

## 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/Pacificia)
- 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.