

# Pay Equity in the Social Sector Western Bay of Plenty

Outcome report  
May 2019

A close-up photograph of a hand holding a spiral-bound notepad. The notepad is white with a silver spiral binding at the top. The words "PAY" and "EQUAL" are written in large, bold, black capital letters on the notepad. The background is blurred, showing green foliage and a pink flower.

PAY  
EQUAL

# Introduction

The employees of community based Non Government Organisation (NGO) social service agencies are vital in ensuring the most vulnerable people in our communities receive the services they need to enhance socio-economic outcomes.

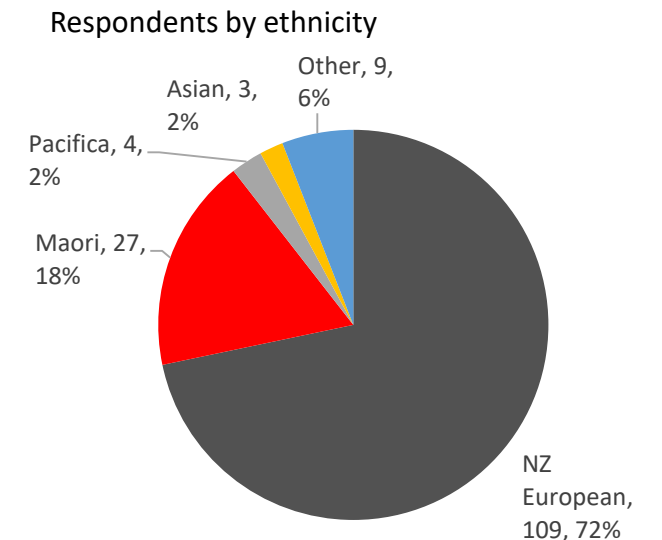
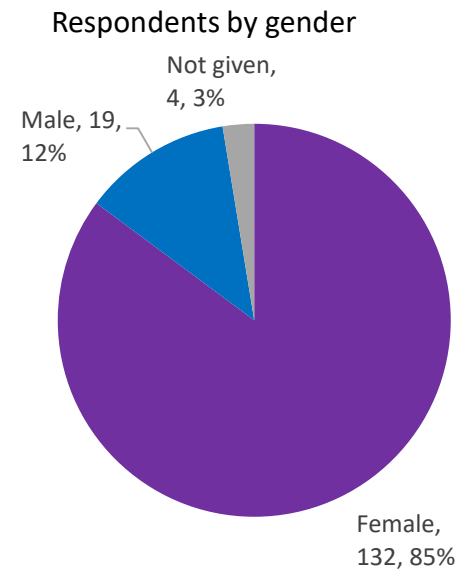
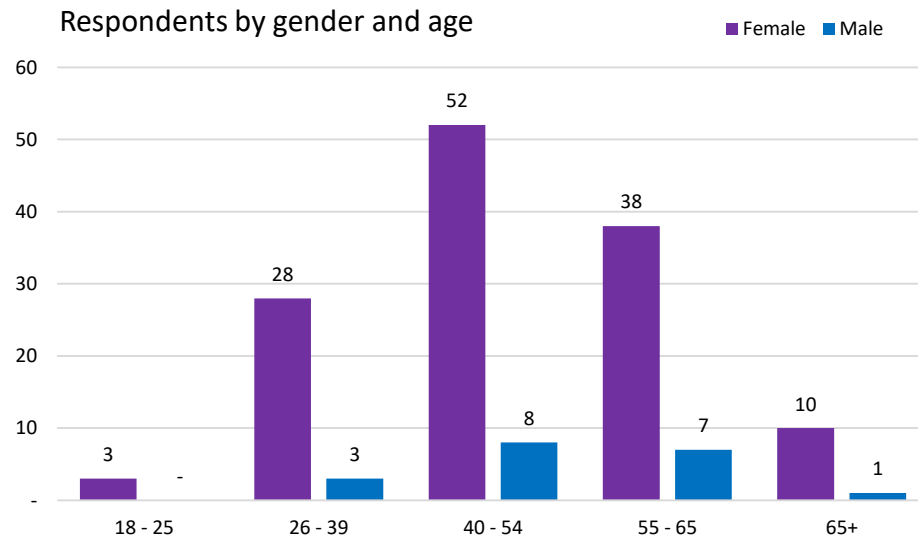
Social workers at Oranga Tamariki received a 30 percent pay increase over two years in an equal pay settlement in 2018 however this settlement was not extended to social workers in the NGO sector resulting in NGO staff leaving to get up to 50 percent better pay at Oranga Tamariki.

The Pay Equity Survey asked the staff in the social sector in the Western Bay of Plenty to comment on pay equity issues during May 2019 with the survey distributed via the SocialLink database and social media. A total of 155 responses were received.

# Our respondents

155 people completed the May 2019 survey on remuneration

- 132 were female – 85%
- 60 were aged 40 to 54 – 39%
- 109 identified as NZ European – 72%
- 27 identified as Māori 18%



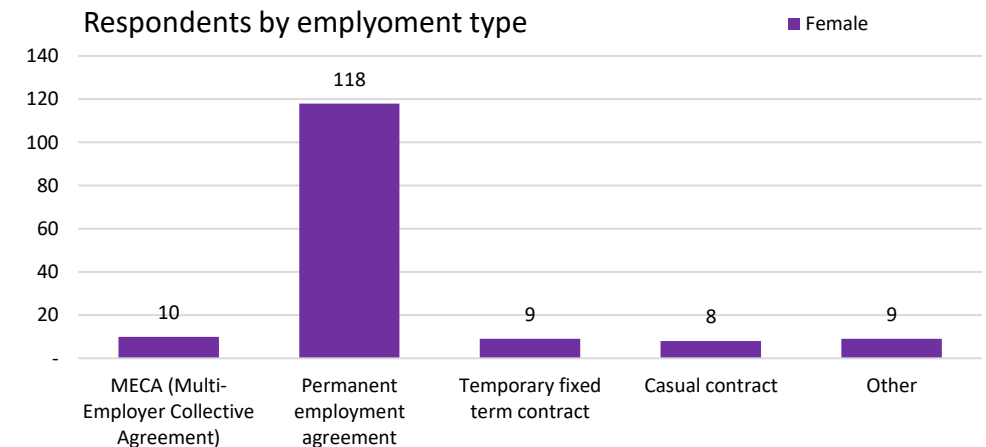
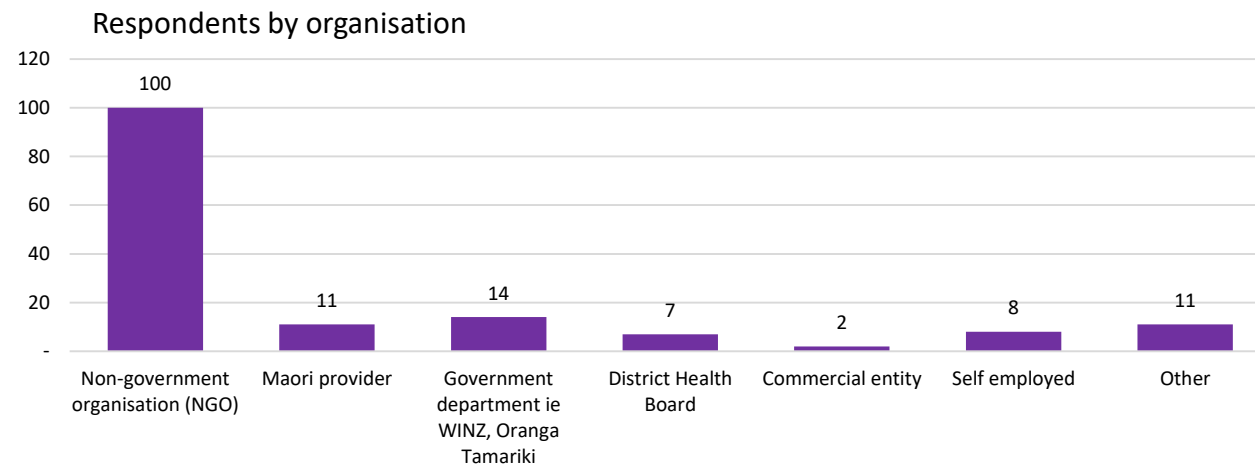
# Where and how they are employed

100 worked for NGOs – 66%

- 118 have permanent employment agreements – 77%

Respondents by contract type and organisation								
	Non-government organisation (NGO)	Māori provider	Government department ie WINZ, Oranga Tamariki	District Health Board	Commercial entity	Self employed	Other	Total
MECA (Multi-Employer Collective Agreement)	5	-	1	3	-	-	-	9
Permanent employment agreement	82	11	13	2	1	1	8	118
Temporary fixed term contract	6	-	-	2	-	1	-	9
Casual contract	5	-	-	-	-	3	-	8
Other	2	-	-	-	1	3	3	9
<b>Other</b>	<b>100</b>	<b>11</b>	<b>14</b>	<b>7</b>	<b>2</b>	<b>8</b>	<b>11</b>	<b>153</b>

Note: 2 survey responses invalid as nil answer

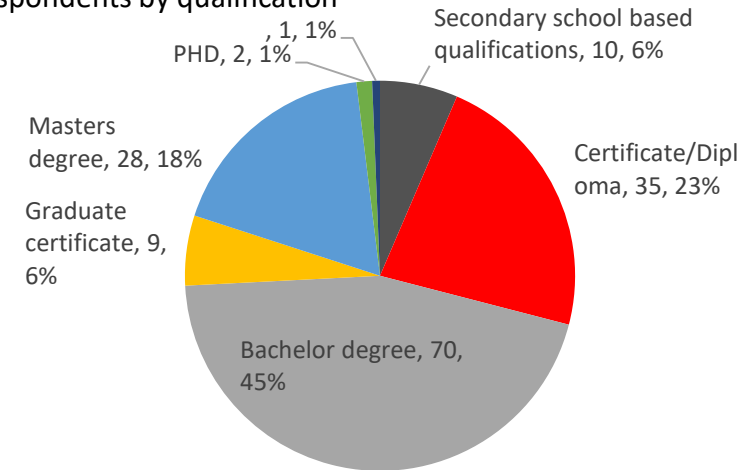


# Their qualifications, roles and time in role

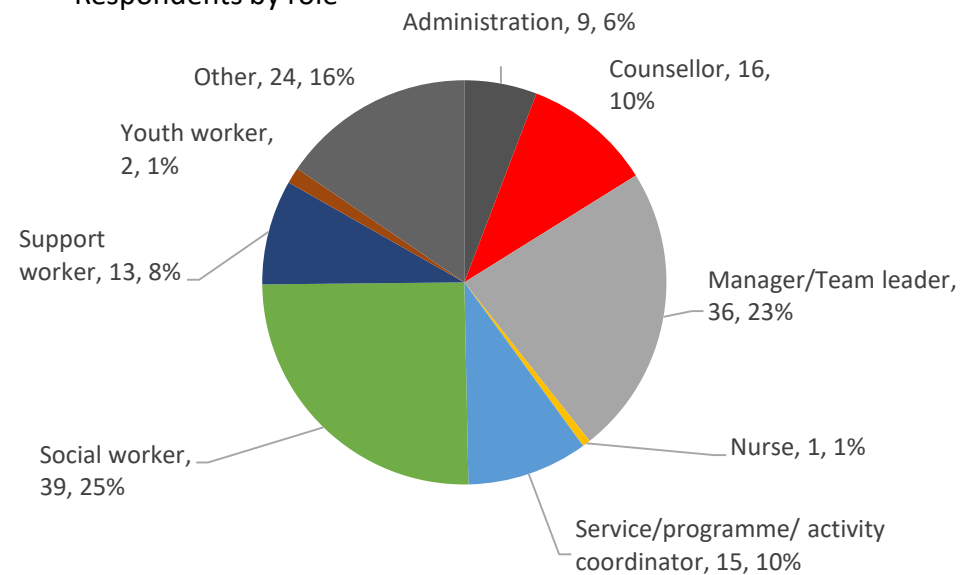
110 have a university degree – 71%

- 39 are social workers – 25%
- 49% reported they have spent more than 10 years in the role

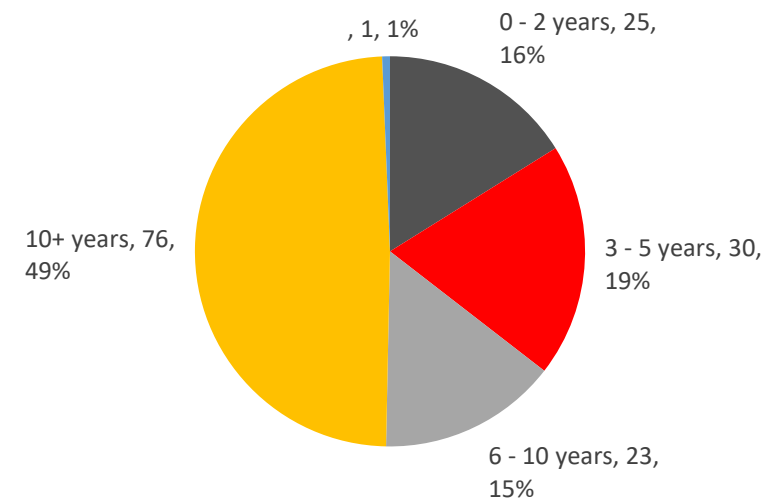
Respondents by qualification



Respondents by role



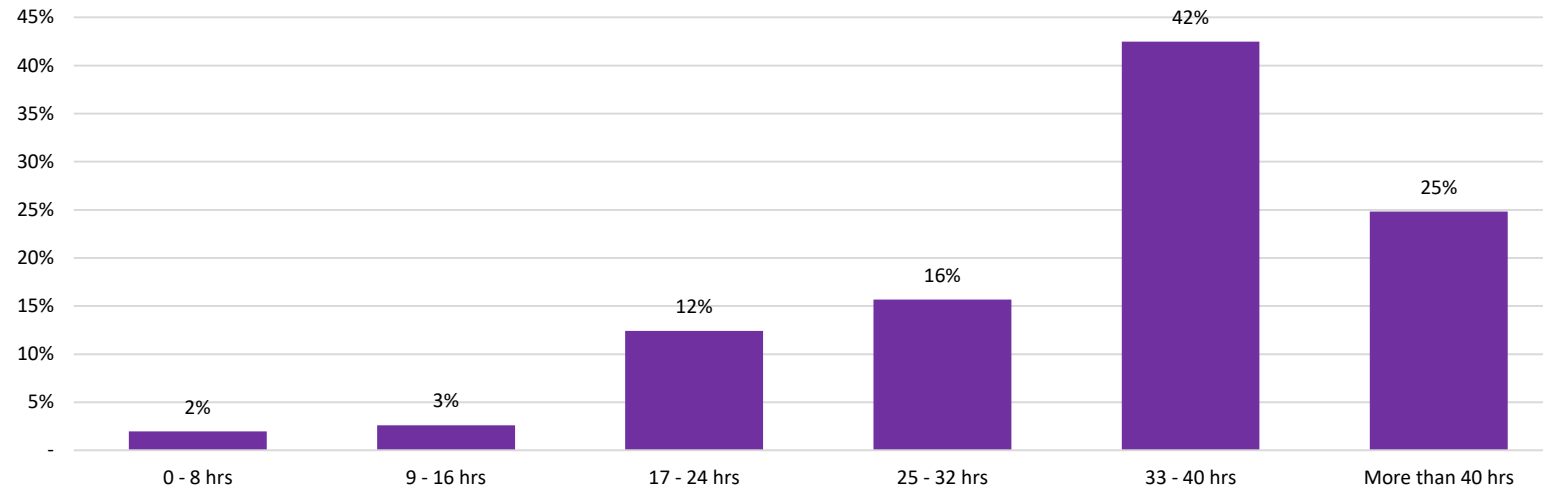
Respondents by time in role



# Hours worked per week

38 worked more than 40 hours a week – 25%

Respondents by hours worked



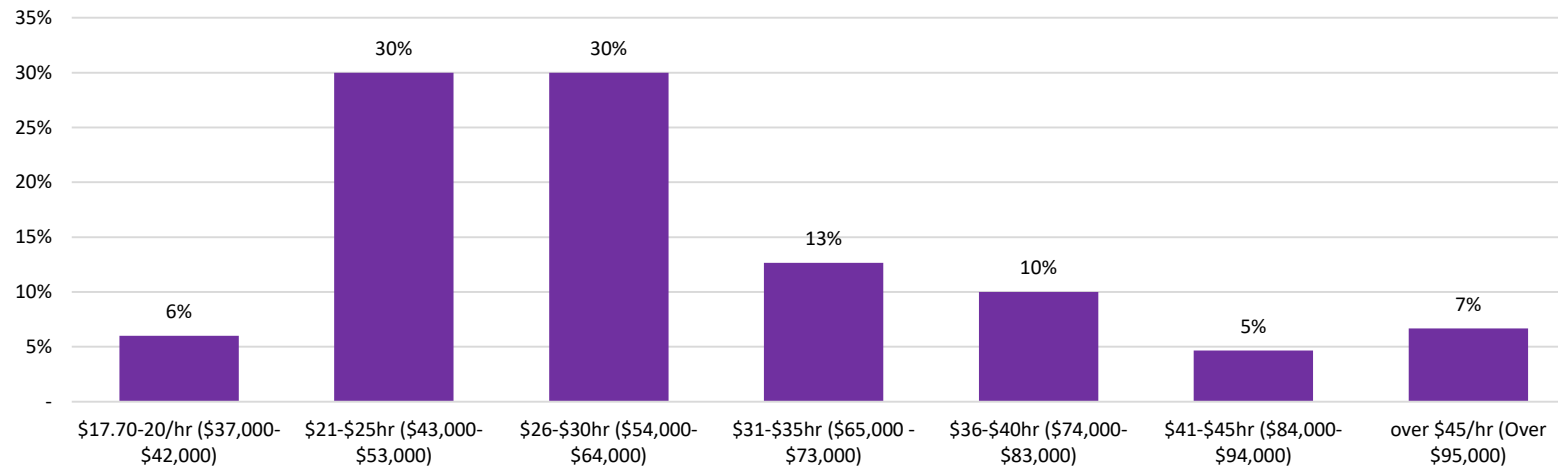
HoursWorked	Non-government organisation	Māori provider	Government department ie WINZ, Oranga Tamariki	District Health Board	Commercial entity	Self-employed	Other	Total
0 - 8 hrs	2	-	-	-	-	-	1	3
9 - 16 hrs	3	-	-	-	-	1	-	4
17 - 24 hrs	13	-	-	2	-	1	3	19
25 - 32 hrs	16	3	-	2	1	2	-	24
33 - 40 hrs	39	8	7	3	1	3	4	65
More than 40 hrs	27	-	7	-	-	1	3	38
<b>Total</b>	<b>100</b>	<b>11</b>	<b>14</b>	<b>7</b>	<b>2</b>	<b>8</b>	<b>11</b>	<b>153</b>

- 27 working for NGOs worked 40+ hours per week
  - 27%
- 7 working for government worked 40+ hours per week
  - 50%

# Salary rates

99 are paid \$30 or less per hour / \$64k or less per year – 66%

Respondents by salary rate



Salary rate by organisation

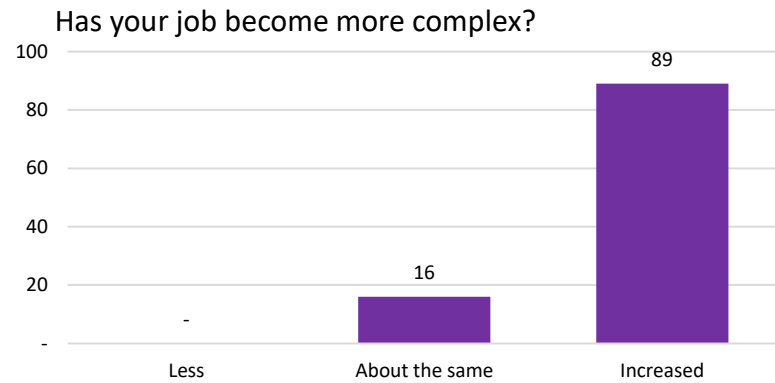
SalaryRate	Non-government organisation	Māori provider	Government department ie WINZ, Oranga Tamariki	District Health Board	Commercial entity	Self-employed	Other	Total
\$17.70-20/hr (\$37,000-\$42,000)	5	1	-	-	-	-	3	9
\$21-\$25/hr (\$43,000-\$53,000)	34	5	-	2	-	1	3	45
\$26-\$30/hr (\$54,000-\$64,000)	33	4	4	2	1	1	-	45
\$31-\$35/hr (\$65,000-\$73,000)	11	1	2	2	-	-	3	19
\$36-\$40/hr (\$74,000-\$83,000)	10	-	1	1	-	3	-	15
\$41-\$45/hr (\$84,000-\$94,000)	2	-	5	-	-	-	-	7
over \$45/hr (Over \$95,000)	3	-	2	-	-	3	2	10
Not given	2	-	-	-	1	-	-	3
<b>Total</b>	<b>100</b>	<b>11</b>	<b>14</b>	<b>7</b>	<b>2</b>	<b>8</b>	<b>11</b>	<b>153</b>

- 72 working for NGOs are paid \$30 or less per hour
  - 72%
- 10 working for Māori providers paid \$30 or less per hour
  - 91%

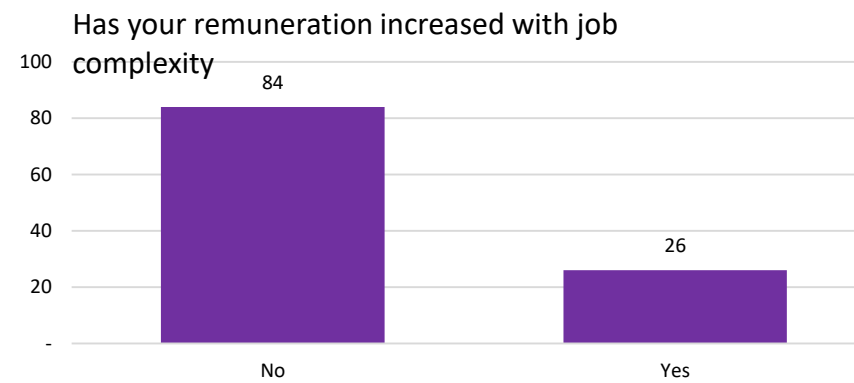
# Increasing job complexity

84 reported that their remuneration over the last 5 years has not kept up with their growing workload – 76%

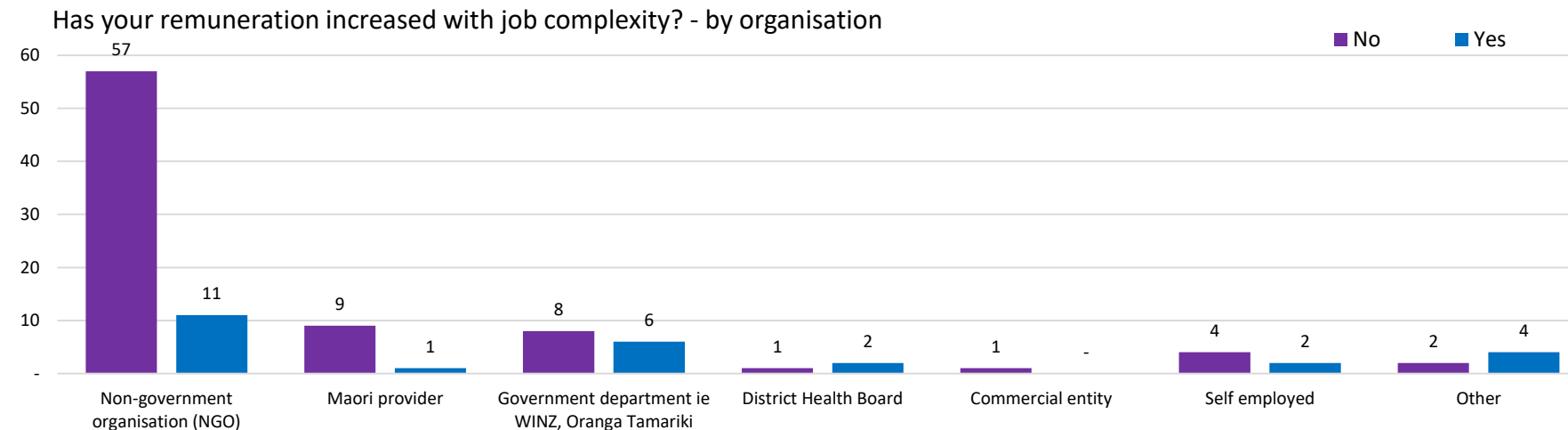
**Q.** If you have been in your role more than five years, in your experience is the workload the same as it was 5yrs ago in terms of complexity and risk?



**Q.** If the complexity has increased, has this been reflected in your wages?



**110 people were able to answer this question**



- 78 work for NGO or Māori providers
  - 66 say remuneration has not kept up – 85%
- 17 work for government or DHBs
  - 8 say remuneration has kept up – 47%

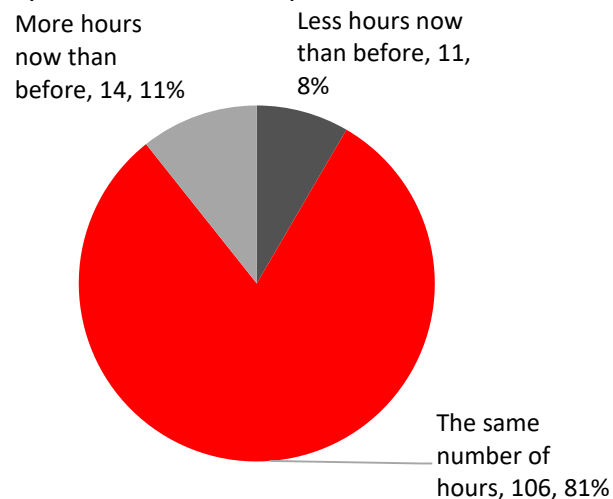


# Hours worked compared to 1 year and 5 years ago

People report similar work hours to 1 year ago, but more hours compared to 5 years ago

**Q.** If you were in the same/similar role 12 months ago (May 2018), how many hours/ FTE per week did you work on average?

Respondents by hours worked compared to 12 months ago



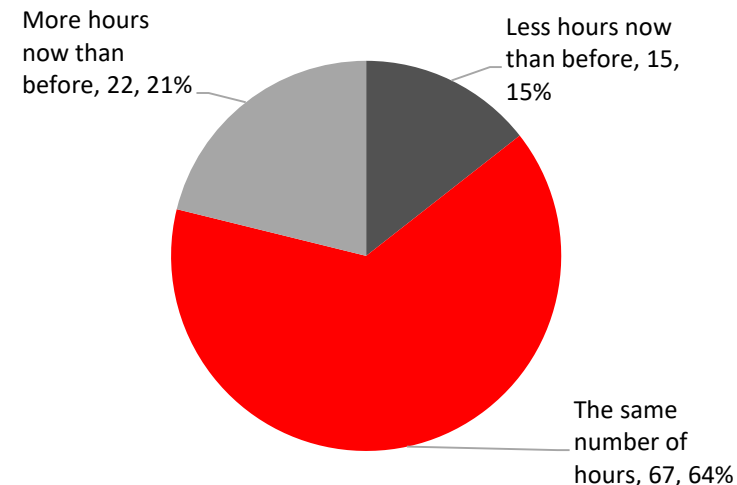
Hours worked now

**131 were able to answer this question**

Less hours now than before	The same number of hours	More hours now than before
11	106	14
8%	81%	11%

**Q.** If you were in the same/similar role 5 years ago (2014), how many hours/ FTE per week did you work on average?

Respondents by hours worked compared to 5 years ago



Hours worked now

**104 were able to answer this question**

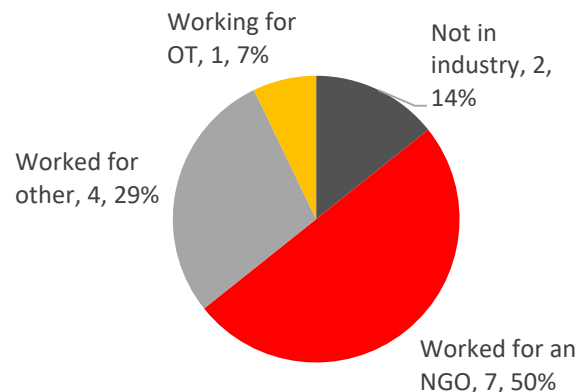
Less hours now than before	The same number of hours	More hours now than before
15	67	22
14%	64%	21%

# Employer compared to 1 year and 5 years ago

7 of the 15 people working for government departments worked for an NGO a year ago

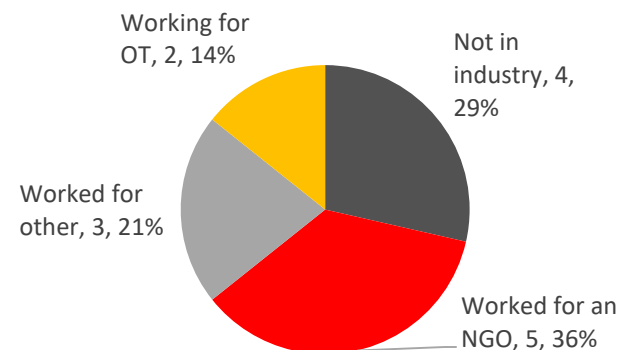
**Q.** If you were in the same/similar role 12 months ago (May 2018), what kind of employer did you work for then?

Government workers and their employer 1 year ago



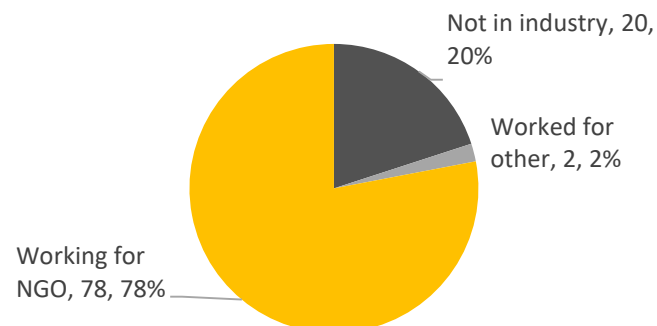
**Q.** If you were in the same/similar role for 5 years ago (2014), what kind of employer did you work for then?

Government workers and their employer 5 years ago

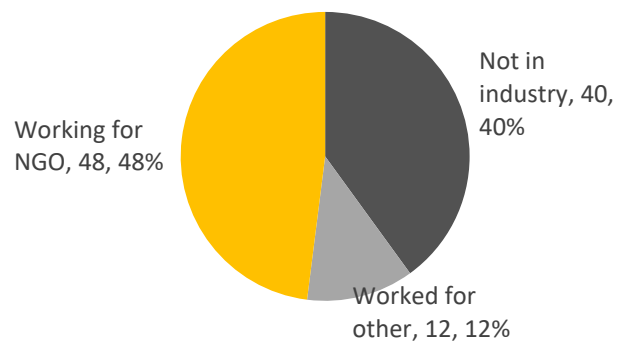


- A high number of government workers come from NGOs
- 7 changed in the last 12 months

100 NGO workers and their employer 1 year ago



100 NGO workers and their employer 5 years ago



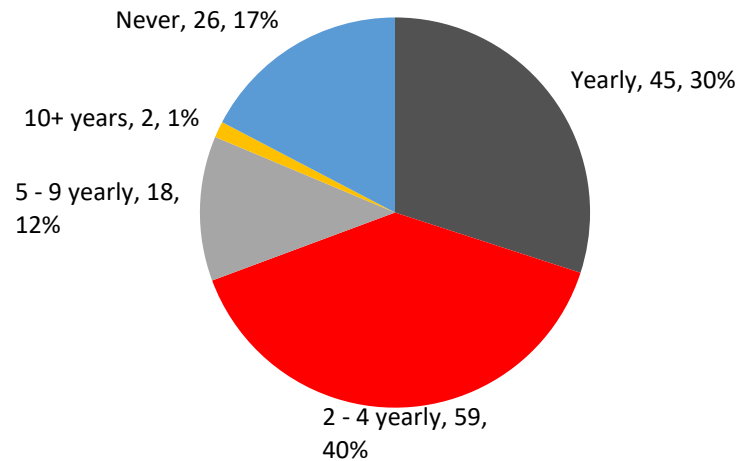
- 40% of NGO workers were not in the industry 5 years ago

# Pay rise frequency

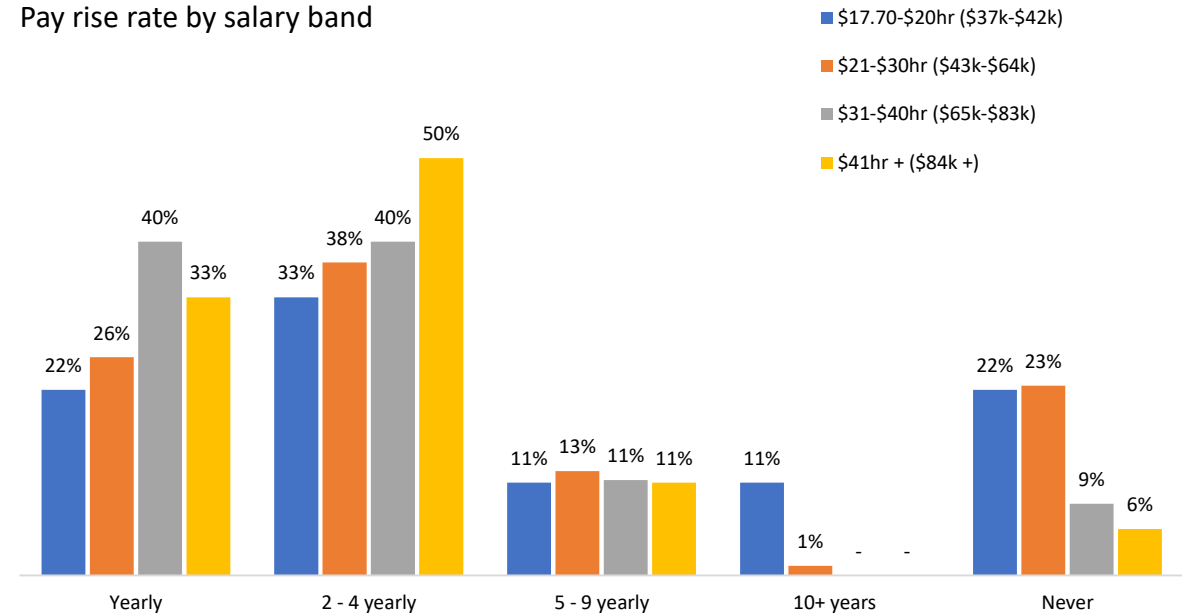
People in the lower pay bands report a lower rate or pay rises

Q. How often have you had a pay rise?

Pay rise period



Pay rise rate by salary band



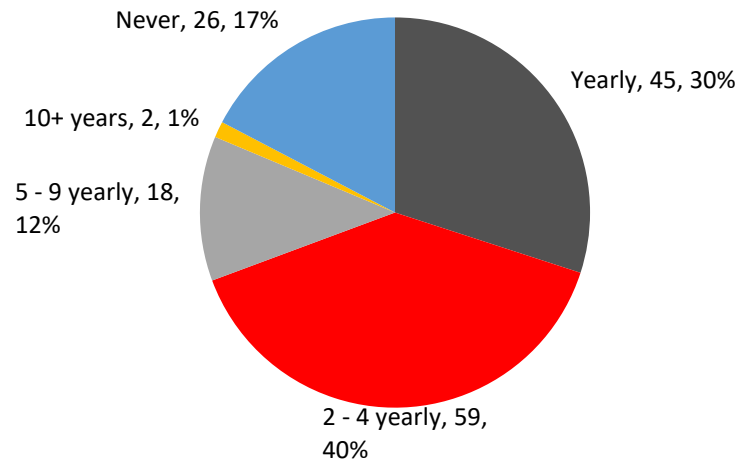
Current salary band	Yearly	2 - 4 yearly	5 - 9 yearly	10+ years	Never	Total
\$17.70-\$20hr (\$37k-\$42k)	2	3	1	1	2	9
\$21-\$30hr (\$43k-\$64k)	23	33	11	1	20	88
\$31-\$40hr (\$65k-\$83k)	14	14	4	-	3	35
\$41hr+ (\$84k+)	6	9	2	-	1	18
<b>Total</b>	<b>45</b>	<b>59</b>	<b>18</b>	<b>2</b>	<b>26</b>	<b>150</b>

# Pay rise frequency by organisation

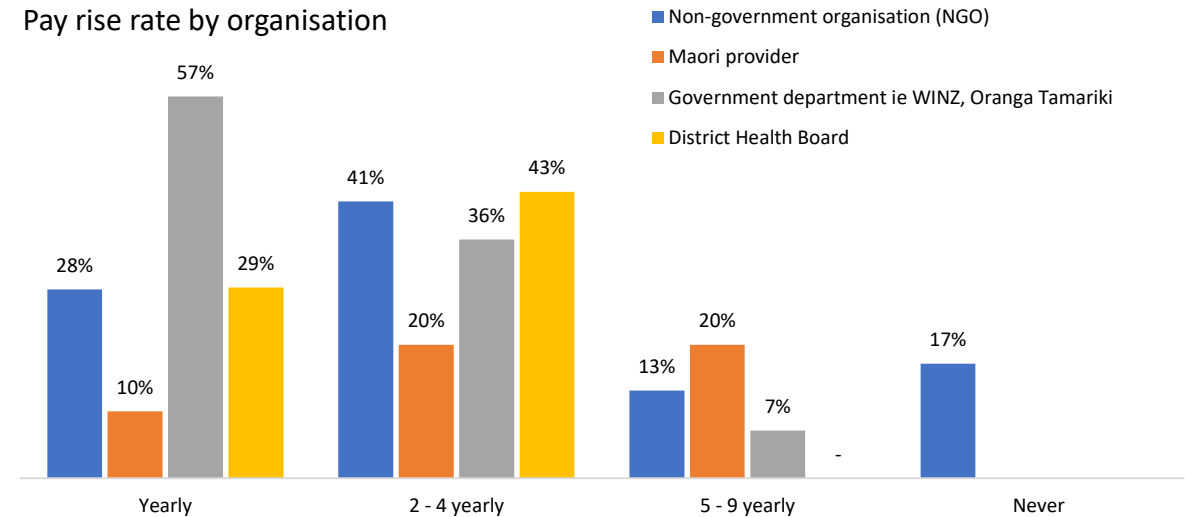
NGOs and Māori providers show lower frequencies of pay rises

Q. How often have you had a pay rise?

Pay rise period



Pay rise rate by organisation



Current salary band	Yearly	2 - 4 yearly	5 - 9 yearly	Never	Total
Non-government organisation (NGO)	28	41	13	17	99
Māori provider	1	2	2	5	10
Government department ie WINZ, Oranga Tamariki	8	5	1	-	14
District Health Board	2	3	-	2	7
Other – not shown ( + 2 in the 10+ band )	6	9	3	5	23
<b>Total</b>	<b>45</b>	<b>60</b>	<b>19</b>	<b>27</b>	<b>153</b>

# Changes in staffing levels by organisation

70 people report an increase in staff – 46%, 52 people report a loss of staff due to lack of funding – 34%

**Q.** In the last year has your organisation lost any staff and NOT replaced them due to lack of funding?

Organisation	Yes	No	Don't know	Total
Non-government organisation (NGO)	40	44	15	<b>99</b>
Māori provider	4	3	4	<b>11</b>
Government department ie WINZ, Oranga Tamariki	4	5	5	<b>14</b>
District Health Board	-	3	4	<b>7</b>
Self employed	-	4	3	<b>7</b>
Other		6	4	<b>14</b>
<b>Total</b>	<b>52</b>	<b>65</b>	<b>35</b>	<b>152</b>
	<b>34%</b>	<b>43%</b>	<b>23%</b>	

## Comments on loss of staff

*Not due to lack of funding but the poor pay rates even when we were waged. Nowadays they shed staff like a leaking tap, because the average worker can't afford to work on a commission only basis with no retainer and a toxic management culture.*

Works for a Commercial entity

*Contractors are bought in and 'hidden' in costs*

Works for a Government department ie WINZ, Oranga Tamariki

*Decrease in staff / not replacing staff who leave and only providing short term contracts*

Works for a Non-government organisation

## Comments on additional staff

*Only very recently been short staffed for a long time*

Works for a Government department ie WINZ, Oranga Tamariki

*Contractors short term*

Works for a Government department ie WINZ, Oranga Tamariki

*Contractors short term*

Works for a Non-government organisation

**Q.** In the last year has your organisation employed any additional staff?

Organisation	Yes	No	Don't know	Total
Non-government organisation (NGO)	40	53	5	<b>98</b>
Māori provider	4	6	-	<b>10</b>
Government department ie WINZ, Oranga Tamariki	10	2	2	<b>14</b>
District Health Board	3	1	3	<b>7</b>
Self employed	2	3	2	<b>7</b>
Other	11	3	1	<b>15</b>
<b>Total</b>	<b>70</b>	<b>68</b>	<b>13</b>	<b>151</b>
	<b>46%</b>	<b>45%</b>	<b>9%</b>	

# Comments

The NGO organisation I work for is Ministry of Social Development funded, while Ministry of Social Development staff received a generous pay increase, NGO organisations did not. Many NGO frontline social workers are working alongside the same vulnerable families who are considered "at risk" and work alongside of Ministry of Social Development to partner together and manage the risk and increase healthy families.

Works for an NGO

There is no equity between NGO's and government agencies - this is the whole reason I am now self-employed with government contracts. Incomparable

Works as self employed

I am a Registered Social Worker of 13 years. In particular my concerns are that I am receiving the same salary as a new graduate un-registered Social Worker

Works for an NGO

We actually do a lot of government work but not the same pay rate and I am sick of hearing from our manager there is no money.

Works for an NGO

It becomes extremely hard working in an NGO to encourage staff to stay with our organisation or to entice qualified staff to our organisation due to the pay increases in statutory organisations

Works for an NGO

I've been offered another job in the government sector and the pay is approximately \$20,000 more a year. \$21.50/hour currently which would increase to approximately \$32/hour.

Works for an NGO

We do as much mahi as the social workers in government departments. When patients/clients are released from government social workers, us social/support workers continue to work with them out in the community.

Works for a Māori provider

# Comments cont.

I work longer than my set 40 hrs per week & can take time in lieu which only puts me more behind in my work. The workload is increasing.

Works for an NGO

This is a massive issue and I personally would be getting approx \$20,000-\$30,000 more a year in my current role of management if I was working at OT. We need to be on a par with these workers as we are just as qualified .

Works for an NGO

I have two degrees and yet am not remunerated or valued in the same way as another sector such as business.

Works for an NGO

We are losing good people with a depth of experience and knowledge in key sectors because of the lack of financial incentive ... the love of the job only gets you so far.

Works for an NGO

Having worked in an NGO in the past, I would love to be able to go back and do this work but be paid appropriately for the work you do. It is a disincentive to work for NGO's after working with govt agencies

Works for DHB

Just to record how frustrating it is that Ministry of Social Development /OT contracts never rise even though cost of living does. We are constantly seeking extra grants for wages, running costs, and just to try to meet demand for service which far exceeds contracted volumes.

Works for an NGO

I have Coordinators who have staff reporting to them who are paid the same if not more than they are.

Works for an NGO

I feel the difference between NGO and GVT pay scales is vastly unfair, we are in some areas nearly at a 50% difference.

Works for an NGO

# Comments cont.

Our contract from the DHB for our service equates to a charge out rate of \$50 per hour - Nowhere near enough to meet the costs of a service plus wages etc in a realistic way - very disappointing. It is one of the most embarrassing things for me as a manager, the amount I and my team earn compared to the DHB - all of my team are highly qualified with post grad and masters qualifications.

Works for an NGO

Govt agencies being paid about \$30000 more for similar roles, while being restricted to tight contracts i.e. managed workloads. While NGO workers are underfunded to over-deliver with "holistic" approach and expected to be "innovative" and report similar / more outcomes.

Works for an NGO