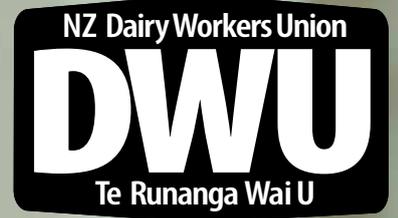


Dairy Worker

Quarterly publication of the NZ Dairy Workers Union Te Runanga Wai U



May-2017

INSIDE:

- DWU Membership Survey 2017
- ACC Injury Guidelines
- DWU Education Grants open



LaVina Ireland
DWU member
Goodman Fielder Puhoi Cheese
and DWU Women's Committee
Northern Region Representative

DWU Membership Survey inside this magazine...
HAVE YOUR SAY!
please fill out NOW...

A close-up photograph of a hand holding a black pen, filling out a survey form. The form has two checkboxes; the top one is empty, and the bottom one has a blue checkmark.



Please have your say and fill out the DWU Membership Survey 2017

Welcome to the May 2017 edition of your DWU Dairy Worker magazine. I encourage you to have a read through the Dairy Worker articles; it's your magazine, your Union!

But first, have you filled out the DWU Membership Survey that was enclosed in this edition of the magazine?

The survey provides DWU members like you with an opportunity to have a direct say on how your Union is run.

You may remember that we introduced the first Membership Survey last year and over 800 members took the opportunity to fill it in and tell us their views on the DWU's communication methods, training sessions and overall performance.

This year we are aiming to get around 2,000 returned surveys so that we get a better understanding of what DWU members want and need from their Union.

Why should you fill out the survey?

Well put simple, the survey shows whether the DWU National Executive and Staff are doing a good job or not. It provides us with a picture of whether there are things we are doing well, and more importantly, whether there are things we are not doing so well.

Our team of independent academic researchers have analysed last year's Membership Survey and this has provided the DWU with important information on what the Union should be focusing on over the next few years. For example:

- 63.3% of respondents rated the DWU's performance as very good or good (down from 64.8% in 2011);
- Female respondents rated the DWU's performance better than male respondents (73.7% versus 60.8%);
- 61.3% of respondents rated our DWU workplace delegates as very good or good, whilst 24.8% rated them as average, and 12.8% rated them as poor or very poor;
- The Dairy Worker magazine was our most popular union publication with 80.1% of respondents rating the magazine as very good or good and only 1.2% rating it as poor or very poor;
- Whilst 47.3% of respondents rated the DWU fee as very good or good, 32.6% rated it as average and 19.9% rated it as poor or very poor.

These are only a few of the many important insights that the 2016 Membership Survey showed us. I will be writing more about the survey results, and what they mean for members and our Union, in future editions of the Dairy Worker.

So it's really important that you fill out the survey

The survey is only a couple of pages long and contains around 10 tick-box questions, so is really quick and easy to fill in. Once you have done that, you can either:

- Post it back to the DWU in the freepost envelope also inside this magazine; or
- Give it to your Site or Departmental Delegate to send back to the DWU.

Please take a few minutes to fill out the Membership Survey contained in this edition of the magazine. Your feedback will directly influence how your Union will operate over the next few years and will make sure we are providing members like you with the best possible service.

Chris Flatt
National Secretary

DWU National President Update

On 11 April 2017, the current DWU National President, Terry Smith informed the DWU National Executive of his immediate resignation as the National President.

In accordance with DWU Rule 20, a new election is required as we are not in the last 33% of the Presidential term and so the DWU National Executive is not able to fill the vacant National President position by resolution.

Accordingly, the DWU circulated a noticeboard poster calling for nominations for the vacant DWU National President position on 26 April 2017. In accordance with DWU Rules, any member (with at least 12 months membership prior to 26 May 2017) is eligible to stand for the position. Nominations closed on Friday 26 May 2017.

The DWU would like to take this opportunity to thank Terry Smith for the great work he performed as the DWU National President over the last year and as a National Executive member for a number of years before this. We wish him all the very best for the future.

Chris Flatt
National Secretary

DWU Education Grants



This is the first Education Grant allocation for the 2017-18 financial year. Contact your Site Delegate or info@dwu.nz for an application form.

Applications close on Tuesday, 27 June 2017.

The DWU believes that education is a vital part of a happy and successful life, so each year through our Welfare Fund we make available grants for educational purposes. Annually the DWU will be providing \$120,000 for these Education Grants. Eligibility to apply for Education Grants is automatic to all DWU members, their spouses/partners, their children 19 years of age or under, and to DWU Life Members.

**Thankyou
from DWU
member...**



DWU Policy on the Welfare Fund Education Grants is as follows:

H.8.1 The Welfare Fund shall make available \$120,000 per annum for education purposes for DWU members, spouses/partners and their children 19 years or under (as at the closing date for applications for Education Grants).

H.8.2 There will be two Education Grant allocations every financial year (1 April to 31 March). Applications for the first allocation will close on 27 June each year and will be considered at the July meeting of the Welfare Committee, with the funds being available that calendar year.

Applications for the second allocation will close on 7 February each year and will be considered at the February meeting of the Welfare Committee, with the funds being available that calendar year.

An applicant will only be eligible to receive one Education Grant per financial year. For example an applicant cannot receive an Education Grant in July and then receive another Education Grant in February of the same financial year.

Hi Chris and Dianne,
On our behalf, could you please pass on my, my wife's and my son's, thanks for the generous support the welfare committee provided us with in our recent application. This is in regards to your approval of our 2017 DWU Education Grant Application for Sean Wallis. My son, Sean has started his studies at University of Canterbury and is really enjoying it. Like most people, supporting your children through varsity is a huge financial burden and we are so grateful to your committee that you saw fit to help us.
We live in times where we want to make life better for the next generation and the support the union is giving its members, shows they are also committed to the same goal. Thanks again, my family and I are extremely grateful*

*Cheers Bob Wallis
Fonterra Edendale*

**Chris Flatt DWU National Secretary, Dianne Dwight DWU Welfare Committee Convenor*

H.8.3 Education Grants must be used for educational purposes that commence in the same calendar year as the Welfare Committee's February or July meetings (for example, an application to pay costs incurred in a previous year will not be accepted).

H.8.4 Education Grants will generally be provided for the following educational purposes:

- Defined courses of study from established educational providers (for example University, ITO or Tech courses);

- Special educational events or activities;
- Support for special educational requirements or assistance (for example extra tuition for learning difficulties).

H.8.5 As a general principle, Education Grants shall not be provided for the purposes of meeting the general costs of primary and secondary education (for example school uniforms, exercise books, school fees or boarding costs).

H.8.6 The Welfare Committee's decision is final and no correspondence will be entered into.

DWU DELEGATE TRAINING

DWU delegates from throughout the country attended two day training sessions in Hamilton



Recent DWU Meetings

DWU Waikato/BOP Regional Delegates Meeting



DWU Women's Committee and DWU Runanga/Fono Meeting



DWU Northern Regional Delegates Meeting





“Making More Awesome”

DWU members from the Fonterra Brands (FBNZ) Takanini Site recently took some time out from making their iconic dairy brands to connect with the community at Papakura Marae, where we listened to the site strategy of “Making Our Kiwi Moments More Awesome” and then gave back to our local community through voluntary work.

Our DWU members enjoyed a traditional Maori welcome or powhiri and for many of our members it was their first time ever visiting a Marae. Supported by our FBNZ Kapa Haka Roopu (Te Roopu o Kotahitanga) we proceeded into the Marae for the formal speeches.

I'd like to acknowledge Leon Clement Managing Director of Fonterra Brands for doing his entire speech in Te Reo, it surprised and impressed everyone. After the formalities we moved into the Dining Room (Whare Kai) where Leon

explained the purpose and strategy behind “Making Our Kiwi Moments More Awesome”.

Then came time to make our community more awesome and living some of the strategies that FBNZ had just presented. Some members stayed at the Marae to do a Marae DIY makeover of the gardens and transform all of it within 60 minutes. Our Kapa Haka Roopu went to Selwyn Oaks retirement village to do a concert for Kaumatua (elderly) which saw an encore performance.

While another group helped transform a local Intermediate School with much needed TLC and an overhaul of their communal garden to the gratitude of teachers and children.

We then headed back to the Marae for some kai while listening to our Site Manager Derek Woodworth speak about changes and building projects that will be

taking place over the next three years to transform and future proof our site for many more years to come.

Tired but feeling awesome, many members and management signed a banner to show their commitment to “Making Our Kiwi Moments More Awesome” which will be displayed at our FBNZ Takanini Site.

There is a commitment to try and hold these community events more regularly and maintain our relationship with Papakura Marae and Mansell Senior School so we can make that community just a little bit better ... and for many of our members that's just Awesome.



Freddie Herbert
DWU Site Delegate
Fonterra Brands Takanini

“ For many of our DWU members it was their first time ever visiting a Marae. ”



***FBNZ
DWU members
Marae
makeover***

DWU members at Fonterra Brands Takanini Site have been directly engaging with their local communities—Marae, Schools and eldercare facilities



Westland Hokitika DWU Delegates



Westland Hokitika DWU Delegates: Hannah Hurley, Charlie Ferguson, Emma Thomas, Dave Corson, Harry Parker, Marilyn Corson, Chris Vincent, Richard Dyer, Nick Secker, Kim Fentiman and Neil Bolton.

Recently we had guest speakers come and give presentations at the monthly Westland Hokitika DWU delegates meetings. These have been short presentations followed by delegate discussions.

Pike River picket camp

In March, Dave and Marilyn Corson from the Stand With Pike group spoke about their time as 'Camp Mum' and 'Camp Dad' running a permanent picket at the Pike River mine entrance.

The picket was in place to stop the sealing of the mine and has been successful for the time being. The families just want an outcome to the situation. On the day that they came to site it was the 100th day of

the picket and you can see in the picture above their t-shirts commemorating the 100 days. The DWU has made a financial contribution to the campaign from both the site and from the DWU National Office. But on this day our delegates gave some homemade baking in support.

Paul Maunder on May Day

In April, Paul Maunder from the West Coast May Day Committee and Unions West Coast came to speak. Paul is a playwright and his theatre work has been on topics such as the Great Depression and the 1951 waterfront lockout.

He has also worked for the National Film Unit and has been a union activist. He touched on the history of May Day (he was in

France during a large May Day event in 1968), the history of the May Day committee, and he acknowledged the DWU for its contributions to the Blackball Museum of Working Class History located in Blackball on the West Coast. We intend on participating in this year's May Day forum which will focus on environmental and economic issues.

DWU Welfare 'How-to'

In May we will be hosting the DWU Welfare Committee South Island Representative, Ian Turner who will be speaking about assisting members to access DWU welfare benefits. In the next DairyWorker magazine we will also report on worksite developments.

LIC CEA Settlement

The DWU LIC bargaining team had two days of negotiations with the company in March.

The terms of settlement that the bargaining team has agreed to, includes a 1.4% wage increase for a one year term, a new job rotation clause which requires job rotation to be provided on request (when possible), and a new provision for time and a quarter paid to workers for every pro rata hour of delay, for a changed shift start time with less than 24 hours notice.

This last point builds on last years agreement, which provides for time and a quarter pay per hour where there is a shift cancellation with less than 24 hours notice, and provided for a minimum number of hours work per week.

This years negotiations also had a focus on making provisions for upcoming automation in both the Hamilton and Christchurch weigh-stations which will affect job numbers.

This will not create a redun-



DWU Bargaining Team LIC negotiations: Daryl Hartley (DWU Site Delegate Christchurch LIC), Richard Everson (DWU Organiser Waikato/BOP), Jared Phillips (DWU Organiser Upper South Island), Liz Burrows (DWU Deputy Site Delegate Christchurch LIC), and Jane Mugeridge (DWU Site Delegate Hamilton LIC).

dancy situation at LIC because of the nature of seasonal employment, however it will still have an effect on members. It has been agreed that the Hamilton DWU Site Delegate will receive 16 hours per week during winter hours which will be used to assist returning workers.

In Christchurch, because automation will be introduced inside the 2017/2018 season, the agreement is that returning workers will be given first priority for full season contracts ahead of new starters, who

will receive shorter contract periods, so that returners are not displaced mid-season.

The DWU will continue to look at LIC coverage issues and any opportunities for membership growth at these two sites.



Jared Phillips
Upper South Island Organiser



May Day 2017. DWU delegates and members: Charlie Ferguson, Kim Fentiman Harry Parker, Paul Muander, Dan Tuwhare, Neil Bolton

Fonterra Consumer Cheese Processing (CCP) CEA Negotiations

The Fonterra CCP CEA is a MECA (Multi Employer Collective Agreement) document with both Fonterra Operations and Fonterra Brands as the two companies, which always seems a tad strange as both the employers are Fonterra.

The document covers three sites, these being Collingwood Street Eltham, Bridge Street Eltham and Te Roto Drive in Paraparaumu.

2% for 12 months

The recent CCP settlement is a one year deal with a 2% increase on all rates and allowances. The deal has been ratified by 70% of workers.

As always there are tidy ups throughout the CEA, such as a clause on the companies and workers' responsibilities around Environmental Requirements, increase in paid parental leave in line with the law and trying to bring the CCP document more in line with both the Fonterra Operations CEA and the Fonterra Brands CEA.

Working Party Review process

The DWU has been attempting for a long while to get classifica-



tions, training requirements and procedures reviewed and we now have achieved a commitment from both companies to get these issues sorted.

With Integrated Work Systems (IWS) coming online, there are new positions on all three sites, procedures and expectations coming in and these can now be addressed through these committees and working parties which in the long run will be a gain for workers. Having a voice in the way we work is always a gain.

As Collingwood Street is part of Fonterra Operations and Bridge Street and Te Roto Drive are under Fonterra Brands, we have a commitment from both companies to try and bring the CCP document into line with both larger documents.

This has been an ongoing goal of the DWU, as this will give workers on all three sites more security under one of the larger CEAs.

As always, a big thanks to the negotiating team which consisted of Eileen Maxwell and her deputy Karen Murphy from Collingwood Street, Shane Stieller and his deputy Tracey-Leigh Pruden from Bridge Street, and Dave Lamb and his deputy Darren Anderson from Te Roto Drive. And thanks to all the members that participated in the ratification and voting process.



Gavin Warne
Central Region Organiser



for DWU News...



Reece Flawn, DWU Site Delegate, Fonterra Mosgiel



Meet our
DWU Site
Delegates

How did you find yourself working in the dairy industry?

I was made redundant from my last job and once I had had enough of sitting on the couch playing PlayStation I applied for this job. I had to take the job as a forklift operator due to being over qualified for the brain surgeon and rocket scientist jobs I had applied for.

What were you doing before this?

I was working for Fisher and Paykel assembling gas and electric cook-tops as well as free standing and wall ovens.

How did you become actively involved with the Dairy Workers Union?

I had a less than satisfactory experience with the last Union I was in so decided on the old mantra if you want something done right you have to do it yourself. I have also

always been one for actually reading any contract I enter into, and challenging anything I didn't think was right, so it seemed a natural fit.

How have you found the experience of working as a DWU delegate?

The old cliché of it being a mix of challenging and rewarding times. The support and knowledge of other delegates in our Union is one of its strengths as there is always someone who has dealt with whatever problem comes up.

Interests outside of work?

I am a member of the all-conquering Old Boys softball team, on the Board of Trustees at my daughter's school and, as mentioned at a previous DWU Congresses, I am teaching myself the fine art of making balloon animals for my two kids.

For our northern readers, what's the best thing about

living in Dunedin?

To be honest, except for the affordable housing, stress free drive to work, the four local breweries, four surf beaches within 10 minutes, three ski fields within 3 hours and massively understated great weather, it is pretty much the same as Auckland. Oh, and we have a roofed stadium.

Anything else you'd like to add?

Remember that the Union is not just your delegate/s and organiser. Our Union is each and every one of us. Together we have a strong voice. Make sure that we continue to use that voice to protect the terms and conditions that we have now and improve on them for future generations.



John Howell
Lower South Island Organiser

Waka

The canoes that Maori have been thought to have arrived in traditionally gave rise to the different tribal groupings: The genealogy of Maori culture derives from each canoe of their ancestors.

For example; Aotea Canoe Chief was Turi, the vessel landed at Aotea Harbour and resulting tribes descended from those onboard were Ngati Ruanui, Ngarauru, and Atihau.

The Fleet was, according to tradition, inspired by Kupe, the great navigator who, according to who tells the story, either discovered New Zealand intentionally, or was blown away from Hawaiiiki, and accidentally discovered New Zealand some time around 925.

Either way, he returned to Hawaiiiki and brought back his people to this new land he named "Aotearoa" or "Land of the Long White Cloud", inspired by the clouds that hovered over the length of the Southern Alps.



Where the Waka landed...



Above: Congratulations to Carne Greenbank, long serving DWU staff member who is currently DWU Support Services Administrator in the DWU National Office in Hamilton. Carne recently graduated from a Level 4 Te Ara Reo Maori (Maori language) course from Te Wananga O Aotearoa.

Indian Dairy Workers Union (DEFOI) visit



Recently I had the opportunity to visit and attend the DEFOI (Dairy Employees Federation of India) Annual Conference in Bangalore, India. Although a long way to travel, the gesture was well received and appreciated by our DEFOI colleagues in India.

DEFOI established with DWU support

DEFOI was established as an IUF initiative with DWU support about 10 years ago. The purpose was to create an all Indian federation to connect the various site, state and regional unions which were widely scattered and had no way to effectively co-operate. DEFOI has successfully registered itself as a legal entity and has operated with success over many years.

It is unique in the sense that all DEFOI office holders are voluntary and are usually office holders in their own affiliate unions and also mostly have full time dairy worker jobs. There is some disdain in India for the concept of professional full time union officials as they usually are linked to a political party and thus confuse the unions independence from the political entity and potentially expose the union to exposure to corruption which seems to be regarded as a common threat and practice.

This structure means that DEFOI does struggle to have the capacity to achieve all that its members would wish of it, despite some incredible work by the office holders. Being a federation there is also a separation between what DEFOI can achieve

and the organising ability of the affiliates on the ground.

The Indian dairy industry and DEFOI have traditionally been made up of Co-operatives, whose trade is centered around the local market and traditional products. These co-operatives have played a big part in working with farmers to increase production, including infrastructure (eg collection and cooling stations) and improving animal health and food safety.

Changing Industry

Previously, Co-operatives were the main players in the industry, but now private companies process the majority of the available milk.

Co-operatives need support to enable the Indian population to retain access to safe and affordable food whilst also achieving viable production in the farm sector. (1 to 3 cows per farm is the norm here). But water and food are still scarce resources here and presently there is growth and prosperity but some plants are not that efficient because of size etc, and the downside is that rural procurement workers are not given the legal minimum wage.

This creates a real issue for DEFOI about how to advocate and promote the interests of the industry and strengthen the Co-ops. It seems very well understood in terms of their importance to the sector and their members as a whole, but it's an enormous political and campaigning task.

The Co-ops need guaranteed milk, reinvestment in new plant and processes to take advantage of the growth in the Indian economy.

They need to develop R & D to achieve added value for the Co-ops rather than leave it all to the private sector. DEFOI affiliates are beginning to understand this well, some more so than others. The whole issue needs attention, as well as a clear vision that DEFOI should have for the whole of the industry.

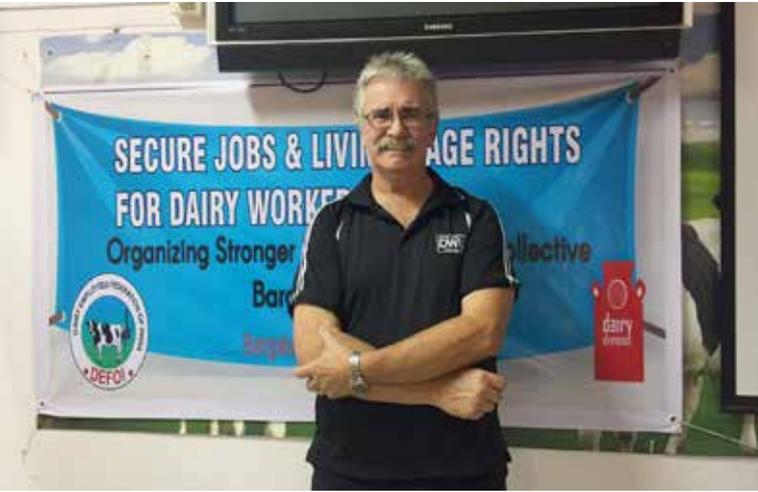
The private sector has been around for a long time, and they are growing and now take 73 million litres of milk compared to 43 million litres by the Co-operatives. There were new unions from the private sector present at the conference and it's a challenge for DEFOI to accommodate the various affiliates. There is also a good understanding of the need to unionize all dairy workers but it's something that has to be managed so that the private sector employers do not try and isolate DEFOI as being a federation for the Co-ops only.

The women's struggle from DEFOI women is courageous. They consistently must battle for basic things (sanitary napkin dispensers), safe transit from work to bus stations for shift workers late at night etc. The DEFOI Women's Committee is growing in reputation and participation in DEFOI and seems to have the genuine support of affiliates.

Challenges ahead

I think it's hard for DEFOI leadership to stop and reflect what they need to take DEFOI to the next level because they are so busy managing at federation and local level just doing what they can.

For example, the DEFOI Treasurer



unimaginable volume running out of multiple well-worn filler lines. Huge amount of manual

makes perfect sense to them. I do suspect they would find the level of automation here in NZ quite daunting though.



Angus McConnell
Assistant Secretary

also runs the DEFOI Facebook page. Please join it.

Publications need multiple languages and even then DEFOI is reliant on affiliates to disseminate these amongst workers. Some affiliates were asking for legal letters. This sounds ok but when we saw the example of one so called "letter", it was in reality a lengthy, professional submission to local authorities and judiciary.

There is one fantastic sign in that DEFOI has many young and keen activists who want to contribute. The question will be how to harness that in India, which has its own logistical and communication challenges.

The new DEFOI Executive will have to meet and determine their priorities. I expect they will seek help from the IUF and then the IUF from us. The first point is to come up with concrete proposals that fit in with the IUF plan (it seems very compatible though).

These are a few of the challenges the conference grappled with. DEFOI have potential strength and plenty of volunteers, the question will be how to involve them and grow their own capacity.

On a personal note

DEFOI took us for a tour around the Bangalore plant, Jandals and all. In some places for hygiene reasons, we had to go barefoot. Some parts of their plant were very modern with central control room computer controlled systems. The woman operator we spoke to had six years tech training before two months on the job training. Sachet milk by the

packing, again mainly women contractors working hard. Also, got a peek at Ghee production. Butter still done by the churn, curd produced in the plastic sachet. However, like Indian traffic, logistics at the plant looked chaotic and would be challenging for us to work out, but it



DEFOI Conference delegates.



DWU Assistant Secretary, Angus McConnell, was greeted with this personalised banner displayed at the DEFOI Conference.

ACC: Injury Process & Guidelines



Te Kaporeihana Āwhina Hunga Whara

Being injured at a level where you are accessing compensation under the ACC Scheme can be a daunting and scary process.

As you may be aware, there are two types of definitions of claims when you are a worker, it will either be a non-work related injury, or a work-related injury. Both can mean you will be accessing compensation but both can be handled quite differently.

Who is eligible?

Below is the eligibility and physical injury definition from the ACC website.

“Eligibility for injury cover for everyone in New Zealand

Everyone in New Zealand is eligible for comprehensive injury cover:

- no matter what you're doing or where you are when you're injured, eg driving, playing sport, at home, at work;
- no matter how the injury happened, even if you did something yourself to contribute to it;
- no matter what age you are or whether you're working – you might be retired, a child, on a benefit or studying.”

What injuries am I covered for?

Wounds, lacerations, sprains, strains, fractures, dislocations and work-related injuries such as hearing loss, may all be covered.

Most physical injuries are covered

if they're caused by:

- an accident;
- a condition that comes on gradually because of your work (gradual process);
- medical treatment;
- sexual assault or abuse.

There is a specific definition of 'injury' in the Accident Compensation (AC) Act 2001, which is the law that we have to apply when considering applications for claims and assistance.

We have to be satisfied that you have suffered a personal injury, which can mean:

- physical injury;
- mental injury suffered because of physical injury;
- mental injury caused by certain criminal acts (Listed under Schedule 3 of the Accident Compensation Act 2001);
- work related mental injury where a person suffers a clinically significant mental injury caused by a traumatic work related event;
- damage (other than wear or tear) to dentures or prostheses that replace part of the human body;
- death due to a physical injury.

There are several conditions that determine if you are eligible to receive compensation or not.

Firstly, there needs to have been an incident that caused the injury. ACC and any third party provider (TPA) will first determine this. They will call this the causal link,

which means there was an actual incident that resulted in injury to the claimant. If this can't be proven then it would be very unlikely you will receive compensation.

Work versus non-work injuries

A worker who sustains a non-work injury needs to understand that there are several things they will have to consider:

1. The first week of a non-work related injury is on you and you will not receive any compensation, unless you have a clause in your CEA that provides for this.
 2. Does your employer in the partnership programme with ACC (where they manage their own work related injuries), provide compensation and rehabilitation? They could do this themselves or use a Third Party Administrator (TPA) such as Aon to manage the injury for them.
- If the Non-Work Injury is going to be a long-term injury (greater than 6 weeks), ACC will pass this onto the TPA or your employer if they are managing injuries in house.

The first knowledge you will have that the TPA will be managing your claim will be when you receive a letter advising you that the TPA has been asked by ACC to manage your claim.

What is not very well communicated is that you have the right to opt out of this and have your non-work injury managed by ACC directly. All you have to do is call ACC and inform them that you do not want the TPA or your employer to manage your non-work injury claim, and you want ACC to manage it instead.

The Union recommends that you do this mainly for the concerns stated above. You do not have to have your employer involved in every aspect of your life and a non-work related injury does not entitle your employer to have a level of persuasion in your recovery.

In addition, I personally believe that the more work that is taken from ACC and placed in TPA hands then the closer we are to privatising ACC.

With the loss of work comes a reduction in ACC's service and eventually ACC could end up just being the monitoring body and have no actual operational aspect. Just a point to consider.

3. If you sustain a non-work injury, your employer is required to provide rehabilitation under the rehabilitation plan if they can provide alternative or restrictive duties. It has been my experience that when a worker suffers a non-work related injury the amount of time, effort and commitment to a worker's rehabilitation is different to that provided if your injury was work-related. This becomes an even greater issue when the injury is a medium to long term injury.

Medium to Long Term Injuries

There are other things that you can do if you are unfortunate enough to have an injury, whether work related or non-work related.

If the injury looks like it will require medium to long term recov-

ery, you can ask your DWU delegate to be involved and represent you in things like your rehabilitation programs. At the very least, you should keep your DWU delegate informed of your progress.

It is a lot easier to help represent you at the beginning of the process than suddenly having to evaluate your case after receiving a letter from any provider (whether ACC or a TPA), informing you that you will no longer be covered.

Reviewing a decision from a Provider (ACC, Employer or TPA) to stop compensation

If a worker receives a letter from their provider informing them that compensation will be stopped and the worker is still being rehabilitated and is not capable of full duties, working full hours or even working at all, then they need to get hold of their DWU delegate so they can get their organiser involved.

Time is the enemy here as workers only have 90 days from the date of the letter to request a review of the decision.

If anyone decides to go to review themselves be warned that this can be a lengthy and costly process. If they are a member of the Union then we recommend that they get us involved as soon as possible.

This is part of the support the DWU provides and we not only have experience doing reviews, we also have professionals who specialise in ACC law that we can use throughout this process.

The first step will be to review the case file and we will ask for your permission to do this so we can get a copy of your entire file from your provider.

After accessing the case we will either recommend going to review to challenge the decision or inform the worker we have no case and look at other options to help.

If we recommend going to review

be warned that this is not a fast process and can involve several time-consuming tasks, such as getting further medical reports from medical professionals which means waiting for appointments and reports to be written.

Expect for this to take up to several months. This needs to be considered because workers who are not receiving compensation and are still on reduced hours, or are not working, will have reduced or no income until they can return to work or we are successful in winning the review or appeal. If we do win then normally the worker will receive back pay from the date their wages stopped.

If we go to review and the reviewer's decision does not go our way, and the DWU still feels we have a convincing case, the Union may appeal the decision (we have 28 days to do this) and take the worker's case to the District Court. However, the District Court's decision will be final and there is no appeal opportunities after that.

Code of ACC Claimants Rights

I would also like to bring to worker's attention that there is an expectation on how you should be treated when you have an injury claim. This is called the Code of ACC Claimants' Rights and you can read a copy (in PDF format) on the ACC website.

I have created a Tiny Url address to view the PDF as the original address was 111 characters long. Go to <http://tinyurl.com/l3ywfh1>



Richard Everson
Waikato Organiser

—DWU Delegate Elections—

Change is inevitable, and constant. That means some of the DWU delegates we had in the past have moved on for various reasons and new faces have appeared on the landscape.

At Tatua we get to welcome back Harvey Hollis as DWU Site Delegate. Harvey was the Site Delegate a number of years ago, so he has a wealth of experience we can draw on. I do want to thank Scott McLay as the departing Site Delegate for all his hard work in the role. Scott was a great help to me and I am sure I will still be able to use his knowledge in the future. Scott did a lot to increase the membership density at Tatua during his tenure. Thanks Scott.

At Fonterra Morrinsville, Bevan Smart opted not to run again for the position of DWU Site Delegate. Bevan has been a stalwart on site, ready to confront any challenge head on. Thank you, Bevan, for your contribution and good luck in whatever role you have in the future. Fortunately, we get to welcome John Thomson as the new DWU Site Delegate. I look forward to working with John.

Recently I was asked by the DWU National Secretary to hand over the organising duties for Envictus (a small bottling site near Hastings) to Gavin Warne our Central Region Organiser. Gavin had already relocated the DWU Office to Palmerston North so logistically it makes more sense for him to cover the site.

So, welcome to all of the new delegates and thank you to those who continue to fill these important roles.



Brett Brown
Waikato/BOP Organiser



Harvey Hollis, experienced 'new' DWU Site Delegate, Tatua.



John Thomson, our new DWU Site Delegate, Fonterra Morrinsville.

Farewell from Eileen Maxwell

I just wanted to let you all know that I recently lost my DWU Site Delegate election at Fonterra Collingwood Street.

I want to personally thank all of you for your support and advice over the last four years.

It has been invaluable to me and my site. I have no regrets, well maybe just one and that would be that I don't get to continue working with all of you to make our Union even greater for our members.

I'm proud of what I have done for our members over these years. I can only hope that moving forward my replacement does even more for us as a whole.

I know with all of you taking care of our Union and our interests, we can only get stronger.

So with that I say with a very



heavy heart a very big thank you.

And big hugs for the job you all do.

Sincerely Eileen Maxwell
Previous DWU National Executive
Central Region Representative

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DWU Representatives

National President: Vacant

National Vice President: Laura Boynton

National Executive:

Barrie Kanara (Northern), Bill Johnston & Jodi Middleton (Waikato/BOP), Peter Daymond & Bill Bryant (Central), Tom Faulkner & Ray Mills (Southern), Non-Fonterra Reps: Gwyn Stevenson (South Island) and Lloyd Fafeita (North Island), Karangi Jones, Runanga/Fono Rep, Nici Benington, Women's Committee Rep

NZCTU representatives:

NZCTU Runanga Rep: Tupaea Ahomiro
NZCTU Women's Rep: Nici Benington
Nat Affiliates Council Rep: Chris Flatt

DWU Welfare Committee:

Convenor—Dianne Dwight (Waikato/BOP), Frank Lancaster (Northern), Bernice Mills (Central), Ian Turner (Southern)

DWU Women's Committee:

Nici Benington (Convenor) & Merel van Royen (Southern), LaVina Ireland & Iona Ngapera (Northern), Camille Rondon & Rosie Coker (Waikato/BOP), Helen Rowe & Lucille Tane (Central), and Carne-S. Greenbank (Co-ordinator)

DWU Runanga/Fono:

Karangi Jones (Convenor) & Tupaea Ahomiro (Waikato/BOP), Kim Phillips & Vacant (Northern), Ali Brooks & Rama Phillips (Central), Paetau Wynyard & Jarvis Boulter (Southern), Mark Michael (Pacific Island Rep), and Mark Apiata-Wade (Co-ordinator)

National Returning Officer:

Dave Edwards

DWU Services

Union Health Centres

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Ph. 09 837 3933

Otago: 121 Church Street Ph. 09 276 1190

Otara: 3/80 Alexander Crescent Ph. 09 274 9135

Hamilton: Dey Street Ph. 07 856 1211

Hamilton Law Centre

Note: For Employment Law issues please contact your Union Organiser. Our lawyers specialise in all aspects of law:
• Property transactions • Immigration
• Mortgages • Traffic • Criminal matters
Financial members can use the law centre which is located at:

**McCaw Lewis Chapman, 1 London Street
Hamilton, Ph. 07 838 2079**

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info@dwu.nz to update
your contact details.



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