



**Your people *are*
the club.**

Clubs NZ 2026



LEGAL UPDATE

Law changes;

- Compensation Awards: contribution can reduce awards but only at ERA / Employment Court
- IPP3A – requirements to notify indirection collection of personal information
- Adult minimum wage now \$23.95 per hour
- KiwiSaver 3.5%, 16-17 year olds now included for auto enrolment
- Health & Safety, in effect from 1 April 2027
- Leave Bill, next step is the second reading when the bill returns to parliament

Employee or Volunteer

Get the things off to a good start...

- Written agreement for every employee
- Volunteers: no pay, no obligation to work
- Casual vs permanent - know the difference
- 90-day trial still available – use them if able
- Paperwork signed before day one

Get it wrong = personal grievance risk.



HIRE. LEAD. KEEP.

New starters left to **figure it out alone.**

- 1** New staff don't know what's expected of them
- 2** They're left to figure things out on their own
- 3** Managers are too busy to stop and support them

Sound familiar? These first days decide whether they stay.





TODAY IN TWO LINES

Small shifts.

Big difference.

A woman in a dark blue polo shirt with a crest and the text 'ONE CLUB STAFF' is smiling and shaking hands with a customer. The customer is wearing a light grey sweater. They are in a cafe or bar setting with shelves of bottles in the background. A laptop with the 'ONE CLUB' logo is visible in the foreground.

**The first two weeks
decide the next two
years.**

BEFORE MONDAY MORNING

Have a plan before they show up.

- ✓ **Uniform and logins sorted, ready to go**
- ✓ **First-day plan - who they're with, what they're doing**
- ✓ **Team told they're coming, by name**
- ✓ **Paperwork signed before they start, not on day one**
- ✓ **One named person owns their first week**

The ten-minute catch-up.

Q1

What's going well for you?

- Start positive.
- Let them talk.
- Listen for what they're proud of.

Q2

What's getting in your way?

- Rosters, equipment, a tricky member - surface it before it festers.

Q3

What do you need from me?

- This is the one most employers skip. Ask it.
- Then deliver on at least one thing.

What are your non-negotiables?

- | | | |
|---|--|-------------|
| 1 | Turn up on time | RELIABILITY |
| 2 | Members always get a warm welcome | SERVICE |
| 3 | Banter yes – personal cruelty no | RESPECT |
| 4 | Club tidy and ready by close | PRIDE |
| 5 | Tell the truth when something goes wrong | TRUST |

What keeps club staff - beyond the hourly rate.

- | | | |
|---|--|-------------|
| 1 | A genuine thanks for good work, in front of the team | RECOGNITION |
| 2 | A team and a club they're proud to be part of | BELONGING |
| 3 | Training and development - new skills and a path forward | GROWTH |
| 4 | Incentives - flexible hours, meals, perks, small rewards | INCENTIVES |
| 5 | Fair pay - it matters, but it's rarely the whole story | PAY |

STACKED SMALL CHANGE - NOT BIG CHANGE

Your thirty-day plan.

WEEK 1

One check-in

Pick one person on the team. Do a proper ten-minute catch-up. See how it lands.

WEEK 2

Everyone else

Repeat with the rest of the team. One conversation each. No software, no forms.

WEEK 3

Write your line

30 minutes - decide your 3 to 5 non-negotiables. Tell the team at your next shift.

WEEK 4

Book the next round

Lock in next month's check-ins. Pick the next small shift you want to make.



Let's talk.

Onboarding plans. Performance frameworks. Hard conversations. Restructures. We work almost entirely with businesses your size. First conversation is on us.

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