

# Kia Toipoto Report 2022

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## About Us

### Our Purpose

1. The Real Estate Authority (REA) is the independent government agency that regulates New Zealand licensed real estate professionals. We are a Crown entity established under the Real Estate Agents Act 2008.
2. We promote and protect the interests of consumers in respect of transactions that relate to real estate and to promote public confidence in the performance of real estate agency work. We aim to promote high standards of conduct in the real estate industry and help provide increased levels of protection for buyers and sellers of real estate.

### Our People

3. REA is a small agency of up to 55 FTE and we are overseen by an independent Board. REA is committed to creating a culture that respects and values diversity, that promotes dignity and equality, that treasures and nurtures our cultural and individual assets and where bias and discrimination in any form is not acceptable.
4. As at 31 October we had 51 permanent and fixed term employees. Our workforce profile tells us:
  - Our people identified as 63% women, 37% men
  - 57% of our senior leadership team, and 50% of our board were women
  - Our people identified as 67% European, 6% Māori, 6% Pacific Peoples and 16% Asian.
5. Diversity includes many dimensions, including gender, ethnicity, age, disability, gender identification and all other areas that make our people unique.
6. We believe that a diverse and inclusive environment results in better experiences for our people, better delivery of our functions and obligations, and better outcomes for the diverse communities of consumers and licensees we serve across New Zealand.

## Kia Toipoto

### Introduction

7. Kia Toipoto comes from the saying "Waiho i te toipoto, kaua i te toiroa - let us be united, not wide apart." The name speaks to closing gaps and creating unity and fairness for all people.
8. Kia Toipoto is the Public Service's action plan 2021-2024 to help close gender, Māori, Pacific and ethnic pay gaps in the Public Service. The goals of the programme are to:
  - make substantial progress towards closing gender, Māori, Pacific, and ethnic pay gaps
  - accelerate progress for wāhine Māori, Pacific women, and women from ethnic communities

- create fairer workplaces for all, including disabled people and members of rainbow communities.

### **REA's Focus areas under Kia Toipoto**

9. REA is committed to achieving better outcomes for all diversity groups in our workplace. It aligns with our values and goes to the heart of the way we recognise and value diversity.
10. REA will continue to deliver on the following Public Service Kia Toipoto Action Plan focus areas and desired outcomes over the three-year programme:
  - Ensure that starting salaries and salaries for the same or similar roles are not influenced by bias.
  - Report on our gender and ethnic pay gaps and action plans to eliminate pay gaps on our public facing website, and where to do so will not compromise employee confidentiality, publish pay gap data
  - Improve gender and ethnic representation in the workplace and leadership.
  - Develop equitable career pathways and opportunities for our diverse workforce to progress.
  - Protect against bias and discrimination in HR and remuneration policies and practices
  - Build cultural competence
  - Normalise flexible working.
11. REA is committed to the long-term goals of reducing gender, Māori, Pacific and ethnic pay gaps and growing the diversity of the workforce in the Public Service. Our work in this area already reflects many of the goals of Kia Toipoto.

### **Our Progress**

12. Our work under Kia Toipoto does not start from a zero base. We have and promote workplace policies that champion the objective of Kia Toipoto and we strive to encourage and support a diverse and inclusive workforce. Our remuneration and recruitment approach values all individuals for their contribution to our organisation, and we work hard to ensure that fair employment terms and conditions are available to all.
13. We have monitored our pay data closely over time. As a small agency we do not meet the threshold to produce meaningful gender or ethnic pay gap statistic per the Statistics NZ guidance. Small changes in our work force can significantly impact on our people demographics. Shifts in our demographics can occur with each personnel arrival and departure. Equally, we need to protect the personal information of our staff. For this reason, we will monitor our data, and ensure our focus is on our broad impacts that will ensure that diversity and inclusion and fairness and equality is embedded within REA at all times. We regularly report on people demographics and remuneration to our Board who holds management to account for fostering a fair and equitable workforce.
14. Within a dynamic labour market, we have ensured that our recruitment processes seek wide and diverse applicants, whose talents are valued and rewarded for all that they

bring beyond technical expertise. We recognise and develop their diverse perspectives through targeted professional development plans. We monitor trends in our workforce, people data and recruitment and remuneration statistics, our staff engagement survey, exit interviews and feedback from staff to measure our progress, and to identify areas for further development. We provide transparency to staff on role size and salary bands, and work within the Government Workforce Guidance.

15. We know we cannot achieve everything at once and will prioritise areas that will add the greatest value to the diversity and inclusion of our workplace.
16. Over the last 12 months we have focused on engaging our people and REA Board about Kia Toipoto. We have communicated our commitment to the goals of the programme and reinforced its importance to the achievement of our strategic priorities. More recently we have invited volunteers to help shape and guide our work by drawing on their insights and experiences, and to support our work to create a gender and ethnicity pay action plan by April 2023.
17. We will continue to engage staff around this important work over the next three years through a Kia Toipoto information hub on our intranet.

### **REA's gender and ethnicity pay gaps**

18. As noted above, our size means we do not meet the threshold to produce and publish meaningful gender or ethnic pay gap statistics as per the StatsNZ guidance. Changes in our staffing can impact significantly on our pay gap statistics. We also recognise that as a small agency, we need to protect the personal employment information of our people.
19. Since we cannot report on our pay gaps at this point in time, we use other information, such as trends, our workforce profile, people data, recruitment statistics and staff feedback from our engagement survey to inform our programme of work and help indicate our progress. Looking at our information we can see that as at 31 October 2022:
  - We continue to employ more women than men. The proportion of women to men increased from 57% in 2021 to 63% in 2022. Our ethnic diversity broadly reflects that of the New Zealand population.
  - While 63% of the Senior Leadership Team (Tier 1 and 2) are women we have recruited a larger number of women into our lower pay bands over the last 12 months. Our senior leaders are predominately European.
  - The average position in range for women is 103% and men is 99%. This indicates that women are paid more on average than men performing the same or similar roles. However, the position in range for our European and non-European people is 104% and 97% respectively.
  - A review of starting salaries for the 12 months prior to October 2022 showed the position in range for women was 102% and for men was 98%.
  - In the 12 months prior to October 2022, we progressed several employees into more senior roles through internal promotions. Of this number, 67% were women and 33% were non-European.

20. We will continue to monitor our gender and ethnicity pay gaps. If and when we reach the threshold to produce statistically robust pay gap data in accordance with StatsNZ guidance, we will reassess our ability to publish our gender and ethnicity pay gaps, having regard to our obligation to protect the personal employment information of our staff.

### **REAA's diversity related activity**

21. Our ongoing work to raise our cultural awareness and capability, utilise flexible working, promote the importance of diversity and inclusion, and to address gender and ethnic pay gaps are some of the steps we have already taken that deliver against the Kia Toipoto goals. The below activities have been specifically aimed at improving diversity and inclusion at REAA. We have:

- Embedded our Flexible Working by Default Policy and empowered staff and their managers to agree flexible working arrangements.
- Made a number of pay adjustments and pay corrections during REAA's annual review in 2022 to ensure there are no unjustified pay gaps.
- Improved the ethnic diversity of our people and Board.
- Increased cultural awareness through the celebration of events throughout the year such as Matariki and Pacific Peoples language weeks.
- Increased cultural capability through the implementation of training on the history of land ownership in NZ, Te Tiriti o Waitangi and Te Reo Māori
- Reviewed our Good Employer and EEO Policy and Diversity & Inclusion Policy.
- Our people agreed that "The workplace at REAA is diverse and inclusive" and "REAA has a demonstrated commitment to Te Tiriti o Waitangi" in REAA's Have Your Say 2022 Survey.

### **Our focus areas**

22. While we are proud of the improvements we have made to diversity and inclusion at REAA so far, there is more work to do. This year, we are focussing on:

- Continuing to ensure that starting salaries and salaries for the same or similar roles are free of bias.
- Providing leadership bias and discrimination training for our leaders, as a pilot programme
- Improving our employee data across multiple diversity dimensions.
- Increasing the diversity of our candidate pools through robust and inclusive recruitment practices.
- Improving our representation of Māori and Pacific Peoples at all levels of the organisation, including Leadership roles.
- Supporting women, Māori and Pacific Peoples in lower pay bands with career development and ensuring roles in lower pay bands are valued fairly.