Annual Report 2013

Improving the quality of health and wellbeing in the community through education and training.
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Welcome

TE TOI PUKENGA - THE ART OF CREATING SKILLS AND THE JOURNEY OF LEARNING

Mihi
E ngā mana, e ngā reo, e ngā karangatanga maha, huri awhiota i ngā topito o te ao turoa, tenā koutou katoa.

Me hoki ngā mahara ki a ratou kua wheturangitia. Ko tatou nei ngā uri whakaheke o ratou ma, tenā koutou, tenā koutou, tenā tatou katoa.

Nau mai, piki mai ki te purongo nei o Te Toi Pukenga hei kawe atu i ona whakatutukitanga mo te tau kua taha ake.

E ai ki ngā korero a kui mā a koro mā “Ko ngā pae tawhiti whaia kia tata, ko ngā pae tata, whakamaua kia tina”

Welcome one and all
Let us acknowledge those amongst us who have passed on, and also acknowledge those who keep their dreams alive.

This report outlines Careerforce’s achievements in 2013.

In the words of our elders: “the potential for tomorrow depends on what we do today.”

Training Improves The Quality Of Care, Support And The Quality Of Life

A trained and qualified workforce is likely to become a requirement as demand for service and consumer awareness increases.

ACC is already paving the way, requiring 75% of the Home and Community Support Services workforce to be trained and qualified with a national qualification.

We know that training results in improved safety, reduced errors, and more informed reporting.

With appropriate level training in place, learners will gain the required skills, confidence and knowledge to develop.

In 2013 Careerforce worked with 11,588 learners to achieve national qualifications.
Our Learners

I am pleased to report Careerforce achieved an important milestone during 2013; the 10,000th Level 2 Foundation trainee’s graduation. I extend my personal congratulations to Community Support Worker Karen Kell who works for Idea Services (IHC). Based in Motueka, Karen’s job is divided between residential and independent living support for people with intellectual disabilities.

Karen completed the National Certificate in Health, Disability, and Aged Support (Foundations Skills) Level 2 and attained this significant milestone for health and disability employers and Careerforce.

Throughout this year’s annual report you will read more about the successes of our learners and the difference they are making each day to the wellbeing of New Zealanders; this is a goal we at Careerforce share with our learners and employers.

Partnerships and Mergers

Building Services Contractors ITO merger

Building Services Contractors ITO (BSCITO) merged with Careerforce on 1 January 2013. The merger was in line with the Government’s aim to strengthen and simplify the industry training sector. The two organisations are now fully integrated thanks to the continued engagement and leadership of the BSC Advisory Board. The Advisory Board was formed at the beginning of 2013 to oversee the integration activities and to develop training strategies. I am pleased to report we have seen an increase in training outcomes achieved through new and more relevant training programmes introduced by Careerforce in 2013 and we are optimistic about the potential for the future.

Health Workforce New Zealand partnership

Health Workforce New Zealand (HWNZ) and Careerforce are working together to develop a workforce action plan that will focus on the development of the health and disability Kaiāwhina workforce.

Across New Zealand more than 12,000 support and care workers are undertaking workplace training annually. This is but a small percentage of the estimated number of workers in the non-regulated health, mental health, aged care, public health and disability services sectors. At the time of writing we have identified 63,000 support and care workers from recent census data.

We need to plan for the development needs of this workforce to meet future requirements for their contribution as valued members of an integrated service delivery team seeking to improve health and wellbeing outcomes. In responding to this need the Boards of Health Workforce New Zealand (HWNZ) and Careerforce have agreed to work in partnership and fund the development of a workforce action plan.

You can follow the progress of this joint project at our Careerforce website. http://www.careerforce.org.nz/kaiawhina/

Employers and Trainees Can Access Funding Through Careerforce

Careerforce can provide funding to assist with both training and assessment.

Assessment Support Programme

The Assessment Support Programme (ASP) is now in its second year, and will run to the end of 2015.
The programme offers financial support to employers of up to $1,560 per trainee, an increase from the previous year to reflect the increased cost of supporting workplace assessments. This programme has now provided financial assistance to support more than 3,000 trainees, giving out more than $1 million in payments to support the assessment process.

**John Garlick Awards**

This Award was established in memory of John Garlick, the former Chairman of the Building Services Contractors Industry Training Organisation (BSCITO), a long-standing and respected member of BSCNZ, and was a strong advocate for training and education in the cleaning sector. The award is given annually to fund further education for people working in the building service industry. The winners of the John Garlick Award are Donna Daniels and Karen McGreath. Both these people will now be able to make more of a difference to their company, and have an educational role for other staff members. On behalf of Careerforce, I warmly congratulate both Donna and Karen on their commitment and motivation.

**MENTAL HEALTH WORKERS TRAINING GRANT**

Careerforce has secured funding to allocate 506 grants annually. The grant is funded by the Ministry of Health to assist trainees with training costs. Trainees enrolled in a national certificate can receive up to $2,000 and diploma trainees can receive up to $2,500.

To find out more about the grant go to [http://www.careerforce.org.nz/employers/fees-funding/mental-health-training-grant/](http://www.careerforce.org.nz/employers/fees-funding/mental-health-training-grant/)

**ACKNOWLEDGEMENTS**

As employers provide more training and development for their staff, they are investing in better outcomes for those in their care and, in so doing, they are supporting Careerforce in achieving its goals. I should like to acknowledge the sustained increase in training we’ve seen over the last four years, during which the number of completions and qualifications has more than doubled. New Zealand’s demographics indicate that this trend must continue.

It is a privilege to chair the board of Careerforce and I should like to thank our employees, who have shown loyalty and dedication during periods of uncertainty in the last two years, and our excellent senior executive team headed by our CEO, Ray Lind, with his calm positive leadership. My job is also made easier by the continuing support and valuable counsel I receive from all our board members. It is invidious to name individuals, but I must thank Chris Harris in particular as Deputy Chair, who unfailingly steps up when needed. During the year, we farewelled two board members, Colin Hayes and Meng Cheong. Both had been highly valued members of the board and I offer them our thanks and very best wishes for the next stages in their careers.

We have also been fortunate in welcoming two new board members, Derek Wright and Julie Haggie. In their relatively short time as directors to date, they have already made valuable contributions.

“Training and development is one of the best investments any organisation can make in its staff. We have seen staff grow and develop, increased staff confidence and better outcomes for clients.

It is important that career pathways exist and are achievable. Not everyone wishes to move up the ranks but for those who do, learning and development is the key. It is great for an organisation and its employees to see colleagues climb the ladder.

We all need workforce intelligence and benchmarking to inform our decisions – unless we do both, how do we know we have the workforce we require and, more importantly that we are making the right decisions for the future workforce.”

DEREK WRIGHT, CAREERFORCE DIRECTOR, MENTAL HEALTH AND ADDICTION
EMPOWERING EMPLOYERS

Careerforce is determined to empower employers in their vital work of supporting and improving population health and community well-being. As our trainees transfer their learning to their workplaces, the health and well-being of the people they support will improve. Happily, the overwhelming evidence is that well-trained staff are more productive and remain in their jobs longer than untrained staff, with obvious implications for business sustainability and profitability.

Careerforce has had an outstanding year, achieving targets, building significant partnerships and working alongside a number of organisations to plan for and promote the workforce that we support.

Careerforce met its Standard Training Measure (STM) target for the year of 3,200. This target was a 20% increase on the previous year, and the people within Careerforce showed dedication and determination in achieving this goal.

PARTNERSHIPS THAT WORK

As mentioned by Chairman, Richard Westlake, this year also saw Careerforce join forces with Health Workforce New Zealand (HWNZ), to collaborate on a planning project for the future of the workforce covered by Careerforce. This is a milestone for the industry. Never before has there been such commitment and collaboration shown in planning and resourcing our entire workforce. It is also an investment in the future, and will bring official recognition of the importance of the unregulated workforce. This work will pave the way towards greater integration of care and recognition of those who deliver it.

For the health and wellbeing of our community, we need a trained and educated workforce that is prepared now and into the future, and this plan will go a long way towards providing that.

Careerforce CEO Ray Lind, with Salina Qoroya, receiving her Level 3 Certificate in Health, Disability and Aged Support (Core Competencies).

During the 2013 year Careerforce also led the Qualifications Review for the health, aged care, disability, social services, and whānau ora sectors. The goal of the Qualifications Review was to ensure qualifications were relevant, fit for purpose and future-proofed so that they better support the workforce to deliver safe and quality services to clients.

This work required an enormous amount of sector engagement and discussion, which has been managed by the team at Careerforce, with the active support of the Board.

After consultation and development, Careerforce submitted a proposed suite of new qualifications to the New Zealand Qualifications Authority (NZQA). While our proposed qualification suite has undergone some significant changes based on NZQA’s feedback, a revised qualification suite has now been approved. In 2014 we will begin the next phase of development for the new qualifications, engaging with stakeholders and continuing to develop the qualifications. This work is an investment in the future of Careerforce, the workforce we support, and the communities they support. Again, this positive outcome has been achieved thanks to the energy and commitment of the Careerforce team, who will continue their outstanding work in the coming year.
Another achievement in the 2013 year was an increased focus on learners, and this too will continue into the coming year. Careerforce launched the Skills Boost programme, offering all Level 2 and 3 trainees a short literacy assessment coupled with support where it was needed. This enables Careerforce to better prepare trainees for their learning journey, and to support their learning. From 1 January 2014 all Level 2 trainees will be required to complete this assessment, to make sure support is available where it is needed.

I have no doubt that the coming year will also bring its challenges and demands; however Careerforce is looking forward to an exciting year and a new way of working. Careerforce will become more flexible, customer-centred and future-focused. It will continue to collaborate at a strategic level with Government and others, and it will continue to grow.

None of this work would be possible without the energy and commitment of the Careerforce team and our Board. I am grateful for their hard work and would like to thank them and acknowledge their sheer dedication in making this happen.

I would like to make special mention of the contribution that our independent Chair, Richard Westlake, makes to the organisation and the support, help and guidance he provides.

Celebrating Success

A letter from Jyoti Rajesh, Senior Dental Assistant at Auckland Regional Dental Service, Waitemata DHB – graduate of the Health Assistants Qualification at Waitemata DHB

I would like to take this opportunity to give my heart-felt thanks to my managers, course co-ordinators, verifier, assessor, and my lovely colleagues for their whole-hearted support without which I wouldn’t have been able to complete this course successfully. I also thank the senior management for giving me the opportunity to do this course.

I have returned to study for this course after more than 20 year’s break since my last qualification. This qualification is also very special to me as it is my first formal qualification attained in New Zealand. Though the course was intense and involved a lot of hard work, I did not feel too pressurised, as I had the support of my assessor and verifier who provided guidance. The first few units took more time to get through as I had to get my head around what was needed, but it became easier as I progressed.

The course helps the trainee to go over every aspect of patient care. It helps the trainee to think beyond scope of practice and provide care to the highest possible degree and in the best possible way, within the boundaries of their roles and responsibilities. The course not only helps the trainee to think and work closely with the health professional efficiently but also trains to seek support, interact and communicate with other support services to help the most-needy patients in the service.

Personally I have gained a lot from doing this course and this I believe will help me put my learning into practice. Going through the course I have realised how well the legislations have already been incorporated in the service. I also realised how thorough the training provided to all new employees actually is.

I am indeed proud to be working with the Auckland Regional Dental Services, an organisation that not only cares for its clients, but also provides all the facilities to its employees to work in a safe and secure environment.

Thank you.

Jyoti Rajesh
Workforce Development
CELEBRATING LEARNERS AND EMPLOYERS

Foundation education was in demand in 2013, with enrolments increasing from the previous year. In 2013 Careerforce also provided Initial Assessor Training for over 200 assessors around the country and over 320 assessors participated in professional development and moderation.

“Our investment in workplace learning has contributed significantly to staff satisfaction and engagement, and has been a catalyst in improvement to outcomes for the people we support.

Starting down the learning pathway is key for many of the staff that are attracted to the sector. They bring aroha and aligned values to the job but are hampered by a feeling of failure in traditional learning contexts. Success at foundation skills leads to a new commitment to ongoing learning – people will participate in training if it is relevant, tailored to individual learning styles and recognised and celebrated by the organisation.

Training also leads to a safer work environment – and more importantly a safer context for the customer in terms of rights, service, quality and outcomes. Training has certainly had a great influence on service quality and has reinforced key service integration strategies.

Training is also a potent force to improve staff satisfaction and engagement, and is considered by the staff to be comparable with pay increases as a form of incentive.

The future individualisation of services will require a more eclectic set of staff skills and a more flexible approach to service delivery and the future job market will need to respond accordingly.

New Zealand is a multicultural society and we need to be more sophisticated in our focus, to tailor learning programmes to suit the specific cultural and learning style differences of our workforce.”

CHRISS HARRIS,
CAREERFORCE DIRECTOR, DISABILITY

Chris Harris, Careerforce Director, Disability, and CEO of Spectrum Care
Aria’s story – supporting others

Aria Tauroa’s love of learning has seen her go from Careerforce student to Careerforce teacher.

Aria, who works for the Huakina Development Trust as a home support worker, started her training back in 2006 with Levels 2 and 3 and has also completed her Assessor Training. She now helps her colleagues to complete their own qualifications, and then assesses their work.

Aria says the best part of being an assessor is seeing other people have a ‘light bulb moment’ when they are doing their training.

“For nine out of ten people, the knowledge is already in their heads,” Aria says, “all they need to do is write it down. Once they’ve written it down, they really retain it.”

Aria says often people assume they aren’t capable of doing the work at the outset.

“They think of themselves as dumb, but once we break it down they really get it. I’ve even had a couple of them ask me if they can get started on the next Level, before they’ve even finished this one!” Aria says.

However, what works for some might not for others, and Aria has had to adopt a variety of teaching styles. Some people like to read information, and others would rather discuss the topic, and Aria helps each person to make their own way through the information.

Along the way, Aria’s style has developed something of a reputation.

“Aria is the daughter of a school teacher. She says there was always someone being taught in the house, whether it was her own family or someone her mother was tutoring, and everyone was encouraged to read.

Aria says she can see a future for her workforce where all staff will be expected to be certified, or working towards it, something she has always advocated for. Her own employer is already there. All home support staff that work for Huakina either need a Level 2 qualification, or be enrolled in doing one.
CLEANING UP

A change led by industry expert advisors

Careerforce and the Building Services Contractors ITO (BSCITO) merged on 1 January 2013.

BSCITO Chair Bob King said “the merger is beneficial for both ITOs, in terms of representation, support and services”.

“With new assessments in place, national workshops in operation and learning materials that better reflect industry needs we are already seeing an increase in demand for national cleaning qualifications”, says Jill Ovens, Chair of the Industry Advisory Board.

Cleaning training became more efficient in October 2013 with Careerforce’s new integrated learning package. New workbooks and user-friendly assessments were tailored towards three different settings:

- residential facilities
- hospitals and
- commercial cleaning

Careerforce now has 27 registered assessors and seven mobile assessors to support the increased demand for training.

Pest Management qualifications are going through significant change with the urban and rural qualifications both under review. Careerforce has been working closely with the Primary ITO to merge the qualifications.

Careerforce has also been working closely with training providers to ensure there is a suitable training programme once the review is complete.

Cleaning workshops support more learners

In November 2013, cleaners in the Hawkes Bay were given an opportunity to complete the National Certificate in Cleaning and Caretaking (Level 2) in a classroom and workshop environment. This was a pilot scheme run by an independent expert educator to determine if the classroom setting would support our learners.

The program has been rolled out nationally and is proving successful.
LEVEL 4 TRAINING IN THE WORKPLACE

Careerforce continues to support higher level learning in the workplace.

One example of this is the Mental Health and Addiction Level 4 National Certificate. After a successful pilot by Framework Trust and PACT, the National Certificate was introduced as an employer-led qualification in May 2013. By the end of 2013, 84 trainees were completing this qualification in their workplace.

Following a successful pilot by Laura Fergusson Trust (Christchurch) and ABI Rehabilitation, the Brain Injury Support Level 4 National Certificate was introduced as an employer-led qualification in May 2013. By the end of 2013, 36 trainees were completing this qualification in their workplace.

Auckland’s ABI rehabilitation celebrated a big milestone during the year with their first Brain Injury Support (Level 4) graduation. ABI provide rehabilitative support for people who have been through a brain injury or stroke. They are committed to developing their staff and providing quality support, and have worked closely with Careerforce over the past two years to develop and pilot this training in their workplace.

Founding director and manager of ABI Max Cavit said “it was a big day for graduates”. He spoke about his passion for enabling the people they support to make the most out of life. “This kind of training is only possible with the support and encouragement of your workplace and ABI have gone way above and beyond”. ABI also helped to enable other workplaces and brain injury support workers to achieve this qualification, which is a wonderful collaborative step.

There is no downside to up-skilling your staff. The worker benefits, the resident benefits and the employer benefits. Making learning easier for staff is important. If learning was easy then they would already have done it. Therefore, we need to facilitate group learning and learning support so that every person is able to maximise their learning opportunities.

FIONA PIMM, CAREERFORCE DIRECTOR OF MĀORI ASPIRATIONS

Auckland’s ABI Rehabilitation celebrated a big milestone this year with its first Brain Injury Support (Level 4) graduation.
OUR WORKERS SPEAK OUT FOR TRAINING

Supporting more youth workers through skills recognition

A total change in assessment for one of Careerforce’s youth work qualifications has been popular with its first round of trainees.

For the first time the National Certificate in Youth Work Level 3 has been assessed holistically. The new approach to the assessment recognises that a lot of people working in the sector are ‘qualified by life’, rather than having traditional qualifications.

Ben Mashiter, Careerforce Workplace Adviser, says the new form of assessment is a way to acknowledge people’s experience and inherent knowledge, and for them to receive a qualification as a result of it.

Rather than working through a traditional learning programme, trainees are assessed through conversation, collecting evidence, case studies and project work, he says.

“It’s not a ‘sit-at-your-desk’ programme, it’s acknowledging that a lot of people will already have these skills and knowledge, without having gone through a formal process.”

Feedback from the trainees that have gone through the new assessment approach has been very positive, he says.

“The feedback we have had has been awesome – the people who have done the new assessment are very, very happy with it. And because it is an open enrolment programme, we are seeing more and more people signing up for it,” says Ben.

In 2014 Careerforce is aiming to increase its focus on the Youth Work workforce.

Largest sign-up to Youth Work Level 3

Careerforce has had the biggest single ‘sign-up’ to its Youth Work Level 3 qualification – a positive sign as it focuses on youth worker qualifications.

Almost 60 people enrolled in the Level 3 qualification from the youth support programme 24-7 Youthwork, which operates in 60 schools throughout New Zealand. 24-7 Youthwork held regional training events, a nationwide conference and used distance education to deliver the programme to its staff.

Network Co-ordinator of 24-7 Youthwork, Jay Geldard, says “having the majority of its youth workers go through the programme at once allowed the organisation to effectively benchmark the abilities and strengths of its workforce, and look to where it might need to provide more support. It was a useful tool for guaging the organisation’s capabilities, and will help 24-7 Youthwork to better plan its training needs in the future”, he says.

Jay says the Careerforce Assessment Support Programme (ASP) where workplaces receive a payment for each credit their staff achieve, was a good incentive.

RECOGNISING THE VALUE OF THE WORKFORCE

“Remuneration systems are a real problem. They need to reward and encourage employees who build their competency. And they need to be sufficient to attract and retain a sustainable workforce. That can’t be done when staff are paid the minimum wage or barely above it. Without high level support to fundamentally change contracting arrangements and remuneration strategies, we will continue to experience high turnover of staff, legal action by unions, and put stress on providers and services on the ground”.

RICHARD WAGSTAFF, CAREERFORCE DIRECTOR EMPLOYEE KNOWLEDGE
Lyn Hurunui started with Summerset in 2005. In that time she has become an invaluable caregiver and role model for other care staff. Lyn has worked through the Careerforce qualifications and is our first caregiver to attain the National Certificate in Health, Disability and Aged Support Level 4 (Senior Support).

Wearing many hats Lyn is a senior caregiver, health and safety officer, palliative carer and mentor for new caregivers. Her rapport with and understanding of Summerset residents is remarkable as in her own words “we treat our residents like our grandparents or parents”. Similarly her support of people in palliative care is second to none with her approach being “if you can make their lives a bit happy before they pass, let’s do that”.

Lyn has made a difference to many people at her Havelock North village and continues to shine in her role as a Summerset caregiver.

“Service providers form a vital role in our communities. I enjoy meeting with people to develop a sustainable way forward in their training journey. I enjoy hearing about their service and the pride they take in providing quality to the community.”

ANDREW SAUNDERS, CAREERFORCE CLIENT ENGAGEMENT AND SERVICES MANAGER

Careerforce’s coverage in the aged care sector means it has an important part to play in ensuring the quality of life for elderly New Zealanders. As people age many require assistance to undertake activities of daily living and we have to ensure this assistance is provided by caregivers who have the best possible training. Our goal must be to ensure the elderly are treated with dignity and respect. Our goal must be to ensure all services are delivered as though our Mums and Dads were receiving that care.

Supporting the training of caregivers and supporting employers to train their staff is a key part of achieving these goals.

We also have to do all we can to highlight the issues in the aged care sector and offer solutions. One issue we all agree must be addressed is the low wages of caregivers. This has been caused by a generation of low funding to aged care operators. To achieve the goals of dignity and respect for the elderly and their caregivers the aged care sector needs to be funded at the same rate as the public sector. Achieving this level of pay parity would show that New Zealand does respect the elderly and the caregivers who look after them each and every day.

MARTIN TAYLOR, CAREERFORCE DIRECTOR AGED CARE RESIDENTIAL
CAREERFORCE QUALIFICATIONS AND UNIT STANDARDS

Careerforce’s qualifications and unit standards are registered on the New Zealand Qualifications Framework (NZQF), through the New Zealand Qualifications Authority (NZQA). This means the qualifications offered by Careerforce have been assessed and approved by the Government’s qualifications authority NZQA, are nationally recognised.

THE QUALIFICATIONS REVIEW

A review of all New Zealand qualifications was initiated by the NZQA, in response to concerns raised by employers, employees, and unions about the clarity and relevance of qualifications. In particular, the large number of similar qualifications.

The 4-year review incorporates all qualifications on the New Zealand Qualifications Framework (NZQF) from levels 1 – 6 (over 6000 qualifications), with the aim of simplifying the framework, having qualifications that are easy to understand and provide the right information for those that need it.

Careerforce has been involved in four reviews:

• Human Welfare
• Cleaning
• Pest Management
• Health, Disability, Social Services and Whānau Ora

A CLOSER LOOK AT THE HEALTH, DISABILITY, SOCIAL SERVICES AND WHĀNAU ORA REVIEW

In the Health, Disability, Social Services and Whanau Ora qualification cluster Careerforce led a review stream that included 84 qualifications. Careerforce worked closely with the NZQA Mātauranga Māori-led stream which reviewed 24 qualifications.

The outcome of the review was a submission for approval to develop a suite of qualifications designed to “enable our workforce to better meet the needs of our clients, family/whānau, now and in the future”.

Careerforce regularly sends out updates on the development of these new qualifications. If you are interested in receiving the latest information, you can sign up to our news updates on the Careerforce website.


WHAT HAPPENS NEXT

Throughout 2014 Careerforce is undertaking a significant project to finalise the development of the new suite of qualifications.

The qualification suite will provide:

• clear and simple employment and education pathways from foundation to higher levels
• qualifications that are relevant and fit for purpose
• transferability and flexibility to ensure both the recognition of core sets of competencies whilst allowing employees to gain skills relevant to the services they provide
New products will be developed to support the qualifications and these will be designed with both the employer and trainee in mind, however, the key outcome is to ensure that they will support the needs of our sectors clients and their family/whānau both now and in the future.

“The new qualifications framework will give prospective and current employees clear directional paths, with transferable skills that will give them more career choices. They should know what their competencies are compared to others across the broader sectors, what gaps they have, and what they need to develop their skills and knowledge.

Clients need to receive skilled support that matches their need. Workers need to be incentivised to join the sector and to undertake training. But a framed certificate is insufficient recognition on its own. Employers want to provide remuneration that recognises the additional value that training brings to the client. That is not possible under most of the current funding models.

JULIE HAGGIE, SECONDED BOARD MEMBER

THE SECTORS WORKING AS A TEAM

More than 1,000 people contributed to the 2013 qualification review.

Critical thinking, understanding vulnerability and responding to change are examples of the types of new skills employees will gain when completing the new qualifications.

• Level 2 training will support workers being introduced into the workforce
• Level 3 will become the new training standard for the workforce
• Level 4 will develop the workforce - gaining the competencies needed to support increasing complexity and acuity
Workforce Intelligence

CAREERFORCE SUPPORTS WORKPLACES TO DELIVER HIGH QUALITY TRAINING BASED ON SOUND ADULT EDUCATION PRINCIPLES

Careerforce is committed to investing in research as it improves our understanding and knowledge of the sectors we work with and of tertiary education. It enables us to make good decisions and gives us direction.

UNDERSTANDING WORKPLACE LEARNING REPRESENTATIVES

Learning Representatives are workforce employees who act as advocates and guides in industry training and workplace-based literacy, language and numeracy (LLN) programmes.

A pilot study into the role and value of learning representatives was carried out in 2013.

Results from that pilot are in and show that the role of a Learning Representative works well within the other supports Careerforce provides to improve outcomes for their trainees. This support appears to be a key element in an integrated approach, particularly for learners at lower levels on the qualifications framework who may be reluctant and/or struggle.

The evidence showed the work of the Learning Representatives does make a difference: they encourage trainees to start qualifications, help to keep them on track while they are undergoing training and support them to complete workbooks.

As workers progress in their training, they increase their knowledge and competence and clients benefit. Having the opportunity to use new skills and to access further career development and promotion are also important to ensuring organisations gain the full impact from Learning Representatives who encourage learning amongst their staff.

CAREERFORCE TRAINEES’ COMPUTER AND INTERNET ACCESS SURVEY

The aim of the survey was to gain a baseline understanding of Careerforce trainees’ computer and internet access, to investigate ways to better support and communicate with trainees. We focused our research on those trainees that already had access to a computer and who had an email address.

There was a strong interest in online services. Of those who responded:

- 50% would definitely use online Trainee Progress Reports
- 49% would definitely use interactive learning resources for specific topics
- 36% would definitely use interactive learning support resources (e.g. literacy and numeracy support)
- 56% would definitely use workbooks that they could complete online
- 58% would definitely use assessments that they could complete online
- 56% would definitely use video clips that show them how to do certain things.
I want to support and encourage people on a life long journey of learning and discovery. As a manager who has worked in the sector I have seen the huge rewards of having well trained, well supported and highly motivated staff. In my current role at Careerforce my team supports workplaces in their organisational development journey.

SHONA WILLIS, ASSESSMENT AND EDUCATOR SUPPORT MANAGER

SKILLS MAP WHAT IS IT AND HOW IT COULD HELP YOU START TRAINING

Skills map is a diagnostic tool that identifies the confidence and knowledge of workers so a workplace training plan can be created that trains to the gaps. Some people go straight to assessment. The skills map programme recognises there are a lot of skills out there already and that valuable training time needs to be focused and relevant. It’s a more efficient approach to training.

TRAINING STARTS WITH A WORKFORCE DEVELOPMENT PLAN

If you are an organisation embarking on workforce development planning, have employees covering multiple qualifications or looking to transition into the new qualifications, you could benefit from working with Careerforce to build a workforce development plan.

A workforce development plan supports employers to build long-term plans. These plans can identify future planned outcomes and return on investment considerations, including a detailed annual programme of work.
The Heart of the Matter

INCREASING PARTICIPATION, ENGAGEMENT AND SUCCESS FOR PASIFIKA PEOPLE IN CAREERFORCE SECTORS

In 2013, Careerforce commissioned research to better understand what participation, success and organisational capability looks like from the perspective of Pasifika stakeholders working in key Careerforce sectors. Fifteen people with significant understanding of the training landscape, respect from their communities and first-hand experience of training were interviewed. They spoke from the heart, with humour and articulated a genuine desire to see training for Pasifika increase in their sectors. They gave Careerforce honest feedback about the organisation itself and provided an insight into the challenges and barriers facing Pasifika engagement in training.

We asked some key questions and the key messages from the participants were:

If Careerforce seeks to increase participation of Pasifika in training:

- Go directly to the heart of Pasifika communities, preferably face-to-face and gain genuine support from the key stakeholders
- Engage the key stakeholders to have a sense of ownership over this process, then it will be most effective
- Be more visible and articulate its key message – employees have the ability to earn and learn
- Try a variety of methods for people to participate in training and seek to break down barriers to participation
- Articulate pathways and progressions
- Seek out and work with the employers that genuinely want to increase the skill of their workforce and as importantly want to address the quality of their service
- Work out what motivates people

If Careerforce seeks to increase successful outcomes for Pasifika trainees:

- Be genuine in your engagement
- Plant the seed of aspiration
- Share success stories and find the peacocks (the Pasifika training willing to share their stories)
- Failure is not an option – how to ensure completion of training
- Accept and embrace the pastoral care/human resource aspect of what works for Pasifika trainees
- Learn from other tertiary providers that are having tangible success – network regularly, consistently and in a culturally appropriate manner
- There has to be a valid and meaningful reason for people to participate in training. A piece of paper is not enough
- Embedding culturally appropriate teaching and learning strategies is about respect
- Consider literacy and numeracy, ESOL needs and solutions

If Careerforce needs to enhance its organisational capacity and capability to support Pasifika organisations and mainstream organisations with high numbers of Pasifika employees:

- Work with key stakeholders to push the communication out to the coalface. The interconnectedness of the Pasifika community is well known and strong
• Work alongside organisations to help them with their organisational development to enable them to engage meaningfully in training for their employees
• Be patient. Change takes time and the metrics of success need to be decided on by the stakeholders, not the ITO
• Employ, second or appoint Pasifika people with the skills needed to help the ITO better engage with stakeholders from a Pasifika perspective

Wetini Paul talks about the Careerforce NZQA assessors training course

On Thursday 20th and Friday 21st of March 2014, I had the privilege of attending a Careerforce Registered Assessors’ training course in Auckland. This enabled and gave me the knowledge and confidence to support all current and prospective trainees and also to assess trainees as competent when NZQA Unit Standards are completed satisfactorily.

I can now support education and skill development in New Zealand’s health, disability, aged support and social service sectors. These sectors represent the heart of our community, supporting some of society’s most vulnerable people.

Throughout the course we discussed in length the role of the New Zealand Qualifications Authority and the New Zealand Qualifications Framework, the goals of the Authority and our job as assessors. The course enabled me to effectively and confidently plan to assess trainees within my Scope by arming me with the knowledge to:
• Identify when a national unit standard is met
• Measuring ability
• Collecting and assessing evidence
• Providing feedback
• Administration requirements
• Reflection
• Being fair, consistent and to ensure that everything is valid.

The course was comprehensive but very informative and enjoyable, where I was able to not only do theory work but also practical activities ie: role play, group activities, speaking to a group etc.

I was able to meet and network with people from all over the north island and from all different areas of the Health Sector – DHB members, Registered Nurses, Clinical Managers, Administrators, Care workers, Youth Workers and Mental Health workers. It was good to sit and talk to a lot of these people about the industry and sector.

I am very thankful to have been given the opportunity to be part of this and become our Workplace Assessor which will also save money for our organisation; it is a great enjoyment to be part of the process in getting all our staff qualified with a Level 3 qualification.

To summarise I believe it is my job as an assessor to ‘Maintain the High Standards of the New Zealand Health, Disability and Aged Support Industry/Sector.’

Ngā Mihi Nui kia koutou kātoa

WETINI PAUL, ADMINISTRATOR, TE ROOPU MANAAKI I TE HUNGA HAUA INC – T/A TE WHARE MANAAKI
Our Shareholders in 2013

BECOME A SHAREHOLDER AND HELP US DEVELOP THE RIGHT TRAINING

Careerforce is a limited liability company in which our members are referred to as ‘shareholders’. Our shareholders have the opportunity to directly improve the health and wellbeing of New Zealand, contributing to decisions which will enhance workforce training.

Shareholders have a say on our skill standards and qualifications, how we support employees and trainees and our leadership role within the sectors we train.

Becoming a Careerforce shareholder allows you to vote at our Annual General Meeting, any Special Meetings and to take part in our Board of Directors elections.

WHO CAN BECOME A SHAREHOLDER?

Employers with trainees completing a Careerforce qualification can contribute to the strategic direction of our company by becoming a shareholder.

We value industry involvement and our shareholding process is set up to encourage participation, not to make a profit. Our shareholders are not liable for any debt incurred and do not receive dividend payments.

Shareholders with active trainees can also receive entitlements based on qualification completion. A list of current shareholders is available on the Companies Office website.

COST OF BECOMING A SHAREHOLDER

Shareholders can hold one share for $1.00. An annual membership fee, as determined by the Board of Directors, is also payable. This is currently $100 plus GST.

SHAREHOLDER QUALIFICATION CONTRIBUTION

Careerforce shareholders with active, funded trainees in 2013 are eligible for the 2014 shareholder qualification contribution.

Each shareholder will be eligible for a refund of the qualification fee for three to nine qualifications completed in 2014. Each refund is valued at $230.

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Meet The Board

INDEPENDENT CHAIR: RICHARD WESTLAKE

Richard Westlake is Founder and Managing Director of Westlake Governance. He has over 20 years’ experience as a board chair and director.

He is the Independent Chairman at Intergen Limited, NZ Telecommunications Forum Inc and an Independent Director at Dairy Goat Co-operative (NZ) Limited.

Richard was Chair of the Standards Council of New Zealand (2003-2010), which is New Zealand’s representative body for the International Standards Organisation and was a founding Independent Director of Kiwibank Limited (2001-2011). He is an Accredited Fellow of the Institute of Directors in New Zealand and a Fellow of the New Zealand Institute of Management.

Before moving to New Zealand, he gained an MA from Oxford University and trained as a Royal Air Force fighter pilot.

DIRECTOR AGED CARE RESIDENTIAL: MARTIN TAYLOR, CEO NZ AGED CARE ASSOCIATION

Martin Taylor has been CEO of the New Zealand Aged Care Association since 2004.

The New Zealand Aged Care Association represents 75% of all aged residential care providers, and in his role as CEO Martin has led the annual negotiations on the Aged Related Residential Care contract with DHBs and has overseen the development of significant research on the aged residential care environment.

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

DIRECTOR DISABILITY: CHRIS HARRIS, CEO SPECTRUM CARE

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 additional role of Acting General Manager of Waikato Hospital in 2007. Prior to this 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.

DIRECTOR MENTAL HEALTH AND ADDICTION: DEREK WRIGHT, RECOVERY SOLUTIONS

Derek is a registered general and mental health nurse. He has held notable leadership roles including Regional Director of Mental Health Services, Northern Region at Northern District Health Board Support Agency; General Manager for North Shore Hospital and General Manager Mental Health and Regional Alcohol & Drug Services, Waitemata Health.

He is the CEO of Recovery Solutions, one of Aotearoa’s largest mental health and addictions providers.

Derek was involved in the Mental Health Blueprint for New Zealand, being the author of the working paper which went on to be developed as the Blueprint.
Meet The Board

DIRECTOR EMPLOYEE KNOWLEDGE: RICHARD WAGSTAFF, NATIONAL SECRETARY OF THE PUBLIC SERVICE ASSOCIATION (PSA)

Richard Wagstaff is one of two National Secretaries for the Public Service Association (PSA).

The PSA is New Zealand’s largest union, with more than 58,000 members working in public and community services.

He began working at the union in 1988 as a researcher. He became an organiser three years later, working with PSA members in the health and disability sectors in Auckland. In 1997 he was appointed Operations Manager, responsible for PSA members throughout the country in the health and community sectors. He took up his current position as a National Secretary in 2000.

In 2007 Richard was also elected Vice President of the New Zealand Council of Trade Unions.

DIRECTOR GOVERNMENT POLICY, STRATEGY AND WORKFORCE DEVELOPMENT: DAVE GUERIN, TERTIARY EDUCATION CONSULTANT

Dave Guerin has specialised in tertiary education policy and management issues for over 15 years, through most of which he has worked within his own firm, Education Directions (ED).

He also spent two years heading up the National Body for Institutes of Technology and Polytechnics.

Dave has worked with most groups in education. These days he focuses on analysing the tertiary education environment and delivers services through the ED Blog, ED Insider and custom consultancy work.

DIRECTOR MĀORI ASPIRATIONS: FIONA PIMM, GM PRIMARY & COMMUNITY SERVICES, SOUTH CANTERBURY DHB

Fiona has been a member of Careerforce Māori Advisory Group, Te Mana Whakahaere since it was formed. She is currently the General Manager of Primary and Community Services at the South Canterbury District Health Board.

Fiona has worked in the health sector for 30+ years, originally as a Nuclear Medicine Technologist and then moving into health service management.

Fiona has held a range of governance roles since 2000. Prior to joining the South Canterbury District Health Board Executive Management Team, Fiona was a Board Member of Public Trust and a Director on her local runaka, Te Rūnanga o Arowhenua Limited.

In the past Fiona has also been a member of several government advisory groups and committees including;
• He Korowai Oranga Sector Reference Group
• Health Workforce Advisory Committee Māori Advisory Group
• Child Health Review Reference Group
• Māori Provider Development Scheme Reference Group
• Future of Work Advisory Panel, Department of Labour

Fiona holds a Postgraduate Diploma in Public Health from the University of Otago and an MBA from Massey University.
Financial Report

FINANCIAL ANALYSIS

The consolidated financial statements for the year ended 31 December 2013 show a net income for the year of $898,861, compared to a loss of ($33,767) in 2012.

Revenue for the year was $12,263,011, an increase of 11% from 2012. Funding from the Tertiary Education Commission (TEC) was $9,466,582, and contributed 77% of the revenue for the year; qualification fees of $1,491,874 contributed to 12% of the consolidated revenue.

Expenses for the year were $11,364,150, an increase of 3% from 2012. Operating expenses increased by 32% to $4,144,830 and administration expenses decreased by 9% to $7,219,320.

Included in administration expenses is an amortisation charge of $449,417 which relates to the amortisation on the capitalised costs of qualifications. These qualifications have now been fully amortised.

Payments for the Assessment Support Programme (ASP) for the year totalled $956,110. In addition, another $1,638,000 is expected to be paid once the trainees who were enrolled as at 31 December 2013 complete their qualifications. The ASP payment was increased from $11 per credit to $13 per credit during the year, and the programme has been extended until 31 December 2015. As at 31 December 170 organisations were eligible to receive ASP payments.

On 1 January 2013 Careerforce acquired the net assets and ITO responsibilities of the Building Services Contractors ITO (BSCITO). This added cleaning and urban pest management to Careerforce’s suite of qualifications, and contributed $109,402 towards STM revenue for the year.

The Careerforce Innovations Training Trust, which comprises part of the consolidated accounts, completed its programme of overseeing the workplace training innovation programme, and was wound up as at 31 December 2013. The remaining funds available of $264,092 were transferred back to Careerforce.

During the year, money held in cash and short term deposits decreased from $4,476,165 to $1,359,896; long term deposits increased from $3,000,000 to $9,076,162. Fixed asset additions totalled $197,616 and included computer equipment of $133,917 and leasehold improvements of $45,308. In addition $20,607 was spent on computer software. Total liabilities increased by 26% to $4,222,571. This included an increase of $420,895 for government grants, and an increase of $213,766 for income received in advance. Total equity increased by 10% to $9,466,110.
## Financial Report

### INCOME

**CAREERFORCE STATEMENT OF COMPREHENSIVE INCOME**

**FOR THE YEAR ENDED 31 DECEMBER 2013**

<table>
<thead>
<tr>
<th></th>
<th>CONSOLIDATED 2013</th>
<th>CONSOLIDATED 2012</th>
<th>PARENT 2013</th>
<th>PARENT 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue</strong></td>
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<td>$11,033,314</td>
<td>$12,240,179</td>
<td>$10,985,174</td>
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<tr>
<td><strong>Expenditure</strong></td>
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<tr>
<td>Operating</td>
<td>$4,144,830</td>
<td>$3,128,851</td>
<td>$3,476,449</td>
<td>$2,368,972</td>
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<td>Administration</td>
<td>$7,219,320</td>
<td>$7,938,230</td>
<td>$8,100,649</td>
<td>$9,620,491</td>
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<td><strong>TOTAL EXPENDITURE</strong></td>
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<td>$11,067,081</td>
<td>$11,577,098</td>
<td>$11,989,463</td>
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<tr>
<td><strong>NET INCOME/(LOSS)</strong></td>
<td>$898,861</td>
<td>$(33,767)</td>
<td>$663,081</td>
<td>$(1,004,289)</td>
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<tr>
<td><strong>OTHER COMPREHENSIVE INCOME</strong></td>
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<td></td>
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<tr>
<td>Net Gain/(Loss) on Available-for Sale Financial Assets</td>
<td>$742,880</td>
<td>$762,840</td>
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<tr>
<td><strong>TOTAL COMPREHENSIVE INCOME/(LOSS) FOR THE YEAR</strong></td>
<td>$898,861</td>
<td>$709,113</td>
<td>$663,081</td>
<td>$(241,449)</td>
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</tbody>
</table>

**NET INCOME/(LOSS) ATTRIBUTABLE TO:**

<table>
<thead>
<tr>
<th></th>
<th>CONSOLIDATED 2013</th>
<th>CONSOLIDATED 2012</th>
<th>PARENT 2013</th>
<th>PARENT 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equity Holders</td>
<td>$898,861</td>
<td>$(33,767)</td>
<td>$663,081</td>
<td>$(1,004,289)</td>
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<tr>
<td><strong>TOTAL COMPREHENSIVE INCOME/(LOSS) ATTRIBUTABLE TO:</strong></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Equity Holders</td>
<td>$898,861</td>
<td>$709,113</td>
<td>$663,081</td>
<td>$(241,449)</td>
</tr>
</tbody>
</table>

For a full copy of the 2013 Annual Financial Statements please email governance@careerforce.org.nz
## BALANCE SHEET

### CAREERFORCE STATEMENT OF FINANCIAL POSITION

**AS AT 31 DECEMBER 2013**

<table>
<thead>
<tr>
<th></th>
<th>CONSOLIDATED</th>
<th></th>
<th>PARENT</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2013</td>
<td>2012</td>
<td>2013</td>
<td>2012</td>
</tr>
<tr>
<td><strong>Current Assets</strong></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Cash</td>
<td>1,359,896</td>
<td>4,476,165</td>
<td>1,359,896</td>
<td>4,475,877</td>
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<tr>
<td>Cash - Trust Accounts</td>
<td>2,289,952</td>
<td>2,989,009</td>
<td>2,289,400</td>
<td>1,763,255</td>
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<td>Inventory</td>
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<td>145,634</td>
<td>109,644</td>
<td>145,634</td>
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<tr>
<td>Trade &amp; Other Receivables</td>
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<td>471,909</td>
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<td>476,321</td>
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<td><strong>Total Current Assets</strong></td>
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<td>4,236,067</td>
<td>6,861,087</td>
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<tr>
<td><strong>Non-Current Assets</strong></td>
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<td></td>
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</tr>
<tr>
<td>Long Term Deposits</td>
<td>9,076,162</td>
<td>3,000,000</td>
<td>9,076,162</td>
<td>3,000,000</td>
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<tr>
<td>Property, Plant and Equipment</td>
<td>340,768</td>
<td>313,785</td>
<td>340,768</td>
<td>313,785</td>
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<tr>
<td>Intangible Assets</td>
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<td>516,013</td>
<td>35,132</td>
<td>516,013</td>
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<tr>
<td>Investment in Careerforce Training Innovation Trust</td>
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<td>-</td>
<td>-</td>
<td>1,226,042</td>
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<tr>
<td><strong>Total Non-Current Assets</strong></td>
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<td><strong>Total Assets</strong></td>
<td>13,688,681</td>
<td>11,912,515</td>
<td>13,688,129</td>
<td>11,916,927</td>
</tr>
<tr>
<td><strong>Current Liabilities</strong></td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>Trade &amp; Other Payables</td>
<td>310,736</td>
<td>360,514</td>
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<td>356,101</td>
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<tr>
<td>Provisions</td>
<td>197,679</td>
<td>172,492</td>
<td>197,679</td>
<td>172,492</td>
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<tr>
<td>Accruals &amp; Other Payables</td>
<td>887,855</td>
<td>620,638</td>
<td>887,855</td>
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<tr>
<td>Government Grants</td>
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<td>2,289,400</td>
<td>1,868,505</td>
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<tr>
<td>Income Received in Advance</td>
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<td>323,135</td>
<td>536,901</td>
<td>323,135</td>
</tr>
<tr>
<td><strong>Total Current Liabilities</strong></td>
<td>4,222,571</td>
<td>3,345,284</td>
<td>4,222,020</td>
<td>3,113,918</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Equity</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Issued Capital</td>
<td>145</td>
<td>127</td>
<td>145</td>
<td>127</td>
</tr>
<tr>
<td>Retained Earnings</td>
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<td>8,567,104</td>
<td>9,465,964</td>
<td>8,802,882</td>
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<tr>
<td><strong>Total Equity</strong></td>
<td>9,466,110</td>
<td>8,567,231</td>
<td>9,466,109</td>
<td>8,803,009</td>
</tr>
<tr>
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<td>11,912,515</td>
<td>13,688,129</td>
<td>11,916,927</td>
</tr>
</tbody>
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Contact Our Team

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Our mission is to support sustainable improvements to the health and wellbeing of New Zealanders through workforce training.