

# Central North Island Youth Workers

Regional Training Plan  
2019 / 2020



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## 1. Background

### 1.1 Dept of Internal Affairs (DIA) and WERA Aotearoa Charitable Trust (WACT)

The DIA is a government agency that serves and connects people, communities and government to build safe and prosperous communities.

This is provided through support of training and development, policy advice, data and statistics throughout the nation. To support this, resources are provided to assist the development of resilient and prosperous communities.

The Youth Worker Training scheme (YWTS) is an example of this where investment is provided to see the training and development of Youth Workers in the Central North Island (CNI).

The outcome of this is a level of improved competence and professionalism in Youth Work practice. WACT is a non-profit Charitable Trust who has delivered youth, whanau and community development services within the Bay of Plenty since its inception in 2007.

DIA and WACT have previously partnered in provision of youth, whanau and community development programmes and services within the CNI region.

The YWTS is an example of this where DIA have partnered with WACT to develop and deliver the YWTS. The area the YWTS covers includes Ruatoria to Gisborne across the Bay of Plenty, south to Taumarunui, west to Tauranga and north to Hamilton.

The methodology employed for this service and regional plan is as follows:

<b>1. Identify Needs</b>	<b>Regional Hui</b> Identify the needs of Youth Workers throughout the Central North Island from NGO's, Youth Workers and government agencies
<b>2. Analyse Feedback</b>	<b>Thematic Analysis</b> Apply a thematic analysis across all feedback to identify priorities based on frequency of repetition
<b>3. Regional Plan</b>	<b>CNI Regional Youth Workers Training strategy</b> Draft a Regional Training Plan that captures and responds to the priority training needs identified
<b>4. Deliver</b>	<b>Provision of Training and Development</b> Commence delivery based on the Regional Training Plan calendar
<b>5. Evaluation</b>	<b>Annual report on training and development</b> Review training and development ensuring it meets the needs identified

The outcomes of this partnership are as follows:

Outcome	Detail	Outcomes		Youth Workers	
		2018 / 2019	Year to date	2018 / 2019	Year to date
<b>1. Provision of the New Zealand Certificate of Youth Work Level 3 &amp; 4</b>	<ul style="list-style-type: none"> <li>At least <b>2</b> training events delivered for recognised national Youth Work qualifications</li> <li>At least <b>20</b> participants take part in training towards recognised national youth work qualifications</li> <li>An information system is implemented for tracking attendance, completion timeframes and completion rates for participants supported in Youth Work qualifications</li> </ul>	2	10	20	161
<b>2. Informal Training</b>	<ul style="list-style-type: none"> <li>A minimum of <b>10</b> informal training/workshops held in the region.</li> </ul>	12	41	282	486
<b>3. Regional Youth Worker Hui</b>	<ul style="list-style-type: none"> <li>At least <b>2</b> Regional Youth Worker Hui are held identifying the needs of Youth Workers within the CNI</li> <li>A CNI Youth Work strategy is submitted articulating the needs of Youth Workers in the CNI</li> </ul>	3	18	39	426
<b>4. Travel Subsidises</b>	<ul style="list-style-type: none"> <li>Subsidises are provided for Youth Workers to attend and engage in training and development</li> </ul>	All subsidises exhausted	All subsidises exhausted	33	49

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## 2. Services and Findings

### 2.1 Regional Hui

The purpose of the Regional Hui is to see a strengthened Youth Work profession, connected regional networks, development of Youth Workers knowledge and skills and identification of Youth Workers training and development needs throughout the CNI. In total we have 912 youth centred providers in our database who we connect with and communicate to regarding Youth Worker Training

To achieve this, three Regional Hui were organised in Whakatane, Rotorua and Tokoroa with a Survey Monkey sent out to other areas covering the CNI.

Each hui was organised to include identification of Youth Worker training needs and who and what else is in the Youth Worker industry.

Each hui provided valuable information and feedback which has required the refocusing of the YWTS and revisiting of the objectives and outcomes of this service. This is due solely to the feedback secured from the attendees which has reprioritised what they feel their needs are and where they feel focus and priority needs to be.

Following are the top 10 Youth Worker training needs secured from each of the Regional Youth Worker Hui

## Regional Hui 1 – Whakatane

Group 1		Group 2		Group 3	
1	Engagement with whanau	1	Support for different whanau age groups	1	Self-esteem, sense of belonging
2	Something to do – Mentoring	2	Funding	2	Growth and development – disconnected
3	Accessible database, collaboration, innovative services	3	Services, training and communication	3	Youth worker and rangatahi needs. Supporting ourselves and the mahi we do.
4	Self-esteem / voice	4	Networking	4	Directions and pathways – school leavers, industries that support their passions.
5	Grow, develop of youth/different methods of learning	5	Experiences brings understanding	5	Tikanga and kawa. Flexibility, do it together
6	Cultural response, rebuild whanau structure	6	Different delivery methods – all people learn differently	6	Kapa Haka and tourism, Positive pathway opportunities to use skills and passions
7	Individual passions. Exposure - careers - life skills	7	Improving future connection	7	Embody our tikanga and kawa to grow a collective vision, practice, implementation.
8	Overcome politics	8	Neutral	8	Can't wait for govt or others. Overcome politics
9	Sustainability of Youth Work.	9	Culture – mainstream, Maori and Pacifica	9	What's your passion? Give value to what rangatahi already know. Tuakana – Teina
10	Tikanga and kawa for collective	10	How to access kids that don't have access	10	Fresh eyes – rangatahi regrowth, Let's do it, overcome political do's and don'ts. Don't get stagnant.

**Regional Hui 2 - Tokoroa**

Group 1		Group 2		Group 3	
1	Connecting networking opportunities	1	Engagement – ways to keep youth engaged.	1	General training – common knowledge, re-capping – Code of Ethics
2	A Resources Hub	2	Drug and alcohol – Identifying these people - Keeping yourself safe	2	Confidence in training yourself. Team building (working together)
3	Recognising mental health and AOD symptoms	3	Youth Suicide	3	Promoting ideas – Network opportunities – Social Media
4	Disconnection from their culture/identity	4	Gaming addiction	4	Engaging in fun games and programs
5	WACT to come into organisations to educate	5	Dealing with disclosures – pregnancy etc	5	Behaviour management anger management
6	Re-educate educators, teach people of authority how to connect/engage	6	Domestic violence	6	Supporting them into sports and activities
7	Games that engage youth	7	Building healthy relationships	7	Grants for whanau and youth
8	Culturally appropriate ways to engage	8	Bullying	8	Values – Strengths and weaknesses
9	What support have WE got? Giving to much of yourself.	9	Code of ethics	9	Availability to courses
10	Identity – Self-reflection, know your strengths and weaknesses	10	How to respectfully create a targeted audience.	10	Youth suicide

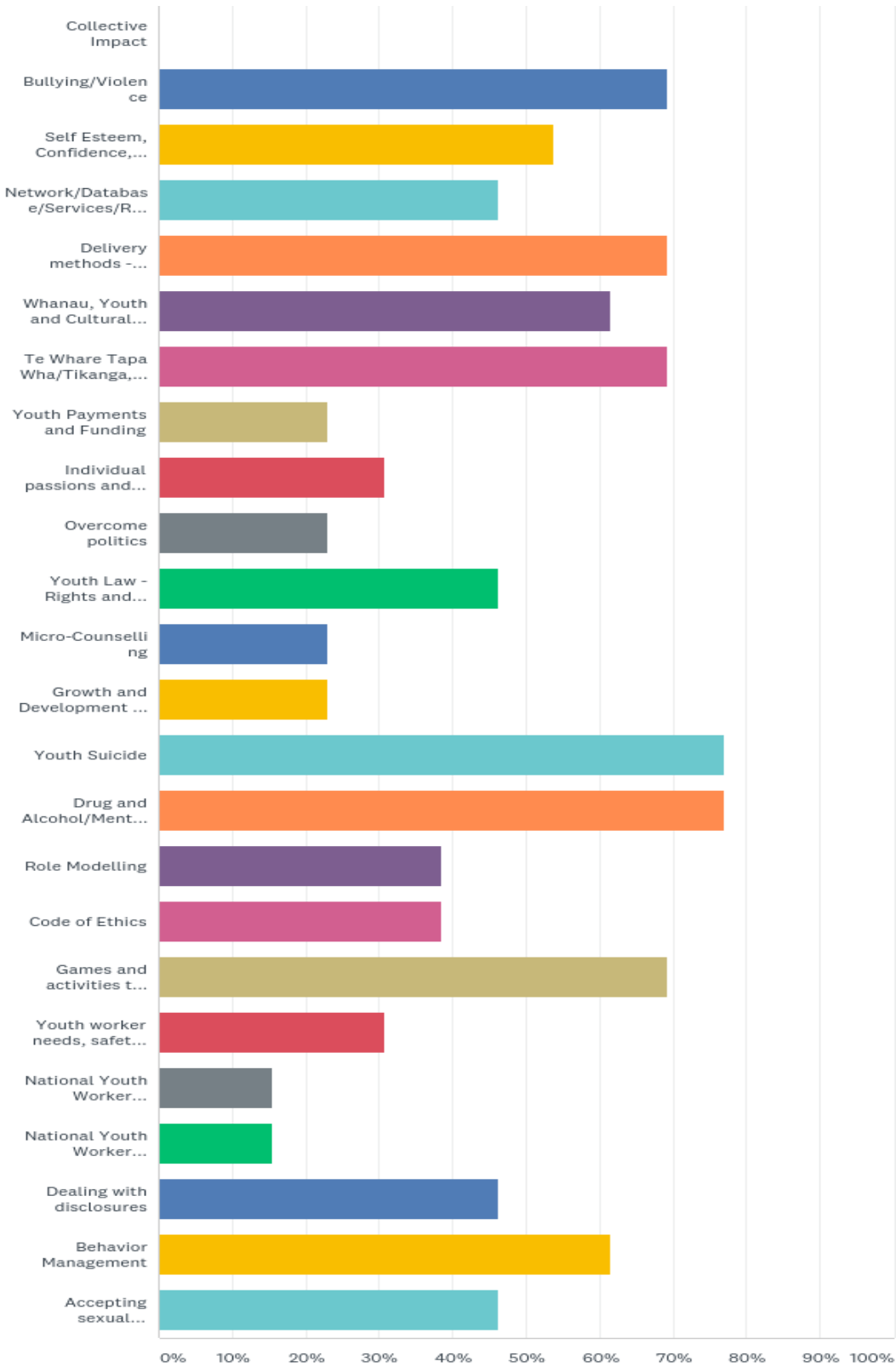
**Regional Hui 3 - Rotorua**

<b>Group 1</b>		<b>Group 2</b>	
<b>1</b>	Spiritual / Wairua	<b>1</b>	Behaviour management
<b>2</b>	Coping Strategies	<b>2</b>	Advocate
<b>3</b>	Suicide / Self Harm	<b>3</b>	Understanding emotional intelligence
<b>4</b>	Identity	<b>4</b>	Code of ethics
<b>5</b>	Training	<b>5</b>	Supervision
<b>6</b>	Resilience	<b>6</b>	Gathering resources
<b>7</b>	Motivation / Commitment	<b>7</b>	Networking confidence – How?
<b>8</b>	Isolation / Loneliness	<b>8</b>	Building confidence for new Youth Workers
<b>9</b>	Available community agencies	<b>9</b>	Accepting diversity (Sexuality)
<b>10</b>	Te Whare Tapa Wha	<b>10</b>	Youth Law – Rights and Responsibilities

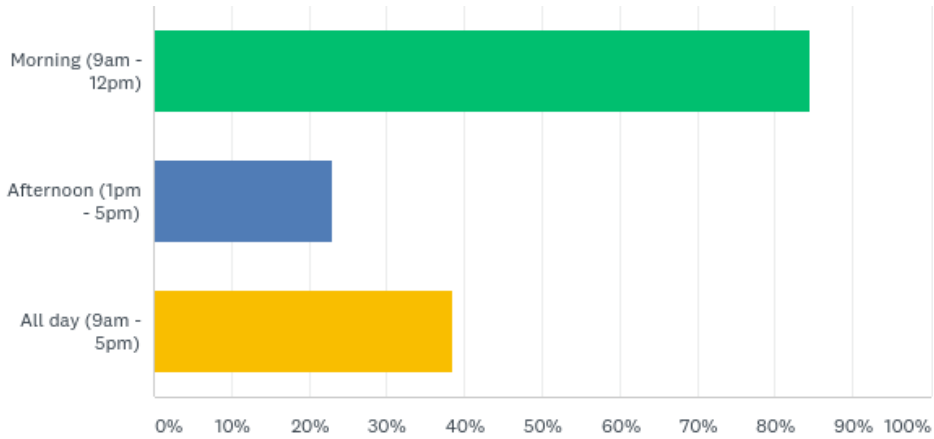


At the same time, we had sent out a Survey Monkey to all Youth Workers in the CNI to ensure we captured the views and opinions of Youth Workers who couldn't make these Regional Hui. Below are the results of these surveys:

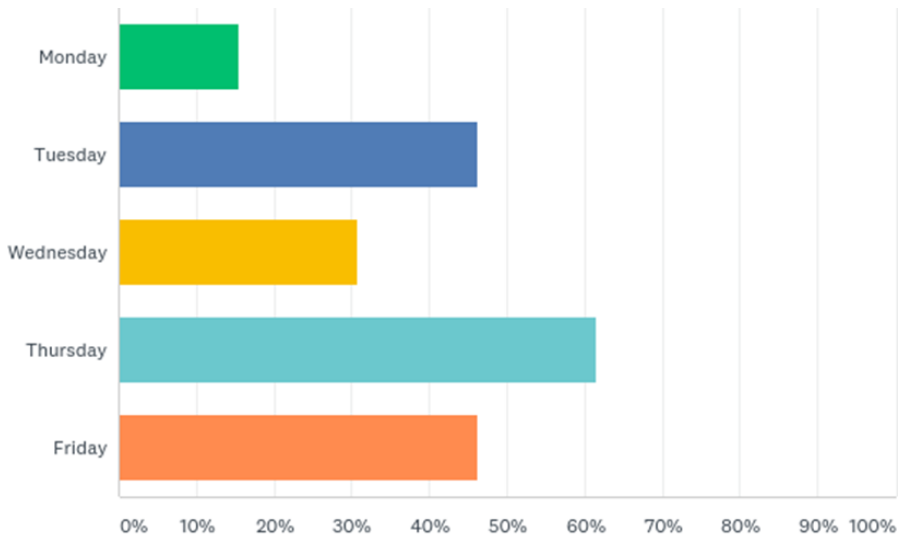
**Q1: Please select the areas listed below that you would like to see training in.**



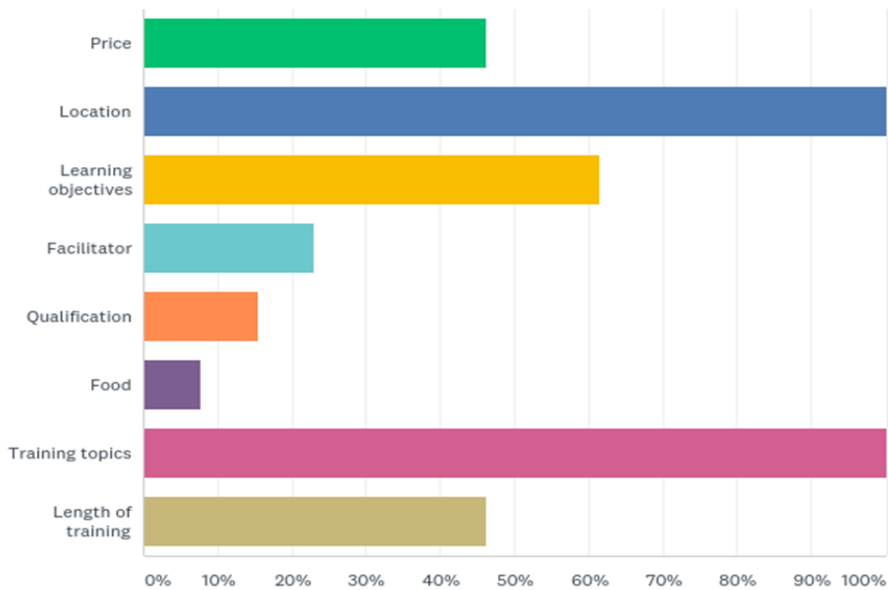
**Q2: Please select the most convenient time for you to attend training**



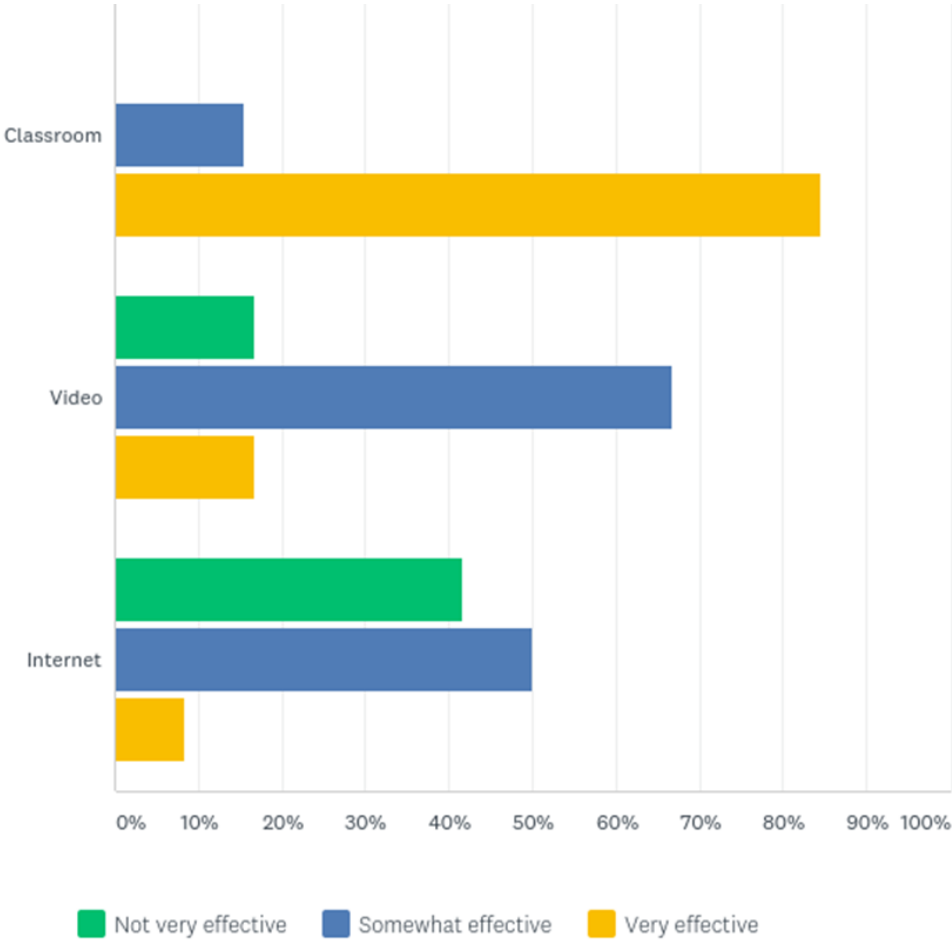
**Q3: Please select the most desirable day you prefer day to attend training**



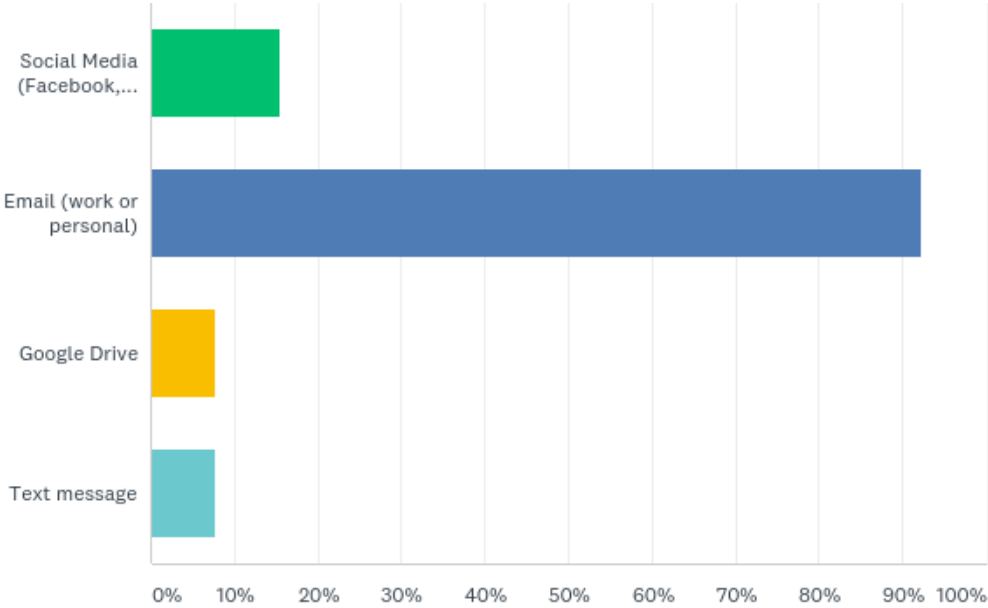
**Q4: Which of the following would interest you in training?**



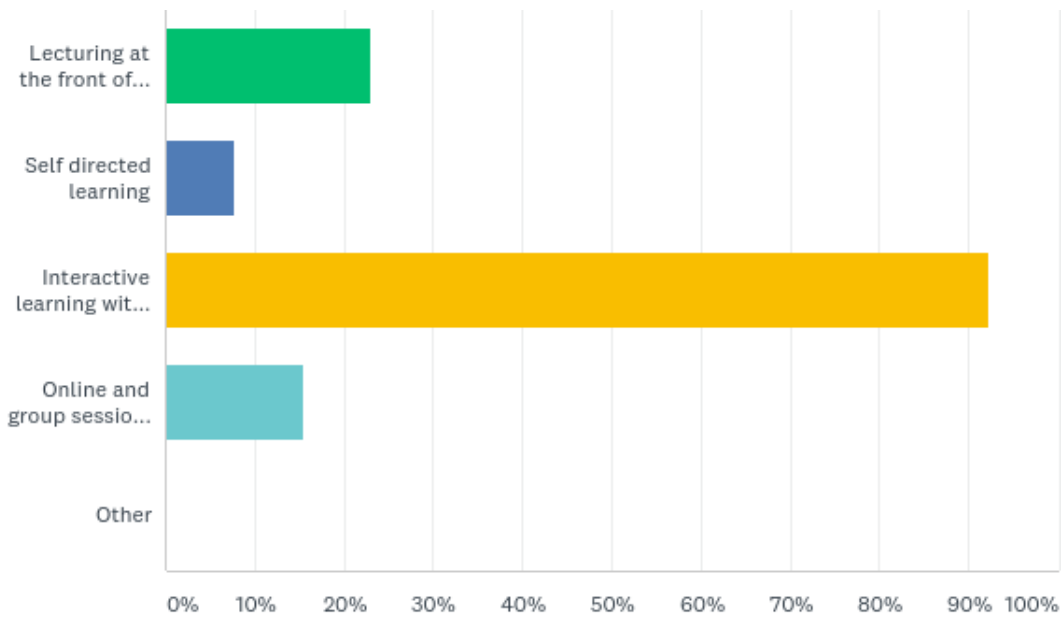
**Q5: Which method of training do you feel would be most effective?**



**Q6: How would you like to receive training information and updates?**



**Q7: What type of learning style do you prefer?**



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## Summary

The combination of the Regional Hui feedback and Survey Monkey responses results in a prioritised list of Youth Worker Training needs.

In order to prioritise funding and focus of the YWTS we have identified the top 10 Youth Worker Training needs as follows:

### 1. Drug and Alcohol

Drug and alcohol is the most repeated and prioritised training need identified which continues to be a priority for this strategy as communicated by all Youth Workers who have contributed their view on Youth Worker training needs. More specifically the feedback we have received focuses on:

- How to notice the signs of youth on drugs?
- How to respond to rather than isolate the youth?
- What are the type of drugs out there now?
- How do we support whanau whose young person is on drugs?
- How do we keep ourselves safe?

### 2. Youth Suicide

Youth suicide has been constant in all feedback received. The issues Youth Workers have identified and request support in include the following:

- How do we know when a young person is suicidal?
- What do we do when we've identified someone considering suicide?
- What resources are out there that can help us work with youth and suicide?
- What steps do we take when we know a young person is considering suicide?
- How do we approach whanau about suicide?

### 3. Working with Whanau

Working with whanau is a new need not identified previously revealing the expanded issues of working with young people. Working with whanau includes a range of areas that Youth Workers have requested as follows:

- How to rebuild whanau in cases of youth trauma eg. suicide?
- How to generate a sense of belonging in whanau the youth come from?
- Domestic violence and Youth Workers response
- How to generate a sense of ownership and connection for the young person?

### 4. Code of Ethics

The Code of Ethics has been repeatedly identified throughout all Youth Worker feedback which shows a high level of expectation of Youth Workers throughout the CNI resulting in safe and ethical Youth Work practice.

This ties in closely with the professionalisation of the Youth Work industry nationally but at a CNI level represents the expectation Youth Workers have on themselves and their Youth Work industry also.

## **5. Career Planning**

Career planning and understanding the passion and vision of youth is a new training priority identified this year. There has been repeated request from various providers around how to help young people identify their passions and career options. This extends to understanding the dreams and supporting youth to think big and explore who they are and where they want to go. The areas requested for training include the following:

- How to do career assessment and planning
- How to draw out of the young person their passion and dreams
- How to include whanau

## **6. Establishment of a Youth Worker collective**

There is a strong call for the establishment of a Youth Workers collective in each area we held the Regional Hui (Whakatane, Tokoroa and Rotorua). It was recognised that there are a lot of politics in the Youth Work space which creates barriers to working together. Youth Workers who gave feedback actively communicated their frustrations with this and are keen to overcome these barriers/politics with the aim of providing a full and complete service. As a result of this Youth Workers expressed their enthusiasm to support this although it may not be in the form of training and development but more facilitation of collective discussions. Due to this, establishment of Youth Worker collectives in these areas is a priority for this coming year

## **7. Supervision and self-management**

This is a new training need identified by Youth Workers as something they want support in. We have received repeated requests around the sustainability of Youth Workers and understanding the steps to maintaining a healthy Youth Work practice. The wellbeing of Youth Workers has been highlighted especially with the level of issues they are facing when working with young people. As we enquired further with this need, we understood it was more focused on supervision they can access in their current roles as compared to supervision generally. Whilst this is the case, understanding where and who they can access to get the support and supervision they require is still a priority for this strategy.

## **8. Youth Engagement, Micro Counselling techniques, Games that Engage Youth**

The ability to play games and generate korero from a young person that is in-depth and personal is a craft few master. Last year the request for Micro Counselling and Games that Engage Youth were identified as priorities and delivered in individual workshops. This year we have received requests to merge these topics into one merging the 'fun' of games and then facilitating feedback with young people that reveals:

- How youth see themselves as compared to others and being ok with that?
- What strengths they bring and can contribute?
- The ability to praise others without feeling deficit themselves
- How to build their self-esteem and fit amongst their peers?

## **9. Maori Culture and Youth Work**

The inter-connection between Treaty of Waitangi and bicultural practice results in the merger of both into one training programme. Feedback received shows a continual need to incorporate this training into this prioritised list of training for Youth Workers in the CNI. There has been a growing interest in not only learning more about the relationship between the Treaty and bicultural practice but effective application of these principles in both Youth Workers and their related organisations.

There is also a request to review Te Whare Tapa Wha, Tikanga and Te Reo Maori understanding and how it can support youth engagement and Youth Work practice. The focus of this is to strengthen youth identity by way of their culture, celebrating who they are and where they come from. This is therefore a priority identified by Youth Workers for this year focusing on the following:

- Treaty of Waitangi
- Tikanga and Te Reo Maori
- Cultural Identity

## **10. Accepting Youth Identity**

Feedback we received from Youth Workers focused on how to work with youth who are 'different' esteeming them through our practice acknowledging and celebrating their differences. This is particularly pertinent to sexual preferences where the ability to work with youth of varying sexual preferences is lacking. Therefore, training and support is requested to assist Youth Workers to:

- Work effectively with youth of various sexual preferences
- Knowing how to connect and relate
- Understanding the variations of youth diversity and responding effectively
- How to support whanau of youth who are 'different'

## 2.2 Informal Training

Informal training is provision of non-accredited training that allows the flexibility to respond to needs of Youth Workers throughout the CNI. Historically, informal training is delivered once a month based on the needs identified through the Regional Youth Worker Hui and Survey Monkey responses. As a result of the prioritised and repeated needs identified this year (as stipulated under the Regional Hui section of this training plan), Youth Workers needs have been analysed, prioritised and confirmed for the year 2019/2020.

Therefore, the following is a draft timetable of informal training needs for the 2019/2020 year.

Month	Topic	Location
February 2020	Accepting Youth Identity	Hamilton
May 2020	Maori Culture and Youth Work	Rotorua
March 2020	Youth Engagement through Games and Micro-Counselling	Whakatane
June 2020	Career Planning processes	Taupo
April 2019	Youth Worker Collective Establishment	Rotorua
July 2020	Drug and Alcohol Responses	Rotorua
June 2020	Youth Suicide	Rotorua
August 2020	Code of Ethics	Whakatane
May 2020	Working with Whanau	Hamilton
April 2020	Supervision and Self-Management	Taupo



### 2.3 New Zealand Certificate in Youth Work (NZCYW) Level 3

The NZCYW Level 3 & 4 +has proven very popular with Youth Workers in the CNI this year with a huge influx of people interested in enrolling onto this course.

We are currently engaged to deliver 2 wananga in which the majority of the NZCYW will be delivered. In between these wananga we will deliver support groups of a smaller number throughout the CNI to support and assist students to complete their Youth Work qualifications.

Should there be a need and request to deliver to more Youth Workers then we will discuss further with the referring Youth Work organisations and or funders alike to support the increased delivery of a Level 3 & 4 programme to meet this need and increasing Youth Worker demand.

Following are the criteria to access the funded placements for the New Zealand Certificate in Youth Work Level 3:

- No more than 3 Youth Workers per organisation. If you have more that want to do the training, please come back to us to discuss further
- Must be employed or volunteering for a Youth Work organisation
- Only 20 funded spaces are available and will be based on a first in first served basis
- Only Level 3 will be delivered unless there is an increased demand for Level 4 after which we can review this decision
- Whilst the delivery, assessment and moderation of the training is free there is still an enrolment fee that needs to be paid to Career Force who accredits the formal qualifications. This is \$230.00 per person.

Following are the tentative dates for delivery of the NZCYW:

Month	Topic	Venue
February 2020	Wananga 1	Noho Marae TBC
March 2020	Tutorial 1	WACT Rotorua
April 2020	Wananga 2	Noho Marae TBC
May 2020	Tutorial 2	WACT Rotorua

### 3. Recommendations

In light of the findings of this Regional Training Plan I recommend the following:

1. That we adopt and endorse this CNI Youth Workers Training Plan 2019 / 2020
2. That we increase the resources planned for the YWTS to meet the increased need of those who have registered to enrol into the NZCYW Level 3 and 4 over and above the confirmed figure of 20 students

My thanks to all the Youth Workers who attended the Regional Hui and contributed to this regional plan. It is now our responsibility to highlight, escalate, plan and develop training resources for the Youth Workers who commit most of their time and resources to working with young people in our communities.

I would also like to thank the organisations that provided the venues for the Regional Youth Worker Hui. This has made it easier to engage with Youth Workers throughout the CNI:

- WACT – Whakatane
- Te Wananga o Aotearoa - Tokoroa
- Youth Centre - Rotorua

*‘Naku te rourou nau te rourou ka ora ai te manuhiri, naku te rourou nau te rourou ka ora ai nga rangatahi’*

*‘With your resources and ours our manuhiri will live, with your resources and ours our youth will survive’*

Teresa Hawkins

Operations Manager

WACT