



MINISTRY OF  
SOCIAL DEVELOPMENT  
*Te Manatū Whakahiato Ora*

# **Meeting Skill Needs**

## **A Work and Income Response**

**Quarter ended March 2004**

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Employment and Capacity Policy

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## **Introduction**

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

This report provides an overview of skill shortages identified by Work and Income regions and describes initiatives the regions are undertaking to address these shortages. This report covers the period from January to March 2004 and also provides an update of initiatives discussed in the December 2003 quarter report.

Information for 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 give them 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 people's ability to take up work.

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 lack of transport.

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

## Northland

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

- building and construction
- hospitality
- electrical
- forestry
- seasonal work
- transport and drivers licences.

### ***New initiatives***

#### *Building and construction*

As part of the First Homes/Northern Developments programme, Work and Income Northland is negotiating a 12-week training programme in plastering and gibstopping for young Job Seekers. Work and Income Northland anticipates participants will work with qualified professionals for this period on newly constructed buildings.

#### *Hospitality*

Work and Income Northland is trialling a hospitality training programme with 20 participants. A co-ordinator has been appointed to develop career paths, establish training needs, and determine when the training will be delivered. The aim of this pilot is to up-skill participants during the off-peak periods, so they can remain in the industry.

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

#### *Building and construction - Retro-fitting project*

Work and Income Northland is insulating 360 houses as part of the Rural Housing Project. Work and Income Northland, working with Te Puni Kokiri, Housing New Zealand Corporation, Northland District Health Board and community group He Iwi Kotahi Tatou Trust, has secured funding from the Energy Efficiency and Conservation Authority for the Rural Housing Project. The Work and Income Northland Social Development Manager is working with Housing New Zealand to secure future funding.

#### *Electrical industry training programme*

Work and Income Northland has started an electrical industry training programme through Directech, for eight Job Seekers. The basic training programme is linked to the Tertiary Education Commission (TEC) Modern Apprenticeships Scheme, and is followed up with 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 Northland, TEC, employers and other agencies worked with the Economic Development Agency Enterprise Northland on an action plan to address skill needs and employment related issues. The action plan was completed in April 2004.

#### *Forestry - Partnership with Ngati Hine Forestry Trust*

Ngati Hine Forestry Trust and Work and Income Northland 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, started in February 2004 with eight participants. The programme

assesses and caters to Job Seeker's learning needs and links them to a more intensive 12-week forestry programme, or redirects them to other training appropriate to their needs. The course finished in March 2004. Participants then moved into a 12-week training programme at Northland Polytechnic. This programme started in March 2004, and 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. When the programme finishes in June 2004, participants will be placed into four weeks of work-based training.

#### *Seasonal industry*

A transport initiative implemented by Work and Income Northland and 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 are then involved in the upcoming harvest season with one of the district's major orchardists.

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

Project Wheels helps young people to gain drivers licences and learn responsible driving habits. It is a joint venture between the Far North Safer Community Council, Land Transport Safety Authority, Work and Income Northland, Te Hau Ora o Te Hiku o Te Ika, Accident Compensation Corporation, Far North District Council, the Police, and TEC. Over the March 2004 quarter, 10 participants have moved into employment, and four into further training.

### ***Other initiatives continuing from the December report***

#### *Building and construction*

Work and Income Northland is using the Job Plus Training subsidy with key employers in the building and construction industry. The number of vacancies in the building and construction industry currently exceeds the available labour pool.

Twenty-four Job Seekers have completed a one-year training programme to earn a National Certificate in building, and 2,000 hours credit towards a TEC Modern Apprenticeship. This is a joint initiative with Te Rarawa, Unitech, NZ Housing Foundation, Housing New Zealand Corporation Rural Housing Project, and Work and Income Northland. 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 Kaitaia Service Centre to identify employment options for course participants. A new programme for 2004 is under negotiation.

#### *Hospitality*

Work and Income Northland, the hospitality industry and training provider People Potential are working together to help Job Seekers who want to work in hospitality to develop plans for training and up-skilling.

#### *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 have bi-monthly meetings.

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

## **Auckland**

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

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

### ***New initiatives***

#### *Computing/IT*

Work and Income Auckland has run 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. During 2003/2004 the programme will provide 120 migrant Job Seekers with work experience and employment opportunities in a variety of professions, including computing/IT.

#### *Hospitality*

The Work and Income Jobs Partnership with the Hospitality Association of New Zealand is running from September 2003 to June 2004. The Jobs Partnership with Industry Initiative is part of the Jobs Jolt package of initiatives to address skill shortages, and place Job Seekers into employment within these industries. Thirteen Job Seekers have participated in this industry initiative in Auckland and four have been placed into employment.

#### *Plumbing*

The Work and Income Job Partnership with the Plumbing industry started in March 2004 with 12 Job Seekers participating. This initiative is also part of the Jobs Jolt package of initiatives.

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

#### *Building and construction*

Work and Income Auckland, the Tertiary Education Commission (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 12-month course started in September 2003. Over the March 2004 quarter, 12 Job Seekers have participated in the programme, which involves a mixture of classroom-based training and working on-site, and two have been placed into employment.

Work and Income Auckland and the Auckland Trade Training Academy are running a 10 to 12 week building and construction training and work experience programme, which covers gibstopping, joinery, painting and decorating. This programme started in September 2003 and ends in June 2004. Since the programme began, eight Job Seekers have found employment.

### *Ezi Drive training contract*

A training contract with Ezi Drive Limited has been established with Work and Income Auckland to help Job Seekers obtain their heavy transport licences and passenger transport endorsements. The training started in July 2003 and finishes in June 2004. Sixty-four Job Seekers have been referred to this programme since it started, with 49 Job Seekers successfully obtaining their licences. Nineteen Job Seekers have moved into employment and the provider is working with the remaining Job Seekers. Over the March 2004 quarter, five Job Seekers found employment.

### *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 three months. This programme started in July 2003 and finishes in June 2004. Since 1 July 2003, 17 Job Seekers have been placed into employment. During the March 2004 quarter, 15 Job Seekers participated in the programme.

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

The industry internships focus on job training in local industries with skill shortages, and operate as a pre-apprenticeship that can be linked to the TEC Modern Apprenticeships Scheme. Sixty Job Seekers are participating in the internships, which started in June 2003. Over the March 2004 quarter, two Job Seekers found employment in the transport industry.

### ***Other initiatives continuing from the December report***

#### *Accounting*

Work and Income Auckland is working 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. This initiative started in July 2003 and will continue through to June 2004.

#### *Roofing apprenticeships*

Modern apprenticeships in roofing provide industry training and a National Certificate in roofing for young Job Seekers. The scheme is a joint initiative between Work and Income Auckland, TEC, the Auckland Trade Training Academy and Alex Harvey Industries. Twenty-four Job Seekers are expected to take part in the programme by the end of June 2004. Over the March 2004 quarter, 10 Job Seekers are participating on the course.

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

## Waikato

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

- hospitality
- transport and drivers licences
- building and construction
- roading
- engineering.

### ***New initiatives***

#### *Hospitality*

The Jobs Partnership with the Hospitality Association of New Zealand provided Work and Income Waikato with 20 places for a 12-week hospitality training course, from February 2004. The Jobs Partnership with Industry initiative is part of the Jobs Jolt package of initiatives to address skill shortages, and place Job Seekers into employment within these industries. It is expected that 80% of participants in Waikato will gain employment on completion of the course.

#### *Transport and drivers*

The Jobs Partnership with the National Road Carriers started in April 2004, as part of the Jobs Jolt package of initiatives to address skill shortages. Vertical Horizons will be providing a heavy traffic licence programme for Hamilton Metro Job Seekers. Feedback from employers indicates that there are many opportunities in this industry across the region.

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

#### *Building and construction*

Work and Income Waikato has contracted a 12-week training programme for 15 Job Seekers. The course covers unit standards in health and safety, literacy/numeracy, knowledge of carpentry hand tools, timber machinery, construction equipment, tool maintenance, and use of circular saws. The course finished in April 2004.

#### *Building and construction: brick and block laying*

Work and Income Waikato provided a brick and block laying programme through New Zealand Pre-Trade Training, also known as Puketaha, from September to November 2003. Eleven Job Seekers participated in the course. Over the March 2004 quarter, four Job Seekers were placed into employment in the building and construction industry. Three Job Seekers moved into seasonal employment in shearing. A further two moved into employment in other industries, and two went into further training.

#### *Building and construction*

Work and Income Waikato has contracted an 18-week training programme that provides a Certificate in Trade Technology Roofing. Ten out of the 12 participants were placed into work with Pacific Aerospace Cooperation.



### *Hospitality*

A food and hospitality training programme contracted by the Waikato Institute of Technology in Thames has ended with 13 Job Seekers participating in the course. Five Job Seekers have been placed into work, and three have moved into further training over the March 2004 quarter.

### *Roading skills contract*

Work and Income Waikato has contracted roading employers and training providers to train Job Seekers for entry-level positions in roading. From the 10 participants, four have gained full-time employment in the industry, and one gained casual work within the industry. Two participants gained employment in an unrelated field (shearing), and the three remaining participants are registered with an agency that specialises in trade employment.

### *Transport and drivers licences*

Work and Income Waikato provided a three day drivers licence course for 10 Job Seekers for light truck driving licences through Vertical Horizons. All 10 participants gained their licences and found full-time employment over the March 2004 quarter.

### ***Other initiatives continuing from the December report***

#### *Employment and skills forum*

A working party has been established by representatives from the business, education and community sectors. This initiative is led by Work and Income Waikato and the Tertiary Education Commission (TEC). The aim of the working party is to focus on long-term practical solutions to address skill shortages.

#### *Engineering*

A 12-week Introduction to Foundation Fabrication/Light Engineering training programme at the Waikato Institute of Technology was contracted by Work and Income Waikato. Work and Income Waikato is expecting a final outcomes report, for 10 participants in June 2004.

### *Hospitality*

Work and Income Waikato has started two new food and hospitality training programmes. From February 2004, 20 Job Seekers will gain industry experience through a national contract with the Hospitality Association of New Zealand. Another 12 places have been purchased from the Waikato Institute of Technology in Thames. The aim is to place 80% of participants into work.

Work and Income Waikato has contracted Terrafirma Services to supply customer service training and placement into the hospitality industry for 90 Job Seekers in Morrinsville, Matamata, Paeroa, Waihi and Dinsdale. This initiative started in July 2003 and ends in June 2004. Since the initiative started, 181 Job Seekers have been placed into full-time employment.

A Kiwi Host programme has also been contracted to train 40 Job Seekers in customer service, communication, dealing with complaints and difficulties, telephone and sales skills, retail, hospitality and self marketing skills. Participants will receive a nationally recognised certificate. The first course, which ran for two days, started in January 2004. All 40 Job Seekers achieved a Kiwi Host certificate.

For further information, please contact Lyndon Hemi on (07) 957 1511.

## Bay of Plenty

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

- civil construction
- horticulture
- meat processing
- transport and drivers licences
- construction
- pest control
- hospitality.

### ***New initiatives***

#### *Civil construction*

Work and Income Bay of Plenty is working with the Tertiary Education Commission (TEC), and Opotiki Trade Training to provide a training programme in roading for 12 participants. Work and Income is funding the costs of licences for machinery. The training started in February 2004 and finishes in February 2005. It is expected that all participants will move into full-time work on completion of the programme.

#### *Horticulture*

Work and Income Bay of Plenty is discussing with employers in this seasonal industry, the possibility of providing transport for Job Seekers from other areas of Bay of Plenty, to meet the greater need of both Western and Eastern Bay of Plenty. If this service goes ahead, it is expected to be available to over 120 Job Seekers.

Work and Income Bay of Plenty is already providing transport assistance for up to 12 Job Seekers to travel to kiwifruit orchards within the Opotiki area from February – June 2004.

#### *Meat processing*

Work and Income Bay of Plenty contracted a six-week meat processing skills programme through Advanced Skill Limited for 20 Job Seekers. Over the March 2004 quarter, nineteen Job Seekers found employment in Bennydale.

#### *Transport and drivers licences*

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 is dependent on the needs of the Job Seekers. The provider has four full-time taxi driving vacancies in Tauranga and potentially another four vacancies elsewhere. The National Road Carriers are expected to place all participants into full-time employment.

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

#### *Civil construction*

Work and Income Bay of Plenty is co-funding a civil construction training programme in Opotiki in conjunction with TEC. The course ran from August to December 2003 with 12 Job Seekers attending. Eleven Job Seekers completed the programme, with six finding full-time work, and two moved into further training.

### *Construction skills programme*

Thirteen Job Seekers participated in a 12-week basic construction skills programme, delivered by Work and Income Bay of Plenty and Waiariki Polytechnic. The programme finished in December 2003. Over the March 2004 quarter, seven Job Seekers moved into full-time employment. The provider continues to work with the remaining participants.

Another programme started in Rotorua in February 2004, for 14 Job Seekers. Over the March 2004 quarter, one Job Seeker found employment. Another programme started in Tokoroa in April 2004. It is expected that all participants will move into employment on completion of the course.

### *Horticulture – market garden recruitment*

Work and Income Bay of Plenty has a contract for a market garden recruitment initiative. The initiative 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. The garden grows capsicums and tomatoes for export.

Over the March 2004 quarter, the market garden employed 50 Job Seekers. The employer intends to expand the market garden and expects to employ up to 120 employees.

### *Horticulture*

A second kiwifruit programme ran in Opotiki from November to December 2003. Two out of seven Job Seekers gained employment over the March 2004 quarter.

### *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.

Work and Income Taupo and Turangi Service Centres are involved in a joint venture with Tuwharetoa Genesis, New Zealand Forest Managers and the Taupo District Council, to train 16-17 year old Job Seekers in environment protection. The programme started in November 2003 and endeavours to encourage participants to undertake formal tertiary training in the area, or provide them with the skills to enter the landcare industry. Over the March 2004 quarter, five Job Seekers participated in the programme and all have found employment.

### *Transport and drivers licences*

Work and Income Bay of Plenty contracted Vertical Horizons to provide a 10-week heavy traffic drivers licence training programme early November 2003, for 12 Job Seekers in Rotorua.

Over the March 2004 quarter, nine Job Seekers completed the programme and five secured full-time employment. The provider continues to work with the remaining Job Seekers.

### ***Other initiatives continuing from the December report***

#### *Hospitality*

Work and Income Bay of Plenty has a contract with the Hospitality Association of New Zealand to deliver a programme called Fast Forward. It will provide 40 Job Seekers with

training to help them into employment in the hospitality and tourism industries. Courses will run in March and May 2004.

For further information, please contact Julie Hill on (07) 921 8005.

This information is also contained in the Department of Labour's regional skills issues report on Bay of Plenty, which provides an overview of Bay of Plenty's economy and current labour market.

## East Coast

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

- trades
- agriculture
- horticulture
- silviculture
- factory processing
- transport and drivers licences.

### ***New initiatives***

#### *Trades*

Work and Income East Coast is working with Modern Apprenticeship Training Provider, Gisborne Development Ltd to provide Job Seekers with Modern Apprenticeships. The Modern Apprenticeships run for three to four years. Work and Income East Coast is providing subsidies for up to a year, for young Job Seekers who have average or below average academic grades.

Over the March 2004 quarter, 14 Job Seekers participated in Modern Apprenticeships in building and construction, dairy farming, painting and decorating, automotive engineering, and hairdressing.

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

#### *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.

Mobile Employment 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. The Mobile Employment Service is being progressively introduced in rural areas. From December 2003 to January 2004, eight Job Seekers found work in meat works, building and construction, seasonal work, shearing and motor mechanics.

#### *Employment and skills forum*

As a result of the October 2003 employment and skills forum, Work and Income East Coast has established networks within the horticulture industry to promote the industry in schools by:

- introducing a newly released career video on horticulture to schools
- matching industry promotion in schools more effectively
- working with schools to implement a 'link year' programme for students not immediately moving into tertiary education.

#### *Silviculture training*

Work and Income East Coast contracted Tairawhiti Silviculture to provide a five-week pruning course from February to March 2004 for nine participants. Work and Income East Coast will have the employment outcomes for this course shortly. A four-week

chainsaw course to start April/May 2004 has also been contracted through Tairawhiti Silviculture for 10 participants.

*Transport and drivers licences*

Work and Income East Coast is offering drivers licence courses through the Roulston Driving School. The courses are ongoing and take four to six weeks to complete. There were 37 participants taking part in the drivers license courses in January 2004 and five participants started in February 2004.

***Other initiatives continuing from the December report***

*Horticulture liaison person*

Work and Income East Coast and the Hawkes Bay Fruit Growers Association have employed an industry-based liaison person to provide Work and Income East Coast with good links to employers and keep the region informed on how the season is going 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.

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

## Taranaki

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Work and Income Taranaki is addressing skill shortages in these industries and sectors:

- hospitality
- health care
- road contracting
- caregiving
- engineering
- meat processing
- transport.

### ***New initiatives***

#### *Hospitality*

The Work and Income Jobs Partnership with the Hospitality Association of New Zealand started in April 2004. This initiative is part of the Jobs Jolt package of initiatives to address skill shortages, and place Job Seekers into employment within these industries. Sixteen Job Seekers are participating on the 12-week course. It is expected that 80% of participants will gain employment on completion of the course.

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

#### *Health care cadetships*

Work and Income Taranaki is developing a health care cadetship with the Taranaki District Hospital Board. The health care cadetship has started with two Job Seekers participating, and involves an induction to the public health division. The two Job Seekers will be offered permanent employment after 18 months. Work and Income Taranaki is trialling the initiative and if successful, it will be implemented in other areas. Work and Income Taranaki has also had discussions with several Wanganui Maori health providers, who are interested in working with Work and Income Taranaki to address some of their workforce needs.

#### *Road contracting*

The Industry Training Organisation (ITO) Infratrains has been meeting with Work and Income Taranaki. Both organisations have developed a proposal for placing Job Seekers into permanent employment with a number of employers. Work and Income Taranaki received confirmation of the proposal from the ITO in February 2004.

Work and Income Taranaki has contracted a roading skills training programme for 12 Job Seekers in New Plymouth. The course started in March 2004 and will run for three months. Local industry contractors have been involved with the Road Contracting Industry Training Organisation in developing this programme. There are eight employers involved who will initially provide 10 positions following completion of the training.

### ***Other initiatives continuing from the December report***

#### *Caregiving*

A Care of the Elderly training course in Marton started in April 2004. The training covers New Zealand Qualifications Authority Unit Standards for 12 Job Seekers, and aims to get 80% of the participants into employment in the caregiving industry.

### *Employment and skills forum*

The first employment and skills forum was held in New Plymouth in November 2003 and was well attended by employers, training providers and Crown agencies. Work and Income Taranaki is planning to send out information packs, including notes from the workshop and the skill shortages report presented at the forum, to all those who participated, or indicated an interest. One outcome from the forum has resulted in Work and Income Taranaki looking into developing a partnership with the Taranaki Electricity Trust, to provide employment and training for young people in the region.

### *Engineering*

A scaffolding training programme has started in New Plymouth for 10 Job Seekers. The course is due to end in June 2004, and aims to get 80% of participants into employment in the engineering/petrochemical industry or related industries.

### *Engineering*

The Regional Engineering Strategy focuses on meeting the skill needs of various engineering sectors in Taranaki, by providing industry-based training and nationally recognised qualifications. This initiative is being developed by the Western Institute of Technology, the Tertiary Education Commission, Venture Taranaki and the New Plymouth District Council in consultation with the Work and Income Taranaki Regional Commissioner.

One outcome of the strategy is that a Centre of Excellence for engineering research and practice is being established at the Western Institute of Technology Taranaki. The Centre of Excellence is being developed with funding from the Ministry of Economic Development's regional partnership programme.

### *Meat processing programme*

Work and Income Taranaki is working to finalise a proposal for a meat processing industry cadetship scheme, with local company Richmonds.

### *Transport forums and initiatives*

Work and Income Taranaki has held forums with transport operators in New Plymouth, Wanganui and the King Country to get industry support for transport training and to identify ways to deliver this training.

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



## Central

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

- automotive trades
- building, construction and related trades
- transport and drivers licences
- caregiving
- engineering
- textile trades.

### ***New initiatives***

#### *Automotive trades*

Work and Income Central has contracted a 12-week Auto Refinishing Pre-Apprenticeship training course with Horowhenua Learning Centre, which started in February 2004. Ten Job Seekers are participating in the course. The training covers panel-beating and spray painting.

#### *Trades and Apprenticeships*

An Employment Advisory Group has been set up in Wairarapa to address skill shortages. The Employment Advisory Group is led by the Mayor of Masterton and includes representatives from the Community Employment Group, Work and Income Central, the Tertiary Education Commission (TEC), University College of Learning (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 Coordinator, who is mostly funded by Work and Income Central and New Zealand Trade and Enterprise. The role of the Workforce Development Coordinator is to promote apprenticeships, particularly in trades, to schools and young Job Seekers.

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

#### *Building, construction and related trades*

Work and Income Central has run an eight-week training course in Fibreglass Development with the Feilding Salvation Army and Fibreglass Developments Limited. The course started in February 2004 and finished in March 2004. Five of the seven Job Seekers finished the course and have all found employment. Work and Income Central plans to run the programme again in June 2004.

#### *Transport and drivers licences*

Work and Income Central has contracted forklift/HT licence courses throughout the region. These courses also incorporate dangerous goods training. These courses are provided when a Job Seeker has been guaranteed a job and needs a forklift/HT licence before they start. Since 1 July 2003, 22 Job Seekers have participated in the course, and are now in employment.

## ***Other initiatives continuing from the December report***

### *Automotive Trades*

As a result of a panel-beating pre-apprenticeship course funded by Work and Income Central, six of the eight Job Seekers who completed the course have moved into full time employment. An auto-finishing course commenced in February 2004.

### *Caregiving*

Work and Income Central has planned to contract caregiving courses through Links Limited in 2004. The training will involve gaining New Zealand Qualifications Authority Unit Standards in a variety of caregiving areas, from communication to first aid. Work and Income Central is promoting the caregiving industry to Job Seekers, and an intensive selection process will ensure all Job Seekers entering this industry are aware of the requirements associated with the job, and understand what the job entails.

### *Employment and skills forum*

An Employment and Skills Working Group was set up through the employment and skills forum held in June 2003. 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. The Working Group continues to have bi-monthly meetings.

### *Engineering*

Work and Income Central has a partnership with the Apprenticeship Training Trust, which has 47 apprentices in training. Work and Income Central is in discussion with another training provider and a group of employers to provide a training programme in welding.

### *Textile trades training strategies*

The interior decorating pre-apprenticeship course, with eight participants, has ended with seven Job Seekers gaining full time employment. Work and Income Central plans to run a second course this year, as there is still high demand for people with these skills.

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

## Wellington

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

- building and construction
- retail
- hospitality
- meat processing
- transport and drivers licences.

### ***New initiatives***

#### *Building and construction*

Work and Income Wellington is working with Porirua Apprenticeship Trust to negotiate apprenticeships with local employers. Work and Income Wellington is also looking at entering into a partnership with Weltech and the Hutt City Council to deliver training in basic building and construction, designed by Weltech.

#### *Retail*

Work and Income Wellington has contracted a retail course with Treehouse for Job Seekers interested in working in the retail industry. The course covers cash handling, stocktake, customer service, presentation skills and communication skills. For the December 2003 quarter, 82 trainees participated in the course with 40 Job Seekers placed into full-time work and 24 into part-time work. Ten participants have moved into further training.

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

#### *Hospitality*

TreeHouse Hospitality and the Hospitality Association of New Zealand are providing a range of training opportunities for Work and Income Job Seekers. Over the December 2003 quarter, 51 Job Seekers have successfully been placed into work.

#### *Meat processing training*

Canterbury Meat Packers, Work and Income Wellington and Sapphire Consultants Ltd have designed a pre-employment programme to provide interested Job Seekers with information and assistance that will make the transition to work in the Ashburton Plant easier. Over the March 2004 quarter, 12 Job Seekers have been placed with the Canterbury Meat Packers based in Ashburton.

#### *Transport and drivers licences*

A drivers licence course has been contracted by Work and Income Wellington with two different providers: the Salvation Army and Crenel Driving. Job Seekers receive instruction and training for a wide variety of licences, such as heavy truck, heavy truck and trailer, private motor vehicle, bus and forklift. These courses run throughout the year. As a result of the courses, 27 participants were placed into employment over the December 2003 quarter, and a further 12 have found employment over the March 2004 quarter.

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 is addressing skills and labour shortages in the following industries and sectors:

- caregiving
- transport and drivers licences
- trades
- forestry
- seasonal work.

### ***New initiatives***

#### *Caregiving*

Work and Income Nelson, Marlborough and West Coast is negotiating with Access Home Health to provide a two-week pre-employment training programme in caregiving. Access Home Health is experiencing difficulties in recruiting suitable staff on the West Coast.

#### *Transport and drivers licenses*

Ritchies Bus Service is experiencing a shortage of tourist and school bus drivers in Blenheim. Work and Income Nelson, Marlborough and West Coast is negotiating a four-week bus driving programme for Job Seekers.

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

#### *Caregiving*

Work and Income Nelson, Marlborough and West Coast purchased a two-week training programme in caregiving from Wood Retirement Village. This started in December 2003. The training includes work experience in a rest home and bridges gaps between Job Seekers' skill base and employer needs. Nine Job Seekers participated in the programme, and five have found employment in the caregiving industry. One participant has found work elsewhere.

#### *Recruit West Coast*

A community recruitment agency is working with industries to advertise vacancies nationally to fill local skill shortages. 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. From August 2003 to February 2004, the agency supported 56 employers and 392 Job Seekers.

#### *Skill shortage survey*

A skill 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 skill shortages. The survey identified an average of one vacancy per firm, and many firms chose to have Recruit West Coast assist them to fill these vacancies.

#### *Trades - Buller Youth Works*

Buller Youth Works is a Mayor's Taskforce for Jobs Initiative that aims to link young people to apprenticeship positions. For the March 2004 quarter, 13 Job Seekers were placed into employment and 10 into training.

## ***Other initiatives continuing from the December report***

### *Forestry*

The Work and Income Nelson, Marlborough and West Coast Regional Commissioner is on the Nelson/Tasman Forestry Industry Employment and Training Needs Steering Group. It is likely that a Forestry Industry Cluster Group will be developed to address more strategically the issues identified.

### *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. A seasonal co-ordinator will work full-time at the Motueka Visitor Centre during the apple harvest. Work and Income Service Centres will continue to refer Job Seekers and non Work and Income Job Seekers to the pip fruit industry.

### *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. Work and Income Service Centres will continue to refer Job Seekers and non Work and Income Job Seekers to the viticulture industry.

### *Youth Initiative*

Three youth projects are being implemented across Nelson, Marlborough and Kaikoura to encourage young Job Seekers to move into trades and take up apprenticeships.

For further information, please contact Jill Harris on (03) 989 7046.

## Canterbury

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

- flooring
- transport and drivers licences
- scaffolding
- trades
- hospitality.

### ***New initiatives***

#### *Flooring - pre-apprenticeship programme*

Work and Income Canterbury is providing a flooring course through the National Trade Academy, for five Job Seekers. The training programme started in March 2004 and finishes in May 2004. The training covers one-week classroom based learning and five-week on-the-job training with different employers in the trade. It is expected that 80% of these Job Seekers will move into employment.

#### *Transport and drivers licences*

Work and Income Canterbury has contracted a three-week heavy transport drivers licence programme for 10 Job Seekers through the Christchurch Small Business Enterprise Centre. The first training programme started in January 2004 with nine Job Seekers gaining full-time work. Another programme was completed in March 2004, with nine Job Seekers finding employment.

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

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

Work and Income provided a 12 month training programme for prospective apprentices through City Care in 2003. Ten Job Seekers were placed into employment in the December 2003 quarter. City Care is a large employer specialising in the construction, maintenance and management of amenity and infrastructure assets. Another programme has started this year with 19 Job Seekers. It is expected that all participants will be employed in full-time apprenticeships on completion of the programme.

#### *Scaffolding*

Work and Income Canterbury has contracted an introductory scaffolding training programme for 10 Job Seekers. The training programme started in February 2004 and will run until April 2004. It is expected that all participants will be placed into employment on completion of the course.

### ***Other initiatives continuing from the December report***

#### *Hospitality*

Work and Income Canterbury contracted Treehouse Training to provide a hospitality training programme for 21 Job Seekers. The six-week training programme started in February 2004 and aims to place 80% of participants into employment.

*Transport and drivers licences*

A joint initiative has been developed between Work and Income Canterbury and the Red Bus Company to provide training for Job Seekers seeking to enter the passenger service industry.

For further information, please contact Lyn Hughes on (03) 961 9004.

## Southern

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

- forestry
- hospitality
- meat processing
- sawmilling
- viticulture and horticulture
- tourism.

### ***New initiatives***

#### *Forestry*

Work and Income Southern contracted Ryder Contracting Ltd to provide a five-week course in forestry, from February to March 2004. The training covered unit standards and work-based training with an Industry Training Organisation and a qualified assessor. Six Job Seekers participated in the course, with four completing it. It is expected that all participants will find employment in the forestry industry.

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

#### *Hospitality - Bridge to Queenstown*

Job Seekers participating in the Limited Services Volunteers (LSV) course at Burnham Military Camp were offered the opportunity to take part in the Bridge to Queenstown initiative. This initiative focuses on work available in Queenstown, particularly in the hospitality industry. Over the March 2004 quarter, eight Job Seekers completed the training, which began in February 2004, with six Job Seekers moving into employment in Queenstown.

#### *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 areas. Three meat processing training programmes have been completed in Invercargill with a total of 38 Job Seekers participating in the two-week course. Over the March 2004 quarter, 27 Job Seekers were placed into employment in the meat industry or a related industry. The Work and Income Invercargill Service Centre is working with the remainder of the participants.

The Work and Income Gore Service Centre also provided a two-week meat processing training programme in February 2004, for six Job Seekers. Over the March 2004 quarter, two Job Seekers were placed into employment in the meat industry.

Feedback from the local meat processing plant has been very positive. Work and Income Southern plan to run this programme again next season. The season typically runs from November to May.

#### *Meat processing seminar*

Work and Income Southern arranged a seminar for Dunedin Job Seekers interested in working in the meat processing industry in Balclutha. Twenty-eight Job Seekers attended the seminar, with nine Job Seekers placed into employment from the seminar. Six more found work in other industries. The Work and Income Mosgiel Service Centre



has also run seminars for 40 Job Seekers. Thirty-one Job Seekers were placed into employment in the meat processing industry from the seminar.

#### *Sawmill training programme*

Six Job Seekers completed the sawmill training programme through the Southland Community College in Invercargill. Five Job Seekers were placed into employment over December 2003 and January 2004. A two month course that started in January 2004 has been completed in Invercargill with seven Job Seekers participating. Three of these Job Seekers have been placed into employment and the training provider is working with the remaining Job Seekers to find work. Work and Income Southern plans to run this programme again.

#### *Skill shortages survey*

A partnership has been developed with Venture Southland and Work and Income Southern to survey Southland employers about skill shortages. The results of the survey confirmed that skill shortages are consistent with national trends. As a result of the survey, several actions have been planned. Some of these are:

- to promote industries experiencing skill shortages to young people as a viable career option
- working with Industry Training Organisations and other training providers to develop and implement appropriate training opportunities.

These surveys have also been completed to identify general labour requirements.

#### *Southern Youth Strategy*

Work and Income Southern has established the Southern Youth Strategy, a long-term strategy for working with 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.

Over the March 2004 quarter, the Transition to Work Trust appointed three life coaches for the Timaru (two) and Dunedin (one) areas. The life coaches are located in the Work and Income Service Centres, and are working closely with case managers to ensure referrals of young Job Seekers are made to them. A life coach for the Work and Income Invercargill Service Centre is yet to be appointed.

A memorandum of understanding has been established between Work and Income Southern, Dunedin Secondary Partnership and the Otago Education Trust. The programme will follow more than 1,300 school leavers working jointly with Work and Income Southern and the Dunedin Secondary Partnership, to ensure all young people aged between 15 and 19 will be in work, training or education by 2007.

#### *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.

Work and Income Southern has 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. A seasonal co-ordinator has been appointed as part of the strategic business unit.

***Other initiatives continuing from the December report***

*Tourism*

The Work and Income Southern Regional Commissioner established the Queenstown Workforce Solutions Forum to address labour shortages and barriers to working in the Queenstown Tourism industry.

Barriers identified included childcare, accommodation and transport. The forum also included a series of public workshops to identify possible solutions.

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 to be delivered by Ministry of Social Development (MSD). Some will be delivered regionally and others will be 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 – pre-employment drug testing, limited employment locations, streamlining.

### **Jobs Partnership with Industry initiative**

This initiative aims to strengthen partnerships between Work and Income and industry. A National Co-ordinator will oversee immediate development of industry partnerships, and help to ensure job seekers secure sustainable employment. Partnerships will focus on training targeted to meet industry-identified skill and labour shortages. This may include on-the-job training, work experience or pre-employment training. This initiative supports and extends existing employment industry partnerships and complements the wage subsidy programme.

The first partnership was signed with the Hospitality Association of New Zealand in October 2003. The three-year agreement will assist 200 people into jobs across six Work and Income regions by 30 June 2004. These numbers will increase in the future as demand requires.

Other partnerships have been signed with the National Road Carriers, New Zealand Retailers Association, and Master Plumbers and Drainlayers Industry Training Organisations (ITO).

### **Quarterly Work Brokers Survey**

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

MSD is starting to use this information in a directory of regional skill shortages initiatives. The survey is also used for skills reports from the Department of Labour (DoL) and the Tertiary Education Commission (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**

Initiatives include future workforce development aimed at providing workers with the right skills for seasonal industries. Regional initiatives include programmes in Nelson and East Coast to better meet the demand for seasonal labour.

Strategic alliances between regions and local Fruitgrowers' Associations have been established to develop responses to skills-related issues in the industry.

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

This is one of eleven projects in the Ministry's Work Services Model Development. It explores ways of using more modern technology to access the job market, match skills, and make contact between Job Seekers and employers.

### **Employment and skills fora**

Employment and skills fora were held in each Work and Income region in 2003. These will help Work and Income and other agencies, such as DoL and TEC, to identify a range of local and central issues impacting on regional labour markets, as well as involving local stakeholders in developing and implementing solutions to regional issues.

Following each forum, Regional Commissioners, working with regional stakeholders, will 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 has been established. Officials reported to the Minister in January 2004 on options for future/follow up fora.

## Appendix 2 – Initiatives led by other agencies

Initiatives where Work and Income plays a role.

Initiative	Description
<b>Building and construction, mechanics and engineering</b>	Work and Income East Coast is working with Turanga Ararau to assist Job Seekers gain training in the building and construction, mechanics and engineering industries, by referring Job Seekers to the Turanga Ararau for apprenticeships. Work and Income East Coast is providing training and wage subsidies for Job Seekers entering this industry.
<b>Building and construction, mechanics</b>	Vision Manawatu in the Work and Income Central region is promoting building and construction, and mechanics careers to all secondary schools within the Manawatu and Horowhenua district through the 'Tools for Schools' initiative. This initiative promotes all forms of apprenticeships to students, provides students with an understanding of the diversity of benefits of careers in the Applied Technology and Trade fields, and assists businesses/industries to develop interactive presentations to showcase their careers to excite career opportunities.
<b>Caregiving</b>	Work and Income Auckland, Manukau Institute of Technology (MIT) and the Tertiary Education Commission (TEC) are providing health care assistant training programmes. Due to the high demand for this programme, TEC is now responsible for leading the programme.
<b>Civil construction training</b>	<p>Work and Income Bay of Plenty co-funded a civil construction training programme in conjunction with the Tertiary Education Commission. The course ran from August – December 2003, with 11 participants completing the course. From the 11 participants, four gained full-time employment, with one moving into seasonal work and another into work-based training. Two participants moved onto another training programme.</p> <p>Work and Income Bay of Plenty started another civil construction training programme in February 2004.</p>
<b>Tourism</b>	Work and Income Nelson, Marlborough and West Coast has identified a shortage

	<p>of hospitality and tourism workers in the hotels of Fox Glacier and Franz Josef. The Community Employment Group (CEG) is employing a seasonal employment co-ordinator for the Westland District. Work and Income Nelson, Marlborough and West Coast will work collaboratively with the co-ordinator and promote the vacancies to job seekers. Work and Income Nelson, Marlborough and West Coast has developed a marketing poster to support the CEG funded seasonal co-ordinator in Fox Glacier. This person will co-ordinate hospitality workers for the hotels at Fox Glacier.</p>
<p><b>Trades</b></p>	<p>The Waitakere Employment and Skills Project encourages school leavers to take up industry cadetships in trades. The project's goal is to improve young people's transition from school to work. This is a collaborative project lead by Enterprise Waitakere and involves local industries, local secondary schools, representatives from the Tertiary Education Commission (TEC), Work and Income Auckland, Waitakere City Council and other community agencies. Applications for the 2004 cadetship programme have been received and one student has already been placed into a cadetship with a local employer.</p> <p>The related Gateway programme run by TEC enables senior secondary school students to incorporate workplace learning into their school-based studies. There are currently 150 secondary school students participating in the programme.</p>
<p><b>Memorandum of Understanding between Career Services, TEC and MSD regarding regional labour market information reporting</b></p>	<p>Work and Income National Office has a Memorandum of Understanding in place to convey regional labour market information to stakeholders and decision-makers at the local and national levels. It sets out the roles and responsibilities of Career Services, the Tertiary Education Commission and the Ministry of Social Development in relation to regional labour market information reporting.</p>