% to 19%).





Example 2: Industry level engagement and agreements in the public health and disability sector

The Health Sector Relationship Agreement (HSRA) is an agreement first reached in 2003 and made in a tripartite framework for constructive engagement in the New Zealand public health and disability sector. The HSRA Steering Group is a tripartite forum consisting of representatives from district health boards (DHBs), the Council of Trade Unions (CTU) and affiliated unions including the PSA and the Crown represented by senior Ministry of Health officials.

Through the framework provided by the agreement, the parties aim to achieve;

- Constructive engagement between the parties, based on good faith principles
- Increased engagement between the parties on matters of national substance, including input by all parties into estimating the potential cost and service impact of proposed health and disability policy and into resource allocation deliberations
- Engagement behaviour that is consistent with an interest-based partnership relationship rather than an adversarial relationship
- The promotion of shared responsibility for decision-making within the legislative accountability framework for DHBs, including union participation in the development

and improvement of the public health and disability sector on the basis of a mutual interest and desire to enhance the sector's overall value

- The identification of collective challenges and opportunities
- An operational focus to delivering shared aims.³

The Agreement has been a key enabler for employers and unions across this industry to collaborate on workforce issues and strategy. It has provided conditions needed to move over time to multi-employer and multi-union collective bargaining. This has generated significant efficiencies and enabled the development of system-level approaches to meeting workforce-related challenges, such as skills shortages.

In late 2016 the HSRA Steering Group made a decision to sponsor High Performance High Engagement (HPHE) as a priority for the 2017 HSRA work programme and this is continuing. HPHE is a way of working through engagement between management and unions. Although a partnership is sought between management and unions, all of the workforce will be involved, regardless of whether individuals are union members or not. High Performance High Engagement sees “the people closest to the problem (or opportunity) involved and engaged in solving the problem (or opportunity)”.

Example 3: Industry level engagement and agreements in the State Services

The State Services Senior Leadership Team Public Service Association Engagement Forum was established in 2017. The terms of reference for the forum establish a joint framework to support constructive engagement between the parties at a strategic and industry level on areas of shared interest.

³ Health Sector Relationship Agreement <https://tas.health.nz/assets/SWS/ER/Partnerships/HSRA.pdf>

The aims of the Forum are:

“To allow the parties to look at workforce issues with a system level perspective and with a future focus to achieve public services that are:

- Valued and trusted by New Zealanders
- Fit for purpose
- Effective, innovative and accountable.

The parties have a shared commitment to ensuring that the state service is a great place to work, which attracts and retains individuals that want to make a difference. We want to support our workforce to model the Spirit of Service.

The engagement provided through the Forum supports increased transparency of information about workforce, financial and economic matters, and consideration of the impacts of system and demographic change on the public sector. It promotes the identification of collective challenges and opportunities and shared responsibility for decision-making and actions that promote productive and innovative practices. It also recognises the role of the PSA in providing a voice for Public Service employees.”⁴

The Forum has agreed and governs a programme of work including:

- Industry level approaches to equal pay and pay equity
- High performance high engagement approaches (see HSRA example);
- The future of work in public services; and
- Movement towards more efficient and coordinated industry level approaches to terms and conditions of employment.

⁴ SSLT/PSA Engagement Forum Terms of Reference, 2017

Appendix 1

Distinct comments received to question about the impact of the care and support settlement on respondents' lives.

How has the equal pay settlement impacted on your life?
It has made it easier to pay bills and has given me and my child a better quality of life
A little easier to keep abreast of bills
A little more financial security due to the fact that guaranteed hours can be decreased after two weeks
A lot more comfortable I can now save
A lot. have savings now but still mileage doesn't compensate a lot as I don't use my car on any other appointments except work. I have to pay car insurance, car service most times and its expensive. car mileage pay doesn't compensate for it.
Able to afford holiday and keeping cat
Able to afford kiwi saver now
Able to buy my own home
Able to enjoy life a little easier
Able to keep my head above water
Able to lay bills
Able to live a more comfortable life
able to live more comfortably
Able to pay bills and support family.
Able to pay my bills without stressing that I can't afford it
Able to survive on less hours while waiting for clients to increase my hours
Able to work less hours
Able to keep up with mortgage payments
Added ability to save just that little bit more
Adjusted to helped cover my daily cost of living and other needs
Affordability of things, being able to save
All my bills are paid up to date and on time
Allowed me to able to live
Allowed me to drop hours
Allowed me to feel like being paid for effort I put in and allowed me to support husband who doesn't work

allowed me to live a lot more comfortable and save
Allowed to purchase things I would not have otherwise been able to afford such as a new car, furniture and whilst receiving govt super and big tax return at year end.
Allowed to work less hours and provide more support for my son with special needs
Allows me to able to afford insurance and a better life style
Allows me to save more money for retirement
Allows much better savings to be done.
Am a solo mum so has helped more in being independent and providing for my children without worrying where the money is
Am able to save now
Amazing improvement
Amazingly well
Any extra pay has helped with day to day living
Appreciated it as its assist in many ways..especially in payments
Are able to pay off our mortgage quicker, able to save more
As I have only just started this job I feel very privileged that the wage has been fought so hard for and I definitely feel valued for the work I do
Assists with everyday living.
Assisted me to have more access to money for supporting my daily living expenses
At last a decent take home pay for the work I do
Awesome able to live securely
Helped financially and feel more valued.
Be able to save money for deposit to buy a house
Been a solo parent with 2 girls now every little bit helps
Been able go out socially with my husband more & afford more things
Been able to save money
Been able to take more leave and afford to do so able to have more money for living expenses felt that our job does count
Been excellent financially and feel more values.
Been for the best less financial stress
Before it's just earn & pay your bills, after that I saved a little bit money, not big difference
Before, I was going broke to keep my job - petrol costs were sending me further into debt

Being able to contribute more into running household and even saving has been great.
Being able to meet increasing cost of living. Feel appreciated for work we do
Being able to pay for fun family things to do with our kids
Being able to spend more on my home by slowly being able to do it up.
Better able to support my family
Better financially
Better hourly rate allows for a better living
Better income for affordable living
Better income. I can afford to work 20 hours
Better living able to contribute more to the household
Better living with better pay. Not in so much debt.
Better money means I can pay more bills. Its nit enough for what I do though
Better opportunities
Better pay gives access to better, stable accommodation and ability to have discretionary spending.
Better pay means i can afford more
Better quality of life
Better quality of life. Able to save now for a holiday. Can buy healthier foods. Able to pay for doctor when required
Better quality of living, don't feel like living pay check to pay check.
Better than before, although just enough to sustain daily expense with no extra for savings.
Better work/life balance after reducing my hours.
Big different with enough with paying the bills
Big help financially
Big improvement, makes life easier.
Bit easy for life having enough money in account
Brought relief and hope
Budgeting for living expenses more flexible
Building a tiny house
Can afford holidays
Can afford petrol easily
Can afford to buy a house

Can afford to eat
Can afford to live and afford fuel
Can afford to save now. Pay lasts from payday to payday. Have paid off a car.
Can cope easier as my husband is out of work
Can do more. Pay the bills
Can pay my bills easier
Can work less hours for same pay
Can work part time this way i can be home more with my in laws
Certainly easier
changed my life and have bring more peace of mind
Comfortable
Couldn't cope up with the increasing bills and cost of living.
Currently beneficial but unsure how it will be in future considering cost of living etc
Definitely worth working, makes living less stressful
Definitely led to an improvement in my standard of living. I get to keep some change after all my bills are paid even that change is only 100 bucks.
Definitely paid a realistic wage, I am financially better off, I continue to do this work because it's what I love, & I feel my work efforts are recognised, & appreciated.
Do lots more and save money.
Don't have to work 40 to 45 hours per week we can manage on my 31 - 35 hrs per week
Don't have to struggle with living cost to live etc rent bills
Don't have to work as many hrs. Feel we are getting what we deserve
Don't have worry about paying the bills b4 due date
Don't struggle as much
Dramatically, as I can drop my hours for my studies -bachelor of nursing yr2, and I still make money and not struggle as much.
Eased financial pressure
Eased things a little I am now able to buy my daughter clothes when she's needs them and we can afford fresh fruit and veges
Easier to pay bills and petrol
Empowering
Enabled me to feel my pay rate reflects the quality of work that I do

Enabled me to have a secure roof over my head.
Enabled me to work fewer hours.
Enjoyable, affordable and not work so many hours.
Equal pay has improved my life, but the Company I work for decreases earnings in other ways.
Equal pay means I am able to sustain myself buy food when needed, and I can afford all other necessity which I am needed to live a good life.
Excellent.
Extremely helpful
Fantastic to get decent pay as I worked in this industry for a couple of years before the settlement when it felt like there was very low value put to this work and we were almost ashamed to say what we did for a living.
Fantastically
Favourably thanks
Feel a little more rewarded for the job I do
Feel appreciated for the type of work I do
Feel good that I am equal to others. I'm grateful.
Feel more valued
Feel more valued and enable me to work less hours as I have other commitments
Feel more valued. Will stay now remain in CSW work.
Feel valued in work and work is rewarding
Feel more valued. Better housing and food...lot less stress
Feeling happy when compared with previous wages
Feeling more valued in my job and more in my pay packet
Feeling more valued.
feeling thankful for the increase in pay.
Finally able to do renovations to house, have a back up saving account
Finally working for a decent wage after twenty two years of poverty level wages.
Financial comfort
Finance wise it has been great
Financial freedom
Financial Security

Financial security and the ability to afford to go to the optician, dentist and help support my young adult children and grandchild
Financially it has helped a lot
Financially it has improved.
Financially it helped a lot
Financially it makes weekly living easier.
Financially more secure.
For the better
for the first time in 20 years i am bringing home a good wage
Gained me a bit of control over my financial responsibility.
Gave me and my partner the confidence to buy a house
Gave me more money to live and save
Given a little bit more stability at home.
Given me a better quality of life as I am able to do more things e.g. travel
Given me a settled income.
Given me ability to live on the pay we get
Given me another career choice (support work)
Given me extra time with my family
given me freedom to enjoy nicer things
Given me more financial security
given me more freedom to enjoy life
Given me more money, also better conditions to work under and more rights in this profession
Given me more to live on in retirement
Given me the pay equity for my qualifications
Gives me spare monies for few luxuries
Good and needed increase
Good and very helpful
Good awaiting the other increases
Good family budget for now.
Good money. Feel more appreciated.
Good to have extra money but meant not qualifying for help to lower income families like rates rebate and family assistance cuts.

Good, now paid 4 the work we do
Got more money in hand
Great
Great improvement
Great am happy living to pay mortgage is doable
Great financially
Great for weekly living
Great help to my family.
Great major change. got rid of WINZ.
great more money to spend don't have to worry about bills best thing that happened
Great needed the extra money
Great to be paid fairly.
Great to see we are paid a reasonable hourly rate for the responsibility of working solo in the community
Great! I can pay my mortgage.
Great, even tho I think support workers deserve more then what we are currently getting, but it's heading in the right direction..
Great, now I feel I'm paid what I deserve, I have always given all my clients the very best care, love and compassion.
Great. Able to boost retirement savings.
Great...actually have money left over after bills paid and shopping done
Greater ability to support my family
Greater earning power and respect
GREATFUL FOR THE EXTRA MONEY
Greatly
Greatly as able to have more choice
Greatly as for a few months I was the sole income
Greatly improved living standards.
Greatly, especially with house hold bills, petrol.
Greatly, my husband and I were able to get mortgage for our first home
Guarantee on weekly wage
Happy

Happy with the equal pay settlement
Has allowed for us to have family holiday as before was only enough for us to cover living costs
Has been a help however with constant rising cost of living it is still difficult to make ends meet.
Has definitely helped a lot very grateful
Has enabled me to buy a house and have an overseas holiday.
Has enabled me to have a better quality of life in the fact I can now save a little bit
Has helped a great deal to try and make ends meet
Has helped greatly with keeping up with expenses
Has helped immensely.
Has helped my family tremendously financially.
Has helped to meet living cost but this is always increasing
Has helped to support with grandchildren's schooling and sporting needs.
has helped towards the mortgage
Has helped with better pay
Has improved being able to do a few things
Has improved it.
Has increased my wage package slightly
Has made a bit of a difference
Has made for a more comfortable living as I help other members of my family financially
Has made it easier financially
Has made it possible to save and have holidays away
Has made life a little easier less stressful.
Has made life easier
Has meant I have more flexibility and not so pressured to work more hours so more time for family and my well being.
Has taken some of the financial pressure off.
Have a bit extra to clear bills, treat my baby & moko's when I have extra money.
Have a bit more money for savings
Have been able to save a little
Have been told we have to work harder by employer but also more money is appreciated.
Having that little more coming in is better, Made things easier

Help me to pay my bills
Help my financial needs
Help to find money for all my expenses
Help us day to day
Help us to get by little by little
Help with cost of living
Helped a lot
Helped a lot financially
Helped a lot, before I didn't know if I was working because the wage was very low. Equal pay settlement changes everything even though I only work 15.5 hrs per week but the amount of money receives is very helpful to pay some of my bills.
Helped but the world has caught up. Prices of everything +++++
Helped financially
helped make it possible to afford things
Helped me
Helped me contribute to our mortgage.
Helped me financially
Helped me keep on top of my bills better, I have increased my mortgage payments hoping to pay this off a lot quicker so I can then afford repairs to my property
Helped me to get off the benefit
Helped me to live easier
Helped me to pay bills and do some home maintenance
Helped my feelings working this hard
Helped pay off the mortgage sooner
Helped to offset the cost of travel to work
Helped us a lot in saving for the future
Helped with bills
Helped with bills and extra security
Helpful in my life to achieve my goals
Helps a little with living standards
Helps a lot.
Helps cover cost of living more

Helps immensely with Bill paying, and it gives me the sense of worth, knowing that I can now apply for other jobs in this area and be paid the same amount.
helps take away some stress of the bills you couldn't afford
Helps to pay bills and rent etc.
Helps with extra daily costs I still struggle with unexpected costs eg car I have to live at my parents' rental to survive financially
Higher pay which has allowed some little extras
holiday now
Huge difference - better
Huge difference, rewarded for my qualifications
Huge help financially. Noticeable difference.
Huge pay increase it has made repaying the debt I acquired while getting paid less, easier.
Hugely more financial security
Hugely! We took a family holiday recently. My husband and I have been able to go away for the weekend for the first time in seven years. We have a Savings account. We no longer live on the headline, lurching from paycheck to paycheck
Hugely, finally we have a liveable wage. Before the settlement, I worked two jobs one at 40 hours, the other at 50 hours because I needed the money.
Hugely, I can afford to eat !!! And pay my bills
Hugely. Feel I'm being paid for my worth now.
I am able to cope finally better
I am able to do less hours which makes it easier for me
I am able to do more for my family
I am able to financially cope if my hours drop slightly.
I am able to have money for saving and not struggle to pay the bills
i am able to have more money each fortnight
I am able to live comfortably and don't stress about money anymore
I am able to save more each pay period.
I am able to save now for my son's future.
I am able to support myself better.
I am able to turn down extra work and spend it with my family and friends. I have time to rest and time to maintain my home.
I am earning more per hour than ever before

I am finally getting a better rate of pay
I am more financially stable
I am no better off. My hours have decreased. It's stressful trying to cover my budget.
I am noticing less financial pressure, but still struggle financially
I am now able to afford a few basic luxuries which I was unable to afford before
I am now able to take needed time off
I am now able to work in a casual role selecting shifts that suit my individual needs - prior to settlement I was paid \$4/hr less and could not support my husband and myself
I am now earning more than my teenage who works part time at the supermarket
I am now manage to save some money for my family
I am on 6 month contract from 8 January to 8 July now extended to August
I am semi retired support worker having the extra finance is great.
I am so much happier.
I am way more financially secure. Life is more comfortable and less stressful.
I an currently waiting for an operation hence only working minimal hours, have been working more previously and plan to increase once I'm well again, the pay increase was life changing for me and my family, being a single parent I can afford to save for a house now which means everything to me.
I appreciate getting pay at that level, as I know that I give value for money.
I appreciated the pay rise. For all the supporting of our people, I feel we are worth being acknowledged 110%
I came in from retail wages (living wage) so for me the pay has been really good for now
I can afford a better house to live and increased my savings.
I can afford a lot more things now.
I can afford the child care fees so I can work
I can afford to buy food. Pay bills on time, not have the gas or power turn off. Went without gas and power for five months.
I can afford to live reasonably comfortably
I can afford to provide better education to my child.
I can afford to save and purchase required household items, I can also go on a holiday.
I can afford to work less hours for more pay
I can afford treats although my working for families was reduced so I'm not a lot better off at this stage.
I can eat good food, fix my car, and afford to eat out sometimes plus send money to my son.
I can live comfortably

I can live not just exist.
I can live with support from WINZ without being worried
I can make a living from this job.
I can now afford to buy thing previously out of my income
I can now afford to feed my family. It also makes me proud of what i do for a living. I feel as though we are now recognised.
I can now afford to work less hours than I used to and enjoy more free time.
I can now budget the money to put into important areas like helping out my children financially, and house repairs.
I can now live a more happy life on a decent wage.
I can now make ends meet.
I can now save (however slowly) for my retirement although that will not be for another 10 years as I can't afford to stop working
I can pay my bills and have somewhere to live without robbing Peter to pay Paul
I can provide and save more to my family.
I can work fewer hours
I don't have as many worries about paying the rent, petrol etc
I don't have the same worry about money. I can buy things and do things I could not do before.
I don't have to work extra hours to survive and have a better work life balance
I don't have to worry as much now as I work 72 hours per fortnight so I can pick up extra shifts.
I feel a lot refreshed as I was working 3 jobs just to get by. Now I work 2 job by choose not because I have to.
I feel appreciated and valued for the work I do
I feel better off financially
I feel happier to receive above minimum wage
I feel I am paid appropriately now
I feel it recognises and values us and the people we support
I feel more acknowledged about what I am doing
I feel more valued
I feel more valued and had helped financially
I feel my job is now a viable career options for people wanting to come into the industry and I believe we can strive further in this are.

I feel the equal pay settlement is financial recognition for my experience & skills as an Enrolled Nurse working with many high needs clients in the community.
I feel validated for my expertise as I have a Diploma in Enrolled Nursing
I feel valued and a little extra helps, thanx
I got a bit more security with the extra money
I got a pay rise of \$5 an hour nearly, which helped as I didn't have to work as many hours if I didn't want to. It also helps when a client goes into care or dies until you pick up a new client.
I have been able to afford living costs ,however, still unable to get out of debt
I have been able to buy a home.
I have been able to buy a house of my own
I have been able to reduce my hours and have a better quality of life
I have chosen to help financially my married daughter with 2 preschool. If not that I would have saved to fix my teeth. Awaiting kiwisaver in 3 years for that,.
I have disposable income.. I can save and pay for glasses ,see specialists etc and not panic
I have freedom to save or spend more
I have money to spend on savings and holiday.
I have more free time now, because decrease hours of work for the same annual income
I have more money to pay my qualification - I'm doing a BA Psych.
I have worked as a Support Worker for nearly 20 years. When my children were still at school it was a constant struggle, there was never enough money. I remember feeling so terribly sad and worried about money, constantly. The equal pay settlement has made a huge difference. I no longer have anxiety around money, although owning my own home is still a dream and the insecurity around boarding is a concern. Not where I hoped to be at 56yrs of age! My children are independent now, so as long I work 40+ hours a week and do sleep overs I can enjoy my time off. I am very thankful for the equal pay settlement.
It helps a lot more than I thought
I have a better life allround
I must study to be paid more
I no longer do sleep overs to increase my pay
I no longer need to worry about bills or having enough petrol and have extra money for enjoyment
I now feel that my work is valued
I now have a better life and be able to save some money.
I now have a wage that pays more of my living costs
I now have the ability to save for my first home and have the income to get a first home loan when I do.

I still struggle with going to doctors and petrol, but life has definitely improved
I used to work 2 jobs but has made it easier to just have 1
I was able to afford my rent and to make payments towards my huge student loan debt from studying, which was significantly more stressful before the pay rise
i was able to afford to move places from a 2 bedroom house with 5 people to 1 bedroom flat with just me and my partner.
I was able to drop a few hours off my roster, i feel valued for my efforts
I was able to drop my sleepover, not necessarily more money, but less work for the same money.
I was able to get a loan for a new car
I was able to give up my second job and it gives us more income so we can afford the incidentals
I was able to save a little bit although it is still a tight budget
I was able to take a break with a lump sum received last year. I am able to afford more food per week but still can't afford regular activities with the kids.
I was unemployed when I started and the thought of going to WINZ was always on my mind. The equal pay settlement has given that extra security to keep going and made me feel valued and not feel like I was wasting my time.
I will probably work past my retirement age due to the increase which is great for me.
I'm happy for being paid with increased wages since the equal pay settlement. Even same hours working but more payment I received. But more Tax deduction as well.
I'm happy I have more money
Impacted positively and vastly
Improved a lot and help to support my family
Improved income
Improved living conditions been able to save.
Improved living standard
Improved my ability to plan
Improved my financial situation
Improved my quality of life
Improved quality of life
improved spending power and ability to start a new family
Improved standard of living
improved the general quality of my physical/mental needs, to do the things I wasn't able to afford before
In a good way. More money in my pay

In a positive way
Increase in pay was appreciated - before didn't do it for the money but because I care about people.
increased hourly rate is helpful
Increased my ability to afford a higher standard of living. Better food, outings, etc
Increased my contributions to Kiwisaver. Assisted in financial security
Increased my pay, and made me feel a bit appreciated by (employer)
Increased my wage
Increased our overall standard and quality of living.
Increased saving and spending. Feel more relaxed in daily living
increased self esteem, given career choice affirmation, moved out of poverty
Increased workplace stress and bullying, has been great personally, more options and financial freedom
It certainly has made it worth while to do a job that I love.
It gave some relief financially and morally as well because our society somehow accepted Community Support Worker job as a competent and skilled job
It gives me additional income
It gives me better security as I head towards retirement.
It gives the chance to look forward in this field but still everyone consider it as a lower level job and treat us low
It has brought to attention to how under resourced we really are in regards to staffing issues
It has allowed me and my husband to save for our retirement
It has allowed me to be financially stable
It has allowed me to decrease my hours of work and increase the amount i contribute to kiwi saver.
It has allowed me to save a small amount each fortnight
It has allowed me to work in my current role.
It has allowed me to work less hours
It has allowed more income and time with family because I don't have to work so many hours
it has allowed us to be able to save for things we need. Generally making life easier
It has been a game changer
It has been a huge help. I can afford my children a few extra luxuries, however if i was having to pay a weekly rent of \$300 plus it would be a struggle.
It has been good with the rate changes Enough to make ends meet
It has been great, made life a lot easier

It has been very helpful. We have been thinking of getting a small mortgage.
It has certainly helped to make ends meet.
it has eased the stress slightly.
It has enabled me to afford the little extra things that add value to my life.
It has enabled me to be able to afford to live without doing over 50 hours per week
It has enabled me to do hands-on work. I am a qualified social worker and I like to do some hands-on work; direct support. However, the pay rates used to be too low to sustain that.
It has enabled me to have more financial security
It has enabled me to work part time so i can help look after my grandchild in the afternoons
It has enabled my family and I to have the extras we need without having to save for months to achieve this
It has given me a living wage
It has given me an opportunity to have quality of life,
It has given me far more life balance
It has given me more money for other things
It has given me the ability to have more of a work life balance as the increased pay rate has allowed me to drop the number of hours I work and still be able to pay my bills. My quality of life, my health and my work life balance has all improved from the equal pay settlement
It has given me the dignity to be paid what we deserve for the work we do.
It has given our family financial security
It has given the job more dignity
It has had a huge impact
It has had a huge impact in the fact my children can access a lot more opportunities, because I can pay for some activities and such like that I could not afford before and I don't have to rely on any type of benefit subsidy
It has helped a lot since the extra addition of 2 children
It has helped but as the cost of living is expensive life is still tough financially
It has helped greatly
It has helped heaps as my husband lost his job
It has helped immensely but unfortunately not keeping up with inflation
It has helped immensely as I have been able to decrease my hours
It has helped me to have a better life
It has helped me to stay above water.

It has helped pay my bills
It has helped to pay some our mortgage each month
It has helped with mortgage repayments
It has helped with my pension to keep up with the COST OF LIVING
It has hugely improved my quality of life
It has improved my lifestyle
It has improved my quality of life.
It has increased my standard of living
It has increased staff moral and we feel more appreciated as a whole
it has increased the amount i earn and life is a little bit easier
It has increased the take home pay making spoiling the family a lot easier
It has made it easier to pay everyday bills
It has made a big difference especially during winter when the cost of food increases
It has made a big difference financially
It has made a HUGE impact financially as well as a HUGE impact mentally. The work we do is important therefore we should be paid accordingly. It gave me more self esteem, I know I'm worth it.
It has made an amazing difference I could finally start kiwi saver and save towards my retirement
It has made an enormous change for my family. Less financial stress.
It has made it a lot easier to pay bills and even save a bit
It has made it a lot easier to pay the rent and amenities
It has made it better by allowing me to save for a big holiday
It has made it easier to live
It has made it easier to survive and pay the bills
It has made it much more comfortable with less stress
it has made life as a single person more affordable
it has made living more manageable and affordable now.
It has made me feel more compensated for the work I do. Happy
It has made me more financially independent.
It has made my living more comfortable
It has made some impact but not enough to get me a decent holiday
It has made things a little easier to cope with the cost of living

It has made things a little easier to manage.
It has may impact because I can get more food for the cupboard.
It has meant that I am able to manage my living costs more effectively
It has meant the we have been paid more as the cost of living had passed the income we got in our hand, That meant that our standard of living we a lot lower and it was harder to make ends met with rent, food , clothing etc, Just the basic was hard to manage,.
It has meant I am able to support my daughter being enrolled at (name of school) working from home half the school week and meeting and planning with her teacher weekly, this has been great for her health and my stress levels
It has paved ways to substantiate living expenses
It has really helped financially
It has taken away the stress of stretching my pay for my bills
It has taken me from poverty and depression of surviving, to I like my job better now and look forward to having a life, when I catch up with years of struggling
It has given me more choices and being pay what i am worth
It helped me a lot in terms of my financial problems however, the time I work if too much
It helped a little financially
It helped a lot! Thank you for this blessing!
it helped me a lot financially
It helps
It helps a lot the pay equity pay
It helps me a lot financially
It helps my family
It helps my family esp my husband's pay for our expenses and bills
It helps to but the cost of renting takes more than half of weekly wages.
It is awesome, I can for the first time in my life save money, adn have a future planned
it is great so I'm able to meet my commitments but the cost of living has also gone up eg petrol and food.
It is making it easier to pay my bills and get better variety of food.
It made a difference when it came to weekly needs.
It made it acceptable pay compared to the pittance paid for many years of training & experience OS
It makes my life affordable and gives me the amount of money deserved by the role
It means I can afford essential items for living

It means I don't have to work as much and can spend more time with my family
It means I was able to decrease from the 60-80 hours a week I was doing down to 50 and made me feel like I wasn't being so used
It means less stress, easier to make ends meet. I can do my volunteer work during the week.
It meant that I didn't have to work two or sometime 3 jobs to get by
It motivated me to study to obtain my Level 4 National Certificate in Health and Wellbeing; which I have recently completed.
It now makes what I do a REAL JOB with real money for the effort involved.
It was a long time coming and very grateful for it
It was awesome at first but then the changes started to happen. Short staffed due to not hiring anyone who has no qualifications, working alone, roster changes when there's no need, being told we can't have agency, health and safety of people we support and staff, the attempt at shortening personal cares. The list is endless.
It would help to save up and relieve some of my financial pressure
It's been good but because I work two jobs I have to pay secondary tax and because I only get 10 hours a week guaranteed hours with access I'm forced to have it as my second job
It's been good since we got pay settlement. I'm able to pay rent, petrol, sometimes shopping and able to saved little bit. So it's been good.
It's been great
It's been very helpful as it helps me keep my hours part time
It's good to have a good pay
It's helped a lot but the job is hard and the things we go through deserves much more. But am grateful :)
It's made a great difference, help my family more and financial differences as well.
It's a big help for us.
It's a big help to me and my family with regards of the expenses.
It's a bit better but doesn't go far enough.
It's a decent hourly rate for the hours I do
It's all good
It's amazing can afford holidays
It's been a big help with the pay rise. looking forward to the next one.
It's been amazing my life and my families life has improved
It's been amazing!!! More self worth and self esteem. Able to afford bills and rent etc

It's been awesome to know we are appreciated for the work we do. It has had a positive impact on me because I feel like the work I do is recognised and it makes me more determined to do my job to the best of my ability.
It's been better
It's been great don't have to work as many hours to survive
It's been very helpful but still struggling with my mother now staying with us
Its brought me up almost to the level as an Enrolled Nurse which I am
Its great but cause I'm a solo mother work and income reduce my accommodation supplement
Its great can afford extra things and go on holiday
It's great to get recognition for what we are doing and the extra dollars helps the bills
It's great was able to upgrade my car
It's has helped when my husband lost his job and I didn't have to work over 50 hours to cover the Bill's and it was nice to feel at last I was being paid what I was worth
It's has made me stay at this job because the pay is now equal to my previous job
It's helped a lot especially with bills, rent
It's helped financially but with lesser hours now i had to find other work
It's helped me budget easier
It's helped us immensely
It's impacted hugely..to be able to live with a better standard of groceries.. better health and wellbeing .
Its increased my pay slightly but my hours are still unsatisfactory because I basically have to subsidise my own pay due to using my car to get from client to client without proper compensation.
It's increased my wage thou it still costs more to run my car... Tyres... Brakes
It's just nice to be paid better for all that we do
It's made a huge difference now I can afford to save for a holiday for as long as I am renting a room not a house.
It's made a huge difference. It's given me security. I am able to save a little for that rainy day.
It's made it a bit easier to cope with the increase
It's made things a little financially easier.
Its more livable
Its really big support
Its very good idea for survive nicely and encourage work this equal pay.
I've been able to give my kids more, things are not as stressful moneywise
I've been able to save more money.

I've only been working in the care industry for 6 months so the equal pay hasn't had an impact on my life
Joyousness
Just given me more money to pay the bills
Less financial stress and plan for holiday.
Less stress to look for more hours to get by
Less stress, safer, less fatigue, better self-worth.
Less stressful and can do more things with family such eating out and watching a movie.
Less time with clients, larger breaks between jobs, more stressful, Less things we can do to support clients
Let me work in the industry I truly love.
Life is less stressful, still not saving as much as I would like, but I have the means now to help my family or friends, to make home improvements, go to the dentist and know I can pay for it! I actually have money left over now after the bills are paid. Its also allowed me to take a better look at where my money is going, if I am paying too much and make the necessary changes.
Life is lot better
Life more affordable
Living more comfortably.
Long awaited and very happy it's happened.
Mad our family more financial and able to met our needs
Made things slightly easier financially.
Made a change i how many hours needed to survive
Made a difference
Made a difference on a low income, mainly food and heating
Made being a support worker more desirable. If pay was too low I would do something else.
Made big difference
Made clearer to what we are entitled to, mostly better overall job conditions
Made day to day living easier.
Made huge different in surviving everyday
Made it easier and less stressful
made it easier financially
Made it easier to afford those extras and taken stress off
Made it easier to save for retirement

Made it more realistic to support my family.
Made it more worthwhile working. Wasn't breaking even before
Made it slightly easier to manage when hours are cut
Made it that I don't have to work so many hours
Made it worthwhile working.
Made life a bit brighter
Made life a bit easier
Made life a bit easier financially
Made life a little bit easy.
Made life a little easier.
Made life a lot easier
Made life better
Made life better, I can afford to go to the Dentist now.
Made life comfortable
Made life easier. Not trying to stretch a small pay to pay bills and buy food. More happy when pay day comes around.
Made life liveable and better than coordination
Made life more affordable
Made life more comfortable
Made me feel a little more valued for the work that I do, improved things for me financially
Made me feel a lot better
Made me feel appreciated, I stayed with my current employer
Made me feel valued for the work I do
Made me want to work a while longer
Made meeting the daily living costs easier
Made more room in my budget to be able to afford more
Made my life better
Made paying bills easier
Made things easier
Made this an industry one that I can afford to be in, the work and people are amazing, but it can be a hard, physical, emotionally draining job that some days defiantly takes all you have. The increase in pay and study incentives have made it a career, not just another minimum wage job.

Made this work feel more valuable and there for us as workers feel more valuable. Makes overseas holidays much more viable
Magic. Thank you
Make a big different
Make it worth well staying in the field
Makes it easier to afford every day costs and have a savings account
Makes life easier
Makes me feel more valued
Made a huge difference
Means I can be the primary earner and my partner who has health problems is able to work a much reduced working week
Means I can pay my own way , Mum doesn't need to support me
Means life is a little easier, bills are paid and I have a bit left over for myself
Meant that I didn't need to work myself into the grave to pay the bills
More able to pay bills and save a little
More clarity and incentive to study
More comfortable
More earning can buy food items which I could not afford before and
More financially secure
More financial freedom
More for savings
More income for my family
More income to cover living cost, like rent food and petrol and other car cost
More into the travel fund
More money
More money = easier to 'live'
More money and get paid a reasonable amount for the job I do.
More money better lifestyle happier
More money but less hours which really means no more money
More money but still struggle
More money certainly helps. Gosh groceries have skyrocketed in price. 2 litres of the milk I like is now 7.50

More money has made things less stressful
More money in pay packet feel valued for the work done
more money makes things easier
More money more stress through additional clients and travel time
More money that is spent on my children and bills and groceries that have also gone up
More money to live
More money to utilise, financial stress has eased.
More money, only needing to do more hours due to lack of staffing
More petrol in my car
Much better pay for working with people
Much better take home wage
Much better than, earlier years I started in this industry
Much better, pay more on the mortgage
Much easier to live and pay the bills
Much easier to live day by day
Much more beneficial in regards to travel money and your guaranteed hours of work .
Much motivated to work hard
Much much better
My husband has now started to work for himself and I can help support that financially
My pay has increased and life has become easier
my pay rose from \$17.50 to \$22.50. I am now able to put more food on the table and not borrow money for petrol to travel to 42km to work each day.
my quality of life has gone up considerably because of higher pay
Obviously made it easier financially
OMGoodness it has helped tremendously
Paid off mortgage, manage to save, have a social life
Pay is much better, the hours have been cut so no increase in wages
Pay rise makes job more sustainable by letting me afford holidays and self care
Positive outcome
Positively. I am very grateful for the effort put in by PSA & others to benefit us all. Thank you.
Possibly awesome

Provided better quality food, comfort in living and faster paying of debts
Provides financial satisfaction
Purchased a new car and feed my family. Really grateful to psa as I have been a single mum for more than 12 years
Put more money in to our one income household
Quite a lot better
Quite relieved
Raised income a bit to help everyday living costs
Really make a difference
Recognises the value of the work I do and eases the cost of daily living
Reduced my need to do overtime
relax a bit between work and money.
Satisfying
Saving more for retirement
Significantly. I decided to stay where I was so win-win.
So much better
So much easier for living, can save more
Sole income earner. Has made standard of living better and I have better work/ leisure time balance.
Starting to get some. serious saving happening
Substantially in the pay packet
Take off lots of stress and it's a big help for my family financially.
Takes the financial strain off
The equal pay settlement has given me peace of mind. I am now able to support myself without stressing about how I'm going to cover all my costs.
The extra money definitely helps.
The extra money is helping
The impact has been a little better with an increase in wage
The increase has been very welcoming.
The increase in the hourly rate is a great help.

The increase made a huge difference to my self esteem about being acknowledged as doing an important job to support elderly people remain independent in their own home.
The money comes in handy
This has certainly made my life easier.
This is the highest rate of pay I have ever received. I will be able to carry out maintenance on my house
Tremendous positive effect
tremendously
Try use this extra money to buy extras like clothing
Very good it helps in every way
Very good it is help me to supported my family better
Very happy, paid my debts quickly.
Very Helpful
Very helpful and able to managing my family, rent and Bill's as well.
Very helpful for the current cost of living
very much
Very positive because I enjoy what I do.
Very positive impact i.e I was able to give my second job up in 2017
Very positive.
Very well
Was a good opportunity to decide to settle in NZ
We are no longer just surviving...am taking my daughter to Raro in 3 weeks.
Well I started on \$16.80 an hour, and am now on \$25.25 (about to be \$26.25) after having my qualifications recognised as equal to level 4. So this change has been enormous!
Well it was such a joy in 2017 when my pay went from \$15 & 16 per hr to 20 per hr- being able to have money for gas and not have to stress so much about bills - treat the kids having a wee bit of joy bk in yer budget
When it came into effect I was able to save money and get out of debt. It also meant I could go out with friends again to have a cup of coffee or go to movies. It meant I was able to do that without robbing Peter to pay Paul, if you know what I mean. I saved a down payment for a car a year later.
Wonderful
Yes but employer reduced the hour, on same situation, no financial change
Yes I know who much I am going to get each week
Yes in a good way.

Yes it means I don't have to work myself into the ground and get to see my family.
Yes it pays the bills
Yes its provided more income where I can managed a netter standard of living.
Yes, Good and Better