

RĀRANGI TAKE (AGENDA)
PASTORAL CARE/RSE MANAGER FORUM
5 DECEMBER 2023, HELD BY TEAMS

Meeting opened with a Karakia at 10:02am

1. Apologies

s 9(2)(a)

- a. Welcome (verbal Tanya)
- b. Intro Chair (Mike Chapman) and Vice Chair (s 9(2)(a)), hand over (verbal Tanya)

2. Administration

- a. Approval of the FINAL ToR (verbal Chair) **Attached**

Moved: s 9(2)(a)

Seconded: s 9(2)(a)

Carried

- b. Update on Forum Membership (verbal Chair)
- c. Countries (Slides) Requested we leave these questions in one more month.
- d. ATR Timing (Slides) to help keep MBIE/MSD responsive.

3. Top Three Forum Issues (Slides Attached)

Worker Home Countries, ATR timelines and IEA (Chair) – see the slides

Noted that Vanuatu was the largest sending country followed by three countries about the same number / percentage: Tonga, Samoa and Solomons. And the ATR processing times were generally good, but 4% of employers experienced a wait of over 6mths.

Employer: Real concern that MSD fail to understand that a Joint Venture requires an ATR to be out in 5-7 months prior to workers first arriving, but when we are the secondary employer in another region – the ATR might be submitted 10-11 mths out from when they land in the second region. The secondary MSD region doesn't want to process it that far out and hold it up because it's outside of their "6mth timeframe". This has not been and is not workable.

Tanya: really good point, we will bring this up with MSD and MBIE.

Employer Forum Question: How do we get IEA online and made easier?

Mike: we will share one online solution that PICME is currently offering (**See below action points**)

Tenancy Agreement (Tanya)

Tanya: The recent amendments made to the Residential Tenancies Act 1986 (RTA) have impacted various aspects of tenancy law. It is important to note that these changes apply to all employers, including those employers in the RSE Scheme. It's essential to understand how these changes will affect your business. There is an expectation that RSE Employers are supplying Tenancy Agreements to workers they offer accommodation to (including RSE workers) and complying with Healthy Homes and Tenancy Insurance requirements – the LI will have started asking for these, if yours hasn't yet, they will.

Most RSE Accommodation falls into the "Boarding House" criteria of Tenancy Services.

Boarding House info here : <https://www.tenancy.govt.nz/starting-a-tenancy/boarding-houses/>

Tenancy Agreement: <https://www.tenancy.govt.nz/starting-a-tenancy/tenancy-agreements/>

Full Healthy Homes Standards – <https://www.tenancy.govt.nz/assets/forms-templates/compliance-statement.pdf>

Insurance Statement: <https://www.tenancy.govt.nz/assets/Uploads/files/insurance-statement.pdf>

Employer: I have spent a LONG time creating a tenancy Agreement with the LI, and we got it to the point it was all done – but then tenancy services said they don't want anyone to use anything but their online agreement builder!

Tanya: An agreement serves two key purposes. To convey the correct legal requirements that met your obligations as a landlord (compliance), and to be understood by the tenant signing the agreement. If your form covers all the legal requirements and is easy to understand – crack on. NZEE have an agreement template with multi worker sign page, for members, that condenses 4 x 15pg documents into 3pgs of common language, created with help of Tenancy Services and LI. The four documents that are condensed in to three pages include: Tenancy Agreement, Insulation Statement, Healthy Homes Standards Compliance Statement, and Insurance Statement. It's advised to keep your full Healthy Homes assessment on file for anyone who wants to read the full thing.

4. EXPERT CONTRIBUTOR - RSE Upskilling and Training Update (Jeremy Baker, Muka Tangata CEO)

Jeremy Baker (JB): Muka Tangata is the Workforce Development Council (WDC) for the food and fibre sector. They engage with industry and education and training providers, offer skills leadership and advice, work on qualifications, standards, and quality assurance, and are exploring different ways of working to meet the needs of the food and fibre sector. They advise government on what programmes and qualifications Govt should support, and fund based on what is needed.

They have just finished a full review of the Forestry and Seafood sectors, and are about to embark on two new ones:

1. All entry level standards into food & fibre (we currently have 18 – too many)
2. All Agri qualifications

They are working on improved skill recognition and skill gaining, as RSE workers play a vital role in our sectors. It's early days working out what to do, but it needs to be easy for employers, training providers, the sending countries, and the worker/learners themselves.

RSE currently have access to 20hr of free training funded through MFAT, Vakameasina. That's not a lot but it can be *part* of the solution. Vaka has gone through a review, and one of the outcomes recently announced was to trial/pilot formal recognition, and how to build that in. RPL (Recognition of Prior Learning) and how the *many skills and experiences* RSE workers have, can give them credit towards a qualification or credential. It was also mentioned that as part of the review that the next stage of funding is contestable via a tender process.

RSE Funded Level 1 & 2 quals were removed when NZ went through the merging of the two main funding/training schemes into Te Pukenga, but Muka Tangata has asked for policy changes to open that back up for RSE.

Timeframe is next year; it doesn't take Muka Tangata long for them to create micro credentials They would like to work with employers and the pacific countries & workers, to find out what skills they want/need to take home. Changing the focus from quick one offs, to explore longer term qualifications, where training/learning is extended back home, and while in NZ. Here and Home loop.

English literacy is a challenge, we will need wider funding for RSE, Govt can demonstrate the benefit of RSE back to the Pacific - PIC don't simply loose workers for 6 mths, but their people can gain new skills which can be applied to benefit the PIC. MoE, TEC, MBIE will need to change the rules around work-based training, and what qualifies for this to happen.

Mike: how do you want to use this forum Jermey?

JB: We are looking at a wide range of qualifications, we want to be clearer on what are the right skills (needed), and what are the right tools (training), make it practical and make it easy in the workplace. We will need the forum's input to help create that. It's about connecting all the dots. We don't want to create something that goes nowhere. That is pointless. It needs to be right. Delivered properly. Learning pathways to continue learning/upskilling.

END Guest Expert.

5. Open Mic (open floor)

No issues from the floor. Moved forum back to the last issue point

Induction (Tanya)

Tanya: I will share a List of Common Compliance Issues **Attached** – for addition to inductions. Induction is not a once and done. There is repeat messaging that need to be woven into team leader, toolbox meetings each week ongoing, to reinforce the key messages (ie. around the right to life and a safe working environment for all) and ones that are often tricky to grasp.

Exit strategy was another point that was raised in the survey. Another word could be reintegration. There is a lot of work going on in the islands and with the big inter-agencies like the ILO (international Labour Organisation) & IOM (International Organisation of Migration) and the World Bank around reintegration. There will be ways you (employers) can help with input into this important work. We will keep you in the loop as this progresses.

When workers have a clear picture of “why” they are participating in the scheme, employers can help reconnect them to their why, when they veer off track, or if they need support to motivate while away physically from family. Worker led, employer supported.

Pre-departure Training. A lot of work going on to get this important content completed, we have stressed the important of sharing drafts with employers, so we can be consistent in the messaging for workers.

Employer: I spent a lot of time in consultation on Pre-Departure material a wee while back, is that being used as the base for this new draft?

Tanya: I believe so, Lafaele Lupo (TVOM) is leading this work, and he will send out the draft as soon as it's in at a place to share. It's equally important that we (employers) have a space to input ideas into that material, one of the crucial benefits of pre-departure is around expectation setting – so workers know where they are coming, what to do (job, regional info) and what not to do (laws, compliance). Employers need to know what is being taught, to get the chance to repeat messaging at their inductions.

MFAT have announced extra funding for the Pacific. The Strengthening Pacific Labour Mobility programme (SPLM) is the primary way New Zealand supports Pacific labour sending countries to maximise the development benefits of labour mobility. The Toso Vaka o Manū (TVOM) team within the Ministry of Business, Innovation and Employment (MBIE) currently deliver SPLM. Over the next five years, New Zealand will commit \$19.4 million of International Development Cooperation funding to the third phase of SPLM, almost doubling the current funding. **Attached**

6. Action Points

Forum members – when filling out the forum survey, please use a few more words to describe your issue, so we are best placed to address it in the forum.

You don't HAVE to fill the survey out if you don't have any issues to raise. You can come to the forum meetings and just listen and participate.

We will leave the sending country questions in the survey for the next forum, as some didn't fill it out.

Vakameasina will be invited to a forum meeting in 2024 once they have their programmes ready to go

Attached to this meeting note:

- FINAL Forum ToR
- Forum Issues Slides
- Online IEA solution from PICME – read here : https://issuu.com/hortnz/docs/the_orchardist_march_2022_pages/28 and more detail here : <https://www.picmi.io/post/rse-workers-hired-through-picmi-without-leaving-their-island-homes>
- List of Common Compliance Issues
- MFAT have announced extra funding for the Pacific

7. Review future Forum Meeting Dates

Forum Dates 2024, 10am via Teams

Tue 30 Jan	Tue 6 Aug
Tue 5 March	Tue 3 Sept
Tue 2 April	Tue 1 Oct
Tue 7 May	Tue 5 Nov
Tue 4 June	Tue 3 Dec (final for 2024)
Tue 2 July	

8. Karakia Whakamutunga closed the forum meeting at 11.03am

TERMS OF REFERENCE

PASTORAL CARE/RSE MANAGER FORUM

1. Forum Purpose and Member Commitment

1.1 The purpose of the Pastoral Care/RSE Manager Forum (“the Forum”) is: to foster collaboration; to promote the well-being of RSE workers; to ensure the sustainability of the RSE program through collective problem-solving and knowledge-sharing; to share information and best practices; to address both pastoral care and RSE management challenges; and to support RSE employers.

1.2 By participating in this Forum, Forum members commit to working together for the betterment of all stakeholders involved in the RSE program.

2. Forum Aims and Goals

The aims and goals of the Forum are to:

2.1. Cultivate a supportive and inclusive environment that encourages open dialogue, respecting diverse perspectives, and ensuring a safe space for RSE employers to openly discuss challenges.

2.2. Facilitate collective problem-solving among RSE employers and workers participating in the RSE program.

2.3. Share skills profiles in demand and other valuable information to improve the employment of RSE workers.

2.4. Address challenges, concerns, and issues related to the pastoral care and overall well-being of RSE workers.

2.5. Promote timely issue resolution to ensure the smooth operation and sustainability of the RSE program.

2.6. Foster collaboration and knowledge-sharing to prevent issues from escalating and maintain the circular nature of the RSE program.

2.7. Continuously evolve strategies and approaches in response to the evolving needs and challenges faced by RSE workers, ensuring the sustained relevance and efficacy of the program.

3. Composition of the Forum

3.1. The Forum shall consist of RSE Employers and RSE workers engaged in the RSE program.

3.2. Participation, by invitation only, with prior agreement by the Forum, may include:

a. Representatives from participating governments and relevant ministries or departments.

b. Representatives from New Zealand governments and relevant ministries or departments.

- c. Representatives from relevant industry organizations.
- e. Representatives from worker support and pastoral care organisations
- f. Any other relevant stakeholders agreed for inclusion, with prior agreement by the Forum.

3.3. The Forum will be led by a chairperson who will be elected by the Forum.

4. Meetings and Frequency

4.1. The Forum will hold regular meetings as agreed by the Forum.

4.2. Additional meetings may be scheduled by the chairperson as needed to address urgent issues or emerging challenges.

4.3. Meetings may be conducted in person and/or virtually.

5. Roles and Responsibilities

5.1. Chairperson:

- a. Call for, set the agenda and preside over Forum meetings.
- b. Facilitate discussions and consensus decision-making.
- c. Represent the Forum to stakeholders.

5.2. Forum Members:

- a. Actively participate in discussions and share relevant information and experiences.
- b. Collaborate in identifying challenges and proposing solutions.
- c. Promote a culture of transparency, respect, and information sharing within the Forum.

6. Decision-Making

6.1. Decisions of the Forum will be made through a consensus-based approach guided by the Chairperson.

6.2 In the event that a consensus cannot be reached, decisions will be reached by a majority vote of Forum members present and attending the meeting virtually. There are no proxies.

7. Administration and Sharing Information

7.1. New Zealand Ethical Employers (NZEE) act as the secretariat and NZEE will distribute the meeting agenda and papers, maintain records of meetings and action items on behalf of the Forum.

7.2. Meeting minutes and updates intended for sharing with RSE program stakeholders are to be anonymised, ensuring the necessary safety and confidentiality required by Forum members.

7.3. Forum membership information is shared within the Forum group for networking purposes and professional collaborations, ensuring mutual benefit and advancement within the RSE community.

8. Review and Amendments

8.1. These Terms of Reference will be reviewed annually by the Forum.

8.2. Amendments to be effective will be agreed by the Forum.

Approved by the Forum on 05 December 2023

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Pastoral Care/RSE Manager Forum
Survey Findings

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

% of Workers from each country from survey

Vanuatu	32.4%
Samoa	15.4%
Tonga	10.8%
Solomon Islands	10.7%
Malasia	6.6%
Papua New Guinea	5.8%
Fiji	5.6%
Kiribati	4.5%
Indonesia	3.7%
Thailand	3.4%
Tuvalu	1.0%
India	0.0%
Nauru	0.0%
Philippines	0.0%

Current ATR processing timeframes between submitting, to receiving your approval letter

Up to 1 month	0%
Up to 2 months	58%
Up to 3 months	35%
Up to 4-6 months	4%
More than 6 months	4%

Worker Agreements

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Worker Agreement (IEA) Priority Topics

- Individual Employment Agreements (IEA)
- Easier ways of getting contacts signed/online etc.
- Deductions
- Work hours
- Insurance
- Keeping up to date with changes
- Labour Inspectorate requirements

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Accommodation

Accommodation Priority Topics

- New Accommodation Standards
- Expectations of cleanliness
- Food & time to cook healthy meals
- Tenancy agreements
- Destruction of property
- Different needs for each culture of worker
- LI audit standards being available in advance

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Induction

Induction Priority Topics

- List of what could be included in an induction
- Standardised induction templates
- Follow up induction
- What should be covered in sending country
- What should be covered in NZ
- Exit strategy from the programme
- Ways or help to translate documents
- How to keep everything as simple as possible

4 May 2023

NZEE Induction Compliance Reminders Guide

These reminders need to go into EVERY induction. We are seeing a high number of new RSE, which is why this info is crucial to include each time, to capture new ears. And to remind old ears.

Firstly, a reminder for you – bad behaviour from workers **is not a reflection of bad pastoral care**, and is not a reflection of you as an employer. You cannot be held accountable for the actions of your employees. But it is your role to set expectations of how to behave in NZ and remind them of appropriate behaviour while in your community. Bad behaviour is carried out by a handful of people, making bad choices, but it can reduce the social licence of the RSE the scheme to operate in your community, and casts a dark shadow on RSE workers, the Pacific Islands, employers & our industries.

Please add these reminders to your inductions. They can also be added as reminders to morning briefings & team meetings throughout the season, a few at a time.

If you don't already, your local Community Constable and Prevention Team at the local police station are more than happy to join your Workers Inductions, where these and other messages of safety can be reinforced. If you need help identifying your local reps, please sing out.

SCAMS

1. RSE are being targeted, sometimes via Facebook Marketplace or a buy-sell-swap Facebook page. They may receive a message promising they have either won, or would be able to make, millions of dollars. They are then advised they have get a certificate signed by NZ Government to get the money, but the certificate costs money. Payment is requested for the certificate, in the form of App Store & iTunes card, scratch the back and send the code. Only send money to your family through Western Union or a reliable bank and **do not purchase App cards or iTunes cards as payment for a person.**
2. International scammers pretend to be Kiwi's selling an item like a cell-phone or laptop computer on Facebook Marketplace or a buy-sell-swap Facebook page. The Scammers get the victim to deposit the funds, then the goods never arrive and the seller's identity is removed from the platform.

NZEE Support & Resources

If you know an employer that would like the use of NZEE tools, resources, and support, please get them to contact Tanya@nzee.nz for more information about NZEE Membership. Or see here <https://nzee.nz/what-we-do-2/why-we-exist/>

DRUGS

3. RSE should not be buying or selling drugs in NZ, it is illegal. Some young local drug suppliers are known to target RSE workers in the carparks of supermarkets on pay day, and on the weekends.
4. RSE have historically been targeted by gangs and working girls knowing they have money. If they are approached by anyone regarding buying or selling drugs, say no, and walk away.
5. **From a Country Liaison:**
 1. Using drugs is a direct violation to the Code of Conduct the workers signed between them and their Government. They will be banned from the RSE Program if caught. To be approved on RSE each worker needs to have approval from their Pastor, Village Chief and if in a relationship their Spouses support. This will reflect on the whole Village.
6. **From a High Commissioner:**
 1. This is a very serious case – a crime. Therefore, it should not be condoned. The High Commission and the sending Government confirmed that workers will be sent them home if found to be abusing drugs in NZ.

RUBBISH / LITTERING

7. A lot of locals and councils complain (ongoing) about the discarding of fried chicken bones & other rubbish near money transfer outlets. **This is ongoing – please remind the guys as often as possible please** not to do this.
8. RSE should be respecting their communities by putting all rubbish in bins provided by local councils. Add a rubbish bag or two to your vans, as the street bins can quickly become full (flowing) on common days for money transfer.

CYCLING

9. Local police run road safety campaigns regularly aimed at improving compliance with the wearing of cycle helmets by cyclists. Patrolling police concentrate on cyclists who are not wearing a helmet and in most cases a cyclist not wearing a helmet will be issued with an infringement notice. **The current fine is \$55.00.** Police would far rather see cyclists complying with the law and protecting themselves from potential head-injury by wearing a helmet while riding.
10. RSE are regularly seen whizzing around footpaths on their bicycles. Please add this to your comms to your workers, about how to keep safe (themselves and the public) while using their peddle bikes - [Biking in our towns and cities brochure \(nzta.govt.nz\)](#)

SAFETY AT NIGHT

11. Groups of RSE Workers are regularly seen roaming the streets very late at night and very early in the morning. This reminder is about keeping the RSE safe, and the communities in which they are living temporarily. And the social licence for the RSE Scheme to operate in our communities. It's good to remind your staff of the benefits of getting good sleep so they are bringing their best selves to work each day and being productive members of the teams in which they work – which

NZEE Support & Resources

If you know an employer that would like the use of NZEE tools, resources, and support, please get them to contact Tanya@nzee.nz for more information about NZEE Membership. Or see here <https://nzee.nz/what-we-do-2/why-we-exist/>

is the reason they choose to accept your job offer and travel here – to make money for their families and communities. Good sleep is crucial.

ALCOHOL

12. Excessive drinking can impair your judgment, making you vulnerable to committing an offence or becoming a victim of crime.
13. Most towns and cities have liquor bans in designated public places such as the central business district or around sports stadiums. An alcohol ban means it's an offence to drink, carry or bring opened alcohol in those public places. This means you can only drink alcohol in a building, licensed premises or on your own property. Police enforce alcohol bans and will issue a fine for a breach of an alcohol ban. **The maximum fine is \$250.**
14. Please check your regional council website for the ban areas in your region, and make sure this is communicated to your RSE
15. Licensed premises such as clubs and pubs must close at 4am. Supermarkets and bottle shops can only sell alcohol from 7am – 11pm.

TRESSPASSING

16. Motels and homes are private property and uninvited visitors are trespassing if they enter. While some places may have had working girls at some stage, they book in clients by phone and will brief workers on a room number or address, and an appointment time – workers should not drop in. The risk to the workers is that they will knock on the wrong door and could receive an earful (or worse) from an upset guest/owner.
17. Extensive camera systems operate at most of these addresses to keep the women safe – pictures of trespassers may be sent to the Police for follow up.

SOLICITING

18. Solicitation is the act of offering or attempting to purchase goods and/or services.
19. It is illegal to solicit people, especially young girls, in New Zealand. All RSE must follow the laws in NZ or they could be arrested and charged for those things, and possibly end their opportunity of coming back to NZ to work.

LIMITED VISA

20. The RSE visa granted to workers is classed as a **Limited Visa**. Under New Zealand immigration law a limited visa is a lot more restrictive than a normal temporary visa which means while working in New Zealand, RSE workers don't have the legal right to be able to apply for a visa of a different type or class, request a special direction or bring any appeal against their visa. There have been instances in the past where workers' circumstances have changed after they arrive in NZ and they have then received incorrect immigration advice from friends or family. RSE workers need to be aware that in no circumstance will they be able to:
 1. stay behind after they complete their work, and their limited visa has expired, to go on holiday,
 2. work for another employer who is not part of the RSE scheme, or
 3. stay in NZ based on a new relationship/marriage/pregnancy

NZEE Support & Resources

If you know an employer that would like the use of NZEE tools, resources, and support, please get them to contact Tanya@nzee.nz for more information about NZEE Membership. Or see here <https://nzee.nz/what-we-do-2/why-we-exist/>

Should their circumstances change and they want to obtain a different or new visa that is not a Limited Visa, under NZ law they need to leave NZ and apply for the different visa from their home country

WHO TO CALL (See our translated resource that can go up in all accommodations that covers Fire & Emergency and regional support services)

- Call one-one-one (111) when you need an immediate emergency response from Police, Fire, or Ambulance
- Call ten-five (105) to report things that don't need urgent police assistance (theft, damage, or threatening behaviour)
- Call star-triple-five (*555) to report road incidents which are urgent but not life threatening
- Call 0800 555 111 to report a crime anonymously

SUMMARY OF MAIN POINTS

Please add these reminders to your inductions. They can also be added as reminders to morning briefings & team meetings throughout the season:

1. don't buy anything offered to them on the street
2. be wary when they purchase anything off Facebook Marketplace or a buy-sell-swap Facebook pages
3. be wary of who they befriend and invite back to their accommodation, including gangs or working girls
4. keep their wits about them when using the ATM and withdrawing money
5. reminder to not wander around particularly at night, if they are out, to go out at least in pairs
6. don't buy or sell drugs
7. don't biff your food scraps or rubbish on the street
8. always wear a bicycle helmet and don't peddle on the footpaths, you will be fined if caught (\$55)
9. don't go onto property that you haven't been invited into, or have an appointment to be there
10. do not drink alcohol in alcohol banned areas, you will be fined if caught (up to \$250)
11. do not solicit anyone for services
12. conditions of their Limited visa require them to stay in INZ approved accommodation and work for RSE Accredited employers only
13. if they get into a relationship, they will need to go home first and then apply for a different visa, they cannot change their Limited Visa while in NZ
14. report anything suspicious such as people just lurking around the area - if they feel safe to do so, take photo/video with their phone
15. contact 105 (non-emergency) if they have concerns about theft, damage, or threatening behaviour

Remind your RSE that they can call their pastoral care manager or you, their employer (if that person is different), if they feel unsafe **at any time**. Encourage them to report anything suspicious to you, and then follow that up with a report to the police.

NZEE Support & Resources

If you know an employer that would like the use of NZEE tools, resources, and support, please get them to contact Tanya@nzee.nz for more information about NZEE Membership. Or see here <https://nzee.nz/what-we-do-2/why-we-exist/>

Strengthening Pacific Labour Mobility Programme

- The Strengthening Pacific Labour Mobility programme (SPLM) is the primary way New Zealand supports Pacific labour sending countries to maximise the development benefits of labour mobility. The Toso Vaka o Manū (TVOM) team within the Ministry of Business, Innovation and Employment (MBIE) currently deliver SPLM.
- Over the past 12 months, New Zealand has redesigned SPLM. Through this process it has been a priority to ensure Pacific and other stakeholders views were strongly reflected in the new design settings. Thank you for industry's engagement in this.
- Over the next five years, New Zealand will commit \$19.4 million of International Development Cooperation funding to the third phase of SPLM, almost doubling the current funding.
- The goal of the next phase is to increase social and economic well-being and resilience across the Pacific, through relevant, efficient and enhanced circular labour mobility participation. The next phase is focused primarily on maximising the benefits and mitigating the negative impacts of labour mobility participation.
- The new design reflects that each Pacific country is at a different point in their labour mobility journey, and a 'one-size fits all' approach will not deliver the support required to maximise labour mobility participation.
- This next phase will see more support being provided directly to labour sending governments, to enable Pacific partners to shape the outcomes they seek from participation in the RSE scheme. It will also help strengthen better systems and processes to enable more efficient management of RSE worker flows, in line with labour sending countries' own priorities.
- Labour sending units will receive assistance to enhance approaches to worker selection, recruitment and processing, support pre-departure preparations and reintegration, and provide greater assistance to families remaining at home.
- We will also invest in more New Zealand-based Pacific liaison officers (relative to countries' needs), and support Pacific partners to adopt the In-country Recruitment Database (IRD) designed by Australia, to realise efficiencies.
- We expect the next phase to commence in early 2024. We will work with Pacific partners to determine more closely their respective needs. This will allow support to be better customised, in line with each country's level of participation in the RSE scheme and labour mobility priorities.
- The TVOM team within MBIE will continue to be the key point of contact for Pacific partners' labour mobility and RSE enquiries. The Ministry of Foreign Affairs and Trade will take on a greater role in SPLM to ensure there is strong coordination in the programme's delivery with the many players.

From: [Tanya Pouwhare](#)
To: [Loua Ward](#); [Afzal Ali](#); [Faamata Laumalili](#)
Cc: [Tony Jensen](#); [Oikoumene Maualaivao-Chan Tung](#); [Lafaele Lupo](#); [New Zealand Ethical Employers Inc](#)
Subject: FW: NZEE - Xmas Break Hours
Date: Wednesday, 13 December 2023 12:43:34 pm
Attachments: [image001.png](#)

Thank you all so much for another wonderful year! Wow - we made it! Looking forward to the transformative changes that Loua has introduced through her change process of the department, it sounds like 2024 is all set up for success!

A public thank you to [@Oikoumene Maualaivao-Chan Tung](#) for attending the Marlborough Business and Community Leaders session on NZEE & RSE last week. Your technical expertise was so very much appreciated and well received by all in attendance. Thank you so much.

We (NZEE) are looking forward to working alongside you all in 2024. We genuinely value the collective effort we contribute together, recognising that together, we can accomplish more. Please see below our hours of operation – Mike will be our go-to for anything urgent.

Please keep safe over the break, you are all very precious!

Warmest regards,

Tanya & Mike

From: Tanya Pouwhare
Sent: Wednesday, December 13, 2023 12:00 PM
To: Tanya Pouwhare <tanya@nzee.nz>
Cc: New Zealand Ethical Employers Inc <chair@nzee.nz>; Amy Miller <amy@nzee.nz>
Subject: NZEE - Xmas Break Hours

Hi NZEE team

As we approach the end of another remarkable year – man that flew quick (!) we want to express our heartfelt gratitude to you for your unwavering support of NZEE and for your dedication to being exceptional ethical employers.

With the holiday season upon us, it's the perfect time to reflect on what we have been able to achieve over 2023 and really appreciate those cool moments of collaboration and teamwork that made the year go so quick. Well done – you survived another year of business! While that might sound a bit silly, it is getting harder and harder to navigate all the changes, regulations, and expectations of us as business owners. We are hopeful that our new government will implement changes that prove advantageous for business success next year. We have made contact with most of our new ministers and will follow up with meetings and site visits in the new year.

During the holiday break, NZEE will be operating on adjusted hours to ensure we can truly catch our breath and recharge for 2024.

NZEE Hours of operation are as follows:

th

Shut down: Wednesday 20 December 2023

- Reopen: Tuesday 16th January 2024

I'll be out of network coverage most of that time. But will walk or kayak to get signal on occasion.

If you have any urgent matters or concerns

- Mike chair@nzee.nz or **S 9(2)(a)** (not the 15th Dec though please)

Once again, thank you for your outstanding contributions throughout the year. We look forward to another year of collaboration, growth, and shared success in 2024. We hope you get to spend some quality time with the people you enjoy the most and catch your breath too.

Take care, keep safe, and laugh lots!

Ngā mihi,

T

Tanya Pouwhare (**she/her)
CEO, New Zealand Ethical Employers Inc
tanya@nzee.nz
0212491919
www.nzee.nz

In office hours 9am – 3pm Monday – Friday
NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours.
Please respond at a time that is convenient to you.



**if you're wondering about the use of pronouns she/her on this signature you can find more information about how sharing pronouns can help to create a sense of belonging and respect [here](#)

Out of Scope

From: donotreplyrseinzcomms
Sent: Friday, 15 December 2023 12:08 PM
To: donotreplyrseinzcomms
Subject: December Newsletter to Industry 2023 [UNCLASSIFIED]
Attachments: December Newsletter to Industry 2023.pdf

Ahiahī mārie,

Welcome to the last newsletter for 2023, the December edition.

Have a merry Christmas and a joyous New Year.

Kia pai te rā,

Pacific Migration
Immigration New Zealand

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

This is the last Newsletter for 2023. Thank you everyone for all your work during this time. Here are some key reminders.

The use of VFS

A friendly reminder to our RSE employers and their agents using VFS. All email correspondence is to be sent to this email address only RSE_SouthPacifxx@xxxxxxxxx.xxx

Emails sent to personal email IDs in VFS will not receive a response. Please use the RSE inbox for applications **only** to ensure there is no delay in lodgement.

Accommodation Documents

Any accommodation you use for your RSE workers needs to have the self-audit form updated every 12 months. If you are using shared accommodation (used by other RSE employers) you still need to complete the self-audit forms and provide current (new) photos of the property along with evidence of healthy homes compliance and any other regulatory requirements.

Remember when sending us photos, we are using these to determine if the property has sufficient facilities and storage for the number of workers who will be residing there and that it is clean and well maintained.

Joint ATR Applications

The RSE Unit has been receiving many joint applications for the same workers/periods separately which has become problematic.

So, from 1 Jan 2024 we will be applying;

*Immigration instruction WH1.10.1(e) which states that – where two or more RSEs have an arrangement to provide consecutive periods of employment to **the same workers, they must submit their separate ATRs (covering each consecutive period) to INZ together.** Where INZ approves those jointly submitted ATRs, INZ may grant a visa allowing work for each RSE (if requirements at WH1.10.1 (h) and (i) are met).*

This means joint applications must be received same day otherwise they will be returned from lodgement as incomplete (from 1 Jan 2024).

Credit card details must NOT be emailed

A reminder that for any ATR or onshore visa applications emailed to Immigration NZ must comply with NZ banking regulations. Credit card details must NOT be included. An INZ Support Officer will contact you to take these details over the phone.

Specifically, for applications that you **email** to the RSE Unit, please ensure that:

- Section L (page 18) on Applications for an Agreement to Recruit form INZ1141 are to be left blank
- Section I (page 11) on Application from an Onshore RSE Worker form INZ1269 are to be left blank

Christmas/New Year break availability

Our MBIE whanau will be taking a well-deserved break over the Christmas and New Year period. Please note the following for each of the teams:

- The Labour Inspectorate will be closed from 22 December 2023, returning between the 8th and 15th of January 2024.
- INZ Pacific Team will be closed from 22 December 2023, returning on 3 January 2024. For **urgent matters** only please contact Loua Ward, National Manager Pacific, via email loua.ward@mbie.govt.nz

RSE ATR applications will continue to be received until 22 December 2023. Normal processing however will be suspended between 23/12/2023 and 03/01/2024, resuming as per normal on 08/01/2024.

A VERY MERRY
CHRISTMAS
and Happy New Year!

From: [Tanya Pouwhare](#)
Cc: [Michael Jones](#)
Subject: FW: January 2024 RSE Newsletter
Date: Thursday, 18 January 2024 11:51:50 AM
Attachments: [image001.png](#)

Hi Marlborough Team,

Further to the email below, a quick introduction to the wonderful Michael Jones (who is a living LEGEND when it comes to RSE, I would be surprised if anyone knows more about the scheme than he does) we are extremely lucky to have Michael as our regions Engagement Partner (new name for RM) taking over from Oiko.

While it will take some time for him to contact each of you to say hi – I thought I'd share his details in case you need them:

Michael Jones
Michael.Jones@mbie.govt.nz
(04) 8965735
s 9(2)(a)

Ngā mihi,

T

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday
NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours.
Please respond at a time that is convenient to you.

From: Tanya Pouwhare <tanya@nzee.nz>
Sent: Wednesday, January 17, 2024 7:49 AM
To: Tanya Pouwhare <tanya@nzee.nz>
Subject: FW: January 2024 RSE Newsletter

Hi NZEE Team,

Resending the first newsletter from RSE Team at Immigration NZ, in case you didn't receive it.

Main points:

- New RSE Engagement Partners (new name for the RMs) – note the wonderful Michael Jones has taken on a few regions, check to see who your new engagement partner is.
- RSE Website has been updated – they have created a new Get Ready brochure for RSE Workers which is well worth a read (you might like to print it off for your workers for induction)
- Reminders about RSE hourly wage, sick pay required in IEA
- Reminders about RSE Status, ATR, and documents required
- Ongoing issue with Joint Partners not sending documents in together
- Known problems and suggested solutions for Samoa recruitment
- Update on Ola Manuia
- National contact list for NZ Police Pacific Liaison Officers

T

Ngā mihi,

Tanya Pouwhare

CEO, New Zealand Ethical Employers Inc

tanya@nzee.nz | Mobile : +64 21 249 1919 | www.nzee.nz



In office hours 9am – 3pm Monday – Friday

NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours. Please respond at a time that is convenient to you.

From: donotreplyrseinzcomms <donotreplyrseinzcomms@mbie.govt.nz>

Sent: Tuesday, January 16, 2024 4:25 PM

To: donotreplyrseinzcomms <donotreplyrseinzcomms@mbie.govt.nz>

Subject: January 2024 RSE Newsletter

Warm Pacific Greetings,

Please see the first RSE Newsletter for 2024.

Vinaka vakalevu,
Pacific Migration
Immigration New Zealand

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Tanya Pouwhare](#)
To: [RSEUnit](#); [Mila Taualofai](#)
Cc: [s 9\(2\)\(a\)](#); [Faamata Laumalili](#); [Loua Ward](#); [New Zealand Ethical Employers Inc](#)
Subject: FW: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]
Date: Friday, 19 January 2024 4:30:11 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[Focus Response Letter.pdf](#)
[Focus Example W&I emails.pdf](#)
[Focus Picknz Advertising.pdf](#)
[PPI LETTTER - Focus Contracting Limited - 22512596.pdf](#)
[FW Focus Contracting Ltd ATR"s.msg](#)

Dear RSE Unit & Shamila,

We are seeking a response to a, now, urgent ATR decision, on behalf of our NZEE member Focus Contracting Ltd.

- Original ATR sent in 13th Oct 2023
- Employer received PPI letter dated 19th Dec 2023
- Employer responded to the PPI letter on the 20th Dec 2023 (attached) – no response
- Employer followed up the 10th January 2024 (below) – no response
- Employer followed up yesterday 18th January 2024 (attached) – no response

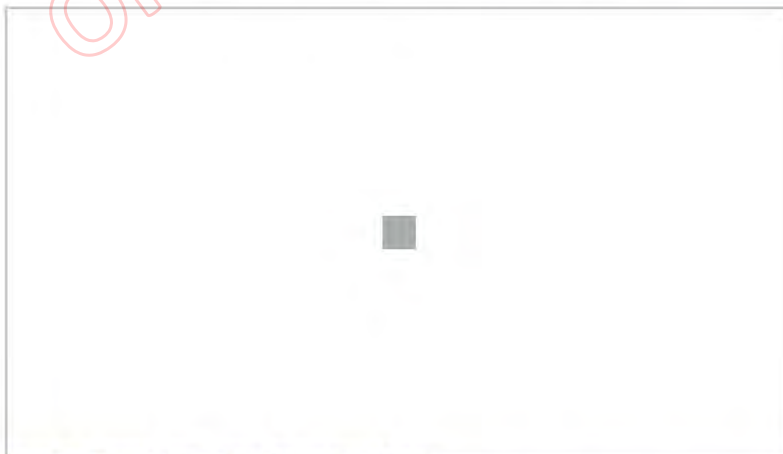
The employer needs to proceed with the recruitment process by submitting the worker visa applications, their ATR being the final document required. This is crucial to ensure that the workers can travel on the 3rd of February and be present in time for the harvest.

We greatly appreciate your prompt attention to this matter.

Kind regards,

Tanya

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday

NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours. Please respond at a time that is convenient to you.

From: s 9(2)(a)
Sent: Friday, January 19, 2024 4:16 PM
To: Tanya Pouwhare <tanya@nzee.nz>
Subject: FW: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

From: s 9(2)(a)
Date: Wednesday, 10 January 2024 at 1:40 PM
To: Mila Tualofai <Shamila.Tualofai@mbie.govt.nz>
Subject: FW: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Happy New Year Shamila,

This response to your PPI letter sent on the 20th December 2023 was our final response. Can our ATR please be actioned now? We are hoping to get visa applications in next week.

Thanks

Kind Regards

s 9(2)(a)

Office : [06 8795398](tel:068795398)
Email: admin@focuscontracting.co.nz
www. focuscontracting.co.nz



From: s 9(2)(a)
Date: Wednesday, 20 December 2023 at 4:10 PM
To: Mila Tualofai <Shamila.Tualofai@mbie.govt.nz>
Subject: Re: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Hi Shamila,

Please see attached response to your letter,

Thanks

Kind Regards

s 9(2)(a)

Office : 06 8795398

Email: admin@focuscontracting.co.nz

www.focuscontracting.co.nz



From: Mila Tualofai <Shamila.Tualofai@mbie.govt.nz>

Date: Tuesday, 19 December 2023 at 5:02 PM

To: s 9(2)(a)

Subject: RE: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Hi s 9(2)(a)

Thank you for the documents regarding the purchase of property. I have assessed the application and I have attached a letter for further steps.

Please let me know if you have any further questions.

Kind Regards,

Shamila Tualofai

Senior Immigration Officer

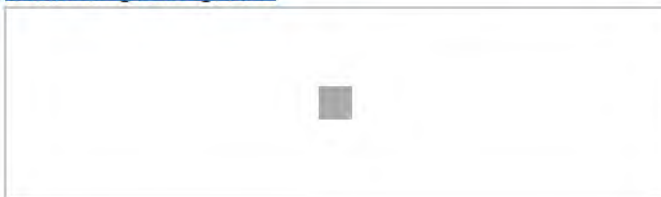
Porirua Visa Operations

Chief Operating Officer Branch, Immigration New Zealand | Rōpu Manene

Ministry of Business, Innovation & Employment | Hikina Whakatutuki

Shamila.Tualofai@mbie.govt.nz | Telephone: +64 (04) 917 8012

www.immigration.govt.nz



From: s 9(2)(a)

Sent: Wednesday, 22 November 2023 8:35 am

To: Mila Taualofai <Shamila.Taualofai@mbie.govt.nz>

Subject: Re: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Hi Shamila,

Please see attached purchase documents for 65 Kirkwood rd. And the lease agreement for Team Work HB.

Sorry I was technically incorrect to indicate it was owned by the employer. His family company owns it and Team Work HB his other contracting business has a 10 year lease on it.

s 9(2)(a) owns both Team Work HB Ltd and Focus Contracting Ltd. This year he is putting the Focus Contracting workers in this accommodation.

The accommodation was originally purpose built by the previous owner.

Thanks

Kind Regards

s 9(2)(a)

Office : [06 8795398](tel:068795398)

Email: admin@focuscontracting.co.nz

www.focuscontracting.co.nz



From: Mila Taualofai <Shamila.Taualofai@mbie.govt.nz>

Date: Friday, 17 November 2023 at 3:30 PM

To: admin@focuscontracting.co.nz <admin@focuscontracting.co.nz>

Subject: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Good Afternoon **s 9(2)(a)**,

I am emailing in regards to Focus Contracting Ltd ATR application – 22512596.

I have completed an initial assessment and require the following information:

- Can a title of deed or evidence of purchase for the land/property for 65 Kirkwood Road, Hastings please be provided. I note the application form states this is a purpose build accommodation owned by the employer.

Once this is received I can attach this to the application and continue with the assessment.

Please let me know if you have any other questions.

Kind Regards,

Shamila Taualofai
Senior Immigration Officer
Porirua Visa Operations
Chief Operating Officer Branch, Immigration New Zealand | Rōpu Manene
Ministry of Business, Innovation & Employment | Hikina Whakatutuki

Shamila.Taualofai@mbie.govt.nz | Telephone: +64 (04) 917 8012

www.immigration.govt.nz



RELEASED UNDER THE
OFFICIAL INFORMATION ACT

20th December 2023

Re: Focus Contracting Ltd application for an ATR

To whom it may concern:

Re: WH1.10.5 a. i.

Focus Contracting Ltd has advised our local Work and Income offices of all our seasonal vacancies who we recruit RSE workers for and work closely with our Work Broker to fill these positions.

On the 26/6/2023 and the 27/07/2023 we met with Alan Boulton to discuss our ATR applications and our recruiting requirements for the 2023/2024 season.

On the 25/09/2023 we met with our Work Broker to discuss our upcoming seasonal employment vacancies. We held a seminar at the Work and Income Flaxmere office on the 12/10/2023 to talk to their clients about the work available and sign up those who wanted to do it.

We have regular (almost daily) email and phone contact with Work Brokers, receiving applications and feeding back outcomes to them. Attached are some examples of the many email communications with Work Brokers. Also attached is the advertising we placed with Picknz to attract other New Zealanders not registered with Work and Income. We have been able to access a worker via the Department of Corrections and we have been working with Work Bridge as well to help fill our positions.

Re: WH1.10.5 a. i.

Our Work Brokers do a very good job of selecting and referring their clients to us for both of our contracting businesses. Since the 1st June 2023 they have referred 70 people. This is a lot less than what we indicated in our Seasonal Labour Plans submitted to them. They were all offered employment and of those 70 referred, 31 started work with either Team Work HB Ltd or Focus Contracting Ltd.

MSD Hawke's Bay have indicated to you that there are 2953 job seekers in our region, but they haven't indicated, out of that number, how many are suitable for the Horticulture/Viticulture Industry. We do not believe that there are enough suitable jobseekers in Hawke's Bay to fill all the seasonal work positions for the 2024 harvest.

s 9(2)(a)

Subject: Job Vacancies

Date: Tuesday, 13 December 2022 at 9:17:56 AM New Zealand Daylight Time

From: s 9(2)(a)

To: Rob Chadwick

Good morning Rob,

Can you please close the current vacancies for Team Work HB and Focus Contracting in your system?

We will need more workers on the 4th January 2023 for:

Apple thinning
Squash weeding
Vineyard work.

Anyone interested in this work could come in 28th 29th and 30th Dec to do paper work and ready to start 4th Jan.

Thanks

Kind Regards

s 9(2)(a)

Mobile: s 9(2)(a)

Office : 06 8795398

Email: s 9(2)(a)

www.teamworkhb.co.nz

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Subject: Apple Picking and Berry Picking

Date: Thursday, 2 February 2023 at 3:53:41 PM New Zealand Daylight Time

From: s 9(2)(a)

To: Rob Chadwick

Hi Rob,

Can we please list vacancies for Apple picking and Berry picking for both Team Work HB and Focus Contracting.

Berry picking starts about 13th February and Apple picking starts 20th February.
We can offer transport from Flaxmere W&I and BP Stortford Lodge.

Part time is available if they have their own transport.

Thanks

Kind Regards

s 9(2)(a)

Mobile: s 9(2)(a)

Office : [06 8795398](tel:068795398)

Email: s 9(2)(a)

www.teamworkhb.co.nz

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Subject: FW: Berry Picker referral
Date: Friday, 15 December 2023 at 2:57:53 PM New Zealand Daylight Time
From: s 9(2)(a)
Attachments: image001.jpg, image002.jpg, image003.jpg, image004.jpg

From: s 9(2)(a)
Date: Wednesday, 1 March 2023 at 3:13 PM
To: Miracle Brown <Miracle.Brown078@msd.govt.nz>
Cc: Rob Chadwick <Rob.Chadwick002@msd.govt.nz>
Subject: Re: Berry Picker referral

Thank you Miracle,

I will keep an eye out for them,

Thanks
Kind Regards

s 9(2)(a)

Mobile: s 9(2)(a)
Office : [06 8795398](tel:068795398)
Email: s 9(2)(a)
www.teamworkhb.co.nz

From: Miracle Brown <Miracle.Brown078@msd.govt.nz>
Date: Wednesday, 1 March 2023 at 2:54 PM
To: s 9(2)(a)
Subject: Berry Picker referral

Kia ora s 9(2)(a)

Hope you're well! We have had a few candidates express interest in your Berry Picker position. They have been fully screened and advised to pop in to fill in an application form.

We have referred:

Full Name: s 9(2)(a)
Phone Number: s 9(2)(a)
Email: s 9(2)(a)

Full Name: s 9(2)(a)
Phone Number: s 9(2)(a)
Email: s 9(2)(a)

Subject: Winter work

Date: Tuesday, 18 April 2023 at 10:14:18 AM New Zealand Standard Time

From: s 9(2)(a)

To: Rob Chadwick

Hi Rob,

Both Team Work HB and Focus Contracting require workers for Nursery Work and Grape Pruning starting 8th May. Can you please send anyone who is interested to the office from 1st May with photo ID, Bank account number and IRD number?

Should we arrange seminars for next week or the following week? Hoping there will be some workers around because the apple harvest will be over.

Thanks

Kind Regards

s 9(2)(a)

Mobile: s 9(2)(a)

Office : [06 8795398](tel:068795398)

Email: s 9(2)(a)

www.teamworkhb.co.nz

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Subject: Re: Vacancies
Date: Thursday, 11 May 2023 at 2:07:58 PM New Zealand Standard Time
From: s 9(2)(a)
To: Miracle Brown
CC: Rob Chadwick
Attachments: image001.jpg, image002.jpg, image003.jpg, image004.jpg

Hi Miracle,

Thank you for all the referrals, the screening process seems to be working well. Progress so far:

Grape Pruner – 22201100

- s 9(2)(a) – Hasn't come in yet
- s 9(2)(a) – Hasn't come in yet
- s 9(2)(a) – Hasn't come in yet
- s 9(2)(a) – Received his application
- s 9(2)(a) – Received his application
- s 9(2)(a) – Received his application
- s 9(2)(a) – Received his application
- s 9(2)(a) – Hasn't come in yet
- s 9(2)(a) – Received his application
- s 9(2)(a) – Hasn't come in yet
- s 9(2)(a) – Received his application
- s 9(2)(a) – Hasn't come in yet
- s 9(2)(a) – Hasn't come in yet
- s 9(2)(a) – Received his application
- s 9(2)(a) – Hasn't come in yet
- s 9(2)(a) – Hasn't come in yet
- s 9(2)(a) – Received applications but they have found other work now

Nursery Worker, Horticulture – 22201616

- s 9(2)(a) – Hasn't come in yet
- s 9(2)(a) – Hasn't come in yet
- s 9(2)(a) – Hasn't come in yet
- s 9(2)(a) – Received his application

Also received applications from:

s 9(2)(a) – Phoned her but she is no longer looking for work

s 9(2)(a)

It looks like the grape pruning will start Tuesday or Wednesday next week. I will let you know when they start.

Thanks

Kind Regards

Subject: Part timer
Date: Tuesday, 30 May 2023 at 9:21:11 AM New Zealand Standard Time
From: Focuscontracting
To: Rob Chadwick
Attachments: image001.png

Hi Rob,

We have set up a job sharing arrangement with one of our workers and the other guy pulled out so we have a part time position if anyone is interested today at the seminar.

The hours available are: Thurs. Fri. Sat. - 7am to usually 4pm. - \$22.70 per hour.
Can pick up from W&I Flaxmere, BP Stortford Lodge and BP Railway rd.

Thanks

Kind Regards

s 9(2)(a)

Office : [06 8795398](tel:068795398)

Email: admin@focuscontracting.co.nz

www. focuscontracting.co.nz



RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Subject: Re: Nursery work
Date: Thursday, 15 June 2023 at 10:33:13 AM New Zealand Standard Time
From: Focuscontracting
To: Rob Chadwick
Attachments: image001.png

Hi Rob,

We haven't had any more start. These are the referrals I have. Is there anyone else you need feed back on?

s 9(2)(a)	Unwell unable to start
	Moved unable to start
	Didn't turn up
	Found other work
	Found other work
	Lives in s 9(2)(a) can't get to pick up points
	Unavailable needs to care for children
	Started Focus Contracting, going well
	Didn't turn up
	Unwell unable to start work
	Didn't show up
	Started Team Work HB
	Started Team Work HB
	Started Focus Contracting left after 1 day
	Started Team Work HB
	Started Focus Contracting left after a few hours
Started Focus Contracting	

Thanks

Kind Regards

s 9(2)(a)

Office : [06 8795398](tel:068795398)
Email: admin@focuscontracting.co.nz
www.focuscontracting.co.nz



Subject: Re: Feedback for grape pruner referrals
Date: Wednesday, 28 June 2023 at 1:28:57 PM New Zealand Standard Time
From: s 9(2)(a)
To: Trinity McIntosh
CC: Rob Chadwick
Attachments: image001.jpg, image002.jpg, image003.jpg, image004.jpg

Hi Trinity,

See feedback below,

Thanks s 9(2)(a)

From: Trinity McIntosh <Trinity.McIntosh005@msd.govt.nz>
Date: Wednesday, 28 June 2023 at 12:44 PM
To: 's 9(2)(a)
Cc: Rob Chadwick <Rob.Chadwick002@msd.govt.nz>
Subject: Feedback for grape pruner referrals

Kia Ora Felicity,

Thank you for allowing Work and Income the opportunity to assist with the screening and referral process for your Grape Pruner position. To help us manage your expectations and ensure we are sending the best possible candidates for your role, could you please provide some feedback on the following clients, please not some of the candidates were referred at the beginning of June.

- s 9(2)(a) Found another job
- s 9(2)(a) Unable to get hold of him to start work
- s 9(2)(a) Didn't apply
- s 9(2)(a) Didn't apply
- s 9(2)(a) Applied was given a start date then didn't turn
- s 9(2)(a) Started 6/6/23 with Focus Contracting. Still employed
- s 9(2)(a) Didn't apply
- s 9(2)(a) Didn't apply
- s 9(2)(a) Didn't apply
- s 9(2)(a) Was supposed to start, turned up on the first day. The supervisor was delayed and he was asked to wait and then he just took off.
- s 9(2)(a) Didn't apply
- s 9(2)(a) Didn't apply
- s 9(2)(a) Didn't apply
- s 9(2)(a) He attended the seminar in Nov. We were unable to contact
- s 9(2)(a) Didn't apply
- s 9(2)(a) Didn't apply
- s 9(2)(a) Didn't apply
- s 9(2)(a) He was unwell and unable to start work

Subject: RE: 2 x apple pruners
Date: Thursday, 29 June 2023 at 1:21:47 PM New Zealand Standard Time
From: Rob Chadwick
To: Focuscontracting
Attachments: image001.png

Ok will see what I can find

From: Focuscontracting <admin@focuscontracting.co.nz>
Sent: Thursday, 29 June 2023 9:07 AM
To: Rob Chadwick <Rob.Chadwick002@msd.govt.nz>
Subject: 2 x apple pruners

Hey Rob,

We need 2 experienced apple pruners for an immediate start. Ladder work involved. Hourly paid \$22.70/hour. They need to have their own transport.

If you have anyone please send them our way.

Thanks

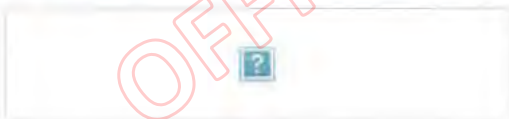
Kind Regards

s 9(2)(a)

Office : [06 8795398](tel:068795398)

Email: admin@focuscontracting.co.nz

www.focuscontracting.co.nz



----- This email and any attachments may contain information that is confidential and subject to legal privilege. If you are not the intended recipient, any use, dissemination, distribution or duplication of this email and attachments is prohibited. If you have received this email in error please notify the author immediately and erase all copies of the email and attachments. The Ministry of Social Development accepts no responsibility for changes made to this message or attachments after transmission from the Ministry. -----

Subject: Workers needed
Date: Tuesday, 16 August 2022 at 8:03:33 AM New Zealand Standard Time
From: Focuscontracting
To: Rob Chadwick
Attachments: image001.png

Hi Rob,

We have positions available for nursery and development work starting at the beginning of September.
7:30am – 5pm Monday to Friday and sometimes Saturday.
Paid hourly \$22.10/hour.

Can you please refer anyone who is interested in this work.

Thanks

Kind Regards

s 9(2)(a)

Office : [06 8795398](tel:068795398)

Email: admin@focuscontracting.co.nz

[www. focuscontracting.co.nz](http://www.focuscontracting.co.nz)



RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Subject: Re: clients attended and completed applications today
Date: Friday, 13 October 2023 at 8:12:48 AM New Zealand Daylight Time
From: s 9(2)(a)
To: Hana Cotter
Attachments: image001.png, image002.png, image003.png, image004.png

Hi Hana,

Lovely to meet you also. See below. There was one man who took the application with him and said he would drop it into the office.
I will let you know when he does.

Many thanks
s 9(2)(a)

From: Hana Cotter <hana.cotter001@msd.govt.nz>
Date: Thursday, 12 October 2023 at 4:23 PM
To: s 9(2)(a)
Cc: Rob Chadwick <Rob.Chadwick002@msd.govt.nz>
Subject: clients attended and completed applications today

IN-CONFIDENCE

Hi s 9(2)(a)

Great to meet with you and s 9(2)(a) today for our clients to start work.
Just want to verify the following did give you back applications:

s 9(2)(a)

- Yes
- No
- No (but I do have one from s 9(2)(a))
- Yes
- Yes

Coming back with his completed application tomorrow: s 9(2)(a) - have told him he must bring this back tomorrow at 2pm and will then arrange to get this to you.

I confirmed with s 9(2)(a) that he had received the other clients applications:

s 9(2)(a)

- Yes
- Yes
- Yes
- Yes
- Yes
- Yes
- Yes
- Yes
- (cant remember his name) Yes s 9(2)(a)
- Yes
- Yes

s 9(2)(a)



Job

PickNZ Job Board menu

View Jobs

Advanced Search

Employer Registration

Employer Login

Grape Pruning

Page Views 0

at Focus Contracting Limited ([view profile](#))

Location HASTINGS, New Zealand

Date Posted 29/06/2023

Category Winegrowing

Job Type Need Staff Now

Number of Roles Available 5

Start Date 2023/07/03

End Date 2023/08/31

Starting Rate \$22.70 per hour

Description

Grape pruners required, immediate start.

This work is paid on piece rates enabling a higher than minimum remuneration.

Experience an advantage.



APPLY ONLINE

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Job

PickNZ Job Board menu

[Post a Job](#)

[View Jobs](#)

[Jobs Advanced Search](#)


[Job Applications](#)

[Employer Dashboard](#)

Apple Picking

Page Views  0

at Focus Contracting Limited ([view profile](#))

Location  **HASTINGS, New Zealand**

Date Posted  24/01/2023

Category  **Apples and Pears**

Job Type  **Expressions of Interest**

Number of Roles Available 20

Start Date 2023/02/20

End Date 2023/05/14

Starting Rate \$22.10

Description

We require apple pickers for the up coming 2023 harvest season. Must be physically fit and able to work on ladders and carry picking bags. Good contract bin rates offered.

to apply come to 25 Irongate Lane, HASTINGS with photo ID, work visa, bank account number and IRD number.



FOCUS
CONTRACTING LTD

Job Requirements

Must not be colour blind

Must not be afraid of heights

[APPLY ONLINE](#)

Related Jobs

NEW [Apple Picking](#) - Apples and Pears - Hawkes Bay *posted 1 day ago.*

[Apple Picking](#) - Apples and Pears - Hawkes Bay *posted 7 days ago.*

[Apple Picking](#) - Apples and Pears - Hawkes Bay *posted 17 days ago.*

[Apple Picking](#) - Apples and Pears - Hawkes Bay *posted 3 months ago.*

Job

PickNZ Job Board menu

[Post a Job](#)

[View Jobs](#)

[Jobs Advanced Search](#)


[Job Applications](#)

[Employer Dashboard](#)

Grape Pruning

at Focus Contracting Limited ([view profile](#))

Location  HASTINGS, New Zealand

Date Posted  29/06/2023

Category  Winegrowing

Job Type  Need Staff Now

Number of Roles Available 5

Start Date 2023/07/03

End Date 2023/08/31

Starting Rate \$22.70 per hour

Description

Grape pruners required, immediate start.

This work is paid on piece rates enabling a higher than minimum remuneration.

Experience an advantage.



[APPLY ONLINE](#)

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Job

PickNZ Job Board menu

[Post a Job](#)

[View Jobs](#)

[Jobs Advanced Search](#)

[Job Applications](#)

[Employer Dashboard](#)

Variety of horticultural work

Page Views  411

at Focus Contracting Limited ([view profile](#))

Location  HASTINGS, New Zealand

Date Posted  18/11/2022

Category  Other

Job Type  Need Staff Now

Number of Roles Available 40

Start Date 2022/11/21

End Date 2023/05/21

Starting Rate \$22.10

Description

Here at Focus Contracting Ltd we are looking for reliable workers for seasonal work including:

- Apple thinning
- Berry picking
- Tree Nursery work
- Vineyard work

To apply come to 25 Irongate Lane, Bridge Pa, Hastings.

Bring photo ID, bank account number and IRD number.

Immediate start



RELEASED UNDER THE OFFICIAL INFORMATION ACT

Application number: 22512596

Client number: 33094886

19 December 2023



Focus Contracting Ltd
Focus Contracting Ltd
25 Iron Gate Bridge PA
Hastings 4102
New Zealand

Kia ora Focus Contracting Ltd

Application for a employer sponsor for:

Applicant:

Focus Contracting Ltd

Date of birth:

19 December 2023

Thank you for your application for an Agreement to Recruit (ATR), which was accepted for processing on 13/10/2023.

We have completed an initial assessment of your application and need more information before we can proceed.

Recruitment

- Immigration instruction WH1.10.5 (a) (i -ii) states an ATR will be approved only where the appropriate regional work and income office(s) has been advised of the RSE vacancies; and INZ, in consultation with MSD is satisfied that there are no suitable New Zealand Citizen or residence class visa holder workers available to undertake the work.

The Ministry of Social Development (MSD) has advised Immigration New Zealand (INZ) that there is insufficient evidence of active engagement to support the recruitment of between 29-171 offshore workers across 12 months of a year.

In addition to this, MSD East Coast region currently have a total of 5937 job seekers including a total of 2953 in the Hastings, Flaxmere and Napier areas, MSD are therefore of the view that there are suitable New Zealanders available. As a result, it appears you do not meet Immigration Instruction WH1.10.5 (a) (i) and as a result we have been unable to determine whether immigration instruction WH1.10.5 (a) (ii) has been met and your application could be declined.

We have not made a decision on your application at this stage. We invite you to make comments or provide information in response to our concerns.

We are bringing these issues to your attention as they may affect the outcome of your application.

You may provide further information by 16/01/2024

Any comments or further information must be provided to this email:

Shamila.Taualofai@mbie.govt.nz

All supporting documents must be original or certified copies of originals. Any documents not in English must be translated into English by a recognised and independent translation service.

Providing English translations of supporting documents:

<https://www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/english-language/translating-supporting-documents-into-english>

If you do not send any comments or additional information

If you do not send any comments or information by the date requested, we will make a decision on your application based on the information you have already given us. We are unlikely to approve your application based on this information.

False or misleading information

Please make sure the information you provide is accurate. Providing false or misleading information or withholding information may affect your eligibility for a visa now and in the future.

If your circumstances change

You must tell us about any changes to your circumstances that may affect your application for a visa, including changes to:

- the personal or family circumstances of any person included in your application
- your address or contact details (including your postal address, email address, and telephone number)
- your business or employment
- your course of study if you are applying for a student visa.

If you do not tell us about changes to your circumstances, we may decline to grant you a visa or you may become liable for deportation. You must hold a valid visa at all times while you are in New Zealand.

Contact us

If you have any questions, you can:

- email me at Shamila.Taualofai@mbie.govt.nz
- call our Immigration Contact Centre on 0508 55 88 55 or 09 914 4100, or for those outside of New Zealand +64 9 914 4100, or
- visit our website www.immigration.govt.nz

You will need to tell us your application and client numbers (see the top of this letter). Please be ready to quote them when you phone.

Nga mihi,
Shamila Taualofai
Senior Immigration Officer
Immigration New Zealand

WH1.10.5 Determining an application for an ATR

- a) An ATR will be approved only where:
- i. the appropriate regional Work and Income office(s) has been advised of the RSEs vacancies; and
 - ii. INZ, in consultation with MSD, is satisfied that there are no suitable New Zealand citizen or residence class visa holder workers available to undertake the work; and
 - iii. there are sufficient places remaining within the annual limit (see [WH1.1.15](#)), for the grant of visas under these instructions; and
 - iv. INZ is satisfied that the requirements set out in WH1.10.1 and WH1.10.10 and WH1.10.35 are met.
- b) Where INZ is not satisfied that the number of workers requested in the ATR is appropriate for the work required, or this number of people exceeds the forecast labour shortage for the region and period requested, INZ may approve the recruitment of a lesser number of workers, or for a lesser period of work than requested.
- c) INZ will take into consideration the needs of the horticulture industry and viticulture industry as a whole when determining an ATR application and the number of workers that may be approved, to ensure that no particular region, crop or season is disadvantaged.
- d) Any supporting documentation to verify a regional labour shortage will be considered.
- e) INZ will decline an application where the employer or any relevant third party (see WH1.10.1(d) and (e)) has a history of non-compliance with immigration or employment law, including if they fail to meet the requirements set out at [W2.10.15](#) or are currently included on a list of non-compliant employers maintained by the Labour Inspectorate (see [Appendix 10](#)).
- f) INZ may decline an application where the employer has breached the obligations of any undertaking made to INZ, other than of a minor nature, in relation to:
- i. RSE limited visa holders stranded in New Zealand as a result of the COVID-19 pandemic to enable them to benefit from a special direction of the Minister of Immigration granting limited visas to a class of persons; or
 - ii. the RSE approved class of worker border exception category (see items (e) and (f) of [H5.30.20\(c\)](#)); or
 - iii. RSE limited visa holders to enable them to benefit from a special direction of the Minister of Immigration granting limited visas to a class of persons.

Effective 01/10/2023

From: [Karen Swann](#)
To: [Tanya Pouwhare](#)
Subject: RE: Focus Contracting Ltd - ATR application - 22512596 [RELEASE-EXTERNAL] Tuesday, 23
Date: January 2024 2:56:00 PM
Attachments: [image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image009.png](#)

Yes thanks Tanya – we are doing some final checks with the consults for this application – hopefully we can get back to you tomorrow!

From: Tanya Pouwhare <tanya@nzee.nz>
Sent: Tuesday, 23 January 2024 2:52 pm
To: Karen Swann <xxxxx.xxxxx@xxxx.xxxx.nz>
Subject: Re: Focus Contracting Ltd - ATR application - 22512596 [RELEASE-EXTERNAL]

Hi Karen

Just checking you received my below email, and to see if there was anything else that you required in order to proceed with the decision making process?

Thank you so much, we really appreciate your time on this.

Tanya

Sent from iPhone

Tanya Pouwhare
CEO
New Zealand Ethical Employers (NZEE)
Mobile : 021 249 1919

From: Tanya Pouwhare <tanya@nzee.nz>
Sent: Tuesday, January 23, 2024 10:25:05 AM
To: Karen Swann <xxxxx.xxxxx@xxxx.xxxx.nz>
Subject: Re: Focus Contracting Ltd - ATR application - 22512596 [RELEASE-EXTERNAL]

Hi Karen,

Thanks for your email - I hope you had a great anniversary day yesterday.

Yes, the list is a little misleading in that they don't give any context to why the contractors no longer have a CAV. While they state it could be for a legitimate reason, (and not audit failure) it's doesn't evoke positive thoughts!

In the case of Focus Contracting Ltd, they started the CAV process, however the final audit

process was not completed due to their client's kiwifruit block being wiped out last year. They put the process on hold at the time, and then asked for them to remove them from the process, as they don't require it. They will look to gain a CAV again, only if/once their kiwifruit client gets the block back up and running and ask them to do the work.

Focus have held GLOBALG.A.P social accreditation for at least the last 5yrs. (See below what that is.) This is the accreditation that the Zespri CAV is based on, GRASP being far more robust of the two.

The GLOBALG.A.P. Risk Assessment on Social Practice (GRASP) is an add-on for the evaluation of workers' well-being at farm level. It covers four major social responsibility topics: workers' voice, human and labor rights information, human and labor rights indicators, and child and young workers' protection.

I hope this clears up why Focus are on the list of no longer having a CAV.

Any other questions, please let me know.

Take care,

Tanya

Sent from iPhone

Tanya Pouwhare
CEO
New Zealand Ethical Employers (NZEE)
Mobile : 021 249 1919

From: Karen Swann <Karen.Swann@mbie.govt.nz>
Sent: Tuesday, January 23, 2024 9:33:45 AM
To: Tanya Pouwhare <tanya@nzee.nz>
Subject: FW: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Morena Tanya – before we respond to your email below

We have noted that Focus Contracting Limited is on the list of cancelled contractors for Zespri;

[cancelled-contractor-list-for-industry-website.pdf \(zespri.com\)](#)

Are you aware of this? And do you have an understanding why this is the case?

Ngā mihi,

Karen Swann

VISA OPERATIONS MANAGER

Porirua Visa Operations

Chief Operating Officer Branch, Immigration New Zealand | Rōpu Manene

Ministry of Business, Innovation & Employment | Hīkina Whakatutuki

Karen.Swann@mbie.govt.nz | Mobile: s 9(2)(a)

www.immigration.govt.nz

NZBN 9429000106078



Cheers

Karen

From: Tanya Pouwhare <tanya@nzee.nz>

Sent: Friday, January 19, 2024 4:29 PM

To: RSEUnit <RSEUnit@mbie.govt.nz>; Mila Tualofai <Shamila.Tualofai@mbie.govt.nz>

Cc: s 9(2)(a) >; Faamata Laumalili

<Mata.Laumalili2@mbie.govt.nz>; Loua Ward <Loua.Ward@mbie.govt.nz>; New Zealand Ethical Employers Inc <chair@nzee.nz>

Subject: FW: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Dear RSE Unit & Shamila,

We are seeking a response to a, now, urgent ATR decision, on behalf of our NZEE member Focus Contracting Ltd.

- Original ATR sent in 13th Oct 2023
- Employer received PPI letter dated 19th Dec 2023
- Employer responded to the PPI letter on the 20th Dec 2023 (attached) – no response

- Employer followed up the 10th January 2024 (below) – no response
- Employer followed up yesterday 18th January 2024 (attached) – no response

The employer needs to proceed with the recruitment process by submitting the worker visa applications, their ATR being the final document required. This is crucial to ensure that the workers can travel on the 3rd of February and be present in time for the harvest.

We greatly appreciate your prompt attention to this matter.

Kind regards,

Tanya

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday
NZZE supports me to work flexibly from home. You may receive an email from me outside of usual working hours.
Please respond at a time that is convenient to you.

From: s 9(2)(a)
Sent: Friday, January 19, 2024 4:16 PM
To: Tanya Pouwhare <tanya@nzee.nz>
Subject: FW: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

From: s 9(2)(a)
Date: Wednesday, 10 January 2024 at 1:40 PM
To: Mila Taulofai <Shamila.Taulofai@mbie.govt.nz>
Subject: FW: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Happy New Year Shamila,

This response to your PPI letter sent on the 20th December 2023 was our final response.
Can our ATR please be actioned now? We are hoping to get visa applications in next week.

Thanks

Kind Regards

s 9(2)(a)

Office : [06 8795398](tel:068795398)

Email: admin@focuscontracting.co.nz

www.focuscontracting.co.nz



From: s 9(2)(a)

Date: Wednesday, 20 December 2023 at 4:10 PM

To: Mila Taulofai <Shamila.Taulofai@mbie.govt.nz>

Subject: Re: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Hi Shamila,

Please see attached response to your letter,

Thanks

Kind Regards

s 9(2)(a)

Office : [06 8795398](tel:068795398)

Email: admin@focuscontracting.co.nz

www.focuscontracting.co.nz



From: Mila Taualofai <Shamila.Taualofai@mbie.govt.nz>

Date: Tuesday, 19 December 2023 at 5:02 PM

To: s 9(2)(a)

Subject: RE: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Hi s 9(2)(a)

Thank you for the documents regarding the purchase of property. I have assessed the application and I have attached a letter for further steps.

Please let me know if you have any further questions.

Kind Regards,

Shamila Taualofai
Senior Immigration Officer
Porirua Visa Operations
Chief Operating Officer Branch, Immigration New Zealand | Rōpu Manene
Ministry of Business, Innovation & Employment | Hikina Whakatutuki

Shamila.Taualofai@mbie.govt.nz | Telephone: +64 (04) 917 8012

www.immigration.govt.nz



From: s 9(2)(a)

Sent: Wednesday, 22 November 2023 8:35 am

To: Mila Taualofai <Shamila.Taualofai@mbie.govt.nz>

Subject: Re: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Hi Shamila,

Please see attached purchase documents for 65 Kirkwood rd. And the lease agreement for Team Work HB.

Sorry I was technically incorrect to indicate it was owned by the employer. His family company owns it and Team Work HB his other contracting business has a 10 year lease on it.

s 9(2)(a) owns both Team Work HB Ltd and Focus Contracting Ltd. This year he is putting the Focus Contracting workers in this accommodation.

The accommodation was originally purpose built by the previous owner.

Thanks

Kind Regards

s 9(2)(a)

Office : [06 8795398](tel:068795398)

Email: admin@focuscontracting.co.nz

www.focuscontracting.co.nz



From: Mila Taulofai <Shamila.Taulofai@mbie.govt.nz>

Date: Friday, 17 November 2023 at 3:30 PM

To: admin@focuscontracting.co.nz <admin@focuscontracting.co.nz>

Subject: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Good Afternoon s 9(2)(a),

I am emailing in regards to Focus Contracting Ltd ATR application – 22512596.

I have completed an initial assessment and require the following information:

- Can a title of deed or evidence of purchase for the land/property for 65 Kirkwood Road, Hastings please be provided. I note the application form states this is a purpose build accommodation owned by the employer.

Once this is received I can attach this to the application and continue with the assessment.

Please let me know if you have any other questions.

Kind Regards,

Shamila Taulofai

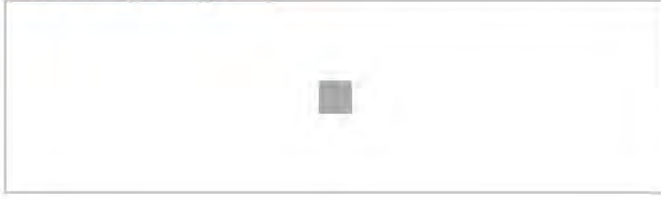
Senior Immigration Officer

Porirua Visa Operations

Chief Operating Officer Branch, Immigration New Zealand | Rōpu Manene

Ministry of Business, Innovation & Employment | Hikina Whakatutuki

Shamila.Taualofai@mbie.govt.nz | Telephone: +64 (04) 917 8012
www.immigration.govt.nz



RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Tanya Pouwhare](#)
To: [Talima Fruean](#); s 9(2)(a)
Cc: [Karen Swann](#); [Loua Ward](#); [Faamata Laumalili](#); [Mila Taulofai](#); [New Zealand Ethical Employers Inc](#)
Subject: RE: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]
Date: Friday, 26 January 2024 4:26:37 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)

Thank you, Talima, for the update.

s 9(2)(a) you may need to let travel, the LSU, and the workers know that the visa apps may not go in until Monday, and the flight dates might end up changing, hopefully this isn't too short timeframe before they start making trips into the main centre in readiness.

Thanks

T

From: Talima Fruean <Talima.Fruean@mbie.govt.nz>
Sent: Friday, January 26, 2024 4:19 PM
To: Tanya Pouwhare <tanya@nzee.nz>; New Zealand Ethical Employers Inc <chair@nzee.nz>
Cc: Karen Swann <Karen.Swann@mbie.govt.nz>; Loua Ward <Loua.Ward@mbie.govt.nz>; Faamata Laumalili <Mata.Laumalili2@mbie.govt.nz>; s 9(2)(a) Mila Taulofai <Shamila.Taulofai@mbie.govt.nz>
Subject: RE: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Hi Tanya,

Following up on my email to you on Tuesday.

The application is in the final stages but requires a quality checking (QC) conducted by a Technical Advisor. This will be put through for urgent QC, and I will provide a further update by COB Monday (29/01/2024).

Kind regards,
Talima.

From: Tanya Pouwhare <tanya@nzee.nz>
Sent: Friday, January 26, 2024 11:20 AM
To: Talima Fruean <Talima.Fruean@mbie.govt.nz>; New Zealand Ethical Employers Inc <chair@nzee.nz>
Cc: Karen Swann <Karen.Swann@mbie.govt.nz>; Loua Ward <Loua.Ward@mbie.govt.nz>; Faamata Laumalili <Mata.Laumalili2@mbie.govt.nz>; s 9(2)(a) ; Mila Taulofai <Shamila.Taulofai@mbie.govt.nz>
Subject: RE: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-

EXTERNAL]

Many thanks Talima, we really appreciate your email and attention on this.

To meet the 5 days processing timeframe for visa issuing, they will need the visa applications submitted today.

Take care

T

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday

NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours. Please respond at a time that is convenient to you.

From: Talima Fruean <Talima.Fruean@mbie.govt.nz>

Sent: Tuesday, January 23, 2024 6:40 PM

To: Tanya Pouwhare <tanya@nzee.nz>; New Zealand Ethical Employers Inc <chair@nzee.nz>

Cc: Karen Swann <Karen.Swann@mbie.govt.nz>; Loua Ward <Loua.Ward@mbie.govt.nz>;

Faamata Laumalili <Mata.Laumalili2@mbie.govt.nz>; s 9(2)(a) Mila Taualofai <Shamila.Taualofai@mbie.govt.nz>

Subject: RE: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Hi Tanya,

Thank you for your patience for a response to your email below.

We acknowledge and apologise for the lack of communication for the assessment of this application. We understand the urgency and are working promptly in assessing the ATR.

We are aiming to have an outcome by Friday 26 Jan 2024.

Kind regards,

Talima Fruean

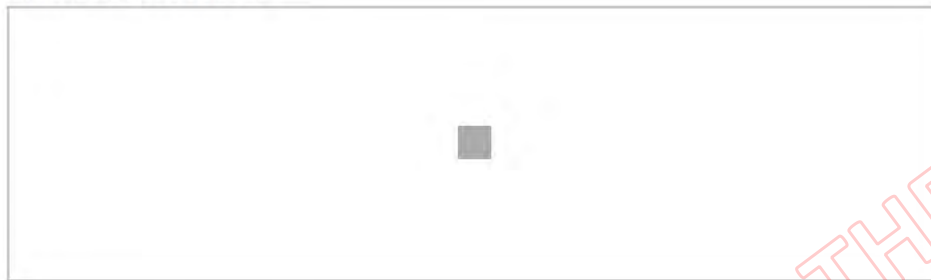
IMMIGRATION MANAGER

Visa Operations Porirua
Chief Operating Officer Branch, Immigration New Zealand | Rōpu Manene
Ministry of Business, Innovation & Employment | Hikina Whakatutuki

Talima.Fruean@mbie.govt.nz | Ph: +64 (04) 896 5006 | Mob: s 9(2)(a)

www.immigration.govt.nz

NZBN 9429000106078



From: Tanya Pouwhare <tanya@nzee.nz>

Sent: Friday, January 19, 2024 4:29 PM

To: RSEUnit <RSEUnit@mbie.govt.nz>; Mila Tualofai <Shamila.Tualofai@mbie.govt.nz>

Cc: s 9(2)(a) Faamata Laumalili

<Mata.Laumalili2@mbie.govt.nz>; Loua Ward <Loua.Ward@mbie.govt.nz>; New Zealand Ethical Employers Inc <chair@nzee.nz>

Subject: FW: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Dear RSE Unit & Shamila,

We are seeking a response to a, now, urgent ATR decision, on behalf of our NZEE member Focus Contracting Ltd.

- Original ATR sent in 13th Oct 2023
- Employer received PPI letter dated 19th Dec 2023
- Employer responded to the PPI letter on the 20th Dec 2023 (attached) – no response
- Employer followed up the 10th January 2024 (below) – no response
- Employer followed up yesterday 18th January 2024 (attached) – no response

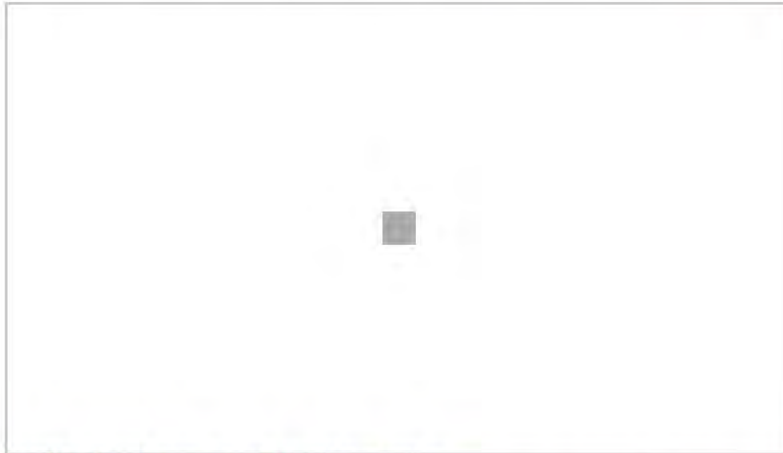
The employer needs to proceed with the recruitment process by submitting the worker visa applications, their ATR being the final document required. This is crucial to ensure that the workers can travel on the 3rd of February and be present in time for the harvest.

We greatly appreciate your prompt attention to this matter.

Kind regards,

Tanya

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday
NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours.
Please respond at a time that is convenient to you.

From: s 9(2)(a)

Sent: Friday, January 19, 2024 4:16 PM

To: Tanya Pouwhare <tanya@nzee.nz>

Subject: FW: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

From: s 9(2)(a)

Date: Wednesday, 10 January 2024 at 1:40 PM

To: Mila Tualofai <Shamila.Tualofai@mbie.govt.nz>

Subject: FW: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Happy New Year Shamila,

This response to your PPI letter sent on the 20th December 2023 was our final response.
Can our ATR please be actioned now? We are hoping to get visa applications in next week.

Thanks

Kind Regards

s 9(2)(a)

Office : [06 8795398](tel:068795398)
Email: admin@focuscontracting.co.nz
www.focuscontracting.co.nz



From: s 9(2)(a)
Date: Wednesday, 20 December 2023 at 4:10 PM
To: Mila Tualofai <Shamila.Tualofai@mbie.govt.nz>
Subject: Re: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Hi Shamila,

Please see attached response to your letter,

Thanks

Kind Regards

s 9(2)(a)

Office : [06 8795398](tel:068795398)
Email: admin@focuscontracting.co.nz
www.focuscontracting.co.nz



From: Mila Tualofai <Shamila.Tualofai@mbie.govt.nz>
Date: Tuesday, 19 December 2023 at 5:02 PM
To: s 9(2)(a)
Subject: RE: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Hi s 9(2)(a)

Thank you for the documents regarding the purchase of property. I have assessed the application and I have attached a letter for further steps.

Please let me know if you have any further questions.

Kind Regards,

Shamila Taualofai
Senior Immigration Officer
Porirua Visa Operations
Chief Operating Officer Branch, Immigration New Zealand | Rōpu Manene
Ministry of Business, Innovation & Employment | Hikina Whakatutuki

Shamila.Taualofai@mbie.govt.nz | Telephone: +64 (04) 917 8012
www.immigration.govt.nz



From: s 9(2)(a)
Sent: Wednesday, 22 November 2023 8:35 am
To: Mila Taualofai <Shamila.Taualofai@mbie.govt.nz>
Subject: Re: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Hi Shamila,

Please see attached purchase documents for 65 Kirkwood rd. And the lease agreement for Team Work HB.

Sorry I was technically incorrect to indicate it was owned by the employer. His family company owns it and Team Work HB his other contracting business has a 10 year lease on it.

s 9(2)(a) owns both Team Work HB Ltd and Focus Contracting Ltd. This year he is putting the Focus Contracting workers in this accommodation.

The accommodation was originally purpose built by the previous owner.

Thanks

Kind Regards

s 9(2)(a)

Office : [06 8795398](tel:068795398)
Email: admin@focuscontracting.co.nz
www.focuscontracting.co.nz



From: Mila Tualofai <Shamila.Tualofai@mbie.govt.nz>

Date: Friday, 17 November 2023 at 3:30 PM

To: admin@focuscontracting.co.nz <admin@focuscontracting.co.nz>

Subject: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Good Afternoon **s 9(2)(a)**

I am emailing in regards to Focus Contracting Ltd ATR application – 22512596.

I have completed an initial assessment and require the following information:

- Can a title of deed or evidence of purchase for the land/property for 65 Kirkwood Road, Hastings please be provided. I note the application form states this is a purpose build accommodation owned by the employer.

Once this is received I can attach this to the application and continue with the assessment.

Please let me know if you have any other questions.

Kind Regards,

Shamila Tualofai

Senior Immigration Officer

Porirua Visa Operations

Chief Operating Officer Branch, Immigration New Zealand | Rōpu Manene

Ministry of Business, Innovation & Employment | Hikina Whakatutuki

Shamila.Tualofai@mbie.govt.nz | Telephone: +64 (04) 917 8012

www.immigration.govt.nz



From: [Talima Fruean](#)
To: s 9(2)(a); [Tanya Pouwhare](#); [New Zealand Ethical Employers Inc](#)
Cc: [Karen Swann](#); [Loua Ward](#); [Faamata Laumalili](#); s 9(2)(a) [Tony Jensen](#); [Lyra Lang](#)
Subject: RE: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]
Date: Tuesday, 30 January 2024 12:49:41 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

Hi All,

Just an update on the following.

Shamila was away ^{s 9(2)(a)} yesterday and also today. So I have reallocated the application to Lyra to complete today. I will be in touch by COB today of a further update.

If you have any questions, please do not hesitate to contact me.

Kind regards,
Talima.

From: s 9(2)(a)
Sent: Friday, January 26, 2024 4:56 PM
To: Talima Fruean <Talima.Fruean@mbie.govt.nz>; Tanya Pouwhare <tanya@nzee.nz>; New Zealand Ethical Employers Inc <chair@nzee.nz>
Cc: Karen Swann <Karen.Swann@mbie.govt.nz>; Loua Ward <Loua.Ward@mbie.govt.nz>; Faamata Laumalili <Mata.Laumalili2@mbie.govt.nz>; s 9(2)(a) Mila Tualofai <Shamila.Tualofai@mbie.govt.nz>; Tony Jensen <Tony.Jensen@mbie.govt.nz>
Subject: Re: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Hi Talima and Tanya,

These workers are already sitting in Port Vila because their flight leaves Vanuatu next **Saturday at 12:10**. They will need their visas by COB Friday 2nd Feb.

To be fair to the hard working people at the LSU and the visa processing centre can we please have the ATR numbers by **10am Monday morning**.

This application was sent in on the 13/10/23 leaving plenty of time for it to be processed in time for the flights booked. We should not be incurring change of flight fees even if there is another flight available for them to be changed to.

Kind Regards

s 9(2)(a)

Mobile: s 9(2)(a)
Office : [06 8795398](tel:068795398)

Email: admin@focuscontracting.co.nz
www.focuscontracting.co.nz



From: Talima Fruean <Talima.Fruean@mbie.govt.nz>
Date: Friday, 26 January 2024 at 4:19 PM
To: Tanya Pouwhare <tanya@nzee.nz>, New Zealand Ethical Employers Inc <chair@nzee.nz>
Cc: Karen Swann <Karen.Swann@mbie.govt.nz>, Loua Ward <Loua.Ward@mbie.govt.nz>, Faamata Laumalili <Mata.Laumalili2@mbie.govt.nz>, s 9(2)(a) [REDACTED], Mila Taulofai <Shamila.Taulofai@mbie.govt.nz>
Subject: RE: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Hi Tanya,

Following up on my email to you on Tuesday.

The application is in the final stages but requires a quality checking (QC) conducted by a Technical Advisor. This will be put through for urgent QC, and I will provide a further update by COB Monday (29/01/2024).

Kind regards,
Talima.

From: Tanya Pouwhare <tanya@nzee.nz>
Sent: Friday, January 26, 2024 11:20 AM
To: Talima Fruean <Talima.Fruean@mbie.govt.nz>; New Zealand Ethical Employers Inc <chair@nzee.nz>
Cc: Karen Swann <Karen.Swann@mbie.govt.nz>; Loua Ward <Loua.Ward@mbie.govt.nz>; Faamata Laumalili <Mata.Laumalili2@mbie.govt.nz>; s 9(2)(a) [REDACTED] Mila Taulofai <Shamila.Taulofai@mbie.govt.nz>
Subject: RE: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

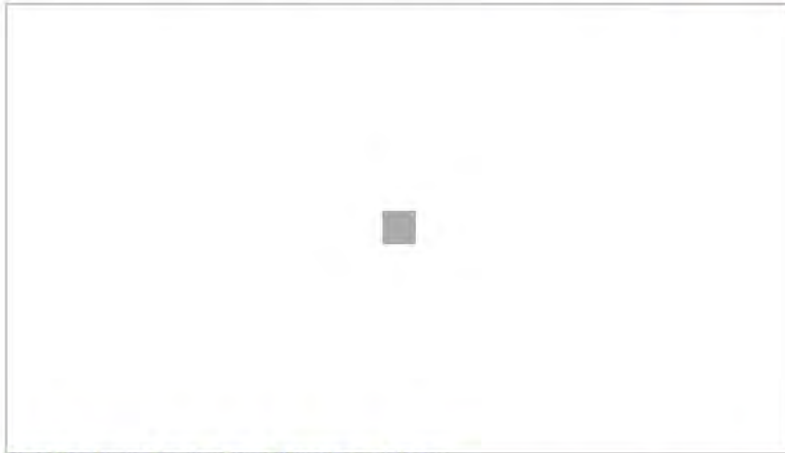
Many thanks Talima, we really appreciate your email and attention on this.

To meet the 5 days processing timeframe for visa issuing, they will need the visa applications submitted today.

Take care

T

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday

NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours. Please respond at a time that is convenient to you.

From: Talima Fruean <Talima.Fruean@mbie.govt.nz>

Sent: Tuesday, January 23, 2024 6:40 PM

To: Tanya Pouwhare <tanya@nzee.nz>; New Zealand Ethical Employers Inc <chair@nzee.nz>

Cc: Karen Swann <Karen.Swann@mbie.govt.nz>; Loua Ward <Loua.Ward@mbie.govt.nz>;

Faamata Laumalili <Mata.Laumalili2@mbie.govt.nz>; s 9(2)(a) [REDACTED]; Mila Taulofai <Shamila.Taulofai@mbie.govt.nz>

Subject: RE: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Hi Tanya,

Thank you for your patience for a response to your email below.

We acknowledge and apologise for the lack of communication for the assessment of this application. We understand the urgency and are working promptly in assessing the ATR.

We are aiming to have an outcome by Friday 26 Jan 2024.

Kind regards,

Talima Fruean

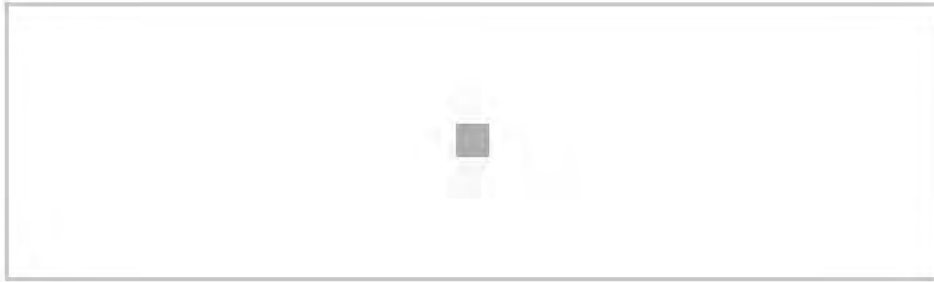
IMMIGRATION MANAGER

Visa Operations Porirua
Chief Operating Officer Branch, Immigration New Zealand | Rōpu Manene
Ministry of Business, Innovation & Employment | Hikina Whakatutuki

Talima.Fruean@mbie.govt.nz | Ph: +64 (04) 896 5006 | Mob: s 9(2)(a) [REDACTED]

www.immigration.govt.nz

NZBN 9429000106078



From: Tanya Pouwhare <tanya@nzee.nz>

Sent: Friday, January 19, 2024 4:29 PM

To: RSEUnit <RSEUnit@mbie.govt.nz>; Mila Taualofai <Shamila.Taualofai@mbie.govt.nz>

Cc: s 9(2)(a) [REDACTED] Faamata Laumalili

<Mata.Laumalili2@mbie.govt.nz>; Loua Ward <Loua.Ward@mbie.govt.nz>; New Zealand Ethical Employers Inc <chair@nzee.nz>

Subject: FW: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Dear RSE Unit & Shamila,

We are seeking a response to a, now, urgent ATR decision, on behalf of our NZEE member Focus Contracting Ltd.

- Original ATR sent in 13th Oct 2023
- Employer received PPI letter dated 19th Dec 2023
- Employer responded to the PPI letter on the 20th Dec 2023 (attached) – no response
- Employer followed up the 10th January 2024 (below) – no response
- Employer followed up yesterday 18th January 2024 (attached) – no response

The employer needs to proceed with the recruitment process by submitting the worker visa applications, their ATR being the final document required. This is crucial to ensure that the workers can travel on the 3rd of February and be present in time for the harvest.

We greatly appreciate your prompt attention to this matter.

Kind regards,

Tanya

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday
NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours.
Please respond at a time that is convenient to you.

From: s 9(2)(a)

Sent: Friday, January 19, 2024 4:16 PM

To: Tanya Pouwhare <tanya@nzee.nz>

Subject: FW: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

From: s 9(2)(a)

Date: Wednesday, 10 January 2024 at 1:40 PM

To: Mila Taualofai <Shamila.Taualofai@mbie.govt.nz>

Subject: FW: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Happy New Year Shamila,

This response to your PPI letter sent on the 20th December 2023 was our final response.
Can our ATR please be actioned now? We are hoping to get visa applications in next week.

Thanks

Kind Regards

s 9(2)(a)

Office : [06 8795398](tel:068795398)

Email: admin@focuscontracting.co.nz

www. focuscontracting.co.nz



From: s 9(2)(a)

Date: Wednesday, 20 December 2023 at 4:10 PM

To: Mila Taulofai <Shamila.Taulofai@mbie.govt.nz>

Subject: Re: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Hi Shamila,

Please see attached response to your letter,

Thanks

Kind Regards

s 9(2)(a)

Office : [06 8795398](tel:068795398)

Email: admin@focuscontracting.co.nz

www: www.focuscontracting.co.nz



From: Mila Taulofai <Shamila.Taulofai@mbie.govt.nz>

Date: Tuesday, 19 December 2023 at 5:02 PM

To: s 9(2)(a)

Subject: RE: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Hi s 9(2)(a)

Thank you for the documents regarding the purchase of property. I have assessed the application and I have attached a letter for further steps.

Please let me know if you have any further questions.

Kind Regards,

Shamila Taualofai
Senior Immigration Officer
Porirua Visa Operations
Chief Operating Officer Branch, Immigration New Zealand | Rōpu Manene
Ministry of Business, Innovation & Employment | Hikina Whakatutuki

Shamila.Taualofai@mbie.govt.nz | Telephone: +64 (04) 917 8012
www.immigration.govt.nz




From: s 9(2)(a)
Sent: Wednesday, 22 November 2023 8:35 am
To: Mila Taualofai <Shamila.Taualofai@mbie.govt.nz>
Subject: Re: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Hi Shamila,

Please see attached purchase documents for 65 Kirkwood rd. And the lease agreement for Team Work HB.

Sorry I was technically incorrect to indicate it was owned by the employer. His family company owns it and Team Work HB his other contracting business has a 10 year lease on it.

 owns both Team Work HB Ltd and Focus Contracting Ltd. This year he is putting the Focus Contracting workers in this accommodation.

The accommodation was originally purpose built by the previous owner.

Thanks

Kind Regards

s 9(2)(a)

Office : [06 8795398](tel:068795398)

Email: admin@focuscontracting.co.nz

www.focuscontracting.co.nz



From: Mila Tualofai <Shamila.Tualofai@mbie.govt.nz>

Date: Friday, 17 November 2023 at 3:30 PM

To: admin@focuscontracting.co.nz <admin@focuscontracting.co.nz>

Subject: Focus Contracting Ltd - ATR application - 22512596 [IN-CONFIDENCE: RELEASE-EXTERNAL]

Good Afternoon **s 9(2)(a)**,

I am emailing in regards to Focus Contracting Ltd ATR application – 22512596.

I have completed an initial assessment and require the following information:

- Can a title of deed or evidence of purchase for the land/property for 65 Kirkwood Road, Hastings please be provided. I note the application form states this is a purpose build accommodation owned by the employer.

Once this is received I can attach this to the application and continue with the assessment.

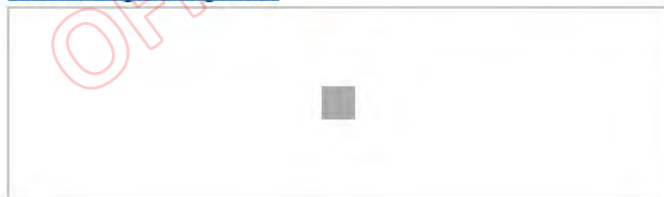
Please let me know if you have any other questions.

Kind Regards,

Shamila Tualofai
Senior Immigration Officer
Porirua Visa Operations
Chief Operating Officer Branch, Immigration New Zealand | Rōpu Manene
Ministry of Business, Innovation & Employment | Hikina Whakatutuki

Shamila.Tualofai@mbie.govt.nz | Telephone: +64 (04) 917 8012

www.immigration.govt.nz



From: [Tony Jensen](#)
To: tanya@nzee.nz; s 9(2)(a)
Subject: FW: Police concern around heightened risk to RSE workers using ATM's in Hastings CDB central area. [UNCLASSIFIED]
Date: Monday, 22 January 2024 10:23:43 AM
Attachments: [image001.jpg](#)

FYI

From: Tony Jensen <Tony.Jensen@mbie.govt.nz>
Sent: Thursday, January 18, 2024 4:28 PM
To: Tony Jensen <Tony.Jensen@mbie.govt.nz>
Cc: Yvonne (Eve) Tremain (Yvonne.tremain@police.govt.nz) <Yvonne.tremain@police.govt.nz>; s 9(2)(a)

[REDACTED]

RELEASED UNDER THE OFFICIAL INFORMATION ACT

s 9(2)(a)

Subject: Police concern around heightened risk to RSE workers using ATM's in Hastings CDB central area. [UNCLASSIFIED]

Importance: High

Hi everyone.

I have spoken to Police in Hawkes Bay about their concern of heightened risk to RSE workers particularly using ATM's in the Hastings CDB central area.

Police are advising that they are aware of risks around Hastings Central area on Wednesday nights when the workers come into town to withdraw their money on payday. Police are also concerned around prostitution happening amongst the RSE workers in public toilet blocks located near the machines involving local girls. The girls are usually run and monitored by gang members or prospects. There is also the risk of prospect gang members looking over the shoulders of workers using money machines and their cards/money being stolen.

Police are going to increase foot patrols within this CDB on Wednesday nights between 5pm and 7.00pm to try and dissuade the prostitution happening, as this may be a reason the workers are coming into the CDB to withdraw their money rather than using machines more on the outside of the town centre or other suburban machines.

As employers, we are asking that you speak to the workers about the dangers identified above and that they should look to go use money machines either in another area or further out from the centre of the CDB. To go as a group and keep an eye on each other. If anything happens, or they do not feel safe or are threatened, not to take it upon themselves to commit any threats or violence back but to call Police on 111. Make sure they know to call 111 on their phones and how to make an emergency call.

Eve Tremain from HB Police (copied into this email) has advised that her team is available to come out and speak to groups of RSE workers around the risks and keeping themselves safe in NZ, as a lot of the RSE workers are seen by gangs and criminal elements as being vulnerable. Please feel free to email her to arrange a suitable time to do so.

Regards

Tony Jensen

RSE Engagement Partner

Pacific Migration, Immigration New Zealand

Ministry of Business, Innovation and Employment.

E: Tony.Jensen@mbie.govt.nz | T: +64 (0)6 975 5550 | M: s 9(2)(a)

19 Bower Street | PO Box 546 | Napier 4140 | New Zealand

NZBN 9429000106078

From: [Oikoumene Maualaivao-Chan Tung](#)
Cc: [Michael Jones](#)
Bcc: s 9(2)(a)

s 9(2)(a) tanya@nzee.nz; s 9(2)(a)
Subject: Engagement Partner - RSE Introduction
Date: Tuesday, 23 January 2024 10:41:00 AM
Attachments: [image001.png](#)

Kia Ora everyone.

Michael Jones has joined our team as an RSE Engagement Partner. As part of this, Michael is assisting us by taking over Marlborough for the South Island.

So, Michael will be your main contact instead of me. Below is a small bio from Michael to introduce himself.

Take care everyone, I am sure our paths will continue to cross at times. All the best for the rest of this season.

Regards

Oikoumene Maualaivao-Chan Tung
Engagement Partner - RSE
Pacific Migration, Immigration New Zealand
Hikina Whakatutuki - Ministry of Business, Innovation & Employment
161 Cashel Street, Christchurch
oiko.mchantung@mbie.govt.nz
Phone +64 (3)9892964 | Mobile s 9(2)(a)

Hi

My name is Michael. As you may have seen in the latest RSE newsletter I have recently been appointed as a new RSE Engagement Partner, previously called RSE Relationship Manager. I will be taking over the Northland, Upper Auckland, Auckland, Central North Island, and Marlborough regions.

For the majority of my s 9(2)(a) career within Immigration New Zealand I have worked in RSE, starting out in the RSE processing team and then in s 9(2)(a) I moved into a Senior Advisor position in the Pacific team of INZ. During the last s 9(2)(a) I have worked in the SQ/PAC programme, and I am really looking forward to being back in RSE again.

While I have previously met many of you, I look forward to meeting you all soon, either in person or online.

Michael

Michael Jones

Engagement Partner – RSE

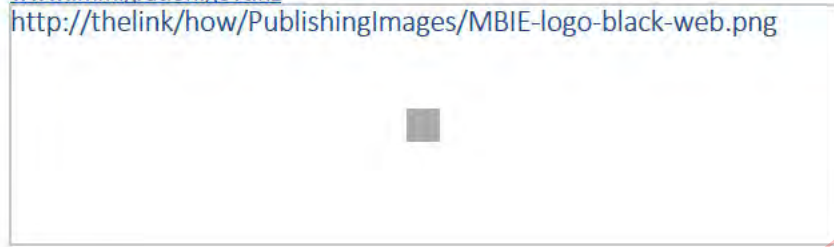
Pacific Migration, Immigration New Zealand
Ministry of Business, Innovation & Employment

michael.jones@mbie.govt.nz | Telephone: +64 (04) 896 5735 | Mobile: s 9(2)(a)

15 Stout St, PO Box 1473, Wellington 6140

www.immigration.govt.nz

<http://thelink/how/PublishingImages/MBIE-logo-black-web.png>



RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Tanya Pouwhare](#)
To: [Kerri Ahomiro](#); [Loua Ward](#); [Karen Swann](#)
Cc: [New Zealand Ethical Employers Inc](#)
Subject: FW: NZ Minimum Wage Increase 1 April 2024
Date: Tuesday, 13 February 2024 1:36:43 PM
Attachments: [image001.png](#)

FYI – so you know what we have sent to our members.

Take care

T

From: Tanya Pouwhare
Sent: Tuesday, February 13, 2024 1:38 PM
To: Tanya Pouwhare <tanya@nzee.nz>
Cc: New Zealand Ethical Employers Inc <chair@nzee.nz>
Subject: NZ Minimum Wage Increase 1 April 2024

Dear NZEE Member,

RE: NZ Minimum Wage Increase 1 April 2024

The Workplace Relations and Safety Minister, Hon Brooke van Velden, has announced that the adult minimum wage will be rising to \$23.15 per hour from 1 April 2024. [Read More Here](#)

Immigration Instructions require RSE workers to be paid 10% above the NZ minimum wage which will be \$25.47 (the half cent is rounded up). See WH1.20.5.a.iv Minimum remuneration under RSE Instructions : [here](#)

NZEE has asked the Minister of Immigration, Hon Erica Stanford, and Minister of Agriculture, Hon Todd McClay, to amend Immigration Instructions so that the requirement to pay 10% above the NZ minimum wage is removed for this 1 April 2024 and any future increases. We are pushing for this amendment to be made before 1 April 2024. Our expectation based on past experience is this will not happen by 1 April 2024.

This means that for every ATR submitted that applies after 1 April 2024 will need to have the new rate (\$25.47) in the employment agreement otherwise the ATR will NOT be approved by the RSE unit and recommended for approval by the Labour Inspectors.

The catch here is once the employment agreement is presented to the employee then that is their rate of pay. But before the employment agreement is presented to the worker, the rate could be changed, but only if the Immigration Instructions are changed – most unlikely to happen in time. NOTE: if your ATR has been approved, you would need to take it back through the ATR approval process, if you changed the rate.

We will keep you up to date. But note there is currently no change to the requirement to add 10% above the NZ minimum wage for RSE workers ... yet

Ngā mihi,

T

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday
NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours.
Please respond at a time that is convenient to you.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Tanya Pouwhare](#)
To: [Faamata Laumalili](#); talalelei.taufale@health.govt.nz; [Afzal Ali](#)
Cc: [Oikoumene Maualaivao-Chan Tung](#); [Michael Jones](#); [Tony Jensen](#); [Lafaele Lupo](#)
Subject: FW: Pastoral Care Meeting Notes 5th March
Date: Tuesday, 12 March 2024 4:18:46 PM
Attachments: [image001.png](#)

Hi Team,

Sharing the last RSE Pastoral Care Forum meeting notes and slides from the last meeting.

Many thanks

T

From: Tanya Pouwhare
Sent: Friday, March 8, 2024 11:32 AM
Subject: Pastoral Care Meeting Notes 5th March

Dear Pastoral Care team,

Meeting Notes and Conference Invite (see below)

Hope everyone's week has been going well. Apologies for not being well enough to join on Tuesday. Thanks for those who stepped in to help out.

Please find attached:

- Pastoral Care Forum Meeting Notes 5 March 224
- Health Tool Kit 2013 (not yet updated)

ACTION POINTS:

- Employers follow up with s 9(2)(a) from Orbit to explore further opportunities. Also contact s 9(2)(a) at T&G. s 9(2)(a)
- Talalelei will provide a Health Toolkit which includes key contacts for the health system for cultural support from local community and health groups for employers. Tanya to follow up receipt and send out [ATTACHED]
- Tanya to be send out Worksafe Pacific Contact Details [*correction – Mata has not shared any detail with me, but I have been asked to meet with the worksafe pacific representatives, and post that meeting can send out more information on who they are, and what they do and how to contact them*]
- Tanya to invite Mata and Talalelei back again to discuss access to what has been referred to. *Update: we will look to invite some health professionals dealing with this directly, as we believe this will be of more benefit to the employers to connect them to the people dealing directly with workers.*

-
-

Forum Dates reminder of 2024, 10am via Teams

Tue 2 April

Tue 7 May

Tue 4 June

Tue 2 July

Tue 6 Aug

Tue 3 Sept

Tue 1 Oct

Tue 5 Nov

Tue 3 Dec (final for 2024)

Pastoral Care Forum Invite to the 2024 NZEE Conference in Napier

We would like to hold an in-person forum prior to this years NZEE Conference in Napier from 2pm-3pm. I will add a question to the next survey that goes out, to gauge interest. You are all invited to join the Conference this year. Info below.

When Wednesday 19th June 3:00pm - Friday 21st June 2024 11:00am

Where Napier War Memorial Centre, 48 Marine Parade, Napier

Register [NZEE Conference 2024 \(eventspronto.co.nz\)](https://eventspronto.co.nz)

Wednesday 19 June – Registration from 3pm

Then **s 9(2)(a)** will kick off the conference with an interactive workshop at 3.30pm on navigating the complexities of employee emotions. As leaders, we often find ourselves faced with situations that require a delicate touch – whether it's managing an individual angrier than a hungry bear or supporting someone in moments of personal vulnerability. We'll explore the art of providing help, support, and guidance to our employees in various emotional states. From de-escalating fiery encounters to offering a compassionate response when tears fall, we'll uncover the best steps to take, what to avoid, and how fostering a supportive environment can lead to a more resilient and engaged workforce. Please join us after for networking, drinks and nibbles from 5pm. The bar will remain open into the evening.

Thursday 20 June - Registration from 8am

The conference starts at 8.30am full day conference until 5pm, a cash bar will be open for those that want to hang around before dinner starts at 6.30pm.

Friday 21 June – a late breakfast at 9am

NZEE AGM (Guest Speaker) at 10am. The conference will be finished at 11am.

Why come to this conference – your take home for your business:

1. Mental Health & Resilience – learn how to navigate the complexities of employee emotions
2. How to turn the current economic situation to your businesses benefit
3. Enhance workplace safety practices through real-life examples
4. How to get the best result from Immigration New Zealand covering current issues, RSE policy and visa scheme update, plus open floor Q&A

5. Sorting employment law
 6. Explore the tangible benefits of investing in employee education.
 7. The value of partnership between employers and MSD
 8. Gain awareness about recognising and combatting exploitation in the workplace
 9. Elevate workplace communication and collaboration
 10. Learn about successful return-to-work programs and their impact
 11. Demystifying the role of employees and businesses in addressing climate challenges
 12. New partnerships, collaborations, and business opportunities
- You will network with other ethical businesses from throughout New Zealand.

Ngā mihi,

T

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday
NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours.
Please respond at a time that is convenient to you.

From: Michael Jones
To: s 9(2)(a)
Cc: tanya@nzee.nz
Subject: RE: Fiji Government Delegation visit - Marlborough - Cancelled. [UNCLASSIFIED]
Date: Thursday, 1 February 2024 12:08:51 PM

Hi all,

Unfortunately we have had to postpone the Fiji Government Delegation visit to New Zealand.

So we will have to cancel the meetings that were due to happen with employers and RSE workers from Fiji.

At this stage new dates for the Fijian Government delegation visit have not been set. We will be in touch with you all further once further details have been confirmed.

Regards

Michael

From: Oikoumene Maualaivao-Chan Tung <oiko.mchantung@mbie.govt.nz>
Sent: Friday, January 19, 2024 10:52 AM
To: s 9(2)(a)
Cc: tanya@nzee.nz; Michael Jones <Michael.Jones@mbie.govt.nz>
Subject: Fiji Government Delegation visit - Marlborough

Kia Ora Fiji RSE Employers (Marlborough),

We are honoured to have received a request from Hon. Minister Agni Deo Singh (Fiji Minister for Employment Productivity and Industrial Relations, including Foreign Employment) and his delegation to visit Marlborough on the 6th of February 2024. As the Fiji Minister for Foreign Employment, he has requested a meeting with Fijian RSE Employees that are in Marlborough during this time.

On behalf of the Hon Minister and his delegation we humbly extend this invitation to all our Fijian RSE workers to join his Honourable Minister and his Delegation from Fiji for meetings on the **6th of February 2024**. Time of the meetings are as follows. Please if this information can be shared with our RSE employees from Fiji, so they are aware of the time and date.

Time	Groups	Venue
3.00pm – 4.00pm	Meeting 1: Seasonal Solutions Cooperative Alapa Ltd	SSCO Budge Street Accommodation
6.00pm – 7.00pm	Meeting 2: Hortus Ltd Thornhill Tetley Brook	Hortus Village, 3043 State Highway 1

The travelling delegation include those mentioned below, accompanied by MBIE officials.

#	NAME	DESIGNATION
1	Hon. Minister Agni Deo Singh	Minister for Employment Productivity and Industrial Relations, including Foreign Employment
2	Mr. J Maritino Nemani	Permanent Secretary for Employment, Productivity and Industrial Relations
3	Mr. Lui Mario	Director for Employment, Productivity, and Industrial Relations

4	Ms. Elina Adi	Senior Ministerial Liaison Officer
5	Mr. Josua Tuwere	Second Secretary, Fiji High Commission

Please do not hesitate to contact me if you have other questions.

Kind regards

Oikoumene Maualaivao-Chan Tung

Engagement Partner - RSE

Pacific Migration, Immigration New Zealand

Hikina Whakatutuki - Ministry of Business, Innovation & Employment

161 Cashel Street, Christchurch

oiko.mchantung@mbie.govt.nz

Phone +64 (3)9892964 | Mobile s 9(2)(a)

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Tanya Pouwhare](#)
Subject: PASTORAL CARE/RSE MANAGER FORUM Notes 30 Jan 24
Date: Tuesday, 20 February 2024 4:03:28 PM
Attachments: [image001.png](#)
[PASTORAL CARE_RSE MANAGER FORUM Meeting Notes 30Jan24.pdf](#)
[Pastoral Care RSE Manager forum survey findings 30Jan24 SLIDES.pdf](#)
[Re Police RSE VideoVideo.msg](#)
[RE Employer Forum UNCLASSIFIED.msg](#)

Dear Key RSE Stakeholder,

We are sharing the second PASTORAL CARE/RSE MANAGER FORUM Meeting notes, from 30 Jan, apologies for the lateness of sending these to you. Please see below and attached. If you no longer wish to receive these, please let me know.

If you have any suggestions for expert contributors (the guest speaker that discusses a key topic for 15mins and takes questions), please let us know.

The third meeting is set down for 5 March.

Take care

T

From: Tanya Pouwhare <tanya@nzee.nz>
Sent: Wednesday, January 31, 2024 4:10 PM
To: Tanya Pouwhare <tanya@nzee.nz>
Cc: New Zealand Ethical Employers Inc <chair@nzee.nz>; Alysha Howard <alysha.howard@apatugroup.com>
Subject: Pastoral Care Forum Meeting Notes 30 Jan 24

Dear Forum member,

Please find attached:

- Pastoral Care Forum Meeting Notes 30 Jan 24
- Forum Survey Slides (the current issues)
- INZ Response re : NZ Police RSE Video
- LI Response re : travel costs and paying the driver more

Action points:

- Tanya to find out what is happening with the NZ Police RSE Video **COMPLETED (see attached)**
- Mike and Tanya to discuss with INZ the issue of INZ flexibility and individual case evaluation for "light-duties" work.
- Tanya to check with the LI regarding travel costs and paying the driver more **COMPLETED (see attached)**
- Mike to check with NZTA if they require drivers to hold P class licences if they are paid to drive others **COMPLETED (see below)**
- Tanya to investigate and discuss KPIs for all stakeholders, with INZ

Future Forum Meeting Dates - 10am via Teams

Tue 5 March

Tue 2 April

Tue 7 May
Tue 4 June
Tue 2 July
Tue 6 Aug
Tue 3 Sept
Tue 1 Oct
Tue 5 Nov
Tue 3 Dec (final for 2024)

This is the power of the forum, when we all work together for the betterment of each other - by sharing information, we all do better.

^{s 9(2)(a)} from Mr Apple found the exemption for the P Endorsement for RSE drivers being paid to drive other RSE Workers.

It's found here : [Land Transport \(Driver Licensing\) Rule 1999 \(SR 1999/100\) \(as at 02 December 2023\) – New Zealand Legislation](#)

And the exemption is found in Section 26 subclause 2.b (as below) Thanks ^{s 9(2)(a)}

26. When passenger endorsement required

(1) A person must hold a passenger endorsement if that person drives—

- (a) a motor vehicle that is operated in a passenger service; or
- (b) *[Revoked]*

(2) Despite subclause (1), a **passenger endorsement is not required** if the transport is provided in any of the following situations:

- (a) when the motor vehicle is an ambulance being used in an ambulance service; or
- (b) when an employer is providing transport for the employer's employees and the driver is an employee of that employer; or
- (c) when a car pool is being conducted in which persons are carried to or from their place of employment, business, or education under a cost-sharing arrangement between occupants of the vehicle; or
- (d) when a parent is transporting a child under a Ministry of Education transport allowance; or
- (e) when the driver is a volunteer driving the motor vehicle to assist in the activities of an incorporated charitable organisation or a hospital; or
- (f) when the motor vehicle is being operated to escort a lawfully detained person by—
 - (i) a personal guard; or
 - (ii) a Police employee; or
 - (iii) a security officer; or
- (g) when the only person or persons being carried in the vehicle, in addition to the driver, is or are present—
 - (i) to service or test the vehicle; or
 - (ii) to instruct or test the driver; or
 - (iii) to receive instruction; or
- (h) when the driver is a private chauffeur; or
- (i) when the motor vehicle is being used in a facilitated cost-sharing arrangement.

Ngā mihi,

T

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday
NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours. Please respond at a time that is convenient to you.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Pastoral Care/RSE Manager Forum Survey Findings

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Current ATR processing timeframe

4. What is your current ATR processing timeframe? Time between submitting, to receiving your approval letter.

[More Details](#)

● up to 1 month	4%
● up to 2 months	48%
● up to 3 months	36%
● 4-6 months	11%
● More than 6mths	2%



Priority Topics

➤ Compliance

- drugs, alcohol, fighting and damage to property

➤ Health Care

- Nutrition guidance, country support, sharing common illness

➤ Individual Employment Agreement (IEA)

- Travel costs, accountability, processes, systems, complaints processes

Priority Topic : Compliance

- ❑ NZ Visa conditions, what happens if you get in trouble with the police
- ❑ How to stay safe in your community
- ❑ Welcome back To NZ – community racism, NZ laws
- ❑ Driving in NZ/Drugs and Alcohol remain an ongoing issue
- ❑ We have ongoing issues with drink driving. Any advice welcome.
- ❑ How to best manage the kava issue – I respect their culture, but it's getting out of hand big time.
- ❑ House rules, drug and alcohol policy – what do others do?
- ❑ Where is the line in terms of allowing the group to live freely vs alcohol that brings fighting and constant damage to the accommodation, other staff are scared
- ❑ Lack of consideration and accountability when things get broken
- ❑ Tips on how to manage compliance, monitor issues, without causing more problems within the team due to people 'telling on each other'?

Priority Topic : Health Care

- ❑ What translator services do others use so they can understand what is being said/asked.
- ❑ Common health issues - what is happening, so we can all learn
- ❑ Insurance doesn't cover some health care, pressure felt by employers to cover all costs
- ❑ Help with Nutrition Guidance
- ❑ Hospital Access (timeliness of appointments)
- ❑ Injury Prevention Messaging (in language) importance to rest when sick or injured.
- ❑ Some of the team said it is a 'sign of weakness' to tell the boss they're sick or unwell.
We've told them hiding illnesses can be dangerous and we want to help if they are sick.
Kiribati unit visited and explained in their own language – was very helpful – is this in their pre-departure training? Its ok to ask for help when they need it.
- ❑ We faced difficulties getting INZ approval for an employee fit for light-duty work. The process lacks flexibility, we suggest evaluating cases individually with supporting medical documentation. Last year, ACC coverage ceased for a similarly cleared employee.

Priority Topic : IEA

- ❑ Travel Costs - What can be charged and what can not? Should the driver be paid extra, do I need to put that in the IEA? I want to know how to improve, if need be.
- ❑ Accountability and deadlines for all involved (RSE Unit, LI, MSD - ATR Processing)
- ❑ PLEASE digitise INZ applications!!!!!!!
- ❑ Clarify RSE Instructions for accommodation and pastoral care
- ❑ Address interpretation variations across govt departments (RSE, LI, MSD) and industry
- ❑ Changing ATR conditions. The old VoC process was good and easy. Current LENGTHY and COSTLY process feels like red tape for the sake of it?
- ❑ How do other companies ensure RSE feel free to speak up (without fear of losing their job). We have a staff representative committee that meets monthly and an elected RSE rep sits on that committee.

MEETING NOTES
PASTORAL CARE/RSE MANAGER FORUM
TUESDAY 30 JANUARY, HELD BY TEAMS, START 10AM

1. Apologies

- s 9(2)(a)
- s 9(2)(a)
- s 9(2)(a)

(Attendees 51)

2. Administration

- a. Forum Update (verbal Chair)
- b. Current ATR Timing (Slide – Chair)

Employer: MSD in BoP & HB it takes them months to come to a decision on joint ATRs. It holds us up.
Mike: We do raise this a lot with MSD, we can bring up with Brett later morning.

3. Top Three Forum Issues (Slides)

- a. **Compliance** (mostly to do with drugs, alcohol, fighting and damage to property)

- ☐ Employer (slide): **NZ Visa conditions, what happens if you get in trouble with the police**

Mike: Police often say “send them home” but the visa is still valid, INZ say its employment matter. However, if it's a fight at a club afterhours, it is not an employment matter, as it's after hours. We are recommending that INZ talk to the police and then cancel the visa if it is appropriate.

Employer: Some of our RSE got into trouble, police were good, helped us go through the court procedures also.

Employer: What happened to the NZ Police RSE video they released at a RSE conference about 8 years ago. Is this being updated

ACTION POINT Tanya: We will investigate this and report back.

Employer: Fines also must be sent through to RSE unit, and not taken from account even if we have a signed letter from RSE

Tanya: Correct, **any** new deduction that is additional to what was approved at ATR stage, must be sent through to the RSE Unit **before** the deduction is taken from wages.

We are working with INZ, Police, and Compliance to create a brochure of key NZ laws for RSE to be aware of, this resource will be made available for all.

Employer: our pacific representative came in and said that they had zero tolerance. Team leaders told us they don't have kava or alcohol at a death ceremony. Their team know that there is no kava for the 7mths they are in NZ.

- ☐ **Employer (slide): How to best manage the kava issue – I respect their culture, but it's getting out of hand big time.**

Tanya: this is such an important issue, employers want to do the right thing, but simply saying “it's a cultural thing you have to allow it” doesn't consider the complexity of what employers and other staff in accommodation facilities must deal with on a regular basis. I suggest that we ask HortNZ to include a discussion on this at the next RSE Conference. Create space for an open respectful discussion so different pacific nations, workers or team leaders, employers, and police can discuss it.

- ☐ **Employer (slide): Where is the line in terms of allowing the group to live freely vs alcohol that brings fighting and constant damage to the accommodation, other staff are scared**

Employer: We have zero tolerance for alcohol. Our leader does not allow Kava or alcohol.

Employer: The BOP Ni-Van community group support the zero-tolerance view.

- ❑ **Employer (slide): Tips on how to manage compliance, monitor issues, without causing more problems within the team due to people 'telling on each other'?**

Tanya – there are many ways to create safe spaces for workers to bring up issues. One good way is talking with your workers and asking who they identify as their safe people, it could be their team leader, their supervisor, it could be the manager, or sport coach, or church minister. Consider undertaking regular independent anonymous workers surveys (AskYourTeam). Consider adding additional “comments and complaints box” to high traffic areas, and low traffic areas – outside the office, somewhere in the accommodation facility. There are many tools to use, no one way is the right way. Regularly reminding workers that they won't get in trouble if they speak up, and then following through if a worker is bullied because they have done. Your role is to create a safe working environment for your employees. There are also some good training organisations that run workshops on dealing with difficult employment issues that might help you with tips too (see suggestions of some training coming up below)

Employer: we have a staff representative committee that meets monthly and an elected RSE rep sits on that committee

b. Health Care (translations, nutrition guidance, common illness, injury prevention)

- ❑ **Employer (slide): What translator services do others use so they can understand what is being said/asked.**

Mike: Translation services have always been an issue, with the Govt reviews they are looking at making sure things can get translated.

- ❑ **Employer (slide): Injury Prevention Messaging (in language) importance to rest when sick or injured**
- ❑ **Employer (slide): Help with Nutrition Guidance**
- ❑ **Employer (slide): Common health issues - what is happening, so we can all learn**
- ❑ **Employer (slide): Some of the team said it is a 'sign of weakness' to tell the boss they're sick or unwell. We've told them hiding illnesses can be dangerous and we want to help if they are sick. Kiribati unit visited and explained in their own language – was very helpful – is this in their pre-departure training? Its ok to ask for help when they need it**

Tanya: we have asked for the timing of the Health Tool kit and requested that they include something in the new pre-departure training content, that it is ok to ask for help when they need it.

Employer: Orbit Insurance has issued a health guide that is translated into most of the Pacific Island Languages

<https://orbitprotect.com/insurance-products/seasonal-worker-insurance/download-health-guide/>

- ❑ **Employer (slide): We faced difficulties getting INZ approval for an employee fit for light-duty work. The process lacks flexibility, we suggest evaluating cases individually with supporting medical documentation. Last year, ACC coverage ceased for a similarly cleared employee.**

ACTION POINT Tanya: we are aware of this issue, and we will take to INZ – asking for flexibility and individual case evaluation, and report back.

c. IEA (travel costs, accountability, processes, systems, complaints processes)

- ❑ **Employer (Slide): Travel Costs - What can be charged and what cannot? Should the driver be paid extra, do I need to put that in the IEA? I want to know how to improve if need be.**

Mike: we have a clause in the IEA template that NZEE has put together with the LI and RSE, we will include it in the notes. (see below) Paying a driver extra is an employer/employee discussion and if you did you would need to add it to the IEA.

ACTION POINT Tanya: we will also check with the LI, and report back.

Employer: My understanding from NZTA is that drivers need P class licences if you are paying for them to drive.

Employer: The online content isn't very clear, so I called NZTA last year and that was my advice from the call centre.

Employer: There is an exemption in NZTA policy, I can find it share if it's helpful

ACTION POINT Mike: Yes, please let us know info you have, we will also investigate. And report back.

- Employer (slide): Accountability and deadlines for all involved (RSE Unit, LI, MSD - ATR Processing)**
- PLEASE digitise INZ applications!!!!!!!**

Tanya: NZEE submitted on giving all stakeholders (MSD, LI, RSE Unit, Employers, LSU, VFS, BVO) KPIs to keep everyone accountable. Employers have many hoops to jump through, yet applications can fall through the cracks, or applications go into the ether and employers have no visibility. Accountability is also crucial, employers are dealing with costly movements of flights, and workers staying in main centres longer than they need to.

ACTION POINT Tanya: we will bring this to INZ, and report back.

- Employer (slide): Clarify RSE Instructions for accommodation and pastoral care**
- Employer (slide): Address interpretation variations across govt departments (RSE, LI, MSD) and industry**
- Changing ATR conditions. The old VoC process was good and easy. Current LENGTHY and COSTLY process feels like red tape for the sake of it?**

Mike: A lot of this to be addressed within the RSE Policy Review.

4. EXPERT – MSD Update (Brett Cameron, MSD Leadership Team)

Thank you for the opportunity to speak to you today.

My name is Brett Cameron, and I am work in National Office in the employment area. I have been involved with seasonal work for several years and was part of the team (that included Mike Chapman) that set up the RSE scheme in 2007.

Apologies from my manager, Rose Bhan. She wanted to be on this meeting and present, however she has been called away to do some urgent work.

Today I will provide you with a summary on the MSD products that can be used to support New Zealanders into seasonal work.

As a result of the recent change of Government, we also have a new minister – Louise Upston.

We are still awaiting to receive the employment priorities of the new government and identify how they may impact seasonal work.

MSD Seasonal Work Products

The two main employment products that MSD uses to support New Zealanders into seasonal work are:

- New Zealand seasonal work scheme (NZSWS)
- Seasonal Work Assistance payment.

NZSWS

- has been around for a while, but for a few years is usage was minimal
- major enhancements to the scheme in October 2020 by the then Minister for Social Development and Employment.
- The revisions to the scheme were made in part due to restrictions around Covid and employers not being able to get their normal supply of overseas labour.
- provides a range of support to people at risk of long-term benefit receipt to take up seasonal work, for a minimum of 6 weeks for 30 hours or more in the horticulture and viticulture industries.

- A person doesn't need to be receiving a benefit to qualify. It is only for the horticulture and viticulture sectors.
- Roles covered are: Picking, planting, packing, pruning, plant maintenance/thinning, harvesting. Roles outside of these are considered Essential Skills and not eligible for NZSWS, e.g. Winery Cellar Hands.

Under the NZSWS scheme MSD clients can receive support for:

- Travel to a seasonal region and return travel home
- Daily transport costs
- Accommodation support
- Clothing and work gear costs
- Training costs
- Incentive payment
- Pastoral care

Travel

- MSD pays for the travel to move job seekers to a seasonal region and then to return them home at the end of the work
- Daily transport costs are available for all job seekers, not just those travelling from another region.
- Some of our regions have, in partnership with employers, have organised vans and busses to get workers to their employment. Transport costs can be used for this.

Accommodation payment (if participant has accommodation costs in the home region)

- If a jobseeker has accommodation costs in their home region that they need to continue to pay, then MSD can pay up to \$200 a week for up to 26 weeks or to the value of \$5,200 in a 52 week period, to the jobseeker to help them meet these costs.

Clothing and Work Gear costs

- MSD will pay for any clothing or work gear that the jobseekers needs to undertake seasonal work.
- Any tools or equipment however needs to be paid for by the employer.

Training costs

- If there is training required for the role then MSD will assist with this
- Training may include things like a forklift driving course or a Health Safety Certificate etc.
- Training is considered on a case by case basis.

Incentive payment (if the work is longer than 6 weeks)

- The NZSWS incentive is a payment of \$1000 to encourage New Zealanders to temporarily relocate to take up short-term seasonal employment through the NZSWS.
- The payment is made in two instalments with \$500 paid to the person halfway through the employment period and an additional \$500 paid at the end of the employment period.
- The payment is not available for local jobseekers or students.

Pastoral Care

- MSD can also assist if pastoral care is required.
- To date this this has only had limited usage.

Seasonal Work Assistance Payment

Seasonal Work Assistance provides financial support to people who were on benefit in the last 6 months if their work has been rained off.

The maximum someone can get is \$2,312 in a 26 weeks period.

In October 2020 when we made changes to NZSWS we also simplified the process for SWA and made it easier for people to apply for SWA.

It is only for Horticulture and Viticulture work.

Other MSD Assistance

Puāwaitanga

- toll-free phone and online counselling service that offers up to 12 months of support for people to improve their emotional well-being through virtual sessions via a free mobile app or by phone.

Te Heke Mai

- a coaching programme that provides wrap-around support to people who are looking for work, in training or starting new jobs via a free mobile and friendly real-life coaches.

Here Toitū (responding early)

- a service delivered by a dedicated support team that comprises Kaimanaaki (health navigators), health practitioners and a dedicated MSD Case Manager.
- A 'Responding Early' component aimed at 'employed whānau' managing a health condition or disability who are at risk of losing their employment and coming on to a benefit has been added to the Here Toitū model for MidCentral region. The objective is to support people so they can retain their jobs.

Whītiki Tauā

- a free, voluntary virtual mentoring service run by Whakarongorau Aotearoa in partnership with MSD.
- The service provides a consistent, reliable, and safe person (mentor) for people to kōrero with, ask questions, and get advice from.
- Mentees can talk to their mentor about anything they want, such as challenges they're having with work, their relationships, whānau, or life in general.

In 2018 MSD developed some "Good Employer" guidelines to identify what MSD considered to be good engagement from a RSE employer to recruiting New Zealanders. The guidelines were signed off by a National Seasonal Labour group that was in place at the time.

MSD is currently in the process of updating the guidelines. They will be a common-sense approach on what MSD considers to be a good RSE employer and what elements that covers.

As soon as the guidelines are ready, we will share them.

The guidelines will be based on some key principles:

- A genuine commitment from RSE employers to employ New Zealand workers.
- A genuine commitment from MSD and RSE employers to work together on workforce planning and solutions that are evidenced through actions taken.
- Regular communication throughout the year from RSE employers to discuss labour supply needs and where suitable New Zealand workers are available, that they are employed.
- Willingness and evidence to place suitable New Zealanders into employment, including permanent roles.
- Good faith that focuses on solutions for recruiting New Zealanders.

A key element for MSD is that employers undertake regular engagement with MSD.

Employer: we work a lot with corrections and recent releases, they are not eligible for SWAF payments as immediately are released into employment, this disadvantages them. Is this something that could be addressed?

Employer: check with your different audit requirements, we've got one supplier that doesn't accept these individuals at all to be on their property.

BC: I will take that to our policy people, one of the things on scope is reviewing the seasonal workers programs, this is a great question and I'll get some feedback for you.

Employers should be liaising with their local MSD office as much as they can, we are keen to work in partnership with you, to work together to get some great outcomes.

Employer: When we put in joint ATRs partners are from different regions. We are in Marlborough, we have a great relationship with MSD – but our HB & BoP partners are different, why does it take so long for one MSD region to process ATR's?

BC: we introduced our MSD Labour Plan last year, each MSD region will be streamlining their processes, we understand there is some inconsistencies. There is no simple answer, if you have issues let Tanay or Mike know, and they will help you get through the hold ups. Let us know about any major concerns, and we will work with you to progress it for you.

Another person who you might want to invite to the forum is Karen Swann (RSE UNIT). She can discuss Joint ATRs with you very well.

Employer: We had a recommendation from an MSD representative that we could attach a copy of our MSD labour plan to the ATR instead of replicating this information on the ATR application.

BC: after you fill out 25pgs, MSD only received about 2 pgs – this has been raised in the policy review, there is inconsistencies in information sharing. We are working to get this streamlined.

We understand that INZ are looking at taking the Policy Review to the Immigration Minister in the first quarter of this year, previous Govt had noted the recommendations INZ policy made, but we are unsure where the new govt is at with the review.

We are looking at making things easier and more streamlined.

Employer: Can the new MSD guidelines please be very clear and not open to a different interpretation, as is the case currently within different regions. Employers also need the option to escalate higher if required please. Also, if an ATR is declined it needs to be within RSE Instructions and not a felt belief within your department. There needs to be clear accountability.

BC: We don't decline, we only support or not support. The final decision of every ATR is made with the RSE Unit. Very few ATR aren't supported by MSD. I agree we need to make things simpler and streamlined. If you have issues escalate to Tanya and Mike and we will progress it for you. MSD can't go directly to the employer; we must deal with RSE Unit too.

Employer: Can't MSD contact the RSE employer if they don't support an application? There is expectation we keep in contact to maintain the relationship, so shouldn't it go both ways?

BC: Agreed. The privacy issue needs to be resolved at the review. It is frustrating. As soon as things change, we will keep you in the loop.

Thank you so much for giving me the opportunity to join the Forum today, we are very delighted with the Workforce Framework NZEE created, it's very sensible and some good guidelines, and delighted that Tanya will be speaking at Berlin about worker protections.

MSD has a range of products and services that we can assist you as employers. This includes seasonal work. MSD is keen to work in partnership with you on solutions to meet your current and future labour supply needs.

For more information on what we can offer, please contact someone from one of our regions. Or send any queries to Tanya and Mike and they will forward them on to me.

5. **Open Floor Discussion** (taken from the survey form)

- a. Trade Unions – what's happening with the Fair Pay legislation?

Mike: Govt killed it, it was one of their election promises, and they did it. The legislation gave unions the ability to deal with a few employers to get a deal done that would impact all employers in that same sector. Now unions must negotiate with individual employers to set agreements again.

There wasn't enough time to discuss the below topics – we will make room for these next month.

- b. Is there available First Aid/Fire training in Bislama/Samoan for RSE staff? Are there specific organisations providing such training for RSE participants?
- c. Interested in what people are doing with PPE. Especially boots vs gumboots.
- d. Has anyone put their workers through NZ driver licencing?
- e. Can RSE complete on job NCEA courses e.g. Horticulture Level 1, 2 and 3? If not, why not?
- f. Who wants to collaborate on some first aid and team leadership training? Sufficient participant number might allow trainers to schedule sessions on Saturdays.
- g. Ideas to incorporate more recreational activities when living/working in remote areas.
- h. We want to co-ordinate with other local RSE to be included/involved with cultural and recreational activities,
- i. How do I support my workers to keep their homes clean – we do thorough weekly clean, but they're a pigsty every week – flies everywhere, I find it stressful and upsetting.
- j. Have been approached by the money-sending company **Freedom** to get our guys using their App to send money home to Vanuatu. It sounds great, has anyone else used it yet?
- k. how can we better utilise liaison officers, we'd like more visits and from the high comms –
s 9(2)(g)(i)

6. Future Forum Meeting Dates

Forum Dates reminder of 2024, 10am via Teams

Tue 5 March

Tue 2 April

Tue 7 May

Tue 4 June

Tue 2 July

Tue 6 Aug

Tue 3 Sept

Tue 1 Oct

Tue 5 Nov

Tue 3 Dec (final for 2024)

Meeting end: 11.03 am

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Additional Notes

IEA clause regarding travel time

1. TRAVELLING TIME

- 1.1. Travelling time will be paid to and from the first work location and the last work location to the employee's home or employer provided accommodation in the event the travelling time taken is greater than 30 minutes each way at the Minimum Hourly Wage Rate stated in clause 4.
- 1.2. During the workday travelling between work locations (i.e. moving orchards or vineyards) will be paid at the Minimum Hourly Wage Rate stated in clause 4.

Note 9 in the NZEE IEA Employer Guide

9. Travel Time: where travel time for work is significant, this travel time must be paid for by the employer at no less than the employees' applicable hourly rate. The reason for this is that for RSE workers do not have freedom of choice, and for RSE and all other workers their movement is for the benefit of the employer, as such it is deemed to be work. Employment Relations Authority states "*any time spent for the benefit of the employer such as getting labour into a position and place to carry out tasks necessary for the company's business is work and must be paid for*" (2018-NZERA-Auckland-402) Provide payment when travel to and from the first and last location of work each day is greater than 30 mins each way. Also travel during the workday from and to different sites is to be paid for.

Chapman Employment Relations – some suggested training courses coming up to support you

March 5 @ 1:00 pm - 2:30 pm

Successful Management of Employee Performance (Webinar)

Online Webinar Via Email Weblink, New Zealand

We know managing performance can at times be challenging, baffling and.....frustrating. Successfully managing performance requires a combination of skills, knowledge, and practical tools to maximise both individual and team performance.

[Get Tickets](#) \$190.00 8 tickets left

March 19 @ 1:00 pm - 2:30 pm

The Disciplinary Process (Webinar)

Online Webinar Via Email Weblink, New Zealand

This 1.5 hour webinar follows on from the Management of Employee Performance Webinar. In this session you will learn practical skills about the disciplinary process and your obligations. You can...

[Get Tickets](#) \$190.00 9 tickets left

From: [Faamata Laumalili](#)
To: [Tanya Pouwhare](#)
Cc: [Michael Jones](#)
Subject: Re: Police RSE VideoVideo
Date: Tuesday, 30 January 2024 4:23:46 PM
Attachments: [image001.png](#)

Hi Tanya yes that is something we will be working on it with Police

Get [Outlook for iOS](#)

From: Tanya Pouwhare <tanya@nzee.nz>
Sent: Tuesday, January 30, 2024 11:15:06 AM
To: Faamata Laumalili <Mata.Laumalili2@mbie.govt.nz>
Cc: Michael Jones <Michael.Jones@mbie.govt.nz>
Subject: Police RSE VideoVideo

Hi Mata,

A question from the RSE Employer Forum this morning :

- What happened to the NZ Police RSE video that was released at an RSE conference about 8 years ago. Is this being updated?

Ngā mihi,

T

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday
NZZE supports me to work flexibly from home. You may receive an email from me outside of usual working hours.
Please respond at a time that is convenient to you.

From: [Kerri Ahomiro](#)
To: [Tanya Pouwhare](#)
Subject: RE: Employer Forum [UNCLASSIFIED]
Date: Tuesday, 30 January 2024 8:36:40 am
Attachments: [image001.png](#)
[RSE Standards - Pastoral Care Guide 24 July 2017.docx](#)

Ata mārie Tanya

We sought clarification on this from INZ recently as van charges to workers from some employers were extremely high. The RSE Pastoral care document confirms that transport to and from work is the responsibility of the employer and therefore only the **nominal cost for the non-work related use of vehicles can be on charged to workers.**

The question of whether drivers should be paid extra is a contractual one and the RSE Policy is non specific about this however the driver is performing work and therefore needs to be paid for every hour worked.

All payment arrangements should be expressed in the employment agreement in a manner which is easy to understand.

From: Tanya Pouwhare <tanya@nzee.nz>
Sent: Sunday, 28 January 2024 11:34 am
To: Kerri Ahomiro <Kerri.Aho@mbie.govt.nz>
Subject: Employer Forum

Hi love,

I have a question from the employer forum – can you please help with the response please?

- **Travel Costs - What can be charged and what can not? Should the driver be paid extra, do I need to put that in the IEA? I want to know how I can improve, if need be.**

Ngā mihi,

T

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday

**NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours.
Please respond at a time that is convenient to you.**

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

s 18(d) - 14 pages

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Karen Swann](#)
To: [Tanya Pouwhare](#)
Cc: [Faamata Laumalili](#)
Subject: RE: Monthly Catch up
Date: Wednesday, 21 February 2024 5:30:00 PM
Attachments: [image001.png](#)
[image002.png](#)

Kia ora Tanya

It probably makes more sense for us to join the meeting you already have set-up. For a couple of reasons, its important we are all on the same page and as you know we cannot discuss anything that might breach privacy e.g. discussion about individuals/employers

Happy to be included and others in my team – but will leave with Faamata whether she thinks this is appropriate.

Kia haumarū, kia manaaki, kia manawanui.
Be safe, be kind, be steadfast.
Ngā mihi,

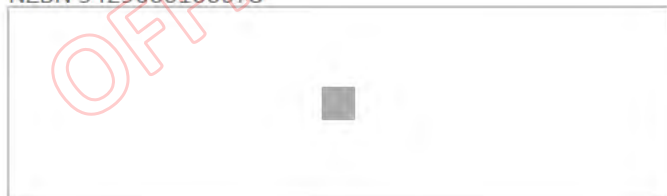
Karen Swann

VISA OPERATIONS MANAGER

Porirua Visa Operations
Chief Operating Officer Branch, Immigration New Zealand | Rōpu Manene
Ministry of Business, Innovation & Employment | Hīkina Whakatutuki

Karen.Swann@mbie.govt.nz | Mobile: s 9(2)(a)
www.immigration.govt.nz

NZBN 9429000106078



From: Tanya Pouwhare <tanya@nzee.nz>
Sent: Monday, February 19, 2024 1:55 PM
To: Karen Swann <Karen.Swann@mbie.govt.nz>
Subject: Monthly Catch up

Hi Karen,

NZEE meet regularly with INZ (Loua) MSD (Brett) and labour inspector (Kerri), I'm

contacting you today to ask if we could schedule a regular monthly online meeting with you also. This meeting would involve you, myself (CEO) and Mike (Chair) and could also include Tamara or Talima.

The purpose of the meetings is to address any major concerns you, as regulators, may have. Additionally, it would provide an opportunity for informal discussion on issues raised by our members, many of whom are RSE Employers. We also facilitate the RSE Pastoral Care forum represented by 107 RSE Employers and their pastoral care teams. The forum is an open group for all RSE employers.

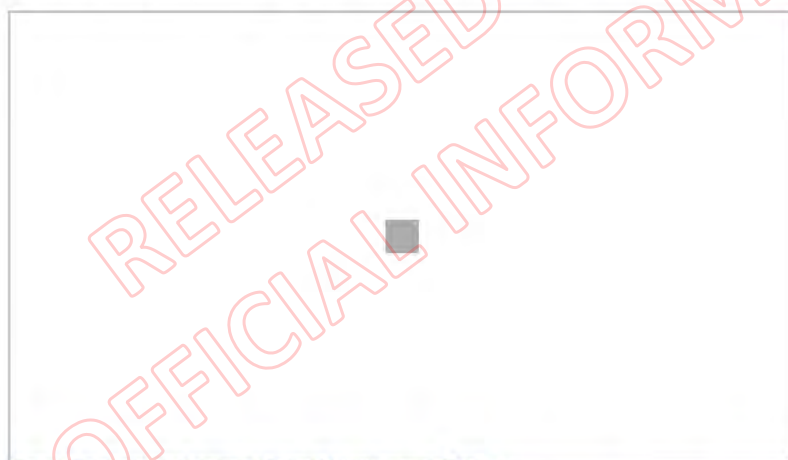
We've found this monthly catch-up approach beneficial in addressing issues early, preventing them from escalating and requiring more resources to resolve. It also helps reinforce key messages to employers and has highlighted gaps where we can develop specific resources to assist employers in meeting key requirements and facilitating smoother processes for all stakeholders.

Would you be interested in incorporating this into your monthly schedule? I look forward to hearing back from you at your earliest. Take care.

Ngā mihi,

T

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday
NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours. Please respond at a time that is convenient to you.

From: [Tanya Pouwhare](#)
To: [Faamata Laumalili](#)
Cc: [New Zealand Ethical Employers Inc;](#) [Loua Ward](#)
Subject: REQUEST for Expert Contributor to Pastoral Care/RSE Manager Forum Meeting 5th March 2024
Date: Wednesday, 28 February 2024 3:12:40 PM
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)
[Terms of Reference - Pastoral Care-RSE Manager Forum 14Nov23 v3 FINAL.pdf](#)
[Pastoral Care RSE Manager forum survey findings 30Jan24 SLIDES.pdf](#)
[PASTORAL CARE RSE MANAGER FORUM Meeting Notes 30Jan24.pdf](#)

Good afternoon, Mata

Sharing the ToR again for the RSE Pastoral Care/RSE Manager Forum. There have been two forum meetings so far – first one last year (Dec) and one so far this year (30 Jan). There was two meetings prior to that, to confirm ToR and agree purpose/value of the forum.

Attached:

- Final ToR
- Slides form RSE Employer Survey – 2 weeks prior to each forum meeting a survey is completed by the forum members (employers) raising issues for discussion
- Forum Meeting Notes 30 Jan

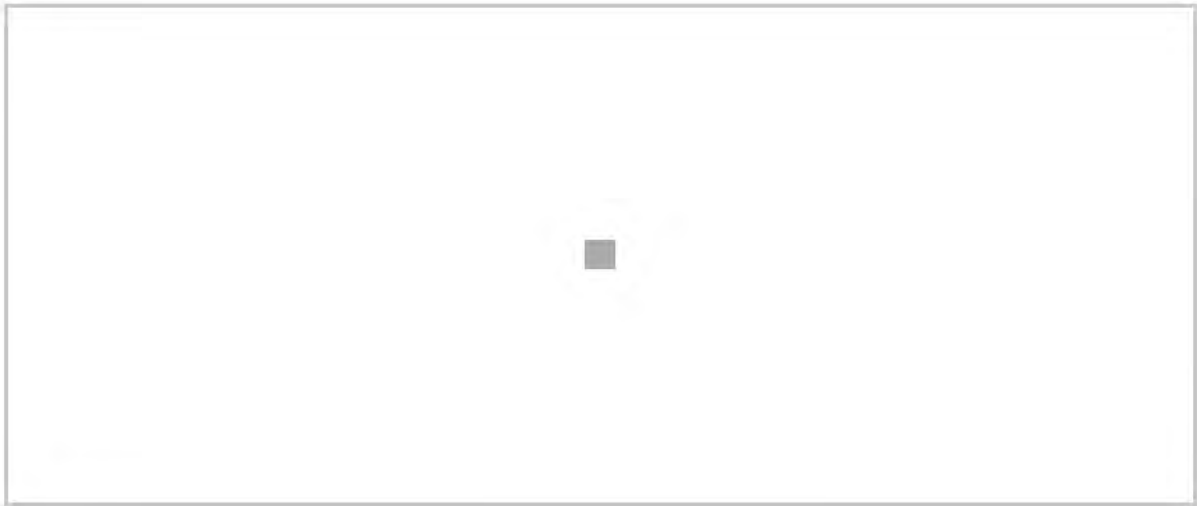
We would like to extend an invitation to have you attend the next forum as our expert contributor, to be held on Tuesday 5th March. The forum starts at 10am and we invite you in to attend at 10.30am. Your contribution would be 10-15 mins, and then open to a few questions from the employers. We think you would add tremendous value to the forum, some of the points you might like to consider include:

- Ola Manuia Framework – this is a pastoral care forum, the perfect audience to be reminded of the benefits of a holistic approach to worker wellbeing
- The new RSE Team – opportunity to introduce yourself (RSE Manager) to those who may not have met you before, Engagement Partners should be your first port of call about any issues with RSE (and who they are), what your team does (and doesn't do) and how you intersect with the other key departments (RSE Unit, TVOM, LI & MSD)
- Update on RSE Policy Review – INZ have meet with the Mol, she is supportive of the scheme, wants to get it right, deeper dive, working groups, opportunities for input down the track

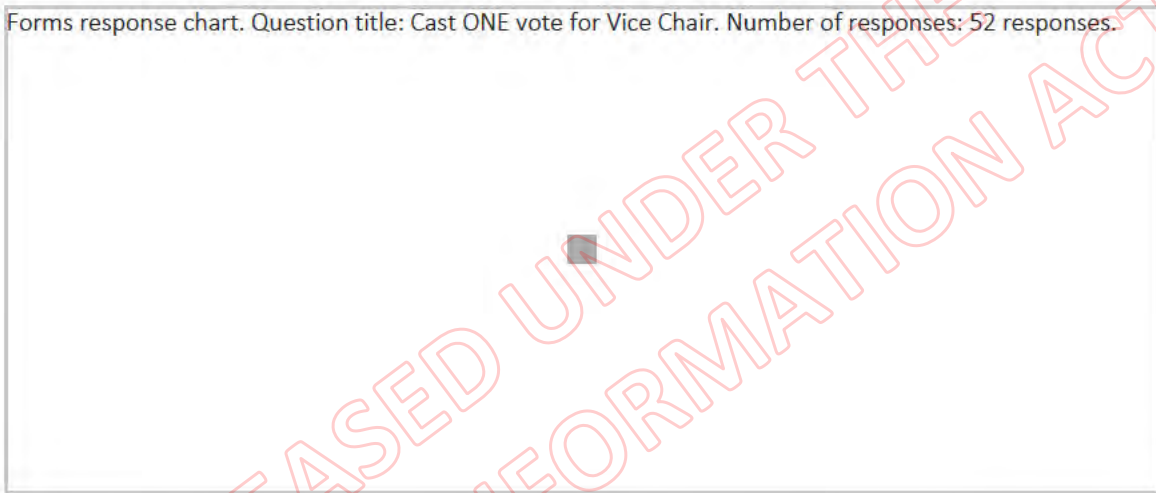
The value to employers of receiving this information directly from the RSE Manager and having the chance to possibly ask you a question, is significant.

The overview of the Forum includes:

- The Forum meetings are held on the first Tuesday of each month
- 107 employers are forum members currently, it is open to all RSE Employers/Pastoral Care Managers
- Forum members wanted to be able to speak freely in a safe space, members requested (see attached ToR) to not include levy funded fruit groups or government.
- All meeting notes are anonymised as “employer” and can be shared to anyone who has an interest in the forum or supporting employers.
- Expert contributors are included each forum for 10-15mins. (Jeremy Baker Muka Tangata CEO was our first guest, Brett Cameron, MSD, was our second guest)
- The forum is democratically structured and governed for and by RSE employers. See below the voting for Chair (Mike Chapman 45%) & vice Chair (Alysha Howard 28%)



Forms response chart. Question title: Cast ONE vote for Vice Chair. Number of responses: 52 responses.



We would love to have you join the forum on Tuesday 5th March. We hope to hear back from you soon.

Ngā mihi,

T

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday
NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours.
Please respond at a time that is convenient to you.

TERMS OF REFERENCE

PASTORAL CARE/RSE MANAGER FORUM

1. Forum Purpose and Member Commitment

1.1 The purpose of the Pastoral Care/RSE Manager Forum (“the Forum”) is: to foster collaboration; to promote the well-being of RSE workers; to ensure the sustainability of the RSE program through collective problem-solving and knowledge-sharing; to share information and best practices; to address both pastoral care and RSE management challenges; and to support RSE employers.

1.2 By participating in this Forum, Forum members commit to working together for the betterment of all stakeholders involved in the RSE program.

2. Forum Aims and Goals

The aims and goals of the Forum are to:

2.1. Cultivate a supportive and inclusive environment that encourages open dialogue, respecting diverse perspectives, and ensuring a safe space for RSE employers to openly discuss challenges.

2.2. Facilitate collective problem-solving among RSE employers and workers participating in the RSE program.

2.3. Share skills profiles in demand and other valuable information to improve the employment of RSE workers.

2.4. Address challenges, concerns, and issues related to the pastoral care and overall well-being of RSE workers.

2.5. Promote timely issue resolution to ensure the smooth operation and sustainability of the RSE program.

2.6. Foster collaboration and knowledge-sharing to prevent issues from escalating and maintain the circular nature of the RSE program.

2.7. Continuously evolve strategies and approaches in response to the evolving needs and challenges faced by RSE workers, ensuring the sustained relevance and efficacy of the program.

3. Composition of the Forum

3.1. The Forum shall consist of RSE Employers and RSE workers engaged in the RSE program.

3.2. Participation, by invitation only, with prior agreement by the Forum, may include:

a. Representatives from participating governments and relevant ministries or departments.

b. Representatives from New Zealand governments and relevant ministries or departments.

- c. Representatives from relevant industry organizations.
- e. Representatives from worker support and pastoral care organisations
- f. Any other relevant stakeholders agreed for inclusion, with prior agreement by the Forum.

3.3. The Forum will be led by a chairperson who will be elected by the Forum.

4. Meetings and Frequency

4.1. The Forum will hold regular meetings as agreed by the Forum.

4.2. Additional meetings may be scheduled by the chairperson as needed to address urgent issues or emerging challenges.

4.3. Meetings may be conducted in person and/or virtually.

5. Roles and Responsibilities

5.1. Chairperson:

- a. Call for, set the agenda and preside over Forum meetings.
- b. Facilitate discussions and consensus decision-making.
- c. Represent the Forum to stakeholders.

5.2. Forum Members:

- a. Actively participate in discussions and share relevant information and experiences.
- b. Collaborate in identifying challenges and proposing solutions.
- c. Promote a culture of transparency, respect, and information sharing within the Forum.

6. Decision-Making

6.1. Decisions of the Forum will be made through a consensus-based approach guided by the Chairperson.

6.2 In the event that a consensus cannot be reached, decisions will be reached by a majority vote of Forum members present and attending the meeting virtually. There are no proxies.

7. Administration and Sharing Information

7.1. New Zealand Ethical Employers (NZEE) act as the secretariat and NZEE will distribute the meeting agenda and papers, maintain records of meetings and action items on behalf of the Forum.

7.2. Meeting minutes and updates intended for sharing with RSE program stakeholders are to be anonymised, ensuring the necessary safety and confidentiality required by Forum members.

7.3. Forum membership information is shared within the Forum group for networking purposes and professional collaborations, ensuring mutual benefit and advancement within the RSE community.

8. Review and Amendments

8.1. These Terms of Reference will be reviewed annually by the Forum.

8.2. Amendments to be effective will be agreed by the Forum.

Approved by the Forum on 05 December 2023

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Pastoral Care/RSE Manager Forum Survey Findings

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Current ATR processing timeframe

4. What is your current ATR processing timeframe? Time between submitting, to receiving your approval letter.

[More Details](#)

● up to 1 month	4%
● up to 2 months	48%
● up to 3 months	36%
● 4-6 months	11%
● More than 6mths	2%



Priority Topics

➤ Compliance

- drugs, alcohol, fighting and damage to property

➤ Health Care

- Nutrition guidance, country support, sharing common illness

➤ Individual Employment Agreement (IEA)

- Travel costs, accountability, processes, systems, complaints processes

Priority Topic : Compliance

- ❑ NZ Visa conditions, what happens if you get in trouble with the police
- ❑ How to stay safe in your community
- ❑ Welcome back To NZ – community racism, NZ laws
- ❑ Driving in NZ/Drugs and Alcohol remain an ongoing issue
- ❑ We have ongoing issues with drink driving. Any advice welcome.
- ❑ How to best manage the kava issue – I respect their culture, but it's getting out of hand big time.
- ❑ House rules, drug and alcohol policy – what do others do?
- ❑ Where is the line in terms of allowing the group to live freely vs alcohol that brings fighting and constant damage to the accommodation, other staff are scared
- ❑ Lack of consideration and accountability when things get broken
- ❑ Tips on how to manage compliance, monitor issues, without causing more problems within the team due to people 'telling on each other'?

Priority Topic : Health Care

- ❑ What translator services do others use so they can understand what is being said/asked.
- ❑ Common health issues - what is happening, so we can all learn
- ❑ Insurance doesn't cover some health care, pressure felt by employers to cover all costs
- ❑ Help with Nutrition Guidance
- ❑ Hospital Access (timeliness of appointments)
- ❑ Injury Prevention Messaging (in language) importance to rest when sick or injured.
- ❑ Some of the team said it is a 'sign of weakness' to tell the boss they're sick or unwell.
We've told them hiding illnesses can be dangerous and we want to help if they are sick.
Kiribati unit visited and explained in their own language – was very helpful – is this in their pre-departure training? Its ok to ask for help when they need it.
- ❑ We faced difficulties getting INZ approval for an employee fit for light-duty work. The process lacks flexibility, we suggest evaluating cases individually with supporting medical documentation. Last year, ACC coverage ceased for a similarly cleared employee.

Priority Topic : IEA

- ❑ Travel Costs - What can be charged and what can not? Should the driver be paid extra, do I need to put that in the IEA? I want to know how to improve, if need be.
- ❑ Accountability and deadlines for all involved (RSE Unit, LI, MSD - ATR Processing)
- ❑ PLEASE digitise INZ applications!!!!!!!
- ❑ Clarify RSE Instructions for accommodation and pastoral care
- ❑ Address interpretation variations across govt departments (RSE, LI, MSD) and industry
- ❑ Changing ATR conditions. The old VoC process was good and easy. Current LENGTHY and COSTLY process feels like red tape for the sake of it?
- ❑ How do other companies ensure RSE feel free to speak up (without fear of losing their job). We have a staff representative committee that meets monthly and an elected RSE rep sits on that committee.

MEETING NOTES
PASTORAL CARE/RSE MANAGER FORUM
TUESDAY 30 JANUARY, HELD BY TEAMS, START 10AM

1. **Apologies**

s 9(2)(a)

(Attendees 51)

2. **Administration**

- a. Forum Update (verbal Chair)
- b. Current ATR Timing (Slide – Chair)

Employer: MSD in BoP & HB it takes them months to come to a decision on joint ATRs. It holds us up.
Mike: We do raise this a lot with MSD, we can bring up with Brett later morning.

3. **Top Three Forum Issues** (Slides)

- a. **Compliance** (mostly to do with drugs, alcohol, fighting and damage to property)

- ❑ Employer (slide): **NZ Visa conditions, what happens if you get in trouble with the police**

Mike: Police often say “send them home” but the visa is still valid, INZ say its employment matter. However, if it's a fight at a club afterhours, it is not an employment matter, as it's after hours. We are recommending that INZ talk to the police and then cancel the visa if it is appropriate.

Employer: Some of our RSE got into trouble, police were good, helped us go through the court procedures also.

Employer: What happened to the NZ Police RSE video they released at a RSE conference about 8 years ago. Is this being updated

ACTION POINT Tanya: We will investigate this and report back.

Employer: Fines also must be sent through to RSE unit, and not taken from account even if we have a signed letter from RSE

Tanya: Correct, **any** new deduction that is additional to what was approved at ATR stage, must be sent through to the RSE Unit **before** the deduction is taken from wages.

We are working with INZ, Police, and Compliance to create a brochure of key NZ laws for RSE to be aware of, this resource will be made available for all.

Employer: our pacific representative came in and said that they had zero tolerance. Team leaders told us they don't have kava or alcohol at a death ceremony. Their team know that there is no kava for the 7mths they are in NZ.

- ❑ **Employer (slide): How to best manage the kava issue – I respect their culture, but it's getting out of hand big time.**

Tanya: this is such an important issue, employers want to do the right thing, but simply saying “it's a cultural thing you have to allow it” doesn't consider the complexity of what employers and other staff in accommodation facilities must deal with on a regular basis. I suggest that we ask HortNZ to include a discussion on this at the next RSE Conference. Create space for an open respectful discussion so different pacific nations, workers or team leaders, employers, and police can discuss it.

- ❑ **Employer (slide): Where is the line in terms of allowing the group to live freely vs alcohol that brings fighting and constant damage to the accommodation, other staff are scared**

Employer: We have zero tolerance for alcohol. Our leader does not allow Kava or alcohol.

Employer: The BOP Ni-Van community group support the zero-tolerance view.

- ❑ **Employer (slide): Tips on how to manage compliance, monitor issues, without causing more problems within the team due to people 'telling on each other'?**

Tanya – there are many ways to create safe spaces for workers to bring up issues. One good way is talking with your workers and asking who they identify as their safe people, it could be their team leader, their supervisor, it could be the manager, or sport coach, or church minister. Consider undertaking regular independent anonymous workers surveys (AskYourTeam). Consider adding additional “comments and complaints box” to high traffic areas, and low traffic areas – outside the office, somewhere in the accommodation facility. There are many tools to use, no one way is the right way. Regularly reminding workers that they won't get in trouble if they speak up, and then following through if a worker is bullied because they have done. Your role is to create a safe working environment for your employees. There are also some good training organisations that run workshops on dealing with difficult employment issues that might help you with tips too (see suggestions of some training coming up below)

Employer: we have a staff representative committee that meets monthly and an elected RSE rep sits on that committee

b. Health Care (translations, nutrition guidance, common illness, injury prevention)

- ❑ **Employer (slide): What translator services do others use so they can understand what is being said/asked.**

Mike: Translation services have always been an issue, with the Govt reviews they are looking at making sure things can get translated.

- ❑ **Employer (slide): Injury Prevention Messaging (in language) importance to rest when sick or injured**
- ❑ **Employer (slide): Help with Nutrition Guidance**
- ❑ **Employer (slide): Common health issues - what is happening, so we can all learn**
- ❑ **Employer (slide): Some of the team said it is a 'sign of weakness' to tell the boss they're sick or unwell. We've told them hiding illnesses can be dangerous and we want to help if they are sick. Kiribati unit visited and explained in their own language – was very helpful – is this in their pre-departure training? Its ok to ask for help when they need it**

Tanya: we have asked for the timing of the Health Tool kit and requested that they include something in the new pre-departure training content, that it is ok to ask for help when they need it.

Employer: Orbit Insurance has issued a health guide that is translated into most of the Pacific Island Languages

<https://orbitprotect.com/insurance-products/seasonal-worker-insurance/download-health-guide/>

- ❑ **Employer (slide): We faced difficulties getting INZ approval for an employee fit for light-duty work. The process lacks flexibility, we suggest evaluating cases individually with supporting medical documentation. Last year, ACC coverage ceased for a similarly cleared employee.**

ACTION POINT Tanya: we are aware of this issue, and we will take to INZ – asking for flexibility and individual case evaluation, and report back.

c. IEA (travel costs, accountability, processes, systems, complaints processes)

- ❑ **Employer (Slide): Travel Costs - What can be charged and what cannot? Should the driver be paid extra, do I need to put that in the IEA? I want to know how to improve if need be.**

Mike: we have a clause in the IEA template that NZEE has put together with the LI and RSE, we will include it in the notes. (see below) Paying a driver extra is an employer/employee discussion and if you did you would need to add it to the IEA.

ACTION POINT Tanya: we will also check with the LI, and report back.

Employer: My understanding from NZTA is that drivers need P class licences if you are paying for them to drive.

Employer: The online content isn't very clear, so I called NZTA last year and that was my advice from the call centre.

Employer: There is an exemption in NZTA policy, I can find it share if it's helpful

ACTION POINT Mike: Yes, please let us know info you have, we will also investigate. And report back.

- Employer (slide): Accountability and deadlines for all involved (RSE Unit, LI, MSD - ATR Processing)**
- PLEASE digitise INZ applications!!!!!!!**

Tanya: NZEE submitted on giving all stakeholders (MSD, LI, RSE Unit, Employers, LSU, VFS, BVO) KPIs to keep everyone accountable. Employers have many hoops to jump through, yet applications can fall through the cracks, or applications go into the ether and employers have no visibility. Accountability is also crucial, employers are dealing with costly movements of flights, and workers staying in main centres longer than they need to.

ACTION POINT Tanya: we will bring this to INZ, and report back.

- Employer (slide): Clarify RSE Instructions for accommodation and pastoral care**
- Employer (slide): Address interpretation variations across govt departments (RSE, LI, MSD) and industry**
- Changing ATR conditions. The old VoC process was good and easy. Current LENGTHY and COSTLY process feels like red tape for the sake of it?**

Mike: A lot of this to be addressed within the RSE Policy Review.

4. EXPERT – MSD Update (Brett Cameron, MSD Leadership Team)

Thank you for the opportunity to speak to you today.

My name is Brett Cameron, and I am work in National Office in the employment area. I have been involved with seasonal work for several years and was part of the team (that included Mike Chapman) that set up the RSE scheme in 2007.

Apologies from my manager, Rose Bhan. She wanted to be on this meeting and present, however she has been called away to do some urgent work.

Today I will provide you with a summary on the MSD products that can be used to support New Zealanders into seasonal work.

As a result of the recent change of Government, we also have a new minister – Louise Upston.

We are still awaiting to receive the employment priorities of the new government and identify how they may impact seasonal work.

MSD Seasonal Work Products

The two main employment products that MSD uses to support New Zealanders into seasonal work are:

- New Zealand seasonal work scheme (NZSWS)
- Seasonal Work Assistance payment.

NZSWS

- has been around for a while, but for a few years its usage was minimal
- major enhancements to the scheme in October 2020 by the then Minister for Social Development and Employment.
- The revisions to the scheme were made in part due to restrictions around Covid and employers not being able to get their normal supply of overseas labour.
- provides a range of support to people at risk of long-term benefit receipt to take up seasonal work, for a minimum of 6 weeks for 30 hours or more in the horticulture and viticulture industries.

- A person doesn't need to be receiving a benefit to qualify. It is only for the horticulture and viticulture sectors.
- Roles covered are: Picking, planting, packing, pruning, plant maintenance/thinning, harvesting. Roles outside of these are considered Essential Skills and not eligible for NZSWS, e.g. Winery Cellar Hands.

Under the NZSWS scheme MSD clients can receive support for:

- Travel to a seasonal region and return travel home
- Daily transport costs
- Accommodation support
- Clothing and work gear costs
- Training costs
- Incentive payment
- Pastoral care

Travel

- MSD pays for the travel to move job seekers to a seasonal region and then to return them home at the end of the work
- Daily transport costs are available for all job seekers, not just those travelling from another region.
- Some of our regions have, in partnership with employers, have organised vans and busses to get workers to their employment. Transport costs can be used for this.

Accommodation payment (if participant has accommodation costs in the home region)

- If a jobseeker has accommodation costs in their home region that they need to continue to pay, then MSD can pay up to \$200 a week for up to 26 weeks or to the value of \$5,200 in a 52 week period, to the jobseeker to help them meet these costs.

Clothing and Work Gear costs

- MSD will pay for any clothing or work gear that the jobseekers needs to undertake seasonal work.
- Any tools or equipment however needs to be paid for by the employer.

Training costs

- If there is training required for the role then MSD will assist with this
- Training may include things like a forklift driving course or a Health Safety Certificate etc.
- Training is considered on a case by case basis.

Incentive payment (if the work is longer than 6 weeks)

- The NZSWS incentive is a payment of \$1000 to encourage New Zealanders to temporarily relocate to take up short-term seasonal employment through the NZSWS.
- The payment is made in two instalments with \$500 paid to the person halfway through the employment period and an additional \$500 paid at the end of the employment period.
- The payment is not available for local jobseekers or students.

Pastoral Care

- MSD can also assist if pastoral care is required.
- To date this this has only had limited usage.

Seasonal Work Assistance Payment

Seasonal Work Assistance provides financial support to people who were on benefit in the last 6 months if their work has been rained off.

The maximum someone can get is \$2,312 in a 26 weeks period.

In October 2020 when we made changes to NZSWS we also simplified the process for SWA and made it easier for people to apply for SWA.

It is only for Horticulture and Viticulture work.

Other MSD Assistance

Puāwaitanga

- toll-free phone and online counselling service that offers up to 12 months of support for people to improve their emotional well-being through virtual sessions via a free mobile app or by phone.

Te Heke Mai

- a coaching programme that provides wrap-around support to people who are looking for work, in training or starting new jobs via a free mobile and friendly real-life coaches.

Here Toitū (responding early)

- a service delivered by a dedicated support team that comprises Kaimanaaki (health navigators), health practitioners and a dedicated MSD Case Manager.
- A 'Responding Early' component aimed at 'employed whānau' managing a health condition or disability who are at risk of losing their employment and coming on to a benefit has been added to the Here Toitū model for MidCentral region. The objective is to support people so they can retain their jobs.

Whītiki Tauā

- a free, voluntary virtual mentoring service run by Whakarongorau Aotearoa in partnership with MSD.
- The service provides a consistent, reliable, and safe person (mentor) for people to kōrero with, ask questions, and get advice from.
- Mentees can talk to their mentor about anything they want, such as challenges they're having with work, their relationships, whānau, or life in general.

In 2018 MSD developed some "Good Employer" guidelines to identify what MSD considered to be good engagement from a RSE employer to recruiting New Zealanders. The guidelines were signed off by a National Seasonal Labour group that was in place at the time.

MSD is currently in the process of updating the guidelines. They will be a common-sense approach on what MSD considers to be a good RSE employer and what elements that covers.

As soon as the guidelines are ready, we will share them.

The guidelines will be based on some key principles:

- A genuine commitment from RSE employers to employ New Zealand workers.
- A genuine commitment from MSD and RSE employers to work together on workforce planning and solutions that are evidenced through actions taken.
- Regular communication throughout the year from RSE employers to discuss labour supply needs and where suitable New Zealand workers are available, that they are employed.
- Willingness and evidence to place suitable New Zealanders into employment, including permanent roles.
- Good faith that focuses on solutions for recruiting New Zealanders.

A key element for MSD is that employers undertake regular engagement with MSD.

Employer: we work a lot with corrections and recent releases, they are not eligible for SWAF payments as immediately are released into employment, this disadvantages them. Is this something that could be addressed?

Employer: check with your different audit requirements, we've got one supplier that doesn't accept these individuals at all to be on their property.

BC: I will take that to our policy people, one of the things on scope is reviewing the seasonal workers programs, this is a great question and I'll get some feedback for you.

Employers should be liaising with their local MSD office as much as they can, we are keen to work in partnership with you, to work together to get some great outcomes.

Employer: When we put in joint ATRs partners are from different regions. We are in Marlborough, we have a great relationship with MSD – but our HB & BoP partners are different, why does it take so long for one MSD region to process ATR's?

BC: we introduced our MSD Labour Plan last year, each MSD region will be streamlining their processes, we understand there is some inconsistencies. There is no simple answer, if you have issues let Tanay or Mike know, and they will help you get through the hold ups. Let us know about any major concerns, and we will work with you to progress it for you.

Another person who you might want to invite to the forum is Karen Swann (RSE UNIT). She can discuss Joint ATRs with you very well.

Employer: We had a recommendation from an MSD representative that we could attach a copy of our MSD labour plan to the ATR instead of replicating this information on the ATR application.

BC: after you fill out 25pgs, MSD only received about 2 pgs – this has been raised in the policy review, there is inconsistencies in information sharing. We are working to get this streamlined.

We understand that INZ are looking at taking the Policy Review to the Immigration Minister in the first quarter of this year, previous Govt had noted the recommendations INZ policy made, but we are unsure where the new govt is at with the review.

We are looking at making things easier and more streamlined.

Employer: Can the new MSD guidelines please be very clear and not open to a different interpretation, as is the case currently within different regions. Employers also need the option to escalate higher if required please. Also, if an ATR is declined it needs to be within RSE Instructions and not a felt belief within your department. There needs to be clear accountability.

BC: We don't decline, we only support or not support. The final decision of every ATR is made with the RSE Unit. Very few ATR aren't supported by MSD. I agree we need to make things simpler and streamlined. If you have issues escalate to Tanya and Mike and we will progress it for you. MSD can't go directly to the employer; we must deal with RSE Unit too.

Employer: Can't MSD contact the RSE employer if they don't support an application? There is expectation we keep in contact to maintain the relationship, so shouldn't it go both ways?

BC: Agreed. The privacy issue needs to be resolved at the review. It is frustrating. As soon as things change, we will keep you in the loop.

Thank you so much for giving me the opportunity to join the Forum today, we are very delighted with the Workforce Framework NZEE created, it's very sensible and some good guidelines, and delighted that Tanya will be speaking at Berlin about worker protections.

MSD has a range of products and services that we can assist you as employers. This includes seasonal work. MSD is keen to work in partnership with you on solutions to meet your current and future labour supply needs.

For more information on what we can offer, please contact someone from one of our regions. Or send any queries to Tanya and Mike and they will forward them on to me.

5. **Open Floor Discussion** (taken from the survey form)

- a. Trade Unions – what's happening with the Fair Pay legislation?

Mike: Govt killed it, it was one of their election promises, and they did it. The legislation gave unions the ability to deal with a few employers to get a deal done that would impact all employers in that same sector. Now unions must negotiate with individual employers to set agreements again.

There wasn't enough time to discuss the below topics – we will make room for these next month.

- b. Is there available First Aid/Fire training in Bislama/Samoan for RSE staff? Are there specific organisations providing such training for RSE participants?
- c. Interested in what people are doing with PPE. Especially boots vs gumboots.
- d. Has anyone put their workers through NZ driver licencing?
- e. Can RSE complete on job NCEA courses e.g. Horticulture Level 1, 2 and 3? If not, why not?
- f. Who wants to collaborate on some first aid and team leadership training? Sufficient participant number might allow trainers to schedule sessions on Saturdays.
- g. Ideas to incorporate more recreational activities when living/working in remote areas.
- h. We want to co-ordinate with other local RSE to be included/involved with cultural and recreational activities,
- i. How do I support my workers to keep their homes clean – we do thorough weekly clean, but they're a pigsty every week – flies everywhere, I find it stressful and upsetting.
- j. Have been approached by the money-sending company **Freedom** to get our guys using their App to send money home to Vanuatu. It sounds great, has anyone else used it yet?
- k. how can we better utilise liaison officers, we'd like more visits and from the high comms –
s 9(2)(g)(i)

6. Future Forum Meeting Dates

Forum Dates reminder of 2024, 10am via Teams

Tue 5 March

Tue 2 April

Tue 7 May

Tue 4 June

Tue 2 July

Tue 6 Aug

Tue 3 Sept

Tue 1 Oct

Tue 5 Nov

Tue 3 Dec (final for 2024)

Meeting end: 11.03 am

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Additional Notes

IEA clause regarding travel time

1. TRAVELLING TIME

- 1.1. Travelling time will be paid to and from the first work location and the last work location to the employee's home or employer provided accommodation in the event the travelling time taken is greater than 30 minutes each way at the Minimum Hourly Wage Rate stated in clause 4.
- 1.2. During the workday travelling between work locations (i.e. moving orchards or vineyards) will be paid at the Minimum Hourly Wage Rate stated in clause 4.

Note 9 in the NZEE IEA Employer Guide

9. Travel Time: where travel time for work is significant, this travel time must be paid for by the employer at no less than the employees' applicable hourly rate. The reason for this is that for RSE workers do not have freedom of choice, and for RSE and all other workers their movement is for the benefit of the employer, as such it is deemed to be work. Employment Relations Authority states "*any time spent for the benefit of the employer such as getting labour into a position and place to carry out tasks necessary for the company's business is work and must be paid for*" (2018-NZERA-Auckland-402) Provide payment when travel to and from the first and last location of work each day is greater than 30 mins each way. Also travel during the workday from and to different sites is to be paid for.

Chapman Employment Relations – some suggested training courses coming up to support you

March 5 @ 1:00 pm - 2:30 pm

Successful Management of Employee Performance (Webinar)

Online Webinar Via Email Weblink, New Zealand

We know managing performance can at times be challenging, baffling and.....frustrating. Successfully managing performance requires a combination of skills, knowledge, and practical tools to maximise both individual and team performance.

[Get Tickets](#) \$190.00 8 tickets left

March 19 @ 1:00 pm - 2:30 pm

The Disciplinary Process (Webinar)

Online Webinar Via Email Weblink, New Zealand

This 1.5 hour webinar follows on from the Management of Employee Performance Webinar. In this session you will learn practical skills about the disciplinary process and your obligations. You can...

[Get Tickets](#) \$190.00 9 tickets left

From: [Faamata Laumalili](#)
To: [Tanya Pouwhare](#)
Cc: [Afzal Ali](#); [Tony Jensen](#)
Subject: RE: Pacific Visa Escalations option - s 9(2)(g)(i) [UNCLASSIFIED]
Date: Thursday, 7 March 2024 9:54:25 AM
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.png](#)

Hi Tanya,

Thank you for your email.

I have looked into the matters raised by Vinepower in your email and can advise that the escalation inbox is carefully managed by the Escalations Team at the Pacific INZ Office. The team actively triage requests based on the urgency of the request, and as RSE is important it is given priority for a response.

In this instance, there may have been miscommunication between our office and the employer due to the number of emails that were sent. Utilising the escalation process is the right approach for the employer. As indicated above RSE applications in the Pacific are processed as a matter of priority, and for the most part, are being processed within five days of being received.

For clarification, the five day turn around begins when the application (including all necessary documentation) is received by the Pacific INZ Office. If the documents do not have all the required information including medical/character issues unresolved, the five day turn around does not apply. This means there will be a delay in processing RSE visa applications and further engagement with the employer and/or contact person will need to be undertaken until the matters can be resolved.

In relation to the issue about Vanuatu Certificate of Identity and biometrics, INZ is working to ensure that these are processed, however, the RSE workers impacted by the passport availability are subject to biometrics enrolment and this can cause further delays regarding the RSE visa application timeframe.

RSE Employers are aware that the timeframe for submitting an ATR is 5 – 7 months prior to the RSE worker arriving in New Zealand. This timeframe allows the ATR process to be assessed and decided as well as incorporating the time required for recruitment and visa processing. Vinepower ATRs of the past year were decided within an average period between 1-3months.

If there are delays to an ATR application, this can be due to:

- Consultation responses (may involve further LI or MSD engagement with the employer)
- Joint employers
- Joints of the joint employer

Thank you for bringing this matter to our attention, we want to continue working with you and employers if there are issues so that these can be resolved as soon as possible.

Mata

From: Tanya Pouwhare <tanya@nzee.nz>
Sent: Monday, March 4, 2024 12:23 PM
To: Faamata Laumalili <Mata.Laumalili2@mbie.govt.nz>
Subject: RE: Pacific Visa Escalations option - s 9(2)(g)(i) [UNCLASSIFIED]

Thank you x

From: Faamata Laumalili <Mata.Laumalili2@mbie.govt.nz>

Sent: Monday, March 4, 2024 12:04 PM

To: Tanya Pouwhare <tanya@nzee.nz>

Subject: RE: Pacific Visa Escalations option - s 9(2)(g)(i)

[UNCLASSIFIED]

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the email address and know the content is safe.

Yes we have already

From: Tanya Pouwhare <tanya@nzee.nz>

Sent: Monday, March 4, 2024 11:46 AM

To: Faamata Laumalili <Mata.Laumalili2@mbie.govt.nz>

Cc: New Zealand Ethical Employers Inc <chair@nzee.nz>

Subject: RE: Pacific Visa Escalations option - s 9(2)(g)(i)

[UNCLASSIFIED]

Hi Mata

Thank you – yes that was the issue I was talking about. Did you want to escalate with Karen?

Many thanks

T

From: Faamata Laumalili <Mata.Laumalili2@mbie.govt.nz>

Sent: Monday, March 4, 2024 11:12 AM

To: Tanya Pouwhare <tanya@nzee.nz>

Subject: RE: Pacific Visa Escalations option - s 9(2)(g)(i)

[UNCLASSIFIED]

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the email address and know the content is safe.

Hi Tanya,

Is below the item you discussed this morning or did you want to send through something for follow up.

From: Tanya Pouwhare <tanya@nzee.nz>

Sent: Thursday, February 29, 2024 11:17 AM

To: Faamata Laumalili <Mata.Laumalili2@mbie.govt.nz>

Cc: New Zealand Ethical Employers Inc <chair@nzee.nz>

Subject: FW: Pacific Visa Escalations option - s 9(2)(g)(i)

Hi Mata,

To discuss at our next catch up please.

Thanks

T

From: s 9(2)(a)

Sent: Wednesday, February 28, 2024 11:11 PM

To: Tanya Pouwhare <tanya@nzee.nz>

Subject: Pacific Visa Escalations option - s 9(2)(g)(i)

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the email address and know the content is safe.

Good morning Tanya,

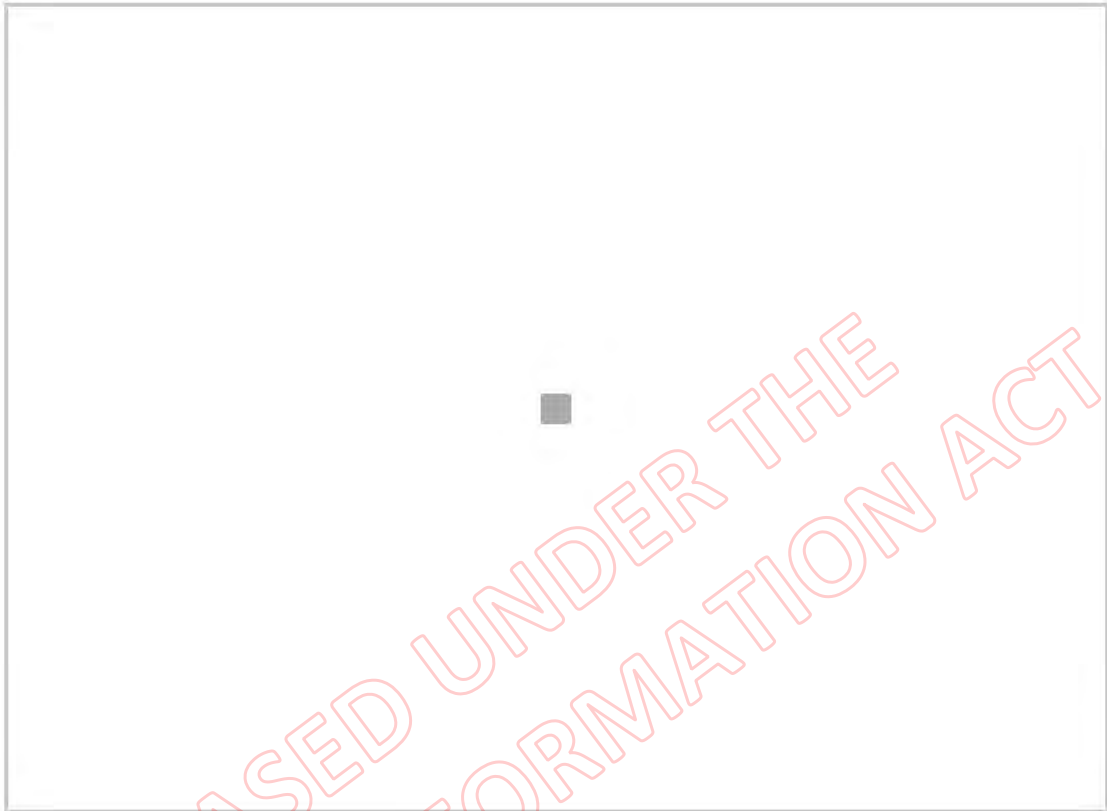
You might be aware of the auto-reply you get when sending an email to the Pacific Visa Escalation team?

s 9(2)(g)(i)

Is there a need to revise the lead-in times of the ATR calendar?

Keen to hear your take on this.

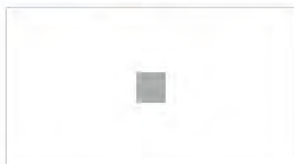
Cheers,
s 9(2)(a)



s 9(2)(a)



3023 State Highway 1, RD4, Blenheim 7274
Mobile: s 9(2)(a) Phone: +64 3 579 5005
Email: s 9(2)(a), Web: www.vinepower.co.nz



From: Pacificvisaescalations <Pacificvisaescalations@mbie.govt.nz>
Sent: Wednesday, February 28, 2024 9:22 PM
To: s 9(2)(a)
Subject: Automatic reply: Urgent request - 3 Visas

Kia ora,

***Escalation request has been received ***

Thank you for your request to have the allocation of your application escalated (urgently allocated). Immigration New Zealand (INZ) receives many requests for escalation. We consider each request on its own merits and will consider any supporting information or documents you have provided. In this email we take you through our process and how you can find out about the status of your application.

How we allocate applications

We usually allocate applications for visas, employer accreditation and Job Checks by the date we receive them, from the oldest first. When we allocate an application, it means we assign it to an Immigration Officer to start assessing it.

In some cases, you can make a request for urgent allocation, so we can allocate your application as a priority to an Immigration Officer. This request is called an 'escalation request'.

VISA ESCALATION PROCESS

- Criteria for an escalation request

Your escalation request must have compelling or very important reason/s for your application to be allocated urgently. These include:

- compelling personal/business circumstances,
- humanitarian factors,
- and matters of national interest.

- Other requirements

There are additional requirements and criteria for certain applications. For information on this, please refer to the INZ website on Escalation for urgent applications or follow the link below.

<https://www.immigration.govt.nz/new-zealand-visas/waiting-for-a-visa/escalation-for-urgent-applications>

NOTE:

We do not consider travel bookings alone to be a reason for urgent allocation.

We usually cannot accept escalation requests for applications submitted less than 5 days ago. This is to give enough time for the application to be properly entered into our system.

We are unable to assist with requests regarding the NZETA process. Please refer to our website <https://www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/your-journey-to-new-zealand/before-you-travel-to-new-zealand/details-page/visa/nzeta>, or our call centre for further information.

If we have already assigned your application to an immigration officer, we cannot escalate it because it has already been allocated for assessment. This Escalation process is only for the allocation of applications.

The decision on your request

Once a consideration of your request is made, the visa escalation team will email you to let you know if your request has been accepted or not. Our normal response time is 2 to 5 working days.

Further information regarding your visa application status can be found on the link below;

<https://www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/the-application-process/checking-your-visa-application-status>

NOTE:

If you are requesting an update on your application, you will not receive a response from this inbox. If we accept your escalation request, it does not mean we will also approve your application. It also does not mean the time we need to assess your application will be shorter.

Once allocated, all applications are assessed using our normal processes and criteria.

Other inquiries

Please call our call centre on 09 914 4100 or 0508 55 88 55 for all other inquiries, including:

- General information around visa requirements.
- Status update requests for a current application; and
- Requests for consideration of urgent circumstances for an application that is not covered under this process.

Ngā Mihi

Escalations Team

Immigration New Zealand

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Afzal Ali](#)
To: [Tanya Pouwhare](#)
Cc: [Faamata Laumalili](#)
Subject: RE: Update on Vanuatu COI [UNCLASSIFIED]
Date: Monday, 26 February 2024 4:08:09 pm
Attachments: [image001.jpg](#)
[image002.png](#)

Hi Tanya,

At this stage we are still working to 31 March cut off time to accept Vanuatu COIs. We will be in touch if anything changes in between.

Thank you
Afzal

From: Tanya Pouwhare <tanya@nzee.nz>
Sent: Monday, February 26, 2024 3:19 PM
To: Afzal Ali <Afzal.Ali@mbie.govt.nz>
Subject: FW: Update on Vanuatu COI

Hi Afzal,

Any update on Vanuatu COIs yet?

Many thanks

T

From: s 9(2)(a)
Sent: Monday, February 26, 2024 2:51 PM
To: Tanya Pouwhare <tanya@nzee.nz>
Cc: s 9(2)(a)
Subject: Update on Vanuatu COI

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the email address and know the content is safe.

Good morning Tanya,

Too early to see if there is an update on the Vanuatu COI?

Reason for asking that we've got a team of Nivans arriving in early May, and 5 or 6 of them currently have a COI.

We have to present the Visa Applications for this team to VFS in the next week or so ... our experience has been that, as soon as biometrics are involved, the processing time shoots up from 2 to between 4 and 6 weeks.

We don't have the luxury then (time-wise), having to change tack for these workers part-way into the application process, should it be decided by then that they will need a proper passport after all, in order for their Visa Applications to be accepted.

A nice out would be that their Visa Applications are accepted/processed vs their COIs in the first instance, with a subsequent request to have proper passports organised for travel (should these become available) and have their Visas updated with their new passport number/details through the RSE-unit, prior to travel ... still tight time-wise, but not unworkable IMO.

Is this up for consideration, currently? Or is INZ running down the clock on the COIs, irrespective of constraints the Vanuatu govt. has, to get their passport production up and running again?

Hope my ramblings are making sense
Please call me, happy to explain over the phone.

Cheers,
s 9(2)(a)

Vanuatu COI Update from NZEE update 20 Feb

See attached the temporary process for Vanuatu Certificates of Identification (COIs) sent out by INZ in November last year.

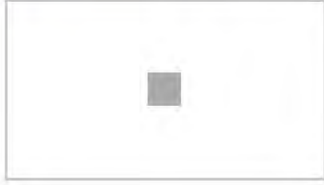
In addition to add to this, a heads up on the fee for COIs. Charges include \$5,295 vatu for the biometrics plus \$315 vatu bank fee, taking the full cost for a COI to \$5,610 vatu/pp.

INZ is aware that the temporary process comes to an end on the 31 March, 2024. INZ have requested communication with Vanuatu officials, including the Commissioner of Labour Murielle Meltenoven, to get an updated on where their Passport process is at, and what, if anything, needs to be put in place post 31 March to allow Vanuatu workers without a current valid passport to enter NZ.

s 9(2)(a)



3023 State Highway 1, RD4, Blenheim 7274
Mobile: s 9(2)(a) [REDACTED], Phone: +64 3 579 5005
Email: s 9(2)(a) [REDACTED], Web: www.vinepower.co.nz



RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Tony Jensen](#)
To: s 9(2)(a)
Cc: tanya@nzee.nz; [Faamata Laumalili](#); [Oikoumene Maualaivao-Chan Tung](#)
Subject: RE: Possibility of an RSE worker going home for a two week period during the term of his visa/our ATR
Date: Monday, 11 March 2024 4:29:18 PM
Attachments: [image001.png](#)
[image002.jpg](#)

Hi s 9(2)(a)

I am replying to your email you sent to the RSE unit below.

We have spoken to the RSE Unit in relation to your request for one of your workers to take a 2 week leave period to return to Vanuatu over the Christmas break.

As you have pointed out already, the RSE visa is single entry only and although consideration under the RSE review may change this at some stage, we can only work within our current rules.

At present the RSE Unit can consider issuing a return visa for any worker requiring to leave NZ for an emergency situation and would like to return to NZ to finish their work. This is considered on a case-by-case basis by the Unit Manager but returning to their home country for a holiday break is not considered an emergency.

This request could also not be considered in isolation as if the Processing Unit agreed to one case, then that can set a precedence up for other similar cases, which INZ is not willing to do.

It would also mean that they would need to be manually remove the return trip from the RSE cap count so they are not counted twice, which would become a logistical issue as this information can be required multiple times during a season.

Unfortunately, it may mean that the worker needs to consider the prospect of not being at home at Christmas time as part of the employment acceptance or even consider coming for a shorter period after Christmas under a separate ATR?

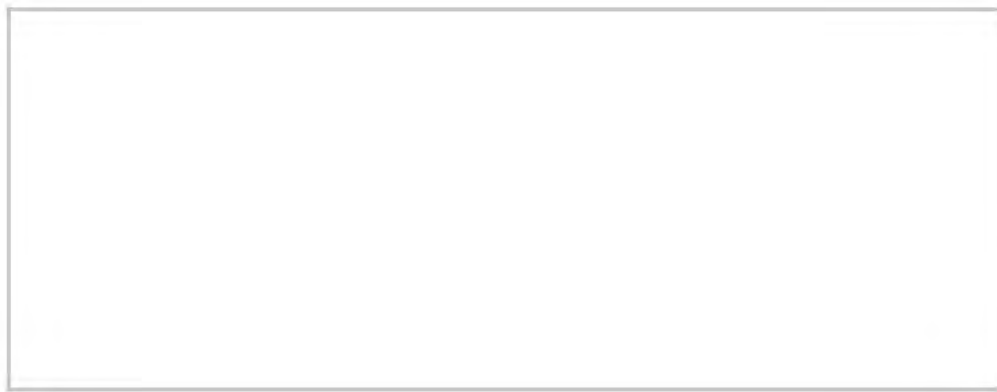
Kind regards

Tony Jensen

Acting Manager Pacific Sector Engagement
Pacific Migration, Immigration New Zealand
Ministry of Business, Innovation and Employment.

E: Tony.Jensen@mbie.govt.nz | **T:** +64 (0)6 975 5550 | **M:** s 9(2)(a)
19 Bower Street | PO Box 546 | Napier 4140 | New Zealand

NZBN 9429000106078



From: s 9(2)(a)

Sent: Wednesday, February 28, 2024 2:11 PM

To: RSEUnit <RSEUnit@mbie.govt.nz>

Cc: Tanya Pouwhare <tanya@nzee.nz>

Subject: RE: Possibility of an RSE worker going home for a two week period during the term of his visa/our ATR

Kia ora RSE Unit,

I have a query I hoped you would be able to give us some advice about.

- Vinewise has a long term RSE worker who has been coming over to work with Vinewise Viticulture Limited during the October to May period for many years.
- Assuming we apply for and are granted the required ATR (and everything else required is in place) he would come out again in Oct 2024 through to May 2025.
- The RSE worker has asked if it would be possible to take a circa 2 week trip back to Vanuatu over the Christmas/New Year period of 2024/25. The purpose being to have a Christmas/New Year with his young family, something he has not been able to do for many years.
- We would be happy to support this and would likely pay for the return flights given his service over the years.
- I understand the RSE visa is issued for a single trip to NZ.
- Is it possible to have an multiple entry arrangement so that an RSE visa holder could go home for a period during the term of his RSE visa and return. I understand it can be done in the case of a family bereavement?
- If this is possible, what would be the process to follow (once we had ATR approval) ?

Appreciate your help with this query. Let me know if any further information would be helpful.

I have copied in Tanya from NZEE as this could be of wider interest.

Thanks and Regards

s 9(2)(a)

[Redacted]

[Redacted]

Vinewise Viticulture Limited

24 McNulty Road Cromwell (behind Guthrie Bowron shop)

Mobile: s 9(2)(a)

[Redacted]

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Faamata Laumalili](#)
To: [Tanya Pouwhare](#)
Cc: [Afzal Ali](#); [New Zealand Ethical Employers Inc](#)
Subject: RE: RSE Top Points [UNCLASSIFIED]
Date: Thursday, 22 February 2024 12:25:38 PM
Attachments: [image001.png](#)

Thanks so much Tanya for the email, makes total sense.

Have a good rest of week.


From: Tanya Pouwhare <tanya@nzee.nz>
Sent: Thursday, February 22, 2024 11:55 AM
To: Faamata Laumalili <Mata.Laumalili2@mbie.govt.nz>
Cc: Afzal Ali <Afzal.Ali@mbie.govt.nz>; New Zealand Ethical Employers Inc <chair@nzee.nz>
Subject: RSE Top Points

Good morning, Mata,

You asked for the key points we'd like raised with our Minister of Immigration when you meet with her next week. Please see below.

- Removal of 10% RSE Indexed to Minimum Wage - to uphold Human Rights and ensure equitable standards, RSE workers should receive equal pay to New Zealanders, appropriate with their **skill, experience, and productivity**. This ensures a non-discriminatory approach regardless of the country of residence. The cautious approach our Government is taking to not hinder job growth or impose unreasonable costs on business - is not applied to RSE when this sits separately. Setting a minimum rate higher than kiwis is also not consistent with a "NZers First" approach.
- Sick Leave Entitlements - uniformly applied to all employees ensuring a non-discriminatory approach. This is not currently consistent with a "NZers First" approach.
- Change minimum weekly pay (30hrs) - back to average over the period of employment. The nature of agriculture requires flexibility, averaging the remuneration over the employment period retains the commitment that each worker will make a set amount of money for the time spent away from their family. Guaranteeing payment for hours not worked is causing financial strain, decreased productivity, fairness concerns among workers, sustainability issues, and inefficiencies.
- Lifting the "temporary" RSE Accommodation freeze - to allow for fair and reasonable costs, rather than imposing unreasonable costs on business. And rationalisation of the accommodation rules that between central and local Government make it very difficult to invest in accommodation, sector growth and employment opportunities.
- Doubling the RSE cap - is welcome if done in conjunction with opening up RSE to Asia (with India on the list as part of the FTA negotiation). All employers involved in the RSE scheme are fiercely protective of our social licence to operate, if other primary produce sectors are to have the ability to bring in workers under a similar scheme, **we recommend**

they have a separate scheme & cap. We need to respect the Pacific country's worker and social needs, which makes an expansion to Asia a good option.

- Increased Flexibility - via multi entry visas and longer employer approvals ie. 3yrs
- Worker Voice tools - provided to understand worker experience and modern slavery or worker exploitation complaints which can be applied to all Immigration options. ^{s 9(2)(b)(ii)}

- Modernise the immigration processes online—so the Ministry of Business, **Innovation** and Employment (MBIE) can fully embody the essence of “innovation”. The benefits of bringing the process online, such as enhancing efficiency and enabling data-driven decision-making, are extensive.
- KPIs for ongoing performance - to support continuous improvement of the scheme and make INZ, MSD and the Labour Inspectorate accountable.

Ngā mihi,

T

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday
NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours.
Please respond at a time that is convenient to you.

From: [Tanya Pouwhare](#)
To: [Tony Jensen](#)
Cc: s 9(2)(a)
Subject: Fwd: Recruitment of 14 workers for Papamoa Horticulture from Kiribati
Date: Tuesday, 7 November 2023 8:33:09 PM
Attachments: [Certificate of Insurance - Upload Kiribati 13 Nov23 \(1\) \(1\).pdf](#)

Hi Tony

Is there anyway you can see if these workers applications have been loaded into the visa processing system yet or not please? We cutting it a bit fine ...

Many thanks for your help

T

Sent from iPhone

Tanya Pouwhare
CEO
New Zealand Ethical Employers (NZEE)
Mobile : 021 249 1919

From: s 9(2)(a)
Sent: Tuesday, November 7, 2023 1:34:23 PM
To: Tanya Pouwhare <tanya@nzee.nz>
Subject: Recruitment of 14 workers for Papamoa Horticulture from Kiribati

Afternoon Tanya,

Please see attachment, here are the names and details of 14 workers we are recruiting from Kiribati. Their visa applications have been filed but visas are not issued yet. Their tickets are booked in and they are travelling to NZ on the 13th November 2023.

Can you please make some enquiries please about their visas. Thank you very much for your help and time.

Yours Sincerely,

s 9(2)(a)



Processed on: 25/10/2023 04:49 PM

Certificate of Insurance

Signed by a duly authorised representative of OrbitProtect Ltd, for and on behalf of Zurich New Zealand.

In New Zealand, Zurich's general insurance products are underwritten by Zurich Australian Insurance Limited (ZAIL), trading as Zurich New Zealand. ZAIL has an insurer financial strength rating of A+ from Standard & Poor's (Australia) Pty Ltd.

Zoë Robinson

Head of International Visitors, nib New Zealand

Certificate No.	Family Name	Given Name	Employer	Gender	Birth Date	Origin Country	Cover Start Date	Cover End Date	Plans
s 9(2)(a)			Papamoa Horticulture Ltd	s 9(2)(a)			13/11/2023	05/08/2024	Seasonal Worker
			Papamoa Horticulture Ltd				13/11/2023	05/08/2024	Seasonal Worker
			Papamoa Horticulture Ltd				13/11/2023	05/08/2024	Seasonal Worker
			Papamoa Horticulture Ltd				13/11/2023	05/08/2024	Seasonal Worker
			Papamoa Horticulture Ltd				13/11/2023	05/08/2024	Seasonal Worker
			Papamoa Horticulture Ltd				13/11/2023	05/08/2024	Seasonal Worker
			Papamoa Horticulture Ltd				13/11/2023	05/08/2024	Seasonal Worker
			Papamoa Horticulture Ltd				13/11/2023	05/08/2024	Seasonal Worker
			Papamoa Horticulture Ltd				13/11/2023	05/08/2024	Seasonal Worker
			Papamoa Horticulture Ltd				13/11/2023	05/08/2024	Seasonal Worker
			Papamoa Horticulture Ltd				13/11/2023	05/08/2024	Seasonal Worker
			Papamoa Horticulture Ltd				13/11/2023	05/08/2024	Seasonal Worker
			Papamoa Horticulture Ltd				13/11/2023	05/08/2024	Seasonal Worker



RELEASED UNDER THE
OFFICIAL INFORMATION ACT

IMPORTANT NOTES: Immigration NZ and Employer

Policies end on the expiry date noted, but if the insured is still in New Zealand lawfully cover automatically extends until 4 PM on the 7th day, after the original expiry date. After this extension period cover ends even if the worker continues to be in New Zealand and the premium continues to be deducted by the employer. Please contact us should additional cover be required, remembering that coverage can not be backdated.

If the cover start coincides with the end of a competitor's policy, then the start date noted on this document is the start date. Cover commencement flexibility conditions (early arrival cover) in the policy do not apply in this situation. Identification cards (swipe cards) may be sent to employers in advance to the start date but they do not activate the cover until the start date.

Matters that arise under a competitor's policy during a season are not covered under this policy in any way.

From: s 9(2)(a)
To: [Tanya Pouwhare](#); [Tony Jensen](#); s 9(2)(a)
Subject: RE: [EXTERNAL] - RE: Visiting RSE workers [UNCLASSIFIED]
Date: Wednesday, 14 February 2024 9:30:42 AM
Attachments: [image001.png](#)
[image002.jpg](#)

Thanks Tanya really appreciate it, do you know when the next harvest could happen?

From: Tanya Pouwhare <tanya@nzee.nz>
Sent: Wednesday, 14 February 2024 9:29 a.m.
To: s 9(2)(a) Tony Jensen
<Tony.Jensen@mbie.govt.nz>; s 9(2)(a)
Subject: RE: [EXTERNAL] - RE: Visiting RSE workers [UNCLASSIFIED]

Hi s 9(2)(a)

I can send your email out to some employers in the South Island and get back to you. There isn't much going on right now, as we are between harvests, but someone might be willing to assist you.

Ngā mihi,

T

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday
NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours. Please respond at a time that is convenient to you.

From: [REDACTED]
Sent: Wednesday, February 14, 2024 8:50 AM
To: Tony Jensen <Tony.Jensen@mbie.govt.nz>; Tanya Pouwhare <tanya@nzee.nz>; [REDACTED]
Subject: RE: [EXTERNAL] - RE: Visiting RSE workers [UNCLASSIFIED]

Kia ora Tony, Tanya and s 9(2)(a),

The main purpose of the visit would be to speak with the RSE workers about their journey to work in NZ, why they decided to do it, if it is what they expected and the attitudes of the scheme back in their home countries. I would also like to speak with a worker who has done multiple seasons and can talk about how it is has changed.

I would also like to talk with the owners of the orchard about how they look after their workers and the importance of the scheme to them.

It would look something like coming in conducting a few interviews with the workers and owners and then allowing the camera person to take footage of the RSE workers working and the orchard.

Thanks,

s 9(2)(a)

From: Tony Jensen <Tony.Jensen@mbie.govt.nz>

Sent: Tuesday, 13 February 2024 2:50 p.m.

To: s 9(2)(a) tanya@nzee.nz; s 9(2)(a)

Subject: [EXTERNAL] - RE: Visiting RSE workers [UNCLASSIFIED]

Hi s 9(2)(a)

Thank you for your email.

I am bringing in s 9(2)(a) from NZ Apple & Pears and Tanya Pouwhare from NZ Ethical Employers into this email who may be able to assist. No doubt they would wan to know the purpose behind the visit and what it would entail.

Regards

Tony Jensen

RSE Engagement Partner

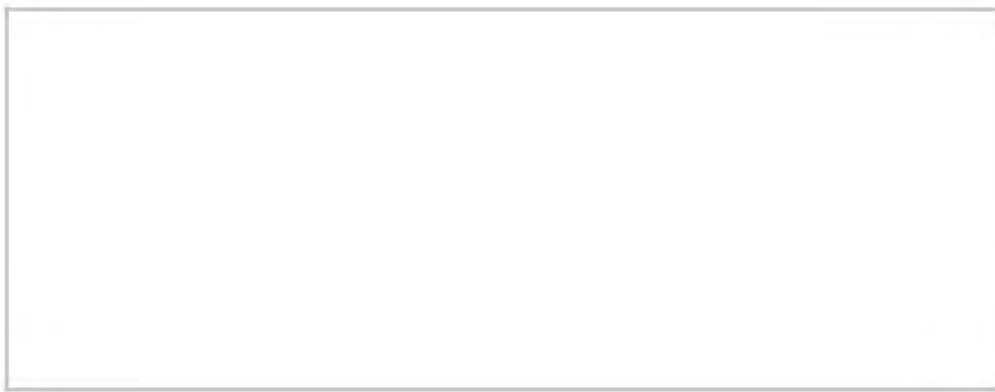
Pacific Migration, Immigration New Zealand

Ministry of Business, Innovation and Employment.

E: Tony.Jensen@mbie.govt.nz | **T:** +64 (0)6 975 5550 | **M:** s 9(2)(a)

19 Bower Street | PO Box 546 | Napier 4140 | New Zealand

NZBN 9429000106078



From: s 9(2)(a)

Sent: Tuesday, February 13, 2024 1:42 PM

To: Tony Jensen <Tony.Jensen@mbie.govt.nz>

Subject: Visiting RSE workers

Kia ora Tony,

My name is s 9(2)(a) I'm a journalist for Radio New Zealand Pacific, I saw you speak at the RSE conference in Christchurch in August.

I'm wondering if you can point me in the right direction. I'm wanting to visit an orchard or farm where RSE workers from the Pacific are working in the South Island.

Do you know any orchards that would let me visit, pretty open to anywhere in the South Island. I would be looking to bring a visual journalist as well.

Thanks,

s 9(2)(a)

Emails sent by Radio New Zealand Limited (RNZ) or any related entity, including any attachments, may be confidential, protected by copyright and/or subject to privilege. If you receive an email from RNZ in error, please inform the sender immediately, delete it from your system and do not use, copy or disclose any of the information in that email for any purpose. Emails to/from RNZ may undergo email filtering and virus scanning, including by third party contractors. However, RNZ does not guarantee that any email or any attachment is secure, error-free or free of viruses or other unwanted or unexpected inclusions. The views expressed in any non-business email are not necessarily the views of RNZ. www.rnz.co.nz

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Emails sent by Radio New Zealand Limited (RNZ) or any related entity, including any attachments, may be confidential, protected by copyright and/or subject to privilege. If you receive an email from RNZ in error, please inform the sender immediately, delete it from your system and do not use, copy or disclose any of the information in

that email for any purpose. Emails to/from RNZ may undergo email filtering and virus scanning, including by third party contractors. However, RNZ does not guarantee that any email or any attachment is secure, error-free or free of viruses or other unwanted or unexpected inclusions. The views expressed in any non-business email are not necessarily the views of RNZ. www.rnz.co.nz

Emails sent by Radio New Zealand Limited (RNZ) or any related entity, including any attachments, may be confidential, protected by copyright and/or subject to privilege. If you receive an email from RNZ in error, please inform the sender immediately, delete it from your system and do not use, copy or disclose any of the information in that email for any purpose. Emails to/from RNZ may undergo email filtering and virus scanning, including by third party contractors. However, RNZ does not guarantee that any email or any attachment is secure, error-free or free of viruses or other unwanted or unexpected inclusions. The views expressed in any non-business email are not necessarily the views of RNZ. www.rnz.co.nz

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Tanya Pouwhare](#)
To: [Tanya Pouwhare](#)
Subject: REGISTRATIONS OPEN - NZEE Conference 2024 - Empowering Ethical Employment
Date: Wednesday, 14 February 2024 3:22:33 PM
Attachments: [image001.png](#)
[image003.png](#)
[NZ Ethical Employers .pdf](#)

Good afternoon,

New Zealand Ethical Employers are pleased to announce registrations for our 2024 NZEE Conference are now open!

[Click here](#) to register and book your accommodation. Know someone who is thinking about becoming a member or might like to join us? Invite them by sharing this email.

When Wednesday 19th June 3:00pm - Friday 21st June 2024 11:00am

Where Napier War Memorial Centre, 48 Marine Parade, Napier

Wednesday 19 June – Registration from 3pm

Then **s 9(2)(a)** will kick off the conference with an interactive workshop at 3.30pm on navigating the complexities of employee emotions. As leaders, we often find ourselves faced with situations that require a delicate touch, whether it's managing an individual angrier than a hungry bear or supporting someone in moments of personal vulnerability. We'll explore the art of providing help, support, and guidance to our employees in various emotional states. From de-escalating fiery encounters to offering a compassionate response when tears fall, we'll uncover the best steps to take, what to avoid, and how fostering a supportive environment can lead to a more resilient and engaged workforce. Please join us after for networking, drinks and nibbles from 5pm. The bar will remain open into the evening.

Thursday 20 June - Registration from 8am

The conference starts at 8.30am full day conference until 5pm, a cash bar will be open for those that want to hang around before dinner starts at 6.30pm.

Friday 21 June – A late breakfast at 9am

NZEE AGM (Guest Speaker) at 10am. The conference will be finished at 11am.

Why come to this conference – your take home for your business:

- Mental Health & Resilience – learn how to navigate the complexities of employee emotions
- How to turn the current economic situation to your businesses benefit
- Enhance workplace safety practices through real-life examples
- How to get the best result from Immigration New Zealand covering current issues, RSE policy and visa scheme update, plus open floor Q&A
- Sorting employment law
- Explore the tangible benefits of investing in employee education.
- The value of partnership between employers and MSD
- Gain awareness about recognising and combatting exploitation in the workplace
- Elevate workplace communication and collaboration

- Learn about successful return-to-work programs and their impact
- Demystifying the role of employees and businesses in addressing climate challenges
- New partnerships, collaborations, and business opportunities

You will network with other ethical businesses from throughout New Zealand.

Refreshed and revitalised you will return to your business armed with a range of resources, training materials, toolkits, and expert advice, to empower you.

*****Conference Accommodation*****

The below nearby accommodation options are available for the NZEE Conference. Booking is essential and rooms will not be held after 19 April 24.

Scenic Hotel Te Pania

45 Marine Parade, Napier | Phone 06 833 7733

Twin or king rooms are available to book.

- \$245 incl gst per night for one person, including breakfast
- \$270 incl gst per night for two people, including breakfast

To book Scenic Hotel Te Pania please use the booking form (this is provided as link when you register for the conference, or find it attached)

Art Deco Masonic Hotel

Corner of Tennyson Street and Marine Parade, Napier | Phone: 06 835 8689

A range of rooms are available from

- \$209 - \$299 per room per night

Please use the discount code NZEE2024 to book Art Deco Masonic Hotel on their [website](#)

[Register Now!](#)

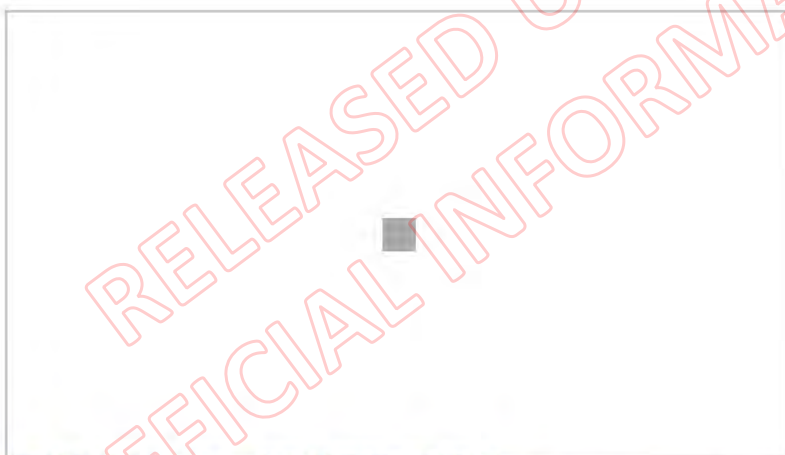
Thanks to our platinum sponsor:



Ngā mihi,

T

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday
NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours. Please respond at a time that is convenient to you.

Booking Form
Group name: **NZ Ethical Employers**
Reference No: **2271794**

ACCOMMODATION FORM:

19th – 21st June 2024

HOTEL BOOKINGS AT THE SCENIC HOTEL TE PANIA
45 Marine Parade, Napier

FULL NAME: (Title & Initials) _____

TOWN/CITY: _____ MOBILE: _____

E-MAIL: _____

ARRIVAL DATE: _____

DEPARTURE DATE: _____

NUMBER OF GUESTS OCCUPYING THE ROOM: _____

ROOM PREFERENCE: (Please Circle)

- TWIN (2 double beds)
- DOUBLE

ROOM RATES (Superior): \$245.00 incl GST, per room, per night – including breakfast for ONE
\$270.00 incl GST, per room, per night – including breakfast for TWO

Check-in time is no earlier than 2.00pm
Check-out time is no later than 10.00am

PLEASE CALL TO PROVIDE CREDIT CARD DETAILS TO GUARANTEE THE BOOKING
Ph. 06 833 7733

Bookings with no credit card details are not guaranteed

(the credit card details provided are only to secure the booking; the credit card will not be charged)

Send completed form to: tapania@scenichotels.co.nz

Conference Accommodation Conditions:

- Accounts settled at the hotel by credit card will incur a 1.5% credit card surcharge.
- Cancellation policy: if you wish to cancel your reservation, please notify the hotel at least 7 days prior to the date of arrival. Cancellation fees may apply.
- Any guest who fails to check-in and has not advised us of a cancellation, will be subject to 1 night's accommodation charge.
- More than 2 adults in a room will incur an extra \$35.00 incl GST charge per adult per night.
- Check in time is no earlier than 2.00 pm & check out time is 10.00 am.
- All bookings are subject to availability.
- Pre and post accommodation is subject to availability at conference rate.
- A credit card will be required on check in for incidental charges
-

HOTEL USE ONLY:

Confirmed by: _____

Date: _____

Reference Number: _____

From: [Tanya Pouwhare](#)
To: [Faamata Laumalili](#)
Cc: [New Zealand Ethical Employers Inc](#)
Subject: FW: Pacific Visa Escalations option - s 9(2)(g)(i)
Date: Thursday, 29 February 2024 11:17:39 AM
Attachments: [image001.jpg](#)
[image002.png](#)
[image004.png](#)
Automatic reply s 9(2)(a) UNCLASSIFIED.msg

Hi Mata,

To discuss at our next catch up please.

Thanks

T

From: s 9(2)(a)
Sent: Wednesday, February 28, 2024 11:11 PM
To: Tanya Pouwhare <tanya@nzee.nz>
Subject: Pacific Visa Escalations option - s 9(2)(g)(i)

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the email address and know the content is safe.

Good morning Tanya,

You might be aware of the auto-reply you get when sending an email to the Pacific Visa Escalation team?

s 9(2)(g)(i)

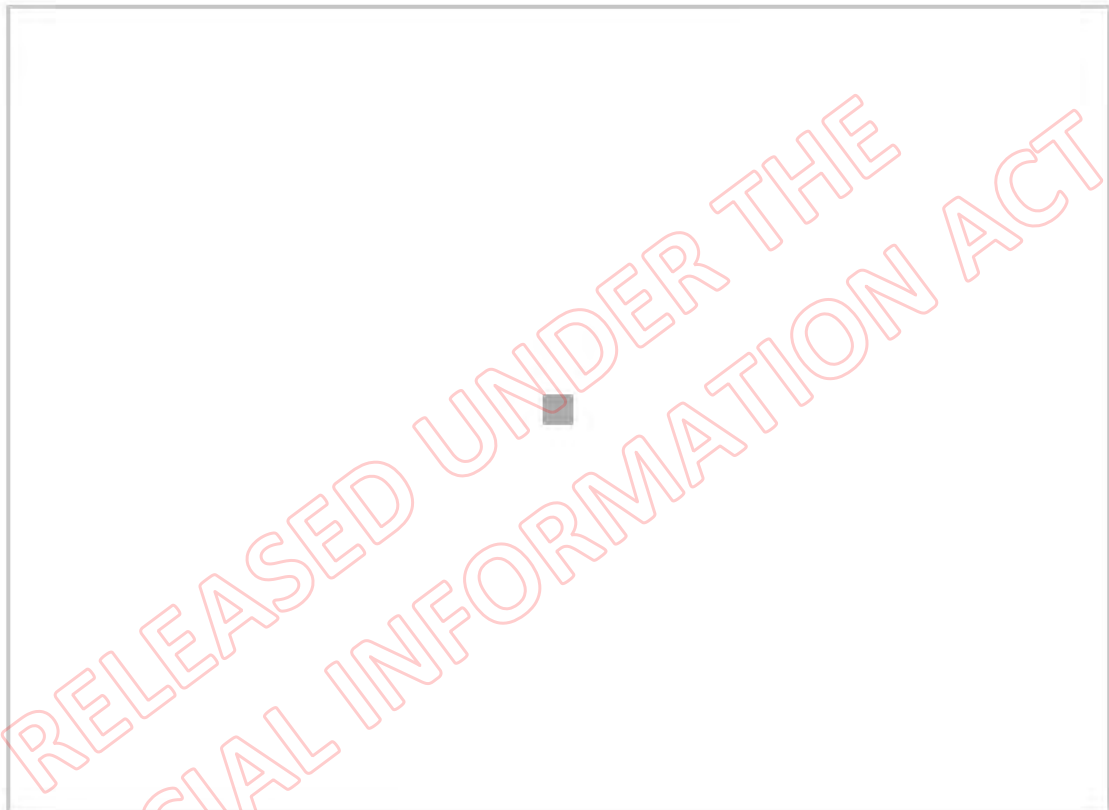
s 9(2)(g)(i)

Is there a need to revise the lead-in times of the ATR calendar?

Keen to hear your take on this.

Cheers,

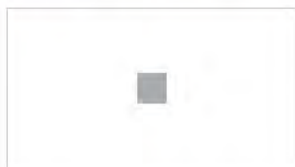
s 9(2)(a)



s 9(2)(a)



3023 State Highway 1, RD4, Blenheim 7274
Mobile: s 9(2)(a) Phone: +64 3 579 5005
Email: s 9(2)(a) z, Web: www.vinepower.co.nz



From: Pacificvisaescalations <Pacificvisaescalations@mbie.govt.nz>

Sent: Wednesday, February 28, 2024 9:22 PM

To: S 9(2)(a)

Subject: Automatic reply: Urgent request - 3 Visas

Kia ora,

***Escalation request has been received ***

Thank you for your request to have the allocation of your application escalated (urgently allocated). Immigration New Zealand (INZ) receives many requests for escalation. We consider each request on its own merits and will consider any supporting information or documents you have provided. In this email we take you through our process and how you can find out about the status of your application.

How we allocate applications

We usually allocate applications for visas, employer accreditation and Job Checks by the date we receive them, from the oldest first. When we allocate an application, it means we assign it to an Immigration Officer to start assessing it.

In some cases, you can make a request for urgent allocation, so we can allocate your application as a priority to an Immigration Officer. This request is called an 'escalation request'.

VISA ESCALATION PROCESS

- Criteria for an escalation request

Your escalation request must have compelling or very important reason/s for your application to be allocated urgently. These include:

- compelling personal/business circumstances,
- humanitarian factors,
- and matters of national interest.

- Other requirements

There are additional requirements and criteria for certain applications. For information on this, please refer to the INZ website on Escalation for urgent applications or follow the link below.

<https://www.immigration.govt.nz/new-zealand-visas/waiting-for-a-visa/escalation-for-urgent-applications>

NOTE:

We do not consider travel bookings alone to be a reason for urgent allocation.

We usually cannot accept escalation requests for applications submitted less than 5 days ago. This is to give enough time for the application to be properly entered into our system.

We are unable to assist with requests regarding the NZeTA process. Please refer to our website <https://www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/your-journey-to-new-zealand/before-you-travel-to-new-zealand/details-page/visa/nzeta>, or our call centre for further information.

If we have already assigned your application to an immigration officer, we cannot escalate it because it has already been allocated for assessment. This Escalation process is only for the allocation of applications.

The decision on your request

Once a consideration of your request is made, the visa escalation team will email you to let you know if your request has been accepted or not. Our normal response time is 2 to 5 working days.

Further information regarding your visa application status can be found on the link below;

<https://www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/the-application-process/checking-your-visa-application-status>

NOTE:

If you are requesting an update on your application, you will not receive a response from this inbox.

If we accept your escalation request, it does not mean we will also approve your application. It also does not mean the time we need to assess your application will be shorter.

Once allocated, all applications are assessed using our normal processes and criteria.

Other inquiries

Please call our call centre on 09 914 4100 or 0508 55 88 55 for all other inquiries, including:

- General information around visa requirements.
- Status update requests for a current application; and
- Requests for consideration of urgent circumstances for an application that is not covered under this process.

Ngā Mihi

Escalations Team

Immigration New Zealand

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: Vere Mataitoga
To: s 9(2)(a)
Subject: Automatic reply: s 9(2)(a) [UNCLASSIFIED]
Date: Wednesday, 28 February 2024 8:44:43 pm

Kia ora,

Thank you for your email,

Please note I am currently on leave and will resume on 14th March 2024.

If you are requesting an update on an application, please refer to your online account directly or contact the Immigration Call Centre: 0508 558 855 or 09 9144100, or from those outside of New Zealand +64 9 9144100.

If you are emailing to request **urgent processing**, please send your email (along with the reason you believe your application should be given priority) to the Pacific Visa Escalations Mailbox.

pacificvisaescalations@mbie.govt.nz

The Pacific escalations team will consider your request and respond to you directly. If you do not send your request to the Pacific Escalations Mailbox, **your request will not be actioned**.

You can find additional information about the escalations process here: [Escalation for urgent applications | Immigration New Zealand](#)

Vinaka

Vere Mataitoga

Immigration Manager – Suva, Fiji

Pacific Visa Operations

Chief Operating Officer Immigration Branch, Immigration New Zealand

Ministry of Business, Innovation & Employment (MBIE)

Verenaisi.Mataitoga@mbie.govt.nz | DDI: +679 330 6033 xtn. 122

www.mbie.govt.nz

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Tanya Pouwhare](#)
To: [Afzal Ali](#)
Subject: High Comm Visits
Date: Tuesday, 27 February 2024 12:41:36 pm
Attachments: [image001.png](#)

Hello Afzal,

Regarding High Comm visits to the regions, I wondered if there was much interest from them to get out to the regions, and if so, what would a calendar or schedule look like. We're keen to set something up for our employers and workers to have an opportunity to discuss things.

Let me know your thoughts

Ngā mihi,

T

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday
NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours. Please respond at a time that is convenient to you.

From: [Tanya Pouwhare](#)
To: [Afzal Ali](#)
Cc: [Faamata Laumalili](#)
Subject: RE: Update on Vanuatu COI [UNCLASSIFIED]
Date: Monday, 26 February 2024 4:30:43 pm
Attachments: [image001.jpg](#)
[image002.png](#)

Thank you – employers are asking what they do for people who need COIs entering in May...!

T

From: Afzal Ali <Afzal.Ali@mbie.govt.nz>
Sent: Monday, February 26, 2024 4:08 PM
To: Tanya Pouwhare <tanya@nzee.nz>
Cc: Faamata Laumalili <Mata.Laumalili2@mbie.govt.nz>
Subject: RE: Update on Vanuatu COI [UNCLASSIFIED]

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the email address and know the content is safe.

Hi Tanya,

At this stage we are still working to 31 March cut off time to accept Vanuatu COIs. We will be in touch if anything changes in between.

Thank you
Afzal

From: Tanya Pouwhare <tanya@nzee.nz>
Sent: Monday, February 26, 2024 3:19 PM
To: Afzal Ali <Afzal.Ali@mbie.govt.nz>
Subject: FW: Update on Vanuatu COI

Hi Afzal,

Any update on Vanuatu COIs yet?

Many thanks

T

From: s 9(2)(a)

Sent: Monday, February 26, 2024 2:51 PM
To: Tanya Pouwhare <tanya@nzee.nz>
Cc: s 9(2)(a)
Subject: Update on Vanuatu COI

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the email address and know the content is safe.

Good morning Tanya,

Too early to see if there is an update on the Vanuatu COI?

Reason for asking that we've got a team of Nivans arriving in early May, and 5 or 6 of them currently have a COI.

We have to present the Visa Applications for this team to VFS in the next week or so ... our experience has been that, as soon as biometrics are involved, the processing time shoots up from 2 to between 4 and 6 weeks.

We don't have the luxury then (time-wise), having to change tack for these workers part-way into the application process, should it be decided by then that they will need a proper passport after all, in order for their Visa Applications to be accepted.

A nice out would be that their Visa Applications are accepted/processed vs their COIs in the first instance, with a subsequent request to have proper passports organised for travel (should these become available) and have their Visas updated with their new passport number/details through the RSE-unit, prior to travel ... still tight time-wise, but not unworkable IMO.

Is this up for consideration, currently? Or is INZ running down the clock on the COIs, irrespective of constraints the Vanuatu govt. has, to get their passport production up and running again?

Hope my ramblings are making sense
Please call me, happy to explain over the phone.

Cheers,
s 9(2)(a)

Vanuatu COI Update from NZEE update 20 Feb

See attached the temporary process for Vanuatu Certificates of Identification (COIs) sent out by INZ in November last year.

In addition to add to this, a heads up on the fee for COIs. Charges include \$5,295 vatu for the biometrics plus \$315 vatu bank fee, taking the full cost for a COI to \$5,610 vatu/pp.

INZ is aware that the temporary process comes to an end on the 31 March, 2024. INZ have requested communication with Vanuatu officials, including the Commissioner of Labour Murielle Meltenoven, to get an updated on where their Passport process is at, and what, if anything, needs to be put in place post 31 March to allow Vanuatu workers without a current valid passport to enter NZ.

s 9(2)(a)



3023 State Highway 1, RD4, Blenheim 7274
Mobile: s 9(2)(a) Phone: +64 3 579 5005
Email: s 9(2)(a) Web: www.vinepower.co.nz



RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [New Zealand Ethical Employers Inc](#)
To: [Faamata Laumalili](#)
Subject: FW: Industry Letters of Support
Date: Thursday, 7 March 2024 10:15:47 AM
Attachments: [image001.png](#)

From: New Zealand Ethical Employers Inc
Sent: Monday, November 13, 2023 12:21 PM
To: Tanya Pouwhare <tanya@nzee.nz>
Subject: Industry Letters of Support

As requested Tanya

Immigration Instructions WH1.5.10.d states

*INZ **may consult** with other services of the Ministry of Business, Innovation and Employment, the Ministry of Social Development, Inland Revenue, the Accident Compensation Corporation, WorkSafe New Zealand, the New Zealand Council of Trade Unions, and any relevant unions, agencies, **and industry bodies** when determining whether an employer has been compliant with relevant statutory law and policies, and has a demonstrable commitment to recruiting and training New Zealanders.*

Key points:

- Industry asked Government for the RSE Scheme in 2007.
- Part of the agreement with Government was that industry would, when asked provide a letter of support for an RSE applicant, if the industry organisation was of the opinion that the applicant was suitable to become an RSE employer.
- This agreement became part of Immigration Instructions at WH1.5.10.d – quoted above.
- There is no legal impediment preventing incorporated societies and/or levy funded organisations providing letters of support for their members.
- There could be some legal implications if a letter is given that is not founded on facts. Therefore before an industry organisation gives a letter of support, it needs to satisfy itself that it can give a letter of support.
- The GAP schemes provide that factual basis where the applicant is a member of a GAP scheme and holds current certification plus is a member of the industry organisation.
- The option of seeking a letter of support was put into the RSE scheme to assist ensure that only employers of good standing could become part of the scheme. This was a key concern of both the Government and the industry organisations that asked for the RSE scheme.
- There are a number of accredited RSE employers that do not belong to any industry organisation. In those cases the industry organisation should elect not to provide a letter of support as that would be outside of their mandate.
- Letters of support have in the past been provided and, in some cases, not provided. I have provided these letters and declined to provide letters as CE of NZKGI and HortNZ.

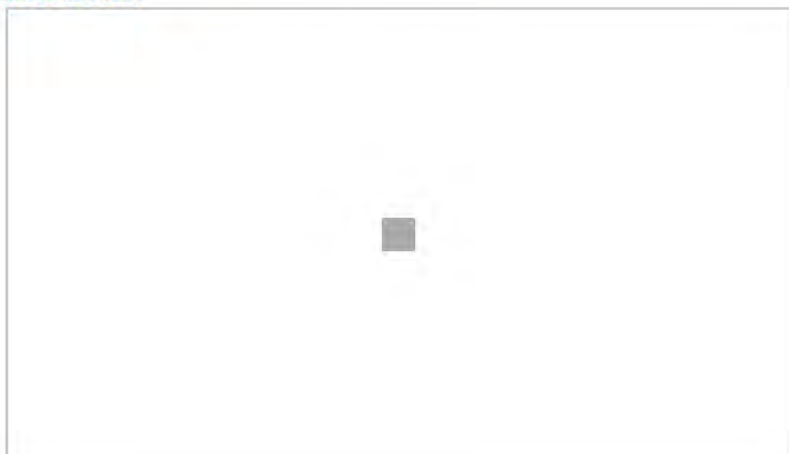
Hope this helps

Mike Chapman

Chair New Zealand Ethical Employers Inc

chair@nzee.nz

0274 874 264



RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Tanya Pouwhare](#)
To: [Faamata Laumalili](#); talalelei.taufale@health.govt.nz; [Afzal Ali](#)
Cc: [Oikoumene Maualaivao-Chan Tung](#); [Michael Jones](#); [Tony Jensen](#); [Lafaele Lupo](#)
Subject: FW: Pastoral Care Meeting Notes 5th March
Date: Tuesday, 12 March 2024 4:18:46 PM
Attachments: [image001.png](#)
[Health Toolkit for RSE Workers .pdf](#)
[PASTORAL CARE RSE MANAGER FORUM Meeting Notes 05MAR24.pdf](#)
[Terms of Reference - Pastoral Care-RSE Manager Forum 14Nov23 v3 FINAL.pdf](#)

Hi Team,

Sharing the last RSE Pastoral Care Forum meeting notes and slides from the last meeting.

Many thanks

T

From: Tanya Pouwhare
Sent: Friday, March 8, 2024 11:32 AM
Subject: Pastoral Care Meeting Notes 5th March

Dear Pastoral Care team,

Meeting Notes and Conference Invite (see below)

Hope everyone's week has been going well. Apologies for not being well enough to join on Tuesday. Thanks for those who stepped in to help out.

Please find attached:

- Pastoral Care Forum Meeting Notes 5 March 224
- Health Tool Kit 2013 (not yet updated)

ACTION POINTS:

- Employers follow up with s 9(2)(a) [redacted] from Orbit to explore further opportunities. Also contact s 9(2)(a) [redacted] at T&G. s 9(2)(a) [redacted]
- Talalelei will provide a Health Toolkit which includes key contacts for the health system for cultural support from local community and health groups for employers. Tanya to follow up receipt and send out **ATTACHED**
- Tanya to be send out Worksafe Pacific Contact Details [*correction – Mata has not shared any detail with me, but I have been asked to meet with the worksafe pacific representatives, and post that meeting can send out more information on who they are, and what they do and how to contact them*]
- Tanya to invite Mata and Talalelei back again to discuss access to what has been referred to. *Update: we will look to invite some health professionals dealing with this directly, as we believe this will be of more benefit to the employers to connect them to the people dealing directly with workers.*

-

Forum Dates reminder of 2024, 10am via Teams

Tue 2 April

Tue 7 May

Tue 4 June
Tue 2 July
Tue 6 Aug
Tue 3 Sept
Tue 1 Oct
Tue 5 Nov
Tue 3 Dec (final for 2024)

Pastoral Care Forum Invite to the 2024 NZEE Conference in Napier

We would like to hold an in-person forum prior to this years NZEE Conference in Napier from 2pm-3pm. I will add a question to the next survey that goes out, to gauge interest. You are all invited to join the Conference this year. Info below.

When Wednesday 19th June 3:00pm - Friday 21st June 2024 11:00am

Where Napier War Memorial Centre, 48 Marine Parade, Napier

Register [NZEE Conference 2024 \(eventspronto.co.nz\)](https://eventspronto.co.nz)

Wednesday 19 June – Registration from 3pm

Then **s 9(2)(a)** will kick off the conference with an interactive workshop at 3.30pm on navigating the complexities of employee emotions. As leaders, we often find ourselves faced with situations that require a delicate touch – whether it's managing an individual angrier than a hungry bear or supporting someone in moments of personal vulnerability. We'll explore the art of providing help, support, and guidance to our employees in various emotional states. From de-escalating fiery encounters to offering a compassionate response when tears fall, we'll uncover the best steps to take, what to avoid, and how fostering a supportive environment can lead to a more resilient and engaged workforce. Please join us after for networking, drinks and nibbles from 5pm. The bar will remain open into the evening.

Thursday 20 June - Registration from 8am

The conference starts at 8.30am full day conference until 5pm, a cash bar will be open for those that want to hang around before dinner starts at 6.30pm.

Friday 21 June – a late breakfast at 9am

NZEE AGM (Guest Speaker) at 10am. The conference will be finished at 11am.

Why come to this conference – your take home for your business:

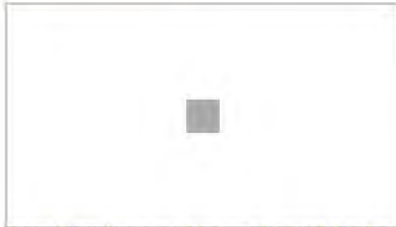
1. Mental Health & Resilience – learn how to navigate the complexities of employee emotions
2. How to turn the current economic situation to your businesses benefit
3. Enhance workplace safety practices through real-life examples
4. How to get the best result from Immigration New Zealand covering current issues, RSE policy and visa scheme update, plus open floor Q&A
5. Sorting employment law
6. Explore the tangible benefits of investing in employee education.
7. The value of partnership between employers and MSD
8. Gain awareness about recognising and combatting exploitation in the workplace

9. Elevate workplace communication and collaboration
 10. Learn about successful return-to-work programs and their impact
 11. Demystifying the role of employees and businesses in addressing climate challenges
 12. New partnerships, collaborations, and business opportunities
- You will network with other ethical businesses from throughout New Zealand.

Ngā mihi,

T

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday
NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours. Please respond at a time that is convenient to you.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Health Toolkit

for the RSE Workers Scheme



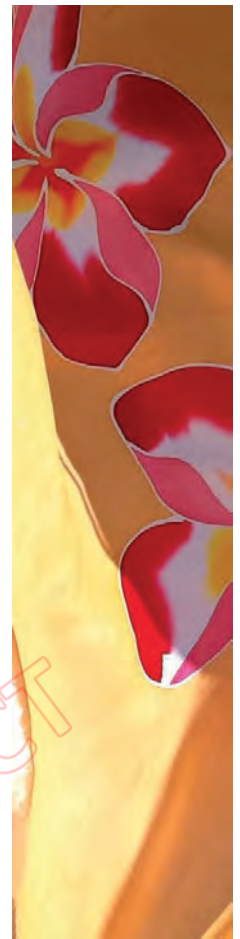
Prepared by:
Hawke's Bay District Health Board



January 2013

Contents

Introduction	1
Checklist for Employers	2
Contacts and Resources	3
Infectious diseases	4
Influenza	4
Gastroenteritis (Tummy bugs)	5
Diseases more common in the Pacific	6
Tuberculosis	6
Malaria	7
Dengue Fever	7
Typhoid Fever	8
Hep A	8
Common Skin infections	9
Preventing skin infections	9
Boils	9
Impetigo (School Sores)	9
Scabies	10
Preventing diseases	11
Hand hygiene	11
Food safety	12
Spitting and coughing	13
Smokefree	14
Safer sex	15
Eating well in New Zealand	16



RELEASED UNDER THE OFFICIAL INFORMATION ACT

This Health Toolkit has been prepared by the Hawke's Bay District Health Board in association with Family Planning.

Should you have any questions or feedback regarding this resource please contact:

Jenny Cawston
Population Screening Manager
Hawke's Bay District Health Board
Napier Health Centre
76 Wellesley Road
Napier
Ph: 834 1815
jenny.cawston@hbdhb.govt.nz'

This booklet can help to:

- Identify conditions early that may need medical attention
- Suggest ways of preventing potentially avoidable conditions
- Identify groups and resources where help can be found.
- Explain when health issues will prevent you from working with food/produce in New Zealand

Visiting the doctor early will prevent health conditions from becoming serious!

Visit the doctor early

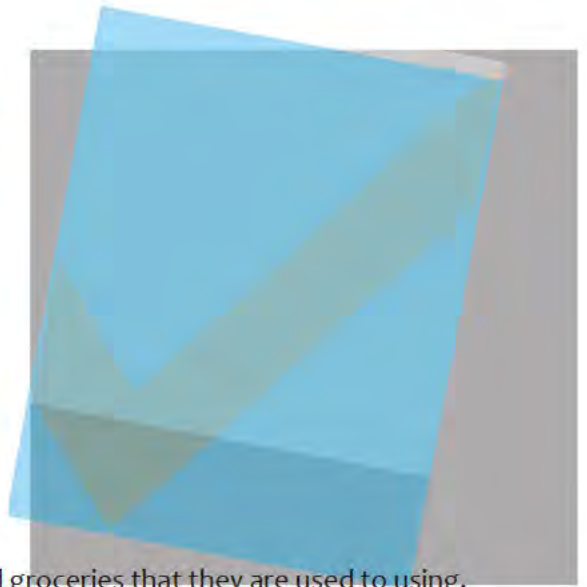
There are many reasons why people avoid visiting the doctor.

Putting off seeing the doctor can allow for conditions to become serious, spread to other people, become more difficult to treat and the person may be sick for much longer.

A doctor should be seen initially for faecal (poo) testing after a food handler has been ill with an episode of vomiting or two or more episodes of diarrhoea. It is important to know what is causing the illness.

Please support RSE workers to visit a doctor early!

Check List for Employers



Workers are aware of the importance of:

- Hand washing
- Food safety
- Sun safety
- Not spitting
- Drinking and eating sufficient water and food
- Where they can go to buy cheap fruit and vegetables and groceries that they are used to using.
- Visiting the doctor and how to book an appointment
- Having their own towels and bedding and regular laundering
- How to access interpreter services
- Being Smokefree
- The work place sickness policy

In accommodation:

- Handwashing posters at all sinks
- Adequate fridge space
- Cooking equipment
 - stove top
 - oven
 - frying pan
 - saucepans
 - sharp knives
 - chopping boards
 - fish slice/ wooden spoon
- Condoms available

At orchards and packhouses:

- Hand washing posters at all sinks
- Readily available:
 - Adequate toilet facilities with soap and paper towels
 - Drinking water
 - Plasters
 - Sunscreen

Contacts

Health line 0800 611 116

In situations where health advice is required please ring the Health line.

Health line is a free service open 24 hours a day 7 days a week. Experienced nurses will be able to help you with your questions.

Interpreter services are available.

Interpreting service when visiting the doctor and hospital

Workers should be supported to use interpreting services.

The hospital has services available for interpreters from over 30 different countries. These interpreters are always on call and can be used at any time for any reason. Interpreting can take place in person or over the phone.

Booking an interpreter

Interpreting services can be booked by anyone including you. Ring the hospital on **06 8788109** and ask to be put through to Interpreting Services or to an interpreter for the language required.

For a booked GP appointment:

- Inform the receptionist that an interpreter will be required.
- The receptionist can organise an interpreter to **come to the appointment or be available over the phone** through the hospital interpreting services.

For an on the spot GP appointment:

- Inform the receptionist that an interpreter will be required.
- The receptionist can organise an interpreter to be available over the phone through the hospital.

Paying for interpreting services

The patient will be required to pay for the interpreter at the appointment; however they can then be reimbursed by their medical insurance.

For more information including interpreter rates go to http://www.hawkesbay.health.nz/page/pageid/2145869744/Interpreting_Service

Hospital - ~\$300 and wait for 2 hours
GP - ~ \$45 and wait for 30 minutes.

Health Promotion Resource Room

This is housed on the ground floor of the Napier Health Centre on Wellesley Road. The room is open for the public's use from 7.30-4.30 (closed for lunch from 12.30-1.30).

Posters, stickers and pamphlets cover a huge range of topics from infectious diseases to hand washing. Supplies of condoms can also be arranged. **All resources are free.**

For any queries contact Wendi Wolfen-Duvall at 06 834 1815 ext 4162 or email wendi.wolfen-duvall@hawkesbaydhb.govt.nz.

Ministry of Health Resources

Resources can also be viewed on the Ministry of Health website Healthed. The www.healthed.govt.nz

Ministry for Primary Industry Sickness Policy Template

All food businesses should have a sickness policy which they go by when one of their workers are ill. A copy of the policy should be provided to all workers.

The Ministry for Primary Industry has produced a sickness policy template that can be adapted by any business to suit their needs. It contains clear information about exclusion periods from work when workers are sick.

<http://www.foodsafety.govt.nz/industry/sectors/food-service/documents.htm>

Influenza

RSE workers may be at increased risk of getting the flu as they are more likely not to be immune to strains of influenza present in New Zealand.

The influenza vaccine is the best way of protecting people from the disease.

Influenza is more severe than a cold. People can end up in bed for a week or more and are likely to be too sick to work. Anyone can get influenza if they are not already immune to the virus. People with lung conditions such as asthma and the elderly are at increased risk of suffering complications.

Symptoms

Sudden onset of fever with cough
Sore throat
Muscle aches
Headaches

Influenza can have serious complications, including pneumonia, requiring hospitalisation and can even be life threatening.

How long is the person infectious for?

From 1 day before, up to 7 days after illness.

Exclusion from work

Until free of symptoms for 48 hours.

Treatment for influenza

Once someone has influenza, there is no cure for it except letting the body fight the virus.

1. Rest
2. Drink plenty of fluids
3. Paracetamol (to control fever, aches and pains)
 - It can be bought from the supermarket or chemists.
 - A normal adult dose is 2x 500mg tablets four times a day.

Preventing spread

Avoid spreading the virus to others by:

- Staying at home until well
- Washing hands regularly (see hand washing section)
- Covering the mouth when sneezing/coughing
- Not spitting
- Throwing away of dirty tissues safely

When to see the doctor

1. increasing breathing problems
2. coughing up yellow or green phlegm
3. severe headaches
4. dehydration

**Always ring your doctor
or practice nurse if you
are worried or phone
Healthline on
0800 611 116.**

Gastroenteritis (Tummy Bugs)

Gastroenteritis is an infection of the gut, commonly called a 'tummy bug'. When it is caused by food some people call it 'food poisoning'. Many organisms cause gastroenteritis including viruses and bacteria, such as Salmonella and Campylobacter.

People working in the food industry are at risk of spreading the disease by contaminating food with dirty hands.

Symptoms

Nausea
Vomiting
Diarrhoea
Abdominal pain
Fever

Symptoms usually last from 12 to 48 hours, but some people may be unwell for longer. Some people may only have mild symptoms and others may not experience any symptoms. This is why it is important to always ensure good hand washing practice.

How long is the person infectious for?

The person is infectious while vomiting and diarrhoea last, and up until 8 days after illness starts.

Exclusion period from work

Viral – Exclude from work until well and without diarrhoea for a period of 48 hours
Salmonella and Campylobacter- Exclude from work until consecutive negative faecal specimens (taken 48 hours apart) have been confirmed.

This is extremely important for any ready-to-eat produce as they will still be shedding large numbers of bacteria or viruses and may contaminate the produce causing further outbreaks of illness. A high level of hand hygiene will also be required for several weeks after illness as well.

How is gastroenteritis spread?

Contaminated food

Bugs causing gastroenteritis can be found in foods (such as undercooked meat (particularly chicken) raw eggs and refrigerated rice).

Contaminated water

Human sewage and sewage polluted water can contaminate irrigation water, drinking water and shellfish beds if it is not treated adequately.

Vomit and Faeces

When people are ill, they excrete a large number of bugs in their vomit and faeces. Ill people can also spread the bugs by touching food, objects, surfaces (in particular toilet surfaces, door knobs and tap fittings) with dirty hands.

Prevention

1. Hand cleaning is critical, especially after going to the toilet and before handling food. Those who have been unwell should maintain a high level of hand hygiene for several weeks after they become well.
2. Do not allow workers to return to work with fresh ready-to-eat produce until they are free of symptoms for 48 hours.
3. Avoid preparing food at home and work until 48 hours after all symptoms cease.
4. Use bleach to clean up vomit or faeces. Leave windows and doors open to ventilate the building well.
5. Ensure there are adequate accessible toilets in the orchards and facilities for washing and drying hands.

Treatment for gastroenteritis

There is no specific treatment for gastroenteritis, but severe cases of people infected with bacteria may be treated with antibiotics. Given time the person's immune system will overcome the infection.

To assist with recovery, extra fluid and rest are recommended.

When to contact a doctor

A doctor should always be consulted if symptoms are severe and/or the person is becoming dehydrated.

Diseases More Common In The Pacific Islands

Some diseases are uncommon in New Zealand, but are seen more often in Pacific countries. An awareness of these diseases is important in people coming from the Pacific.

Tuberculosis

Tuberculosis is caused by bacteria which mostly infect the lungs. It is spread to other people through cough droplets from someone with infected lungs.

Tuberculosis is taken very seriously as it can be fatal. Even though RSE workers may have a clear chest xray before they arrive, many of them will carry the bacteria and may become sick after they arrive. They are not infectious unless they develop lung disease, which can be seen on a chest x-ray.

Symptoms

A cough that lasts for more than 3 weeks and does not respond to normal treatment

Coughing up blood.

Fever

Heavy sweating at night

Weight loss

Fatigue

How long is the person infectious for?

People with tuberculosis are infectious only when they have active lung disease. They will remain infectious until this is controlled.

Exclusion period from work

People who are infectious with tuberculosis will be isolated by the Public Health Unit. They cannot return to work until cleared by the Medical Officer of Health.

Treatment

Treatment requires several antibiotics which must be taken continuously for months. Although the person will begin to feel better during treatment it is crucial that they continue to take the medication as the bacteria is very hardy and a short course of treatment may allow it to come back.

Contact tracing

Some people who are infected with tuberculosis show no symptoms. When someone is found to have tuberculosis all their contacts must also be tested to

ensure that they have not also caught the disease even though they may not have symptoms.

Preventing spread

The spread of tuberculosis is associated with people living in damp, cold, overcrowded living conditions. Good living conditions are therefore important.

As always hand washing, not spitting and covering the mouth when coughing are vital.

It is vital that treatment for tuberculosis is taken even when the person begins to feel better.

Malaria

Malaria is an infection which can be caught from mosquitoes found in tropical areas. These mosquitoes cannot survive in the New Zealand climate. Malaria will not spread from person to person or contaminate food or produce.

Symptoms

Flu-like symptoms, such as headache, nausea and muscle aches.

Symptoms can occur between a week and a year after the mosquito bite. Therefore people may contract the disease before they come to New Zealand

How long is the person infectious for?

While in New Zealand a person with Malaria cannot pass it on as the mosquito which transmits the infection is not found in New Zealand.

Malaria can be severe and even fatal so it is important that people coming from high risk countries with these symptoms see a doctor.

Dengue Fever

Dengue fever is another disease which is spread from the bites of infected mosquitoes. Like the mosquitoes that transmit malaria, these are not found in New Zealand. There have been outbreaks of dengue fever in Samoa. Dengue will not spread from person to person or contaminate food or produce.

Symptoms

The symptoms normally appear within 1-2 weeks of the bite.

Fever
Headache
Pain behind the eyes
Joint and muscle pain
Rash
Nausea
Vomiting
Some bleeding
Easy bruising.

Diseases can have symptoms which are vague and difficult to diagnose. It is crucial that people therefore visit a doctor early.

How long is the person infectious for?

Dengue can not be transmitted within New Zealand.

Typhoid Fever

Typhoid fever is caused by a bacterium called *Salmonella typhi*. The bacteria are spread through contaminated food and water. It is most common in countries with poor sanitation. Typhoid fever can be fatal if not treated quickly.

Symptoms

Symptoms can vary from no symptoms at all to very severe.

Symptoms normally appear between 7 and 14 after infection.

- Fever
- Headache
- Rash
- Stomach pains
- Loss of appetite
- Diarrhoea or severe constipation
- Nausea
- Cough

Many people who are infected with *Salmonella typhi* show no symptoms and can therefore spread the bacteria by handling food.

How long is the person infectious for?

The person will be infectious until the treatment has cleared the bacteria from their body.

Exclusion from work

The person must not work until clearance has been granted by the Medical Officer of Health.

Treatment

Antibiotics must be started immediately. It is important to take the full course. Drinking plenty of fluid is also crucial to prevent dehydration. Medications such as panadol may be helpful to reduce the temperature.

Maintaining strict hygiene measures are vital. This includes hand washing and safe disposal of urine and faeces to avoid spread.

The bacteria is known to pass on even after the person begins to feel better. They should be excluded from handling food until there is clearance by the Medical Officer of Health.

When to see the doctor?

People with the above symptoms should see the doctor immediately.

Hepatitis A

Hepatitis A is a virus which infects the liver and causes a form of hepatitis (inflammation of the liver). The virus is spread through the faeces of infected people and can travel through contaminated water and food. The risk of Hep A is low in New Zealand however some Pacific Island countries have high rates of the virus. People coming from these countries may therefore already be infected with the virus.

Symptoms

- Flu-like symptoms
- Tiredness
- Feeling sick
- Muscle aches
- Headache
- Loss of appetite
- Abdominal discomfort
- Yellow skin/eyes (jaundice)

How long is the person infectious for?

From about 2 weeks before signs appear until 1 week after jaundice starts. The Public Health Unit will be involved and advise on actions required.

Exclusion from work

At least seven days after the onset of symptoms until the Medical Officer of Health has given clearance.

Treatment

The only treatment is to relieve symptoms. The body will clear the infection itself with time. The patient should avoid high fat foods and alcohol to give the liver a chance to repair itself.

Prevention

People with Hep A must thoroughly wash their hands after using the toilet and also avoid handling food and having unprotected sex.

There is an immunisation which can protect against Hep A when travelling to high risk countries.

Common Skin Infections

In previous years skin infections have been an issue among RSE workers.

When skin infections do occur they have the ability to become serious and result in hospitalisations and significant time off work. Initially skin infections can appear minor, and it can be tempting to delay medical attention; however this only increases the risk of the infection spreading and becoming more serious and difficult to treat.

People must not work in the horticulture or food industry with uncovered sores.

Preventing skin infections

Skin infections spread easily between people; however this can be avoided with strict hygiene measures including:

1. Regular hand washing
2. Using individual towels, face cloths and bed linen. Not sharing these items and washing them regularly in a hot wash.
3. Covering sores, changing the covers regularly and disposing of covers hygienically.

Exclusion from work

Food handlers with lesions on exposed skin (hands, face, neck or scalp) that are actively weeping or discharging must be excluded from work until the lesions have healed.

An infection of the fingernail-bed or a boil on the face or other exposed skin, even if covered with suitable waterproof dressing, will usually be considered grounds for exclusion as a food handler.

In contrast, infected lesions on non-exposed skin, eg: the back or legs, are not an impediment to food handling duties, however the importance of meticulous hand hygiene should be emphasised.

Clean wounds must be totally covered with a distinctively-coloured waterproof dressing but there is no need to discontinue food handling.

Boils

Boils are caused by a staphylococcal infection of the hair follicles and are easily spread (both around the body and also to other individuals).



Figure 1: Boils www.dermnet.org.nz

Treatment of boils

1. It is important that the boils are covered with a clean dressing until they are dry and healing.
2. It may be necessary to see a doctor and have a course of antibiotics to treat the problem.

Impetigo (also known as school sores)

Impetigo is a highly contagious infection that may appear anywhere on normal skin or on an already broken area, such as a scratch or bite. It can be spread by direct contact with discharge from the skin.

Symptoms

Red, dry sores with a honey-brown crust

Sores may contain pus

There may be several

They can be small or up to 10 or 20 cent coin size.

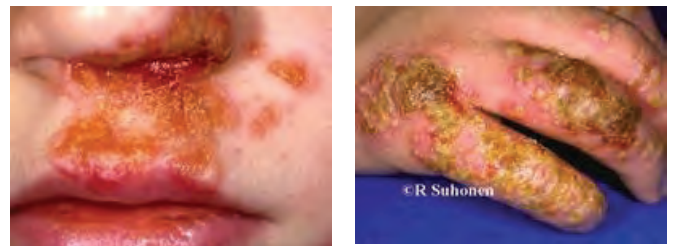


Figure 2: Scabies www.dermnet.org.nz

Treatment for Impetigo

The necessary treatment is available only from a doctor. This involves antibiotic medicine, which must be taken regularly and continued to the end of the course. Bactroban ointment, which is put on the sores, may be prescribed as well. It is also important to see a doctor, as untreated sores can result in serious side effects, such as kidney damage.

All sores should be covered and plasters changed daily.

Exclusion from work

Depending on site of lesions. If lesions are on exposed skin i.e. hands, face, scalp – exclude from work until healed.

Scabies

Scabies continue to be a problem in the community. Scabies spread easily to other people. It is spread by close body contact e.g. holding hands, hugging, sharing clothes and bedding as well as sleeping together.

Symptoms

Itchy rash which is worse at bedtime or when the skin is warm or hot.



Figure 3: Scabies www.dermnet.org.nz

Treatment for scabies

Scabies will not go away without treatment.

Every person living in the house and all close contacts must be treated at the same time, even if they are not itching, until the infection is cleared from everyone in the house.

The treatment involves a lotion, which is applied as following:

1. Wash and dry the body thoroughly.
2. The lotion should then be applied from the soles of the feet to the hairline. Careful attention should be paid to the creases in the skin, hands, feet, between fingers and toes, underarms and groin.
3. The lotion is then left on for 8 -14 hours (it is best leaving it on over night).
4. In the morning the cream can be washed off and clean clothes put on.
5. All bedding and clothing must be washed in a hot wash at the same time. If a hot wash is not available, bedding and clothing should be taken to the drycleaners or bundled into plastic bags for 5-7 days. This will kill the bugs.
6. Some lotions require a second bout of treatment a week later.
7. After treatment, itching may continue for up to 4 weeks. If it does not subside after that then the patient should go back to the doctor as another course of treatment may be required.

Exclusion from work

Depending on site of lesions. If lesions are on exposed skin i.e. hands, face, scalp – exclude from work until healed.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Important Illness Prevention Measures

Hand hygiene

Hand washing and drying is one of the best of ways of preventing the spread of all types of bugs. It is important that RSE workers are aware of how to correctly wash hands and when this is necessary.

Hands should always be washed thoroughly in these situations:

- Before handling or working with ready-to-eat produce
- Before and after food preparation and between handling raw meat
- Before eating
- After handling rubbish or animals
- After going to the toilet
- After smoking, coughing or sneezing
- After gardening and agricultural/orchard work.
- After eating, licking fingers, or biting fingernails

How to wash hands

Step 1: Clean under each fingernail using running water, soap and a nail brush.

Step 2: Wash hands with running water and soap, rubbing vigorously, (front, back, and between fingers) for at least 20 seconds.

It can be hard to judge time, so it is recommended that you develop a habit that will help you measure the required washing time (e.g. try singing twice through the “Happy Birthday” song).

Step 3: Dry hands thoroughly (front, back and between fingers) for at least 20 seconds using a paper towel.

Handwashing Prevents The Spread Of Germs



Five Finger Technique:



Step One
Palm to palm
(• = Frequently neglected areas) **Step**

Two
Right palm over left
dorsum and left palm
over right dorsum

Step Three
Palm to palm fingers
interlaced



Step Four
Back of fingers to oppos-
ing palms with fingers

i
n
t
er
lo
ck

Step Five

Rotational rubbing of right thumb clasped in left palm and vice versa

Step Six

Rotational rubbing backwards and forwards with clasped fingers in left palm and vice versa

eleven

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Food Safety

Why is food safety important?

Food can become contaminated by people who are unwell or who may be carrying bugs without showing symptoms.

Preparing Food

There are four simple rules to keep you safe – clean, cook, cover, chill.

Clean

- Always wash hands before handling any food and after touching raw meat
- Keep kitchen surfaces clean by wiping benches and sweeping floors.
- Use hot soapy water to wash knives and utensils and scrub chopping board between preparing raw and cooked food.
- Keep the fridge clean.
- Keep pets away from food and off benches.

Cook

- Defrost frozen foods thoroughly before cooking.
- Minced meat and sausages should be cooked right through (meat should not be pink) and pork and poultry juices should run clear.
- Never leave hot food to cool for more than two hours before putting in the fridge.

Cover

- Stored food should always be covered – even in the fridge or cupboard.
- Keep raw meat and poultry covered in the bottom of the fridge and away from ready-to-eat food, fruit and vegetables to avoid meat juice drip.
- When cooking outdoors, ensure all food remains covered and cool until ready to cook or eat.

Chill

- Ensure the fridge is between 20 and 40 Celsius.
- Keep all perishable food in the fridge until ready to use.
- When picnicking, keep food cool by using a frozen chilly pad.
- Thaw frozen meat in the fridge not on the bench.
- Marinate food in the fridge, not on the bench.
- Never allow food to sit at room temperature for longer than two hours.

Leftovers

- Eat left overs within two days or throw them out.
- If reheating leftover food, heat it thoroughly until it is steaming hot right through to the middle.

Spitting And Coughing

Why are not spitting and covering coughs important?

Spit contains bugs, which can be passed around and diseases can spread. During coughing spit is sprayed over a large distance.

To avoid the spreading of bugs from spitting and coughing there are two key messages:

Spitting in public places is not appropriate

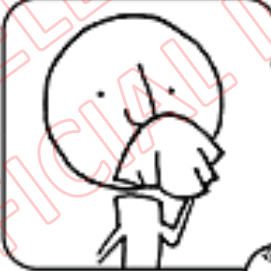
Spitting puts other people at risk of catching diseases. If there is a need to do this then a tissue should be used to spit in, the person should then dispose of the tissue appropriately and then clean their hands.

The mouth must be covered when coughing

It is really important to cover the mouth when coughing or sneezing to avoid the spread of bugs. The best way to do this is to use a tissue or the upper part of the sleeves rather than your hand. After coughing hands should always be washed thoroughly.

Stop the spread of germs that make you and others sick!

Cover your Cough




Cover your mouth and nose with a tissue when you cough or sneeze or




cough or sneeze into your upper sleeve, not your hands.

Put your used tissue in the waste basket.




Clean your Hands

after coughing or sneezing.



Wash hands with soap and warm water for 20 seconds

or



clean with alcohol-based hand cleaner.



Smokefree

New Zealand will be Smokefree by 2025. <http://smokefree.org.nz/smokefree-2025>



In New Zealand a great deal of work is progressing to reduce the levels of smoking, and protect children and families. This includes many smoke free places, high cigarette prices and people talking supportively about not smoking.

We know this:

- helps those who smoke to become smokefree (quit)
- helps reduce the chance of relapse
- decrease the chance that people (especially children) will want to start smoking
- makes it easier to be safe
- helps protect children and adults from second hand smoke

It is important that RSE workers coming to Hawkes Bay understand the importance of non smoking signs such as these:



In Hawke's Bay, schools, sports fields, playgrounds, the hospital, public buildings and workplaces are all smokefree. Smoking cannot occur in these areas. www.health.govt.nz/our-work/regulation-health.../smokefree-law

Where can people go to get help to quit?



Nurses and doctors can also help with smoking cessation.

To understand how supporting smokefree lifestyles at the workplace can be great for staff and great for your business, visit the following webpage:

For the four-step (free) guide and resources, check out the Quitline website, and select the page for employers ('helping others quit' tab)

<http://www.quit.org.nz/95/helping-others-quit/employers>

Safer Sex

Why is safer sex important?

Sexually transmissible infections (STIs) including genital warts (HPV a virus which can cause cervical cancer in women), gonorrhoea and chlamydia occur at high rates within the Hawke's Bay population.

It is important that RSE workers understand their responsibilities under New Zealand law surrounding sex and protect themselves from diseases and unwanted pregnancies.

What is safer sex?

- using condoms and water-based lubricants every time
- respecting yourself and your partner

What are sexually transmissible infections?

STIs are infections which are passed on when having sex. They cause a range of problems including lesions around the genital region, infertility and can even predispose to cancer.

Most of the time people do not know that they have an STI and sometimes it is difficult to tell just by looking

Symptoms

Pain during sex
Sores around in the genital area
Pain with urination
Discharge

Preventing STI spread

- Using condoms is the best way to get protection from STIs.
- It is important to have regular sexual health checks or to get a check up if there are symptoms.
- Having sex with only one person at a time and limiting the number of sexual partners reduces the chance of getting an STI.

Contraception

Contraception will help to prevent pregnancy. It should be used every time.

There are many forms of contraception. A doctor or nurse can discuss the range of options.

Condoms

Condoms are available from supermarkets, pharmacies and sexual health services. Condoms are also available on prescription from the doctor. We recommend having a place where people can readily access condoms within your premises. Visit the Health Promotion Recourse room for stockpiles (see Contacts section)

Emergency Contraceptive Pill (ECP)

The ECP can be taken up to 72 hours after unprotected sex to prevent pregnancy. This means when sex has occurred without using contraception or condoms, or when the condom breaks or slips off. The ECP is available from the doctor, sexual health service or a pharmacy.

Sex and the Law

In New Zealand it is illegal to:

- have sex with anyone under 16 years of age
- Have sexual contact with a person without the other person's consent
- Photograph or video any sexual activity without the other person's consent
- Have sex with someone if you know you have an STI, unless you take steps to protect them.

Sex between people over 16 is legal when both people agree. A person cannot agree to sex if they are tricked, threatened, drugged or drunk.

Useful Contacts

- Sexual Health Services: 834 1815 ext 4240 or 027 703 7391
- Sexual Assault Services: 027 434 1052
- Directions Youth Health Centre (for under 24 years): 871 5307

Family Planning Pamphlets:

(order from www.familyplanning.org.nz):
Youth Pamphlets: STI's, Contraception, ECP, Condoms,
Testing – your guide to STI testing

Family Planning Posters: Pacifica poster. "One time without a condom could turn your life upside down"; Tiakina tou whakapapa – positive sexual health

Flyers: Sexual Health Services – Hawke's Bay DHB; Directions Youth Health Centre

Eating Well In New Zealand

Why is it important?

An important aspect of maintaining good health and wellbeing is healthy eating. Working in Hawkes Bay orchards is often energy demanding. To stay healthy workers should aim to meet these demands with food that is sustaining while being low in sugar and fat.

Recommendations for RSE workers:

1. Eat home cooked foods instead of food which is already made ready to eat. It is cheaper and will save money.
2. Water and milk are the healthiest drinks. Water should always be available to workers.
3. Limit fast foods to once a week.
4. Eat a variety of foods including fruits and vegetables.

Employers should ensure that there is constant access to water while working in hot weather conditions to avoid dehydration.

Sources

<http://www.5aday.co.nz>

www.health.govt.nz – 2007 Food For Health Pamphlet in Tongan, Samoan, Fijian, Tokelauan, and Cook Island Maori – see below



Disease/ Infection	This disease is spread by...	Time between exposure and sickness	Early signs	How long is the person infectious	Exclusion of the person from work etc
Influenza	Coughing and sneezing and direct contact with respiratory droplets	1-4 days	Sudden onset of fever with cough, sore throat, muscular aches and headaches	From 1 day before, up to 7 days after illness onset	Until free of symptoms for 48 hours
Meningitis (Meningococcal)	Close physical contact, such as kissing. Sleeping in the same room.	2-10 days usually 3-4 days	Generally unwell, fever, headache, vomiting, sometimes a rash. Urgent treatment is required!	For 24 hours after antibiotics are started.	Until well enough to return
Salmonella	Undercooked food (e.g. chicken and meat); food/water contaminated with faeces from infected person or animal; direct spread from infected person or animal.	6-72 hours, usually 12-36 hours.	Stomach pain, nausea, fever and diarrhoea.	Until well, and possibly weeks or months after.	Until 2 consecutive negative faecal specimens (taken 48 hours apart) have been confirmed
Scabies	Direct skin contact with the infected person, and sharing sheets and clothing.	Days-weeks	Itchy rash in places such as forearm, around waist, between fingers and buttocks and under armpits.	Until 24 hours after treatment is started.	Depending on site of wounds. Hands, face scalp – until healed. Non exposed skin – Cleaned and covered
Whooping cough (pertussis)	Coughing. Adults and older children may pass on the infection to babies.	5-21 days, usually 7-10 days	Running nose, persistent cough followed by "whoop", vomiting or breathlessness	From runny nose stage and for 3 weeks after onset of cough if not treated with antibiotics, or until 5 days of antibiotic treatment.	21 days from onset of coughing or after 5 days of antibiotics.
Campylobacter	Undercooked food (e.g. chicken and meat) food/water contaminated with faeces from infected person or animal. Direct spread from infected person or animal.	1-10 days, usually 2-5 days	Stomach pain, fever and diarrhoea.	Until well, and possibly several weeks after.	Until 2 consecutive negative faecal specimens (taken 48 hours apart) have been confirmed.
Cryptosporidium & Giardia	Food or water contaminated with faeces from infected person or animal. Direct spread from infected person or animal.	Cryptosporidium 1-12 days average about 7 days Giardia 3-25 days, usually about 7-10 days.	Stomach pain and diarrhoea	Until well, and possibly several weeks after. Giardia can be cleared by medication.	Exclude from work until well and without diarrhoea for a period of 48 hours
Gastroenteritis (viral)	Food or water contaminated with faeces from infected person or animal. Direct spread from infected person.	1-3 days	Vomiting, diarrhoea and fever	While vomiting and diarrhoea last, and up to 8 days after illness starts.	Until well without diarrhoea for a period of 24 hours.
Hepatitis A	Food or water contaminated with faeces from infected person. Direct spread from infected person.	15-50 days, usually 2-3 months	Nausea, stomach pains general sickness. Jaundice a few days later.	From about 2 weeks before signs appear until 1 week after jaundice starts.	Until cleared by the Medical Officer of Health.
Hepatitis B	Close physical contact with blood or body fluids of an infected person.	6 weeks-6 months, usually 2-3 months.	Similar to Hepatitis A	Blood and body fluids may be infectious several weeks before signs appear, until weeks or months later. A few people are infectious for years.	Until well.
Impetigo (school sores)	Direct contact with discharge from infected skin.	Usually a few days, variable	Scabby sores on exposed parts of body	Until 24 hours after treatment with antibiotics has started or until sores are healed	As with scabies

Te Waipounamu Contacts:

Lealiifanovalevale Erolia Eteuati-Rooney
Regional Director-Pacific Health
Te Waipounamu

s 9(2)(a)

erolia.eteuati-rooney@tewhatuora.govt.nz

Maria Pasene
Regional Lead Pacific Health Team
Te Waipounamu

s 9(2)(a)

maria.pasene@tewhatuora.govt.nz

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

RĀRANGI TAKE (AGENDA)
PASTORAL CARE/RSE MANAGER FORUM
TUESDAY 05 MARCH, 10AM, TO BE HELD BY TEAMS

Opened with a Karakia

1. Apologies

a. s 9(2)(a)

Tanya Pouwhare [NZEE]

2. Administration

a. Chair Welcome

b. Current ATR Timing (Slides)

Mike : If you are over a 3 month wait period - talk to your relationship manager to get onto it straight away.

Mike : The survey that Tanya has been sending out is very useful – it highlights the topics that employers are wanting to raise and address

3. Top Three Forum Issues (Slides)

a. **Accommodation** (cleaning, food hygiene, health food choices)

Mike: Everyone has talked to the new Govt. about lifting the rent freeze as well as the 10% on top of min wage – we are hoping to get some action. Lets use the forum to talk about people's experiences.

Mike: How do you encourage workers to keep accommodation clean and hygienic – especially with large groups of young men?

Employer : We need to understand how they live at home – and that our “norm” isn't necessarily theirs. They don't know our expectations – we need to educate them. Our cleaner works with the boys to physically show them how to keep things clean and tidy instead of just telling them they need to keep it clean and tidy.

Employer : Agreed - Also knowing their way of living at home and how we expect them to live in NZ is miles apart and that we need to take baby steps – raising the bar year on year. Imposing things on them doesn't work – its more about educating and encouraging , re-educating and supporting them each season.

Employer : Our cleaner also talks through the basics like how to use a washing machine etc – we are fortunate to have the same 2 groups returning each year, so the cleaner has a good relationship with them.

Employer : At our accommodation we split the teams into groups and have a team leader who is responsible for a specific area for a period of 6 – 8 weeks at a time. We have weekly meetings with the team leaders of each group. We pay them for cleaning – having women has also helped.

Employer : We have a live in pastoral care couple who are from the same culture as our Samoan workers and are well respected – this model works well for us.

Mike : In summary it is about small steps – many employ cleaners. Any other comments ?

Employer : Do you charge for/ recover costs for the cleaner or is this cost absorbed by the employer ?

Employer : We absorb the costs – it is covered in the accommodation charge together with R&M.

Employer : We absorb the costs for a thorough clean of all the main living areas once a week

b. **Health Care** (translations, nutrition guidance, doctor access, costs)

Mike : The key thing that came up was the amount of time spent waiting at Doctors which ties up a lot of time from multiple staff members. How do you effectively manage taking the staff into the medical facilities ?

Employer : Hastings Health Centre has a Doctor (RSE specific) stationed at T&G with no wait time : 7am – 10am Monday to Friday. (We are hoping to extend this to 11am) This Doctor also issues prescriptions onsite if needed. This service is available to all RSE employers and the Hastings Health Centre has a poster up instructing everyone who is an RSE employer to go to the satellite RSE clinic at T&G.

Mike : How was this arranged – how is it paid for?

Employer : This was an arrangement between Orbit and the Hastings Health Centre. T&G provides the facility , Hastings Health Centre pays the health professionals.

ACTION POINT Employers follow up with s 9(2)(a) from Orbit to explore further opportunities . Also contact s 9(2)(a) at T&G.

Employer : In Blenheim, one of the GP practises (George St Medical) have started a RSE specific clinic separate to their normal clinic which has been helpful for reduced wait time.

Employer : We have employed a registered nurse who works flexible hours which has been very helpful. It was luck of the draw tho, it's not easy to find a registered nurse.

Mike : There is also a general lack of knowledge from health providers to support health insurance arrangements

c. Policies (drug & alcohol, tenancy agreement, minimum wage increase)

Mike : A real theme that came up apart from min wage increase on 1 April was the policies around drugs, alcohol and kava. Has anyone got some successful policies that they would like to share with the group? What's been successful out there in terms of managing it ?

Employer : Our policy for drugs and alcohol is run by the leaders – they come over from Samoa with a no alcohol and no drug policy – you don't see any of them smoking cigarettes either. It is fully run by the leaders – we don't seem to have any issues.

Mike : Are there any success stories for employers who may not have the wonderful leadership from island communities ?

Employer : We have the Human Rights stuff that plays out as well – you can't directly tell someone that they can't drink alcohol- but we do have a strong message about this with predeparture training. Strong leaders are key within our business. We do allow kava but there are strict rules on vehicle driving, curfews for vehicles to be returned to site, kava sessions and kava use. Our vehicles are GPS tracked.

Employer : We changed accommodation providers a few years ago- going from zero tolerance to where it has some tolerance. They can have a little alcohol and kava is allowed if they are not working the next day. We noticed the lift in behaviour as a result of the change. The accommodation also hosts backpackers , so they hang out with the RSE and have a drink together sometimes.

Employer : If you don't let it happen at home , it will happen somewhere else. We have a tolerance for alcohol or kava to the point where other RSE come to our house – making sure they are aware of the rules and they know they have a safe place with back up on site if there are any issues. If/ when we have issues , and dumb stuff happens with alcohol, the team leaders manage it and take control of the younger fellows.

Mike : It really depends on the groups that are coming in and how cohesive they are as opposed to having groups together from multiple islands

4. EXPERT – RSE Update (Faamata Laumalili, RSE Manager, Pacific Migration Team, MBIE)

a. Ola Manuia Framework – holistic approach to worker wellbeing

Faamata Laumalili (Mata) : Thank you to Tanya and Mike for inviting us to join today's meeting. It is a wonderful opportunity to look at how we can work collectively. The aim of the Ola Manuia Framework is to have collective response.

b. The new RSE Team – who they are, what they do and how they intersect with the other key departments (RSE Unit, TVOM, LI & MSD)

Mata : The current set up of our team :

National Manager : Loua Ward
Underneath – Managers for various sectors

Presentation and talk through of the slides of Ola Manuia Framework – delivered in conjunction with Talalelei Taufale



Mata : The Ola Manuia framework is a holistic approach to worker wellbeing. It is important that health is separated out from wellbeing. According to World Health Organisation – wellbeing is the act of getting to ultimate health. All the 5 pillars in the foundation are interrelated and serve a purpose for goal setting when our workers arrive in NZ.

The framework has 4 phases. Each of the 4 phases has a specific proverb – this one is about the coconut tree in Fiji. The coconut tree is used for everything



PRINCIPLES



Communication

Serves as a foundation to realising Ola Manuia by ensuring active involvement. It facilitates the exchange of information that recognises the diversity of the RSE workforce in a culturally appropriate manner.



Collaboration

Fosters a village collective approach in supporting an inclusive community where everyone contributes and thrives. By working together in an environment that prioritises holistic health and wellbeing it positions all those involved to strive towards Ola Manuia.



Culture and Values

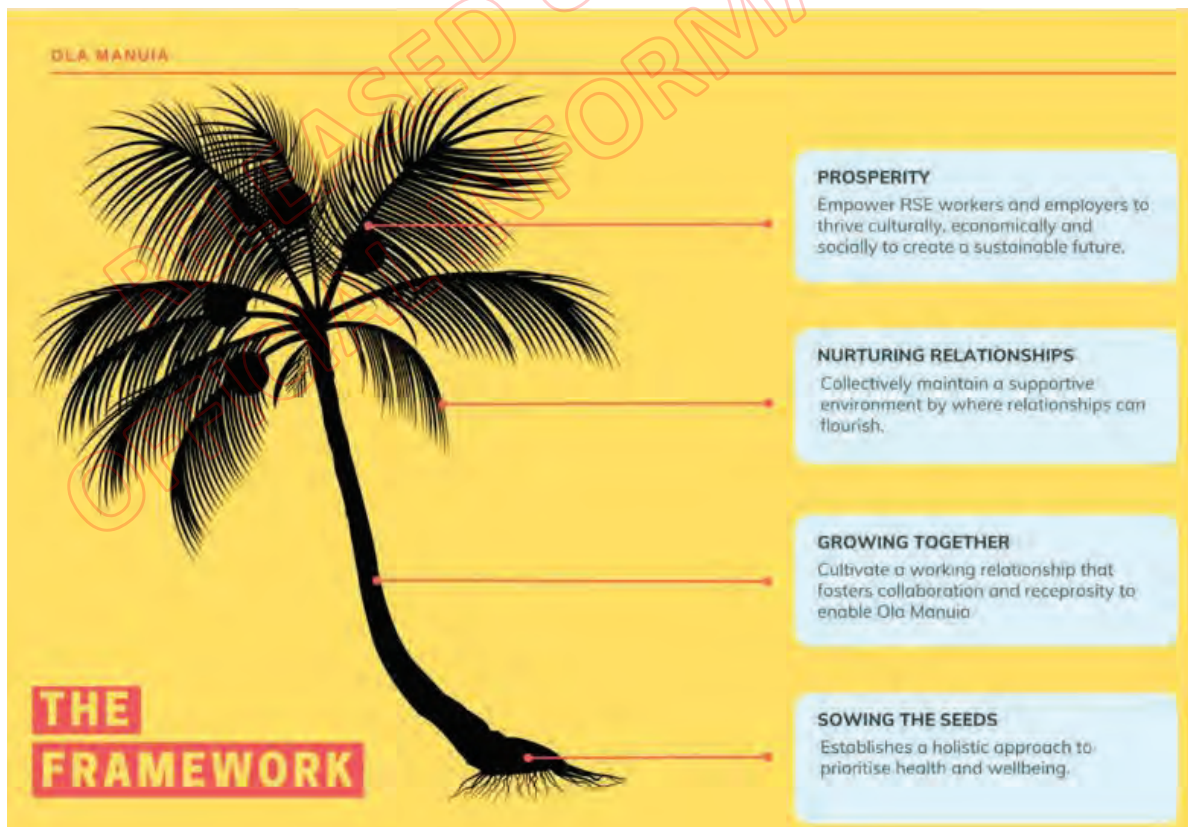
Underpins actions of realising Ola Manuia through the celebration of Pacific cultures and values. It enables a sense of connection in the promotion of health and wellbeing to empower individuals to make informed decisions.



Consistency

Supports the reliable application of practices that embrace Pacific culture and values to sustain spiritual, mental, physical and emotional wellbeing. It shapes the course of action to establish regular routines and interventions to ensure Ola Manuia.

Mata : It is important to foster a village collective approach



Mike : How does this framework relate to RSE employers and how can they access and get support for their workers from your programs ?

Talalelei : From a health perspective – the way the scheme is set up – there is currently a predeparture health assessment. The workers arrive on a health insurance scheme – there are some exclusions to the cover provided under the health insurance eg. pre-existing conditions such as diabetes, cancer etc. It is beneficial in the events of accidents etc to have a local network of people to tailor solutions according to individual situations. Every situation is different – having a point of contact for the employer to ring for support is making a difference.

ACTION POINT: Talalelei will provide a Health Toolkit which includes key contacts for the health system for cultural support from local community and health groups for employers. Tanya to follow up receipt and send out **ATTACHED**

Mike: Medical issues not covered by insurance – where have you got to with the public health system in NZ picking up where the insurance stops ?

Talalelei : Understanding there is a process with a request going through to the Ministry of Health (MOH) which is reviewed on a case by case basis

Mike: Recently had this happen, and the advice from MOH was that they do not cover any of the Pacific seasonal worker healthcare issues. Consideration by Government of removal of insurance , pay tax and provide access to free public healthcare

Talalelei : This would require a Policy review

Mata : We sit on the national advisory group for Worksafe – they have the contacts to come out and deliver workshops that aid in the prevention of injuries via education. Who is going to fund the education is yet to be determined

Mike : How do employers access the Worksafe programme?

Mata : provided to Tanya

ACTION POINT : Tanya to be send out [correction – Tanya has been asked to meet with the worksafe pacific representatives, and post that meeting can send out more information on who they are, and what they do and how to contact them]

Mike : How do we get the right people in to talk about sexual health issues ?

Talalelei : In conversations for a program with Te Whatu Ora and MFAT to deliver a sexual health and womens health education program. It would be good for employers to provide feedback on the gaps. Currently looking at resource opportunities with stakeholders.

Employer : Is there an opportunity for RSE workers to be vaccinated before arrival to NZ?

Talalelei : A priority right now is around measles, providing advice to seek funding to cover RSE with a measles roll out with urgency. We have a list which we will socialize with Minister and other colleagues.

Mata : Another aspect of communicable diseases to consider is the RSE taking diseases back home and how we can prevent this from occurring

Mike : Hepatitis – is this one of the vaccines on the list we are focusing on?

Talalelei : I will need to check

ACTION POINT : Tanya to invite Mata and Talalelei back again to discuss access to what has been referred to. Tanya to report back. *Update: we will look to invite some health professionals dealing with this directly, as we believe this will be of more benefit to the employers.*

c. Update on RSE Policy Review

Maata : The Minister of Immigration has requested a deep dive on RSE. We met with the Minister of Immigration last week with policy, where we answered many questions she had about RSE in general, the policy and about the review. The Minister has requested more information and advice on certain points. A debrief will be sent to the minister for consideration before making any decisions.

5. Open Floor Discussion (taken from the survey form)

- a. Q: Are tenancy agreements required by law
Mike : Yes , they are

[Service tenancy » Tenancy Services](#)

- b.** Q: The translation of documents costs a lot of money – do employers have access to documents that are already translated?
Mike: Mata's team have arranged for some translation – this is time consuming and expensive. They will only translate documents that are able to be used across all RSE employers
- c.** Q: When can employers expect an answer regarding the 10% above min wage?
Mike : Everyone has requested that this be removed – no action as yet
- d.** Q: Can RSE complete on job NCEA courses e.g. Horticulture Level 1, 2 and 3? If not, why not?
Mike : Yes, RSE can complete but there is no Govt. funding. Cost of approx \$4k for each worker per year. Minister Hipkins removed funding in 2018/2019 – we are advocating to have the funding reinstated. Currently funding is only provided for those who are on the Green list (RSE are not on the Green list)
- e.** Q: 2 Degrees – do they give our free SIMS and playing cards ?
Employer : Yes , they do provide free SIMS and playing cards. You can request the number needed and they will send out. Contact is **s 9(2)(a)**
- f.** Q: Interested in what people are doing with PPE. Especially boots vs gumboots.
Employer : It is a requirement to provide it. It depends on what type of work they are doing as to whether they need safety boots or gumboots.
Employer : We do have some issues – the guys like the white gumboots which can cause injuries – especially when stepping down from the ladder & there are lots of apples on the ground at thinning time

There wasn't enough time to discuss the below topics – we will make room for these next month :

- a. Is there available First Aid/Fire training in Bislama/Samoan for RSE staff? Are there specific organisations providing such training for RSE participants?
- b. Has anyone put their workers through NZ driver licencing?
- c. Who wants to collaborate on some first aid and team leadership training? Sufficient participant number might allow trainers to schedule sessions on Saturdays.
- d. Ideas to incorporate more recreational activities when living/working in remote areas.
- e. We want to co-ordinate with other local RSE to be included/involved with cultural and recreational activities.
- f. How do I support my workers to keep their homes clean – we do thorough weekly clean, but they're a pigsty every week – flies everywhere, I find it really stressful and upsetting.
- g. Have been approached by the money-sending company **Freedom** to get our guys using their App to send money home to Vanuatu. It sounds great, has anyone else used it yet?
- h. How can we better utilise liaison officers, we'd like more visits and from the high comms – **s 9(2)(g)**

6. Future Forum Meeting Dates

Forum Dates reminder of 2024, 10am via Teams

Tue 2 April

Tue 7 May

Tue 4 June

Tue 2 July

Tue 6 Aug

Tue 3 Sept

Tue 1 Oct

Tue 5 Nov

Tue 3 Dec (final for 2024)

7. Closed with Karakia Whakamutunga

8. Meeting end : 11:00 am

TERMS OF REFERENCE

PASTORAL CARE/RSE MANAGER FORUM

1. Forum Purpose and Member Commitment

1.1 The purpose of the Pastoral Care/RSE Manager Forum (“the Forum”) is: to foster collaboration; to promote the well-being of RSE workers; to ensure the sustainability of the RSE program through collective problem-solving and knowledge-sharing; to share information and best practices; to address both pastoral care and RSE management challenges; and to support RSE employers.

1.2 By participating in this Forum, Forum members commit to working together for the betterment of all stakeholders involved in the RSE program.

2. Forum Aims and Goals

The aims and goals of the Forum are to:

2.1. Cultivate a supportive and inclusive environment that encourages open dialogue, respecting diverse perspectives, and ensuring a safe space for RSE employers to openly discuss challenges.

2.2. Facilitate collective problem-solving among RSE employers and workers participating in the RSE program.

2.3. Share skills profiles in demand and other valuable information to improve the employment of RSE workers.

2.4. Address challenges, concerns, and issues related to the pastoral care and overall well-being of RSE workers.

2.5. Promote timely issue resolution to ensure the smooth operation and sustainability of the RSE program.

2.6. Foster collaboration and knowledge-sharing to prevent issues from escalating and maintain the circular nature of the RSE program.

2.7. Continuously evolve strategies and approaches in response to the evolving needs and challenges faced by RSE workers, ensuring the sustained relevance and efficacy of the program.

3. Composition of the Forum

3.1. The Forum shall consist of RSE Employers and RSE workers engaged in the RSE program.

3.2. Participation, by invitation only, with prior agreement by the Forum, may include:

a. Representatives from participating governments and relevant ministries or departments.

b. Representatives from New Zealand governments and relevant ministries or departments.

- c. Representatives from relevant industry organizations.
- e. Representatives from worker support and pastoral care organisations
- f. Any other relevant stakeholders agreed for inclusion, with prior agreement by the Forum.

3.3. The Forum will be led by a chairperson who will be elected by the Forum.

4. Meetings and Frequency

4.1. The Forum will hold regular meetings as agreed by the Forum.

4.2. Additional meetings may be scheduled by the chairperson as needed to address urgent issues or emerging challenges.

4.3. Meetings may be conducted in person and/or virtually.

5. Roles and Responsibilities

5.1. Chairperson:

- a. Call for, set the agenda and preside over Forum meetings.
- b. Facilitate discussions and consensus decision-making.
- c. Represent the Forum to stakeholders.

5.2. Forum Members:

- a. Actively participate in discussions and share relevant information and experiences.
- b. Collaborate in identifying challenges and proposing solutions.
- c. Promote a culture of transparency, respect, and information sharing within the Forum.

6. Decision-Making

6.1. Decisions of the Forum will be made through a consensus-based approach guided by the Chairperson.

6.2 In the event that a consensus cannot be reached, decisions will be reached by a majority vote of Forum members present and attending the meeting virtually. There are no proxies.

7. Administration and Sharing Information

7.1. New Zealand Ethical Employers (NZEE) act as the secretariat and NZEE will distribute the meeting agenda and papers, maintain records of meetings and action items on behalf of the Forum.

7.2. Meeting minutes and updates intended for sharing with RSE program stakeholders are to be anonymised, ensuring the necessary safety and confidentiality required by Forum members.

7.3. Forum membership information is shared within the Forum group for networking purposes and professional collaborations, ensuring mutual benefit and advancement within the RSE community.

8. Review and Amendments

8.1. These Terms of Reference will be reviewed annually by the Forum.

8.2. Amendments to be effective will be agreed by the Forum.

Approved by the Forum on 05 December 2023

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: [Tanya Pouwhare](#)
To: [Hiro Kuroki](#)
Subject: RE: E-Introduction [UNCLASSIFIED]
Date: Thursday, 14 March 2024 10:17:07 am
Attachments: [image001.png](#)

Thank you Hiro,

How is 1pm on Thursday 21st for you? If so, please send through a Teams meet, or I can do so.

Many thanks

T

From: Hiro Kuroki <Hiro.Kuroki@mbie.govt.nz>
Sent: Thursday, March 14, 2024 9:07 AM
To: Tanya Pouwhare <tanya@nzee.nz>
Cc: Kevin Finnegan <Kevin.Finnegan@mbie.govt.nz>
Subject: RE: E-Introduction [UNCLASSIFIED]

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the email address and know the content is safe.

Thanks Kevin!

Good morning Tanya,

Thank you for your email.

I'm an Engagement Partner at Immigration NZ and my focus area is the primary industries. My role involves working with the relevant Ministries (such as MPI) and industry bodies/associations to improve the immigration system.

I would like to meet and discuss with you. When would you like to meet? I'm largely available:

- In the afternoon on 18th on Monday
- In the afternoon on 20th on Wednesday
- In the afternoon on 21st on Thursday
- On 25th on Monday

Please let me know whether one of the options works for you. I'm looking forward to your response.

Kind regards,

Hiro Kuroki

Engagement Partner

Sector Engagement, Customer, Immigration New Zealand
Ministry of Business, Innovation & Employment

Hiro.Kuroki@mbie.govt.nz | Telephone: +64 (04) 901 2007 | Mobile: [REDACTED]
161 Cashel Street, Christchurch, New Zealand

From: Tanya Pouwhare <tanya@nzee.nz>
Sent: Wednesday, March 13, 2024 9:33 AM
To: Hiro Kuroki <Hiro.Kuroki@mbie.govt.nz>
Cc: Kevin Finnegan <Kevin.Finnegan@mbie.govt.nz>
Subject: RE: E-Introduction [UNCLASSIFIED]

Thank you, Kevin, for the introduction.

Hello Hiro,

This is a short note to introduce you to our organisation, New Zealand Ethical Employers Inc (NZEE), and how we support ethical economic development in NZ's horticulture and Viticulture Industries.

- NZEE members employ over 36,000 people in NZ in Horticulture and Viticulture
 - 19,509 migrants
 - 16,958 kiwis
- 86% of wine grapes in New Zealand is done by NZEE members (96% of wine grapes in the Marlborough region is carried out by NZEE members)
- 77% of apple orchard work is done by NZEE members
- 45% of kiwifruit work is done by NZEE members

New Zealand Ethical Employers Inc (NZEE) exists to support employers within New Zealand's Primary Industries to improve human rights in their supply chain. We develop resources and systems to help employers implement internationally recognised Human Rights and Labour Rights into their day-to-day business and employment activities.

- NZEE defines good practice in ethical employment for the Primary Industries
- NZEE drives ethical business practices in New Zealand
- NZEE is relevant to protecting the 'NZ Story' securing market access for our fresh produce and wine

Some of our members also hold AEWV accreditation, I'd love the opportunity to have a quick team meeting with you to discuss how we could best support your messaging, to

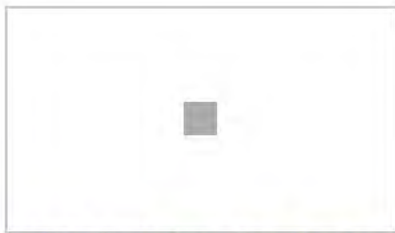
make sure that this section of primary industry maintains high standards in migrant employment.

I have read through the website but would welcome a quick chat to discuss some of the main pain points.

Ngā mihi,

T

Chief Executive | Tanya Pouwhare | +64 21 249 1919 | tanya@nzee.nz | www.nzee.nz



In office hours 9am – 3pm Monday – Friday
NZEE supports me to work flexibly from home. You may receive an email from me outside of usual working hours. Please respond at a time that is convenient to you.

From: Kevin Finnegan <Kevin.Finnegan@mbie.govt.nz>

Sent: Tuesday, March 12, 2024 3:54 PM

To: Hiro Kuroki <Hiro.Kuroki@mbie.govt.nz>

Cc: Tanya Pouwhare <tanya@nzee.nz>

Subject: E-Introduction [UNCLASSIFIED]

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the email address and know the content is safe.

Afternoon Hiro

This email is an E-introduction to Tanya Pouwhare who is CEO of New Zealand Ethical Employers. We deal with and work with Tanya and her members who have a very established high standard of membership criteria and application process. They produce regular monthly newsletters amongst other things and hold an annual conference. The inspectorate is a big supporter of the work they do.

I believe NZEE would greatly accept Immigration advise as and when they require it for distribution to their members.

There website is www.nzee.nz and I'm sure Tanya will reach out to you.

Regards
Kevin

RELEASED UNDER THE
OFFICIAL INFORMATION ACT



Mike Chapman NZEE

iMessage
Thu, 21 Dec at 11:41 AM

Please ring not urgent from
Mike NZEE

Thu, 21 Dec at 1:25 PM

Will do

Delivered

RELEASED UNDER THE
OFFICIAL INFORMATION ACT



iMessage



Edit

All

Missed

Out of Scope



Mike Chapman NZEE

phone

22/12/2023



Mike Chapman NZEE

phone

22/12/2023



Out of Scope



Mike Chapman NZEE

phone

21/12/2023



Out of Scope

Tanya Pouwhare NZEE

phone

12/12/2023



Favourites



Recent



Contacts



Keypad



Voicemail

Edit

All

Missed

Out of Scope

Tanya Pouwhare NZEE

phone

12/12/2023



Out of Scope

RELEASED UNDER THE
OFFICIAL INFORMATION ACT



Favourites



Recent



Contacts



Keypad



Voicemail

Edit

All

Missed

Out of Scope

RELEASED UNDER THE OFFICIAL INFORMATION ACT



Mike Chapman NZEE

phone

16/10/2023



Mike Chapman NZEE

phone

16/10/2023



Out of Scope



Favourites



Recent



Contacts



Keypad



Voicemail

Edit

All

Missed

Tanya Pouwhare NZEE

phone

27/10/2023



Out of Scope



Tanya Pouwhare NZEE

phone

27/10/2023



Out of Scope

RELEASED UNDER THE OFFICIAL INFORMATION ACT



Favourites



Recent



Contacts



Keypad



Voicemail

Edit

All

Missed

Out of Scope



Tanya Pouwhare NZEE

phone

31/10/2023



Tanya Pouwhare NZEE

phone

31/10/2023



Out of Scope



Tanya Pouwhare NZ... (2)

phone

31/10/2023



Out of Scope

Tanya Pouwhare NZEE

phone

27/10/2023



Favourites



Recent



Contacts



Keypad



Voicemail

NZEE - Mata - 19-21 June - Sponsorship - Conf - Napier.

18/6/24

Mike - Out of Scope

- s9(2)(a) - 50 calls per day - unclear what happens next
- Tanya - Apples - Don't replace (s9(2)(a))
 - Bring NZEE into to operationalise.
- Levy pitch HortNZ. "we do everything" - move for you.
- Pastoral care forum - 2 wks. Tues 30-10am. Survey - topics
- Industry issues:
 - Pastoral care forum - All RSE ERs - raise issues, introduce to ERs
 - Ecogrowth - Min Immig ask - food & fibre - mig training, more productive for exports (literacy/numeracy/orchard skills) welding/out board motors
 - Dairy (Hort)
 - Mike chairs group - Seafood/forestry/hort/dairy/uit/deer/beef & lamb
 - Monthly meeting, quarterly forum
 - Vocational training - TEC (fund), W (force dev Council) Muku Tangata
 - key input into Hipkins reforms

Hot topics:

- Accom freeze - (Min wage Act) - Policy work, existing legis (eg. Campground Act) - so day limit
- MW same as NZ's (campaign low skilled back to MW) - NZ first, but lower rate. House, vehicle, sick pay
- Policy review
- Training funding
- Sick pay same as NZ's (align with current) - not two tier employment. - Not clear cut.
- Perception of MEX - accommodation. Lay groundwork. Pick up - outlier.
- Hort NZ don't understand facts. So many protections.
- IN - open up NZ labour market. Tight regime - who you let become the ERs - certified.
- Industry - take responsibility. Free trade agreement. Approve every RSE ERs.
- Help develop new standards. Give.

NZEE

8/12/23

PAC/SQ - Balle Brothers, Wilcox, Leaderbrand
(Vege) - large permanent island workforces
- hort skills.
- large HR - housing.

AP
- RSE IEA, minimum
- short/easy to understand

s 9(2)(a) chained meetings w Regional chairs

- Policy, governance, operations - distinct 3 areas
- Regional chairs (elected) represent local ERs
- " need to inform CEs/ops group
- Re-define regional voice/responsibilities
- ERs want transparency/leadership from CEs
- TORs discussed (by s 9(2)(a) not s 9(2)(a) drafted one.

Growers, packhouse, seeds = RSE employer.

Nat labour governance group:

- Pre-covid - regular meetings - Nat labour govt
 - active in decisions made/discussions.
 - involved in everything.
- Regional chairs - represent RSE employers
Industry - represents growers (not employers)
(NEKGI - property owners who grow kiwifruit but not rec. ERs)
- Was about ERs - feed in, and feed back info
- Employer-led, govt supported

Pastoral care forum:

- TOR, first meeting this week.
- 107 ERs
- Safe space to raise issues
- No industry groups or govt
- Not named ERs
- Chair, vice chair, frequency (survey)
- Mike voted in as chair (48%), Apatu s 9(2)(a) (Vice chair), monthly
- expert speaker for each one.

NZ EE

16/4/23

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

NZEE

- Policy review evidence.

2/11/23

- VR headset/units for driver training.
 - Joints - Told previously by INZ, share numbers, use full 7 months.
 - Now kiwifruit/apples want to hold whole 7 months
 - check MSD ok with it
 - Risk for Marl - 2nd part - partners (6-7 yr plships)
 - Happens when restricted labour/cap.
 - Tw - To ID no of employers/workers potentially affected.
 - Strawberry - extend 1 wk - new ATR + limited visas
 - new ATR application + visas + new IEAs - fees \$3,925. + paperwork in peak harvest
 - application forms (6 workers + 14 workers)
 - Lost flights, big losses.
 - L1 - travel deductions - reasonable/fair for personal use.
 - should include NZTA/IRD info (existing req's)
 - need robust mechanism - stop perception bias
 - eg. FBT - plug in, enter data. Need IRD input. & add up.
- ⇒ unsustainable cost pressure

4. Need for more resources.

s 9(2)(g)(i)

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Mike - NZEE - Industry wanted it, need to take resp. 16/10/23.

- Did letters of support - Hort NZ / NZ KGI in past
 - Integral part - Go ERs
- Hort NZ - NZ Gap
 - Apples - Global gap
 - KGI - Zespri gap.
 - Hort NZ - NZ gap.
- Need robust ERs
- So INZ knows who to support.
- Ind. org. integral to success -
- Needs to be 2 way street - Groups not supportive, integral part, endorsing scheme.
- Gd safeguard - preventing abuse.

12/10/23