

# 2019 ANNUAL REPORT



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# CAREERFORCE

## Who Are We?

**Careerforce supports workplace-based training, enabling employees to achieve nationally recognised qualifications, and deliver superior outcomes across the health and wellbeing sectors.**

**As an Industry Training Organisation, we have two key functions:**

### 1 Careerforce is a standard setting body.

Careerforce works closely with stakeholders and employers across our sectors to identify their workforce skill requirements and standards. Working with the New Zealand Qualifications Authority (NZQA), we are responsible for developing these standards into nationally recognised qualifications (New Zealand Certificates or Diplomas), with regular reviews to ensure they continue to meet the evolving needs of the workforce.

Education providers including Polytechnics, Wananga and Industry Training Organisations can then develop NZQA-approved training programmes that lead to the attainment of these qualifications. These may be “off-job” (class-room based) learning, “on-job” (workplace based) training, or a combination of the two. Our moderation systems ensure that regardless, trainee performance meets required graduate outcomes, crucial to qualification integrity.

### 2 Careerforce supports on-job-training.

Careerforce has developed “on-job” training programmes that recognise and respect the knowledge and skills that workers already have. The training is employer-led, where the employer is responsible for the delivery of training, and assessment of employees who are enrolled in Careerforce programmes. Careerforce does not deliver training but we provide support to employers and their employees, including workforce development planning, the provision of learning and assessment resources, and pastoral care to support trainee success.

# Our Values

## Kaitiakitanga Upholding responsibilities

We are committed to benefitting the communities we serve and protecting the wellbeing of future generations.



## Kotahitanga Connecting people

We are all united in our common goal to improve the health and wellbeing of New Zealanders and everything we do is focused towards this goal.



## Manaakitanga Honouring others and ourselves

We provide an environment where everyone is comfortable and can participate in a meaningful way.



# BOARD CHAIR REPORT

**Fiona Pimm**



**As I come to the end of my first year as Board Chair for Careerforce, it is timely to step back and reflect on what has been an interesting year.**

I would first like to acknowledge Richard Westlake's immense contribution as Board Chair for the ten years preceding. Under Richard's leadership and guidance, Careerforce grew substantially from an organisation with a handful of staff, to a truly national organisation, with three offices and over 150 staff across New Zealand.

In September, Careerforce celebrated its 25th anniversary as an industry training organisation (ITO). Aside from some ITO consolidation (2011-2012), the organisation and its operating environment has been relatively stable. In contrast, 2019 was a year of change with the announcement in February by Education Minister Hon. Chris Hipkins of the Reform of Vocational Education (RoVE); the net effect of which is the disestablishment of all 11 ITOs.

What has become very evident is that the full implementation of the reform is a mammoth task, and one that will take many years to fully embed. As a result, the focus of the Board has been on supporting Careerforce to continue with business as [un]usual, and to ensure that we continue to meet the needs of our sectors, and

that their workforce development needs are not compromised.

Despite the unsettling backdrop of RoVE, Careerforce was able to exceed its standard training measure (STM) target, delivering STM's of 5,497, down only very slightly on the previous year (5,537). We also achieved our targeted 80% activity rate across our learners, of whom there were 18,985 as at December 2019. I consider this to be a very pleasing result, and a testament to the Careerforce organisation and staff getting on with achieving their purpose; enabling the workforce to enhance people's health and wellbeing. I would like to pay recognition to the Careerforce team for achieving the results that are detailed in this report, in spite of this unsettling time.

I recently attended a Ministry of Social Development graduation for a cohort of their staff who had qualified with a Careerforce youthwork qualification. I enjoy the opportunity to attend such graduations as it serves to remind me each time of not only the importance of workplace-based learning, but also to the differences it is making to the individuals concerned, and to those that they are providing support.

We have now had COVID-19 descend upon us, with the entire Careerforce organisation, and the rest of New Zealand, going into full lockdown. I would like to pay credit to the organisation's ability to move swiftly



**JESSIKA BRASS**  
YOUTH DEVELOPMENT WORKER

and seamlessly to full remote working, a reflection on the strong Business Continuity Planning, IT infrastructure, and staff resilience in place.

I would like to acknowledge Jane Wenman's exceptional leadership in these turbulent times, not at all what she signed up for when taking over as Chief Executive in December 2018. I would also like to

acknowledge the support and contributions of my fellow Board members, particularly that of departing directors, Cee Payne and Dr Greg Coyle.

Thank you for your support in 2019. We look forward to this continuing into 2020.

**Ngā mihi nui**  
**Fiona**

# CHIEF EXECUTIVE REPORT

Jane Wenman



## It has been nearly 18 months since I was appointed Chief Executive at Careerforce.

There has been a lot of change in the industry training environment over this time and we are now experiencing a rapidly evolving external environment due to the national and global impacts of COVID-19. These changes present a number of challenges to Careerforce in delivering to our purpose of enabling the workforce to enhance people's health and wellbeing.

2019 was quite a tumultuous year for Careerforce with the announcement of the Reform of Vocational Education (RoVE). The impacts of RoVE have been felt across our sectors and it continues to be a focus for us all as we transition through the evolution of changes. A major milestone of RoVE was the passing of the Education (Vocational Education and Training Reform) Amendment Bill which came into effect on 1 April 2020. With this Bill, Careerforce has moved from an Industry Training Organisation to a Transitional Industry Training Organisation. Rest assured, this change has no impact on how we can support our sectors over the coming period and I look forward to my team working with our stakeholders to move towards a more qualified workforce.

Despite these challenges and changes I am delighted to advise that we have continued our pattern of growth in apprenticeships which has been confirmed by our funder, the Tertiary Education Commission.

The focus for the coming year is further enhancing the outcomes of our learners and their employers, and ultimately the outcomes for those people that the wellbeing workforce supports. We are focused on different ways of working and delivering to our stakeholders effectively with agility and efficiency. We are prioritising the work within our sectors that ensures Careerforce's offering is relevant and fit for purpose. Our strategic and business planning is aimed at ensuring our qualifications and programmes are in the best possible position to enable a smooth transition to the new world under RoVE.

At the time of writing we are working through another challenge - COVID-19. The impacts on New Zealand as a whole, but more specifically on a number of our sectors, cannot be understated. Our new "normal" will be very different going forward and it is essential that we all focus on how we can make the best of this new environment. Careerforce has been working closely with the Ministry of Health and other government agencies to assist with a solution that can help New Zealand recover as quickly as possible. We have offered our help to all affected sectors and we look forward to



**FILIMONE 'TUKAI' RAINIBOGI**  
CAREGIVER

being part of a network of support that can help people and businesses successfully survive the effects of this pandemic.

A recent survey of our staff has confirmed their commitment to the organisation and to ensuring that Careerforce continues to lead training industry for our sectors even in this time of upheaval. I am very proud of the

Careerforce whanāu - they are proving their expertise, leadership, and professionalism when they themselves face an uncertain future.

Thank you for your engagement with Careerforce and we look forward to your continued support.

**Ngā mihi**  
**Jane**

## REFORM OF VOCATIONAL EDUCATION

If there was an acronym that could sum up 2019 for Careerforce, it would have to be RoVE, the Reform of Vocational Education.

First announced in February 2019 by Education Minister Chris Hipkins, the reforms were confirmed in August, and passed into legislation effective from 1 April 2020.

Once implemented, the reforms will see Careerforce's current functions split. Its skills leadership function will transition to one of six new Workforce Development Councils, and its arranging function will transition to an alternate training provider that is yet to be determined.

These reforms represent a generational change, and Minister Hipkins expects long transition

timeframes, with full implementation not expected until December 2022.

While disappointed at the outcomes for the Careerforce organisation, we have and will continue to engage constructively with education officials. We have and will also continue to consult extensively with our stakeholders to ensure their voice is heard, and the strengths of workplace-based learning are not compromised in the transition.

In the meantime, our focus remains very much on continuing to support our employers and trainees, and supporting the immediate and pressing workforce development needs of our sectors.



## QUALIFICATION REVIEWS GAIN STEAM

The NZQA-required qualification reviews certainly gathered steam in 2019, with 13 reviews commencing.

These reviews are a considerable undertaking, and provide a great opportunity to consult with our sectors to ensure the qualifications remain relevant and fit for purpose.

We concluded the review of the NZ Certificates in Health and Wellbeing Level 2, Level 3 and Level 4 Advanced Support in October 2019, with formal NZQA approval of the recommended changes. The reviewed NZ Certificate in Health and Wellbeing Level 2, and NZ Certificate in Health and Wellbeing Level 3, went through

with minor changes. The NZQA has approved the replacement of the NZ Certificate in Health and Wellbeing (Advanced Support) Level 4, with a new 120-credit qualification.

The NZ Certificates in Youthwork Level 3 & 4, and the NZ Diplomas in Hearing Therapy Level 6, and in Vision Habilitation/Rehabilitation Level 7 all received NZQA approval with minor changes.

As the qualification reviews are completed, the focus shifts to programme reviews to reflect any changes to the qualifications, and likewise ensure they remain relevant and deliver to the needs of employers.



## AKA TOI Learning and assessment platform

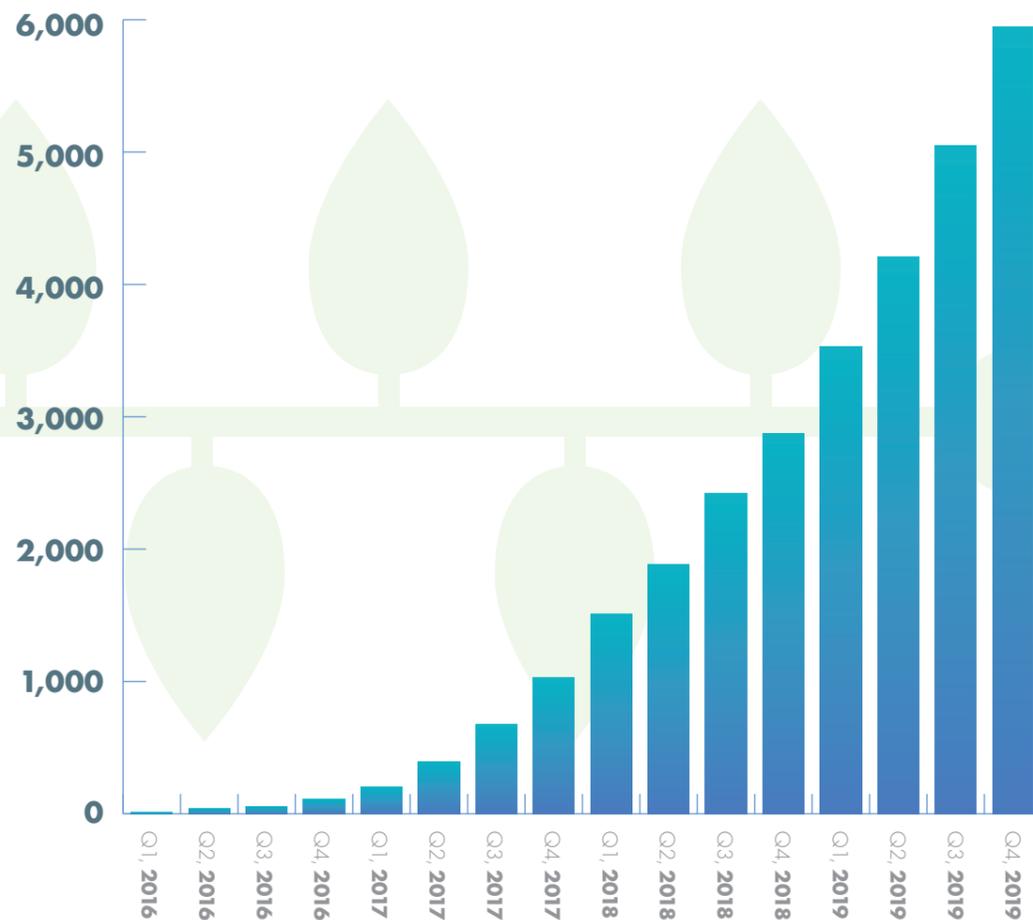
Aka Toi continues to grow, with 221 learning modules now available on the platform to augment the existing paper-based learning and assessment resources.

A key focus remains on improving the overall user experience, with a number of improvements made over 2019, including a new bespoke assessment activity type that has quickly become a favourite, particularly for assessors who can manage multiple attempts of an assessment more easily. Trainees and

apprentices are also benefiting from more fully responsive learning resources, making it much easier for Aka Toi users to fit learning into their day, on any device.

Learners and assessors can look forward to further enhancements, including another bespoke assessment activity whereby real on-the-job evidence will be collected by Aka Toi from workplace observers, helping assessors to make sound judgements from authentic work practice as it happens.

### Active Aka Toi Users (Cumulative)



## CAREERFORCE PARTNERS WITH YALE UNIVERSITY TO HELP CREATE CHANGE

In 2019, Careerforce partnered with the Yale University Program for Recovery and Community Health, to support a group of emerging leaders in New Zealand to participate in the LET(s) LEAD Academy, a transformational leadership development programme.

The 9 selected participants all had lived experience, including mental health and addiction, and a genuine wish to make positive changes in their community or sector.

The 9 month LET(s)LEAD leadership course was designed and facilitated by Yale, and local

placements sponsored by Careerforce. Guest facilitators within New Zealand gave local knowledge and expertise to the learning.

Careerforce General Manager Learning Solutions, Rod Bentham says, "We were excited to be able to partner with Yale to bring the LET(s) LEAD programme to New Zealand, and satisfy our sectors identified need for a leadership programme for people with lived experience."

Claire Bien, Yale's Connecticut-based Project Coordinator said "It's been a real privilege getting to know and work with all the fellows in the program. Hearing them speak about their lived experiences and the ways in which those experiences informed their vision and perspective was moving and inspiring. I watched this vision and understanding grow as the participants engaged with the curriculum."

The programme culminated in a graduation event in March 2020.



## CONNECTING AND ENGAGING WITH TRAINEES

Following strong employer and trainee feedback, a project team was established within Careerforce, tasked with developing and implementing a trainee lifecycle communications and engagement plan. It is hoped that more direct engagement with trainees will improve outcomes for trainees, employers, and Careerforce alike.

The project team commenced with extensive research amongst current trainees and graduates to determine how they would like

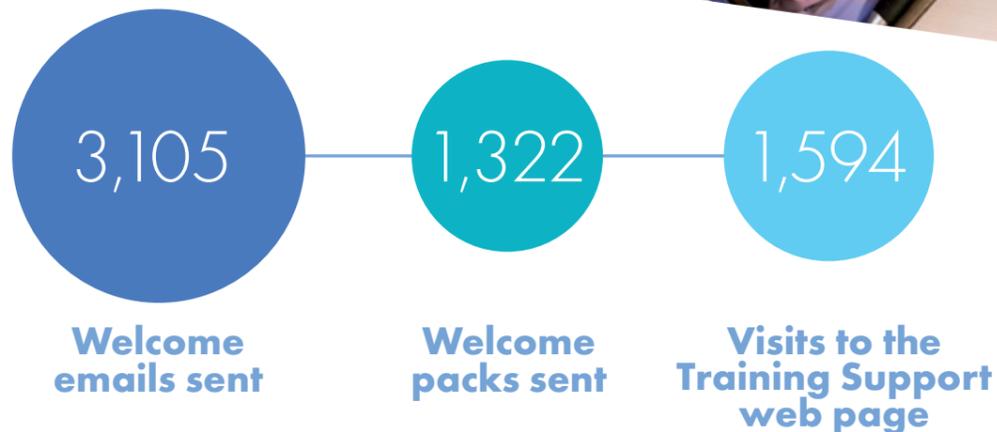
to be communicated with, what information they need, and how Careerforce can add value to their training.

Direct trainee engagement commenced in September 2019, with the sending of welcome emails to all newly enrolled trainees, and was shortly followed up with the sending of a physical welcome pack. Each provides extensive resources aimed to support trainees in their training journey.

The project team are continuing work to develop and implement additional solutions that address key trainee barriers, including intra-journey and data-informed interventions.



FROM SEPTEMBER TO DECEMBER 2019



## EMPLOYER SURVEY RESULTS

Each year, Careerforce runs an annual employer satisfaction survey, to track their satisfaction over time, plus provide employers with the opportunity to provide feedback. This feedback is then used to develop an action plan, which together with the results, are then shared with employers.

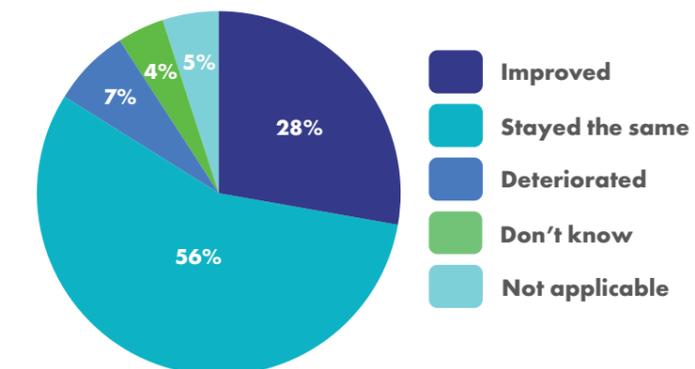
The latest, and third iteration of the survey was conducted over November 2019, with a

continued increase in survey completion, in itself a reflection of stronger employer engagement.

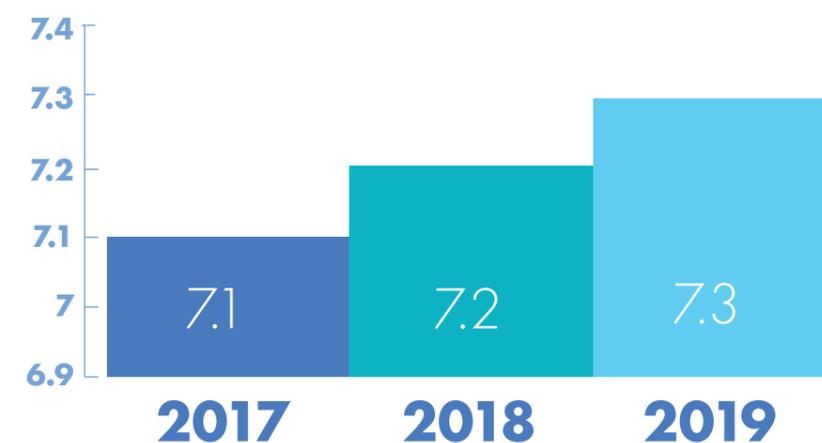
The 2018 survey saw an improved level of overall satisfaction on the previous year, and it was pleasing to see continued improvement in the latest survey.

The next survey will run later in 2020, the results of which will determine the success of the actions put in place.

### Satisfaction Change over 2019



### Total Satisfaction (out of 10)



# THE HEALTH AND DISABILITY KAIĀWHINA

Careerforce and the Ministry of Health have partnered with the sector to lead out the Kaiāwhina Workforce Action Plan (the Plan) over the past five years with the goal of increasing the visibility and profile of the Kaiāwhina workforce as valuable, competent, and integral members of the New Zealand health and disability system.

The Kaiāwhina Workforce Taskforce, made up of a broad range of health and disability sector leaders, has provided governance leadership for the delivery of the Plan's 53 actions, grouped across seven core domains. While more work is still required, particularly in regard to improved sector wide information about this workforce, Careerforce can take credit for their

role in the significant achievements of the Plan to date.

With the current Plan coming to an end in June 2020, all actions have been either completed or significantly progressed, but this is not the end, merely the end of the beginning for this critical workforce.

With a new mandate from the Ministry of Health, the partnership with Careerforce is set to continue and work is now underway to plan for the next five years of activity 2020-2025 to ensure that the momentum gained continues to be built upon.

For more information, please refer to the website: [www.workforceinaction.org.nz](http://www.workforceinaction.org.nz)



## REFLECTING ON PAY EQUITY

In June 2017, and as part of the Care and Support Workers \$2 billion pay equity settlement, Careerforce was allocated a role in the implementation of the settlement.

This was in the form of being tasked to objectively determine qualification equivalencies for the purposes of pay equity. The settlement covered 55,000 care and support workers, with workers eligible for remuneration increases either via their job tenure or qualifications.

At the time, this was expected to be a finite task, and only for a short period of time. Fast forward two and a half years to 31 December

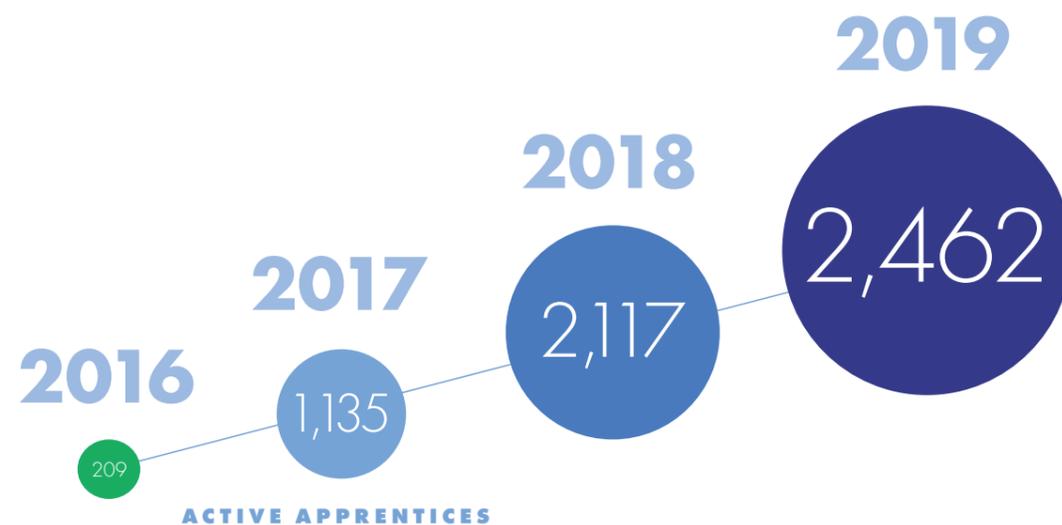
2019, and Careerforce finally ceased accepting new applications for qualification equivalency assessment. Over this time, Careerforce processed over 8,000 individual applications, and assessed over 1,800 distinct qualifications, domestic and international.

The ceasing of new assessments, and handover of qualification related pay equity enquiries to the Ministry of Health frees up the extensive resources that were consumed by pay equity, and allows Careerforce to focus on its core purpose of supporting workplace-based learning.

## CONTINUOUS DEMAND FOR APPRENTICESHIPS

Over 2019, we saw a continued increase in enrolments into our Level 4 Apprenticeship programmes, which were first launched in 2016, and have all been developed by the sector, for the sector.

As at December 2019, there were 2,462 active apprenticeship enrolments, with a team of 17 Careerforce Apprenticeship Advisors across the country providing pastoral care and support.



ACTIVE APPRENTICES



“ Gateway was a good way for me to experience career options I was interested in, and better understand what I’m going to do when I leave school.”

CHARLOTTE BALL, GATEWAY STUDENT  
VILLA MARIA COLLEGE

## YOUTH FOCUS

### Bringing young people into the health and wellbeing sector

The health and wellbeing sector needs more young people entering the workforce to combat the worsening workforce shortages. To support employers, we are continually exploring ways to promote the variety of exciting career opportunities available across our sectors to these younger audiences.

In August 2019, we hosted a very successful pilot event; Whāia te iti: Kahurangi REAL Pathways to REAL Success. Young people from schools in the Auckland Region were invited to a day of interactive learning on career opportunities across the health and wellbeing sector.

[careerforce.org.nz/whaia-te-iti-kahurangi-real-pathways-to-real-success](https://careerforce.org.nz/whaia-te-iti-kahurangi-real-pathways-to-real-success)

Careerforce has invested in a team of three Vocational Pathways Advisors to foster relationships between schools and employers to provide opportunities for students to gain work experience and NCEA credits through our Gateway programmes.

Gateway programme enrolments increased by 67% from the previous year, and we have also seen an increase in students completing full qualifications at Levels 2 and 3 while still in school. This includes 19 students in the Wellington region who have completed their NZ Certificate in Youth Work Level 3, with support from youth organisation, Youthline.



## CAREERFORCE CELEBRATES 25 YEARS

On 19 September 2019, Careerforce celebrated its 25th anniversary.

On this day, back in 1994, we were officially afforded recognition as an Industry Training Organisation for community support services (CSSITO).

From a small office in Christchurch, we have grown to an organisation of over 150, working with over 1,000 employers nationwide, and supporting over 15,000 trainees and apprentices.

Chief Executive Jane Wenman commented that “a lot has happened since, but we are very proud to have supported the training and upskilling of tens of thousands of trainees and apprentices across our sectors.

“The one thing that hasn’t changed is our fervent belief in, and absolute commitment to workplace-based training, and to improving the health and wellbeing of New Zealanders. We would also like to take this opportunity to acknowledge and applaud the critical role that our employers have played over the last 25 years, and to their dedication and commitment to training.”



## FAREWELL TO OUR KAUMĀTUA, MATT MATAMUA

Matt Matamua announced his retirement from Careerforce, departing in December 2019.

For eight years, Matt provided the Careerforce whānau with cultural and spiritual guidance, focusing strongly on our values: **Kaitiakitanga**, **Kotahitanga** and **Manaakitanga**. In recent times, he had planned Noho marae experiences and contributed significantly to engagement with stakeholders. He worked extensively with Te Mana Whakahaere and was dedicated to helping improve cultural competency across the organisation.

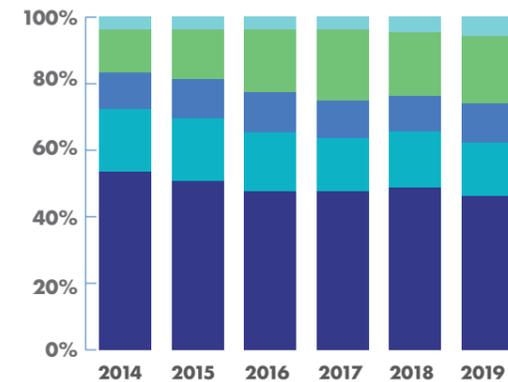


“Investing in training is very important to us. We feel this money has been very well spent. We see that in the quality of the service that’s coming through.”

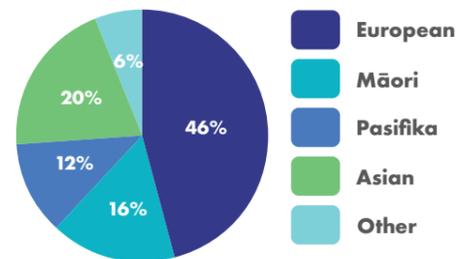
**TRUDY BIGGELAAR, MANAGER**  
COUNTIES MANUKAU HOMECARE TRUST

# TRAINEE REPORTS

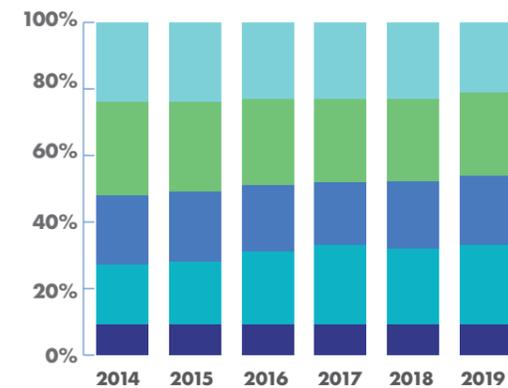
## Learners by Ethnicity



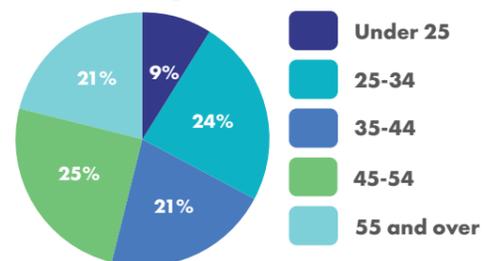
### 2019 snapshot



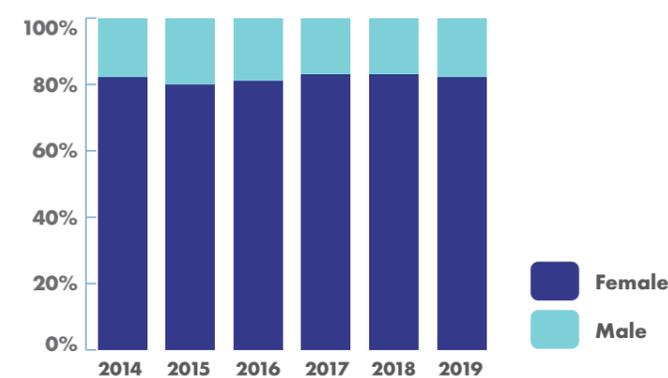
## Learners by Age



### 2019 snapshot



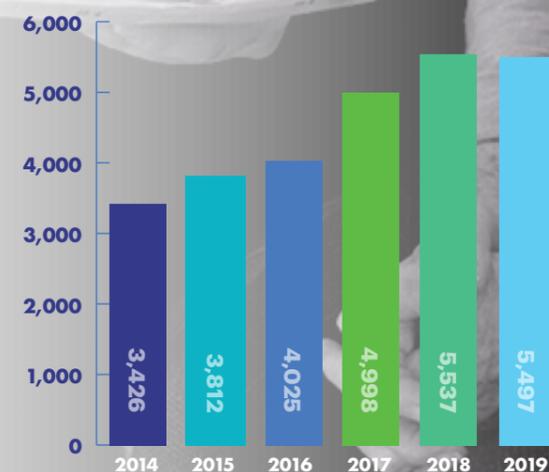
## Learners by Gender



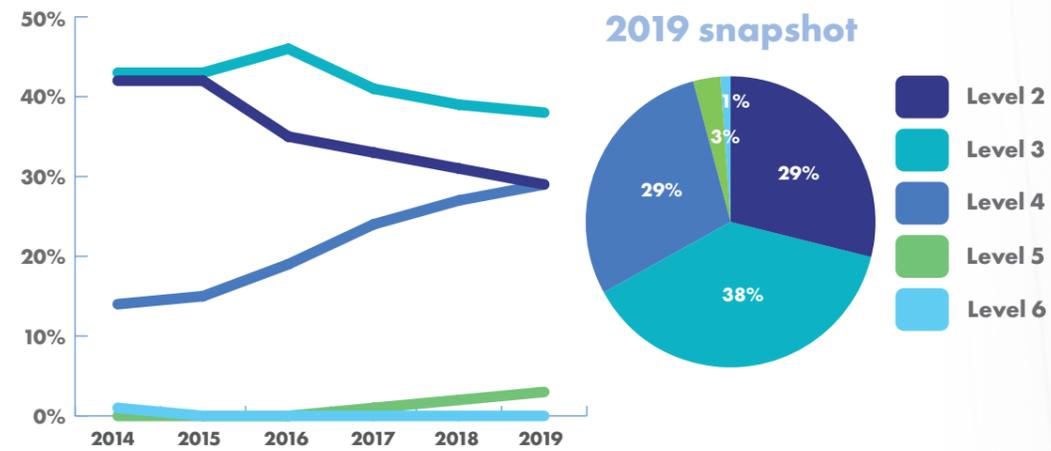
## Worksites Supported



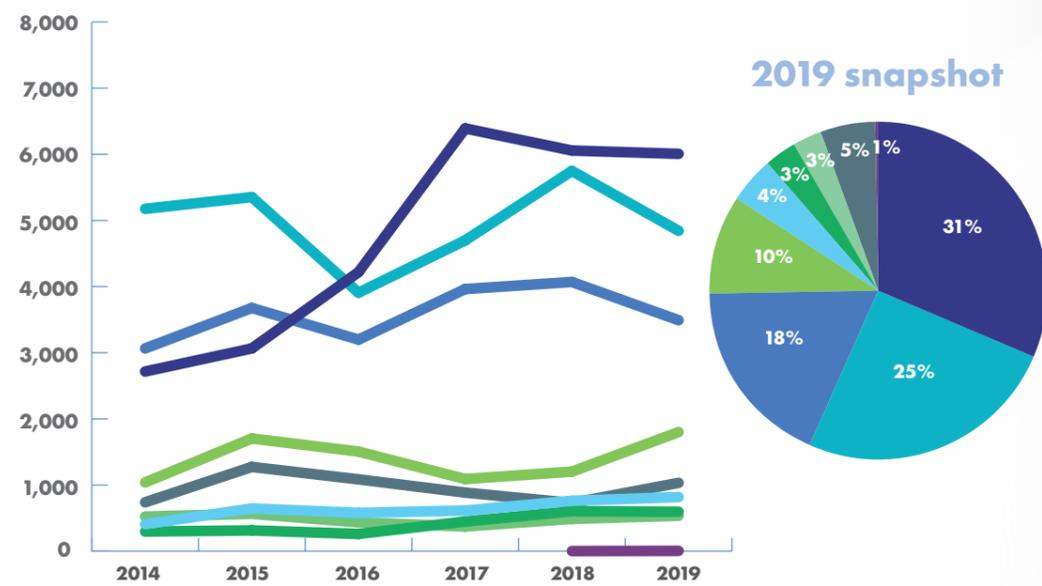
## Standard Training Measures



### Learners by Level



### Learners by Sector



- Aged Residential Care
- Home and Community Care
- Disability Support
- Healthcare Services
- Mental Health and Addiction Support
- Social Services
- Youth Work
- Cleaning and Urban Pest Management
- Others



# MEET THE BOARD



**INDEPENDENT CHAIR**  
**FIONA PIMM**

Fiona is a Professional Director on several boards with a special interest in health and education services. She is committed to the continuous improvement of our health and education services and to community engagement.



**DIRECTOR DISABILITY**  
**DR GARTH BENNIE**

Garth joined New Zealand Disability Support Network (NZDSN) in January 2015 and since then has led NZDSN into a new era of closer working relationships with Government and more active networking and support across providers. Garth has a wealth of experience in and around the disability sector with previous roles with both NGOs and the public sector spanning management, research, policy development, service design and evaluation.



**DIRECTOR EMPLOYEE KNOWLEDGE**  
**CEE (CAROLYN) PAYNE**

Cee was the Industrial Services Manager for the NZ Nurses Organisation, Toputanga Tapuhi Kaitiaki o Aotearoa (NZNO). In her early years Cee trained as a Registered and Obstetric Nurse and held various nursing positions before completing her International Coaching Certification with the International Coaching Community (ICC). Cee was part of the negotiation team on the Care and Support Worker Pay Equity Settlement and brings her combined passions for education and workers aspirations together to this role.

*\* Cee left the Careerforce Board in March 2020*



**DIRECTOR WORKFORCE DEVELOPMENT**  
**DR GREG COYLE**

Greg is the Principal Advisor for The Salvation Army Social Programme in New Zealand, Fiji, Tonga and Samoa. Previously he held a senior position in the health faculty at the Auckland University of Technology and stakeholder management and financial monitoring roles at the Tertiary Education Commission.

*\* Greg left the Careerforce Board in March 2020*



**DIRECTOR INDUSTRY SECTOR (OTHER)**  
**SARAH MCBRIDE**

Sarah is the CEO of the Building Services Contractor Association of NZ (BSCNZ). Previously, she worked across a variety of industries in roles that have included project and product management, marketing, planning and implementation, budget setting and monitoring margin expectations. Sarah values creative and intelligent customer focused decisions and places a high value on effective leadership. Among her key skills, she enjoys creating structural procedures, which best utilise time and systems to benefit employees and customers. A firm believer in collaborating for the greater good, she has a passion for the industry she represents.



**DIRECTOR INDUSTRY SECTOR (OTHER)**  
**NORAH BARLOW**

Norah is amongst Australasia's most experienced and respected executives and directors and has in-depth knowledge of the aged and health care sector. She is presently CEO of Heritage Lifecare, a newly established aged care provider in NZ, after returning from her role in Australia as Managing Director of Estia Health, one of the largest aged care providers in Australia. She is also the former CEO and former Director of Summerset Group. She was President of the Retirement Villages Association (NZ) for 7 years and made an Officer of the New Zealand Order of Merit for services to business in 2014.



**DIRECTOR AGED CARE RESIDENTIAL**  
**RHONDA SHERRIFF**

Rhonda is a Registered Nurse with 40 years' experience. Over the last 26 years, Rhonda has worked in a variety of operational and management roles within the sector. Rhonda is passionate about the aged care industry, ensuring resident's welfare, their safety, staff education and competence, and safe outcomes for all clients. Currently Rhonda co-owns a retirement village in Christchurch and is a director of the New Zealand Aged Care Association.



**DIRECTOR INDUSTRY SECTOR (OTHER)**  
**PAUL PRITCHARD**

Paul has been Technical & Training Manager at Cleaning Systems Ltd, a nationwide training provider for Specialist Cleaning (including Hazardous Environment Cleaning) and Urban Pest Management, for the past 15 years. He has served on various elected Executive Committees with Industry Associations such as PMANZ and CCANZ holding associate membership as a supplier as well as being a member of the NZ Institute of Directors and the Hazardous Substances Professionals. A secondary education in Samoa has given him a keen Pasifika perspective on workplace training and education.



**DIRECTOR HOME AND COMMUNITY SUPPORT**  
**ANDREA MCLEOD**

Andrea is Chair of the Home and Community Health Association, a position she has held for eight years. With a background as a Registered Nurse, Andrea has been working in the Home and Community sector since 2006. Andrea is employed by Presbyterian Support Northern as General Manager, Strategic Change.

# MEET THE SENIOR LEADERSHIP TEAM



**CHIEF EXECUTIVE OFFICER**  
**JANE WENMAN**

Jane was appointed Chief Executive Officer at Careerforce in early December 2018. She is a strategic thinker who has experience working in operational and governance environments. Jane brings a wide range of experience to the role including in finance, human resources, communications and business planning.

Her commitment and dedication to the sectors Careerforce has within its coverage is borne out of personal experience, and her belief that the opportunities Careerforce offers employees will lead to better outcomes for New Zealand Inc. Jane's understanding of our sectors enables her to guide the company through new strategic opportunities arising from global and national changes.



**GENERAL MANAGER EMPLOYER SERVICES**  
**ANDREW SAUNDERS**

Andrew is an expert in developing and leading teams. For the past nine years he has delivered strong results through coaching and leadership. He has led the rapid growth and development of Careerforce's national field team, supporting them to master their relationship management techniques. Andrew also works closely with Careerforce staff to ensure appropriate supports are available for learners with literacy and numeracy requirements.

Andrew is a member of the Institute of Directors.



**GENERAL MANAGER PEOPLE AND FINANCE**  
**ANDROULA DOMETAKIS (CA)**

Androula is a Chartered Accountant with over 20 years business experience, spanning private and public sector organisations. Her extensive Senior Management level experience crosses a number of broad areas including finance, legal, communications, human resources, governance, business planning, risk management, procurement, IT services and managing shared services arrangements.

Androula is the newest member of the Careerforce Senior Leadership team, having joined in August 2019. She is excited to have this opportunity to help Careerforce work through the vocational education reforms, with the ultimate goal of the continued development of the health and wellbeing workforce.



**GENERAL MANAGER BUSINESS SERVICES**  
**BRUCE JOHNSON**

Bruce joined Careerforce in 2014. He has a background in Defence, National Security and central government policy. Bruce leads our Client Systems and Services, Information Services, Project Office and Service Assurance teams. These teams provide a range of services in support of the Careerforce business units, as well as providing services to our employers and trainees.



**GENERAL MANAGER BUSINESS DEVELOPMENT**  
**GILL GENET**

Gill leads our workforce development activities, working with our very broad range of stakeholders. She is key in progressing the Kaiāwhina and Kaimanaaki Workforce Action Plans. In response to RoVE she has increased focus on articulating intelligence about workforce demand to ensure all our sectors are visible when the new Workforce Development Council is established. For Gill, it is ultimately about the difference the workforce makes in improving population health and community wellbeing for all in Aotearoa.



**GENERAL MANAGER MARKETING, COMMUNICATIONS AND INSIGHTS**  
**PAUL WILLIAMS**

Paul joined Careerforce in October 2017, and brings a wealth of experience, including over 25 years working in marketing and communication roles across fast moving consumer goods, telecommunications, media and governmental organisations. He joined Careerforce's senior leadership team in May 2019.

Paul is responsible for all aspects of marketing, communications and insights for Careerforce, and is passionate about using all available channels and insights to help bring Careerforce's purpose to life, *enabling the workforce to enhance people's health & wellbeing.*

Paul is a member of the Institute of Directors.



**GENERAL MANAGER LEARNING SOLUTIONS**  
**ROD BENTHAM**

Rod brings two decades of experience in adult education and training to his role at Careerforce. This includes teaching and executive leadership roles within the Polytechnic sector, and a leadership role with a standard setting body within NZQA. Rod is focused on ensuring the products and services Careerforce trainees and their employers' access are high quality and assist in their development.



**KAUMĀTUA**  
**MATT MATAMUA**

Kaumātua Matt is Tūhoe from Waikaremoana with affiliation to Muaūpoko. Matt has a long association with the Intellectual Disability sector as a registered psychopaedic nurse and is currently a member of Te Ao Marama group to support the implementation of Whaia Te Ao Marama, The Māori Disability Action Plan MOH. Matt is also a long serving advocate for Māori Health and is an Iwi representative on Manawhenua Iwi Advisory group to MidCentral District Health Board.

*\* Matt retired from Careerforce in December 2019*

# OUR PEOPLE

While the world has changed around us over the last year with RoVE and currently COVID-19, one thing has remained a constant: the commitment of our team to supporting our sectors and learners. Not for a moment has this faltered, and it's something we are immensely proud of.

Now, more than ever, our internal focus continues to be on supporting the wellbeing of our people. Over the last year, our wellbeing and engagement committee Te Rōpū Whakapiki, have supported our team with social activities and by bringing attention to important issues like Alzheimer's, depression and domestic violence. We have also further increased our emphasis on supporting our team's mental health and work life balance through education and awareness, and by offering flexible working arrangements.

As a learning organisation, we seek opportunities for our people to learn on the job and through targeted professional development. This year, we are working on bringing our internal learning management system to life (using Totara) which will help us to realise our company learning and development objectives.

As we face the challenges and opportunity of changing times ahead, it gives us confidence to know that our team have the resilience, agility and commitment to thrive.

As at 31 March	Headcount	Gender Mix
2020	150	75% Female - 25% Male
2019	153	73% Female - 27% Male
2018	131	71% Female - 29% Male
2017	103	70% Female - 30% Male

- Average length of service as at 31 March 2020: 3 years and 9 months
- Average age as at 31 March 2020: 48 years



# FINANCIAL SUMMARY 2019

Careerforce reported a small surplus for the year, and as a result, total equity and reserves have increased slightly.

Original expectations for the 2019 year were the continuation of the increases achieved in training numbers year on year for the past 3 years. However, enrolment numbers during the year were lower than expected, with two key factors contributing to this; the Reform of Vocational Education (RoVE) announced by Government in February 2019, and the easing back of Level 2 enrolments. With the bulk of those trainees who were engaging in the Level 2 programme for pay equity purposes having now completed, we have seen a decrease in new enrolments from the previous highs of the past two years. The New Zealand Certificate in Health and Wellbeing Level 2 is our highest volume programme so when there are significant changes in the enrolment levels here it has a direct impact on overall revenue.

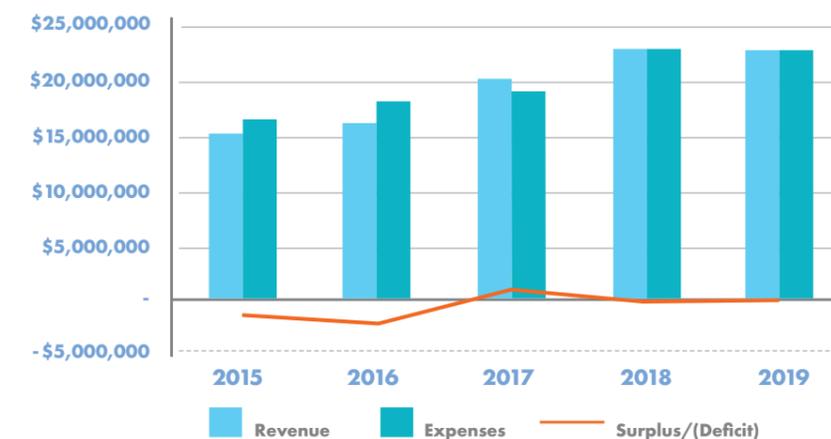
The funding received from the Tertiary Education Commission (TEC) was relatively consistent with the prior year, while qualification related revenues decreased.

Management had a focus on reducing operational costs during the year to reflect a reduction in the overall revenue resulting from the lower enrolments, while maintaining the field team staff numbers to be able to support trainees, apprentices and workplaces.

In September 2019, the Board resolved to liquidate its investment portfolio, resulting in a realised gain of \$472k and reducing our exposure to financial risk. The gain is reflected in the Statement of Comprehensive Revenue and Expenses.

Looking forward to 2020, the focus for Careerforce has been on sustaining training numbers and providing continued support to training participants and workplaces. However, prior to the 2019 financial statements being signed, the worldwide outbreak of COVID-19 has caused significant global disruption. It is unclear what financial and operational impact this may have on Careerforce in 2020 and the future.

## Surplus/(Deficit) 5 Year





Revenue for the year was  
**\$22,800,002**



Funding from Tertiary Education  
Commission (TEC)  
**\$18,986,957**  
(83% of revenue)



Expenditure maintained at a level  
consistent with the prior year  
**\$22,677,454**



Total Equity increased by  
**2% to \$6,728,731**



Net Surplus for the year  
**\$122,548**



Cash, Cash Equivalents and Term Deposits held  
at the end of the financial year were valued at  
**\$6,502,724**  
a slight increase on the previous year

## FINANCIAL STATEMENTS

### Community Support Services ITO Limited

Company No. 1819395

Charity No. CC32360

Summary Financial Statements

For the Year Ended 31 December 2019

#### Statement of Comprehensive Revenue and Expenses For the Year Ended 31 December 2019

	2019 \$	2018 \$
<b>Revenue from Non-Exchange Transactions</b>		
Tertiary Education Commission funding	18,986,957	18,966,203
Qualification fees	2,742,825	3,437,285
Other non-exchange revenue	230,860	210,914
	<b>21,960,642</b>	<b>22,614,402</b>
<b>Revenue from Exchange Transactions</b>		
Investment income received	573,392	51,987
Other exchange revenue	265,968	252,602
	<b>839,360</b>	<b>304,589</b>
<b>Total Revenue</b>	<b>22,800,002</b>	<b>22,918,991</b>
<b>Expenses</b>		
Administration	3,850,284	4,083,005
Learning and assessment support	1,588,834	1,919,062
Operating expenses	2,045,305	3,110,277
Personnel expenses	15,193,031	13,740,012
<b>Total Expenses</b>	<b>22,677,454</b>	<b>22,852,356</b>
<b>Total Surplus for the Year</b>	<b>122,548</b>	<b>66,635</b>
<b>Total Comprehensive Revenue and Expense for the Year</b>	<b>122,548</b>	<b>66,635</b>

### Statement of Changes in Net Assets For the Year Ended 31 December 2019

	Ordinary Shares	Accumulated Comprehensive Revenue and Expense	Total Equity
	\$	\$	\$
<b>2019</b>			
Opening Balance 1 January 2019	111	6,606,074	6,606,185
Surplus for the year	-	122,548	122,548
Cancellation/Buy-back of Shares	(2)	-	(2)
<b>Closing Equity 31 December 2019</b>	<b>109</b>	<b>6,728,622</b>	<b>6,728,731</b>
<b>2018</b>			
Opening Balance 1 January 2018	118	6,539,439	6,539,557
Surplus for the year	-	66,635	66,635
Cancellation/Buy-back of Shares	(7)	-	(7)
<b>Closing Equity 31 December 2018</b>	<b>111</b>	<b>6,606,074</b>	<b>6,606,185</b>

### Cash Flow Statement For the Year Ended 31 December 2019

	2019 \$	2018 \$
Net Cash Flows from Operating Activities	(78,542)	569,406
Net Cash Flows from Investing Activities	(278,810)	(942,281)
Net Cash Flows from Financing Activities	(2)	(7)
<b>Net Increase/(Decrease) in Cash and Cash Equivalents</b>	<b>(357,354)</b>	<b>(372,882)</b>
Cash and cash equivalents at beginning of period	1,480,722	1,853,604
<b>Cash and Cash Equivalents at End of Period</b>	<b>1,123,368</b>	<b>1,480,722</b>

Careerforce administers grant funding on behalf of the Ministry of Health (see Note 19 in the full financial statements). This funding has been excluded from the Cash Flow Statement to accurately represent the cash transactions of Careerforce.

### Statement of Financial Position as at 31 December 2019

	2019 \$	2018 \$
<b>Assets</b>		
Current Assets	8,042,371	3,722,474
Non-current Assets	1,410,061	6,012,339
<b>Total Assets</b>	<b>9,452,432</b>	<b>9,734,813</b>
<b>Liabilities</b>		
Current Liabilities	2,723,701	3,128,628
<b>Total Liabilities</b>	<b>2,723,701</b>	<b>3,128,628</b>
<b>NET ASSETS</b>	<b>6,728,731</b>	<b>6,606,185</b>
<b>Equity</b>		
Issued Capital	109	111
<b>Accumulated Comprehensive Revenue and Expense</b>		
General Reserve	128,622	-
Operating Reserve (three months operating expenditure)	5,600,000	6,606,074
Contingency Reserve (responding to RoVE)	1,000,000	-
	<b>6,728,622</b>	<b>6,606,074</b>
<b>TOTAL EQUITY</b>	<b>6,728,731</b>	<b>6,606,185</b>

For and on behalf of the Board of Directors:



24 March 2020

Fiona Pimm, Chair of Board



24 March 2020

Norah Barlow, Chair of Audit and Finance Committee

## Notes to the Financial Statements For the Year Ended 31 December 2019

### Note 1 Reporting Entity

The reporting entity is Community Support Services ITO Ltd (trading as Careerforce). Careerforce is a limited liability company domiciled in New Zealand and is registered as a charitable entity under the Charities Act 2005.

The principal activities of Careerforce are to develop New Zealand qualifications, to moderate assessment and to arrange workplace based training.

### Note 2 Basis of Preparation

The financial statements have been prepared on a going concern basis and the accounting policies have been applied consistently throughout the year.

### Note 3 Summary Financial Statements

The financial statements have been prepared in accordance with Generally Accepted Accounting Practice in New Zealand ("NZ GAAP").

They comply with the Public Benefit Entity International Public Sector Accounting Standards Reduced Disclosure Regime ("PBE IPSAS RDR") as they relate to summary financial statements.

The summary financial statements have been extracted from the full financial statements. They cannot provide a full understanding due to their summary nature. This understanding can be obtained only by reference to the full financial statements of Careerforce.

For the purposes of complying with NZ GAAP, Careerforce is a public benefit not-for-profit entity and qualifies as a Tier 2 reporting entity on the basis that it does not have public accountability and is not defined as large.

### Note 4 Reference to Full Financial Statements

A copy of the full financial statements may be obtained from Careerforce's website: <https://www.careerforce.org.nz/>

### Note 5 Presentation Currency

The summary financial statements are presented in New Zealand dollars (\$), which is Careerforce's functional currency and are rounded to the nearest whole dollar.

### Note 6 Related parties

Directors' fees are disclosed in Note 8 of the full Financial Statements and in the Directors' Report. No transactions took place between the company and any Director, except for payment of Directors fees.

### Note 7 Contingent assets and liabilities

There are no contingent assets at the reporting date (2018:\$Nil).

### Note 8 Capital Commitments

There are no capital commitments at the reporting date (2018:\$Nil).

### Note 9 Events After the Reporting Date

The Education (Vocational Education and Training Reform) Amendment Bill has been enacted and will be effective from 1 April 2020. The bill amends the Education Act 1989 and repeals the Industry Training and Apprenticeships Act 1992.

Prior to the 2019 financial statements being signed, the worldwide outbreak of COVID-19 in March 2020 caused the government to impose severe public health and social measures in New Zealand. It is uncertain what financial and operational impact this will have on Careerforce for the 2020 financial year.

There were no other significant events after balance date requiring reporting or adjustment in these financial statements (2018: Nil).

### Note 10 Audit Opinion

The full financial statements of Careerforce have been audited by Grant Thornton New Zealand Audit Partnership who have issued an unqualified audit opinion in respect to the full financial statements on 24 March 2020.

### Note 11 Prior Year Comparative Information

To provide meaningful and relevant information to stakeholders, changes have been made to comparative information.

## Auditor's Report For the Year Ended 31 December 2019

### Report of the Independent Auditor on the summary financial statements

#### To the Shareholders of Community Support Services ITO Limited (trading as Careerforce)

##### Opinion

The summary financial statements, which comprise the statement of financial position as at 31 December 2019 the statement of comprehensive revenue and expenses, statement of changes in net assets and cash flow statement for the year then ended, and related notes are derived from the audited financial statements of the company for the year ended 31 December 2019. In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the financial statements.

##### Summary financial statements

The summary financial statements do not contain all the disclosures required by PBE IPSAS RDR. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon.

##### The Audited Financial statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated 24 March 2020.

##### Other Information than the Summary financial statements and Auditor's Report Thereon

The Board Members are responsible for the other information. The other information comprises the annual report, but does not include the summary financial statements and our auditor's report thereon, which is expected to be made available to us after the date of this auditor's report.

Our opinion on the summary financial statements does not cover the other information and we do not and will not express any form of audit opinion or assurance conclusion thereon.

In connection with our audit of the summary financial statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the summary financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

When we read the annual report, if we conclude that there is a material misstatement therein, we are required to communicate the matter to those charged with governance and request remediation thereof.

### Board Members Responsibility for the Summary financial statements

The Board Members are responsible for the preparation of a summary of the audited financial statements of the Company in accordance with PBE FRS-43: *Summary financial statements*.

### Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised), *Engagements to Report on Summary financial statements*.

Our firm carries out other assignments for the Company in the area of assurance and advisory services. The firm has no other interests in the Company.

### Restricted Use

This report is made solely to the Shareholders of the Company, as a body. Our audit work has been undertaken so that we might state to the Shareholders, as a body, those matters which we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company and its Shareholders, as a body, for our audit work, for this report or for the opinion we have formed.

### Grant Thornton New Zealand Audit Partnership



### B Kennerley

#### Partner

Wellington  
24 March 2020

“After completing the Youth Work Apprenticeship, I hope to be able to work confidently with youth and do everything I can to support young people.”



**REUBEN MOLNAR**  
YOUTH WORKER



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