



MINISTRY OF SOCIAL
DEVELOPMENT

TE MANATŪ WHAKAHIATO ORA

26 JAN 2017

Ms Shanna Reeder
fyi-request-4553-493b2943@requests.fyi.org.nz

Dear Ms Reeder

On 23 November 2016, you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *All correspondence, including email, relating to your OIA request made 5 September 2016.*

Please find enclosed the following documents:

1. Email correspondence between Ministry staff from 5 September 2016 to 21 October 2016.
2. Memo titled '*In-Work NZ Limited*', dated 15 September 2016.
3. Email correspondence between Ministry staff and the Managing Director, In-Work NZ from 23 August 2016 to 31 October 2016.
4. In-Work NZ report prepared in response to the letter dated 22 August 2016 from Unite Union Hotel Organiser, Shanna Reeder.
5. Letter from Ms Reeder to Mike Hauiti, General Manager, In-Work NZ, dated 22 August 2016.
6. Individual employment agreement for International Hotel Systems.

You will note that the names of some individuals are withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely

Ruth Bound
Deputy Chief Executive, Service Delivery

From: 9(2)(a)
Sent: Friday, 21 October 2016 11:05 a.m.
To: 9(2)(a)
Cc:
Subject: RE: 20160907 OIA Request REEDER

Hi 9(2)(a)

Has 9(2)(a) provided you with any wording on this? As you know it's my last day so I would like to get my filing in order so that whoever picks this up has everything they need. In terms of the allegations made that In-Work NZ paid certain clients less than the minimum wage, do you hold copies of the employment contracts at all? It would be helpful if we understood what the contractual obligations are in order to make sure that the response reflects whether we have met our obligations or not.

Give me a call if need be, would appreciate this information by COB if possible

Thanks

9(2)(a) | Ministerial & Executive Services Advisor
Official & Parliamentary Information | Ministry of Social Development | Te Manatū Whakahiato Ora
6th Floor | 56 the Terrace 9(2)(a)
Wellington | New Zealand

From: 9(2)(a)
Sent: Monday, 17 October 2016 11:45 a.m.
To: 9(2)(a)
Cc:
Subject: FW: 20160907 OIA Request REEDER

Morning 9(2)(a)

I've just had a chat with 9(2)(a) and he asked if in the response we should refute the Unite article – link to the article in the attached doc. He suggested we could add some general text explaining that we are aware of the allegations and that have been looked into... etc.

Let me know what you think

Cheers

9(2)(a)
Advisor | Office of the Deputy Chief Executive Service Delivery
The Aurora Centre Level 10 | email 9(2)(a)
9(2)(a)
Ministry of Social Development - Te Manatū Whakahiato Ora

From: 9(2)(a)
Sent: Thursday, 15 September 2016 4:04 p.m.
To: 9(2)(a)
Cc:
Subject: RE: 20160907 OIA Request REEDER

Hi 9(2)(a)

Please find attached regarding In-Work. Additionally please see earlier questions and emails relating to In Work and placements into hotels.

Let me know if you have any questions.

9(2)(a)

We have received the below questions regarding Inwork NZ under the OIA. I have sent this just to you guys (Employer Services and National Contracts) can you let me know if this should go anywhere else please.

The questions are -

- 1: What hotel employers has Inwork NZ placed workers into in the last 24 months?
- 2: How many workers has Inwork NZ placed into hotels in the last 24 months?
- 3: How many workers has Inwork NZ placed into employment with International Hotel Systems Ltd in the last 24 months?
- 4: How much money does InWork NZ receive for each worker placed into part-time work?

It seems straight forward, although I am thinking that perhaps we won't release some of these figures. At this stage I thought it may be easier to pull the data and then if needed, meet and discuss once we know what it looks like? I have not had a query around Inwork NZ before so I did some quick searches through our EDRMS to see what we have in terms of background info on this provider and I couldn't find much. I am not sure who would be better place to give me some context for the OIA response but if I could please get some general lines that would be much appreciated.

Can I please have responses by COP Friday (16/09) please let me know if there are any issues

Cheers

9(2)(a)

Advisor | Office of the Deputy Chief Executive Service Delivery
The Aurora Centre Level 10 | email 9(2)(a)

9(2)(a)

Ministry of Social Development - Te Manatū Whakahiato Ora

Ko ta mātou he whakamana tangata kia tū haumarū, kia tū kaha, kia tū motuhake -----Original Message-----

From: Shanna Reeder [mailto:fyi-request-4553-493b2943@requests.fyi.org.nz]

Sent: Monday, 5 September 2016 4:56 p.m.

To: OIA_Requests (MSD)

Subject: Official Information request - Inwork New Zealand placements into Hotels

Dear Ministry of Social Development,

InWork NZ is funded by the Ministry of Social Development.

I am writing to ask for the answers to the following questions:

- 1: What hotel employers has Inwork NZ placed workers into in the last 24 months?

2: How many workers has Inwork NZ placed into hotels in the last 24 months?

3: How many workers has Inwork NZ placed into employment with International Hotel Systems Ltd in the last 24 months?

4: How much money does InWork NZ receive for each worker placed into part-time work?

Yours faithfully,

Shanna Reeder

This is an Official Information request made via the FYI website.

Please use this email address for all replies to this request:
fyi-request-4553-493b2943@requests.fyi.org.nz

Is OIA_Requests@msd.govt.nz the wrong address for Official Information requests to Ministry of Social Development? If so, please contact us using this form:
https://fyi.org.nz/change_request/new?body=msd

Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies:
<https://fyi.org.nz/help/officers>

If you find this service useful as an Official Information officer, please ask your web manager to link to us from your organisation's OIA or LGOIMA page.

From: 9(2)(a)
Sent: Friday, 26 August 2016 3:26 p.m.
To: Auckland_CLAs (WORKANDINCOME)
Cc: 9(2)(a)
Subject: RE: Urgent - media article

Hi,

Please find attached the response from In-Work NZ regarding the matter, along with a copy of the letter they received from Unite Union.

We could confirm the exact details of clients that were placed into this employer and determine if they met sustainability and/or are still off benefit, however from the providers response it seems like the majority have moved away from the employer and on to other things.

Please let me know if you need anything further.

Thanks

From: Auckland_CLAs (WORKANDINCOME)
Sent: Tuesday, 23 August 2016 4:05 p.m.
To: 9(2)(a) Auckland_CLAs (WORKANDINCOME)

Cc: 9(2)(a)

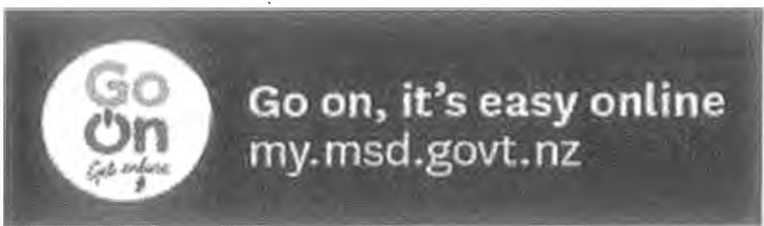
Subject: RE: Urgent - media article

Thank you 9(2)(a) for letting us know.

regards

9(2)(a)

Community Liaison Advisor
Phone: 9(2)(a)
Auckland Regional Office, 65 Main Highway, Ellerslie 1051
Private Bag 68-911 Newton, Auckland 1145



From: 9(2)(a)
Sent: Tuesday, 23 August 2016 3:59 p.m.
To: Auckland CLAs (WORKANDINCOME)
Cc: 9(2)(a)
Subject: RE: Urgent - media article

Hi,

We have made contact with the provider and asked for a response as soon as possible. I expect we will receive this response from the provider by cob Thursday and we will co-ordinate this with any other information we might have and provide a full response to you before the end of the week.

Thanks,

9(2)(a)

From: Auckland CLAs (WORKANDINCOME)
Sent: Tuesday, 23 August 2016 3:34 p.m.
To: 9(2)(a)
Cc: Auckland CLAs (WORKANDINCOME); 9(2)(a)
Subject: FW: Urgent - media article
Importance: High

Hi all,

FYI – Please see a link below to an article that is circulating Facebook

<http://www.unite.org.nz/winz-work-brokers-facilitate-exploitation-at-luxury-inner-city-hotel>

9(2)(a) team will follow up with In-Work and report.

regards

9(2)(a)

Community Liaison Advisor
Phone: 9(2)(a)
Auckland Regional Office, 65 Main Highway, Ellerslie 1051
Private Bag 68-911 Newton, Auckland 1145



Go on, it's easy online
my.msd.govt.nz

From: [9(2)(a)]
Sent: Tuesday, 23 August 2016 3:08 p.m.
To: [9(2)(a)]
Cc: Auckland_CLAs (WORKANDINCOME); Media (MSD); [9(2)(a)]
Subject: FW: Urgent - media article
Importance: High
Hi [9(2)(a)]

It is highly likely that this will come up in the media.

Can you please investigate/follow up with In-Work NZ and provide us report as soon as you can?

[9(2)(a)]

From: [9(2)(a)]
Sent: Tuesday, 23 August 2016 1:37 p.m.
To: [9(2)(a)]
Cc: Media (MSD)
Subject: RE: Urgent - media article

Thanks, [9(2)(a)] I'll pick this up at the media team end. All information gratefully received.

[9(2)(a)] - Media Advisor, Public Affairs

Phone: [9(2)(a)] Media line 04 916 3496
Ministry of Social Development, Bowen State Building, Bowen Street, PO Box 1556, Wellington 6140 :
www.msd.govt.nz

From: [9(2)(a)]
Sent: Tuesday, 23 August 2016 1:32 p.m.
To: [9(2)(a)]
Cc: Media (MSD)
Subject: FW: Urgent - media article

Hi [9(2)(a)]

Can you please look into this situation – is the region aware of this?

[9(2)(a)] – will leave to you to escalate if required.

Cheers

[9(2)(a)]

Senior Advisor | Office of the Deputy Chief Executive Service Delivery PO Box 1556, Wellington | Desk-to-Desk [9(2)(a)] | DDI 04-[9(2)(a)]



Go on, it's easy online
my.msd.govt.nz

From: 9(2)(a)

Sent: Tuesday, 23 August 2016 12:09 p.m.

To: 9(2)(a)

Subject: Urgent - media article

Hi

I sent this directly to you rather than go through the shared email as I thought it may need urgent escalation, if this has not already been picked up.

Please see a link below to an article that is circulating Facebook. This was identified by one of our staff.

For your action.

Thanks

9(2)(a)

Manager Report Writing
Ministry of Social Development



MINISTRY OF SOCIAL
DEVELOPMENT
Te Manatū Whakaitiaki



STUDYLINK
Haka Akoranga
A service of the Ministry of Social Development

http://www.unite.org.nz/wins/work_brokers_facilitate_exploitation_at_luxury_inner_city_hotel

RELEASED UNDER THE OFFICIAL INFORMATION ACT

9(2)(a)

From: 9(2)(a)
Sent: Monday, 31 October 2016 2:39 p.m.
To: 9(2)(a)
Subject: FW: 20160907 OIA Request REEDER
Attachments: RE: 20160907 OIA Request REEDER; RE: 20160907 OIA Request REEDER; FW: 20160907 OIA Request REEDER

Hey 9(2)(a)

The first email has a memo from 9(2)(a) (National Contracts) in it re payments - can you let me know if you need further info

Cheers

9(2)(a)

-----Original Message-----

From: 9(2)(a)
Sent: Tuesday, 20 September 2016 11:06 a.m.
To: 9(2)(a)
Subject: RE: 20160907 OIA Request REEDER

Sorry yes I have!

-----Original Message-----

From: [Redacted]
Sent: Tuesday, 20 September 2016 11:05 a.m.
To: 9(2)(a), Section 9(2)(a) - Privacy of the Person
Subject: RE: 20160907 OIA Request REEDER

Hey 9(2)(a)

Do we have the information for this response yet?

Thanks

9(2)(a) | Ministerial & Executive Services Advisor Official & Parliamentary Information | Ministry of Social Development | Te Manatu Whakahiato Ora 6th Floor | 56 the Terrace | 9(2)(a) Wellington | New Zealand

-----Original Message-----

From: 9(2)(a)
Sent: Tuesday, 13 September 2016 4:27 p.m.
To: 9(2)(a)
Subject: RE: 20160907 OIA Request REEDER

Yes that's a SD one

Apologies for the delay :)

-----Original Message-----

From: 9(2)(a)
Sent: Tuesday, 13 September 2016 1:15 p.m.
To: DCE_Office_ServiceDelivery (MSD)

Subject: FW: 20160907 OIA Request REEDER

Hi team,

Are SD best placed to answer this OIA?

Please advise

Thanks

9(2)(a) Ministerial & Executive Services Advisor Official & Parliamentary Information | Ministry of Social Development | Te Manatu Whakahiato Ora 6th Floor | 56 the Terrace | 9(2)(a) Wellington | New Zealand

-----Original Message-----

From: 9(2)(a)
Sent: Friday, 9 September 2016 4:37 p.m.
To: DCE_Office_ServiceDelivery (MSD)
Subject: FW: 20160907 OIA Request REEDER

Hi team,

Are Service Delivery the appropriate business unit for this OIA request?

Thanks

9(2)(a) Ministerial & Executive Services Advisor Official & Parliamentary Information | Ministry of Social Development | Te Manatu Whakahiato Ora 6th Floor | 56 the Terrace | 9(2)(a) Wellington | New Zealand

-----Original Message-----

From: Community_Investment_Issues (MSD)
Sent: Thursday, 8 September 2016 7:42 a.m.
To: 9(2)(a)
Cc: Community_Investment_Issues (MSD)
Subject: RE: 20160907 OIA Request REEDER

Hi 9(2)(a)

My thoughts are that this would be a SD led response. CI doesn't manage the employment related contracts.

Cheers

9(2)(a)

-----Original Message-----

From: 9(2)(a)
Sent: Wednesday, 7 September 2016 12:17 p.m.
To: Community_Investment_Issues (MSD)
Subject: FW: 20160907 OIA Request REEDER

Hi team,

We have received the below OIA request from the FYI website. Do CI manage this contract with In-Work NZ? Please advise if CI are best placed to answer these questions.

Thanks

-----Original Message-----

From: OIA_Requests (MSD)
Sent: Wednesday, 7 September 2016 9:27 a.m.
To: Shanna Reeder
Subject: 20160907 OIA Request REEDER

Tēnā koe Shanna Reeder

Thank you for your email received 6 September 2016, under the Official Information Act 1982. Your request has been forwarded to the appropriate officials at National office to respond. You may expect a response to be sent to you as soon as possible.

Nā mātou noa, nā

Official and Parliamentary Information team | Ministerial and Executive Services Ministry of Social Development

Our Purpose:

We help New Zealanders to help themselves to be safe, strong and independent

Ko ta mātou he whakamana tangata kia tū haumarū, kia tū kaha, kia tū motuhake -----Original Message-----

From: Shanna Reeder [mailto:fyi-request-4553-493b2943@requests.fyi.org.nz]
Sent: Monday, 5 September 2016 4:56 p.m.
To: OIA_Requests (MSD)
Subject: Official Information request - Inwork New Zealand placements into Hotels

Dear Ministry of Social Development,

InWork NZ is funded by the Ministry of Social Development.

I am writing to ask for the answers to the following questions:

- 1: What hotel employers has Inwork NZ placed workers into in the last 24 months?
- 2: How many workers has Inwork NZ placed into hotels in the last 24 months?
- 3: How many workers has Inwork NZ placed into employment with International Hotel Systems Ltd in the last 24 months?
- 4: How much money does InWork NZ receive for each worker placed into part-time work?

Yours faithfully,

Shanna Reeder

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https://fyi.org.nz/change_request/new?body=msd

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<https://fyi.org.nz/help/officers>

9(2)(a)

From: 9(2)(a)
Sent: Monday, 31 October 2016 12:20 p.m.
To: 9(2)(a)
Cc:
Subject: RE: 20160907 OIA Request REEDER
Attachments: F15 and F16 Contract Incentive Payments.docx

Hi again,

Attached above are the incentive payment structure for In Works F15/16 services.

9(2)(a)

From: 9(2)(a)
Sent: Monday, 31 October 2016 9:58 a.m.
To: 9(2)(a)
Cc:
Subject: FW: 20160907 OIA Request REEDER

Hi 9(2)(a)

I'm assuming you have seen our response to the OIA request back in September.

Attached above are the list of the 16 names that In Work placed into International Hotel. Will send through the password in another email.

We are currently working on pulling the incentive payment structure for the services In Work delivered in F15 and F16. We should have that information to you by early afternoon.

Thanks

9(2)(a)

From: 9(2)(a)
Sent: Thursday, 15 September 2016 4:54 p.m.
To: 9(2)(a)
Cc: CLAs (WORKANDINCOME)
Subject: FW: 20160907 OIA Request REEDER

Hi 9(2)(a)

Please find our response attached below. Let me know if you need any additional information.

Background:

In Work NZ received funding from Work and Income since 2001. They are currently funded to deliver employment outcomes and health related services which prepare clients to achieve sustainable employment.

Historically, In Work NZ has been one of our higher performing providers and they consistently achieve their targets.

We last tendered services in 2016 in which In Work NZ was recommended for Training for Work and Work to Wellness in Auckland, Employment Placement Services in Canterbury and Employment Placement Contract and Training for Work in Waikato.

They currently have 7 services available in Auckland as listed below:

- Sole Parent Employment Placement Service
- JS HCID Employment Service Pilot
- Employment Placement Service
- Rodney Employment Initiatives
- Sole Parent Employment Service
- Work to Wellness
- Training for Work

Please refer to our response in blue which covers all of In-work NZ contracts for the period F15, F16 and F17, as at 14 September 2016.

1. What hotel employers has In Work NZ placed workers into in the last 24 months? (F15, F16 and F17 as at 14/09/16)

- International Hotel System Limited
- Jet Park Hotel
- Quality Hotel
- Sky City Hotel
- Spencer on Byron Hotel

2. How many workers has In Work NZ placed into hotels in the last 24 months?

21 clients

3. How many workers has In Work NZ placed into employment with International Hotel Systems Ltd in the last 24 months?

16 clients

4. How much money does In Work NZ receive for each worker placed into part-time work?

- Sole Parent Employment Placement Services (SPEPS) – \$1,200.00
- Training For Work:
 - LLTBR Medium – \$500.00
 - LLTBR High – \$1,500.00

Please let us know if you need more information.

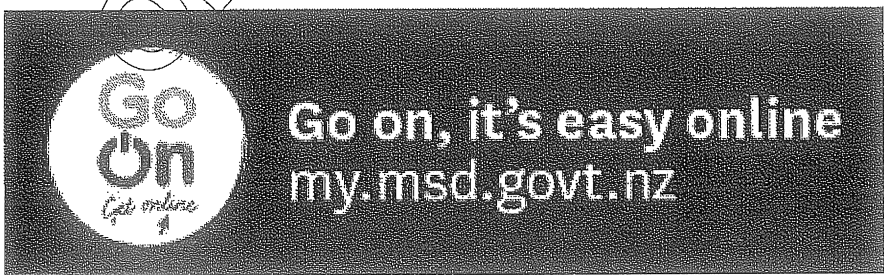
Regards,

9(2)(a)

Community Liaison Adviser

9(2)(a)

Auckland Regional Office, 65 Main Highway, Ellerslie 1051
Private Bag 68-911 Newton, Auckland 1145



From: [9(2)(a)]
Sent: Wednesday, 14 September 2016 10:52 a.m.
To: [9(2)(a)]
Cc: [9(2)(a)]
Subject: FW: 20160907 OIA Request REEDER
Importance: High

Morning,

We have received the below questions regarding Inwork NZ under the OIA. I have sent this just to you guys (Employer Services and National Contracts) can you let me know if this should go anywhere else please.

The questions are -

- 1: What hotel employers has Inwork NZ placed workers into in the last 24 months?
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- 4: How much money does InWork NZ receive for each worker placed into part-time work?

It seems straight forward, although I am thinking that perhaps we won't release some of these figures. At this stage I thought it may be easier to pull the data and then if needed, meet and discuss once we know what it looks like? I have not had a query around Inwork NZ before so I did some quick searches through our EDRMS to see what we have in terms of background info on this provider and I couldn't find much. I am not sure who would be better place to give me some context for the OIA response but if I could please get some general lines that would be much appreciated.

Can I please have responses by COP Friday (16/09) please let me know if there are any issues

Cheers

[9(2)(a)]

Advisor | Office of the Deputy Chief Executive Service Delivery
The Aurora Centre Level 10 | email: [9(2)(a)]

[9(2)(a)]

Ministry of Social Development | Te Manatū Whakahiato Ora

Ko ta mātou he whakamana tangata kia tū haumarū, kia tū kaha, kia tū motuhake -----Original Message-----

From: Shanna Reeder [mailto:fyi-request-4553-493b2943@requests.fyi.org.nz]

Sent: Monday, 5 September 2016 4:56 p.m.

To: OIA_Requests (MSD)

Subject: Official Information request - Inwork New Zealand placements into Hotels

Dear Ministry of Social Development,

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Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies:
<https://fyi.org.nz/help/officers>

If you find this service useful as an Official Information officer, please ask your web manager to link to us from your organisation's OIA or LGOIMA page.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

9(2)(a)

From: 9(2)(a)
Sent: Monday, 31 October 2016 10:28 a.m.
To: 9(2)(a)
Subject: RE: 20160907 OIA Request REEDER

On to it now ☺

From: 9(2)(a)
Sent: Monday, 31 October 2016 10:13 a.m.
To: 9(2)(a)
Subject: FW: 20160907 OIA Request REEDER

Hi 9(2)(a)
This is urgent.

Attached is the list if 16 clients placed with International Hotel Systems. Can you please review each file and let me know as much as you can about what has happened to each client since they were placed with the Hotel.
If they returned to benefit/ what benefit?
If so – duration from being placed with the Hotel?
Any comments about the Hotel
Reason why they left the Hotel.
If In-Work have referred and placed them elsewhere?
Essentially any useful information that tell us the story about their experience.

9(2)(a)

Cheers

9(2)(a)

9(2)(a)

Senior Advisor, Ministerial and Executive Services
Ministry of Social Development

9(2)(a)

From: 9(2)(a)
Sent: Monday, 31 October 2016 9:58 a.m.
To: 9(2)(a)
Cc: 9(2)(a)
Subject: FW: 20160907 OIA Request REEDER

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Please let us know if you need more information.

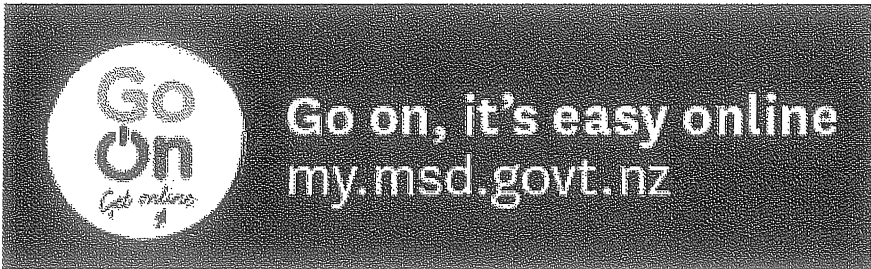
Regards,

9(2)(a)

Community Liaison Advisor

9(2)(a)

Auckland Regional Office, 65 Main Highway, Ellerslie 1051
Private Bag 68-911 Newton, Auckland 1145



From: 9(2)(a)

Sent: Wednesday, 14 September 2016 10:52 a.m.

To: 9(2)(a)

Cc:

Subject: FW: 20160907 OIA Request REEDER

Importance: High

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Cheers

9(2)(a)

Advisor | Office of the Deputy Chief Executive Service Delivery

The Aurora Centre Level 10 | email 9(2)(a)

Ministry of Social Development - Te Manatū Whakahiato Ora

Ko ta mātou he whakamana tangata kia tū haumarū, kia tū kaha, kia tū motuhake -----Original Message-----

From: Shanna Reeder [mailto:fyi-request-4553-493b2943@requests.fyi.org.nz]

Sent: Monday, 5 September 2016 4:56 p.m.

To: OIA_Requests (MSD)

Subject: Official Information request - Inwork New Zealand placements into Hotels

Dear Ministry of Social Development,

InWork NZ is funded by the Ministry of Social Development.

I am writing to ask for the answers to the following questions:

- 1: What hotel employers has Inwork NZ placed workers into in the last 24 months?
- 2: How many workers has Inwork NZ placed into hotels in the last 24 months?
- 3: How many workers has Inwork NZ placed into employment with International Hotel Systems Ltd in the last 24 months?
- 4: How much money does InWork NZ receive for each worker placed into part-time work?

Yours faithfully,

Shanna Reeder

This is an Official Information request made via the FYI website.

Please use this email address for all replies to this request:

fyi-request-4553-493b2943@requests.fyi.org.nz

Is OIA_Requests@msd.govt.nz the wrong address for Official Information requests to Ministry of Social Development? If so, please contact us using this form:

https://fyi.org.nz/change_request/new?body=msd

Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies.

<https://fyi.org.nz/help/officers>

If you find this service useful as an Official Information officer, please ask your web manager to link to us from your organisation's OIA or LGOIMA page.

9(2)(a)

From: 9(2)(a)
Sent: Monday, 31 October 2016 10:05 a.m.
To: 9(2)(a)
Subject: Re: Multiple Documents - "20160906 Request REEDER" (A9128204), "In-Work Response-Unite Union" (A9183467), "In Work NZ - OIA Request" (A9183469), "Unite-Union 9(2)(a)" (A9183468), "New OIA Report template" (A9192375), "New OIA Response Draft for

Okay thanks.

Sent from my iPhone

On 31/10/2016, at 10:02 AM 9(2)(a) wrote:

H 9(2)(a)

I have no idea who they are. I got that information about the 3 clients from the In-Work memo as below. In-Work should be able to tell pretty quickly I would have thought.

Regards,

9(2)(a)

Background:

In-Work NZ – International Hotel Systems Working Relationship, commenced with In-Work answering an advertisement for Room Attendants advertised on the Trade-Me Job site placed in mid-August 2014.

At the initial discussions with International Hotel Systems, the company was seeking candidates who can work up to 20 hours per week.

In-Work referred two candidates, for consideration, both candidates found the work challenging & were withdrawn by In-Work and placed into other roles.

From August 2014 to April 2016, In-Work has referred fourteen (14) candidates to International Hotel Systems, Three (3), clients are still employed by International Systems

9(2)(a)

Senior Advisor, Ministerial and Executive Services
Ministry of Social Development

9(2)(a)

-----Original Message-----

From: 9(2)(a)
Sent: Monday, 31 October 2016 9:36 a.m.
To: 9(2)(a)
Cc:
Subject: RE: Multiple Documents - "20160906 Request REEDER" (A9128204), "In-Work Response-Unite Union" (A9183467), "In Work NZ - OIA Request" (A9183469), "Unite-Union 9(2)(a)" (A9183468), "New OIA Report template" (A9192375), "New OIA Response Draft for

H 9(2)(a)

Could you let us know which 3 clients you were specifically referring to in our phone conversation to ask about employment contracts? Sorry we thought they were in one of the correspondence.

We have 9(2)(a) as one client, could you tell us the other two names please?

Thanks [9(2)(a)]

-----Original Message-----

From: [9(2)(a)]

Sent: Monday, 31 October 2016 8:53 a.m.

To: [9(2)(a)]

Subject: Multiple Documents - "20160906 Request REEDER" (A9128204), "In-Work Response-United Union" (A9183467), "In Work NZ - OIA Request" (A9183469), "Unite-Union-[9(2)(a)]" (A9183468), "New OIA Report template" (A9192375), "New OIA Response Draft for CE

Hi [9(2)(a)]

I thought I would send you what I have in relation to the In-Work OIA. The response is what I am proposing to send but we can make changes as you see fit. You will see in the response that I advise the Union to get in touch directly with you if they are know of any cases were workers are not or have been paid correctly by International Hotel Systems when they have been placed by In-Work. We can discuss this shortly.

Regards,

[9(2)(a)]

[9(2)(a)] has sent you copies of the following 6 documents from Objective:
"20160906 Request REEDER" (A9128204) v1.0 "In-Work Response-United Union" (A9183467) v1.0
"In Work NZ - OIA Request" (A9183469) v1.0 "Unite-Union-[9(2)(a)]" (A9183468) v1.0
"New OIA Report template" (A9192375) v10.0 "New OIA Response Draft for CE template"
(A9192374) v11.0

RELEASED UNDER THE OFFICIAL INFORMATION ACT

9(2)(a)

From: 9(2)(a)
Sent: Monday, 31 October 2016 10:00 a.m.
To: 9(2)(a)
Cc:
Subject: RE: Multiple Documents - "20160906 Request REEDER" (A9128204), "In-Work Response-Unite Union" (A9183467), "In Work NZ - OIA Request" (A9183469), "Unite-Union 9(2)(a)" (A9183468), "New OIA Report template" (A9192375), "New OIA Response Draft for

H 9(2)(a)

Thanks for the information. I've had a quick look at the proposed draft response though will read again this afternoon as I am heading off to another meeting and I won't be back til after 1.

Just quickly, I have a couple of questions/comments re this paragraph:

If you are aware of any staff employed by International Hotel Systems Limited through In-Work NZ now or in the past, who have not been paid as per the Employment Relations Act 2000, please contact 9(2)(a) 9(2)(a) Senior Contracts Manager on 9(2)(a)

- In-Work has a Nationwide contract and it would be appropriate for them to connect with those Contract Managers if clients complain from those regions so maybe a list of all regional contract managers.
- Also if there are other ERA issues that maybe connecting with MBIE as well? Just a thought though as a union they would already know this.
- As we're responding to the Union, they may have instances where they have clients who complain to them about IHS, in which case it may be good to give them a national email as otherwise there is the risk they will come to me for all complaints and it may not be appropriate – though I can always forward on. If it's in regards to In-Work Auckland then it is fine for them to connect with me, however I would like to think that they still go back to In-Work re any issues and if no success then to come to us or cc us in their initial issues to the Provider. I know that this is serious, however would like there to still be a relationship with both parties.

We are following up with the other information you requested. Let us know if there is anything else.

Thanks. 9(2)(a)

-----Original Message-----

From: 9(2)(a)
Sent: Monday, 31 October 2016 8:53 a.m.
To: 9(2)(a)
Subject: Multiple Documents - "20160906 Request REEDER" (A9128204), "In-Work Response-Unite Union" (A9183467), "In Work NZ - OIA Request" (A9183469), "Unite-Union 9(2)(a)" (A9183468), "New OIA Report template" (A9192375), "New OIA Response Draft for CE

H 9(2)(a)

I thought I would send you what I have in relation to the In-Work OIA. The response is what I am proposing to send but we can make changes as you see fit. You will see in the response that I advise the Union to get in touch directly with you if they are know of any cases were workers are not or have been paid correctly by International Hotel Systems when they have been placed by In-Work. We can discuss this shortly.

Regards,

9(2)(a)

9(2)(a) has sent you copies of the following 6 documents from Objective:
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template" (A9192375) v10.0 "New OIA Response Draft for CE template" (A9192374) v11.0

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

9(2)(a)

From: 9(2)(a)
Sent: Monday, 31 October 2016 9:58 a.m.
To: 9(2)(a)
Cc:
Subject: FW: 20160907 OIA Request REEDER
Attachments: 31-10-16 In-Work - International Hotel Systems Outcome.xlsx

H 9(2)(a)

I'm assuming you have seen our response to the OIA request back in September.

Attached above are the list of the 16 names that In Work placed into International Hotel. Will send through the password in another email.

We are currently working on pulling the incentive payment structure for the services In Work delivered in F15 and F16. We should have that information to you by early afternoon.

Thanks

9(2)(a)

From: 9(2)(a)
Sent: Thursday, 15 September 2016 4:54 p.m.
To: 9(2)(a)
Cc: Auckland CLAs (WORKANDINCOME)
Subject: FW: 20160907 OIA Request REEDER

H 9(2)(a)

Please find our response attached below. Let me know if you need any additional information.

Background:

In Work NZ received funding from Work and Income since 2001. They are currently funded to deliver employment outcomes and health related services which prepare clients to achieve sustainable employment.

Historically, In Work NZ has been one of our higher performing providers and they consistently achieve their targets.

We last tendered services in 2016 in which In Work NZ was recommended for Training for Work and Work to Wellness in Auckland, Employment Placement Services in Canterbury and Employment Placement Contract and Training for Work in Waikato.

They currently have 7 services available in Auckland as listed below:

- Sole Parent Employment Placement Service
- JS HCID Employment Service Pilot
- Employment Placement Service
- Rodney Employment Initiatives
- Sole Parent Employment Service
- Work to Wellness
- Training for Work

Please refer to our response in blue which covers all of In-work NZ contracts for the period F15, F16 and F17, as at 14 September 2016.

1. What hotel employers has In Work NZ placed workers into in the last 24 months? (F15, F16 and F17 as at 14/09/16)

- International Hotel System Limited
- Jet Park Hotel
- Quality Hotel
- Sky City Hotel
- Spencer on Byron Hotel

2. How many workers has In Work NZ placed into hotels in the last 24 months?

21 clients

3. How many workers has In Work NZ placed into employment with International Hotel Systems Ltd in the last 24 months?

16 clients

4. How much money does In Work NZ receive for each worker placed into part-time work?

- Sole Parent Employment Placement Services (SPEPS) - \$1,200.00
- Training For Work:
 - LLTBR Medium - \$500.00
 - LLTBR High - \$1,500.00

Please let us know if you need more information.

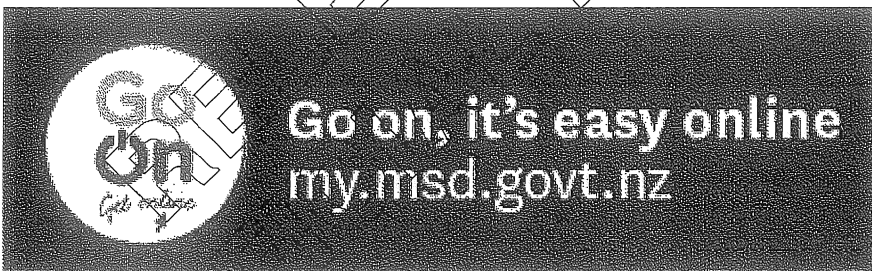
Regards,

9(2)(a)

Community Liaison Advisor

9(2)(a)

Auckland Regional Office, 65 Main Highway, Ellerslie 1051
Private Bag 68-911 Newton, Auckland 1145



From: 9(2)(a)

Sent: Wednesday, 14 September 2016 10:52 a.m.

To: 9(2)(a)

Cc:

Subject: FW: 20160907 OIA Request REEDER

Importance: High

Morning,

We have received the below questions regarding Inwork NZ under the OIA. I have sent this just to you guys(Employer Services and National Contracts) can you let me know if this should go anywhere else please.

The questions are -

- 1: What hotel employers has Inwork NZ placed workers into in the last 24 months?
- 2: How many workers has Inwork NZ placed into hotels in the last 24 months?
- 3: How many workers has Inwork NZ placed into employment with International Hotel Systems Ltd in the last 24 months?
- 4: How much money does InWork NZ receive for each worker placed into part-time work?

It seems straight forward, although I am thinking that perhaps we won't release some of these figures. At this stage I thought it may be easier to pull the data and then if needed, meet and discuss once we know what it looks like? I have not had a query around Inwork NZ before so I did some quick searches through our EDRMS to see what we have in terms of background info on this provider and I couldn't find much. I am not sure who would be better place to give me some context for the OIA response but if I could please get some general lines that would be much appreciated.

Can I please have responses by COP Friday (16/09) please let me know if there are any issues

Cheers

9(2)(a)

Advisor | Office of the Deputy Chief Executive Service Delivery

The Aurora Centre Level 10 | email 9(2)(a)

9(2)(a)

Ministry of Social Development - Te Manatū Whākahiatō Ora

Ko ta mātou he whakamana tangata kia tū haumarū, kia tū kaha, kia tū motuhake -----Original Message-----

From: Shanna Reeder [mailto:fyi-request-4553-293b2943@requests.fyi.org.nz]

Sent: Monday, 5 September 2016 4:56 p.m.

To: OIA_Requests (MSD)

Subject: Official Information request - Inwork New Zealand placements into Hotels

Dear Ministry of Social Development

InWork NZ is funded by the Ministry of Social Development.

I am writing to ask for the answers to the following questions:

- 1: What hotel employers has Inwork NZ placed workers into in the last 24 months?
- 2: How many workers has Inwork NZ placed into hotels in the last 24 months?
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- 4: How much money does InWork NZ receive for each worker placed into part-time work?

Yours faithfully,

Shanna Reeder

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Is OIA_Requests@msd.govt.nz the wrong address for Official Information requests to Ministry of Social Development? If so, please contact us using this form:
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Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies:
<https://fyi.org.nz/help/officers>

If you find this service useful as an Official Information officer, please ask your web manager to link to us from your organisation's OIA or LGOIMA page.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

9(2)(a)

From: 9(2)(a)
Sent: Monday, 31 October 2016 9:36 a.m.
To: 9(2)(a)
Cc:
Subject: RE: Multiple Documents - "20160906 Request REEDER" (A9128204), "In-Work Response-Unite Union" (A9183467), "In Work NZ - OIA Request" (A9183469), "Unite-Union-9(2)(a) A9183468", "New OIA Report template" (A9192375), "New OIA Response Draft for

Hi 9(2)(a)

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We have 9(2)(a) as one client, could you tell us the other two names please?

Thanks. 9(2)(a)

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Regards,

9(2)(a)

9(2)(a)

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9(2)(a)

From: 9(2)(a)
Sent: Wednesday, 26 October 2016 8:47 a.m.
To: 9(2)(a)
Cc:
Subject: RE: 20160907 OIA Request REEDER

Good morning,

9(2)(a) and I don't think that we need to respond to the article in the response.
Happy to discuss

9(2)(a)

9(2)(a)

Advisor | Office of the Deputy Chief Executive Service Delivery
The Aurora Centre Level 10 | email 9(2)(a)

9(2)(a)

Ministry of Social Development - Te Manatū Whakahiato Ora

From: 9(2)(a)
Sent: Friday, 21 October 2016 11:34 a.m.
To: 9(2)(a)
Cc:
Subject: RE: 20160907 OIA Request REEDER

Thanks for letting me know, can you send any further emails to the OIA inbox please and copy me in?

Have a good weekend

9(2)(a) | Ministerial & Executive Services Advisor
Official & Parliamentary Information | Ministry of Social Development | Te Manatu Whakahiato Ora
6th Floor | 56 the Terrace, 9(2)(a)
Wellington | New Zealand

From: 9(2)(a)
Sent: Friday, 21 October 2016 11:13 a.m.
To: 9(2)(a)
Cc:
Subject: RE: 20160907 OIA Request REEDER

Hey 9(2)(a)

No sorry she hasn't and she is away today. Im leaving now so I won't be able to get this done today

Tuesday morning ill talk with her first thing

Sorry for not following this one up earlier

9(2)(a)

Advisor | Office of the Deputy Chief Executive Service Delivery

The Aurora Centre Level 10 | email [9(2)(a)]
[9(2)(a)]

Ministry of Social Development - Te Manatū Whakahiato Ora

From: [9(2)(a)]
Sent: Friday, 21 October 2016 11:05 a.m.
To: [9(2)(a)]
Cc: [9(2)(a)]
Subject: RE: 20160907 OIA Request REEDER

H [9(2)(a)]

Has [9(2)(a)] provided you with any wording on this? As you know it's my last day so I would like to get my filing in order so that whoever picks this up has everything they need. In terms of the allegations made that In-Work/NZ paid certain clients less than the minimum wage, do you hold copies of the employment contracts at all? It would be helpful if we understood what the contractual obligations are in order to make sure that the response reflects whether we have met our obligations or not.

Give me a call if need be, would appreciate this information by COB if possible

Thanks

[9(2)(a)] | **Ministerial & Executive Services Advisor**
Official & Parliamentary Information | Ministry of Social Development | Te Manatū Whakahiato Ora
6th Floor | 56 the Terrace | [9(2)(a)]
Wellington | New Zealand

From: [9(2)(a)]
Sent: Monday, 17 October 2016 11:45 a.m.
To: [9(2)(a)]
Cc: [9(2)(a)]
Subject: FW: 20160907 OIA Request REEDER

Morning [9(2)(a)]

I've just had a chat with [9(2)(a)] and he asked if in the response we should refute the Unite article – link to the article in the attached doc. He suggested we could add some general text explaining that we are aware of the allegations and that have been looked into... etc.

Let me know what you think

Cheers

[9(2)(a)]

[9(2)(a)]

Advisor | Office of the Deputy Chief Executive Service Delivery
The Aurora Centre Level 10 | email [9(2)(a)]
[9(2)(a)]
Ministry of Social Development - Te Manatū Whakahiato Ora

From: [9(2)(a)]
Sent: Thursday, 15 September 2016 4:04 p.m.
To: [9(2)(a)]
Cc: [9(2)(a)]
Subject: RE: 20160907 OIA Request REEDER

Hi [9(2)(a)]

Please find attached regarding In-Work. Additionally please see earlier questions and emails relating to In Work and placements into hotels.

Let me know if you have any questions.

[9(2)(a)]

We have received the below questions regarding Inwork NZ under the OIA. I have sent this just to you guys (Employer Services and National Contracts) can you let me know if this should go anywhere else please.

The questions are -

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[9(2)(a)]

Advisor | Office of the Deputy Chief Executive Service Delivery

The Aurora Centre Level 10 | email [9(2)(a)]

[9(2)(a)]

Ministry of Social Development > Te Manatū Whakahiato Ora

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Shanna Reeder

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Is OIA_Requests@msd.govt.nz the wrong address for Official Information requests to Ministry of Social Development? If so, please contact us using this form:
https://fyi.org.nz/change_request/new?body=msd

Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies:
<https://fyi.org.nz/help/officers>

If you find this service useful as an Official Information officer, please ask your web manager to link to us from your organisation's OIA or LGOMA page.

From: 9(2)(a)
Sent: Friday, 26 August 2016 3:26 p.m.
To: Auckland_CLAs (WORKANDINCOME)
Cc: 9(2)(a)
Subject: RE: Urgent - media article

Hi,

Please find attached the response from In-Work NZ regarding the matter, along with a copy of the letter they received from Unite Union.

We could confirm the exact details of clients that were placed into this employer and determine if they met sustainability and/or are still off benefit, however from the providers response it seems like the majority have moved away from the employer and on to other things.

Please let me know if you need anything further.

Thanks

From: Auckland_CLAs (WORKANDINCOME)
Sent: Tuesday, 23 August 2016 4:05 p.m.

To: 9(2)(a) Auckland_CLAs (WORKANDINCOME)

Cc: 9(2)(a)

Subject: RE: Urgent - media article

Thank you 9(2)(a) for letting us know.

regards

9(2)(a)

Community Liaison Advisor

Phone: 9(2)(a)

Auckland Regional Office, 65 Main Highway, Ellerslie 1051
Private Bag 68-911 Newton, Auckland 1145



From: 9(2)(a)

Sent: Tuesday, 23 August 2016 3:59 p.m.

To: Auckland_CLAs (WORKANDINCOME)

Cc: 9(2)(a)

Subject: RE: Urgent - media article

Hi,

We have made contact with the provider and asked for a response as soon as possible. I expect we will receive this response from the provider by cob Thursday and we will co-ordinate this with any other information we might have and provide a full response to you before the end of the week.

Thanks,

9(2)(a)

From: Auckland_CLAs (WORKANDINCOME)

Sent: Tuesday, 23 August 2016 3:34 p.m.

To: 9(2)(a)

Cc:

Subject: FW: Urgent - media article

Importance: High

Hi all,

FYI – Please see a link below to an article that is circulating Facebook

<http://www.unite.org.nz/winz-work-brokers-facilitate-exploitation-at-luxury-inner-city-hotel>

9(2)(a) team will follow up with In-Work and report.

regards

9(2)(a)

Community Liaison Advisor

Phone: 9(2)(a)

Auckland Regional Office, 65 Main Highway, Ellerslie 1051
Private Bag 68-911 Newton, Auckland 1145



Go on, it's easy online
my.msd.govt.nz

From: 9(2)(a)
Sent: Tuesday, 23 August 2016 3:08 p.m.
To: 9(2)(a)
Cc: [redacted]
Subject: FW: Urgent - media article
Importance: High

Hi 9(2)(a)

It is highly likely that this will come up in the media.

Can you please investigate/follow up with In-Work NZ and provide us report as soon as you can?

9(2)(a)

From: 9(2)(a)
Sent: Tuesday, 23 August 2016 1:37 p.m.
To: 9(2)(a)
Cc: Media (MSD)
Subject: RE: Urgent - media article

Thanks, 9(2)(a) I'll pick this up at the media team end. All information gratefully received.

9(2)(a) - Media Advisor, Public Affairs

9(2)(a)

Ministry of Social Development, Bowen State Building, Bowen Street, PO Box 1556, Wellington 6140.
www.msd.govt.nz

From: 9(2)(a)
Sent: Tuesday, 23 August 2016 1:32 p.m.
To: 9(2)(a)
Cc: Media (MSD)
Subject: FW: Urgent - media article

Hi 9(2)(a)

Can you please look into this situation – is the region aware of this?

9(2)(a) – will leave to you to escalate if required.

Cheers

9(2)(a)

Senior Advisor | Office of the Deputy Chief Executive Service Delivery PO Box 1556, Wellington

9(2)(a)

9(2)(a)



Go on, it's easy online
my.msd.govt.nz

From: 9(2)(a)
Sent: Tuesday, 23 August 2016 12:09 p.m.
To: 9(2)(a)
Subject: Urgent - media article

Hi

I sent this directly to you rather than go through the shared email as I thought it may need urgent escalation, if this has not already been picked up.

Please see a link below to an article that is circulating Facebook. This was identified by one of our staff.

For your action.

Thanks

9(2)(a)

Manager Report Writing
Ministry of Social Development



MINISTRY OF SOCIAL
DEVELOPMENT
TE Kaitiaki Takekiriwhiri



STUDYLINK
New Zealand
Kaitiaki Takekiriwhiri

<http://www.unite.org.nz/wins/work-brokers-facilitate-exploitation-at-luxury-inner-city-hotel>

RELEASED UNDER THE OFFICIAL INFORMATION ACT

9(2)(a)

From: 9(2)(a)
Sent: Friday, 21 October 2016 11:34 a.m.
To: 9(2)(a)
Cc:
Subject: RE: 20160907 OIA Request REEDER

Thanks for letting me know, can you send any further emails to the OIA inbox please and copy me in?

Have a good weekend

9(2)(a) | **Ministerial & Executive Services Advisor**
Official & Parliamentary Information | Ministry of Social Development | Te Manatū Whakahiato Ora
6th Floor | 56 the Terrace 9(2)(a)
Wellington | New Zealand

From: 9(2)(a)
Sent: Friday, 21 October 2016 11:13 a.m.
To: 9(2)(a)
Cc:
Subject: RE: 20160907 OIA Request REEDER

Hey 9(2)(a)

No sorry she hasn't and she is away today. Im leaving now so I won't be able to get this done today

Tuesday morning ill talk with her first thing

Sorry for not following this one up earlier

9(2)(a)

Advisor | Office of the Deputy Chief Executive Service Delivery
The Aurora Centre Level 10 | Email Out of Scope
9(2)(a)
Ministry of Social Development - Te Manatū Whakahiato Ora

From: 9(2)(a)
Sent: Friday, 21 October 2016 11:05 a.m.
To: 9(2)(a)
Cc:
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Hi 9(2)(a)

Has 9(2)(a) provided you with any wording on this? As you know it's my last day so I would like to get my filing in order so that whoever picks this up has everything they need. In terms of the allegations made that In-Work NZ paid certain clients less than the minimum wage, do you hold copies of the employment contracts at all? It would be helpful if we understood what the contractual obligations are in order to make sure that the response reflects whether we have met our obligations or not.

Give me a call if need be, would appreciate this information by COB if possible

Thanks

9(2)(a) | Ministerial & Executive Services Advisor
Official & Parliamentary Information | Ministry of Social Development | Te Manatu Whakahiato Ora
6th Floor | 56 the Terrace 9(2)(a)
Wellington | New Zealand

From: 9(2)(a)
Sent: Monday, 17 October 2016 11:45 a.m.
To: 9(2)(a)
Cc: [redacted]
Subject: FW: 20160907 OIA Request REEDER

Morning 9(2)(a)

I've just had a chat with 9(2)(a) and he asked if in the response we should refute the Unite article – link to the article in the attached doc. He suggested we could add some general text explaining that we are aware of the allegations and that have been looked into... etc.

Let me know what you think

Cheers

9(2)(a)
[redacted]

Advisor | Office of the Deputy Chief Executive Service Delivery
The Aurora Centre Level 10 | email Out of Scope

9(2)(a)
Ministry of Social Development - Te Manatu Whakahiato Ora

From: 9(2)(a)
Sent: Thursday, 15 September 2016 4:04 p.m.
To: 9(2)(a)
Cc: [redacted]
Subject: RE: 20160907 OIA Request REEDER

Hi 9(2)(a)

Please find attached regarding In-Work. Additionally please see earlier questions and emails relating to In Work and placements into hotels.

Let me know if you have any questions.

9(2)(a)
[redacted]

We have received the below questions regarding Inwork NZ under the OIA. I have sent this just to you guys (Employer Services and National Contracts) can you let me know if this should go anywhere else please.

The questions are -

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3: How many workers has Inwork NZ placed into employment with International Hotel Systems Ltd in the last 24 months?

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Can I please have responses by COP Friday (16/09) please let me know if there are any issues

Cheers

9(2)(a)

Advisor | Office of the Deputy Chief Executive Service Delivery

The Aurora Centre Level 10 | email 9(2)(a)

9(2)(a)

Ministry of Social Development - Te Manatū Whakahiato Ora

Ko ta mātou he whakamana tangata kia tū haumaru, kia tū kaha, kia tū motuhake -----Original Message-----

From: Shanna Reeder [mailto:fyi-request-4553-493b2943@requests.fyi.org.nz]

Sent: Monday, 5 September 2016 4:56 p.m.

To: OIA_Requests (MSD)

Subject: Official Information request - Inwork New Zealand placements into Hotels

Dear Ministry of Social Development,

InWork NZ is funded by the Ministry of Social Development.

I am writing to ask for the answers to the following questions:

1: What hotel employers has Inwork NZ placed workers into in the last 24 months?

2: How many workers has Inwork NZ placed into hotels in the last 24 months?

3: How many workers has Inwork NZ placed into employment with International Hotel Systems Ltd in the last 24 months?

4: How much money does InWork NZ receive for each worker placed into part-time work?

Yours faithfully,

Shanna Reeder

This is an Official Information request made via the FYI website.

Please use this email address for all replies to this request:
fyi-request-4553-493b2943@requests.fyi.org.nz

Is Oia_Requests@msd.govt.nz the wrong address for Official Information requests to Ministry of Social Development? If so, please contact us using this form:
https://fyi.org.nz/change_request/new?body=msd

Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies:
<https://fyi.org.nz/help/officers>

If you find this service useful as an Official Information officer, please ask your web manager to link to us from your organisation's OIA or LGOIMA page.

From: [9(2)(a)]
Sent: Friday, 26 August 2016 3:26 p.m.
To: Auckland CLAs (WORKANDINCOME)
Cc: [9(2)(a)]
Subject: RE: Urgent - media article

Hi,

Please find attached the response from In-Work NZ regarding the matter, along with a copy of the letter they received from Unite Union.

We could confirm the exact details of clients that were placed into this employer and determine if they met sustainability and/or are still off benefit, however from the providers response it seems like the majority have moved away from the employer and on to other things.

Please let me know if you need anything further.

Thanks

From: Auckland CLAs (WORKANDINCOME)
Sent: Tuesday, 23 August 2016 4:05 p.m.
To: [9(2)(a)] Auckland CLAs (WORKANDINCOME)
Cc: [9(2)(a)]
Subject: RE: Urgent - media article

Thank you [9(2)(a)] for letting us know.

regards

[9(2)(a)]
Community Liaison Advisor

[9(2)(a)]
Auckland Regional Office, 65 Main Highway, Ellerslie 1051
Private Bag 68-911 Newton, Auckland 1145



Go on, it's easy online
my.msd.govt.nz

From: 9(2)(a)
Sent: Tuesday, 23 August 2016 3:59 p.m.
To: Auckland CLAs (WORKANDINCOME)
Cc: 9(2)(a)
Subject: RE: Urgent - media article

Hi,

We have made contact with the provider and asked for a response as soon as possible. I expect we will receive this response from the provider by cob Thursday and we will co-ordinate this with any other information we might have and provide a full response to you before the end of the week.

Thanks,

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From: Auckland_CLAs (WORKANDINCOME)
Sent: Tuesday, 23 August 2016 3:34 p.m.
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Cc:
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Importance: High

Hi all,

FYI – Please see a link below to an article that is circulating Facebook

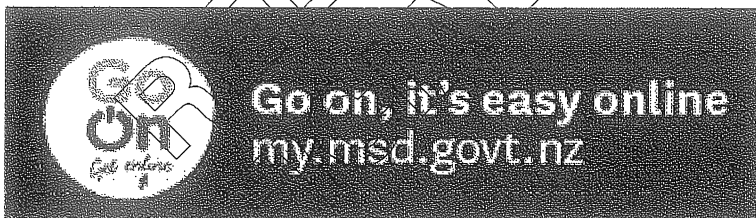
<http://www.unite.org.nz/winz-work-brokers-facilitate-exploitation-at-luxury-inner-city-hotel>

9(2)(a) team will follow up with In-Work and report.

regards

9(2)(a)

Community Liaison Advisor
Phone 9(2)(a)
Auckland Regional Office, 65 Main Highway, Ellerslie 1051
Private Bag 68-911 Newton, Auckland 1145



From: 9(2)(a)
Sent: Tuesday, 23 August 2016 3:08 p.m.
To: 9(2)(a)
Cc:
Subject: FW: Urgent - media article
Importance: High

Hi 9(2)(a)

It is highly likely that this will come up in the media.

Can you please investigate/follow up with In-Work NZ and provide us report as soon as you can?

9(2)(a)

From: 9(2)(a)
Sent: Tuesday, 23 August 2016 1:37 p.m.
To: 9(2)(a)
Cc: Media (MSD)
Subject: RE: Urgent - media article

Thanks, 9(2)(a) I'll pick this up at the media team end. All information gratefully received.

9(2)(a) – Media Advisor, Public Affairs
Phone: 9(2)(a) Media line 04 916 3496
Ministry of Social Development, Bowen State Building, Bowen Street, PO Box 1556, Wellington 6140 :
www.msd.govt.nz

From: 9(2)(a)
Sent: Tuesday, 23 August 2016 1:32 p.m.
To: 9(2)(a)
Cc: Media (MSD)
Subject: FW: Urgent - media article

Hi 9(2)(a)

Can you please look into this situation – is the region aware of this?

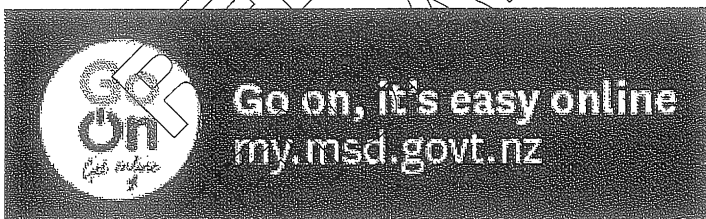
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Cheers

9(2)(a)

Senior Advisor | Office of the Deputy Chief Executive Service Delivery PO Box 1556, Wellington | Desk-to-Des 9(2)(a) 9(2)(a)

9(2)(a) | email natalie.hansen001@msd.govt.nz



From: 9(2)(a)
Sent: Tuesday, 23 August 2016 12:09 p.m.
To: 9(2)(a)
Subject: Urgent - media article

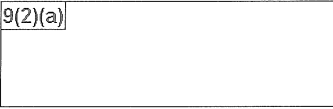
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For your action.

Thanks

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Manager Report Writing
Ministry of Social Development



**MINISTRY OF SOCIAL
DEVELOPMENT**
Te Kaitiaki Takekōwhiri



STUDYLINK
Hoko Ako e hāga
a kaupapa o te Kaitiaki Takekōwhiri

[http://www.unite.org.nz/winz work brokers facilitate exploitation at luxury inner city hotel](http://www.unite.org.nz/winz_work_brokers_facilitate_exploitation_at_luxury_inner_city_hotel)

RELEASED UNDER THE
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9(2)(a)

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Ministry of Social Development - Te Manatū Whakahiato Ora

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Ministry of Social Development - Te Manatū Whakahiato Ora

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Ministry of Social Development - Te Manatū Whakahiato Ora

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Is OIA_Requests@msd.govt.nz the wrong address for Official Information requests to Ministry of Social Development? If so, please contact us using this form:

https://fyi.org.nz/change_request/new?body=msd

Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies:

<https://fyi.org.nz/help/officers>

If you find this service useful as an Official Information officer, please ask your web manager to link to us from your organisation's OIA or LGOIMA page.

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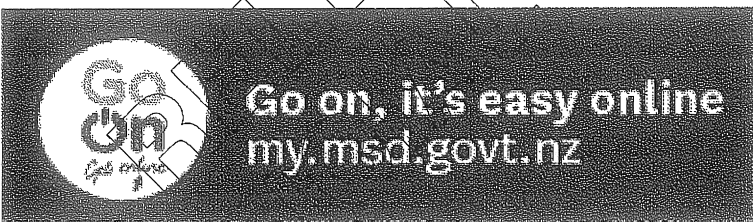
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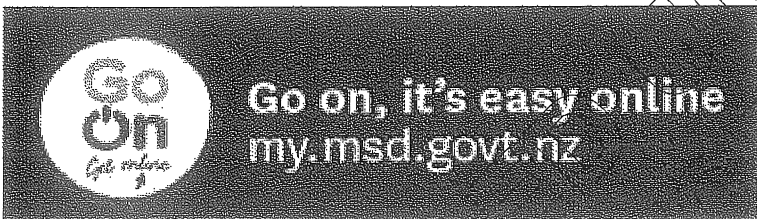
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9(2)(a) [redacted] - Media Advisor, Public Affairs

9(2)(a) [redacted] : Media line 04 916 3496

Ministry of Social Development, Bowen State Building, Bowen Street, PO Box 1556, Wellington 6140 :
www.msd.govt.nz

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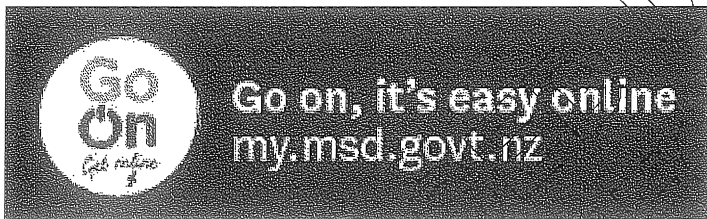
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Senior Advisor | Office of the Deputy Chief Executive Service Delivery PO Box 1556, Wellington

9(2)(a) [redacted]

9(2)(a) [redacted]



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Sent: Tuesday, 23 August 2016 12:09 p.m.
To: 9(2)(a) [redacted]
Subject: Urgent - media article

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Manager Report Writing
Ministry of Social Development



[http://www.unite.org.nz/winz work brokers facilitate exploitation at luxury inner city hotel](http://www.unite.org.nz/winz_work_brokers_facilitate_exploitation_at_luxury_inner_city_hotel)

RELEASED UNDER THE
OFFICIAL INFORMATION ACT



Memo

To: [9(2)(a)] Advisor
From: [9(2)(a)] Regional Contracts Manager
Date: 15 September 2016
Security level: IN CONFIDENCE

In-Work NZ Limited

Action: For Information

Purpose

This memo provides you with a response to the OIA Request regarding In Work NZ Limited.

OIA Questions

In-Work delivers preparation and employment services in a number of regions including; Auckland, Canterbury, Waikato and Wellington.

The following responses have been received for the questions asked.

1: What hotel employers has In-Work NZ placed workers into in the last 24 months?

Region	Hotel Employers
Auckland	International Hotel Systems Limited Jet Park Hotel Quality Hotel Sky City Hotel Spencer on Byron Hotel
Canterbury	Nil
Waikato	Nil
Wellington	Nil

2: How many workers has In-Work NZ placed into hotels in the last 24 months?

Region	Number of Placements into Hotels
Auckland	21
Canterbury	Nil
Waikato	Nil
Wellington	Nil

3: How many workers has In-Work NZ placed into employment with International Hotel Systems Ltd in the last 24 months?

Region	Number of Placements into International Hotel Systems
Auckland	16
Canterbury	Nil
Waikato	Nil
Wellington	Nil

4: How much money does In-Work NZ receive for each worker placed into part-time work?

This information would be considered sensitive and would not normally be released. We could respond with a high level response including that providers are paid on an outcome based framework for milestones achieved. For the purpose of this request the regions have provided the following information:

Auckland

- SPEPS \$1,200.00 (PT Employment Placement)
- TFW: LLTBR Medium @ \$500.00 (PT Employment Placement) LLTBR High @ \$1,500.00 (PT Employment Placement)

Canterbury

F15 Incentive Fees - Part-time and Fulltime (GST Exclusive)

LLTBR	Milestone	Fee	Milestone	Fee	Milestone	Fee
Low	Placement	\$400	91 Days CE	\$1,600	182 Days CE	\$400
Medium	Placement	\$400	91 Days CE	\$1,600	182 Days CE	\$400
High	Placement	\$600	91 Days CE	\$2,400	182 Days CE	\$600

F16 Incentive Fees - Part-time and Fulltime (GST Exclusive)

LLTBR	Milestone	Fee	Milestone	Fee	Milestone	Fee
Low	Placement	\$400	91 Days CE	\$1,200	182 Days CE	N/a
Medium	Placement	\$800	91 Days CE	\$1,800	182 Days CE	N/a
High	Placement	\$800	91 Days CE	\$1,800	182 Days CE	N/a

Waikato

Contract Name	Part time payment amount
Training for Work- Jump Start	\$1,500
employment Placement Service Hamilton Metro	\$1,250
Mahi Hauora-(HCID service) WORKWELL	\$1,620
Te Oranga & Te Whakahaere	\$1,350
Jump Start -Training for Work	LLTBR Med \$500, LLTBR High \$1500
Outcome Based	\$1,200
LSV Transition Programme	no part time payment
Te Oranga & Te Mana Whakahaere	\$1,350
Mahi Hauora-(HCID service) WORKWELL	\$1,620
LSV Transition Programme	no part time payment

Wellington

F15 Incentive Fees – Part Time

Contract Type	LLTBR	Placement Fee	6 Month Milestone Fee	12 Month Milestone Fee
Employment Placement Service	Medium or High	\$750	\$500	n/a
Training for Work	Medium	\$500	\$500	n/a
	High	\$1,500	\$1,500	n/a
Sole Parent Employment Services	Medium, High or Very High	Up to \$4,500 depending on hours	Up to \$2,000 depending on hours	Up to \$2,000

F16 Incentive Fees – Part Time

Contract Type	LLTBR	Placement Fee	6 Month Milestone Fee	12 Month Milestone Fee
Employment Placement Service	Medium or High	\$750	\$500	n/a
Training for Work	Medium	\$500	\$500	n/a
	High	\$1,500	\$1,500	n/a
Sole Parent Employment Services	Medium, High or Very High	Up to \$4,500 depending on hours	Up to \$2,000 depending on hours	Up to \$2,000

Additional Information from Auckland

Background:

In Work NZ received funding from Work and Income since 2001. They are currently funded to deliver employment outcomes and health related services which prepare clients to achieve sustainable employment.

Historically, In Work NZ has been one of our higher performing providers and they consistently achieve their targets.

We last tendered services in 2016 in which In Work NZ was recommended for Training for Work and Work to Wellness in Auckland, and Employment Placement Services in Canterbury. They currently have 7 services available in Auckland as listed below:

- Sole Parent Employment Placement Service
- JS HCID Employment Service Pilot
- Employment Placement Service
- Rodney Employment Initiatives
- Sole Parent Employment Service
- Work to Wellness
- Training for Work

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F15 Incentive Fees

Contract Type	LLTBR or SI Rating	31 Days Placement Fee	182 Days Milestone Fee	365 Days Milestone Fee
Employment Placement Service	Low, Medium or High	\$1,800.00 Full-Time \$865.00 Direct Placement Fee \$1,080.00 One Off	Not applicable	\$750.00
Rodney Employment Initiative	Low, Medium or High	\$1,350.00 Part-Time \$1,800.00 Full-Time \$1,080.00 One Off	Not applicable	Not applicable
Sole Parent Employment Services	Low, Medium or High	\$1,200.00 Part-Time \$1,600.00 Full-Time \$865.00 Direct Placement Fee \$500.00 Full-time Study	\$750.00	\$750.00
Training for Work	Medium	\$500.00	\$500.00	Not applicable
	High	\$1,500.00	\$1,500.00	Not applicable
Sole Parent Employment Service	Medium SI Rating	\$1,125.00 (15-29 hours per week, part-time work obligated clients only)	\$563.00 (15-29 hours per week, part-time work obligated clients only)	\$563.00 (15-29 hours per week, part-time work obligated clients only)
		\$1,125.00 (20-29 hours per week, full-time work obligated clients)	\$563.00 (20-29 hours per week, full-time work obligated clients)	\$563.00 (20-29 hours per week, full-time work obligated clients)
		\$1,500.00 (30+ hours per week, All clients)	\$750.00 (30+ hours per week, All clients)	\$750.00 (30+ hours per week, All clients)
	High SI Rating	\$1,875.00 (15-29 hours per week, part-time work obligated clients only)	\$750.00 (15-29 hours per week, part-time work obligated clients only)	\$750.00 (15-29 hours per week, part-time work obligated clients only)
		\$1,875.00 (20-29 hours per week, full-time work obligated clients)	\$750.00 (20-29 hours per week, full-time work obligated clients)	\$750.00 (20-29 hours per week, full-time work obligated clients)
		\$2,500.00 (30+ hours per week, All clients)	\$1,000.00 (30+ hours per week, All clients)	\$1,000.00 (30+ hours per week, All clients)

		hours per week, All clients)	clients)
Very High SI Rating	\$3,375.00 (15-29 hours per week, part- time work obligated clients only)	\$1,500.00 (15-29 hours per week, part-time work obligated clients only)	\$1,500.00 (15-29 hours per week, part-time work obligated clients only)
	\$3,375.00 (20-29 hours per week, full-time work obligated clients)	\$1,500.00 (20-29 hours per week, full- time work obligated clients)	\$1,500.00 (20-29 hours per week, full-time work obligated clients)
	\$4,500.00 (30+ hours per week, All clients)	\$2,000.00 (30+ hours per week, All clients)	\$2,000.00 (30+ hours per week, All clients)
Very High SI - subsidy accessed	\$1,500.00 (15-29 hours per week, part- time work obligated clients only)	\$1,500.00 (15-29 hours per week, part-time work obligated clients only)	\$1,500.00 (15-29 hours per week, part-time work obligated clients only)
	\$1,500.00 (20-29 hours per week, full-time work obligated clients)	\$1,500.00 (20-29 hours per week, full- time work obligated clients)	\$1,500.00 (20-29 hours per week, full-time work obligated clients)
	\$2,000.00 (30+ hours per week, All clients)	\$2,000.00 (30+ hours per week, All clients)	\$2,000.00 (30+ hours per week, All clients)

OFFICIAL SOURCE FOR THE FACT

F16 Incentive Fees

Contract Type	Contract Type	LLTBR or SI Rating	91 Days Milestone Fee	182 Days Milestone Fee	365 Days Milestone Fee
Employment Placement Service	Low, Medium or High	\$1,800.00 Full-time \$865.00 Direct Placement Fee \$1,080.00 One Off \$500.00 Higher Education (Benefit Exit)	Not applicable	Not applicable	\$750.00
Jobseeker Support Health Condition, Injury and Disability Service Pilot	Low, Medium or High	\$1,500.00 Part-Time \$2,000.00 Full-Time	\$1,450.00	\$1,450.00	Not applicable
Rodney Employment Initiative	Low, Medium or High	\$1,350.00 Part-Time \$1,800.00 Full-Time \$1,080.00 One Off \$865.00 Direct Placement fee	Not applicable	Not applicable	Not applicable
Sole Parent Employment Services	Low, Medium or High	\$1,200.00 Part-Time \$1,600.00 Full-Time \$865.00 Direct Placement Fee \$500.00 Full-time Study	Not applicable	\$750.00	\$750.00
Training for Work	Medium	\$500.00	Not applicable	\$500.00	Not applicable
	High	\$1,500.00	Not applicable	\$1,500.00	Not applicable
Work Confidence Pilot	Low, Medium or High	\$1,000.00 Full-time	Not applicable	Not applicable	Not applicable
Sole Parent Employment Service	Medium SI Rating	\$1,125.00 (15-29 hours per week, part-time work obligated clients only)	Not applicable	\$563.00 (15-29 hours per week, part-time work obligated clients only)	\$563.00 (15-29 hours per week, part-time work obligated clients only)
		\$1,125.00 (20-29 hours per week, full-time work obligated clients)		\$563.00 (20-29 hours per week, full-time work obligated clients)	\$563.00 (20-29 hours per week, full-time work obligated clients)
	\$1,500.00 (30+ hours per week, All clients)	\$750.00 (30+ hours per week, All clients)		\$750.00 (30+ hours per week, All clients)	
	High SI Rating	\$1,875.00 (15-29 hours per week, part-	Not applicable	\$750.00 (15-29 hours per week,	\$750.00 (15-29 hours per week,

OFFICIAL INFORMATION

	<p>time work obligated clients only)</p> <p>\$1,875.00 (20-29 hours per week, full-time work obligated clients)</p> <p>\$2,500.00 (30+ hours per week, All clients)</p>		<p>part-time work obligated clients only)</p> <p>\$750.00 (20-29 hours per week, full-time work obligated clients)</p> <p>\$1,000.00 (30+ hours per week, All clients)</p>	<p>part-time work obligated clients only)</p> <p>\$750.00 (20-29 hours per week, full-time work obligated clients)</p> <p>\$1,000.00 (30+ hours per week, All clients)</p>
Very High SI Rating	<p>\$3,375.00 (15-29 hours per week, part-time work obligated clients only)</p> <p>\$3,375.00 (20-29 hours per week, full-time work obligated clients)</p> <p>\$4,500.00 (30+ hours per week, All clients)</p>	Not applicable	<p>\$1,500.00 (15-29 hours per week, part-time work obligated clients only)</p> <p>\$1,500.00 (20-29 hours per week, full-time work obligated clients)</p> <p>\$2,000.00 (30+ hours per week, All clients)</p>	<p>\$1,500.00 (15-29 hours per week, part-time work obligated clients only)</p> <p>\$1,500.00 (20-29 hours per week, full-time work obligated clients)</p> <p>\$2,000.00 (30+ hours per week, All clients)</p>
Very High SI - subsidy accessed	<p>\$1,500.00 (15-29 hours per week, part-time work obligated clients only)</p> <p>\$1,500.00 (20-29 hours per week, full-time work obligated clients)</p> <p>\$2,000.00 (30+ hours per week, All clients)</p>	Not applicable	<p>\$1,500.00 (15-29 hours per week, part-time work obligated clients only)</p> <p>\$1,500.00 (20-29 hours per week, full-time work obligated clients)</p> <p>\$2,000.00 (30+ hours per week, All clients)</p>	<p>\$1,500.00 (15-29 hours per week, part-time work obligated clients only)</p> <p>\$1,500.00 (20-29 hours per week, full-time work obligated clients)</p> <p>\$2,000.00 (30+ hours per week, All clients)</p>

9(2)(a)

From:

9(2)(a)

Sent:

Monday, 31 October 2016 4:47 p.m.

To:

9(2)(a)

Cc:

Subject:

FW: In-Work Response - Social Media Article (Unite Union Web Page)

Attachments:

IHS-365-Day Clients.xlsx; IHS Employment Agreement 10032015 (2).doc

H

9(2)(a)

Please see update from In Work NZ.

Let us know if there is anything else you need?

9(2)(a)

From:

9(2)(a)

Sent: Monday, 31 October 2016 4:32 p.m.

To: 9(2)(a)

Subject: RE: In-Work Response - Social Media Article (Unite Union Web Page)

Hi 9(2)(a) this is our response to your queries:

Unite has advised in their correspondence that they are representing the Union Members in a dispute with the employer. We have not been approached by any other client (we only have 1 part time client remaining) of any issues in this regard.

Other clients are outside of our Post Placement Support period and all but the below clients have moved on from

DISCLOSURE UNDER THE INFORMATION ACT

- Parties are comfortable in signing the Work and Income Employer Confirmation Forms.
- The parties understand the basic principals of the employment agreement (we encourage clients to take independent advise from a source they trust)
- The parties understand that In-Work Support is available and its duration.

Over the past 16 years, there have been occasions whereby Employer standards have fallen below what we would deem as reputable or appropriate. This has included issues such as unpaid wages, reducing hours of work to an unsustainable level, work place bullying, roster changes and the like. Our first duty of care is to the client. In that case our staff move quickly to raise the issue with the parties in an attempt to remedy the situation. In cases where this cannot occur, In-Work staff mobilise to assist the client out of the role and into a new vacancy. There are employers that In-Work chooses not to engage for our clients.

I trust this assists and I am happy to speak with you further.

Regards,

9(2)(a)

9(2)(a)

managing director

9(2)(a)

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In-Work NZ Limited • 10 Pioneer Street • PO Box 21-489 Henderson 0650, Auckland, New Zealand



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From: 9(2)(a)

Sent: Monday, 31 October 2016 11:35 a.m.

To: Out of Scope

Subject: RE: In-Work Response - Social Media Article (Unite Union Web Page)

9(2)(a)

Thanks

9(2)(a)

From: 9(2)(a)

Sent: Monday, 31 October 2016 11:32 a.m.

To: 9(2)(a)

Subject: Re: In-Work Response - Social Media Article (Unite Union Web Page)

Hi Out of Scope may I have your DDI please

Regards

9(2)(a)

Sent from my iPhone

On 31/10/2016, at 11:15 AM, [9(2)(a)] wrote:

Hi [9(2)(a)]

Hope you had a great weekend.

We have a had a few more queries regarding the issues Unite have raised that we need to address.

Can you please provide us with information on how In Work have been managing the issues raised by Unite? What post placement support is being/ has been provided to the clients still working with International Hotel.

Could we also get information on what due diligence occurs with employers that MSD clients are placed into. We also need to know what In Works mitigation processes are in these situations.

In reference to the response by In Work dated 25 August 2016, you mentioned there are 3 clients still employed by International systems – can we get the names of these 3 clients and their employment contracts with International systems (if you have this available?)

Can we please have this information by **4.00pm today** as we need to report back to our National Office.

Many Thanks

[9(2)(a)]

From: [9(2)(a)]

Sent: Friday, 26 August 2016 4:17 p.m.

To: [9(2)(a)]

Cc: [9(2)(a)]

Subject: Re: In-Work Response – Social Media Article (Unite Union Web Page)

Thanks [9(2)(a)] at this point, we will respond to Unite in a succinct professional manner. We will be thanking them for their letter and advising that we actually take the issue of client welfare very seriously. We will choose not to place any further client with this employer until the issue is resolved.

Regards

[9(2)(a)]

Sent from my iPhone

On 26/08/2016, at 3:29 PM, [9(2)(a)] wrote:

Thanks [9(2)(a)] I've been working with our Community Liaison Advisors who help the Ministry's Auckland Region manage with these queries. I'll let you know if anything further is required or if there is any feedback or comment.

Thanks again,

[9(2)(a)]

From: [9(2)(a)]

Sent: Thursday, 25 August 2016 4:34 p.m.

To: [9(2)(a)]

Cc: [9(2)(a)]

Subject: In-Work Response - Social Media Article (Unite Union Web Page)

Kia Ora, [9(2)(a)]
In-Work Response
Social Media Article (Unite Union Web Page):

Please find attached In-Work's Response
Ref: Unite Union-Article (Web Page)

Regards

[9(2)(a)]

From: [9(2)(a)]
Sent: Tuesday, 23 August 2016 3:41 p.m.
To: [9(2)(a)]
Cc: [9(2)(a)]
Subject: Urgent - media article
Importance: High

Hi [9(2)(a)]

The Ministry has become aware of an article, currently circulating social media, that relates to In-Work NZ and an employer allegedly used in placing WI clients into work. You may be aware of the article and probably have further information.

<http://www.unite.org.nz/winz-work-brokers-facilitate-exploitation-at-luxury-inner-city-hotel>

Can I please ask that you look into this matter and provide as detailed a response as possible, at your earliest. I'm am clarifying any related deadlines for information on this matter and will update if/when I have more.

Please don't hesitate to contact me if you would like to discuss any of this.

Thanks,

[9(2)(a)]

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**Social Media Article
– Unite Union**

inwork
prepare. support. retain.

Provider Name:	In-Work NZ	Response Prepared:	Thursday 25/August/2016
Article::	Unite Union Web Page		

Social Media Article – Unite Union

From: 9(2)(a)
Sent: Tuesday, 23 August 2016 3:41 p.m.
To: 9(2)(a)
Cc: 9(2)(a)
Subject: Urgent - media article
Importance: High
Hi 9(2)(a)

The Ministry has become aware of an article, currently circulating social media that relates to In-Work NZ and an employer allegedly used in placing WI clients into work. You may be aware of the article and probably have further information.

[http://www.unite.org.nz/winz/work brokers facilitate exploitation at luxury inner city hotel](http://www.unite.org.nz/winz/work%20brokers%20facilitate%20exploitation%20at%20luxury%20inner%20city%20hotel)

Can I please ask that you look into this matter and provide as detailed a response as possible, at your earliest. I'm clarifying any related deadlines for information on this matter and will update if/when I have more.

Please don't hesitate to contact me if you would like to discuss any of this.

Thanks,
9(2)(a)

Background:

In-Work NZ – International Hotel Systems Working Relationship, commenced with In-Work answering an advertisement for Room Attendants advertised on the Trade-Me Job site placed in mid-August 2014.

At the initial discussions with International Hotel Systems, the company was seeking candidates who can work up to 20 hours per week.

In-Work referred two candidates, for consideration, both candidates found the work challenging & were withdrawn by In-Work and placed into other roles.

From August 2014 to April 2016, In-Work has referred fourteen (14) candidates to International Hotel Systems, Three (3), client's are still employed by International Systems

Main Reasons for Clients Leaving International Hotel Systems

- 1) Clients found better employment opportunities
- 2) Transport – cost of traveling into the city became too high
- 3) No ;longer able work weekends

Issues with Pay Rates & Normal Working Hours

Mid-July 2015, In-Work was informed by a current client that she was not being paid for the hours she was working, and in some instances hours were being reduced, across the board.

Friday 24/July/2015

In-Work convene a meeting with International Hotel Systems, to discuss the hours of work and pay rates.

9(2)(a) – International Hotel Systems
 In-Work NZ
 In-Work NZ

In-Work was concerned that Room Attendants were being paid “per room rate” and not an hourly rate, in essence being paid lower than the minimum hourly rate.

9(2)(a) advised that his workers were being the hourly rate of \$14.75 and \$15.25 per hour if his workers worked 25x hours.

In-Work was happy to continue to work with International Hotel Systems

Follow-up e-mail sent to 9(2)(a) of International Hotel Systems:

Confirm meeting discussions:

From: 9(2)(a)
Sent: Friday, 24 July 2015 3:15 p.m.
To: 9(2)(a)
Subject: New Employees
 Hi 9(2)(a) as discussed, the client's that we provide you for your positions, do need to be exited at 30hrs per week or in your positions either:
 25hours at \$15.25 per week or 27 hours at \$ 14.75 per week.
 This would help clients exit from benefit.
 I appreciate our professional relationship, and look to foster it for the future, and that is any positions you have to offer, im sure we will have the right clients to offer you and the Hotels.
 Cheers

9(2)(a)



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 In-Work NZ Limited • 10 Pioneer Street • PO Box 21-489 Henderson 0650, Auckland, New Zealand



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Thursday 30/July/2015:

9(2)(a) came in to discuss that she was not getting enough hours per week at Sebel Hotel, and was concerned her hours had been reduced.

9(2)(a) sat with her and she voiced her concerns about her position that she believed her hours had been reduced.

We assured her we would contact the employer to voice her concerns.

A call was made to 9(2)(a) and an email sent on Thursday 30th July 2015-asking 9(2)(a) to please check 9(2)(a) current hours, a reply was received at 5.35pm from 9(2)(a) stating the following:

From: 9(2)(a)
Sent: Thursday, 30 July 2015 4:22 p.m.
To: 9(2)(a)
Subject: Can we please check that 9(2)(a) is getting the hours required?

Hi 9(2)(a)
9(2)(a) just came in, and is concerned her hours were reduced - can you confirm.

Response
From: 9(2)(a)
Sent: Thursday, 30 July 2015 5:35 p.m.
To: 9(2)(a)
Subject: RE: Can we please check that 9(2)(a) is getting the hours required?
Hi 9(2)(a)
Have looked back to beginning of June, seems to be no issue with hours.
Is she taking about this week??
Keen for her to contact me if needed.
I will discuss with 9(2)(a) tomorrow to ensure the 27hrs is the minimum.

9(2)(a)
Managing Director
International Hotel Systems Limited
PO Box 21965 Auckland 0650
New Zealand

Wednesday 03/August/2016

Request for Personal Information received from 9(2)(a)
File posted-off to 9(2)(a) posted directly.

Monday 22/August/2016

Received Letter from Unite Union
(Refer Attachment)

Tuesday 22/August/2016 - Meeting with International Hotel Systems

9(2)(a) called for a meeting with In-Work to discuss letter received from Unite Union
In-Work advised that any issues with the Union is with International Hotel Systems.
In-Work informed 9(2)(a) that we notified our Funder (Ministry of Social Development), that we received a "Request for Personal Information), from 9(2)(a)

Conclusion:

In our opinion - In-Work NZ, has acted in the best interests of our mutual clients and our funder
The Ministry of Social Development.

Report Prepared by
In-Work NZ

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Section 9(2)(a) - Privacy of the Person

General Manager

In-Work NZ

482 Te Atatu Rd

Henderson

Auckland

22 August 2016

Via email:

Dear

We are a trade union for hospitality workers throughout New Zealand.

We have recently had several workers approach us with allegations of minimum wage breaches against their employer, one of your clients.

The employer is International Hotel Systems Ltd and they supply housekeeping staff to several large hotels throughout the country.

The allegations raised with us are incredibly serious and if proven will amount to wage theft and attract financial compensation and potentially penalties.

It appears the workers are instructed by the employer that they are paid per room, instead of per hour. They are told to complete their timesheets with the correct time they start work, but the finish time is based on how many rooms they are cleaning, which does not necessarily correlate with the actual time these workers are finishing their work. This effectively means they are earning less than the minimum wage for their work.

One of our members, , attempted to raise this issue with In-Work shortly after she started at the hotel, however it seems she was not understood and the only follow-up from In-work was to question the Managing Director of IHS, , on whether Fayril was working enough hours.

Our union has a duty to follow up on the allegations raised by the workers and this will include raising Personal Grievances.

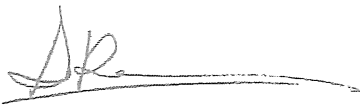
We request that In-work immediately ceases to supply workers to this company until it has completed a full investigation of this practise and can guarantee that the employer will

comply with all relevant employment legislation. Please let me know when you've completed the investigation and can assure that the employer will adhere to the law.

I also understand In-work has attempted to contact our Union Delegate, 9(2)(a) who is currently on Parental Leave. She remains unsure why In-work is contacting her as she has not had contact with your Organisation for some time.

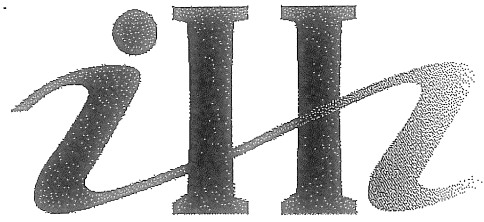
Please ensure In-work directs all further correspondence to me.

Yours sincerely,



Shanna Reeder
Hotel Organiser
Unite Union

RELEASED UNDER THE
OFFICIAL INFORMATION ACT



International Hotel Systems

INDIVIDUAL EMPLOYMENT AGREEMENT

BETWEEN

INTERNATIONAL HOTEL SYSTEMS LIMITED

“Company”

AND

“Employee”

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

AGREEMENT dated the _____ day of _____

PARTIES

("Employee")

INTERNATIONAL HOTEL SYSTEMS LIMITED ("Company")

1. POSITION

The Employee is to be employed as a part-time House-Keeping Attendant.

2. COMMENCEMENT DATE AND PROBATIONARY PERIOD

The Employee's Individual Agreement comes into force on the _____

The Employee's employment is subject to an initial three month probationary period during which time the Employee's performance and conduct will be carefully appraised and monitored. During the trial period either party may terminate the agreement by giving the other party one weeks' notice in writing. At the end of the trial period and subject to satisfactory service performance, the Company will confirm the Employee's ongoing employment.

3. TRIAL PERIOD

3.1 A trial period will apply for a period of Ninety (90) days from employment to assess and confirm suitability for the position. Parties may only agree to a trial period if the employee has not previously been employed by the employer.

I understand and agree to the Trial Period _____
Signature

During the trial period the employer may terminate the employment relationship, and the employee may not pursue a personal grievance on the grounds of unjustified dismissal. The employee may pursue a personal grievance on grounds as specified in sections 103(1)b-g of the Employment Relations Act 2000 (such as: unjustified disadvantage; discrimination; sexual harassment; racial harassment; duress with respect to union membership; and the employer not complying with Part 6A of the Employment Relations Act 2000).

Any notice, as specified in the employment agreement, must be given within the trial period, even if the actual dismissal does not become effective until after the trial period ends. This trial period does not limit the legal rights and obligations of the employer or the employee (including access to mediation services), except as specified in section 67A(5) of the Employment Relations Act 2000.

4. REMUNERATION

4.1 The Employee will be paid \$15.50 per hour. The Employee's wages will be payable on a weekly basis, in accordance with the Company's pay cycle.

The Employee's hourly rate will be reviewed on an annual basis commencing from the completion date of their probationary period provided that any increase in the hourly rate will be at the Company's sole discretion. The first agreed review date will be _____.

5. HOURS AND PLACE OF WORK

5.1 The employee's hours of work shall be as many as are offered on any given day by the housekeeping manager. The employer cannot guarantee any hours in any given week other than to roster the employee on the days as agreed. The employee shall attend work and shall be paid for a minimum of two (2) hours for each rostered day. The hours of work to be defined shall then be on offer by the housekeeping manager on those days as specified.

- 5.2 The employee is required to attend during working hours at the place of business of the Company. The employee accepts that the place of business of the Company may change without any accompanying change in remuneration or allowances.
- 5.3 The Company aims to provide quality service therefore work rosters will be designed to match operating requirements. The Company will attempt to accommodate personal requests by Employees, but the Company's needs will take priority.
- 5.4 Work rosters will be posted in the Employee's work area at least one week in advance. Any roster change shall be by mutual agreement only. Where an Employee requests a change to a roster already posted, a request must be made to the housekeeping manager at least 48 hours in advance of the commencement of the rostered work. Managers will attempt to accommodate requests but the Company's needs' will take priority.

6. OBLIGATIONS OF THE RELATIONSHIP

6.1 Obligations of the Employer

The Employer shall:

- (i) Act as a good Employer in all dealings with the Employee
- (ii) Deal with the Employee and any representative of the Employee in good faith in all aspects of the employment relationship, and
- (iii) Take all practicable steps to provide the Employee with a safe and healthy work environment.

6.2 Obligations of the Employee

The Employee shall:

- (i) Comply with all reasonable and lawful instructions provided to them by the Employer
- (ii) Perform their duties with all reasonable skill and diligence
- (iii) Conduct their duties in the best interests of the Employer and the employment relationship
- (iv) Deal with the Employer in good faith in all aspects of the employment relationship
- (iv) Comply with all policies and procedures (including any Codes of Conduct) implemented by the Employer from time to time, and
- (v) Take all practicable steps to perform the job in a way that is safe and healthy for themselves and their fellow employees.

7. DUTIES

- 7.1 The employee's main duties and responsibilities are set out in the job description attached. These may be modified from time to time. The employee agrees to perform all other reasonable duties and comply with reasonable instructions issued by the employer or its representative.

8. OTHER ENTITLEMENTS / BENEFITS

8.1 KiwiSaver

The employee has the option of joining KiwiSaver, and as a new employee will be automatically enrolled into KiwiSaver. KiwiSaver is voluntary, work-based savings initiated to help New Zealanders with their long-term saving for retirement. More information about KiwiSaver, including what employers and employees need to do to start a savings scheme, is available from www.kiwisaver.govt.nz.

9. POLICIES

- 9.1 The Employee will be bound by the Company's policies as apply from time to time. The Company reserves the right to amend its policies from time to time.

10. HEALTH AND SAFETY

10.1 General Health and Safety Obligations

Both the Employer and the Employee shall comply with their obligations under the Health and Safety in Employment Act 1992. This includes the Employer taking all practicable steps to provide the Employee with a healthy and safe work environment. The Employee shall comply with all directions and instructions from the Employer regarding health and safety and shall also take all reasonable steps to ensure that in the performance of their employment they do not undermine their own health and safety or the health and safety of any other person.

10.2 Health and Safety Policies

The Employee shall ensure they are familiar with the Employer's health and safety policies, and any modifications to those policies that may be introduced from time to time.

10.3 Chemical Use

As part of the Employee's job, the Employee will come into contact with chemicals from time to time. The Employer shall provide appropriate equipment, information and training for dealing with the chemicals in question. The Employee shall take all reasonable precautions at all times when dealing with chemicals to ensure that safe and appropriate practices are followed. In addition, the Employee shall comply with all health and safety directions and policies of the Employer.

10.4 Lifting

Because manual handling tasks form part of the Employee's job, the Employer and Employee shall consult about hazards represented by the tasks, to ensure that both parties have regard to the recommendations and training given regarding manual handling.

10.5 Medical Examination

The employer shall be entitled to require the Employee to undergo a medical examination, at the Employer's cost, by a registered medical practitioner nominated by the Employer. Such requirement should be used where the Employer has reasonable grounds for concern that the Employee's health is affecting their safety at work, or the safety of others in the workplace.

11. OTHER EMPLOYMENT OBLIGATIONS

11.1 Confidential Information

The Employee shall not, whether during the currency of this agreement or after its termination for whatever reason, use, disclose or distribute to any person or entity, otherwise than as necessary for the proper performance of their duties and responsibilities under this agreement, or as required by law, any confidential information, messages, data or trade secrets acquired by the Employee in the course of performing their services under this agreement. This includes, but is not limited to, information about the Employer's business and the businesses contracted to.

11.2 Privacy Obligations

The Employer and the Employee shall comply with the obligations set out in the Privacy Act 1993. The Employee must not breach the privacy of any customer, client, or other employee in the course of their employment.

11.3 Severability

In the event any portion of this clause is viewed as unenforceable by any Authority or Court with jurisdiction to consider such clauses, the clause shall apply as modified by the Authority or the Court, or in the event it is not modified by the Authority or Court, the remainder of this clause and agreement shall continue to be enforceable by the parties.

12. HOLIDAYS AND LEAVE ENTITLEMENTS

12.1 Annual Leave

The Employee shall be entitled to paid annual leave of four weeks per year after 12 months continuous employment with the Employer, in accordance with the Holidays Act.

If the employee leaves their employment before becoming entitled to enough annual holidays to cover the amount of annual holidays they took in advance: the employer may recover the amount paid to the employee for holidays taken in advance that is not covered by the employees annual holiday entitlement.

12.2 Working on a Public Holiday

The employee shall be entitled to 11 public holidays per year, in addition to annual leave. These days shall be those specified in the Holidays Act. Where the day in question would otherwise be a working day for the Employee, the Employee shall be entitled to be paid for that holiday. The Employer shall be entitled to require the Employee to work on a public holiday. Where such a day is worked, employees shall be paid for the time actually worked on a Public Holiday at the rate of time and a half and shall also receive an alternative paid holiday of one day at a later date, the timing of which is to be determined by agreement between the Employer and the Employee, or in the absence of agreement according to the Holidays Act.

12.3 Sick Leave

The Employee shall, after 6 months employment with the Employer, be entitled to 5 days sick leave for each subsequent 12 month period of service. Sick leave can be taken where the Employee is sick or where the Employee's spouse or a person who is dependent on the Employee is sick or injured. Sick leave entitlements can be accumulated from year to year up to a maximum entitlement of 20 days.

12.4 Medical Certificate Required for Sick Leave

Where the Employee has taken sick leave and has been absent from work for at least three consecutive calendar days, the Employer shall be entitled to require the employee to provide proof of entitlement to sick leave, at the employee's cost. The Employer shall also be entitled to require the employee to provide proof of entitlement to sick leave within three consecutive calendar days, at the employer's cost. The employer will inform the employee as early as possible that such proof will be required and agree to meet reasonable expenses in getting this proof.

12.5 Bereavement Leave

The Employee will be entitled to, after 6 months employment with the Employer, up to three days Bereavement Leave on the death of the Employee's partner, parent, child, brother, sister, grandchild, grandparent, or partner's parent or on any other occasion at the discretion of the Company. Where the Employer accepts that the Employee has suffered bereavement, not noted above, the employee shall be entitled to 1 day's bereavement leave. The Employer shall consider relevant factors including those specified in the Holidays Act.

12.6 Jury Service

Leave for Jury Service may be taken as part of the Employee's annual leave entitlement, or alternatively, on leave without pay, in either case the Employee may retain the juror's fee.

13. SECONDARY EMPLOYMENT

13.1 The Employee acknowledges that on commencing employment with the Company they have provided correct and complete details of all other employment in which they are engaged at that time, or in which they expect to be engaged during employment. Any employment should not interfere with the fulfilment of the Employee's duties. The Employee also agrees to provide full contact details and hours worked for this secondary employment.

14. RESTRUCTURING AND REDUNDANCY

14.1 Notice of Termination due to Redundancy

In the event the Employee's employment is to be terminated by reason of redundancy, the Employee shall be provided with four weeks' notice in writing. This notice is in substitution for and not in addition to the notice set out in the general termination clause.

14.2 No redundancy Compensation Payable

In the event the employee's employment is terminated on the basis of redundancy, the Employee shall be entitled to notice of termination of employment as specified in the termination clause, but shall not be entitled to any additional payment, whether by way of redundancy compensation or otherwise.

14.3 Technical Redundancy

Where the Employee's position of employment is redundant by reason of the sale or outsourcing or merger or transfer of any part of the Employer's business or operations, the Employee shall not be entitled to redundancy compensation if they are offered similar employment by the purchaser, transferee or merger entity, on terms of employment which are no less favourable than the Employee's terms of employment at the time of the sale or outsourcing.

15. TERMINATION OF EMPLOYMENT

15.1 Termination of Trial Period

The Employer may terminate the trial period by providing One Weeks notice to the employee within the trial period.

15.2 General Termination

The Employer may terminate this agreement for cause, by providing Two Weeks notice in writing to the Employee. Likewise the Employee is required to give Two Weeks notice of resignation. The Employer may, at its discretion, pay remuneration in lieu of some or all of this notice period. If the Employee terminates employment without having given the required amount of notice the employer has the discretion to deduct wages from the employee's final pay in lieu of notice owed.

15.3 Termination for Serious Misconduct

Notwithstanding any other provision in this agreement, the Employer may terminate this agreement summarily and without notice for serious misconduct on the part of the Employee. Serious misconduct includes, but is not limited to:

- (i) Theft;
- (ii) Dishonesty;
- (iii) Harassment of a work colleague or customer;
- (iv) Serious or repeated failure to follow a reasonable instruction
- (v) Deliberate destruction of any property belonging to the Employer or customer
- (vi) Actions which seriously damage the Employer's reputation

15.4 Suspension

In the event the Employer wishes to investigate any alleged misconduct, it may, after discussing the proposal of suspension with the Employee, and considering the Employee's view, suspend the Employee on pay whilst the investigation is carried out.

15.5 Termination on Medical Grounds

In the event the Employee has been absent from work for Three Weeks which should represent an extended break from employment because of illness, the Employer shall be entitled to require the Employee to undergo a medical examination by a registered medical practitioner nominated by the Employer, at the Employer's cost. In assessing the Employee's fitness for work, the Employer shall take into account any report provided as a result of that examination, and any other medical report provided by the Employee within a reasonable time frame. If, in the reasonable opinion of the Employer, the Employee is incapable of the proper performance of their duties by reason of illness, the Employer may terminate this agreement by the provision of at least Two Weeks notice.

15.6 Abandonment of Employment

In the event the Employee has been absent from work for three consecutive working days without any notification to the Employer, and the Employer has made reasonable efforts to contact the Employee, this agreement shall automatically terminate on the expiry of the third day without the need for notice or termination of employment.

15.7 Obligations of Employee on Termination

Upon the termination of this agreement for whatever reason, or at any other time if so requested by the Employer, the Employee shall immediately return to the Employer all information, material or property (including but not limited to computer disks, printouts, manuals, reports, letters, memos, plans, diagrams, security cards, keys, name badges, phones) either belonging to or the responsibility of the Employer and all copies of that material, which are in the Employee's possession or under their control.

16. RESOLVING EMPLOYMENT RELATIONSHIP PROBLEMS

16.1 Short Form

If any employment issue arises, those should be raised with the Employer as soon as possible so that they can be resolved. If the matter is not resolved either party can seek assistance from the Department of Labour's mediation service. If the issues are not resolved at mediation, they may be referred to the Employment Relations Authority. If the issue is a personal grievance, the Employee must present that grievance within 90 days of the event giving rise to the grievance, or after further time if allowed by the Employer or where the Employment Relations Authority grants an extension of time. If the Employee's employment agreement contains a trial period clause, they may not raise a personal grievance on the grounds of unjustified dismissal. The Employee may raise a personal grievance on other grounds as specified in sections 103(1)b-g of the Employment Relations Act, and in the trial period clause of this agreement.

17. ACKNOWLEDGEMENT OF THE AGREEMENT

17.1 Variation of Agreement

The parties may vary this agreement, provided that no variation shall be effective or binding on either party unless it is in writing and signed by both parties.

17.2 Non Assignment by Employee

The Employee must personally perform the duties and responsibilities under this agreement and no subcontracting or assignment by the Employee is permissible.

17.3 Entire Agreement

Each party acknowledges that this agreement contains the whole and entire agreement between the parties as to the subject matter of this agreement.

17.4 Employee Acknowledgment

The Employee acknowledges that:

- (i) They have been advised of their right to take independent advice on the terms of this agreement.
- (ii) That they have been provided with a reasonable opportunity to take advice.
- (iii) That they have read these terms of employment and understand these terms and their implications.
- (iv) That they agree to be bound by these terms of employment and the Employer's policies and procedures as implemented by the Employer from time to time.

18. DECLARATION

18.1 Declaration of Understanding

I _____, offer this employment agreement to
(Print your Name)

(Print Employee's Name)

(Signed for the Company)

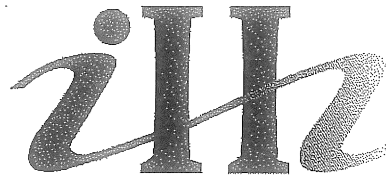
(Date)

I _____, declare that I have read and understand
(Print Employee's Name)
the conditions of employment detailed above and accept them fully. I have been advised of the right to seek independent advice in relation to this agreement, and have been allowed reasonable time to do so.

(Signed by Employee)

(Date)

RELEASED UNDER THE OFFICIAL INFORMATION ACT



International Hotel Systems

Job Description

HOUSEKEEPING ATTENDANT

RESPONSIBLE TO: Supervisor / Housekeeping Manager

MAIN PURPOSE: Public Area facilitation and daily servicing of occupied and check-out/departure guest rooms / Mini Bar stocking and control

KEY FUNCTIONS / DUTIES:

- Facilitation of Housekeeping daily operations
- Bed Making
- Vacuuming
- Bathroom cleaning; shower, toilet, bath, vanity
- Dish washing
- Dusting
- Floor washing
- Oven / Fridge cleaning
- Rubbish / soiled linen removal
- Replenishing amenities
- Maintenance reporting
- Issuing Beverage stock in line with procedures
- Monitoring usage and ordering of stock
- Replenishing Room Bars in line with procedures
- Reporting usage for billing purposes
- Assisting guests with requests
- Public Area cleaning
- Any other duties not mentioned but as instructed from time to time