



Social Services National Industry Advisory Group Hui Minutes

2 April 2025



Minutes – Social Services National Industry Advisory Group (kanohi ki te kanohi hui)

Date, Time and Location:	02 04 2025 at 09:00-15:30, L1, 49 Tory Street, Wellington, Te Whanganui-a-Tara
Chair:	Hera Williams, National Engagement Manager, Toitū te Waiora
Advisory Group Members:	<p>Nathan Chong-Nee, Chief Executive, Aotearoa New Zealand Association of Social Workers</p> <p>Ivy Harper, Pouārahi Chief Executive, Te Pūtahitanga o Te Waipounamu, Whānau Ora Commissioning Agency for the South Island</p> <p>Karena Brown, Lead Strategic Researcher, E Tū</p> <p>Tanya Anaha, Chief Māori Health and Equity Officer /Pou Whakahaere, Te Whatu Ora Taranaki/ Why Ora</p> <p>Liz Gourlay, Lead Advisor Social Worker Workforce Planning, Social Workers Registration Board</p> <p>Carole Tana- Tepania, Chief Executive/Kahui Member, ME Family Services/Tangata Whenua Social Workers Association</p> <p>Susana Lepoamo, Workforce Manager, Te Puna Aonui</p>
Secretariat:	Tamar Anstice, National Engagement Project Coordinator, Toitū te Waiora
Attendees:	<p>Sean McKinley, Chief Executive, Toitū te Waiora</p> <p>Amanda Kent, General Manager Strategy and Advice, Toitū te Waiora</p> <p>Mark Ormsby, Poumatua, Toitū te Waiora</p> <p>Lois Moran, Quality Assurance Manager, Toitū te Waiora</p> <p>Tracy Collier, Qualifications Product Developer, Toitū te Waiora</p> <p>Hone Manu, Team Administrator, Toitū te Waiora</p>
Apologies:	<p>Tuala Pesio Ah-Honi, Chief Executive, Mapu Maia</p> <p>Selina Elkington, Addiction Programme Manager, Te Pou</p> <p>Edna 'Ungatea Havea, Victoria University of Wellington, Programme Director Pasifika Pathways</p> <p>Megan Thomassen-Clarke, Reporting & Accountability Manager, National Collective of Independent Women's Refuges Inc.</p> <p>Belinda Himiona, Chief Executive, Te Pai Ora SSPA</p> <p>Dominic Chilvers, Principal Academic Programme Leader, Ara Institute of Canterbury</p>

Summarised Minutes- Social Services Update and Discussion	
Commentary:	<div>Cultural Competency and Understanding<ul style="list-style-type: none">Challenges with Whānau Ora Navigators: Highlighted the lack of cultural competency, particularly for overseas social workers struggling to understand Māori culture.Importance of Te Ao Māori Understanding: Emphasized the need for a better understanding of whānau dynamics due to the lack of knowledge in te ao Māori.Cultural Competency Gaps for Migrant Workers: Addressed the issue of migrant workers not receiving level 3 and 4 training, leading to gaps in cultural competency, especially regarding te ao Māori.Cultural Safety Framework: Focused on the need for a clear framework to legitimize cultural safety and responsiveness, especially in Mātauranga Māori and Pacifica leadership.Education on Cultural Safety: Advocated for formal education on cultural safety and creating a micro-credential for newcomers to enforce cultural competency.</div> <div>Workforce Development and Training<ul style="list-style-type: none">Training Opportunities for Rangatahi: Advocated for providing opportunities for rangatahi, highlighting their ability to learn quickly when given the chance.Lack of Appropriate Education for Disability Workers: Raised concerns about the underpayment and lack of level 4 qualifications for disability workers, impacting their professional development.Migrant Workers and NZQA Qualifications: Agreed with Ivy on the need for migrant workers to obtain NZQA qualifications, especially in rural Māori homes.Professional Development and Core Training: Urged for core professional development opportunities for practitioners to improve qualifications, including the importance of supervision and external guidance.Need for Education in Family Violence/Sexual Violence (FV/SV): Addressed the absence of clear pathways for learners in FV/SV, highlighting the need for more funding and training in these areas.Accessible and Affordable Qualifications: Advocated for affordable, accessible qualifications, as well as recognition of lived experience.</div> <div>Workforce Challenges and Solutions<ul style="list-style-type: none">Migrant Workers in Home Support: Highlighted that 40% of care and support workers are migrants, particularly in home support, and noted that the funding system is broken, making it difficult for workers to receive proper respect and qualifications.Workforce Decline and Collaborative Solutions: Called for a solution-oriented approach to workforce challenges, emphasizing the urgent need for collaborative solutions to address a declining workforce.Long-Term Investment Plan: Advocated for a long-term investment plan in workforce development, especially in vacant roles that have remained unfilled for years.</div>

Summarised Minutes- Social Services Update and Discussion

- **Career Development in Social Work:** Stressed the importance of career development and creating structured roles for new entrants to the social work profession, including protected roles for new school leavers to retain skills and knowledge.
- **Financial Support for Students:** Proposed hiring financially struggling students part-time to support themselves and their whānau while studying.
- **Sector Sustainability and Resources**
- **Lack of Referral Services:** Raised concerns about the lack of services to refer clients to when they are at maximum capacity.
- **Challenges with Private Training Establishments (PTEs):** Discussed the negative impact of competitive funding for PTEs on the quality of education in FV/SV fields.
- **Unregulated Workforce and Trust-Building:** Highlighted the need for tools and templates to regulate the unregulated workforce and the importance of building trust with whānau during the entire journey.
- **Workforce Stress Due to Limited Resources:** Acknowledged the complexity of the environment social workers operate in, where limited resources and worker overload impact the ability to provide specialized support.
- **Sustainability of the Sector:** Emphasized the importance of community-led responses and the sustainability of the sector.

Technological Impact and Ethical Concerns

- **AI in Social Work:** Discussed the role of AI in social work practice, emphasizing its potential benefits for efficiency, while also raising concerns about privacy risks.
- **Impact of AI on the Sector:** Raised concerns about how to stay ahead of technological advancements and their impact on the sector.

Investment in Whānau and Practitioner Support

- **Investment in Whānau:** Emphasized the importance of investing in whānau and the need for practitioners to be supported in taking on students for placements.
- **Support for Practitioners and Students:** Advocated for providing support for practitioners who take on students for placements, ensuring that the sector can sustain its workforce.

Summary of Key Themes:

- **Cultural Competency:** There is a significant need for cultural competency / cultural safety training, which includes te ao Māori. For migrant workers this is extremely important in an Aotearoa context. These competencies should be integrated into formal education and qualifications.
- **Workforce Development:** The social worker and care support workforce face challenges related to underfunding for providers, limited opportunities for career development, and the absence of long-term planning to fill vacant roles.
- **AI in Social Work:** AI presents both opportunities and challenges for social work practice, with concerns over privacy matters and reliance on technology. What impact will AI have on future learning, qualifications pathways and training in the Social Services sector?

Summarised Minutes- Social Services Update and Discussion	
	<ul style="list-style-type: none">• Support for New Entrants: There is a call for creating pathways and support structures for new school leavers and trainees to ensure long-term sustainability of the profession.• Workforce Sustainability: Urgent action is needed to invest in and retain the current workforce, with a focus on holistic support, community-driven responses, and better training opportunities in specific sectors such as family violence and sexual violence.• Supervision Qualifications: Proposal to offer micro credentials to social workers who supervise students, acknowledging their advanced skills and responsibilities.• Government Funding: Government investment in qualifications that support the "earn as you learn" concept.

Actions:

1. Social Services Update and Discussion	
Reference #	20250402/01
Presenter:	Hera Williams
Commentary:	<p>Most of the group discussed the importance of cultural competency within Social Service professions and how that could be integrated into future qualifications.</p> <p>As Toitū te Waiora are currently working on creating Te Tiriti standards in CDEM and Cultural Competency/ Cultural Safety skill standards for Health and Well-being, the NIAG would like to see how these standards could be utilised for the Social Services Sector.</p>
Actions:	Hera and Mark to share draft of Cultural Competency/ Cultural Safety skill standard with the Social Services NIAG once it has been signed off by SLT.
2. Social Services Update and Discussion	
Reference #	20250402/02
Presenters:	Hera Williams
Commentary:	<p>It was mentioned that Toitū te Waiora are currently in the consultation phase of creating Disability qualifications. These qualifications will stand alone rather than be a part of the Health and Wellbeing qualification suite. This update intrigued the group, and they asked if there was any possibility of being able to see how these qualifications look.</p>
Actions:	Hera and Mark to share draft of Disability qualification with the Social Services NIAG once the quals have updated the rest of the organisation of the qualification's contents.

3. Social Services Update and Discussion	
Reference #	20250402/03
Presenters:	Hera Williams/ Susana Lepoamo
Commentary:	Susana began to update us on her workforce analysis regarding the current workforce issues in the FV/SV sector. Her analysis has amazing insights and data that could help guide and inform Toitū te Waiora's investment advice regarding the FV/SV sector.
Actions:	Seek permission from Susana to share her mahi with Toitū te Waiora and the NIAG.

4. Social Services Update and Discussion	
Reference #	20250402/04
Presenters:	Hera Williams
Commentary:	Hera set an action for the members to talk with their stakeholders about the current trends and challenges identified within the meeting and to come back to the next hui in June 2025 with possible solutions.
Actions:	NIAG members are to talk with their stakeholders about the current trends and challenges identified within the meeting and to come back to the next hui in June 2025 with possible solutions

5. Meeting close	
Reference #	20250402/05
Commentary:	Hera asked the group what their most convenient dates would be to have our three subsequent online hui. The dates were discussed and decided on by the rest of the group.
Decisions:	Agreed subsequent hui dates and times are:

5. Meeting close

- Tuesday 17th June 2025 (10 am- 12 pm)
- Tuesday 22nd July 2025 (10 am- 1:30 pm)
- Tuesday 14th October 2025 (10 am- 12 pm)

The group also agreed that if another hui was needed, we would agree on a time and date for that to happen.

Actions:

Tamar to send through the dates to all members so that they have the meetings in the diaries. Members will be updated with an agenda and any pre-readings that need to be reviewed two weeks before the hui date so that they are all prepared for discussions