

Employment Mediation Services

# How to Apply for Employment Mediation online

**Quick User Guide** 



MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT HĪKINA WHAKATUTUKI

New Zealand Government

### Introduction

From 12 June 2017, requests for Mediation can be completed and submitted online via the Resolve online system. This User Guide takes you through the steps to take to request and submit an Employment Mediation application online.

### Why request Mediation Services online?

Having the process to request mediation available online is part of our plan to make it easier, faster and more secure for people and businesses to access and interact with us as a service.

It means you can go into a secure online environment to request mediation, plus track the status of your application, receive notifications, send through supporting documentation quickly and securely, and see the outcome of your mediation.

Nothing changes about the way we schedule or carry out mediations, but it makes things like scheduling easier.

### What do you need to request Mediation Services online?

You will need:

- A RealMe account and login, which is the Government's identification verification system
- a working email address
- A Resolve account and login: this is Employment Mediation Service's online service
- Name and contact details of both parties
- Scanned attachments of supporting information to your request such as employment agreements, wage and time records, letters, emails or text messages.

#### What happens once you request Mediation Services online?

Once we have received your application for Mediation and supporting documentation, you and the other party will be contacted by one of our Employment Mediation Services staff to find a suitable time and place for a mediation meeting to occur.

### Why go online?

Requesting an Employment Mediation online means you will be able to:

 Include all the necessary information upfront, which means better accuracy and more efficient processing

- Track the application for Mediation throughout the entire process, from initial submission through to conclusion
- Check and add to the information if needed before submitting.

It also means less manual handling of information, which makes for a more efficient, more consistent and more accurate process overall.

### What about submitting a request for Mediation by post or in person?

For those who usually post or bring a request for Mediation to us, we will work with you over coming months to help you get used to using the new system.

For people without online access, we will still accept and manually process paper Mediation requests received by post or in person at our offices. Once the paper form has been received, processed and entered into our system, it will be placed in the queue to be allocated to a Dispute Resolution Co-ordinator.

### Need more help or information?

If you need help or more information about applying for Employment Mediation online or setting up a RealMe account and login, you can:

- visit www.employment.govt.nz and visit the Request for Mediation page
- call our RealMe HelpDesk on 0508 633 564 or visit www.realme.govt.nz
- call our Employment Mediation Services Contact Centre
  - From within NZ, call 0800 20 90 20 during business hours (8.30am 5.00pm Monday to Thursday, 9.00am - 5.00pm Friday excluding public holidays)
  - If you're calling from overseas, call +64 9 969 2950

# Creating a Resolve online account

What is it?	A Resolve online account gives you automatic and secure access to our online Employment Mediation Services. From 12 June 2017, you can submit a Request for Mediation online using your Resolve account.
Who sets up the Resolve account?	<ul> <li>The first user account created for your organisation becomes the Administrator by default. You need to decide how your organisation wants to set up and administer this Administrator account.</li> <li>Each organisation account has one Administrator who will be the only user in the organisation responsible for: <ul> <li>adding registered members to the account to allow other individuals or staff members within the organisation to make applications and manage submitted applications on behalf of the organisation</li> <li>assigning applications to any registered member to another</li> <li>removing registered members when they are no longer approved to make or manage applications made on behalf of the organisation</li> </ul> </li> </ul>
How many account members can each organisation have?	<ul> <li>Your organisation can have as many members as required. These members can only view and manage applications they have either been assigned by their Administrator or have filed for the organisation using their registered member account.</li> <li>You may: <ul> <li>have one account for your organisation and nominate your organisation's Administrator to set up the organisation's account</li> <li>have multiple accounts for your organisation by setting up different organisation accounts for different regional offices and have an administrator in each office manage that office's account</li> <li>prefer each individual staff member to create an individual account so that each staff member manages their own files themselves without the need for an Administrator for the organisation</li> </ul> </li> </ul>

# Registering a Resolve account for the first time

STEP	ACTION
1	Navigate to https://dispute.employment.govt.nz.
2	Click Login. You need to login using a RealMe account.
3	What's RealMe? If you don't already have a RealMe account, see page 21 of this User Guide and follow the steps to create one. If you do have a RealMe account, log into it as usual and continue the steps below.
4	Click an individual representing myself; or an Administrator user for my Organisation then check the mandatory boxes and click Next at the bottom right of the screen. This displays the "Register your Employment Mediation Services account - Step 2" screen.
5	Complete all your details here and then click <sup>Submit</sup> at the bottom-right corner of your screen. You are now the Administrator for your organisation and are ready to make an online Employment Mediation Services application for your Organisation or to register or manage other members in your organisation.
Register you when Mem	te Administrator for your Organisation, the contact details, name and address you provide in the aur Employment Mediation Services account - Step 2 screen will automatically populate in this screen bers register with Employment Mediation Services. Think about what these defaults will be when an for completes this section.

### 1. How to set up other Member accounts

Your organisation's Administrator will need to add you as a registered Member and you will receive an activation code by email.

Step	Action
1	Navigate to https://dispute.employment.govt.nz.
2	Click Login. You need to login using a RealMe account.
3	If you don't already have a RealMe account, see page 17 of this User Guide and follow the steps to create one. If you do have a RealMe account, log into it as usual and continue the steps below.
4	Click • a new Member user with an activation code from my Organisation and click • Next at the bottom right of the screen. Result: This box will display. • a new Member user with an activation code from my Organisation Input activation code Enter the activation code you received by email here.
5	Copy the activation code from the email you received when your Organisation's Administrator entered you as a registered Member, into the free-text field.
6	Click ext at the bottom right of the screen.

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### 2. Managing Registered Members

As Administrator for Employment Mediation Services Online, you are responsible for maintaining your Organisation's profile, adding and deleting registered Members and delegating applications amongst registered Members.

In this section are steps showing how to:

- A. Add registered Members
- B. Delete registered Members
- C. Delegate applications

#### STEP **ACTION** 1 Login to Employment Mediation Services Online 2 Click Manage my details Login details You are logged in under account: test@test.com Home Manage my details View my applications Logout Need some help? Contact us on 0800 20 90 20. If you are outside New Zealand call +64 9 969 2950

#### A. Adding registered Members

3	Click the Membe	ers tab.			
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### **B.** Deleting registered Member

STEP	ACTION
1	Login to Employment Mediation Services Online
2	Login details You are logged in under account: test@test.com Home Manage my details View my applications Logout Need some help? Contact us on 0800 20 90 20. If you are outside New Zealand call +64 9 969 2950
3	Click the Members tab.
4	Locate the Member you wish to delete within the list and click Delete. A pop up window will appear asking you to confirm that you intend to delete this Member. Click on Yes if you are happy that you have selected the correct Member for deletion or No if you have not. Confirmation

#### C. Delegating applications

As Administrator for Employment Mediation Services Online, you are able to delegate applications amongst registered Members of your Organisation.

STEP	ACTION
1	Login to Employment Mediation Services Online
2	Click Manage my details Login details You are logged in under account: test@test.com Home
	Manage my details         View my applications         Logout
	Need some help? Contact us on <b>0800 20 90 20</b> . If you are outside New Zealand call +64 9 969 2950
3	Click the Application delegation tab.
	X Close Submit
4	There are several ways you may locate files using the Search criteria. If you know the Ref no. for a file you can enter it in the corresponding box, click search and have the system locate your file this way. For example:

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### 1. Apply

This section outlines the steps for:

- A. Submitting a Request for Mediation online. There are three types of application that can be used depending on the nature of the problem being raised.
  - 1. Work related problem
  - 2. Collective Bargaining
  - 3. Lockout/Strike Notice
- B. Viewing draft or submitted Request for Mediation applications online

#### A. Submitting a Request for Mediation online

This table shows how to record details of and submit a Request for Mediation in Resolve

STEP	ACTION
1	Log into Resolve as an External User with your RealMe login. The Employment Mediation Services Online screen displays.
	Employment New ZeaLand       Employment Mediation         Kia ora, welcome to Employment Mediation Services.       Applying for Employment Mediation or Submitting a Record of Settlement.         Hyou wish to apply for mediation or submit a record of settlement, please log in below.       Our Employment Record of Settlement application system will be unavailable this Wednesday between spin and 11pm due to standard system manteemance.       *         You was to apply for reclations       My applications       *         You was to apply for an ediation or submit a record of settlement Application system will be unavailable this Wednesday between spin and 11pm due to standard system manteemance.       *
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2	Click Request for Mediation to start the submission process.          New applications         Please select from the choices below to lodge your application.         If you are applying for mediation related to Pay equity or personal gnevance, choose the Work Related Problem application.         Your Record of Settlement must be signed and you need to provide correct contact details for all signatories. Include documentation relating to authority to sign if you have signed on someone else's behalf.         Work Related Problem         Collective Bargaining         Lockout/Strike Notice         Lockout/Strike Notice
3	The "Request for Mediation- Case no. xxxxxxx" will display.

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Section	Notes or action
1 – Applicant details	Applicant: Select the type of applicant from the drop down menu: No selection Employee Employer/Principal Union Contractor Labour Inspector Click Add to display the Edit Applicant screen.
	Select the Type of entity from the drop down menu.
	If a Company, use Search Company to search for the company and the system will automatically populate the address fields, otherwise enter the name of the Person, Trust, Union, Incorporated Society, Partnership or Sole Trader, Health, Educational, State ministry/department, Crown entities and complete the Contact details for the applicant. Ensure you enter the name and complete address details then click Submit.
	Demographic Data: Select Age group, Gender and Ethnicity.
	Applicant Representative: Click Add to enter the details of the Applicant's representative. Enter contact and address details, then click Submit.
2 – Other Party details	Other Party: Select the type of party from the drop down menu: No selection Employee Employer/Principal Union Contractor Labour Inspector Click Add to enter the details of the Other Party. Enter contact

	and address details, then click Submit.
	Select the Type of entity from the drop down menu.
	Person Company Trust Union Incorporated Society Partnership Sole Trader Labour Inspector Health Educational State ministry/department Crown entities Other
	If a Company, use Search Company to search for the company and the system will automatically populate the address fields, otherwise enter the name of the Person, Trust, Union, Incorporated Society, Partnership or Sole Trader, Health, Educational, State ministry/department, Crown entities and complete the Contact details for the applicant. Ensure you enter the name and complete address details ther click Submit.
	Other Party Representative: If applicable, click Add and enter contact and address details for the other party's representative.
	Other Party Signatory: If the Other Party is a company, click Add and enter the Contact and Address details for the signatory (person who signed the agreement on behalf of the company) and then click Submit.
3 – Industry details	Select an Industry your company belongs to. Select the industry from the drop down menu: Industry  No selection  Agriculture, Forestry and Fishing Mining Manufacturing Electricity, Gas, Water and Waste Services Construction Wholesale Trade Retail Trade Accommodation and Food Services Transport, Postal and Warehousing Information Media and Telecommunications Financial and Insurance Services Rental, Hiring and Real Estate Services

	Select size of the business from the drop down menu:
	Size Of Business
	No selection
	0 to 10
	11 to 25 26 to 50
	51 to 100 100 +
	Location of employment:
	Search or enter the address for the location of employment.
4 – Work Related	Select appropriate response to the questions for work related
Problem	problem, Length of employment and nature of the problem:
	- 4 - Work Related Problem
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	Is the employee still supplyed by the employee? $\sim$ at Ver
	CLMA C) Dans Kapan
	Nature of the problem
	Select length of employment from the drop down menu:
	Length of employment
	No selection
	Less than 6 months 1 to 3 years
	4 to 7 years
	8 to 15 years 15+ years
	Not declared
	If the response to question "Is the employee still employed b
	the employer?" is No, enter the Employment end date.
	Is the employee still employed by the employer? •
	⊖Yes
	No
	⊖ Don't Know
	Employment end date
	•
	Provide details on the nature of the problem.
	Rature of the problem
4 – Collective	Select appropriate response for Collective Bargaining questions:
	questions.

Bargaining	** 4 - Collective Bargaining         Overcove Bargaining         ** 4 - Collective Surports         Overcove Bargaining         ** 0 - Collective         Opened Calendar         ** 0 - Collective         ** 0 - Collective agreement         ** 0 - Collective is current or expired, enter the expiry date of the current collective. Provide the reason why the mediation
	is request. If issue has been mediated by MBIE before, provide information about the previous mediation. Coverage of the collective agreement: Select from the drop down menu: Coverage of the collective agreement No selection National Regional
4 – Lockout/Strike Notice	Select appropriate response for Strike/Lockout Notice questions: - 4 - Strike/Lockout Notice Strike/Lockout Notice Strike/Strike/Lockout Notice Strike/Lockout Notice Strike/Locko
	If the issue has been raised with MBIE before, provide previous mediation information. Attach a copy of the strike/lockout notice(s) with the application.
Attach Document	Attach any additional document to support the problem being raised.          Attach Additional Document         ③ Add Additional Document

	Additional Information	Provide anything that the Employment Mediation Services need to know to manage your application effectively e.g. dates you are unavailable for a mediation, etc.
		Additional Information
5	Click Submit.	
	The application will the	en be submitted and will display in your View my application(s) page.

#### **B. View Applications**

This table shows the steps to view your draft or submitted Request for Mediation.

EMPLOYMENT NEW ZEALAND		Employment
Kia ora, welco	ome to Employment Mediation Services. Employment Mediation or Submitting a Record of Settlement	Employment Mediation Services
If you wish to apply for mediation	n or submit a record of settlement, please log in below.	
Login details	Our Employment Record of Settlement Application system will be unavailable this Wednesday between 8pm and 11pm due to standard system maintenance.	×
You are logged in under account: maria.cueto@mbie.govt.nz	My applications	
Home	New applications	
Manage my details View my applications Logout	Please select from the choices 6-low to lodge your application In you are inplying for metallation include to Pay equily or personal genvance, choices the Work Related Problem application Your Record Determent must be applied and you are one provide correct contact datase for all application.	ned on someone else's behalt
and the second second	Work Related Problem	
Need some	Collective Bargaining	
help?	Lockout/Strike Notice	
Contact us on 0800 20 90 20. If you are outside New Zealand	Lodge Record of Settlement	
call +64 9 969 2950	Existing applications	
	You may view your existing applications or applications submitted by someone else that names you as a party here	
	View my application(s) Get access to application	
	My messages	

NEW ZEALAND View my applic View your Records of Settlement he						Me	ploymen diation rvices
Login details	- Search						
You are logged in under account maria.cueto@mbie.govt.nz	Ref. no.		Case type		Status		
Home			No sele	tion	Select		
Manage my details View my applications	Submission date						
Logout	, Search - <u>Clear</u>						
Need some	9 Application(s)						
help?	≎ Ref. no.	© Status	* Submitted	Parties		+ Updated date	
Contact us on 0800 20 90 20 If you are outside New Zealand call +64 9 969 2950	@ 1000882 Collective Bargaining	Under Assessment	24/05/2017	Applicant (Employer): Maria Cueto     Other Party (Union) Testing Union Maria Union		24/05/2017 2:54:19 p.m	Ros Update Withdra
C30 +04 3 203 2300	1000581 Work related problem	Under Assessment	24/05/2017	Applicant (Employee): Maria Cueto     Other Party (Contractor): Testing AFS		24/05/2017 2:52:20 p.m	Ros Update Withdra
	3 1000776 Work related problem	Closed	19/05/2017	<ul> <li>Applicant (Employee): Maria Test</li> <li>Other Party (Employee): Testing Again</li> </ul>		23/05/2017 11:54:12 a.m.	
	1000232 Work related problem	To be scheduled for Mediation	01/05/2017	<ul> <li>Applicant (Employee): Mana Cueto</li> <li>Other Party (Employer/Principal): Testing Employment</li> </ul>		19/05/2017 2:49:00 p.m	Lodge Jupdate @ Withdra
	1000274 Collective Bargaining	To be scheduled for Mediation	01/05/2017	<ul> <li>Applicant (Employer): Mana Cueto</li> <li>Other Party (Union): Testing Employment Union Maria Testing</li> </ul>	sting	11/05/2017 10:55:52 a.m.	Solution Pupdate Withdra

### 2. Setting up a RealMe account and login

N.B. If you need help setting up a RealMe account and login, you can call our RealMe HelpDesk on 0508 633 564 or visit www.realme.govt.nz

STEP	ACTION
1	Create a RealMe login         To access this service you need a RealMe         This will give you access to a range of services with a single username and password, and more: You only need one RealMe login and It's designed to protect your privacy and security.         Create your RealMe login now         If you don't have RealMe account and login, follow the steps below to create one: Click Create your RealMe login now.
2	Complete the Create a RealMe login form. Your email address, username and password are mandatory. You are also required to provide responses to three security questions and accept the RealMe Terms of Use.
3	You will receive an email from RealMe and be navigated to this page:   File   Your RealMe login is ready   Image: Continue     You can now use this one login to access lots of different online services.   Image: Continue   Image: Continue   Image: Continue     Image: Continue     Image: Continue     Image: Continue     Image: Continue     Image: Continue
4	Click Continue. You will be returned to Employment Mediation Services and asked to

Register yo	ur Employment Services account - Step 1
am: +	
	self, or an Administrator user for my Organisation schvation code from my Organisation
	Inf for you/your organisation and will automatically become the Administrator for this account. have access to all records of settlement submitted under this account. You must maintain the confidentiality of the parties involved in the applications at all times dministrator include:
<ul> <li>Assigning applications to</li> </ul>	ccount to allow other individuals or staff members within your organisation to make and manage applications on behalf you/your organisation any registered members of the account
	nbiers when they are no longer approved to make or manage applications on behalf of you/your organisation oved from the account, any active applications that were assigned to them will now be automatically assigned to you as the Administrator
	this organisation account will automatically make me the Administrator and the implications of this *
□ I have read and understoor	1 the New Zealand at Work Privacy Statement