Te Mahinga Ora

Vote 2019 NZ
Equal Pay on Suffrage Day
IR Hiring Practices
Fighting Fatigue
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TĒNĀ KOUTOU E TE IWI O TE PSA

As we look ahead to the upcoming local government and DHB elections it’s important that we’re a strong voice for the issues that matter in our communities.

OUR PRIORITIES

That’s why the PSA is asking you to support candidates who back our key priorities.

In local government we are seeking equal pay for library assistants and other undervalued workers, and living wage for all - alongside a commitment to social housing, public transport and public ownership of assets.

In district health board elections we want candidates who back equal pay for health workers, safer staffing levels, full implementation of the mental health inquiry recommendations, and our campaign to implement guaranteed hours for home support workers.

ASK QUESTIONS

I’ve already started asking questions of people who are standing, and it’s really important that you do the same.

On equal pay for example, some DHBs say they support it – but ask candidates what are they going to do about it?

As a DHB delegate I have seen the impact that decisions by board members can have on patients and workers. So I know how important it is that we make informed choices at election time.

It may not be trendy but I encourage everyone to get out and attend meetings, even write letters to the editor.

And most importantly make sure you vote on our issues so the concerns of PSA members are represented around council and health board tables.

SUFFRAGE DAY

With equal pay at the top of our agenda for council and DHB elections, it’s timely for the PSA to join with the National Council of Women and other unions to encourage members to wear black and white for pay equity on Suffrage Day.

It’s disappointing to see the gender pay gap is not closing according to the latest statistics.

But we are making great strides towards achieving pay equity through our equal pay claims and gender pay gap action plans.

Our sisters that came before us fought so hard to achieve equality at the ballot box, we can’t give up the fight now to achieve equality in our pay packets.

STAND UP TO BULLYING

It’s also disappointing to have heard horrific stories recently of bullying in the workplace.

It has to stop and I challenge members to stand together, so noone feels isolated and unsafe at work.

The PSA has contributed to new standards released by the State Services Commission that make it clear public servants should expect safe and respectful workplaces.

So let’s stand up and call out the bullies.

Haere ora, Haere pai

Go with wellness, go with care

Janet Quigley – President, PSA

DHB sector hui at Orongomai Marae
Vote 2019 is your chance to help shape the future of your community, according to PSA Vice-President and Auckland Council delegate Benedict Ferguson.

“Local government elections matter because it’s your government,” he says.

“It affects so much of our daily lives - from the water that runs through your taps, to your local library, or the bus or train you catch.”

“Councillors make decisions that build our communities, such as the funding of huge infrastructure projects, or investing in social housing so everyone can have a warm dry home.”

LOW VOTER TURNOUT

But Benedict says a lack of knowledge about who the candidates are or even what councils do contributes to low voter turnout for local body elections.

In 2016 the total national voter turnout was just 43 percent.

A Local Government NZ survey found the main reasons people gave for not voting was not knowing enough about the candidates (33%), forgetting or leaving it too late (23%), being uninterested (16%) or too busy (16%).

“But I believe we all have a civic duty to get involved. When I hear people slagging off ‘bloody councillors’ I say to them who did you vote for? Have you been to a meeting?” says Benedict.

“People think it’s just about rates, but there is actually so much more at stake. I’m proud to work in local government.”

#VOTE2019NZ

That’s why the PSA is a partner in Local Government NZ’s campaign to increase voter turnout and encourage greater participation in local democracy.

With the 18-29 age group recording the lowest voter turnout (34%) in 2016, it’s clear why young people are a focus of the campaign.

“We want to encourage democratic participation at a local level, and to educate young and old about the role local government plays in our social, environmental, economic and cultural well-being,” says PSA national secretary Glenn Barclay.

“So visit your council websites for more information about the candidates, look out for upcoming election debates and meetings, and take the opportunity to quiz candidates about whether their views align with your values.”

“And to all candidates, I urge you to fight these elections on the issues that matter – not by attacking hardworking council workers.”

We’ve produced a handy pullout poster highlighting the key issues which you can display in your workplace.

KEY DATES

- September 20-25 Voting documents delivered
- September 20-October 12 Special voting period
- October 12 Election Day – voting closes midday
CTU-GOVERNMENT FORUMS

ERO delegate Rory Sudfelt was one of hundreds of union members who turned out for the CTU-Government Forum in Wellington in August.

The gathering at Parliament gave union members the opportunity to take part in free and frank kōrero with senior government ministers and the Prime Minister herself. Topics addressed ranged from how to protect health workers and staff from violence at work, to the rejuvenation of NZ coastal shipping.

A forum in Dunedin in September also covered a range of issues from health staff shortages to the need to raise benefit levels, the cost of living, housing, and the right to strike. A contingent of about 40 PSA members were among the 140 union members who turned out to meet with Jacinda Ardern, ministers Grant Robertson, David Clark, Chris Hipkins, Iain Lees-Galloway, Green MP Jan Logie and CTU representatives.

Future forums are planned for Auckland on November 26 and Christchurch (TBC)

ACCESS AGREEMENT

Access Community Health coordinators, administrators and call centre workers have reached a short term agreement with their employer until April 2020. About 100 workers from the PSA and E tū took industrial action in May and June as they sought a fairer pay deal. The workers coordinate home support for more than 21,000 clients. Some highlights of the deal were an improved pay offer, an extra sick day and a one-off payment for union members, and joint management and union delegate meetings.

ŌTAUTAHI LEADERS GROUP

Delegates in Christchurch are continuing to meet monthly to discuss issues arising for members from the March 15 terror attacks.

Members continue to report feeling extremely fatigued and stressed in the wake of the attacks.

For some who were not directly involved, it has been “a last straw” on top of the stress experienced post-earthquakes.

There are concerns about the effect this could have on staff turnover, as some people have sought to move out of more stressful roles in their organisations.

Some agencies directly involved in the response to the attacks are experiencing ongoing pressure on resources. Members are encouraged to reach out to delegates and organisers if they are under too much pressure.

Some members still report having safety concerns regarding walking home or to their car after dark, particularly in the central city, or being alone in buildings.

The delegates are also discussing how they can contribute to wider PSA efforts to stand against racism and in support of a more inclusive Aotearoa.

VOCATIONAL EDUCATION REFORMS

The PSA welcomes the government’s commitment to education reform, but says there are widespread concerns about job security during such a significant restructure.
Education Minister Chris Hipkins has announced a set of major changes to how polytechnics and Industry Training Organisations operate in New Zealand.

“We want to live in a country where learning is a lifelong process for everyone, with a particular emphasis on supporting workplace training. The government’s reforms appear to share this goal,” says national secretary Kerry Davies.

“Workers in polytechnics and ITOs have a wealth of knowledge to share, and they will commit to engaging with change if their job security is guaranteed.”

The 80s theme night was a hit at this year’s PSAY Hui in Wellington last month. New PSAY convenors were also elected. The national convenors are Megan Barry and Gabriel Paikea. Other convenors are Hine-A-Rangi Savieti (Auckland), Jeremy Tocker and Ben Hoeberechts (North Island), Ulualo Mareko (Wellington), Heidi Becker (Christchurch), and Rhiannon Mclean (South Island).

Earlier this month Aotearoa celebrated Māori Language Week. At Working Life we also want to tautoko te reo and Te Maihi Karauna, the Crown’s Māori Language Strategy. So check out this issue’s Te Reo o Te Tari column, which has tips to kōrero on the waea (phone) pg.27.

PSAY HUI

SECTOR HUI

PSA Public Sector and DHB Sector Hui were held at Orongomai Marae in Lower Hutt in August. A Combined Sector Hui is being held in September. We’ll have a wrap-up of the hui and the election of Sector Mangai in the next issue of the journal.

WORKING LIFE GOES MULTI-MEDIA

It’s an institution that’s been going strong since 1914 and now we’ve got plans to bring the PSA Journal Working Life into the digital era.

We’re responding to the results of a communications survey earlier this year that found 38% of you would prefer to receive Working Life via email and 25% would prefer to read it online.

We also share your concerns about the environmental impact of too many paper copies being distributed to offices.

So we intend to make more journal stories more easily accessible on our website, on email and on social media, while from next year we’ll gradually reduce the number of copies we print.

That means you’ll be able to get the latest from the PSA on a wider variety of platforms, while still being able to enjoy a leisurely read of the printed journal if you choose.

Watch this space for further updates on our progress.
The issues: local government

FAIR WAGES

We’re calling on all local government candidates to throw their weight behind improving the pay and conditions of council employees. Many of our members in local government are on unacceptably low wages, and we want candidates to support our equal pay claim for library assistants; and the Living Wage as a minimum for all workers.

Our local government members deliver essential public services – transport, libraries, water and waste water management, recreation, arts and culture – and deserve wages that recognise the value of these to our communities.

SOCIAL HOUSING

Thriving, productive and inclusive communities depend on people having access to affordable, safe and secure housing. Councils have a central role to play in the housing sector, including the maintenance and expansion of council housing.

The PSA supports public investment in housing – from both central and local government – that helps build and support healthy communities. The housing shortage is a major concern for PSA members, and we're calling on all council candidates to commit to policies and investment that will help fix it.

PUBLIC OWNERSHIP

Public infrastructure in many of our towns and cities is in need of significant investment to make up for historical neglect, and ensure it can meet the challenges of climate breakdown and growing populations. The best way to ensure public infrastructure and services are sufficiently funded is to keep them in public ownership. We need to learn from past mistakes and resist privatising public resources we have all built up over decades. These are taonga that must be protected for the good of all, not handed over to private interests outside democratic control.

We want all candidates to commit to public ownership and control of our public assets.

PUBLIC TRANSPORT (see following story)

CLIMATE CHANGE

Waikato Regional Council delegate Deb Hardwicke says climate change should be uppermost in our minds when it comes to voting in these elections.

“In my own view, a lot of people standing for council have vested interests, they don’t want people to look too deeply into intensive dairying and forestry.

“But climate change denial is unacceptable, so I challenge those of you who don’t vote to find out about the issues and the candidates, and make an informed choice.”

Christchurch City Council delegate Paul Cottam says the declaration of climate change emergencies by a number of councils including Christchurch is a great step.

“It’s symbolic, but it also generates
Global, Act Local Government

Really matters who you vote for in your town or district when the world faces huge challenges like climate change and rising sea levels. Local government say the decisions made by councils can make a “massive” difference.

debate and signals the need for strategic planning.”

**TRANSPORT**

Encouraging the expansion of public transport to combat climate change is one of the PSA’s key issues for these elections.

Our local government delegates see the importance of this - welcoming investment in infrastructure like the rail link between Hamilton and Auckland.

Conversely Paul Cottam says we need to “break out of the shackles of 20th century planning” that produced a new northern motorway which brings single occupant vehicles into Christchurch.

Paul says growing support for the city’s cycleways shows public opinion is turning in favour of more environmentally-friendly alternatives.

**WATER**

Local Government is also at the heart of efforts to improve the safety and management of drinking water, wastewater and stormwater through the Three Waters Review.

For Paul managing the increased flood risk posed by rising groundwater levels in eastern Christchurch post-earthquakes is a priority.

Meanwhile, Deb questions the wisdom of considering consents to bottle and export fresh water from locations including Blue Springs near her home town of Putaruru.

The PSA strongly favours keeping water in public ownership, rather than letting it fall into the hands of private companies who could charge us more for a taonga that is fundamental to our survival.

**JUST TRANSITION**

While councils must put their responsibilities as kaitiaki of the environment at the forefront of their planning, Paul says it is important people aren’t left behind in the transition.

“This while the redevelopment of the red zone in Christchurch gives us the opportunity to plan for climate change, we also need to ensure there is affordable housing, and that people are treated fairly and equitably,” he says.

Giving people opportunities to access training, and move into sustainable jobs with decent wages and conditions is another important aspect of the just transitions approach.

“When you’re questioning candidates, ask them what their response to climate change would be at a local level. We want people who favour a collective community-wide response.”
While the work of district health board members often goes unseen, they help make critical decisions about the health services you and your whānau receive in your communities.

That’s why in 2019 we urge you to vote for DHB candidates who support four priorities which are crucial for our workers in district health boards, and for all of us who may need health services now or in the future:

**EQUAL PAY FOR HEALTH WORKERS**

We believe that work at all levels of the health and disability sector should be properly valued and paid accordingly.

The value of better pay and working conditions is immense, helping to improve staff morale and retention, reduce workloads, and ensure consistent services.

That’s why it’s so important to ensure our equal pay claims for DHB admin workers, nursing, and allied, public health, and technical workers have backing at DHB board level.

**SAFE STAFFING LEVELS**

As alarming rates of attacks and abuse against health workers continue to be reported, the need for safer staffing levels has never been more urgent.

DHBs must recognise that safe workplace environments are a prime requirement for the development of the health workforce and the provision of high-quality services.

Low staffing levels also contribute to a downward spiral of increased workloads, staff burnout, and more staff leaving.

We want candidates who understand that workforce shortages must be addressed to reverse that trend, and build capability to meet increasing demand.

**MENTAL HEALTH**

DHB candidates should also back the implementation of the recommendations in the Mental Health and Addiction Government Inquiry report.

They include expanding access and choice, strong action on alcohol and drugs, and preventing suicide.

While the Government has accepted or agreed to consider 38 of the recommendations, the PSA wants the voice of workers to be considered by decision makers including DHBs as they are implemented.

There also needs be an emphasis on developing a workforce that can deliver the services that are needed.

Two candidates who have been strong advocates on mental health issues alongside the PSA are Auckland DHB candidate Kyle MacDonald and Capital and Coast DHB member Eileen Brown.

Former PSA member and Auckland DHB member Zoe Brownlie is another candidate who is passionate about mental health issues.

**HOME SUPPORT**

Hopes were high that the working lives of home support workers would be transformed by their historic pay equity settlement and the introduction of guaranteed hours and travel time payments.

But despite these hard fought victories the income and hours of support workers remain insecure – forcing many to leave the jobs they love.

That’s why the PSA and E tū are launching a campaign to improve conditions for home support workers who provide a vital service for thousands of New Zealanders.

The campaign is also a key election priority for the PSA in 2019 - and we’re calling on home support workers to lobby DHB candidates to get on board.

**THE REALITY TODAY**

PSA delegate Jenny Goodman filed a case against Healthcare NZ in 2013 so support workers would be paid for the time and cost of travel between clients.

But she says the implementation of the in between travel
settlement, and in particular guaranteed hours has been totally mismanaged.

“Funders and providers didn’t train staff properly so it’s never been properly administered. It needs an overhaul.”

Jenny says the 50 cents per kilometre pay rate hasn’t been increased in 5 years and now doesn’t cover the costs.

“I know one worker who drove 300 kilometres in one weekend. He’s still subsidising the cost of travel.”

Many workers are also paying for work phones and data out of their own pockets.

LOSING OUT

The morning Working Life spoke to support worker Helen Amey she’d had a 45 minute booking with one of her clients, but as he didn’t want a shower it only took 20 minutes.

“So because we’re paid by the minute I lose out, even though it’s not my fault it was so cold he didn’t want a shower,” Helen says.

It’s typical of situations that lead to a loss of pay for workers, despite the introduction of guaranteed hours in 2017.

Workers report that when clients cancel, pass away or move into care, guaranteed hours are cut.

Consequently workers like Helen spend their own time trying to make sure they get paid correctly.

“You expect to be paid a certain amount, but you have to fight for the money over and over again. It really wears you down, it’s draining.”

OTHER ISSUES

A key intention of the care and support equal pay settlement was to incentivise training, but qualified workers report they are losing hours to less qualified staff.

Following the settlement there have been reports of escalating workplace intimidation and bullying.

A survey of union members has found alarming numbers have suffered injuries (42%) or verbal abuse (29%) on the job.

Since 2017 many clients’ care times have been slashed, while workers often don’t get rostered breaks.

WHAT DO WE WANT?

PSA assistant national secretary Melissa Woolley says a consistent well funded system needs to be implemented urgently to ensure the future of the home support sector, and the wellbeing of clients and workers.

“Our workers also need decent regularised jobs with real income security. Guaranteed hours shouldn’t fluctuate every few weeks or months.”

RAISING STATUS

Ms Woolley says the value of home support needs to be recognised.

“It is often invisible work as people travel from client to client. But it’s so important and saves the country so much money by enabling the elderly and disabled to live at home.”

Helen Amey says the issues home support workers face are disheartening.

“I love the job and the people we support are so grateful for our help. It’s a feel good job except for the battle with management and cuts to hours.”
Meet the Candidates

In 2019 PSA members and staff are standing in a number of election races:

**ANDREW SHAW**
Emerge Aotearoa, Kaipātiki Local Board, Auckland Council
I am interested in ensuring my children's children have access to the natural environment, clean air, clean water, and safe neighbourhoods as I did when I was growing up.

**ANTHONY RIMELL**
Public Service Association Te Pūkenga Here Tikanga Mahi, Christchurch City Council
I'm passionate about safe water with no chlorine in Christchurch. I want integrated public transport. I'll push for our council to become an accredited living wage employer.

**ASHER WILSON-GOLDMAN**
NZ Walking Access Commission, Kāpiti Coast District Council
I'm running for the Living Wage, well-paying jobs in Kāpiti, council-run rubbish, recycling & green waste collection, safe walking and cycling.

**CINDY SCHMIDT**
Adult Mental Health and Wellbeing, Kaipātiki Local Board, Auckland Council
I currently work in Adult Mental Health and Wellbeing. I am passionate about providing relevant community services that are truly responsive to people's needs.

**DALE SMITH**
Work and Income New Zealand, Howick Local Board
I'm running to help increase diverse representation, as I will be the only board member under 30. I want to see our parks and facilities updated and given shade sails.

**FLEUR FITZSIMONS**
Public Service Association Te Pūkenga Here Tikanga Mahi, re-election to Wellington City Council
We have achieved historic investment in transport infrastructure and living wage accreditation. I will work to eradicate homelessness, and make reducing emissions central to decision-making.

**LEE ORCHARD**
Ministry of Education, Wellington City Council
The environment, infrastructure, wellbeing, and funding prioritisation are key for me, as they determine our resilience and quality of life, and that of future generations.

**MICHAEL LULICH**
New Zealand Defence Force, re-election to Hutt City Council
My achievements include the living wage for council staff and cleaners, homelessness funding, climate change emergency declaration, and advocating for essential infrastructure investment.

**NICOLE MARSHALL**
Environment Canterbury
I want to use my experience as a groundwater scientist and local government employee to effect meaningful change. I'm standing for freshwater, transparency and accountability.
Te Ao Tūmatanui: Strengthening the Māori Crown relationship

A key component of the new Public Service Act is the inclusion of a section on the Crown’s relationship with Māori and Te Tiriti.

*Working Life* asked State Services minister Chris Hipkins how he is going to measure the success of the new look partnership.

It includes expectations public service leaders work in partnership with Māori to deliver services that work for Māori, and develop a workforce that reflects the community it serves.

**CH:** CEs are responsible for ensuring the Crown meets its Treaty commitments and they’ll be held accountable for that. That includes ensuring they’re building a culturally competent workforce because that’s a big part of making sure we are meeting our obligations.

**Will Māori public servants contribute to the design of the partnership model?**

**CH:** Absolutely, Te Arawhiti have already been working with the SSC on that.

**Is funding going into establishing this partnership to enable its success?**

**CH:** Again Te Arawhiti are leading that work with SSC. We are kind of learning by doing and experimenting with different models. So in tertiary education, we’ve announced the establishment of Te Taumata Aronui, the Māori tertiary consultative group. That will require a bit of extra resourcing, but it’s going to be a really clear example of partnership being embedded into the work of the public service.

*We’ve heard calls from some within Māoridom for greater autonomy to provide their own services. Can this new partnership facilitate those calls from Māori?*

We’ll see things like Whānau Ora which have a big degree of self-determination built into them, those sorts of programmes will continue. By Māori, for Māori is an easy catchphrase, but how do we actually live up to that?

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*Image: The Public Service reforms were a hot topic at last month’s Public Sector Hui.*
Ask the Minister

As the Government drafts the new legislation to transform the public service, we ask Minister Hipkins how it will affect your working lives:

**CH:** People will still work in the departments or agencies they work in now. Over time they might see more alignment of the terms and conditions of similar jobs across the public service because at the moment we know there is variation.

They’ll find it easier to move between jobs. Now if you switch from a policy advisor job at the DIA to a policy advisor job at the MoE that’s an entirely new employment relationship, you lose your sick leave, you lose your annual leave. The idea is your employment relationship can be continuous across the public service so you will be appointed to the public service, even though you’ll be working in a particular department and answerable to a chief executive.

Overtime we want to see more collaboration between agencies and to make that easier through basic things like co-locating teams together who are working on a particular topic.

**Will the changes enabling chief executives to bargain with occupation groups across departments affect existing employment conditions?**

**CH:** I don’t think you will see it going backwards. You want to bring people up to a similar level to other people who might be doing better than them for doing comparable work.

**You talked about greater mobility across the public service – could this lead to a decline in specialist knowledge?**

**CH:** It is one of the things we talked about quite a lot at Cabinet. There is a need to bring people of a sector into government leadership of that sector. We would never want to stop that from happening, so yes we expect departments and agencies to be developing specialist expertise where they need that to do their jobs effectively.

**Another aspect of the reforms is getting local and central government working more closely together. What would you say to**
While the Government’s plan for public service reform does not reverse many of the neo-liberal elements of the State Sector Act it still represents a significant step forward. The reforms will provide better mechanisms to enable cross agency work and help break down silos in government.

They will support greater local and regional co-ordination of public services, involving both central and local government, as well as iwi.

We particularly welcome recognition of the right of public servants to freedom of political expression in their private lives, and proposals to improve responsiveness to Māori.

There is the opportunity for the state to become an exemplar employer with the best possible employment practices and we could start by upgrading the good employer provisions of the Act. The SSC will have tools that should support greater consistency in terms and conditions across the Public Service.

The Government has stopped short of making the SSC the employer of all staff in the Public Service, instead leaving chief executives as employers while stating that public servants will be ‘appointed to the Public Service’. It is still not clear what this means in practice and we want this to have real meaning for members.

The Public Service will also include crown agents such as ACC and the DHBs. While the organisation of these agencies won’t change, the purpose and principles of the Public Service will apply, as will standards and guidance issued by the SSC and the affirmation of the rights and responsibilities of public servants.
We’re pushing for equal pay across our union with the launch of new claims in recent months.

Our union wide strategy can be seen in the raising of claims for NGO social workers and social services workers at five not-for-profit providers. We’re also pursuing our claim for library workers in local government.

These claims along with our claim for DHB admin workers could be a springboard for claims for women doing similar work in other sectors.

“We work undertaken for one claim to prove women have been undervalued, could be relevant to another. This would save us from having to start from scratch with each new claim. “

“We are promoting ways to speed up the elimination of discrimination, and robust processes to identify it” says PSA National Secretary Kerry Davies.

SPREADING THE WORD

The PSA has partnered with the National Council of Women and other unions to encourage members to wear black and white for pay equity on Suffrage Day.

“It’s a way to take the pay equity message out into the community, beyond workers who are actively pursuing claims,” says PSA Equal Pay organiser Jo Taylor.

“We want to demonstrate public support for closing the gender pay gap and to encourage the government to speed up implementation.”

EQUAL PAY LAW

The PSA also continues to push for stronger legislation through the Equal Pay Amendment Bill.

We are advocating for the bill to remove obstacles to accessing the courts, put time limits on bargaining, and make sector wide, multi-employer settlements easier.

PSA PAY EQUITY CLAIMS

Settled:

2017 Care and Support workers
2018 Mental Health and Addiction support workers
2018 Oranga Tamariki social workers

In negotiation with employers:

DHB admin/clerical workers - bargaining to start soon following the completion of interviews and data analysis
DHB allied health workers - terms of reference being finalised

DHB mental health nurses – 200 interviews being conducted across all DHBs
Local Government Library Assistants – claim made to six big councils, terms of reference being exchanged
NGO social workers and social service workers – letters sent to five employers raising pay equity claims

Under consideration:

Administration and support workers across PSA
Jacqueline Aberdein-Tapuai is a qualified and registered social worker with a Master’s degree - but the mum of four teenagers struggles from pay check to pay check. 

“As a school social worker I’m responsible for more than 600 kids and I earn about the same amount as I did twenty years ago working in a bank.”

The PSA delegate is among the social workers from five not-for-profit providers - Barnados, Wellington Sexual Abuse HELP, Christchurch Methodist Mission, Stand for Children, and Ngāpuhi Iwi Services who have filed an equal pay claim. They argue their work is undervalued and urgently in need of more funding.

It follows the success of a pay equity claim for Oranga Tamariki social workers last year, which resulted in 30 percent pay increases.

Jacqueline says the higher salaries at Oranga Tamariki are tempting but she loves the work she does. “We are working with families so they can be what they want to be, achieve the goals they want to achieve with their children.”

SOCIAL SERVICES WORKERS CLAIM

The PSA has also filed a claim for social services workers at the five NGOs who deliver a range of other services including admin clerical, assessment, intervention, care, advocacy, counselling and supervised contact.

Jacqueline Legros is a board member of the Aotearoa New Zealand Association of Supervised Contact Services.

She says the job is hugely underpaid and under-appreciated. “Lawyers and judges say they cannot be without our service yet the Ministry of Justice have not increased the hourly rate in approx 10 years.”

“We have children who have been separated from significant people in their lives and we are here to reconnect them with their whānau. The reason for supervised contact can range from issues with alcohol, substances, domestic violence, or imprisonment,” she says.

“People view supervisors as just a babysitter, but they are constantly monitoring the child and providing a safe neutral space so children can create memories and rebuild relationships.”

FUNDING SHORTFALL

Social service providers currently receive most of their funding from the government.

But a report for Social Service Providers Aotearoa has found a $630 million shortfall in government funding, with wages being underfunded by about $300 million a year.

PSA national secretary Kerry Davies says providers tell them they must look for private donations to try and fill the funding gap. “We know that funding constraints prevent them from paying staff according to their levels of skill and responsibility. We say our members are worth 100% and shouldn’t have to rattle buckets to get it.”

“These workers deal every day with complex and difficult situations, whether it’s helping families in crisis or supporting survivors of abuse. But they struggle to pay household bills.”
While the latest statistics show how persistent the gender pay gap remains, our efforts are starting to produce some real gains for women. Statistics NZ data shows a 9.3% difference in the median hourly earnings of men and women in 2018—a significant improvement on the 16.2% difference in 1998, but largely unchanged from 2017.

That’s despite substantial pay equity settlements for occupations including Oranga Tamariki social workers, care and support, and mental health and addiction workers.

**CLOSING THE GAP**

Another lever the PSA is using to address employment inequalities are gender pay gap action plans, which aim to deliver on equal pay, flexible work arrangements, the elimination of bias in remuneration, and gender balanced leadership.

PSA policy advisor Sue O’Shea says most public service departments have completed or are making action plans as required by Government.

“Those plans are starting to make a real difference for women through improvements to starting salaries, the introduction of flexible work by default pilots, and changes to parental leave provisions,” Sue says.

“The salary increases we’re seeing for some lower paid workers is particularly pleasing, as the statistics show these groups are likely to have a higher proportion of Māori and Pasifika women.”

Sue says it’s also heartening to see “collaboration in action”, with unions, agencies and the State Services Commission working together on the plans.

While the public service is obliged to implement action plans, the PSA encourages other sectors to use them as a model.

**PAY TRANSPARENCY**

The PSA is also a partner in a campaign led by the Human Rights Commission to introduce pay transparency to help close the gender pay gap.

PSA delegates are adding their voices to the campaign, which calls for pay scales to be made visible so discrimination can be identified.

“Without pay transparency, it’s kind of like fighting fog. You are trying to validate to yourself and to others that this problem exists,” says Nancy McShane.

“As a Pacific woman of colour, there is extra effort and hoops that I need to jump through. There is a group of people in society that miss out because of what they look or sound like and that is so wrong,” says Nia Bartley.

**Gender Pay Principles:**

The gender pay principles were launched last year and are helping to guide the development of action plans. They are:

- freedom from bias and discrimination
- transparency and accessibility
- relationship between paid and unpaid work
- sustainability
- participation and engagement

For more information go to:

The kōrero will help support our Waitangi Tribunal claim challenging breaches by the Crown including the failure to provide education that adequately prepared wāhine for employment, or to eliminate workplace bias and discrimination.

KA WHAWHAI TONU MĀTOU

Claimant and Rūnanga Kuia Georgina Kerr has been fighting to address the injustices that resulted from these breaches since she became a kindergarten teacher in 1967.

“I observed the inequities suffered by wāhine Māori in regards to pay and conditions. So I joined the union to help lift the status of working families,” she says.

“This priority continued for me during my career in the public service, but for wāhine Māori the journey has been difficult, with limited progress made over many decades.”

LASTING IMPACT

Claimant Paula Davis says seeing the pay gap persist for indigenous women despite campaigns for pay equity convinced her “it is more than just a women’s issue”.

“That is what sparked the claim really, this is an issue that affects Māori women. It’s not that a Pākehā woman might get paid $50 a week more than me. It’s how that little amount per week affects you over the years, Māori don’t own houses, they can’t afford to go to the doctor. It has a lasting impact.”

The Justice Ministry Māori enterprise delegate says there is still a lack of career paths and mentoring for wāhine Māori in the Public Service.

“We often see Māori leave the public service and go into iwi roles if we want to achieve. They don’t get the same leadership opportunities.”

OVERCOMING PREJUDICES

Claimant Llani Harding says as a young Māori mother she has had to work twice as hard to “prove I’m not just a dumb mum”.

“You are prejudged. I missed out on jobs. People say ‘stay home with the baby’, but maybe that wasn’t what I wanted to do.”

The council worker says the effects of colonisation also affect her whānau.

“I still feel like I need to explain my reasons for sending my kids to kōhanga and kura kaupapa and whether it’s the right thing to do. It’s like we are playing catch-up, my generation and my kids.”

Llani says she became a claimant to represent the wāhine toa who helped raise her.

“I represent their struggles, their success and their hopes and dreams for the future.”

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KŌRERO MAI, KŌRERO ATU

Action is stepping up on Claim Wai 2864 with stories of workplace injustice being gathered at sector hui during August and September. Email: manawahineclaims@psa.org.nz to find out how you can tell your stories.

Te Rūnanga o Ngā Tōa Āwhina is also undertaking research to determine the nature and extent of employment inequities experienced by wāhine Māori.

The Rūnanga welcomes the announcement that part of $6 million funding allocated to the Waitangi Tribunal’s Mana Wāhine Kaupapa Inquiry, will support collaboration and research with claimants.

Find out more about the claim at www.psa.org.nz/about-us/te-runanga/mana-wahine/
“This shows I’m getting somewhere”

Family responsibilities and fulltime work have not deterred Theresse Ioaba from pursuing her leadership dreams.

The PSA member and IRD team leader has beaten off 1000 other applicants to win the Ria McBride Public Service Management Award.

The $15,000 award enables women who have displayed personal fortitude and leadership potential to pursue tertiary study.

While the award usually goes to someone who hasn't been able to study previously, Theresse completed a Bachelor of Arts in 2010, but was unable to complete her double law degree or her Masters in Indigenous Studies.

“I had children, life happened,” she says.

OVERCOMING CHALLENGES

Instead Theresse started as a child support officer with IRD in 2012 and rose through the ranks to lead a team responsible for Significant Enterprises - corporate groups or businesses with a turnover of over $30 million.

“I am 100% behind my guys, coaching and supporting them through devolved decision making. I’m focused on my team and their growth,” Theresse says of her leadership style.

All of that has been accomplished while raising five children, being a support person to extended family – and completing three papers a semester.

Theresse says she has mixed emotions about winning the award, which will help her complete her qualifications and gain admission to the bar.

“I felt relieved, humbled and excited. It’s been a challenge trying to progress in my career and academically. This shows I’m getting somewhere. I am one step closer to my goal.”

LACK OF ROLE MODELS

Born and raised by her grandparents in Otara, Theresse says there weren’t Pasefika academic role models growing up.

“I was aware from a young age of gender pay gaps, bias towards mothers, and limited cultural appreciation. This achievement contributes to a new norm for generations of Pasefika women to come.”

Theresse’s ultimate aim is to return to the Cook Islands as New Zealand High Commissioner.

She wants to put her leadership skills to good use there to tackle issues such as climate change, raising living standards, and the wellbeing of children.

She encourages other women in the Public Service to apply for the award in the future.

“Definitely give it a go, it’s such a great experience! It forces you to sit and put your future aspirations into perspective.”

For further info check out the website www.newhorizonsforwomen.org.nz/awards/ria-mcbride-public-service-management/
“Back in India I had seen hardships, but here there was bandages, blood and death.”

The PSA delegate had come to help lead a team of 13 Muslim case managers who were to provide wrap-around support to victims and their families.

“We can speak multiple languages, Farsi, Hindi, Urdu, and could support them in culturally appropriate ways.

“We went to prayers with them. We went to the mosques when they reopened, to the memorial services. We became a part of this grief.”

DISTRESSED CLIENTS

One couple Sami worked with had only recently been reunited in Christchurch. The wife had left Bangladesh to join her husband there after seven years apart.

On the morning of the attacks he dropped her at the Al Noor Mosque and went to find a carpark. While he was away the woman met the attacker and was shot.

Neither could speak English but at the hospital the woman told Sami in Urdu, “I came all this way to die”.

After sustaining multiple injuries she was left a paraplegic. Sami helped organise her visa and a lawyer to assist the couple. He remains in contact with them and other families.

“Dealing with these clients was not easy, they came with distress. But the most important thing which I realised was listening to their stories.”

AMAZING TEAMWORK

The case managers, who were mostly PSA members, flew back and forwards from Auckland for seven weeks after the attacks.

The team looked after each other, coming together in the evenings for dinner. “It was amazing teamwork.”

Sami says EAP counselling sessions were also beneficial.

“You are told, you are not in their situation. You are a problem solver, you don’t want to become part of the problem.”

Despite that Sami says everybody has been affected by what they witnessed, and he is hopeful some sessions with Muslim counsellors will also be organised.

TEARFUL THANKS

Looking back Sami says it is hard to believe that he was involved in such work.

“It was satisfying I was of some help to those people. When the clients thanked us, they had tears in their eyes.”

Sami says the support from the public was great initially, but there is a need for more education about Islamophobia.

“I am a Muslim but I don’t believe in extremist views, and there are so many others in the same boat,” he says.

“Get to know us. Look at my commonalities, I have the same needs. I just believe in some other God.”

Sami says people need to work together towards the common goals of peace and forgiveness.
Legal Challenge to IR hiring practices

Four Madison workers are asking the Employment Court to determine that they are in reality employees of Inland Revenue. PSA Lawyer Fleur Fitzsimons explains why:

For about as long as the New Zealand state has been collecting tax, the people doing this important work have been part of the PSA.

Over the years these members have negotiated in good faith with Inland Revenue for their terms and conditions of employment. The relationship has had its up and downs but there has always been a collective agreement containing provisions like annual leave, hours of work and what happens if the employer wants to change the way work is done.

That is until IR started using a labourhire company to recruit people to its call centres, who were to be paid not even close to the terms and conditions of the collective agreement.

The private company is called Madison Recruitment Limited and is listed on the New Zealand Stock Exchange. That’s right, private individuals are now receiving a dividend gained from work done by people working in IR.

IR has put in place a scheme whereby they claim not to be the employer. In this way IR avoids paying people working as public servants the agreed rate of pay and other conditions in the PSA collective agreement. Even the much celebrated living wage for all core public service workers is not paid to these workers and many have been placed on 90 day trial periods.

There are many hundreds of these people in IR call centres giving vital information to taxpayers, alongside PSA members who are paid the conditions of the collective agreement. A very large number have joined the PSA. IR and Madison claim these workers are employed by Madison and not IR but the PSA does not agree.

We consider all workers in IR call centres are in reality employees of IR and should be treated as such, including by being paid at least the living wage as well as all salaries and the other conditions in the collective agreement. With the PSA’s support, Madison workers have asked the Employment Court for a decision that they are IRD employees.

The legal tests are clear and well established in other cases. The legal test the court will apply involves looking at who controls the work, to what degree the people doing the work are integrated into the employer, and what the real nature of the employment is.

These PSA members from Madison attend training run by IR, and then do the same work in the same way as other IR employees. However, they did not receive the salaries, meal allowances or overtime entitlements they should under the PSA collective agreement with IR.

If the workers’ litigation is successful in the Employment Court, we will look to sort out the situation for these members and any others who have faced the same problem.

If you know anyone in this situation, encourage them to join the PSA so we can best represent their interests.
You may have heard of Safe and Effective Justice Reform, or Hāpaitia Te Oranga Tangata. The PSA has sent out surveys to all Maori and Pasefika members, and members who work within the justice system, seeking your views on this important kaupapa.

It has become clear to the people of Aotearoa NZ that our justice system is broken. We have one of the highest imprisonment rates in the OECD, with accompanying high recidivist rates. We have an overrepresentation of Māori in every point of the criminal justice system. And most people in the system have been victims themselves.

This current government is seeking justice reform, with a goal of fixing these issues. Te Uepū Hāpai I te Ora is a group appointed by the Minister of Justice, Andrew Little, to investigate and make recommendations to the Minister. Their preliminary report, He Waka Roimata, indicated that urgent transformative change is needed. The number of Māori in the system is at crisis. Formal justice processes are failing us too often.

**WORKER VOICE**

Chester Borrows, from Te Uepū, attended the Public Service Sector Hui in August. He spoke with our Māori delegates about the institutional racism in our justice system and the stories he has heard in this mahi. The delegates responded that there is a need to listen to the worker voice. Our members in Corrections, Justice and other agencies have clear understanding of how the justice system works, and where changes need to be made.

There were key themes from PSA member feedback to our survey.

As a priority, more support for those with mental health and addiction issues – taking a health approach to health issues, rather than a criminal approach.

The need to focus on institutional racism across all organisations that are part of the criminal justice system.

The need to genuinely focus on rehabilitation and prevention, rather than the punitive elements of the system. This needs to be actively funded and supported.

The need for more support for people in general before, during and after being incarcerated. More support to help stop reoffending, help with finding work, housing, mental health support.

Te Uepū is due to deliver a final report to the Minister of Justice, who will then consider appropriate legislative reform. The PSA has written to Minister Little about our involvement in the next phases. We will keep in touch with membership about where we are going.

For more information, please see [www.safeandeffectivejustice.govt.nz](http://www.safeandeffectivejustice.govt.nz)

Nā Paula Davis, PSA Delegate, Ministry of Justice
‘Everyone deserves a workplace where they feel safe and respected’

The PSA has contributed to new public service standards setting expectations that workplaces be safe and respectful - and will hold agencies to account for meeting them.

The States Services Commission’s Positive and Safe Workplaces Standards emphasise the importance of strong leadership, fostering good working relationships, and having trusted policies and procedures to create a culture that exposes and addresses inappropriate behaviour.

This will help prevent a range of unlawful or offensive activities such as bullying, harassment and discrimination.

The standards come after research undertaken by the PSA in collaboration with Victoria University found 43% of public servants had experienced bullying at work and a third had experienced discrimination.

A WORKER’S STORY

That’s no surprise to Aleeta Hau, who became a PSA delegate after she began experiencing behaviour that was not reflective of her agency’s values.

“At the time I believed I became a target with certain members of the management team because I had identified and questioned changes that had been made that put our staff at risk,” she says.

“So I chose to become a delegate so I could help other people who may find themselves in a similar position.”

Since then she has heard dozens of similar stories.

A high percentage of feedback from members has been around how managers have treated staff. Situations where managers have taken them aside, and no one is witness to what could be seen as unacceptable or inappropriate behaviour.”

AN ORGANISER’S VIEW

PSA organiser Caz Thomson says while bullying cases can be hard to prove, changing workplace cultures can be effective.

“Taking a more restorative approach and saying how do we change from a focus on the behaviour we don’t want, to the behaviour we do want. What values and behaviours do we support in workplaces?”

Caz says PSA workshops on this approach have had positive results at Capital and Coast District Health Board, and the DHB is now running similar workshops itself.

But she stresses the need for everyone to play a role to help change workplace cultures.

“One of the changes is that people have to call out behaviour when they see it, and be supported by their colleagues to do so.”

WHAT IS THE PSA DOING?

Minimising workplace violence, bullying and harassment is an important strategic goal for the PSA.

The new SSC standards are consistent with our approach which highlights that unwanted workplace behaviours are products not just of individual workplace relationships, but also organisational systems, cultures and management approach.

As a union, we have a role to play in prevention by helping to change culture, providing effective responses when cases are reported, and supporting a restorative approach once issues are resolved.

“The safety of our members is our top priority,” says national secretary Glenn Barclay.

“Everyone deserves a workplace where they feel safe and respected.”

For more on the SSC standards go to: www.ssc.govt.nz/resources/positive-and-safe-workplaces/
Shift workers fight fatigue

What do a mental health nurse, a bus driver, a probations officer and a locomotive engineer have in common?

They’re all exhausted by the shifts they work, and they want change.

The workers shared their stories during a PSA panel discussion in Wellington in August, which was also attended by MPs and health & safety training providers WorksafeReps.

WAKE-UP CALL

Corrections national delegate Karina Radcliffe had a literal wake-up call after a night shift. Driving home from work, she dozed off at the wheel and woke shocked to find herself on the wrong side of the road.

Fortunately there were no oncoming cars, but the experience slammed home to her the urgency of fighting fatigue.

Karina later began working as a probation officer, but still found the demands of a high-pressure job a struggle and was forced to take time off work to recover.

She described a personal coping strategy she has developed, which she calls the “three A approach” – Alter things if they are not working for you. Accept the things you cannot change. Ask for help if you are struggling.

DRIVER FATIGUE

KiwiRail locomotive engineer and Rail and Maritime Transport Union vice president Howard Phillips said driving a train requires concentration and incidents involving fatigue are under-reported.

Coming home tired and grumpy has a negative impact on family and social life. The RMTU and KiwiRail are hoping to mitigate this with a negotiated scientific approach to fatigue management.

Bus driver and First Union delegate Daniel Scotford is especially worried about the link between mental health and fatigue. The recent issues with Wellington’s bus network have aggravated the pressure on drivers.

Daniel says if a bus runs late then scheduled break times are not possible. Shifts regularly last five and half hours in New Zealand, an hour longer than in some European countries, and in practice drivers here can be on the road for even longer than that.

NIGHT SHIFT

Mental health nurse and PSA delegate Ian Monzari has been a night-shift worker for 13 years. He spoke of the toll this takes on his wellbeing with interrupted sleep, lack of exercise, and poor eating habits.

Mr Monzari has found himself struggling to stay awake when he drives home in the morning through heavy traffic. He believes more investment in public transport could help shift workers to travel safely.

Green MP Jan Logie and Labour MP Marja Lubeck noted the Employment Relations Amendment Act currently before parliament, which aims to give workers more power to challenge unsatisfactory conditions.

WORKSAFE REPS TRAINING

WorksafeReps director Peter Scanla, offered a look at a new training course that explores the causes of fatigue. Using the latest research into sleep science and with a strong focus on employment law, tools are identified to improve working lives.

The courses are supported by the union movement, and members concerned about these issues are encouraged to sign up.

Go to worksafereps.co.nz or call 0800 336 966 for more information.
Sparking imaginations about changing world of work

From the old railway workshops of Lower Hutt to container cargo symbolising today’s globalised economy – a new exhibition takes us on a journey that explores the changing nature of work.

The Future of Work exhibition at the Dowse Museum gives a glimpse of Lower Hutt and New Zealand’s rich industrial history, and also touches on contemporary challenges posed by automation, alienation, precarious employment conditions, and the need to move to more sustainable industries.

“The contemporary world of work is changing really fast and I think when situations are challenging, if you get artists involved it can spark imaginations and highlight those things that we are worried about,” says curator Melanie Oliver.

A text work ‘Time for what you will’ pays homage to Petone builder Samuel Parnell who negotiated an eight-hour day in 1840, while critiquing how digital technology now enables work to invade our leisure time.

Historical photos of the West Coast mining industry, and newspaper clippings about the Petone textile industry, sit alongside video installations on unemployment in the 1980s, and the lives of scrap metal collectors in Barcelona.

There are also some lighter touches including an inflatable air dancer that pokes fun at a difficult co-worker in a car dealership, and a modern cafe-style co-working space.

There’s even a cupboard full of the sort of biscuits that could be found in many an office tea room – an installation that’s sparked a reunion of Griffin’s factory workers.

The exhibition continues at the Dowse Museum in Lower Hutt until November 17 and is well worth a visit.
<table>
<thead>
<tr>
<th>Opening the conversation</th>
<th>Mōrena/Kia ora [COMPANY NAME], ko JANET tēnei</th>
<th>Good Morning/Hi [COMPANY NAME], JANET speaking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caller</td>
<td>Mōrena/Kia ora, kei konā a JOHN BLACKMARSH?</td>
<td>Good Morning, Hi is JOHN BLACKMARSH there?</td>
</tr>
<tr>
<td>If the person is available</td>
<td>Taihoa, māku koe e tono atu</td>
<td>One moment please, I’ll put you through</td>
</tr>
<tr>
<td>If the person is not available</td>
<td>Kāore ia i te wātea. He kōrero āu mōna?</td>
<td>She/he is not available. Do you want to leave a message?</td>
</tr>
<tr>
<td>Caller</td>
<td>Āe/Kāo</td>
<td>Yes/No</td>
</tr>
<tr>
<td>If the caller wants to leave a message...</td>
<td>Māku koe e tono atu ki tōna pae karere</td>
<td>I’ll connect you to his/her answer phone</td>
</tr>
<tr>
<td>Otherwise...</td>
<td>Ka pai. Hei konā.</td>
<td>Good. Goodbye</td>
</tr>
<tr>
<td>Answer, if you are unable to understand the conversation</td>
<td>Mō taku hē, kei te ako tonu au i te reo Māori</td>
<td>I’m sorry, I’m still learning te reo Māori</td>
</tr>
<tr>
<td>The caller will understand and revert to English</td>
<td></td>
<td></td>
</tr>
<tr>
<td>End the conversation with a thank you and goodbye</td>
<td>Ngā mihi/Hei konā.</td>
<td>Thanks/Goodbye</td>
</tr>
</tbody>
</table>
Around & about

National secretary Glenn Barclay signs High Performance High Engagement agreement with MSD CE Debbie Power

PSA assistant national secretary Melissa Woolley with mental health advocate Sir John Kirwan at the Mental Health and Addiction Cross-Party Launch

Delegates at Local Government Conference

PSA lawyer and Wellington city councillor Fleur Fitzsimons on the campaign trail with Dr Ayesha Verrall and CTU policy advisor Eileen Brown who is standing for re-election to Capital and Coast DHB

New Zealand Council of Trade Unions Women’s Conference attendees

Disability Rights Commissioner Paula Tesoriero (centre) meeting with PSA Deaf and Disability Network members
The PSA, Tax Justice Aoteroa and Victoria University are hosting a series of lunchtime talks on tax.

PSA member Lisita Aloua (right) displaying her Tongan heritage during Tongan Language Week.

Lunch at PSA House Wellington for Cook Islands Language Week.
Know Your Rights

All New Zealanders have the democratic right to participate in local government elections. Working for a council doesn’t affect that right, but if you are a local government worker there are a few agreed guidelines.

Under the Bill of Rights Act, you can stand as a candidate, or campaign.

You have the right to actively support a political party or a candidate in your personal capacity, in your own time, using your own resources.

But remember to keep politics out of your job, and your job out of politics.

As long as you do this:

**Do**: feel free to express your political views through social media, but only in a private capacity and in your own time. In your social media profile, it should be clear that these are your views as a private individual and not as an employee. We recommend you don’t mention where you work.

**Do**: attend public meetings or rallies in your own time.

**Do**: help with fundraising activities or leaflet drops for candidates in your own time.

**Do**: Vote! And encourage others to vote too.

**But**

**Don’t**: use work printers to make campaign leaflets or posters, or receive or send political information, even from your work e-mail account.

**Don’t**: hold meetings on your work premises in support of a candidate.

**Don’t**: use or disclose information from your work unless it’s publicly available already.

**Don’t**: wear anything that identifies your employer at a public meeting or rally, or if you’re delivering leaflets.

You must exercise judgment about what level of personal participation in political activity is appropriate, particularly if you are a senior employee, work closely with elected members, or work in a small council.

It’s important to note some councils have their own guidelines. These may be stricter than the law permits. If they are, you may not be required to abide by them. If you have any doubts, contact your PSA organiser.

**GETTING INVOLVED IN PSA CAMPAIGN**

The PSA is providing resources for workplaces leading up to the local body elections. Feel free to put these up on PSA notice-boards, and circulate to members. Just remember not to display them in public areas.

**STANDING FOR ELECTION**

**Do**: talk to your manager about your plans and how you will both manage implications for your work.

**But**

**Don’t**: campaign on work time or use work resources.

**Don’t**: hold meetings for your own campaign on work premises.

**Don’t**: use confidential information you’ve learned at work during your campaign.

**WHAT IF I’M ELECTED?**

If you are elected onto the local authority for which you work, you must resign from your job before taking up your position as an elected member. This does not apply to council employees elected to community boards.

If you are elected to a different local authority from where you work, there is no statutory requirement for you to resign.

Some people manage to juggle local government positions with their work. Some positions will involve a significant time commitment and it’s worth considering how that will work.

**Need further advice? Get in touch with the PSA Organising Centre on 0508 367 772 for advice, or talk to your PSA organiser.**
Offering PSA members & delegates support with employment relationship problems & personal cases. They can also provide general information on your union and membership.

Contact the organising centre
Monday - Friday 8:30 and 5:00pm
Email: enquiries@psa.org.nz
Freephone: 0508 367 772
Holiday homes + apartments

Now with free wifi*

Freephone 0800 10 30 90   Email plus@psa.org.nz

*excluding Ohakune