



Toitū te Waiora

**The Workforce Development Council for
the Community, Health, Education and
Social Service sectors**

Lisa Hann

Maikali Kiloni

He aha tā mātou mahi | What we do



Standard-setting body



Programmes endorsement & moderation



Sector advisory and representative roles



Skills and Workforce Pathways Leadership



Current Health & Wellbeing Level 4 Pathways



NZ Certificate in Health & Wellbeing (Social & Community Services) [2992]

Strands in:

- Community Health Work
- Disability Support
- Diversional Therapy
- Mental Health & Addiction Support
- Whānau, Community & Social Services
 - Youth Development



NZ Certificate in Health & Wellbeing (Peer Support) [2989]



NZ Certificate in Health & Wellbeing (Advanced Care & Support) [4108]



NZ Certificate in Health & Wellbeing (Primary Care Practice Assistance) [2990]



NZ Certificate in Health & Wellbeing (Rehabilitation Support) [2991]

**Proposed
and New -
Health &
Wellbeing
Level 4
Pathways**

Proposed Updated and New Qualifications – Review 2024

New skills standards will be developed across all new and updated qualifications to ensure fit for purpose qualifications, strands and standards.

**NEW - TBC
NZ Certificate in
Mental Health
& Addiction**

- Community Mental Health
- Acute care
- Forensic

**NEW
NZ Certificate in
Disability Support**

- Residential
- Community
- Intellectual
- Employment Support

**NEW - TBC
NZ Certificate in
Community Housing**

- Older People
- Emergency
- Transitional Housing
- Iwi (TBC)

**NZ Certificate in
Whānau, Community &
Social Services**

- Whānau violence, family violence, sexual violence
- Mental Health
- Community & Social Services
 - Community Development
 - Youth Development

**NZ Certificate in
Advanced Care &
Support**

**NZ Certificate in
Primary Care Practice
Assistance**

**NZ Certificate in
Rehabilitation Support**

- Brain Injury
- Comprehensive Rehabilitation

**NZ Certificate in
Peer support**

**Opportunities for new
development at Level 4**

Can include new qualifications, strands or micro-credentials

- Diversional & Recreational Therapy

**NZ Certificate in Health – TBC
Strands in:**

- Allied Health Assistance
- Vision & Hearing Screeners
- Primary Care
- Home & Community
- Community Health Work
- Long-term conditions

Social Services Café – setting the scene

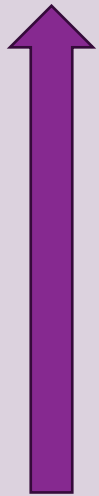
An interactive session to share your thoughts; voices and experiences to support and guide TTW with the social service qualifications of the future.

- Café style tables in the room
- Sector insights/data with related question will be on the main screen
- Each table has pens and a sheet with a question relating to the screen
- 10 seconds to choose a scribe for the table
- 4 minutes allocated for table feedback on each question
- At the signal a new slide will appear with more data/insights and a question
- Wrap up, thank you, Q&A

#1 It's a Changing World

Superdiversity

- 5 million people
- 1 million Māori (20%)
- 200 ethnic groups
- 160 languages
- 25% born outside of NZ
- 42% Auckland born ex NZ
- Ageing population
- Disability 1.1 million+



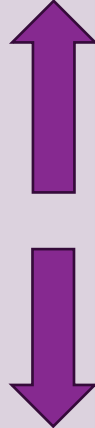
Technology

- Accessibility
- Video conferencing
- Telehealth platforms
- Mobile applications
- Data analytics
- New addictions
- Cyberbullying
- Digital divide
- AI



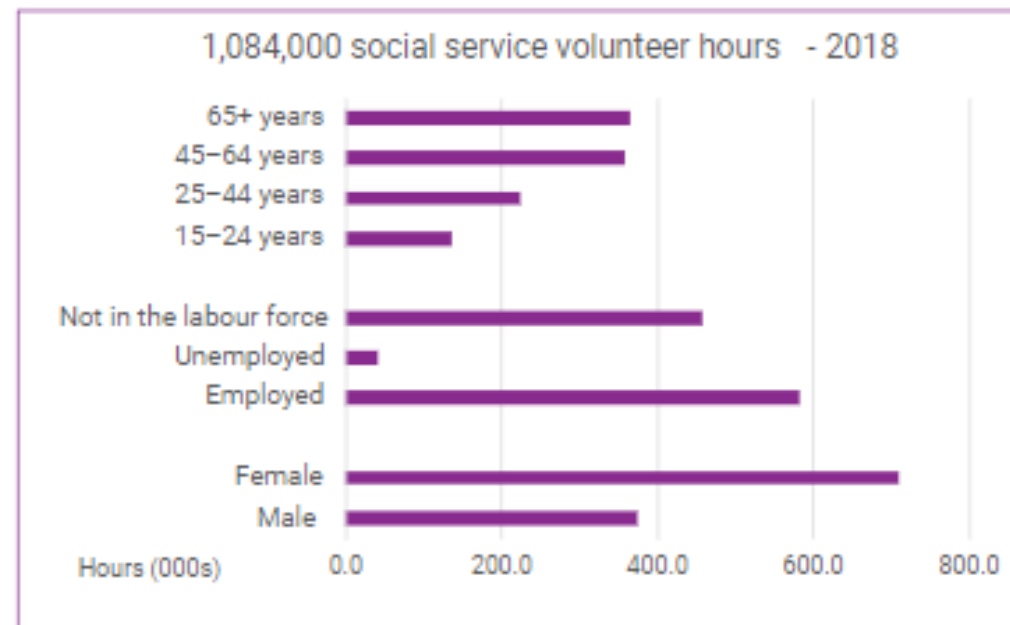
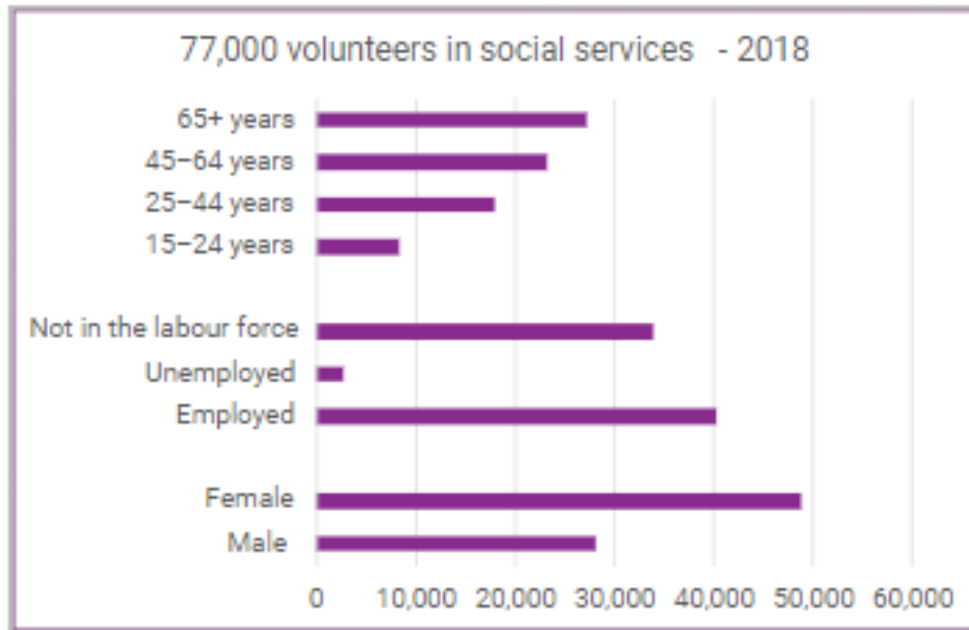
Cost of Living Crisis

- Demand for services
- More complex needs
- Cost vs funding
- Volunteer numbers
- Training
- Public health



Question #1: What professional development and training opportunities would help you to provide better support services in your changing communities?

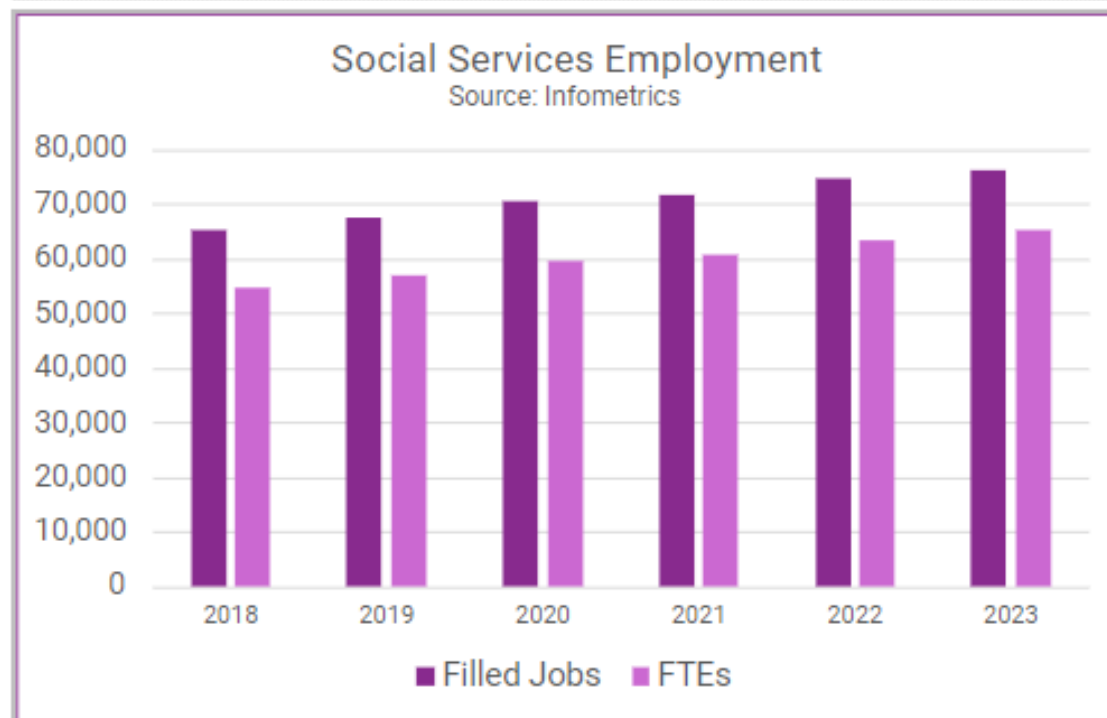
#2 Volunteering in Social Services



Source: Stats NZ

Question #2: How could qualification/training pathways support volunteers and lived experience into the paid workforce?

#3: Social Service & Social Work Workforce



Social Workers on the SWRB register

- 2022/23: 11,850
- 2021/22: 11,205
- 2020/21: 10,523

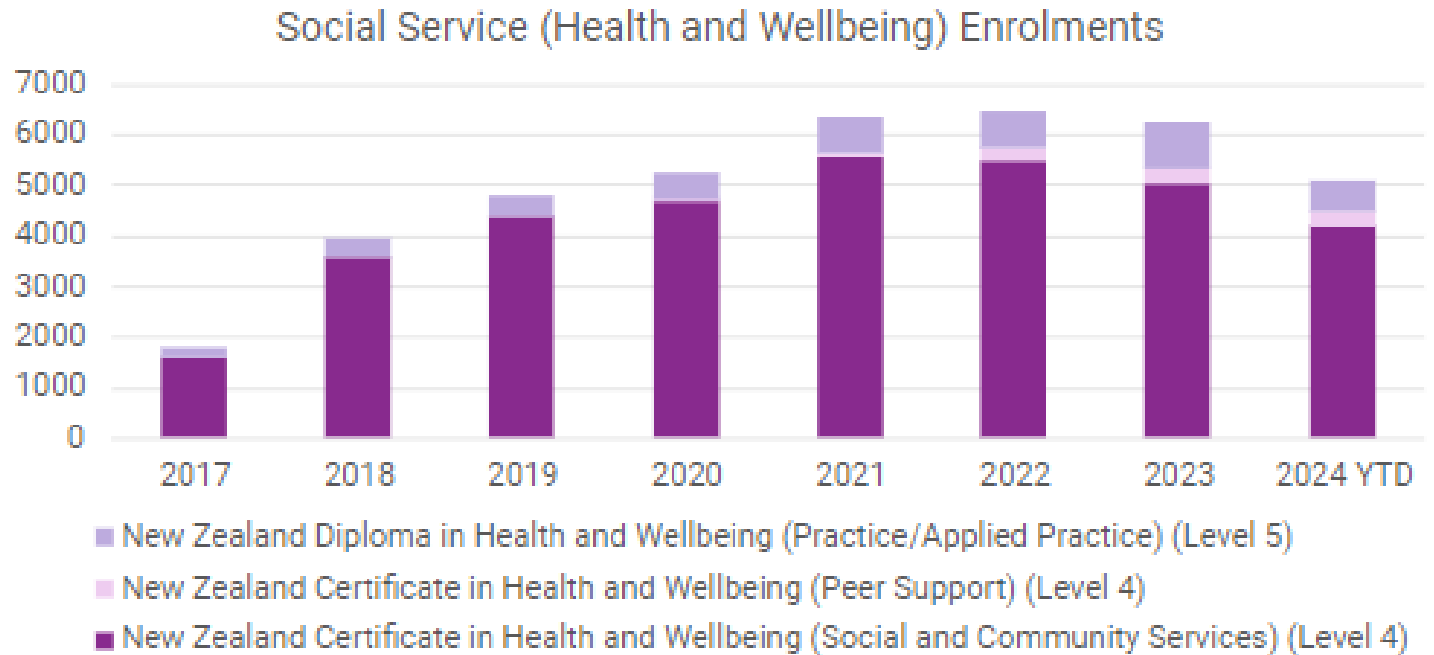
- New to the register 2022/23: 650
 - 90% were NZ qualified
 - 4% were S13 Experience pathway
 - 6% were overseas qualified

- Unmet demand for social workers



Question #3: What could qualification/training feeder pathways from Social Service into Social Work look like?

#4: Qualifications and Training Pathways



Question #4: What is the name of the qualification/training pathway that you completed to lead you into the social service workforce?

#5: Social Service Workforce

- Welfare Worker
- Community Worker
- Disabilities Services Officer
- Family Support Worker
- Parole or Probation Officer
- Residential Care Officer
- Child or Youth Residential Care Assistant
- Hostel Parent
- Refuge Worker
- Careers Counsellor
- Drug and Alcohol Counsellor
- Family and Marriage Counsellor
- Rehabilitation Counsellor
- Student Counsellor
- Counsellors nec (not elsewhere classified)
- Social Worker
- Community Arts Worker
- Recreation Coordinator
- **Is your role here?**

Question #5: What is your role in the Social Services and what skills are essential to your role?

