



Careerforce
te toi pūkenga

Enabling workplace training



Annual Report 2015

Published April 2016

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Enabling workplace training

As the Industry Training Organisation (ITO) for the growing health and wellbeing sectors, Careerforce supports organisations of all sizes to implement workforce training which enables employees to achieve recognised New Zealand qualifications.



We are the Government appointed body that sets skill standards, develops and facilitates achievement of NZQA qualifications across all our sectors.







We know that qualified and competent employees improve the health and wellbeing of everyday New Zealanders, so we work with sector stakeholders to develop qualifications and training programmes that align learning with real workplace activity. We utilise the best classroom available – real life as it plays out in your organisation.

Careerforce supports organisations and individuals wanting to achieve Respectful, Efficient, Applied, Living training.

We support individuals and organisations working in these sectors:

- Aged support
- Cleaning and caretaking
- Disability support
- Healthcare services
- Home and residential services
- Mental health and addiction support
- Social and community services
- Urban pest management
- Youth work


A qualified and competent workforce supports New Zealand's wellbeing


<div style="text-align: center; color: #008000; font-weight: bold; margin-bottom: 10px;">Caring for our ageing population</div> <div style="display: flex; align-items: center;">  <div> <ul style="list-style-type: none"> Those aged 65+ doubled between 1984 and 2014 This is projected to double again by 2039 In the next 10 years, the population aged 85+, is expected to double The workforce demand in the same period is expected to rise by 50 to 75% </div> </div> <p style="font-size: small; color: #000080;">NZ Certificate in Health & Wellbeing in Advanced Support, Health Assistance, Orderly Services or Support Work.</p>	<div style="text-align: center; color: #008000; font-weight: bold; margin-bottom: 10px;">Social and community support</div> <div style="display: flex; align-items: center;">  <div> <ul style="list-style-type: none"> In 2015, death by suicide was nearly double that of road deaths Significant numbers of children are living in poverty and go without the essentials We face complex issues around crime, child abuse and neglect, addiction, family and sexual violence, housing, unemployment, education and youth disengagement </div> </div> <p style="font-size: small; color: #000080;">NZ Certificate in Health and Wellbeing Apprenticeship with strands in Community Facilitation, Social Services. NZ Health and Wellbeing Certificate in Youth Work or Whānau, Kin and Foster Care.</p>
<div style="text-align: center; color: #008000; font-weight: bold; margin-bottom: 10px;">Supporting complex health needs</div> <div style="display: flex; align-items: center;">  <div> <ul style="list-style-type: none"> We are living longer and with multiple health conditions Early discharge and keeping people out of hospital means greater care and support at home The above has contributed to new roles in healthcare, including community health workers and navigators </div> </div> <p style="font-size: small; color: #000080;">NZ Health & Wellbeing Certificate in Primary Care Assistance. NZ Certificate in Orderly Services. NZ Diploma in Health and Wellbeing (Advanced).</p>	<div style="text-align: center; color: #008000; font-weight: bold; margin-bottom: 10px;">Disability support</div> <div style="display: flex; align-items: center;">  <div> <ul style="list-style-type: none"> One in five of us has a long-term impairment Needs are diverse, requiring a skilled support workforce Increased support for people living with a vision impairment disability to help them live richer, more independent lives </div> </div> <p style="font-size: small; color: #000080;">NZ Diploma in Hearing Therapy. NZ Certificate in Health & Wellbeing in Newborn Hearing Screening. NZ Diploma in Vision Habilitation/Rehabilitation.</p>
<div style="text-align: center; color: #008000; font-weight: bold; margin-bottom: 10px;">Supporting recovery</div> <div style="display: flex; align-items: center;">  <div> <ul style="list-style-type: none"> Increasing demand for mental health and addiction services 47% of New Zealanders experience a mental health condition at some time Greater demand for home and community based rehabilitation support after injury </div> </div> <p style="font-size: small; color: #000080;">NZ Certificate in Health and Wellbeing Apprenticeship with strands in Mental Health and Addiction or Rehabilitation Support.</p>	<div style="text-align: center; color: #008000; font-weight: bold; margin-bottom: 10px;">Enabling wellbeing</div> <div style="display: flex; align-items: center;">  <div> <ul style="list-style-type: none"> Clean environments are essential for wellbeing Early detection of hearing, vision and oral issues are best discovered in early childhood People need help to build resilience and self-manage their own health and wellbeing Controlling urban pests stops the spread of disease </div> </div> <p style="font-size: small; color: #000080;">NZ Certificate Cleaning or Pest Management. NZ Certificate in Health & Wellbeing in Peer Support, Dental Assistance. NZ Diploma in Hearing Therapy or Addiction Studies.</p>

Workplace training is part of the solution

Chairman's report - Richard Westlake



The workforces that Careerforce serves are some of the most crucial to the health and wellbeing of all New Zealanders. These are the people on the front line who provide care, support and cleaning services throughout our communities.

This is a time of rapid change in the face of political reforms, evolving delivery models of healthcare and social services, the challenges of an ageing population, the requirement for increased productivity and efficiency, combined with cost-cutting measures. The cleaning industry, too, is looking for better productivity as business margins come under pressure. For the benefit of everyone, it is crucial that all of these workforces are capable and efficient, and workplace training is the best way to achieve this.

Careerforce is meeting these challenges head-on, with innovative thinking, a suite of new qualifications and a desire to provide its services as broadly as possible. With the development of the first ever Health and Wellbeing Apprenticeships we are well placed to offer advanced support and enhanced qualification and competency assessments to the people who care for and support our most vulnerable citizens.

In the 2015 year Careerforce made positive progress in several significant areas. The joint initiative with Health Workforce New Zealand, the Kaiāwhina Workforce Action Plan; a plan for progress within the next five years, but with a 20-year vision, was implemented in July. By the close of the year, several actions in the plan were well on the way to being complete.

In November, it was a pleasure to open the second Careerforce Workforce Development Conference, which featured international and national speakers sharing their research, insights and experience on workforce development.

By the end of 2015, the industry-wide qualifications review was coming to a close, and Careerforce continued to strengthen its relationship with the building services and cleaning industries.

We also made significant in-roads in the social and community services area aided by the pending introduction of Apprenticeships for this sector.

Careerforce is and will continue to be in a state of significant growth and will continue to look for strategic opportunities to collaborate, innovate, and deliver the best possible outcomes in order to meet the company's mission of supporting sustainable improvements to the health and wellbeing of New Zealanders through workforce training.

Two directors retired from their positions at last year's AGM, Martin Taylor and Derek Wright. Both directors added considerable value during their time on the board, in board meetings and behind the scenes. I should like to record by personal thanks for their commitment and contribution to Careerforce and for their support and guidance to me as Independent Chair.

We also welcomed two new directors, Rhonda Sherriff, who was nominated by the New Zealand Aged Care Association and Lillian Small, chief executive of Building Services Contractors of New Zealand. This is the first time the board has included a member from the large building services sector. Late in the year, we were also pleased to nominate Norah Barlow, former CEO of the Summerset Group and an experienced professional director, to fill a further vacancy on the board, commencing 1 January 2016.

Being a member of this board requires directors to put aside the individual interest of any single sector in order to focus on the broader best interests of Careerforce. I should like to thank all my board colleagues for their success in doing this, their continuing commitment to Careerforce and their overall support for the business during the year.

Finally, on behalf of the board, I must record our appreciation to chief executive Ray Lind and his outstanding team for their dedication and performance during the year. The Annual Report can tell only a small part of the story. 2015 has been another year with a range of challenges and achievement, and the continued success of your company is due largely to their efforts. Thank you.

CEO's report - Ray Lind



It is with satisfaction that I can report that Careerforce continues to exceed the expectations of the Tertiary Education Commission (TEC) and that the breadth and depth of supports offered to our employers and their staff continues to improve.

2015 was a year of growth and change, but, as always, the team embraced this and continued to deliver over and above many of the set project and strategic goals.

Careerforce continues to enhance and improve our reputation through the support of the sectors we are gazetted to cover. Throughout the year, Careerforce actively participated in 25 sector conferences.

Hosting our own conference again helped to cement our role in the development of people within the broader health and wellbeing sectors.

It is also a channel to share our unique perspective, research and experience in the social services sector, home and community sectors, and all of the other industries that we serve.

We are confident the advancement of the 'frontline' staff can only improve the health and wellbeing outcomes for all.

There have been many positive steps in developing both the New Zealand Apprenticeship programme and our digital learning management system, MyPath which supports workplace training. Both have been launched.

The Kaiāwhina Workforce Action Plan is entering into its implementation phase. This was a moment for celebration and to acknowledge the dedication, support and hard-work of many people from across the health and disability sectors. This hard work continues.

In the qualification development space, 12 Industry Training Programmes were launched with more under development.

Careerforce continued to administer the Ministry of Health's Mental Health Support Workers Grant and the Open Minds Open Doors dementia programme.

Late in the year, we launched REAL Training - our approach to ensuring all that we do is Respectful, Efficient, Applied and Living. This incorporates the assess, learn, assess model and focuses everything we do on people and making a real difference in the sectors we work in.

We also refreshed the Careerforce brand to better reflect the progressive and forward-thinking approach we have to supporting workplace development.

The coming years will see continued growth and change for our sectors which in turn means we will respond to ensure we are meeting their needs in a proactive and relevant way.

Working for all New Zealanders

Through the development of a person-centred, thinking and skilled workforce, the health and wellbeing of every New Zealander will be impacted in a positive way.

Careerforce supports organisations of all sizes to implement workforce training which enables employees to achieve recognised New Zealand qualifications. This year has been one of growth and about positioning Careerforce to better enable more workplaces and larger numbers of trainees to achieve even greater success.

Total trainees 16,491

Up 27%

In 2014 - 13,007

**Up
21%**

Active trainees 8,995

In 2014 - 7,429

Workplaces 1,118

Up 12%

In 2014 - 999

Māori participation 20.4%

Pacific Island participation 12.8%

**National
Qualifications
Completed**

6,089

UP 23%

**Credits
achieved
336,941**

**Credit
completion
74%**

**Programme
completion
70%**

The major projects



The move to New Zealand qualifications

As part of the NZQA Targeted Review of Qualifications, Careerforce led the qualifications review for the health, aged support, mental health, disability, social services, youth work and cleaning sectors. This included Careerforce qualifications as well as a large number of provider-based qualifications.

The targeted review resulted in a suite of New Zealand qualifications that are streamlined and more relevant to current and future employers and learners. These improvements make it easier for:

- learners and employers to use the qualifications to build the skills they need
- learners and employers to plan clearer career pathways with less duplication
- training providers to deliver qualifications
- industry training organisations like Careerforce to maintain and support qualifications.

This qualification review was completed in December 2015.

In order to support our learners in their successes, Careerforce also developed Industry Training Programmes that are fully supported by learning and assessment resources. This included over 90 different paper-based learning guides and 125 assessment resources – all available from the Careerforce website.

What's next?

Careerforce continues to review and develop qualifications, focusing on higher-level qualifications, and NZ apprenticeships. 2016 will also see the ongoing launch of online learning and assessment resources to support all of our Industry Training Programmes.

In 2015, Industry Training Programmes leading to the following qualifications were launched:

- New Zealand Certificate in Cleaning (Level 2) with optional endorsement in Health Care Facilities Cleaning
- New Zealand Certificate in Cleaning (Level 3) with optional strands in Specialist Cleaning and Supervision
- New Zealand Certificate in Health and Wellbeing (Level 2)
- New Zealand Certificate in Health and Wellbeing (Level 3) with strands in Health Assistance, Newborn Hearing Screening, Orderly Services, Support Work, Vision Hearing Screening, and Whanāu, Kin and Foster Care
- New Zealand Certificate in Health and Wellbeing (Advanced Support) (Level 4)
- New Zealand Certificate in Youth Work (Level 3)
- New Zealand Certificate in Youth Work (Level 4)



The development of New Zealand Apprenticeships

Apprenticeships are a new approach to training for the health and wellbeing sector and provide a premier vocational pathway for people experienced in, and committed to, the health and wellbeing of all New Zealanders.

Research shows us that the number of people who hold no qualifications in the health and wellbeing sector – which includes the large cleaning workforce, is significantly higher than the overall New Zealand workforce.

The majority of people entering apprenticeship training will be women – 77% of the sector is female and more than half this workforce is aged 45 years or older. This training therefore provides a very real opportunity for women, some of whom will not have any previous qualifications.

Key points:

- Apprenticeship development project kicked off in April 2015 with the creation of the formal project documents using Prince2 methodology.
 - A project team utilising knowledge and skill-sets from across Careerforce was pulled together with roles and responsibilities clearly outlined.
 - Stage 1 of the project focused on analysis of current state and recommending future; current delivery of services and support to employers and trainees was analysed, reviewed and consulted on, resulting in the writing of a recommendation of a future delivery model concept for review and sign-off by the Project Board in June 2015.
 - Running from July to December 2015, Stage 2 of the project was split into 3 sections consisting of:
 1. The continued development of the product.
 2. The analysis, planning and roll-out of Careerforce operational processes and support to enable the successful and practical delivery of the Apprenticeship programmes to our sectors.
 3. A targeted focus on creating demand across the relevant sectors consulting with key sector representatives to build an understanding of the benefits of Apprenticeships, this aligning with carefully planned marketing and communications.
- 2016 sees the project move to Stage 3, Implementation and release.



The development of MyPath

The concept of developing a Learning Management System (LMS) was created in September 2015. The purpose was to enable the online delivery of the Apprenticeship programmes, thereby providing both apprentices and their employers with a more efficient and flexible medium for learning and assessment.

Key points:

- An LMS development partner, Learning Works, was chosen, along with a Project Manager, kicking off the project in October 2015
- The Totara LMS software was chosen as the platform for development with a condensed planning and design phase quickly following
- MyPath was chosen as its name
- In November, a strategic decision was made to develop the majority of Careerforce's learning resources and assessments into online formats on MyPath, this significantly widened the scope of the project so new planning to encompass this change started.
- Design and build of MyPath continued bringing in a wider project team and a focus on prioritising and phasing of MyPath functionality release
- Alongside the design and build of the platform, we created the first of the prioritised New Zealand Certificate Health and Wellbeing L2, L3 and L4 units as eLearning ready for trainees to use in early 2016
- December 2015 saw the completion of the basic MyPath system and the testing and review of first eLearning content ready for release in 2016.



Vocational Pathways and Gateway

The New Zealand Government has set a target that 85 percent of 18 year olds will have NCEA L2 or equivalent in 2017. The Vocational Pathways are designed to help students have a better understanding of the workplace, and the qualifications and skills required by industry.

During 2015, Careerforce worked with the Ministry of Education, workplaces and secondary schools to develop a Vocational Pathway programme for the Social and Community Services pathway.

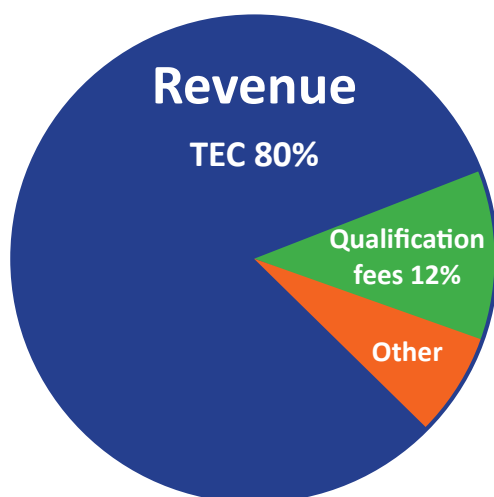
The Programme is focused on students gaining National Certificate in Educational Achievement (NCEA) Level 2, a Vocational Pathway Award and then identifying their possible career journey. The programme is based around four broad learning outcomes in the context of understanding the health and community support services sector.

The final version of the endorsed programme is now available on the Youth Guarantee website.

Key points:

- Creation of regional network group to become the 'champions' for the Social and Community Services pathway in Canterbury, to support work experience while students continued at secondary school.
- Development of marketing collateral specifically for the younger target audience. This included brochures, animations, designated schools page on website, guidance booklets for employers and Careers Advisors.
- Increased awareness of Careerforce through participation at national Careers Expos, CATE conference, school career's events and creation of Canterbury Pathways – Social and Community Services Network Group.

2015 financial analysis



Total revenue
\$15,086,227
Up 15%

Term deposit
interest
\$411,359

Expenses for the year were \$16,389,958

Up 19%

Up 22% Operating expenditure \$2,772,617 increased by \$491,174

Learning and Assessment Support expenditure \$2,783,382 **Up 22%**

Within Learning and Assessment Support are payments for the Assessment Support Programme (ASP) totalling \$2,335,005. The latest start date to be eligible for this programme was 31 December 2015 and payments for existing participants will continue into 2017. It is expected that these payments will total \$2,040,000 over the next twelve months.

Up 15% Administration expenses \$10,580,631

Largely due to an increase in staff numbers.

Money held in Cash and Cash Equivalents and Term Deposits
Down from \$10,266,298 in 2014 to \$8,533,394

Total liabilities
down 22%
to
\$4,095,133



Fixed asset additions totalled \$568,192 and included computer equipment of \$137,275 and leasehold improvements of \$303,547. In addition \$197,310 was spent on software.

Statement of Comprehensive Income

For the Year Ended 31 December 2015

	2015 \$	2014 \$
Revenue	<u>15,086,227</u>	<u>13,119,147</u>
Expenditure		
Operating Expenses	2,772,617	2,281,443
Learning & Assessment Support	2,783,382	2,278,306
Administration	10,580,631	9,223,366
Dementia Grants	<u>253,328</u>	<u>-</u>
Total Expenditure	<u>16,389,958</u>	<u>13,783,115</u>
Net Gain /(Loss)	<u>(1,303,731)</u>	<u>(663,968)</u>
Other Comprehensive Income	<u>-</u>	<u>-</u>
Total Comprehensive Income for the Year	<u><u>(1,303,731)</u></u>	<u><u>(663,968)</u></u>
Net Income/(Loss) Attributable to:		
Equity Holders	(1,303,731)	(663,968)
Total Comprehensive Income/(Loss) Attributable to:		
Equity Holders	<u><u>(1,303,731)</u></u>	<u><u>(663,968)</u></u>

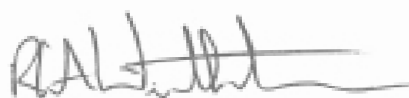


Statement of Financial Position

For the Year Ended 31 December 2015

	2015 \$	2014 \$
Current Assets		
Cash and Cash Equivalents	1,765,865	3,036,371
Cash - Trust Accounts	1,029,875	1,998,983
Term Deposits	6,767,529	7,229,927
Trade & Other Receivables	862,018	808,203
Inventory & Work in Progress	18,733	289,081
Total Current Assets	10,444,020	13,362,565
Non-Current Assets		
Property, Plant and Equipment	1,019,782	685,310
Intangible Assets	129,728	33,924
Total Non-Current Assets	1,149,510	719,234
Total Assets	11,593,530	14,081,799
Current Liabilities		
Trade & Other Payables	374,068	564,298
Accruals and Other Payables	1,179,463	1,124,359
Provisions	340,417	249,057
Income Received in Advance	1,171,309	1,342,968
Government Grants	1,029,876	1,998,983
Total Liabilities	4,095,133	5,279,665
Equity		
Issued Capital	131	137
Retained Earnings	7,498,266	8,801,997
Total Equity	7,498,397	8,802,134
Total Equity & Liabilities	11,593,530	14,081,799

For and on behalf of the Board of Directors:



Dated 22 April 2016



Dated 22 April 2016



The Careerforce team



Governance

The Board of Directors

Richard Westlake - Independent Chair

Chris Harris - Director Disability

Kerry Davies - Director Employee Knowledge

Dave Guerin - Director Government Policy, Strategy and Workforce Development

Fiona Pimm - Director Māori Aspirations

Julie Haggie - Director Aged Care Home Based

Martin Taylor - Director Aged Care Residential

Derek Wright - Director Mental Health and Addiction

After the May AGM:

Derek Wright and Martin Taylor left the Board, voted on were:

Lillian Small - Director Industry (other)

Rhonda Sherriff - Director Aged Care Residential

Senior Management Team

Ray Lind - CEO

Gill Genet - General Manager Business Development

Bruce Johnson - General Manager Business Services

Alastair Boulton - Chief Financial Officer

Sue Roberts - Manager Products and Marketing

Ruth Punnett - Culture and Change Manager

Matt Matamua - Cultural Advisor

Andrew Saunders - Manager Employer Services

Kiri Baddiley - EA to the CEO and Board Secretary



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