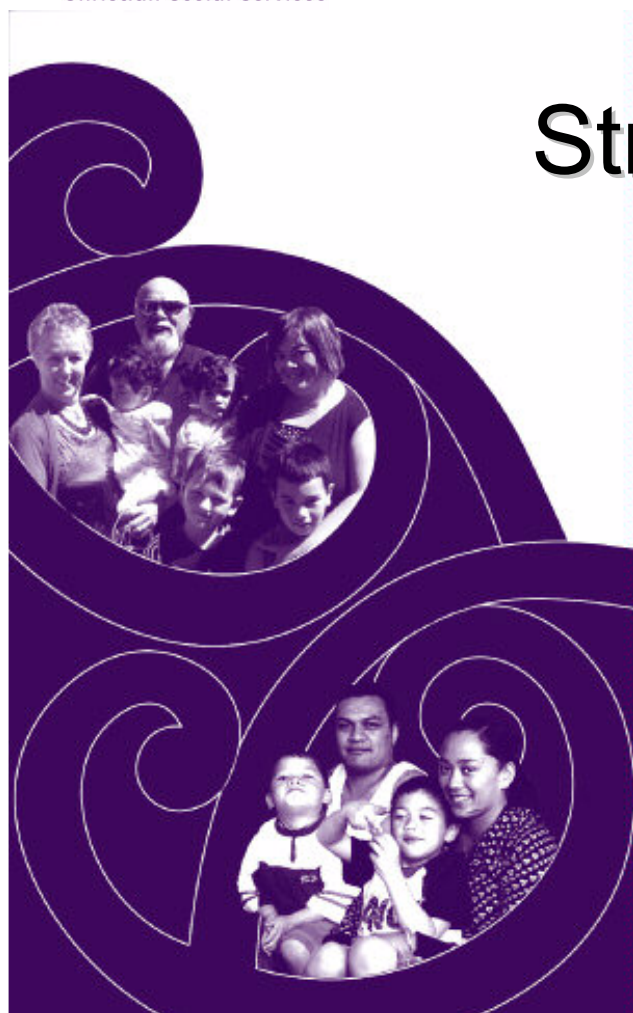




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NZCCSS Services for Older People Conference

JUSTICE AND COMPASSION IN ACTION



Strategies for Christian Social Services to be “Employers of Choice” 10th April 2008



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Outline of workshop

1. Why “employers of choice”?
2. Background: Anatomy of the workforce crisis
3. Big picture: health responses to crisis
4. Christian social services: how do we respond?



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Why “employers of choice”?

- DoL document Sept 2003 on Good Employee Practices
- DoL information indicates that for the foreseeable future there will be a shortage of labour
- We are “price takers” in aged care
- Christian values – our clients and employees are our “neighbours”



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NZCCSS “Employers of Choice” *activities*

- 1. Sector-level advocacy** on health workforce issues (ITO, MoH Care & Support Workforce Initiative)
- 2. Build a network** of sharing experience and resources to enhance overall workforce
- 3. Workshop** of member HR specialists



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Workforce in services for older people

***Informal
workforce:
(unpaid/voluntary)***

Caregivers –
family and
friends, local
communities,
churches

***Unregulated
Workforce: (paid)***

Care workers –
residential and
community-based.
Other staff –
administration,
accounting,
cleaning, cooking

***Regulated
Workforce: (paid)***

Registered Nurses,
Enrolled Nurses,
Nurse Practitioners,
Parish Nurses,
Occupational
Therapists,
Diversional
Therapists,
Physiotherapists,
Dieticians

- NZCCSS members function as employer and service provider in the formal sector, and in this role seeks to employ, train and retain staff to meet demand for services.
- In the informal sector, the Churches are our members therefore we represent also the voluntary carers in families, communities and churches.



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Some numbers

- 3,000 nurses
- 51,000 total carer worker workforce (not FTEs)
 - Aged residential care ca. 26,000 people
 - Home based support 18-25,000 people
- 65% part-time
- 35% full-time
- Projection based on demographic change is that 14,000 new care workers will be required by 2011
- Unpaid carers (families, friends, volunteer services) - number unknown but Carers NZ estimates over 400,000 people are caring for sick, disabled or ageing persons in NZ



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Anatomy of a workforce crisis in aged care

- Health sector demand growth will continue (long-term and dementia care are two main areas of growth)
- Workforce around 70% of health expenditure
- Worldwide huge quantum shifts
- Unpopularity of geriatric medicine



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A transformation in consciousness is important

- Future employment will be built on continuous learning, personal development, and continuous training.
- Rapid change means that our knowledge and skills become obsolete more quickly (to what extent is this true of caring roles?)
- Need to break with ingrained habits and practices



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Health Sector responses

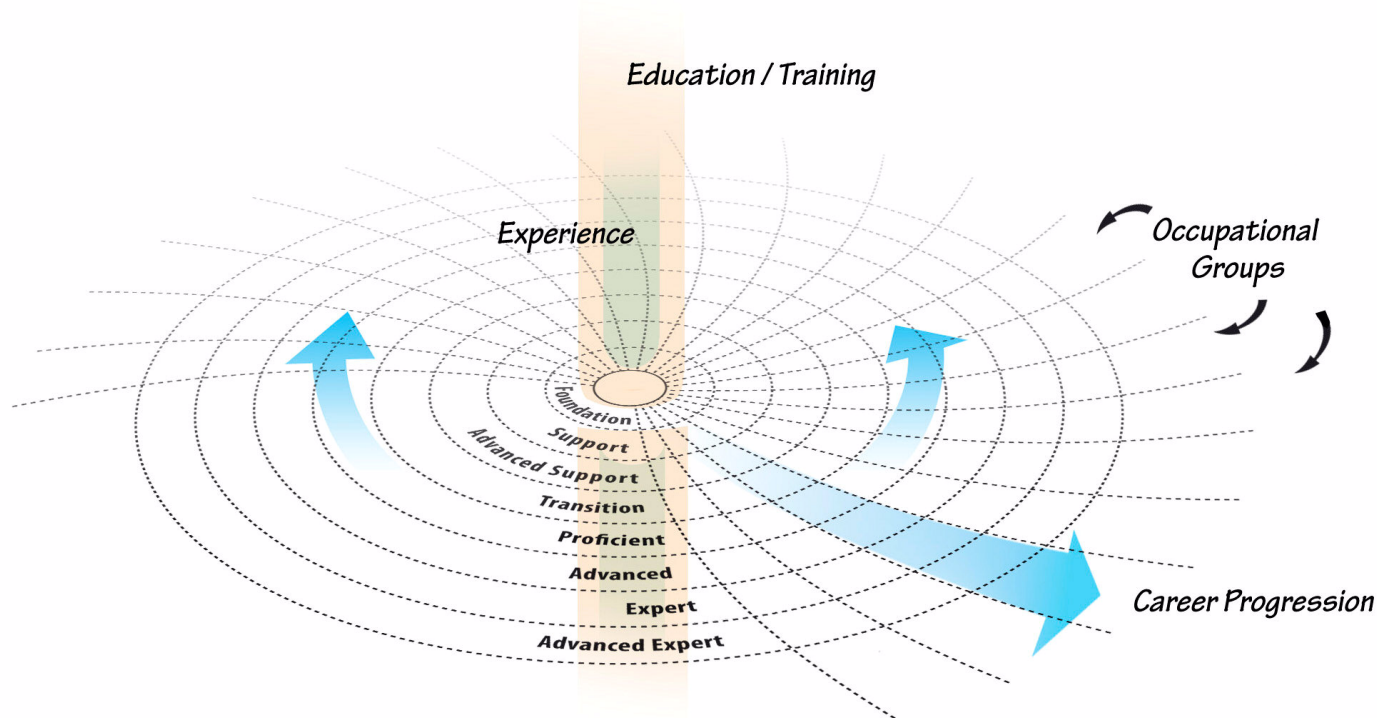
- DHBNZ/MOH Future Workforce process
- Unregulated workforce: (see FW Non-regulated workforce report)
- Regulated workforce: (see Nursing Workforce Strategy Discussion Document)
- MoH Workforce Taskforce (HWAC)
- DHBNZ Care & Support Workforce Initiative (aka Low-paid workers initiative)
- Health Careers brand (MOH/DHBNZ)
- Health Careers Framework (MOH/DHBNZ)
- Careerforce (aka CSSITO) – training & qualifications development



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Health Careers Framework

- Cabinet signed off in October a framework for linking health careers throughout the sector. MoH & DHBs must implement this.
- Action plan for implementation scheduled for June 2008
- Implementation over two years





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Low-paid workers (aka Care & Support Workforce) Initiative

- CSWI has grown out of the funding increases included in DHB contracts for home support and residential aged care in 2007.
- Contract clauses specifically requiring wage increases for certain classes of “low-paid workers”
- Five focus areas emerging:
 - Training and development infrastructure
 - Career pathways and competency recognition
 - Quality standards and safety
 - Funding Contracts and employment context
 - Role and use of collective bargaining
- Progress is slow and the current focus is in the career pathway issue.



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Training & Qualifications

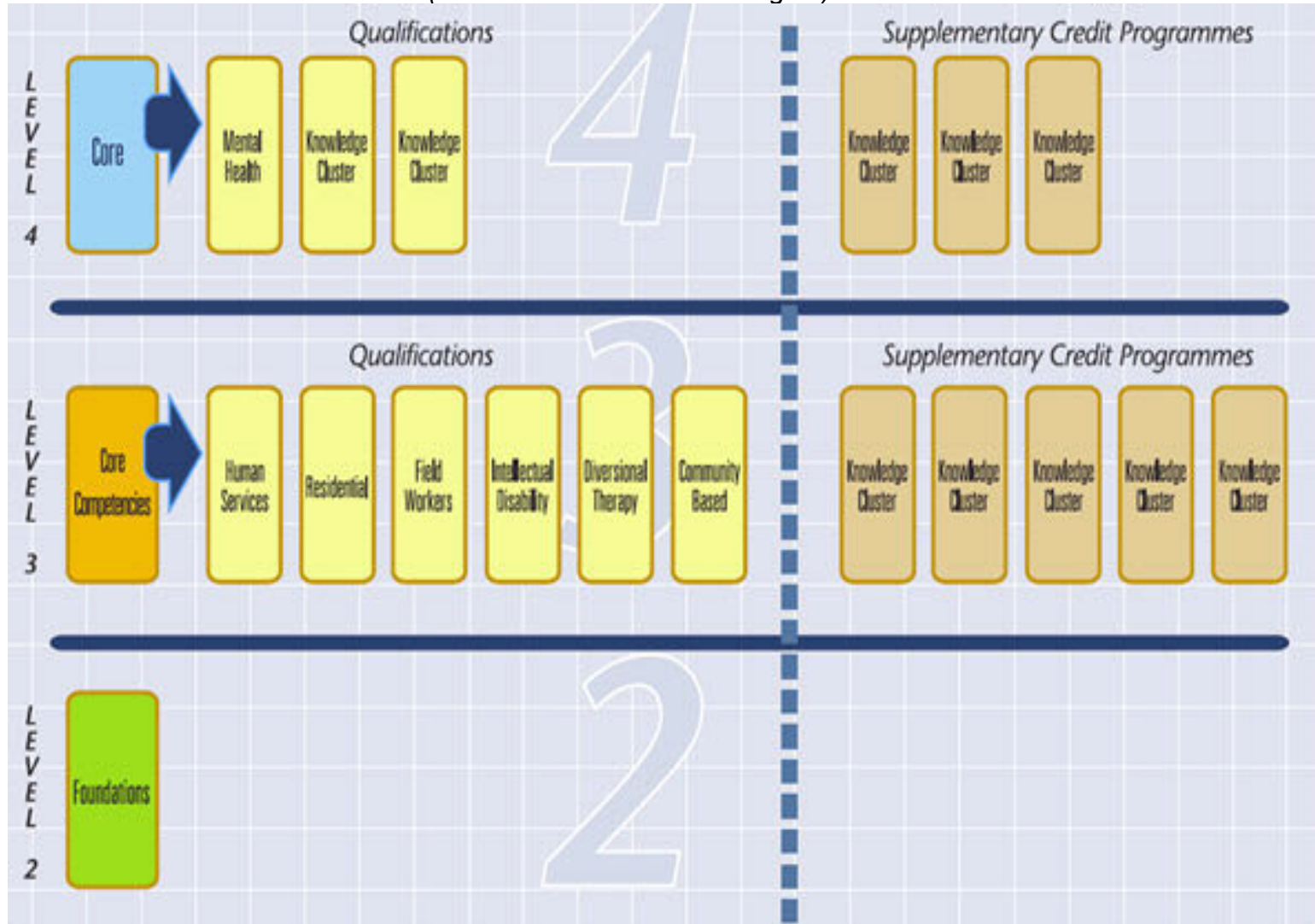
- Consistent, stable national framework with recognition for prior learning (NZCCSS goal)
- CareerForce has consulted extensively with the sector about sector training needs
- Foundation Qualification (Level 2) NZQA approved and trial completed in June 2007. National roll-out of this qualification has been recommended
- Level 3 Qualification NZQA-approved Dec 2007
- But there is dissatisfaction with our ITO in the sector and calls for an aged-care specific ITO



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National qualifications

(source: www.careerforce.org.nz)





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NZCCSS Strategies to respond:

- International recruitment cooperation
- Job-sizing of home support coordinator role
- Positive image of work with older people and the Christian social services
- Retention strategy ideas



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Some other strategies:

- **Volunteers:** Strengthening work with volunteers – both existing networks as well as accessing changing patterns of volunteer commitment and availability (see other workshop!)
- **Volunteer-based services:** Heartfelt Help Auckland
- **“Churn group”:** Work with Work & Income and other agencies to deal with literacy and second language issues
- **Networking** NZCCSS can act as a facilitator of communication between Christian social service agencies (& others who share our values)



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Discussion #1: Points of difference

- We don't have a magic wand or a "silver bullet" but...
 - We've got God on our side!
 - Not for profit
 - Collective agreements OK
 - Go the extra mile for older people and our employees
 - And...?



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Discussion #2: Successful strategies

Name (at least!) one strategy that you have experienced as successful for worker recruitment &/or retention &/or satisfaction



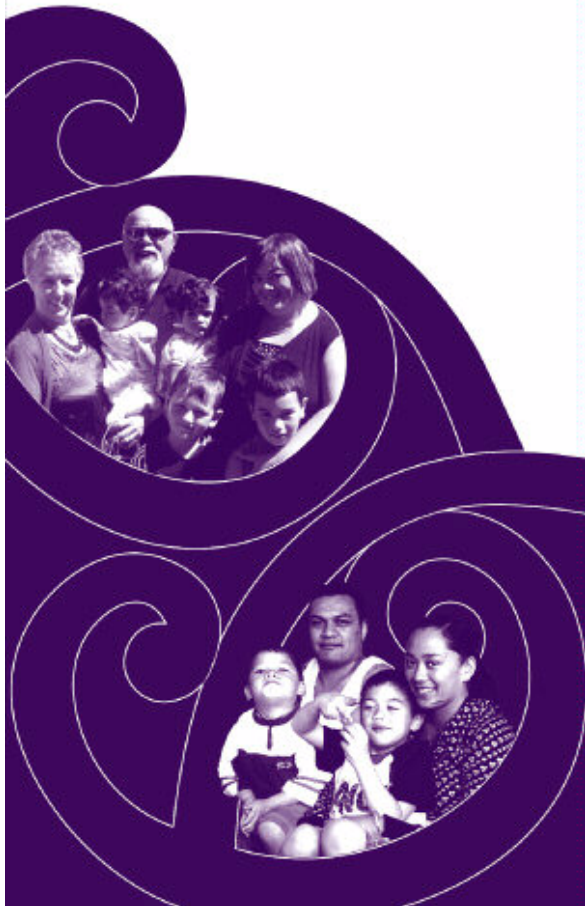
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Outcome of this conference

- Points of difference to focus on (we don't need to the same as others are doing)
- Employers of Choice work will continue: Sector-wide wide (MoH, DHBNZ & CareerForce processes), further workshops, receive and disseminate ideas/innovation.
- Invitation to register a particular interest in participating further.



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Conclusion

- “Aroha tetahi ki tetahi – let us look after each other” – increasing number of older people will face old age with limited resources and limited choices. Christian social services are the people they look to and turn to.
- Justice and compassion requires that we do what we can and advocate with them for their rights and needs to be met