

**IN THE EMPLOYMENT RELATIONS AUTHORITY
CHRISTCHURCH**

**I TE RATONGA AHUMANA TAIMAHI
ŌTAUTAHI ROHE**

[2025] NZERA 705
3390624

BETWEEN VANESSA CHANDLER
Applicant

AND QUEENSTOWN LOCAL
LAUNDRY SERVICES LIMITED
First Respondent

AND JODY KING
Second Respondent

Member of Authority: David G Beck

Representatives: Alex Kersjes, advocate for the Applicant
No appearance for the Respondents

Investigation Meeting: 22 October 2025

Submissions Received: 22 October 2025 from the Applicant
None from the Respondents

Date of Determination: 3 November 2025

DETERMINATION OF THE AUTHORITY

Employment Relationship Problem

[1] In a determination issued on 14 February 2024, the Authority found Vanessa Chandler was unjustifiably dismissed and owed arrears of unpaid wages. The Authority ordered Queenstown Local Laundry Services Limited (QLLS) pay Ms Chandler:

- (i) Compensation of \$20,000.00.
- (ii) Arrears of wages of \$25,000.00 (gross).

(iii) Lost wages of \$13,325.00 (gross).

(iv) The above to be paid in six equal monthly instalments commencing on 15 March 2024 with the final payment to be made on 30 August 2024.¹

[2] In a further cost determination of 8 March 2024, the Authority ordered that QLLS pay Ms Chandler a contribution to her legal costs in the sum of \$7,000 and reimburse the Authority filing fee of \$71.55.²

[3] The above compensatory awards and costs have not been paid, and Ms Chandler seeks a compliance order pursuant to section 137(1)(b) of the Employment Relations Act 2000 (“the Act”) against QLLS and an order, pursuant to s 137(2) of the Act, directing Jody King the sole company director take steps to place QLLS in funds sufficient to meet the unpaid amounts owing .

The Authority’s investigation

[4] QLLS’s sole director and shareholder, Jody King did not provide a statement in reply or file a brief of evidence as directed but she did provide the Authority with some documentary evidence that showed her company was although still trading, in a difficult financial situation. Ms King attributed the company’s problems to the company not being able to recover from poor trading conditions during the COVID outbreak. The nature of the business is to service local hospitality outlets, and it was impacted by the massive decline in tourism traffic during the COVID restrictions period.

[5] Ms King also alluded to personal health issues. However, the information provided was not up to date or complete and communication with Ms King was excessively discursive and concentrated on non-acceptance of the Authority’s decisions despite them remaining unchallenged. Ms King did attend an initial case management teleconference on 9 September 2025 that set a date of 6 October for the respondents to provide evidential statements and any relevant documentation. An investigation meeting was initially scheduled for 10 October but vacated at Ms King’s request that she could not meet the originally agreed timetable. However, despite the extension granted (to 22 October) Ms King did not file evidence and on

¹ *Vanessa Chandler v Queenstown Local Laundry Services Limited* [2024] NZERA 83.

² *Vanessa Chandler v Queenstown Local Laundry Services Limited* [2024] NZERA 151.

the day of the investigation meeting she filed what purported to be a stay application and leave to file out of time “In the ERA Court” (without any filing fee). The Authority has emailed Ms King trying to ascertain whether the application was directed at the Authority or the Employment Court but to date has received no further contact.

[6] Ms Chandler appeared before the Authority and indicated she had made efforts to resolve matters in the civil jurisdiction but encountered problems in serving warrants on Ms King. Ms Chandler described the impact on her personally since losing her job and being unable to support herself in Queenstown due to high accommodation costs. Ms Chandler has had to relocate to the North Island but is struggling with meeting regular living costs.

[7] Pursuant to s 174E of the Employment Relations Act 2000 (“the Act”), I make findings of fact and law and outline conclusions to resolve the disputed issue and make orders, but I do not record all evidence.

Finding

[8] I find that QLLS have not paid any of the compensatory awards awarded by the Authority or costs and Ms King has taken no steps to ensure they do so. The compliance orders sought by Ms Chandler are appropriate given the Authority exercised a discretion in the first determination to allow instalment payments. I grant the orders sought on the following terms.

Orders

[9] By orders of the Authority under section 137 of the Employment Relations Act 2000, Queenstown Local Laundry Services Limited is to pay Vanessa Chandler:

- (a) Compensation of \$20,000.00.
- (b) Arrears of wages of \$25,000.00 (gross).
- (c) Lost wages in the amount of \$13,325.00 (gross)
- (d) Costs of \$7,000.
- (e) An Authority filing fee of \$71.55 and:

(f) Jody King is to take active steps to ensure Queenstown Local Laundry Services Limited has sufficient funds to meet the above orders.

[10] Pursuant to section 137(3) Employment Relations Act 2000, the Authority orders that the above amounts be paid in full by no later than 19 December 2025.

Costs

[11] Costs for this application are at the discretion of the Authority and here Vanessa Chandler was successful in her action for compliance orders, and it is appropriate a costs contribution to prepare this application is paid. I fix that amount at \$500 to be paid by Queenstown Local Laundry Service Limited to Vanessa Chandler. I also order Queenstown Local Laundry Services Limited to pay Vanessa Chandler the Authority filing fee of \$71.55.

David G Beck
Member of the Employment Relations Authority