

# Kaiāwhina Workforce Action Plan

## FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
How did the Kaiāwhina Workforce Action Plan come about?	<p>Demand is expected to keep rising for kaiāwhina – the non-regulated care and support workforce - as the population grows and ages and as models of care move closer to home.</p> <p>In late 2013, Health Workforce New Zealand (HWNZ) and Careerforce agreed to develop a 20-year vision to boost the skills and standing of kaiāwhina and a five-year action plan to work towards this goal. In 2014 HWNZ established the Kaiāwhina Workforce Taskforce as one of the six key workforce groups represented in the HWNZ Strategic Directions document.</p>
Why at this time?	<p>A compelling platform for action existed with five key drivers. These signalled a need for a paradigm shift in how the contribution of the kaiāwhina workforce is organised, supported and valued. The drivers were:</p> <ol style="list-style-type: none"><li><b>1. Consumer Focused Service:</b> The New Zealand Health and Disability Services are oriented to responding to the needs of service users and achieving improved outcomes. As frontline workers, kaiāwhina are essential for helping consumers meet their goals and the expectations they have of service providers and the health and disability system.</li><li><b>2. Central Government:</b> The Ministry of Health and Accident Compensation Corporation recognise the vital importance of the kaiāwhina workforce to the health and wellbeing of New Zealanders.</li><li><b>3. Workforce Plans:</b> To date, different parts of the sector have examined their future workforce needs, which has tended to occur in isolation (e.g. Aged Care, Mental Health, Addictions, Disability, and Home-based Care). The Kaiāwhina Workforce Action Plan provides a unified, whole-of-sector mechanism to support the Kaiāwhina workforce meet client needs.</li><li><b>4. Education and Training:</b> In the period 2013-2015, a new NZQA framework of qualifications for the health, disability and social service sectors was developed by Careerforce on behalf of NZQA and working with a wide group of stakeholders. This allowed for a focused analysis of the career pathways and training on offer for kaiāwhina, including setting clear and coherent career pathways. The development of the new qualification framework provides a strong foundation for the growth and development of kaiāwhina</li><li><b>5. Changing Models of Care:</b> The Government is seeking an assurance that the health and disability workforce is strongly positioned to respond to new and changing models of service delivery. This includes being ready to embrace technology to support positive consumer outcomes.</li></ol>



# Kaiāwhina Workforce Action Plan

## FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
Why is the Kaiawhina Workforce Action Plan important?	The importance of having a well prepared, supported and fit for purpose national workforce ready to respond to the needs of people is critical for a sustainable health and disability services into the future. The wide range of roles within the kaiāwhina workforce which represents more than a third of the entire health and disability workforce is an essential component of integrated health provision and disability support to enable good lives.
Who are kaiāwhina?	Kaiāwhina (ky-ah-fee-na) represents all non-regulated roles in the health and disability sector including community support, disability support, mental health and addictions support, primary care assistance, public health assistance, hospital orderlies and allied health roles such as allied health care assistance and dental assistance. Throughout consultation with the sector and stakeholders during the development of the Plan, it was repeatedly raised that the term “unregulated” or “non-regulated” was demeaning and pejorative. The term kaiāwhina was suggested, socialised and then endorsed as a fitting title that embraced New Zealand’s unique identity and the roles and contribution of the non-regulated health and disability workforce.
What is the operational structure of the Plan?	The Plan’s operational structure consists of the Kaiāwhina Workforce Taskforce to provide oversight and expert advice to the Programme and a Kaiāwhina Workforce Action Plan Working Group.
How are the health and disability sectors represented?	The Plan was co-created by multiple key stakeholders involved in the health and disability sectors. Members of both the Taskforce and the Working Group are representatives from throughout the health and disability sectors, as were the workstreams that support the seven domains of the Plan.
Hasn’t this been done before?	To date, different parts of the sector have examined their future workforce needs but there has not been a joined-up plan. This plan links together, in a visible and accessible manner, the work occurring in the sector.



# Kaiāwhina Workforce Action Plan

## FREQUENTLY ASKED QUESTIONS continued...

QUESTION	ANSWER
Who owns the Plan?	<p>The Plan has multiple owners that is overseen by a partnership between Health Workforce New Zealand and Careerforce.</p> <p>Health Workforce New Zealand (HWNZ) is a business unit within the Ministry of Health set up in 2009 to provide national leadership on the development of the country's health and disability workforce. Its work is overseen by an independent board with membership from business and across the health sector.</p> <p>Careerforce is the Industry Training Organisation (ITO) whose coverage includes Health and Disability.</p>
Who is administering the Kaiāwhina Workforce Action Plan?	<p>Health Workforce New Zealand and Careerforce are working together to facilitate the development of and coordinate the actions in the Kaiāwhina Workforce Action Plan. Careerforce also acts as the secretariat to the plan as it is implemented.</p>
What is the main aim of the Plan?	<p>The Kaiāwhina Workforce Action Plan (the Plan) describes the outcomes and actions required to achieve the 20-year vision.</p> <p>The vision: To help shape a sustainable and valued kaiāwhina workforce that adds value to the health and wellbeing of New Zealanders by being, competent, adaptable and an integral part of service provision</p> <p>The 5-year action Plan has been developed as the first step toward the 20-year vision. Collectively, the actions help build a sustainable system through a framework of seven key domains:</p> <ul style="list-style-type: none"><li><b>Consumer Focus</b> giving consumers choices, addressing their expectations and needs;</li><li><b>Quality &amp; Safety</b> through integrated workforce competence and standards;</li><li><b>Workforce Intelligence</b> through efficient use of data, role clarity and planning;</li><li><b>Sustainability</b>, addressing funding structures, stability, service models and workplace conditions.</li><li><b>Access</b> to jobs, technology and learning;</li><li><b>Career Development</b> with clear pathways for progression and transferable skills;</li><li><b>Workforce Recognition</b> which is fair, equitable and values the workforce.</li></ul>



# Kaiāwhina Workforce Action Plan

## FREQUENTLY ASKED QUESTIONS continued...

QUESTION	ANSWER
How are the actions progressed?	<p>Each domain has three or four outcomes and each outcome has a series of actions. The plan provides one cohesive place to understand work already underway or needed to enable realisation of the vision. The detail is available on <a href="http://www.workforceinaction.org">www.workforceinaction.org</a>.</p> <p>The Plan is overseen by a Taskforce with members from throughout the health and disability sectors. Leaders from throughout the sectors self-identify to implement the actions. For some, this is business as usual for their organisation. Some actions are work already underway in the sector, driven by existing groups, for example, the Caring Counts Coalition.</p>
Are the Taskforce and Working Group incorporating the work being done in the health and disability sectors?	<p>Yes, the Plan recognises that actions supporting workforce development are occurring in many settings in the health and disability sectors and these all contribute to the five-year actions. Shared responsibility to identify work across the sectors that progresses the work of the Plan sits with the Taskforce and the Working Group mean that responsibility to ensure that they incorporate/utilise current work in order to avoid duplication and wasting resources.</p>
What is the progress of the Plan?	<p>Two years into the plan's implementation, 13 of the 56 identified actions have been completed with a further 36 being implemented. The plan is making many positive inroads into increasing the visibility of the kaiāwhina workforce and its current role and future potential. The plan has been the force behind seminal workforce developments.</p>
Are Social Services included in this Plan?	<p>Social service stakeholders were not part of the original consultation. However, Careerforce is working with social and community stakeholders to develop a workforce development plan.</p>
Where do I direct queries to?	<p>You can contact us at <a href="mailto:kaiāwhina@careerforce.org.nz">kaiāwhina@careerforce.org.nz</a> or visit the programme website for further information <a href="http://www.workforceinaction.org.nz/">www.workforceinaction.org.nz/</a></p>

Updated October 2017

