



MINISTRY OF  
SOCIAL DEVELOPMENT  
*Te Manatū Whakahiato Ora*

# **Meeting Skill Needs**

## **A Work and Income Response**

**Quarter ended March 2006**

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## Introduction

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The Ministry of Social Development 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 2006, and also provides an update on initiatives discussed in the December 2005 quarterly report.

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

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

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

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

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

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

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

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

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

## Northland

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

- building and construction
- the marine industry
- wood processing
- health and personal care
- horticulture
- transport and drivers licenses
- engineering
- bus drivers
- tourism
- agriculture.

### ***New initiatives***

#### *Driving*

An initiative has been set up to address the shortage of drivers in the region, and a training programme will address Heavy-traffic licences, traffic control and 'P' licences. The programmes are being offered in partnership with Work and Income, the Salvation Army and the Tertiary Education Commission (TEC), and will provide places for 15 participants. We expect that participants will be employed within the industry.

#### *Marine Industry*

An *Industry Partnership* has been set up within the Marine industry between Northland Polytechnic, Specialist Marine Interiors (SMI) and Work and Income. Training will cater for between 12 to 15 participants for a duration of 12 weeks. The course will commence in late May/early June and we expect that the participants will be employed by SMI or other marine businesses on completion.

#### *Wood Processing*

An Industry Partnership has been created between TDC Sawmills and Work and Income, which will address shortages in the wood-processing industry. This is a pre-employment course that will help to address the skills shortage in this area.

#### *Horticulture*

A *Seasonal Training* initiative will facilitate the availability of seasonal workers, providing clients with a skill base including planting, pruning and packhouse work experience. The agencies involved are Work and Income, Rural Training Solutions and Valley View Orchards. There are 30 participants in two separate courses of four weeks duration each, including work placement. It is expected that participants will be employed in kiwifruit seasonal work, including persimmons, and that paid work will be available for the first 15 participants.

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

### *Building and Construction*

An initiative led by *Infratrain*, which is a *Straight 2 Work* programme, is a partnership between Work and Income and Industry that continues to provide results. Of the 15 participants in Whangarei, seven have secured full-time employment. The remaining clients continue to be assisted to identify alternative training and employment opportunities. The programme in Kaitaia has resulted in 10 participants being placed into full-time employment. Currently, the region is investigating a further programme that will be submitted for public tender in conjunction with the Orewa state highway extension. This has resulted from a need to increase staffing numbers to 300, through to 2009.

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

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

A number of local building and construction companies are working closely with Whangarei Boys' High School on an internal apprenticeship work scheme focusing on both the engineering and building industries. The course runs from 6 March 2006 to 12 May 2006 and has 12 participants attending the course.

### *Bus Drivers*

Work and Income continues to liaise with Ritchies Bus Company regarding a planned training and development course. Unfortunately, establishment of this programme has been delayed, although there are still shortages in the region for licenced drivers.

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

### *Mayors Taskforce – Whangarei Railway Station*

The Prince's Trust has a contract to run on-the-job training for clients involved in the upgrade of the historic railway station in Whangarei. Courses are designed to increase youth participation in the building industry by providing one-on-one training in a small training environment. A further course started on 31 January 2006 and finishes on 7 April 2006. Of the 24 participants attending the course, one has already secured full-time employment and three are pursuing further training. There will be an update in the next quarterly report.

### *Health and Personal Care*

The Northland region has negotiated a contract with the Manaia Public Health Organisation for a mentoring employment programme catering for 42 clients receiving a Sickness or Invalid's Benefit. Following completion of the course, regional staff continue to work with these clients in partnership with Workbridge, providing assistance in career planning and work preparation. To date, 13 clients have progressed into employment and three have gone into further training.

An initiative developed by River City Training and Work and Income aims to encourage clients to take responsibility for their actions and build on their capacity to achieve realistic employment goals. The programme also seeks to identify achievable training options that will increase their likelihood of achieving long-term economic independence. To date, 25 clients have completed three programmes with one securing full-time employment and one achieving part-time employment.

#### *Employment and skills forum*

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

A project plan for a Transition Day has been created by the co-ordinator and will involve schools and other agencies networking with youth to expose them to various employment opportunities. The region continues to participate in the working group for the Northland Health and Safety Centre and the establishment of a trades academy. An industry-specific expo is planned which will focus on construction and related trades and will involve interactive displays from Industry Training Organisations (ITOs), training providers and employers, as well as keynote speakers. Promotion of the Genesis Energy National Apprenticeship scheme in Northland at the expo is part of the Transition Day project.

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

#### *Horticulture*

The region continues to work with the horticulture/viticulture seasonal governance team, which has been established to implement the national strategy. This team consists of NZ Immigration, a member of the local fruit growers association, an iwi representative and Work and Income. Labour shortages will continue to be addressed by taking a combined approach.

#### *Agriculture*

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

Another Rangihamama programme has been delayed until 1 May 2006, with eight trainees planned to attend this 12-week course. Although the course is yet to start, the intention is to cultivate a 16-acre block south of Kaikohe and trainees will be employed on both winter and summer crops. It is expected that trainees will gain NZQA qualifications through the Northland Polytechnic.

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

*Project Wheels* is a programme designed to link at-risk youth to NZQA accreditation for pre-entry automotive training, covering making vehicles legally compliant and ensuring clients gain their drivers licence. TEC has contracted training provider 'Sobieski' to contribute to the programme. It is expected that at least 15 vehicles will be made compliant, and clients that join the project will leave with a relevant licence. It is also expected that clients will pass a minimum of 15 NZQA credits, and 70% of them will have moved into full-time employment or further training within eight weeks of completing the programme. To date, four clients have moved into full-time employment and another four clients are pursuing further training.

### *Engineering*

Parts of the region are experiencing shortages of fitter/welders and sheet-metal workers. A programme working in tandem with Specialist Marine Interiors to address these shortages, commenced in March 2006. Dependent on the success of the pilot programme, consideration will be given to implement further programmes and an update on outcomes will be provided in the next quarterly report.

### *Tourism*

The region has negotiated with the Arts Promotion Trust to provide an arts and crafts course over 32 weeks, which will coincide with the opening of the new art gallery in November 2006 by the Lloyd Family Trust. As at 27 February 2006, 15 participants were attending the course. There will be further updates on the outcomes from this initiative in the next quarterly report.

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

## Auckland

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

- hospitality
- transport
- computing/IT
- engineering
- roading
- trade-related apprenticeships
- childcare assistance.

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

#### *Trade-related apprenticeships*

The region has developed a modern apprenticeship's pilot programme which commenced on 7 February 2006 and is due to finish on 30 June 2006. It focuses on preparing participants for a modern apprenticeship. Fifteen clients are participating in this initiative, although there have been no employment outcomes to date.

#### *Correctional staff recruitment*

The Department of Corrections will expand their services in the region over the next two years. Staff recruitment for the women's prison in Wiri is underway as part of a *Regional Enterprising Communities* initiative. It is a four-stage process and applicants participate in groups of 20. To date, of the 253 applications received, 71 have passed the criminal conviction stage. Of this pool, 19 have passed the written stage and 20 have passed the interview stage, with only the medical stage remaining. To date, six applicants have been placed into full-time employment out of the initial 20 candidates.

#### *Roading Industry*

An eight-week programme catering for 17 participants, commenced in the region on 23 January 2006 in partnership with Infratrains. The programme is designed to support roading infrastructure developments in Auckland and to address the increased demand for experienced staff. Time on the programme is divided between four weeks theory and four weeks practical work. This *National Business Sector Unit* initiative has had good outcomes, with 54 participants in the four programmes to date. Of these, 23 clients have been placed into full-time employment.

#### *Hospitality*

Treehouse Training continues to deliver an eight-week hospitality programme in the region. The programme is a rolling contract and referrals are made bi-monthly. During the March quarter, 38 clients were referred to the programme and of these, 15 have secured employment.

Work and Income Auckland signed a partnership with the Lion Nathan School of Business to train job seekers as bartenders and baristas. In the year to June 2006, 75 Work and Income clients will be trained and placed into work through the partnership. The programme continues to be very popular with clients and places on the programme are in high demand. Currently, there is a total of 75 places available, with 47 clients commencing to date. Of these clients, 14 have been placed into employment.

### *Transport*

A national job partnership between Work and Income and Ezi Drive Limited supports job seekers to obtain their heavy-transport licences and passenger-transport endorsements. To date, 11 programmes have been completed involving 69 participants, of whom 33 have been placed into full-time employment. Ezi Drive Limited will continue to broker the remaining clients into employment.

### *Computing/IT*

Work and Income Auckland is partnering with the Auckland Chamber of Commerce to provide skilled migrant job seekers with work experience, and where possible permanent employment. To date, 42 clients have commenced this initiative with six clients commencing full-time employment in the period 1 January to 31 March 2006.

### *Industry Expos*

*Pathways to Employment* is an Auckland regional initiative that introduces industry-focused expos. The expos aim to provide Auckland students with the opportunity to make informed decisions about their future careers. During the December quarter, expos were held focusing on science, technology, commerce and technical trades. The provider is contracted to deliver three expos covering different topics, to year 11 to 13 students in the 2005/2006 financial year, with the first completed in August 2005. The remaining expos are scheduled for April and June 2006 with targeted participation of 800 students at each expo. To date, 979 expressions of interest have been received from participants who attended the August 2005 expo.

### *Childcare Assistance*

*The Choices to Sole Parents* job partnership was signed with the Auckland Chamber of Commerce in May 2005. Sole parents often have the skills and experience sought by many employers but face difficulties finding a job that allows them to meet their childcare commitments. The Auckland Chamber of Commerce supports flexible workplace practices among its members to help with this issue.

Between October to December 2005, 11 clients progressed into employment through this Enterprising Communities initiative. To date, 160 places have been contracted this financial year, with 100 participants commencing the initiative and 38 placed into either full-time or part-time work.

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

# Waikato

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

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

## ***New Initiatives***

### *Cleaning Industry*

It has been identified that there is a need for cleaners in all facets of the industry, however there are issues recruiting clients who have shown an interest due to their negative perceptions of the work. The local industry partnership advisor is developing a recruitment strategy involving frontline service centre staff and Industry. The region is currently negotiating a pilot programme with The Cleaning School to run a four-week programme for 12 participants with an expected sustainable employment outcome of 80%. There will be a further update in the next quarterly report.

### *Retail/Hospitality Industry*

This industry continues to face recruitment difficulties due to a shortage of skilled workers. Staff are required in the development of the Hamilton Metro area, where two supermarkets are being built along with an entertainment centre and shopping complexes. To help remedy the shortage of workers in the region, discussions are being held around the purchase of a retail contract to teach these skills to clients.

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

### *Agriculture*

To address the shortage of skilled workers, a Meat Industry Association programme is continuing to train clients. Forty-six clients were recently referred, of whom, 45 completed training. Of these clients, 34 were placed into employment, usually at yard-hand level, with a quick progression to slaughter house and boning roles. Training has also been given to clients wishing to enter shearing and wool handling jobs. The initial training is provided by Premier Personal Development, and work experience follow-up is being arranged by MacIntosh Shearing Ltd.

### *Building and Construction*

The Plasterers Interiors partnership is addressing a skill and recruitment shortage within this sector. Work and Income is in the process of contracting a six-week programme aiming to achieve 80% sustainable employment outcomes for participants. A provider has been identified to deliver this service, however issues exist around restructuring from the initial 12-week course to a six-week programme incorporating on-the-job training.

The region is currently investigating the initiative with both the provider and industry before making a purchasing decision. A 12-week Pre-Elementary Building and Construction programme with Ngati Haua, one of our local iwi, has been purchased with a particular focus on Māori youth.

The course is fully subscribed catering for 20 participants who are in their fourth week. It is expected that 80% of participants will secure employment, or be staircased into the National Certificate in Building and Construction with Wintec. Further discussions are being held to purchase Hamilton Metro building and construction programmes. The Hamilton City Mayor, Michael Redman announced that it is anticipated that there will be 11,000 homes built over the next 10 years. As a result, planning is required by stakeholders to ensure that we have skilled people coming through to fill the likely vacancies.

#### *Horticulture*

Discussions between Work and Income, the NZ Fruitgrowers Association, and VegeFed are continuing to address identified labour shortages in the horticultural industry, as well as barriers employers are facing during recruitment. This is an ongoing relationship and the New Zealand Fruitgrowers Association will make contact when the need for additional staff is required.

#### *Food and Hospitality*

Treehouse Training and Wintec Thames continue to deliver hospitality and customer-service programmes in the region. The Treehouse programme is a national contract managed at a regional level by the Work and Income Industry Partnership Advisor. In this quarter, 26 clients were referred and 23 clients completed training.

The *Kiwihost* initiative has been a success in the Waikato region, continuing to assist clients into employment in the industry. It is another key tool to assist clients, who are keen to enter the industry, become more marketable in the work place. Thirty-six participants attended the first three-day course run by 3-Ticks. From October 2005 to December 2005, 42 clients received an Essential Customer Service Kiwihost Certificate. A further 519 Essential Kiwihost Certificates will be delivered before June 2006. There is one more 3-Ticks Kiwihost course to be offered to 20 potential participants. To date, 390 participants have received an Essential Kiwihost Certificate, which will assist clients to become more marketable in the hospitality industry.

#### *Security*

Training provider Hamilton Security Services has delivered two 10-week security courses in the region to date. During the quarter, NZQA standards were introduced into the course curriculum. A Local Industry Partnership has been contracted to deliver an eight-week programme to 12 participants. The participants are in their fourth week of attendance, with 80% of them expected to secure full-time employment.

#### *Transport and drivers licences*

Two Class '2' licence courses have been contracted to address a skill shortage of the truck drivers across the region. To date, three courses have been completed and of the 46 participants who attended the course, 45 received their Class '2' Licence. The one client who did not pass is re-sitting his test.

*National Road Carriers* is a *Straight 2 Work* programme funded by the Work and income National Business sector Unit, however the number of clients placed into employment as a result of this initiative has been lower than expected.

In the past, a lack of relevant licences has been a barrier to clients moving into sustainable employment. The contract has recently been extended and continues to assist clients gain their full/restricted and learner licences. To date there have been 417 participants, and of these, 184 have secured learner licences, 162 restricted licences and 71 full licences.

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

Terrafirma Services (metro) and Alpha Consultancy (rural) deliver an in-depth service to clients registered for more than 26 weeks as part of a *Jobs Jolt* initiative. This service delivers employment and life-skills training to enable clients to secure employment. In this quarter Alpha Consultancy has worked with six clients, and Terrafirma has assisted 47 clients.

#### *Skills to Employment*

The *Skills to Employment* working party is currently on hold, however there are a number of other forums with a similar focus that the Regional Labour Market Manager is pursuing. The Katolyst Group is a Waikato Economic Development forum involving a number of central and local-government agencies, the community and business representatives and Industry.

The Education and Business Partnership Steering Group, which focuses on labour market intelligence, training and development and addressing skill and labour shortages, is looking to develop a Waikato Employment Skills Strategy through consultation with key stakeholders. The region is developing Labour Market forums to address the Skill and Labour needs of the region. An advisory group covers the Thames, Coromandel and Hauraki area and is establishing a group in the Hamilton, Waipa and Waikato areas.

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

## Bay of Plenty

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

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

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

#### *Pest control*

An initiative developed by the Hinepukohurangi Trust and Work and Income aims to address identified skill shortages in the industry. The focus of the programme is to train 30 clients to gain the necessary skills in pest control, conservation and track and hut maintenance. To date, 10 clients have secured employment and nine participants are attending the current course which runs from January 2006 to June 2006.

#### *Bus and tour operators*

Employers are experiencing difficulty recruiting Class 2 'P' Endorsement Drivers in the region. As a response to this identified shortage, a training programme has been negotiated for 12 clients to gain their Class 2 'P' Endorsement. On completion of the programme, it is expected that all participants will obtain driver certification and progress into employment within the industry. The training programme began in February 2006 with excellent feedback and heightened stakeholder interest. After completing the 7-week course, three clients have been successfully placed into work and five clients have been offered employment opportunities.

#### *Employment Skills Survey*

Initiatives are being developed in the building and construction, mechanics and health and personal care industries. The survey has been completed to help these industries meet their skill and labour needs in the immediate and long-term future.

Respondents from Rotorua, Tauranga, the Eastern Bay of Plenty, Tokoroa and Taupo regions who undertook the sector skills surveys and labour market requirements questionnaires, have completed follow-up interviews. Results have been analysed and the participating agencies and organisations have agreed on strategies to address barriers and skill deficiencies in the local labour market in order to progress initiatives. A community discussion paper has been created and circulated for further comment and development. There will be a further update on this initiative in the next quarterly report.

#### *New Zealand Opportunities Expo*

The Rotorua District Council had a presence at the London-based *New Zealand Opportunities Expo*. Destination Rotorua Economic Development Agency, facilitated this, seeking to identify skilled labour emigrants as part of the *Skills Survey* initiative. The interest received from emigrants, suggests that this initiative has been successful.

### *Building and Construction*

Work and Income is not currently funding any building and construction activity in the region as the industry itself has taken a lead role in developing skills in response to demand. Work and Income continues to refer clients who may have an interest in this industry.

### *Civil Construction*

In conjunction with TEC and a training provider, Work and Income funds the licencing component of the civil construction programme, which continues to achieve good results. This will help alleviate staff shortages for the major construction projects that have recently been announced in the Western Bay of Plenty and Rotorua, such as the Gate Pa Shopping Mall and a harbour bridge for Tauranga.

Training provider Trade Education Ltd, Work and Income and TEC have developed a training programme for 12 clients in civil construction and heavy machinery. It is expected that on completion of the training, participants will gain a certificate in civil construction, Level '1' traffic management and Class '2' licence and endorsements. There are 12 new clients starting the programme on 22 May, which will continue for 26 weeks. It is expected that participants will obtain special licences so that they can take up opportunities in the civil construction industry. The course has a high profile in Whakatane and the opportunity to attain skills and training with the incentive of a job has ensured full participation and commitment. The waiting list has been reported to be significant.

### *Forestry/Wood Processing*

There is a general lack of job seeker interest in the industry, highlighted by perceptions of poor pay rates and unattractive employment conditions. As a result, a number of skilled workers travel through the Central Plateau and Upper and Lower North Island seeking alternative employment opportunities, other than in the forestry industry. Drug testing is an ongoing issue for them who are attempting to access employment. *WRK4U* seminars have begun to highlight to them the impact a failed drug test has on both their entitlement to a benefit and their obligations to work-test provisions. No further activity has been initiated by Work and Income within this industry as it has been affected by the high value of the New Zealand dollar, and as a result, labour shortages for this industry sector have reduced.

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

### *Transport and drivers licences*

Many clients within the region lack the necessary licences required by employers. The Work and Income Regional Contracts team has identified additional training providers to provide classes to clients that cater for other licences and endorsements. To date, 256 clients have participated in the programme and of those, 96% have obtained their drivers licence (learners, restricted and full). Whakatane has requested a further training course for 150 clients in the new financial year. Early progress is being made to commence an Industry Partnership with the Transport Sector in Tokoroa, and it is anticipated that this will start in July 2006.

### *Mechanical*

TEC-funded programmes are addressing shortages in this industry. Layoffs from the mechanical branch of the Waipa Solid Wood Processing Mill in Rotorua are expected in the near future, although it is anticipated that those affected will be absorbed into the current labour market. As a result of the anticipated layoffs from the mechanical branch of the Red Stag Waipa Mill, plans to initiate further industry training have been deferred.

### *Horticulture*

Work and Income and Mokai proprietors have developed modern apprenticeship training at the *Tuaropaki Mokai Gourmet Tomatoes Greenhouse*. The cadetship and skill-enhancement training will provide two managers and 10 operational staff with supervisory management training. The Local Industry Partnership Advisor has been notified that the glasshouse will begin an expansion programme over the coming winter months, and will require up to 50 more staff for the 2006/2007 financial year. Negotiations to increase staff numbers will start in May 2006.

### *Horticulture (Kiwifruit Industry)*

The Industry Partnership Advisor met with Zespri, New Zealand Trade & Enterprise and KGI Management teams to discuss training and employment initiatives in the Opotiki District. Responses have been positive, with Bay of Plenty Polytechnic working towards an introductory course for 15 clients in April 2006. Discussions have begun with employers to identify stakeholder interest. It is anticipated that a cluster of employers will support this initiative in Opotiki and Te Kaha.

Kiwifruit harvesting is currently being slowed by unfavourable weather. This could impact on the current labour shortage, as transient workers move to where the work is more sustainable. Currently, there are 164 seasonal positions available, with only four clients receiving an Unemployment Benefit available for work. As a result, 211 seasonal work permits have been granted to immigrants who were either tourists or in New Zealand on visitors' permits, to fill these positions.

NZ Kiwifruit Growers Inc. and relevant government agencies are working closely to address an expected longer-term labour shortage and are meeting on a monthly basis to ensure there is a co-ordinated process. The industry is also playing a lead role in assisting contractors with New Zealand Employment Law, in light of the perceived poor industrial relations and conditions that cause difficulty in recruiting pickers. Industry Relationship Co-ordinators have been employed through NZ Kiwifruit Growers Inc. in both Western and Eastern Bay of Plenty to liaise with contractors and employees.

In the Western Bay of Plenty, 45 horticultural workers are participating in the Certificate in Kiwifruit Orchard Skills programme. This training is undertaken while in paid employment. In addition, 15 Work and Income clients in the Opotiki area will participate in the same programme through an Industry Partnership. This opportunity will also be offered to others in the Opotiki area with a minimum of 40 enrolments expected.

Satara had a contract to transport 40 Rotorua clients daily into Te Puke, however, due to poor weather, this service has been sporadic, although fully subscribed. Whakatane has two 12-seat vans travelling daily to Opotiki, and both are full.

### *Agriculture and Wool Handling*

Farm labouring and management positions continue to experience difficulty attracting skilled workers. The reasons include the seasonal availability of work, long hours and a lack of transport, with these barriers making this industry unattractive to job seekers. Inexperienced job seekers are taking training positions with employers as an interim measure.

### *Engineering*

Employers are seeking workers with qualifications and experience as businesses do not have the capacity to provide in-work training and supervision for job seekers. *Instep* offers youth clients and school leavers the opportunity to take apprenticeship journeyman training with employers in the Western Bay of Plenty. One placement into employment per week is being achieved through this arrangement. There will be a further update on this initiative in the next quarterly report.

### *Health and Personal Care*

Te Mana Toroa is an Industry Partnership with the Waiariki Institute of Technology, the Community Social Services Industry Training Organisation, and Te Manu Toroa. A bridging course has been developed through the Kaupapa Māori Health Professional programme that was specifically designed to cater for the learning needs of Work and Income clients. This course gives clients the necessary prerequisite qualifications and preliminary experience to enter the nursing degree programme at the Waiariki Institute of Technology. To date, this programme is proving successful, with all participants expected to pursue nursing training.

The course commenced in March 2006 with 10 Domestic Purposes Benefit and Unemployment Benefit clients. The Local Industry Partnership advisor is also discussing partnership possibilities with the Bay of Plenty District Health Board for care workers and nurses who are currently receiving a benefit, whose nursing registration has lapsed.

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

## **East Coast**

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

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

### ***New initiatives***

#### *Viticulture*

There is a business case being prepared for a viticultural course for potential workers, which involves a partnership between AYR contracting, NZ HITO and the Hawke's Bay Horticultural Fruitgrowers Association. The course aims to train clients in viticulture and link them to horticulture in the down season. It is expected that 20 clients will receive on-the-job training, supported by NZQA units.

#### *Caregiving for children*

A Work and Income Enterprising Communities and Barnardos initiative has been established as a home-based childcare project, which aims to increase the number of childcare facilities, available spaces and assist people into employment. It is expected that the programme will cater for 24 clients over the next two years.

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

#### *Health and Personal Care*

The East Coast region has developed a Healthcare *Straight 2 Work* programme in conjunction with the Hawke's Bay District Health Board. The aim of the programme is to staircase clients receiving a Domestic Purposes Benefit into the caregiving industry. Sixteen clients commenced the programme on 27 February 2006. To date, all the clients on the course are performing well.

#### *Forestry*

Work and Income has developed business cases to support the forestry industry in the region with three local industry partnerships forming a collective industry advisory group. To date, two business cases have been approved for the establishment of 20 apprenticeships, and the third submission is still being negotiated.

Work and Income East Coast has developed a *Straight 2 Work* programme in timber processing, in partnership with Tumu Timbers Fitec. The focus of the programme is to address entry-level skill shortages and create career pathways for 'at-risk' youth. It is expected that upon completion of the six-month programme, trainees will be offered either an apprenticeship or work towards a national certificate that will be completed while in employment. Six trainees have been recruited for the programme that is due to finish in July 2006.

### *Agriculture*

Currently, there is high demand for agricultural workers in the region. In response, the region has developed a six-week fencing programme for 12 participants. It is anticipated that the East-Coast-to-work programme will commence in May 2006 and participants are currently being recruited. It is expected that this programme will be supported by a National Certificate that participants will be able to work towards over a four-month period. A further update will be provided in the next quarterly report.

### *Agriculture (East Coast Farming Project)*

A business case is currently being prepared to support the farming industry in the region. Agencies involved in the proposed *East Coast Farming Project* include a contracted service provider, six East Coast farms, Work and Income and TEC. It is expected that the 12-month project will enhance the opportunities for 10 rurally-located clients to obtain employment in this industry. A co-ordinator has been contracted to supervise training on each farm in order to enhance the skill base of the participants. A further update will be available in the next quarterly report.

### *Mechanical*

A Local Industry Partnership has been established in Wairoa, in partnership with the Wairoa Council and Wairoa College to create a pre-employment training programme. A business case was prepared for the Mayor in December 2005. It is expected that there will be 15 participants, although the course commencement date is yet to be finalised.

### *Plumbing and Engineering*

Currently, there is a high demand for plumbing services in the region and Work and Income is currently developing training programmes for engineering apprentices. The region has approached employers and engineering industry training organisations that have shown interest in participating in a Local Industry Partnership. Outcomes from the initiative are expected to be achieved in 2007. In addition, an engineering industry partnership with Competenz has recently been finalised, and a further update will be available for the next quarterly report.

### *Building and Construction*

Tairāwhiti Polytechnic (Ruatoria) is conducting a course in Tokomaru Bay to address the lack of skilled labourers in the region. The Polytechnic expects a 100% employment outcome with the assistance of employers who will provide employment opportunities for course participants. An open day for students was held in the last quarter and trainee numbers are being finalised.

### *Silviculture*

A six-week chainsaw training programme has been developed to address the high demand for skilled silviculture staff in Gisborne, targeted specifically at youth. Training provider Mohi Leach has been contracted to provide four courses and nine clients have commenced the first programme. A business case is currently being developed to extend the training into the Hawke's Bay. Two courses in silviculture are starting on 15 and 22 May 2006 catering for 16 participants; who are now being actively recruited.

### *Horticulture*

The Horticultural Liaison Advisor for the East Coast region continues to work on supplying labour to this industry. The Advisor provides support to Hawke's Bay fruit growers, takes enquires from the *PickNZ* website and completes variations to passports to obtain work permits from Immigration New Zealand. Advice is also provided to the industry on seasonality issues, labour demands, crop reports and employment.

### *Tourism*

Work and Income has submitted a business case to support the creation of an arts trail for tourists in the East Coast region and includes key players such as the Creative Arts Cluster, NZ Trade and Enterprise and Tairāwhiti Polytechnic. The Polytechnic is currently surveying the sector regarding possible course content. Although the participation numbers and an anticipated start date are yet to be confirmed, a co-ordinator has been contracted to work with the industry cluster, in order to develop a strategy. The initiative is being funded by Work and Income.

### *Food and Hospitality*

An initiative is being developed in partnership with the Tertiary Education Commission. In the last quarter, four employers advertised for apprentice bakers or qualified bakers in the Napier area. As a result of this demand, courses for bakers run by Competenz are being considered.

Although the establishment of hospitality training courses had been considered as a result of an increase in the number of cruise ships entering Gisborne harbour, the demand for clients already trained has been low, and this initiative has not proceeded.

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

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

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

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

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

#### *Mechanical Engineering*

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

#### *Security Monitoring*

A *Call Centre Monitors* initiative was developed as a response to approaches from Obertech, who established a new Secure Call Centre in Hawera. To date, a total of nine participants have secured employment from this initiative, which has now ended.

#### *The Oil and Gas Industry*

As a response to an ongoing demand for people to work in this industry, a second training programme commenced on 17 October 2005 to prepare trainees for work as lease hands on oil rigs. A further 36 recruits will be trained up to the end of June 2006. To date, 13 participants have secured employment following participation in this New Plymouth initiative. As candidates achieve an appropriate level of competency, it is expected that more employment outcomes will be achieved.

#### *Hospitality*

The Taranaki region is working with the National Business Sector Unit to develop *Straight 2 Work* hospitality programmes in Wanganui and New Plymouth. The programmes will be facilitated by Treehouse Training and the Hospitality Association of New Zealand. The programme commenced in March 2006 with 17 participants and a further update will be available in the next quarterly report.

#### *Tourism*

A project co-ordinator has been appointed for a *Regional Maori Tourism* initiative. There is potential for a number of employment-related projects to materialise from this initiative, however this requires investment in up-skilling workers in a range of tourism-related activities. A meeting to develop a co-ordinated response to industry needs was held in February.

The Labour Market Development group is working closely with a number of tourism organisations in the region to build capability and capacity in the industry. Business cases have been completed for two regional Maori tourism organisations and are awaiting sign-off as a Local Industry Partnership. A Memorandum of Understanding has been developed between Work and Income and the New Zealand Maori Tourism Council. The intent is to provide support to assist new operators and potential employees establish sustainable businesses and careers in the Maori tourism industry.

#### *Tegel Food Technology Cadetship*

This initiative was set up to establish a relationship and career paths for clients wanting to move into the food-technology industry and a cadetship programme was designed to facilitate this training.

The scheme caters for four youth clients employed full-time with Tegel for an initial six-month period. The cadets receive on-the-job training in various areas of food-technology and establish mentors in the industry. The programme is designed to enable clients to secure sustainable employment and it is anticipated that this working model will be expanded in the region. Tegel has now accepted a further four clients onto the programme.

#### *Employment and Skills Forum*

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

#### *Transport and driver licences*

There continues to be high participation rates on all 'on-demand' driver-licence programmes across the region. A *Straight 2 Work* contract with the *National Road Carriers* was recently created by the National Business Sector Unit. Twenty places are collectively available across the Taranaki, Auckland and Canterbury regions. Providing on-demand driver-licence training continues to be a popular intervention and to date this has achieved good employment outcomes. Since January 2006, 124 of 355 participants have secured employment as a result of this initiative.

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

A lack of suitably skilled employees in the district, particularly in the light-engineering cluster, has inhibited business growth. Thirteen youth from the Marton area are currently employed on fixed-term contracts, four with the Council and the remaining nine with other businesses. Another six-week Local Industry Partnership programme has resulted in four clients achieving full-time employment of the 10 clients who participated in the programme.

#### *Local Body Cadetships*

Over the last three years, 43 cadets have successfully completed the New Plymouth District Council cadetship programme. The Council will shortly commence four cadets in their latest programme in partnership with Te Puni Kōkiri. Recently, the Rangitikei District Council cadet numbers increased to 14 participants, after initial downscaling to four cadets. Ruapehu District Council is yet to commence their programme and the Challenge Training provider is facilitating this process.

### *Agriculture*

Currently, there are programmes being run to up-skill clients for the meat industry in yard-hand roles, which will prepare them for employment on the slaughterhouse and boning floor. In the last quarter, one course was held in Hawera with 13 clients successfully completing a four-week training course. All these clients were then placed into full-time employment within the meat industry.

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

## Central

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

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

### ***New initiative***

#### *Retail/Supermarket Skills*

Pak n' Save will shortly be opening a store in Masterton requiring up to 60 recruits and Work and Income will work with the supermarket chain to fill these vacancies.

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

#### *Drivers*

The region is in the process of developing a Class '2' Heavy-traffic licence endorsements training course. The eight-week course run by the training provider Buchanan caters for 10 clients and will incorporate work experience placements. The course, located in Masterton will start in May and end in June 2006. It is expected that there will be 80% sustainable employment outcomes achieved.

#### *Retail*

In response to a major recruitment drive in the Central region from new employers such as Bunnings Warehouse and the Mitre 10 Mega store, the region is developing marketing and recruitment material in an attempt to make retail a more attractive employment option. Meetings are being held between Work and Income, Destination and Vision Manawatu, the Universal College of Learning and a retail modern apprenticeship co-ordinator. In addition, the region's Local Industry Partnership co-ordinator and a work broker recently held a meeting with the Retail Industry Training Organisation to examine the marketing and promotion of retail opportunities in the area.

#### *Transport and drivers licences*

The Kapiti Service Centre is working collaboratively with the Work and Income Wellington region to refer trainees to a *Straight 2 Work* Bus and Coach training course. Recruitment seminars identified seven Kapiti clients with an interest in driving buses. Two of these clients were referred to the bus and coach training and the remaining five were referred to an alternative training option to obtain their Heavy-traffic licence. Due to strict Land Transport Safety Authority criteria around 'fit and proper persons', only seven positions out of the 30 positions have been filled by the provider.

This industry requires experienced Heavy-trade drivers, particularly truck, trailer and articulated vehicle drivers. The training provider, the Salvation Army - Employment Plus, facilitated training courses for Heavy-trade (Class '2' and '4') licences. Although, one client has withdrawn due to performance issues, the remaining participants are performing well.

#### *Trades Mentor*

Work and Income is partially funding a trades mentor, who is employed by Vision Manawatu. The trades mentor is responsible for building relationships with both local industry training organisations and schools. The aim is to encourage young school leavers to pursue education and trade and applied technology training. He is also involved in the planning and organising of the Apprentice/Employer Awards Ceremony and the Trades Fair.

#### *Engineering*

An eight-week light fabrication pre-employment programme run by the Universal College of Learning finished during the September quarter. Due to the success of this programme, another course was due to start in May, however, it has been postponed due to resourcing issues at the Universal College of Learning.

#### *Plumbing and Gas fitting*

The Work and Income National Business Sector Unit negotiated a *Straight 2 Work* partnership programme with the Master Plumber and Gas-fitting industry using the Salvation Army - Employment Plus as the training provider. There are no further *Straight 2 work* plumbing courses scheduled in the near future in the Central region, although it has been confirmed that the next course will be held in New Plymouth.

#### *Health and Personal Care*

The Central region continues to work closely with the Ministry of Health and the Central District Health Board regarding the closure of the Kimberley Centre that has now been postponed until 30 September 2006. This has occurred because Housing New Zealand is behind schedule in supplying houses for these clients. There continues to be a shortage of suitably-qualified caregivers to address the needs of the patients.

During the quarter, private agencies undertook recruitment for caregivers on behalf of Work and Income. A barrier to employment identified during this process is the need to hold a current drivers' licence and the region is investigating initiatives to address this.

Collaboratively, Work and Income, TEC and Mid Central Health are continuing to find sustainable solutions for a lack of trained health care assistants employed in hospitals. Clients attended seminars in Feilding and Palmerston North, where various healthcare employers presented. A follow-up meeting has been held with an employer, who is developing training options. Another model is being developed to address employment outcomes from MidCentral Health, that are currently using up to 20 temporary staff each day.

#### *Agriculture and Horticulture*

Work and Income continues to partner the Horowhenua/Kapiti agricultural growers to train and source potential staff and Enterprise Coast assists with this approach. Work and Income's Regional Policy Advisor is working with local service centres to develop a comprehensive seasonal-work strategy including a review of transportation issues. A meeting has been held with a representative from the Industry Training Organisation to identify key employers, and a potential co-ordinator for this initiative.

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

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

## Wellington

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

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

### ***New initiatives***

#### *Health Industry*

A partnership is being developed with the Regional Labour Market team and contracted services to find workers for this industry, due to both skill and recruitment issues. Wellington is currently working on a number of initiatives with both District Health Boards to facilitate this. Initial discussions are currently being held and progress will be reported in the next quarterly report.

#### *Call Centre Industry*

There are both skill and recruitment shortages in this industry. In March, Work and Income received a proposal from a Call Centre company looking to run training for call-centre operators in order to place them into work. The region is currently working through this proposal and will consider running a pilot programme in 2006/2007.

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

#### *Engineering*

The Wellington region is currently developing a training programme for the engineering sector. Discussions with Fulton Hogan are taking place between work brokers on a case-by-case basis.

The region is currently working with Centreport on an industry partnership programme to staircase engineers into the transport industry. Centreport has received a proposal from Weltec and will be working with them to develop this further.

General engineering, printing and maintenance trades continue to experience skilled labour shortages. In response, Work and Income has held discussions with the Hutt City Council and relevant providers to progress the development of a *Straight 2 Work* Local Industry Partnership. The programme will aim to address entry-level requirements and career-path planning.

#### *Building and Construction*

An Industry Partnership programme has been established with the Whitireia Polytechnic and Infratrains to address a current skill shortage in the industry. The region has a contract with the Porirua City Council to fund an Employment Link Co-ordinator position. The co-ordinator acts as a conduit to encourage employment and business growth in Porirua City. The co-ordinator has already established strong links with local industry training organisations and employers including Mainzeal and Infratrains. The co-ordinator is working with local work brokers and the Work and Income Regional Contracts

Manager to implement a strategy that prepares clients for opportunities through pre-employment training.

A *Straight 2 Work* Building and Construction training programme started in the region with nine participants in March 2006. Currently, a National Industry Partnership in this area is being run through the Building and Construction Industry Training Organisation (BCITO), which is due to finish on 12 May 2006. The training provider is the Salvation Army and outcomes will be available in the next quarterly report.

#### *Apprenticeships*

The Trade Information Centre (*Tradestart*) was launched in Lower Hutt in November 2005. The focus of the one-year pilot is to encourage more people into trade careers and apprenticeships. Contact has been made with local schools and several speaking engagements have been held highlighting the variety of services available through the Centre. *Tradestart* continues to operate as a one-stop-shop for all information regarding trades. To date, this service has received 147 referrals and the manager has also been active within local labour market forums, which have featured discussions around increasing uptake of employees within trades.

#### *Food and Hospitality*

The Wellington region is delivering a retail and hospitality programme for clients receiving a Domestic Purposes Benefit. The programme focuses on increasing motivation and self-confidence and prepares candidates for employment within the food and hospitality industry. Two programmes have been contracted in the Hutt Valley and Wellington areas. Another programme targeting sole parents starts in March 2006, with seven participants and outcomes will be advised in the next quarterly report.

#### *Drivers*

There are current shortages within the Port and Cargo Handling industry particularly around entry-level skills such as special licences. CentrePort (Wellington) has engaged with the Local Industry Partnerships *Straight 2 Work* programme to address entry-level skill requirements and career-path planning. Recent discussions with CentrePort confirm that progress is on track, however the programme is not expected to commence until after the completion of CentrePort's succession planning process.

#### *Transport and drivers licences*

The learner-licence programme purchased through the New Zealand Police continues, offering eight courses for up to 100 participants. The service has been expanded to include the Wellington City area, from February 2006. Eight people have successfully completed the latest programme for learners' licences. To date, the New Zealand Road Transport Association programme has assisted over 300 people to gain a variety of different licences. Both programmes continue throughout the region and run until the end of the current financial year.

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

#### *Taxi Licences*

Currently, the region has no contracts with the taxi industry as there is a surplus of drivers in the area.

### *Security*

The region has contracted two service providers to deliver job mentoring and development training in security services. Recon Security Ltd offers suitable clients full-time employment for a six-month period and beyond if they prove successful. To encourage increased levels of participation in the industry, the region is currently conducting security industry seminars. One Community United Ltd offers a pre-employment training programme to up-skill clients and provide them with the necessary foundation skills to enter the security industry. One Community United has strong links with the security industry including Chubb NZ, Armourguard, Parliamentary Services and American District Telegraph. To date, this programme has placed 25 clients into employment.

### *Retail and Hospitality*

Treehouse Training, in conjunction with the Work and Income Industry Partnership's team, runs a Retail and Hospitality programme to assist clients to enter the industry. This financial year, six programmes have been purchased and there are currently seven participants on the course. Further outcomes will be reported in the next quarterly report.

### *Trades, Plumbing and Gasfitting*

There is a National Industry Partnership with the Salvation Army, which up-skills clients in the trades area. These skills can lead to further employment or possible apprenticeships in this area. The course started in March 2006 with 12 participants, and is due to finish on 17 May 2006. Outcomes from this initiative will be reported in the next quarterly report.

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

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

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

- deep sea fishing
- careworkers
- viticulture
- building and construction
- engineering
- food and hospitality
- fork-lift drivers
- tourism.

### ***New initiatives***

#### *Deep Sea Fishing*

As skill shortages continue to exist in this industry, it is essential that basic skills training is completed before recruits commence employment. Employees who lack appropriate skills cannot meet the demands of the role, which has resulted in high staff turnover. Recruitment has also been slow due to a lack of willing candidates seeking a career in this sector.

As a result, the National Certificate in Sea Processing was developed in conjunction with Talley's Fisheries, the Sealord Group and the Westport Deep Sea Fishing School in response to industry demand. This partnership is designed to better prepare Work and Income clients to enter this industry. The start date is 10 April 2006, with the training period ending 30 June 2006. In Work Support will be provided to clients for a further three months, which will extend this initiative to 31 December 2006. It is expected that 85% of participants will secure employment upon completion of this training. The region is considering extending this partnership throughout the remainder of 2006.

#### *Careworkers (people with disabilities)*

This sector relies on a predominantly casual labour pool and care workers are in demand throughout the region. Although skills in health management are essential along with common sense, it is necessary to have a passion for this type of work.

The Nelson District Health Board has indicated a skill and labour shortage for care workers in their in-home support services for intellectually disabled residents. The East Coast initiative is one model the Nelson City area is looking to replicate. Training will be provided in-house, with health and safety unit standards modules provided by an external provider.

#### *Viticulture training*

There are both skill shortages and recruitment difficulties in this industry. Generally, the wine industry relies on overseas workers to fill labour shortages. The work broker in Blenheim has worked with a wine grower to create *Grape Expectations*, an opportunity where 10 sole parents will be trained in grape tying and wrapping for two weeks. If they are deemed suitable for employment by the completion of the course, they will then work through the pruning season. Training will start in May/June 2006, with the season lasting until September.

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

### *Fork-lift drivers*

Many clients in the region lack the necessary experience required by employers. In response, a forklift training programme, facilitated by ENZAFruit has commenced to address this shortage. Clients who successfully completed the two-week programme gained a first-aid certificate, an Occupational Safety and Health certificate and a fork-lift endorsement. From an initial pool of 11 clients, five clients have secured full-time work and one client part-time work.

### *Tourism*

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

### *Food and Hospitality*

The Nelson region is experiencing a skills shortage across the food and hospitality industry. As a response, Taipoutine Polytechnic has been contracted to provide a training programme to assist clients to enter this industry. Due to recruitment difficulties and unsatisfactory outcomes, the Lattitude Nelson course, which helped with hospitality shortages will no longer be offered.

### *Building and Construction*

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

### *Engineering*

Smart Careers for Youth is an organisation that facilitates apprenticeships across the region in a number of areas and was contracted to find places in a range of industries for entry-level labouring roles for youth. Many young people do not have the entry-level skills to meet apprenticeship criteria, and the programme attempted to address this. Unfortunately, this initiative did not eventuate, as suitable referrals to the programme proved difficult to find.

### *Skills Shortage Survey*

Surveys were commissioned in Marlborough and Nelson in mid 2005 and results and strategies to deal with shortages are being developed by economic development agencies. The working groups that were established have recently reported back to the economic development agencies to look at solutions for mature, seasonal and migrant clients as well as people with disabilities. They continue to hold discussions with the Work and Income Labour Market Development group to develop some of the strategies identified.

### *Buller Youth Works*

Buller Youth Works is a *Mayors Taskforce for Jobs* initiative that aims to link young people to apprenticeships. In the December quarter, 15 young people were supported into full-time employment and three into part-time employment. This is an ongoing 12-month service and in the last quarter, eight clients secured full-time work, four into full-time training and one returned to school.

### *Pip Fruit Industry*

A seasonal co-ordinator has been employed by Nelson fruitgrowers funded by the Enterprising Communities team. This is the result of recruitment difficulties and reliance on overseas labour to fill vacancies. In this quarter, the co-ordinator took 922 calls and saw 2,192 people and from this group, 882 people were referred to work.

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

## Canterbury

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

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

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

#### *Truck-driving Licences*

A truck-driving licence course is continuing. Facilitated by training provider Academy Group NZ Ltd, time on the programme is divided between classroom-based learning and on-the-job training, providing participants with the opportunity to upgrade their existing licence and gain experience in the industry. The contract with National Road Carriers is due to finish on 30 June 2006. There have been a further five referrals to this course with two clients placed into full-time employment.

#### *Retail*

The Canterbury region is currently providing a retail training course facilitated by Treehouse Training. This course covers skills such as customer service and customer liaison. Twenty clients started this programme in the March quarter and five have gained full-time work to date.

#### *Hospitality*

Treehouse Training facilitates a hospitality training programme for job seekers. The programme is a one-year rolling course in which clients can remain enrolled for eight weeks. A group of nine clients started this programme (from a group of 32 referrals), and of these clients, five have been placed in full-time employment. A further eight clients commenced the course on 27 March 2006 and outcomes will be advised in the next quarterly report.

#### *Bus-driver Licences*

There continues to be high demand for bus drivers in the region. Twenty trainees commenced a *Driving Solutions* course during the March quarter. Of the 20 trainees who completed the course, 14 have successfully progressed into employment. There has been increased interest from external applicants for these roles due to recent pay increases. Associated outcomes from this programme will be reported in the next quarterly report.

#### *Trades*

A Plumbing, Gas fitting, Drain Laying and Roofing course catering for eight trainees is being run by the National Trades Academy. Trainees spend between three and 14 weeks on the course which has a rolling start-date. Eight clients commenced training during the quarter with three remaining trainees rolled over from the previous programme.

4Trades is an organisation that assists employers with the recruitment of apprentices. Work and Income works in partnership with 4Trades, specifically to target the trades-training area. Within the last year, there have been 55 participants (17 of whom were non-clients) and 11 Work trial placements. 4Trades has since facilitated the

employment of eight of these clients. Forty-four clients continue to be case managed to assist them to find work.

#### *Pre-apprenticeship Programmes*

This initiative assists clients to obtain apprenticeships through a preparatory programme. Twenty-three people commenced the 2005 *City Care Pre-Apprenticeship* programme on 6 March 2006 in a variety of industries, of whom 18 were eligible for subsidy assistance. On completion of the programme in December 2005, 13 participants secured employment with City Care Ltd and 23 new clients commenced the programme on 20 February 2006.

#### *Building and Construction*

The Salvation Army building course conducted in partnership with the Building and Construction Industry Training Organisation (BCITO), will conclude in May 2006. While the industry has expressed interest in commencing a further course, the region is currently assessing demand.

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

## Southern

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

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

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

#### *Drivers*

A pre-apprenticeship Industry Partnership in heavy transport has been introduced in the region. The primary aim of the course is to encourage trainees to work towards becoming sought after, highly trained and fully qualified professional heavy-traffic truck drivers and machinery operators. The course provides participants with the opportunity to gain extensive hands-on experience and an appreciation for the different types of transport operations. All participants will be trained and become qualified in F, W, T, R and D endorsements.

In late February 2006, 12 participants completed the programme, with 11 now employed in the Heavy Transport Industry in Timaru. Due to the success of the programme, plans are underway for another partnership, which is due to begin in June 2006.

#### *Agriculture*

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

Agriculture New Zealand was confirmed as the service provider in January 2006, for clients in Invercargill, Gore and Balclutha. Initially, participants will attend the course in Invercargill, with a view to a further 20 clients in both Balclutha and Gore undertaking this programme. Sound planning has ensured good participation in the course.

#### *Retail*

In response to major recruitment drives in Dunedin from employers such as the Mitre 10 Mega store and K-Mart, the Southern region has developed an industry-partnership course in retail. The course focuses on retail sales, customer-services selling skills, a site-safe passport, the use of electronic equipment, money handling, career planning and marketing to employers. In this quarter, 10 clients attended the course with two securing full-time employment and one client gaining part-time work. Remaining participants continue to be assisted into employment.

### *Health and Personal Care*

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

### *Shearing and Wool Handling*

The Southern region is currently experiencing a skills shortage in this industry. As a response, the region is working with the National Business Sector Unit, local contractors and shearing trainers to implement a National Wool-handling pilot. Five trainees will attend a motivational course in Taupo before returning for four-weeks training facilitated by local shearing training providers. This course will start in April 2006.

### *Building and Construction*

The region has been successful in finding employment for Work and Income clients with several contractors involved in the construction of the new prison at Milburn (project Crioch). Work and Income continues to work closely with contractors involved in the project, including Fulton Hogan, Stewart Construction, Lund South, Armourguard, Calder Stewart Spouting and Calder Stewart Roofing. Few placements have been possible with most companies using recruitment companies to recruit staff, along with contractors moving within construction companies. Two positions have been filled in the security area, and also a Southland Recruitment Agency employed two temporary staff from Balclutha in March 2006. Calder Stewart Roofing has also employed two Work and Income clients who underwent a roofing course.

The consortium which owns the former Oamaru Hospital has elected to employ immigrant labour for the demolition project, rather than accessing workers from the local labour force. Work and Income Oamaru keeps in contact with this recruitment agency should employment opportunities become available for its clients. There have been no employment opportunities with this consortium for Work and Income clients during the March quarter.

### *Hospitality*

A meeting was held between Work and Income and the Ngai Tahu Holdings Group to discuss a joint training venture opportunity for Ngai Tahu youth on the *Bridge to Queenstown* project. Eight graduates who started the Bridge to Queenstown programme six months ago graduated on 15 March 2006 and are now in full-time sustainable employment in the hospitality industry. This success can be attributed in part to the flexibility of the participants in Queenstown and making participants more accessible for extra hours and shifts.

### *Forestry and Silviculture*

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

### *Meat Processing*

The Southern region worked closely with the National Business Sector Unit to develop knife-handling courses in both Invercargill and Gore in time for the beginning of the new season in December 2005. A four-week knife-handling course began at Alliance Smithfield (Timaru) on 9 January 2006 with 11 participants, seven of whom gained

employment in the industry upon completion of the course. Another participant gained employment in another industry.

At Alliance Lorneville, a knife-handling course which ended in January 2006 resulted in 13 out of the 19 participants who completed the course being placed into employment with Alliance. Another course was conducted in February with 16 participants, 10 of whom gained employment with Alliance. As a result of this success, Work and Income Invercargill will begin recruiting for the next round of courses early into the next meat-processing season. No courses have been run in Gore so far this year, but there are plans for a course to be offered early in the next meat-processing season.

To address current skill shortages in the industry, pre-employment meat-processing courses have been introduced in the region. Eight clients commenced the first course at PPCS Pareora on 7 November 2005. Of these trainees, three have secured employment with PPCS and two with another company. Two additional courses were completed in Oamaru, where 21 participants successfully completed the training, with 13 gaining employment with Alliance Pukeuri. The plan for a bus to transport workers to PPCS for the nightshift has not proceeded due to the bus company wanting an assurance of a full bus before agreeing to provide the service, and this could not be guaranteed.

#### *Transport and driver licences*

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

#### *Viticulture and Horticulture*

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

For the 2005/2006 season, SSCO has exceeded its target of placing 3,500 to 4,000 workers into employment, which is a significant increase from the 2,300 individuals placed in the 2004/2005 season. An effective marketing strategy combined with an early start to the cherry and apricot harvest has contributed to this success.

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

#### *Fishing*

An Aoraki Marine Training pre-sea deckhand course continues to operate according to demand, meeting the needs of local fishing vessels working out of the Port of Timaru. The course enrolls participants on an as-needed basis. During the March quarter, the course trained two participants. Both are still in training and aim to be placed into employment in April 2006.

#### *Southern Youth Strategy*

The Transition to Work Trust continues to deliver *Good Job*, *Mentor Plus*, *EDAL* and *Alive at Borland* programmes throughout the region. All programmes are operating successfully with 28 trainees completing the *Alive at Borland* programme during the quarter, with 27 securing employment.

The roll-out of the *Work'n it Out* strategy also continues throughout the region. Letters of introduction have been sent to high school principals regarding school-leaver information for the *Work'n it Out* database, which is being developed by a contractor for the Transition to Work Trust. Information from the database is being used to contact at-risk school leavers throughout the region. The Trust is currently working with clients in the Gore area and will be adding staff to the Invercargill and Dunedin offices as well as Balclutha before the end of June 2006.

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

## Appendix 1 – Related national initiatives

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

### *Industry Partnerships*

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

A key component of Industry Partnerships is the building of relationships with industries to identify the needs and hiring requirements of employers. This approach is demand-led, with the needs of industry and employers' being the starting point for the design of our *Straight 2 Work* training and support programmes. For our clients, *Straight 2 Work* offers sustainable job and career opportunities. It is these programmes that take Work and Income clients straight to work in an industry that needs them. The programmes include:

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

Some very positive results have been achieved since Industry Partnerships was introduced. For the year ended 30 June 2005, the target for Work and Income clients to have participated in *Straight 2 Work* programmes was 1,315. The final number of participants was 1,739 and of that 1,188 were no longer on benefit as at 30 June 2005.

The target number of participants for the year ended 30 June 2006 has been set at 1,500. As at 31 March, 1,619 clients had participated in 134 industry-specific *Straight 2 Work* programmes throughout the country.

To date, the Business Sector Unit has signed 19 formal partnership agreements with a combination of industries and their training organisations. These include:

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

- The Warehouse Ltd
- Transfield Services
- Westpac Banking Corporation.

#### *Labour Market Development*

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

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

#### *Local Industry Partnerships*

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

#### *General Seasonal Initiatives*

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

Since that time, work has been undertaken by both the New Zealand Immigration Service and Work and Income to develop a Short Term Seasonal Labour Shortage Strategy. Several initiatives were put in place to manage the 2005/2006 season.

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

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

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

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

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

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

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

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

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

These regional activities continue to be led by the Regional Commissioners for Social Development and build upon the initial strategy.

The priorities of the Horticulture/Viticulture Seasonal Labour Strategy have been merged into the 2006/2007 season where ever possible. The five objectives of the strategy are:

#### Addressing Labour Supply

- Providing Seasonal Work Opportunities for New Zealanders
- Accessing global labour
- Informed management of seasonal labour.

#### Addressing the Management of Labour

- Developing Skilled Workers
- Improving workplace quality and productivity.

#### *Employment and Skills Fora*

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

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

## Appendix 2 – Initiatives led by other agencies

Initiatives where Work and Income plays a role.

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

<p><i>Supermarket Skills Training</i></p>	<p>In response to increasing recruitment demands from the industry in the Central region, a new supermarket retail-skills training programme commenced with New World supermarkets last quarter. Of the nine participants who commenced the New World Order Training programme in November 2005, seven participants secured employment. The region is still working with this employer and is likely to invest in further interventions early in the new financial year with few changes to the original programme around placement and on-the-job training/pastoral support. Over the last quarter, a further 10 cadets have commenced training with Pak 'N' Save assisted by investment from the cadetship programme.</p>
<p><i>Call Centre Monitors</i></p>	<p>Adecco, StudyLink, Sitel, the Inland Revenue Department (IRD) and Land Transport New Zealand are currently recruiting call-centre employees in the Central region. Work and Income is investigating the feasibility of a seasonal calendar for both StudyLink and IRD. A meeting was held with the Universal College of Learning regarding the training of clients who do not currently meet the specific typing requirement of 35 words per minute. The region is scheduled to meet with a call-centre cluster group to quantify actual employment numbers required for recruitment.</p>