



2018

ANNUAL REPORT



Careerforce
te toi pūkenga

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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

Richard Westlake



It is with a touch of sadness that I write this, my last annual report introduction.

After three terms as Board Chair, and nine years on the Careerforce Board, I am stepping down from both roles.

However, it is also with genuine satisfaction as I look back and reflect at how much Careerforce has achieved in this time. I have spent some time looking at our growth rates over recent years, and we have much to be proud of. Between 2014 and 2018, our TEC funded learner volumes have grown 37% to 19,125, our standard training measures (STM) grew 62%, and the number of worksites we support has increased by 80% to 1,782. These results are a reflection of both the increasing sectoral need for skilled workforces, and also of the success Careerforce has had in engaging with organisations and understanding their workforce development needs.

Such a stellar performance has made Minister Chris Hipkins' proposed Reform of Vocational Education (RoVE) all the more difficult to comprehend, in particular in relation to the proposed fate of Industry Training Organisations. As this annual report goes to print, the Government is considering the over 1,500 submissions made as part of the consultation process, with outcomes expected to be

announced mid-year. If the reforms proceed as proposed, ITOs will cease to exist as they are today, with the major function of supporting the employer-led delivery of training across all sectors currently covered by ITOs to be centralised with the proposed New Zealand Institute of Skills and Technology (NZIST).

Earlier in my tenure, we went through another major review of Industry Training Organisations in a reform led by the then Minister of Education, Steven Joyce. These reforms resulted in a major consolidation in the number of ITOs from around 50, to just 11, but with an unequivocal recognition that the main strength of the industry training system from the perspective of employers was the responsiveness to employer's needs. Our experience over the last few years has only confirmed this.

I would like to acknowledge the many talented board members with whom I have served at Careerforce. Over the last year, we farewelled Julie Haggie from the Board, and welcomed Sarah McBride (cleaning), Paul Pritchard (urban pest management), and Andrea McLeod (home and community support). Each of these board members brings essential experience and insights from their respective sectors, and I thank them for their already valuable contributions.

Later in 2018, we also bid farewell to Ray Lind as our Chief Executive, a role he had held for seven and a half years. Ray was an exceptional leader of this company, with an outstanding understanding of the New Zealand health system and he was without doubt pivotal to the growth that Careerforce has achieved. Although we were sorry to see Ray depart, the Board was delighted to appoint his successor, Jane Wenman, from within the company.

MARIETA FETU
 TRAINEE | NZC IN CLEANING
 KLEENRITE WELLINGTON

LEOTINA TAGOAI
 TRAINEE | NZC IN CLEANING
 KLEENRITE WELLINGTON

Jane had been with us for nearly three years and had been Chief Financial Officer before her appointment as CEO. We conducted an extensive international and local recruitment exercise, and met with some exceptional candidates, but it was particularly pleasing for me that we had the depth of talent internally to have been able to promote from within. Jane took the reins in December 2018, and with the RoVE announcement shortly thereafter, she has already demonstrated her leadership at Careerforce and her ability to adapt to a rapidly changing and unpredictable environment.

2018 was another successful year for Careerforce, with standard training measure (STM) growth of 11% to 5,537. Over the course of the year, and in conjunction with Careerforce's Senior Leadership Team, we spent considerable time developing and articulating the future Careerforce strategy. I firmly believe that Careerforce has the

talent and capability to successfully deliver upon this strategy, and to maintain its growth trajectory, should it be permitted to do so.

Finally, and on behalf of the Board, I would like to extend our thanks and congratulations to Jane, her Senior Leadership Team and the Careerforce staff for another very successful year, and for the steps they are taking to position us for future success, whatever the decisions about our future might be.

I should also like to take this opportunity to thank my fellow board members (present and past), our shareholders, and our employers, whose needs we are here to meet. Our employers have choice in how they undertake training, and their vote of confidence in Careerforce is something we never take for granted.

Thank you.

CHIEF EXECUTIVE REPORT

Jane Wenman



In December 2018 I was appointed Chief Executive at Careerforce following the departure of our previous CEO. I look forward to leading the team on our growth journey.

The company has seen sustained growth over the past few years and I am delighted to confirm that 2018 was no exception. This growth clearly demonstrates the need for industry training within the health and wellbeing sectors, and not just within our gazetted coverage.

One of the main focus points for Careerforce in the past year has been the Qualifications Pathway Review for the Health and Wellbeing Level 2, 3 and 4 qualifications. This has resulted in some exciting prospective changes for our Level 4 Advanced Support qualification. We continue to develop these further and I would like to take this opportunity to thank all who contributed to this process ensuring the voice of our sectors are at the heart of any changes.

In February 2019, the government announced that it was undertaking a Reform of Vocational Education (RoVE). We recognise that this announcement has led to uncertainty within our sectors, however I confirm that changes to

industry training are unlikely to occur for some time. Hon Chris Hipkins, Minister of Education, has been very clear that should various aspects of the reforms proceed as proposed, transition of trainees to the proposed Institute would be undertaken carefully to ensure a seamless process and this would take at least 2-3 years to achieve.

Careerforce has taken every opportunity to ensure Minister Hipkins is aware of skills shortages facing many sectors in the health and wellbeing sectors. Feedback from the Minister has been that he wants to see levels of industry training and employer participation increase. Accordingly, Careerforce will continue to operate business as usual and I provide my absolute assurance that, regardless of reform outcomes, trainees and apprentices will be supported to complete any programmes they commence.

We are committed to delivering robust and quality outcomes in our standard setting role and in supporting our employers and learners on their industry training journey. Our commitment to continued qualification and programme development is stronger than ever. I trust that industry will continue on this pathway with us, so we can deliver spectacular outcomes for industry training in our sectors.

The RoVE consultation period has provided a valuable opportunity to get honest and frank feedback from our sectors on the value of Careerforce and what we offer. The feedback has been very supportive and complimentary of what we do. However, it has also uncovered some confusion on our role and the different components of what we do. Therefore, we have dedicated space in this annual report, and in future publications and messaging,



NANISE BALICAKAU
GATEWAY STUDENT
MANA COLLEGE

about the roles of Careerforce as an Industry Training Organisation.

The roles of a standard setting body, and of supporting and arranging workplace industry training are currently intertwined. We view this as being a virtuous circle of relationships, consultation, co-design and innovation. There will be enhanced strategic focus on this over the coming months and years as we deliver the workforce development outcomes that our sectors are needing.

The future opportunities for Careerforce are immense and I am looking forward to leading

the company to take on the new challenges and strategic priorities that are presenting themselves in our everchanging environment, including positioning ourselves to be part of the solution following the decision made by Minister Hipkins.

Thank you for working with us over the past twelve months and I look forward to our continued working partnership. I welcome the opportunity to meet with stakeholders/ shareholders and invite you to contact me if you have any questions or comments at ceo@careerforce.org.nz

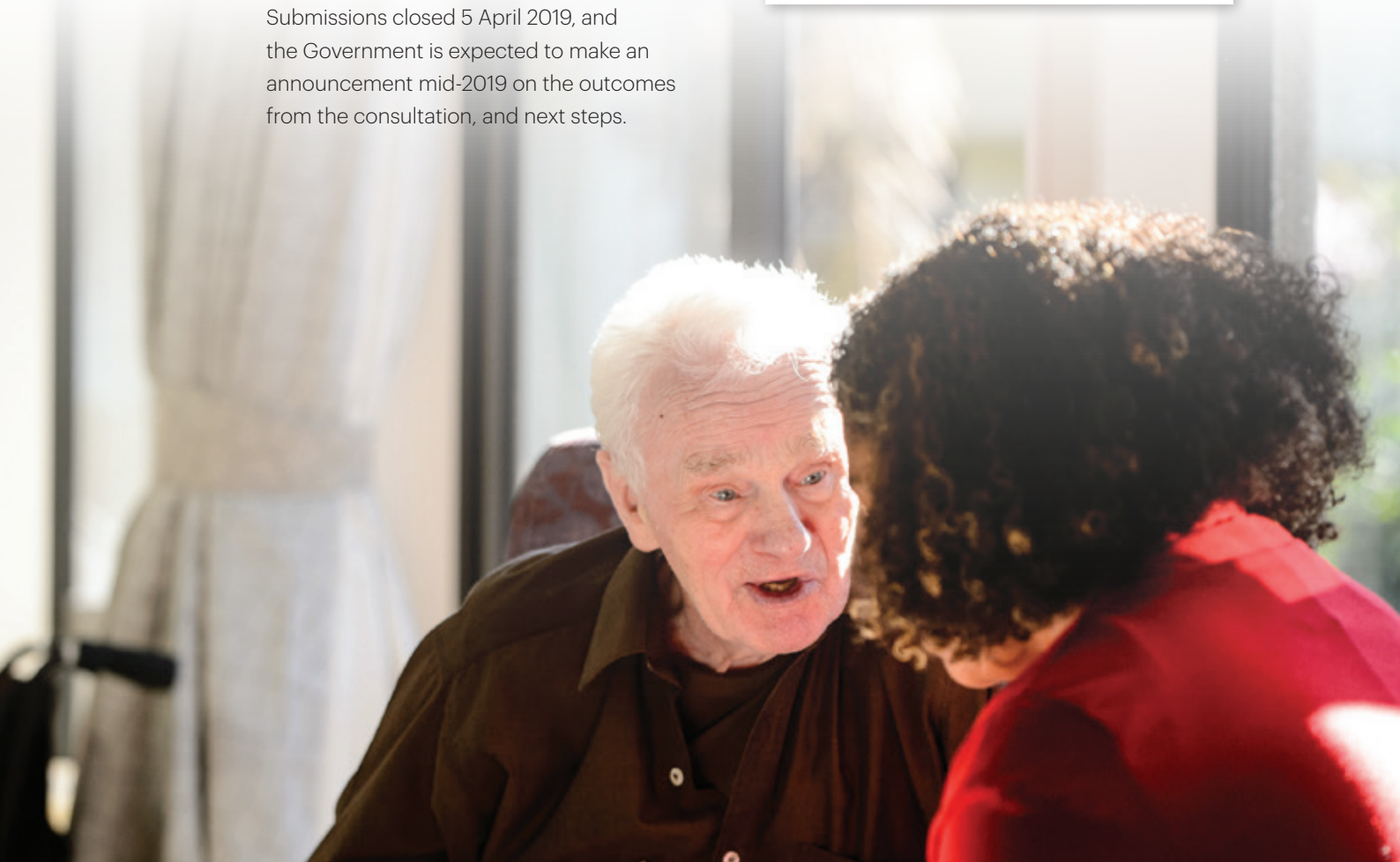
ROVE

Careerforce's attention, and indeed that of all ITOs, was diverted in February 2019 following the surprise announcement of the Reform of Vocational Education (RoVE) by Minister Hipkins, which included a proposal to essentially disband Industry Training Organisations as they presently exist.

Relative to the issues facing many polytechs, industry training organisations have been performing strongly, with Careerforce experiencing significant growth in recent years.

As an industry-led organisation, Careerforce's first priority was to consult with industry and understand their reactions to the proposed reforms. This consultation confirmed that our sectors shared Careerforce's concerns, which supported the position Careerforce adopted in its formal submission, and also resulted in a large number of submissions from our stakeholders.

Submissions closed 5 April 2019, and the Government is expected to make an announcement mid-2019 on the outcomes from the consultation, and next steps.



EMPLOYER SURVEY RESULTS

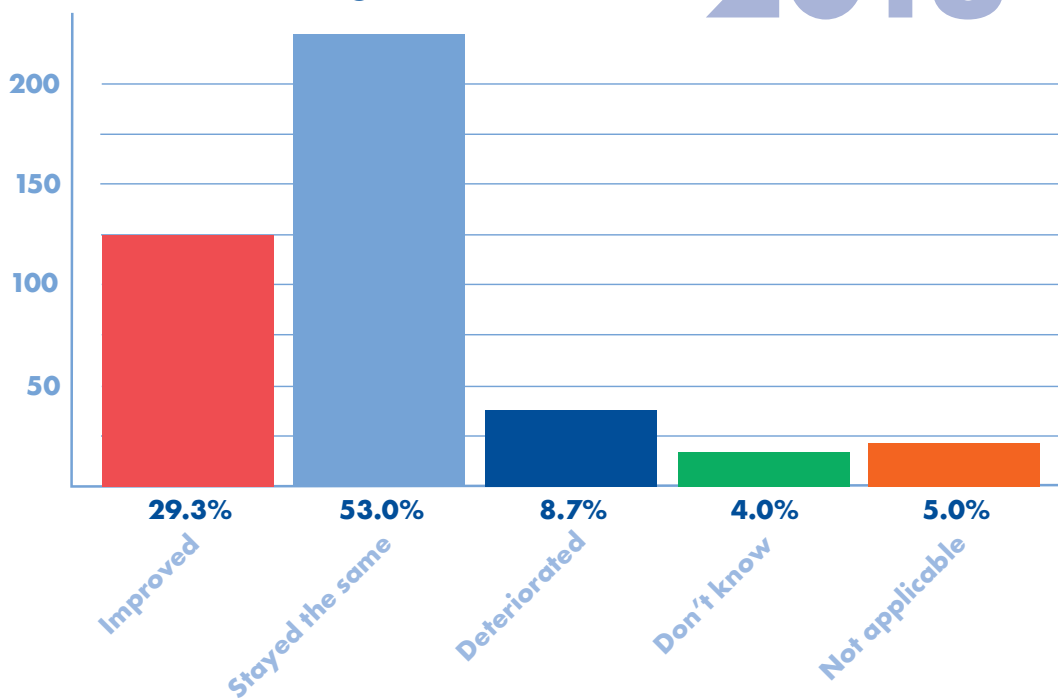
Our inaugural annual employer survey in 2017 not only created an employer satisfaction benchmark, it also identified a number of issues, and led to the development of a set of committed actions from Careerforce.

Late 2018, we carried out the second annual survey to assess how we're tracking, with 423 survey completions, 75% up on 2017. Results were

broadly similar to 2017, with overall satisfaction improving slightly.

Careerforce CEO Jane Wenman commented, 'We appreciate employers taking the time to participate in the survey and thank them for their open and honest feedback. I want to assure our employers that Careerforce remains committed to the actions arising from all feedback received'.

Satisfaction Change over Last Year 2018



AKA TOI

Aka Toi Online Learning and Assessment Platform (formerly MyPath)

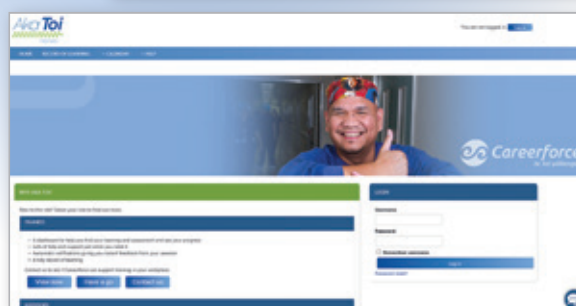
MyPath was first launched in 2016 as Careerforce's online learning and assessment platform, to augment the existing paper-based learning and assessment resources. Following a 2017 study of stakeholder and user requirements, a range of improvements were identified which formed part of a major redevelopment of the platform.

Significant improvements were made to the user experience, together with a name change

from **MyPath** to **Aka Toi** and a brand new look and feel in February 2019.

2018 saw a significant increase in the utilisation of our online learning and assessment platform with a 71% increase in active users over December 2018, compared with the year prior (4,274 users versus 2,486 users).

During 2018, 169 modules were available on the online learning and assessment platform, an increase from 110 in 2017.





“I was going back and forth on deciding what to study next year. As I was working I gathered information through the people I met. I’ve decided now that I’m going to study sociology.”

VICTORIA PENITANI
GATEWAY STUDENT
AUCKLAND GIRLS’ GRAMMAR SCHOOL

QUALIFICATIONS PATHWAY REVIEW (QPR) COMMENCES

A major review of qualifications started in July 2018 as a requirement of NZQA. Careerforce consider this a great opportunity to engage with all stakeholders, and seek feedback. This is essential to ensure that the qualifications are needed, remain fit for purpose and lead to meaningful career pathways, and to ensure that changes happening in the different sectors are reflected.

We started with the review of the NZ Certificate in Health and Wellbeing Level 2 to Level 4 Advanced Support. The proposed recommended changes arising from the online consultation and the stakeholder engagements were met with strong support.

For more information:

www.careerforce.org.nz/qpr

TE TIRITI O TE WHANAUNGATANGA

Celebrating the beginning of a journey together

In March 2019, Careerforce, Access Community Health, Idea Services, and Oceania Healthcare celebrated the signing of a **Te Tiriti o te Whanaungatanga**.

A series of Māori workforce development hui across 2018 acknowledged a decreasing performance amongst Māori trainees, and identified that traditional approaches to improving trainee performance and outcomes were unlikely to work. What became very evident was the lack of confidence amongst many trainees, and that a whanaungatanga approach could be very beneficial.

Whanaungatanga simply translates as the ritual of making connections, and at its core, one of the principles of the whanaungatanga approach is the importance of a hui, or group learning approach. The whanaungatanga approach sees

a commitment from the partners to run a series of hui across their sites, which provide a safe learning environment for trainees.

For Sue Coulter, HR Manager at Oceania Healthcare, "it's about supporting our Māori trainees, many of whom need a boost to their confidence, and the whanaungatanga approach allows them to feel better about themselves. We've immediately seen a difference."



GOT A TRADE HERO:

Brain Injury Rehabilitation Apprentice Making a Difference

The **Got a Trade? Got it Made!** Campaign was launched in Parliament in August 2018 with an awards ceremony recognising each ITO's 'Got a Trade Hero'. The annual campaign aims to raise awareness of training and career opportunities in New Zealand's trades and services and reposition them as 'Plan-A' career paths.

The Careerforce Got A Trade Hero was Mark Watson, a Brain Injury Rehabilitation Assistant by trade at Laura Fergusson Trust. Mark loves being at the front line in providing care and support to people with physical or neurological impairments. He completed the Apprenticeship in Brain Injury Rehabilitation Support. He said the apprenticeship has given him the skills he needed for his job.

"This apprenticeship has been essential for me. I can apply all my learning straight away and I get the relevant qualification. I'm also getting paid and getting onsite experience."

MARK WATSON
REHABILITATION ASSISTANT
LAURA FERGUSSON TRUST





**“I’ve learnt so much.
I’ve learnt more about
the background of the
organisations we work
with. The biggest thing
was, I learnt so much
about myself.”**

JEAN NEWMAN

APPRENTICE IN COMMUNITY FACILITATION
TEACHER AIDE | WAIOPEHU COLLEGE

CHRISTCHURCH OFFICE MOVE DECEMBER 2018

Reflecting the significant growth of Careerforce as an organisation across the last few years, the Christchurch Armagh Street office was bursting at the seams, and had required the deployment of a portacom. Careerforce teams worked hard to facilitate a move to new offices and staff were able to move into the new Hazeldean Business Park premises on 17 December, 2018.

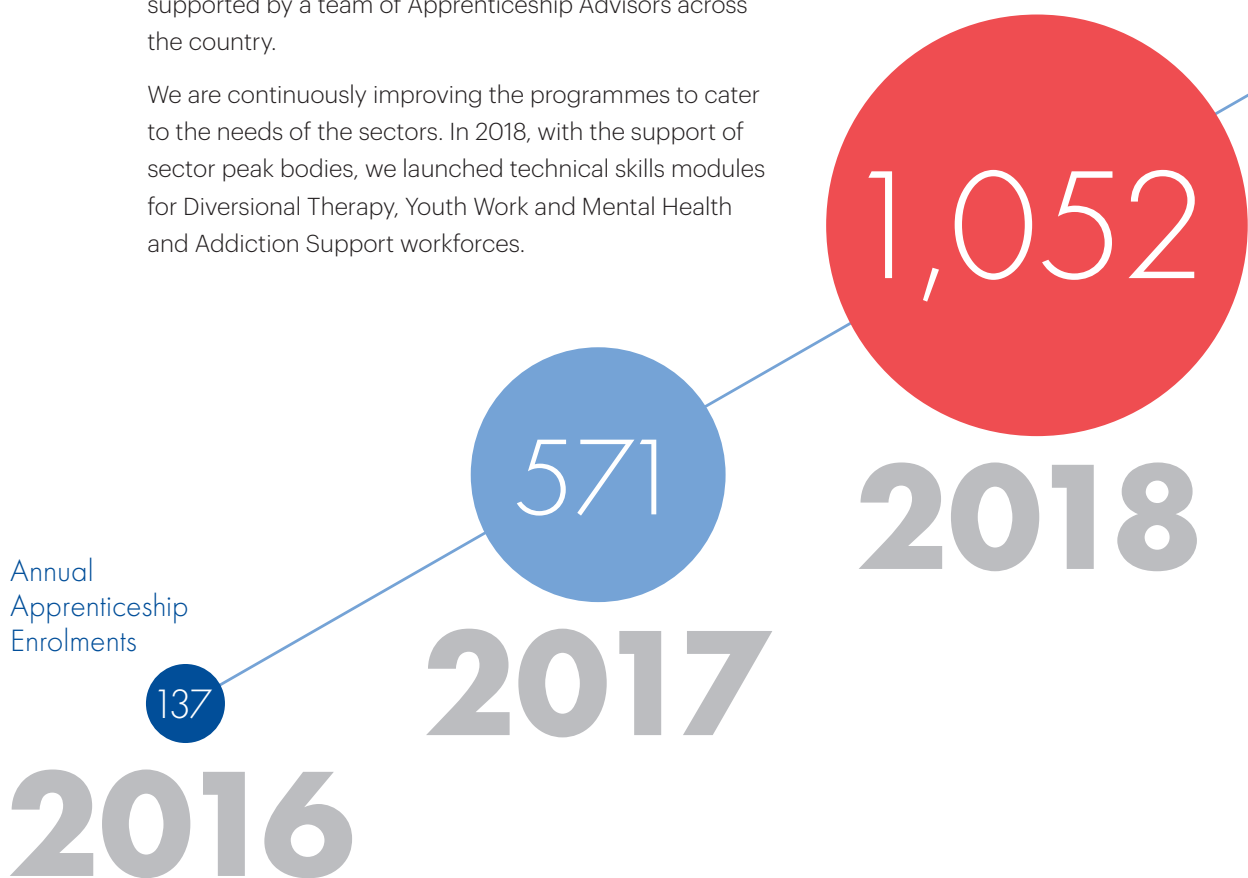
According to Jane Wenman, Careerforce Chief Executive, "This office shift reflects a real commitment from Careerforce to Christchurch, and a fantastic new home to over 50 Christchurch based staff, and where we've had 33% growth in the last year alone. The new offices provide a much more modern working environment, and we're sure our staff are going to love it."



APPRENTICESHIPS: ONWARDS AND UPWARDS

Nearly 2,000 apprentices have already enrolled in various apprenticeship programmes. Since its launch in 2016, 264 have already completed and over 1,500 are currently being supported by a team of Apprenticeship Advisors across the country.

We are continuously improving the programmes to cater to the needs of the sectors. In 2018, with the support of sector peak bodies, we launched technical skills modules for Diversional Therapy, Youth Work and Mental Health and Addiction Support workforces.



DEPARTURE OF CEO RAY LIND

In 2018, Ray Lind announced his resignation from Careerforce, departing in November.

Ray was appointed Careerforce CEO in May 2011 and led the organisation through seven years of change and growth. Trainee numbers grew substantially, from 2,317 STM's (standard training measures) in 2011, to 5,537 STMs in 2018.

Prior to his departure, Ray commented that "It has been an honour to lead Careerforce these past seven years and to serve the tens of thousands of trainees who use our qualifications. I am grateful for what we have accomplished as a team on behalf of our learners and employers as we pursue the interests of New Zealand."

Richard Westlake, Board Chair for Careerforce paid tribute to Ray. "Ray has been an exceptional leader, pivotal to the growth Careerforce has experienced, and in setting up the organisation for continued growth. He has an



intimate understanding of the New Zealand health system, and Careerforce will miss his extensive experience and strategic contributions, as indeed will the wider health and wellbeing sector."

CAREERFORCE TURNING 25

It takes a lot of hard work, backed with strong sector support, to get to 25 years. Recognised on 19 September 1994 through the Industry Training Act 1992, 2019 marks the 25th anniversary of Careerforce.

Starting from a small office in Christchurch to a 160-strong staff spanning all of Aotearoa, we have grown to become a significant workforce development partner of over 1,000 organisations in the health and wellbeing, social and community services, cleaning and urban pest management sectors. This

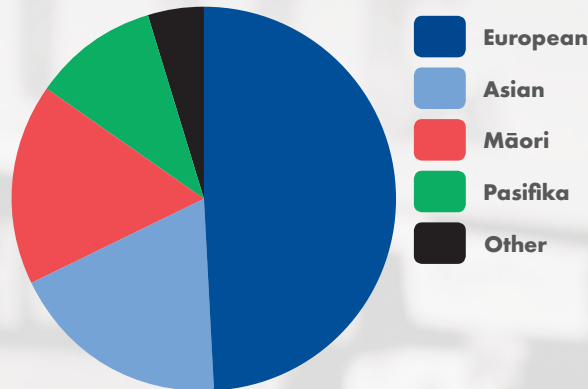


growth has been achieved while staying true to our purpose of enabling the workforce to enhance people's health and wellbeing; and our values of

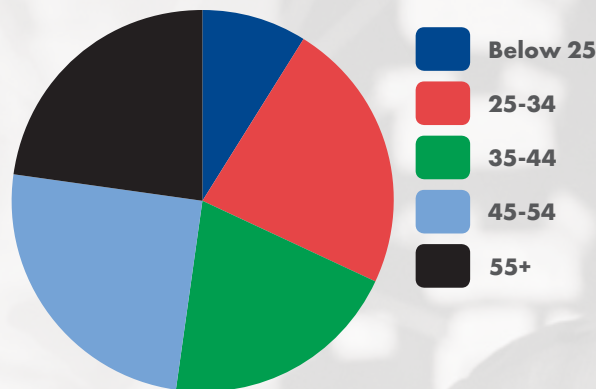
Kaitiakitanga – Upholding responsibilities, **Kotahitanga** – Connecting people, and **Manaakitanga** – Honouring others and ourselves.

TRAINEE REPORTS

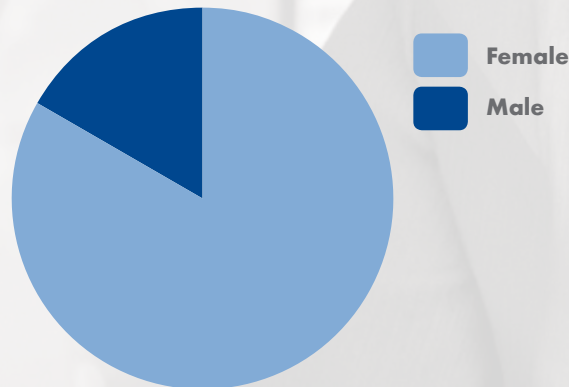
Learners by Ethnicity **2018**



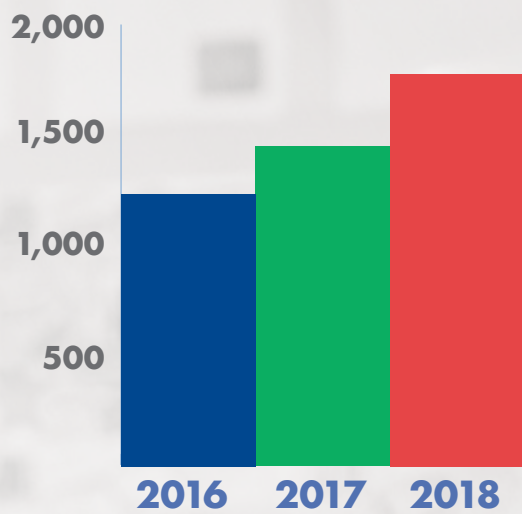
Learners by Age **2018**



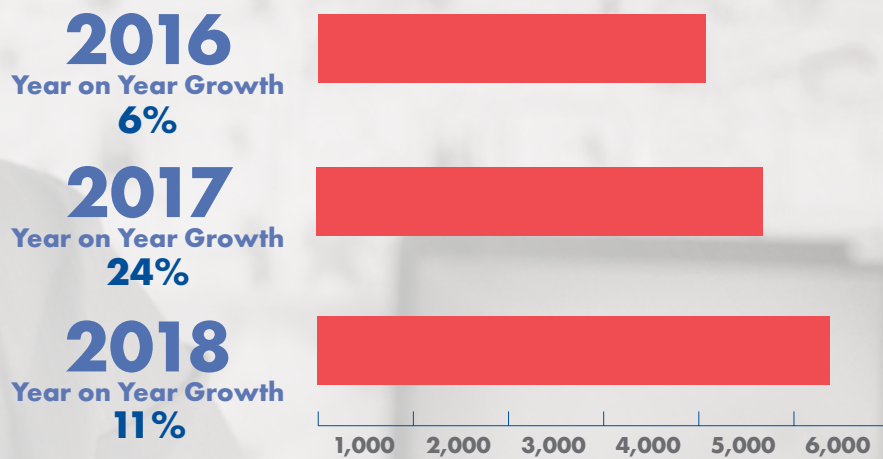
Learners by Gender **2018**



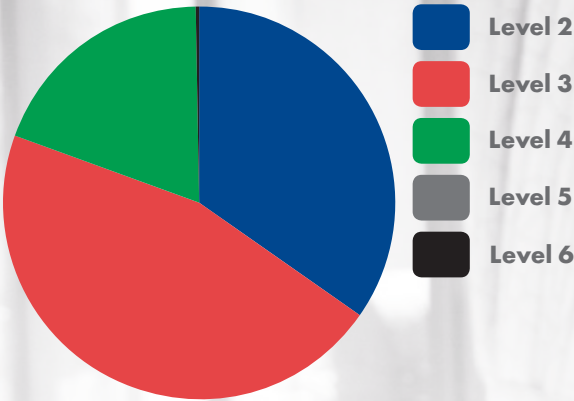
Worksites Supported



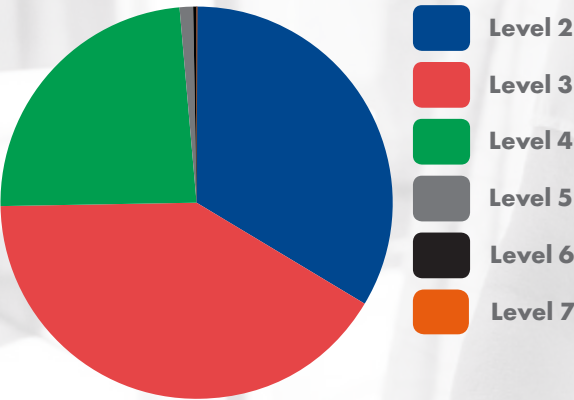
Standard Training Measures



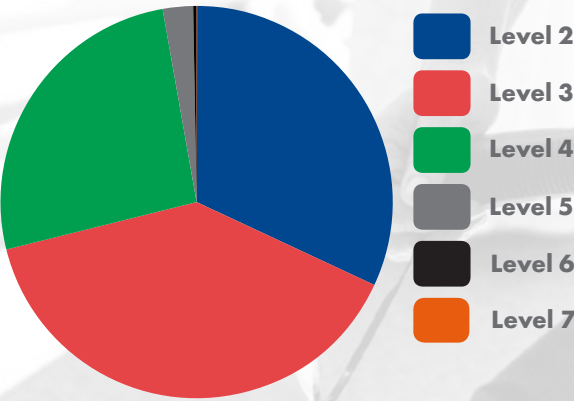
Learners by Level **2016**



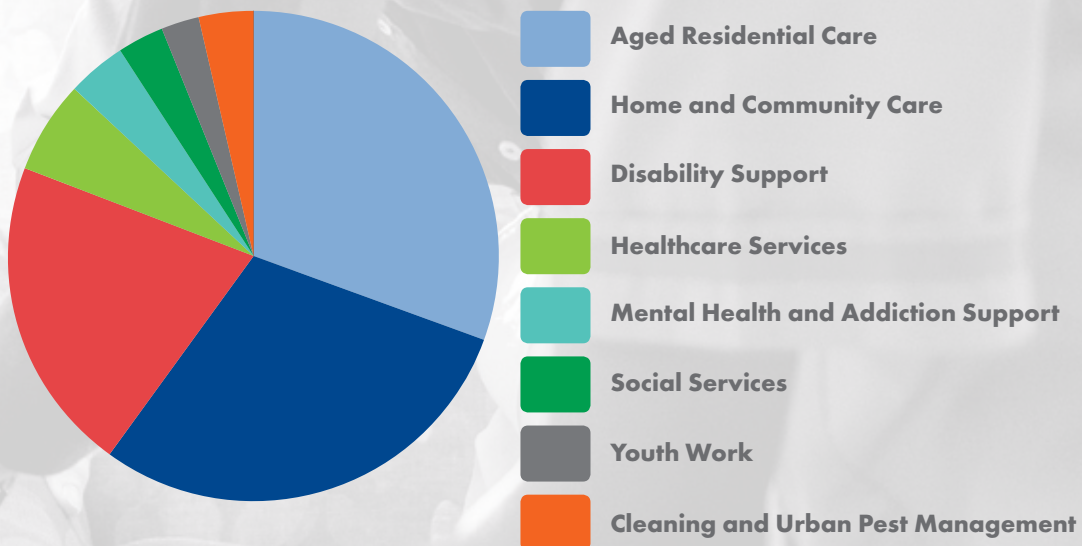
Learners by Level **2017**



Learners by Level **2018**



Learners by Sector 2018



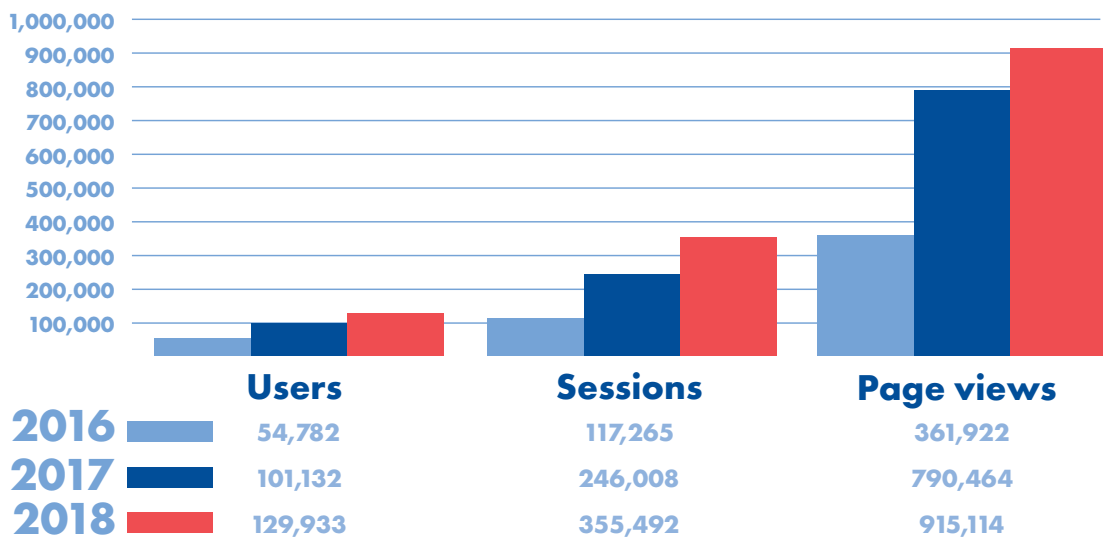
CAREERFORCE WEBSITE RELAUNCH

Careerforce relaunched its website in June 2018 (www.careerforce.org.nz) with a number of improvements based on user testing. This included a new sectoral focused approach to better cater to the nine sectors that Careerforce serves.

Qualifications are now more easily searchable by sector, level and subject, helpful for employers who are planning their staff training programmes and deciding how to pathway their staff through the qualifications. It is

also valuable for trainees looking for a clear career pathway within a specific sector and for those wishing to cross over the sectors.

There has been significant growth in website traffic. During 2018, the Careerforce website attracted 129,933 unique users, a 28% increase on 2017 (despite the impact of Pay Equity mid 2017). These users contributed to 355,492 website sessions over 2018, up 45% on 2017.





“Careerforce absolutely supported me in maintaining my established hours, understanding that I still have a job to do, I still have people to connect to, and that the whaiora is the number one priority. They help me to manage my studying structure and it has been amazing.”

MATIU BROKENSHIRE

APPRENTICE IN SOCIAL SERVICES

WHĀNAU SUPPORT WORKER | HE WAKA TAPU TRUST

MEET THE BOARD



**INDEPENDENT
CHAIR:
RICHARD
WESTLAKE**

Richard has over 25 years' experience as a board chair and director and is the Founder and Managing Director of Westlake Governance Limited, one of New Zealand's leading corporate governance firms. Currently Richard is the Independent Chair of NZ Home Loans Ltd and Co-op Money NZ, and a director of RCBC in the Philippines. Previously he chaired Interger Ltd, the Standards Council of New Zealand, MetService and Quotable Value. He was also a founding Independent Director of Kiwibank Ltd for its first ten years. Richard is a Chartered Fellow of the Institute of Directors in New Zealand and a member of the Australian Institute of Company Directors.



**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 ties with Government and across providers. Garth has a wealth of experience in and around the disability sector with 15 years at the Ministry of Education as a District Manager for Special Education.



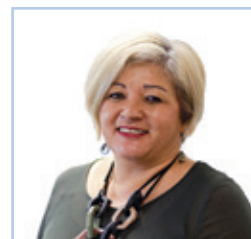
**DIRECTOR
EMPLOYEE
KNOWLEDGE:
CEE (CAROLYN)
PAYNE**

Cee is 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.



**DIRECTOR
WORKFORCE
DEVELOPMENT:
DR GREG COYLE**

Greg is the Principal Advisor for The Salvation Army Social Programme in New Zealand, Fiji and Tonga. 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.



**DIRECTOR
MAORI
ASPIRATIONS:
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. Fiona is the Deputy Chair of the Board and Chairs the Māori Board Advisory Group, Te Mana Whakahaere.



**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.



**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 McLeod is Chair of the Home and Community Health Association, a position she has held for seven 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 Enliven.

MEET THE SENIOR LEADERSHIP TEAM



CHIEF EXECUTIVE OFFICER: FROM DECEMBER 2018
JANE WENMAN

Jane joined Careerforce in 2016 and was appointed Chief Executive Officer in early December 2018. She is a strategic thinker who is capable and accustomed to working in an operational and governance environment and she offers a wide range of experience including finance, human resources and communications.

Her 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 previous employment with Grant Thornton as a Chartered Accountant brings a network of skills, knowledge and contacts that support her role as a Chief Executive.



ACTING CHIEF FINANCIAL OFFICER FROM DECEMBER 2018
ANDREW SAUNDERS

GENERAL MANAGER EMPLOYER SERVICES UNTIL NOVEMBER 2018

Andrew demonstrated his versatility in a number of key roles over 2018. As GM Employer Services, for the last eight years, Andrew has led the rapid growth and development of Careerforce's national field team. He stepped in as Interim Chief Executive following Ray Lind's departure, and presently as Acting Chief Financial Officer following Jane Wenman's appointment as CEO.

Together with his extensive banking background, he certainly has the skills to tackle the world of finance, as well as leading Careerforce's Human Resource and Marketing and Communications functions.



GENERAL MANAGER BUSINESS SERVICES
BRUCE JOHNSON

A former Officer in the New Zealand Navy, Bruce knows how to steer a ship through uncertain waters. His strategic expertise and leadership is key to supporting Careerforce achieve its growth goals. Bruce also leads our Information Services, Research and Intelligence, Client Services and Project Office teams.



GENERAL MANAGER LEARNING SOLUTIONS
ROD BENTHAM

Rod joined Careerforce in June 2018, bringing two decades of experience in adult education and training to his role. 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 for training and assessment, are high quality and assist in their development.



**GENERAL MANAGER
BUSINESS
DEVELOPMENT
GILL GENET**

Gill leads our workforce development and works closely with stakeholders to understand the workforce development needs that Careerforce can contribute towards. She has been key in progressing the Kaiāwhina Workforce Action Plan, and developing the Kaimanaaki Plan for the unregulated Social and Community workforce. For Gill, it is ultimately about the difference the workforce makes in improving population health and community wellbeing for all New Zealanders.



**KAUMĀTUA:
MATT MATAMUA**

Kaumatua 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.



**ACTING GENERAL
MANAGER EMPLOYER
SERVICES: FROM
DECEMBER 2018
STEPHANIE CLARK**

Stephanie manages the rapidly expanding Employer Services team at Careerforce. While still at school, she worked at the coal face in one of our sectors, as a rest home health care assistant. Fast forward and Stephanie was Marketing/Product Manager for the consumer electronics giant, Monaco Corporation. She gained industry training experience during her seven years at Retail Institute (Retail ITO) as Business Development Manager, before taking the position as Regional Manager Employer Services Northern with Careerforce.

OUR PEOPLE

When we ask people in interviews why they want to work with Careerforce, they tell us it's because they want to do something meaningful, and have often had a personal experience of being a service user in our sector. When we ask people what they love about working at Careerforce, they invariably say it's because of the people and the purpose.

Careerforce has experienced huge growth over the last year with 52 people joining us since April 2018. But it's not all about the new faces – some of our people have been part of our Careerforce whanau for ten years and longer. These people bring a wealth of knowledge to our team and have built many important relationships within our sector over that time.

Looking after our people is important to us. We have a strong focus on the wellbeing of our people, offering activities and events through our Wellbeing Programme which contribute to increasing positive mental and physical health, and maintaining work life balance. Our Wellbeing Programme is supported by a number of health experts and providers.

Another way we support our people is through professional development. We know the importance of developing our employees, and provide many opportunities for formal and informal professional development to build the competence and capability of individuals and teams. This helps us to work smarter and more collaboratively while also bringing innovation to our sector as we work towards achieving our Greatest Imaginable Challenge – that the health and community workforce is appropriately qualified and capable by 2025. Ensuring that we have the people and resources to achieve this target is vital.



FINANCIAL SUMMARY 2018

Careerforce reported a small surplus for the year and as a result total equity and reserves have increased. The funding received from the Tertiary Education Commission (TEC) increased by \$3.1 million from the previous year. This is a direct reflection of the increasing demand for industry training across the health and wellbeing sectors.

Correspondingly, we invested significantly in staffing in 2018, primarily in the Learning Solutions team which is focused on qualification and programme development, and assessment support.

Looking forward to 2019, Careerforce has forecast a further increase in demand for the industry training it supports. With the expectation that this will be funded by TEC once the increase in training numbers is demonstrated, we have committed to drawing on reserves to support this uplift.



The financial statements for the year ended 31 December 2018 show a net surplus of \$66,635 compared to a net surplus of \$1,105,651 in 2017.



Funding from Tertiary Education Commission (TEC) was \$18,966,203 and contributed 83% of the revenue for the year.



During the year, money held in Cash & Cash Equivalents, Term Deposit and Financial Investments decreased to \$6,416,423 in 2018 from \$6,612,115 in 2017.



Revenue for the year was \$22,918,990, an increase of 14% from 2017.



Expenses for the year were \$22,852,355 an increase of 21% from 2017.

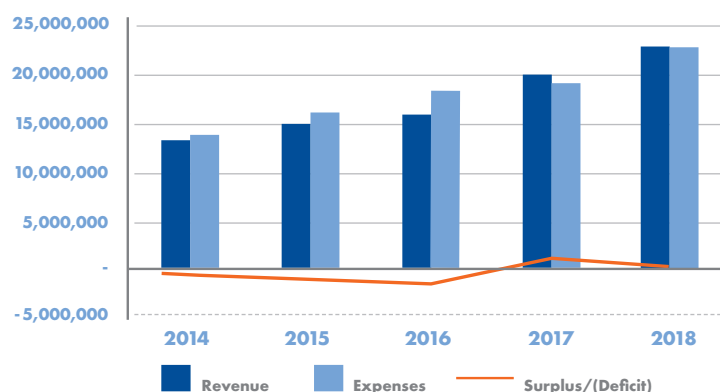


Total liabilities for 2018 decreased by 17% to \$3,128,627.



Total equity increased by 1% to \$6,606,186.

Surplus/(Deficit) 5 Year



FINANCIAL STATEMENTS

Community Support Services ITO Limited

Company No. 1819395

Charity No. CC32360

Summary Financial Statements

For the Year Ended 31 December 2018

Statement of Comprehensive Revenue and Expenses For the Year Ended 31 December 2018

	2018 \$	2017 \$
Revenue from Non-Exchange Transactions		
Tertiary Education Commission funding	18,966,203	15,892,392
Qualification fees	3,437,284	3,307,662
Other non-exchange revenue	210,914	370,665
	22,614,400	19,648,348
Revenue from Exchange Transactions		
Investment income received	51,987	208,398
Other exchange revenue	252,602	252,602
	304,590	402,475
Total Revenue	22,918,990	20,050,823
Expenses		
Administration	4,083,005	3,620,299
Learning and assessment support	1,919,062	1,841,813
Operating expenses	3,110,277	3,270,028
Personnel expenses	13,740,011	10,614,680
Total Expenses	22,852,355	19,346,820
Total Surplus for the Year	66,635	1,105,651
Total Comprehensive Revenue and Expense for the Year	66,635	1,105,651

Statement of Changes in Net Assets For the Year Ended 31 December 2018

	Ordinary Shares	Accumulated Comprehensive Revenue and Expense	Total Equity
	\$	\$	\$
2018			
Opening Balance 1 January 2018	118	6,539,440	6,539,558
Surplus for the year	-	66,635	66,635
Cancellation/Buy-back of Shares	(7)	-	(7)
Closing Equity 31 December 2018	111	6,606,075	6,606,186
2017			
Opening Balance 1 January 2017	123	5,433,789	5,433,912
Surplus for the year	-	1,105,651	1,105,651
Cancellation/Buy-back of Shares	(5)	-	(5)
Closing Equity 31 December 2017	118	6,539,440	6,539,558

Cash Flow Statement For the Year Ended 31 December 2018

	2018 \$	2017 \$
Net Cash Flows from Operating Activities	(306,770)	1,680,593
Net Cash Flows from Investing Activities	(942,281)	(1,134,928)
Net Cash Flows from Financing Activities	(7)	(5)
Net Increase/(Decrease) in Cash and Cash Equivalents	(1,249,058)	545,660
Cash and cash equivalents at beginning of period	3,459,924	2,914,265
Cash and Cash Equivalents at End of Period	2,210,866	3,459,924

Statement of Financial Position as at 31 December 2018

	2018 \$	2017 \$
Assets		
Current Assets	3,722,473	4,789,186
Non-current Assets	6,012,340	5,513,581
Total Assets	9,734,813	10,302,767
Liabilities		
Current Liabilities	3,128,627	3,763,209
Total Liabilities	3,128,627	3,763,209
Net Assets	6,606,186	6,539,558
Total Equity	6,606,186	6,539,558

For and on behalf of the Board of Directors:



12 April 2019

Richard Westlake



12 April 2019

Norah Barlow

Notes to the Financial Statements For the Year Ended 31 December 2018

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 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 appropriate for Tier 2 not-for-profit public benefit entities, for which all reduced disclosure regime exemptions have been adopted.

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 3 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 4 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 5 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 6 Contingent Assets and Liabilities

There are no contingent assets at the reporting date (2017:\$Nil)

Note 7 Capital Commitments

There are no capital commitments at the reporting date (2017:\$Nil)

Note 8 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 12 April 2019.

Auditor's Report For the Year Ended 31 December 2018

Report of the Independent Auditor on the summary financial statements

To the Board of Community Support Services ITO Limited (the "Company")

Opinion

The summary financial statements, which comprise the statement of financial position as at 31 December 2018 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 2018. 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 12 April 2019.

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 will request that such matters are addressed.

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 interest in Community Support Services ITO Limited.

Restricted Use

This report is made solely to the Board Members, as a body. Our audit work has been undertaken so that we might state to the Board Members, 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 the Board Members 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

12 April 2019



careerforce.org.nz
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