



MINISTRY OF  
SOCIAL DEVELOPMENT  
*Te Manatū Whakahiato Ora*

# **Meeting Skill Needs**

## **A Work and Income Response**

**Quarter ended March 2005**

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National Operations

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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 January to March 2005, and also provides an update of initiatives discussed in the December 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 difficulties 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
- horticulture
- mechanical
- health and personal care
- retro-fitting.

### ***New initiatives***

#### *Building and Construction*

In Whangarei, a scaffolding pre-trade training course for 12 participants will commence in May 2005. This initiative will provide the clients with the skills, certification and work experience required to move into employment in the industry. A training provider is being utilised to provide building and related trade training in the Kaikohe mid-north area.

#### *Mechanics*

A mechanics course is currently being offered in Whangarei with transport being provided. Various employers are also providing training for youth with staircasing to full apprenticeships.

#### *Transport and drivers licences*

Work and Income Northland are currently working with various providers in the transport industry to meet the labour shortage of experienced drivers in the region. The heavy transport sector of the industry has seen Work and Income liaise with the Road Carriers Association to assess the best method of accessing appropriate real driving time for clients. Work and Income continue to support Hou Ora Hokianga and People Potential who deliver free training in the region. The implications of drug and alcohol testing for drivers are still significant in parts of the region.

#### *Engineering*

Some areas of the Northland region are currently experiencing shortages of fitters, welders and sheetmetal workers. Discussions are currently taking place as to how the new Tenix boat building opportunity in Whangarei could affect the area in this industry and what employment and training outcomes may eventuate from this opportunity.

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

#### *Building and Construction*

A contract with the Prince's Trust was 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 have taken part. Trades include painting, building and roofing.

The course has been designed to increase youth participation in the building industry by providing one-on-one training in a working environment. The course which initially ran for six weeks has been increased to an eight week programme. Twenty students have now completed the course with the goal of the initiative being to place a total of 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 are to be provided with extensive mentoring designed to connect them to employment opportunities. Thirty-six clients had participated in the initiative at the end of March 2005 with one moving into full-time employment with a printing company. Increased levels of fitness and motivation have been recorded and 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. Industry training has been completed and a tender submission for more training is currently under consideration.

#### *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 the region 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. The Whangarei Youth Transition Service (YTS) is addressing a number of the recommendations with the steering group structure changed to include YTS members. The skills steering group has appointed a project co-ordinator to develop strategies around implementation of some of the recommendations.

#### *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. In February 2004, a two-week pre-employment training programme designed to introduce job seekers to the forestry sector, commenced 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. The programme relates to linking at risk youth to NZQA accreditation for pre-entry automotive training and 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. The contract which was arranged through Sobieski Consultants has ensured the continuation of the project.

### *Hospitality*

Work and Income Northland has discontinued a trial hospitality training programme which was aimed at upskilling participants during off-peak periods so they could remain in the industry. Seasonality issues have made it difficult for employers to support sustainable outcomes.

### *Horticulture*

The end of the kumara season in Dargaville has seen a reduction of employment opportunities in the Kaipara area of Northland. Work and Income are working with clients to look at alternative options for employment and possibly accessing employment opportunities in the Kerikeri citrus industry.

Industry training providers and service centre staff continue to work with the seasonal co-ordinator to provide positive outcomes in all facets of the industry.

### *Retro-fitting*

The regional retro-fitting project is being completed under contract and employees are no longer subsidised by Work and Income. Housing New Zealand and Northland's Work and Income Social Development Manager continue their ongoing involvement with this project, assisting with further funding applications. An expected completion date for the project is June 2006.

### *Heavy Vehicle Drivers*

Work and Income Northland continue further negotiations with National Road Carriers under the National Industry Partnership agreement. 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.

For further information, please contact Lynne McRae on (09) 983 9118.

## **Auckland**

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

- computing/IT
- hospitality
- plumbing
- building and construction
- transport and drivers licences
- accounting
- roading
- electrical
- clerical
- engineering
- automotive

### ***New initiative***

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

Under Pathways to Employment, an initiative in the Auckland region has seen the introduction of industry-focused expos to allow students an opportunity to make informed decisions about their future careers. The first two-day expo in March 2005 saw employers and industry training organisations from the automotive, transport, logistics and related industries take part. This expo gave each industry the chance to highlight their respective career and training opportunities to the students. Around 780 students attended the two-day expo. Further expos scheduled for June and August 2005 will focus on building, construction, engineering, electrical and other industries. A final expo later on in the year will be aimed at science, technology and trades teachers.

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

#### *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 get trained as bus drivers and then move through to be placed into employment. To date, this initiative has had 17 participants since its establishment in December 2004.

#### *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. In the March 2005 quarter, five 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. 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 Infratrain, the roading industry's training organisation, for four weeks training before being placed into employment with roading/civil construction companies. Since July 2004, 28 job seekers have been placed into work through this initiative.

#### *Plumbing*

The Work and Income Job Partnership with the plumbing industry began in March 2004. Since July 2004, 12 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 10-12 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. Eleven people have participated in this initiative during the March 2005 quarter with two people being placed into work since course conception.

#### *Hospitality*

The Job Partnership with the hospitality industry began in March 2004 and is ongoing. Since July 2004, 12 job seekers have been placed into employment through this initiative.

#### *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 March 2005 quarter, 20 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. Since July 2004, 46 clients have been placed into employment through industry internships.

#### *Accountancy*

Work and Income Auckland is continuing to work with the Auckland Chamber of Commerce to provide Work and Income migrant job seekers with accountancy positions

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.

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:

- engineering
- agriculture
- food and hospitality
- security
- transport and drivers licences
- health and beauty
- disability and support.

### ***New initiatives***

#### *Engineering*

Work and Income Waikato is currently working with the Waikato Engineering Careers Association (WECA) across a number of areas in the engineering industry. WECA was originally set up to support and promote the engineering industry, work with education providers, work alongside their members to assist with training and development and the recruitment of new staff. There are currently 50 members attached to the association.

The Waikato Institute of Technology (Wintec) is running two pre-trade training programmes in 2005, in addition to the reinstatement of a Diploma in Technology (Mechanical). The pre-trade courses are:

- Maintenance and Diagnostics aligned to industry requirements
- Light and Heavy Fabrication.

To date, WECA have 22 students enrolled on the Diploma course and 32 students enrolled on the pre-trade course. They have supported both courses by providing work experience for the pre-trade course and holiday jobs for students on the Diploma Course.

Competenz (ITO) will be promoting the engineering industry as a career option for school leavers and will look at aligning curriculum alongside the needs of the industry. These projects support Competenz and their ongoing commitment to working with New Zealand schools.

#### *Disability and Support*

Work and Income Waikato is working on a new disability and support initiative with Gracelands, who is the primary employer for the disability and support industry in the Waikato and King Country area. Gracelands is currently looking at a contract proposal which outlines their needs and accreditation they have to deliver training alongside the ITO.

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

#### *Agriculture*

The New Zealand Pre-Trade Training (NZPTT) contract to deliver an agriculture course has now been completed with the final eight course participants all moving into full-time employment. Work and Income has now contracted a national programme, including rural Waikato, to address the ongoing skill shortage in this industry. The national contract has been signed with Infratrain who are using the same intermediary as the NZPTT.

### *The Skills to Employment working party*

The Skills to Employment Working Party is now being facilitated by the new Manager for Enterprising Communities. The group last met in October 2004 to discuss key stakeholder's commitment to the project and to develop strategies to move the project forward. A further meeting this quarter is still to be co-ordinated due to personnel changes for participating organisations. The next meeting is scheduled to take place in June 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. To date, 30 participants have attended a 3Ticks course and another 375 clients have received an Essential Customer Service Kiwihost Certificate delivered to them while attending other Work and Income courses. A further 220 Essential Kiwihost Certificates will be delivered before June 2005.

Treehouse, Terrafirma Services, and Wintec Thames continue to deliver hospitality and customer service programmes in the region. Terrafirma and Wintec programmes are regional contracts and have placed 204 participants into full-time employment. Terrafirma is now delivering a national Straight2Work programme in the Business and Administration field which was implemented in early January 2005 with 48 employment outcomes achieved to date.

Wintec Thames continues to deliver 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 with some excellent results emerging, however further training is needed to address the skill shortage in the wider Waikato region.

Treehouse is a national contract which is managed at a regional level in terms of recruiting and supporting the training provider and participants. Twenty-six participants have attended the two courses so far with final outcomes still to be advised.

### *Security*

In the Waikato region, training provider Hamilton Security Services (HSS) has delivered two courses, each of a ten week duration this fiscal year. Eighty percent of participants who successfully completed these courses were placed into full-time employment. These successful employment outcomes are due in the main to excellent employer links in the industry and the growing demand for staff.

HSS participants graduate with all the relevant qualifications and a security clearance so they are ready to start work immediately. The good rapport that HSS has built with other security companies and the successful course completion by the participants, encourages employers to take staff on straight away without having to do all the ground work themselves. In some cases, a job subsidy is negotiated by the work broker assigned by Work and Income to this provider.

### *Transport and drivers licences*

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 the programme, 95% of clients referred to Vertical Horizons attained the required licence. To date, 40 participants have attended the five courses with 12 participants going into full-time employment.

Local industry continues to be slow to support the National Road Carriers job partnership contract. Even with service centres 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 and out of four course participants from Waikato, three are entering into full-time employment.

#### *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 86 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 ran a Health and Beauty course that commenced in November 2004 and ran through to March 2005. Maori and Pacific clients with a keen interest in this industry were targeted by the Health and Beauty Therapists. The expected outcome was for 80% of the course participants to move into employment. Fourteen participants completed the course with final outcomes still to be advised.

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
- building and construction
- agriculture
- health and personal care.

### ***New initiative***

#### *Employment Skills Survey*

New initiatives are being developed in the industries of building and construction, mechanics and health and personal care, all of which are inter-agency initiatives. Crown agencies will require a period of time to devise financial and resource commitments for these new initiatives which are devised in conjunction with industry. The sectorial employment skills survey, which is the foundation document for the creation of programmes such as these, is still currently in draft stage.

Follow-up with respondents has occurred after the sector skills surveys and labour market requirements questionnaires were undertaken in the Rotorua and Tauranga regions. The results have been analysed and the participating agencies and organisations have agreed on strategies in addressing barriers and skill deficiencies in the local labour market to move the initiative forward. In the Eastern Bay of Plenty and Tokoroa and Taupo regions, follow-up interviews have taken place, and the results are being analysed and developed by the participating agencies and organisations.

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

#### *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.

Commercial building consents and development work appears to have reached a plateau within the region due to the number of projects underway and the slight decrease in demand for trade labour. The primary issue of the present labour market is the lack of available job seekers rather than the lack of skilled workers.

#### *Forestry/Wood Processing*

The forestry sector research initiative remains in abeyance due to currency fluctuations and profit margin returns affecting a downturn in the log harvesting and solid wood processing sector marketplace. Although the research was valuable, the marketplace downturn and subsequent industry lay-off of labour has discounted the findings and preliminary results of the initiative.

With the continual restructuring over the last year in the forestry industry, numerous skilled people have re-trained in other industries or have moved into different areas of sustainable employment. Work and Income has also found that drug testing is an issue for clients attempting to access job opportunities.

### *Agriculture*

Recruitment for the kiwifruit industry is seasonal, and labour is transient. Maintaining a skilled labour force for a defined period is not always realistic. The industry has employed a labour supply co-ordinator to ensure industry requirements are identified and fulfilled. During the March 2005 quarter, sites have addressed the needs for workplace prerequisites. Packhouse and harvesters advise that they are fully staffed. Subsidised transport is available to clients in the kiwifruit season however the service is not required. Work and Income Industry Partnership Sector is communicating with the Kiwifruit Growers Association to identify future training partnerships.

### *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.

The Bay of Plenty Polytechnic and some TEC providers continue to have national certificate courses in commercial road transport level 3 on offer to the community where clients can be referred through funding assistance from Work and Income. With employers expressing the need for job seekers to have drivers licences as a prerequisite to employment, Work and Income have developed driver training courses to allow clients to become provisional or fully licenced drivers.

### *Technology*

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 participants from Otara and Southland. Work and Income Bay of Plenty expects that 140 job seekers will secure employment by mid 2006 in the South Waikato.

### *Building and Construction skills programme*

Work and Income is no longer involved in this sector. TEC, providers and the industry are developing succession training for new entrants to develop the skills required for this sector. Apprenticeship training in carpentry and cabinet making continues to target youth and school leavers.

### *Horticulture – market garden recruitment*

Work and Income Bay of Plenty has a contract for a market garden recruitment initiative which includes a training component for all job seekers. 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 and Pacific Island clients from Tokoroa.

The Mokai greenhouse business was to expand another five hectares however present operations are fulfilling supply requirements. The production expansion has also been delayed while additional marketplaces develop and the Tuaropaki geothermal power plant is expanded by further generating units.

In Broadlands, Greatlakes Tomatoes has been established to take advantage of the Ohaaki geothermal field. To date, five clients from the rural districts of Reporoa, Murupara and Kaingaroa have been employed with the creation of a further 20 positions anticipated in the future.

A ginseng production initiative was trialled at Tapapa providing initial employment opportunities for Tokoroa clients. The project has not been sustainable and the referred workers have taken on seasonal employment in the Western Bay of Plenty.

#### *Mechanical*

With a strong market demand for skilled 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. Work Brokers are developing relationships in this area to provide more opportunities for 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. Seasonal availability of work and long hours during peak periods are barriers that make this industry unattractive to some people. A lack of transport for job seekers is also an issue.

Work and Income is currently meeting with a potential training provider to supply opportunities to youth in this industry. Wharepapa and Tuaropaki Proprietors in the Mokai area and the Western Bays farm trusts around to Whareroa are exploring farm cadetship programmes after the Prime Ministerial Hui Taumata in March 2005.

#### *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 seekers and it is planned to expand this initiative into the Eastern Bay of Plenty.

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:

- horticulture
- agriculture
- silviculture
- forestry
- transport and drivers licences
- food and hospitality
- building and construction.

### ***New initiative***

#### *Building and Construction*

Work and Income East Coast have approached G & H Trade Training about industry partnerships for the building and construction industry in the region. A Group Job Plus Training contract has been negotiated for the commencement of an entry to construction trades programme targeting youth. The programme will take up to 12 participants with a commencement date of 16 May 2005. Course outcomes include 60% into employment and 20% into further training. In future, the programme will run under industry partnerships.

Tairawhiti Polytechnic (Ruatoria) is conducting a new course to compensate the lack of skilled labourers in this industry in the area. The open day for prospective students was held on 26 Jan 2005 in Tokomaru Bay. The expected outcome of the course is 100% with the assistance of employers to provide possible employment opportunities for course participants.

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

#### *Transport and drivers licences*

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. Industry partnership meetings with two employers and an intermediary have taken place as well as discussions with the Business Services Unit. A Joint Partnership Industry initiative is also being considered as the transportation industry is currently having difficulty projecting vacancies and guaranteeing full-time employment.

#### *Silviculture*

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. A six-week chainsaw training programme began in February 2005 with employment outcomes to be advised.

#### *Food and Hospitality*

In the East Coast region, four employers are currently advertising for apprentice and qualified bakers. Work and Income continue to run a recruitment service but these vacancies are yet to be filled. There is also a continuing skill shortage across the food

processing industry and it is becoming increasingly more difficult to find skilled machine operators.

#### *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.

#### *Horticulture*

The Horticultural liaison advisor for the East coast region confirmed that labour supply for the industry was not an issue in the March 2005 quarter. This in part may be attributed to the creation of the PickNZ website in the region. The advisor continues to provide ongoing advice to the industry in the areas of seasonality issues, labour demands, crop reports and employment programmes.

#### *Transport and drivers licences*

The service agreement between Work and Income East Coast and the Roulston Driving School to offer drivers licence courses was met in the December 2004 quarter. Recent negotiations between the two parties have enabled the provision of another 75 licences or endorsements in the region.

#### *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 co-ordinator 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
- transport and driver licences
- tourism
- engineering
- meat processing
- farm labouring
- retail/supermarket
- horticulture
- building and construction.

### ***New initiatives***

#### *Tourism*

Work and Income, the Department of Conservation and the Tamahaki Incorporated Society have joined together to conduct a Kiwi Sanctuary feasibility study in the Raetihi area. The main focus of the study is to investigate the possible creation of employment opportunities at a local level. These opportunities will focus primarily on tourism and pest-control management. Two researchers will conduct the feasibility study initially with funding available from April to June 2005.

The long-term goal is for the study to enhance employment opportunities in the area which will in turn be targeted at local Maori. To date, the immediate outcome of this exercise has seen two Work and Income clients move into employment.

#### *Engineering*

Work and Income, Western Institute of Technology Taranaki (WITT), Ministry of Education, Competenz and an engineering industry representative have come together to set up an entry level engineering programme to address recruitment and skill shortages in the industry and to utilise the new Centre of Applied Engineering. The 18-week programme provides its 28 participants with the opportunity of experiential learning and classroom work in order to obtain 52 NZQA credits at level one. These level one credits in turn could enable programme participants to access occupational industries including mechanics, engineering, plumbing, electrical, building and construction. The start date for the programme is 5 June 2005 and expected outcomes are for all participants to be employed by engineering companies or related trades. South Taranaki Origin Pacific (PetroChemical) is one of the projects that will need the labour resulting from this initiative.

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

#### *Retail/supermarket*

Work and Income continue to provide a seven-week course in retail skills for 12 participants. Another 20 places have been contracted to meet the needs of a new supermarket opening in Wanganui in June 2005.

### *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.

### *Tourism*

Work and Income Taranaki recognised that there was a shortage of skilled cultural tourism operators, yet there were potential opportunities for employment. Work and Income are still providing ongoing support to the Wanganui River Tourism Organisation and local operators continue to develop business ventures in the region.

### *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 17 participants. The course finished in late June 2004.

As at 31 March 2005, eight of the course participants are in full-time employment, and the remaining nine participants are receiving Work and Income assistance.

### *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 contracted Landbase Training to provide an array of farm contracting skills including fencing and chainsaw safety for 70 participants. This initiative is now winding down with 34 of the 49 participants not receiving Work and Income assistance. Of the 50 driving licence places that were contracted by Work and Income, 37 of the 50 participants are now not receiving Work and Income assistance.

A Straight2Work programme involving Shearing and Wool harvesting has commenced with places available for 30 participants. Course requirements are for participants to undertake work experience in the industry at the end of June 2005. This programme is part of the National Industry Partnerships programme.

There are also TEC funded programmes in the farm industry taking place in the region. The most recent course started in January 2005 with a focus on farm skills and fencing.

### *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. Discussions are continuing, however progress is slow as VTT is currently in the midst of restructuring and funding negotiations. Progress will continue when an outcome from VTT is secured.

#### *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. An on-the-job training course which has been ongoing with Richmonds in Waitotara has now had seven referrals. 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. Meat processing is now being driven by a National Industry partnership but clearly skill shortages still remain in the region. An outcome on the ongoing court action over the opening of the Waitara meat processing plant is still to eventuate.

#### *Building and Construction*

There are two forums currently taking place in Wanganui and New Plymouth to make youth aware of trade qualifications as an alternative to university qualifications. These forums are facilitated by Career Services.

TEC continues to offer programmes and promote apprenticeships in this industry with the most recent course having commenced in January 2005.

#### *Transport and driver licences*

A National Industry partnership has been formed with National Road Carriers with the support of the NZ Road Transport Association. There are also a number of driver-related initiatives active in the region primarily progressing clients from learners to full driver licences which give them the option to enter into the industry.

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
- meat processing
- plumbing and gas fitting.

### ***New initiatives***

#### *Plumbing and Gas fitting*

The Business Services Unit has negotiated a 'Straight to Work' Partnership programme with the Master Plumber and gas fitting industry. The first programme is due to commence 14 May 2005 with the maximum number of four participants. The Central region will report on associated outcomes in the next quarterly report.

#### *Health and Personal Care*

The Central region is working closely with the Ministry of Health to help them source appropriate healthcare workers in anticipation of the closure of Kimberley Hospital. The concern of the lack of skilled labour in the industry is likely to be addressed through further discussion between the two parties.

Work and Income, TEC and Mid-Central Health are currently looking into a sustained solution regarding the lack of skills and labour for health care assistants. With appropriate pre-employment and further work based training, this should be able to staircase health care assistants into other health fields.

#### *Engineering*

The Universal College of Learning will run an eight-week light fabrication pre-employment programme for 14 clients due to commence 26 April 2005. Funding for the programme will be through Work and Income. The training will cover numerous engineering skills including welding, drilling, jiggling, centre punching, countersinking and burring. A sponsor employer (Conzept Engineering) has been identified and course participants are expected to be placed into employment with either Konzept Engineering or a number of back-up employers.

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

#### *'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.

#### *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. At this early stage, the initiative looks very promising.

Central region is sharing the costs with a horticultural employer to transport ten clients from the Pahiatua and Dannevirke areas for horticulture based employment opportunities. Pahiatua is subject to low employment activity and therefore the transporting of these clients provides both the employer and client with enhanced recruitment and employment opportunities.

#### *Meat processing*

The 'Straight to Work' programme continues to train clients in the meat industry. To date, two programmes have been run in Horowhenua with 27 out of the 37 participants now in employment. This equates to a 73% employment outcome for the programme. A third programme due to commence in early February 2005 did not eventuate as employment level for Levin Meats were satisfactory at the time.

#### *Wool handling*

A 'Straight to Work' programme has been negotiated with an April 2005 start date. The programme is a result of the lack of trained wool sorters, graders and shed hands in the region. To date, the region has placed two clients on this residentially run programme however both participants withdrew from the course in the first week.

#### *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*

Another retail course with 20 participants is set to take place on 16 May 2005. The first course which commenced in October 2004 involved 20 participants. Six participants were successfully placed into employment at course completion. The Central region discussed the low employment outcome uptake of the first course with the Business Sector Unit. This has resulted in the need to monitor the outcomes of the next programme more closely.

### *Hospitality*

To date, two programmes have been run with a third one in progress under the 'Straight to Work' Job Partnership programme between the Business Sector Unit and the hospitality industry. Each programme had 20 participants and a 50% employment outcome overall was achieved. The third programme is underway and commenced on 28 February 2005. Course completion is set for 6 May 2005. To date, out of the 18 participants taking part in the programme, five have successfully been placed into employment.

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
- meat processing
- transport and drivers licences
- security
- caregiving.

### ***New initiative***

#### *Transport and drivers licences*

The region is currently sourcing a new provider to deliver driver licence courses to clients who require a licence or specific endorsement in order to move off the benefit and into employment. Preliminary discussions have taken place between the Regional Contracts Manager and MasterDrive Limited in regard to the proposed training.

There has been an overwhelming demand by local service centres to provide these courses to assist clients in becoming "Work Ready" and transition into meaningful employment. The provider envisages commencing the delivery of this service by the end of May 2005.

The Regional Contracts Manager is working closely with TEC who also have providers delivering training programmes in this area, notably, Salvation Army for HT licences that our staff can utilise for clients.

The learner licence programme purchased through NZ Police is ongoing and eight courses are being run for 100 participants. To date, the NZ Police have had great success in assisting soleparents and young people in attaining an appropriate licence.

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

#### *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 16-19 years old in the Porirua area and was signed in September 2004. Currently, the PAT has placed 13 young people into apprenticeships. Strong linkages with local secondary schools have also meant that PAT have been able to encourage young people to develop a career in the trades industry.

The regional contract with WelTec for hammer hands has now been completed. Out of the nine participants who completed the eight-week course, five participants have moved into full-time employment. The programme was developed to cater for further development of the Westfield Shopping area and Upper Hutt City Shopping complex.

The Work and Income contract with Porirua City Council (PCC) to fund an employment link co-ordinator position in the area is currently in the process of being renewed. The position was designed to encourage employment, business and economic growth in the Porirua City area with the co-ordinator being contracted to assist with the achievement of

employment outcomes for 25 clients. To date, outcomes for 27 clients have been achieved.

A joint inter-agency initiative involving Work and Income, Hutt City Council, WelTec and other providers has come about to support the development of a Trade and Information Centre (TIC) in Hutt City. This initiative promotes youth awareness of trades and apprenticeships in the area. Work and Income is to be the main source of funding for the first year of operation, and it is envisaged that the service will be operational in August 2005.

### *Security*

The region has two contracted service providers - Recon Security Limited and One Community United Trust. Recon offer suitable clients full-time employment for a six-month period while One Community United Trust offer a full-time training programme for four weeks to upskill clients and provide them with the necessary foundation skills to enter the security industry. One Community United Trust has strong linkages with the security industry including a good relationship with Chubb NZ. With increasing employment opportunities in the creative and film industry in the region, ongoing demand for temporary security staff has been imminent.

### *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. The next course is due to commence at the end of May 2005 with 16 participants. The programme incorporates a two-week trial or experience component at a retirement village or caregiving industry-arena to reinforce the theory learning on the programme. 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 48 Work and Income clients have been employed to date.

There is a demand for this service in other areas therefore the Regional Contracts Manager has advised Industry Partnerships Group to look at this situation from a national perspective. TEC are also funding meat processing courses via Trade and Commerce.

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:

- agriculture
- transport and drivers licences
- food and hospitality
- forestry
- building and construction
- apprenticeships.

### ***New initiative***

#### *Agriculture*

With the pip fruit harvest season completed, Work and Income has seconded a work broker to act as a seasonal co-ordinator from January to April 2005. The seasonal co-ordinator referred 1913 people to possible employment, 212 of those requiring work permits.

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

#### *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 commenced in January 2005 and is ongoing for two years. To date, the project is on track with positive feedback.

#### *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.

#### *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 commenced on 7 February 2005 but due to timing and recruitment issues only five participants started the course. Course outcomes will be updated in the next report.

#### *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. Two courses, each catering for 12 participants, were

completed in December 2004 and February 2005. Eighteen course participants moved into full-time employment.

#### *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 was undertaken in August 2004. The survey results and strategies to deal with shortages and issues raised are being developed by economic development agencies.

#### *Recruit West Coast*

This organisation was established to solve skill and labour shortages in major West Coast industries. In January 2005, this organisation was sold to another recruitment agency, therefore the initiative has now ceased.

#### *Trades - Buller Youth Works*

Buller Youth Works is a Mayors' Taskforce for Jobs initiative that aims to link young people to apprenticeships. In the March 2005 quarter, nine young people were supported into full-time employment. 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.

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
- building and construction
- fashion and clothing
- gas fitting
- drain laying
- food and hospitality
- retail
- apprenticeships.

### ***New initiatives***

#### *Building and Construction*

The National Business Sector Unit is to set up a handyperson course in the region. Discussions have been held with the National Trade Academy and the course is still being finalised. Discussions have also taken place with City Care regarding the employment of long term older people who may have experience but no qualifications in trade areas.

#### *Fashion and Clothing*

Discussions are currently taking place with the local Training Academy to look at the need of training machinists in the area of fashion clothing. To date, no outcomes have been finalised through the discussions.

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

#### *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 showed a keen interest for the March 2005 retail course.

#### *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 2004 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.

#### *Bus drivers licences*

Nine trainees completed a 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 2005 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 commenced on 24 January 2005 and the contract has now become a national contract associated with *Bus & Coach*.

#### *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 a keen interest shown from a wide variety of clients.

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:

- agriculture
- forestry
- building and construction
- food and hospitality
- meat processing
- viticulture and horticulture
- civil construction
- transport and drivers licences.

### ***New initiative***

#### *Agriculture*

A pilot programme called 'Seasonal Careers: Your Choice' is currently being set up to develop and maintain partnerships with industry and community stakeholders within the region, who are involved with seasonal industries to meet labour shortages. This initiative ensures a consistent and a proactive approach is taken to labour issues in the region and ensures sustainable employment is achieved for clients. Research has been carried out recently in Southland and has indicated that 26 sheep farmers and 17 dairy farmers were interested in employing seasonal workers, for approximately three to four months of the year. The Gore and Invercargill Work and Income sites between them generally have around 1400 seasonal meat workers who require benefit assistance in the off-season.

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

#### *Building and Construction*

The labour supply required for the construction of Project Crioch (Milburn Prison) is still under discussion. A Working Group was 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 advised that there will be 450 workers needed 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.

A big recruitment drive from contractors in the area is currently taking place to meet skill shortages in the industry. A Site Safe certificate course commences 9 May 2005 with six participants and a second course commencing 11 May 2005 will accommodate a further 15-20 participants. Funding for these courses are through WorkStart and occupational course costs.

### *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 Infratrain (the ITO) and major employers in this industry in the greater Dunedin. 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*

In Dunedin, students have traditionally been employed in the hospitality industry and difficulties are often experienced in recruiting sufficient job seekers. 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.

With the ski fields due to open shortly, hospitality employment will be plentiful. However, rising rents in Queenstown affects our ability to attract workers to the town. The Immigration service has introduced a two-day turnaround for visitor work permits, to help address the staff shortage in the area. Since the fast-track scheme began in December 2004, 456 permits have been issued to foreign workers.

Treehouse continues to undertake food and hospitality training in Dunedin with the latest round of training finishing 13 May 2005. Recruiting 20 participants for each training course is becoming more difficult, and it has been suggested that consultation may need to take place to establish whether the participants per group could be reduced, the training to become less frequent, or a broader range of clients be considered for participation.

### *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 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 underway and ongoing training, recruitment and retention is expected to continue through 2005.

#### *Meat processing*

The Work and Income office in Timaru has been working with the two local freezing works to provide pre-employment courses for clients over the past two years. The latest courses were held in November 2004 for PPCS and in March 2005 for Alliance Smithfield. With the third and final course now complete, 26 out of the 30 course participants have secured employment at Alliance Meats in Oamaru.

#### *Transport and drivers licences*

The Southern Institute of Technology runs a pre-trades course in this field that assists people to gain the required licence to enter into the industry however there is still a shortage of drivers with experience required to work in the industry at a level that is expected by the local employers. In Timaru, one client is currently on a Straight to Work programme with Fonterra and three other clients have been assisted into employment one being employed locally and two others relocating to Christchurch to work for transport operators in that area.

The Timaru office has been involved with establishing a heavy truck driving course under the banner of 'The Academy of transport'. Assessments through Advance Business Support Agency in Timaru took place to gain clients that have the aptitude for the course. Eight youth took part in the first course, with four clients being referred from Work and Income. All participants have now gained employment.

#### *Viticulture/Horticulture*

A new company was formed on 17 January 2005 with Immigration, IRD, Work and Income and the former Central Employment Trust to provide labour to the orchards and vineyards in Central Otago. To date, 2,000 people have been placed into seasonal work.

Currently there is work in progress on a marketing strategy for the next season including overseas labour. The seasonal co-ordinator is working with a steering group which will eventually see the growers take ownership of the company.

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:

- New Zealand Retail Association
- Infratrain, NZ Rooding and NZ Contractors Federation
- National Road Carriers
- Bus and Coach Association
- Transfield Services

- Firehorse films
- Plumbers, gasfitters, drainlayers and roofers
- Aviation, tourism and travel
- New Zealand Industry Training Organisation (NZITO) and NZ Meat Association
- The Warehouse

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

#### *Enterprising Communities (EC)*

Enterprising communities group assistance is 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 Enterprising Communities, 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 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. 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.

<b>Initiative</b>	<b>Description</b>
<i>Engineering</i>	Stratford Engineering Limited in Waikato is investigating a possible 'apprentice sharing' arrangement which would allow the firm to apprentice share with other WECA members. This arrangement gives apprentices a strong all-round grounding in the industry while at the same time will provide engineering firms with varied resourcing options. WECA is also working with TEC and their gateway programme to provide programme participants with after school work experience opportunities.
<i>Food Technology</i>	Tegel has set up a Food Technology Cadetship to establish a relationship and career path for clients wanting to move into food technology. The cadetship scheme initially employs four youth clients for a six-month period in which time they receive supervised on-the-job training in various areas of the food technology industry. This initiative is designed to enable youth clients to move into sustainable employment and at the same time enable Tegel to expand on their tried and tested working model throughout the duration of the cadetship. The course start date is 1 April 2005.
<i>Building and Construction</i>	In order to address a skills shortage in the Building and Construction industry, G & H Training continues to deliver an Entry to Construction course in Hamilton. The current course commenced 21 February 2005 with seven participants and is due to run for 16 weeks. The provider has strong links with local employers who are keen to employ these participants, providing they achieve the minimum entry level. Work and Income Waikato expects that 80% of participants will achieve a sustainable employment outcome. To date, seven people have completed their training with three being placed into full-time employment and three going on to further training within the building industry.
<i>Pest control</i>	The Epro Limited Cadetship has been initiated through a joint venture involving NZ Forest Managers, Environment Waikato and Tuwharetoa proprietors. Five

	<p>participants have taken part in the cadetship with one participant still remaining in the programme. Of the three participants who have moved into full-time employment, two have gained employment with the Whareroa Farm Trust and the third participant has been retained by Epro Limited. A further programme is in the development stages with funding being sought.</p>
<i>Agriculture</i>	<p>Rangihamama Omapere Trust and Northland Polytechnic have established a partnership to provide the region with a twelve-month course in the agricultural industry. The course will be fully-funded therefore being at no cost to its participants.</p>
<i>Retail/supermarket</i>	<p>In December 2005 an 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. To date fifteen clients have secured full-time employment through the ongoing initiative.</p>