

**Minister for Social Development and Employment**

**2003/04**  
**Non-Departmental**  
**Output Class Report**

*On selected services purchased through  
Vote Social Development*



# Minister's Introduction

This report records the financial and non-financial performance results for the outputs purchased by the Minister for Social Development and Employment through selected non departmental output classes in Vote Social Development for the period 1 July 2003 to 30 June 2004.

The Vocational Services for People with Disabilities output class provided funding of \$62.517 million to service providers to provide vocational training and employment services to people with disabilities aged between 16 and 65 years. The funding enables people to work in the open labour market (in accordance with human rights principles) and maintain an adequate income. It also promotes opportunities for community participation. Services are contracted from approximately 170 organisations. Over the year 20,732 people were assisted with 7,487 being assisted into paid work.

The Student Placement Services output class provided funding of \$3.395 million to Student Job Search Aotearoa Incorporated, to assist tertiary students to support themselves during their studies. During the year 29,467 employment placements were provided to students by a total of 14,165 employers.

Within the Capacity Building Initiatives output class funding of \$2.179 million was spent on four discrete areas. The Citizen's Support initiative assisted organisations to provide advocacy services to the public. Talking Books for the Blind provided talking books and articles to library members. Whanau Development funded six communities to continue their community development initiatives for a further year while an evaluation was completed. Social Service Development for Refugee and Migrant Groups provided assistance to refugee and migrant groups to build their capacity to develop and deliver social services.

A handwritten signature in black ink that reads "Steve Maharey". The signature is written in a cursive style with a long, sweeping underline that extends to the right.

**Steve Maharey**

Minister for Social Development and Employment

30 September 2004

# Vote Social Development

## Non-Departmental Output Class Report

### Output Class 01 – Vocational Support for People with Disabilities

#### *Description*

This non-departmental output class provides services that:

- Increase participation of people with disabilities in employment, and
- Increase participation of people with disabilities in their communities.

This is done through the strategies outlined in the Government's document Pathways to Inclusion: Improving Vocational Services for People with Disabilities, including:

- Increasing the focus on employment
- Encouraging and enhancing community participation
- Ensuring services are responsive to the needs of all groups of people with disabilities; including those in rural areas
- Improving transition into and out of these services
- Improving job seeker access to mainstream services
- Building sector capacity and quality
- Assisting the sector to understand and cope with the planned changes to legislation in particular those related to the repeal of the Disabled Persons Employment Promotion Act 1960 (DPEP Act).

The services are being phased in over five years and this is the third year of the implementation.

*Significant Providers: Workbridge and IHC*

#### **Results Achieved**

Greater emphasis continues to be placed on providers achieving quality employment outcomes. In 2003/04 7,487 clients were placed in open employment compared with 6,238 in the previous year. There are also some 2,000 people with disabilities working within Sheltered Workshops.

A high needs school leaver transition strategy has been established with 149 students at 39 educational institutions receiving this service. The strategy is now being expanded to ensure that services are available to high needs students in rural and provincial areas.

A programme of reviews to improve standards of service and the capacity of the sector has continued. The Ministry completed 127 service quality reviews and 81 financial and governance reviews. The Ministry is working with providers where reviews have been completed to assist them to implement the recommendations of those reviews.

<b>Performance Measures</b>	<b>Results</b>
The number of individuals placed in open employment – Estimated 6,000.	7,487 clients were placed in open employment.
The number of individuals who received a Vocational Service – Estimated 20,000.	20,732 clients received a Vocational Service.
The volume of service provided.	7,743,545 hours of service provided.
The volume of sheltered work hours provided.	3,379,073 hours provided.
The level of participation in the community.	840,964 community hours.

***Financial Performance***

<b>2003/04</b>	<b>Appropriation Voted \$m (GST inclusive)</b>	<b>Actual Expenditure \$m (GST inclusive)</b>
	62.517	61.256

## **Output Class O2 – Student Placement Services**

### ***Description***

Through this non-departmental output class, the Minister for Social Development and Employment purchases services from Student Job Search to place students in employment during holiday and term periods.

*Significant Provider: Student Job Search (SJS)*

### ***Results Achieved***

In the 2003/04 summer 29,467 students were placed into employment and there was an overall increase in the total amount of work into which students were placed. The average length of job placements rose from 4.34 to 4.69 weeks to give an increase of worker weeks from 128,635 in 2002/03 to 138,096 in 2003/04.

Additional funding of \$484,000 was provided to enable SJS to launch the FutureGrad programme. FutureGrad teams work in each of SJS's six regions to build relationships with small to medium sized businesses, and to match students with business skill shortages. FutureGrad teams secured 3,485 placements into jobs, 1,758 were full-time placements, and 1,474 placements were with employers who had not used SJS before.

Further additional funding of \$510,000 was provided to increase the numbers of skilled course related job placements. A total of 2,091 skilled or course-related placements were achieved, representing a 104% increase on the same placements achieved over the 2002/03 summer.

Over the summer period SJS attracted 22,263 new job offers (many with multiple vacancies) from a total of 14,165 employers.

<b>Performance Measures</b>	<b>Results</b>										
SJS will provide 30,400 placements for tertiary students or intending tertiary students over the period 1 October 2003 to 28 February 2004.	29,467 placements achieved.										
SJS will provide 121,600 weeks of work from these placements.	138,096 worker weeks achieved.										
SJS will measure the number of weeks of work for:  Men Women Māori Pacific Island students and compare this with their proportional representation among students.	SJS achieved the following proportions for:  <table border="1"> <thead> <tr> <th><b>Weeks</b></th> <th><b>(%of Students)</b></th> </tr> </thead> <tbody> <tr> <td>Men 50.6%</td> <td>(47.8%)</td> </tr> <tr> <td>Women 49.4%</td> <td>(52.2%)</td> </tr> <tr> <td>Māori 8.7%</td> <td>(11.7%)</td> </tr> <tr> <td>Pacific Island 4.3%</td> <td>(5.1%)</td> </tr> </tbody> </table> students.	<b>Weeks</b>	<b>(%of Students)</b>	Men 50.6%	(47.8%)	Women 49.4%	(52.2%)	Māori 8.7%	(11.7%)	Pacific Island 4.3%	(5.1%)
<b>Weeks</b>	<b>(%of Students)</b>										
Men 50.6%	(47.8%)										
Women 49.4%	(52.2%)										
Māori 8.7%	(11.7%)										
Pacific Island 4.3%	(5.1%)										
SJS will measure client satisfaction to ensure that at least 90% of student and employer clients are satisfied with the service they receive.	Student satisfaction was 96.8% Employer satisfaction was 96.2%										
SJS will provide 4,165 placements exceeding 30 hours for 4 weeks continuously within the overall placement target.	4,397 placements exceeding 30 hours for 4 weeks continuously were achieved.										
SJS will provide 415 skilled placements for tertiary or intending tertiary students over the period 1 October 2003 to 28 February 2004.	2,091 skilled placements over the period 1 October 2003 to 28 February 2004 were achieved.										
SJS will provide 400 skilled placements for tertiary students, in term, over the period March to September 2004.	853 skilled placements from March to September 2004 were achieved.										
By 30 June 2004 SJS will review the number of weeks of work for Māori and seek to reinstate affirmative action processes for Māori students.	Māori made up 10.3% of new enrolments, 9.2% of job referrals, 9.9% of placements, and 8.7% of worker weeks.										
By 30 June 2004 SJS will focus on "in-term" placements that will potentially increase vacation work opportunities.	A focus of the FutureGrad service has been on placements that will potentially increase flexible year round employment opportunities for students.										

### **Financial Performance**

<b>2003/04</b>	<b>Appropriation Voted \$m (GST inclusive)</b>	<b>Actual Expenditure \$m (GST inclusive)</b>
	3.395	3.395

## **Output Class O6 – Capacity Building Initiatives**

### ***Description***

This output class provides resources to disadvantaged communities and individuals to enhance the skills, knowledge and services available, to better achieve their and the Government's aims for social development and employment.

Currently this output class includes:

- **Citizens' Support:** Assistance to organisations which provide advocacy services to people regarding their entitlements from government departments.
- **Talking Books for the Blind:** Delivery and return of Talking Books for the Blind and articles for the Blind from the Royal New Zealand Foundation of the Blind to library members.
- **Whānau Development:** Providing funding to six out of the original eight pilot communities, to enable them to pre-empt a need for remedial social services by identifying their own whānau development needs and developing and delivering an initiative to address those needs.
- **Social Service Development for Refugee and Migrant Groups:** Assisting the refugee and migrant sector to build capacity to develop and implement social services.

*Significant Provider: New Zealand Post for Talking Books for the Blind*

### ***Results Achieved***

#### ***Citizen's Support***

This fund was introduced in Budget 2004 as a two year pilot scheme. The fund helps advocacy services to increase their coverage and to assist people, where required, in their dealings with Government departments. The outcomes for clients include improved access to services and entitlements.

To date funding has provided individual advocacy services for Work and Income clients. Most funding recipients have indicated that the level of advocacy services provided has increased as a consequence of the assistance.

#### ***Talking Books for the Blind***

The Royal New Zealand Foundation of the Blind (RNZFB) currently issues, and receives returns of, Talking Books and Articles for the Blind through a postal service which the Ministry contracts from New Zealand Post on behalf of the RNZFB.

In the 2003/04 year, 422,903 Talking Books were delivered and returned and 5,579 Articles were delivered to RNZFB library members.

RNZFB has indicated that from 2006 the RNZFB Library hopes to commence the digital delivery of some of its materials. In 2003/04 some of the funding was used to trial a digital book programme.

#### ***Whānau Development***

Funding was provided to six out of the original eight communities to continue community development initiatives for a further year while an evaluation was completed, resulting in a small underspend. Initiatives delivered by these communities included, whānau mentoring and counselling, youth support programmes, marae based courses and community skills courses.

An evaluation of the programme was completed in June 2004 and shows that the project has been beneficial for whānau and their communities in most of the sites in which it operated. Māori communities involved in the project welcomed the opportunity to identify their own whānau development aspirations and develop and deliver initiatives to meet their needs. Funding for all communities past 2003/04 either was not required or was secured from other sources.

### ***Social Service Development for Refugee and Migrant Groups***

There is a limited number of social service providers working with refugee and migrant groups and few ethnic groups that have an appropriate infrastructure to deliver social services to their peers. This funding assists providers and ethnic groups to develop their capacity and capability for social service delivery.

Work on this initiative included a literature review on the social needs of refugee and migrant communities in New Zealand and focus groups with refugee and migrant groups in Auckland, Waitakere, Hamilton and Christchurch. The focus groups have also contributed to the overall social service strategies currently being developed in Hamilton and Christchurch. Fourteen social service providers have been assisted to build their capacity to extend or develop new services. Services purchased included: advice about settling in New Zealand society, parenting issues in a New Zealand context, family violence prevention, advocacy, culturally appropriate service delivery and literacy assistance.

Performance Measures	Results
<p><b>Citizens' Support:</b></p> <p>At least 13 advocacy services (one per Work and Income region) receive assistance.</p>	<p>Funding was provided for all regions except Waikato and Northland. Discussions with advocates groups are underway to ensure that national coverage is achieved.</p>
<p><b>Talking Books for the Blind:</b></p> <p>Delivery and return of 400,000 books and delivery of 12,000 articles.</p>	<p>Delivery and return of 425,937 books and delivery of 5,332 articles.</p>
<p><b>Whānau Development:</b></p> <p>An evaluation will be completed by 30 November 2003.</p>	<p>The final evaluation was completed in June 2004.</p>
<p><b>Social Service Development for Refugee and Migrant Groups:</b></p> <p>Increased level of co-ordination achieved between providers, communities and central and local government in at least three locations to identify needs and plan future development of social services for this sector.</p>	<p>Increased levels of co-ordination was achieved between groups consisting of providers, communities, central and local government through</p> <ul style="list-style-type: none"> <li>• 21 focus groups in Auckland;</li> <li>• 20 focus groups in Waitakere;</li> <li>• 15 focus groups in Hamilton; and</li> <li>• 9 focus groups in Christchurch;</li> </ul> <p>to identify needs and plan future development of social services for this sector.</p>
<p>At least three social service providers receive assistance to build their capacity to extend or develop new services.</p>	<p>Fourteen social service providers have been assisted to build their capacity to extend or develop new services.</p>
<p>Purchase of a limited number of new services identified in measure one above.</p>	<p>A range of new community based services were purchased. These included:</p> <ul style="list-style-type: none"> <li>• advice about settling in New Zealand society;</li> <li>• parenting issues in a New Zealand context;</li> <li>• family violence prevention;</li> <li>• advocacy;</li> <li>• culturally appropriate service delivery; and</li> <li>• literacy assistance</li> </ul>

**Financial Performance**

<b>2003/04</b>	<b>Appropriation Voted \$m (GST inclusive)</b>	<b>Actual Expenditure \$m (GST inclusive)</b>
Citizens' Support	0.260	0.210
Talking Books for the Blind	0.786	0.775
Whanau Development	0.948	0.711
Social Service Development for Refugee and Migrant Groups	0.185	0.170
<b>Total</b>	<b>2.179</b>	<b>1.866</b>

<b>2003/04</b>	<b>Appropriation Voted \$m (GST inclusive)</b>	<b>Actual Expenditure \$m (GST inclusive)</b>
	2.179	1.866

