

# Contents

---

<b>MESSAGE FROM THE CHIEF EXECUTIVE</b>	<b>2</b>
<b>STRATEGIC DIRECTION</b>	<b>3</b>
Role of the Department	3
Outcomes	3
Structure and services	8
Key Areas of Work for 2002/03	10
Mission, Values and Philosophy	10
<b>SERVICES OF THE DEPARTMENT OF LABOUR</b>	<b>12</b>
Community Employment Group	12
Employment Relations Service	14
Workplace Health and Safety Group	16
New Zealand Immigration Service	18
Labour Market Policy Group	20
Office of the Chief Executive	23
Centres of Excellence	24
<b>DEPARTMENTAL CAPABILITY</b>	<b>25</b>
Critical Factors	25
Human Capability Framework	27
<b>APPENDICES</b>	<b>28</b>
Forecast Financial Statements	28
Staffing Indicators	32
Cost of Output Classes	33
Legislative Framework	34
Directory	36

**ISBN: 0-477-03668-6**

Published by the Department of Labour  
PO Box 3705, Wellington, New Zealand  
September, 2002



## MESSAGE FROM THE CHIEF EXECUTIVE

Tēnā tātou. Tēnei te mihi atu kia tātou i runga i ngā tini āhuatanga o te wā. He mihi hoki tēnei ki te hunga wahangū, a, hoki mai kia tatou, ka pō, ka ao, ka awatea! Nō reira, he mihi tēnei kia tātou e amo ana i te kaupapa nui o Te Tari Mahi e kiia nei ko te Outcome hei painga mo ngā iwi katoa.

Welcome to *Strategic Directions* for 2002/03. This publication highlights the strategic direction of the Department of Labour; outlines our key areas of work over the next year; and profiles the Services of the Department.

Our work is aimed at contributing to a society where people have *high-quality working lives* and are part of *thriving and inclusive communities*. That is the result we want to see for New Zealand: diverse, dynamic and prospering communities where all people have access to satisfying and rewarding work in safe and healthy workplaces; where people's skills fit jobs; where there is continuous learning and a variety of opportunities.

It's not an easy-to-achieve outcome, we know. We will need to focus on this direction for several years, and must collaborate with many other departments and agencies to achieve it. However, the Services of the Department of Labour have the capacity, skills and commitment to get these results.

Our staff promote, support and enforce fair and safe working relationships between employers and employees; create opportunities through employment development and effective settlement; introduce new skills and money through migration, and help to build capacity, skills and knowledge in communities. Our policy advice to the Government is based on direct 'flaxroots' information, a wide view of the whole labour market and rigorous analysis.

Key priorities for 02/03 continue to be improving outcomes for Māori and Pacific peoples. We are working with other agencies to actively support building capability and opportunities that will lead to a reduction in inequalities. Internally, our Māori and Pacific strategies are aimed at increasing our own capability.

Future trends in work – what people's working lives will look like over the next ten or so years – are another major focus for the year. We will be researching and sharing information on skills shortages and development; and the implications of changes for workplaces and future employment opportunities. Our own e-government developments will increase our ability to deliver services and information rapidly.

The Department's strategies and activities are covered fully in the following pages. There's also information about our core business of maintaining healthy and safe workplaces, good employment relationships, thriving communities, and effective immigration and border control.

I am confident that the Department of Labour's strategic direction and committed staff will contribute to the long-term result for New Zealand of *people with high-quality working lives in thriving and inclusive communities*.

A handwritten signature in black ink, appearing to read 'John Chetwin'. The signature is written in a cursive style with a long horizontal line extending to the right.

JOHN CHETWIN  
SECRETARY OF LABOUR

# Strategic Direction 2002/03

## ROLE OF THE DEPARTMENT

The Department of Labour helps New Zealanders develop high-quality working lives in thriving and inclusive communities. Our role is to ensure people are safe and treated fairly at work, to develop community employment, and to manage immigration for the good of our country.

This work links social and economic issues across the whole labour market, to enable people to make the best use of their skills and abilities to generate income and opportunities, and grow strong communities.

Through the services we deliver and the policy advice we provide to the Government, the Department works with other agencies to achieve the Outcome of:

### **People with high-quality working lives in thriving and inclusive communities.**

The Department consists of five Services – the Community Employment Group, Workplace Health and Safety Group, Employment Relations Service, New Zealand Immigration Service, and the Labour Market Policy Group – plus an Office of the Chief Executive. These Services work together, in partnership with other government departments and agencies, and many labour market and community organisations, to achieve this Outcome for New Zealand.

One of the keys to achieving the Outcome is the capability of New Zealand's people, and the successful matching and use of their skills and abilities to generate income and contribute to a thriving community and growing economy. The Department's Human Capability Framework, which looks at this process, is explained on page 30.

## OUTCOMES

Outcomes are the *results* the Department is working to achieve. All areas of the Department's everyday work – whether it's ensuring good and safe working conditions, helping migrants and refugees settle or contributing to community development – are directed towards the Outcome of *people with high-quality working lives in thriving and inclusive communities*. Our work gives us a number of related "windows" into these elements:



PEOPLE'S WORKING LIVES	THRIVING AND INCLUSIVE COMMUNITIES
<ul style="list-style-type: none"> <li>• promoting and supporting employment relationships</li> <li>• health and safety of workplaces</li> <li>• the introduction of new skills and money – through migration, tourism, community development</li> <li>• creation of opportunities/work – through community employment, tourism, new businesses, some established by migrants</li> <li>• capacity-building – skill and knowledge development, and effective matching of capacity to opportunity – through community employment and employment-related policy</li> </ul>	<ul style="list-style-type: none"> <li>• community development</li> <li>• settlement services – helping migrants resettle and supporting refugees</li> <li>• building capacity</li> <li>• creating opportunities</li> <li>• investment capital from offshore</li> <li>• tourism</li> <li>• the Department's Māori strategy</li> <li>• the Department's Pacific strategy</li> <li>• the Department's Disability strategy</li> </ul>

Through making the most of our connections, including links with the education and business sectors, our work with communities and the wider labour market, and our international connections, the Department provides ideas and solutions for productive policies and service delivery.

The Department has also developed nine *second-level outcomes* which are linked more directly to our contributions and services. These give staff and stakeholders an outcome focus for our daily and long-term work. The second-level outcomes provide greater detail about the results we want to achieve, and are also markers for measuring our progress.

These second-level outcomes are:



For New Zealand to have people with high-quality working lives, we need a productive and innovative economy that provides *greater opportunities for all*. One element of growing the economy and providing sustainable long-term employment is a *more skilled and knowledgeable workforce able to meet future needs*. We help achieve this both by supporting and developing New Zealanders' skills, and by bringing in complementary skills through immigration.

Matching opportunities to people's skills and knowledge is the key to *improved labour market participation, particularly for those disadvantaged in the labour market*. The Department aims to *minimise the social and economic costs of injury at work and minimise adverse environmental impacts of workplaces*, to contribute to a healthy environment and thriving economy. The balance between work and other areas of people's lives, and between voluntary and paid work is also important for community wellbeing. With greater numbers of people in *fair and productive work*, in safe workplaces, communities thrive.

*Thriving, well-settled and inclusive communities* are critical for New Zealand's future. The Department contributes through flaxroots community development, successful resettlement of migrants and refugees, and delivering on Treaty obligations; and through managing international labour relationships to place New Zealand as a *good international citizen*.

Government plays a central role in working lives and communities. We contribute to the Government's serving the people of New Zealand through giving quality advice on policies, delivering services well, and supporting access to *independent review and decision-making to enhance trust in the institutions of Government*.

These outcomes may take up to several years to achieve. And we can't reach them on our own. The Department has close working relationships with other government departments and agencies, business sectors, unions, communities, the wider labour market, and international institutions.

The following table sets out the main ways the Department contributes to each of these outcomes, and the groups we work with to achieve them:

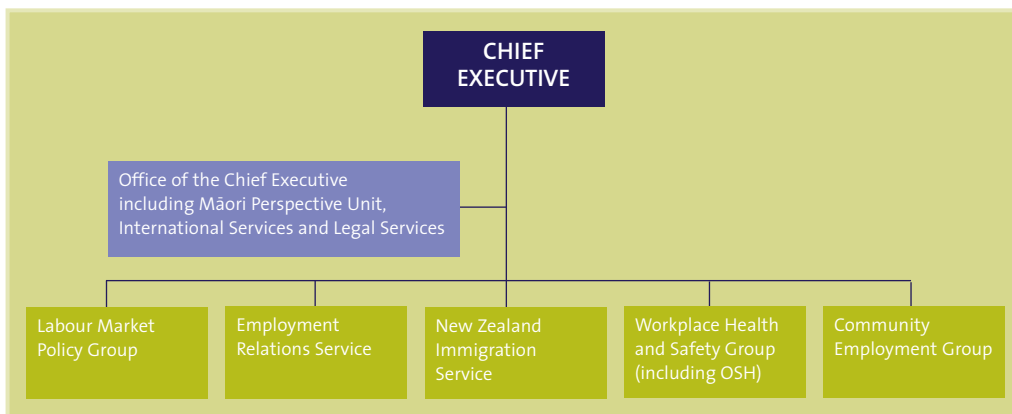
OUTCOME	DEPARTMENTAL CONTRIBUTIONS	KEY RELATIONSHIPS
<p>Greater opportunities for all in New Zealand.</p>	<p>Community Employment Group (CEG) by community employment and development.</p> <p>Labour Market Policy Group (LMPG) through advice on job opportunities, and the Office of the Chief Executive (OCE) through advice and monitoring of employment services.</p> <p>Labour market interests inform New Zealand's participation in the International Labour Organisation (ILO), and DoL policy advice is informed by international labour-related developments.</p>	<p>Communities, the Department of Internal Affairs (DIA) and other agencies focused on community development.</p> <p>Ministry of Social Development (MSD), other departments with an interest in the labour market.</p> <p>International institutions with a focus on labour-related issues, and departments developing labour-related policy.</p>

OUTCOME	DEPARTMENTAL CONTRIBUTIONS	KEY RELATIONSHIPS
	New Zealand Immigration Service (NZIS) through skilled and business migration, and student and visitor entry.	The business community, Ministry of Economic Development, Ministry for Research Science and Technology, Industry New Zealand and the education and tourism sectors.
Improved labour market participation, particularly for those disadvantaged in the labour market.	LMPG through effective employment policy advice. CEG through community employment and development.  NZIS by enabling people to contribute to the New Zealand economy and society.	MSD, other departments with an interest in the labour market.  Communities, other agencies focused on community development.  Business, other departments focused on promoting New Zealand's interests offshore, and settlement service providers.
More skilled and knowledgeable workforce which is able to meet future needs.	LMPG through effective employment advice.  NZIS through policies which bring new and different skills to New Zealand and strategies to facilitate the settlement of migrants so they can contribute to the economy and society.  The Workplace Health and Safety Group (WHS) and the Employment Relations Service (ERS) by providing information to the workforce to enable fair and safe participation.  CEG through capacity-building work with communities.	Business, MSD, other departments with an interest in the labour market.  Business, other departments focused on promoting New Zealand's interests offshore, settlement service providers, and the New Zealand Qualifications Authority.  Employers, employees, unions, industry groups, and the Accident Compensation Corporation (ACC).  Communities, agencies focused on community development.
Thriving, well-settled and inclusive communities.	CEG through employment and development services, and LMPG through advice on development policies.  NZIS through ensuring any adverse effects of immigration are minimised; and strategies to facilitate resettlement of migrants so they contribute to the economy and society.  WHS through promoting a widespread social sense of responsibility for sustaining healthy and safe workplaces.  ERS through providing information and ensuring minimum terms and conditions of employment.	Communities, DIA, and other organisations focused on community development.  Communities, business, other departments focused on promoting New Zealand's interests offshore, and settlement service providers.  ACC, industry groups, employers and employees and other workplace health and safety providers.  Employers, employees, unions, industry groups.

OUTCOME	DEPARTMENTAL CONTRIBUTIONS	KEY RELATIONSHIPS
Fair and productive employment relationships.	<p>ERS by ensuring employees can exercise their rights and responsibilities; helping resolve employment problems; promoting better employment practices; and ERS and LMPG through advice on employment policies and legislation.</p> <p>WHS through ensuring workplaces are healthy and safe.</p>	<p>Employment Relations Institutions, employers, employees, their representatives and unions.</p> <p>Employers, employees, industry groups, unions, ACC and other workplace health and safety providers.</p>
Adverse environmental impact of work and workplaces minimised.	WHS through the prevention of major incidents with serious consequences in high-hazard industries.	The Environmental Risk Management Authority, territorial authorities and industries, other interested government agencies.
Social consequences and economic costs of injury minimised.	<p>LMPG and OCE through accident compensation advice and monitoring of ACC.</p> <p>WHS through contributing to reduced rates of injury and work-related ill-health.</p> <p>OCE International Services by helping to ensure that domestic law, policy and practice meet or exceed ILO labour standards.</p>	<p>ACC.</p> <p>ACC, Land Transport Safety Authority, Maritime Safety Authority, Civil Aviation Authority, industry groups, employers and employees and other workplace health and safety providers.</p> <p>Departments developing labour-related policy.</p>
Enhanced trust in the institutions of Government through access to independent review and decision-making.	<p>NZIS through support services to immigration Appeal Authorities which provide independent decisions.</p> <p>ERS through support services to employment relations institutions which provide independent decisions.</p>	<p>The Immigration Review and Appeal Authorities, claimants, parties appearing, and their representatives.</p> <p>The Employment Relations Authority, the Employment Court, claimants, parties appearing, and their representatives.</p>
Good international citizen.	<p>NZIS by fulfilling international obligations, promoting New Zealand's immigration-related interests and providing a safe haven for refugees.</p> <p>OCE International Services by helping to ensure domestic law, policy and practice meet or exceed ILO standards; and social dialogue is always part of decision-making on labour issues.</p> <p>WHS and ERS through promoting best practice which is consistent with international standards.</p>	<p>The United Nations, other departments focused on promoting New Zealand's interests offshore, the Refugee and Migrant Service and settlement service providers.</p> <p>International institutions, including the ILO, all departments involved in developing labour-related policy and legislation, employer and employee representatives.</p> <p>Employers, employees, unions, ACC and industry groups.</p>

## STRUCTURE AND SERVICES

The Department of Labour employs 1347 staff across our five Services and the Office of the Chief Executive. Each Service is headed by a general manager, and has its own management structure, service delivery networks and policy capability, with the Labour Market Policy Group focusing on policy advice. Our advice to the Government involves both a strategic and operational focus from across the Department.



The related services we provide are:

- **Delivering services** – we provide direct services including information, advice, and enforcement of employment, immigration and health and safety law to businesses, employers, employees, unions, workplaces, communities and community groups, and migrants and refugees
- **Policy advice and analysis** – we provide research, analysis, evaluation, information and policy advice on social and economic issues related to the whole labour market
- **Advice and monitoring** – we provide advice to government on the performance of other key agencies that affect people's working lives and communities, such as the Accident Compensation Corporation and Ministry of Social Policy
- **International relationships** – on behalf of the Government we manage relationships with international labour-related agencies, including the International Labour Organisation and OECD, and maintain an overview of the links between international and domestic issues.

Although there are different structures and tasks within the Department, we work collectively across Service boundaries to carry out the Department's role. Our specific services cover these areas:

**Employment relations**

- providing information to employers, employees and unions about employment relations matters; and assistance to employers and employees in resolving problems in workplaces. Supporting the operation of employment relations legislation; and providing policy advice to the Government

**Workplace health and safety**

- working to reduce work-related death and injury rates; providing information to workplaces on occupational safety and health issues; enforcing health and safety legislation; and providing policy advice to the Government

**Immigration**

- managing the flow of people across New Zealand's borders; issuing visas and permits for people entering the country to visit, study, work or live; removing those illegally in the country; managing New Zealand's refugee programme and providing immigration policy advice to the Government

**Employment**

- helping build the capacity of communities and assisting them to identify and achieve new opportunities for sustainable employment. Providing advice to the Government on employment policies and services, and information on work and skills

**Labour market analysis, research and policy advice**

- providing analysis on labour market trends and the economic outlook; evaluating the effectiveness of policies and programmes; research on labour market dynamics; and providing advice to the Government on the labour market impacts of a wide range of policies

**International labour issues**

- managing the Government's relationship with the International Labour Organisation; and providing an international perspective on domestic policy issues

**Accident prevention, rehabilitation and compensation**

- providing advice and information to the Government on accident and injury prevention, compensation and rehabilitation issues; and monitoring accident insurance claims made against contracts entered into in 1999/2000.

**KEY AREAS OF WORK FOR 2002/03**

The Department’s priorities for 2002/03 link with major Government goals and our outcomes. As well as continuing with effective daily ‘business as usual’, Services will focus on these areas:

- developing and sharing information on **future trends in work** and their implications for the workplace, the workforce and future employment opportunities
- addressing **skills shortages and skill development** to increase opportunities for sustainable employment and support the development of a more skilled work force, including through developing and distributing information on jobs, skill needs, skills availability and vacancies
- actively identifying and supporting **community capacity and capability building** opportunities, including those focused on Māori and Pacific groups and communities
- implementing proposed changes from the **review of the Health and Safety in Employment Act** and supporting the Injury Prevention Strategy to improve health and safety outcomes
- researching and monitoring employment practices to inform and target interventions to raise awareness of **best practice employment relationships** so that problems can be dealt with by the parties themselves
- improving **matching of migrant skills with opportunities** to participate in the labour market, and increasing understanding that migrants’ contributions create greater opportunities for all in New Zealand
- contributing to improved inter-agency strategic **co-ordination of border activities** to ensure appropriate facilitation of those entering and leaving New Zealand, while also effectively managing risk
- working jointly with the Ministry of Social Development to improve the effectiveness of our respective contributions to **people achieving economic independence** throughout their working lives.

**MISSION, VALUES AND PHILOSOPHY**

In carrying out our work the Department is guided by our mission, values, management philosophy and service delivery concept.

**MISSION: WIRED FOR WORK AND WELLBEING**

WIRED	WORK	WELLBEING
Developing and maintaining great organisational connections – within the department, across Government, with customers, communities, businesses and with international institutions – to help deliver integrated service to customers.	Contributing to high-quality working lives by building capacity, opportunities and matching mechanisms that work for all New Zealanders, through promoting balanced immigration, safe and satisfying work opportunities, and proactively responding to labour market issues.	Providing seamless advice and services that advance fair and safe working conditions, and thriving, well-settled and inclusive communities.

The Department of Labour’s Management Board comprises the Chief Executive, the General Managers of the five Services, the Chief Legal Adviser, Chief Adviser Strategy and Operations, Director Māori Perspective Unit, and the Chief Financial Officer. The Board is collectively responsible for the establishment and achievement of the strategic direction of the Department.

That direction is supported by our values, management philosophy and service delivery concept.

## VALUES

*Customers and their needs* – We are responsive to our customers through listening, understanding and acting. We work in partnership with our customers to achieve high-quality results.

*Giving and taking responsibility* – We are all responsible for our actions and the outcomes we achieve.

*Excellence and continuous development* – We engage in learning and development which supports and motivates us to achieve results.

*Diversity for the strength that it brings* – We appreciate and encourage difference.

*Working together* – We support and encourage each other and share our successes.

## MANAGEMENT PHILOSOPHY

The Department of Labour's management philosophy guides our decision-making and operations. This philosophy holds that:

- decision-making takes place at the point closest to the customer, by the people who have the greatest understanding of customers' needs, with lead times minimised and customised decision-making maximised.

To achieve this we need:

- staff who have all the skills, information and authority to do their job and are held accountable for their actions
- outcome-focused managers working within a framework of principles and policies to achieve agreed goals.

## SERVICE DELIVERY CONCEPT

The Department is working towards integrated delivery of service to customers across all our business units. The long-term aim is that customers will need only one approach to one Service to access information, advice or services from any part of the Department – and eventually, from any other branch of government.

The principles of our future service delivery are:

- the services we offer are driven by customer needs
- we will provide access for customers to the knowledge of the whole Department of Labour (and eventually whole of government) from any entry point
- we will listen, identify customer needs, and accurately match the service(s) required in a timeframe acceptable to the customer
- our Services each retain their specialist expertise and focus.

Over the next year we are working towards integrating service delivery through increasing inter-Service connections in the regions; providing integrated staff training, and supplying enhanced information.



# Services of the Department of Labour

COMMUNITY EMPLOYMENT GROUP  
www.ceg.govt.nz

## ROLE

The Community Employment Group (CEG) works with communities and community groups to help them achieve social and economic prosperity through local employment and enterprise development, thus contributing to the Outcome of *people with high-quality working lives in thriving and inclusive communities*.

More specifically, CEG provides a range of community employment and development services that contribute to the second-level outcomes of:

- improved labour market participation, particularly for those disadvantaged in the labour market
- thriving, well-settled and inclusive communities.

CEG works primarily with communities that face concentrations of disadvantage and adverse labour market conditions, in particular Māori, Pacific peoples, women and those living in disadvantaged urban and rural areas. We work to build capacity in these communities, so they can develop sustainable and rewarding employment opportunities for themselves.

Our fieldworkers are drawn from the community and have comprehensive community networks that range from local hāpu and other grass root collectives through to business, industry, local and central government. Services we provide include:

- working with community organisations and projects, including providing advice on project planning and facilitating meetings; building skills and knowledge of project participants; and providing grants assistance and monitoring
- working within communities to create and support network development and broker resources
- identification and development of innovative community employment opportunities
- developing, building and sustaining partnerships with other agencies to enhance development support for disadvantaged communities
- local access to community development resources and information through a variety of channels
- project grants for a range of community employment projects
- policy advice and ministerial servicing related to community enterprise and employment development.

## FOCUS FOR 2002/2003

### *Building the capacity and sustainability of Māori and Pacific communities*

CEG will continue to focus on the development of projects that build the capacity of Māori and Pacific groups and communities, and help them use their increased capacity in innovative local development projects. In this way, we help to improve participation in the labour market, especially in disadvantaged communities where existing opportunities may be limited.

### *Actively identifying and supporting emerging community employment development opportunities*

CEG will continue to implement the Government's Community Employment Organisations, Ecoworks and Social Entrepreneur initiatives. We will also help develop new and innovative local opportunities in areas such as Māori tourism, creative work, information technology and the environment. This includes research and analysis on community enterprise and employment development, with a focus on future trends and opportunities.

### *Building the capability of communities to access information and communications technology*

Improved access to information and communications technology (ICT) will help communities further their local development, and increase their inclusiveness by addressing physical and social isolation.

In 2002/03, CEG will co-ordinate a 'whole-of-government' approach to supporting community access to ICT. This includes research and evaluation on communities' access to ICT, and an awareness and communication programme. We will also make a greater investment in our own internal ICT capacity.

*Further strengthening of organisational capabilities*

CEG will continue to develop as a learning organisation with further staff development and training; and build our capacity to plan, monitor and report on performance.

Networks and connections are a crucial part of our work, and we are committed to developing partnerships across and outside the Department of Labour. During 2002/03, this will include partnerships to:

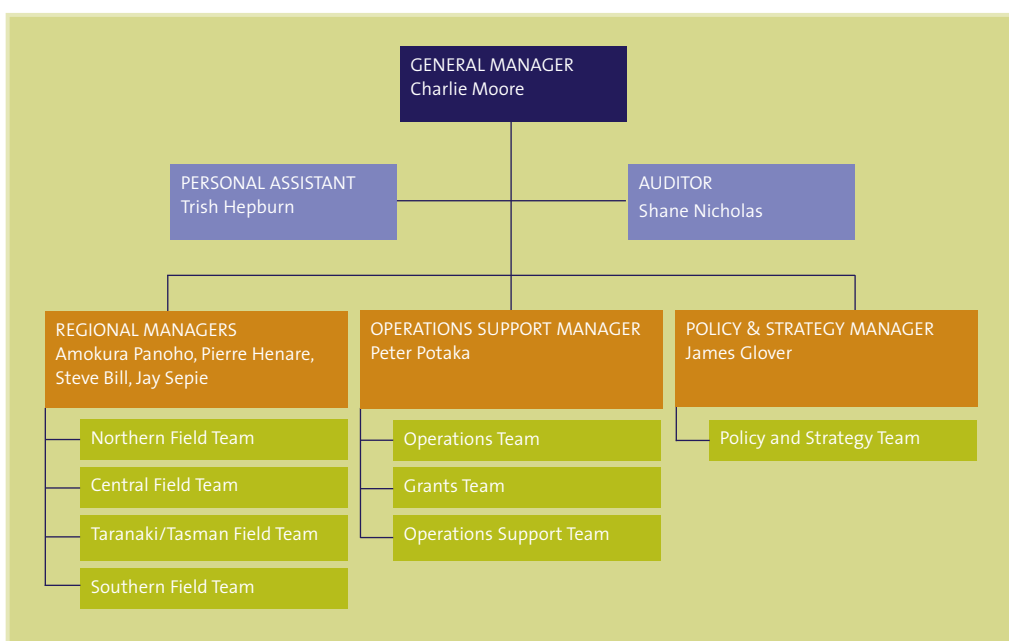
- build capacity and reduce disparities for Māori and Pacific communities
- improve relationships between the Government and the community and voluntary sector
- promote regional social and economic development.

CEG will continue to develop our relationships with local government, iwi, hāpu, communities, businesses and the community and voluntary sector.

**STRUCTURE**

CEG has 105 staff. We have a nationwide network of 70 mobile fieldworkers who reach into remote and disadvantaged communities.

They are supported by four small regional offices and a national office, which also provides policy advice on community employment and development, and services to Ministers.



## EMPLOYMENT RELATIONS SERVICE

[www.ers.govt.nz](http://www.ers.govt.nz)

### ROLE

The Employment Relations Service works to achieve excellent employment relationships as a fact of working life. We contribute to the Outcome of *people with high-quality working lives in thriving and inclusive communities* through promoting and supporting fair and productive employment relationships between employers and employees.

ERS manages a range of work that contributes towards the second-level outcomes of *fair and productive employment relationships* and *thriving, well-settled and inclusive communities*. We:

- develop and distribute best practice guides on employment relationships
- ensure that minimum terms and conditions of employment are provided
- target delivery of information to employees and employer groups so that good employment relationships are achieved in sectors where there have been problems in the past
- provide information and guidance on employment rights and obligations, including through a freephone number (0800 800 863) and via our web-site [www.ers.govt.nz](http://www.ers.govt.nz)
- provide free, expert mediation services to help employers and employees resolve employment problems themselves
- investigate and resolve complaints about minimum statutory entitlements
- manage the Employment Relations Education Fund that funds training courses to improve employees' and employers' understanding of employment relations.



ERS contributes to achieving *enhanced trust in the institutions of government through access to independent review and decision-making* by:

- providing support to statutory officers of the Employment Relations Authority who investigate and resolve employment problems where parties cannot resolve the problems themselves
- providing support services to the Employment Court to assist in resolving employment problems.

### FOCUS FOR 2002/ 2003

The main priority for ERS is to continue ensuring that employers and employees have the information, support and services to achieve and maintain fair and productive working relationships; and to research and monitor employment practices so we can effectively target interventions. During 2002/03 we will:

- improve access to our services, particularly for groups facing disadvantages, and improve our reach to a variety of working communities
- improve our targeting of information on employment relationships and support
- develop further guides on best practice employment relations
- improve our internal communications and performance management information
- develop and implement a knowledge management strategy for ERS.

Other priorities for ERS include monitoring the implementation of paid parental leave and working on changes to the Holidays Act. We will also carry out an evaluation of some operational aspects of the employment relations framework.

### STRUCTURE

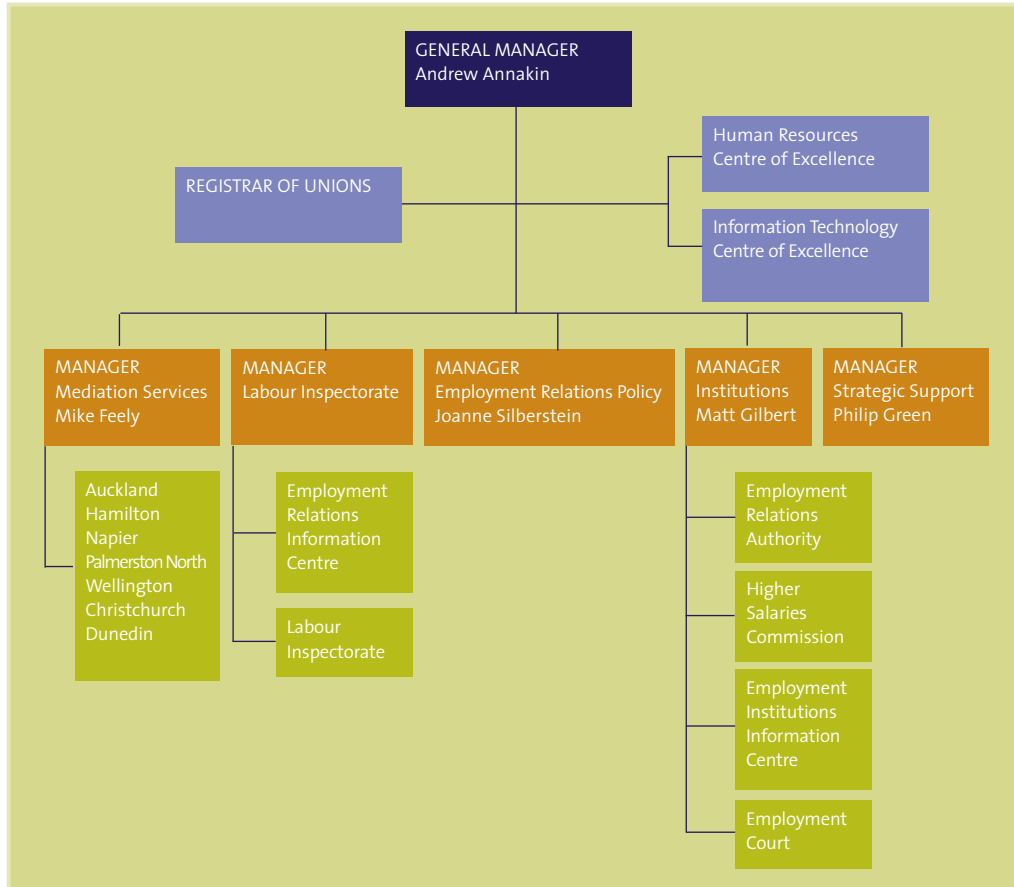
ERS employs 156 people nationwide, excluding statutory officers of the Employment Relations Authority and Employment Court Judges. Staff are located in Auckland, Hamilton, Napier, Palmerston North, Wellington, Christchurch and Dunedin.

The Labour Inspectorate provides information on statutory employment rights and obligations, investigates complaints about breaches of entitlements and carries out enforcement action.

Mediation Services provide a comprehensive range of problem resolution services, ranging from information to direct mediation.

The Institutions Division provides support services to the statutory officers of the Employment Court, the Employment Relations Authority and the Higher Salaries Commission (proposed to be renamed as the Remuneration Authority).

The Policy Division provides advice, information and services to the Minister of Labour on employment relations policies and law, and monitors the operation of the regulatory framework.



## WORKPLACE HEALTH AND SAFETY GROUP

[www.osh.govt.nz](http://www.osh.govt.nz)

### ROLE

The Workplace Health and Safety Group (WHS) works to improve the quality of people's working lives by ensuring workplaces are healthy and safe; and supports thriving working communities by helping people take active responsibility for their safety, health and working environments. WHS, which incorporates the Occupational Safety and Health Service (OSH), contributes to the Department's Outcome of *people with high-quality working lives in thriving and inclusive communities* through promotion, knowledge-sharing and advice on health and safety, and enforcement of health and safety legislation.

WHS manages a range of work centred on supporting *fair and productive working relationships*; *minimising the social and economic costs of injury*; and *minimising the adverse environmental impact of work and workplaces* by preventing major incidents in high-hazard industries.



WHS, with service delivery arm OSH, works towards these outcomes by:

- providing information that promotes people's awareness of health and safety risks in the workplace, and their ability to manage them
- promoting, facilitating and supporting the self-management of health and safety in the workplace
- working with employer, employee and industry groups, other government agencies and safety organisations to reduce rates of injury and work-related ill-health
- enabling workplaces to manage their health and safety risks by sharing technical health and safety knowledge
- influencing community attitudes towards health and safety in the workplace, to encourage safe behaviour and condemn unsafe practices
- investigating injuries to people at work or in workplaces
- enforcing compliance where workplace health and safety systems do not meet the minimum requirements of the Health and Safety in Employment (HSE) Act
- co-ordinating the consistent application of the HSE Act 1992
- enforcing safety regulations where people in places of work, or the public, are affected by work activities, amusement devices, hazardous substances, equipment, and explosives or dangerous goods.

### FOCUS FOR 2002/2003

A significant focus for WHS in 2002/03 is likely to be implementing amendments proposed by the Health and Safety in Employment Amendment Bill 2001, which will be before Parliament later this financial year. The Bill's proposals affect the way the current Health and Safety in Employment Act (1992) is administered. Among other changes, the Bill proposes that the HSE Act is extended to cover workplaces on rail, sea and air. This would mean WHS has the responsibility of managing consistent administration of the Act across all workplaces.

Other areas of focus for 2002/03 include:

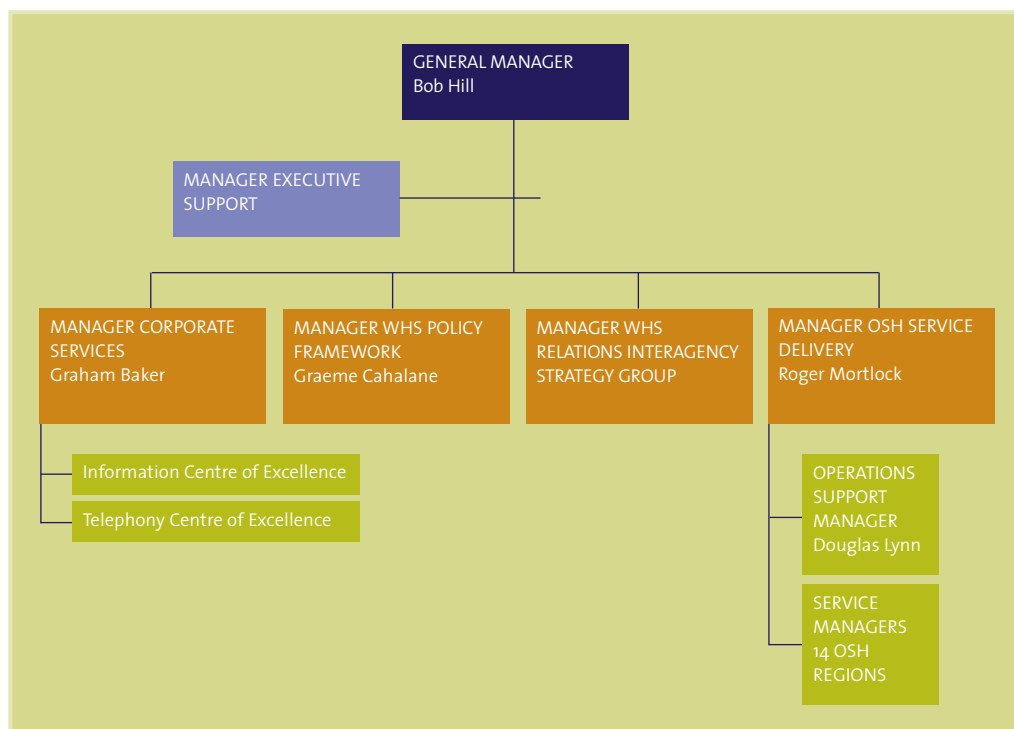
- continuing to work proactively with high-risk industries and employers such as agriculture, forestry and construction to reduce work-related injuries and ill health
- continuing to work with ACC on a complementary programme of activities, and exploring options for further aligning our injury prevention activities
- working with industries to increase the number of employers who self-manage their workplace's health and safety risk

- providing health and safety information to workers and employers, especially in high-risk industries or activities.

**STRUCTURE**

The Workplace Health and Safety (WHS) Group is the Government’s primary enforcement body for health and safety in the workplace. It is responsible for the administration of the Health and Safety in Employment (HSE) Act 1992, the Hazardous Substances and New Organisms (HSNO) Act, the Machinery Act (and regulations) and for managing the residual functions of the Accident Insurance Regulator.

The Group employs 277 people nationwide. Our service delivery arm, the Occupational Safety and Health (OSH) Service, has 14 regional offices throughout New Zealand.



**NEW ZEALAND IMMIGRATION SERVICE**  
[www.immigration.govt.nz](http://www.immigration.govt.nz)

**ROLE**

The New Zealand Immigration Service contributes to the Outcome of *people with high-quality working lives in thriving and inclusive communities* through:

- increasing the capacity of New Zealand through immigration
- positioning New Zealand as a good international citizen with immigration-related interests and obligations.

With other Department Services, government agencies and community groups, we contribute to the Department's second-level outcomes including *greater opportunities for all; improved labour market participation; more skilled and knowledgeable workforce able to meet future needs; thriving, well-settled and inclusive communities* and *enhanced trust in the institutions of government*.

NZIS works towards increasing New Zealand's capacity by:

- attracting and approving the entry of skilled migrants in accordance with the Government's Immigration Programme, with consequent benefits to New Zealand society and its economy
- assisting migrants to settle successfully by providing prospective migrants with information on New Zealand at the time of application, and directing new migrants to community groups and government services on arrival
  - assisting the economic development of the tourism, international education and other industries by issuing temporary visas and permits to students, workers and visitors
  - educating community and employer groups about immigration policies, services and obligations
  - minimising the adverse impacts of immigration, which may occur when people arrive illegally, overstay their visa or permit, or fraudulently obtain a visa or permit
  - ensuring fairness and natural justice through an appeal system against decisions to decline entry, decline refugee status claims and remove persons from New Zealand.



NZIS contributes towards positioning New Zealand as a good international citizen through:

- working with the UNHCR to provide a safe haven for an agreed quota of refugees each year
- dealing with refugee claimants in accordance with the requirements of the Refugee Convention
- offering resettlement support to refugees and working with other agencies and organisations on refugee resettlement
- participating in international initiatives so that New Zealand's international reputation, relationships and credibility are enhanced
- responding as required to international humanitarian crises.



**FOCUS FOR 2002/2003**

NZIS will continue to provide advice on policy and deliver services to ensure the benefits of immigration are shared by migrants, refugees and New Zealand as a whole. During 2002/03 NZIS will focus on:

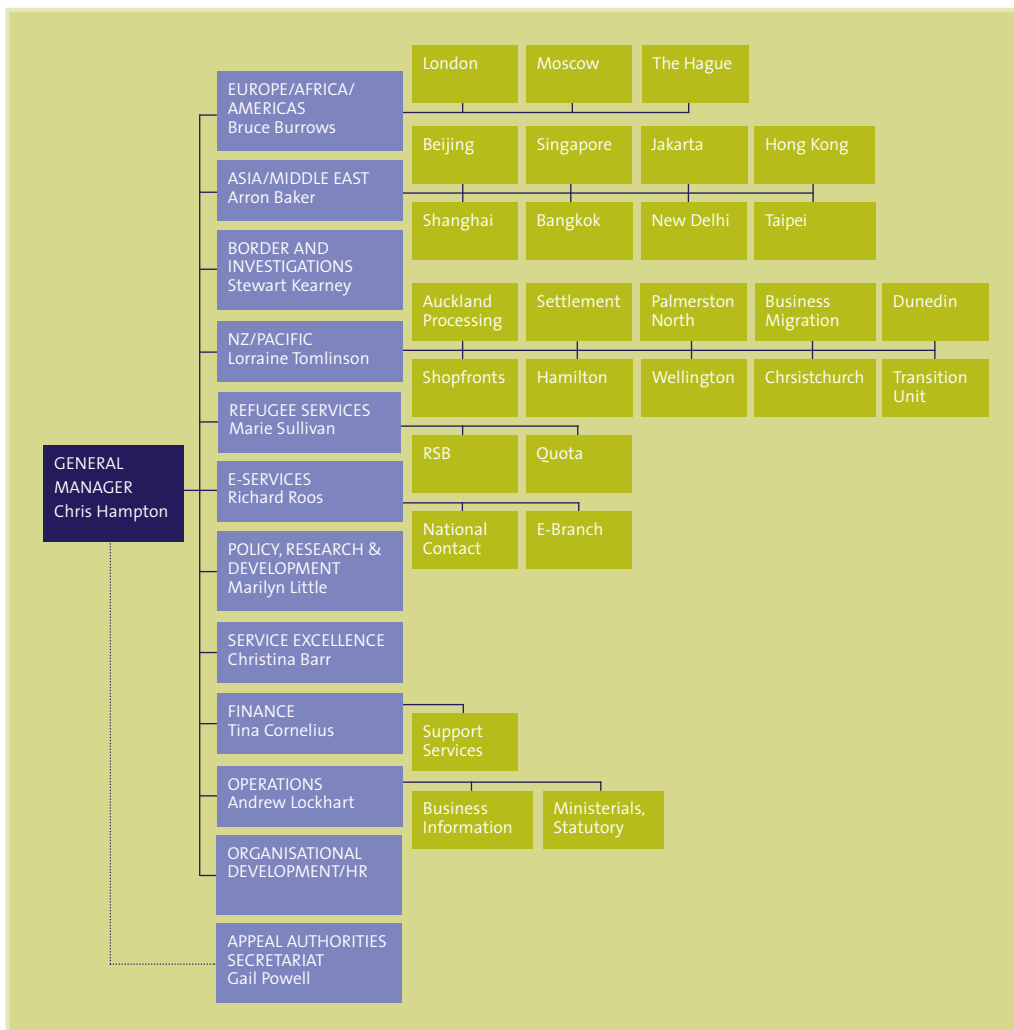
- gearing our activities towards achievement of outcomes, from policy advice through to design and delivery of services
- developing and enhancing key alliances (locally and internationally) that are important for achieving outcomes, such as our relationships with other government departments, non-governmental organisations (NGOs) and key groups such as employers
- improving the contribution migrants can make to the capacity of New Zealand, through reviewing

- the General Skills Policy in line with the Government’s objectives
- ensuring the Government’s immigration programme for residence is delivered, and managing the high numbers of residence applications on hand which (as at July 02) are in excess of the programme requirements
- responding to the continuing growth in demand for visitor, student and work visas and permits, and starting to deliver some services via the Internet, including permit extension services for low-risk visitors.



**STRUCTURE**

The New Zealand Immigration Service is a global organisation, with 29 offices employing 680 staff. There are 14 offices located overseas (eight in Asia, two in Europe, four in the Pacific), and 15 offices in New Zealand, including the National Office. In addition, services are provided by 29 MFAT posts and two Trade NZ posts. NZIS also has a new e-services branch that delivers services via the Internet and manages a National Call Centre servicing general and customer-specific enquiries about applications (0508 55 88 55).



## LABOUR MARKET POLICY GROUP

[www.dol.govt.nz](http://www.dol.govt.nz)

### ROLE

The Department of Labour is working, through the services we deliver and through policy advice, to build high-quality working lives in thriving and inclusive communities. The Department has unique knowledge and understanding of the total labour market and the way it works. Services within the Department have a variety of windows into working lives and communities - for instance their safety and health, working relationships, employment development and migrant settlement.

The Labour Market Policy Group's (LMPG) contribution is providing a strategic overview of all policies affecting the labour market, and the links between labour market policies and other economic and social policies. This knowledge is used to advise Government on key issues and policy decisions affecting the labour market. LMPG works with other Services of the Department to provide a breadth of perspective on what matters for achieving our Outcome.

We do this through:

- evidence-based advice – research and evaluation is integrated into advice
- developing and maintaining frameworks for explaining outcomes and the effects of policies
- drawing connections between ideas and issues and assessing policy priorities
- providing information about the labour market to help inform decision-makers
- connecting stakeholders with information.

LMPG's goal is fully-informed advice that's analytically rigorous and informed by on-the-ground observation and community interaction.

### FOCUS FOR 2002 / 2003

LMPG's programme for 2002/03 is arranged around our contributions to the Department's second-level outcomes.

We will contribute to a *more skilled and knowledgeable workforce* by leading work on addressing skill shortages and skill development. This includes:

- establishing an integrated website (portal) "shopping mall" which will offer everything people want to know about the New Zealand labour market - for job-seekers, employers, educators, migrants and others
- publishing a six-monthly Skills Report that summarises existing information on the supply and demand for skills, including areas of actual or forecasted shortage. These reports will be available from November 2002
- providing policy advice on tertiary education and training reforms, including the follow-up to the training opportunities/youth training review.

LMPG will contribute to the outcomes of *greater opportunities for all* and *improved labour market participation* by:

- integrating data on employees and their jobs, to better understand the processes of job creation, job retention and skill development
- providing advice to Government on the generation of job opportunities





- developing and running a new survey on job vacancies that will improve knowledge of the demand for skills
- designing a survey on employment and earnings outcomes for tertiary graduates
- monitoring and researching the operation of the labour market and producing quarterly reports on all key labour market indicators
- undertaking and publishing further work on work/life balance
- continuing research and policy development associated with improving the quality of working lives and the gender wage gap
- with other government agencies, continuing with joint work programmes to improve labour market participation, and oversee the implementation and monitoring of the Government's Employment Strategy work programme
- launching a *Future of Work* website in October to communicate and consult on a wide range of information about work over the next ten to twenty years. A new, contestable fund for research on future trends in work will be available for the first time in 2002/03.

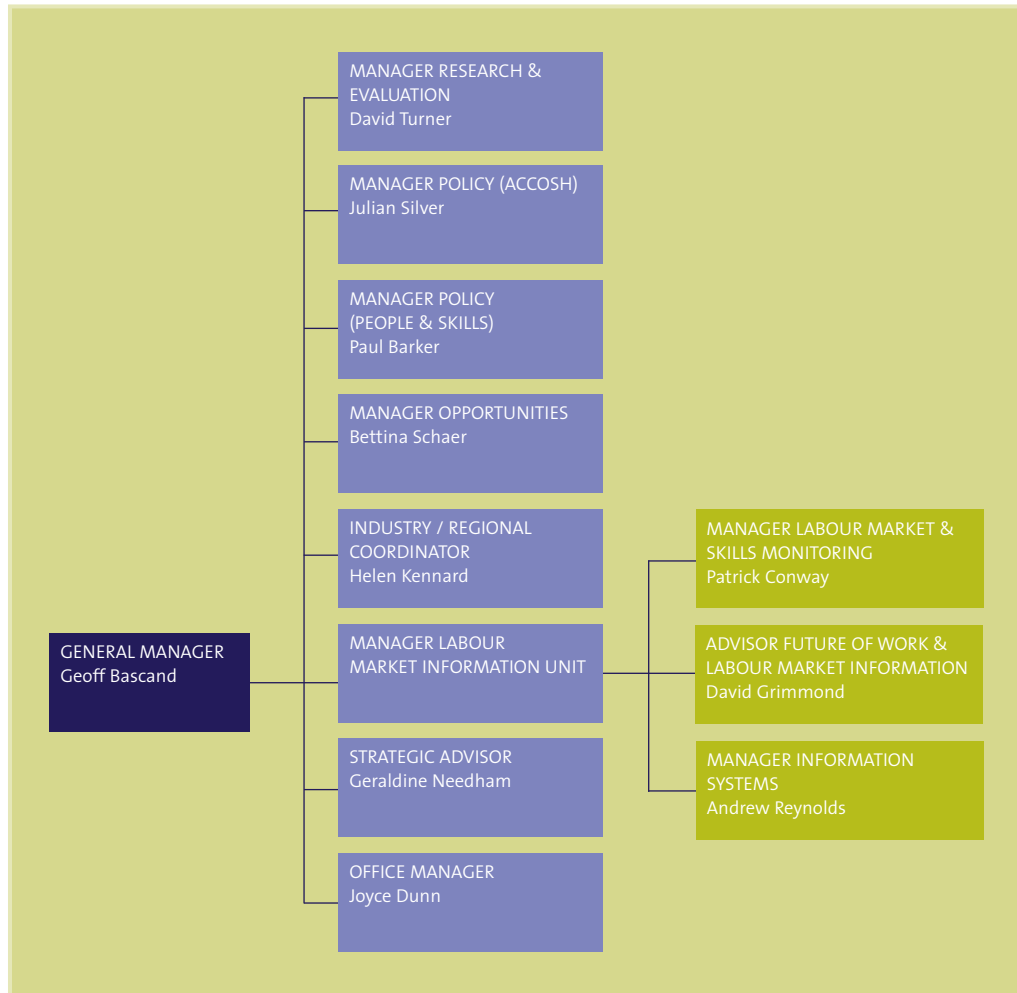
Our contributions to *thriving, well-settled and inclusive communities* include:

- joint work with the Community Employment Group on community economic development action research
- analysing migrants' employment outcomes, based on data from the 2001 census, and contributing to the development of the longitudinal survey of migrants.

LMPG also contributes to *minimising social consequences and economic costs of injury*, and the *achievement of fair and productive employment relationships* through advice related to accident compensation and injury prevention; undertaking the annual review of the minimum wage; and advice on employment relations issues such as pay equity.

## STRUCTURE

The Labour Market Policy Group employs 60 staff with a wide range of specialist expertise. Strategic policy advice and analysis for Government are our core functions. We also undertake research and evaluation to inform our policy advice, as well as informing stakeholders in the labour market.



## OFFICE OF THE CHIEF EXECUTIVE

The Office of the Chief Executive (OCE) provides support to the leadership of the Department in optimising performance to achieve the Department’s strategic direction. We do so by providing informed advice on:

- the strategic direction of the Department
- risk management and quality assurance
- management and business issues
- financial and human resources matters
- knowledge management
- electronic service delivery and information and communications technology (ICT)
- developing components of the Government’s and Department’s accountability and reporting framework
- effectiveness of departmental communication, both internal and external.

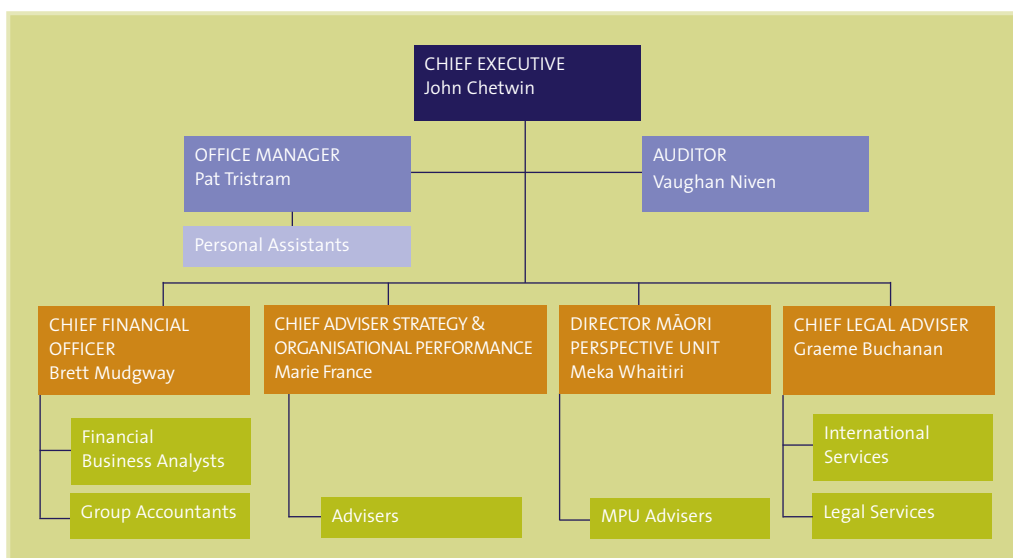
In addition, the OCE provides advice to Ministers in relation to the Accident Compensation Corporation and the Ministry of Social Development.

International Services, Legal Services and the Māori Perspective Unit within OCE provide further specialist advice and services to the Chief Executive, management and other sections of the Department.

The International Services unit works with other parts of the Department to manage the Government’s relationship with the International Labour Organisation (ILO), and maintain an overview of the two-way linkages between international labour-related developments and domestic policy issues.

Legal Services is an ‘in-house’ legal bureau which supplies legal advice and services to managers and staff of the Department, and to Ministers. As well as advising on legal matters, the Legal group represents the Department in courts and tribunals, such as conducting health and safety prosecutions. Legal Services also performs a key role in the development of legislative reforms and their passage through Parliament.

The Māori Perspective Unit (MPU) provides strategic advice to the Department on issues relating to Māori. MPU fieldworkers build links between the Department and Māori communities and organisations, to support Māori development and participation. The Māori Perspective Unit also provides advice and support to the Chief Executive, managers and Services on issues related to Māori, to ensure that policy development and service delivery impacting on Māori communities meet Māori needs.



## CENTRES OF EXCELLENCE

The Department has five Centres of Excellence that provide a range of support functions to all Services and to the Office of the Chief Executive.

### **FINANCE CENTRE OF EXCELLENCE (WITHIN NZIS)**

This centre performs day-to-day processing of financial transactions, as well as reconciliation functions and preparation of certain statutory tax returns on behalf of Services. The Property Manager who is responsible for overseeing the Department's accommodation portfolio, and the Document Centre which co-ordinates Ministerial correspondence and queries, are also located in the Finance Centre of Excellence.

### **HUMAN RESOURCES CENTRE OF EXCELLENCE (WITHIN ERS)**

The main functions of this centre are administering the Departmental payroll system and electronic leave recording system, vacancy administration, and other administration functions associated with Department-wide human resources projects.

### **INFORMATION TECHNOLOGY CENTRE OF EXCELLENCE (WITHIN ERS)**

The shared IT Service provides operational support for information technology components used by all Services, and contributes to cost saving through avoiding duplication of "like" IT components.

### **INFORMATION CENTRE OF EXCELLENCE (WITHIN WHS)**

The Information Centre manages the Department's Intranet and a collection of books, serials and journals used by Department staff to keep abreast of developments in the many areas of technical expertise the Department covers. The centre also provides daily media information and scanning.

### **TELEPHONE CENTRE OF EXCELLENCE (WITHIN WHS)**

The centre provides telephone services throughout the Department, and information to the public on the Department and its functions.

# Departmental Capability

Having identified the strategic direction of our work over the next year, and the outcomes we're working to achieve in the longer term, we have looked at the "critical factors" we must have in the Department to ensure we can deliver. These include building on the skills and ability of our staff and managers through a programme of projects and initiatives, and managing change with efficient support and systems.

## CRITICAL FACTORS

The critical factors, and some of the strategic projects supporting them, are:

### A relentless focus on customers and their needs to ensure we provide excellent customer service

This includes providing integrated service to customers. We are developing new training programmes for staff and ways to constantly monitor how we provide information and service, to check they meet customers' needs.

Knowledge-sharing and joint access points for workplace information, such as combined phone contact centres and website portals are being developed collectively by Services.

Two 'measuring' projects will check that we stay on track. One is to ensure that all strategies, policies and processes within the Department are aligned with our strategic direction, and the other is developing a framework to measure our progress towards achieving outcomes.

### Telling the story of the Department's expertise and achievements

This has both an internal and external focus. Internal communications will continue to ensure that all staff recognise how their work contributes to our outcomes. We are providing channels for staff to share their stories to encourage good practice, and highlighting progress towards the range of outcomes.

Projects such as customer-focused redevelopment of the Department's website, consistent presentation of a range of information, linkages with other agencies and organisations, and regional connections help to present our stories externally.

### Staff "tooled up" to deliver on Outcomes

A number of training and development projects across the Department are designed to build on our staff's skills, knowledge, confidence and ability to achieve our outcomes:

- we are developing a core Department of Labour *service delivery* training programme for all staff
- the long-term *Excellent People* project is designed to continuously upskill managers, support performance and build leadership capability for all staff
- as part of the Department's commitment to high-quality working lives for our own staff, the *Health and Safety Management* project aims to ensure best practice across the Department. Services have adopted health and safety as a prime business target
- the Department's *Māori strategy* is designed to increase the Department's collective capability to support Māori economic and social development; gain active Māori participation in policy development and operational delivery; enhance our work with Māori communities, and increase our understanding of Māori issues. It includes support and development for Māori staff
- the Department's *Pacific strategy* is working towards having the Department recognized by Pacific people as a preferred employer which offers opportunities to



staff; building links and understanding with Pacific communities; and providing excellent labour market advice and service to Pacific people. We also work with the Ministry of Pacific Island Affairs and other organisations to support capacity-building in Pacific communities

- the Department's *Disability strategy* contributes towards the Government's New Zealand Disability Strategy, which aims to remove barriers to full participation in society faced by people with disabilities. Our strategy includes policy development and service delivery changes across all Services.



#### **Internal and external connectedness – staff making links to achieve the Outcome**

The Department is strengthening both our internal links and external relationships with a wide range of organisations to achieve our outcomes. We are developing strong local networks across Services, and working on joint projects such as the combined Employment Relations and Workplace Health and Safety *WorkInfo* database. The Department is also building on our community and business links, and redeveloping electronic channels to help deliver “joined-up” Government. With the Ministry of Social Development, ACC and other agencies we are developing joint outcomes that meet the needs of our common customers.

#### **Building and sharing our knowledge**

The *Knowledge Management* project will ensure effective stewardship of our knowledge, and aims to improve awareness, access to and sharing of knowledge across the Department.

The *Policy Forum* is dedicated to excellent policy advice. It draws together policy staff across the Department and ensures connected policy advice on a broad range of policy issues. The Policy Forum also develops joint resources, such as the Department's *Guide to Excellent Policy Advice* and guidelines for writing clear and concise policy papers.

The *HR Forum*, *IT Forum* and *Communications Forum* also draw together specialist staff in these areas from all Services, to develop relevant resources and provide joint solutions.

#### **Systems for service and support – to ensure the Department's infrastructure is robust**

We are developing customer-focused *electronic channels* for delivering prompt information and service, in line with the e-Government strategy. We aim to give our customers seamless access to all Department of Labour information, and choice in how they reach and use our services. This includes the Immigration Service's *Access from Anywhere* system for on-line visa and permit applications.

During the year we will launch a work-information portal, [www.work.govt.nz](http://www.work.govt.nz), which will provide access to information and services on the whole of the labour market. The portal involves a number of work-related government agencies and will provide links to services from skills training and education to job opportunities and future work.

Internally, we are upgrading our information systems to support human resources and financial management.

### HUMAN CAPABILITY FRAMEWORK

New Zealand's prosperity relies on the capability of its people and the successful use of their skills and abilities. Key to achieving the Government's goals and Department outcomes is the ability of New Zealand's people to develop skills, generate income and promote an inclusive and thriving community and economy. The *Human Capability Framework*, developed by the Department of Labour, is an integrated way of looking at all the elements in this process and how they work together. The framework also demonstrates the links across the work of the Department, as Services work together to achieve our outcomes.

Working together goes well beyond the bounds of the Department of Labour. The work of a number of other departments and agencies (table pages 6-8) also has major effects within this framework. Our alliances with these departments and agencies are critical for New Zealand to increase its overall human capability for the benefit of both individuals and wider society.

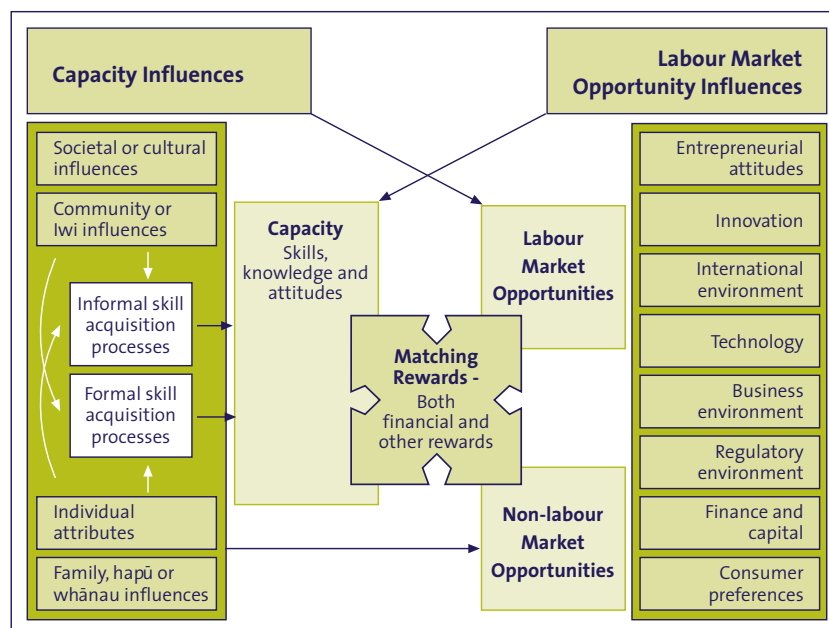
The Human Capability Framework has three elements – capacity, opportunity, and the process by which these are matched.

**Capacity** – this refers to peoples' skills, knowledge and attitudes, including any ability to do something, such as care for children or speak in public. These abilities are both innate and learned, with learning taking place in a multitude of situations – on the marae, in the home and in formal learning environments.

**Opportunities** – places where people can use their capacity – their skills, knowledge and attitudes - to generate income and other rewards. Many of these opportunities are in the labour market in the form of paid work. However, the framework recognises that non-labour market opportunities are also important, and that people's capacity is used in many ways which contribute to society.

**Matching Capacity with Opportunities** – all the processes involved in connecting people's abilities to opportunities. These processes include rewards for skills, safety nets, rules around contracting, problem-resolution systems, immigration policies and information that helps people make informed choices.

The diagram of the framework shows the range of influences that affect human capability and wellbeing.



# Appendices

## FORECAST FINANCIAL STATEMENTS

These forecast financial statements contain the following statements:

- a forecast statement of financial performance for the year ending 30 June 2003
- a forecast statement of financial position as at 30 June 2003
- a forecast statement of cash flows for the year ending 30 June 2003.

There were no significant changes in total Departmental appropriation from 2001/2002 to 2002/2003. From 1 July 2002 the Regulator's role in relation to the Non-Compliers Fund transferred to the Accident Insurance Corporation (ACC).

**TABLE 1:** Financial Highlights

(GST exclusive)	2001/2002	2001/2002	2002/2003
	Budgeted <sup>1</sup> \$000	Unaudited Actual \$000	Budgeted \$000
Revenue: Crown	97,735	97,620	101,294
Revenue: Department	2,373	1,951	1,449
Revenue: other	70,396	71,572	67,369
Interest	-	31	-
<b>TOTAL REVENUE</b>	<b>170,504</b>	<b>171,174</b>	<b>170,112</b>
Output expenses	159,167	153,131	158,737
Net surplus/ (deficit)	11,337	18,043	11,375
Taxpayers' funds	17,729	17,762	19,306
Net cash flows from operating and investing activities	14,625	33,120	11,113

**TABLE 2:** Total resources administered by the Department

Appropriations (GST inclusive where applicable)	2001/2002	2001/2002	2002/2003
	Budgeted <sup>1</sup> \$000	Unaudited Actual \$000	Budgeted \$000
<b>OPERATING FLOWS</b>			
Departmental output classes	174,922	168,506	175,528
Non-Departmental output classes	600,914	600,462	574,491
Other expenses to be incurred by the Crown	98,244	97,373	100,106
Benefits and other unrequited expenses	58,863	58,863	69,795
Capital contribution	-	-	1,577
<b>TOTAL APPROPRIATIONS</b>	<b>932,943</b>	<b>925,204</b>	<b>921,497</b>

<sup>1</sup> These columns incorporate both Main Estimates and Supplementary Estimates appropriations for 2001/2002.

**TABLE 3:** Total Crown Revenue and Receipts

Revenue (GST exclusive where applicable)	2001/2002 Budgeted <sup>1</sup> \$000	2001/2002 Unaudited Actual \$000	2002/03 Budgeted \$000
Non-tax Crown revenue	20,226	24,157	28,694

**TABLE 4:** Forecast statement of financial performance for the year ending 30 June 2003

	2001/2002 Budgeted <sup>1</sup> \$000	2001/2002 Unaudited Actual \$000	2002/2003 Budgeted \$000
<b>REVENUE</b>			
Crown	97,735	97,620	101,294
Department	2,373	1,951	1,449
Other	70,396	71,572	67,369
Interest	-	31	-
<b>TOTAL REVENUE</b>	<b>170,504</b>	<b>171,174</b>	<b>170,112</b>
<b>EXPENSES</b>			
<i>Output expenses:</i>			
Personnel	70,425	69,556	75,613
Operating	80,240	76,321	74,228
Depreciation	6,899	5,654	7,346
Capital charge	1,603	1,600	1,550
Total output expenses	159,167	153,131	158,737
<b>TOTAL EXPENSES</b>	<b>159,167</b>	<b>153,131</b>	<b>158,737</b>
<b>NET SURPLUS/(DEFICIT)</b>	<b>11,337</b>	<b>18,043</b>	<b>11,375</b>

<sup>1</sup> These columns incorporate both Main Estimates and Supplementary Estimates appropriations for 2001/2002.

**TABLE 5:** Forecast statement of financial position as at 30 June 2003

	Actual financial position as at 30 June 2001 \$000	Unaudited Actual financial position as at 30 June 2002 \$000	Forecast financial position as at 30 June 2003 \$000
<b>ASSETS</b>			
<i>Current assets</i>			
Cash and bank balances	29,690	53,900	38,593
Prepayments	1,639	1,519	1,660
Debtors and receivables	2,579	1,245	2,068
<i>Total current assets</i>	<i>33,908</i>	<i>56,664</i>	<i>42,321</i>
<i>Non-current assets</i>			
Fixed assets	21,567	19,185	18,406
<b>TOTAL ASSETS</b>	<b>55,475</b>	<b>75,849</b>	<b>60,727</b>
<b>LIABILITIES</b>			
<i>Current liabilities</i>			
Creditors and payables	21,269	32,231	21,557
Provisions	572	333	-
Provision for repayment of surplus to the Crown	8,370	18,010	11,375
Provision for employee entitlements	3,809	3,982	4,899
<i>Total current liabilities</i>	<i>34,020</i>	<i>54,556</i>	<i>37,831</i>
<i>Non-current liabilities</i>			
Provision for employee entitlements	3,426	3,531	3,590
<b>TOTAL LIABILITIES</b>	<b>37,446</b>	<b>58,087</b>	<b>41,421</b>
<b>TAXPAYERS' FUNDS</b>			
General funds	16,527	16,260	17,804
Revaluation reserve	1,502	1,502	1,502
<b>TOTAL TAXPAYERS' FUNDS</b>	<b>18,029</b>	<b>17,762</b>	<b>19,306</b>
<b>TOTAL LIABILITIES AND TAXPAYERS' FUNDS</b>	<b>55,475</b>	<b>75,849</b>	<b>60,727</b>

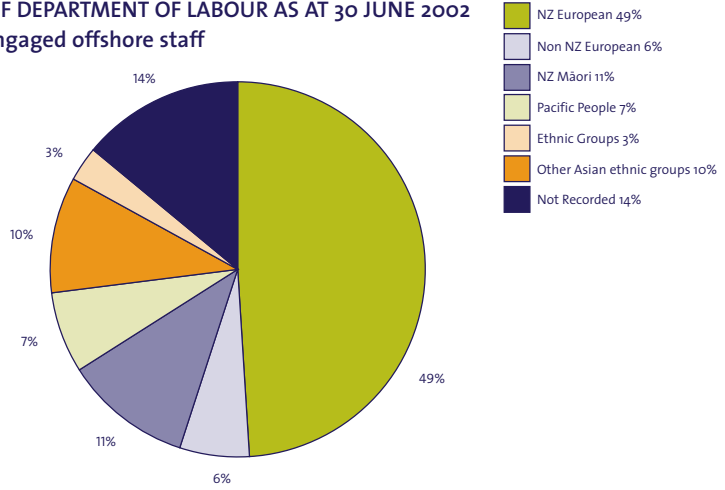
**TABLE 6:** Forecast statement of cash flows for the year ending 30 June 2003

	2001/2002	2001/2002	2002/2003
	Budgeted <sup>1</sup> \$000	Unaudited Actual \$000	Budgeted \$000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Cash provided from:			
Supply of outputs to:			
Crown	97,655	97,839	101,165
Department	2,380	1,951	1,442
Other	70,195	80,432	67,146
Interest	-	31	-
Cash disbursed to:			
Cost of producing outputs:			
Output expenses	(150,210)	(142,004)	(149,617)
Capital charge	(1,603)	(1,600)	(1,550)
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>	<b>18,417</b>	<b>36,649</b>	<b>18,586</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Cash provided from:			
Sale of physical assets	470	96	719
Cash disbursed to:			
Purchase of physical assets	(4,262)	(3,625)	(8,192)
<b>NET CASH FLOWS FROM INVESTING ACTIVITIES</b>	<b>(3,792)</b>	<b>(3,529)</b>	<b>(7,473)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Cash provided from:			
Capital contribution from the Crown	-	-	1,577
Cash disbursed to:			
Repayment of surplus to the Crown	(8,370)	(8,370)	(11,484)
Capital repayments	(300)	(300)	-
<b>NET CASH FLOWS FROM FINANCING ACTIVITIES</b>	<b>(8,670)</b>	<b>(8,670)</b>	<b>(9,907)</b>
<b>NET INCREASE/(DECREASE) IN CASH HELD</b>	<b>5,955</b>	<b>24,450</b>	<b>1,206</b>
Effect Exchange Rate changes on foreign currency balances	-	(240)	-
Opening total cash balances at 1 July	29,690	29,690	37,387
<b>CLOSING TOTAL CASH BALANCES AT 30 JUNE PROJECTED</b>	<b>35,645</b>	<b>53,900</b>	<b>38,593</b>

<sup>1</sup> These columns incorporate both Main Estimates and Supplementary Estimates appropriations for 2001/2002.

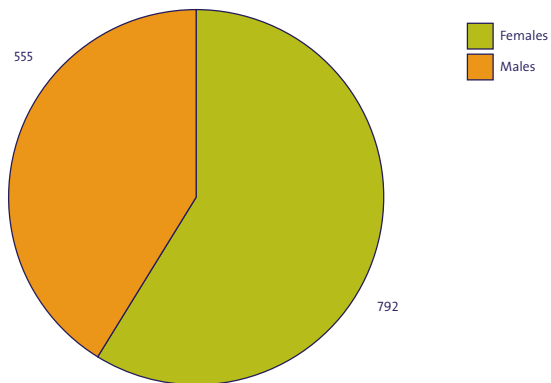
**ETHNIC COMPOSITION OF DEPARTMENT OF LABOUR AS AT 30 JUNE 2002**

Figures include locally-engaged offshore staff



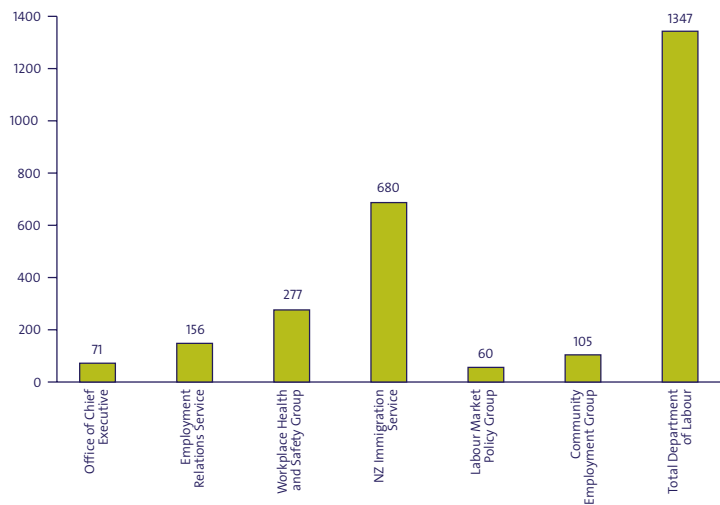
Note: Includes all staff apart from New Zealand-based casuals and statutory officers.

**DEPARTMENT OF LABOUR STAFF BY GENDER 30 JUNE 2002**

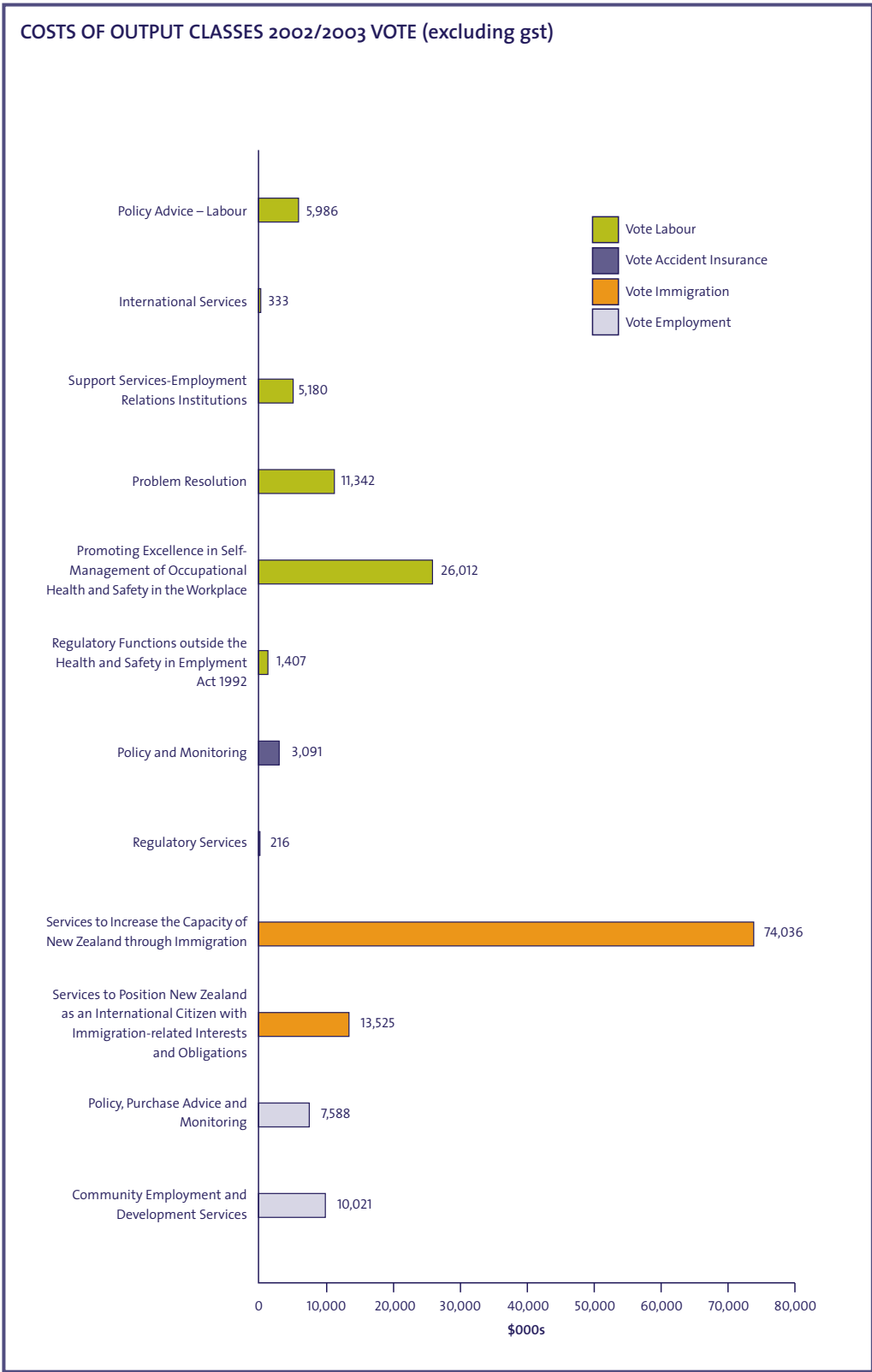


Note: Includes all staff apart from New Zealand-based casuals and statutory officers.

**STAFF NUMBERS BY SERVICE UNIT 30 JUNE 2002**



Note: Includes all staff apart from New Zealand-based casuals and statutory officers.



# LEGISLATIVE FRAMEWORK

The Department administers the following statutes (those marked with an asterisk \* are the key underpinning Acts):

- Disabled Persons Employment Promotion Act 1960
- Employment Relations Act 2000\*
- Equal Pay Act 1972
- Health and Safety in Employment Act 1992\*
- Higher Salaries Commission Act 1977
- Holidays Act 1981\*
- Immigration Act 1987\*
- Injury Prevention, Rehabilitation, and Compensation Act 2001\*
- Labour Department Act Repeal Act 1989
- Machinery Act 1950
- Marine and Power Engineers Institute Industrial Disputes Act 1974
- Mines Rescue Trust Act 1992
- Minimum Wage Act 1983\*
- Parental Leave and Employment Protection Act 1987\*
- Seamen's Union Funds Act 1971
- Sharemilking Agreements Act 1937
- Shop Trading Hours Act Repeal Act 1990
- Trade Unions Act 1908
- Union Representatives Education Leave Act Repeal Act 1992
- Volunteers Employment Protection Act 1973
- Wages Protection Act 1983\*
- Waterfront Industry Reform Act 1989

The Department administers the following regulations:

- Abrasive Blasting Regulations 1958
- Accident Insurance ("Counsellor") Regulations 1999
- Accident Insurance (Indexation of Maximum Weekly Compensation) Regulations 1999
- Accident Insurance (Indexation of Maximum Weekly Compensation) Regulations 2000
- Accident Insurance (Indexation of Maximum Weekly Compensation) Regulations 2001
- Accident Insurance (Insurer Returns) Regulations 1999
- Accident Insurance (Insurer's Liability to Pay Cost of Treatment) Regulations 1999
- Accident Insurance (Interest on Crown Advances) Regulations 1999
- Accident Insurance (Interim Indexation) Regulations 1999
- Accident Insurance (Interim Indexation) Regulations 2000
- Accident Insurance (Interim Indexation) Regulations 2001
- Accident Insurance (Motor Spirits Duty) Order 2001
- Accident Insurance (Occupational Hearing Assessment Procedures) Regulations 1999
- Accident Insurance (Payment for Public Health Acute Services) Regulations 2000
- Accident Insurance (Payment for Public Health Acute Services) Regulations 2001
- Accident Insurance (Payment of Base Premiums) Regulations 1999
- Accident Insurance (Prescribed Rate of Interest) Regulations 1999
- Accident Insurance (Regulator's Funding Levy) Regulations 2000
- Accident Insurance (Regulator's Funding Levy) Regulations 2001
- Accident Rehabilitation and Compensation Insurance (Motor Spirits Excise Duty) Order 1998
- Amusement Devices Commencement Order 1968
- Amusement Devices Regulations 1978
- Dangerous Goods (Class 2 - Gases) Regulations 1980
- Dangerous Goods (Class 3 - Flammable Liquids) Regulations 1985
- Dangerous Goods (Class 4 - Flammable Solids or Substances and Class 5 - Oxidising Substances) Regulations 1985
- Dangerous Goods (Licensing Fees) Regulations 1976
- Disabled Persons Employment Promotion Order 2001
- Electroplating Regulations 1950

- Employment Court Regulations 2000
- Employment Relations Authority Regulations 2000
- Employment Relations (Prescribed Matters) Regulations 2000
- Explosives Amendment Act Commencement Order 1979
- Explosives Authorisation Order 1994
- Explosives Regulations 1959
- Factories and Commercial Premises (First Aid) Regulations 1985
- Framework for the Accredited Employers Programme 2000 (deemed regulations)
- Health and Safety in Employment (Asbestos) Regulations 1998
- Health and Safety in Employment (Mining Administration) Regulations 1996
- Health and Safety in Employment (Mining – Underground) Regulations 1999
- Health and Safety in Employment (Petroleum Exploration and Extraction) Regulations 1999
- Health and Safety in Employment (Pipelines) Regulations 1999
- Health and Safety in Employment (Prescribed Matters) Regulations 1993
- Health and Safety in Employment (Pressure Equipment, Cranes, and Passenger Ropeways) Regulations 1999
- Health and Safety in Employment (Rates of Funding Levy) Regulations 1994
- Health and Safety in Employment Regulations 1995
- Higher Salaries Commission Act Commencement Order 1978
- Higher Salaries Commission (Jurisdiction) Order 1988
- Immigration Act Commencement Order 1987
- Immigration (Refugee Processing) Regulations 1999
- Immigration Regulations 1999
- Immigration (Special Regularisation) Regulations 2000
- Immigration (Transit Visas) Regulations 2002
- Industrial Training Levies Order 1987
- Injury Prevention, Rehabilitation, and Compensation (Ancillary Services) Regulations 2002
- Injury Prevention, Rehabilitation, and Compensation (Earnings Levy and Earnings Account Residual Levy) Regulations 2001
- Injury Prevention, Rehabilitation, and Compensation (Employer Levies) Regulations 2002
- Injury Prevention, Rehabilitation, and Compensation (Indexation of Maximum Weekly Compensation) Regulations 2002
- Injury Prevention, Rehabilitation, and Compensation (Interest Rate for Late Payment of Levies) Regulations 2002
- Injury Prevention, Rehabilitation, and Compensation (Interim Indexation of Weekly Abatement Amounts) Regulations 2002
- Injury Prevention, Rehabilitation, and Compensation (Lump Sum and Independence Allowance) Regulations 2002
- Injury Prevention, Rehabilitation, and Compensation (Motor Vehicle Levy and Motor Vehicle Account Residual Levy) Regulations 2001
- Injury Prevention, Rehabilitation, and Compensation (Public Health Acute Services) Regulations 2002
- Injury Prevention, Rehabilitation, and Compensation (Residual Claims Levy) Regulations 2001
- Injury Prevention, Rehabilitation, and Compensation (Review Costs and Appeals) Regulations 2002
- Injury Prevention, Rehabilitation, and Compensation (Self-Employed Work Account Levies) Regulations 2002
- Labour Relations Regulations 1987
- Lead Process Regulations 1950
- Machinery Amendment Act Commencement Order 1967
- Machinery (Exclusion of Some Pressure Equipment, Cranes, and Passenger Ropeways) Order 1999
- Minimum Wage Act Commencement Order 1985
- Minimum Wage (Industry Training) Regulations 1999
- Minimum Wage Order 2002
- Minimum Wage Regulations 1946
- Noxious Substances Regulations 1954
- Parental Leave and Employment Protection Regulations 2002
- Parliamentary Salaries and Allowances Determination 2001
- Sharemilking Agreements Order 2001
- Spray Coating Regulations 1962
- Union Representatives Education Leave Act Repeal Act Commencement Order 1992
- Workers' Compensation Order 1969

# DIRECTORY

## DEPARTMENT OF LABOUR

Office of the Chief Executive  
6th Floor, Unisys House  
56 The Terrace  
PO Box 3705  
WELLINGTON

Phone: (04) 915 4077

Fax: (04) 915 4015

Website: [www.dol.govt.nz](http://www.dol.govt.nz)

## COMMUNITY EMPLOYMENT GROUP

4th Floor, Unisys House  
56 the Terrace  
PO Box 3705  
WELLINGTON

Phone: (04) 915 4270

Fax: (04) 914 4901

Website: [www.ceg.govt.nz](http://www.ceg.govt.nz)

## EMPLOYMENT RELATIONS SERVICE

5th Floor, Unisys House  
56 The Terrace  
PO Box 3705  
WELLINGTON

Phone: (04) 915 4500

Fax: (04) 915 4567

Website: [www.ers.govt.nz](http://www.ers.govt.nz)

## MEDIATION SERVICES (HEAD OFFICE)

Phone: (04) 915 4590

## EMPLOYMENT RELATIONS INFORMATION CENTRE

Freephone 0800 800 863  
4th Floor, Federal Block  
Swanson Towers  
21 Federal Street  
PO Box 105 183  
AUCKLAND 1030

Fax: (09) 357 9723

## LABOUR MARKET POLICY GROUP

3rd Floor, Unisys House  
56 The Terrace  
PO Box 3705  
WELLINGTON

Phone: (04) 915 4742

Fax: (04) 915 4040

Website: [www.dol.govt.nz](http://www.dol.govt.nz)

## NEW ZEALAND IMMIGRATION SERVICE

Freephone 0508 55 88 55  
For general information and statistics:

National Office  
7th Floor, Unisys House  
56 The Terrace  
PO Box 3705  
WELLINGTON

Phone: (04) 915 4222

Fax: (04) 915 4296

For application forms and general enquiries:

Wellington Branch  
PO Box 27149  
142-146 Wakefield Street  
WELLINGTON

Phone: 0508 55 88 55

Fax: (04) 917 6640

Website: [www.immigration.govt.nz](http://www.immigration.govt.nz)

## WORKPLACE HEALTH AND SAFETY GROUP (INCLUDES OCCUPATIONAL SAFETY AND HEALTH SERVICE)

4th Floor, Unisys House  
56 The Terrace  
PO Box 3705  
WELLINGTON

Phone: (04) 915 4444

Fax: (04) 499 0891

Website: [www.osh.govt.nz](http://www.osh.govt.nz)