



MINISTRY OF  
SOCIAL DEVELOPMENT  
*Te Manatū Whakahiato Ora*

# **Meeting Skill Needs**

**A Work and Income Response**

**Quarter ended September 2004**

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# Contents

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Introduction .....	2
Northland.....	3
Auckland .....	5
Waikato .....	8
Bay of Plenty.....	11
East Coast.....	13
Taranaki, King Country and Wanganui .....	16
Central.....	18
Wellington .....	20
Nelson, Marlborough and West Coast .....	23
Canterbury .....	25
Southern.....	27
Appendix 1 – Related national initiatives .....	30
Appendix 2 – Initiatives led by other agencies .....	33

## Introduction

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

This report provides an overview of skill shortages identified by Work and Income regions and describes initiatives regions are undertaking to address these shortages. This report covers the period from July to September 2004 and also provides an update of initiatives discussed in the June 2004 quarterly report.

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

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

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

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

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

Work and Income contributes significantly to reducing skill shortages by working with other government agencies, and by undertaking a co-ordinating role between employers, training providers and job seekers at a regional level.

This helps to identify the demand for particular skills, including current and anticipated skill shortages. By working with employers and training providers, Work and Income can facilitate the provision of training to address skill shortages. Suitable job seekers can then be matched to training that will provide them with the skills for the jobs we know are available.

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

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

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

## Northland

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

- building and construction
- hospitality
- electrical
- forestry
- seasonal work
- transport and drivers licenses
- health and personal care.

### ***New initiatives***

#### *Health and Personal Care*

The Northland region is currently negotiating a contract with the 'Manaia Health' Public Health Organisation. Fifty Sickness and Invalids Benefit clients will be provided with extensive mentoring designed to connect these clients to employment opportunities.

#### *Heavy Vehicle drivers*

Work and Income has determined that there is a shortage of heavy transport drivers in the Northland region. The Road Transport Association has a contract with Fonterra and is currently recruiting drivers with a class two maximum license who will be employed whilst they undergo training. This will mean that clients who are successful will have a reduced waiting time before receiving a full license.

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

#### *Electrical industry training programme*

This programme is run through Directech and is now fully operational, catering for eight job seekers. The basic training programme is linked to the Tertiary Education Commission (TEC) Modern Apprenticeships Scheme, and is further strengthened by more specific training as required by the employer.

#### *Employment and skills forum*

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

#### *Forestry*

Ngati Hine Forestry Trust and Work and Income are working to promote the forestry industry to job seekers and to mentor incoming forestry workers.

A two-week pre-employment training programme, designed to introduce job seekers to the forestry sector, commenced in February 2004 with eight participants. The programme assesses and caters for job seekers' learning needs and links them to a more intensive 12-week forestry programme, or redirects them to other training appropriate to their needs. In March 2004, participants moved into a 12-week training programme at Northland Polytechnic that is designed to provide job seekers with specific

skills required in the forestry sector, and provide foundation training that can be linked to specialised study as part of a career in the forestry industry.

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

Project Wheels helps young people to gain drivers licenses and learn responsible driving habits. It is a joint venture between the Far North Safer Community Council, the Land Transport Safety Authority, Work and Income Northland, Te Hau Ora o Te Hiku o Te Ika, the Accident Compensation Corporation, the Far North District Council, NZ Police, and TEC. The project was being run under the umbrella of G & H Training; however TEC has not renewed their contract. A new contract has been arranged through Sobieski Consultants which has ensured the continuation of the project. Participant outcomes for the period 1 July to 30 September 2004 are as follows:

- placed into fulltime employment 1
- placed into part-time employment 2
- undergoing further training 4
- no outcome 2
- moved out of the region 1

#### *Building and Construction*

Te Rarawa continues to utilise students from last year's programme for their housing maintenance and a kaumatua/kuia residential development is expected to start in the near future. Six participants are still undertaking the second stage of training and it is expected that many of the participants will find employment when they complete the programme. Te Rarawa is working with the Work and Income, Kaitiaki Service Centre to identify employment options for course participants.

#### *Hospitality*

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

#### *Forestry Sector Reference Group*

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

#### *Retro-fitting*

The retro-fitting project is now being completed under contract and employees are no longer subsidised by Work and Income. The region's Work and Income social development manager, together with Housing New Zealand is still involved with this project, assisting with further funding applications.

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

## **Auckland**

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

- computing/IT
- food and hospitality
- plumbing
- building and construction
- transport and drivers licences
- accounting
- roofing
- roading and rail
- caregiving.

### ***New initiatives***

#### *Allied Work Force*

This is an initiative developed by Allied Work Force and Work and Income aimed at addressing skills shortages in the building industry. It will involve up to 25 Work and Income job seekers who will be trained at Allied Work Force's new training school and employed by the company. Participants work four days a week and spend the fifth day studying towards a National Certificate in Elementary Construction Skills. Since the initiative began in August 2004, 11 job seekers have been employed by the company. The training programme runs for 49 weeks.

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

#### *Computing/IT*

Work and Income Auckland runs a work experience programme through the Auckland Chamber of Commerce, which assists highly qualified Work and Income migrant job seekers who have computing/IT skills. The programme runs for one year and concludes in September 2004. During that time the programme has provided migrant job seekers with work experience and employment opportunities in a variety of professions, including computing/IT. Since September 2003, 23 migrant job seekers have been placed into work in this industry as a result of this initiative.

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

This initiative has been established under the Jobs Jolt package to meet the roading/civil construction industry's need for skilled labour. Job seekers selected to take part in this initiative are referred to Infratrains, the roading industry's training organisation, for four weeks training before being placed into employment with roading/civil construction companies. A course with 21 participants finished in September 2004.

#### *Plumbing*

The Work and Income Job Partnership with the Plumbing industry commenced in March 2004, with 16 job seekers participating. This initiative is also part of the Jobs Jolt package of initiatives.

#### *Building and Construction*

Work and Income Auckland, TEC and the Manukau Institute of Technology (MIT) are training and mentoring young people who want to work in the building and construction industries. The initiative ran for 12 months from September 2003 to September 2004.

Fifteen young people took part which involved classroom-based training and work experience. Ten job seekers have been placed into employment since the initiative began.

Work and Income Auckland and the Auckland Trade Training Academy are running a 10 to 12 week building and construction training and work experience programme, which covers gib stopping, joinery, painting and decorating. This programme commenced in July 2004 and will run until June 2005. Fifteen job seekers had commenced their training by the end of September 2004.

#### *Industry partnership with Transfield Services.*

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

#### *Ezi Drive training contract*

The initiative, in collaboration with Ezi Drive Limited, assists job seekers to obtain their heavy transport licences and passenger transport endorsements. The initiative operates between July 2004 and June 2005. During the September 2004 quarter, five job seekers participated in the programme with one moving into employment to date.

#### *Hospitality*

Work and Income Auckland, the Hospitality Association of New Zealand and Treehouse Hospitality are running a four-week hospitality and retail training programme called Fast Forward. The Fast Forward programme also finds employment for job seekers and provides In Work Support for each client for three months. The programme began in July 2003 and is ongoing. During the September 2004 quarter, nine job seekers participated in the programme and seven have been placed into employment to date.

#### *Industry internships: clerical, transport, electrical, construction, engineering*

Work and Income Auckland's industry internship programme operates between July 2004 and June 2005. Its focus is on-the-job training in local industries with skill shortages, and operates as a pre-apprenticeship programme that can be linked to the TEC Modern Apprenticeships scheme. During the September quarter, 69 clients participated in industry internships and 30 have found full-time employment; eleven in office administration and 19 in a range of industries in Waitakere City that are experiencing skills shortages. Industry internships in the general trades, transport and hospitality industries finished in June 2004. These have all now been incorporated into job partnerships.

#### *Accounting*

Work and Income Auckland is continuing to work with the Auckland Chamber of Commerce to provide Work and Income migrant job seekers with positions in accounting through its work experience programme for highly qualified migrants. The initiative runs for 12 months through to September 2004 and to-date five job seekers have found employment in the accounting sector.

*Caregiving*

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

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

## Waikato

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

- food and hospitality
- the trucking industry
- transport and drivers licenses
- building and construction
- caregivers
- security.

### ***New initiatives***

#### *Agriculture*

Work and Income Waikato has established a regional contract with NZ Pre-Trade Training (NZPTT) to deliver an Agriculture course. The provider's most recent programme produced a 100% employment outcome with 10 placements. Work and Income has now contracted a national programme that includes rural Waikato which will address the ongoing skill shortage in this industry. The national contract has been signed with Infratrain who are using Cow Tech which is the same intermediary used by NZPTT.

#### *The Skills to Employment Working Party*

The group has met twice since the last report. The Waikato region's Social Development Manager has developed six project plans for the six project co-ordinators to manage, that fit under the Skills to Employment Action Plan. Discussions have occurred with WINTEC regarding their participation in the action group and they have agreed to be represented. A meeting has been proposed for December 2004 and an invitation has been extended to Career Moves who are also keen to participate in the forum.

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

#### *Food and Hospitality*

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

#### *Building and Construction*

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

Although the first course had problems with the calibre of the clients and their desire to regularly attend and participate, these issues have now been addressed with the course being tailored to work through the attitudinal areas within the first two weeks. Interim

feedback from the current course indicates that the clients appear to be keen and willing to participate and expect to be placed into full-time work on completion.

### *Hospitality*

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

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

### *Security*

Training provider Hamilton Security Services (HSS), is continuing to deliver an eight week security services programme to a maximum of 10 participants. A minimum of 80% of participants are placed into full-time employment due in the main to their excellent employer links and the growing demand for staff in this industry. HSS has also built a good rapport with other security companies who require staff. HSS participants graduate with all the relevant qualifications and a security clearance ready to start work immediately. This encourages employers to take them on straight away without having to do a lot of the ground work themselves. In some cases, a job subsidy is negotiated by the work broker assigned by Work and Income to this provider.

### *Transport and Drivers*

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

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

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

### *Training for Long-Term Clients*

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

Both training providers are on track to achieve their contracted outcomes of 115 client placements into employment throughout the Waikato region. Outcomes from fiscal 2004 contracts indicate that barriers such as drug and alcohol, transport, childcare and health issues are all key areas that need to be addressed by case managers. The referral rate is steady and providers continue to promote their services within each service centre. Individual assessment reports are being utilised by case managers to staircase their clients into employment once any issues have been worked through.

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

## **Bay of Plenty**

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

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

### ***New initiative***

#### *Wood Processing*

Work and Income Bay of Plenty has purchased two training opportunities for ten participants each, designed to move clients into full-time sustainable employment in the wood processing industry. The provider Wood Wise is a well known training organisation in the forestry and wood processing industry. Their 12 week programme is designed in such a way that participants receive tuition in the classroom and practical work experience within the industry. Participants are expected to adhere to strict guidelines that will hold them in good stead once they move into employment. These include timeliness, remaining drug free and safe work practices. Eleven participants enrolled on the first programme and although seven were removed, three secured full-time employment and one part-time employment.

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

#### *Kiwifruit Industry*

Recruitment for the kiwifruit industry is seasonal and labour is transient. Consistently maintaining a skilled labour force for a defined period is not always realistic. Pre-employment training for clients interested in horticultural work, specifically in kiwifruit harvesting and packing, has been organised with the Western and Eastern Bay of Plenty industry sectors to meet European British Retail Consortium standards. Employment outcomes continue to remain very high with the number of job seekers seeking employment in the 2004 harvesting season increasing. Employment and client participation within the industry has been the highest ever for the Bay of Plenty region.

#### *Technology*

The South Waikato Technology Trust is a joint venture between the South Waikato District Council and the Community Employment Group. The programme is focused on end users capitalising on their skills and knowledge of Information Technology to advance into employment. South Waikato is part of a pilot involving participants from Otago and Southland. Work and Income Bay of Plenty expects that 140 job seekers will secure employment by mid 2006 in the South Waikato.

### *Transport and drivers licenses*

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

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

### *Building and Construction skills programme*

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

### *Horticulture – market garden recruitment*

Work and Income Bay of Plenty has a contract for a market garden recruitment initiative that also includes a training component for all job seekers. The training covers health and safety, planting, picking and general labour skills. The market garden is located at Mokai, between Taupo and Tokoroa and grows capsicums and tomatoes for export. The Mokai horticulture project has provided employment opportunities for 43 clients from the rurally depressed communities of Mangakino, Atiamuri and Tihoi. The Mokai greenhouse business is expected to be expanded to an additional five hectares of operation and labour requirements are anticipated to be increased alongside the development. This expansion is expected to employ up to 50 additional staff by early 2005.

### *Pest control*

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

### *Employment Skills Surveys*

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

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

## East Coast

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

- agriculture
- horticulture
- silviculture
- factory processing
- transport and drivers licenses

### ***New initiative***

#### *Bus Service and Transport Van*

Work and Income, in conjunction with the District Council, funded two buses to meet the needs of clients who had no transport to travel to pack-houses for work (one in Napier and one in Hastings). Work and Income also funded a van to transport clients to picking and pruning jobs as they had no transport until car pooling could be arranged. The bus service catered for two pack-houses (Apollo and Mr. Apple, Whakatu) and approximately 110 clients have travelled on these buses so far. The van service commenced in February and ran until 31st July 2004. The van links primarily with the horticultural and viticultural contractors and approximately 70 Work and Income clients have used this service. The region is currently reviewing the success of the venture and is considering whether to run this service again next season.

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

#### *Horticulture*

Harvest Trail is a virtual community website that is in the early stages of development. It is aimed at assisting in the supply of labour to the horticultural industry by having a website linking seasonal employers, the tourist and accommodation industry as well as Immigration Services to enable a user to make their own 'harvest trail' from another part of the country or another part of the world. The tourism element will also ensure that the user gets an overall 'experience', for example when planning a working holiday. The region aims to trial this and then extend it to the rest of the country if appropriate.

Agencies involved are Work and Income, Hawke's Bay Tourism, the Napier City Council, Hawke's Bay Wine Country, Food Hawke's Bay, the Hawke's Bay Fruit growers Association, the University of Auckland, NZTRI, the NZ Fruit growers Federation, Visitor Information Centres, and Immigration and Accommodation representatives. Development commenced in May 2004 and the project is expected to run for approximately two years, at which time the website should be self-sustaining. The outcome expected is that progress will be made towards the common goal of meeting labour needs when the industry most needs them. Currently Work and Income does not have enough clients to meet the needs of the industry, particularly in the apple picking season.

#### *Agriculture, horticulture, forestry and factory processing*

The Mobile Employment Service is part of the Jobs Jolt package of initiatives, which is focused on assisting people into employment and meeting the labour and skill demands of employers. The service assists job seekers who live in remote areas to find employment. The initiative is designed to increase face to face employment services in

areas with limited access to Work and Income services. The initiative will also tap into potential job opportunities in remote areas.

A positive feature in August has been the return to work of a number of either long-term unemployed or clients who required a high level of assistance to advance their job search. This quarter has seen six clients placed into employment and 11 who returned to work as well as another eight clients who secured part-time or casual employment.

#### *Employment and skills forum*

Businesses and training organisations are being given an opportunity to raise employment and training issues relevant to their sectors through this forum. The outcome of this initiative is to raise awareness for ongoing collaboration across sectors to address common issues. Sixty-five people, including employers, training providers, Government agencies and Council staff, attended the forum which was held on 18 June 2004. Issues and activities that emerged from the forum are continuing to inform the region's strategic direction.

#### *Silviculture training*

Work and Income East Coast contracted Tairawhiti Silviculture to place Work and Income clients into the forestry industry and 10 were placed in July/August 2004. A six-week chainsaw course was conducted for a further 10 participants in August/September 2004 which was also contracted through Tairawhiti Silviculture.

#### *Transport and drivers licenses*

Work and Income East Coast is offering drivers license courses through the Roulston Driving School. The courses are ongoing and take four to six weeks to complete. To date, a total of 276 participants have attended the course in 2004 as follows:

- |            |    |        |    |
|------------|----|--------|----|
| • January  | 36 | May    | 34 |
| • February | 28 | June   | 28 |
| • March    | 40 | July   | 34 |
| • April    | 28 | August | 48 |

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

#### *Horticultural Cadet Scheme*

The Grape Growers' Association has embraced the concept of the HBFA cadet programme leading to Cadetships in Viticulture for Modern Apprenticeships in the near future. A partnership has been developed between the HBFA, Eastern Institute of Technology and NZ Horticultural Industry Training Organisation to deliver a similar programme for Fruit Cadets.

Enrolments closed in July for the 2004 Horticultural Cadet programme and the next intake is in January 2005. Currently there are 28 students in the first year programme, 15 are Modern Apprentices and 50% are new entrants to the industry. There are 11, (eight of whom are Modern Apprentices), studying in the year two programme and 10, (three Modern Apprentices) due to graduate at the end of this year. In total there are 49 cadets in the programme.

NZHITO has contracted EIT to teach the off-the-job elements of the Certificate of Horticulture to its Amenity, Nursery, Floriculture and Landscape trainee blocks, thereby strengthening their Horticultural training delivery.

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

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

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

- food and hospitality
- health care
- road contracting
- cultural tourism
- engineering and mechanical
- meat processing
- transport
- farm labouring.

### ***New initiatives***

#### *Engineering*

The Minister for Economic Development the Hon. Jim Anderton, officially opened the engineering workshops at the Western Institute of Technology, Taranaki on 18 June 2004. The workshops use the Work and Income Regional Industry Partnership funding that established the Centre of Engineering Excellence. It is expected that the Centre will play a pivotal role in meeting the engineering skills requirements of the community.

#### *Tourism*

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

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

#### *Farm labourers*

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

#### *Caregiving*

A Care of the Elderly training course commenced in Marton in April 2004. The training covers New Zealand Qualifications Authority Unit Standards for 12 job seekers and aims to place 80% of the participants in the rest home industry. Nine participants commenced the programme and of the eight that completed it, four have secured employment outcomes, primarily of a casual and/or part-time nature.

### *Road contracting*

Work and Income Taranaki contracted a roading skills training programme for 12 job seekers in New Plymouth. Local industry contractors were involved with the Road Contracting Industry Training Organisation in developing this programme and there were eight participating employers.

The training programme was delivered by NZ Pre Trades Training (NZPTT), a Hamilton based provider. Unfortunately, the programme suffered from last minute problems in attracting a suitable tutor. The initiative was completed in late May but with mediocre results, as only two participants secured employment with potentially two more in the pipe-line. The CEO of NZPTT and the Regional Commissioner are meeting to review the course, although future road contracting initiatives are the focus of a National Industry Partnership and we await further developments.

### *Employment and skills forum*

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

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

### *Meat processing programme*

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

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

## Central

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

- building, construction and related trades
- agriculture
- transport and drivers licenses
- health and personal care
- engineering
- wool handling.

### ***New initiatives***

#### *Building and Construction*

A one year pre apprenticeship building skills course, which includes an element of work based training has been set up to cover labour shortages around flood damage repair work. The course offers training in basic building/construction skills and there are no tuition fees. Four agencies are involved: The Universal College of Learning (UCOL), Trade and Enterprise New Zealand, TEC and Work and Income. No fees required by students. Up to 80 Work and Income clients will be participating and it is expected that 80% of those that complete the course will gain employment.

#### *Transport and drivers licenses*

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

#### *Agriculture*

Work and Income Central region has contracted pre employment training for job seekers in the Horticulture industry. The courses cover OSH training and basic Horticultural skills and are conducted by the Horowhenua Learning Centre. Meat processing training has also commenced under the auspices of the National Job Partnership with Industry programme in Levin and Feilding, with a further course under consideration in the Dannevirke community.

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

#### *Wool handling*

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

#### *Trades and Apprenticeships*

An Employment Advisory Group has been set up in Wairarapa to address skill shortages. The Group is led by the Mayor of Masterton and includes representatives

from Work and Income Central, TEC, UCOL, and local businesses. The group continues to meet on a monthly basis to discuss progress and skill gaps.

The Group also oversees a Workforce Development Co-ordinator, who is largely funded by Work and Income Central and New Zealand Trade and Enterprise. The role of the Workforce Development Co-ordinator is to promote apprenticeships, particularly in trades, to schools and young job seekers.

#### *Building, Construction and related trades*

UCOL has pre apprenticeship building course's running in the Wanganui, Wairarapa and Palmerston North areas. The courses are primarily funded by NZ Trade and Enterprise allowing 40 participants to undertake a years training without tertiary fees. Interest has been so high that 80 participants have commenced the programme. Work and Income have assisted 24 of these participants who were on benefit, with some course related costs.

#### *Engineering*

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

#### *Caregiving*

Work and Income Central is promoting the caregiving industry to job seekers and an intensive selection process will ensure that all job seekers entering the industry are aware of the requirements associated with the job. Recruitment of participants continues to be challenging. A lot of the work, particularly in Rest Homes is shift work and includes evenings and weekends, part time and casual. It is often on-call with varying hours and paid at rates that are not particularly attractive. Training courses have been investigated but these are generally difficult to fill. The region continues to work with employers to fill opportunities and is currently working with the Kimberley Centre in Levin to fill their part-time, temporary opportunities.

#### *Employment and skills forum*

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

For further information, please contact Rex Pennell on (06) 952 1430.

## Wellington

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

- building and construction
- retail
- food and hospitality
- health and personal care
- mechanical/engineering
- meat processing
- transport and drivers licences
- call centres
- security.

### ***New initiatives***

#### *Building and Construction*

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

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

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

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

#### *Call Centre Training*

There are potentially 200 employment vacancies available for clients with vacancies lodged with IRD, Ministry of Justice, Adecco, Studylink, Manpower and Westpac. Work brokers are screening suitable candidates and referring them to employers. The outcomes have been positive with approximately 60% of clients referred obtaining employment. The Regional Contracts Manager is also scoping the feasibility of undertaking a call centre training programme for Wellington clients.

#### *Security*

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

One Community United will commence their second programme and will be assisting 30 clients to move into this industry. Due to the demand from the local King Kong Productions who require security personnel, Wellington staff are actively referring eligible clients to meet this demand. Some of the barriers identified to date have been the requirement for clients to have a full license and no criminal convictions.

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

#### *Retail and Hospitality*

The region is running six programmes in conjunction with the training provider Treehouse Training as part of the Industry Partnerships Jobs Jolt initiative focussing on the retail and hospitality industries. The last programme in August 2004 was attended by 12 participants and the next intake commences on 1 November 2004. This programme is proving very popular and a good liaison has been established between Work and Income site co-ordinators and Treehouse. Work and Income expects that at least 70% of the participants will move into employment within the retail or hospitality industries.

#### *Meat processing training*

The contract with Canterbury Meat Packers (CMP) in Ashburton is targeting 80 clients in the meat industry. To date Work and Income has referred 45 clients who will commence employment in Ashburton over the next few weeks. CMP have contracted a Wellington provider, Sapphire Consultants Ltd, to undertake the recruitment and screening of potential applicants. The region has referred over 100 clients to the employer, although many clients have not passed the alcohol/drugs pre-employment testing.

#### *Transport and drivers licenses*

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

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

A learners license programme has also been purchased through NZ Police. This programme is a collaborative inter-agency initiative with the Department of Corrections and the Probation Service, aimed at reducing the likelihood of clients re-offending through illegal driving. The first programme was held in July 2004 targeting DPB clients and resulted in 12 clients (100%) obtaining their learners license. The next programme is scheduled in early November 2004.

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

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

In addition to Crenel and the Salvation Army - Driver Education Services New Zealand (DESNZ) continues to place clients through their forklift license courses. DESNZ has been delivering a small outcome-based funded contract where they place 10 clients in whatever license course employers require and as a result has placed seven clients into full-time employment in September 2004.

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

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

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

- transport and drivers licenses
- food and hospitality
- health and personal care
- viticulture
- forestry
- horticulture.

### ***New initiatives***

#### *Food and Hospitality*

Following discussions with Latitude Nelson, the agency has indicated that they foresee severe shortages in the hospitality sector in coming years. Discussions have been held with the Aviation, Tourism and Travel Training Organisation (ATTTO) as the key agency for the industry and an industry partnership agreement through a Jobs Jolt initiative has commenced.

#### *Drivers*

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

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

#### *Skills shortage survey*

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

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

#### *Trades - Buller Youth Works*

Buller Youth Works is a Mayors' Taskforce for Jobs initiative that aims to link young people to apprenticeships. In the September quarter, 11 young people were supported into full-time employment, one into part-time employment and four into training. This is an ongoing 12 month service.

### *Forestry*

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

### *Food and Hospitality*

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

### *Nelson/Tasman Pip fruit Strategy*

As there has been an ongoing labour shortage in this area, the Nelson/Tasman pip fruit strategy aims to attract as many seasonal workers to the Nelson region as possible. The harvest season has been completed and Work and income again seconded a work broker to act as seasonal co-ordinator working full-time at the Motueka Visitor Centre during the apple harvest. This position was in place from January to April 2004, and a total of 957 people were referred to work including 338 who required work permits.

### *Viticulture seasonal employment co-ordinator*

Work and Income Nelson, Marlborough and West Coast has appointed a part-time seasonal employment co-ordinator to help fill seasonal labour shortage vacancies in the viticulture industry in and around Blenheim. The co-ordinator worked from mid April to the end of August 2004 during the grape pruning season where there is the largest demand for labour. In total, 1076 clients had been referred to employment using this service, including 529 who were assisted with work permits.

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

## Canterbury

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

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

### ***New initiative***

#### *Bus Drivers Licenses*

Nine trainees completed training with Driving Solutions in July 2004. Eight were placed into full-time permanent positions with the Red Bus Company. Another nine trainees completed the course with Driving Solutions in September 2004 and eight were placed into full-time permanent work with the company. At the end of the September quarter, a total of 18 clients were trained and 16 clients placed into work, representing an 88% placement rate.

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

#### *Trades*

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

#### *Retail*

The region is currently providing a retail training course run by Treehouse Training. This is a six-week training course that commenced in June 2004 catering for 25 participants. Fifty per cent of participants secured employment and a further course will commence in October 2004 where Work and Income Canterbury are targeting an 80% employment outcome.

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

Work and Income is currently providing a 12 month training programme for prospective apprentices through City Care. City Care is a large employer, specialising in the construction, maintenance and management of amenity and infrastructure assets. There are 22 current trainees and it is expected that 16 participants will secure employment with City Care in 2005, with more getting opportunities with Fulton Hogan in the New Year. The region expects that all participants will be employed in full-time apprenticeships on completion of the programme. The promotion for the 2005 intake will commence in December 2004.

#### *Hospitality*

Work and Income Canterbury contracted Treehouse Training to provide a hospitality training programme for 21 job seekers. The first six-week programme ran from February to April 2004 with a disappointing eight trainees securing employment. A second course with 15 participants will conclude in October 2004 and aims to place 80% of them into

employment. To date, one client has been placed into full-time work, two into part-time work and three into work experience.

*Flooring - pre-apprenticeship programme*

The region is continuing to provide a flooring course through the National Trades Academy. The training covers one-week classroom based learning and five-weeks on the job training with different employers in the trade. The region expects that 80% of these job seekers will move into employment.

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

## Southern

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

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

### ***New initiatives***

#### *Civil Construction*

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

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

The employers gathered to interview 20 job seekers for the programme and accepted 10 - being the number of immediately available positions at the completion of the training. The final two weeks of the programme were spent on work experience with a range of companies. On completion of the training, a graduation ceremony was held and all 10 trainees were offered full-time positions. The participating employers have expressed their enthusiasm and support for another programme to be run by the end of 2004.

#### *Hospitality: recruitment*

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

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

### *Forestry*

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

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

### *Meat processing*

The Work and Income Invercargill Service Centre has provided a meat processing training programme through Kai Tech, to meet the needs of the major processing plants in the Southland area. This is a seasonal initiative and no further training has been run since the last report. Current discussions with local meat plants in Invercargill will confirm the need for another programme for the coming season with an expected start of November/December 2004. The duration of each programme will be up to two weeks with as many as five programmes being contracted. It is expected that the employment outcomes will be around 80-90% with some further training requirements for the remainder of participants. A new plant is due to open in Invercargill in early 2005.

### *Meat processing seminar*

Successful seminars were arranged by Work and Income Southern for Dunedin and Mosgiel job seekers interested in working in the meat processing industry in Balclutha. As a result of positive employment outcomes achieved in this community, a recruitment seminar has been offered to PPCS Silverstream to assist with the 2004/05 season, although no date has been set by the employer. Discussions are underway to assist industries whose seasons fit in between that of PPCS.

The Silverstream plant has initiated mandatory drug testing this season which, coupled with the lack of public transport to Mosgiel at the start of each shift, will impact on the people available to work for them.

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

### *Sawmill training programme*

A wood processing course, run by Exlim in Mosgiel, was completed in December 2003 with successful outcomes for five of the six trainees. There is still a shortage of workers in this industry, particularly in the South Otago and Mosgiel areas. Balclutha and Mosgiel Work and Income offices are continuing to work with employers in the Milton, Balclutha and Mosgiel areas to address these labour shortages.

### *Southern Youth Strategy*

Work and Income Southern has established the Southern Youth Strategy, which is a long-term strategy that focuses on young people in schools. The aim of this strategy is to encourage young people to make informed career choices by ensuring that they have the relevant information. Further work has been completed on the Strategy involving roll out of the Careers In Mind programme to Invercargill, Timaru and Balcultha.

The Transition to Work Trust has appointed five life coaches. Timaru has appointed two, Dunedin one, Invercargill one and more recently one in Central Otago. The life coaches are located in the Work and Income Service Centres, and are working closely with case managers to ensure the on-going referral of young job seekers to employment opportunities.

### *Viticulture and Horticulture*

Work and Income Southern facilitated the establishment of the Central Employment Trust, to address long-term labour shortages in the viticulture and horticulture industries in Central Otago.

The region has also established a strategic business unit, which is operating out of the Work and Income Alexandra Service Centre. The aim of this unit is to meet the seasonal labour needs of the fruit picking industry and a seasonal co-ordinator has been appointed as part of the strategic business unit. The seasonal team will be up and running in September 2004 in Alexandra, working along-side the vineyards in the Gibbston Valley. They will also work with a marketing representative and a person handling immigration and work permits. As bumper crops are predicted, the region anticipates a very busy 5-6 months.

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

## Appendix 1 – Related national initiatives

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

### *Jobs Jolt*

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

- jobs partnership with industry (see below)
- mobile employment service
- employment coaching
- supporting sole parents into work
- mature-focused case management
- Sickness and Invalids Benefit practice
- Job Club pilot expansion
- innovative employment assistance for Sickness Benefit and Invalids Benefit recipients
- creating clear and strong expectations – including pre-employment drug testing, limited employment locations, and streamlining of work-testing procedures.

### *Jobs Partnership with Industry initiative*

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

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

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

The first partnership was signed with the Hospitality Association of New Zealand in October 2003. This three-year agreement will assist 200 people into jobs across Work and Income regions in 2003/04 and 380 in 2004/05. These numbers may increase in the future as demand requires.

Other partnerships have been signed with the National Road Carriers, the New Zealand Retailers Association, Master Plumbers and Drainlayers Industry Training Organisations, NZ Roding, InfraTrain, the New Zealand Contractors Federation, the Bus and Coach Association and The Warehouse.

Work and Income will soon be launching partnerships with Transfield Services, the NZ Industry Training Organisation and the Meat Industry.

### *Quarterly Work Broker Survey*

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

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

### *General seasonal initiatives*

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

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

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

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

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

### *Updating the Job and Talent Bank*

Although the Job and Talent Bank still exists, the matching component in SOLO has been replaced with a more modern tool called Jobz4u, which places greater emphasis on the skills and experience of job seekers and automates many aspects of the matching process.

The application has been deployed and is used by all regional front-line staff. Next year Work and Income will be placing Jobz4u on the Internet and this will replace the current Job and Talent bank.

### *Employment and skills fora*

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

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

## Appendix 2 – Initiatives led by other agencies

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

<b>Initiative</b>	<b>Description</b>
<i>Seasonal industry</i>	A transport initiative implemented by Work and Income Northland and the Kerikeri Fruit Growers Association, to provide transport to orchards from remote parts of Hokianga, Kawakawa and Kaikohe, has given 64 job seekers an opportunity to work in the orchards. These job seekers have been involved in the recently completed harvest season with one of the district's major orchardists. The number of Work and Income clients required by the industry has not been as high as initially expected due to low bin rates and issues around the minimum adult wage not being paid.
<i>Hospitality</i>	The Work and Income Jobs Partnership with the Hospitality Association of New Zealand began in April 2004 and is ongoing. Twenty-one Job Seekers have participated in this initiative in Auckland since it began, with 12 of them moving into employment to date. This initiative is part of the Jobs Jolt package of initiatives to address skill shortages and place job seekers into employment within these industries.
<i>Horticulture</i>	Work and Income East Coast and the Hawke's Bay Fruit Growers Association have employed an industry-based liaison person to provide Work and Income with good links to employers and keep the region informed on how the season is progressing in terms of current activities and future events. Work and Income East Coast has found having a horticulture liaison person in the region has worked well.
<i>Hospitality</i>	The Work and Income Jobs Partnership with the Hospitality Association of New Zealand commenced in April 2004. The national training provider was Treehouse, which ran a 12 week course for 16 participants that finished in late June 2004.

	<p>It is expected that 80% of participants will gain employment on completion of the course although results that will identify employment outcomes are not yet to hand. Initial impressions suggest that the training has been effective. As at October 2004, three months after completion of the course, eight trainees are still in full-time employment and it is likely that the programme will be repeated this financial year.</p>
<i>Caregiving</i>	<p>Work and Income Wellington has purchased two caregiving programmes, one ending in December 2004 and the next programme commencing in February 2005. These programmes were set up in response to the retirement developments with the Tenths Trust (Dementia Unit). There is an abundance of positions available in this industry. The barriers that have been identified include the temporary nature of the jobs, odd working hours and a minimum wage. A work broker is managing this relationship to assist with the placement of clients into the caregiving industry through employment opportunities with the Tenths Trust and the McFarlane Retirement Village.</p>
<i>Recruit West Coast</i>	<p>A community recruitment agency is working with industries to advertise vacancies nationally to fill local skill shortages in major West Coast industries, especially mining. It also targets trades and senior management roles that businesses on the West Coast have difficulty filling. Representatives from the Grey and Westlands Councils, West Coast Development Trust, the Ministry of Economic Development and Work and Income Nelson, Marlborough and West Coast are involved in this initiative. In the last quarter, four clients have been placed into work and five new contracts have been won.</p>
<i>Building and Construction</i>	<p>An initiative has been established between Work and Income Southern and McCrostie Builders to address the local skills shortage in Central Otago. Work and Income is assisting with the funding of a retired qualified builder who will mentor, supervise and assist with the training of 10</p>

	<p>new labourers provided through Work and Income. An In Work Support person has recently been appointed and the 10 placements will be filtered into the business slowly over a period of 12 months. Alexandra Service Centre staff and McCrostie Builders are working together to identify the funding required and both a draft Heads of Agreement and Contract are currently being developed.</p>
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