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Market Services Group Newsletter

Issue 32, April 2016

Top stories in this month's issue...



MBIE hosts cross agency employment standards open home

[Read article on page 3](#) ⇨



Refreshed employment tool added to business.govt.nz

[Read article on page 4](#) ⇨



Government Property Group's new real estate in MBIE

[Read article on page 5](#) ⇨

Greg Up Front

This past month has been a busy one, with lots happening around the Market Services Group. This is reflected in the bumper issue of Insight we have for you this month.



Firstly, I'd like to welcome the Government Property Group (GPG) to the Market Services group. GPG, which was formally known as the Property Management Centre of Expertise, officially joined us on 1 April, coming from the Ministry of Social Development where they were previously located. It's great to have you guys on board, welcome to the team.

There were a number of significant milestones our group achieved in March and early April, and what I'm most pleased to see is how many of them relate to making it easier for our customers to interact with MBIE and other government agencies.

In early March, Commerce and Consumer Affairs Minister Paul Goldsmith announced the launch of the Product Recalls Portal, which is a tool created by the Trading Standards team. The new website will provide one place for consumers and businesses to go to find out about products which are being recalled.

Currently product safety recalls are the responsibility of four different government agencies in New Zealand, depending on the type of product. This can be confusing and time consuming for consumers when they're looking for information about a specific product.

Greg Up Front continues on page 2 ⇨

Also in this month's issue...

- [PVR examiners' work bears fruit](#) 4
- [Raising awareness of Licensed Immigration Advisers in India](#) 5
- [Going 'better for business' with the R9 Accelerator](#) 6
- [Joint forces combat migrant exploitation](#) 7
- [A sea less sailed](#) 7
- [Regulators come together for inaugural conference](#) 8
- [Taking our expertise in registry reform to the world](#) 9
- [New product recall website creating big buzz](#) 10
- [Dragon boating ZoMBIES take the bronze](#) 10
- [In memory of Danny and Steven](#) 11
- [The evolution of 3D printing](#) 12

Greg Up Front (continued)

The new website simplifies this process. It makes it much easier for people to quickly get the information they need to protect themselves and their families by providing a single place to go to, regardless of the type of product that's being recalled.

On 1 April, the new employment standards legislation came into effect. The Bill amends New Zealand employment law to ensure it responds to the modern, dynamic business environment and encourages fair and productive workplaces. This includes extending the paid parental leave scheme; strengthening the enforcement of employment standards; and addressing employment practices such as "zero-hour contracts".

We knew that the new legislation would mean a lot of changes for government agencies. So in preparation for the go live of the Bill, we hosted an Open Home, which brought government agencies together for an interactive workshop about the legislation changes.

Experts on key parts of the legislation were on hand to answer questions from visitors and discuss what the changes would mean for their agency.

This was a new and different way of presenting important information to our key stakeholders, and given the positive feedback we received, it's something we would consider doing again in the future.

Also this month, MBIE's redeveloped Building website (www.building.govt.nz) went live.

Many of our key stakeholders, including Licensed Building Practitioners, engineers, designers, technicians, building inspectors and students and homeowners, use the website, so it's important that it's easy to navigate, useful and up-to-date.

The redevelopment ensured this was the case. It updated the content, improved navigation, enhanced the search capability across the site, and regrouped guidance resources by Building Code clause or topic.

The website looks fantastic, and the improved content makes it easier for people to use the website and easily find what they need.

Well done to everyone involved in these projects, and as always, keep up the great work.

Greg

Deputy Chief Executive, Market Services

In brief

Have your two cents' worth!

Now's the time to share your two cents with MBIE's annual engagement survey, your opportunity to tell us what we are doing well, what we could do better and how things can be improved. The survey will run for two weeks, closing Friday 15 April.

Flu shot

Stay healthy this winter by booking in to get a free influenza vaccination, which MBIE will be providing through LifeCare Consultants. The flu shots are available across a variety of locations, so please check [The Link](#) to book in for when they visit your area.

Project Resolve

With Project Resolve, Resolution Services is bringing more services online to help people and businesses interact more effectively with us. The latest is Employment Records of Settlement, which came online 30 March 2016. [Find out more on our Employment New Zealand website.](#)

Join the Rapid Innovation Challenge

Interested in being part of an upcoming Rapid Innovation Challenge? Come to an information session on Tuesday 19 April at 12:15 in G.02. Email Kate Garvie or Karen Walfisch if you need further information.

Want to add
an article in next
month's issue?
Contact Lead Comms
Advisors, Julie Jordan
and Katie Horrex

MBIE hosts cross agency employment standards open home

An interactive workshop hosted at MBIE brought government agencies together to share knowledge and discuss the new employment standards legislation changes, which came into effect on 1 April.

“We want to ensure there is good information across government organisations about the changes, and consistency in our messaging about how it will affect their business,” says Labour Inspectorate General Manager George Mason.

Experts on key parts of the legislation, including staff from MBIE’s policy and operational teams, were at four booths to discuss aspects of the legislation such as parental leave, enforcement, zero hours and employment agreements.

Each information booth had a display stand with posters and other materials. Visitors had the opportunity to ask questions and have conversations about what the changes mean for their agency.

The conference also provided an opportunity for visitors to talk about ways they could effectively work together to ensure New Zealanders comply and benefit from the new laws, says George.

“The next step is to take it to the public to make sure people understand their entitlements, that resources like the Employment Agreement Builder with the updated legislation are used, and to further ensure our agencies are well equipped to support and regulate the changes.”



Refreshed employment tool added to business.govt.nz

A refreshed Employment Agreement Builder has been added to business.govt.nz, allowing small businesses to quickly and easily create employment agreements, says Manager Matt Kennedy-Good.

“We built this tool because employment agreements are a big deal for small business. It’s a legal requirement for employers to have written agreements with every employee, and they provide a great foundation for an employment relationship.



“By using the Employment Agreement Builder, businesses can create an agreement tailored to suit them and each person they employ. It covers what they must do by law, and also sets out common mistakes made by employers and how to avoid them.”

The refreshed tool clearly identifies what clauses are mandatory, recommended, or optional, is mobile friendly, provides explanations in plain English, and lets users save progress as they go.

Since it was first launched in 2010 the Employment Agreement Builder has proven popular with employers, and now it is even easier to understand and more relevant for small businesses.

“Employers using this tool will be able to feel confident they are complying with any recent employment law changes, and both they and their employee have their rights protected under the law.”

Once a user has finished with the tool they can download their agreement, plus a sample letter offering the job to their new employee. They’ll also get a summary of tips and common mistakes tailored to their business, and a to-do list of suggestions for their next steps.

“This is just one more great addition to the tools we have on business.govt.nz, and another way for us to make complying with government rules and regulations quicker and easier for small business owners.”

You can access the Employment Agreement Builder at eab.business.govt.nz.

After 11 years, PVR examiners’ work bears fruit

An applicant has been granted the Plant Variety Rights (PVR) for a new avocado variety, Mendez No. 1, the first Right granted for an avocado since 2001.

Application for this variety was first made in April 2005 and it has taken 11 years to complete a number of processes including plant importation, a period in quarantine, propagation of test trees, planting of the trial and two fruiting seasons for evaluation.

“This was a collaborative process for the PVR examiner, who is responsible for ensuring each of the actions for the application takes place,” says Chris Barnaby, Principal PVR Examiner at the Plant Variety Rights Office.

“The examiner works with the grower and other government agencies, such as the Ministry of Primary Industries, through each stage of the process to coordinate and manage actions like plant importation and quarantine,” says Chris.



The growing trial for Mendez No. 1 took place near Te Puke, in an arrangement between the Plant Variety Rights team in the Intellectual Property Office New Zealand and the New Zealand Avocado Industry Council.

The owner of the Right to the variety will now effectively have plant variety protection for 34 years. The last 11 years was under provisional protection, with another 23 years if the Right is maintained for the full term.

“While the Mendez No. 1 variety shares many characteristics with the world’s most popular avocado Hass, it has a thinner fruit skin and consistently flowers and sets fruit twice a year, in autumn and in the spring, whereas Hass avocado trees generally only flower and set fruit in the spring,” says Chris.

Government Property Group's new real estate in MBIE

A change of both name and scenery is being enjoyed by the Government Property Group (GPG), after they formally joined the Ministry of Business, Innovation and Employment on 1 April.

Previously known as the Property Management Centre of Expertise in the Ministry of Social Development, GPG is now part of Market Services. GPG will form the New Zealand Government Procurement and Property (NZGPP) branch with New Zealand Government Procurement. The work of the two areas is already closely aligned, so coming together into the same branch will enhance collaboration even further, speeding up processes along the way.

GPG will continue to oversee the 61 properties owned or leased by government to meet the goals set for efficient and effective management of the Crown estate.

In celebration of GPG joining MBIE and the five-year anniversary of their work (albeit under a different name), NZGPP staff gathered in Stout Street on Monday 4 April to be formally welcomed to MBIE by Chief Executive David Smol and Deputy Chief Executive of Market Services Greg Patchell.

The General Manager of Government Procurement John Ivil also spoke, as did GPG Director David White who cut the cake.

Some GPG staff will be located on level two in the Stout Street office, while others will be situated at 160 Lambton Quay (Vodafone House). If you see a few new faces around the office, make them feel welcome.



Raising awareness of Licensed Immigration Advisers in India



In early March, Immigration Advisers Authority (IAA) Registrar Catherine Albiston and Immigration New Zealand (INZ) Assistant General Manager Geoff Scott travelled to the Indian cities of Mumbai, Delhi, Amritsar and Jalandhar as part of a campaign to raise awareness that anyone providing New Zealand immigration advice, except advice on student visas only, must be licensed.

“Our aim was to raise awareness of licensed immigration advisers, and to help ensure Indian residents looking to

migrate to New Zealand know what they need to do when seeking immigration advice,” says Catherine.

“We focussed on that particular region of India because we were aware there was a real issue with unlicensed advisers.”

While Catherine was in India, a concerted media effort and advertising campaign was launched, and attracted a wide range of attention.

“The advertisements ran in 12 publications across Amritsar, Chandigarh and Jalandhar in Punjabi, Hindi and English, and we held interview sessions with a number of media outlets, which resulted in around 35 stories being run in publications across the regions we were focussed on,” says Catherine.

A social media advertising campaign targeting Mumbai, Delhi, Jalandhar and Amritsar was run concurrently with Catherine and Geoff's trip, and also attracted significant attention.

“We were really pleased with the interest in our advertisements. The ads were viewed nearly 1.5 million times.”

“The trip was a real success, and Geoff and I were pleased to have had the opportunity to visit the region,” says Catherine.

Going 'better for business' with the R9 Accelerator

A few fresh faces will be seen around Market Services as the R9 Accelerator project begins to pick up steam. R9 Accelerator brings together teams from the public and private sectors to work on real problems impacting businesses.

Each team in the Accelerator chooses an 'opportunity' to improve the experience of businesses when interacting with government, and then over a 14-week period works to find an innovative, market validated solution.

CoHelix, one of three teams sponsored by Market Services, is working towards [Opportunity 11](#) – improving the experiences of businesses when interacting with frontlines regulatory services.

What the solution proposed by the team will look like is anyone's guess at this stage, says CoHelix entrepreneur Nicole McCallum.

"So far we've been looking at it from the perspective of how to make it easier for businesses to be compliant, with a focus on the hospitality industry. But compliance is a huge area, so it's still too early to say where the project will go."

Team 2Shakes is also in the research stage as they work towards [Opportunity 12](#) – tailoring interactions to suit businesses.

"We want to save businesses time, effort and stress by making New Zealand the easiest country in the world for businesses to interact with government. This is why our team is called 2Shakes, as we believe it should only take 'two shakes' to deal with government," says 2Shakes intrapreneur Ata McGregor.

"Currently we are looking to reduce the number of forms businesses need to complete by joining up government services and integrating them at the business end, testing new service delivery models," says 2Shakes entrepreneur Mike Kelly.

"We've really appreciated the support of everyone we've worked with in the Ministry, particularly the R9 team and the business.govt.nz team."

Meanwhile Team [Tenderchat](#) has begun work towards [Opportunity 1](#), – transform the feedback system for government market engagement!

"We aim to improve the feedback process for government market engagement and tendering in order to drive improvements and source better outcomes for New Zealanders," says Tenderchat intrapreneur Natalie Dornan.

The team is looking to develop a web-based, mobile friendly, real-time feedback platform to satisfy the needs of both business and government, and are building the first version of the system which they will be piloting as it is developed.

Over the coming two months CoHelix, 2Shakes or Tenderchat may work with you and your team, so please help them out if approached.

Learn more about the teams and keep up to date on their work by checking their websites www.cohelix.co.nz, www.2shakes.co.nz, or www.tenderchat.strikingly.com, or go to www.r9accelerator.co.nz to find out more about the R9 Accelerator.

What is the R9 Accelerator?

Powered by Better for Business, and delivered in partnership with Creative HQ, the R9 Accelerator is a unique concept that sees teams work on concepts which could solve major pain points for New Zealand businesses, reducing the effort it takes for them to deal with government. The aim is to find innovative, market validated solutions, to some of businesses main issues when dealing with the public sector.

Result 9's targets are that; business costs (effort) from dealing with government will reduce by 25% by 2017, through a year-on-year reduction in effort required to work with agencies; and, Government services to business will have similar key performance ratings as leading private sector firms by July 2017.

Result 9 is led by MBIE, which has been making government services better for business by encouraging collaboration and information sharing across government, creating digital and online services, simplifying processes, and using third parties to co-design and co-deliver services.



Team CoHelix: Dan Tong, Nicole McCallum, Alex Komarovskiy



Team 2Shakes: Nicole Crosby, Mike Kelly, Ata McGregor, Caroline Dodds



Team Tenderchat: Natalie Dornan and Catherine Taylor. Not pictured is Kurt Lenfesty.

Joint forces combat migrant exploitation

They say two heads are better than one and four heads have proven to be even better in a recent case involving Immigration New Zealand (INZ), the Labour Inspectorate, Inland Revenue and Police.

The government agencies joined forces in a major piece of work against the management of an Auckland Indian restaurant chain, Masala, who were involved in the exploitation of migrant workers.

You would have seen stories in the media this year about the owners of Masala having all their assets to the value of \$34 million frozen by the High Court — including 33 residential and commercial properties. This is believed to be the biggest cache of property ever restrained by Police.

Labour Inspectorate General Manager George Mason says the operation began when the Inspectorate visited eight Masala restaurants in 2013 after receiving complaints from a number of workers.

During the investigation the employers failed to co-operate with the Inspector and failed to provide accurate employment records required by law. The matter was taken to the Employment Relations Authority and a penalty of \$66,000 was imposed against the employers.

The Inspectorate also found that a significant portion of the group's employees were recent migrants to New Zealand.

"Migrant workers are a particularly vulnerable section of the workforce and protecting them is a priority for the Labour Inspectorate. We undertake an increasing number of joint

operations with Immigration New Zealand and other agencies as part of a whole-of-government response to combat migrant exploitation," says George

INZ then also launched an investigation into the Masala group. They found that four Indian nationals were being paid as low as \$2.64 between 2012 and 2014. They were also forced to under-record hours worked and pay money back to the employer.

Two respondents were taken to court at the end of last year and found guilty of 20 charges between them, including exploitation and conspiracy, aiding and abetting a person to remain unlawfully in New Zealand, and supplying false and misleading information to an immigration officer.

They were sentenced to home detention, community service and ordered to pay more than \$60,000 in reparations.

The group is also being investigated by Inland Revenue for avoiding paying more than \$7 million in tax between 2008 and 2014.

INZ General Manager Peter Devoy says this is a fantastic example of agencies working together to a positive outcome.

"It sends a clear message that exploitation of migrants will not be tolerated in New Zealand," he says.

A sea less sailed

When Kim Truscott set out to Myanmar (Burma) he knew it was a relatively undiscovered tourist destination, but he was still surprised to see only two other non-fishing boats during his week of sailing around forested, pristine-white beach islands on a 50-foot catamaran.

"Every day was just a mixture of sailing, swimming and eating, with the hardest decision being when to open my first beer – it was a relaxing trip," says Kim.

A Senior Business Development Advisor for Trading Standards and after eight years of service in the public sector, beginning in a contact centre in Christchurch for the Ministry of Economic Development, Kim says he decided he was in need of a short break.

"I wanted to go on a sailing holiday after really enjoying one in Greece a couple of years ago and I found one in Myanmar, a place I knew very little about, through Intrepid."

After joining a group of seven in Thailand, a diverse mix of tourists from Australia, Germany, Serbia, and Vietnam, he crossed the border into Myanmar to a life of easy living.



On board the catamaran they were treated by an on-board chef to brilliant food, "better than any Thai restaurant I've ever been to," he says.

Although difficult to come back to New Zealand, Kim says it was good to return to a full sized bed and mattress thicker than an inch – as well as the successful launch of the Product Recalls website.

Regulators come together for inaugural conference

More than 60 attendees from eleven different regulatory systems came together for the inaugural MBIE regulators conference, bringing a wealth of ideas of how to boost cooperation and capability across the teams.

"If all the regulators in MBIE work together by sharing knowledge and intelligence, we will be able to better protect New Zealanders and grow New Zealand for all, meaning the sum of all our parts is greater than the whole," says MBIE chief executive David Smol.

Leaders from MBIE regulatory teams, policy branches, and the main operational groups of Market Services and Immigration New Zealand from across the country were all in attendance.



Labour Inspectorate Regional Managers David Milne, Kevin Finnegan, Loua Ward, Stuart Lumsden, Natalie Gardner, Steve Watson

Presenters discussed plans on how to build more resilient regulatory systems, increase the capability of our teams, invest more efficiently to achieve business outcomes, and translate 'islands of excellence' into organisation wide consistency.

Some of the highlights from the conference included Gary Tennant talking about the creation of a centralised data hub between the agencies called the Business Intelligence Platform, Tania Tufrey explaining the legal tools available for data sharing, such as Approved Information Sharing Agreements (AISAs), and Brian Lester's discussion of the Christchurch Initiative, which demonstrated the successful cooperation of government agencies following the 2011 earthquake.

"It's been a great opportunity to see the breadth and quality of work from across the Ministry," says Trading Standards Manager Stephen O'Brien. "You often get so caught up doing business as usual, you don't get to sit back and look at the bigger picture and what we can do to improve things."

R9 Accelerator team CoHelix were also in attendance, meeting the groups they will be working with as they set out on a four month project to reduce the fragmentation of services between regulatory agencies for business customers.

Meanwhile cross-agency groups brainstormed what information could be of benefit to other regulators, what opportunities were available for a more integrated approach, as well as the barriers faced in achieving these goals.

"This isn't about rolling all our regulatory agencies into one, as the level of specialisation required means it wouldn't work. But we want to take whatever opportunities we can to share knowledge and work together to improve outcomes for our customers," says Market Services Deputy Chief Executive Greg Patchell.



Market Services Deputy Chief Executive Greg Patchell addresses the conference

Taking our expertise in registry reform to the world

The Companies Office international registry team has been keeping busy, with their expertise sought to help reform registry systems in Vanuatu, Fiji, Cambodia, Lesotho and Papua New Guinea over the last 12 months.

This makes a total of 23 countries the team has provided technical assistance to since they formed nine years ago, with plans to support the Solomon Islands, Samoa and Botswana when they upgrade their systems over the next year, says registry services manager Michael Brosnahan.

“New Zealand is ranked second by the World Bank for ‘Ease of Doing Business’, and first for ‘Starting a Business’, ‘Getting Credit’ and ‘Protecting Minority Investors’ – achievements in which the Companies Office played a critical role,” says Michael.

“By forming an international registry team we’ve been able to share our expertise and experience in business registry reform around the world.”

While registries across these countries have varied in size and complexity, the challenges faced by the team remain the same, he says.

“Often the overseas jurisdictions we support are paper based, with limited technology or legacy computer systems, and their clients are only able to access key business information by traveling great distances to visit the registry in person.”

The team offers assistance by comparing the country’s existing systems to international best practice, and then helping them to improve their processes and move towards online data systems.

Support is provided from beginning to end, with the team having a hand in everything from business process change, user testing, data migration, training and stakeholder engagement, to providing back up when the registry goes live.

In this process the team works closely with the Ministry of Foreign Affairs & Trade, the Asia Pacific Economic Cooperation forum, the International Finance Corporation of the World Bank, and the Asian Development Bank.

Despite the challenges, the outcomes make it worth it, says Michael.

“The transition from paper based systems to online registries makes a huge difference to people in these countries, both by increasing the accessibility and transparency of registers, and by empowering registry staff with the skills to work more productively, and in more meaningful roles.”

See below a few snapshots of the chaos in a paper based registry.



New product recall website creating big buzz

A body massager, a hair dryer, and an iconic children's toy are just a few of the products to end up on the 'first stop shop' launched for product recalls last month.



Product Recalls
Safe in the
knowledge

**Keep up to date to
keep your family safe.**

**Sign up now at:
recalls.govt.nz**

New Zealand Government

The banner features a woman and a young girl looking at a white hair dryer. The background is a blurred indoor setting.

The new product recall website, www.recalls.govt.nz, aims to allow consumers and businesses to more quickly and efficiently recall faulty, defective and dangerous products.

"The new website streamlines information availability, allowing consumers and businesses to react more swiftly when products are recalled," says MBIE's Safety and Technical Team Leader Martin Rushton.

"By keeping information up to date on a centralised website, consumers will be at less risk of harm from unsafe products. The website also allows businesses to distribute recall information more effectively which can reduce the cost of undertaking a recall."

"The website also aligns with the Government's Better Public Services programme aimed at making it easier for businesses and New Zealanders' to interact with government online," Rushton says.

In the past product recall notices were split across MBIE, MPI, Medsafe and NZTA depending on the type of product.

The new website was launched at MBIE's Stout Street premise by Minister Goldsmith on 9 March.

We encourage you to take a look and sign-up.

Dragon boating ZoMBIES take the bronze

Three bronze medals spell a successful end to the season for the ZoMBIEs dragon boat team, as they raced through to third place in the 200m, 500m and 2km Premier B (corporate) final races in the Auckland Regional Championships.

This was the fifth regatta ZoMBIEs raced in since the season began in November, with the team having also competed in Hamilton and Wellington.

Blue skies and sunshine made the Wellington regatta a favourite of the team – though the beautiful conditions were not reflected on the water, says Business Registries Test Analyst Gary Sin.

"We saw at least nine capsizes and sunken boats from rough seas. It was considered a big win for the team that we finished all our races and avoided having to be rescued by the safety boat."

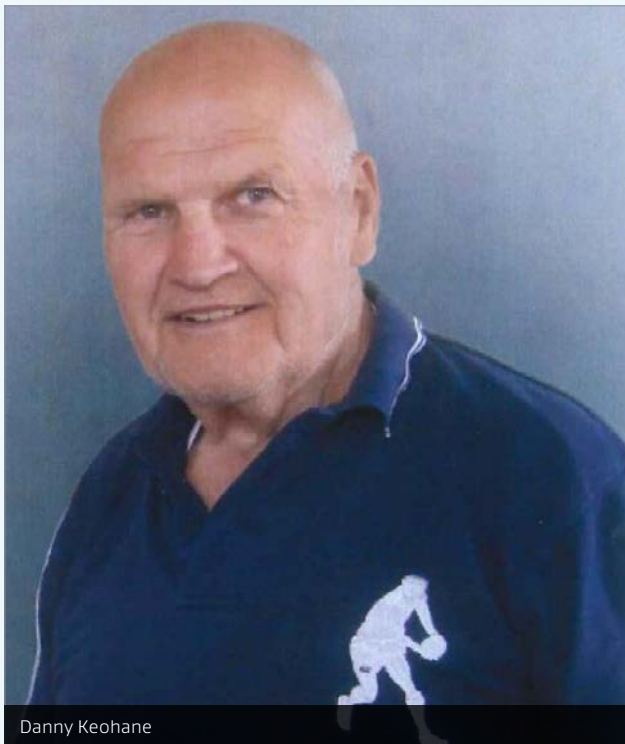
Another highlight for the team was the training camp at Kai Iwi Lakes in Northland. The lake proved a great spot to improve their skills, learn from other teams, and gave an opportunity to bond when Cyclone Winston ripped up the campsite, says Gary.

Now in their 14th season, the team this year was made up of staff from the Insolvency and Trustee Service (Auckland), Business Registries and WorkSafe.



In memory of Danny and Steven

We recently very sadly lost two members of the Market Services Group.



Danny Keohane



Steven Oliver

Danny Keohane died very suddenly on the first Tuesday morning in March, his death coming as a big shock to his family, friends and colleagues in the Insolvency and Trustee Service (ITS) Auckland given that he had seemed well at work on the previous Friday.

All the Auckland ITS staff along with many Companies Office staff attended the funeral, recounting Danny's good nature and the way he was able to make everyone he talked to smile and feel special.

"Many family members mentioned how much Danny loved his job and how they felt that they knew many of the ITS staff as Danny often talked about them by name," says ITS National Manager Robyn Cox.

"Danny will be very sorely missed, by the Auckland Office in particular, and those of us in the other offices that knew him."

Steven Oliver passed away in late February. A Senior Technical Adviser within Consumer Protection and Standards (CPS), he had worked in the regulatory space for more than a decade before his retirement in August, and was a well-respected figure within the electricity industry.

"Steve's contribution in the electrical space was enormous. He absolutely loved his work and left a legacy as an expert in the New Zealand electrical regulatory environment," says Technical Team Leader Philip Anderson.

"Notwithstanding the health issues he experienced later in his life, he always displayed a positive attitude, professionalism and was determined to come to work to ensure that things were getting done.

"He was held in high regard at CPS and within the Ministry for his deep technical knowledge, expertise and attention to detail with all things electrical, and was an inspiration to others about what could be achieved despite the challenges that he faced."

The evolution of 3D printing and what it means for the future

Hear from a range of stakeholders from Government and the private sector, who all have a vested interest in 3D printing.

Date: 28 April 2016, **Time:** 1.00pm, **Location:** Stout Street G01, 02 and 03

