



MINISTRY OF  
SOCIAL DEVELOPMENT  
*Te Manatū Whakahiato Ora*

# **Meeting Skill Needs**

**A Work and Income Response**

**Quarter ended December 2005**

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## Introduction

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The Ministry of Social Development (MSD) has identified responding to skill shortages as one of its priorities.

This report provides an overview of skill shortages identified by Work and Income regions and describes initiatives regions are undertaking to address these shortages. This report covers the period from October to December 2005, and also provides an update on initiatives discussed in the September 2005 quarterly report.

Information in this report was gathered from local Work and Income regional staff who provided feedback on:

- skill shortages and recruitment difficulties faced by employers and industries in their region
- initiatives in place to alleviate skill shortages or recruitment difficulties for those occupations and industries.

This report is based on Work and Income's experience of skill shortages and recruitment difficulties in each region, and does not necessarily reflect the entire range of initiatives being implemented by Work and Income.

In addition to the regional initiatives described in the body of this report, Work and Income is delivering a number of national initiatives as detailed in Appendix 1. Work and Income also plays a role in initiatives led by other agencies as detailed in Appendix 2.

### ***Work and Income's role***

Work and Income contributes significantly to reducing skill shortages by working with other government agencies and by undertaking a co-ordinating role between employers, training providers and job seekers at a regional level. This helps to identify the demand for particular skills including current and anticipated skill shortages. By working with employers and training providers, Work and Income can facilitate the provision of training to address skill shortages. Suitable job seekers can then be matched to training that will provide them with the skills for the jobs we know are available.

Work and Income faces particular challenges in addressing recruitment difficulties including low wages, variable working conditions or negative perceptions of particular industries. These difficulties can contribute to job seekers not wanting to accept a particular job. Lack of transport or childcare can also be a barrier to an individual's employability.

Work and Income is addressing recruitment difficulties by working closely with employers to improve working conditions or address poor perceptions of particular industries. In other instances, Work and Income has helped to remove barriers such as a lack of transport.

For enquiries about this publication, please email [info@msd.govt.nz](mailto:info@msd.govt.nz) or contact the regional liaison listed at the end of each regional section.

## Northland

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Work and Income Northland region is addressing skill shortages in the following industries and sectors:

- building and construction
- health and personal care
- horticulture
- transport and drivers licenses
- engineering
- bus drivers
- tourism
- agriculture.

### ***New initiative***

#### *Agriculture*

An agricultural training programme has been developed in the Northland region to address current shortages in the industry. The programme facilitated by Rangihamama Omapere Trust and the Northland Polytechnic, aims to assist clients secure employment in the industry. Twelve participants will commence the 12-month programme on 13 February 2006. Associated outcomes will be available in the next quarterly report.

### ***Progress on initiatives from the September report***

#### *Building and Construction*

The second *Straight2work* programme facilitated by Infratrains concluded during the quarter. At the conclusion of the Whangarei programme, seven of the 15 participants progressed into employment and the remaining clients are being assisted to identify alternative training and employment opportunities.

The Mid North area is experiencing skill shortages in this industry. Work and Income is negotiating with a training provider to set up a 12-week course with on-the-job work experience. Recruitment for the programme has begun, however an appropriate programme start date needs to be determined for maximum outcomes to be achieved.

A skill shortage in bricklaying has arisen due to a building boom and an increased need for brick homes in sub-divisions. Work and Income has approached G & H Trade Training and the Northland Masonry Trade Association regarding an industry partnership to address the shortage. A contract for the programme was drafted in December 2005. Further details of the programme will be reported in the next quarterly report.

A number of local building and construction companies are working closely with Whangarei Boys' High School on an internal work scheme focusing on both the engineering and building industry. The apprenticeship works scheme will commence early in 2006.

#### *Bus Drivers*

A meeting was held with Ritchies Bus Services to discuss the development of a training course. After further investigation, establishment of a programme has been delayed as the shortage of experience licenced drivers is not currently a priority in the region.

The 'P' *Endorsement* course, established to address difficulties recruiting staff with 'P' licences concluded during the quarter. Of the 10 clients who completed the course, three have secured employment and the remaining trainees are receiving additional assistance to pursue further training opportunities.

#### *Mayors' Taskforce – Whangarei Railway Station*

The Prince's Trust has a contract to run on-the-job training for the upgrade of the historic railway station in Whangarei. Courses are designed to increase youth participation in the building industry by providing one-on-one training in a small training environment. Four trade courses were delivered in the last fiscal year and a further contract for four more courses has been negotiated for 2005/2006, catering for 48 participants. Twelve clients completed the first course on 2 December 2005. To date, one client has progressed into employment and one client into further training. A second course is due to commence on 31 January 2006.

#### *Health and Personal Care*

The Northland region has negotiated a contract with the Manaia Public Health Organisation for a mentoring employment programme catering for 42 clients receiving a Sickness or Invalid's Benefit. During the evaluation of the initiative, Workbridge in Northland was contracted to assist clients once they had finished the rehab motivational component of the course, in career planning and work preparation. An expected outcome of the initiative is for 50% of clients to move into employment, further training or some form of participation in the community. To date, 13 clients have progressed into employment and three into further training.

An initiative developed by River City Training and Work and Income aims to encourage clients to take responsibility for their actions and build on their capacity to achieve realistic employment goals. The programme also seeks to identify achievable training options that will increase the likelihood of clients achieving long-term economic independence. Seven clients completed the first programme on 4 November 2005 and to date, one client has progressed into part-time employment.

#### *Employment and skills forum*

A *Regional Skills and Training Strategy* was developed by Work and Income in partnership with the Tertiary Education Commission (TEC), local industry and the Economic Development Agency. The aim of the strategy is to develop an action plan to address skill needs and employment-related issues. The project co-ordinator has organised the strategy's 51 recommendations into key employment barriers and is investigating what projects can be devised to achieve the recommendations, reduce the identified barriers and reach the outcomes.

There are a number of projects to be advanced over the next six months. One of these projects is the development of a *Northland Trades Training* initiative, which will focus on the provision of trade training in Northland. The initiative comprises representatives from the NZ Refining Company, Culham Engineering, Specialist Marine Interiors, the Forestry Development Group, the Northland Polytechnic, Enterprise Northland and Whangarei Boys' High School.

#### *Horticulture*

The region has advertised for a seasonal co-ordinator, however there is some concern regarding the calibre of applicants. The region may need to re-advertise or second to the position. A horticulture/viticulture seasonal governance team has been established consisting of NZ Immigration, a member of the local fruit growers association, an iwi representative and Work and Income representatives. The group is responsible for the implementation of the national strategy and the seasonal co-ordinator will ultimately

report to this group. Labour shortages will continue to be addressed by taking a combined approach.

#### *Transport and drivers licences – Project Wheels*

*Project Wheels* is a programme designed to link at-risk youth to NZQA accreditation for pre-entry automotive training. TEC have contracted training provider 'Sobieski' to contribute to the programme. Negotiations are being conducted with the Far North Safer Community Council to appoint a co-ordinator for *Project Wheels*. The programme aims to encourage people to become legal drivers as well as allowing participants to gain practical experience in car maintenance. It is expected that at least 15 vehicles will be made compliant, and clients that join the project will leave with a relevant licence. It is also expected that clients will pass a minimum of 15 NZQA credits and 70% of them will have moved into full-time employment or further training within eight weeks of completing the programme. To date, 15 participants have completed the programme, with one securing employment and three progressing into further training.

#### *Engineering*

Parts of the region are experiencing shortages of fitter/welders and sheet-metal workers. Work and Income and the Northland Polytechnic are currently negotiating with Specialist Marine Interiors to facilitate a 12-week *Straight2Work* programme to address this shortage. The programme is expected to commence in March 2006. Dependent on the success of the pilot programme, consideration will be given to implementing a further programme focusing on pre-trade engineering predominately in the marine industry.

#### *Tourism*

The region is in the process of negotiating with the Arts Promotion Trust to provide an arts and crafts course over 32 weeks. The course is to coincide with the opening of the new art gallery in November 2006 by the Lloyd Family Trust. Progress on the business case is anticipated to commence early in the new year.

For further information, please contact Lynne McRae on (09) 983 0025.

## **Auckland**

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Work and Income Auckland region is addressing skill shortages in the following industries and sectors:

- hospitality
- transport
- computing/IT
- engineering
- roading
- trade-related apprentices
- childcare assistance
- warehousing and logistics.

### ***New initiatives***

#### *Trade-related apprentices*

The region has developed a three-month modern apprenticeships pilot programme. The programme will commence on 7 February 2006 and will focus on preparing participants for a modern apprenticeship. The Work and Income Regional Contracts team has entered into an agreement with the Manukau Institute of Technology to assist in the recruitment of 15 participants for the programme, with a particular emphasis on Pacific peoples.

#### *Correctional staff recruitment*

The Department of Corrections will expand their services over the next two years. To support the new operations, a large number of staff will be required. To assist with recruitment, the region's Labour Market Development group is facilitating ongoing recruitment roadshows. To date, 216 applications for employment have been received by the Department of Corrections.

#### *Roading Industry*

An eight-week programme, in partnership with Infratrains will commence in the region on 23 January 2006 catering for 17 participants. The programme is designed to support roading infrastructure developments in Auckland and to address the increased demand for experienced staff. Time on the programme is divided between four weeks theory and four weeks practical work. It is expected that participants who complete the programme will secure employment with industry employers, including Fulton Hogan and Works Infrastructure.

### ***Progress on initiatives from the September report***

#### *Hospitality*

Treehouse Training continues to deliver an eight-week hospitality programme in the region. The programme is a rolling contract and referrals are made bi-monthly. During the December quarter, 22 clients were referred to the programme. Of these, seven have progressed into employment and the remaining trainees are receiving assistance to identify alternative training and employment opportunities.

Work and Income Auckland signed a partnership with the Lion Nathan School of Business to train job seekers as bartenders and baristas. In the year to June 2006, 75 Work and Income clients will be trained and placed into work through the partnership.

The programme has been very popular with clients and places on the programme are at a premium. To date, 34 clients have participated and of these, 28 have progressed into employment.

#### *Transport*

A national job partnership between Work and Income and Ezi Drive Limited supports job seekers to obtain their heavy-transport licences and passenger-transport endorsements. From October to December 2005, 17 clients completed the training programme and of these trainees, 11 have secured employment. Ezi Drive Limited will continue to broker the remaining clients into employment.

#### *Computing/IT*

Work and Income Auckland is partnering with the Auckland Chamber of Commerce to provide skilled migrant job seekers with work experience, and where possible permanent employment positions. During the December quarter, nine migrant job seekers secured work in a variety of professions including accounting, engineering, administration, computing and graphic design.

#### *Engineering, Construction, Transport, Automotive, Technology*

*Pathways to Employment* is an Auckland regional initiative that introduces industry-focused expos. These expos are aimed at providing Auckland students with the opportunity to make informed decisions about their future careers. During the December quarter, expos were held focusing on science, technology, commerce and technical trades.

#### *Childcare Assistance*

*The Choices to Sole Parents* job partnership was signed with the Auckland Chamber of Commerce in May 2005. Sole parents often have the skills and experience sought by many employers but face difficulties finding a job that allows them to meet their childcare commitments. The Auckland Chamber of Commerce is advocating the advantages of flexible workplace practices among its members. From October to December 2005, 11 clients progressed into employment.

For further information, please contact William Ulugia on (09) 916 1820.



# Waikato

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Work and Income Waikato region is addressing skill shortages in the following industries and sectors:

- building and construction
- security
- agriculture
- horticulture
- food and hospitality
- transport and drivers licences
- disability and support.

## ***Progress on initiatives from the September report***

### *Agriculture*

To address the shortage of skilled workers, a meat industry training programme was developed in the region and 16 trainees commenced the two-week programme on 31 October 2005. On completion of the programme all 16 trainees successfully progressed into employment.

### *Building and Construction*

The Plasterers Interiors partnership is addressing the skill and recruitment shortage within this sector. Work and Income is in the process of contracting a six-week programme aiming to achieve 80% employment outcomes for participants and of those, 100% sustainable employment outcomes. The intermediary has been identified, however some issues exist around restructuring from the initial 12-week course to a six-week programme incorporating on-the-job training. The region is at present further investigating the initiative with both the provider and industry before a purchasing decision can be made.

### *Horticulture*

Discussions between Work and Income, the NZ Fruitgrowers Association, and VegeFed are continuing to address identified labour shortages in the horticultural industry, as well as barriers employers are facing during recruitment.

### *Food and Hospitality*

Treehouse Training and Wintec Thames continue to deliver hospitality and customer-service programmes in the region.

The Treehouse programme is a national contract managed at a regional level by the Work and Income Industry Partnership Advisor. Fifteen participants commenced the six-week programme on 15 October 2005 and on completion of the programme, five participants progressed into employment.

The *Kiwihost* initiative has been a success in the Waikato region, continuing to assist clients into employment in the industry. It is another key tool to assist clients who are keen to enter the industry become more marketable in the work place. Thirty-six participants attended the first three-day course, 3-Ticks. From October 2005 to December 2005, 42 clients received an Essential Customer Service Kiwihost Certificate. A further 519 Essential Kiwihost Certificates will be delivered before June 2006.

### *Security*

In the Waikato region, training provider Hamilton Security Services has delivered two 10-week courses to date. During the quarter, NZQA standards were introduced into the course curriculum. Ten trainees completed the first course, graduating with relevant qualifications and security clearance. To date, six clients have secured employment. The second course commenced in November 2005 with a full compliment of numbers. Associated outcomes from the training programme will be available in the next quarterly report.

### *Transport and drivers licences*

Two Class '2' licence courses have been contracted to address a skill shortage of truck drivers across the region. To date, two courses have concluded with a total of 14 clients obtaining licences and a further course is due to commence in February 2006.

*National Road Carriers* is a *Straight2Work* programme funded by the Work and Income National Business Sector Unit. Referrals and the placement of clients into employment continues to be slow in the Waikato region with four participants completing the programme and three participants progressing into full-time employment. The lack of referrals is currently been addressed by the Unit.

In the past, a lack of relevant licences has been a barrier to clients moving into sustainable employment. One hundred and ninety-eight trainees who have attended learner, restricted and full truck-driving courses have successfully obtained the relevant licences. The contract has recently been extended and will continue in the new year.

### *Training for long-term clients*

Terrafirma Services (metro) and Alpha Consultancy (rural) deliver an in-depth service to clients registered for more than 26 weeks as part of a *Jobs Jolt* initiative. This service delivers employment and life-skills training to enable clients to secure employment.

### *Skills to Employment*

The *Skills to Employment* working party is currently on hold, however there are a number of other fora with a similar focus that the Labour Market Manager is pursuing. The Katolyst Group is a Waikato Economic Development forum involving a number of central and local-government agencies, community and business representatives and industry. The Education and Business Partnership Steering Group focuses on labour market intelligence, training and development and addressing skill and labour shortages. Now that the Department of Labour's, Labour Market Knowledge Manager is on board in the Waikato area, an ongoing relationship has been established. The Education and Business Partnership Steering Group is looking to develop a Waikato Employment Skills Strategy through consultation with key stakeholders.

For further information, please contact Tui Kaa on (07) 957 1556.

## **Bay of Plenty**

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Work and Income Bay of Plenty region is addressing skill shortages in the following industries and sectors:

- building and construction
- forestry/wood processing
- transport and drivers licences
- mechanical
- horticulture
- agriculture/wool handling
- engineering
- bus drivers
- civil construction
- tour operators
- pest control.

### ***New initiatives***

#### *Civil Construction*

Training provider Trade Education Ltd, Work and Income and TEC have developed a training programme for 12 clients in civil construction and heavy machinery. It is expected that on completion of the training, participants will gain a certificate in civil construction, Level '1' traffic management and Class '2' licence and endorsements.

#### *Pest control*

An initiative developed by the Hinepukohurangi Trust and Work and Income aims to address identified skill shortages in the industry. The focus of the programme is to train 30 clients to gain the necessary skills in pest control, conservation and track and hut maintenance. Twelve clients will commence the first phase of training on 10 February 2006 and a second group on 13 February 2006. On completion of the programme, the Hinepukohurangi Trust will employ graduates for a 12-month period initially.

### ***Progress on initiatives from the September report***

#### *Bus and tour operators*

Employers are experiencing difficulty recruiting Class 2 'P' Endorsement Drivers in the region. As a response to the identified skill shortage, a training programme has been negotiated for 12 clients to gain their Class 2 'P' Endorsement. On completion of the programme it is expected that all participants will obtain driver certification and progress into employment positions available in the industry. Details of an anticipated start date and an analysis of employment outcomes will be available in the next quarterly report.

#### *Employment Skills Survey*

Initiatives are being developed in the industries of building and construction, mechanics and health and personal care. The sectoral employment skills survey is presently in draft form and will be used as the foundation document to create programmes to address industry requirements for skill and labour needs in the immediate and long-term future. Crown agencies will require time to devise financial and resource commitments to any initiative arranged in conjunction with industry.

Respondents from Rotorua, Tauranga, the Eastern Bay of Plenty, Tokoroa and Taupo regions who undertook the sector skills surveys and labour market requirements

questionnaires, have completed follow-up interviews. Results have been analysed and the participating agencies and organisations have agreed on strategies to address barriers and skill deficiencies in the local labour market in order to progress initiatives. A community discussion paper has been created and is circulated for further comment and development.

The Rotorua District Council had a presence at the London-based *New Zealand Opportunities Expo*. Facilitated through the Destination Rotorua Economic Development Agency, the expo seeks to identify skill labour emigrants as part of the *Skills Survey* initiative. To date, the Rotorua District Council has received 350 enquiries of which 85% have indicated interest in settling in the district.

#### *Building and Construction*

Work and Income is not currently funding any building and construction activity in the region. The industry itself has taken a lead role in developing skills in response to the demand.

#### *Civil Construction*

In conjunction with TEC and an identified training provider, Work and Income fund the licencing component for a civil construction programme. Due to the programme's success in Opotiki, there are plans to expand the initiative into the Eastern Bay of Plenty.

Major construction projects have recently been announced for the Western Bay of Plenty and Rotorua. To date, significant projects reported included the Gate Pa Shopping Mall and a harbour bridge for Tauranga.

#### *Forestry/Wood Processing*

There is a general lack of interest by job seekers in the industry, highlighted by poor pay rates and unattractive employment conditions. A number of skilled workers are travelling through the Central Plateau and Upper and Lower North Island to seek alternative employment opportunities. Drug testing is an ongoing issue for clients who are attempting to access employment. *WRK4U* seminars have begun to highlight to clients the impact a failed drug test has on both their entitlement to a benefit and their obligations to work-test provisions.

Work and Income has created a regional redundancy pack for affected workers from Carter Holt Harvey Kinleith, Norske Skog Kawerau and the Rainbow Mountain Sawmill. The Norske Skog redundancies are of particular concern to the region as the majority of affected workers are aged between 50 and 60 years and may have difficulty in securing further employment.

#### *Transport and drivers licences*

Many clients within the region lack the necessary licences required by employers. The Work and Income Regional Contracts team has identified additional training providers to provide classes to clients that cater for other licences and endorsements.

#### *Mechanical*

TEC-funded programmes are addressing industry shortages and succession training is being developed to ensure future capability of the sector. Layoffs from the mechanical branch of the Waipa Solid Wood Processing Mill in Rotorua are expected in the near future. It is anticipated that those affected will be absorbed into the current labour market.

### *Horticulture*

Work and Income and Mokai proprietors have developed modern apprenticeship training at the *Tuaropaki Mokai Gourmet Tomatoes Greenhouse*. The cadetship and skill-enhancement training will provide two managers and 10 operational staff with supervisory management training.

Recruitment for the kiwifruit industry is seasonal and the industry is currently faced with a lack of available workers in the immediate area. To utilise available labour resources within crop preparation, harvesting and packing, contractors and growers are now required to become registered under the NZ Kiwifruit Contractors Incorporation. The kiwifruit industry engaged a labour supply co-ordinator to ensure industry requirements are known and needs are fulfilled.

Production yields are expected to reduce, given the latest forecasted returns on fruit. Orchards are reducing vines in an effort to reduce production costs and raise anticipated income. The region has met with New Zealand's largest Kiwifruit exporter, Zespri, New Zealand Trade Enterprise and the NZ Kiwifruit Growers Incorporation to identify potential training and employment opportunities for the industry. A Bay of Plenty Polytechnic introductory course is being developed that will commence in April 2006 catering for 15 clients.

### *Agriculture and Wool Handling*

Farm labouring and management positions lack skilled people in their industry and in-experienced job seekers are taking training positions with employers as an interim measure. Seasonal availability of work, long hours and a lack of transport are barriers that make this industry unattractive to job seekers.

### *Engineering*

Employers are seeking workers with qualifications and experience as businesses do not have the capacity to provide in-work training and supervision for job seekers. *Instep* is offering youth clients and school leavers the opportunity to take apprenticeship journeyman training with employers in the Western Bay of Plenty. One placement per week is being achieved through this arrangement.

For further information, please contact Lynne Harre on (07) 921 8130.

## East Coast

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Work and Income East Coast region is addressing skill shortages in the following industries and sectors:

- building and construction
- transport and drivers licences
- silviculture
- horticulture
- plumbing and engineering
- forestry
- tourism
- health and personal care
- agriculture
- mechanical.

### ***New initiatives***

#### *Health and Personal Care*

The East Coast region has developed a Healthcare *Straight2Work* programme in conjunction with the Hawke's Bay District Health Board. The aim of the programme is to staircase clients receiving a Domestic Purposes Benefit into the caregiving industry. Sixteen clients will commence the programme on 27 February 2006.

#### *Forestry*

Work and Income has submitted business cases to support the forestry industry in the region. Three local industry partnerships will form a collective industry advisory group. To date, two business cases have been approved for the establishment of 20 apprenticeships, the third submission is still being negotiated. Progress on the programmes will be available in the next quarterly report.

#### *Agriculture*

Currently there is high demand for agricultural services in the region. As a response, the region is in the process of developing a six-week fencing programme for 12 participants. The region is currently awaiting final appraisal from agriculture industry training organisations and buy-in from fencing contractors. The programme is anticipated to commence in May 2006.

### ***Progress on initiatives from the September report***

#### *Forestry*

Work and Income East Coast has developed a *Straight2Work* programme in timber processing, in partnership with Tumu Timbers Fitec. The focus of the programme is to address entry-level skill shortages and create career pathways for 'at-risk' youth. It is expected that on completion of the six-month programme, trainees will be offered either an apprenticeship or signed on to a national certificate to be completed while in employment. Six trainees have been recruited for the programme. Details of an anticipated start date and associated outcomes will be available in the next quarterly report.

### *Agriculture*

A business case is currently being reviewed to support the farming industry in the region. Agencies involved in the proposed *East Coast Farming Project* include a contracted service provider, six East Coast farms, Work and Income and TEC. It is expected that the 12-month project will enhance the opportunities for 10 rurally-located clients to obtain employment in this industry.

### *Mechanical*

To address a current shortage of people entering trades within Wairoa, the Local Industry Partnership team is looking to partner with the Wairoa Council and Wairoa College to create a pre-employment training programme. A proposed business case was prepared for the Mayor in December 2005. The course commencement date and anticipated participant numbers will be available in the next quarterly report.

### *Plumbing and Engineering*

Currently there is a high demand for plumbing services in the region. Although apprenticeships have been offered, often participants do not meet the required standards. Seven trainees commenced a *Straight2Work* programme on 21 November 2005 and outcomes will be available in the next quarterly report.

The East Coast region is currently developing potential training programmes for engineering apprentices in the region. Work and Income has approached employers and engineering industry training organisations who have shown interest in participating in a Local Industry Partnership. Outcomes from the initiative are expected to be achieved in 2007.

### *Building and Construction*

Tairāwhiti Polytechnic (Ruatoria) is conducting a course in Tokoamaru Bay to address the lack of skilled labourers in the region. The Polytechnic expects a 100% employment outcome with the assistance of employers who will provide employment opportunities for course participants. An open day for students was held on 26 January 2006, however trainee numbers are still being finalised.

### *Transport and drivers licences*

Work and Income is negotiating with a Hawke's Bay provider for another 75 licences or endorsements in accordance with the December 2004 Service Agreement. The region is currently waiting for feedback from the industry regarding demand.

### *Silviculture*

A six-week chainsaw training programme targeted specifically at youth, was developed to address the high demand for skilled silviculture staff in Gisborne. Training provider Mohi Leach has been contracted to provide four courses. Nine clients have commenced the first programme. A business case is currently being developed to extend the training into the Hawke's Bay.

### *Horticulture*

The Horticultural Liaison Advisor for the East Coast region continues to work on supplying labour to this industry, and to date there have been no issues to report. The Advisor provides support to Hawke's Bay fruit growers, takes enquiries from the *PickNZ* website and completes variations to passports to obtain work permits from Immigration New Zealand. Ongoing advice is also provided to the industry on seasonality issues, labour demands, crop reports and employment.

### *Tourism*

Work and Income has submitted a business case to support tourism, and an arts trail in the East Coast region. Key players include Work and Income, the Creative Arts Cluster, NZ Trade and Enterprise and Tairāwhiti Polytechnic. The Polytechnic is currently surveying the sector regarding possible course content. Participation numbers and an anticipated start date is yet to be confirmed.

For further information, please contact Ngtasha Leota on (06) 974 7419.



## Taranaki, King Country and Wanganui

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Work and Income Taranaki, King Country and Wanganui region is addressing skill shortages in the following industries and sectors:

- supermarket skills training
- tourism
- hospitality
- building and construction
- transport and driver licences
- mechanical
- engineering
- oil and gas
- security.

### ***New Initiatives***

#### *Mechanical Engineering*

Work and Income Taranaki has developed a manufacturing and mechanical engineering programme, facilitated by the Western Institute of Technology. Eight clients commenced the six-week programme in November 2005. It is expected that on completion of the programme participants will progress into permanent positions with local engineering companies. Outcomes from the course will be available in the next quarterly report.

#### *Supermarket Skills Training*

In response to increasing recruitment demands from the industry, a new supermarket retail-skills training programme commenced with New World. Nine trainees commenced the programme and to date, two have progressed into part-time industry-based employment.

### ***Progress on initiatives from the September report***

#### *Security Monitoring*

A *Call Centre Monitors* initiative was developed as a response to approaches from Obertech, who established a new Secure Call Centre in Hawera. Eleven trainees commenced the 12-week training programme and of these, eight completed the training and six secured employment in the industry.

#### *Oil and Gas*

As a response to ongoing demand for people to work in the industry, a second training programme to prepare trainees for work as lease hands on oil rigs, commenced on 17 October 2005. Fourteen trainees commenced the programme and to date, three clients have progressed into industry-based employment. The remaining participants are continuing to make good progress and are expected to be absorbed into the industry. Approval has been granted to place a further 36 recruits into training during the 2005/2006 fiscal year.

#### *Hospitality*

The Taranaki region is working with the National Business Sector Unit to develop *Straight2Work* hospitality programmes for Whanganui and New Plymouth. The programmes will be facilitated by Treehouse Training and Hospitality Association New Zealand. Details of the programmes are currently being finalised and will be available in the next quarterly report.

### *Tourism*

A project co-ordinator has been appointed for a *Regional Maori Tourism* initiative. There is potential for a number of employment-related projects to materialise from the initiative which will require investment in up-skilling workers in a range of tourism-related activities. A meeting to develop a co-ordinated response to industry needs is scheduled for February 2006.

The Labour Market Development group is working closely with a number of tourism organisations in the region in an endeavor to build capability and capacity in the industry.

### *Tegel Food Technology Cadetship*

This initiative was set up to establish a relationship and career paths for clients wanting to move into the food-technology industry. A similar model proved that this type of programme is effective and as a result, the region has modeled the cadetship on this scheme.

The scheme caters for four youth clients employed full-time with Tegel for an initial six-month period. The cadets receive on-the-job training in various areas of the food-technology industry, with close supervision by a 'camp mother'. The programme is designed to enable clients to secure sustainable employment and it is anticipated that this working model can be expanded. A new intake of four clients commenced the cadetship during the quarter, and although training is still in the early stages, prospects for integration into the workforce on completion of the programme are high.

### *Employment and Skills Forum*

Work and Income is working with a number of industries across the region. Consultation will take place over the next few months to establish priorities and shape what the region's training and employment investments will be for the 2006/2007 fiscal year. There are a number of potential initiatives under consideration for potential investment, including farming cadetships, horticultural cadetships and a youth worker qualification initiative. Progress on these programmes will be reported in future reports.

### *Building and Construction*

Work and Income is not currently funding any building and construction activity in the region. Support is at present is by way of referral to established polytechnic programmes and to notified apprenticeships as they arise.

### *Transport and driver licences*

There continues to be high participation rates on all 'on-demand' driver-licence programmes across the region. A *Straight2Work* contract with *National Road Carriers* was approved by the National Business Sector Unit. Twenty places are collectively available for Taranaki, Auckland and Canterbury regions.

### *Engineering: Career Start Cadetship Programme - Rangitikei District Council (RDC)*

A lack of suitably skilled employees in the district, particularly in the light-engineering cluster, has inhibited business growth in the area. Thirteen youth from the Marton area are currently employed on a fixed-term contract, four with the council and the remaining nine with other companies. It is expected that the cadets will secure permanent positions after the initial 12-month period. The success of previous cadetships is evident by the RDC's commitment to the programme, as the initiative provides cadets with excellent support and on-the-job training.

### *Local Body Cadetships*

Over the last three years, 43 cadets have successfully completed the New Plymouth District Council cadetship. However, time/costs and other constraints have necessitated a downscaling of commitment this year. The cadetship has been reduced to four cadets, who will commence the programme during the next quarter. It is hoped that the additional places will be taken up by the Chamber of Commerce and other employers to offset the reduction in numbers.

For further information, please contact Malcolm Carson on (06) 965 8014.

## Central

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Work and Income Central region is addressing skill shortages in the following industries and sectors:

- transport and drivers
- engineering
- retail
- plumbing and gas fitting
- health and personal care
- drivers
- agriculture and horticulture
- meat processing.

### ***New initiatives***

#### *Drivers*

The Central region is in the process of developing a Class '2' Heavy Traffic licence endorsements training course. The eight-week course catering for 10 clients will incorporate work experience placements. It is expected that 80% employment outcomes will be realised. The region is currently waiting for business case approval.

#### *Retail*

In response to a major recruitment drive in the Central region from new employers such as Bunnings Warehouse and the Mitre 10 Mega store, the region is developing marketing and recruitment material in an attempt to make retail a more attractive employment option. Meetings are being held between Work and Income, Destination and Vision Manawatu, the Universal College of Learning and a retail modern apprenticeship co-ordinator.

#### *Meat Processing*

*Straight2Work* programmes in the meat industry have been introduced in the region. At the conclusion of the Levin-based course on 11 November 2005, 14 of the 20 participants progressed into employment at Levin Meats. The Fielding course concluded on 29 November 2005, with 13 of the 15 participants securing employment with AFFCO.

### ***Progress on initiatives from the September report***

#### *Transport and drivers licences*

The Kapiti Service Centre worked collaboratively with the Wellington region to refer trainees to a *Straight2Work* Bus and Coach training course. Recruitment seminars identified seven Kapiti clients with an interest in bus driving. Two of these clients were referred to the bus and coach training and the remaining five were referred to an alternative training option to obtain their Heavy-traffic licence.

The industry requires experienced Heavy-trade Drivers, particularly truck, trailer and articulated vehicle drivers. The training provider, the Salvation Army - Employment Plus, facilitated training courses for Heavy-trade (Class '2' and '4') licences. Four participants commenced training just prior to Christmas and a further course is planned to commence on 23 January 2006.

### *Trades Mentor*

Work and Income is partially funding a Trades Mentor, employed by Vision Manawatu. The Trades Mentor is responsible for building relationships with both local industry training organisations and schools and to encourage young people leaving school to undertake trade and applied technology training and education. Automotive and construction industry trades days were held recently, providing students with insight into the life of a tradesperson.

### *Engineering*

The eight-week light fabrication pre-employment programme run by the Universal College of Learning concluded during the September quarter. Due to the success of the programme, consideration is being given to implement another course in early 2006.

### *Plumbing and Gas fitting*

The Work and Income National Business Sector Unit negotiated a *Straight2Work* partnership programme with the Master Plumber and Gas-fitting industry, utilising training provider, the Salvation Army - Employment Plus. Five clients commenced the second programme on 31 October 2005. To-date, one client has progressed into full-time employment and the remaining participants are receiving assistance to progress into further employment or training opportunities.

### *Health and Personal Care*

The Central region continues to work closely with the Ministry of Health and the Central District Health Board regarding the closure of the Kimberley Centre on 30 June 2006. There is concern that suitably-qualified caregivers will not be able to meet the community needs of the patients. During the quarter, private agencies undertook recruitment for caregivers. An employment barrier identified during the process is the requirement to hold a current drivers licence and the region is investigating initiatives to address this.

Collaboratively Work and Income, TEC and Mid Central Health are continuing to find sustainable solutions for a lack of trained health care assistants employed in hospitals. Clients attended seminars in Fielding and Palmerston North, where various health care employers presented. A follow-up meeting has been held with an identified employer who is developing training options.

### *Agriculture and Horticulture*

Work and Income continues to work collaboratively with the Horowhenua/Kapiti agricultural growers in a partnership to train and source potential staff. Enterprise Coast provides support to facilitate this approach. Work and Income's Regional Policy Advisor is working with local service centres to develop a comprehensive seasonal-work strategy including reviewing transportation issues.

Recently a Horowhenua asparagus grower contracted 21 workers from Samoa to assist in harvesting. These workers have been issued with short-term work permits under a national pilot arranged between the NZ Immigration Service and Work and Income. The Work and Income Labour Market Development group is working with a Pacific provider to develop a co-ordinated seasonal-work strategy targeting Maori and Pacific peoples in the Horowhenua and Manawatu areas.

For further information, please contact Katie McRedmond on (06) 952 1417.

## Wellington

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Work and Income Wellington region is addressing skill shortages in the following industries and sectors:

- drivers
- engineering
- building and construction
- transport and drivers licences
- taxi licences
- security
- retail
- food and hospitality
- apprenticeships.

### ***New initiatives***

#### *Engineering*

The Wellington region is currently developing a training programme in the engineering sector. The region is engaging with Fulton Hogan to develop a training programme that could potentially lead to a high number of employment opportunities for clients in a number of different areas, including engineering.

#### *Building and Construction*

A *Straight2Work* Building and Construction training programme is to be introduced in the region, although a start date for the programme is yet to be confirmed. Outcomes will be available in the next quarterly report.

#### *Apprenticeships*

The Trade Information Centre (*Tradestart*) was launched in Lower Hutt in November 2005. The focus of the one-year pilot is to encourage more people into trade careers and apprenticeships. Since the opening of the Centre, 100 people have been referred to the Centre to assist them achieve their goals within the industry, whether it is an apprenticeship or further training in a related area. Contact has been made with local schools and several speaking engagements have been held highlighting the variety of services available through the Centre.

### ***Progress on initiatives from the September report***

#### *Building and Construction*

An Industry Partnership programme was established with the Whitireia Polytechnic and Infratrains to address a current skill shortage in the industry. Infratrains is seeking suitable candidates with a full licence and the willingness to undertake employment and 13 participants commenced the six-week programme. To date, 10 trainees have been secured employment with a number of employers including Infratrains and other associated industries.

The region has a contract with the Porirua City Council to fund the Employment Link Co-ordinator position. The co-ordinator acts as a conduit to encourage employment and business growth in Porirua City. The co-ordinator has established strong links with local industry training organisations and employers including Mainzeal and Infratrains. To date, the co-ordinator has placed 62 clients into employment. Denny's Restaurant has employed 57 clients, four clients are participating in the Porirua City Council Cadetship

and one client has secured employment at a Maori Health Organisation. The co-ordinator is working with local work brokers and the Work and Income Regional Contracts Manager to implement a strategy that prepares clients for these opportunities through pre-employment training.

#### *Food and Hospitality*

The Wellington region is delivering a retail and hospitality programme for clients receiving a Domestic Purposes Benefit. The programme focuses on increasing motivation and self-confidence and prepares candidates for employment within the food and hospitality industry. Two programmes have been contracted in the Hutt Valley and Wellington areas. Nine participants completed the Hutt Valley programme and all trainees secured employment within the retail and hospitality industry. Twenty participants are commencing the Wellington area programme in January 2006. Outcomes for this course will be reported in the next quarter.

#### *Drivers*

Shortages within the Port and Cargo Handling industry is an issue, with the effects of an aging workforce coupled with a shortage of entry-level skills such as special licences. CenterPort (Wellington) has engaged with the Local Industry Partnerships *Straight2Work* programme to address entry-level skill requirements and career-path planning. Recent discussions with CenterPort confirm that progress is on track for engagement, however the programme is not expected to commence until after the completion of CenterPort's succession planning process in February 2006.

There has been an increase in demand for licences particularly for learners and restricted licences in the region. To date, more than 297 licences and endorsements have been completed to prepare Work and Income clients for employment.

#### *Engineering*

General engineering, printing and maintenance trades are experiencing skilled labour shortages. As a response Work and Income has engaged with the Hutt City Council and relevant providers to discuss the development of a *Straight2Work* Local Industry Partnership. The programme will aim to address entry-level requirements and career-path planning.

#### *Transport and drivers licences*

The learner-licence programme purchased through the NZ Police is continuing, with eight courses being run for 100 participants. To date, 54 job seekers have secured their learners licence through participation in the programme. From February 2006, the service is to be expanded to include the Wellington City area.

#### *Taxi Licences*

Currently the region has no contracts with the taxi industry as there is an over-abundance of drivers in this area.

#### *Security*

The region has two contracted service providers to deliver job mentoring and development training in security services. Recon Security Ltd offers suitable clients full-time employment for a six-month period and beyond if they are successful and to date, six clients have been employed. To encourage increased levels of participation in the industry, the region is currently conducting security job seminars. One Community United Ltd offer a pre-employment training programme to up-skill clients and provide them with the necessary foundation skills to enter the security industry. One Community United has strong links with the security industry including Chubb NZ, Armourguard,

Parliamentary Services and American District Telegraph. To date, 20 participants have successfully secured employment in the industry.

*Retail and Hospitality*

Treehouse Training, in conjunction with the Work and Income Industry Partnership's team, runs a Retail and Hospitality programme to assist clients to enter the industry. In the last fiscal year, six programmes have been purchased and 10 trainees commenced the seven-week programme on 17 October 2005. Reporting on employment outcomes will be available in the next quarterly report.

For further information, please contact Rani Morunga on (04) 917 7140.



## **Nelson, Marlborough and West Coast**

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Work and Income Nelson, Marlborough and West Coast region is addressing skill shortages in the following industries and sectors:

- building and construction
- engineering
- food and hospitality
- fork-lift drivers
- tourism.

### ***New initiatives***

#### *Fork-lift drivers*

Many clients within the region lack the necessary experience required by employers. To address the identified shortage, a forklift training programme, facilitated by ENZAFruit commenced in the region. Clients who successfully completed the two-week programme gained a first-aid certificate, Occupational Safety and Health certificate and fork-lift endorsement. It is expected that ENZA will employ the majority of the trainees from February 2006 for the commencement of the apple season.

#### *Tourism*

The Wakatu Incorporation and the Ngati Rarua Atiawa Iwi Trust (NRAIT) facilitated a *Tourism Cadetship* pilot for three Maori youth from Motueka. During the pilot, cadets gained skills in tour bookings procedures and the daily operations of working on boats and in lodges. On completion of the cadetship, one trainee was offered the opportunity to work with a chef on a boat in the Caribbean. The region is currently awaiting feedback from NRAIT for an application for funding to progress the pilot to include further aspects of tourism.

### ***Progress on initiatives from the September report***

#### *Food and Hospitality*

The Nelson region is experiencing a skills shortage across the food and hospitality industry. As a response, Taipoutine Polytechnic has been contracted to provide a training programme to assist clients to enter the industry. At the conclusion of the training programme in December 2005, eight trainees secured employment and six of these positions were in the hospitality industry.

Following discussions with Latitude Nelson, the agency indicated future shortages in the hospitality trade. An Industry Partnership Agreement commenced for 12-15 participants, however due to timing and recruitment issues, only five participants commenced the course. Of these trainees, two progressed into full-time employment. Due to recruitment difficulties and poor outcomes, the course will no longer be offered.

#### *Building and Construction*

The West Coast Development Trust (WCDDT) has facilitated a community-based project called the *Energy Efficiency Conservation Authority* project to improve the energy efficiency of West Coast homes. Funding is provided by WCDDT and Energy Smart, and Work and Income has contributed by providing four workers and a supervisor under *Taskforce Green*. The project commenced in January 2005 and will continue for a two-year period. The project is progressing well and to date, five clients have secured employment.

### *Engineering*

Smart Careers for Youth is an organisation that facilitates apprenticeships across the region in a number of areas. They were contracted to find places in a range of industries for entry-level labouring roles for youth, as many young people do not have the entry-level skills to meet apprenticeship criteria. This initiative did not eventuate as difficulties were experienced finding suitable referrals to the programme.

### *Skills Shortage Survey*

Surveys were commissioned in Marlborough and Nelson in mid 2005 and results and strategies to deal with shortages and issues raised are being developed by economic development agencies. Working groups have been established in both Nelson and Marlborough to work towards solutions in a number of areas including seasonal work, mature clients, migrants and people with a disability. The working group has recently reported back to the economic development agencies, who are holding discussions with the Work and Income Labour Market Development group to develop some of the strategies identified.

### *Buller Youth Works*

Buller Youth Works is a *Mayors' Taskforce for Jobs* initiative that aims to link young people to apprenticeships. In the December quarter, 15 young people were supported into full-time employment and three into part-time employment. This is an ongoing 12-month service and further outcomes will be reported in the next quarter.

For further information, please contact Gary Gatward-Smith on (03) 989 1985.

## Canterbury

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Work and Income Canterbury region is addressing skill shortages in the following industries and sectors:

- retail
- hospitality
- bus-driver licences
- trades
- building and construction
- truck-driving licences.

### ***Progress on initiatives from the September report***

#### *Truck-driving Licences*

On 3 October 2005, 16 trainees were referred to an eight-week programme for Class '1' licence holders. Facilitated by training provider Academy Group NZ Ltd, time on the programme is divided between classroom-based learning and on-the-job training, providing participants with the opportunity to upgrade their existing licence and gain experience within the industry. Thirteen trainees completed the programme on 25 November 2005. Of these trainees, 11 have progressed into full-time employment.

#### *Retail*

The Canterbury region is currently providing a retail training course facilitated by Treehouse Training. Ten clients commenced the course on 10 October 2005 and three trainees have progressed into employment. Recruitment is currently being completed for a further programme commencing 23 January 2006.

#### *Hospitality*

Treehouse Training facilitates a hospitality training programme for job seekers. The programme is a one-year rolling course, in which clients can remain enrolled for 10 weeks. Eleven participants commenced the programme on 10 October 2005, and four of these clients have since secured employment. A new intake of trainees is to commence the programme on 23 January 2006.

#### *Bus-driver Licences*

There continues to be high demand for bus drivers in the region. Twenty-three trainees commenced a *Driving Solutions* course during the December quarter. Outcomes to date confirm that of the 22 trainees who completed the course, 15 have successfully progressed into employment. A further course is to commence 23 January 2006. Associated outcomes from this programme will be reported in the next quarter.

#### *Trades*

A Plumbing, Gas fitting, Drain Laying and Roofing course caters for eight trainees and is run by the National Trades Academy. Trainees spend between three and 14 weeks on the course which has a rolling-start-date. Seven clients commenced training during the quarter and outcomes confirm that the three clients who have completed the programme have secured employment. The remaining trainees will continue with the programme into the March 2006 quarter.

4 Trades is an organisation that assists employers with the paperwork associated with apprenticeships. Work and Income has an established relationship with 4 Trades, specifically to target the trades-training area.

### *Pre-apprenticeship Programmes*

Twenty-four youth commenced the 2005 *City Care Pre-Apprenticeship* programme, although five trainees withdrew from the programme. On completion of the programme in December, 13 participants secured employment with City Care Ltd and twenty-three clients are to commence a further programme on 20 February 2006.

### *Building and Construction*

The second Salvation Army building course concluded on 21 October 2005. Of the nine participants who completed the course, seven have secured employment. While the industry has expressed interest in commencing a further course in the new year, the region is currently investigating referral numbers.

For further information, please contact Mark Challies on (03) 963 6384.

## Southern

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Work and Income Southern region is addressing skill shortages in the following industries and sectors:

- shearing and wool handling
- building and construction
- engineering
- hospitality
- forestry and silviculture
- meat processing
- transport and drivers licences
- viticulture and horticulture
- fishing
- health and personal care
- retail
- drivers
- agriculture.

### ***New initiatives***

#### *Drivers*

A pre-apprenticeship Industry Partnership in heavy transport has been introduced in the region. The primary aim of the course is to encourage trainees to work towards becoming sought after, highly trained and fully qualified professional heavy-traffic truck drivers and machinery operators. The course provides participants with the opportunity to gain an extensive knowledge-base and an appreciation of the different types of transport operations. All participants will be trained and become qualified in F, W, T, R and D endorsements. Twelve participants commenced the programme on 21 November 2005. To date, participants have completed a two-day motivational team-building camp in addition to course components including forklifting, welding, safe driving and communication and listening skills.

#### *Meat Processing*

To address a current skill shortage in the industry, pre-employment meat-processing courses have been introduced in the region. Eight clients commenced the first course at PPCS Pareora on 7 November 2005. Of these trainees, three have secured employment with PPCS and two with another company. Two further courses were completed in Oamaru, where 21 participants successfully completed the training, with 13 gaining employment with Alliance Pukeuri.

### ***Progress on initiatives from the September report***

#### *Agriculture*

The long-term aim of the *Seasonal Careers: Your Choice (SCYC)* partnership is to roll-out the model with employers and various industries in other areas affected by seasonal labour fluctuations, eventually covering the entire Southern region. Planning meetings were held during October and November 2005, where it was decided that six programmes will run in the Invercargill, Gore, Maitua and Balclutha areas in 2006, with additional programmes planned for Dunedin, Oamaru and Timaru in 2007.

### *Retail*

In response to major recruitment drives in Dunedin from employers such as the Mitre 10 Mega store and K-Mart, the Southern region has developed an industry partnership course in retail. The course focuses on retail sales, customer services selling skills, a site-safe passport, use of electronic equipment, money handling, career planning and marketing to employers. Five participants commenced the course on 25 October 2005, with three completing the programme. A further two courses are planned for the coming year.

### *Health and Personal Care*

A wellness course for 10 clients in receipt of a Sickness or Invalid's Benefit concluded in December 2005. This part-time course is the first step in a three-step process to assist clients return to work. The next stage of the course is a health assessment followed by employment coaching towards securing employment. Work and Income Oamaru is currently in the process of planning two further courses for 2006.

### *Shearing and Wool Handling*

The Southern region is currently experiencing a skills shortage in this industry. As a response, the region is working with the National Business Sector Unit, local contractors and shearing trainers to implement a pilot National Wool-handling programme. It is proposed that trainees will attend a motivational course in Taupo, before returning for four weeks of training facilitated by local shearing training providers. The course commencement date and anticipated trainee numbers are currently been finalised and will be reported in the next quarter.

### *Building and Construction*

The region has been successful in finding employment for Work and Income clients with several contractors involved in the construction of the new prison at Milburn (project Crioch). Work and Income continues to work closely with contractors involved on the project, including Fulton Hogan, Stewart Construction, Lund South, Armourguard, Calder Stewart Spouting and Calder Stewart Roofing.

The consortium which owns the former Oamaru Hospital has elected to employ immigrant labour for the demolition project, rather than accessing workers from the local labour force. Work and Income Oamaru remains in contact with the recruitment agency should any employment opportunities become available for Work and Income clients.

### *Hospitality*

A meeting was held between Work and Income and the Ngai Tahu Holdings Group to discuss a joint training venture opportunity for Ngai Tahu youth on the *Bridge to Queenstown* project.

Work and Income has increased resources and support services provided in Queenstown for both employers and workers. Two contracted staff will assist with employer relationships, personal issues and accommodation arrangements. Young people participating in the programme, will have a job arranged for them, a career plan developed and life skills support.

### *Forestry and Silviculture*

Due to a number of redundancies in this sector, wood processing courses are not currently operating. Blue Mountain Lumber a major player in the industry, recently announced 30 staff redundancies, as the company's focus has now shifted from the export market to supplying domestic orders only.

### *Meat Processing*

The Southern region worked closely with the National Business Sector Unit to develop knife-handling courses in both Invercargill and Gore in time for the beginning of the new season in December 2005. Eleven participants successfully completed the Gore programme, and it is anticipated that these clients will secure employment in the new year. At the conclusion of the Invercargill programme, 12 of the 20 participants have secured employment at Alliance Lorneville.

### *Transport and driver licences*

The Southern Institute of Technology runs a pre-trades course assisting people gain the required licence to enter the industry. The Dunedin Training Centre also continues to provide courses for clients to gain their heavy-trade licence.

### *Viticulture and Horticulture*

The *Seasonal Solutions Central Otago (SSCO)* initiative successfully matches workers and growers through a database, and provides a service on behalf of the Inland Revenue Department and the New Zealand Immigration Service. The course ensures that people from overseas who secure employment within the industry meet all necessary legal requirements in the areas of work permits and tax payments.

For the 2005/2006 season, SSCO has exceeded its target of placing 3500-4000 workers into employment, a significant increase on the 2300 individuals placed in the 2004/2005 season. An effective marketing strategy, combined with an early start to the cherry and apricot harvest has contributed to this success.

On 16 December 2005, the SSCO steering group held their quarterly meeting, to address upcoming seasonal issues related to the orchards and vineyards in Central Otago. Areas of discussion included the transition and transfer of ownership of the project to local growers, and options for its future structure and legal formation.

### *Fishing*

An Aoraki Marine Training pre-sea deckhand course continues to run according to demand, meeting the needs of local fishing vessels working out of the Port of Timaru. The course takes on participants on an individual needs basis. During the December quarter, one participant completed the course and progressed into employment, while another participant is still completing the programme.

### *Southern Youth Strategy*

The Transition to Work Trust continues to deliver *Good Job*, *Mentor Plus*, *EDAL* and *Alive at Borland* programmes throughout the region. All programmes are operating successfully. Twenty-eight trainees completed the *Alive at Borland* programme during the quarter, with 27 securing employment.

The roll-out of the *Work'n it Out* strategy continues throughout the region. Letters of introduction have been sent to high school principals regarding school leaver information for the *Work'n it Out* database, which is being developed by a contractor for the Transition to Work Trust. The database is expected to be operational in February 2006.

For further information, please contact Emma Hamilton on (03) 955 6687.

## Appendix 1 – Related national initiatives

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**The following national initiatives provide a context for many of the local initiatives presented in this report.**

### *Jobs Jolt*

In July 2003, the Government announced the Jobs Jolt package of initiatives, aimed at addressing skill and labour shortages and assisting people into sustainable employment. The package contains a number of initiatives being delivered by Work and Income. Some are being delivered regionally and others are being delivered across all regions. The Jobs Jolt initiatives are:

- Job Partnerships with Industry (see below)
- a mobile employment service
- employment coaching
- supporting sole parents into work
- mature-focused case management
- Sickness Benefit and Invalid's Benefit best practice
- Job Club pilot expansion
- innovative employment assistance for Sickness Benefit and Invalid's Benefit recipients
- creating clear and strong expectations, including pre-employment drug testing, limited employment locations and streamlining of work-testing procedures.

### *Job Partnerships with Industry*

Introduced in 2003, Job Partnerships with Industry was established to help address skill and labour shortages in New Zealand and help unemployed people move into work.

A key component of Job Partnerships with Industry is the building of relationships with industries to identify the needs and hiring requirements of employers. This approach is demand led, with the needs of industry and employers' being the starting point for design of our *Straight2Work* training and support programmes. For our clients, *Straight2Work* offers sustainable job and career opportunities. It is these programmes that take Work and Income clients straight to work in an industry that needs them. The programmes include:

- assessment and selection
- training (includes work experience)
- job placement
- career support
- career planning.

Some very encouraging and positive results have been achieved since Job Partnerships with Industry was introduced in 2003. For the year ended 30 June 2005, the target for Work and Income clients to have participated in *Straight2Work* programmes was 1,315. The final number of participants was 1,739 and of that 1,188 were no longer on benefit as at 30 June 2005.

The target number of participants for the year ended 30 June 2006 has been set at 1,500. As at 31 December, 990 clients have participated in 114 industry specific *Straight2Work* programmes throughout the country.



To date, the National Business Sector Unit has signed 18 formal partnership agreements with a combination of industries and their training organisations. These include:

- Auckland Chamber of Commerce
- Agriculture ITO and Meat & Wool New Zealand
- Bus and Coach Association New Zealand (Inc)
- Composites Association of New Zealand
- Electrical Contractors Association of New Zealand
- Firehorse Films
- Hospitality Association of New Zealand
- InfraTrain New Zealand, New Zealand Contractors' Federation and Roding New Zealand
- Lion Nathan School of Business
- Master Builders and the Building and Construction Industry Training Organisation
- Master Plumbers, Gasfitters and Drainlayers NZ Inc and the Tertiary Education Commission
- McDonald's New Zealand
- National Road Carriers (Inc)
- New Zealand National Flooring Association and New Zealand Flooring Industry Training Organisation
- New Zealand Industry Training Organisation and Meat Industry Association
- New Zealand Retailers Association
- The Warehouse Ltd
- Transfield Services
- Westpac Banking Corporation.

#### *Labour Market Development*

The Labour Market Development group (formerly Enterprising Communities), established in April 2005, manages Community Grants and partnerships with local industry, to help match client skills to jobs and assist people and communities disadvantaged in the labour market.

Enterprising Communities Grants are available to help community organisations develop and implement projects that will help people who are finding it difficult to get jobs. These grants are designed to help emerging community-owned organisations become sustainable businesses, providing in return, a service back to the community.

#### *Local Industry Partnerships*

Local Industry Partnerships are designed to address local skills shortages and to respond quickly to emerging local employment opportunities where local skills do not match those required for the jobs. Working directly with industry to identify and contract the appropriate training courses, they aim to open up sustainable jobs and new career opportunities to unemployed people and others currently disadvantaged in the labour market.

#### *General Seasonal Initiatives*

In August 2004 the Cabinet Economic Development Committee noted that a strategic, generic approach to seasonal labour shortages is required using a mixture of both short and longer-term responses to support sustainable industry and regional development.

Since that time, work has been undertaken by both the New Zealand Immigration Service and Work and Income to develop a Short Term Seasonal Labour Shortage Strategy. Several initiatives were put in place to manage the 2004/2005 season.

A Medium to Long Term Seasonal Strategy for the Horticulture/Viticulture industry has also been developed and was launched on 8 December 2005.

A project team from Work and Income and the New Zealand Immigration Service was established to develop a process and best practice for the 2004/2005 season. The team developed an implementation plan that contained:

- an interface between joint agencies
- Joint communication opportunities
- a NZIS Mobile Presence – Times, Recruitment options, Technology
- Seasonal Co-ordinators Resource packs
- a Variation of Conditions process
- a system for approved employers – NZIS issue
- Enhancement of current systems
- National best practice
- Monitoring and reporting.

The Short Term Strategy is a national approach, however arrangements alter slightly between Work and Income regions to suit the needs of the local labour markets and the arrangements that already exist between Work and Income, other government departments and seasonal employers.

The Short Term Strategy was led by the local Regional Commissioner for Social Development who determined the exact procedure that would be used in their region. The Work and Income regions that were involved were:

- Northland
- East Coast
- Bay of Plenty
- Nelson
- Southern.

A resource pack was prepared to support this Short Term Strategy. This included:

- a Seasonal Co-ordinator Job Description
- a Variation of Conditions application and process
- Monitoring and reporting documentation
- Employer packs
- Job-seeker packs
- Marketing.

The 2004/2005 strategy built on work and best practice that had been undertaken over the past few years. This was supported by Seasonal Co-ordinators and a closer liaison with the New Zealand Immigration Service. As a result of the strategy, more New Zealanders undertook seasonal work than in previous years.

For the 2005/2006 season, a similar process will be used to that used for the 2004/2005 season and the regional activities will continue to be led by the Regional Commissioners.

The priorities of the Horticulture/Viticulture Seasonal Labour Strategy will also be merged into the 2005/2006 season where ever possible. The five objectives of the strategy are:

Addressing Labour Supply

- Providing Seasonal Work Opportunities for New Zealanders

- Accessing global labour
- Informed management of seasonal labour.

#### Addressing the Management of Labour

- Developing Skilled Workers
- Improving workplace quality and productivity.

#### *Employment and Skills Fora*

Employment and skills fora continue to be held regularly in each Work and Income region. These help Work and Income and other agencies such as DoL and TEC to identify a range of local and national issues impacting on regional labour markets, as well as involving local stakeholders in developing and implementing solutions to regional issues.

Following each forum, Regional Commissioners for Social Development, working with regional stake-holders, develop action plans to address the issues raised at each forum. Regular reporting to the Minister for Social Development and Employment on the outcomes and activities of the fora is continuing.

## Appendix 2 – Initiatives led by other agencies

### Initiatives where Work and Income plays a role.

Initiative	Description
<i>Disability and Support</i>	Work and Income is working on a disability and support initiative with Gracelands, the primary employer for the disability and support industry in the Waikato and King Country areas. The programme is designed to progress 10 participants with a long-term unemployment duration into the health and disability sector where skill shortages are being experienced. Four clients completed the first programme on 2 December 2005. Of these trainees, three have progressed into full-time employment and one has commenced tertiary studies. A second programme is scheduled to commence in March 2006.
<i>Industry Internships</i>	The Work and Income <i>Industry Internship Programme</i> operates in partnership with the Waitakere Enterprise Trust Board. Clients are involved in learning comprehensive job-seeking competencies including writing skills, interview techniques, telephone techniques and job sourcing. From October to December 2005, 14 job seekers were referred to the programme with two progressing into full-time employment. The Trust is still actively working with the remaining clients to assist them into employment.
<i>Warehousing and Logistics</i>	Industry-based training has been introduced in the Auckland region to address an increased demand for staff. Facilitated by Enterprising Manukau, 13 participants completed the November 2005 course. Of these trainees, 10 have progressed into employment. The trucking component of the programme commenced in December 2005 and 16 participants successfully completed their practical training with local trucking firms.
<i>Meat Processing</i>	Work and Income is involved in discussions with PPCS (New Zealand's largest meat-marketing company) and a Mosgiel bus company regarding the introduction of a bus service for Work and Income clients who are successful in obtaining work on the night shift. Many clients have indicated that they would like

	<p>to work at PPCS but have no transport. Following the discussions, the Mosgiel bus company is looking at what would be the best option for payment of a concession ticket and also the possibility of providing buses for the day shift. Work and Income continues to work with PPCS to investigate childcare, accommodation and <i>In Work Support</i> issues.</p>
<i>Health and Personal Care</i>	<p>Negotiations are now complete between Work and Income, the Eastern Bay of Plenty Primary Health Organisation (PHO), the Waiariki Institute of Technology and Community Support Services to implement a new training course for pre-enrolment into a nursing degree. The course is designed specifically to encourage sole parents into nursing careers. The PHO will employ successful clients for six months prior to commencing the degree course.</p>
<i>Supermarket Skills Training</i>	<p>Work and Income continues to fund supermarket retail-skills training programmes, in a response to recruitment demands from the industry. The <i>Pak 'n Save Cadetship</i> exposes trainees to the organisational culture and disciplines in a live work environment. Forty-three trainees have participated in the programme since commencing in November 2004. Of these participants, 10 were referred during the December quarter and are currently completing the training.</p>
<i>Call Centre Monitors</i>	<p>Adecco, StudyLink, Sitel, the Inland Revenue Department (IRD) and Land Transport New Zealand are currently recruiting call centre employees. Work and Income is investigating the feasibility of a seasonal calendar for both StudyLink and IRD. A meeting was held with the Universal College of Learning regarding the training of clients who do not currently meet the specific typing requirement of 35 words per minute. The region is scheduled to meet with a call centre cluster group to quantify actual employment numbers required for recruitment.</p>