**Workforce Concurrent sessions – Community**

* Transparency of information
* Data sharing across the sector – education, NASC’s etc. and support long term planning
* Electronic interface between IT systems that disabled people could connect a system that links
* Providers offering a support under bulk / casual part to people with IF
* Building capacity for Whaikaha
* Skills, knowledge, capital, resources, long term sustainable strengths
* Investing in futures
* Growth plan
* Opportunities
* Level 1,2,3,4
* Moving between qualifications
* Career pathway
* Apprenticeships
* Preparing for lean times
* Recognize failures
* Attrition
* Trends
* Revenue funding sources: Hangi, sausage sizzles, cake stalls
* Productivity
* Perks – vehicles – petrol, 4 day work week, attractive hours, family friendly, work-life balance, aging people, flexible hours, right person for the job
* Data collection – evidence based
* Make industry / sector attractive
* Re-engage workforce
* What is appropriate rate for support workers?
* Where do people come from
  + Finance / Accounts
  + Engineering
  + Social Services
  + Mental Health
  + Additions
* Ability to: moving between sectors –
  + residential – community
  + acute wards – residential
* Study options
* Training / Development
* Variety of types of clients
  + Complexities
  + Re-distribute
* Incentivise
  + Work hours
  + Weekends
  + After hours
* Self-care
  + Orientation
  + More could be done
  + Unique (stressors)
  + Coping mechanisms

Workforce Development – how do we make this sector more attractive?

* Remove the silos – engage in cross-sector, multi-agency arrangements
* Health & Safety of support workers when working across suppliers – how do we do that?
* Mentorship, leadership arrangement and publishing opportunities
  + both disabled people and those passionate in the sector
* Recognition of prior learning, including lived experience
  + Pay equity based approach puts a barrier up for small business
  + Right fit may not match needed pay rates
* Marketing of the roles, including clear career pathways and details of the short-term and long-term opportunities
  + Career pathways both long term and short term opportunities
  + Ensure good storytelling and real life stories – of all disabilities / complexities
* Funding increase to manage all of the above and below
* Greater presence at schools, careers expos, community events including MSD connected service etc.? Key group that represents the sector
* Recognition of front line managers and retention of skills
* Recruitment both ends of the spectrum – new to career and those with maturity and experience but new to sector
* Work while study marketing

How do we navigate employment law – with choice & control?

* Issue – way we are funded?
* Another view – how do we support staff to build capacity so they become redundant so they are freed up to support the next person
* Immigration – work visa’s helpful in some cases as staff are bonded to organisations – Immigration accredited
* Good option but not the solution
* How do we make the sector more attractive
* How do we overcome staff leaving – retention
* Immigration is that the answer?
* Changes in funding gives organisations choice to attract and retain staff
* NZDSN – can you compile the training programmes that are out there already so we don’t reinvent the wheel, build on what is out there
* Principals of EGL
  + Need to be imbedded from Board down
  + Can Whaikaha work in this space “Board level” to drive wide sector change
  + This will affect organizational culture and workplace staff retention
* Family members, is there an untapped workforce with Whanau and Friends that we have not looked at with the person we support
* Internships for people we support, services actively partnering with supported people to get them into the workforce and move to their most desired career in the community
* How do we connect and come with collective knowledge with the sector. We may be in the same region but have no connection. This would have a more holistic approach to the people we support.
* Different ways to connect with organisation to develop workforce.
* Partner with other organisations to share a workforce staff that can work across more than one organisation, this leads to staff hours, retention, collaboration, sharing of training and resources.

Job Attractiveness

* Part-time hours
* Misconceptions about role/s
* Choice
* Employment law restrictions
* Funding
* Qualification pathway (lack of)

Need:

* To be able to offer meaningful hours
* To include disabled people in interview process / recruitment
* More funding – more tolerance for risk or do we need new models of funding or service offerings
* Wider ‘pools’ of workers (profiles and possible ops to meet)
* To be able to ‘story tell’ and show what the role really is
* To be able to show the wide range of benefits to this mahi – more than just pay and hours
* To upskill staff around managing /supporting challenging behaviors
* Time for innovation, creativity, problem solving
* Time to collaborate
* Collective knowledge
* Do we understand why people are leaving?
* Do we understand why people stay?
* Do we understand why people do / do not apply?
* Advocate that our funding covers
  + Resource and fund (time)
  + Recruitment
  + Wellbeing
  + Retention
  + Training / education
* Clarify benefits
* How do we support the employment of disabled people who don’t currently have the skills required for the role without resource to do this?
* Can Whaikaha resource this in the short-term to build capacity
* Progression pathway
* How are roles in the sector viewed?
* Do we need to change this?
* Is your recruitment accessible “to all”?

NZDSN Community Provider breakout group. Summary of our korero around workforce challenges

Employing disabled people – lead by example.

Our culture – inclusive, walk the talk.

Recruitment vis storytelling

Challenges:

* Watch being reactive, can result in overload and burnout for staff.
* Lowering the bar for applicants and our expectation for support staff.
* Nothing for us without us – in the context of support workers
* Collective agreements don’t allow for a flexible approach to working
* Looking at supports and recruitment through a risk lens – verse dignity of risk. A change in mindset.
* Wages/money not usually a motivator for SW’s however it’s a realism. We all have bills to pay.
* Qualifications don’t match expectations with pay equity (ie: aged care is aged care, having to pay L4 in home and community when SW is experienced/qualified in aged care).

Recruitment ideas shared:

* ‘Speed date’ concept with high schools and disability sector
* Share staff, share training, share skills/knowledge
* Collobrate with other providers to increase over all hours for support staff (eg: day programme might work in with evening care provider to maximize SW availability.
* In the Individualized Funding space supporting families to engage with and share privately engaged SW’s.
* Promoting sector as a career path including:
  + Clear succession planning, building capacity and capability.

Ways forward:

Collect data on why people stay, not just why they leave.

Support Worker perception.

Intentional recruitment:

* Contractual (disability/Maori/Pacficia)
* Clear movement towards future contact procurement
* Representative of local community
* Motivational points for employment including enjoyment and fun, expectations vs reality, lifestyle, supportive environment

Other ideas included:

* Internships
* Peer support groups
* Resources and tools to support creating inclusive workplaces.