

Older Workers Employment Action Plan: Monitoring and Implementation Table

July 2023

Action status

To be developed	Underway		Completed
0	10		1
	Some delays	On Track	
	2	8	

Action (responsible agency)	Delivery risk	Milestones/Deliverables	Update on progress since last report
Action Area: Training, upskilling and educating			
Action 1: Research and assess the needs of older workers for training, upskilling and vocational education, and the barriers to access (including appropriateness and availability). Based on the outcomes of this work, provide advice on how to increase older workers' uptake of training, upskilling and vocational education (MOE & MSD, supported by TEC)	SOME DELAYS Could require funding	<ul style="list-style-type: none"> All agencies have provided input into research questions, with further work being done to narrow down the scope of the project. 	<ul style="list-style-type: none"> MOE & MSD, supported by TEC have carried out initial scoping work, including scanning for existing or upcoming research that could contribute to this action. This action has seen some delays due to a lack of resourcing and funding however MSD is working to find options to continue progressing this action with BAU resources.
Action 2: Report annually how many older workers have enrolled in and completed courses with government-funded vocational education providers and what they trained in (in 5-year age brackets for those over age 45), and by gender and ethnicity (MOE)	COMPLETE / ONGOING	<ul style="list-style-type: none"> The data will continue to be refreshed and released annually through the OWEAP reporting. The next data release is due in November. 	<ul style="list-style-type: none"> MOE published the first annual data release in November 2022, incorporating feedback from MSD and other agencies. https://www.educationcounts.govt.nz/statistics/population-data MSD is continuing to progress this action by seeking feedback on the effectiveness of the information from key stakeholders. MSD has sought and received feedback from MSD frontline staff on the usefulness of this data and will provide this feedback to MOE to inform future iterations.
Action Area: Preparing for, finding and staying in work			
Action 3: Actively engage with older workers and make sure they can access information that will help them identify training options, prepare for work, find work and stay in work. Make sure	SOME DELAYS Delivery will depend	<ul style="list-style-type: none"> MSD officials are considering how they could progress this work without further funding. 	<ul style="list-style-type: none"> s 9(2)(f)(iv) [REDACTED] s 9(2)(f)(iv) [REDACTED] MSD and OFS have engaged frontline MSD staff to gain better insight about the experiences and needs of MSD

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that this work is promoted widely (MSD, TEC & OFS)	largely on resourcing		clients who are also older workers and are considering what existing cost-neutral means could be used to communicate directly with older workers to raise their awareness of employment assistance.
Action 4: Review relevant career products to make sure that older workers are visible and their context reflects the diversity of older workers, is useful and relevant to them and raises awareness of study and training options (TEC & OFS)	ON TRACK	<ul style="list-style-type: none"> The Direct Career Service (DCS) has received some Budget 2023 funding and will continue to be delivered by MSD. The Tahatū site will go live for everyone to access in 2024, however the first release will be focused on secondary schools. The focus on broader population groups (including older people) will be from June 2024. As part of implementing the National Careers System Strategy (NCSS), a criteria for “quality” careers education, information, advice and guidance will be determined. These criteria will be developed collaboratively and could support and ensure resources and programmes support the specific needs of older workers 	<ul style="list-style-type: none"> Development on Tahatū will continue beyond the first release in 2024, with additional functionality and content being added over time. The existing careers.govt.nz site will remain available until such time that Tahatū can meet broader user needs. OFS and MSD continue to be part of the Tahatū government advisory panel, drawing attention to the needs of older workers in discussions with TEC to ensure the needs of older workers are considered in the development of this tool. TEC has carried out a stocktake of current careers resources, as part of the NCSS, which identified a number of resources and programmes which specifically support older workers. MSD gained funding through Budget 23 to ensure continuation of the DCS, and to increase the capacity of this oversubscribed service. MSD is currently procuring a panel of career practitioners to deliver this service. Funding has been set aside for the evaluation of this service over 2023/24. MSD will be establishing a monitoring framework for this programme as part of the evaluation process. DCS is provided by phone and face-to-face. The face-to-face service operates out of the Connected service sites. Funding to ensure continuation of Connected has also been achieved through Budget 23.
Action 5: Make sure that the needs of older workers and the barriers they face to finding work and staying employed are fully considered and addressed in: <ul style="list-style-type: none"> the ongoing development of employment services the design of the proposed New Zealand Income Insurance (NZII) scheme 	ON TRACK	<ul style="list-style-type: none"> MSD has progressed work to extend Flexi-Wage eligibility to people aged 65+ who are eligible for New Zealand Superannuation (NZS) and Veteran’s Pension (VP). This change came into force on 1 July 2023. Phase one of this change was implemented on 1 July 2023 and targets employers specifically. Phase two will broaden out to target Superannuitants. 	<ul style="list-style-type: none"> MSD has now extended Flexi-wage’s eligibility criteria to include Superannuitants and those receiving VP. This change was implemented on 1 July 2023. This also supports Action 5 of the Better Later Life Action Plan. MSD will continue to consider the needs of older workers in the ongoing development of employment services. MSD gained funding through Budget 23 to test delivery of vocational rehabilitation services for people living with musculoskeletal pain or impairments who need support to stay in or return to work and are ineligible for ACC services. The majority of MSD clients with musculoskeletal conditions are aged over 50, and these services could address some of the

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<ul style="list-style-type: none"> the review of active labour market programmes (ALMPs). <p>Make sure that the final products from this work are accessible and well promoted, potentially through a targeted awareness campaign (MSD, MBIE & OFS)</p>			<p>barriers older workers face in staying in or returning to work. Work is currently underway to select two regions to test the initiative in, which includes consideration of Employment Strategy priority groups – particularly older workers.</p> <ul style="list-style-type: none"> As part of the ALMP review, MSD continues to work closely with the Ministry of Health, Te Whatu Ora – Health New Zealand, ACC, Whaikaha – Ministry of Disabled People and other population specific agencies as well as external stakeholders in the community and disability sector to explore options for ALMPs for disabled people, including people with health conditions. Many of these programmes are seeking to address employment and wellbeing needs of people receiving a health and disability related main benefit, a significant proportion of whom are aged over 50. The needs of older workers who are affected by redundancies will also continue to be included in analysis and options considered in ongoing work from the ALMP Review. <p>The introduction of the NZII scheme has been delayed and will not progress ahead of the election.</p>
<p>Action 6: Report on how many older workers engaged with government-funded employment services and programmes. Where possible, report this by age (in 5-year age brackets from the age of 45), gender and ethnicity. (MSD)</p>	ON TRACK	<ul style="list-style-type: none"> MSD is working on including two-way cuts in the data (eg age and gender) likely by the 2024 release, followed by three-way cuts (e.g. age, gender and ethnicity). 	<ul style="list-style-type: none"> MSD published participant data on the MSD Employment Assistance Evidence Catalogue (https://ea.analytics.msd.govt.nz/) last year, broken down by age (5-year age brackets from age 45 to 70+). The catalogue now provides ethnicity split into Asian, MELAA and Other Ethnicities.
Action Area: Supporting employers			
<p>Action 7: Review the Mature Workers Toolkit to ensure that it continues to provide employers with practical support to hire, develop and retain older workers. Make sure that the toolkit is promoted widely (MBIE & OFS)</p>	ON TRACK	<ul style="list-style-type: none"> OFS and MBIE are progressing with changes to the Mature Workers Toolkit. The toolkit has been renamed to the 'Older Worker Toolkit' to the more commonly accepted term. Additional changes to content are underway, due December 2023. Engagement with employers and workers to identify opportunities for improvement – December 2023. 	<ul style="list-style-type: none"> MBIE and OFS met in May to progress changes that were recommended in the review of the existing Mature Workers Toolkit (MWT) including refreshed content. Agencies are agreeing what changes are required and are progressing the work through two phases. Phase 1 includes changes that can be made relatively quickly, and Phase 2 includes changes that are longer term pieces of work which might require subject matter expertise. The name of the toolkit has been updated to 'Older Workers Employment Toolkit' throughout the toolkit on business.govt.nz website.

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Action 8: Research incentives and barriers for employers in providing more opportunities for older workers to benefit from flexible work arrangements. Prioritise groups (in alignment with other employment action plans): Māori, women, Pacific people, disabled people, former refugees, recent migrants and ethnic communities (MBIE)	ON TRACK	<ul style="list-style-type: none"> July 2023: Finalise literature review. July/August 2023: Stocktake of existing work within agencies on flexible work. September 2023: Draft report on evidence base for agency consultation. October 2023: Finalise report. 	<ul style="list-style-type: none"> This action is a consolidated action across all the employment action plans. To progress this action, MBIE have finalised the Project Plan and have initiated work on the research. This research includes conducting a literature review which looks into the incentives and barriers to providing flexible working arrangements, which is nearly complete. Once the literature review is completed, MBIE will engage with other agencies to understand what work is currently underway regarding flexible working arrangements. It is expected that this action will be complete in October 2023 once the report has gone to EET Ministers.
Action 9: Research opportunities and incentives for employers to provide greater opportunities for older workers to participate in training in the workplace. Prioritise groups (in alignment with other employment action plans): Māori, women, Pacific people, disabled people, former refugees, recent migrants and ethnic communities (MBIE)	ON TRACK	<ul style="list-style-type: none"> The stocktake was provided to EET Ministers in May 2023. We anticipate that findings from engagement will be reported back to Ministers in Q3 of 2023. 	<ul style="list-style-type: none"> MBIE have completed a stocktake of government initiatives that provide private sector employers with incentives to invest in in-work training (IWT) for their workers. The stocktake identified that there are many incentives available, most of which are funding related. However, employers still report facing barriers to providing IWT. This indicates that further investigation is required to understand whether the initiatives are sufficiently aligned to encourage employer investment in IWT. During Phase 2 of updates to the Older Workers Employment Toolkit, MBIE will engage with a broad range of employers and employees to gain insight into the effectiveness of current initiatives, and to understand what more can be done to drive employer investment in IWT.
Action Area: Planning for older workers' role in the economy and future work			
Action 10: Improve understanding across industry groupings and sectors of the effects and opportunities of an ageing workforce. Do this in collaboration with relevant key stakeholders (such as iwi/hapū and Māori organisations, Regional Skills Leadership Groups, Workforce Development Councils, employers and unions) (MBIE & MSD, supported by TEC)	ON TRACK	<ul style="list-style-type: none"> Continue to identify opportunities to promote good practice within government agencies and the business community – ongoing. MSD and the OFS have connected with partnership managers for the six WDCs. They are currently engaging with their workforce plans before seeking a time to talk with these groups about how to further engage with older workers. 	<ul style="list-style-type: none"> The MBIE-led cross-agency response to Regional Skills Leadership Groups' (RSLGs) Regional Workforce Plans was completed in 2022 and has been released on the MBIE website. Since the launch of the inaugural 15 Regional Workforce Plans by the Regional Skills Leadership Groups (RSLGs), the groups have worked on progressing actions. In June/July 2023 the RSLGs refreshed their Regional Workforce Plans. These plans were made available on the RSLG webpages from 12 July 2023. RSLGs in these plans carried over 221 actions from 2022 to 2023, reported the completion,

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		<ul style="list-style-type: none"> RSLG Secretariat (MBIE) met with OFS to discuss the Regional Workforce Plans and regions where an ageing workforce has been identified or could become a focus cohort in the future. 	<ul style="list-style-type: none"> removal or consolidation of around 129 actions and identified 41 new actions. From the Regional Workforce Plans, there are 12 actions specifically targeting older workers and their roles in the regional labour market. <ul style="list-style-type: none"> -In Tāmaki Makaurau, for example, the RSLG has partnered with Tātaki Auckland Unlimited to develop an infographic and social media campaign aimed at employers that seeks to change the narrative and mindset to one that embraces older workers for the positive impact they have. OFS continues to offer presentations to various stakeholders to increase awareness of the OWEAP and the needs and aspirations of older workers, as well as to identify overlaps and points of mutual interest between the OWEAP and their own areas of work. A mix of interest from both a diversity and inclusion perspective, as well as a wider employment perspective has been revealed, both of which will continue to be explored further and incorporated into other work as appropriate.
Action 11: Refer the issue of the ageing workforce to the Future of Work Forum to include as a specific discussion topic on its agenda(MBIE & OFS)	ON TRACK	<ul style="list-style-type: none"> OFS will input into MBIE’s papers for Future of Work (FOW) Ministers as part of the broader conversation on potential options for 2024 Forum topics at the December Governance Group. OFS will socialise their ideas with relevant parties both internally and across other agencies (as well as the social partners) before the final content for the briefing is provided to MBIE in mid-November. 	<ul style="list-style-type: none"> At the FOW Governance Group on 4 May, Minister Andersen led a high-level discussion introducing the opportunities and challenges in relation to older workers. The group was interested in considering the possibility of having a FOW Forum on this theme in future and directed officials to identify 2-3 core elements within this theme where a Forum conversation might add the most value.

Abbreviations

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| <ul style="list-style-type: none"> AP – Employment Action Plan MSD - Ministry of Social Development MOE - Ministry of Education MFW – Ministry for Women OFS - Office for Seniors | <ul style="list-style-type: none"> MBIE - Ministry of Business, Innovation and Employment EET – Employment, Education and Training TEC – Tertiary Education Commission WDC - Workforce Development Council | <ul style="list-style-type: none"> NZII - New Zealand Income Insurance RSLGs - Regional Skills Leadership Groups ALMP – Active Labour Market Programmes FOW – Future of Work |
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