



MINISTRY OF  
SOCIAL DEVELOPMENT  
*Te Manatū Whakahiato Ora*

# **Meeting Skill Needs**

**A Work and Income Response**

**Quarter ended December 2004**

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# Contents

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Introduction .....	2
Northland.....	3
Auckland .....	6
Waikato .....	9
Bay of Plenty .....	12
East Coast.....	15
Taranaki, King Country and Wanganui .....	17
Central.....	19
Wellington .....	21
Nelson, Marlborough and West Coast .....	23
Canterbury .....	25
Southern.....	27
Appendix 1 – Related national initiatives .....	31
Appendix 2 – Initiatives led by other agencies .....	34

## **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 2004, and also provides an update of initiatives discussed in the September 2004 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 each 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 underway 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 shown in Appendix 1. Work and Income also plays a role in a number of initiatives led by other agencies as shown 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 can contribute to job seekers not wanting to take up 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
- hospitality
- electrical
- forestry
- transport and drivers licences
- tourism
- horticulture
- health and personal care.

### ***New initiative***

#### *Tourism*

South Hokianga (45 minutes from Kaikohe) is an area with very limited employment opportunities. The Omapere Resort Tourism Development has been of great assistance to the local unemployed, through increasing tourism development in the area. Agencies involved with this initiative include Te Puni Kokiri (TPK), NZ Trade and Enterprise, and the Northland Economic Development Agency.

On-the-job training has been provided to 12 clients from a variety of benefits including Domestic Purposes Benefit (DPB), Sickness Benefit (SB), Invalid's Benefit (IB), and Seniors. This is the first stage of development with a further 10 jobs coming on stream in November 2005.

Full-time employment for 12 clients will be the key objective by the end of the training. A case manager has been allocated to the employer to ensure clients have one-on-one support to reduce the chance of them returning to the unemployment register. To date, all the participants are still employed.

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

#### *Building and Construction*

A contract with the Prince's Trust has been established to provide on-the-job training to upgrade an historical railway building in Whangarei. To date, the Mayors' Taskforce for Jobs, the Prince's Trust and 15 employers are taking part. Trades include painting, building and roofing.

The course is designed to increase youth participation in the building industry by providing one-on-one training in a small training environment. The course will run for six weeks, three of which have been delivered to date. The goal of this initiative is to place eight people into employment and training. The target group has been a challenge as most of the clients are aged 15-17 years and have multiple social issues.

#### *Health and Personal Care*

The Northland region has negotiated a contract with the 'Manaia Health' Public Health Organisation. Fifty Sickness and Invalid's Benefit clients will be provided with extensive mentoring designed to connect them to employment opportunities. Eight clients had participated by the end of December 2004 with increased levels of fitness and motivation recorded. Further interventions are being sought for these clients.

### *Electrical industry training programme*

This programme is run through Directech and is now fully operational, catering for eight job seekers. The basic training programme is linked to the Tertiary Education Commission (TEC) Modern Apprenticeships Scheme, and is further strengthened by more specific training as required by the employer. At the conclusion of the programme, five clients had successfully completed their training and two are now in work. The region is considering negotiating a further programme in 2005.

### *Employment and skills forum*

Following last year's employment and skills forum in Northland, Work and Income, TEC, employers and other agencies worked with the Economic Development Agency Enterprise in Northland on an action plan to address skill needs and employment related issues. A Colmar Brunton survey has been completed, and an evaluation with recommendations has been disseminated to the project Steering Group. This will be a key piece of work for the Northland region in 2005.

### *Forestry*

Ngati Hine Forestry Trust and Work and Income are working to promote the forestry industry to job seekers and to mentor incoming forestry workers. A two-week pre-employment training programme, designed to introduce job seekers to the forestry sector, commenced in February 2004 with eight participants. The programme assesses and caters for job seekers' learning needs and links them to a more intensive 12-week forestry programme, or redirects them to other training appropriate to their needs.

In March 2004, participants moved into a 12-week training programme at Northland Polytechnic that is designed to provide job seekers with specific skills required in the forestry sector, and provide foundation training that can be linked to specialised study as part of a career in the forestry industry.

Unfortunately, the programme has not continued due to a lack of available clients who are able to meet the physical demands of the industry in this catchment area. However, there are other existing forestry programmes being run in other parts of the region. The region will consider running this programme in the future in other remote areas.

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

Project Wheels helps young people to gain drivers licences and learn responsible driving habits. It is a joint venture between the Far North Safer Community Council, the Land Transport Safety Authority, Work and Income Northland, Te Hau Ora o Te Hiku o Te Ika, the Accident Compensation Corporation, the Far North District Council, NZ Police, and TEC. A new contract has been recently arranged through Sobieski Consultants which has ensured the continuation of the project.

### *Building and Construction*

Te Rarawa continues to utilise students from last year's programme for their housing maintenance. A kaumatua/kuia residential development is expected to commence in the near future and the site works are nearing completion. Eighteen students have completed the course and some will continue further training commencing in January 2005. A further course commencing in February 2005 is a possibility and six clients have applied for student allowance to continue with further training.

### *Hospitality*

Work and Income Northland has continued to trial a hospitality training programme for 20 participants, with a co-ordinator developing career paths and establishing training needs. The aim of this pilot is to up-skill participants during off-peak periods so they can remain in the industry. A number of clients have had their hours reduced due to the seasonality of the industry.

### *Forestry Sector Reference Group*

This group aims to market and promote the forestry industry to potential workers and to improve contractors' human resource management skills. The group includes representatives from the forestry industry, Work and Income Northland, Industry New Zealand and Industry Training Organisations. The Reference Group continues to hold bi-monthly meetings.

### *Horticulture*

There are currently 77 clients in the mid-north area working for contractors thinning fruit trees. Contractors have taken on smaller numbers to keep them on for a longer than the normal period of six-to-eight weeks. Although there will be a three-to-four week break between thinning and harvesting, it is likely that some clients will be deployed to lemon picking.

For further information, please contact Malcolm Pullman on (09) 983 9119.

## **Auckland**

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

- computing/IT
- food and hospitality
- plumbing
- building and construction
- transport and drivers licences
- accounting
- roading and rail
- care-giving
- electrical
- clerical.

### ***New initiative***

#### *Transport*

In December 2004, a national job partnership was established between Work and Income and the Bus and Coach industry with Ezi Drive to act as the industry intermediary. Clients will be trained as bus drivers and then placed into employment. This initiative will involve 110 participants nationwide by June 2005.

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

#### *Allied Work Force*

This is an initiative developed by Allied Work Force and Work and Income aimed at addressing skill shortages in the building industry. It involves up to 25 Work and Income job seekers who are trained at Allied Work Force's new training school and employed by the company. Participants work four days a week and spend the fifth day studying towards a National Certificate in Elementary Construction Skills. Since the initiative began in August 2004, 15 job seekers have been employed by Allied Work Force. The training programme runs for 49 weeks.

#### *Computing/IT*

Work and Income Auckland runs a work experience programme through the Auckland Chamber of Commerce. The programme assists highly qualified Work and Income migrant job seekers who have computing/IT skills. The one-year programme, which was to conclude in September 2004 has now been extended to June 2005. During that time the programme has provided migrant job seekers with work experience and employment opportunities in a variety of professions, including computing/IT. Since September 2004, three migrant job seekers have been placed into work in the computing/IT industry through this initiative.

#### *Job Partnership with the Roding industry.*

This initiative has been established under the Jobs Jolt package to meet the roading/civil construction industry's need for skilled labour. Job seekers selected to take part in the initiative are referred to Infratrains, the roading industry's training organisation, for four weeks training before being placed into employment with roading/civil construction companies. Since July 2004, 24 job seekers have been placed into work through this initiative.

### *Plumbing*

The Work and Income Job Partnership with the Plumbing industry commenced in March 2004. Since July 2004 at least four job seekers have participated in this initiative and have been placed into work. This initiative is also part of the Jobs Jolt package of initiatives.

### *Building and Construction*

Work and Income Auckland, TEC and the Manukau Institute of Technology (MIT) have been training and mentoring young people who want to work in the building and construction industries. The initiative ran for 12 months from September 2003 to September 2004, and involved classroom-based training and work experience. Of the 15 young people who took part, 10 job seekers have been placed into employment.

Work and Income Auckland and the Auckland Trade Training Academy are running a 10 to 12 week building and construction training and work experience programme which covers gib stopping, joinery, painting and decorating. This programme commenced in July 2004 and will run until June 2005. Thirty-three people have participated in the course with two people being placed into work during the December 2004 quarter.

### *Industry partnership with Transfield Services*

This industry partnership has been developed by Work and Income Auckland to meet the need of the rail industry for skilled track maintenance staff. Participants receive four weeks training at a rail school run by Transfield Services before being employed by the company to work on track maintenance. Transfield Services is responsible for maintaining the country's rail network. The first rail school run during May 2004, involved 21 job seekers who were all employed by Transfield Services after completing their training; however no rail schools have been run in Auckland during the December 2004 quarter.

### *Hospitality*

Work and Income Auckland, the Hospitality Association of New Zealand and Treehouse Hospitality are running a four-week hospitality and retail training programme called Fast Forward. The programme also finds employment for job seekers and provides In Work Support for each client for three months. The programme began in July 2003 and is ongoing.

### *Industry internships*

The industry internship programme run by Work and Income Auckland commenced in July 2004 and is due for completion in June 2005. Its focus is on-the-job training in local industries with skill shortages and operates as a pre-apprenticeship programme that can be linked to the TEC Modern Apprenticeships scheme. During the December quarter 18 clients participated in industry internships in office administration and in a range of industries in Waitakere City (including transport, electrical, construction and engineering) that are experiencing skills shortages.

### *Accounting*

Work and Income Auckland is continuing to work with the Auckland Chamber of Commerce to provide Work and Income migrant job seekers with positions in accounting through its work experience programme for highly qualified migrants. The programme commenced in September 2004 and is due for completion in June 2005, with five job seekers securing employment in the accounting sector to date.



*Caregiving*

TEC assumed responsibility for running Health Care Assistant courses from the beginning of 2004. These courses are now run as TOPs courses and Work and Income Auckland staff refer suitable clients as appropriate.

For further information, please contact Kathryn Dove on (09) 916 1790.

## Waikato

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

- agriculture
- food and hospitality
- the trucking industry
- transport and drivers licences
- building and construction
- health and beauty.

### ***New initiative***

#### *Agriculture*

A joint consultation between Work and Income, NZ Fruitgrowers and Vegefed was held to address labour shortage issues as well as barriers that employers face with recruitment. A seminar was held for potential clients, who were directed into training and moved into full-time employment. Five participants are currently employed with the support of a Job Subsidy and commenced in October 2004, with the industry providing year-round employment. Transport issues have been resolved through employer-provided transport as well as car pooling.

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

#### *Agriculture*

Work and Income Waikato has established a regional contract with NZ Pre-Trade Training (NZPTT) to deliver an Agriculture course. The most recent programme produced a 100% employment outcome with 10 placements. Work and Income has now contracted a national programme, including rural Waikato, which will address the ongoing skill shortage in this industry. The national contract has been signed with Infratrain.

#### *The Skills to Employment working party*

This group has met twice since the last report. The Waikato region's Social Development Manager has developed six project plans for the project co-ordinators to manage, which form part of the Skills to Employment Action Plan. Discussions have occurred with WINTEC around their participation in the action group and they have agreed to be represented.

The Skills to Employment working party met in October 2004 to discuss key stakeholder's commitment to the project and to develop strategies to move the project forward. The project is to be handed over to the region's newly formed Community Labour Market Development Group in early 2005.

#### *Food and Hospitality*

In 2004 the Waikato region purchased a total of 140 positions from Kiwihost to deliver a certificate to Work and Income clients currently attending Food and Hospitality courses. The initiative has been a huge success in the Waikato region, effectively moving clients into employment within this industry. This programme will continue through to June 2005 and is another tool to equip clients who are keen to gain entry into this industry, in order to become more marketable in the work place.

Treehouse, Terrafirma Services, and Wintec Thames continue to deliver hospitality and customer service programmes in the region. To date, 80% employment outcomes have been achieved on average, however ongoing work has commenced to place all clients into full-time sustainable employment in these areas.

Wintec Thames is delivering shorter programmes to meet the demand in the Coromandel/Thames area. They have existing employer networks who are keen to employ these clients at the completion of their training, providing they meet the required entry level to this industry. The training has been tailored to meet the employer's requirements, and overall some excellent results have emerged, although further training is needed to address the skill shortage in the wider Waikato region.

#### *Building and Construction*

In order to address a skills shortage in the Building and Construction industry, G & H Training delivers an Entry to Construction course in Hamilton with the next course starting 21 February 2005. The provider has strong links with local employers who are keen to employ these clients, providing they achieve the minimum entry level. Work and Income Waikato expects that 80% of participants will achieve a sustainable employment outcome.

Although the first course had problems with the calibre of the clients and their desire to regularly attend and participate, these issues have now been addressed, with the course being tailored to work through the attitudinal areas within the first two weeks. Interim feedback from the current course indicates that the clients appear to be keen and willing to participate and expect to be placed into full-time work on completion.

#### *Transport and Drivers*

The Jobs Partnership with the National Road Carriers commenced in April 2004 as part of the Jobs Jolt package of initiatives to address skill shortages. Vertical Horizons provides a heavy traffic licence programme for Hamilton Metro job seekers, delivering class two through to class five truck licences across the region. On completion of their second programme, 95% of clients referred to Vertical Horizons attained the required licence. The region is currently investigating the need to run a Wheels, Tracks and Rollers course to address a skills shortage that has been identified region-wide and this will be a focus in fiscal 2005.

Further negotiation is underway with PR Driving Services, who have links with 400 employers requiring truck drivers. Clients will be referred by Work and Income to this service through Vertical Horizons and a 100% full-time sustainable employment outcome is expected.

Local industry continues to be slow to support the National Road Carriers job partnership contract. Although service centres are actively promoting this contract, clients will not be trained until the provider has sourced the available vacancies. This has been raised with the Business Sector to address the lack of employment outcomes achieved, as the current focus appears to be in the Auckland region. In spite of this, employer feedback indicates that there are a number of opportunities in this industry across the region.

#### *Training for long-term clients*

Terrafirma Services (metro) and Alpha Consultancy (rural) continue to deliver an in-depth service to clients registered for more than 26 weeks as part of a Jobs Jolt initiative.

To date they have provided a service to 84 out of 87 clients in this fiscal year. Additional funding is currently being sought to extend these contracts as there is still a need to deliver this service across the region. The referral rate is steady and providers continue to promote their services within each service centre. Individual assessment reports are being utilised by case managers to staircase their clients into employment once any issues have been worked through.

#### *Health and Beauty*

The South Pacific Island Institute is running a Health and Beauty course that commenced in November 2004 and will run through to March 2005. Maori and Pacific clients with a keen interest in this industry will be targeted by the Health and Beauty Therapists. The expected outcome is an 80% sustainable employment rate.

For further information, please contact Toni Giddens on (07) 957 1561.

## **Bay of Plenty**

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

- civil construction
- computer/IT
- forestry/wood processing
- horticulture and market gardening
- mechanical/engineering
- transport and drivers licences
- pest control
- food and hospitality
- building and construction.

### ***New initiative***

#### *Building and Construction*

Opotiki Trade Training is providing courses to assist with the skill shortage in this industry as many job seekers do not have skills in specialised areas such as drainlaying and carpentry. Recruitment difficulties (such as local job seekers with negative attitudes to employment) are being worked through at a service centre level.

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

#### *Wood Processing*

Work and Income Bay of Plenty has purchased two training opportunities for 20 participants that are designed to move clients into full-time sustainable employment in the wood processing industry. The provider Wood Wise is a well known training organisation in the forestry and wood processing industry. Their 12-week programme is designed in such a way that participants receive tuition in the classroom along with practical work experience within the industry.

Participants are expected to adhere to strict guidelines that will hold them in good stead once they move into employment. These include timeliness, remaining drug free and safe work practices. Eleven participants enrolled in the first programme and although seven were removed, three secured full-time employment and one part-time employment. Outcomes for the second course are being assessed.

#### *Kiwifruit industry*

Recruitment for the kiwifruit industry is seasonal, and labour is transient. Maintaining a skilled labour force for a defined period is not always realistic. Pre-employment training for clients interested in horticultural work, specifically in kiwifruit harvesting and packing, has been organised with the Western and Eastern Bay of Plenty industry sectors to meet European British Retail Consortium standards. Employment outcomes were very high for job seekers who sought employment in the 2004 harvesting season.

Employment and client participation within the industry has been the highest ever for the Bay of Plenty region. However, future recruitment for the industry for the up and coming season may experience difficulties due to the continuing low unemployment rate. The seasonal co-ordinator is working with the industry to investigate this further.

### *Transport and drivers licences*

Work and Income Bay of Plenty has a contract with the National Road Carriers to provide training and placement of clients into the transport industry. This initiative is available for 30 job seekers throughout the Bay of Plenty region. The start date and duration of the training depends on the needs of the job seekers. The National Road Carriers are expected to place all participants into full-time employment.

Driver training courses have been developed by Work and Income after identifying the need to provide clients with an opportunity to become provisional or fully licenced drivers. Employers have expressed the need for job seekers to have drivers licences as a prerequisite to employment.

### *Building and Construction skills programme*

A pre-employment training programme with Waiariki Polytechnic was established to provide entry-level skills for clients interested in the building trade and was completed in June 2004. Hammerhand and skilled labouring are elementary proficiencies that allow clients to participate in the domestic and commercial building sector. The local marketplace has created demand from a sector with limited labour resources. Six participants secured full-time employment, four secured part-time employment and one entered a further developmental activity.

### *Horticulture – market garden recruitment*

Work and Income Bay of Plenty has a contract for a market garden recruitment initiative that also includes a training component for all job seekers. The training covers health and safety, planting, picking and general labour skills. The market garden is located at Mokai between Taupo and Tokoroa and grows capsicums and tomatoes for export. The Mokai horticulture project has provided employment opportunities for 43 clients from the rurally depressed communities of Mangakino, Atiamuri and Tihoi.

The Mokai greenhouse business is expected to be expanded to an additional five hectares of operation and it is anticipated that labour requirements will be increased alongside the development. This expansion is expected to employ up to 50 additional staff by early to mid 2005. In addition, another operation in the same industry is currently being set up in Broadlands.

### *Pest control*

Environment Bay of Plenty is training long-term job seekers in weed eradication through the Work and Income funded Taskforce Green programme. This initiative is being supported by the horticulture industry, as job seekers will gain transferable skills. To date, five participants from the joint venture initiative have moved into full-time paid employment elsewhere in the district during May 2004 and one commenced employment in October 2004.

### *Employment Skills Surveys*

Follow-up interviews have occurred after the sector skills surveys and labour market requirements questionnaires were undertaken in the Rotorua and Tauranga regions. The results continue to be analysed and developed for use by the participating agencies and organisations, addressing barriers and skill deficiencies in the local labour market.

### *Mechanical*

With a strong market demand for skilled and journeyman labour, no opportunities in the industry exist for inexperienced job seekers to gain entry. Instep is offering youth clients and school leavers the opportunity to take apprenticeship journeyman training in the Bay of Plenty area. One placement per week is being arranged and formalised through the arrangement.

### *Food/Hospitality*

Employers and businesses in the area have a requirement for qualified and experienced chefs and specialist labour. With Work and Income clients not having workplace experience to fulfil these requirements, client development contracts with Waiariki and the Bay of Plenty Polytechnic have been established. This has enabled food handling and preparation as well as kitchenhand skills training for Work and Income clients.

### *Agriculture*

Farm labouring and management positions lack skilled people in this industry and inexperienced job seekers are taking positions with training support from employers. A lack of transport for job seekers remains an issue. Work and Income is meeting with a potential training provider to supply opportunities to youth in this industry.

### *Civil Construction*

Work and Income Bay of Plenty and TEC are funding the licencing component of a Civil Construction programme in Opotiki. This will provide opportunities for 12 job seeker clients.

For further information, please contact Eugene Rewi on (07) 921 8023.

## East Coast

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

- agriculture
- silviculture
- forestry
- factory processing
- transport and drivers licences
- building and construction.

### ***New initiatives***

#### *Building and Construction*

Work and Income, along with other local agencies, have got together to provide assistance with wage subsidy contracts to encourage and support apprenticeships in the building and construction industry. This has eventuated as a result of local job seekers not having the right skills to fit the industry. Tairāwhiti Polytechnic in Ruatoria has established a new course to fill this gap which will be held in Tokomaru Bay. A 100% employment outcome is expected with the assistance of employers who will provide employment opportunities.

#### *Truck driving*

Many Work and Income clients hold a Heavy Transport (HT) licence but have little or no experience and this issue is currently being addressed by the East Coast region. A number of options are being considered, including a joint funding arrangement with TEC as well as a possible Joint Industry Partnership initiative.

#### *Forestry*

Due to factors such as the forestry industry being physically demanding, high start-up costs and people having pre-conceived ideas about industry involvement, training providers such as Turanga Ararau and Tairāwhiti Polytechnic now provide pre-employment skills training to job seekers. Each course has 10 participants and this provides extensive preparation for prospective employees. A 100% placement outcome into work is expected. Tairāwhiti Silviculture commence their next intake in February 2005 with an expected 100% outcome into employment.

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

#### *Bus service and transport van*

Work and Income, in conjunction with the District Council, funded two buses to meet the needs of clients who had no transport to travel to pack-houses for work (one in Napier and one in Hastings). Work and Income also funded a van to transport clients to picking and pruning jobs, as they had no transport until car pooling could be arranged. The bus service catered for two pack-houses (Apollo and Mr. Apple, Whakatu) and approximately 110 clients travelled on these buses during the season.

The van service commenced in February and ran until 31 July 2004. The van links primarily with the horticultural and viticultural contractors and approximately 70 Work and Income clients have used this service. November 2004 saw this initiative revisited for clients to access seasonal market labour.



### *Mobile Employment Service*

This service is part of the Jobs Jolt package of initiatives which is focused on assisting people into employment and meeting the labour and skill demands of employers. The service assists job seekers who live in remote areas to find employment. The initiative is designed to increase face-to-face employment services in areas with limited access to Work and Income services. The initiative also taps into potential job opportunities in remote areas.

### *Seasonal Opportunities*

November 2004 saw seasonal transport arranged for Work and Income clients to access seasonal market labour. In December, the Gisborne area purchased a service to provide an East Coast Seasonal Calendar which allows job seekers to easily identify current employment opportunities so they may remain in sustainable paid employment.

In the Hawke's Bay region, a service was purchased to place 50 eligible Work and Income clients into paid employment with Hawke's Bay Horticultural Contractors. This entails moving clients through the training phase and retaining them in paid work for a minimum of 91 days. Career coaching and career plan development for participants will also be incorporated.

### *Silviculture training*

Work and Income East Coast contracted Tairawhiti Silviculture to place Work and Income clients into the forestry industry. A pruning course in October 2004 was run with eight participants, all of whom were placed into employment in November 2004.

### *Transport and drivers licences*

Work and Income East Coast is offering drivers licence courses through the Roulston Driving School. The courses are ongoing and take four to six weeks to complete. The September to November 2004 period saw 94 clients access the service to gain licences.

### *Straight 2 Work*

The region is also in the first stages of negotiating an Industry Partnership with the Contractors Association and Hawke's Bay Fruit Grower Association (HBFA) for a coordinator to deliver Straight 2 Work. This is a programme for up to 50 clients, assisting them to find sustainable employment and provide them with career support.

For further information, please contact Ali Shapland on (06) 974 8207.

## **Taranaki, King Country and Wanganui**

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

- food and hospitality
- health care
- road contracting
- cultural tourism
- mechanical
- meat processing
- farm labouring
- retail/supermarket
- horticulture.

### ***New initiatives***

#### *Retail/supermarket*

In December 2005 a new initiative was developed between Pak 'n Save and Work and Income to address labour and skill needs of the supermarket industry. Pak 'n Save agreed to be a 'feeder' agency, taking on ten trainees at a time and providing them with the full complement of supermarket skills needed for the industry. In due course, the relocation of Pak 'n Save to a larger site will provide the trainees with an opportunity for future employment.

The programme will benefit all supermarkets in the district and will also provide a foundation relationship for further business. As at 31 December 2004, 13 people had undertaken the training programme.

#### *Horticulture*

Atawhai Industries and Work and Income have developed an initiative to meet the labour and skill needs of the horticulture industry. Trainees will be provided with ongoing assistance to secure employment opportunities. To date, five staff have commenced the programme with sustainable outcomes to follow.

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

#### *Cultural Tourism*

Work and Income Taranaki recognised that there was a shortage of skilled cultural tourism operators, yet there were potential opportunities for employment. A training programme for six participants over eight weeks was offered from May to June 2004. Although there have been no employment opportunities to date, it was always perceived to be part of a longer-term strategy to meet the burgeoning market and further courses are planned in 2005.

#### *Hospitality*

A national agreement between Work and Income and the Hotel Association of NZ provides training programmes for job seekers to join the hospitality industry. This initiative was connected to the Jobs Jolt Industry Partnership programme and training was provided by Treehouse, who ran a 12 week course for 16 participants. The course finished in late June 2004.

As at October 2004, (three months after completion of the course) eight trainees are still in full-time employment. There is an indication that this programme will be repeated this financial year.

#### *Farm labourers*

As a result of the 2004 flooding that affected southern areas of the Taranaki, Wanganui and Rangitikei communities, a large number of job seekers secured work through Enhanced Taskforce Green initiatives. Work and Income has contracted Landbase Training to provide an array of farm contracting skills including fencing and chainsaw safety for 70 participants. Work and Income also contracted 50 driving licence places, which will also capitalise on the employment experience gained by the Taskforce Green workers, and to cater for the additional skills required to obtain sustainable employment. As at end of September 2004, all 50 opportunities were filled.

#### *Employment and skills forum*

This forum is a partnership between Work and Income, the Venture Taranaki Trust (VTT) and the TEC. It continues to meet and consider the recommendations that emerged from the Regional Skills Shortages Forum held in New Plymouth in November 2003. The forum has currently been investigating trade shortages and the merits of group apprenticeship programmes.

Regions are trialling a range of options with varied success. Some options were presented at the Mayors' Taskforce for Jobs conference held in New Plymouth. The Local Employment Co-ordinator surveyed local businesses to gauge interest in apprenticeships and to identify barriers. This report was presented with recommendations at the last forum. It has been suggested that the New Plymouth District Council take a facilitative role in setting up further discussions with local business.

TEC is now offering promoted programmes and apprenticeships. They are funding UCOL in Wanganui to run an all-trades programme that will include trades such as building, construction and plumbing. Engineering workshops have also recently opened. Work and Income is playing a smaller role by facilitating the skill shortage forum.

#### *Meat processing programme*

Unfortunately the initial cadet programme with Richmonds in Hawera failed to come to fruition due to the high employer expectations of participants and the difficulty finding suitable candidates. Knife-hand skill programmes continue to be delivered that service the meat processing plants. Although there is still a decision to be made on future meat processing programmes, it is expected that further training programmes will be available in the Wanganui/Marton area as a new plant is expected to be opened in Marton in early 2005. Meat processing is now being driven by a National Industry partnership but clearly skill shortages still remain in the region.

For more information, please contact Mark Poppelwell on (06) 968 6629.

## Central

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

- trades and apprenticeships
- horticulture/agriculture
- transport and drivers licences
- health and personal care
- engineering
- wool handling
- hospitality
- retail.

### ***New initiative***

#### *'Job Ready' programme*

PN Personnel (a locally operated recruitment agency) has been contracted to assist 'job ready' sole parents who have the desire to return to the work force. This agency has worked with the wider business market in the area for some time and their current vacancy list includes opportunities in Customer Service, Retail, Sales, Administration and Accountancy through to General Management.

Clients referred to this pre-employment programme will fill out an Occupational Interest Profile assessment. The relevant information will then be used by PN Personnel to make a successful pre-employment programme for each participant. PN Personnel will carefully select a range of sole parents who have no issues around providing child care for their children. Employers who are happy to consider course participants who can either job share or work into their specific working window will also be identified.

An outcome of high employment with a high percentage of that being full-time employment is expected. This initiative will greatly assist the local economy which is subject to a deficiency in skills and labour.

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

#### *Transport and drivers licences*

The Salvation Army and Nga Kai Mahi o nga hau e wha have been contracted to supply up to twenty HT licence training places on an 'as required' basis. The industry need is for experienced HT drivers, particularly Truck and Trailer and Articulated vehicle drivers.

#### *Horticulture/Agriculture*

Work and Income Central region has contracted pre-employment training for job seekers in the Horticulture industry. The courses cover OSH training and basic Horticultural skills and are conducted by the Horowhenua Learning Centre. On completion, 18 of the 30 participants were successfully placed into employment. Recently, a significant percentage of Horowhenua/Kapiti agricultural growers met to discuss linking up in partnership to train and source potential staff. This was facilitated by the Local Employment Co-ordination Group and Work and Income. At this early stage, the initiative looks very promising for the next season.

### *Meat processing*

Training in this industry commenced, run under the auspices of the National Job Partnership. The Industry programme was run in Levin and Feilding, with a further course under consideration in the Dannevirke community. The last course had 20 referrals resulting in the successful placement of 15 participants into employment. Currently, the Central region has further clients being trained in the 'Straight to Work' programme which commenced in November 2004 and is due to be completed by the end of January 2005. Course outcomes will be reported in the next skill and labour shortage report.

### *Wool handling*

Work and Income Central has determined that there is a lack of trained wool sorters, graders and shed hands and as a result, training has been contracted through Kokamo in both Dannevirke and Feilding. Participants complete modules in wool handling and knowledge, practical pressing skills, an industry overview and work-based experience. The region identified a need for a further course for the summer shear, which was to commence in November 2004, but was rescheduled for January 2005. The course runs for three weeks and it is expected that 80% of participants who complete the course will gain employment.

### *Engineering*

Massey University and TEC offer a number of courses in engineering that support the promotion of trades through Tools for Schools, the Palmerston North Apprenticeship Trust and Wairarapa Workforce Development. The region is working towards adopting Dunedin's internet tool, 'Hitchhikers Guide to Apprenticeships' for the Palmerston North/Manawatu area.

### *Employment and skills forum*

An Employment and Skills Working Group continues to meet bi-monthly through the Employment and Skills forum. The Working Group includes representatives from secondary and tertiary institutions, TEC, Career Services, Vision Manawatu, Apprenticeship Training Trust, UCOL, the Employers and Manufacturers Association, private training providers and Work and Income Central. The Group has developed an action plan to address key employment issues identified in the forum, including youth, skill shortages and promotion of particular industries.

### *Retail*

A Retail course commenced on 4 October 2004 with 20 participants involved. Six participants were successfully placed into employment at course completion. Central region will be discussing the low employment outcome uptake with the business sector as a result.

### *Hospitality*

A Business Sector Hospitality Course commenced on 15 November 2004 with the maximum 20 referrals being made. This resulted in 16 participants being successfully placed into employment and equates to an 80% employment outcome.

For further information, please contact Dave McRae on (06) 952 1430.

## Wellington

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

- building and construction
- health and personal care
- meat processing
- transport and drivers licences
- call centres
- security.

### ***New initiative***

#### *Building and Construction*

The Porirua Apprenticeship Trust (PAT) has expanded their capacity and relationship with the Master Builders Association. The contract with the Trust targets youth at risk, aged 15-19 years old in the Porirua area and was signed in September 2004. Last year the PAT placed 15 young people into apprenticeships. Work and Income Wellington expects to achieve further positive employment outcomes in the coming months.

Discussions have been held with WelTec to develop a pre-employment training programme that is designed to meet and address skills and labour shortages. The programmes will include the following trades:

- hammer hands
- general labouring
- painting/brush hands
- shop fitting/joinery
- carpentry
- aluminium/metalwork/fabrication.

The region also purchased a training programme through WelTec for hammer hands that commenced in October 2004 involving 17 participants. This programme was developed to cater for further development of the Westfield Shopping area and Upper Hutt City Shopping complex.

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

#### *Security*

The region has two contracted service providers - Recon and One Community United Trust. Recon offer on-the-job pre-employment training and provide equipment and resources in order to help place clients into the security industry. The target for this contract is 40 placements and to date work brokers have achieved 18 placements with the contract ending in June 2005.

One Community United Trust will commence their second programme and will assist 30 clients to move into this industry. Due to the demand from the local King Kong Productions who require security personnel, Wellington staff are continuing to refer eligible clients to meet this demand. Some of the barriers identified to date have been the requirement for clients to have a full licence and no criminal convictions. One Community United Trust has employed 15 clients through Armourguard and Chubb Securities with the possibility of employing more clients for parking warden positions in February 2005.

### *Caregiving*

Eight clients have successfully completed training provided by WelTec for caregiving. This was a 12 week training programme that incorporated work experience with a local employer. Of the eight participants, five passed the necessary Unit Standards required to enter this industry. During the course some issues arose around attendance and the participant's level of literacy.

Work and Income Wellington have held discussions with the Business Development Advisor for WelTec around running the next programme on 28 February 2005 at the Wellington Campus. The target number of participants is 16 with recruitment already underway. After programme completion, it is expected that the clients will be matched to existing employment opportunities in the caregiving industry.

### *Meat processing training*

The contract with Canterbury Meat Packers in Ashburton is currently targeting 80 clients in the meat industry. The Wellington training provider Sapphire Consultants has completed the recruitment and screening process and 47 Work and Income clients have been employed to date.

### *Transport and drivers licences*

Work and Income Wellington has contracted two providers to deliver a drivers licence programme - Driver Education Services New Zealand (DESNZ) and NZ Police. DESNZ has two contracts targeting long-term unemployed through the outcome-based contract - Pikimai Te Waka. This programme assists clients obtain a variety of licences and includes placement of clients into the transportation industry through In Work Support.

The second programme run by DESNZ includes the purchase of training in an assortment of licences including endorsements for learners, restricted, full, forklift, bus/passenger, heavy trade and dangerous goods. The uptake of these licences continues to be encouraging.

A learner's licence programme has also been purchased through NZ Police. This programme is a collaborative inter-agency initiative with the Department of Corrections and the Probation Service, aimed at reducing the likelihood of clients re-offending through illegal driving. The first programme was held in July 2004 targeting DPB clients and resulted in 12 clients (100%) obtaining their learners licence. The intake for the programme which was run in December targeted sole parent clients, with again a 100% success rate.

A contract is soon to be signed with the NZ Road and Transport Association which is a five-day pre-employment programme that will introduce candidates to an overview of the heavy transport industry and completion of appropriate licences, followed by placement with an employer in the transport industry. This programme is being partially funded by the Industry Training Organisation.

Two drivers licence courses have been contracted by Work and Income Wellington with the Salvation Army and Crenel Driving. Job seekers receive instruction and training in a wide variety of licences such as heavy truck, heavy truck and trailer, private motor vehicle, bus and forklifts.

For further information, please contact Mel Harrington on (04) 917 7141.

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

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

- transport and drivers licences
- food and hospitality
- seafood
- health and personal care
- forestry
- horticulture
- building and construction
- apprenticeships.

### ***New initiatives***

#### *Building and Construction*

The West Coast Development Trust (WCDT) has facilitated a community-based project to improve the energy efficiency of West Coast homes. Funding is provided by WCDT with Energy Smart and Work and Income contributing four workers and a supervisor under Task Force Green. The project commences in January 2005 and will continue for two years.

#### *Apprenticeships*

Smart careers for Youth is an organisation that facilitates apprenticeships across the region in a number of areas. They have been contracted to find places for youth in a range of industries for entry-level labouring roles, as many young people do not have the skills to meet apprenticeship criteria. They will support both youth and employers over a six-month period with the aim of increasing the labour pool for industry and upskilling youth. The region is hopeful that this will enable the young people to progress in the industry through this experience.

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

#### *Food and Hospitality*

Following discussions with Latitude Nelson, the agency has indicated that they foresee severe shortages in the hospitality sector in coming years. Discussions have been held with the Aviation, Tourism and Travel Training Organisation (ATTTO) as the key agency for the industry and an industry partnership agreement through a Jobs Jolt initiative has commenced. A course for 12-15 participants is planned, with a commencement date of 7 February 2005.

#### *Seafood industry*

Motueka, Nelson and Blenheim are experiencing labour shortages in this industry due to the high number of workers required, combined with a lack of skilled workers. Pre-hoki training is provided in the form of two one-week courses run by the Westport Deep Sea Fishing School situated in Motueka and is run in conjunction with Talleys. Twelve people per course will be trained in hoki trimming in order to meet Talley's requirements in time for the July 2005 season. Work and Income Nelson has an expectation of 70% employment outcomes.



### *Drivers*

A two-week training course for forklift drivers commenced at Eat New Zealand Apples (ENZA). The course will provide endorsement, OSH certification and a first-aid certificate to ensure drivers can comply with the ENZA requirement to work in a computerised warehouse. The course commenced on 29 November 2004 and catered for 12 participants.

### *Skills shortage surveys*

A skills and labour shortage survey was sent to 212 employers on the West Coast to measure the extent of skill shortages across the region and to identify strategies to reduce these. The survey identified an average of one vacancy per firm, and many firms chose to have Recruit West Coast assist them to fill these.

A similar survey in Greymouth/West Coast found that 44% of employers surveyed had a current skill or labour shortage. Forty-seven percent of these companies accepted a referral from Recruit West Coast. The survey will be further analysed by the West Coast Development Trust and a range of West Coast stakeholders will consider strategies to help close these gaps. The Nelson/Marlborough survey, which was undertaken in August 2004, is still to be finalised as some industry responses require more detail or elaboration.

### *Recruit West Coast*

This organisation was established to solve skill and labour shortages in major West Coast industries and has placed four clients into employment with a further five securing new contracts in the last quarter of 2004.

### *Trades - 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, 11 young people were supported into full-time employment and one into training. This is an ongoing 12 month service.

### *Forestry*

The Work and Income Nelson, Marlborough and West Coast Regional Commissioner is a member of the Nelson/Tasman Forestry Industry Employment and Training Needs Steering Group. This group has commissioned a survey to identify skill shortages and training needs. A meeting to discuss the survey findings was held on 16 December 2004. It is likely that a Forestry Industry Cluster Group will be developed to address the issues identified more strategically.

### *Caregiving*

The caregiving initiative in this region has not progressed at this stage as the potential training provider decided that they did not want to lead the initiative. However, they were hopeful that discussions with other Greymouth providers would find a new leader to take on the project.

For further information, please contact Gary Gatward-Smith on (03) 989 7037.

## Canterbury

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

- transport and drivers licences
- plumbing
- gas fitting
- drain laying
- food and hospitality
- retail.

### ***New initiatives***

#### *Retail*

The Canterbury region is currently providing a Jobs Jolt retail training course run by Treehouse Training. This is a six-week course that commenced in June 2004 catering for 25 participants. Two courses have been completed in the last six months with the second course having a 45% employment outcome and more part-time work gained. Clients have shown a keen interest in the next retail course commencing in March 2005.

#### *Bus drivers licences*

Nine trainees completed training with Driving Solutions in July 2004. Eight were placed into full-time permanent positions with the Red Bus Company. Another nine trainees completed the course with Driving Solutions in September 2004 and eight were placed into full-time permanent work with the company. At the end of the September quarter, a total of 18 clients were trained and 16 clients placed into work, representing an 88% placement rate. December 2004 saw ten trainees complete the training with all of them placed into full-time employment. A new course will commence on 24 January 2005 and the contract has now become a national contract associated with *Bus & Coach*.

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

#### *Trades*

The plumbing, gas fitting, drain laying and roofing course run by the National Trades Academy caters for eight trainees. This six-week programme, with a rolling start date, is still running steadily. Work and Income Canterbury has an expectation that 80% of participants will achieve a successful employment outcome.

A new contract has also commenced with an organisation called *4 Trades* to target the trades training area.

#### *Pre-apprenticeship programmes with City Care*

Work and Income is currently providing a 12-month training programme for prospective apprentices through City Care. City Care is a large employer specialising in the construction, maintenance and management of amenity and infrastructure assets. Seventeen trainees from the 2004 course have secured employment with City Care so far in 2005. The promotion for the 2005 intake has begun with an open day planned for 24 January 2005 with recruitment to follow. Keen interest has been shown from a wide variety of clients.

### *Hospitality*

Work and Income Canterbury contracted Treehouse Training to provide a hospitality training programme for 21 job seekers. The first six-week programme ran from February to April 2004 with a disappointing eight trainees securing employment. The second course with 15 participants concluded in October 2005 with a 25% outcome into employment. Recruitment for the January 2005 course was delayed one week due to insufficient referrals but it is expected that positive employment outcomes will eventuate by the end of the course, especially with the low unemployment situation in the region at present.

For further information, please contact Lynley Speers on (03) 961 9004.

## Southern

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

- forestry
- building and construction
- food and hospitality
- meat processing
- mechanical/engineering
- sawmilling
- viticulture and horticulture
- civil construction
- dairying.

### ***New initiative***

#### *Building and Construction*

The labour supply required for the construction of Project Crioch (Milburn Prison) is currently under discussion. A Working Group consisting of representatives from Work and Income, the Construction Manager of the Regional Prison's Development Project and the Department of Corrections has been developed to obtain an understanding of skill sets required for the project. Work and Income operational staff have been involved in subsequent meetings with a view to having a second staff member liaise with the construction project group focusing on the labour supply. Positive employment opportunities for Work and Income clients are expected.

The Construction Manager for the Department of Corrections has advised that there will be 450 workers on site and this could peak to 550. It is also envisaged that over 141 Carpenters will be working on site by February 2006. A Work and Income work broker will contact employers involved in the project across all the related trades to discuss foreseeable labour shortages and whether Work and Income can provide suitable referrals to meet their entry level to semi-skilled requirements.

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

#### *Civil Construction*

This industry is experiencing a shortage of experienced drivers and operators and has identified an ageing working population. A meeting was initiated by a regional work broker with Infratrains (the ITO) and major employers in this industry in the greater Dunedin area - Fulton Hogan, Works Infrastructure, Delta Utilities, KB Contractors and Beeby Construction. A training provider (Dunedin Training Centre) was selected to deliver a six-week programme between August and October 2004. The programme comprised four weeks of classroom-based instruction including:

- a class two licence
- wheels, tracks and rollers
- first aid
- a site safe passport
- workplace health and safety
- maths
- traffic control.

The employers gathered to interview 20 job seekers for the programme and accepted 10 (being the number of positions immediately available at the completion of the training). The final two weeks of the programme were spent on work experience with a range of companies. On completion of the training a graduation ceremony was held and 9 trainees were offered full-time positions. The participating employers have expressed their enthusiasm and support for another programme to be run in 2005.

#### *Hospitality recruitment*

The hospitality industry is traditionally a student job in Dunedin and difficulties are often experienced in recruiting sufficient job seekers. Generally, tertiary students leave the city for Queenstown during the hospitality season which runs from Labour weekend to Easter weekend. The general population finds the rate of pay and poor conditions of employment a barrier to this work and in the current labour market can select a better paying job with more flexible hours. Work and Income believes that the Dunedin hospitality industry will need to consider offering a better rate of pay and better employment conditions if it is to retain this workforce.

The ski fields are now closed and the winter staff have moved on. This has created a large amount of available work in most occupations but mainly in hospitality. Queenstown is experiencing rising rents which also affects the town's ability to attract workers.

Discussions have begun with the Queenstown Chamber of Commerce, the Restaurant Association and the Hospitality Association regarding a Local Industry Partnership to address labour issues. Heads of Agreement will be drawn up shortly. The Inland Revenue Department and the Immigration Service have since improved the timeframes for issuing relevant work permits. It is expected that migrant labour will alleviate continuing labour shortages in the food/hospitality, viticulture and horticulture industries.

#### *Mechanical/Engineering*

A 10 week Welding Training course provided by the Dunedin Training Centre and funded by TEC, commenced in April 2004 and finished in June 2004. All 10 participants on the course were interviewed for positions at Transrails Hillside Workshops. Four participants have been employed and one failed the drug test.

Oamaru Service Centre is offering wage subsidies to youth straight from school to move into various areas of trades, such as mechanical, engineering and construction.

#### *Forestry*

Work and Income Southern contracted Ryder Contracting Ltd to provide a five-week course in forestry. The course covers unit standards and work-based training with an ITO and a qualified assessor. Twenty-one trainees completed the training from January to June 2004 and all of them have been offered work with forestry contractors involved with this initiative. Clients are paid a retainer of \$300 per week by the contractor for the initial 4-6 weeks until they come up to the required pruning speed. At this point, the trainees become self employed as they are then able to earn a higher rate of pay having learnt the skills to manage their self employment. This is a part of the training programme delivered by the Inland Revenue Department.

The training programme only accepts positions for the trainees from contractors who are able to meet the training programme criteria. They must also commit to supplying transport, equipment requirements and must have the capacity to pay the new recruits the \$300 retainer for the initial period of work. This method has proved successful in reducing the staff turnover rate in silviculture and is supported by Wenita Forest.

Further training is scheduled for 7 February 2005 and will continue throughout 2005 providing additional opportunities for full-time permanent employment and alleviate labour shortages. This programme's success is now confirmed by forestry contractors who now wish to access this programme for new employees. The forest owner and senior contractor are currently holding interviews with these contractors to ensure they meet the minimum employment standards set by the programme. This is to ensure a safe and satisfying career and working environment for these new recruits and to build the reputation of the industry. Discussions around retention in the industry and its public reputation are currently underway.

#### *Meat processing*

The Work and Income Invercargill Service Centre has provided a meat processing training programme through Kai Tech, to meet the needs of the major processing plants in the Southland area. This is a seasonal initiative and no further training has been run since the last report. Meetings with some of the local plants have identified retention and staff commitment as the major issue. Further discussions are to take place regarding the In Work Support initiative for the major plant which is due to open in Invercargill in early 2005. Employers in the Mosgiel and Balclutha area are providing in-house training for new staff, so this initiative is not required by the employers in these areas.

PPCS Pareora ran a three-week course for 12 Job Seekers in December 2004 with the next recruitment to be held in February 2005. Alliance Smithfield is to run a three-week course in April 2005 involving a further 12 Job Seekers.

#### *Meat processing seminar*

Successful seminars were arranged by Work and Income Southern for Dunedin and Mosgiel job seekers interested in working in the meat processing industry in Balclutha. The recruitment seminar for PPCS Silverstream was successfully held, with a good participation rate and a high number of applications received. Silverstream and Finegand continue to use Work and Income services in their recruitment and expect to have a number of replacement positions available over the next three weeks as the university and school students leave to return to study.

Both Silverstream and Finegand have had a change of HR Managers. Planning is underway to assist in brokering seasonal employment requirements with industries whose seasons fit in between that of PPCS. Referrals from an imminent factory redundancy will also be promoted to both plants, and introductions between HR Managers have been facilitated.

The Silverstream plant has initiated mandatory drug testing this season which, coupled with the lack of public transport to Mosgiel at the start of each shift, will impact on the availability of prospective recruits.

Finegand are interested in employing Work and Income DPB clients and discussions are underway to gauge support from childcare centres to extend their operating hours. This is a joint initiative between Balclutha, Mosgiel, and Dunedin Work and Income Service Centres.

*Dairying*

Sixteen job seekers have completed a dairy industry course with Agri Business, run in conjunction with Waimate High School and their students.

For further information, please contact Lisa Acheson on (03) 955 6543.

## 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 the Ministry of Social Development (MSD). Some are being delivered regionally and others are being delivered across all regions. The MSD Jobs Jolt initiatives are:

- jobs partnership with industry (see below)
- a mobile employment service
- employment coaching
- supporting sole parents into work
- mature-focused case management
- Sickness 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.

### *Jobs Partnership with Industry initiative*

This initiative aims to strengthen partnerships between Work and Income and industry. A national co-ordinator oversees immediate development of industry partnerships and helps to ensure that job seekers secure sustainable employment.

Partnerships focus on pre-employment training that is targeted to meet industry identified skill and labour shortages. This may include:

- assessment
- training
- on-the-job training
- placement
- career support
- career planning.

The first partnership was signed with the Hospitality Association of New Zealand in October 2003. This three-year agreement aims to assist 200 people into jobs across Work and Income regions in 2003/2004 and 380 in 2004/2005. These numbers may increase in the future as demand requires.

Other partnerships signed are as follows:

- National Road Carriers
- New Zealand Retailers Association
- Master Plumbers and Drainlayers Industry Training Organisations
- NZ Roading
- InfraTrain
- New Zealand Contractors Federation



- Bus and Coach Association
- The Warehouse
- Transfield Services, NZ Industry Training Organisation and the Meat Association.

Work and Income will soon be launching a partnership with Lion Nathan.

#### *Community-based Labour Market Development (CLMD)*

Community-based labour market development assistance will be focused on achieving labour market outcomes for communities and groups who are disadvantaged in the labour market. The aim is to help these groups develop initiatives leading to sustainable opportunities for employment and financial independence.

Work and Income will shortly provide a locally-based advisory service that includes financial assistance and will help disadvantaged communities who are on the fringes of the labour market. This will assist clients to:

- recognise and assess local opportunities that have employment potential for them
- identify their assets
- invest their assets in venture that generate local employment

#### *Local Industry Partnerships*

As part of CLMD, these partnerships will address local skill shortages. The programme will enable regions to respond quickly to emerging local employment opportunities where local labour skills do not match the required skill sets for jobs.

Local Industry Partnerships are intended to complement the national Job Partnerships with Industry initiative, developed under the Jobs Jolt package in 2004. They will provide tailored skills development for emerging employment opportunities unique to each region.

Local Industry Partnership staff will work directly with industry training providers and employers to design skills training packages tailored to industry needs. Work and Income will also provide clients with high value skills training and sustainable employment outcomes in communities that are experiencing labour market disadvantage.

#### *Quarterly Work Broker Survey*

This quarterly survey taps into valuable frontline labour market knowledge that work brokers get through contact with employers, job seekers and training providers. Work brokers are canvassed about the extent of skill shortages in their region. The survey aims to identify skill shortages at a regional and broad occupation level, as well as improve MSD's understanding of labour market issues.

MSD is using this information in a directory of regional skill shortages initiatives. The survey is also used to inform skills reports from the Department of Labour (DoL) and TEC. MSD, Career Services and TEC are working to create a shared distribution network for this and other quarterly skill shortages information.

#### *General seasonal initiatives*

Work and Income regions such as East Coast, Northland, Bay of Plenty, Nelson and Southern, who have seasonal labour markets, have all put in place strategies to ensure that employers' needs are met and as many clients as possible are able to take up employment opportunities.

In the past, seasonal industries have found it difficult to recruit sufficient staff and registered job seekers have been reluctant to take up the employment opportunities for various reasons.

However, Regional Commissioners have the flexibility to develop local strategies to deal with seasonal work and be able to respond to local labour market conditions (as well as client and employer needs) and take a planned approach in managing seasonal work flows.

Regions have strategies aimed at keeping clients in seasonal work for longer periods of time. There is an emphasis on meeting with employers/industries and managing responses to filling vacancies to ensure employer's needs are met.

A national strategic approach to seasonal labour shortages is underway, involving Industry representatives, employers and government agencies. A short-term strategy for the coming season has been developed alongside the NZ Immigration Service, while a medium to long-term strategy and relevant policy components are also being developed.

#### *Updating the Job and Talent Bank*

Although the Job and Talent Bank still exists, the matching component in SOLO has been replaced with a more modern tool called jobz4u, which places greater emphasis on the skills and experience of job seekers and automates many aspects of the matching process.

The application has been deployed and is used by all regional front-line staff. In 2005, Work and Income will be placing jobz4u on the Internet and this will replace the current Job and Talent bank.

#### *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 stake-holders in developing and implementing solutions to regional issues.

Following each forum, Work and Income Regional Commissioners, 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>Retro-Fitting</i>	The Northland region retro-fitting project is now being completed under contract and employees are no longer subsidised by Work and Income. The region's Work and Income Social Development Manager, together with Housing New Zealand, continues to be involved with this project, assisting with further funding applications. It is expected that the programme will be completed in June 2006.
<i>Transport/Driver Licences</i>	This Auckland regional initiative, in collaboration with Ezi Drive Limited, assists job seekers to obtain their heavy transport licences and passenger transport endorsements. The initiative operates between July 2004 and June 2005.
<i>Security</i>	In the Waikato region, training provider Hamilton Security Services (HSS) is continuing to deliver an eight-week security services programme to a maximum of 10 participants. A minimum of 80% of participants are placed into full-time employment due in the main to their excellent employer links and the growing demand for staff in this industry. HSS has also built a good rapport with other security companies who require staff. HSS participants graduate with all the relevant qualifications and a security clearance ready to start work immediately. This encourages employers to take them on straight away without having to do a lot of the ground work themselves. In some cases, a job subsidy is negotiated by the work broker assigned by Work and Income to this provider.
<i>Technology</i>	The South Waikato Technology Trust is a joint venture between the South Waikato District Council and the former Community Employment Group. The programme is focused on end users capitalising on their Information Technology skills and knowledge to advance into employment. South Waikato is part of a pilot involving

	<p>participants from Otago and Southland. Work and Income Bay of Plenty expects that 140 job seekers will secure employment by mid 2006 in the South Waikato.</p>
<p><i>Retail/Hospitality</i></p>	<p>The Central region is running six programmes in conjunction with the training provider Treehouse Training as part of the Industry Partnerships Jobs Jolt initiative focussing on the retail and hospitality industries. A programme in August 2004 was attended by 12 participants and another intake commenced on 1 November 2004. This programme is proving very popular and a good liaison has been established between Work and Income site co-ordinators and Treehouse. Work and Income expects that at least 70% of the participants will move into employment within the retail or hospitality industries.</p>
<p><i>Heavy Vehicle Drivers</i></p>	<p>Work and Income has determined that there is a shortage of heavy transport drivers in the Northland region. The Road Transport Association has a contract with Fonterra and is currently recruiting drivers with a class two maximum licence who will be employed whilst they undergo training. This will mean that successful clients will have a reduced waiting time before receiving a full licence.</p>