

## NZ Post Delegates' Days – Your Voice at the Table

A strong union starts with strong delegates – and **Delegates' Days** are one of the most important ways NZ Post workers raise issues directly with E tū and NZ Post leadership.

This year's **NZ Post Delegates' Days** will be held on **12 and 13 May**. By agreement with NZ Post, the May Delegates' Days will be held **online** to help reduce costs in light of the current fuel crisis. The **October Delegates' Day** will be held **in person**.

Delegates' Days bring together elected union delegates from NZ Post worksites across the country. Issues raised by members through their delegates are discussed, prioritised, and then **presented directly to NZ Post leadership to be resolved**.

👉 **If you have an issue at work**, please raise it with **your union delegate** so it can be taken through to Delegates' Days. If you're not sure who your delegate is, contact E tū or ask a workmate.

## E tū Needs More Delegates – Could That Be You?

To stay strong at NZ Post, E tū needs **more active delegates across worksites and teams**.

You don't need to be an expert or have all the answers. As we've said in previous E tū newsletters (including our Northpower delegate article), what makes a good delegate is:

- Someone people trust
- Someone who listens

- Someone willing to stand up for their workmates
- Someone who will talk to non-union workmates **about Joining E tū**

If you're an **existing delegate** who would like to be more involved, or a **member interested in becoming a delegate**, please get in touch. Let us know **why you'd like to be involved** – training and support are provided.

We'll also **report back to all members in a follow-up newsletter after Delegates' Days**, so you can see what issues were raised and what happens next.



## Congratulations Mischelle Moriarty – E tū National President (Māori)

E tū NZ Post members are proud to acknowledge that **senior NZ Post delegate Mischelle Moriarty has been elected unopposed as E tū National President (Māori)**.

The election was confirmed following the close of nominations ahead of E tū’s Biennial Conference. As outlined by E tū National Secretary Rachel Mackintosh, the National President roles are elected for **two-year terms**, and Mischelle will **formally take up the role at Conference in July**.

Mischelle has worked at **NZ Post since 1987**, starting just days before the former Post Office was split into **Telecom, PostBank, and NZ Post**. Few people have lived through as much change at NZ Post, or bring the same depth of institutional knowledge and experience.

Alongside her long career at NZ Post, Mischelle brings an **extraordinary depth of union leadership**, including, **17 years on the National Executive** of the EPMU and E tū combined; **6 years** on the EPMU National Executive, **11 years** on the E tū National Executive, covering the full life of E tū as a union. Which has included **six years as E tū North Island Vice-President**, now entering her **seventh year**. All on top of many years of service as a senior NZ Post delegate, advocate, and mentor to other delegates

**E tū National Secretary Rachel Mackintosh** has acknowledged Mischelle’s election, recognising her long service to members and her willingness to step forward to serve the union in national leadership.

Mischelle’s election is particularly significant as she is **believed to be the first National President of E tū to come directly from the NZ Post delegate ranks** — a milestone that reflects the strength, experience, and leadership that exists within NZ Post worksites across the country.

**Congratulations Mischelle, and thank you for your decades of service, leadership, and steadfast commitment to members.**



[WWW.ETU.NZ/JOIN](http://WWW.ETU.NZ/JOIN)  
0800 186 466



*The 2025 E tū bargaining team from left to right: William Cheng (AMC), Lana Leota (AOC), John Peterson (APC Domestic), Terry Howells (Dunedin), Mischelle Moriarty (Retail), Mike Billmore (DA, the Hutt), Rebecca Davey (CCC Chch), Lima Arona (WOC) and Misty Fergusson (APC International). Mischelle is holding the HR award NZ Post won in 2025 for their Just Transition agreement, that was developed in collaboration with E tū, in particular former E tū Negotiation Specialist, Joe Gallagher, who has since moved on to MUNZ.*

## What Has E tū Been Working on at NZ Post?

Alongside delegate work, E tū has been actively involved in **consultation, health and safety, and collective issue-raising** across NZ Post in 2026.

### Consultation on Organisational Change

E tū has supported members through a number of **formal change consultations** this year, ensuring NZ Post met its **good-faith obligations** and that members’ voices were heard before decisions were made.

Key consultations have included:

- Cambridge Delivery & Customer Service**  
 A formal consultation affecting Delivery Agents and Customer Service roles. E tū attended meetings, supported members, and helped coordinate collective feedback.
- Christchurch Retail & Southern Operations**  
 Consultations across multiple Christchurch sites, including Cashel Street and Sockburn. E tū organisers and delegates raised concerns about staffing levels, role design, and workload impacts, based on issues raised directly by members.

- **Auckland Retail & Customer Service**  
E tū supported Auckland members and delegates through consultation processes affecting retail and customer service functions, ensuring issues raised locally were escalated and addressed through the right channels.

Across all these processes, E tū’s role has been consistent: **supporting delegates, coordinating member feedback, and holding NZ Post accountable to proper consultation standards.**

## Health and Safety and National Engagement

E tū has also been engaged nationally on:

- **Health and safety governance**, including reviewing and providing feedback on NZ Post’s proposed **Lone Worker Standard**
- **Ongoing consultative forums** with NZ Post across retail and customer service
- **National-level discussions** on broader workforce and operational issues, alongside other unions

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## Ensuring Your Estate Receives Your \$25,000 Life Insurance Benefit

As an E tū Union member working at NZ Post, you’re covered by a Group Life Insurance policy that provides \$25,000 in coverage. This is a valuable benefit designed to provide financial support to your loved ones should you pass away. To ensure the payment goes to the right place, there’s one key step you should take.

We recommend documenting the existence of this policy in your will. Although this policy does not allow you to nominate a specific beneficiary, noting the \$25,000 Life Insurance benefit in your will ensures your estate will receive the payment. You can also include instructions in your will about how you’d like this money to be distributed to your loved ones.

For more information go to <https://super-advice.co.nz/> or call 0800 894 688

## A Caution for NZ Post Members: When “Te Korowai” Is Misused

E tū supports fair, respectful, and safe ways to resolve workplace issues. In principle, early dispute resolution processes — including **Te Korowai** and mediation — should help address concerns before they escalate.

However, we are writing to NZ Post members to raise a **serious concern** about how **Te Korowai has been used in at least one recent case**, and to provide clear guidance to members going forward.

### What is Te Korowai supposed to be?

Te Korowai is NZ Post’s internal dispute resolution process. It is promoted as a confidential, safe space to talk through issues, repair relationships, and find constructive ways forward. When used properly and in good faith, this kind of process *can* be helpful. Unfortunately, that is not always what is happening in practice.

### What has gone wrong?

E tū has supported a member who agreed to participate in a **Te Korowai session** after being told:

- the discussion would be confidential, and
- the purpose was to work through issues constructively

Once inside the session, the member was **ambushed by their manager**, who launched into a **tirade of grievances and complaints** that had never been properly raised beforehand. The member was:

- given no prior notice of the issues being raised
- placed under pressure in a supposedly “safe” setting
- told the session was confidential, limiting their ability to respond later

What was presented as a supportive process became a **one-sided attack**, with confidentiality used as a shield for inappropriate behaviour.

This is not what Te Korowai is meant to be.

**Why this is a serious problem**

Confidential processes like Te Korowai and mediation are meant to protect workers — not expose them. When confidentiality is combined with, vague meeting purposes, lack of written detail and managers raising new complaints without notice.

it creates a **loophole for misuse and managerial abuse**.

A worker can be put on the spot, emotionally and professionally, without the basic protections they would normally have in a formal process. That imbalance is unacceptable.

**Our advice to NZ Post members (for now)**

Until this loophole is properly closed and clear safeguards are in place, **E tū is advising NZ Post members not to agree to Te Korowai sessions** where:

- the scope and purpose are not clearly defined in advance
- the union has not been involved or consulted
- confidentiality could be used to ambush or pressure the member

This is not a rejection of conflict resolution. It is a refusal to allow **informal processes to be weaponised** against workers.

**What about mediation?**

External mediation can also raise similar risks if it is employer-driven and poorly defined. A member should **never** attend mediation or any dispute resolution process on the employer’s terms alone, without clarity about what will be discussed or without union advice and support

Mediation — like Te Korowai — should only proceed where the **scope, process, and protections are agreed upfront**.

**What members should do**

If you are invited to a Te Korowai session or mediation:

- **Do not agree straight away**
- Ask for the purpose and issues to be put in writing
- Contact your delegate or organiser first
- Ensure the union is involved before anything proceeds

If you are already in a session and it becomes clear that you are being ambushed or treated unfairly, you are entitled to **pause or stop the process** and seek advice.

**A final message to members**

E tū supports genuine, good-faith attempts to resolve issues early. We do **not** support processes being used to sidestep fairness, silence workers, or apply pressure behind closed doors. Until Te Korowai is fixed to prevent this kind of misuse, **members should not feel obliged to participate**.

If in doubt — **talk to the union first**.



*We encourage all E tū members in delivery to participate in this Survey*