



### CEO's MESSAGE George Nimmo, Chief Executive

This will be my last column for Careertalk, as I have decided the time is right to retire. I had always intended to retire this year, and had indicated to the new Board Chair that when the new Board was in place I would feel comfortable in moving on. It is just on four decades since I started working in the health and disability sector, initially training as a psychiatric nurse. It is interesting to compare the way in which services and support were provided then, compared with current service delivery models.

During the late 1960s and early 1970s institutions were taking down their perimeter fences, integrating both male and female staff and patients within the wards and developing the concept of the therapeutic community. With the advances in pharmacology, many of the long-term chronic disorders were able to be treated much more effectively than they had in the past. The development of community-based care was developing alongside de-institutionalisation.

I also had the opportunity to be involved with the Richmond Fellowship in its early years when it was a small organisation with two houses, one each in Christchurch and Napier. For me this was a very refreshing approach to supporting people in the community, as an alternative to institutions and hospitalisation.

These trends have continued throughout the entire health and disability sector with the movement away from institutions to community-based delivery of services, which has also resulted in major changes for the workforce.

When I trained both as a psychiatric nurse and later as a general nurse, the dominant carers were registered nurses or student nurses in training. Today, however, the support is provided by workers with a very different profile, i.e. mainly part-time mature women who have few previous formal qualifications and who receive on-the-job training. While the benefits for service users are apparent, the levels of funding for training and remuneration have not been matched by successive governments.

During the past seven years in which I have had the privilege of leading Careerforce, we have grown the sector's capacity for training from a few thousand trainees with a handful of qualifications, to around 13,000 trainees a year undertaking 19 national qualifications. We have moved from a few hundred training completions a year to several thousand during the same period.

There are still many challenges ahead to improve access to training and to provide a highly skilled, appropriately remunerated workforce. While we have moved training forward in a significant way during the last few years, there is still a way to go for Careerforce,

employers, services users and trainees to be able to meet sector requirements.

We note that by 2026 the number of older people requiring in-patient care alone will increase by between 12,000 and 20,000, requiring an increase in workforce numbers of between 50% and 75% on an FTE basis. We need strategies to meet workforce needs to ensure that these older people receive an appropriate level of support and care.

I leave this ongoing challenge to the next generation of health professionals, and will look on with interest to the opportunities and developments that lie ahead. I would like to acknowledge the many people in the sector who have supported both Careerforce and me personally, and who have made a tremendous commitment to training. The growth in trainees is related to the courage and drive of those people.

In late August/early September, the new Careerforce Board met for the first time. You can read profiles of Board members and their first update within the pages of this newsletter.

The Government recently announced changes to monitoring and reporting requirements for tertiary education organisations. The changes are significant, and will include a much greater emphasis on trainees' activity and qualification completions.

Careerforce is well positioned to adapt to the evolving policy environment, however we all need to make some changes, including more intensive tracking of trainees' progress towards completing their qualifications. Under the policy changes, if a trainee has not registered any credits in the previous 12 months, and/or if it is apparent that the trainee will not complete the qualification within the required timeframe, Careerforce is now expected to terminate that trainee's training agreement. This is a Government initiative to ensure that trainees are completing their training, and Careerforce will be putting additional resources into supporting this aim.

As I have said before, one of the most fulfilling aspects of my job has been attending graduations and recognising trainees' achievement as they complete their qualifications. As always, the last pages of the newsletter record the names of trainees who have completed their qualifications. We can see the huge number who have completed these since the last newsletter, and I am gratified by this number, and proud that in a small way the organisation which I have been part of has contributed to their success.

Kia Kaha  
George





From left to right: Pene Brown, John Ryall, Dr Colin Hayes, Ray Lind, Richard Westlake, Helma van der Lans, Chris Harris and Martin Taylor. Absent: Dr Frances Hughes.

In this Board update I am pleased to introduce myself and the new Careerforce Board members to the health and disability sector. This update is also intended to inform you of the progress that Careerforce has been making in several key areas.

Firstly, I am delighted to have been elected Chair of the Careerforce Board. Joining me on the new Board are Martin Taylor, Ray Lind, Chris Harris and Dr Colin Hayes. The existing members of the board are Helma Van der Lans, Pene Brown, Dr Frances Hughes and John Ryall. One of the first decisions we made was to appoint Ray Lind as Deputy Chair and to confirm Helma van der Lans as Chair of the Board's Audit and Risk Committee. We considered that it was important to give early certainty around the structure of the Board's leadership. The Careerforce website has profiles of all Board members.

As a Board we are well aware of the challenges we face, and are developing and enhancing strategies to assist the organisation over the hurdles that the next few years will present. Our first key focus area is the recommendations within the McNally governance report. This substantial report made many recommendations, and the Board embraced the general thrust of this report at our Board meeting on 1 September. The key drivers have been identified and I will outline these below. We intend to invite Graeme McNally to discuss his review and our proposed actions at our next Board meeting.

#### Key Drivers:

1. Board elections/composition: we have an independent Board Chair and four sector representative Board positions. Now that the composition has been established, the Board may review whether it should change its legal structure.

2. Board operations/procedures: the Board will meet at least six times a year and will hold meetings in major centres, with local information/social functions organised. The current practice of an annual one-day stakeholder forum for an invited group of up to 50 stakeholders will continue. The Board plans to meet with key peak bodies on an annual basis.
3. A review of Board systems and involvement in strategy development and performance monitoring has been initiated to ensure that good practice is maintained in risk management and in CEO performance management.
4. A review of the reports and information provided to the Board will be undertaken to ensure that there is a focus on discussion and debate of key issues that reflect key governance roles (the big picture, conformance, dialogue, issues and monitoring). Outcomes will include a 12-month work plan that combines recurring Board items, with one-off issues for Board discussion.
5. The scope of the Audit and Risk Committee will be reviewed.
6. Finally, the Board will review its remuneration for Directors in terms of the level of remuneration for specific Board positions and roles, and will also seek to introduce an annual lump sum payment to recognise those positions and roles. The Board will initiate a regular Board performance review process.

I appreciate that this letter is quite detailed, but the Board feels it is very important to update you on all of our activities and plans. I will update you again after our next Board meeting in November.

Regards  
Richard Westlake



## **Richard Westlake,** Independent Chair

Richard Westlake is Director of Westlake Consulting Limited, a New Zealand-based globally focused firm advising on organisational governance, strategy and Board management relations.

Richard is a highly regarded trainer and facilitator for Boards, Directors and Board Chairs, and is a keynote presenter on corporate governance for courses run by the Institute of Directors. Besides advising on governance and organisational change, Richard has more than 15 years experience as a Director and Board Chairman. He is Chairman of the Standards Council of New Zealand, New Zealand's representative member of ISO, and Chairman of the New Zealand Telecommunications Carriers Forum.

He is an Independent Director of Dairy Goat Cooperative (NZ) Ltd and Intergen Limited: one of New Zealand's largest locally-owned software solutions companies. Richard has been an Independent Director of successful New Zealand-owned Kiwibank Ltd since its establishment in 2001, for which he also chairs the Board's Audit and Risk Committee.

Richard gained his MA at Oxford University, England, where he won a Rowing Blue in the 1973 Oxford and Cambridge Boat Race. After graduating, he trained as a fighter pilot in the Royal Air Force and his first leadership appointment came in 1975, at age 22, running a 4,500-person refugee camp at a British base in Cyprus.

Richard is an Accredited Fellow of the Institute of Directors in New Zealand (AFInstD) and a Fellow of the New Zealand Institute of Management (FNZIM).

---

## **Ray Lind, Deputy Chair** Director: Home and Community Support

Ray Lind is the Chief Operating Officer of Healthcare of New Zealand Ltd, New Zealand's largest provider of home health services and the second largest provider of residential disability support services.

Ray was previously the Chief Operating Officer and Chief Information Officer of the Hawke's Bay District Health Board. He has also been Executive Officer of the Wellington City Council, General Manager of Special Projects at the New Zealand Engineering, Printing and Manufacturing Union, and was the owner/Managing Director of Ray Lind Consulting Ltd. Ray served as a Captain in the Regular Force of the New Zealand Army in the 1990s.

A qualified teacher, Ray majored in professional education.

## **Christopher Harris** Director: Disability

Chris Harris has extensive leadership and governance experience across a wide range of health and disability organisations.

Chris is currently Chief Executive of Spectrum Care Trust Board, an organisation which provides a broad range of services for people with intellectual disability, physical disability and/or autism.

Between 2000 and 2007 Chris was the General Manager of Mental Health and Addictions at the Waikato DHB, and also held the role of Acting General Manager of Waikato Hospital in 2007. Prior to this time he was the Director of Framework Trust.

Chris is currently an Establishment Board Member at the NZ Disability Support Network and is on the Executive of the Auckland Disability Providers Network and the Ministry of Health - NGO Working Group.

He holds memberships on the Waikato Institute of Directors and on the International Disability Leaders Group.

Chris has a Master of Arts (Education) and a Graduate Diploma in Professional Management.

---

## **Dr Colin Hayes** Director: Mental Health and Addiction

Colin has worked extensively in the mental health care, alcohol and drug sector.

He is currently Chief Executive of Framework, an NGO delivering community-based mental health and intellectual disability services in greater Auckland. From November 2010, Colin will be the Divisional Manager of Framework Richmond, one division of Richmond New Zealand Trust Ltd, the new organisation formed from the merger of Richmond NZ and Framework.

Prior to his role as Chief Executive of Framework, Colin was Framework's Director Quality and Professional Development. He has also worked as Portfolio Manager (Quality, Training and Service Improvement) at Waitemata DHB and has worked as a service manager for a range of alcohol and other drugs (AOD) services for Community Alcohol and Drug Services in Waitemata.

Between 1990 and 2003 Colin was a Board member of the New Zealand Accreditation Board for Alcohol and Drug Services, and was Chair from 1995 to 2003. Colin has also been a member of several Advisory Boards and Committees and is on the Board of New Covenant International Bible College (a Private Training Establishment).

Colin is a Registered Nurse and has studied widely within the spheres of mental health, AOD services, nursing, management,



quality and theology. His PhD thesis research was mental health focused, looking at spiritual factors impacting on the experience of mental illness. Colin has lectured at both undergraduate and postgraduate levels.

## Dr Frances Hughes

Director: Contract, Project and Risk Management

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.

## Helma van der Lans

Director: Government Policy, Strategy and Workforce Development

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 there 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 and the Regional Mental Health and Addictions Network.

Helma holds a Masters in Business Studies and a 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.

## John Ryall

Director: Employee Knowledge

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.



## Martin Taylor

Director: Aged Care Residential

Martin Taylor has been Chief Executive of the New Zealand Aged Care Association (NZACA) (formerly Health Care Providers New Zealand) since 2004.

NZACA represents 75 per cent of all aged residential care providers and in his role as Chief Executive Martin has led the annual negotiations on the Aged Related Residential Care contract with DHBs. He has also overseen the development of significant research on the aged residential care environment.

Martin holds a Bachelor of Arts (Honours) and a Master of Arts, and is Chair of Wellington Fish and Game.

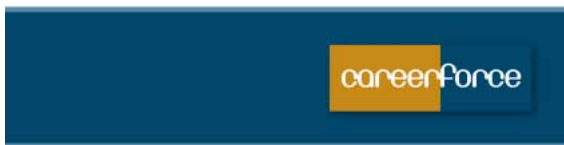
## Pene Brown

Director: Māori Aspirations

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.



**Are you a mental health and addiction support worker interested in further study?**

Apply now for a Mental Health Support Workers Training Grant and get up to \$2,000 towards your study fees.

[www.careerforce.org.nz](http://www.careerforce.org.nz)

## ITOS Expand Ways of Working Together

Social Services ITO and Careerforce are jointly commissioning an independent feasibility study that will look at ways in which the two ITOs can combine services for the benefit of the wider sector.

The Boards of both ITOs have requested the study, which is expected to be completed by mid-November and which will include an assessment of the benefits and risks of merging the ITOs.

The ITOs already have a Memorandum of Understanding (MoU) jointly to develop qualifications and consult on relevant training matters. However, recent sector feedback has indicated a need for tighter integration between them.

Rory Truell, Social Services ITO Chief Executive, says developing a more unified system between the ITOs will benefit the sector.

There has been a major shift across the sectors towards providing integrated care that supports sustainable outcomes for families and communities, he says.

The wider sector has been giving us strong and consistent messages that we need to support the entire human services workforce to work in a more holistic and integrated context. This feasibility study will be a start to meet that need as well as an action plan to reduce fragmentation and increase sector leadership.

George Nimmo, Careerforce Chief Executive Officer, says the study is a positive move for both ITOs, as well as the sector.

Both ITOs' qualifications are complementary and together provide excellent pathways for the wider sector. Many agencies also employ workers in various fields, not just one. The next natural step is to find out what other avenues we could take toward increased efficiency and effectiveness, he says.

Careerforce focuses on training for the non-regulated workforce in the health and disability sector including mental health, addiction, older persons' health and disability.

Social Services ITO concentrates on training for social work, youth work, counselling, community development and supported employment. Both ITOs are engaged with emerging social and health models, such as whānau ora.



# Aged Care Review Signals Major Workforce Challenges



The aged care residential workforce needs to at least double in the next 15 years if the needs of New Zealand's ageing population are to be met, according to the Grant Thornton Aged Residential Care Service Review.

The Review was released by DHBs, New Zealand Aged Care Association and the Ministry of Health, in September.

According to the Review, the over-65 population will rise from 512,000 to 944,000 by 2026. This population gain will result in an additional 12,000 to 20,000 people requiring aged residential care, and increase the demand for aged residential care staff by 50 to 75 per cent. Auckland is predicted to grow at more than twice the rate of the rest of the country, so demand for aged residential care staff will be highest in this city.

To help avoid worker shortages, the Review recommends developing and evaluating initiatives designed to increase participation in the aged residential care workforce. These initiatives include developing career pathways, the use of technology, ongoing training and support, flexible work options, and fair and sustainable remuneration.

The Review states that increased investment in dementia care, and promoting a higher uptake of specialist dementia training, are priorities. Currently, the nationwide demand for dementia services is estimated to be 2,500 beds, and the Review predicts that this number will increase by at least 150 per cent to 6,300 beds by 2026.

The growing training needs of migrant workers are also singled out. The Review states that the aged residential care sector is increasingly employing overseas trained nurses and caregivers, and there will be an increased need for training for new migrants so that they can become fully productive.

The Review concludes by identifying four scenarios for aged care services in the future:

1. **Improvement in the current approach:** addressing key issues in the current model.
2. **Enhanced professional services in the community:** development of professional services in the community to promote shifts in funding for acute hospital and other services, to other service delivery configurations focused on prevention and quality of life considerations.
3. **Individualised funding:** empowering individuals to make their own choices, thereby reducing central coordination requirements.
4. **Special purpose low income housing for the elderly:** providing joint housing options for older people between their own home and residential care.

Careerforce Chief Executive George Nimmo believes that the review is a timely reminder of the need to invest in training.

A large proportion of the future aged care workforce is already employed in the sector, and renewed emphasis needs to be placed on ensuring that these workers have pathways and incentives available that make it worthwhile to stay, he says.

Careerforce continues to develop qualifications designed so that more people can access and achieve qualifications.

For the aged care sector, the pathway begins with Foundation Skills (Level 2) and progresses to Core Competencies (Level 3), Residential (Level 3) and the Dementia Limited Credit Programme (Level 4). Following calls for higher level qualifications, Careerforce is working to develop qualifications for senior support workers and team leaders.

The full Review may be accessed at <http://nzaca.org.nz/>.



# QUALIFICATIONS AND UNIT STANDARDS — PROGRESS UPDATE



At this stage of the year, it is useful to update you on what is happening in the world of unit standards and qualifications. We have divided these developments into applications now with NZQA; and work in the final development stage and likely to go to NZQA this year.

## Applications now with NZQA

Applications that have recently been lodged with NZQA include:

- **The National Certificate in Health, Disability, and Aged Support (Newborn Hearing Screening)** — a new Level 3 qualification.
- The review of the existing Level 2 Foundations qualification, which has resulted in the proposed, new **National Certificate in Health, Disability, and Aged Support (Foundation Skills) (Level 2)**. This new Foundations qualification, with its slimmed down compulsory section, provides employers and trainees with a wide range of elective choices.
- The review and revision of **41 existing unit standards** to begin populating the recently registered new subfield and domains.
- The **National Certificate in Health, Disability, and Aged Support (Team Management) (Level 5)**. This qualification helps to provide a pathway for those trainees who either currently supervise or manage others, or who aspire to more senior, managerial roles.
- **The National Certificate in Brain Injury Support (Level 4)** - A new Level 4 qualification.
- A new **Core Health** domain — this domain was formerly owned by NZQA, but is in the process of being transferred to Careerforce.
- Two new unit standards in **Breastfeeding**.

## Qualifications in the final stages of development

- The new **National Certificate in Mental Health and Addiction Support (Level 4)**. After 16 months of hard work and wide sector consultation, the new qualification and component unit standards are now in the final stages of internal quality assurance, and planning for various resource solutions is underway. In addition, Te Pou has confirmed with Careerforce that the new qualification satisfies all the requirements of the Let's Get Real framework for mental health. This is very good news for service providers, who were concerned about additional, separate training. There will be optional strands in **Kaupapa Māori, Addiction and Family/Whānau**, as well as elective standards in Older Persons Health; Infant, Child and Youth; and Forensic.
- The **Senior Support Work (Level 4)** qualification is expected to go to NZQA for registration in late October. This qualification acknowledges the higher level skills of experienced and competent support workers. It also provides the opportunity for trainers and assessors to gain an industry relevant qualification with a strand in **Training and Assessment**, obviating the need to undertake a separate qualification in adult education. The following qualifications are also in the final stages of development:
  - **Advocacy (Level 5)** qualification.

For more information please contact:  
Mark Pearce  
Qualification Pathways Manager  
mark.pearce@careerforce.org.nz



The Careerforce website has been redesigned to make it more user friendly. There is now more white space, more imagery, and the content is more specifically targeted at the varying information needs of different users. To have a look go to [www.careerforce.org.nz](http://www.careerforce.org.nz)



# Graduands

## Qualifications Completed

01 June - 31 September 2010

(B) Avondale Lodge  
National Certificate in Community Support Services (Core Competencies)

Lemasani Herbert

(B) Bethesda Hospital Complex  
National Certificate in Community Support Services (Core Competencies)

Diane Eunson

(B) Broadview Rest Home and Hospital  
National Certificate in Community Support Services (Core Competencies)

Sonia Old

(B) Fergusson Rest Home & Hospital  
National Certificate in Community Support Services (Core Competencies)

Cheryl D'Costa

(B) Harbourview Rest Home & Hospital  
National Certificate in Community Support Services (Core Competencies)

Jewelina Livett

Susan Smith

(B) Maidstone Lodge  
National Certificate in Community Support Services (Core Competencies)

Me Jung Park

Merilyn McLaughlin

Rochelle Giray

(B) Merrivale Rest Home  
National Certificate in Community Support Services (Core Competencies)

Margaret Sinden

(B) Parklands Hospital  
National Certificate in Community Support Services (Core Competencies)

Keukho Nam

Sajimi Paul

(B) Remuera Life Care Centre  
National Certificate in Community Support Services (Core Competencies)

Ayako Oyama

(B) Tararu  
National Certificate in Community Support Services (Core Competencies)

Helena Du Preez

Jeanette Martin

Luanne Webster

Yvette Caldwell

Margaret Stirling

Rita Glander

Robyn Clarke

Sandika Hall

Susan O'Brien

Tracey Murray (B) Te Whanau Ltd  
National Certificate in Community Support Services (Core Competencies)

Pernille Grube

(B) Telford Rest Home & Hospital  
National Certificate in Diversional Therapy

Margaret Daly

(B) Waterlea Rest Home  
National Certificate in Community Support Services (Core Competencies)

Deborah Horton

Dominique May

Kerry-Anne Herd

Wendy Firks

National Certificate in Community Support Services (Residential)

Deborah Horton

(B) Winara House Rest Home  
National Certificate in Community Support Services (Core Competencies)

Patricia Lewis

Robyn Lindsay

Sharon Anyan

(PSC) Brightwater Home Incorporated  
National Certificate in Community Support Services (Core Competencies)

Rebecca Whitaker

Trainee (PSC) Chalmers Home  
National Certificate in Community Support Services (Foundation Skills) (Level 2)

Christine Bradley

Dianne Parkinson

Emmie Bebeku

Jean Richards

Susan Woodcock

(PSC) Coombrae Residential Home  
National Certificate in Community Support Services (Foundation Skills) (Level 2)

Lisa Davenport

National Certificate in Support of the Older Person

Ashraf Zayed

(PSC) Home Support New Plymouth  
National Certificate in Community Support Services (Foundation Skills) (Level 2)

Debbie Lawrence

Leonie Smart

Lila Smith

Patricia Wright

Sara Ward

Stephanie Smith

(PSC) Home Support Wanganui  
National Certificate in Community Support Services (Core Competencies)

Sharon Winduss

National Certificate in Community Support Services (Foundation Skills) (Level 2)

Bargray Cudby

Bernice Satherley

Joanne Frost

Marilyn Wallace

Melissa Abraham

(PSC) Kowhaihui Rest Home & Hospital  
National Certificate in Diversional Therapy

Heather Atkinson-Algie

(PSC) Levin Home for War Veterans  
National Certificate in Support of the Older Person

Gail Bruntlett

(PSC) Manawatu Community Support  
National Certificate in Community Support Services (Foundation Skills) (Level 2)

Deborah King/Susan Hutt

(PSC) Presbyterian Home Support - Kapiti  
National Certificate in Community Support Services (Core Competencies)

Margaret Clark

Maureen Darby

Rosemary Reynolds

Sheryl Paterson

National Certificate in Community Support Services (Foundation Skills) (Level 2)

Colleen Murphy

Deborah Cummings

Diana McAuley

Gillian Milllove

Merrell Greenwood

Peter Price

(PSC) Presbyterian Support Central - Wellington  
National Certificate in Community Support Services (Core Competencies)

Alice Sorensen

Carole Stevens

Cheri Lees

Jill Thompson

Manea Allan-Moetaua

Ngametiamoroa Ehu

Patricia Huatahi

National Certificate in Community Support Services (Foundation Skills) (Level 2)

Aloma Lauofo

Anthony Dove

Cheryl Ashton  
Filipina Faatutu  
Moira Thorn  
Wendy Howell

(PSN) Enliven A+  
National Certificate in Community Support Services (Foundation Skills) (Level 2)

Amelia Jagicakiverata

Emeline Fiungataallaise

MaileLuella Beazley

Lusi Utumoengalu

Mavis Scott

Mele Picot

Moana Joensen

Nora Webster

Olivia Pale

Sharen Raj

Sharon Smith

Suliana Mauga

Suman Chand

Susan Bowman

Wendy Manuel

Youzhen Lou

(PSN) Enliven Counties Manukau  
National Certificate in Community Support Services (Foundation Skills) (Level 2)

Adrienne Danilo

Annette Gorman

Coral Brown

Gretta Cowley

Jean Wilson

Latu Pekipiki

Mary Goodare

Ripeka Tekanawa

(PSN) Enliven Tauranga  
National Certificate in Community Support Services (Foundation Skills) (Level 2)

Christine Camenzind

Gail Leith

(PSD) Clutha Home Support  
National Certificate in Community Support Services (Core Competencies)

Louise McLaren

National Certificate in Community Support Services (Foundation Skills) (Level 2)

Carolyn Denston

Heather Upston

Rachelle Morrell

(PSD) Dunedin Home Support  
National Certificate in Community Support Services (Core Competencies)

Julia Manson

National Certificate in Community Support Services (Foundation Skills) (Level 2)

Susan Ford

(PSD) Enliven Taieri  
National Certificate in Community Support Services (Core Competencies)

Eleanor Rodgers

(PSD) Holmdene Rest Home  
National Certificate in Community Support Services (Core Competencies)

Corrina McLevie

Pauline Eder

Sheree Box

(PSD) Home Support Central Otago  
National Certificate in Community Support Services (Foundation Skills) (Level 2)

Linda Melvin

(PSD) Iona Home and Hospital  
National Certificate in Community Support Services (Core Competencies)

Maureen Dale

(PSD) Ranui Home  
National Certificate in Community Support Services (Core Competencies)

Katrina Ruffell

Sandra Beazley

Suzette Battrick

(PSD) Ross Home  
National Certificate in Community Support Services (Foundation Skills) (Level 2)

Gemma Bellby

(PSS) Peacehaven Village IONA  
National Certificate in Community Support Services (Core Competencies)

Trudie De Garnham

(PSS) Presbyterian Support - Southland Region (HO)  
National Certificate in Community Support Services (Core Competencies)

Jo-Ann Ratana

(PSS) Resthaven Village National Certificate in Support of the Older Person

Gloria McDonald

(PSS) Walmsley House  
National Certificate in Community Support Services (Core Competencies)

Aleisha Miller

Daphne Stronach

Deidre McDonald

Hayley McIntyre

Janine Veint

Jennifer Evans

Mary Rolfe

Raylene McIntosh

Shiree McDonald

National Certificate in Community Support Services (Foundation Skills) (Level 2)

Janet Clark

(PSSC) Croft Rest Home  
National Certificate in Diversional Therapy

Carolyn Cook (PSUSI) Presbyterian Support

Upper South Island

National Certificate in Community Support Services (Core Competencies)

Debra Tooby

Donna Brown

Jenny Wilson

Wendy Marshall

Abano Rehabilitation  
National Certificate in Community Support Services (Core Competencies)

Linda Cossey

Patricia Bragg

ABI Rehabilitation - Waitakere  
National Certificate in Community Support Services (Core Competencies)

Juan Cometa

Nathaniel Kenept

Sera Numiamapule

Access Homehealth - Canterbury Region  
National Certificate in Community Support Services (Foundation Skills) (Level 2)

Christine Walker

Kathryn Lovett

Nikki Miller

Susan Haile

Tita Diamante

Wendy Watford

Access Homehealth - Central Region  
National Certificate in Community Support Services (Foundation Skills) (Level 2)

Liane McConchie

Access Homehealth - Greymouth  
National Certificate in Community Support Services (Foundation Skills) (Level 2)

Barbara Foster

Dianne Breeze

Judith Thompson

Kathleen Christie

Michelle Spafford

Rebecca Haussman

Tania Griffin

Access Homehealth - Northland  
National Certificate in Community Support Services (Foundation Skills) (Level 2)

Cynthia Perham

Access Homehealth - Tauranga  
National Certificate in Community Support Services (Foundation Skills) (Level 2)

Shirley Campbell

Virginia Twaddell

Access Homehealth - Timaru  
National Certificate in Community Support Services (Foundation Skills) (Level 2)

Donna Nikora

Admatha Dementia Care National Certificate in Support of the Older Person

Jonathan Ladlad

Vima Dawn Bulquerin

Ali's Home Help  
National Certificate in Community Support Services (Foundation Skills) (Level 2)

Arwen Elkington

Jazmin Dawn Javierto

Kevin Gregory

Ruthanne White

Sherree Taylor

Althorp Private Hospital Ltd  
National Certificate in Community Support Services (Core Competencies)

Judith Rogers

Anglican Care Careforce - Waipau  
National Certificate in Community Support Services (Core Competencies)

Lynnette Rigby

National Certificate in Community Support Services (Foundation Skills) (Level 2)

Diane Lemon

Holly Porteous

Maureen Urquhart

Melinda Campbell

Sarah-Jane McCool

Shirley Baker

Annaliese Haven Rest Home  
National Certificate in Support of the Older Person

Jennifer McBain

Aparangi Residential care  
National Certificate in Support of the Older Person

Aimee Eddington

Aranui Home & Hospital  
National Certificate in Diversional Therapy

Marina MacFarlane

Ashwood Park Retirement Village  
National Certificate in Community Support Services (Core Competencies)

Gail Meltzer

Nanise Leve

National Certificate in Community Support Services (Foundation Skills) (Level 2)

Janeth Barrago

Jamie Yabes

Jitesh Prasad

Suneeta Chand

Atawhai Assisi Home & Hospital  
National Certificate in Diversional Therapy

Annette Whittle

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

Jill Ault

Brackenridge Estate Ltd  
National Certificate in Community Support Services (Core Competencies)

Benonia Saruwaka

Isireli Tawake

Karen Hopkins

Lioudmila Stepanian

Phillipa Muza

Uwe Harald Engel  
National Certificate in Community Support Services (Foundation Skills) (Level 2)

Wendy Johnston

National Certificate in Community Support Services (Foundation Skills) (Level 2)

Brydie Killick

Deborah Manhire



# Graduands

**Johnathon Alexander**  
Braemore Lodge  
National Certificate in Community Support Services (Core Competencies)  
Donna Mitchell

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Frances Walker

**National Certificate in Community Support Services (Residential)**  
Donna Mitchell

**Carter Society Incorporated**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Heather Whyte

**Caughey Preston Trust**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Merihui Mumu

**CCS Disability Action - Gisborne**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Iris Timpany

**CCS Disability Action Waikato**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Alexander Ground  
Darlene McQueen  
Sheryl Conchie  
Viina Beattie

**Christian Healthcare Trust**  
National Certificate in Support of the Older Person  
Angela Te Tai  
Janita Prakash  
Kazal Chand  
Meki Palu Feketi  
Neli Likio  
Wendy Beanland

**Clare House**  
National Certificate in Support of the Older Person  
Julie McKenzie

**Claud Switzer Memorial Trust**  
National Certificate in Support of the Older Person  
Kathryn Davis  
Phyllis Brydon

**Colwyn House & Elmwood (Partnership)**  
National Certificate in Community Support Services (Core Competencies)  
Gaylene Andrews

**Community Living Trust**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Raewyn Avery

**Creative Abilities & Associates Ltd**  
National Certificate in Community Support Services (Core Competencies)  
Rajani D'souza

**Cromwell House Rest Home**  
National Certificate in Support of the Older Person  
Isapeli Hopoi  
Parmjit Singh  
Devon Care Ltd

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Anthony Lochore  
Jess Brown  
Margaret Johnson  
Maria Burr  
Pamela Richardson  
Te Aroha Hodge

**Disabilities Resource Centre**  
**Southland Inc**  
National Certificate in Community Support Services (Core Competencies)  
Bernadette Thomson

Gweneth Wilson  
Ise Todd  
Lexley Edgar

**Disabilities Resource Centre Trust - Whakatane**  
National Certificate in Community Support Services (Core Competencies)  
Barbara Saunders

**Barbara Saunders**  
Rangitakahia Clarke  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Bronwen Fox

**National Certificate in Community Support Services (Human Services)**  
Kerryn Smith

**Disability Information Service**  
National Certificate in Community Support Services (Disability Information Provision)  
Sallyjane Cranfield

**Dunblane Lifestyle Care & Village**  
National Certificate in Diversional Therapy  
Christine McDonald

**Eastcare Residential Home**  
National Certificate in Support of the Older Person  
Belen Soon

**Edith Cavell Home and Hospital**  
National Certificate in Support of the Older Person  
Herminia Pabulario

**Edmonton Meadows**  
National Certificate in Support of the Older Person  
Jaitun Nisha

**Eileen Mary Rest Home Complex Ltd**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Jenin Vargas  
Phyllis Holt  
Sarita Prasad

**Elmwood Village - Oceania group**  
National Certificate in Support of the Older Person  
Janice Nelson

**Forget Me Not Adult Day Care Centre**  
National Certificate in Diversional Therapy  
Sonia Gravatt

**Forward Care Home Health Ltd**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Deborah Michelle  
Diane Grimwood  
Janice Geddes  
Leisa Hamilton

**Franklin Village - Oceania Group**  
National Certificate in Support of the Older Person  
Natalie Sharp

**Geneva Health International - Auckland**  
National Certificate in Community Support Services (Core Competencies)  
Bonito Manirambona  
Marita Van Der Walt

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Audrey Fullerton  
Elizabeth Harris  
Feona Bretherton  
Grant Wilson  
Joseanne Sinclair  
Kiri Parry  
Leanne Reid  
Lenatama Kunst  
Pratima Lal  
Sandra Leonard  
Tereapii Arere

**George Manning House**  
National Certificate in Support of the Older Person  
Alma Batucan  
Camilo Kirong  
Luisa Enoka  
Marilen Gaw

**Glenbrook Rest Home**  
National Certificate in Community Support Services (Core Competencies)  
Collette Gordon

**Glenwood Home**  
National Certificate in Community Support Services (Core Competencies)  
Shona Prue

**Gracelands Insight Learning Academy**  
National Certificate in Community Support Services (Core Competencies)  
Brenda Rowan

**Green Gables - Oceania Group**  
National Certificate in Diversional Therapy  
Joy Furlong

**Healthcare NZ - Alexandra**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Adair Simpkin  
Angela Keenan  
Ann Gilroy  
Ann Rayner  
Anne Ashton  
Carol Hey  
Debra Warburton  
Diane Carbon  
Elma Parkin  
Glenys Warhurst  
Harris Urquhart  
Helen Pentelow  
Hope Hicks  
Ida Treleaven  
Jacquie Matheson  
Julie Alexander  
Karen Hancock  
Kathryn Bailey  
Kylie Goodwin  
Lisa Rodger  
Lynda Green  
Margaret McLean  
Margaret Nicholl  
Margaret Wilkinson  
Ngare Selwood  
Patricia Schadee  
Tina Dryden

**Healthcare NZ - Blenheim**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Adrienne McConnachie  
Doreen Hall  
Elsie Tarrant  
Ethel Goodwin  
Helen Walton  
Isobel Berrill  
Jayne Reader  
Jean Faithful  
Johana Solomon  
Judith Claasen  
Kathleen Donaldson  
Kathleen Maher  
Kimana Cootes  
Laureen Woodcock  
Linda Quinn  
Lisa O'Leary  
Lynnette Whiting  
Margaret McPherson  
Michelle Assink  
Pamela Partridge  
Parehina Briggs  
Rita Penny  
Robyn Cross  
Sharon Brown  
Sharon Ewers

Valerie Oxenham  
Vivienne Hope  
Wendy Waghorn

**Healthcare NZ - Christchurch**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Alison Beale  
Anna-lee Pettersen  
Bernadette Cocks  
Bryan Williamson  
Carol Cox  
Christine Kelly  
Christine Smith  
Dawn Thomas  
Debra Blampied  
Denise Coad  
Dianne Cox  
Evelyn Adair  
Gregory Bell  
John Redden  
Judith Reed  
Kathleen Stafford  
Kay Tate  
Kim Moffett  
Kim-Maree Chapman  
Lisa Tauapai  
Maria Ruka  
Marie Summerson  
Michelle Anquetil  
Nadia Webb  
Neroli Inkersell  
Nicola Ryal  
Paula Walker  
Shaun Fitzgerald  
Tania Schlaadt  
Virginia Goodman  
Wendy Nevin

**Healthcare NZ - Gore**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Deborah Gillum  
Elisabeth Mariu  
Janet Griffiths  
Jennifer Crozier  
Kathryn Stringer  
Laurel Turnbull  
Maureen Barclay  
Sandra Graham  
Sharmaine Keighley  
Shona Bressnell  
Tania Simmonds  
Trudy Gaven

**Healthcare NZ - Lower Hutt**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Alexandra Cummings  
Carole Foxall  
Joy Kaumoana

Michelle McKinney  
Pirihiira Te Paki  
Rose Haapu  
Sheryle Parker  
Tracy Boys-Cheer  
Victoria Hodgson

**Healthcare NZ - Taranaki**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Christine Hekenui  
Hazel Quirk-Fox  
Heather Hackett  
Janene Yardley  
Joelene Corbett  
Josephine Laursen  
Judith Lyon  
Juliet Williams  
Karen Ashford  
Lesia Brown  
Mavis Stieller  
Michelle Campbell  
Pamela Ellison

Patricia Macken  
Rose Cowley  
Sandra Luke  
Sandra Waitkins  
Shirley Yeates  
Susan Atkin  
Vicky Collett

**Healthcare NZ - Taupo**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Aitiani Ash  
Carola Laraj  
Cherie Northcroft  
David Ash  
David Robin  
Delia Luapawa  
Fiona Te Kani  
Frances Waikari  
Lisa Kirby-Williams  
Maria McCreadie  
Renee Collier  
Sarita Hug

**Healthcare NZ - Timaru**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Andrea Stafford  
Bronwyn Fields  
Derryl Hill  
Janice Mehrtens  
Janice Zandbergen  
Judalyn Lorimer  
June Nelson  
Kirstie Dorgan  
Marie De Malmanche-White  
Marie Priest  
Ngaira Clark  
Pamela Fraser  
Pauline Larcombe  
Sarah McCabe  
Shirley Bailey

**Hetherington House**  
National Certificate in Support of the Older Person  
Deborah Tyson

**Howick Baptist Healthcare**  
National Certificate in Community Support Services (Core Competencies)  
Barbara La' Cassie  
Jane Macleod  
Margaret Nairn

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Lois Cook  
Susan Whitiskie

**National Certificate in Support of the Older Person**  
Amrit Singh  
Prabasi Reddy

**IDEA services Buller/Westland Area**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Diane Kavanagh  
Sheree Clark

**IDEA services Christchurch/ North Canterbury Area**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Anare Maro  
Ashwin Nath  
Barbara Ferguson  
Eveli Bogitini  
Francis Smeath  
Helen Carrington  
Kimberly Brough  
Lea Ackroyd  
Leone Ah-dar  
Luanne Salgado  
Lynette Ringdahl  
Myeong Cheol Kang  
Pamela Sinton



# Graduands

Rachael Booth  
Robyn Dahren

**National Certificate in Human Services**

Rosalyn Rewiri-White  
**IDEA services Cornwall/South East Auckland**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Alice Taulotoa  
Anita Singh  
Ashika Lata  
Ashwin Prasad  
Dianne Wallace  
Estelle Hill  
Jasmeel Pahuja  
Loma Smith  
Marree Wu  
Michelle Williams  
Pita Faireka  
Rajeshwar Lal  
Rebecca Adams  
Shaaron Temoni  
Shakuntala Wati  
Shree Chandra  
Subhadra Ram  
Tendai Mufanechiya  
Vijay Das  
Vikasini Prasad

**IDEA services Counties Area**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Carol Pericolini  
Charmaine Boyd  
Daniel Rudd  
Debra Lusby  
Donna-Marie Davies  
Heather Cresswell  
Jeanette Brennan  
Karen Reid  
Mallinda Rosa  
Maria McCall  
Parehikitunga Kani  
Patricia Wilson  
Reynald Jacobs  
Sandra Boisen  
Sandra Clarkin  
Sarah Stringer  
Sharee Ogilvie  
Sheree Hamley  
Sonya Reilly  
Susan Feeney  
Te Waana Hopkins  
Theresa Milka  
Wendy Carey

**IDEA Services Family/Whanau \ Central 1**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Vicky Rombouts  
**IDEA services Hamilton/Waikato/King Country Area**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Lorraine Pemberton  
**National Certificate in Human Services**

Wendy Kreegher  
**IDEA services Hawkes Bay/ Gisborne Area**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Adi Mohammed  
Amanda Slader  
Belinda Barclay  
Elaine Booker  
Judith Cuthbert  
Karama Te Whaiti  
Lee-Anne Douglas  
Lesley Glasford  
Lisa McLab  
Lisa Tamati  
Robyn Slader  
Susan Bennett

Vivienne Brown  
Wairani Vercoe

**National Certificate in Human Services**

Elizabeth McCormack  
**IDEA services Mana/Kapiti Area/Horowhenua**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Alan Gorrie  
Alan Marston  
Angela Brannigan  
Elizabeth Corrigan  
Frances Waters  
Gerda Maybury  
Gillian Norman  
Grant Ashton  
Helen Micallef Avallone  
Hurihia Parai  
Janet Mather  
Janine Manley  
Julie Ireland  
Kelly Priest  
Margaret Morris  
Patrick Fritzsche  
Priscilla Eiman  
Sarah Yuile  
Shirley Taylor  
Te Rina Sturmeay  
Telesia Alaimoana  
Tracy Lee

**IDEA services Manawatu/Rangitikei Area**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Evelyn Barnes  
Glennis Malcolm  
Heeni Elmaz  
Helen Hassell  
Jacob Akepogu  
Janice Jones  
Lenore Beck  
Lesley Boosey  
Margaret MacNeill  
Maxine Movric  
Phillip Ward  
Polly Gemmill  
Rochelle Whakarau  
Shane Morrow  
Sharon Mitchell  
Tariu Purdie  
Taumaoe Paleaee  
Vicky Jenkins

**National Certificate in Human Services**

Hamish Taverner  
Maria Laing

**IDEA services Nelson/Marlborough Area**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Baukje Brouwer  
Bridget Babe  
Candice Wilson  
Katrina Ferris

**IDEA services North & South Taranaki Area**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Anna Lobb  
Anna Saunders  
Annette Kahu  
Barry Matoe  
Celeste Royle  
Christine Brown  
Diane Bridgeman  
Diane Morreseay  
Eileen Stapp  
Geoffrey Welson  
George Smallman  
Janice McLeod  
Jo-anne Corbett  
Joanne Luke/Juanita Barney-Katene  
Karen Patten  
Karloil Pere

Kaysha Pennial  
Kelly Manaia

Kim Aitken  
Kirsty Linnell

Linda Austin  
Lois Parkes

Lynette Bridger  
Mary Blake

Robyn McKone  
Shamima Ali

Tania Simeon  
Tumanako Delamere

Vickie Rolls  
**National Certificate in Human Services**

Isabel O'Donnell  
Shona Murdoch

**IDEA services North Shore Auckland**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Andrew Dykes  
Catherine Ross

Doreen Lovey  
Edmund Aguilar

Joanne Del Carpio  
Jonathan Flutey

Jose Chacko  
Judith Forrester

Julie Antunovich  
Karen Slavich

Martha Manukau  
Matthew Billington

Mouiofa Solomon  
Ota Ta' ufo' ou

Pauline Jamati  
Peter Josephs

Peter Thomas  
Rebecca Lirio

Riria Toftiau-Anania  
Romeo Joseph Dimacali

Sarah Manukau-Apohai  
Seletute Tukuhaikava

Tina Ellis  
Veronica Kurtz

**IDEA services Northland Area**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Aileen Ashman  
Danielle Poata

Justin Tucker  
Kiri Te Rangiri

Kylie Giles  
Lexine Dobson

Lisa Gardner  
Mae Rudolph

Maureen Field  
Michael Collins

Rachel Mellor  
Rangi Franks

Terri Tipene  
Tuini Waiomio

**IDEA services Otago/North Otago/Clutha Area**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Carina Henderson  
Duane Norrie

Hilary Bray  
Janet Arthur

Julie Hanson  
Kimberley Bain

Paul Gouverneur  
Phillipa Wilson

Ruth Maber  
Tania Kennedy

**IDEA services Rotorua/Lakeland/Eastern BOP Area**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Claire Wilson

Esther Finucane  
Luanna George

**National Certificate in Human Services**

Hellen Fox  
Karen Francis  
Mary Russell

**IDEA services South Canterbury/Ashburton Area**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Amanda Prendeville  
Pamela O'Connor

**IDEA services Southland/Gore Area**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Anne Forrest  
Julie Tozer

Steven Tennant  
Wendy Corsan

**National Certificate in Human Services**

Roszanne Davidson  
**IDEA Services Tauranga/Thames Valley Area**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Margaret Jensen  
Rachel Carey

Robyne Treloar  
Rochelle Moss

**IDEA services Wairarapa Area**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Alexandra Beesley  
Christine Cottle

Cynthia Smith  
Denise Cusack

Desiree Adam  
Gloria Namana

Jasmine Gray  
Joseph Eru

Katerina Kemp  
Marama Te Tau

Margaret Bradshaw  
Ngaira Graham

Paul Richardson  
Pauline Muakiholeua

Robin Paurini  
Sheryl Anderson

Tunisia Smith  
**IDEA services Wanganui Area**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Alyson Chapman  
Bruce Pardoe

Cherie Koroheke  
Cynthia Lewis

Darryl Tait  
Desire Schoerle

Donna Spring  
Glyn Ackroyd

Helen Welch  
Jane Amundsen

Jeanette Gray  
Karin Duxfield

Kaye Rainford  
Kristina McLaughlin

Linda Parker  
Marama Edwards

Marilyn Kara  
Megan Fairclough

Patricia Thomason  
Reti Poutini

Roseanne O'Connor  
Sally Couchman

Steven Bonis  
Susan Steele

Trieste Patea  
Tuahine Hansen

Vicki Moase  
Vivien Dunbar

**IDEA services Wellington/Hutt Area**  
**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Anthony Smith  
Elaine Poole  
Emma Cullen  
Gary Marshall  
Helena Pryor  
Leolie Rentsch  
Pareaute Ayres  
Sharmaine Matthews  
Sylvia Loughrey  
Veronica Crampton-Smith  
Yara Peterko

**IDEA services West/Central Auckland Area**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Angel Hunter  
Anna Latu  
Arona Tofaono  
Aruna Naidu  
Barbara Anderson  
Bernadette Reha-Kawenga  
Catherine Hoyer  
Dwayne Young  
Edna Bradley  
Feng De Groot  
Fiona Tuffs  
Hem Kumar  
Howard Walker

Irene Gosden  
Isobel Anania

Jillene Gordon  
Jordana Williams

Lilaa Brown  
Linda Johansson

Lorraine Jobsis  
Mafatua Nielsen

Margaret Simeai-Afamasaga  
Micaela Kristine Mallari

Michael Pummell  
Mohammed Sharif

Mylene Caballero  
Teremona Donovan

Teresa Fitzgerald  
Tessa Livingstone

Thomas Jenkin  
Vasudeva Challapalli

**Ilam Lifecare**

**National Certificate in Diversional Therapy**

Rosemary Smith  
**National Certificate in Support of the Older Person**

Janet Bucag  
**Independent Care Co-ordinators**

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Jenny Laursen  
**Iris National Certificate in Community Support Services (Core Competencies)**

Hellen Smith-Hughes  
Ngaku Dixon

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**

Cheryl Davis  
Kathleen Horne

Lorraine Mackey  
Paul Ryan

Rhonda Van Kempen  
Susanna Cherpakova

**Jack Inglis Friendship Hospital**

**National Certificate in Community Support Services (Core Competencies)**

Emma Kitchin  
**Kaikoura Hospital**

**National Certificate in Support of the Older Person**

Alison Fletcher  
Michelle Broadhurst  
Pamela Edgar



# Graduands

**Kamo Home and Village Charitable Trust**  
National Certificate in Diversional Therapy  
Aileisha Dobson

**Kapiti Retirement Trust**  
National Certificate in Community Support Services (Core Competencies)  
Jeremy Carter  
Kristin Neale  
Sumasafu Inoke

**Karangaora Inc**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Erana Coutts

**Karina Nursing Care Centre**  
National Certificate in Diversional Therapy  
Jude Porteous

**Kate Sheppard Lifecare**  
National Certificate in Support of the Older Person  
Joanne Mora

**Kena Kena Rest Home**  
National Certificate in Community Support Services (Core Competencies)  
Lisa Goudie

**Korowai Aroha Health Centre**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Claire Ryan  
Frances Toi  
Jacqueline Nepia  
Marion Butler  
Raewyn Gavin

**Lakewood Court Retirement Home**  
National Certificate in Support of the Older Person  
Chona JunioEve  
Karen Evalaraza

**Lansdowne Hospital**  
National Certificate in Support of the Older Person  
Ana Lomu  
Susan McLeod

**Lavender Blue Nursing & Homecare Agency Ltd**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Debra Hill  
Lisa Cleeton  
Teresa Iaputuro  
Lexall Care

**National Certificate in Diversional Therapy**  
Josephine Waite

**Lifestyle Choices Ltd**  
National Certificate in Community Support Services (Core Competencies)  
Judith Rogers

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
David Rosewell  
Judith Calloway  
Sandra Bailey

**Lifewise Homecare Services**  
National Certificate in Community Support Services (Core Competencies)  
Kirby Going

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Bianca Wang  
Christine Foga  
Heather Ferris  
Janet Cole  
Judith Huyton  
Leai Pati  
Lelei Savili  
Linda Kauhiva  
Moka Laumahina  
Ninette Skelley

**Madison House Lifecare**  
National Certificate in Diversional Therapy  
Sandra Dick

**Manaaki Oranga**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Cindy Knuckey

**Manor Park Hospital**  
National Certificate in Community Support Services (Core Competencies)  
Eteveni Tuuina  
Sema Ta'Anoa  
Taaitulagi Toti Mase-Afulo  
Tahirih Tuuina  
Tupuasa Mafua

**National Certificate in Community Support Services (Residential)**  
Maria Fuga  
Tupuasa Mafua

**MASH Trust Board**  
National Certificate in Community Support Services (Core Competencies)  
Daryl Murphy  
Noeline Fritchley

**Metifecare Palmerston North**  
National Certificate in Diversional Therapy  
Sheree Oliver-Hulbert

**Millvale House - Waikanae**  
National Certificate in Support of the Older Person  
Teresa Batucan

**Moana House & Village**  
National Certificate in Support of the Older Person  
Janet Randell

**Molly Ryan Lifecare Ltd**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Barbara Cuttbert

**Mosgiel Abilities Resource Centre**  
National Certificate in Community Support Services (Core Competencies)  
Beverley Clarke  
Shirley McMullan

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Diane Temison  
Kim Hill

**Nelson Marlborough District Health Board**  
National Certificate in Community Support Services (Core Competencies)  
Lynette Phipps

**National Certificate in Community Support Services (Human Services)**  
Jahn Morris  
Katrina Hanson  
Lynn Scotson  
Suzanne Harding

**National Certificate in Community Support Services (Intellectual Disability)**  
Brendon Johnson  
Lynn Scotson  
Matthew Nieuwlands  
Patricia Overton  
Suzanne Harding

**Ngati Porou Hauora Inc**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Karen Taylor

**Ngati Whatua o Orakei Health Centre**  
National Certificate in Community Support Services (Core Competencies)  
Imeleta Palmer

**Norfolk Lodge Waitara Limited**  
National Certificate in Support of the Older Person  
Sandra Sparey  
Wendy Morrell

**Nurse Maude**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Anne Trollove  
Averil Carpenter

Barbara Hornblow  
Cara-Leigh Emadi  
Carolyne Edmonds  
Fa'alagalagi Teonea  
Janice Stephenson  
Kathleen Adams  
Kathleen Curtis  
Kathleen Smith  
Maria Kett  
Maureen Peter  
Susan Clement

**Nursing New Zealand - Christchurch**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Joanna Macky  
Rosemary Raxworthy

**Nursing New Zealand - Dunedin**  
National Certificate in Community Support Services (Core Competencies)  
Hayden Murray

**Omahanui Special Care Unit - Omahanui Group**  
National Certificate in Diversional Therapy  
Suzanne Butters

**Pacific Island Homecare Services Trust**  
National Certificate in Community Support Services (Core Competencies)  
Anna Teresa Schuster  
Arlene Smith  
Naisaane Valahulu  
Jean Marona  
Mereseini Laladakai  
Rongo Unuia  
Shaneeta Kumar  
Soteria Peo  
Suresh Chand  
Susana Silini'u

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Alzaria Marsh  
Amber Sands  
Atoa Lole  
Banho Yang  
Dean Blackwell  
Elena Ulitau  
Emily Samuel  
Feroimi Asai  
Jafar Bostanin  
James Cattell  
Kaylene Shepherd  
Krishna Chand  
Leua Luamanu  
Maliaulu Fifita  
Maraea Manukau  
Matilda Lopati  
Michele Rewi  
Nadia McFall  
Pratima Kumari  
Sashikala Mani  
Seini Cocker  
Talaipuu Kuresa Fogi  
Tutai-O-Pokotea Ioane

**PACT**  
National Certificate in Community Support Services (Core Competencies)  
Bridget Browne  
Daniel Cheshire  
Ilan Avraham  
Lynette Fraser  
Nataasha Stubbs  
Nicolette Hall  
Paul Christos  
Sarah Kingipotiki  
Timothy Moore

**National Certificate in Community Support Services (Intellectual Disability)**  
Joan Rawle

**Palm Grove Oceania Group**  
National Certificate in Support of the Older Person

Sanjeshni Lata

**Palmerston Manor - Oceania Group**  
National Certificate in Diversional Therapy  
Patricia Callaghan

**Panacea Healthcare**  
National Certificate in Community Support Services (Core Competencies)  
Dianne Walsh  
Heather Steele

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Janice Mackenzie  
Kerri Swale  
Michael Burns

**Pharmacy 547**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Anna Odmark

**Piki Te Ora Nursing Services**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Clifford Rona  
Janine Lineham

**Porch Ltd (Porirua)**  
National Certificate in Community Support Services (Core Competencies)  
Justine Jensen

**Premier Health Care**  
National Certificate in Community Support Services (Core Competencies)  
Christine Vanderbyl

**Puhinui Homes Trust**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Angela Hattie  
David Hall

**Pukekohe Homes Trust**  
National Certificate in Support of the Older Person  
Shirley Tupaea

**Puriri Court Resthome & Hospital**  
National Certificate in Community Support Services (Core Competencies)  
Judith Stack

**Radius Arran Court Rest Home and Hospital**  
National Certificate in Diversional Therapy  
Kathleen Jones

**Radius Peppertree Care Centre**  
National Certificate in Diversional Therapy  
Pierre Lamain

**Radius Potter Home**  
National Certificate in Support of the Older Person  
Stephanie McAra

**Raeburn - Oceania group**  
National Certificate in Support of the Older Person  
Gladys Tomlinson

**Ranfurly Manor Rest Home**  
National Certificate in Community Support Services (Core Competencies)  
Jannifer Shah  
Kelly Roberts

**National Certificate in Community Support Services (Residential)**  
Jannifer Shah  
Kelly Roberts

**Resthaven Oceania Group**  
National Certificate in Support of the Older Person  
Heidi Leyson

**Richmond New Zealand Christchurch**  
National Certificate in Community Support Services (Core Competencies)  
Barbara Renata  
Carolyn Illing  
Julie Hill  
June Diamond  
Linda Brailey  
Lisa Wilson

Lucinda Dorset  
Margaret McDonnell  
Virginia Mutevere

**Rodney North Harbour Trust Inc**  
National Certificate in Community Support Services (Core Competencies)  
Alexey Smimov  
Andrea Ruddy  
Angela Wooller  
Anita August  
Carol Smith  
Cheryl Bogue  
Cheryl Rogers  
Christine Scott  
Claire Pearson  
Corinna Meek  
Debbie Laird  
Denise Hunter  
Elena Smirnova  
Elizabeth Browne  
Esther Eccles  
Glenys Rundstrom  
Helen Laird  
Jennifer Coleman  
Jillian McWhinnie  
Joanne Elliott-Jones  
Judith Hoey  
Kathleen Stevenson  
Kirstyn Pacey  
Leila van de Ven  
Lesley Bale  
Luafu Milo  
Lynda Horomia  
Maggie Simms  
Maggie Simms  
Pauline Moir  
Ruth Irwin  
Sabine Mahler  
Sylvana Liefing  
Wendy George  
Wendy Jones

**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Christine Hunt  
Deborah Patrick  
Glynis Edmonds  
Heather Leslie  
Irene Falleni  
Maxine Harkins

**Rosewood Rest Home & Hospital**  
National Certificate in Community Support Services (Core Competencies)  
Nataasha Hardaker

**National Certificate in Diversional Therapy**  
Janice Chinnery

**Ryder-Cheshire Foundation (Manawatu)**  
National Certificate in Diversional Therapy  
Karin Bishop

**Ryman - Anthony Wilding Retirement Village**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Barbara Smillie  
Carol Bunting  
Elizabeth Bradford  
Julie Gill  
Ndanatseyi Manyuku  
Paige Smith  
Sarika Prasad  
Sharon Simpson

**Ryman - Ernest Rutherford Retirement Village**  
National Certificate in Community Support Services (Foundation Skills) (Level 2)  
Ailsa McKenzie  
Allan Robinson  
Angela Lindup  
Angela Manners  
Ann Bowden  
Debbie Hawthorn  
Hannah Fussell  
Jessica Brougham



# Graduands

Jill Hague  
Jocelyn Westbrook  
Karen Whitt  
Raewyn Flyger  
Teresa Churchill  
**National Certificate in Support of the Older Person**  
Jayne McLlroy  
**Ryman - Glamis Private Hospital**  
**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Patricia Brook  
Rachael Fiveash  
Sarah Kennedy-Maxwell  
Ynys Cadogan  
**Ryman - Julia Wallace Retirement Village**  
**National Certificate in Community Support Services (Core Competencies)**  
Gillienne MacDonald  
anessa Yarrall  
**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Anthony Bailey  
Benita Edwards  
Doreen Payne  
Gillienne MacDonald  
Irene Allen  
Jennifer Caldwell  
Judith Edgar  
Karen-Ann MacDonald  
Kelly Stallard  
Rosemarie Fitness  
Sandra Hodson  
Valerie Daw  
Vanessa Yarrall  
**National Certificate in Community Support Services (Residential)**  
Gillienne MacDonald  
Vanessa Yarrall  
**Ryman - Malvina Major Hospital and Retirement Village**  
**National Certificate in Support of the Older Person**  
Martley Mitikulena  
Navy Phol  
**Ryman - Margaret Stoddart Retirement Village**  
**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Gina Downes  
Gina Minty  
Lantan Senabong  
Liwliwa Columba Albornoz  
Lynette Neale  
Tricia-Anne Tallott  
**Ryman - Princess Alexandra Retirement Village**  
**National Certificate in Support of the Older Person**  
Leanne Nukunuku  
**Ryman - Rowena Jackson Retirement Village**  
**National Certificate in Community Support Services (Core Competencies)**  
Babita Babita  
**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Alice Schreurs  
Benjamin Daly  
Darlene McEwan  
Emma Hutton  
Evelyn Short  
Helena Payne  
Maureen Barron  
Mohini Olds  
Tina George  
**National Certificate in Diversional Therapy**  
Suzanne Chatfield

**Ryman - Shona McFarlane Retirement Village**  
**National Certificate in Community Support Services (Core Competencies)**  
Benjamin Hungerford-Morgan  
**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Carole Rudman  
Glory Molenaar  
Nuao Sipaia  
Sashi Bali  
Vaaigna Tovia Leo  
Vicky Woodgyer  
**Ryman - Woodcote Retirement Village**  
**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Caijuan Zhu  
Maria Rolton  
Marion Attewell  
Mary Ann Busch  
Ronita Prasad  
Sharyn Ward  
**Selwyn Foundation, Selwyn Village, PT Chevalier**  
**National Certificate in Support of the Older Person**  
Firmus Ferede  
Mazmun Bibi  
Ronita Prasad  
Sujatha Sivakanthan  
**Spectrum Care**  
**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Analuti Fineleuiaki  
Bernadette Powell  
Dustin Misileki  
Etefera Ngaata  
Evgenia Kolesnikova  
Fapene Tuailavao  
Feinga Talakai  
Joanne Meldrum  
Julianne Stanaway  
Lamotasofimo Hasini  
Leautuli Sua  
Lee Christiansen  
Lisa Manaia  
Margaret Bennett  
Melanie Bourgeois  
Pelenaise Fehoko  
Sharron Attwood  
Suamili Tuilaepa  
Umesh Kumar  
**St Allisa Court**  
**National Certificate in Support of the Older Person**  
Bronwyn Noble  
Heather Hallinan  
**St Joans Private Hospital & Resthome**  
**National Certificate in Support of the Older Person**  
Helen Higson  
**St Patricks Home & Hospital**  
**National Certificate in Community Support Services (Core Competencies)**  
Janice Abellon  
Shi Ru Wang  
Summerset - Trentham  
**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Gagandeep Sahni  
Lalaine Joy Nidua  
Lorna Hogg  
Muluga Saula  
Robyn Goldstone  
**Summerset in the River City**  
**National Certificate in Diversional Therapy**  
Anne Peake

**Supported Individualised Lifestyle Choices**  
**National Certificate in Community Support Services (Core Competencies)**  
Phillip Moir  
**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Abigail Theobald  
Alecia Dickson  
Andrew Nash  
Angelica Old  
Annelieke De Vries  
Belinda Urquhart  
Elaina Dales  
Hone Moetara  
Ian Murray  
Kelmean Vukona  
Linda Stacey  
Lisa Fowler  
Makareta Desai  
Marie Borell  
Merrill Simpson  
Rosanne Van Driel  
**Te Hauora O Te Hiku O Te Ika Trust**  
**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Georgina Christensen  
Maringinoa Wetera-Wood  
Tracey Heka  
Vanessa Wringi  
**Te Hauora Pou Heretanga**  
**National Certificate in Community Support Services (Core Competencies)**  
Carleen Broughton  
Clive Shepherd  
Gayle Thomson  
Karen Duckett  
Karen Teller  
Kelly Davy  
**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Beryl Ahie  
Choon Lian Foote  
Clare Thomson  
Dennis Murray  
Leanne Snooks  
Sheryl Jubb  
Tracy Low  
Wiira Tutahione  
**Te Kauwhata Retirement Trust**  
**National Certificate in Support of the Older Person**  
Elaine Miller  
Elizabeth Robin  
**Te Roopu Taurima O Manukau - Whangarei**  
**National Certificate in Community Support Services (Core Competencies)**  
Barney Edmonds  
Edward Pikaahu  
Georgina Peters  
Haven Parrish  
Kathleen Karena  
Selwyn Peters  
Tangiahua Churchward  
Wayne Mutu  
**Te Roopu Taurima O Manukau Trust**  
**National Certificate in Community Support Services (Core Competencies)**  
Casey Panapa  
Clive Prescott  
Dominica Albert  
Herbert Muller  
James Tavaga  
Margaret Tamatu  
Robbie Mariner  
Siniva Schwalger

**The Wood Retirement Village**  
**National Certificate in Support of the Older Person**  
Karissa Wilkes  
**Total Care Health Services**  
**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Angela Fink  
**Trinity Home & Hospital**  
**National Certificate in Community Support Services (Core Competencies)**  
Deborah Morrison  
Irene Hurley  
Linley Evans  
Pauline Kennedy  
Sarah Haack-Rangi  
**National Certificate in Community Support Services (Residential)**  
Viddaya Wati  
**Vaka Tautua (Porirua)**  
**National Certificate in Community Support Services (Core Competencies)**  
Faauuga Seumanutafa  
**Villa Gardens - Oceania Group**  
**National Certificate in Support of the Older Person**  
Brian Balmoria  
Radharani Stead  
**VisionWest Community Trust**  
**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Carrolyn Hollett  
Evelyn Kite  
Fannie Hendriana  
Jivan Ross  
Katoon Lurman  
Leah Murray  
Lynette Casson  
Marialuz Brown  
Pamela O'Sullivan  
Stuart Abson  
**Waikato Hospital**  
**National Certificate in Community Support Services (Vision and Hearing Screening)**  
Angela Treadaway  
Cora Walker  
June Ganley  
Vicki Dixon  
**Wairarapa District Health Board**  
**National Certificate in Community Support Services (Core Competencies)**  
Alice Williams  
Mary Collins  
Sarah Bailey  
Vicki Cooper  
**Waitemata District Health Board**  
**National Certificate in Community Support Services (Vision and Hearing Screening)**  
Mona Pataka-Marikena  
**Wanganui District Health Board**  
**National Certificate in Diversional Therapy**  
Lisa King  
**Waverley Rest Home**  
**National Certificate in Diversional Therapy**  
Margaret Robertson  
**Wellington Hospital**  
**National Certificate in Community Support Services (Core Competencies)**  
Faye Brown  
Fiona Jackson  
Geraldine Lord  
Marietta Tia  
Pamela Darbyshire  
Vitolia Esekia

**West Coast District Health Board**  
**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Diane Healey  
Eleanor Buchanan  
Karen Doidge  
Lynette Duncan  
Mary Cook  
Rebecca Lankshear  
Rosemary Williams  
Yvonne Clemett  
**Whare Ora Rest Home**  
**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Margaret Reiri  
**Woodlands (Fielding)**  
**National Certificate in Community Support Services (Foundation Skills) (Level 2)**  
Marysan Briones  
**Woodlands (Palmerston North)**  
**National Certificate in Support of the Older Person**  
Carol Adams

**Apology:**  
We would like to apologise to Margaret Robertson and Waverley Rest Home for our error in the last edition of Careertalk. We listed Margaret as completing her qualification at Atawhai Lifestyle Care & Village, but that should have been Waverley Rest Home. We sincerely apologise.

