



Work and Income NZ
Te Hiranga Tangata

... Regional Plan for

Taranaki

2000/2001



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MESSAGE FROM THE CHIEF EXECUTIVE

I am very pleased to have the opportunity to introduce this Regional Plan to you. It is a summary of what we've achieved for this region during the year, but it is also a strategy for how we will be doing even better in future.

I am always very proud to be able to tell people about the Department of Work and Income's successes, and the hugely significant role our staff play in achieving that. I believe this Plan illustrates just how hard they have been working for the people of this region.

While highlighting the positive steps we've taken in the local labour market to really make a difference for those living and breathing the special nature of this region, this Plan also looks further ahead, to the goals we've set our sights on for the coming months. We are taking every opportunity we have to meet our commitment to help all New Zealanders achieve independence.

We are engaging with communities more than ever before. A strong foundation for our ability to do this is our regional flexibility strategy – local solutions to local needs.

Already we've seen good indicators that this focus will move us ahead very quickly in meeting the needs of the individuals who make this region the special place it is. As always, we will be closely focused on the local client base. We'll be organising our resources to target local needs in the most appropriate way for a particular area, or client group.

'Closing the Gaps' is also at the forefront in every case. The Department is in a special position to make a difference here, with our Maori and Pacific clients already a key target area for our specialised programmes to assist people in taking a full part in the economic, community and educational life of their locality.

I know this Plan sets the right challenges to meet the needs of this community, and I believe it demonstrates the special local understanding, knowledge and expertise our staff can offer.

Working together, and in local partnership, we can only have success.

CHRISTINE RANKIN



REGIONAL COMMISSIONER'S REPORT

I welcome the opportunity to reflect on our success in the last year and share the regional focus developed for next year in discussion with business leaders, Maori groups/individuals, training providers, community organisations and other public sector service providers. The community is a great source of ideas, advice and local labour market information and this is assisting the Department of Work and Income strategy development in this region.

There is a strong belief that, wherever possible, moving people from being financially dependent on benefits towards self-reliance and paid employment is imperative for the well-being of our communities. The region recognises the challenges and aims to reduce social exclusion through participation in employment and community activities.

As Regional Commissioner I have been ensuring the Department is connecting with Government activity in such areas as education, training, welfare and business development within Taranaki, Wanganui, Ruapehu and Waitomo districts. Some key highlights and achievements follow.

Key achievements 1999/2000

- Forty Maori clients who had been without work for an average of over one and a half years were trained and assisted to move to Wellington for work at the WestpacTrust Stadium. This initiative resulted in further employment partnerships with Te Ati Kimihia Education Trust and a national employer involved with the security sector.
- Local Employment Co-ordination groups are active in Taumarunui, Te Kuiti, Taranaki and Wanganui. Outcomes from initiatives have involved: Energy Retrofit programme, One More Worker Campaign/Taranaki, youth forums and other community employment-related developments.
- A training and employment package negotiated with the Tongariro Sawmills enabled 28 longer-term unemployed people in the Taumarunui area to return to work. This has long-term benefits for the community.
- Development of local site advocacy forums to establish relationships and improve service delivery.
- Keeping Independent Now seminars have been held for aged citizens providing valued information that can assist independent living.
- Major recruitment campaigns have been undertaken in the meat processing and fast food industries at Wanganui, Hawera and New Plymouth. Employment outcomes for individuals have been excellent and as a result unemployed people have been assisted back to work.
- Over 550 people have received funding to investigate self-sufficiency employment options.
- 190 entrepreneurs who were previously unemployed have been supported financially to set up in a range of business ventures throughout the region.



REGIONAL COMMISSIONER'S REPORT (cont)

- Up to 1,200 wage subsidy contracts have encouraged employers to take on unemployed people.
- A total of 4,300 people have obtained work with the help of Work Brokers and Case Managers within the region. Key features of these results are that over 320 of these people had been without a job for more than four years with a further 550 being without work for between two to four years. 37% of these placements have involved Maori.
- Over 4,500 job seekers have participated in development and training activities that have enhanced their work prospects and competitiveness in the labour market. Of these activities, 50% have involved Maori.

Moving forward

Through our work and our co-operation with partners we make a considerable difference in the lives of many people within our region. We are taking innovative steps that mean our Department is evolving in new directions. Some examples that demonstrate this are our current partnerships with Te Ati Kimihia Education Trust and the security industry, Wanganui and Taranaki economic development agencies, local authorities and other business and community networks.

As the Government identifies emerging social and economic priorities, it will require us to take action in meeting them. This will call on the partnerships we have built with other Government departments, all sectors of society and communities.

We all know that each year brings new opportunities and challenges – we must continually strive for new ways to improve our service and help people within our communities to become the best that they can be.

Some ways in which we will do this over the coming year will be through the introduction of specialist Case Managers to work with youth, Maori, and the long-term unemployed. Service centres and individual staff will be empowered to develop community partnerships that will provide new employment opportunities. And Case Managers will focus on securing paid work and work experience opportunities for clients who are participating in client development activities, TOPS courses from Skill New Zealand and other training opportunities.



REGIONAL COMMISSIONER'S REPORT (cont)

This regional plan identifies the issues that are likely to affect us most during the next 12 months. Our interventions need to address and lead to greater work readiness, and promote participation in the community by disadvantaged and at-risk individuals and groups.

It is necessary to prepare people who have been out of the workforce for some time or who are otherwise alienated from the labour market. A pilot scheme working with family groups rather than just one individual has been trialed in Te Kuiti with success. We have evolved new approaches to current contracted services for youth and developed community leadership initiatives in an effort to address employment needs.

Communities that experience multiple disadvantages rapidly become dysfunctional, and any development process must address the real issues before progress can be made. We will focus on priorities and the steps that will be most visible and valuable to our communities.

I know that the people of this region have always demonstrated their professionalism and commitment to the people and communities that they serve. Our vision is to go beyond confirming the role of the Department in this region by supporting an environment that achieves

- employment access
- equitable participation
- income security
- support for individuals and families
- community capacity-building.

GLORIA CAMPBELL
Regional Commissioner
Taranaki



OUR REGION



Introduction

This region is one of 13 Department of Work and Income regions. In the centre of the region are the larger provinces of Taranaki and Wanganui. These are bordered in the south by the Rangitikei River, Waiouru in the east and by the King Country and Waitomo districts in the north.

The Taranaki region operates in nine localities – New Plymouth, Waitara, Stratford, Hawera, Wanganui, Marton, Taihape, Taumarunui, and Te Kuiti. We are also operating part-time outreach services on a weekly basis in Ohakune.

This service will be expanded in the new year.

The area has a network of regional and local Government, featuring three regional councils and seven district councils. The region is served by six Members of Parliament.

The geographical features of this region are its mountains, rivers, national parks, rugged coastline and a skyline punctuated by Mount Taranaki and Mount Ruapehu. It has a mountain to sea character, and the community relies on its natural resources for its social and economic well-being.

Internal migration to major cities has had an economic impact resulting in decreasing services and no population growth. Some areas, particularly the smaller isolated rural communities, are experiencing a decline in the number of permanent residents.

Population

The region's population of 195,321 equates to 5.4% of the national population. Over 51% of the region's population are residents of the two major cities of New Plymouth (53,607) and Wanganui (46,905). The remainder live in the rural and provincial districts spread around the region that exists primarily to service the farming communities.

The working age population is 121,338 (62%). This is below the national average of 65%.

The total Maori population is 36,993 which represents 18.9% of the total population. However the distribution of Maori is not even throughout the region. For example, the Te Kuiti population is 37.8% Maori, whereas in Stratford Maori make up 9.1%.

The youth (under 24 years) population makes up 38% which is in line with national figures. People over the age of 65 years number 24,948 and represent 13% of the region's population, which is 1% above national figures.



OUR REGION (cont)

The job market in the next 12 months

The Taranaki region has the only deepwater port on the west coast of New Zealand. The main trunk line passes through the north-eastern section of the region. A freight line also travels south from Westgate Port to Wanganui linking up with the main trunk line at Marton. There are two serviced airports linking with Auckland and Wellington. Several of the main arterial road routes are subject to closure given the nature of the country they traverse. This causes major problems for industry and the public at large and has the potential to be a disincentive for new development. Transit NZ is, however, in the process of making major upgrades to the main highway north from New Plymouth, which will improve services for both freight and tourist traffic. The predominant industries within the region are agriculturally based.

Taranaki had the third highest unemployment rate in the March 2000 quarter at 9.8% (the national average unemployment rate is 6.3%). Current unemployment levels demonstrate that there is a time lapse between the improving economic indicators and employment levels that will follow.

Opportunities

Primary sector

This sector is the largest employer group in the region. It includes agriculture, horticulture, farming, forestry, and fishing. The farming sector production levels are benefiting from a favourable summer, especially in dairying. Therefore farmers are expected to increase stock numbers and export levels of beef and sheep.

Wood exports are picking up with the improving Asian economies particularly in the Wanganui region. Large areas of hill country previously farmed continue to be planted in pine.

Horticulture – the region's soils and climate have made it a favourable area to establish plant nurseries. A significant proportion of the plants supplied to garden centres around the country originate from this area.

Alternative land use towards cropping, as climatic conditions continue to change, and diversification trends, including organic farming, provide other potential revenue for the region.

Primary production is expected to be boosted by the low exchange rate and improved world growth. Overall, it is likely that the regional economy should recover further in mid 2000.

Oil and gas

Two major petro-chemical finds within the region promise further economic growth. Existing reserves and these new finds suggest that the industry will retain a substantial presence in the region for at least the next two decades.

Maori business development

There are significant activities being undertaken by Maori with regard to land and river claims, west coast leases, iwi and boundary recognition, which could bring further investment into the region. Maori are continuing to increase their interest in enterprise development that will increase opportunities for both employment and the creation of new business ventures. Recent business development conferences have seen an increase in participation of local Maori keen to build their capacity within this area.

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OUR REGION (cont)

Tourism and hospitality

Adventure tourism and hospitality are seen as likely growth areas in the region with particular emphasis on the natural resources within the province such as mountains, surf highways, rivers and lakes. The disrupted ski seasons of the past three years meant a decline in revenue for the areas of Turoa and Whakapapa, but it is looking more favourable this year. Wanganui promotes itself as a sports city and is recognised nationally for events such as the Masters Games and as a venue for rowing and cycling. New Plymouth is investigating proposals to build a new sports stadium.

Small businesses

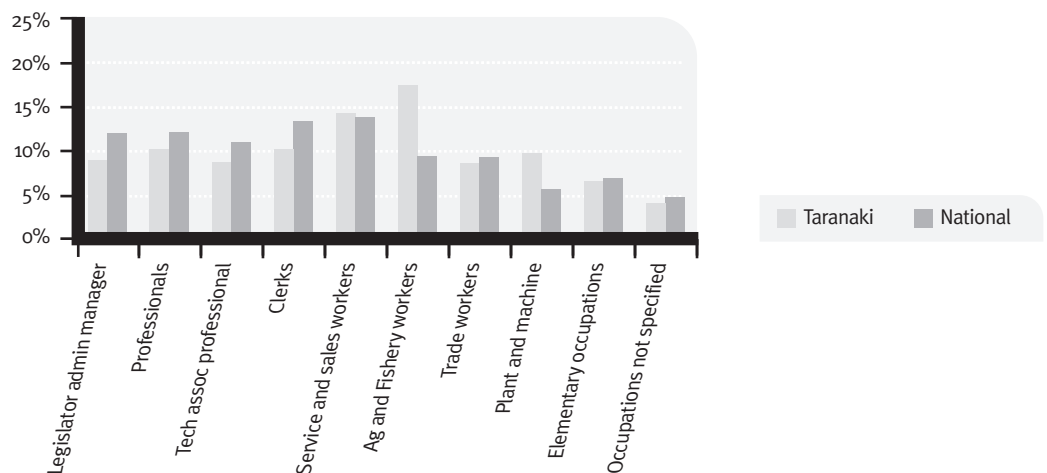
There is a national trend towards smaller businesses. The majority of vacancies notified to the Department are from businesses that employ fewer than seven people. These businesses have special needs, requiring business mentoring and guidance. There continues to be the need to nurture enterprise development throughout the region.

The trend to technology-based solutions for businesses provides opportunity not only for local and national, but also global market access. This provides an untapped potential for the region.

Manufacturing

Trade apprentices are required by industry and the recently announced Modern Apprenticeships scheme will hopefully encourage a more supported environment to develop training opportunities that are affordable options for employers. Comment from the industry sector is that the lack of qualified tradespeople is affecting expansion plans. With the average age of tradespeople growing, the industry needs to look at providing more opportunities for youth.

EMPLOYMENT BY INDUSTRY TYPE (CENSUS 1996)





OUR REGION (cont)

Our clients

The total benefit population is 66,594 as at end of June 2000. By far the largest group is NZ Superannuation (34,828, which represents 52%).

The next largest group is Community Wage (Job Seeker) with 11,470. Sole parents and other people on the Domestic Purposes Benefit make up 8,933. Those unable to work because of illness or disability account for 7,154.

Maori represent 18.9% of the total regional population, however they represent 38% of those receiving the Domestic Purposes Benefit and 34% of those receiving Community Wage (Job Seeker).

As at the end of June 2000, 14,045 job seekers were registered with the Department in the Taranaki region.

Maori represent 40% of the total unemployed, compared to 30% nationally. As the duration of unemployed increases, Maori make up a higher proportion of the total. Maori are approximately 50% of those registered over four years.

The following table highlights the distribution of Maori job seekers within the region.

Service centre	Maori	Non-Maori	Total
Te Kuiti	518 (68.7%)	236	754
Taumarunui	594 (62.8%)	352	946
Taihape	322 (56.9%)	244	566
Waitara	415 (43.9%)	531	946
Hawera	592 (44.5%)	738	1,330
Marton	265 (42.3%)	362	627
Wanganui	1,723 (41.2%)	2,454	4,177
Stratford	143 (27.0%)	387	530
New Plymouth	990 (23.7%)	3,179	4,169
Total	5,562 (39.6%)	8,483	14,045



OUR REGION (cont)

The Taranaki region has significantly fewer Pacific Peoples and other ethnic clients (3%) compared to the national figure of 17.1%.

Those who have been without work for long periods of time experience greater disadvantage in the labour market.

DURATION OF REGISTERED JOB SEEKERS IN TARANAKI

Duration	Maori	Non-Maori
0-26 weeks	1,495 (35%)	2,780
26-51 weeks	1,170 (39%)	1,857
52-103 weeks	1,290 (40%)	1,940
104-207 weeks	1,103 (43%)	1,437
208+ weeks	505 (52%)	468

Youth (15-24 years) equate to 23% (3,251) of the regional register of job seekers. With inter-generational unemployment becoming of more concern, attachment of youth to the labour market is important for their future.

Low levels of educational qualifications are a feature of the long-term unemployed.

Among the key findings from a survey of the Department's clients, the following barriers to gaining employment were identified.

Limited mobility

Long-term unemployed people reported that a lack of transport or no drivers licence as barriers to searching for work. Maori long-term job seekers reported mobility barriers in their job search to a greater extent than other groups.

Discouragement

The longer a person is unemployed the more pessimistic they become about finding work. Consequently, job search efforts often diminish. Fearing rejection by employers, many people lack confidence at job interviews.

Lack of skills/experience and qualifications

Lack of appropriate skills or work experience are common factors among long-term unemployed people.

Numeracy and literacy

Many people lack numeracy and literacy skills which demonstrates a need to provide quality training opportunities.



O U R R E G I O N (c o n t)

Health problems

Many people considered their long-term injury, disability or overall poor health contributed to continuing unemployment.

Caring responsibilities

Some people reported that their commitment to caring for children and the difficulties associated with finding suitable and affordable care were barriers to finding employment.

Perceived discrimination

Some job seekers considered that employers were prejudiced against them because of their gender, age, ethnicity, unemployment duration or previous criminal convictions.



OUR REGIONAL STRATEGIES

There are a number of priorities for this financial year.

- There are 66,594 clients in receipt of income support within the region and two-thirds of these people are either superannuitants or people unable to work. Their needs from the Department are diverse and sometimes complex requiring a range of specialist responses. Timely and accurate income maintenance is an important requirement. Therefore ensuring our clients receive full information on entitlements becomes a key priority area.
- As mentioned earlier, Maori account for 40% of the registered job seekers across the region, and feature again disproportionately in the very long-term unemployed. Areas such as Te Kuiti, Taumarunui, Taihape, Waitara and Hawera have significantly higher proportions of Maori job seekers – and are significantly over-represented when compared with our total region and New Zealand. Therefore we will target resources accordingly to ensure Maori gain equitable access to employment, training and other developmental opportunities.
- It is imperative that resources are allocated to partner Maori to remove barriers to enable their self-employment and business development aspirations to be achieved. The region will also focus on strengthening the ability of Maori to build the strategies, systems, structures and skills that they need to control their own development and achieve their own objectives.
- A focus will be maintained to ensure that the needs of younger job seekers are identified clearly and met through a variety of innovative and supportive initiatives. These will include motivational, educational and employment-related activities. It will be important to implement local service centre protocols that complement the work of all agencies working with youth.
- Growing individuals' abilities to actively participate in the labour market will require a mix of initiatives that will ensure skill matches are made with industry requirements.
- The region will be proactive in establishing relationships with employers, key agencies, other Government departments and communities to maximise the employment potential.
- Supporting those with disabilities and health problems to be active participants within their community will be a focus of specialist Case Managers.



OBJECTIVES AND KEY TASKS

STRATEGIC OUTCOME 1

Increase people's capacity to participate in community life through providing income support and other assistance to eligible people.

Ensure clients receive their correct benefit entitlement in a timely manner.

- Ensure an accurate assessment of benefit entitlements is completed at the initial meeting.
- Provide clients with information on the full range of additional assistance available on an ongoing basis.
- Undertake monitoring activities on a regular basis to ensure quality service is provided. Authentication and accuracy checking monitors will be undertaken.
- Undertake exit interviews with targeted clients moving into full-time work to ensure they are assessed and low-income earners receive full information on assistance available.
- Ensure reviews of decision which are benefit-related are dealt with in an appropriate and timely manner.

Maintain at least 80% level of client satisfaction.

- Ensure clients are seen within 48 hours of requesting an appointment, or sooner if necessary.
- Provide dedicated specialised assistance for NZ Superannuitants and Invalids Benefit clients, and childcare services for clients in all sites.
- Provide individualised and personalised service to all clients through case management.

Increase the competency of all staff, enabling them to deliver a full range of services.

- Recruit people with the right skills and attributes to meet the needs of our clients.
- Provide new staff with five weeks intensive training on the programmes and services administered by the Department.
- Provide ongoing training sessions for all staff as required.
- Ensure all staff have a training plan as part of their Performance Management Agreement.
- Maintain staff levels through timely recruitment processes.
- Continue to develop the competency of all staff to ensure they have the skills and knowledge to deliver a full range of services. Undertake regular communications that will strengthen, raise awareness and understanding of entitlements and levels of service.
- Undertake coaching, training and quality assurance activities to support linkages that support regional aims and objectives.



OBJECTIVES AND KEY TASKS (cont)

STRATEGIC OUTCOME 2

Increase the movement of job seekers into employment particularly Maori, Pacific Peoples and people with disabilities.

Purchase opportunities that improve individuals' employability and competitiveness in the labour market.

- Provide intensive case management and advocacy services that refer successfully targeted clients including
 - youth
 - sole parents
 - long-term unemployed
 - people with disabilities.
- Purchase a range of workshops and seminars that focus on
 - work-related training
 - work experience
 - work confidence
 - self-employment.
- Monitor and evaluate progress towards achievement targets set for all sites.
- Regularly review the Department's liaison staff at all sites to ensure link is maintained with training and service providers.
- Maintain regular contact and briefings to promote communication and opportunities for clients and service providers.
- Undertake focus sessions with clients to ensure quality and effectiveness of interventions.

Clients will be assisted into paid work and will be assisted to achieve stable employment.

- Provide matching, referral, screening and job vacancy services.
- Implement and maintain regular contact with employers and prospective employers to build relationships.
- Establish regular promotional and marketing campaigns to attract suitable vacancies.
- Provide in-work support to clients through their adjustment period to ensure they remain in paid work.
- Establish quality information on clients' skills, attributes and competencies for matching purposes.
- Target the following clients with priority referral activities
 - youth
 - sole parents
 - long-term unemployed
 - people with disabilities.

Develop and operate initiatives and services that provide and locate labour market opportunities targeted to client needs.

- Expand initiatives such as the One More Worker campaign, primary sector, meat processing, e-commerce and tourism.
- Undertake three or four promotions/media activities to promote regional placement services directed at the business sector.
- Undertake a regular visiting programme to employers.



OBJECTIVES AND KEY TASKS (cont)

Ensure clients have access to and are engaged in community activities.

- Work with Community Employment Organisations to source activities for targeted clients.
- Provide case management services and ensure regular contact is maintained to progress clients' future plans.
- Develop and operate initiatives that provide priority access that ensures equal opportunities for people with disabilities.

Assist clients to achieve appropriate employment goals by increasing access to local labour market opportunities.

- Provide information services and access to job bank through community internet connections and other kiosk developments.
- Develop and implement self-service options for work-ready clients.
- Link with service and training providers to advocate for clients to gain specific employment and staircasing.
- Ensure linkages with contracts and subsidy funding to maximise opportunities.

Provide an environment for all staff that values flexibility and responsiveness.

- Provide forums for staff to contribute to planning and service development.
- Reward and acknowledge staff who respond flexibly to a changing environment and implement service delivery improvements.

STRATEGIC OUTCOME 3

Close the economic and employment gaps by establishing partnerships with Maori for developing self-determining solutions.

Strengthen relationships with key Maori organisations, community and people to identify how best to meet the needs of Maori.

- Maori enterprise and networks will be supported with consistent representation from the Department to develop greater awareness of issues which face Maori clients.
- Regional departmental contracts will build the capacity of Maori and communities and aim to better co-ordinate strategies across sectors of
 - health
 - education
 - employment
 - economic development.
- Establish protocols with Maori groups to aid self-determining solutions and partnership practices.
- Facilitate hui as a forum to collaboratively develop strategies which will assist Maori into employment and improve the Department's operations.

Participate in developing and supporting Maori-based organisations to increase Maori participation in the labour market and build their capacity.

- Support Maori development of strategic plans leading to employment initiatives and self-determining solutions.
- Introduce a co-operation model that will ensure local Maori participation in the Department's service delivery within the region.



OBJECTIVES AND KEY TASKS (cont)

Ensure participation of Maori clients in developmental activities.

- Provide intensive case management of Maori clients.
- Purchase from Maori service providers who are able to meet the cultural needs of Maori job seekers and provide an outcomes focus on further training, employment and participation in community life.
- Ensure linkages to leadership, learning to learn, computers and NZQA qualifications to enhance value of purchased services.
- Undertake evaluation and review effectiveness of service delivered to Maori.

Assist Maori clients into paid work and support them to achieve stable employment.

- Provide matching, screening and referral services for Maori clients.
- Implement in-work support activities to ensure sustainable employment for all Maori clients.
- Target programmes and subsidies to achieve stable employment outcomes for Maori.
- Establish promotional and information services through Maori networks.
- Investigate and develop opportunities related to maximising labour market potential which could include
 - primary sector
 - organic farming
 - forestry
 - e-commerce.
- Enhance products and services such as the piloted Maori cadetship programme.

Ensure all staff have an awareness and understanding of the needs of Maori clients.

- Provide staff with appropriate training and support, such as their Treaty of Waitangi responsibilities.
- Provide regional development opportunities for Maori staff to provide assistance with personal development and progression.
- Actively involve local Maori in decisions and project developments.



OBJECTIVES AND KEY TASKS (cont)

STRATEGIC OUTCOME 4

Close the economic and employment gaps by strengthening priority communities through inter-sectoral and community partnerships.

Strengthen and progress partnerships with priority groups to identify how best to meet the needs of priority clients.

People with disabilities

- Partner with Workbridge to assist and support people with disabilities and special needs into relevant training and employment.
- Provide specialised case management for clients in receipt of the Invalids Benefit.
- Establish relationships with providers and agencies representing mutual clients in order to provide a co-ordinated approach to assisting people with disabilities.
- The Department will participate in the Mainstream programme.

NZ Superannuitants

- Facilitate meetings to provide relevant information to NZ Superannuitants in receipt of supplementary assistance.
- NZ Superannuitants in receipt of supplementary assistance will be proactively case managed.
- Provide specialised case management to all NZ Superannuitants.

Youth

- Support the development of inter-agency initiatives specifically for youth.
- Assist and work collaboratively with other key agencies in the development of an integrated youth strategy.
- Promote youth services within secondary schools and polytechnics around the region.

- Purchase training programmes targeted specifically at youth.

Sole parents

- Provide specialised case management to sole parents through the Compass programme.
- Encourage participation in appropriate training and employment opportunities.
- Purchase relevant training opportunities specifically for sole parents.
- Ensure sole parents are fully aware of assistance available for childcare.

Actively participate in developing partnership initiatives with other communities to enhance client access to labour market opportunities.

- Work collaboratively with relevant agencies and communities to identify and develop creative and innovative strategies that benefit our clients.
- Establish sector-specific joint ventures targeted at potential job growth areas.

Foster effective relationships and alliances with other Government departments, social and community services to deliver on Government expectations.

- Operate Local Employment Co-ordination groups within Wanganui, Te Kuiti, Taumarunui and Taranaki that provide discussion forums and project developments.
- Participate in the Strengthening Families programme.
- Meet with mayors on a regular basis to discuss sharing information and seeking opportunities.
- Co-ordinate meetings with advocacy group representatives.
- Implement promotional activities and initiatives to grow the communities' understanding of services provided.



ACHIEVING OUR KEY TASKS

In order to maximise our resources to better meet the needs of our clients we will be introducing a number of changes to the way we operate in Taranaki.

Processing units to be set up to complete a range of actions on benefit maintenance.

The establishment of a specialised processing unit will provide a more effective service to our clients and community. Case Managers working on the processing unit will be fully trained and dedicated to the specific actions and service that does not require face-to-face case management.

Establish a job seeker/non-job seeker case management model.

The case management model will see case management dedicated to either job seekers or to those who are unable to work. Developing dedicated case management models will enhance our capability to meet the varying needs of all our current and potential clients.

A regional working group of selected staff will investigate the capacity required to improve service delivery to Maori.

We will research and investigate alternative and appropriate methods for how we can better deliver our services to meet the needs of Maori.

Sites and individual staff will be supported to develop and implement new and existing relationships that provide employment opportunities for Maori.

The regional office has a strong commitment to continue the development and capacity of our frontline staff's delivery of services that increase and build opportunities for greater Maori participation in the labour market. We will continue to build new relationships and maintain current relationships with providers.

Teams of Case Managers will be dedicated to providing services to clients aged 16 to 24 years.

These teams will be accountable for managing the Outward Bound, Limited Service Volunteers, Conservation Corps, Youth Track, Maori Youth, all youth TOPS courses, and meeting new placement targets for Maori youth.

'Virtual' Case Managers will be assigned to focus on securing paid work and work experience opportunities for clients currently participating in client development activities, TOPS and other training opportunities.

These Case Managers will not have clients assigned to them in the usual sense. They will be working closely with client development activities, TOPS and other training providers to increase the work-readiness of participants and to secure appropriate paid and work experience opportunities for them. These Case Managers will also provide in-work support for all the clients they place into paid employment.

Self-help/job search areas will be set up in the service centres.

We will be transforming available space to make it easier for job seekers to access information about work, development and training opportunities.

Building regional capacity to ensure organisational support is appropriate at the regional level.

To increase the current capacity of the region's management information, analysis and special projects or initiatives the region will establish a temporary full-time project management position.



OUR COMMUNITY COMMITMENT

Programme	Forecasted new starts	Budget
Job Plus	851	\$2,974,312
Job Plus Training	220	\$151,542
Job Plus Maori Assets	12	\$66,816
Enterprise Allowance	155	\$856,290
Business Training and Advice Grant	240	\$83,079
Taskforce Green	325	\$924,389
Job Connection	160	\$1,113,078
Community Work	866	\$472,828
Work Start	1,100	\$297,274
TOTAL	3,929	\$6,939,608

Programme	Forecasted new starts	Budget
Information services	560	\$ 112,000
Work confidence	1,182	\$ 961,370
Work skills	242	\$ 344,616
Innovation	480	\$ 8,700
TOTAL	2,464	\$1,426,686



CONSULTATION

Local employers (surveyed in person by Work Brokers)

Stratford/Hawera (30), New Plymouth (90),
Wanganui (90), Te Kuiti (15), Taumarunui (15),
Waitara (15)

Department of Work and Income personnel

Regional office, Community Employment advisors,
Service Centre Managers, Case Managers,
Work Brokers

Maori communities

Maori business networks in Taranaki and Wanganui,
Marae Committees, Maori individuals

Local Employment Co-ordination committees

Te Kuiti, Taumarunui, Taranaki, Wanganui

Government departments

Te Puni Kokiri, Health providers, polytechnics,
Skill New Zealand

Local authorities

New Plymouth District Council, South Taranaki
District Council, Stratford District Council, Taranaki
Regional Council, Ruapehu District Council,
Otorohanga District Council, Waimarino District
Council, Wanganui District Council

Advocacy groups

Taranaki Advocacy, Post Polio Support Group,
Taranaki Disabilities Resource Centre,
Wanganui Peoples' Centre

Employer enterprise organisations

Venture Taranaki Trusts, Taranaki Chamber of
Commerce, Wanganui Chamber of Commerce,
WEDCO Wanganui, Poutama Trust,
Federated Farmers

Training providers/Course participants

Central Taranaki Employment Trust, Taranaki FEATS,
Work Track New Plymouth, Youth Action Commission
Training, New Plymouth District Council Employment
Initiatives Unit



Work and Income NZ
Te Hiranga Tangata