



MINISTRY OF
SOCIAL DEVELOPMENT
Te Manatū Whakahiato Ora

Meeting Skill Needs

A Work and Income Response

Quarter ended September 2005

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Introduction

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

This report provides an overview of skill shortages identified by Work and Income regions and describes initiatives regions are undertaking to address these shortages. This report covers the period from July to September 2005, and also provides an update on initiatives discussed in the June 2005 quarterly report.

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

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

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

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

Work and Income's role

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

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

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

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

Northland

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

- building and construction
- health and personal care
- horticulture
- transport and drivers licenses
- engineering
- retro-fitting
- heavy-vehicle drivers
- mechanical
- bus drivers
- tourism.

New initiatives

Building and Construction

Two initiatives have been introduced in the region to address a current skill shortage for experienced roading and civil construction employees. A *Straight2Work* programme facilitated by Infratrains was run in Kaitia for 24 participants. On completion of the programme, seven clients moved into full-time employment, with a possible relocation to the Orewa/Puhoi project for the remaining trainees. A second programme commenced in Whangarei for 15 participants, with a planned completion date of 4 November 2005.

The Mid North area is experiencing skill shortages in this industry. Work and Income is negotiating with a training provider to set up a 12-week course with on-the-job work experience as a major component. The provider has an exceptionally good relationship with the industry.

A skill shortage in bricklaying has arisen due to a building boom and an increased need for brick homes in large sub-divisions. A nine-month delay currently exists in the availability of skilled bricklayers. Work and Income is experiencing difficulties in finding a provider to deliver an industry partnership programme.

Bus Drivers

A meeting was held with Ritchies Bus Services who have three depots in Northland and are experiencing a shortage of appropriate licenced drivers.

Employers are experiencing difficulty recruiting staff with 'P' licences and as a response a 'P' *Endorsement* course has commenced in conjunction with the Salvation Army in Whangarei. The course is currently fully subscribed.

Progress on initiatives from the June report

Building and Construction

The eight-week *Straight2Work* programme, in partnership with Cunningham Construction and Tai Poutini Polytech, was designed to provide clients with the basic skills required to move into a career in scaffolding. Ten clients commenced the programme on 30 May 2005 and five participants completed the course. To date, two participants have progressed into employment and one into further training.

A building/construction cluster is being developed in the Northland region to address current shortages in the industry. A meeting was held on 3 August 2005, in conjunction with Enterprise Northland and major construction companies. The aim of the meeting was to establish an industry-endorsed pre-trade training package focusing on on-the-job training and employment opportunities.

The *First Homes Northland Development* initiative reported on last quarter did not proceed, largely due to the employer's current commitment to the construction of the Ngawha Corrections Facility and a lack of capacity.

Mayors' Taskforce – Whangarei Railway Station

The Princes Trust has a contract to run on-the-job training for the upgrade of an historic railway building in Whangarei. Courses are designed to increase youth participation in the building industry by providing one-on-one training in a small training environment. Four trade courses were delivered in the last fiscal year and a further contract for four more courses has been negotiated for 2005/2006 for 48 participants. The expected outcome of the initiative is that 80% of participants will move into full-time employment or further training.

Health and Personal Care

The Northland region has negotiated a contract with the Manaia Public Health Organisation for a mentoring employment programme for 42 clients receiving a Sickness or Invalid's Benefit. During the evaluation of the initiative, Workbridge in Northland was contracted to assist clients once they had finished the rehab motivational component of the course and start career planning and work preparation. An expected outcome of the initiative is for 50% of clients to move into employment, further training or some form of participation in the community. Under the current contract, two referrals have been made to the programme to date.

Employment and skills forum

A *Regional Skills and Training Strategy* was developed by Work and Income in partnership with the Tertiary Education Commission (TEC), local industry and the Economic Development Agency. The aim of the strategy was to develop an action plan which would address skill needs and employment-related issues. The Steering Group consists of business, government, and community sectors and its structure has recently changed to include the Whangarei Youth Transition Service. The Steering Group has been working on 51 recommendations addressed in the report and has appointed a project co-ordinator to develop strategies around the implementation of some of the recommendations. The project co-ordinator is focusing initially on strategies that will make the greatest impact. Reporting on outcomes is currently being finalised and will be available in the next quarterly report.

Horticulture

The first priority for the region as it gears up for the 2006 season, is to advertise and appoint a new seasonal co-ordinator. The previous co-ordinator has since secured employment with the Horticulture Industry Training Organisation and the position is to be advertised by the end of October 2005. A horticulture/viticulture seasonal governance team has been established consisting of NZ Immigration, a member of the local fruit growers association, an iwi representative and Work and Income representatives.

The group is responsible for the implementation of the national strategy and the seasonal co-ordinator will ultimately report to this group. Labour shortages will continue to be addressed by taking a combined approach.

Transport and drivers licences – Project Wheels

Project Wheels is a programme designed to link at-risk youth to NZQA accreditation for pre-entry automotive training. TEC have contracted training provider 'Sobieski' to contribute to the programme. Negotiations are being conducted with the Far North Safer Community Council to appoint a co-ordinator for *Project Wheels*. The programme aims to encourage people to become legal drivers as well as allowing participants to gain practical experience in car maintenance. It is expected that at least 15 vehicles will be made compliant, and clients that join the project will leave with a relevant licence. It is expected that clients will pass a minimum of 15 NZQA credits and 70% of all clients will have moved into full-time employment or further training, within eight weeks of completion of the programme.

Engineering

Parts of the region are experiencing shortages of fitter/welders and sheet-metal workers. Whangarei has a Tenix boat building opportunity and Work and Income is continuing discussions regarding training and employment possibilities.

Retro-fitting

The regional *Retro-fitting* project is being completed under contract and the employees are no longer subsidised by Work and Income. Housing New Zealand has an ongoing involvement with this project by assisting with further funding applications. An expected completion date for the project is June 2006.

Heavy-vehicle drivers

Negotiations with the National Road Carriers through a national industry-partnership agreement has revealed that finding drivers with experience and a relevant licence has been a barrier for some clients seeking employment. Through further negotiations it was determined that due to the difficulty in getting 'buy-in' from employers, the initiative will not progress.

Work and Income was involved in discussions with the Road Carriers Association in an attempt to take on the challenge of real-time driving for heavy vehicle transport. This initiative did not eventuate as difficulties were experienced getting committed buy-in from industry.

Tourism

Omapere Resort Tourism Development is involved in assisting local unemployed move into the increasing tourism development in the South Hokianga. On-the-job training was provided to 12 clients from varied benefits including Domestic Purposes Benefit, Sickness Benefit, Invalid's Benefit and New Zealand Superannuitants. Agencies involved in this first development stage include Te Puni Kōkiri, NZ Trade and Enterprise and the Economic Development Agency. A further 10 job opportunities are planned to come on stream in November 2005.

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

Auckland

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

- hospitality
- transport
- computing/IT, accountancy
- plumbing
- building and construction
- clerical
- engineering
- automotive.

New initiative

Engineering

To address recruitment difficulties faced by employers in the region, a pre-apprenticeship engineering programme commenced in July 2005 in partnership with Apprentice Training New Zealand (ATNZ). The objective of the training programme is to progress youth who need further assistance to achieve the required level of unit standards and credits towards qualifying, and being accepted for, an engineering apprenticeship. Trainees work in selected engineering companies for 12 days of the eight-week programme. An expected outcome of the programme is for four clients to commence an engineering apprenticeship with ATNZ. To date, one client has secured an apprenticeship with an engineering firm.

Progress on initiatives from the June report

Hospitality - Straight2Work

Work and Income signed a partnership with the Lion Nathan School of Business to train job seekers as bartenders and baristas. In the year to June 2006, 75 Work and Income clients will be trained and placed into work through the partnership. To date, 27 participants have secured employment on completion of the programme. Lion Nathan have utilised opportunities within associated industries to further advance students knowledge and understanding. One such example is the Hospitality NZ trade show held at the Greenlane Expo Centre. The Lion Nathan School of Business had a 'flair' bartending stage featuring two of the top 10 bartenders in the world. The students assisted bartenders, as a 'bar back' would in a real bar environment. The experience gained during this time provided trainees with the confidence to enter the bar industry and the knowledge of what it takes to 'make it' in hospitality.

Transport

A national job partnership between Work and Income and Ezi Drive Limited supports job seekers to obtain their heavy-transport licences and passenger-transport endorsements. From July 2005 to September 2005, 26 clients commenced the training programme. Of these trainees, 22 completed the training and 18 secured employment. Ezi Drive Limited will continue to broker the remaining four clients into employment.

Building and Construction - Allied Work Force

An initiative developed by Allied Work Force and Work and Income aims to address identified skill shortages in the industry. Participants work four days a week and spend the fifth day studying towards a National Certificate in Elementary Construction Skills. On

completion of the programme on 30 June 2005, five clients secured employment with Allied Work Force.

The Auckland Trade Academy training programme commenced in July 2004 and ended in June 2005. To date, 13 clients have progressed into full-time employment.

Computing/IT

Work and Income is partnering with the Auckland Chamber of Commerce to provide skilled migrant job seekers with work experience, and where possible permanent employment positions. During the September 2005 quarter, 11 migrant job seekers secured work in a variety of professions including accounting, IT specialist, secretary/PA and analyst roles.

Job Partnership with the Roding industry

This initiative was established under the *Jobs Jolt* package to address the roading/civil construction industry need for skilled labour. Trainees involved in the programme are referred to Infratrain. Twenty-three trainees graduated from the programme in October 2005 to take up work within the industry. This partnership has been successful in the past and will continue to be of value for the region in response to the shortages faced by this industry.

Industry internships

The Work and Income *Industry Internship Programme* operates in partnership with the Waitakere Enterprise Trust Board. Clients are involved in learning comprehensive job-seeking competencies including writing skills, interview techniques, telephone techniques and job sourcing. From July to September 2005, 41 job seekers were referred to the programme with four progressing to full-time employment. The Trust is still actively working with the remaining clients with a view to placing them all into work by the end of 2005.

Engineering, Construction, Transport, Automotive, Technology

Pathways to Employment is an Auckland regional initiative that introduces industry-focused expos. These expos are aimed at providing Auckland students with the opportunity to make informed decisions about their future careers. To highlight career and training opportunities, employers and industry training organisations from the building, construction and electrical industries attended the expo in July 2005. Approximately 979 students from 45 schools attended, and five students gained employment with participating employers within the first week of the expo. A final expo to be held in the fourth term of the school year will be aimed at science, technology and trades teachers.

Childcare Assistance

The *Choices to Sole Parents* job partnership was signed with the Auckland Chamber of Commerce in May 2005. Sole parents often have the skills and experience sought by many employers, but face difficulties finding a job that allows them to meet their childcare commitments. The Auckland Chamber of Commerce is advocating the advantages of flexible workplace practices among its members. Since commencement of the partnership, 18 clients have progressed into employment. Strategies are currently being developed to promote the programme to case managers.

For further information, please contact William Ulugia on (09) 917 8092.

Waikato

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

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

New initiative

Agriculture

Two programmes have commenced in the region to address a general skill shortage of experienced qualified meat workers. Progress on the *Halal Slaughter and General Meats* programmes will be available in the next quarterly report.

Progress on initiatives from the June report

Building and construction

The Plasters Interiors partnership is addressing the skill and recruitment shortage within this sector. Work and Income is in the process of contracting a six-week programme aiming to achieve 80% employment outcomes and of those, 100% sustainable employment outcomes. The intermediary has been identified, however some issues currently exist around restructuring from the initial 12-week course to a six-week programme incorporating on-the-job training. Before a purchasing decision is made the region is awaiting placement outcomes from previous contracts.

Engineering

As part of their commitment to working with New Zealand schools, Competenz (ITO) promote the engineering industry as a career option and are looking to align curriculum alongside the needs of the industry.

Disability and Support

Work and Income is working on a disability and support initiative with Gracelands, the primary employer for the disability and support industry in the Waikato and King Country areas. The programme is designed to progress 10 participants with a long-term unemployment duration into the health and disability sector where skill shortages are being experienced. Although the region has experienced difficulties with recruiting suitable and enthusiastic candidates, seven clients have commenced the programme.

Food and Hospitality

Treehouse and Wintec Thames continue to deliver hospitality and customer service programmes in the region. Wintec Thames are contracted to deliver two programmes.

Of the nine participants who commenced the first programme, four have secured employment. The second programme has commenced with five clients in attendance.

Treehouse is a national contract managed at a regional level by the industry partnership advisor. Reporting on outcomes from course one is currently been finalised and will be available in the next quarterly report. The second course has commenced with a full compliment of participant numbers.

The *Kiwihost* initiative has been a success in the Waikato region, continuing to assist clients into employment in the industry. It is another key tool to equip clients who are keen to enter the industry to be more marketable in the work place. Thirty-six participants have attended the first three day course, 3-Ticks. From July 2005 to August 2005, 80 clients received an Essential Customer Service Kiwihost Certificate. A further 519 Essential Kiwihost Certificates will be delivered before June 2006.

Security

In the Waikato region, training provider Hamilton Security Services (HSS) has delivered one ten-week course this fiscal year. HSS have built a good rapport with other security companies who are happy to employ the trainees providing they meet the required entry level. HSS participants have graduated with relevant qualifications and security clearance and are currently in demand for the Christmas period. A further course is due to commence in November 2005.

Transport and drivers licences

Two Class '2' licence courses have been contracted to address a skill shortage of truck drivers across the region. Difficulty was experienced filling the first course although initial numbers indicated interest, however all of the five participants obtained licences. The next course is due to commence in early December 2005.

National Road Carriers is a *Straight2Work* programme funded by the Work and Income National Business Sector Unit. Referrals and the placement of clients into employment continues to be slow in the Waikato region with three participants progressing into full-time employment.

In the past, a lack of relevant licences has been a barrier to clients moving toward sustainable employment. Eighty-eight trainees who have attended learner, restricted and full truck driving courses have successfully obtained the relevant licences. The contract has recently been extended and will continue into the new year.

Health and Beauty

The South Pacific Island Institute ran a 14-week introductory programme to beauty services and thirteen clients commenced the programme in May 2005. Outcomes to date confirm that one trainee has progressed into employment outside the industry and the remaining trainees have plans to continue training in this industry. To date, no further courses have been purchased.

Training for long-term clients

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

Skills to Employment

The *Skills to Employment* working party is currently inactive, however there are a number of other fora with a similar focus that the Labour Market Manager is pursuing.

The Katolyst Group is a Waikato Economic Development forum involving a number of central and local-government agencies, community and business representatives and industry. The Education and Business Partnership Steering Group focuses on labour market intelligence, training and development, addressing skill and labour shortages. Now that the Department of Labour's, Labour Market Knowledge Manager is on board in the Waikato area, an ongoing relationship has been established. The Education and Business Partnership Steering Group is looking to develop a Waikato Employment Skills Strategy through consultation with key stakeholders.

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

Bay of Plenty

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

- building and construction
- carpentry and cabinet-making
- forestry/wood processing
- transport and drivers licences
- heavy-vehicle drivers
- mechanical
- technology
- horticulture
- agriculture/wool handling/pest control
- engineering
- hospitality
- bus drivers.

New initiative

Bus and tour operators

Employers are experiencing difficulty recruiting Class 2 'P' Endorsement Drivers in the region. As a response to the identified skill shortage, a training programme has been negotiated for 12 clients to gain their Class 2 'P' Endorsement. An analysis of employment outcomes will be available in the next quarterly report.

Progress on initiatives from the June report

Employment Skills Survey

Initiatives are being developed in the industries of building and construction, mechanics and health and personal care. The sectoral employment skills survey is presently in draft form and will be used as the foundation document to create programmes to address industry requirements for skill and labour needs in the immediate and long-term future. Crown agencies will require a period of time to devise financial and resource commitments to any initiative arranged in conjunction with industry.

Respondents from Rotorua, Tauranga, the Eastern Bay of Plenty, Tokoroa and Taupo regions who undertook the sector skills surveys and labour market requirements questionnaires, have had follow-up interviews. Results have been analysed and the participating agencies and organisations have agreed on strategies to address barriers and skill deficiencies in the local labour market in order to progress initiatives. Interested community representatives are continuing to consider preliminary results in preparation of a discussion paper.

Building and Construction

Commercial building consents and development work has appeared to reach a plateau within the region, with a decrease in the number of projects and a demand for trade labour. The primary issue for the labour market is a lack of available job seekers rather than skilled workers. Short-term workers are in demand from small business operators, and builders and hammer-hands are being requested.

Civil Construction

In conjunction with TEC and a training provider, Work and Income funded the licencing component of the civil construction programme in Opotiki for 12 job seekers. The initiative has been successful for participants and positive outcomes have resulted. There are plans to expand the initiative into the Eastern Bay of Plenty. Major construction projects have recently been announced for the Western Bay of Plenty and Rotorua for 2005/2006.

Forestry/Wood Processing

Reduced profit returns caused by New Zealand dollar fluctuations have caused the log harvesting and solid wood processing sector to weaken over recent months. Continuing doubts over the future of the Carter Holt and Norske Skog processing plants' operations does not provide confidence, particularly as the affected workforce is leaving the district for other opportunities or retiring.

Two silviculture contractors in Rotorua are experiencing difficulty recruiting pruners. This has contributed to a general lack of interest in the industry highlighted by poor pay rates and unattractive employment conditions compared to other areas.

Due to restructuring over the last 9-12 months in the Forestry/Wood Processing industry, a number of skilled people have re-trained in other industries or moved into alternative sustainable employment opportunities. Drug testing is an ongoing issue for clients attempting to access opportunities.

Transport and drivers licences

The Bay of Plenty Polytechnic and some TEC providers facilitate national certificate courses in level 3 commercial road transport. Work and Income's Regional Contracts team has identified additional training providers to provide classes to clients that cater for other licences and endorsements.

Driver training courses have been developed by the Regional Contracts Manager through consultation with Work and Income sites, identifying the need to provide clients with an opportunity to become provisionally or fully-licenced drivers. Training is well patronised, and Work and Income is continuing to refer clients in receipt of all benefit types to the course.

Heavy-vehicle drivers

A national contract created by Work and Income with the National Road Carriers Association (NRC) has been deferred. NRC was contracted to provide training where vacancies exist or where opportunities are available for Work and Income job seekers as required. The initiative has yet to be activated in the Bay of Plenty Region. Rotorua work brokers have reported that heavy-traffic licenced jobs are available for those with time and experience but there is lack of available skilled labour.

Mechanical

There is market demand for skilled and journeyman labour, however the industry is not providing opportunities for inexperienced job seekers to gain entry. *Instep* is a Western Bay of Plenty programme developed to allow school leavers and youth the opportunity to undertake pre-apprenticeship journeyman training with employers before committing to formalised contracts. Two placements were arranged and formalised during the quarter as demand has lessened.

TEC-funded programmes are addressing industry shortages and succession training is being developed for the upcoming quarter to ensure future capability of the sector. Layoffs from the mechanical branch of the Waipa Solid Wood Processing Mill in Rotorua are expected in the upcoming quarter. It is anticipated that those affected will be absorbed into the current labour market.

Technology

The South Waikato Technology Trust was set up as a joint-venture initiative between the South Waikato District Council and Work and Income. The programme continues to focus on end users capitalising on their skills and knowledge of information technology to advance into employment. At the time of the report no outcome details were available.

Horticulture

The *Mokai Greenhouse* business planned expansion of an additional five hectares has been delayed. The Industry Partnership Advisor is in discussion with the Mokai proprietors regarding the development of cadetship training and skill enhancement.

Greatlakes Tomatoes has been established in Broadlands and continues to offer employment to clients from the rural districts of Reporoa, Murupara and Kaingaroa. A project requiring semi-skilled workers was completed by 11 clients recruited from Rotorua for a short-duration project. Discussions have commenced between Greatlakes and Work and Income to explore a cadet training programme to build skill capacity amongst the current workforce.

Recruitment for the kiwifruit industry is seasonal. The industry is currently faced with a lack of available workers in the immediate area. The kiwifruit industry engaged a labour supply co-ordinator to ensure industry requirements are known and needs are fulfilled. The industry recognised that labour needs are to be managed smarter to ensure that available labour is fully utilised in light of the diminishing pool of workers. Activating clients from Rotorua, Tokoroa and the Eastern Bay of Plenty is a solution to meet labour demands.

Agriculture and Wool Handling

Farm labouring and management positions lack skilled people in their industry and in-experienced job seekers are taking training positions with employers as an interim measure. Seasonal availability of work, long hours and a lack of transport are barriers that make this industry unattractive to job seekers.

A Ngati Whakaue joint-venture initiative called *Cows to Champagne* was initiated by Arawa FOMA properties and was launched in July 2005 at Te Papaouru Marae. The initiative prepares 12 youth for farm cadetship training in management, husbandry skills and qualifications. The Maori Youth Unit, as part of the Arawa partnership, continues to remain involved in the initiative.

Work and Income continues to partner with a wool handling and shearing training provider. From the recent training programme completed in Taupo, trainees have successfully progressed into employment and have proven to be productive workers. The industry remains supportive of this initiative.

Pest control

Five participants completed the training course with Epro Ltd for a cadetship joint-venture initiative with NZ Forest Managers, Environment Waikato and Tuwharetoa proprietors. All five participants have progressed into work or further training.

Discussions have been instigated with the Community Labour Market and the Labour Industry Partnership Advisors to run an additional programme and to build the programmes capacity.

Engineering

Employers are seeking workers with qualifications and experience as businesses do not have the capacity to provide in-work training and supervision for job seekers. *Instep* is offering youth clients and school leavers the opportunity to take apprenticeship journeyman training with employers in the Western Bay of Plenty area. One placement per week is being achieved through the arrangement.

Work brokers are currently developing relationships with the industry to further identify opportunities for clients. The recent Air New Zealand announcement of 600 job losses remains an unknown factor for the upcoming quarter.

Hospitality

Employers and businesses require qualified and experienced chefs and specialist labour. Twelve clients commenced a 10-week hospitality and food training programme, however, an unanticipated slow down in demand from the sector occurred and only 50% of clients secured full-time employment during the quarter. Further training is being considered, however sector confidence is not currently high although the summer trade may change this.

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

East Coast

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

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

New initiatives

Forestry

Work and Income East Coast has developed a *Straight2Work* programme in timber processing, in partnership with Tumu Timbers Fitec. The focus of the programme is to address entry-level skill shortages and create career pathways for 'at-risk' youth. The start dates for these six-month programmes will be confirmed in October 2005 and apprenticeships confirmed by July 2006. It is expected that on completion of the programmes, trainees will be offered either an apprenticeship or signed on to a national certificate to be completed while in employment.

Agriculture

A business case has been submitted to support the farming industry in the region. Agencies involved in the proposed *East Coast Farming Project* include a contracted service provider, six East Coast farms, Work and Income and TEC. It is expected that the 12-month project will enhance the opportunities for 10 rurally located clients to obtain employment in this industry.

Mechanics

There is a current shortage of people entering trades within Wairoa, and as a response Work and Income and the Wairoa Council are currently completing a survey to identify the problems. The Local Industry Partnerships team is looking to partner with Wairoa College and the Mayor to create a pre-employment training programme that links directly to current trade schools. It is proposed that the training programme will include on-the-job mentoring for apprentices.

Plumbing

Currently there is a high demand for plumbing services in the region. Although apprenticeships have been offered, participants do not meet the required standards. As a response, a *Straight2Work* course was established, commencing on 21 November 2005.

Progress on initiatives from the June report

Building and Construction

Tairāwhiti Polytechnic (Ruatoria) is conducting a new course in Tokoamaru Bay to address the lack of skilled labourers in the region. The Polytechnic expects a 100% employment outcome with the assistance of employers to provide employment opportunities for course participants. The course commencement date and anticipated trainee numbers are currently been finalised and will be available in the next quarterly report.

Transport and Drivers Licences

Work and Income is in negotiations with a Hawke's Bay provider for another 75 licences or endorsements in accordance with the December 2004 Service Agreement. The region is currently waiting for feedback from the industry regarding demand.

The Industry Partnerships team met with two employers, intermediaries and the National Business Service Unit to discuss the possible development of a training programme for bus drivers. The industry is currently unable to project vacancies or guarantee sustainable employment outcomes for part-time workers. One suggestion explored is to partner with another industry to offer full-time employment. The industry is open to the suggestion of employing clients in receipt of an Invalid's Benefits or New Zealand Superannuation, as this could assist in meeting sustainable employment outcomes. However many of these clients can only work part-time. At present the region is awaiting an indication of expected industry demand.

Silviculture

A six-week chainsaw training programme targeted specifically at youth commenced in the Gisborne area. Training provider Mohi Leach has been contracted to provide a total of four courses. A business case is currently being developed to extend the training into the Hawke's Bay.

Horticulture

The Horticultural Liaison Advisor for the East Coast region continues to work on supplying labour to this industry, and to date there have been no issues to report. The Advisor provides support to Hawke's Bay fruit growers, takes enquires from the *PickNZ* website and completes variations to passports to get work permits from the Department of Immigration. Ongoing advice is also provided to the industry on seasonality issues, labour demands, crop reports and employment.

Engineering and Plumbing

The East Coast region is currently developing possible training programmes for engineering apprentices in the region. Work and Income has approached employers and engineering industry training organisations that are keen to participate in a Local Industry Partnership. Outcomes from the initiative are expected to be achieved in 2007.

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

Taranaki, King Country and Wanganui

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

- supermarket retail
- tourism
- hospitality
- farm labouring
- meat processing
- building and construction
- transport and driver licences
- mechanical
- engineering
- oil and gas
- security.

New Initiatives

Security Monitoring

A local contract has been developed to prepare recruits for entry into working life as Call Centre Security Monitors. The initiative is in response to approaches from Obertech, who are building a Secure Call Centre in Hawera and who will employ the majority of the trainees graduating from the programme. Eleven trainees commenced the 12-week training programme and the eight remaining participants are currently preparing for interviews as the course nears completion. There is a slight delay in the Call Centre construction, however Obertech has shown interest in employing the trainees in their New Plymouth outlet in the meantime, subject to suitability.

Oil and Gas

A new initiative has been developed to prepare trainees to work as lease hands on oil rigs. Ten trainees completed a course with the Glasgow Training Service, and five trainees have progressed to permanent contracts within the industry. A second programme commenced on 17 October 2005 for 13 trainees. There is an ongoing demand for people to work in this industry, and approval has been granted to place 36 recruits in training during 2005/2006.

Hospitality

The region is working with the National Business Sector Unit to develop a programme for Wanganui, focusing on preparing new recruits for entry into the industry. Details of the programme are currently being finalised to cater for the expansion of local hotel developments and to coincide with traditional seasonal christmas demands.

Progress on initiatives from the June report

Supermarket Skills Training

Work and Income continues to fund supermarket retail-skills training programmes, in a response to recruitment demands from the industry. During the previous quarter, the majority of trainees who graduated from the programmes have been hired by Pak 'n Save and other local operators.

The *Pak 'n Save Cadetship* exposes trainees to the organisational culture and disciplines in a live work environment. Thirty-two trainees have participated in the programme since commencement in November 2004. Ten trainees are still completing their training, 12 are in full-time employment with Pak 'n Save and two have progressed into employment elsewhere.

Tourism

The region continues to monitor developments arising from the *Regional Maori Tourism* initiative. There is potential for a number of employment-related projects to materialise from the initiative, which will require investment in up-skilling workers in a range of tourism-related activities.

The Enterprising Communities team is working closely with a number of tourism organisations in the region in an endeavor to build capability and capacity in the industry.

Tegel Food Technology Cadetship

This initiative was set up to establish a relationship and career paths for clients wanting to move into the food-technology industry. A similar model proved that this type of programme is effective and as a result, the region has modeled the cadetship on this scheme.

The scheme caters for four youth clients employed full-time with Tegel for an initial six-month period. The cadets receive on-the-job training in various areas of the food-technology industry, with close supervision by a 'camp mother'. The programme is designed to enable clients to secure sustainable employment and it is anticipated that this working model can be expanded. The cadetship has now been operational for six months and of the first completed intake, three cadets graduated in October 2005 and have progressed into full-time employment at Tegel Foods Ltd.

Employment and Skills Forum

Work and Income is working with a number of industries across the region. A recent regional initiatives workshop identified a host of opportunities to investigate across a broad range of industries and key people have been delegated to progress this work. Reporting on outcomes from this work in progress will be available in future reports.

Farm Labourers

The first *Straight2Work* shearing initiative introduced in the previous quarter has now been completed. Three clients from Taranaki completed the 10-week programme. To date, two participants have progressed into full-time employment.

Meat-Processing Programme

Further knife-handling skills programmes continue to be delivered to service the meat-processing plants as part of the national partnership developed by the National Business Sector Unit and the New Zealand Industry Training Organisation. Eight courses have been scheduled to commence in the Hawera Richmonds Plant and one course is planned for the ANZCO plant in Marton.

Meat Processing *Straight2Work* courses have commenced and have been funded and administered by the Work and Income National Business Sector Unit. Outcomes from the four-week course will be available in future reports.

Building and Construction

Work and Income are not currently funding any building and construction activity in the region. Support is at present is by way of referral to established polytechnic programmes and to notified apprenticeships as they arise.

Transport and Driver Licences

A national industry partnership has been formed with the National Road Carriers, with the support of the NZ Road Transport Association. There are also a number of driver-related initiatives active in the region. The primary goal of these initiatives is to progress clients from learner licences to full driver licences, enabling them to enter the industry.

There continues to be high participation rates on all 'on-demand' driver-licence programmes. Recently a *Straight2Work* contract with the National Road Carriers was approved by the National Business Sector Unit. Twenty places are collectively available for Taranaki, Auckland and Canterbury regions.

Engineering: Career Start Cadetship Programme - Rangitikei District Council (RDC)

A lack of suitably skilled employees in the district, particularly in the light-engineering cluster, has been inhibiting business growth in the area. Fourteen youth from the Marton area are employed on a fixed-term contract, four with the Council and the remaining 10 with other companies. It is expected that the cadets will secure permanent positions after the initial 12-month period. The success of previous cadetships is evident by the RDC's commitment to the programme, as the initiative provides excellent support and on-the-job training for cadets.

The engineering workshops planned to be held at the Western Institute of Technology (which opened on 18 June 2005), did not eventuate. However, the region is developing a new initiative to be launched during the next quarter for the engineering and manufacture of aluminum products in New Plymouth.

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

Central

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

- transport and drivers
- wool handling
- engineering
- retail
- hospitality
- plumbing and gas fitting
- health and personal care
- drivers
- agriculture and horticulture.

New initiative

Drivers

A *Straight2Work* Bus and Coach training course has been introduced in the region to address a current skill shortage of experienced drivers. Recent recruitment seminars identified seven Kapiti clients with an interest in bus driving who were referred to the course. Further outcomes from the programme will be available in the next quarterly report.

Progress on initiatives from the June report

Trades Mentor

Work and Income is partially funding a Trades Mentor, employed by Vision Manawatu. Samuel Moore was recently appointed to the position and has commenced building relationships with local industry training organisations and schools with a focus on encouraging young people leaving school to undertake trade and applied technology training and education. A trades day is been developed to take students through on-site trades training and to provide insight into the life of a tradesperson. Further outcomes will be available in the next quarterly report.

Transport and Drivers Licences

The industry requires experienced Heavy-trade Drivers, particularly truck, trailer and articulated vehicle drivers. Training provider the Salvation Army - Employment Plus has commenced courses for heavy-trade (Class 2 and 4) licences.

Wool Handling

A *Straight2Work* wool-handling programme was developed to address the shortage of trained wool sorters, graders and shed hands. However, outcomes from the programme were not successful as the two clients referred did not complete the programme.

A *Straight2Work* shearing and wool-harvesting programme has commenced through training provider Premier Personnel Development. The programme focuses on shed work, wool handling and grading. Associated outcomes for this programme will be available in the next quarterly report.

Engineering

The eight-week light fabrication pre-employment programme run by the Universal College of Learning was completed during the quarter. At the conclusion of the programme, 12 of the 14 participants gained employment. Due to its success, consideration is being given to implement another course next year.

Hospitality

The National Business Sector Unit negotiated a *Straight2Work* job-partnership programme with the hospitality industry. Four clients completed the Palmerston North-based course on 30 September 2005, and all trainees have secured employment.

Plumbing and Gas fitting

The Work and Income National Business Sector Unit negotiated a *Straight2Work* partnership programme with the Master Plumber and Gas-fitting Industry, utilising training provider the Salvation Army - Employment Plus. Five clients commenced the first programme on 27 June 2005 and three participants completed the training. To date, one client has progressed into employment and the remaining clients are still being assisted to identify alternative training and employment opportunities. A second programme commenced on 31 October 2005. Central region will report on outcomes for this course in the next quarterly report.

Health and Personal Care

Central region continues to work closely with the Ministry of Health and the Central District Health Board regarding the closure of the Kimberley Centre on 30 June 2006. There is currently a concern that suitable qualified caregivers will not be able to meet the community needs of the patients.

Agriculture and Horticulture

Work and Income continues to work collaboratively with the Horowhenua/Kapiti agricultural growers in a partnership to train and source potential staff. Enterprise Coast provides support to facilitate this approach. Work and Income's Regional Policy Advisor is working with local service centres to develop a comprehensive seasonal-work strategy including reviewing transportation issues. Recently a Horowhenua asparagus grower contracted 21 workers from Samoa to assist in harvesting. These workers have been issued with short-term work permits under a national pilot between the NZ Immigration Service and Work and Income. The Central Enterprising Communities team is working with a Pacific provider to develop a co-ordinated seasonal-work strategy targeting Maori and Pacific peoples in the Horowhenua and Manawatu areas.

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

Wellington

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

- drivers
- engineering
- building and construction
- transport and drivers licences
- taxi licences
- meat processing
- security
- care-giving
- retail
- food and hospitality.

New initiatives

Building and Construction

An Industry Partnership programme has been established with the Whitireia Polytechnic and Infratrains to address a current skill shortage in the industry. Infratrains is seeking suitable candidates with a full licence and the willingness to undertake employment. Thirteen participants are currently enrolled in the six-week Porirua-based programme. Associated employment outcomes will be available in the next quarterly report.

Food and Hospitality

The Wellington region is delivering a retail and hospitality programme for clients in receipt of Domestic Purposes Benefit. The programme focuses on increasing motivation and self-confidence and prepares candidates for employment within the food and hospitality industry. Two programmes have been contracted in the Hutt Valley and Wellington area, with nine participants having commenced the Hutt Valley programme to date.

Progress on initiatives from the June report

Drivers

Shortages within the Port and Cargo Handling industry is an issue, with the effects of an aging workforce coupled with a shortage of entry-level skills such as special licences. CenterPort (Wellington) has engaged with the Local Industry Partnerships *Straight2Work* programme to address entry-level skill requirements and career-path planning. Recent discussions with CenterPort confirm that progress is on track for engagement, however the programme is not expected to commence until early 2006 as CenterPort's succession planning process is still currently being developed.

There has been an increase in demand for licences particularly for learners and restricted licences in the region. To date, more than 85 licences and endorsements have been completed to prepare Work and Income clients for employment.

Engineering

General engineering, printing and maintenance trades are experiencing skilled labour shortages. As a response Work and Income has engaged with the Upper Hutt City Council to discuss the development of a *Straight2Work* Local Industry Partnership.

The programme aims to address entry-level skill requirements and career-path planning. Progress towards commencement of programme has been slowed due to the Local Industry Partnerships Advisor leaving the position. Once the position has been filled, work on the partnership will re-commence.

Building and Construction

The contract has been renewed with the Porirua Apprenticeship Trust, who delivers apprenticeship training and places clients into the construction and building industry within Porirua City. The provider has strong links with industry-training organisations, the Master Builders Association and other local employers. Issues identified include young people lacking the appropriate licence in order to undertake the apprenticeship training as well as motivation.

The region also has a contract with the Porirua City Council to fund the Employment Link Co-ordinator position. The co-ordinator acts as a conduit for encouraging employment and business growth in Porirua City. To date, the co-ordinator has established strong links with local industry training organisations and employers including Mainzeal and Infratrain. New opportunities for Porirua City include employers such as the Mad Butcher, Denny's Restaurant and the Summerset Retirement Village, requiring staff in the next two to five months. The co-ordinator is working with local work brokers and the Regional Contracts Manager to implement a strategy that prepares clients for these opportunities through pre-employment training. Denny's Restaurant currently has 47 Work and Income clients who have been identified as suitable for a range of job vacancies.

Transport and Drivers Licences

The learner-licence programme purchased through the NZ Police is continuing, with eight courses being run for 100 participants. The next course is due to commence in Porirua City in early November 2005. To date, 42 job seekers have secured their learners licence by participation in the programme.

Taxi Licences

Currently the region has no contracts with the taxi industry as there is an over-abundance of drivers in this area.

Meat-Processing Training

Canterbury Meat Packers have been contracted by Work and Income for the past two years and has placed 48 clients into employment in Ashburton as meat processors. The contract ceased as at June 2005.

Security

The region has two contracted service providers to deliver security services. Recon Security Ltd offers suitable clients full-time employment for a six-month period and beyond if they are suitable. To date, five clients have been employed by Recon Security Ltd. One Community United Ltd offer a pre-employment training programme for four weeks to up-skill clients and provide them with the necessary foundation skills to enter the security industry. One Community United has strong links with the security industry including Chubb NZ, Armourguard, Parliamentary Services and American District Telegraph.

Care-giving

The 12-week Weltec training programme, incorporating work experience with a local employer, ceased in June 2005. Of the two programmes purchased, seven clients secured employment within the industry.

Retail and Hospitality

Treehouse Training, in conjunction with the Industry Partnership's team, runs a Retail and Hospitality programme to assist clients into the industry. In the last fiscal year six programmes have been purchased. Reporting on outcomes will be available in the next reporting period.

For further information, please contact Mel Harrington on (04) 918 0173.

Nelson, Marlborough and West Coast

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

- agriculture
- building and construction
- engineering
- food and hospitality
- drivers
- health and personal care.

New initiative

Food and Hospitality

The Nelson region is experiencing a skill shortage across the food and hospitality industry. As a response, Taipoutine Polytechnic has been contracted to provide a training programme to assist clients to enter the industry. The training programme commenced in September 2005 with 12 clients participating, and is expected to finish in December 2005.

Progress on initiatives from the June report

Agriculture

The Seasonal Co-ordinator finished in August 2005, aligning with the end of the grape-pruning period. The co-ordinator linked workers to jobs in the industry, co-ordinated work permits where appropriate and found workers accommodation.

Building and Construction

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

Engineering

Smart Careers for Youth is an organisation that facilitates apprenticeships across the region in a number of areas. They were contracted to find places in a range of industries for entry-level labouring roles for youth, as many young people do not have the entry-level skills to meet apprenticeship criteria. To date, due to difficulties identifying suitable clients, no referrals have been made to the course.

Food and Hospitality

Following discussions with Latitude Nelson, the agency indicated future shortages in the hospitality trade. An Industry Partnership Agreement through a *Jobs Jolts* initiative commenced for 12-15 participants, however due to timing and recruitment issues, only five participants commenced the course.

Skills-Shortage Surveys

Surveys were commissioned in Marlborough and Nelson in mid 2005 and results and strategies to deal with shortages and issues raised are being developed by economic development agencies. Working groups have been established in both Nelson and Marlborough to work towards solutions in a number of areas including seasonal work, mature clients, migrants and people with a disability. A forum is planned for November 2005, where the working group will provide a report back.

Buller Youth Works

Buller Youth Works is a *Mayors' Taskforce for Jobs* initiative that aims to link young people to apprenticeships. In the September 2005 quarter, five young people were supported into full-time employment and four into further training opportunities. This is an ongoing 12-month service and further outcomes will be available in the next quarterly report.

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

Canterbury

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

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

New initiatives

Truck-driving Licences

A course for Class '2' Licence holders commenced, assisting clients obtain the required licences for employment. Seven clients have been accepted on the course which has a rolling-start-date. To date, three have progressed into full-time employment.

An eight-week programme for Class '1' Licence holders commenced on 3 October 2005. During the programme, time is divided between classroom-based learning and on-the-job training, providing participants with the opportunity to upgrade their existing licence and gain experience within the industry. The provider for this programme is the Academy Group NZ Ltd.

Progress on initiatives from the June report

Retail

The Canterbury region is currently providing a *Jobs Jolt* retail training course facilitated by training provider Treehouse Training. Ten clients commenced the course on 1 August 2005 and two trainees having achieved employment outcomes. A further programme commenced on 10 October 2005, with ten trainees in attendance.

Hospitality

Treehouse Training facilitates a hospitality training programme for job seekers. The programme is a one-year rolling course, in which clients can remain enrolled for 10 weeks. Eleven participants commenced the programme starting 1 August 2005, and four of these clients have since gained employment. A new intake of 11 trainees commenced on 10 October 2005.

Bus-driver Licences

Nineteen trainees completed a *Driving Solutions* course during June and September 2005. Outcomes to date confirm that of the 10 trainees who commenced the course in June, five have successfully been placed into employment. The September course concluded on 28 October 2005 and associated outcomes from the course will be available in the next quarterly report.

Trades

A Plumbing, Gas fitting, Drain Laying and Roofing course caters for eight trainees and is run by the National Trades Academy. Trainees spend between three and 14 weeks on the course which has a rolling-start-date. Four clients commenced training on 15 August 2005 and outcomes confirm that three clients secured employment on completion of the programme.

4 Trades is an organisation that assists employers with the paperwork associated with apprenticeships. Work and Income has an established relationship with 4 Trades, specifically to target the trades-training area.

Pre-apprenticeship Programmes

Twenty-four youth commenced the 2005 *City Care Pre-Apprenticeship* programme, although five trainees have since ceased the programme. Job offers for the current trainees are expected to be made in December 2005.

Building and Construction

The first pilot Salvation Army building course finished on 5 August 2005. Of the 12 participants who completed the course, eight have secured employment opportunities and a further two have enrolled in additional training. A second programme commenced for 10 trainees, however this number has now reduced to eight.

A course through the Salvation Army commenced on 30 May 2005. On completion of the course (on 15 July 2005), three clients had secured full-time employment, although not industry-based.

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

Southern

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

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

New Initiatives

Drivers

A pre-apprenticeship Industry Partnership in heavy transport is in the final stages of development. The primary aim of the course is to encourage trainees to work towards becoming sought after, highly trained and fully qualified professional heavy-traffic truck drivers and machinery operators. The course will provide participants with the opportunity to gain an extensive knowledge-base and an appreciation of the different types of transport operations. All participants will be trained and become qualified in F, W, T, R and D endorsements:

Agriculture

An Industry Partnership with the dairy industry in Timaru is also in the final stages of development. The objectives of the partnership are to place Work and Income clients into sustainable employment, and to provide *In Work Support* to participants. It is anticipated that the programme will attract more young people to the industry and counteract the increasing numbers of employees leaving the dairy industry in the region.

Retail

In response to major recruiting drives in Dunedin from employers such as Mitre 10 Mega store and K-Mart, the Southern region has an industry partnership course in retail. The partnership focuses on retail sales, customer services selling skills, a site-safe passport, the use of electronic equipment, money handling, career planning and marketing to employers. Recruitment for the course will commence shortly.

Building and Construction

Southern region has recently developed an Industry Partnership in civil construction. Ten participants commenced the course and to date, eight trainees have secured employment.

Health and Personal Care

A wellness course for 10 clients in receipt of a Sickness or Invalid's Benefit commenced recently in Oamaru. The part-time course is considered to be the first step in a three-step process to assist clients return to work. The next stage of the course is a health assessment followed by employment coaching towards securing employment.

Progress on initiatives from the June report

Shearing and Wool Handling

The Southern region is currently experiencing a skills shortage in this industry. As a response Enterprising Communities is working with the National Business Sector Unit, local contractors and shearing trainers to implement a National Wool-handling Contract in the region.

The Local Industry Partnership Advisor recently visited Taupo to view the Shearing and Wool-harvesting programme and to meet with Premier Personnel Development Ltd. Enterprising Communities are developing a targeted marketing campaign to attract more young people to the industry and to attempt to challenge any pre-conceived ideas about the shearing industry in the community.

Building and Construction

The region has been successful finding employment for Work and Income clients with several contractors involved in the construction of the new prison at Milburn (project Crioch). Contractors involved include Fulton Hogan, Stewart Construction, Lund South, Armourguard, Calder Stewart Spouting and Calder Stewart Roofing. Work and Income has assisted 30 job seekers gain their Site Safe Certificate over the past few months, and of these job seekers, 20 have secured employment at Project Crioch.

The Construction Manager for the Department of Corrections has advised that there will be 450 workers on site, with the potential of up to 550. It is envisaged that over 141 carpenters will be working on site in February 2006.

Basic demolition training commenced for 12 Work and Income clients working on the Oamaru Hospital project. The course focused on site safety, health and safety, safe handling of power tools and knowledge about the safe handling of asbestos. This course has also highlighted the need for work testing of clients who choose to continue to use recreational drugs knowing that they will not be able to take up suitable employment coaching and then work.

Engineering

Welding training is being provided by the Dunedin Training Centre and funded by TEC. The programme has an excellent relationship with Hillside Workshop, a large local engineering employer. The training programme continues to be provided as needed to Southern clients.

Hospitality

Job seekers participating in the *Limited Services Volunteers (LSV)* course at Burnham Military Camp are offered the opportunity to take part in the *Bridge to Queenstown* initiative. Seventy young people have participated in the programme since it started in January 2003. Work and Income is transferring the programme to Queenstown, and as a result, the Lumsden hostel bus service will no longer be offered and young people currently living at the Lumsden hostel will be moved to accommodation in Queenstown.

The Enterprising Communities team is also investigating other employment opportunities for young people in Lumsden and aims to work closely with the community. To date, the programme has been successful, with young people from both Southland and Otago securing sustainable employment within the hospitality and tourism industry.

Forestry and Silviculture

While the course has been successful, it is not currently operating. The majority of clients in training have been offered jobs, however there is a very high turnover of staff once employed. The Enterprising Communities team is currently developing an *In Work Support* plan for employers in the region.

NZ Moulding has most recently been employing people on fixed-term contracts, largely due to the high US dollar and a lack of orders during 2005. Twenty-eight staff had been employed on the night shift, however, this has now reduced to 14. It is envisaged that orders will increase by February/March 2006, providing additional opportunities for Work and Income clients.

Meat Processing

Forty-five participants have completed a four-week pre-employment training programme in the meat industry in Oamaru and Timaru and a further 28 participants are scheduled to commence a second programme before December 2005. The programme has proven to be successful in securing employment for our clients in an industry that is suffering from a severe staff shortage. Enterprising Communities is also working with Alliance Lorneville to develop a similar training programme in Southland.

Work and Income is involved in discussions with PPCS (New Zealand's largest meat-marketing company) and a Mosgiel bus company regarding the introduction of a bus service for Work and Income clients who are successful in obtaining work on the night shift. Many clients have indicated they would like to work at PPCS but have no transport. Following the discussions, the Mosgiel bus company is looking at what would be the best option for payment of a concession ticket and also the possibility of providing buses for the day shift. Enterprising Communities continue to work with PPCS to investigate childcare, accommodation and *In Work Support* issues.

Transport and Driver Licences

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

Viticulture and Horticulture

Throughout July and August 2005, a series of grower consultations was held to report on the performance of *Seasonal Solutions* over the last season. Additionally it would inform growers of Seasonal Solutions Central Otago's (SSCO) intentions for the upcoming season and gain their feedback.

Ownership of SSCO will be transferred to growers after the 2005/2006 season. By doing this, growers will have a greater assurance of labour supply, closer management of business risk, access to timely and accurate market information and statistics, and an assurance of ongoing government interest in and support for the industry. It is estimated that for the 2005/2006 season, 3,500 workers will be required.

SSCO will continue to:

- foster and encourage new investment in accommodation
- facilitate standard employment contracts and conditions of service

- undertake contracting and payroll management
- provide work induction and training
- arrange for recruitment of contracted offshore labour
- assist seasonal workers to find employment in other industries in the off season
- promote career progression within the industry.

Fishing

An Aoraki Marine Training pre-sea deckhand course continues to run according to demand, meeting the needs of local fishing vessels working out of the Port of Timaru. The Timaru Fishing School also runs a similar demand-led course, with both proving successful among local employers.

Southern Youth Strategy

Service Level Agreements have been documented, enabling Work and Income staff to refer clients aged 15-19 years to Life Coaches for mentoring. The roll out of the *Southern Youth Strategy* is continuing, and this involves the roll out of *Work'n it Out* throughout the entire region. Staff are now in place, and staff numbers are expected to increase towards the end of this year. The Transition to Work Trust has extended the hours of existing staff in Timaru. Additional Life Coaches have been appointed in Invercargill and Central Otago and have received training, and Oamaru now has local rather than Timaru-based mentors. The key goal is that all 15-19 year olds will be engaged in appropriate education, training, work and other options that will lead to long-term economic independence and wellbeing.

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

Appendix 1 – Related national initiatives

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

Jobs Jolt

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

- Job Partnerships with Industry (see below)
- a mobile employment service
- employment coaching
- supporting sole parents into work
- mature-focused case management
- Sickness Benefit and Invalid's Benefit best practice
- Job Club pilot expansion
- innovative employment assistance for Sickness Benefit and Invalid's Benefit recipients
- creating clear and strong expectations, including pre-employment drug testing, limited employment locations and streamlining of work-testing procedures.

Job Partnerships with Industry

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

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

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

The first partnership was signed with the Hospitality Association of New Zealand in October 2003. This three-year agreement aimed to assist 200 people into jobs across Work and Income regions in 2003/2004 and 380 in 2004/2005. Other partnerships signed are as follows:

- Auckland Chamber of Commerce
- Bus and Coach Association
- Composites Association of New Zealand
- Electrical Contractors Association of New Zealand
- Hospitality Association of New Zealand
- Infratrains, NZ Roving and NZ Contractors Federation

- Lion Nathan School of Business
- Master Builders and the Building and the Construction Industry Training Organisation
- Master Plumbers, Gas-fitters, Drain layers and Roofers Association of New Zealand Inc. and the Tertiary Education Commission
- National Road Carriers Inc.
- New Zealand Industry Training Organisation (NZITO) and the Meat Industry Association
- New Zealand Retail Association
- Transfield Services
- the Warehouse Ltd.

Enterprising Communities

The Enterprising Communities programme, established in April 2005, encompasses community grants and partnerships with local industry, to help match skills to jobs and assist people and communities disadvantaged in the labour market.

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

Local Industry Partnerships

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

Quarterly Work Broker Survey

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

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

General Seasonal Initiatives

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

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

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

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

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

Employment and Skills Fora

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

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

Appendix 2 – Initiatives led by other agencies

Initiatives where Work and Income plays a role.

Initiative	Description
<i>Building and Construction</i>	<p>Work and Income East Coast region approached G & H Trade Training regarding industry partnerships with the building and construction industry in the region. As a result, a group Job Plus Training contract has been negotiated for the commencement of an entry-to-construction trades programme targeting youth.</p> <p>The programme commenced on 16 May 2005 and ran for 12 weeks. Unfortunately, during the first programme only two trainees completed the course with the remainder dropping out before completion. To resolve the issue, a zero-fees policy has been adopted and a mentoring programme has been purchased to assist youth who wish to enroll on the course. This aims to address the cost of equipment, books, NZQA as well as regular coaching to assist with the identification of barriers for clients and overcoming these. Job Plus Training will be used to fund the mentoring service. This is on an as-required and case-by-case basis.</p>
<i>Retail</i>	<p>Work and Income Central region has negotiated a <i>Straight2work</i> Job Partnership programme within the retail industry, utilising training provider Treehouse. One programme was completed in Palmerston North between 8 August and 30 September 2005, with a total of 10 clients completing the programme. On completion, four clients have moved into employment and the remaining participants are being assisted to identify suitable employment or further training options.</p>

<p><i>Local-Body Cadetships</i></p>	<p>The Taranaki region has initiated a partnership with the New Plymouth District Council and the Rangitikei County Councils that allows for young people to start their working careers in a structured and supportive work environment. It is anticipated that the cadetship will be extended in the near future to encompass the Ruapehu District Council. Generally councils have the infrastructure to enable them to offer a supervised work environment and good disciplines and options across a wide range of interest areas. Being a smaller council, the Rangitikei District Council has involved its business community in the initiative to gain traction and this is currently working well. While the cadetships might not necessarily be targeting specific industries, it provides the opportunity for young people to transition into work with some valuable work-specific skills and disciplines.</p>
<p><i>Hospitality</i></p>	<p>Work and Income staff are delivering immigration services in Queenstown as part of a multi-agency pilot, involving the NZ Immigration Service and the Queenstown Chamber of Commerce. Low unemployment in Queenstown combined with chronic labour shortages has required an innovative approach to searching for additional workers.</p> <p>Two case managers have been seconded to the NZ Immigration Services and are now issuing work permits and fast-track visas (called Variation of Conditions) within 48 hours. Visitors to Queenstown come from a variety of countries and many target work in the hospitality, tourism and building industries. The pilot service has been welcomed by Queenstown employers and by people wanting to work in Queenstown. The scheme has also enabled a closer working relationship between the NZ Immigration Service and Work and Income Southern in solving labour issues in Queenstown.</p>
<p><i>Engineering</i></p>	<p>Work and Income Waikato continues to work with the Waikato Engineering Careers Association (WECA), set up to support and promote the engineering industry, work with education providers and assist in developing and recruiting new staff.</p>

	<p>Stratford Engineering Limited is looking at entering into an arrangement to share apprentices among other WECA members to give them a better all-round experience. WECA is also working with TEC and their gateway programme to provide after-school work experience for their students. To date, 22 students have enrolled in the WECA diploma course and 32 students have enrolled on the pre-trade course. WECA has supported both courses by providing work experience for the pre-trade course and holiday jobs for students on the diploma course.</p> <p>Further meetings will be held to develop a training model that can be translated across other industry sectors that are experiencing shortages in the trades.</p>
<i>Health and Personal Care</i>	<p>The Bay of Plenty Industry Partnership Advisor has been in discussion with the Eastern Bay of Plenty Primary Health Organisation to encourage sole parents into nursing careers. Without a degree, clients cannot secure available work and a further training course has been facilitated by Work and Income to enroll clients into degree courses at Waiariki Polytechnic. The Primary Health Organisation will employ suitable clients for six months prior to commencing the degree courses.</p>
<i>Tourism</i>	<p>Work and Income has submitted a business case to support tourism, an arts trail in the East Coast and Cruise Gisborne, who are expecting cruise ships to include Gisborne on their destination list. Key players include Work and Income, the Creative Arts Cluster, Cruise Gisborne and NZ Trade and Enterprise.</p> <p>The initiative aims to provide clients with tourism training to assist them enter the industry. Participation numbers are yet to be confirmed.</p>