

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.



Daph Turner and some of her staff trainees

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.



Building Careers for Carers

George Nimmo, Chief Executive



2009 was a record year for the number of trainees enrolled in qualifications in the health and disability sector.

Congratulations to those of you who have accepted the challenge to train, and to those of you who have completed your qualifications during 2009. It often takes some focus and determination, but the effort is highly rewarding.

2009 showed a steady increase in the numbers of trainees enrolled in Careerforce qualifications during the year, and in the number of NZQA credits submitted.

There was extensive engagement with employers to progress development of a career pathway and new national qualifications. Many of these qualifications will come into effect in 2010.

Careerforce is working with employers to extend the range of available qualifications and the content of existing qualifications. This means that employees will have more options and can plan training, either when working or after work hours. In addition, organisations employing staff will have a greater choice of relevant qualifications, to train staff in the areas that are most important for them.

Training Outcomes	2009
National qualifications completed*	2,572
Trainees enrolled throughout the year in Careerforce qualifications	13,406
Sector employers actively training with Careerforce	896
Credits submitted to NZQA	135,949
National qualifications registered with NZQA	27

(*Includes National Diplomas, National Certificates and Limited Credit Programmes [LCPs])

Mental Health Training Support	2009
Mental Health Support Workers Grants awarded **	402

(**Includes grants for full-time and part-time National Diplomas and National Certificates)

Innovations Fund

Recently the Careerforce Board established the Careerforce Training Innovation Trust which has initiated a Training Innovation Programme. The programme is for a three-year term, and offers employers the opportunity to gain additional funding to assist with better trainee uptake and completion of selected national qualifications. Applicants need to demonstrate innovative and sustainable plans for achieving learning and assessment capability over a three-year period. A series of workshops has been conducted in 15 locations to inform employers about applying for funding and to obtain feedback.

Due to sector feedback, the trustees have extended the timeframe for submissions to the Innovation Trust. °

Revised Key Dates

- Road shows completed by early Feb 2010.
- Changes to the programme by Tuesday 23 Feb 2010.
- **Applications close 5pm Thursday 15 April 2010.**
- Any additional information will have been requested by Monday 26 April and is required by Thursday 6 May 2010.
- **Applicants informed of trustees' decision by Friday 28 May 2010.**
- Successful applicants confirm their acceptance of the funding and adjusted milestones and outputs by Wednesday 30 June 2010.
- Programmes commence (indicatively July/August 2010).

You are advised to check the website for confirmation of changes, or email Melany-Jayne Davies on melanyjayne.davies@careerforce.org.nz.

Employer Consultation and Feedback

10-11 November 2009 saw approximately 50 CEOs and employers attend a forum that included keynote speakers and workshops, and which provided the opportunity to discuss sector needs related to "Investing in the value of our future through training". The forum produced invaluable discussion on issues arising in the sector, and feedback has been collated. You may view this feedback in the employers' section of our website. A further forum is scheduled for 28-29 April 2010.



Participants in discussion at the CEO Consultation Forum, November 2009



Industry Trends

Careerforce is keen to monitor trends in the health and disability sector, so that it can identify new needs and support the sector with relevant, flexible career pathways and training.

The OPAL Report (Boyd et al, 2008) is a 20-year study by the University of Auckland, and is the first research available in New Zealand to chart long-term trends in the aged care sector. The report highlights the rising level of aged care provided within the community and in homes within the Auckland region.

Although the total population of the "oldest old" (proportion of those in aged care over 85 years) in Auckland has risen by 112% since 1988, and the population of those over the age of 65 years grew 43%, aged care beds overall increased by only 3% in the last 20 years.

According to the report, the results of the census indicate that in the last 20 years there has been a (22%) reduction in the proportion of people over age 65 years residing in aged care institutions (p 36).



However, the study shows also that those aged over 85 years increased by 41%, revealing a strong correlation with the growth in private hospital beds. In turn, high dependency rest home residents more than doubled from 1988 to 1998.

The overall increase in residents with high dependency needs reflects the increased proportion of private hospital beds to rest home beds in the last 20 years. Residents classified as high dependency increased 43% from 1988 to 1998, and 7% from 1998 to 2008.

Changes in the funding environment for provision of community care services have resulted in a higher level of care being retained within the community. There are significant implications for carers in being able to support growing needs, both at a community level and in residential facilities.

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

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

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.



Your 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)

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 Organisation (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 Rūnanga 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.



Bernadette Hannagan at the CEO Consultation Forum, November 2009

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 Nga 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.



Frances Hughes, Acting Chair

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 Focus

The Careerforce Board has three priorities for 2010 - completing an independent governance review, increasing shareholder numbers and renewing its statutory recognition for a further five years in September 2010.

Governance Review

The Board is progressing with an independent governance review, to ensure that the composition, structure and operation of the Board are contributing positively to Careerforce by meeting sector needs. Graeme McNally is conducting the review, which will include at least three different opportunities for participation by employers, industry organisations and the Board.

A draft report will be provided to the Careerforce Board in mid-February 2010, to be followed by consultation with the sector. Further information may be obtained from the website: www.careerforce.org.nz



Workplace training at Lavender Blue Nursing and Home Care Agency, Palmerston North

Renewal of Statutory Recognition

Every ITO is required to renew its statutory recognition. For Careerforce, this renewal was due in September 2009. The "re-recognition" process confirms the coverage of the ITO and reviews its performance.

Currently the Minister of Tertiary Education has renewed Careerforce's recognition for a further 12 months, and has confidence that the sector and Careerforce can work together on issues raised during the re-recognition process. Careerforce is working on several projects that will enable it to achieve recognition for a further five years. In particular, Careerforce is consulting with the aged residential care sector to ensure that it is receiving the support and training required to equip its workforce with the relevant knowledge and skills.

The Board is committed to developing the ITO as an organisation that will support training for a wide range of non-regulatory caregivers throughout the sector, including those based in the community and at home.



Graduates from Gracelands Retirement Village, Hastings

Become a Shareholder

Shareholder participation is an important way in which the sector can become involved in the direction of its Industry Training Organisation.

The Careerforce Board invites all sector employers to become shareholders of Careerforce.

Being a shareholder also entitles you to:

- Voting rights on governance issues at the Annual General Meeting and at any Special Meetings, and to participate in the elections for Board positions.
- Advocacy powers, together with the opportunity to provide input into Careerforce's strategic direction.
- Preferential opportunity to participate in pilots of new workbooks, DVDs and other resources.
- Notification of new projects.

The cost of shareholding is \$1, plus an annual membership fee (currently \$100 plus GST).

Shareholders also receive two scholarship vouchers, to cover the qualification fees for a Careerforce workplace-based national qualification, in each year of shareholding. Vouchers cover fees ranging from \$150 to \$1 100, depending on the qualification.

For further information on how to become a shareholder please email shareholders@careerforce.org.nz.



Supporting Sector Training

Barriers to Training

Sector feedback indicates that there are significant barriers to training uptake and completion. These barriers include:

- Staff rostering and financial constraints on employers to provide time for regular staff training.
- The need to support increasing numbers of staff with English as their second language.
- The growing number of trainees who have no previous formal training and require additional support in undertaking workplace training.
- Trainers who have limited experience in training, assessing and mentoring trainees.
- Requirements for greater choice and flexibility in accessing learning material (electronic, on-line and hard copy formats).

Careerforce has advisors and resources available to assist workplaces in the delivery of training. An example of available support is the Literacy, Language, Numeracy and Learning (LLNL) programme.

Support for Workplace Trainers

Careerforce has developed a CD-Rom to assist workplace trainers. This contains:

- An *Educator Support Manual* to assist the delivery of the *National Certificate in Community Support Services (Foundations Skills) Level 2*.
- A generic trainers guide that includes topics such as Knowing your Target Audience, Tracking Learning and Giving Feedback.
- Specific manuals (nine in total) for each unit standard in this National Certificate. These manuals provide lesson plans, learning activities, templates and resources for the workplace educator/trainer to use or adapt to suit the individual organisation's needs.

Careerforce Workplace Advisors have been taking orders for these CDs and they will be delivered during February. To enquire about this resource, please email Jane Elms, Educator Support Leader, on jane.elms@careerforce.org.nz or call Jane on 0800 277 486.

Support for Successful Learning

Workplaces are often challenged with how to provide learning support for staff who: may not have a background of formal learning; have English as their second language; are anxious about training; or have come into the sector and need to learn additional skills, including "learning how to learn".

Workplaces face constantly changing demands, resulting in new or additional role requirements of staff. LLNL requirements are essential for caregivers to be confident in fulfilling workplace tasks. This need is evident in key task areas such as interpreting and responding to compliance documents, higher customer needs, multicultural communication and technology.



Jan McRae, Parklands Hospital (Bupa), Christchurch

Careerforce has developed a range of LLNL support tools for managers, training teams and trainees. These tools help organisations to structure training appropriately for a diverse workforce, and enable trainees to learn skills that will help them to be successful in their training and in their changing workplace roles.

More information on Careerforce's approach to integrating LLNL can be found here:
<http://www.careerforce.org.nz/index.cfm/3,177,371/careerforce-case-study.pdf>

For further information about integrated workplace learning, contact Louise Hawkins on (03) 374 1314 or email louise.hawkins@careerforce.org.nz.



Graduands

Qualifications Completed

01 Nov - 2009 to 31 Jan - 2010

(B) Avondale Lodge

National Certificate in Community Support
Services (Foundation Skills)

Limovai Vaipa

(B) Broadview Rest Home and Hospital

National Certificate in Community Support
Services (Foundation Skills)

Michelle Carey

(B) Parklands Hospital

National Certificate in Community Support
Services (Foundation Skills)

Elenita Aguirre

Dawn McRae

(PSC) Brightwater Home Incorporated

National Certificate in Community Support
Services (Foundation Skills)

Glynis Knowles

Josephine Manahi

(PSC) Home Support New Plymouth

National Certificate in Community Support
Services (Foundation Skills)

Helen Langton

(PSC) Kilmarnock Heights Residential Hom

National Certificate in Community Support
Services (Foundation Skills)

Jessica Goodman

Lupe Katoa

Michael Teahan

(PSC) Presbyterian Home Support Wellingt

National Certificate in Community Support
Services (Foundation Skills)

Zylia Van Staden

(PSC) Presbyterian Support Central

National Certificate in Community Support
Services (Foundation Skills)

Hemaima Walker

(PSC) Willard Elderly Care

National Certificate in Community Support
Services (Foundation Skills)

Sharon Chapman

Clare Wylie

National Certificate in Diversional Therapy

Sharon Chapman

(PSN) Enliven A+

National Certificate in Community Support
Services (Foundation Skills)

Inosia Ale

Selamawit Asegedom

Kashmir Campbell

Jean Claase

Shane Coker

Finau Fuavaia

Eivor Kullstrom

Janki Mudaliar

Sandra Sherborne

Charmaine Smith

Hulita Teisi

Buaban Woodman

(PSN) Enliven Counties Manukau

National Certificate in Community Support
Services (Foundation Skills)

Meri Jones

Heather Murri

Pamela Norris

Lolita Powell

Mohini Wati

(PSN) Enliven Tauranga

National Certificate in Community Support
Services (Foundation Skills)

Maureen Clayton

Anne Coxhead

Jeanette Hellier

Doris Park

Maxine Sutherland

Judith Thomas

(PSN) Enliven Waikato

National Certificate in Community Support
Services (Foundation Skills)

Doreen Adams

Florina Bird

Rebecca Heenan

Hazel Kingi

Lee Lee

Debra McBride

(PSN) Presbyterian Support Northern

National Certificate in Community Support
Services (Foundation Skills)

Ruth Beadle

Chantelle Charlton

Sarita Kumar

Nibaruta Menedore

Yoko Osanai

Sharmen Rodrigues

Hepisipa Vuki

(PSO) Dunedin Home Support

National Certificate in Community Support (Core
Competencies)

Eleanor Phillips

National Certificate in Community Support

Services (Foundation Skills)

Rhonda Redman

Rosabel Sheridan

(PSO) Home Support Central Otago

National Certificate in Community Support (Core
Competencies)

Michelle Nicholl

Jillianne Paulin

(PSO) Ranui Home

National Certificate in Community Support
(Residential)

Carol Bennett

Catherine Hunter

Glenys Milburn

Jillian Stead

(PSO) Ross Home

National Certificate in Community Support
Services (Foundation Skills)

Sarah Pearce

(PSS) Peacehaven Village IONA

National Certificate in Community Support
Services (Foundation Skills)

Wendy Duncan

(PSUSI) Presbyterian Support Blenheim

National Certificate in Community Support
Services (Foundation Skills)

Glenys Chapman

Beverley Gull

Iris Hartshorne

Marie Lutherus

Lorna Price

Maree Trewavas

Patricia West-Walker

Lorelle Wood

(PSUSI) Presbyterian Support- Nelson Ser

National Certificate in Community Support
Services (Foundation Skills)

Carolyn Bell

Jillian Cole

Leanne Colley

Lesley McBride

Janice Robinson

Lana Wells

Janne Williams

Access Homehealth - Canterbury Region

National Certificate in Community Support
Services (Foundation Skills)

Mary Jane Ryan

National Certificate in Support of the Older
Person - Community Strand

Sharon Mackay

Access Homehealth - Central Region

National Certificate in Community Support
Services (Foundation Skills)

Subhadra Edwards

Dale Moore

Access Homehealth - Midland Region

National Certificate in Community Support
Services (Foundation Skills)

Karen Anapu

Moetu Cooper

Elizabeth Jones

Ella Jonker

Helen Rolston

Access Homehealth - Palmerston North

National Certificate in Community Support
Services (Foundation Skills)

Rata Cannon

Access Homehealth - Southern Region

National Certificate in Community Support
Services (Foundation Skills)

Raewyn Wilkinson

Access Homehealth - Tauranga

National Certificate in Support of the Older
Person - Community Strand

Leonie Jessop

Ali's Home Help

National Certificate in Community Support
Services (Foundation Skills)

Zeenat Akif

Kerry Coles

Taylor Hagen

Christina Henson

Jennifer Lewis

Temaramatanga Makarini

Vineshkumar Patel

Charlotte Tukaki

Kylie Woods

Anglican Care Careforce - Dannevirke

National Certificate in Community Support
(Core Competencies)

Tracey Caleno

Kristine Goodwin

Kiley Watson

Anglican Care Careforce - Hastings

National Certificate in Community Support
(Core Competencies)

June Eagle

Reynella Scott

National Certificate in Community Support
Services (Foundation Skills)

Anny Haig

Lynnette Sheriff

Anne Maree Court

National Certificate in Diversional Therapy

Resina Rakai

Aranui Home & Hospital

National Certificate in Support of the Older
Person - Residential Strand

Helen Tagaloa

Ascot Hospital

National Certificate in Community Support
Services (Foundation Skills)

Archana Maharaj

Ashwood Park Retirement Village

National Certificate in Community Support
Services (Foundation Skills)

Maureen Bechu

Alroy Credo

Roneel Pillay

Violet Reddy

Atawhai Lifestyle Care & Village

National Certificate in Support of the Older
Person - Residential Strand

Judith Anderson

Michelle Gilbert

Marise Grant

Laureen Mulholland

Aubert Home of Compassion Wanganui Ltd

National Certificate in Support of the Older
Person - Residential Strand

Anne Peake

Davina Thomas

Leutu Walker

Auckland Home Healthcare

National Certificate in Support of the Older
Person - Community Strand

Olahemooni Stone

Avonlea Rest Home

National Certificate in Support of the Older
Person - Residential Strand

Uvielund Capiltan

Bay of Plenty District Health Board

National Certificate in Community Support
(Vision and Hearing Screening)

Nomy Lee

Brackenridge Estate Ltd

National Certificate in Community Support
(Core Competencies)

Christine McKeage

National Certificate in Community Support
Services (Foundation Skills)

Carol Postlethwaite

Sharon Rothera

Isireli Tawake

Carter Society Incorporated

National Certificate in Community Support
Services (Foundation Skills)

Joyce Miller

Raquel Skeet

CCS Disability Action

National Certificate in Community Support
Services (Foundation Skills)

Keith MCGuinness

Christian Healthcare Trust

National Certificate in Support of the Older
Person - Residential Strand

Padma Gallage Dona

Alieta Otunuku

Connections Centre

National Certificate in Community Support
(Core Competencies)

Tamara Klingsporn

Counties Manukau District Health Board

National Certificate in Community Support
(Vision and Hearing Screening)

Lynette Surrey

Creative Abilities & Associates Ltd

National Certificate in Community Support
Services (Foundation Skills)

Brenda Abbott

Devon Care Ltd

National Certificate in Community Support
(Core Competencies)

Brenda McLean

National Certificate in Community Support
Services (Foundation Skills)

Corinne Glastonbury

Disabilities Resource Centre Trust - Wha
National Certificate in Community Support
(Core Competencies)

Avalon Lidgard

National Certificate in Community Support
Services (Foundation Skills)

Grace Burrows

Katania Shonita Nepson

Susan Scott-Davey

Duart- Oceania Group

National Certificate in Support of the Older Person
- Residential Strand

Linda Rose

Dunblane Lifestyle Care & Village

National Certificate in Support of the Older Person
- Residential Strand

Veronica Martin

Dunedin Home Support Services

National Certificate in Community Support
Services (Foundation Skills)

Deborah Clark

Helen Lomas

Gemma Ross

Rebecca Scott

Patricia Scurr

Tamilla Sullivan

Edith Cavell Private Hospital

National Certificate in Support of the Older Person
- Residential Strand

Jose Antonio Il Teves

Elizabeth Knox Home and Hospital

National Certificate in Support of the Older Person
- Residential Strand

Tioata Atoa

Malama Akapo

Milika Byrne

Sisilia Finau

Silivia Kaitapu

Topuu Taufouu

Beryl Wilson

Elizabeth Memorial Home Ltd

National Certificate in Community Support
Services (Foundation Skills)

Aiga Heron

Prince Manianchira Chacko

Elna Rajie

Elizabeth Rose House

National Certificate in Community Support
Services (Foundation Skills)

Kathleen Misola

Aloisia Tau'alupe

Elmwood House

National Certificate in Support of the Older Person
- Residential Strand

Mary-Lou Wynands

Elmwood Village - Oce

Graduands

Forward Care Home Health Ltd National Certificate in Community Support (Core Competencies)

Jennifer Baty
Shona Prue

National Certificate in Community Support Services (Foundation Skills)

Emmaleen Coc-Kroft
Robyn Coc-Kroft
Brenda Hall
Michelle Love
Rosemary Marshall

Geneva Health International - Auckland National Certificate in Community Support (Core Competencies)

Carole Chaney

National Certificate in Community Support Services (Foundation Skills)

Veipueki Veamatahau
George Manning House

National Certificate in Support of the Older Person - Residential Strand

Lucille McGuinness

Hamilton Residential Trust

National Certificate in Community Support Services (Foundation Skills)

Debbie Vandermeer

Hauora Hokianga Health Enterprise Trust

National Certificate in Community Support (Core Competencies)

Sophia Johnson
Delia Morrell
Dean Timmo

National Certificate in Community Support Services (Foundation Skills)

Dorothy Anderson
Gillian Kahi
Huia Komene
Cecelia Kahi

Healthcare NZ - Hutt

National Certificate in Community Support (Core Competencies)

Renate Ebner-Carlton
Louise Gradwell
Moti Lal
Tara Lal

Healthcare NZ - Wellington

National Certificate in Support of the Older Person - Community Strand

Fili Amuefi

Hilda Ross Retirement Village

National Certificate in Diversional Therapy

Susannah Davison

National Certificate in Support of the Older Person - Residential Strand

Margaret Rainey
Hohepa Homes - Napier

National Certificate in Community Support Services (Foundation Skills)

Angelus Dunne

Home Instead Senior Care

National Certificate in Community Support Services (Foundation Skills)

Sandra Bardsley
Michelle Bolger
Debra Cowie
Rhonda Harris
Lisa Hynd
Jennifer Pepperell
Shirley Smith
Barbara Teller

Howick Baptist Healthcare

National Certificate in Community Support (Core Competencies)

Louise Ennor
Roseanne Walter

National Certificate in Community Support Services (Foundation Skills)

Lucy Chua
Mehre Sabagh-Alivani
Victoria Sisson
Guizhen Song

National Certificate in Support of the Older Person - Residential Strand

Sushil Kumari

Huakina Development Trust - Training Pro

National Certificate in Community Support Services (Foundation Skills)

Marlene Eva

IDEA Services Counties Area

National Certificate in Community Support Services (Foundation Skills)

Ann Baardman
Momeena Buksh
Anna Daly

Lynn Hoffmeister

Lynley Howard

Gwenda Joy

Bertha Lambriex

Beatrice Landsberg

Kiran Lata

Gabriele Taylor

IDEA services Hawkes Bay/ Gisborne Area National Certificate in Human Services - Intellectual Disability Strand

Bernadette Schroder

IDEA services Manawatu/Rangitikei Area National Certificate in Human Services - Intellectual Disability Strand

Patricia Mathieson
JoAnn Richardson

IDEA services North & South Taranaki Are National Certificate in Community Support Services (Foundation Skills)

Sarah Mason

National Certificate in Human Services - Intellectual Disability Strand

Anna Lobb

IDEA Services Tauranga/Thames Valley Are National Certificate in Community Support Services (Foundation Skills)

Roslyne Atarau

IDEA services West/Central Auckland Area National Certificate in Community Support Services (Foundation Skills)

Ranulfo Bartolata
Moral Estonactor
Peggy Peita

National Certificate in Human Services - Intellectual Disability Strand

June Webby

Independent Care Co-ordinators National Certificate in Community Support Services (Foundation Skills)

Patricia Livesley
Adrea Noyes
Melissa O'Donnell
Vicki Ward
Iris

National Certificate in Community Support Services (Foundation Skills)

Bi-Hsia Li

Jane Winstone Retirement Village

National Certificate in Support of the Older Person - Residential Strand

Gail Price

Kapiti Retirement Trust

National Certificate in Community Support (Core Competencies)

Janis Day
Elizabeth Keehan
Julie Lines
Karen MacArthur

Kate Sheppard Lifecare

National Certificate in Support of the Older Person - Residential Strand

Brenda Bryers
Sharron Cox
Sandra Simpson

Kena Kena Rest Home

National Certificate in Community Support (Core Competencies)

Lisa Souness

Kensington Court Lifecare

National Certificate in Support of the Older Person - Residential Strand

Margaret Inwood

Lady Elizabeth Home & Hospital

National Certificate in Diversional Therapy

Fiona Lowe

Lansdowne Court Lifecare

National Certificate in Community Support Services (Foundation Skills)

Richelle Perales

Lansdowne Hospital

National Certificate in Support of the Older Person - Residential Strand

Michelle Bailey

Laura Fergusson Trust Wellington Inc

National Certificate in Community Support Services (Foundation Skills)

Linda Little
Maxine Wright

Lavender Blue Nursing & Homecare Agency

National Certificate in Community Support Services (Foundation Skills)

Michelle Franklin
Sandra Poole

Lifestyle Choices Ltd

National Certificate in Community Support Services (Foundation Skills)

James McNamara
Eddy Staessens
Sheryl Tolley

Lifewise Homecare Services

National Certificate in Community Support Services (Foundation Skills)

Sokopeti Dawson
David Foster
Fruitulupe Havea
Virginia Patterson
Elena Poletaeva

Lister Home Inc

National Certificate in Support of the Older Person - Residential Strand

Alison Gillespie
Shirley Halkett
Karen Robinson
Sylvia Thompson
Jennifer Veitch

Manor Park Hospital

National Certificate in Community Support (Core Competencies)

Maria Fuga

Mary Doyle Trust Life Care

National Certificate in Support of the Older Person - Residential Strand

Priscilla Wallace

MASH Trust Board - Palmerston North

National Certificate in Community Support (Core Competencies)

Michelle Webb

National Certificate in Community Support (Intellectual Disability)

Bridget Harris

National Certificate in Human Services - Intellectual Disability Strand

Sharyn Barker-Fonohema
Stanley Brown
Jeanette Charters

McGlynn Homes

National Certificate in Community Support (Core Competencies)

Marie Fleury
Joanne Knowles

National Certificate in Community Support Services (Foundation Skills)

Margaret Lobb

Fiona Robertson

Jacqueline Sutherland

Kristell Williams

National Certificate in Diversional Therapy

Heather Young

Mosjel Abilities Resource Centre National Certificate in Support of the Older Person - Community Strand

Vivienne Ellis

Julie Mackenzie

Neighbourhood Connections

National Certificate in Community Support (Core Competencies)

Ines Biesold

Karen Hodgkinson

Susan Lawrence

Glenys Smart

Susan Wallace

Nelson Marlborough District Health Board

National Certificate in Community Support (Core Competencies)

Cheryl Brooks

Suzanne Harding

Brendon Johnson

Matthew Nieuwlands

National Certificate in Community Support (Human Services)

Judith Marsh

National Certificate in Community Support (Intellectual Disability)

Jahn Morris

Ngati Porou Hauora Inc

National Certificate in Community Support Services (Foundation Skills)

Edna Cahill

Wiktorina Tibble

Francis Tibble-Cutts

Northland Home Personnel Agency

National Certificate in Community Support Services (Foundation Skills)

Christian Manikkam

Joanne Pou

Nurse Maude Memorial Hospital

National Certificate in Community Support Services (Foundation Skills)

Beverley Aliphon
Olene Anderson

Mary Bailey

Beth Bishop

Pamela Blackburn

Lesley Brown

Brenda Burrows

Sacha Busch

Linda Clark

Susan Corcoran

Linda Dixon

Patricia Ellis

Margaret Ford

Julie Foster

Colleen Galbraith

Felicia Hass

Dore Darka Jeffries

Kaye Manahi

Lesley Matoe

Alison Minnery

Aikaterina Moutzouri

Janet Neilson

Eileen O'Brien

Erin O'Connell

Judy Palmer

Susan Patterson

Mary Pohatu

Sharon Rennie

Denise Rice

Raylene Robinson

Maureen Rout

Melanie Rudloff

Janeane Ryal

Elizabeth Sanders

Ellen Saul

Jill Simmonds

Karen Smith

Shamina Stewart

Stephen Sumner

Helen Taaffe

Jackalyn Taggart

Shirley Thompson

Judith Tilling

Carole Tomlinson

Tine Wahrlich

Jan Wallace

Michelle Warner

Elizabeth Warren

Leeanne Whiting

Michelle Willis

Lynette Woodmass

Diane Worrall

Tabitha Yale

Donna Yuzwalk

Nursing New Zealand - Christchurch

National Certificate in Community Support Services (Foundation Skills)

Lynette Lee

NZ Care Group Christchurch

National Certificate in Human Services - Intellectual Disability Strand

Jeanette Anthony

Amy Christophers

Teresa Gardner

Martin O'Shea

Ivan Rock

Geoffrey Ward



Graduands

Ohinemuri - Oceania Group
National Certificate in Support of the Older Person - Residential Strand

Barbara Nicholls

Pacific Island Homecare Services Trust
National Certificate in Community Support Services (Foundation Skills)

Jade Bowater
Carol Buckley-Akubata
Suresh Chand
Murray Colthorpe
Timothy Hamilton
Candice Melgers
Tuaine Ngatae
Brittany Plows
Laisa Ralovo
Ngahiraka Rua
Ana Saafi
Antoinette Sills
Ada Tuporo

PACT
National Certificate in Community Support (Core Competencies)

Judith Clark
Louise Farrell
Heather Gordon
Lafaele Paselio
Joan Rawle
Dawn Wadley

PACT West Coast
National Certificate in Community Support (Core Competencies)

Rebecca Jones

Palliser Lifecare
National Certificate in Diversional Therapy

Margaret Wilson

Panacea Healthcare
National Certificate in Community Support (Core Competencies)

Sanjeet Kuar
Paulien Mowday
Ann-Marie Shields

National Certificate in Community Support Services (Foundation Skills)

Temple Pokaia
Tania Watson

Pasifika Integrated HealthCare
National Certificate in Support of the Older Person - Community Strand

Joy Businge
Than Than Chan
Aranieta Collins
Belinda Ieriko
Trypsin Joosten
Seimi Lavaki
Ruta Lealaitafea
Taiaioni Lomu
Siniva Looma
Taloline Manutapu
Aona Mwemwenikeaki
Selevene Naepi
Tufaina O'Brien
Faapeili Sale
Marilyn Saulala
Katania Teuhema
Elisabeth Vaotogo
Kally Vaotogo

Physio Sports & Rehab
National Certificate in Diversional Therapy

Sheryl Gallagher

Radius St Winifred's Hospital
National Certificate in Support of the Older Person - Residential Strand

Chandar Kanta

Redwood Oceania Group
National Certificate in Support of the Older Person - Residential Strand

Rowena Harris
Kathryn Mote

Rhapsody Lifecare
National Certificate in Community Support Services (Foundation Skills)

Lisa Inman

Rodney North Harbour Trust Inc
National Certificate in Community Support (Core Competencies)

Carol Andrew
Erana Gregory
Wendy Hawkings
Margaret Hayson
Lyn Heath
John Keast
Debbie Langdon
Bronwyn Marlow
Bonnie Maxwell-Ritchie
Lorraine Nicol
Johanna Sheppard
Raewyn Snowdon
Josephine Spence
Linda Stokes
Linda Stone
Pamela Tod

National Certificate in Community Support Services (Foundation Skills)

Colleen Joyes
Janine Mawson

Rowena Jackson Retirement Village
National Certificate in Support of the Older Person - Residential Strand

Vanette Hawke
Roshni Jeet
Jan McCann
Linda McKee
Fay McLeod

Spectrum Care
National Certificate in Community Support Services (Foundation Skills)

Sarah Allan
Arleen Bibit
Mark Magee

Summerset - Havelock North
National Certificate in Community Support (Core Competencies)

Pamela McBride

Summerset - Paraparaumu
National Certificate in Community Support Services (Foundation Skills)

Angela Lang
Donelda Martindale
Vivienne Ranson
Noelyn Swanepoel

Summerset - Trentham
National Certificate in Community Support Services (Foundation Skills)

Ayona Alexander
Adelina Alforte

Summerset By the Lake
National Certificate in Community Support (Core Competencies)

Angela McMahon

National Certificate in Community Support Services (Foundation Skills)

Rotu Chase

Supported Individualised Lifestyle Choice
National Certificate in Community Support (Core Competencies)

Ada Dawson
Heather Keno
Robyn McPherson
Fay Moir
Faye Murray
Renee Oliver
Nancy Renata

National Certificate in Community Support Services (Foundation Skills)

Delores Bolstad
Karen Donnell
Christina Gardiner
Michele Harvey
Jeanine Hirini
Joan Johnson
Nicole Leimert
Jillian MacGregor
Lianne Maddox
Helen McCluskey
Katherine Morton
Rikki Paul
Erin Pickett
Pamela Pino Colre
Joy Riches
Anna Rimaha
Gert Johannes Swart
Dorothy Wood

Te Hauora Pou Heretanga
National Certificate in Community Support (Core Competencies)

Trenna Barnes
Deborah Bright
Maryanne Luke
Maudie Mary Phillips
Maraea Preston
Maria Robinson
Merida Wohler

Te Roopu Taurima O Manukau - Christchurch
National Certificate in Community Support (Core Competencies)

Tonia Allan
Jamin Booth
Shane Brown
Gavin Cowley
Regan Davis-Willi
Karen Dyer
Timothy Fruean
Marcus Heydon
Geoffrey Huia
Mariana Kirner
Ike Mahara
Simon Newman
Myles Reweti
Michael Smith
Levi Williams
Mark Winter

Te Roopu Taurima O Manukau Trust
National Certificate in Community Support (Core Competencies)

Vaitoelau Aii
Viliami Faingaa
David Geddes
Elizabeth George
Angalene Heremia

Okusitino Kama
Tapu Nia
Maria Oki-Edwards
Te Ao Parker
Mattie Perry
Mary Putaura
Rangimaria Rapata
John Roebeck
Vanessa Rudolph
Patricia Sherwen
Sione Tangi
Charlie Tupaea
June Tupou
Nanise Waqamailau

Te Roopu Taurima O Manukau Trust, Tai To
National Certificate in Community Support (Core Competencies)

Kere Croft
Paneta Haremate
Darlene Harwood
Rene Raana
Melissa Ranapia
David Reid
Nicole Robson
Kathleen Tuhiwai

Teviot Valley Rest Home Limited
National Certificate in Community Support Services (Foundation Skills)

Nola Mackenzie
Pamela Mills

The Wood Retirement Village
National Certificate in Diversional Therapy

Caroline Tarling

Trinity Home & Hospital
National Certificate in Community Support (Core Competencies)

Viddaya Wati

Villa Gardens - Oceania Group
National Certificate in Support of the Older Person - Residential Strand

Erwina Dalhog
Nicole Jaclyn Patiten
Valda Robb

Waireka - Oceania Group
National Certificate in Diversional Therapy

Helen Navest

Waitemata District Health Board
National Certificate in Community Support (Vision and Hearing Screening)

Linda Halfpenny
Pokoina Southey

Wattle Downs Rest Home Ltd
National Certificate in Support of the Older Person - Residential Strand

Tracy Walklin

Wellington Hospital
National Certificate in Community Support (Core Competencies)

Diane Buckley
Ruth Butcher
Joy Crockett
Moana George
Maria Hart
Sobini Herath
Elizabeth Hickey
Karen Ibell
Jewel Johnson
Patricia Kingi
Claire McKenzie
Ana Muaulu-Saili

Janice O'Driscoll
Anne Pahina
Indira Patel
Varsha Patel
Veelotmah Ramchurch
Angela Salmon

Whangaroa Health Services Trust
National Certificate in Support of the Older Person - Residential Strand

Elaine Shepherd

Wiltshire Hospital, Home and House
National Certificate in Support of the Older Person - Residential Strand

Joanne Jenkins

Woodchester - Oceania Group
National Certificate in Support of the Older Person - Residential Strand

Sharon Hoffman

Woodlands
National Certificate in Community Support Services (Foundation Skills)

Natasha Kilpatrick
Sharon Morgan
Andrew Williams

National Certificate in Diversional Therapy

Judith Van Kempen





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