

Careerforce Vision: Improving the quality of care and support in the health and disability and community sectors through education and training





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Careerforce - Our Role

Careerforce is the Industry Training Organisation (ITO) for New Zealand's health and disability sector.

Careerforce is structured as a limited liability company under the name of Community Support Services Industry Training Organisation (CSSITO) Limited.

Its role is to facilitate and develop (but not deliver) workforce training that assists employees to achieve national qualifications.



The primary people it works with are employers (including industry associations, sector representatives and government employers), government education agencies and employees (trainees).

Careerforce supports employers to provide training within the workplace (embedded training), or outside of the workplace through Private Training Establishments (PTEs) and Institutes of Technology and Polytechnics (ITPs).

The three core activities of Careerforce are:

- Setting industry skills standards and registering qualifications at levels 1-8 on the National Qualifications Framework (NQF) to meet the needs of the sector.
- Facilitating the arrangements for industry training, which includes supporting employers with tools and resources to help them train their own staff and monitoring successful outcomes.
- Providing leadership to the sector on workforce skill and training matters.



ITO coverage

The sector includes health and disability workers (who are not regulated by the Health Practitioners Competence Assurance Act or a professional body), in work settings such as community health, aged care, mental health and addiction, disabilities, public health, and primary and secondary health care.





Highlights for 2009

2009 Training outcomes

- 2,572 national qualifications were completed.¹
- 13,406 trainees were enrolled throughout the year in Careerforce qualifications.
- 896 sector employers held active Careerforce training agreements.
- 135,949 credits were submitted to the New Zealand Qualifications Authority (NZQA).
- 402 Mental Health Support Workers' Grants were awarded.²

Qualifications development

- The first trainees completed the following National Certificate in Community Support Services (Level 3) strands: Intellectual Disability; Residential; Human Services; Vision and Hearing Screening.
- The National Certificate in Diversional Therapy (Level 4) (Version 5) was registered.

Sector leadership and engagement

- Approximately 1,000 people from across the sector were actively engaged in identifying sector needs and the development of qualifications.
- Phase 1 of the TEC funded Integrated Workplace Learning Project was completed, and Phase 2 commenced. In Phase 1, 480 trainees (78%) from 27 workplaces completed the National Certificate in Community Support Services (Foundation Skills) (Level 2) qualification.
- Due to the success of 2009, Careerforce received further TEC funding for Phase 2, which will investigate enhancement of literacy, language, numeracy and learning capability in workplaces during 2010.
- Careerforce commissioned qualitative research to determine the effects of "embedded" (workplace based) training on workplaces, employees and service users. The results revealed benefits to the sector that included reduced employee turnover and improved retention; increased trainee confidence, achievement and job satisfaction; and a higher quality of care and support for the service user.

- Careerforce's inaugural Future Skills and Training Needs Scan drew over 200 responses from throughout the sector. The Scan sought answers to a variety of questions about New Zealand's health and disability workforce. Major themes to emerge included employers' lack of resources and funding to invest in workforce development, literacy challenges and the growing demand for health and disability services. Improved working conditions, better remuneration and more flexible training opportunities were also identified as important for attracting and retaining a sector workforce with the right skills.
- 250 people attended employer workshops held throughout New Zealand in March and April 2009. Key themes to emerge were the need for greater use of technology for learning resources and assessment; improved support for assessors; and the need for more regular communication on Careerforce's activities.
- In March 2009 the Board established an Older Persons' Health Reference Group (OPHRG) to provide strategic advice to the Board on sector needs for worker standards, training and national qualifications.

Delivery support for educators and assessors

- Careerforce's first "e-learning" online learning resources for the National Certificate in Community Support Services (Vision and Hearing Screening) qualification were released.
- A CD-Rom of the Careerforce Educator Support Manual was developed to assist workplaces with the delivery of the National Certificate in Community Support Services (Foundation Skills) (Level 2).
- Regional Coordinator roles were established in Auckland and Wellington to improve employer support through coordination of Careerforce Workplace Advisor services.

¹ Includes national diplomas, national certificates and Limited Credit Programmes (LCPs)

² Includes grants for full-time and part-time enrolees in the National Certificate in Mental Health and National Diploma in Mental Health



About the Health and Disability Workforce

The health and disability sector is characterised by a range of care and support workers, paid and voluntary staff.

Māori, Pacific Island, new migrant and female workers constitute a high proportion of the workforce, and many have few secondary or tertiary qualifications.

Two thirds of the workforce is aged 40 and over.

Workers commonly work fewer than 30 hours per week – frequently for more than one employer – and there is often high staff turnover,³ although this situation has eased for many employers during the recent recession.

Workforce trends show a greater proportion of care is being delivered in the community and at home, with workers being required to deal with a growing range of complex needs, even at an entry level (OPAL Report).⁴

Consequently, the challenge is to equip workers with transferrable skills so that they can work in a variety of institutional, community and home-based care settings, as well as specific skills that will enable them to care for clients with special and complex needs.

Barriers to sector provision of workforce training

During 2009 financial pressures continued to be the primary barrier to training, in a sector where the responsibility for training that will achieve a higher level of care falls largely on the employer.

Pressures include:

- Training high numbers of staff.
- Providing sufficient support for migrant staff for whom English is often not their first language.
- Ensuring that the caregiver role is covered while staff undertake training.

Equipping the workforce to provide quality care is the key to managing risk around increasing statutory compliance and wider expectations of the caregiver's role.

Changes in Aged Care Residents' Characteristics and Dependency in Auckland 1988 to 2008

Findings from Michal Boyd et al, Older Persons' Ability Level Census (OPAL) 10/9/8.

Summary of Facility Statistics:

- The proportion of the total population of people over 85 years of age residing in aged residential care (ARC) facilities decreased (40% to 27%).
- The largest proportion of facilities is rest home only (53%), and rest home beds are the largest proportion of total ARC beds (60%).
- Dementia care and psychogeriatric beds have the highest occupancy rate (95% and 96%).

In the two decades between 1988 and 2008, people in ARC facilities have become more dependent in the following areas:

- Mobility
- Toileting
- Urinary and faecal incontinence
- Wandering, orientation and awareness
- Night care
- Communication

There have been small improvements or relative stability in:

- Disturbing behaviour
- Dressing and feeding
- Vision and hearing
- Overall, the total number of daily medications has increased from a mean of 4.4 per resident in 1993, to 5.0 per resident in 1998, and then to 7.2 in 2008.

³ Ryan, R. (2009). *Improving workforce development and organisational performance: Benefits gained by embedding workplace training in the New Zealand health and disability sector*. Heathrose Research Ltd.

⁴ Boyd M. et al. (2009). *Changes in aged care residents' characteristics and dependency in Auckland 1988 to 2008: Findings from OPAL 10/9/8 older persons' ability level census*. The University of Auckland: Freemasons' Department of Geriatric Medicine, Faculty of Medical and Health Sciences.







Report from the Chair of the Board

The 2009 Annual Report is an opportunity for the Board to present an overview of the successes and challenges for the year under review to all stakeholders.

Highlights

During 2009 Careerforce recorded some significant highlights, with good uptake in training and widespread consultation activity to identify sector needs and develop flexible options for workforce training.

The number of trainees completing national certificates continued to grow, notwithstanding the significant time which the organisation spent on addressing sector issues.

Sector research

Developing accurate data through sector research is important for building knowledge about the workforce and understanding the strategic priorities through which Careerforce can better support the sector.

10 During the year Careerforce commissioned Dr Rose Ryan of Heathrose Research Ltd to conduct independent, qualitative research on workplace learning and the associated benefits and challenges of workplace based training.

Further research into identifying the true costs of training will be completed in 2010, in conjunction with the Home Health Association and employers.

Sector engagement

During 2009 the Board focused on strengthening ITO engagement with the sector. The aged care sector, in particular, identified significant issues for Careerforce to understand and address.

Although there are opportunities to resolve some of these issues, others – such as the costs of training staff – are outside of the ITO's mandate.

For 2010 Careerforce will continue the dialogue to identify solutions and provide leadership to support the workforce training needs of a large and disparate sector.

Statutory recognition

In September 2009 the Minister of Tertiary Education renewed Careerforce's statutory recognition for a further 12 months to September 2010.

This decision was to enable Careerforce and some employers within the aged care residential sector to work together on issues raised during the re-recognition process.

The Board and staff of Careerforce continue to invest considerable time and resources into working with these employers to identify solutions.

At the end of 2009 the groups began a formalised series of meetings to work towards resolving outstanding issues.

In November the first of two CEO forums was held for sector employers to provide feedback on ITO and sector issues.

The Board's aim is to meet the changing needs of the sector and achieve full recognition in 2010. Implementation of the Tertiary Education Strategy by the Crown will provide additional challenges for Careerforce in the future.

Governance review

Linked to statutory recognition was the Board's decision to commission an independent review of its governance structures.

Graeme McNally and Jane Huria were appointed to conduct the review, which provided analysis of the constitution, activities, operation and structure of the Board. The process included extensive consultation with stakeholders, directors and other interested parties.

The report, to be published in February 2010, provides an important focus for re-recognition.

The sector will have access to the full report and recommendations, and will be able to provide feedback to the Board.

An independent analyst will collate sector responses, and the Board will put its own recommendations to



shareholders at a special meeting, for shareholders to make a decision on necessary changes.

Financial audit

During the year Careerforce underwent two external financial audits:

- Audit New Zealand completed a results focused review of the ITO as part of the re-recognition process; and
- Ernst and Young conducted the annual statutory audit.

There were no recommendations from the Audit New Zealand results focused audit, and the annual audit resulted in an unqualified opinion being issued.⁵

Innovations Trust

The Careerforce Training Innovations Trust was established by the Board in 2009 to administer and fund a training innovations programme for the sector.

The programme will distribute \$3 million over three years to encourage innovative and sustainable training initiatives that fall outside of the current funding structures. This initiative was a response to feedback that highlighted the need for certain parts of the sector to be able to develop more individualised approaches to training. Applications for the fund close in April 2010.

Developing a competent sector workforce

Workforce-related issues continue to place considerable pressure on health and disability sector employers.

Creating relevant careers and career pathways for its workforce is a substantial issue for the sector to address.

With such a diverse range of roles, workplace environments and required competencies, achieving sector agreement on career pathways and on developing qualifications that are fit for purpose can be a complex and time-consuming process.

And finally

I wish to recognise the considerable work of Suzanne Win and her excellent leadership as Board Chair for most of 2009.

In September Suzanne took a leave of absence for family reasons, and in her absence I wish to thank Suzanne for her diligence and dedication to the role.

I also wish to recognise the contributions of Mac Leauanae to the Board's Pacific Aspirations position. Mac resigned in June 2009, and Elizabeth Powell was appointed to this position.

The Board also acknowledges the enterprise and commitment of the Chief Executive and his management and staff teams during 2009, and particularly the significant extra demands on staff with respect to re-recognition.

Careerforce is committed to meeting the sector's needs in supporting more flexible options for training and qualifications.

Many significant initiatives started in 2009 will be realised over the next year, and it is clear that 2010 will be a notable year for developing alternative approaches to assist sector employers.



Dr Frances Hughes
Acting Chair

⁵ The auditor's opinion of a financial statement, given without any reservations, indicates that the auditor considers the company followed all accounting rules appropriately and that the financial reports are an accurate representation of the company's financial condition: http://www.investorwords.com/5175/unqualified_opinion.html





Report from the Chief Executive Officer

Whāia te iti kahurangi ki te tuohu koe, me he maunga teitei. Kō te mea tuatahi ka mihi atu nei ki a tātou kaihanga, te tīmata, te mutunga, o ngā mea katoa, tāngata hoki.

He poroporoaki hoki ki a rātou ngā tini aituā, haere, haere, haere ki te kāinga tūturu.

Tātou te hunga ora, he kākano ki tō tātou tīpuna, tēnā koutou, tēnā koutou, tēnā rā tātou katoa.

E ngā reo, e ngā mana o ngā hau e whā, koutou hoki e rau rangatira mā o te whānau, ngā hapū, me ngā iwi, he kārangaranga maha o te motu katoa tēnei he whakaaro hoki te rīpoata nei o mua i a koutou i tēnei wā, ngā kupu whakahirahira nā Careerforce.

Haere mai te toki, haumi e, hui e, tāiki e!

Ko George Nimmo ahau.

The year in review was again very successful for employers and trainees supported by Careerforce.

During 2009 employers invested significantly in building workforce capability. The extensive volume of training being conducted by the sector was a significant indication of employers' needs for capable, qualified staff.

It is encouraging to see that the option of undertaking national qualifications within the workplace (alongside the traditional model of off-job training), is producing vastly more completions and activity in training than ever before.

Careerforce's contribution to sector workforce development

During 2009 Careerforce enrolled 38% more trainees into new training programmes than in 2008.

It is pleasing to see that trainees who initially enrolled in the National Certificate in Community Support Services (Foundations Skills) (Level 2) are now moving on to the National Certificate in Community Support Services (Core Competencies) (Level 3).

There are now over 3,300 enrolments in the Level 3 programme.

In 2009 Careerforce received funding for 2,570 Standard Training Measures (STMs), only 180 more STMs than for 2008.

Careerforce independently funded 680 STMs over and above those funded by the Tertiary Education Commission (TEC).

These figures demonstrate the high level of demand for training across our sector, and the inadequacy of the funding we are receiving to meet that demand.

Careerforce continues to support workplace based training costs through a training rebate system.

In 2009 Careerforce paid \$45,787 in training rebates to employers, as well as funding on-job support through workplace advisors, learning resources and assessor training.

During 2009 Careerforce continued to fund contracts with educational providers to facilitate training delivery "off job" or external to the workplace.

Nearly \$1.1 million was paid to education providers. Over 75% of this budget was for older persons' health services.

Stepping stones programme

Another initiative was to assist trainees in their ongoing training along a career pathway.

The stepping stones programme resulted in 1,038 enrolments of home-based services trainees in both the National Certificate in Community Support Services (Foundation Skills) (Level 2) and the National Certificate in Community Support Services (Core Competencies) (Level 3).

73 of these trainees went on to enrol in the residential care, intellectual disability or human services specialist strands of the National Certificate in Community Support Services (Level 3) qualifications.

Following on from the original work undertaken on the career pathway qualifications which involved



consultation with approximately 1,000 people from the sector, Careerforce undertook a review of that original work.

Revised and new qualifications are being aligned to the ever-changing national standards and requirements of the funders.

Careerforce is currently “unbundling” its qualifications to increase flexibility and choice for employers, while at the same time providing a national standard that is seen to be important by industry and the government.

Innovations Trust Fund

The Board also worked on the development of an Innovations Trust Fund which employers can access to trial alternative ways of meeting their training needs.

This initiative was enthusiastically endorsed by the sector, and an initial sum of \$3 million allocated in equal portions over the next three years should provide significant further boosts to training levels already achieved.

Statutory recognition and coverage

Every five years ITOs are required to undertake a re-recognition process. In 2009 Careerforce was due for its re-recognition, which was gained for one year.

A new coverage statement was agreed to by the TEC and NZQA. This statement better reflects the work Careerforce is undertaking and the language used by the sector, and is a significant step forward for Careerforce to support the whole health and disability sector:

“...Community Support Services ITO Limited (Careerforce) [is recognised] as the industry training organisation for health, disability, and community support for levels 1-8 on the NQF to set standards for the sectors of aged care, addiction, allied health, core health, dental support, intellectual, physical and sensory disability, health care orderlies, health support, mental health, primary and secondary

health care, public health and whānau ora, except where the workforce is covered by the Health Practitioners Competence Assurance Act 2003.

Ambulance, first aid, injury prevention, pre-hospital emergency care, occupational health and safety, pharmacy, social services, State services related Public Administration and Management are excluded from the Careerforce coverage as they lie within the coverage of other standard setting bodies.”

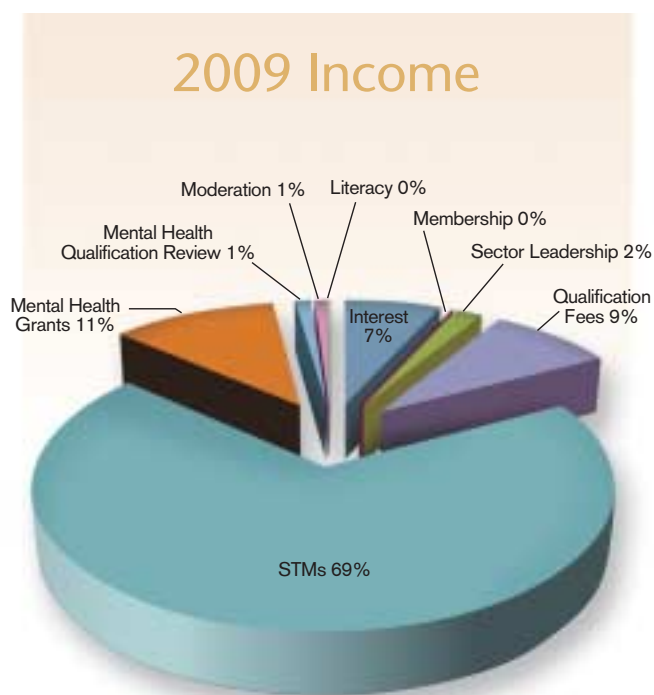
As part of its ongoing quality assurance of its governance arrangements, the Board commissioned an independent review.

The results of this work, to be published in February 2010, will go out to the sector for consultation.

The last review of governance occurred in 2006 which led to the current constitution, shareholders’ agreement and company structure.

Income

The 2009 budget was developed to reflect the second year of the approved strategic 2008-2010 Investment Plan and was focused on building internal capacity to



be able to meet the demands and needs of the sector, including a number of major projects.

As a limited liability company Careerforce has a number of income streams, the major one of which is TEC funding to facilitate the statutory obligations of an ITO:

- In 2009 69% of income (\$7.5 million) was received from the TEC to fund Careerforce activity. This figure represents 13,422 individual trainees.
- Designated funding of \$1.2 million was received from the government to administer on its behalf, mental health grants for mental health and addictions sector employers to train employees.
- Sector employer contribution, as qualification fees, provided 9% of the income. This industry contribution is required by the TEC.

Expenditure

14 Actual expenditure in 2009, including capital expenditure, was \$11,872,333. During 2009 Careerforce initiatives focused on four main areas of operational expenditure.

1. Development of qualifications is part of the statutory function of an ITO. Expenditure in this area included the development of sector career pathways, and identifying national qualifications that would meet both generic and specialist needs at different competency levels. This development was a focus of the 2008-2010 Investment Plan, and Careerforce (with input from the sector), worked throughout the year to identify new qualifications that would meet sector needs. Many of the resulting 11 new national qualifications are expected to be finalised and approved in 2010. Also included in this initiative was the development of resources to support workplace educators and trainees.
2. A second statutory role of an ITO is to facilitate training within the sector for which the ITO has gazetted coverage. The cost of performing this function is included in workplace support. This

support included the provision of a training support team located at the head office of the ITO and a field team of workplace advisors. It also included a number of pilot programmes that Careerforce is overseeing; the roll-out of phases two and three of the literacy project that the ITO is facilitating; and the provision of assessor and verifier training to ensure that employers have qualified assessors within the workplace. Also included in this support was the development and provision of assessment materials.

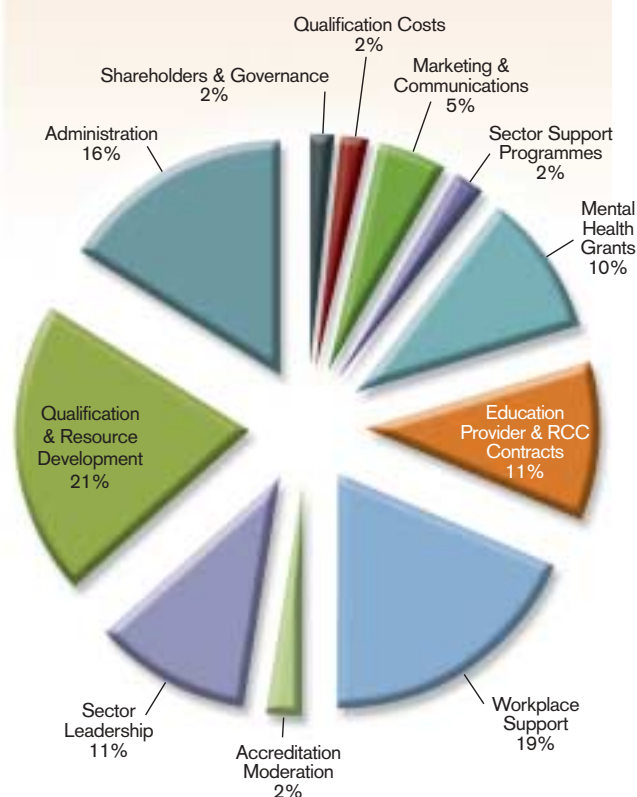
3. A third key function of the ITO is to provide sector leadership. The costs associated with performing this part of the ITO's role included pan sector meetings, engagement meetings, sector conferences, research and engagement with Māori under Careerforce's obligations to Te Tiriti o Waitangi. There were additional costs associated with the team of staff who are employed to undertake this work.
4. Raising the quality of data about employers and trainees is a sizeable project, being developed through a new Training Management System database. This database is a capital infrastructure project – the cost of which also included research and development, and Māori workforce development – and was met from the administration budget. The new database will provide comprehensive and more accurate data about employers and trainees from which the organisation can identify information and trends to pass on to the sector and use in its strategic training plan. Work will continue on refining this system in 2010.

Other areas of expenditure for the ITO included:

- Distribution of mental health grants to fund training for the mental health and addiction sector.
- Education provider and Recognition of Current Competence (RCC) contracts.



2009 Expenditure



In summary

- 2009 saw accelerated uptake of workplace based training, and development of career pathways, resources and national qualifications to support delivery and completion of training.
- Careerforce continued to liaise with the different parts of the sector to develop relevant skills-based qualifications.
- Further initiatives to support workforce development by way of improving career pathways and higher level qualifications will continue during 2010.
- Careerforce's financial position remains robust, and the company will be able to negotiate its way through the significant changes that are indicated for ITO funding and reporting over the next one to two years by the TEC.

I would like to take this opportunity to thank all of our staff and the Board for their support and hard work during another challenging but successful year for Careerforce, its employers and trainees.



George Nimmo
Chief Executive Officer







Throughout 2009 Careerforce worked with employers, industry associations, planners and funders to identify the requirements for industry training, and to determine the support required for successful training outcomes.

Models of delivery

Supporting different models of delivery was a key request from employers during 2009.

Facilitating greater accessibility and uptake of training has been achieved during the year in the following ways:

- “Unbundling” is a term Careerforce uses to develop more flexible options in qualification structures to meet a range of employer training needs identified through sector feedback during the year. Included in this initiative are revisions of the Foundation Skills (Level 2) and Core Competencies (Level 3) national certificates to offer a range of compulsory and elective unit standards.
- Towards the end of 2009 there was a call from the sector to evaluate existing employer orientation and induction programmes against the National Certificate in Community Support Services (Foundation Skills) (Level 2).
- “Recognition of Current Competence” (RCC) is a formal process by which potential trainees are evaluated on their current knowledge and skills prior to undertaking training. Trainees who can demonstrate competence are awarded credit and then undertake training to meet any identified gaps. Careerforce developed this programme in conjunction with some employers who are now piloting it.
- Further options for employers offering training in their workplaces will be considered as part of the workplace training plans to be developed in 2010.
- In 2009 the NZ Federation of Disability Information Centres (NZFDIC) collaborated with Careerforce to develop an alternative delivery model – now called a Peak Body model. “Peak bodies” is the term referring to industry associations and interest groups with a sector membership base. This model has industry associations promoting, facilitating and coordinating training and assessment for their specialist area(s).

Sector consultation and research

Other sector consultation has provided for the input of employers and relevant sector associations into the development of new and revised qualifications.

Electronic consultations were developed in 2009. Electronic consultations are web-based questionnaires specifically relating to development or revision of qualifications that require feedback from sector employers and interest groups. They provide a wider and more timely opportunity for sector stakeholders to provide feedback to proposed unit standards and qualifications through the Careerforce website.

In an effort to gather qualitative data about effective forms of training delivery, Careerforce commissioned research on the effectiveness of workplace based training.

Dr Rose Ryan’s resulting report (available on the Careerforce website www.careerforce.org.nz) identified significant benefits of training that is conducted or “embedded” within the workplace.



In an extract from this report, Dr Ryan's research found that:

"...embedded training not only resulted in learners achieving national qualifications, but also delivered improved quality of care, higher levels of quality assurance, and better outcomes for service users. The research found that because the training takes place in a workplace context, the costs of training are often not recognised by funders. It is clear from the case studies that embedded training promotes trainees' personal development and timely achievement of national qualifications, and also contributes significantly to organisational development."

Impact of current economic conditions

Employers have commented that the current economic conditions have helped to increase the retention of their workers.

There continue to be pressures on the sector to train and retain staff, however, given the high levels of part-time and unskilled employees, along with employees who have English as their second language.

Currently Careerforce is funding the training for employers with migrant workers as they cannot be funded through the TEC.

It is expected that the TEC will gain clarity from the Department of Labour about how ITOs can support this growing and vulnerable sector workforce.

There are still large parts of the workforce which have no access to national training, and Careerforce will continue to work towards meeting employer and trainee requirements in 2010 and beyond.

2010 will provide the focus for working with employers to identify three-year training plans that will assist with developing workforce competency and overall sector capability.



Gill Genet
Deputy CEO and Director of Leadership and Delivery





From the coalface

"The enthusiasm of the first group undertaking the qualifications has definitely rubbed off on the rest of the team.

I am currently supporting four more trainees complete Core Competencies and the Residential stand, and will take another group of trainees through in the New Year.

I really enjoy the teaching side of it and am always learning things too.

Often carers don't realise how much they already know, and the great thing about the training is it helps tease this out.

It works because it reinforces what people already know and uses this as a base for new learning."

Sue Webb, Registered Nurse, trainer and onsite assessor at Presbyterian Support Otago's Ranui Home, in Alexandra.

Ranui Home graduates in the National Certificate in Community Support Services (Residential) (Level 3) (from left to right): Kathleen Johnsen, Deidre Musson, Lois Hall, Jennifer Handford, Deborah McStay with assessor Sue Webb.

As at October 2009 six trainees nationwide had completed the National Certificate in Community Support Services (Residential) (Level 3). Of these, five were employed at Presbyterian Support Otago's Ranui Home.







Qualifications and Resources Report

During 2009 Careerforce further developed the “Career Pathway Qualifications” model.

This model provides a series of linked qualifications beginning with the National Certificate in Community Support Services (Foundation Skills) (Level 2), and leads progressively to the higher Levels 5 and 6 qualifications.

During the year three qualifications were registered with NZQA (two new qualifications and one reviewed qualification), namely:

- National Certificate in Community Support Services (Field Workers) (Level 3) [Registered in March 2009]
- National Certificate in Community Support Services (Vision and Hearing Screening) (Level 3) [Registered in April 2009; revised November 2009]
- National Certificate in Diversional Therapy (Level 4) [Reviewed May 2009]

Field workers’ qualification

The field workers’ qualification (62 credits) is designed to recognise the knowledge and skills required of field workers in a health or disability setting.

It offers a range of generic competencies, together with specific competencies in the fields of arachnoiditis and chronic back pain, epilepsy, brain injury, multiple sclerosis and Parkinson’s disease.

Vision and hearing screening qualification

The vision and hearing screening qualification (50 credits) is designed for people who conduct vision and hearing screening tests with children.

A notable landmark associated with this qualification was its award to four graduates who met the specified competencies via an RCC programme conducted in collaboration with Christchurch Polytechnic Institute of Technology.

Diversional therapy qualification

The diversional therapy qualification underwent a major review which saw:

- The total number of credits drop from 127 to a more manageable 88.
- A comprehensive re-writing and re-registration of the eight unit standards from the diversional therapy domain.
- The specification of Core Competencies as a pre-requisite qualification.

Development of new qualifications

2009 also saw the initial identification and subsequent development of a broad range of new qualifications.

The impetus for this development derived, in part, from the two large-scale meetings and a follow-up electronic consultation in 2008. These initiatives set the groundwork for identifying competencies across the various groups represented in the health and disability sector.

The results of this consultation were collated and analysed, and provided the rationale for new qualification development and revision of existing qualifications which was the prime focus of activity throughout 2009.

New qualifications and unit standards were identified across subject areas including:

- Brain injury
- Public health
- Practical cares
- Health assistance
- Advocacy
- Orderlies
- Dental assistants
- Senior support worker
- Team leader
- Breastfeeding
- Core competencies (Levels 4/5)
- Newborn hearing screening



Revision of existing national qualifications

Substantial work also got underway on the revision of existing national qualifications:

- National Certificate in Community Support Services (Foundation Skills) (Level 2)
- National Certificate in Community Support Services (Core Competencies) (Level 3)
- National Certificate in Mental Health Support Work (Level 4)
- National Diploma in Mental Health Support Work (Level 6)

The mental health qualifications will incorporate addiction which is now recognised as an integral component of mental health.

Higher level qualifications

During 2009 Careerforce moved to develop progressively higher level qualifications (Levels 4 and 5).

A “first” for Careerforce was the provision of web-based, on-line resources to support delivery of the vision and hearing screening qualification.

The National Certificate in Disability Support Assessment, Planning and Coordination (Level 5) was launched in September with unit standards for which resources already existed. The remainder of the resources comprising training resources guides, support manuals and a book of readings are being progressively developed and released through to April 2010.

Pacific values unit standard

In September 2009 a revised Pacific values unit standard was registered by NZQA.

The revision of this unit standard was undertaken in consultation with the Lu’i Ola group under the auspices of the Ministry of Health. An accompanying workbook was subsequently produced, incorporating specific Pasifika derived design motifs.

Using technology

Field trials of the interactive CD-Rom resources to assist in delivery of the Foundations qualification were completed towards the end of 2009.

Some technical issues identified in the course of these trials were resolved, and the CD-Roms will undergo a final quality assurance check before being made available to the sector in the first quarter of 2010.

Educator support manuals

At the close of 2009, after a long period of development and refinement, a set of educator support manuals was produced to accompany the delivery of the Foundations qualification.

These resources took the form of a consolidated DVD containing nine manuals (one for each unit standard), together with an introductory guide.

Testing new assessment packages

Finally, 2009 saw the first of a series of pilots to test recognition of current competence and integrated assessment packages targeted initially at the Foundations qualification.

If the trials prove successful, these packages are likely to be extended to other qualifications.

Potential trainees and/or candidates seeking registration as Careerforce Workplace Assessors, e.g. Registered or Enrolled Nurses, would be able to have their current knowledge and skills evaluated by way of a formal assessment process.

Literacy, language and numeracy

In 2009 Careerforce received further TEC funding (Phase 2) to continue the work already completed with a previous funding round (Phase 1) in 2007/2008.

By the completion of the Phase 1 project, Careerforce was able to report that of the 27 workplaces participating in this phase, 78% of the 480 trainees targeted had successfully completed the National Certificate in Community Support Services (Foundation



Skills) (Level 2) qualification within an average of seven months. Most trainees who did not complete the qualification had left their current employment.

The key benefits for workplaces involved in the project were reported as improved service delivery, the development of a stronger organisational culture, and enhanced in-house training capability.

Overall, this funding is about supporting employers and workplaces to begin to understand and address workplace literacy needs; and supporting trainees to become “independent learners” in the context of their learning/working environment.

The 2009 Phase 2 funding comprised a trainee learning component and a capability building component.

The trainee learning component targeted trainees who had low literacy and numeracy capabilities, or English as a second language and who were enrolled in the following qualifications:

- National Certificate in Community Support Services (Foundations) (Level 2)
- National Certificate in Community Support Services (Core Competencies) (Level 3)
- National Certificate in Community Support Services (Residential) (Level 3)

The capability building component aimed to position literacy and numeracy skill development as an integral part of the ITO’s strategic planning and day-to-day activities.

Developing a new strategy

In June 2009 Careerforce developed its Literacy, Language, Numeracy and Learning (LLNL) strategy.

The strategy set out the context in which LLNL takes place within the health and disability sector, and proposed a range of guiding principles, objectives and key performance indicators to inform future planning and delivery of LLNL by the ITO.

Careerforce’s LLNL achievements were highlighted via invitation and participation in two external ventures.

Firstly, Careerforce was selected to take part in a published Industry Training Federation case study around the TEC embedded literacy and numeracy funding projects.

Secondly, Careerforce was selected to participate in a Ministry of Education supported project entitled “Organisational factors that affect delivery of adult literacy, language and numeracy provision”, conducted by Massey University. The collection of evaluative data and interviews were conducted in the latter half of 2009 by a Massey University researcher, and the draft report was available at the end of the year.



Paul Goodson
Director of Qualifications and Quality Assurance



Britannia's training success

In 2006 Britannia House won an award for Excellence in Older Persons' Services, and in 2008 it was in the finals in the Staff Education category of the Healthcare Providers NZ competitions. This is real testament to the fact that a small rest home can foot it with the largest providers in the commitment to achieve quality training outcomes.

Daph Turner is Manager of Britannia House, a small rest home based in Petone, Wellington. Currently it is home to 16 residents, one cat, one bird, two turtles and Daph's visiting dog, Monty. Daph is an enthusiastic supporter of workplace training, with nearly all of her staff having achieved a Careerforce national qualification.



Daph Turner shows Britannia's impressive gallery of staff qualifications.

Over the last 17 years that Daph has been promoting training at the rest home, she has been inspired by the growing momentum among staff to work towards qualifications. Staff are encouraged by Daph and the residents, who have taken great interest and pride in the achievements of their caregivers. It is a heart-warming story.

When Daph completed her Bachelor of Nursing her daughter bought a very large picture frame for Daph's certificate. Residents insisted that the certificate be put on display in the hallway for all to see. Daph agreed, on the condition that all staff certificates were displayed. So the "rogues' gallery" was established.

The wall is a real celebration of staff success and of the support that Daph provides to individual trainees.

"It's wonderful to see new trainees grow in confidence – the light bulb goes on, and a trainee will suddenly 'get' it – they will understand the different dementia types, because they will be able to see the condition in a particular resident", says Daph.

With the pressures on rest homes to cater for a growing complexity of health needs, Daph says training can help ease the risk of relying on key supervisory staff, because it gives all staff the knowledge and confidence to apply sound judgement and follow procedures correctly.

"We want our residents to receive the best immediate care. Through training, staff know what to do when a resident has a fall, or how to shower someone so the water isn't too cold or too hot, or watch for symptoms of urinary infection and take the right action. Residents get much better quality of care – it's a win-win situation", says Daph.

According to Daph, workplace training has real benefits because everything that trainees learn on the job is practised daily, and she can check that procedures are carried out properly. What's more, residents and their families frequently comment on the results.

Daph's training role has not been limited to Britannia House. She has been a "roving" workplace assessor, which enables her to support other organisations with training. She has contributed extensive feedback to Careerforce on the development of training content and resources, and notes that frequently this feedback has been incorporated into revisions or new units.







Report from Te Kaiwhakahaere

E ngā mana, e ngā reo, e ngā kārangaranga maha, tēnā koutou, tēnā koutou, tēnā rā tātou katoa.

Rātou ngā tini aituā, haere, haere, haere atu rā, koutou hoki ngā kanohi ora, hoki mai ki te ao mārama. Anei he rīpoata tēnei i a koutou, kei runga te āhuatanga o te wā, ka mihi, ka mihi, ka mihi atu o te motu katoa.

Te Mana Whakahaere

During 2009 Te Mana Whakahaere continued to work positively towards an integrated approach for Māori workforce development.

Initial work on a dedicated whānau ora practitioner qualification was undertaken with Māori at a local level.

This work is contained in the annual strategic plan entitled Hau Kāinga – Whānau Ora [health and wellbeing at home].

Careerforce, with the assistance of Te Mana Whakahaere, is focusing on a potential working agreement with Te Rau Matatini to build the whānau ora workforce.

The aim is to achieve collaborative roles and functions for leveraging skills to enhance Māori workforce development across the health and disability sector.

Industry Training Federation

A Māori ITF consortium was formed in late 2009 as a result of previous work with the TEC to establish a Māori collective for industry training.

The outcome was the establishment of Te Roopū Rautaki Arotahi Māori (TRRAM), which seeks to encourage collective responsibility for achieving training outcomes with and for iwi and Māori.

Membership of TRRAM includes Māori staff from a number of ITOs. The consortium's core functions are:

- To provide strong leadership and support to Māori working within the industry training sector.
- To lead/encourage Māori development across the wider industry training sectors.

Māori Information Management System

The Māori Information Management System (MiMs) is a computer generated information system that has continued to be developed by Careerforce since its inception in 2007.

It produces Māori (whānau, hapū, iwi and marae) workforce data sets across the health and disability sector. The system will be undergoing a rigorous evaluation during 2010 to refine the level of reporting information.

It is envisaged that once these quality issues have been addressed, Careerforce will have one of the most up-to-date Māori information systems across the ITO sector.



Iwi simulation programme

During 2009, Careerforce worked to establish an internal professional development programme which encourages the ITO better to understand the dynamics of whānau, hapū and iwi.

The programme seeks to support organisational understanding by providing a bicultural context for senior managerial roles through a programme of imitating key behaviour patterns required in Māori organisations.

The programme will continue to evolve during 2010 with a range of new learning to assist the ITO to identify the specific skills and knowledge sets required to engage with Māori organisations.

This initiative will also assist Careerforce to understand Māori aspirations, and promote kaupapa Māori training development as part of whānau ora: the government's commitment to equitable health service delivery for Māori.

Nō reira, kua mutunga tēnei kei a koutou katoa. Kei te mihi whakahirahira i a koutou te kaupapa nei i noho rāe waenganui ki a tātou katoa, tēnā koutou, tēnā koutou, mā te atua he kaitiaki hoki kei a koe, ki tō whānau, ki tōkāinga;

Mauriora!



Laurie Te Nahu
Te Kaiwhakahaere



Our People and Our Stories - Braemore Lodge



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Braemore Lodge is a mental health residential facility situated within the Lakes District in the Bay of Plenty.

All new staff are enrolled in Foundation Skills (Level 2). Upon completing this qualification they are encouraged to go on to Core Competencies (Level 3) and the National Certificate in Mental Health (Level 4).

“Career pathways are really well established here at Braemore. This starts from the point of orientation and induction, which we’ve structured to fit around the Foundation Skills qualification”, says Braemore manager and registered assessor Donna Mitchell.

As the Lakes District has a large Māori population, Braemore has utilised Careerforce’s Foundation Skills te reo workbooks.

“These help staff understand cultural dimensions of care, and provide an important cultural connection for patients”, said Donna.

Qualified Braemore Lodge support worker Genna McIntyre (left) with resident Kat Purnell.

The results of training have been obvious. Staff develop higher levels of confidence, knowledge of procedures, and provide better quality of care. This enhancement is due to clear expectations being set within the organisation, and ongoing reinforcement and assessment.



Our People and Our Stories - Te Whatumanawa Māoritanga o Rehua (Rehua Marae)



Te Whatumanawa Māoritanga o Rehua (Rehua Marae) is a marae home-based provider in Christchurch that works to provide positive alternative services for whānau, hapū and iwi through kaupapa Māori practice.

These services include health education to whānau ora (taua, pōua, kuia and koroua) aged between 55 and 65 years, with a focus on prevention and management of asthma, diabetes, cardiac-vascular and chronic obstructive respiratory disease. They provide services for wāhine (over 40 years of age), focusing on participation in breast and cervical screening programmes, and provide day-care for those over the age of 65, twice a week.

The marae also provides home support services for those over the age of 55, including personal care (showering/bathing, oral care, mimiriri, supervision, grooming and dressing) and domestic care (laundry, vacuuming, kitchen and bathroom hygiene making beds and food preparation).

In 2009 Rehua Marae had three trainees enrolled in the National Certificate in Community Support Services (Core Competencies) (Level 3), all of whom successfully completed the National Certificate in Community Support Services (Foundation Skills) (Level 2). The next step for staff on their career pathway is the National Certificate in Diversional Therapy (Level 4).

Careerforce trainee Samantha Donaldson, Kaimana pou at Rehua Marae, supports kuia Yvonne Kerehoma in her home by providing a mimiriri (traditional Māori massage).

A strategic plan is developed for each trainee which shows the timeframe for trainees to complete their learning and assessment. To support the learning a two-hour workshop is held each Thursday for group study. Trainees also study in their own time, and at work when time is available.

According to the staff at Rehua Marae, achieving these qualifications is not only benefiting kaumātua, but also staff and Rehua Marae itself.

“Kaumātua benefit as the training helps give us the skills to guide them in maximising their independence and increasing their wellbeing. There are severe shortages of qualified Māori diversional therapists in Christchurch, and through training our own diversional therapists we hope to inspire and motivate other Māori providers to achieve these certificates as well. Achieving the diversional therapy qualification will allow us to provide a better service to ngā kaumātua, and gain access to a wider stream of services and supports that enhance their quality of life.”





Corporate Governance



Careerforce Board: (Back row) Gina Langlands, Bernadette Hannagan, Wendy Becker, John Ryall, Elizabeth Powell, Pene Brown. (Front row) Peter Clark, Frances Hughes (Acting Chair), Helma van der Lans. Absent: Suzanne Win (on leave).

The Careerforce Board

CSSITO Limited has a skills-based Board consisting of six to ten members, holding office for a term not exceeding three years, with eligibility for reappointment for two further terms. Board members are nominated and appointed by shareholders.

Board responsibilities include ensuring that CSSITO Limited:

- Carries out its business efficiently and effectively.
- Meets legislative compliance requirements.
- Supports strong engagement and influence within industry sectors.
- Provides strategic direction for new business areas.
- Reviews its Constitution as appropriate.
- Supports the inclusion of new sectors and stakeholders.
- Ensures that all of the objects, powers and duties of the company are exercised for charitable purposes.

Dr Frances Hughes (Acting Chair)

Frances was elected to the Careerforce Board in 2009 and has been appointed Acting Chair. Frances has 30 years experience in the New Zealand health service as a health clinician, manager and educator. In addition to her nursing qualifications, she holds a BA, MA and a doctorate.

Frances has played a major leadership role in nursing in New Zealand. Over the past 20 years she has been instrumental in the professional, clinical and educational development of mental health nursing. This work included the establishment of a separate professional body of mental health nurses, and the design and development of graduate and advanced programmes for mental health nursing.

Frances has held the position of Chief Advisor (Nursing) for the Ministry of Health. She is involved in international research and has been commissioned by governments, World Health Organization (WHO) and Non-Government Organisations (NGOs) for work in relation



to nursing, policy and mental health in Australia, South Pacific, UK, Canada and Asia. Frances facilitates the WHO Pacific Island Mental Health network and holds two other directorships. She was the first Professor of Nursing and the Director of the Centre for Mental Health Policy, Research and Service Development at the University of Auckland. Currently Frances is Adjunct Professor at the University of Technology Sydney and the Auckland University of Technology.

Wendy Becker

Wendy has served on the Board since 2008, and has 30 years experience across the health, education and disability sectors. In the past Wendy was National President of the New Zealand Association of Occupational Therapists. More recently her governance experience has included serving on the Pact Group, Platform (Inc), and the National Residential Intellectual Disability Providers Group (Inc). Wendy's qualifications include a Master of Public Health, Advanced Diploma in Occupational Therapy, and a Certificate in Adult Teaching.

Wendy works as a consultant and auditor in workforce development and education, management and disability research.

Pene Brown

Careerforce's Māori Aspirations director position has been filled by Pene Brown since 2006.

Pehimana Haapu (Pene) Brown has an extensive background in governance, working with a range of Māori organisations in the fields of health, education, farming and social needs. He is the Board Chair of Te Hauora o Turanganui a Kiwa (Turanga Health, a Māori health provider owned by the three iwi groups of Gisborne), Deputy Chair of Tairāwhiti District Health Board (Gisborne), Chair of the Community and Public Health Advisory Committee and a Director of Turanganui Primary Health Organisation. Pene was the Chair of Tairāwhiti Polytechnic, and a trustee or Chair of various whānau, hapū and iwi land blocks.

He is also the Chair of Te Runanga o Turanganui a Kiwa and Chair of Te Aitanga a Mahaki Trust.

Pene and his family have farmed in Puha for four generations and his whānau marae is Tapuihikitia Marae. Pene has a Diploma in Agriculture and has completed the Kellogg Rural Leadership Course (Lincoln University) and the Institute of Directors (IOD) Company Directors' Course.

Peter Clark

Peter has served on the Careerforce Board since 2007. He has extensive governance and senior executive experience.

Peter was a Director and Chair of the Finance and Audit Committee of Christchurch and Canterbury Marketing Limited, retiring in 2006. Previously he was General Manager of The Mount Cook Group Ltd until 1998. He held a number of posts with BP Oil New Zealand Ltd, serving as a Director on several BP operating subsidiaries. Peter was Managing Director of the RDL Group of Companies until 1984, and served as a Director on several operating subsidiaries of the Owens Group.

Peter was Chair of Lichfield International Ltd and is currently Director of Clark and Associates, consulting to the tourism and travel industry. Peter is also Secretary of a number of not-for-profit organisations associated with the tourism and travel industry and a member of the IOD (Canterbury Branch).

Bernadette Hannagan

Bernadette has served on the Board since 2006. Her experience in education and learning includes facilitating change management in schools, providing course advice, study support, mentoring and tutoring; and career advice and planning for students. She has worked as a home-based tutor and coordinator for Literacy Aotearoa; Student Liaison Advisor (Otago/Southland/South Canterbury) for Massey University; and school industry links coordinator promoting careers in technology, science and



engineering for IPENZ (Institute of Professional Engineers New Zealand). She was the National Training Adviser for Girl Guiding New Zealand, which also included community development and training assignments in Asia Pacific.

Bernadette holds a BA (Hons) in Classics, and qualifications in secondary teaching, adult education and postgraduate business (HR management). She has governed on a school Board of Trustees (BOT), the Board of Mosgiel Abilities Resource Centre; and currently she is a Ministry of Education appointee to the Roxburgh Health Camp School BOT. She is also a member of the New Zealand Association for Training and Development (NZATD).

Since 2007, Bernadette has been self-employed (trading as Handle with Care) facilitating training, HR and business solutions in the workplace.

Gina Langlands

Gina Langlands was appointed to the Careerforce Board for a two-year term in late 2008. She provides the link to older persons' health. Gina is General Manager, Quality and Risk for Bupa Care Services (formerly Guardian Health Care) and is a member of their Executive Management team. Bupa is a leading international health care company, and Gina is actively involved in inter-country collaborative networks and initiatives.

A Registered Nurse, with over 20 years experience in the aged care sector, Gina has contributed to many government and sector reference and steering groups. She has significant experience in quality management and continuous quality improvement. Gina was closely associated with the accreditation process as the group Quality Manager for the former HavenCare group and an auditor with Quality Health NZ.

Gina has a fundamental belief that providing quality education to care givers and supportive professional development for qualified nurses working in the aged care sector are fundamental platforms for the delivery of safe, skilled care.

Elizabeth Powell

Elizabeth was appointed to the Careerforce Board in 2009. Her diverse 25-year career in the health sector includes government agencies such as Prison Health, Primary Health, Pacific Health, International Aid programmes and Victim Support.

Elizabeth has a strong cultural and diversity focus and a wide network within the health and Pacific sectors, key government agencies, Pacific Island leaders and the wider Pacific community.

She is currently the Director for Pacific Development with Counties Manukau District Health Board (CMDHB) in South Auckland. Leading the Pacific Health Workforce at CMDHB, she was instrumental in developing, funding and implementing the Pacific Return to Nursing programme that supports Pacific trained nurses to become registered in New Zealand. She is a member of the National Workforce Steering committee of DHBNZ.

Currently Elizabeth is involved in Pacific research with Auckland School of Population Health as the lead Fijian researcher exploring the ethnic specific view on Pacific Pathways to the Prevention of Sexual Violence.

John Ryall

John Ryall initially served on the Community Support Services ITO Governance Group when it was set up in the early 1990s, returning as a Careerforce Board director in 2001.

John is the National Secretary of the Service and Food Workers Union Ngā Ringa Tota. He has worked for the union for 28 years and was on the committee that drew up the Home and Community Support Sector Standards. He is currently a member of the Government/DHB/Unions Health Sector Relationships Agreement Steering Group and the National Tripartite Disability Forum.

John was a member of the organising group that set up the Union Health Services (Auckland, Wellington and Christchurch). He currently serves on the Boards



of two of these services and is on the Board of Piki te Ora ki Te Awakairangi, a Hutt Valley Primary Health Organisation. John has also served a 10-year stint as President and on the committee of the Wellington Region Kidney Society, a support and advocacy group for renal patients and their families, and is on the Hutt Valley DHB Disability Services Advisory Committee.

Helma van der Lans

Helma van der Lans was first elected to the Careerforce Board in 1999. She has extensive executive management and governance experience, a business and financial management focus, and competence in policy and strategy development. Helma has held senior management positions in the public, private and community health sectors, covering a wide range of clinical and mental health services, services for the elderly (rest homes and elderly care hospitals), quality systems consultancy, organisational and service reviews, and restructuring and change management.

In 1997 Helma joined Framework Trust as Chief Executive Officer. During her nine years she was instrumental in transforming this relatively small NGO into one of the larger community-based mental health providers in New Zealand. Helma now works for the Wairarapa DHB.

Helma has represented New Zealand on the Australasian Council for Quality in Health Care. She has held directorships on Consumer Work Enterprises (an incorporated employment company), Association of Supported Employment in New Zealand (ASENZ), Platform (National Executive Committee of NGOs), Groundswirl Ltd (subsidiary of Platform), Synergy Health Care Ltd, and chaired an integrated service organisation in the North Auckland region. Currently Helma is a member of the Central Region Workforce Development Strategy Group, the Regional Mental Health and Addictions Network, a trustee of Careerforce's Innovation Fund and Deputy Chair of the Careerforce Board of Directors.

Helma holds a Masters in Business Studies and Postgraduate Diploma in Health Service Management. She is an Associate Fellow of the New Zealand Institute of Management, and a member of the New Zealand IOD.

Suzanne Win

(Board Chair, currently on leave of absence)

Suzanne is a registered Comprehensive and Psychiatric Nurse and has considerable governance and industry experience. She has served on the Careerforce Board since 2007.

Suzanne is self-employed, providing a range of consultancy and contracted services focusing on areas of disability. Her clients include Child, Youth and Family, Ministry of Health, national and regional Non-Government Organisations and she undertakes audits for Enhancing Quality Services (EQS) and Ministry of Health. Prior to this, Suzanne held a short-term contract as Deputy Director General Disability for the Ministry of Health to undertake budget management and strategic work before a permanent appointment was made. She was also a Member of the Workforce Taskforce Advisory Committee to the Minister of Health.

Suzanne's current governance roles include Chair of the Nelson Marlborough District Health Board, Trustee of the Donald Beasley Institute, and Trustee of Graceland's Group of Services. She is an executive member of DHBNZ.



Board Committees

Audit Committee

The Audit Committee is appointed by the Board of Directors to assist the Board in fulfilling its fiduciary responsibilities. The Committee comprises a core of three independent non-staff directors, chaired by the Finance Planning and Monitoring Director. Duties of the Committee include:

- Overseeing the integrity of the Company's financial accounting processes and internal controls around finance, accounting and use of assets.
- Overseeing the objectivity and performance of the independent auditors and staff with finance responsibilities.
- Supervising and monitoring the Careerforce conflicts of interest register and policies.
- Providing an avenue of communication among the company's independent auditors, management, staff and the Board of Directors.

The Committee also advises the Board on the appropriate remuneration policies for the Chief Executive Officer.

Older Persons' Health Reference Group (OPHRG)

The OPHRG was established by the Board in August 2009. It has ten members representing a cross-section of employers and aged care sector associations, and is responsible for:

- Providing high level strategic advice in the area of older persons' health as it relates to worker standards, training and national qualifications.
- Actively networking with and endeavouring to dialogue between the Board and key sector stakeholders.
- Providing advice on policies that will assist in establishing effective training and development systems to support the needs of the older persons' health sector.

- Providing advice to the Board on key issues that are referred to it by the Board for active consideration and response.

Advisory Groups

Te Mana Whakahaere

Careerforce is committed to acknowledging Māori aspirations and honouring its obligations under Te Tiriti o Waitangi. Te Mana Whakahaere is the Māori advisory group reporting to the Board any issues that need to be considered in the development of – and access to – new qualifications, and in terms of support for Māori employers and trainees. Te Mana Whakahaere supports Careerforce by:

- Assisting Careerforce to identify and implement its vision and mission for future Māori workforce development.
- Considering the preferred strategic options and priorities to assist Careerforce to identify its Key Performance Indicators for development of the Māori workforce.

Te Mana Whakahaere consists of seven members, four of whom are selected for their knowledge and expertise of Māori communities (whānau, hapū, iwi) and their strong networks within the Māori health and education sectors. The members equally represent the North and South Islands. The three other members include the Careerforce Board director responsible for the Board's Māori Aspirations portfolio (Chairperson), the Careerforce Chief Executive Officer, and the Careerforce Kaiwhakahaere.



Statement of
Comprehensive Income
 For the Year Ended 31 December 2009

	2009	2008
	\$	\$
Operating Revenue		
Tertiary Education Commission (TEC) Funding	7,719,266	7,213,412
Interest Received	728,039	889,099
Membership Fees	5,150	2,700
Ministry of Health Funding - Administration Fees	180,000	180,000
Mental Health Support Workers Grants		
DHB Administration Fees	-	45,000
Ministry of Health Funding - MHSWSST Contract	-	22,000
TEC - Mental Health & Addictions Project	120,000	-
User Charges - General and Off Job	937,597	553,368
NZQA Moderation and Hook On Fees	94,451	102,486
Total Operating Revenue	9,784,503	9,008,065
Expenditure		
<i>Operating</i>		
Operating Expenses	1,100,897	773,512
Learning & Assessment Support	1,485,092	881,829
	2,585,989	1,655,341
<i>Administration</i>		
Salaries and Wages	3,423,604	2,822,395
Overheads	3,263,550	2,187,132
	6,687,154	5,009,527
Total Expenditure	9,273,143	6,664,868
Net Income	511,360	2,343,197
Other Comprehensive Income		
Net Gain/(Loss) on Available-for-Sale Financial Assets	(194,619)	156,392
Total Comprehensive Income for the Year	316,741	2,499,589

The above Statement has been extracted from the full Financial Statements of Careerforce. This summary financial information does not provide as complete an understanding of the financial performance and financial position of Careerforce as the full financial statements.

A copy of the full set of accounts and Auditor's Report may be obtained from Careerforce.

Statement of
Financial Position
 As at 31 December 2009

	2009	2008
	\$	\$
Current Assets		
Cash	3,462,598	2,345,143
Cash - Trust Accounts	1,651,201	1,366,380
Inventory	472,053	338,145
Available-for-Sale Investments	873,915	1,401,784
Trade & Other Receivables	528,915	394,335
	6,988,682	5,845,787
Non-Current Assets		
Available-for-Sale Investments	4,753,190	5,819,940
Property, Plant and Equipment	829,187	265,669
Intangible Assets	1,293,525	785,278
	6,875,902	6,870,887
Total Assets	13,864,584	12,716,674
Current Liabilities		
Trade & Other Payables	1,221,945	800,065
Provisions	150,692	106,012
Government Grants	1,529,432	1,209,386
Income Received In Advance	115,029	70,485
	3,017,098	2,185,948
Equity		
Issued Capital	47	28
Retained Earnings	10,890,334	10,378,974
Reserves	(42,895)	151,724
	10,847,486	10,530,726
Total Equity & Liabilities	13,864,584	12,716,674

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The above Statement has been extracted from the full Financial Statements of Careerforce. This summary financial information does not provide as complete an understanding of the financial performance and financial position of Careerforce as the full financial statements.

A copy of the full set of accounts and Auditor's Report may be obtained from Careerforce.



Chartered Accountants

Auditor's Report

To the Shareholders of Community Support Services ITO Limited

We have audited the summary financial statements of Community Support Services ITO Limited as set out on pages 36 and 37, which comprises the statement of comprehensive income and statement of financial position for the year ended 31 December 2009. The summary financial statements have been extracted from the full financial statements based on the reporting framework adopted by the Board of Directors.

This report is made solely to the company's shareholders, as a body, in accordance with Section 205 (i) of the Companies Act 1993. Our audit has been undertaken so that we might state to the company's shareholders those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's shareholders as a body, for our audit work, for this report, or for the opinions we have formed.

Directors' Responsibilities

The directors of the company are responsible for the preparation of the summary financial statements on a basis consistent with the full financial statements and in accordance with the reporting framework adopted by the Board of Directors.

Auditor's Responsibilities

It is our responsibility to express an independent opinion on the summary financial statements presented by the directors and report our opinion to you.

Basis of Opinion

Our audit was conducted in accordance with New Zealand Auditing Standards and involved carrying out procedures to ensure the summary financial statements are consistent with the full financial statements on which they are based.

Other than in our capacity as auditor we have no relationship with, or interest in, the company.

Basis of Accounting

Without modifying our opinion, we note that the summary financial statements are prepared based on the reporting framework adopted by the Board of Directors. As a result, the summary financial statements may not be suitable for another purpose.

Unqualified Opinion

In our opinion, the information reported in the summary financial statements is correctly extracted from and is materially consistent with the full financial statements from which they are derived and upon which we expressed an unqualified audit opinion in our report to the shareholders dated 31 March 2010.

Our audit was completed on 31 March 2010 and our unqualified opinion is expressed as at that date.

Ernst & Young

Christchurch



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