

ACTION PLANS

Key Direction (1): Building and maintaining constructive relationships with Pacific communities, including relationships of partnership

(i) Policy and Purchase Advice

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
<p>Enhance with Pacific communities in Auckland, Wellington and Christchurch the profile of MSD's policy-related work</p>	<ul style="list-style-type: none"> Establish the Pacific Relations Advisor Position, Auckland. 	<ul style="list-style-type: none"> An appointment was made to this position in January 2000. 	<ul style="list-style-type: none"> General Manager Sector Policy
	<ul style="list-style-type: none"> Develop a working relationship with MPIA offices in Auckland, Wellington and Christchurch. 	<ul style="list-style-type: none"> The Pacific Relations Advisor has developed a good working relationship with MPIA in both Auckland and Wellington and is looking at developing a working relationship with its Christchurch office by July 2002. 	<ul style="list-style-type: none"> Pacific Relations Advisor
<p>Develop strategies that will ensure MSD engages with Pacific communities on policy-related projects that have major implications for Pacific peoples</p>	<ul style="list-style-type: none"> Inform the Pacific Relations Advisor of all projects that have implications for Pacific peoples for advice on consultation. 	<ul style="list-style-type: none"> This work is ongoing. 	<ul style="list-style-type: none"> General Manager Sector Policy
	<ul style="list-style-type: none"> Utilise Pacific Relations Advisor networks. 	<ul style="list-style-type: none"> The Ministry will continue to work closely with the Pacific Relations Advisor when considering any consultation with Pacific peoples. 	<ul style="list-style-type: none"> Pacific Relations Advisor
	<ul style="list-style-type: none"> Establish ongoing relationship with MPIA regional Community Reference Groups (CRGs). 	<ul style="list-style-type: none"> This work is ongoing. The Pacific Relations Advisor has met with all CRG members from the South Auckland, Central Auckland, and North Shore/Waitakere regions. 	<ul style="list-style-type: none"> Pacific Relations Advisor
	<ul style="list-style-type: none"> Make CRGs, Pacific Strengthening Families Working Group, and other possible network groups known to all staff; to contact and activate them and advise what input to expect from each. 	<ul style="list-style-type: none"> This will be an ongoing requirement for the Pacific Relations Advisor to inform staff through the use of seminars, the intranet, and monthly reports. 	<ul style="list-style-type: none"> Pacific Relations Advisor

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
Finalise MSD's good practice procedures to be followed when considering involvement of Pacific peoples in research and consultation for policy-related projects	<ul style="list-style-type: none"> Develop good practice guidelines building on existing material (both in-house and external) and involving key people. 	<ul style="list-style-type: none"> This work will be completed in 2002, with a workshop for "potential users" held in mid-2002. 	<ul style="list-style-type: none"> General Knowledge Management Manager
	<ul style="list-style-type: none"> Monitor utilisation of guidelines. 	<ul style="list-style-type: none"> This work is to be ongoing. 	<ul style="list-style-type: none"> General Knowledge Management Manager
Develop a Memorandum of Understanding (MOU) between MSD and the Ministry of Pacific Island Affairs	<ul style="list-style-type: none"> Keep under annual review the MSD/MPIA MOU signed in December 2001. 	<ul style="list-style-type: none"> Annual reviews of the MOU will be undertaken in December of each year. 	<ul style="list-style-type: none"> Corporate and Governance (Relationship Manager for the protocol)
	<ul style="list-style-type: none"> Seek modifications to the MOU as required. 	<ul style="list-style-type: none"> Modification to the MOU will be sought by mutual agreement between annual reviews if circumstances require this. 	<ul style="list-style-type: none"> Corporate and Governance (Relationship Manager for the protocol)

(ii) Service Development and Delivery

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
Keep under review the effectiveness of Work and Income projects for employment outcomes for Pacific peoples	<ul style="list-style-type: none"> With MPIA, develop a framework for auditing the effectiveness of Work and Income projects for employment outcomes for Pacific peoples. 	<ul style="list-style-type: none"> Develop a work programme with MPIA. 	<ul style="list-style-type: none"> Corporate and Governance (Relationship Manager for the protocol)
	<ul style="list-style-type: none"> Undertake six-monthly reports on the effectiveness of projects. 	Reports are undertaken in conjunction with MPIA and are reflected in quarterly purchase Agreement reports, from September 2001 , and six-monthly departmental performance assessments, from December 2001 .	<ul style="list-style-type: none"> Corporate and Governance
		<ul style="list-style-type: none"> Ongoing co-ordination of reports 	<ul style="list-style-type: none"> Corporate and Governance
Develop guidelines for Work and Income consultation with Pacific communities	<ul style="list-style-type: none"> Develop guidelines setting out protocols, circumstances for which consultation is required, accountability mechanisms, and feedback requirements. 	<ul style="list-style-type: none"> The guidelines are to be developed by 30 June 2002. 	<ul style="list-style-type: none"> National Commissioner (Service Development)
		<ul style="list-style-type: none"> Memorandums of Understanding have been signed off with CRGs. 	<ul style="list-style-type: none"> National Commissioner (Service Development)
Continue to support the Pacific Islands Employment Co-ordination Committee (PILEC) Waitakere City with an ongoing contract for 2002/2003	<ul style="list-style-type: none"> Continue contracted funding for the PILEC initiative for F02. 	<ul style="list-style-type: none"> Continue contracted funding for the PILEC initiative for F02. 	<ul style="list-style-type: none"> Regional Commissioner (Auckland North)
	<ul style="list-style-type: none"> With PILEC, develop a regional employment strategy for Pacific peoples by 30 June 2002. 	<ul style="list-style-type: none"> Work and Income and PILEC are working together to develop an integrated Waitakere Employment and Skills Strategy which links to the Waitakere Economic Development Strategy. 	<ul style="list-style-type: none"> Regional Commissioner (Auckland North)

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
<p>Support the establishment of a North Shore Pacific Advisory Board to function as an intermediary for employment advice and other issues relating to Pacific peoples on the North Shore</p>	<ul style="list-style-type: none"> With MPIA and the Community Employment Group (CEG), Work and Income – Auckland North will support the establishment of a Pacific Advisory Board for the North Shore. 	<ul style="list-style-type: none"> Work and Income are supporting this activity and are awaiting confirmation of the appropriate governance structure from MPIA, who are the lead agency. 	<ul style="list-style-type: none"> Regional Commissioner (Auckland North)
<p>Develop a community advisory group for employment that will be able to implement service delivery for Pacific peoples in Christchurch</p>	<ul style="list-style-type: none"> In association with CEG, Work and Income - Canterbury will assist Pacific communities to establish a Pacific community advisory group to develop and deliver employment services for Pacific job seekers in Christchurch. 	<ul style="list-style-type: none"> The Pacific Peoples Training and Education Working Party has been established. 	<ul style="list-style-type: none"> Regional Commissioner (Canterbury)
<p>Ensure that information on products and services is communicated in culturally appropriate ways to Pacific peoples in Christchurch</p>	<ul style="list-style-type: none"> Work and Income - Canterbury will deliver two community fono per annum on all products and services 	<ul style="list-style-type: none"> A community fono has been held. Consultation is taking place with the community on the next fono to be held. 	<ul style="list-style-type: none"> Regional Commissioner (Canterbury)
	<ul style="list-style-type: none"> Work and Income - Canterbury will participate in external expos and community meetings to encourage open and ongoing communication. 	<ul style="list-style-type: none"> Actively participate in community meetings and external expos. 	<ul style="list-style-type: none"> Regional Commissioner (Canterbury)
	<ul style="list-style-type: none"> In association with Tertiary Education Commission (the former Skill NZ), Work and Income – Canterbury will communicate to Pacific clients training opportunities that are available to them. 	<ul style="list-style-type: none"> Actively participate in organisation of expos. 	<ul style="list-style-type: none"> Regional Commissioner (Canterbury)

Key Direction (2): Ensuring that policies and programmes recognise and are responsive to the needs, concerns and values of Pacific peoples

(i) Policy and Purchase Advice

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
<p>Ensure the actioning of the MSD's policy milestones in the Pacific Capacity Building Programmes of Action (POAs)</p>	<ul style="list-style-type: none"> MSD will report to the Minister of Social Services and Employment on the action taken and the involvement of local Strengthening Families management groups in initiatives to co-ordinate services for Pacific peoples. 	<ul style="list-style-type: none"> Strengthening Families Management Groups, in conjunction with MPIA, provided the foundation for the eight groups which last year developed the Pacific Capacity Building plans. Strengthening Families continues to provide a forum for discussion/resolution of interagency issues, including those touching on outcomes for Pacific peoples. 	<ul style="list-style-type: none"> Senior Manager Child, Family and Community Policy
	<ul style="list-style-type: none"> The Health, Education and Social Services Senior Officials Group (HESSOG) will report to the Ministers of Health, Education and Social Services and Employment on the development of policies to support Pacific peoples, families and children through intersectoral initiatives. 	<ul style="list-style-type: none"> Intersectoral initiatives are being considered through the following specific items on the HESSOG work programme: <ul style="list-style-type: none"> - Parent support and development: a report is to be provided to Ministers in March 2002. - Services for families with new-born infants: further work is dependent on Ministerial direction - Services for families with school-age children: to be considered in 2002 Budget work - Services for children and young people with high and complex needs: a report is to be provided to joint Ministers by 30 June 2002. 	<ul style="list-style-type: none"> Senior Manager Child, Family and Community Policy
	<ul style="list-style-type: none"> MSD will contribute to the work of the Ministerial Task Force on Youth Offending, for report back to the Ministers of Justice, Social Services and Employment, Police, Courts, Māori Affairs and Pacific Island Affairs, including its consideration of the issues relating to truancy and the value of mentoring programmes. 	<ul style="list-style-type: none"> MSD is working with the Task Force on Youth Offending to develop an interdepartmental Youth Offending Strategy and to provide advice to Cabinet on the establishment of a youth justice dataset, by June 2002. 	<ul style="list-style-type: none"> Senior Manager Youth and Families Policy

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
<p>Ensure the actioning of the MSD's policy milestones in the Pacific Capacity Building Programmes of Action (POAs) ctd.</p>	<ul style="list-style-type: none"> <i>In the Budget process, MSD will develop initiatives related to volunteering, including training needs, the interface with paid employment and the importance of unpaid activity in different cultural groups, including Pacific peoples.</i> 	<ul style="list-style-type: none"> MSD is leading an interdepartmental project on the impact of government policy, legislation and practice on volunteers and volunteering. A report on this project is to be provided to Ministers by July 2002. 	<ul style="list-style-type: none"> Senior Manager Child, Family and Community Policy
	<ul style="list-style-type: none"> MSD will report to the Minister of Social Services and Employment on its project on Funding Community Organisations – Improved Practice, and in particular on: <ul style="list-style-type: none"> - Progress on actions to reduce compliance costs and improve funding practice through lead funder arrangements, shared capability assessments, improved information sharing arrangements, simplifying documentation where appropriate, jointly developing and sharing examples of flexible projects - Outcomes that meet the needs of those involved - Culturally appropriate assessment criteria - Consultation protocols or principles for improved funding practice. 	<ul style="list-style-type: none"> MSD is supporting and facilitating the Steering Group set up by Ministers in September 2001 to addressing ways of applying the findings of the project on Funding Communications, including funding of iwi/Maori organisations and of Pacific peoples organisations. The Steering Group is to report to the Minister for the Community and Voluntary Sector by 30 June 2002. 	<ul style="list-style-type: none"> Senior Manager Child, Family and Community Policy
	<p>MSD will report back to the Cabinet Social Equity Committee on collaboration with Pacific community organisations and progress towards ensuring funding criteria are responsive to the needs of Pacific peoples.</p>	<ul style="list-style-type: none"> The Steering Group supported and facilitated by MSD is to report to the Minister for the Community and Voluntary Sector by May 2002 on funding protocols. 	<ul style="list-style-type: none"> Senior Manager Child, Family and Community Policy

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
<p>Ensure the actioning of MSD's policy milestones in the Pacific Capacity Building Programmes of Action (POAs) ctd.</p>	<ul style="list-style-type: none"> MSD will provide input to the project led by Treasury, on guidelines for central government contracting with non-government organisations. 	<ul style="list-style-type: none"> <i>The <u>Guidelines for Contracting with Non-Government Organisations for Services Sought by the Crown</u> were published in April 2001 and disseminated across government organisations. Cabinet has directed officials, led by Treasury in consultation with the State Services Commission, the Audit Office and the Ministry, to review the guidelines and report to Cabinet by October 2002.</i> 	<ul style="list-style-type: none"> Senior Manager Child, Family and Community Policy
	<ul style="list-style-type: none"> MSD will examine the specific needs of Pacific sole parents in the context of its sole parents project. Initiatives from this project, including those focused on the needs of Pacific sole parents, will form part of the Budget 2001 discussions. 	<ul style="list-style-type: none"> From August 2002, government will introduce the first statutory phase of a new approach to social security: social security through social development. This phase involves significant changes for sole parents and older women receiving the Domestic Purposes Benefit and Widows Benefit, with a focus on a flexible and individualised approach to supporting sole parents to enter and sustain paid employment as their family responsibilities allow. It is expected that this more holistic approach will enable a more culturally appropriate service to be available for Pacific sole parents. 	<ul style="list-style-type: none"> Senior Manager Social Assistance Policy
	<ul style="list-style-type: none"> MSD will conduct a review of Pacific family violence prevention programmes, to identify current initiatives and gaps in services. 	<ul style="list-style-type: none"> MSD's Family Violence Prevention Strategy document was released in March 2002. As part of its follow-up work, MSD is to work with MPIA to produce a strategy for preventing and/or reducing violence in Pacific communities, based on the outcomes of consultation with Pacific communities, by June 2003. 	<ul style="list-style-type: none"> Senior Manager Youth and Families Policy

	<ul style="list-style-type: none"> MSD will consider ways of facilitating Pacific peoples' access to childcare and Out of School Care and Recreation (OSCAR) services in its work on the funding, regulation and structure of childcare and OSCAR to be undertaken as a priority project on its work programme in 2000/01. 	<ul style="list-style-type: none"> This work is ongoing. Some Budget proposals arising out of this work are expected to be included in the next budget round. Other work will continue through 2002. 	<ul style="list-style-type: none"> Senior Manager Social Assistance Policy
ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
<p>Ensure the actioning of the MSD's policy milestones in the Pacific Capacity Building Programmes of Action (POAs) ctd.</p>	<ul style="list-style-type: none"> MSD will give specific attention to the needs of Pacific older people in their communities in its development of a strategic framework on Positive Ageing, and will include relevant measures in the action plan for the framework. 	<ul style="list-style-type: none"> The Positive Ageing Status Report continues the inclusion of specific reference to Pacific goals in the Positive Ageing Strategy. MSD has responsibility for monitoring progress against the baseline for measurement provided in the Positive Ageing Strategy. 	<ul style="list-style-type: none"> Senior Manager Equity and Population Policy
	<ul style="list-style-type: none"> MSD will produce publicly available good practice research guidelines on working with Pacific peoples. 	<ul style="list-style-type: none"> This work will be included in 2002, with a workshop for "potential users" held in mid-2002. 	<ul style="list-style-type: none"> General Manager Knowledge Management
	<ul style="list-style-type: none"> MSD will participate in the interdepartmental work on measurement led by Statistics New Zealand (SNZ) for report-back to the Cabinet Policy Committee, including the development of a research programme to contribute to an understanding of the factors behind the observed disparities between Pacific and non-Pacific people, and the improvement of the quality of statistical data on ethnicity. 	<ul style="list-style-type: none"> The Ministry participated in initial interdepartmental work on measurement, in relation to improving the quality of statistical data on ethnicity and disparity, and has contributed to further work led by SNZ. 	<ul style="list-style-type: none"> General Manager Knowledge Management
	<ul style="list-style-type: none"> MSD will incorporate the use of the Pacific Analysis Framework and Pacific Consultation Guidelines, released in 1999 by the MPIA, within its policy analysis and development processes. 	<ul style="list-style-type: none"> MSD is encouraging senior policy managers and policy and purchase advice staff to attend Pacific Analysis Framework Training. See Key Direction (4). 	<ul style="list-style-type: none"> Human Resources Manager Senior Managers Pacific Relations Advisor

	<ul style="list-style-type: none"> MSD will have incorporated a Pacific Strategy to include effective recruitment of Pacific peoples and the meeting of developmental needs of Pacific staff, including their progression to positions of influence within the Ministry. 	<ul style="list-style-type: none"> MSD's Pacific Strategy includes action points relating to management commitment and human resources, including issues of recruitment and development of Pacific policy and purchase advice staff. See Key Direction (4). <p><i>(i)1.1.1.1.1.</i></p>	<ul style="list-style-type: none"> Human Resources Manager Senior Managers Pacific Relations Advisor
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ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
<p>Produce six-monthly progress reports for Ministry of Pacific Island Affairs on the actioning of MSD's Pacific Capacity Building policy milestones</p>	<ul style="list-style-type: none"> In fulfilment of its obligations to the Year 2 Pacific Capacity Building Project, MSD will complete progress report for MPIA on the implementation of its Capacity Building policy milestones, for MPIA's monitoring reports, at six-monthly intervals as required. 	<ul style="list-style-type: none"> The first two report backs were provided to MPIA in July 2001 and November 2001. Further six-monthly reports will be provided to MPIA on an ongoing basis. 	<ul style="list-style-type: none"> Senior Manager Equity and Population Policy

(ii) Service Development and Delivery

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
<p>Ensure that language barriers are mitigated for Pacific clients of Work and Income who have English as their second language</p>	<ul style="list-style-type: none"> • Provide translation/interpretation services and multi-language services for Pacific clients. 	<ul style="list-style-type: none"> • Identify staff who are willing and able to communicate in the respective languages of Pacific clients on an ongoing basis. 	<ul style="list-style-type: none"> • Regional Commissioners
		<ul style="list-style-type: none"> • Translation and interpretation guidelines have been developed and placed on the iNet. 	<ul style="list-style-type: none"> • National Commissioner • Regional Commissioners
		<ul style="list-style-type: none"> • A report on multi-language lines at Call Centres was provided in December 2001. 	<ul style="list-style-type: none"> • National Call Centre Manager
<p>Increase stable employment outcomes for Pacific peoples</p>	<ul style="list-style-type: none"> • Increase stable employment outcomes for short-term and long-term unemployed registrants and Pacific Youth. 	<ul style="list-style-type: none"> • Increase by 1 per cent from the 2000/01 targets the share of stable employment outcomes for disadvantaged Pacific clients by 30 June 2001. 	<ul style="list-style-type: none"> • Regional Commissioners
<p>Complete a profile of aggregated needs of Pacific peoples to inform on purchase of training and employment placement needs</p>	<ul style="list-style-type: none"> • Ensure that all unemployed Pacific clients will have an up-to-date client plan. 	<ul style="list-style-type: none"> • Ongoing. 	<ul style="list-style-type: none"> • Regional Commissioners
<p>Enhance training opportunities for Pacific clients</p>	<ul style="list-style-type: none"> • Develop a Protocol with Tertiary Education Commission (the former Skill NZ) for purchase of employment-related training programmes to meet Pacific clients' needs, and referral of Pacific clients to TOPS courses. 	<ul style="list-style-type: none"> • By 30 June 2003, scoping of training requirements, matches/mismatches, and a review of the relevance of Pacific programmes to Pacific clients needs; and co-ordination between Tertiary Education Commission (the former Skill NZ) and TOPS providers. 	<ul style="list-style-type: none"> • Regional Commissioners (Auckland and Wellington)

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
Enhance Pacific student employment	<ul style="list-style-type: none"> Creation of Pacific student employment opportunities. 	<ul style="list-style-type: none"> By 30 November 2003, a 5% increase in Pacific student job placements. 	<ul style="list-style-type: none"> General Manager Specialist Services
Increase effective case management for Pacific clients	<ul style="list-style-type: none"> Development and implementation of case management models effective for Pacific clients. 	<ul style="list-style-type: none"> Develop policy and guidelines for best practice for case management for the Aiga model; contracted out; and work and income specialisation, by March 2002. 	<ul style="list-style-type: none"> National Commissioner. Regional Commissioners (Auckland and Wellington)
		<ul style="list-style-type: none"> Trial case management models, beginning July 2003. 	<ul style="list-style-type: none"> National Commissioner Regional Commissioners (Auckland and Wellington)
		<ul style="list-style-type: none"> Roll out alternative case management models, beginning July 2004. 	<ul style="list-style-type: none"> National Commissioner Regional Commissioners (Auckland and Wellington)
Develop and implement training strategies for Pacific clients that are linked to real and emerging employment opportunities for Pacific peoples in Auckland North	<ul style="list-style-type: none"> Work and Income – Auckland North will implement a regional communication strategy that is culturally and ethnically appropriate to inform Pacific communities of the employment services, products and brokerage service available on the North Shore 	<ul style="list-style-type: none"> A communication strategy has been developed and implementation will follow Community Reference Group involvement with a completion date for June 2002. 	<ul style="list-style-type: none"> Regional Commissioner (Auckland North)
Develop and implement a comprehensive pathway that effectively links skills training and upskilling programmes for Pacific peoples to real opportunities in Auckland Central	<ul style="list-style-type: none"> In association with MPIA and Tertiary Education Commission (the former Skill NZ), Work and Income – Auckland Central will develop a communication strategy to effectively inform Pacific peoples of training and employment services and opportunities. 	<ul style="list-style-type: none"> Work and Income - Auckland Central have established a Pacific people’s staff network to develop projects targeted at Pacific clients within the region, in consultation with staff and the Pacific community. 	<ul style="list-style-type: none"> Regional Commissioner (Auckland Central)
		<ul style="list-style-type: none"> The communication strategy will be signed off with the local Community Reference Group in the Auckland Central region at the end of April/May 2002. 	<ul style="list-style-type: none"> Regional Commissioner (Auckland Central)

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
<p>Develop and implement training and upskilling strategies that are linked to real employment opportunities for Pacific peoples on the Work and Income register in Auckland South</p>	<ul style="list-style-type: none"> • Work and Income - Auckland South will provide employment brokerage services to link Pacific peoples to employment opportunities on an ongoing basis 	<ul style="list-style-type: none"> • Auckland South is to continue to include this milestone in setting targets in the operational plan. 	<ul style="list-style-type: none"> • Regional Commissioner (Auckland South)
		<ul style="list-style-type: none"> • Set the internal management of target achievement to facilitate control and accomplishment of the related targets. 	<ul style="list-style-type: none"> • Regional Commissioner (Auckland South)
	<ul style="list-style-type: none"> • By 30 June 2002, subject to successful evaluation, Work and Income - Auckland South will consider the incorporation of Pacific pilot programmes into the business plan for the 2001/02 financial year. 	<ul style="list-style-type: none"> • Incorporate successful Pacific pilot programmes into region's business plan for 2001/02 financial year. 	<ul style="list-style-type: none"> • Regional Commissioner (Auckland South)
<p>Implement training in Auckland South for new Pacific migrants that builds on their overseas qualifications</p>	<ul style="list-style-type: none"> • Work and Income - Auckland South will refer Pacific clients with English for Speakers of Other Languages programmes on an ongoing basis. 	<ul style="list-style-type: none"> • Continue to contract out services to training providers who run programmes for those Pacific peoples who have English as a second language. 	<ul style="list-style-type: none"> • Regional Commissioner (Auckland South)
<p>Ensure that barriers to career progression and sustained employment for Pacific peoples are addressed in Auckland South</p>	<ul style="list-style-type: none"> • Work and Income – Auckland South will institute follow-up and support mechanisms for Pacific peoples placed into employment. 	<ul style="list-style-type: none"> • By 1 July 2002, Work and Income - Auckland South, subject to successful evaluation, will fund and support the provision of three innovative Pacific targeted employment programmes. 	<ul style="list-style-type: none"> • Regional Commissioner (Auckland South)
		<ul style="list-style-type: none"> • By 1 June 2002, Work and Income - Auckland South will provide, on an ongoing basis, post placement support for Pacific clients at risk of not retaining employment. 	<ul style="list-style-type: none"> • Regional Commissioner (Auckland South)

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
Develop training initiatives to support Pacific peoples into employment in Waikato	<ul style="list-style-type: none"> MSD Waikato will exceed placement and stable employment targets for Pacific peoples by 10% in 2001-2002. 	<ul style="list-style-type: none"> Pacific placements targets for Year to Date October 2001 were exceeded by 33 % and Pacific stable employment targets for Year to Date October 2001 were exceeded by 19%. 	<ul style="list-style-type: none"> Regional Commissioner (Waikato)
		<ul style="list-style-type: none"> Monitor regionally extended targets on a monthly basis. 	<ul style="list-style-type: none"> Regional Commissioner (Waikato)
	<ul style="list-style-type: none"> Two specialist case managers will be aligned to the Ministry's Labour Market Unit and Work Track programmes throughout 2002. 	<ul style="list-style-type: none"> Included in joint work programme with Community Reference Group. 	<ul style="list-style-type: none"> Regional Commissioner (Waikato)
		<ul style="list-style-type: none"> A Pacific Work Track Facilitator is working with staff who are Pacific specialists. 	<ul style="list-style-type: none"> Regional Commissioner (Waikato)
		<ul style="list-style-type: none"> Select two experienced case managers by June 2002. 	
Develop programmes and initiatives that address the barriers Pacific peoples face in attainment of employment in Waikato	<ul style="list-style-type: none"> A training programme on basic courtesies and communication will be made available to Case Managers in Hamilton as part of the regional calendar. 	<ul style="list-style-type: none"> This work is ongoing. 	<ul style="list-style-type: none"> Regional Commissioner (Waikato)
	<ul style="list-style-type: none"> A programme targeting youth (aged 16-24) will be delivered involving two specialist case managers and linked to Career Services and Tertiary Education Commission (the former Skill NZ). This programme will in particular focus on youth in the Five Cross Roads and Dinsdale areas. 	<ul style="list-style-type: none"> Include in regional plan for 2001/02. 	<ul style="list-style-type: none"> Regional Commissioner (Waikato)
Implement employment training strategies for Pacific peoples in Porirua that are linked to real and emerging employment opportunities in the labour market	<ul style="list-style-type: none"> Work and Income - Wellington will conduct a skills audit to investigate the skills of the local Pacific population and skills demand of the local Labour market in Porirua. 	<ul style="list-style-type: none"> A pilot programme called Pacific Aims to Employment (PATE) has been developed and commenced on 4 March 2002. 	<ul style="list-style-type: none"> Regional Commissioner (Wellington)

ACTION POINT	MILESTONES	WORK REQUIRED	RESPONSIBILITY
Implement employment and training strategies for Pacific peoples in the Hutt Valley that are linked to real and emerging employment opportunities in the labour market	<ul style="list-style-type: none"> • Work and Income – Wellington will investigate joint venture options with Pacific community organisations to deliver various service delivery initiatives. 	<ul style="list-style-type: none"> • Incorporate this as part of the region’s 3 year Strategic Plan. • Meetings with CRGs are planned for April 2002 to discuss joint work programmes. 	<ul style="list-style-type: none"> • Regional Commissioner (Wellington) • Regional Commissioner (Wellington)
	<ul style="list-style-type: none"> • Work and Income – Wellington will implement a communication strategy to effectively inform Pacific peoples of training and opportunities. 	<ul style="list-style-type: none"> • Incorporate this as part of the region’s 3 year Strategic Plan. 	<ul style="list-style-type: none"> • Regional Commissioner (Wellington)
	Develop training programmes that will lead to real employment opportunities for Pacific peoples in Christchurch	<ul style="list-style-type: none"> • With Tertiary Education Commission (the former Skill NZ), Work and Income – Canterbury will purchase training programmes for Pacific peoples that meet with labour market demands. 	<ul style="list-style-type: none"> • Two programmes of “Fuga Mai” are scheduled for completion by June 2002. Fuga Mai, an industry specific training programme, aims to increase the competitiveness of Pacific peoples within the local labour market.
<ul style="list-style-type: none"> • Work and Income – Canterbury will purchase programmes specifically ‘for Pacific by Pacific’ peoples. 		<ul style="list-style-type: none"> • Deliver Work Track specifically for Pacific clients. • Fuga Mai is scheduled for completion by June 2002. 	<ul style="list-style-type: none"> • Regional Commissioner (Canterbury) • Regional Commissioner (Canterbury)
<ul style="list-style-type: none"> • Work and Income – Canterbury will have stable employment outcomes for at least 90 Pacific peoples positions in Christchurch. 		<ul style="list-style-type: none"> • Achieve this target through the use of In-Work Support. 	<ul style="list-style-type: none"> • Regional Commissioner (Canterbury)
Develop appropriate pre-employment training programmes specifically targeted at Pacific peoples in Christchurch	<ul style="list-style-type: none"> • Work and Income – Canterbury will have developed a new industry specific pre-employment training module. 	<ul style="list-style-type: none"> • Fuga Mai is scheduled for completion by June 2002. 	<ul style="list-style-type: none"> • Regional Commissioner (Canterbury)
Develop a regional employment and training strategy for Pacific peoples to obtain gainful employment in Christchurch	<ul style="list-style-type: none"> • Work and Income – Canterbury, in partnership with key agencies, will deliver workshops that will identify and build on the life and work skills of Pacific peoples in Christchurch 	<ul style="list-style-type: none"> • Work and Income will be meeting with key agencies by the end of April 2002. 	<ul style="list-style-type: none"> • Regional Commissioner (Canterbury)
		<ul style="list-style-type: none"> • A meeting with the CRG is planned for April 2002. 	<ul style="list-style-type: none"> • Regional Commissioner (Canterbury)