



29 APR 2021

On 29 March 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *A copy of all advice, assessments, reports or briefings held by the Ministry of Social Development which recommend against funding or proceeding with an initiative that could reasonably be regarded as a "pre-employment initiative" within the last 24 months.*

The Ministry has interpreted this request as all advice, assessments, reports or briefings held by the Ministry which recommends against funding or against proceeding with an initiative that could reasonably be regarded as a "pre-employment initiative" within the last 24 months.

The Ministry has found the following report in scope of your request:

- REP/20/5/607 – *Limited Service Volunteers: Advice on the potential for adjustments to the programme*, dated 11 June 2020.

You will note that the names of some individuals are withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government
- to increase the ability of the public to participate in the making and administration of our laws and policies
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding a copy of all advice, assessments, reports or briefings held by the Ministry which recommend against funding or proceeding with an initiative that could reasonably be regarded as a "pre-employment initiative", you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely



Hayley Hamilton
General Manager
Employment and Housing



Limited Service Volunteers: Advice on the potential for adjustments to the programme

Date: 11 June 2020

Report no.: REP/20/5/607 (MSD)

2020-145 (NZDF)

Security level: IN CONFIDENCE

Priority: Medium

Action Sought: For decision by 18 June 2020

Hon Carmel Sepuloni
Minister for Social Development

18 June 2020

Hon Ron Mark
Minister of Defence
(Minister Sepuloni's office to forward to Minister Mark's office)

Contact for telephone discussion

Name	Position	Telephone	1st Contact
Anne Riley	Policy Manager	9(2)(a)	<input checked="" type="checkbox"/>
Justine Cornwall	General Manager Employment and Housing Policy		

Report prepared by:

9(2)(a)

Senior Policy Analyst, MSD

Minister's office comments

- Noted
- Seen
- Approved
- Needs change
- Withdrawn
- Not seen by Minister
- Overtaken by events
- Referred to (specify)

Comments

Minister Sepuloni has agreed to pursue extension of age pilot course.

Date received from MSD

12 JUN 2020

Date returned to MSD

25 JUN 2020



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE HANATŪ WHAKAHIATO ORA



Report

Date: 10 June 2020 **Security Level:** IN CONFIDENCE

To: Hon Carmel Sepuloni, Minister for Social Development
Hon Ron Mark, Minister of Defence

Limited Service Volunteers: Advice on the potential for adjustments to the programme

Purpose of the report

- 1 This report provides you with advice requested by the Minister of Defence on potential adjustments to the Limited Service Volunteer (LSV) programme including developing the following aspects of the LSV programme as previously discussed at Ministerial meetings in September and December 2019:
 - extending the upper eligibility age for participation on an LSV course past 24 years
 - increasing post-course support to facilitate more employment opportunities for LSV graduates including the use of existing 'employer days'
 - considering opportunities for LSV trainees to gain a driver's licence
 - reporting on LSV programme outcomes including an LSV dashboard.

Executive summary

- 2 Over the last year, improvements have been made to LSV including streamlining parts of the application process and how the programme is promoted so that applicants can make more informed decisions about participating.
- 3 There has been insufficient time to evaluate the impact of the recent changes as well as the recent doubling of participant places to 1,600 per annum as requested by Ministers, particularly following the cancellation of all courses between March and June 2020 due to COVID-19.
- 4 Officials from the Ministry of Social Development (MSD) and the New Zealand Defence Force (NZDF) propose that at this time, the LSV programme continues to be delivered within the current parameters regarding the age of eligible participants and the annual number of programme places.
- 5 MSD's extensive post-course support is established prior to applicants starting the programme to ensure no trainee is left unsupported or disconnected from opportunities for their next steps. Support includes case management and work brokerage that has been increased following the recent programme expansion.
- 6 As employment is an essential part of the LSV programme, Employer Days connect an extensive range of employers and education providers with trainees to begin facilitating employment opportunities before the courses end.

- 7 LSV courses are expected to resume post COVID-19, in August 2020, with an evaluation report due in September 2020¹. As we move to COVID-19 recovery, MSD will continue to consider the supports available across its integrated employment interventions including LSV. By late 2020 we may be better placed to advise on any further LSV improvements.

Recommended actions

It is recommended that you:

- 1 **note** that annual LSV participant places were doubled to 1,600 places from July 2019 but that courses scheduled for March 2020 to the end of the 2019/20 financial year were cancelled due to COVID-19 restrictions
 - 2 **note** that recent LSV course improvements including expanded work broker and case management support need time to embed before we can evaluate impact and assess if further enhancements are needed
 - 3 **note** that post-course support is successfully and consistently delivered through a mix of MSD Service Centres and service providers contracted by MSD regional offices
 - 4 **note** that making driver licensing preparation and testing a formal part of LSV courses detracts from the team-work focus of LSVs and requires significant resource that cannot be practicably met during the six-week course timeframe
 - 5 **note** that because of concerns including maturity matching between extended age groups, mismatch between programme content and the needs of older cohorts, and capacity constraints, officials do not recommend extending the age of eligibility for participation in the LSV programme
 - 6 **agree** that if you do wish to pursue extending the age of eligibility, officials will provide specific advice on delivering a pilot course for 25 to 30-year old trainees
- Agree / Disagree
- 7 **note** that the next formal LSV evaluation is due in September 2020 at which time we expect to be in post-COVID-19 recovery and MSD will be better placed to consider any further improvements to all MSD integrated employment interventions including LSV, and we can report back to you near the end of the year
 - 8 **note** that the current LSV reporting dashboard, modelled on the Mana in Mahi – Strength in Work programme dashboard, is attached as Appendix One

¹ The last formal MSD evaluation was completed in 2018 for the 2014/15 financial year showing mixed results with small positive impacts on trainees' employment and earnings.

9 **agree** to forward this report to Hon Willie Jackson, Minister of Employment, given his previous engagement in LSV discussions

Agree / Disagree

J Cornwall

Justine Cornwall
General Manager Employment and Housing Policy
Ministry of Social Development

11 June 2020
Date

K Short

Kevin Short
Air Marshal
Chief of Defence Force

11 JUNE 2020
Date

C Sepuloni

Hon Carmel Sepuloni
Minister for Social Development

21/06/20
Date

Hon Ron Mark
Minister of Defence

Date

Background

- 8 LSV is a voluntary six-week motivational residential training course funded by MSD and NZDF. It is delivered by NZDF in partnership with MSD and the New Zealand Police.
- 9 LSV, in its current form, was established in 1993 to increase the number of young people entering employment by providing training that improves the participants' self-discipline, self-confidence, motivation and initiative. It is aimed at 18 to 24-year olds and is delivered at three sites – Burnham Military Camp in Christchurch, Whenuapai Airbase in Auckland and at an NZDF leased site in Trentham, Wellington.
- 10 Budget 2018 provided \$26.8m over four years for the expansion of the programme from 800 to 1,600 participants per annum. Starting in July 2019, full expansion to 1,600 places was expected to be achieved by the end of the 2020 calendar year. Eight courses, hosting 766 participants, were completed between July 2019 and January 2020 from which 523 trainees graduated.
- 11 Following the outbreak of the coronavirus pandemic, the six LSV courses for 740 participants, scheduled for the first half of 2020, were cancelled. This was to comply with the Government's COVID-19 related restrictions on mass gatherings and travel around the country [REP/20/5/546].
- 12 MSD and NZDF expect courses to resume from August 2020 for 370 participants spread across the three sites, although this depends on any changes to COVID-19 alert levels. As reported earlier, it is not possible to schedule extra courses because of NZDF mandated rest requirements for staff, the length of the courses and capacity of facilities for LSV's.
- 13 On 5 December 2019 you met with the Minister of Employment to continue discussions about possible enhancements to the LSV programme, including the potential to increase the age of eligibility past 24 years and on the expansion of post-course supports for trainees. A follow up report was delayed due to COVID-19 responses and the advice is now provided in this report.

Improvements have been made to the programme but need time to embed before the outcomes can be usefully evaluated

- 14 MSD commissioned a report in April 2019 based on interviews with LSV trainees and other people involved in trainees' lives. It identified potential changes and improvements to LSV, some of which have been implemented or are further considered in this report, including:
 - ensuring applicants understand the requirements and expectations of the programme before participating
 - provision of coordinated support, including employment support and peer networks, over a longer period after course completion
 - additional end of course preparation such as written plans for next steps
 - including a range of employers and education providers at the career expo (Employer Days)
 - considering driver licensing preparation and testing
 - connecting clients with health needs to appropriate support

Promotional material has been amended so that potential trainees better understand what LSV will require of them

- 15 Following a promotional campaign that included roadshows, the first courses delivered during the expansion period attracted higher numbers of applicants. While the drop-out rate from the courses is now around 30 percent (up from 20 percent before the expansion) retention remains at around 70 percent.
- 16 Reasons for dropping out are wide ranging. They include physical and mental health issues and disciplinary action, but the vast majority (46 percent) left at their own

request. These trainees felt the course was harder or more physical than expected or they missed their home and family. Some felt the course was too long.

- 17 The promotional material marketing the programme has subsequently been moderated to better demonstrate the realities of what is involved in the course including the physical aspects and daily routines. The new material includes video clips narrated by trainees, collateral for potential applicants and employers, and easier navigation of the website.
- 18 Seminars are also provided to help potential applicants make informed decisions about applying to the LSV programme. Many of the seminars are supported by NZDF staff and where possible, an LSV graduate.

Additional support services have been provided with streamlining of processes

- 19 The expansion of LSV places provided extra work brokerage delivering work readiness training and support, and case management to help trainees access any MSD assistance they may be eligible for.
- 20 As a result of a post-implementation review, improved practices and processes have also been implemented. Process guidelines have been updated on how MSD can better support young people from the time of application, throughout the course and after graduation.
- 21 Where practicable, processes between MSD and NZDF have been streamlined. Changes were made to the LSV application form to make it easier to apply for the course. NZDF also removed the requirement for all applicants to have a Police check, instead undertaking an audit on five percent of applications where a criminal conviction has not been declared.
- 22 Post COVID-19, more medical assurances will be considered to ensure safe practices across all aspects of life on NZDF sites, including in the delivery of LSV.

LSV has been well suited to the existing target cohort of 18 to 24-year olds

- 23 LSV is targeted at 18 to 24-year olds not in education, training or employment. Seventeen-year-olds who are part of the Youth Service are considered on a case-by-case basis. They comprised eight percent of the intakes this financial year while close to half of the trainees during July 2019 – January 2020 were 18-19 years old.
- 24 Trainees who participate at the age of 25, must have made their application when they were still 24-years of age. Twenty five-year olds represented only one percent of participants in the current financial year.

Retaining the current age of eligibility ensures young people get a safe and positive experience and also have options during COVID-19 recovery

- 25 While past recessions like the Global Financial Crisis impacted people over 25, the impact on younger people was significantly more apparent. Every year between 2009 and 2012 more than 9 percent of 15 to 19-year olds were not in employment, education or training while that number was double for 20 to 24-year olds. It is likely that these cohorts will experience similar or worse outcomes due to COVID-19.
- 26 LSV is a motivational and confidence building programme providing trainees with instruction on basic life skills including basic hygiene and budget advice, CV preparation and job-seeking skills. It also has a high degree of intensive physical activity. The combination of these key aspects means the programme may not be suitable for people over the age of 25 who may be better placed receiving more hands-on skills training with a direct pathway into the labour market.
- 27 As an example, MSD's Mana in Mahi – Strength in Work programme offers employers wage subsidies to provide at-risk people with industry training including apprenticeships. While it targets young people, it is open to all ages and MSD is considering scaling up options to meet COVID-19 related work demand.

- 28 LSV Coordinators also note that even with the current cohort there is already a clear difference in maturity between the oldest and youngest cohort members. This disparity would become more apparent if older participants are introduced.
- 29 While some older participants could have a positive influence on the existing cohort, they could also negatively impact younger, more impressionable trainees. Older adults may be perceived as having more authority, and while the impact of mixing age groups within a residential setting is not well studied, it will carry some risk that would need careful minimisation.
- 30 Our advice is to keep the LSV programme targeted to the 18 to 24-year old cohort. Research shows that this is a cohort likely to experience negative outcomes in adulthood when compared with their peers who have not experienced periods of long-term disengagement with education, training or employment.
- 31 While extending the age of eligibility could fill the currently under-subscribed places on LSV courses, it risks diluting the purpose of the programme to a focus on filling places. Instead, we are better placed to focus resources on the recent and potential new programme supports to ensure better outcomes for trainees.

If Ministers wish to pursue extending the age eligibility of the programme, a pilot for older participants could be considered

- 32 After considering the advice provided against extending the age of eligibility, a pilot programme could be considered if Ministers wish to pursue a further extension of LSV. A pilot extending the age of eligibility requires consideration of:
- Capacity – NZDF has no capacity for other courses as their facilities are booked a year in advance with LSV, other similar initiatives and Police and NZDF staff training. Any trial course would need to replace a regular LSV course, reducing opportunities for the young people who are most at risk in the labour market particularly during a recession
 - Location – Trentham would be the most appropriate site for a trial course as it is central and accommodates 90 participants
 - Upper age limit – due to the advice provided above, LSV may not be suitable for adults over the age of 30 because of the existing intent of the LSV programme and safety of younger participants.

We also propose not extending the number of programme places past 1,600 until we know we can fully subscribe current courses and evaluate recent changes

- 33 During July 2019 and January 2020, 2,127 people were referred to the LSV programme (for 880 places). Of that number, 766 were recruited into the programme with 523 going on to complete their course. Of the 1,361 referrals that did not progress to a course, the majority changed their mind about attending, some did not follow through on the opportunity while others did not meet NZDF's medical requirements.
- 34 Given the rate of recruitment and transition does not currently result in the courses being fully subscribed, and because of the cancellation of LSV courses for the first half of 2020, we propose keeping the maximum annual participation rate at 1,600. This will allow time to properly evaluate the recent changes once the remaining 2020 courses can be delivered, and to further test whether suitable candidates can be recruited to fill the places already available.
- 35 NZDF has signalled the potential to service additional trainees on LSV courses if new funding was made available and if it was possible to source suitable LSV candidates. As part of the initiative for Government departments to support the COVID-19 Response and Recovery Fund (CRRF), NZDF offered to increase the number of places available to LSVs under CRRF Wave 3 initiatives if funding was granted.
- 36 However, further research is required to determine if additional candidates can be sourced to merit building additional capacity and physical infrastructure. To date, existing places have not been fully subscribed despite increased promotion of the

programme. Any additional NZDF investment would also need to be proportionately applied to MSD's responsibilities for LSV including administrative capacity and trainee supports such as more work brokers and case managers.

There are mechanisms in place to facilitate graduates into employment with opportunities to consider additional supports

- 37 The nature and intent of LSV means that trainees are well supported during and after their courses. Employer engagement is an essential part of the programme.
- 38 Trainees are supported onsite during their course by dedicated MSD work brokers, case managers, a nurse, social worker, psychologist, Police mentors (liaison officers) as well as the NZDF staff.
33. After graduation, trainees receive ongoing support and where they do not have a job interview or offer in place, they receive work brokerage and case management support from their MSD work broker in their region. This support was increased as part of the LSV expansion.
- 39 These graduates may be facilitated into other MSD work readiness programmes like Mana in Mahi or they may be linked to local available opportunities, for example, seasonal work and forestry.

Employer Days provide good opportunities for trainees and employers to explore employment pathways

- 40 LSV work brokers work with trainees throughout their LSV course. Every course runs a dedicated Employer Day where trainees meet a wide range of businesses, training organisations and industries. Trainees can talk directly with employers to understand the skills employers are looking for and the vacancies on offer.
- 41 Employer Days are provided in addition to a range of seminars, day presentations and vocational nights which also include CV preparation, interview skills and help applying for jobs.
- 42 The industries represented at Employer Days vary across the three sites and depend on employer availability and upcoming vacancies. In general, representation comes from retail and hospitality, construction and warehousing, Industry Training Organisations, caregiving, customer service (including contact centres), healthcare, fisheries, meat works, horticulture and seasonal work, public service, agriculture, manufacturing, tourism and trades.
- 43 Over 40 employers and training providers attended the last Employer Day in Canterbury (January 2020 course) including Fulton Hogan, Christchurch City Council, Canterbury DHB, Westport Deep Sea Fishing, Verkerks, Sealord, NZ Police, NZDF, Accor Hotels, Dairy NZ, Anzco, City Care, Aviation Security, Elastermo Products Ltd (EPL), Fire and Emergency NZ, Hellers Ltd, Masterlink, Sudima, South Pacific Meats and Native Solutions. Training providers included Service IQ, TANZE, Workbridge, Trade Staff, Fit for Work, Ara, Primary ITO and NZ Institute of Sport.

MSD's existing regional model is successfully used to provide support both pre, during and post-graduation

- 44 While each MSD region has responsibility for delivering trainee support, all trainees have a 'handshake' appointment at the end of the programme from LSV staff back to their regional MSD case manager. This happens onsite during the final week of the LSV course, providing surety that no trainee is left unsupported.
- 45 Graduates with a job interview or work opportunity are offered extra support such as appropriate clothing or work-related equipment (like work boots) or transport costs. Graduates without an immediate opportunity have an appointment put in place with their MSD work broker to support their ongoing search for work along with profiling to employers with existing vacancies.
- 46 Other graduates are facilitated into further specialist training opportunities with providers in their region including trades training. MSD case managers are positioned

to help graduates further explore their aspirations, skills and needs, using their strong links with local training providers to identify the availability of different courses.

- 47 Some graduates need specialised health or mental health support. These graduates are referred to appropriate services through MSD Service Centres which have links to a wide range of services available in their local community including mentoring and support services.
- 48 In terms of implementing support arrangements, it's important to acknowledge that MSD's delivery of employment services and income support are divided into a network of 11 regions headed by Regional Commissioners with their own regional budgets. The model acknowledges that employer and client needs can vary across New Zealand and that regions know their stakeholders best.
- 49 Each region may have slightly different approaches to delivery across employment interventions. For LSVs in Northland for example, all young people are managed as a group while in Wellington and the Waikato the service is contracted to Future Leaders with the Dunedin Training Centre and the YMCA South providing services in the South Island.
- 50 The number of Future Leaders' places in Wellington were reduced as they were not fully subscribed. This was often because graduates preferred not to travel into Wellington city where Future Leaders is based. These graduates can then access the same support from their local MSD case manager closer to home such as Upper Hutt.
- 51 Where MSD Service Centres do not contract services to providers or contract only some of the places, the support is provided directly from the local MSD offices. No differences or inconsistencies in outcomes for graduates has been identified through the different delivery arrangements.
- 52 Any national service would need to be contracted through an open tender process. A single provider would need to meet the needs of all graduates including the ability to manage the spread of graduates' home locations.

As we move into COVID-19 recovery, there may be opportunities to leverage supports across our integrated system of work readiness interventions

- 53 LSV is part of an integrated system with other MSD work readiness interventions widely promoted to LSV trainees, such as Mana in Mahi and Red Shirts in Communities which provides work experience at The Warehouse.
- 54 It is important that we consider any additional supports for LSV in the context of the other employment interventions. We know for example, that mentoring and peer networks can help people stay on track as they make their next steps to sustainable employment or more training.
- 55 As we transition into a post-COVID-19 phase, MSD will continue to assess the supports it provides across the integrated employment system and for LSVs, this would need to consider:
 - what has worked well elsewhere in the employment system and what can be replicated so that young people are assisted to stay motivated
 - the MSD report evaluating the effectiveness of the LSV programme, due September 2020
 - completing at least one more series of LSV courses scheduled for the second half of 2020 noting no courses could be delivered in the second half of this financial year; and that this will provide time for the newly developed 2019/2020 reporting framework to be implemented

There are a range of supports outside of LSV to help young people get their driver licence

- 56 While some LSV sites have funded their own trials to assess trainees' readiness to gain their licence, we propose driver licensing does not become a feature of the LSV programme at this time.
- 57 As gaining a full driver's licence is a two-year process, trainees come to LSV at very different stages of the licensing process. Pass rates are variable with Wellington reporting a 44 percent pass rate from its October 2019 trial.
- 58 Licensing requires a significant amount of administration (including document handling) but also trainee time (for example, it can require two full days to work through the curriculum for a learner licence with additional time required to sit the test offsite) in a programme that is already full. Focusing on licensing also takes trainees away from the group focus of the course.
- 59 Licensing past the learner licence stage requires driver training and enough car driving experience. This creates issues for health and safety, dedicated time away from the LSV scheduled programme for trainees and staff needed to deliver the driving instruction. NZDF instructors are trained to deliver military training in military grade vehicles and aside from this, capacity to deliver outside of NZDF staff is very restricted.
- 60 Holding a driver's licence can help young people access a wider range of jobs. In recognition of this, MSD partners with a range of other agencies to support people to get their licence including those who do not have a licence or who have stalled at one of the stages of getting their licence.
- 61 MSD provides funding for specific driver licence programmes, training and employment programmes which include a driver licence component and financial assistance to assist clients with licence application and testing fees. As part of post-course support, LSV graduates can be linked into these additional supports through their regional MSD offices and relationships.

Next steps

- 62 As the expansion of LSV resumes later in 2020, we will continue to monitor feedback from trainees and consider this alongside outcomes of the next formal effectiveness evaluation of the programme due September 2020. We can provide further updates to you near the end of 2020 including with the next LSV dashboard, or we will respond to the decisions requested through this report, as required.

Appendix

- 63 The LSV dashboard, modelled on reporting done for MSD's Mana in Mahi - Strength in Work programme, is attached as Appendix One.
- 64 The dashboard shows that of the 2,217 people referred to LSV for July 2019 and January 2020 courses, 766 were placed into the 880 available places and 523 completed the programme. At referral, 62 percent of participants had been on a benefit for more than three months. Close to half of the trainees were 18 to 19-year olds. Almost half identified as Māori and 67 percent were male.

REP/20/5/607 (MSD)

2020-145 (NZDF)

Author: Francesca Hilbron, Senior Policy Analyst, Employment and Housing Policy

Responsible manager: Anne Riley, Policy Manager, Employment Policy

Input: Colonel Trevor Walker, Assistant Chief Defence Reserves, Youth and Sport



Progress Report for July 2019 - April 2020

Summary

March In total

766

clients have marched into LSV, 523 of which marched out and completed the programme.

291 clients exited benefit into work, education or other*

243 clients left early.

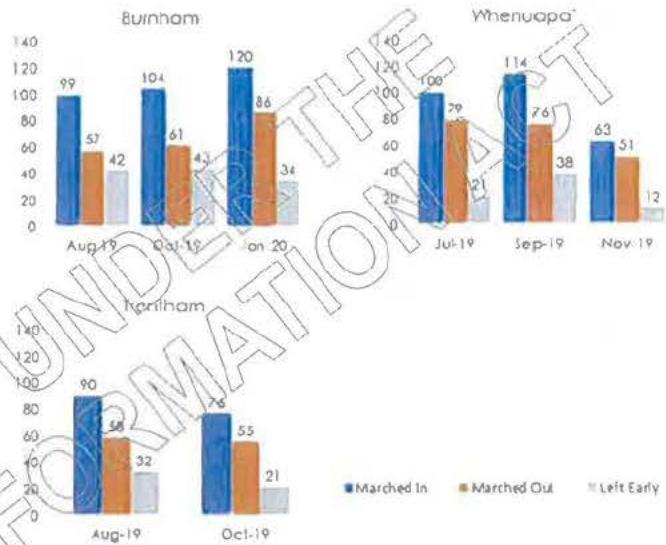
2,127 clients were referred to this programme opportunity.

880 places were available.

Note: Due to COVID-19 referrals after the Jan-20 course have not been included due to future courses being on hold.

* Of clients that marched in and completed LSV. Additional exits may be reported as clients complete outcome period of 12 weeks.

Information on Camp by Course Start



Information on Clients

Marched In total by region

Northland
33 clients

Auckland
150 clients

Waikato
76 clients

BOP
61 clients

Taranaki
35 clients

East Coast
40 clients



Central
25 clients

Wellington
58 clients

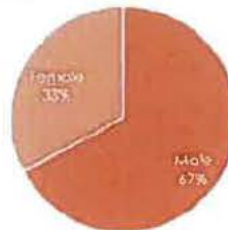
Nelson
21 clients

Canterbury
43 clients

Southern
68 clients

*Other
156 clients

By gender



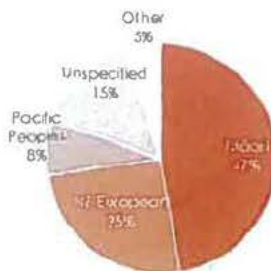
67% of participants are Male

By duration on benefit



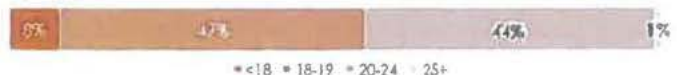
All referral, 62% of participants had been on benefit for more than 3 months.

By ethnicity



Almost half of participants are Māori

By age



* Clients not in receipt of a main benefit is the highest reason for Other or Centrally managed.

Note: Due to rounding, whole numbers may not add to 100%



Progress Report for July 2019 - April 2020

Outcomes

Clients exited benefit by camp*

- Burnham (Southern)**
108 (53% of marched out)
- Trentham (Central)**
70 (62% of marched out)
- Whenuapai (Northern)**
113 (55% of marched out)

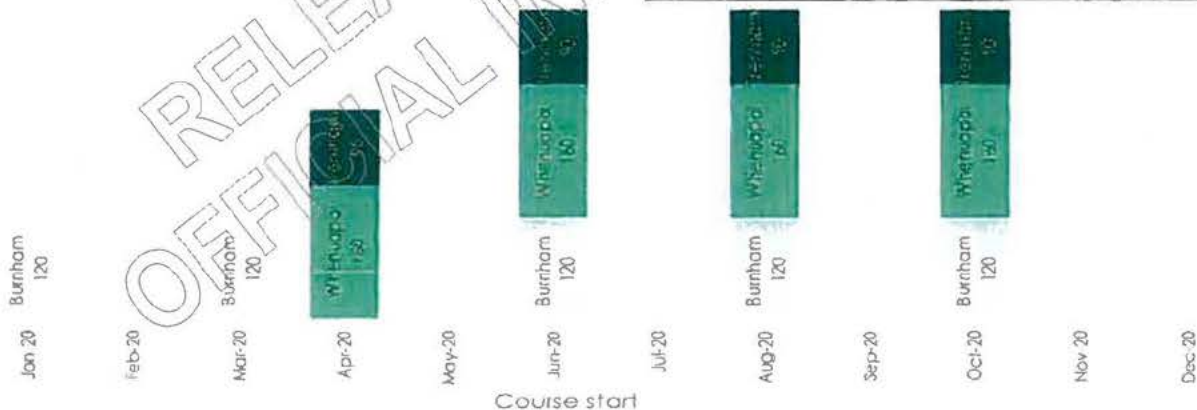
Clients exited benefit by region*

- Northland**
12 clients
- Auckland**
55 clients
- Waikato**
34 clients
- BOP**
23 clients
- Taranaki**
13 clients
- East Coast**
17 clients
- Central**
10 clients
- Wellington**
24 clients
- Nelson**
11 clients
- Canterbury**
12 clients
- Southern**
27 clients
- Other**
53 clients

* Clients that marched in and completed LSV. Additional times for reports do not include complete outcome period of 16 weeks.

Upcoming courses and available places

Note: Six courses scheduled for March, April, and June were cancelled due to COVID-19 health alerts.



Participant Story 1

Gender: Female
Age: 19
Days in programme: Complete
Status: Inactive



Young woman went on benefit in 2019 and was struggling to find work. She told her Case Manager that her goal was to secure work and be able to support herself but was unsure how to do it. She enjoyed fitness and wanted to build her confidence and independence so her Case Manager suggested LSV. The young woman then enrolled and attended the Whenuapai course. Initially she was shy and struggled being around so many different people as well as adjusting to the new structure and routine. However, it didn't take long before she started coming out of her shell, she took each challenge in her stride and started to express her ideas confidently and embraced leadership opportunities. She improved so much that she received the Top Trainee award. After graduating she began working as a Dental Assistant where her employer is very impressed by her work ethic, positivity and self-motivation. She says that LSV helped her to achieve her goals and is really enjoying her new life.

Participant Story 2

Gender: Male
Age: 22
Days in programme: Did not complete
Status: Inactive



Young man had been on and off benefit since 16. He struggled to find something that motivated him and made him feel important. His Programme Coordinator suggested LSV. There were initial concerns that he may struggle with the discipline and rules of LSV but they saw his potential. During the first week his attitude was an issue, but he soon learnt that respect is a two-way street and bonded well with the staff. He wanted to improve himself and became a real leader in his platoon, encouraging others to stay, do their best and follow the rules. He worked hard to lose weight and successfully dropped several clothing sizes. He also completed all the field exercises and cross country. Unfortunately, he was involved in an incident that led to him being released one day before graduation. Despite this, the LSV team worked with him to gain employment. His new manager speaks very highly of him. Despite finishing early he believes that LSV played a big role in helping him to get where he is now.