



# youth worker TRAINING

## CENTRAL NORTH ISLAND Regional Training Plan 2020 / 2021

## 1. BACKGROUND

Over the last six years, the Department of Internal Affairs (DIA) have partnered with WERA Aotearoa Charitable Trust (WACT) to develop and deliver the Youth Work Training Scheme (YWTS). The focus of the YWTS was to ensure as many Youth Workers received the training and development needed to deliver their youth services. The area the YWTS covers is from Ruatoria to Gisborne across the Bay of Plenty, south to Taumarunui, west to Tauranga and north to Hamilton.

Since the beginning of this service we have delivered the following:

SERVICE	CONTRACT 2020	YEAR TO DATE	ATTENDEES 2020	YEAR TO DATE
<b>Formal Training - (NZCYWL3)</b>	<b>2 Wananga 2 Tutorials</b>	<b>12 12</b>	<b>16</b>	<b>177</b>
<b>Informal Training</b>	<b>10</b>	<b>60</b>	<b>309</b>	<b>795</b>
<b>Regional Youth Worker Hui</b>	<b>2</b>	<b>18</b>	<b>18</b>	<b>444</b>

For the 2019 / 2020 fiscal year we had consistent and increasing demand and attendance to our training and wananga. We reached full capacity for registrations across 4 of these workshops where waiting lists needed to be created. This increased demand was especially evident after the National Covid-19 lockdown.

For our informal training, we delivered 10 x wananga with 389 people registered to attend with 309 attending and a non-attendance total of 80. The relativity, effectiveness, and satisfaction of all wananga from the trainee's feedback on a scale of 1 – 10 totalled as an average score of 9.6 across five measures and the increase of knowledge, practice and motivation to develop themselves further reached an average score of 8.8. By all accounts we were busy and achieved a high success and satisfaction rate through all the informal training we delivered.

For our formal training, we delivered 2 x wananga with 16 people registered to attend with 12 attending and a non-attendance total of 4. This cohort also attend our Informal Training Workshops. The relativity, effectiveness, and satisfaction of all wananga from the trainee's feedback on a scale of 1 – 10 totalled as an average was 10.

## 2. REGIONAL YOUTH WORKER HUI

The purpose of the Regional Youth Worker hui is to ensure any and all training delivered throughout the Central North Island (CNI) is relative and accurate to the needs of young people and the Youth Workers supporting them. We capture feedback in several ways from Regional Hui, Survey Monkey and Network Hui delivered in each region of the CNI.

In total we delivered two Regional Youth Worker hui with a total of 18 attendees. Please see Appendix 1 for a copy of their feedback of their combined training needs for 2021. In total we have 953 youth centred providers in our database who we connect with and communicate with regarding Youth Worker Training.

We also sent out a survey allowing those who could not attend the Regional Hui an opportunity to give feedback through this medium. In total we received 62 responses to this survey contributing to our analysis to both the Regional Hui and survey. Please see Appendix 2 for a copy of the Survey Monkey feedback. After reviewing all feedback applying a thematic analysis across all responses, we can now present the top 11 x training needs communicated collectively throughout the CNI.

**These are as follows:**

### 1. Youth Suicide – 62% of all responses

Youth suicide has been constant in all feedback received and still remains one of the highest needs of Youth Workers and young people. 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?

### 2. Youth Engagement / Empowerment through games – 51% of all responses

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?

### 3. Self Esteem – 48.2% of all responses

The focus of building a young person's self-esteem where they feel confident, competent, and proud of who they are and where they come from. This includes:

- Building self-awareness
- Being content with who and where they come from
- Creating a sense of pride and accepting their shortfalls
- Managing external influences and being able to control negative peers

#### 4. Drug and Alcohol – 44% of all responses

Drug and alcohol is again identified as a 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?

#### 5. Checking our unconscious bias – 44.64% of all responses

Checking to make sure we are not applying our own world view or judgements on the young people we are supporting. This focuses on ensuring we are non-judgemental and non-comparative in our Youth Work practice empowering the young person and their world views and values. This includes:

- Understanding and maintaining our world view in our Youth Work practice
- Learning to recognise, value and grow the world view of our young people
- Being 'comfortable' in the normative environment of our young people
- Ensuring a balanced and neutral Youth Work practice

#### 6. Behaviour Management - 39.9% of all responses

How to evolve a young person's behaviour to be more pro social and pro whanau where they have not had the best upbringing and support. This is a focus on understanding young people and their world view evolving it to ensure they, their whanau and community are safe and well. This includes:

- Understanding their values and beliefs
- Understanding the behaviours that produce negative outcomes
- Evolving these behaviours to be pro social
- Endorsing the young persons values without changing who they are

#### 7. Trauma Recovery -37.5% of all responses

Teaching young people and their whanau to be resilient in times of trauma adopting the 7C's of resilience:

- Competence
- Confidence
- Connection
- Character
- Contribution
- Coping
- Control

#### 8. Youth Law – 37.5% of all responses

Understanding the legal rights of young people and the legal support they can receive. This includes the following:

- Youth law
- Family court law
- Youth Justice issues and responses
- Rangatahi Court and the process compared to mainstream

- Support mechanisms in the Youth Justice Sector

### 9. Maori Culture and Youth Work – 34% of all responses

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 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
- Maori Health and wellbeing models

### 10. Growing Youth Identity – 33.9% of all responses

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’

### 11. 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?

## GENERAL FEEDBACK

The surveys and feedback we received also confirmed the following:

- The preference for all training is 9am to 12pm – 71.43% of all responses
- The preferred days for training are Tuesdays and Wednesdays – 53.57% and 57.14% respectively
- Training topic is what makes people attend training – 89.29%
- Wananga style delivery is the preferred option of delivery – 89.9%
- Email is the preferred communication preference for all training – 98.21%
- Interactive learning and a variety of delivery is your preferred delivery – 82.14%

As a result of this we will deliver training according to the above responses we have received.



## 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 2020/2021.

Therefore, the following is a draft timetable of informal training needs for the 2020/2021 year.

Month	Topic	Location
February 2021	Youth Suicide	Whakatane
February 2021	Self Esteem	Whakatane
March 2021	Youth Engagement / Empowerment through games	Rotorua
March 2021	Drug and Alcohol	Rotorua
April 2021	Checking our Unconscious Bias	Hamilton
April 2021	Youth Law	Hamilton
May 2021	Behaviour Management	Taupo
May 2021	Working with whanau	Taupo
June 2021	Trauma Recovery	Gisborne
June 2021	Maori Culture and Youth Work	Gisborne
June 2021	Growing Youth Identity	Rotorua

## 2.3 NEW ZEALAND DIPLOMA IN SOCIAL SERVICES : TE POU TAUTOKO I TE ORA – LEVEL 5

The NZ Certificate in Youth Work Level 3 has proven very popular with Youth Workers in the CNI this year with a huge influx of people interested in enrolling onto a qualification such as this. In 2021 we are engaged to assist Youth Workers to complete the NZ Diploma in Social Services : Te Pou Tautoko i Te Ora - Level 5. This qualification has a broader range of benefits and outcomes for students. Delivery of this new qualification is under a Māori framework via wananga, monthly face to face workshops and weekly Zoom's.

Should there be a need and request to delivery 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 5 programme to meet this need and increasing Youth Worker demand. Following are the criteria to access the funded placements for the NZ Diploma in Social Services : Te Pou Tautoko i Te Ora - Level 5:

- 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 focused organisation.
- Only 20 funded spaces are available and will be based on a first in first served basis.

Following are the tentative dates for delivery of the NZDSS:

Month	Delivery	Venue
March 2021	Wananga	Wananga - Kuirau Marae
April 2021	Workshop	WERA Hub Rotorua
May 2021	Workshop	WERA Hub Rotorua
June 2021	Workshop	WERA Hub Rotorua
July 2021	Workshop	WERA Hub Rotorua
August 2021	Workshop	WERA Hub Rotorua
September 2021	Workshop	WERA Hub Rotorua
October 2021	Workshop	WERA Hub Rotorua
November 2021	Workshop	WERA Hub Rotorua
December 2021	Workshop and Graduation	WERA Hub Rotorua

## APPENDIX 1

### Regional Hui 1 (Hamilton) Training Needs of Youth Workers in Hamilton

Group 1		Group 2		Group 3	
1	Leadership Opportunities (How?) Youth worker > Manager > Boards > Write Proposals > Places to make change > Mentoring > Policies	1	How to work with families. Connecting with families, education to families that doing activities for fun is ok and the focus should be on grades or success.	1	Engage + Empower Confidence Belief in themselves and who they can be Connect Motivate
2	Engaging in Uncertainty "How to Plan B" Tricky Situations Manage Environments Encourage Participation Come Up with Plan B Manage Expectations (Yourself/Contractual)	2	Stereotypes and bias awareness. Perception of others in the community and personal perception. Mana Whenua. Cultural frameworks of all countries.	2	Leadership Development Youth informed lead, youth participation, youth leadership, how to implement ideas and feedback.
3	Code of Ethics Safety Practice Tricky Situations	3	Understanding aspirations of our youth. How can we better understand what the youth want? What are the careers of the future? STEM	3	Waikato Based Cultural Connection Kīngitanga
4	Addressing the Inequities in Health/Youth Work Upskilling Youth Sector to ensure we are delivering the best service to all youth. Check your unconscious biasness.	4	Cultural awareness. Closing the gap between ethnic and NZ culture. Teaching NZ history to ethnic youth. Teaching wider world history of the minorities in NZ to the native NZ youth.	4	Risk taking/creative risk. Own flavour. Change for youth workers. Ideas around doing Youth work differently.
	More Frameworks than Te Whare Tapawha Tikanga/Te Reo Models Understanding and conversate these frameworks.	5	Understanding Government Legislation. Youth worker rights. Youth Rights. Human Rights. How the government runs youth and voting.	5	Te Tiriti Empowerment Equity Truth
6	Locate and acknowledge our histories	6	Presenting research to frontline workers and vice versa. Do they match?	6	Code of Ethics
7	Lobbying/advocating for our youth in schools	7	What technology are our youth using? Youth trends.	7	Identity, Self Esteem, Resilience
8	Changing systems and assumptions	8	Youth Worker monthly meeting. Sharing ideas and experiences.	8	The hats of Youth work. Diversifying tool Kit
9	High level thinking. Build yourself from what you love. (What job?)	9	How to escape funding and its restraints?	9	Develop Youth Workers Strength building Down - Up ideas
10	Working with other organisations. Processes. How far can you push? Funding Contracts	10	Amplifying the youth voice. More diverse voices. Where is the youth voice? Youth representing youth.	10	Program Development Events, idea, reality



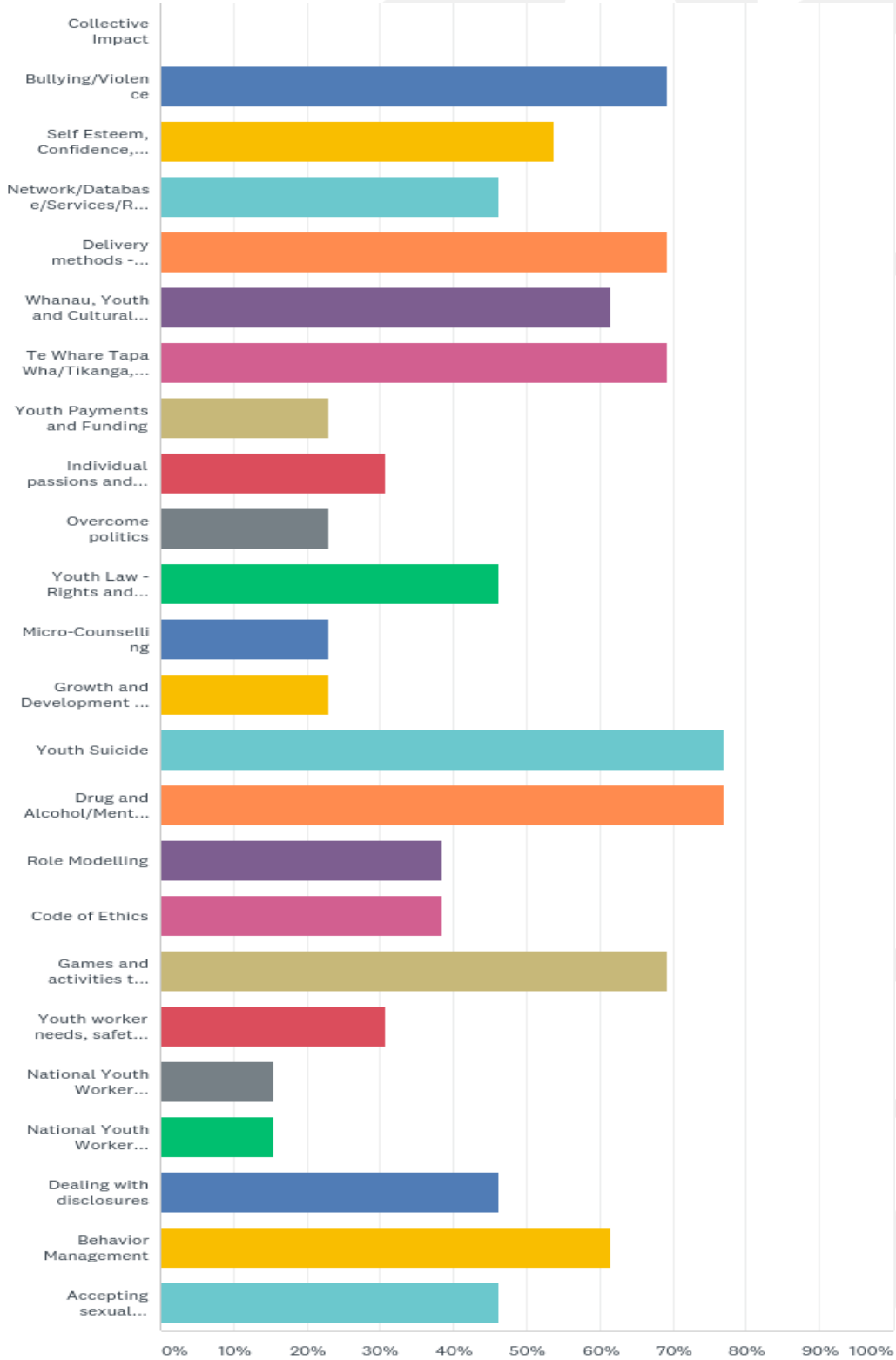
REGIONAL HUI 2 – ROTORUA  
Training Needs of Youth Workers in Rotorua

Group 1	
1	Chamber of Commerce – Youth Collective
2	Career Path Planning
3	Alternative Learning Pathways (Networking with Comm)
4	Youth Voice – Enrolment / Voting Process
5	Youth Suicide
6	Family Harm
7	D/A – Damage with age/developmental stage
8	Trauma – Informed Care
9	DISC – TETRA Map
10	Localizing Mana Whenua
11	Good Holistic assessment tools

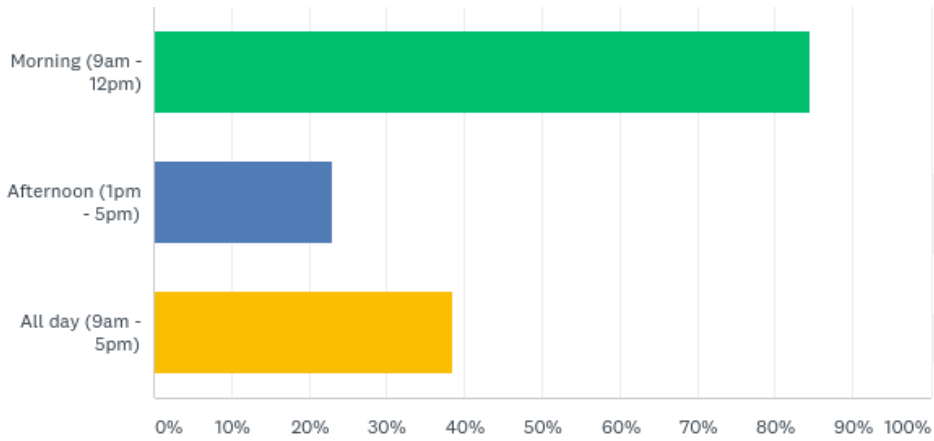
## APPENDIX 2

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 could not attend these Regional Hui. Below are the results of these surveys:

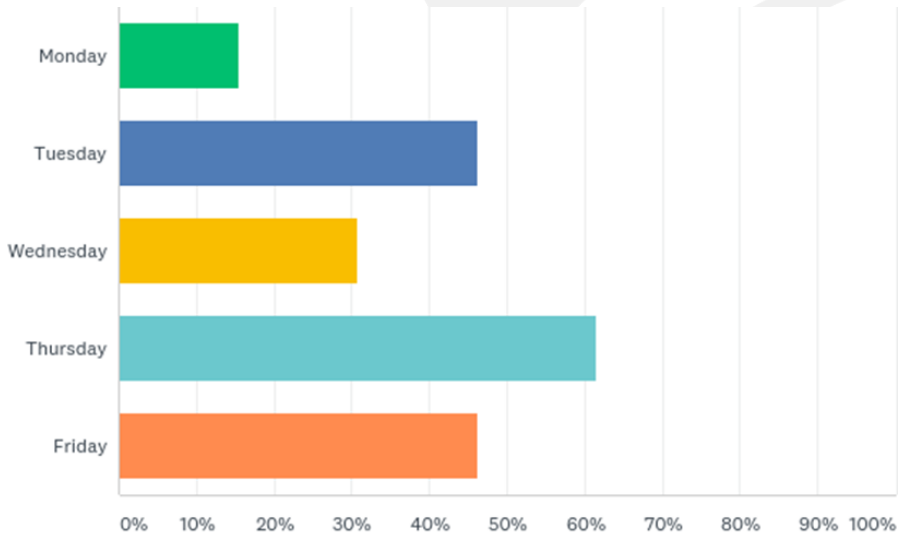
**Q1: Please select the areas listed below that you would like to see training in.**



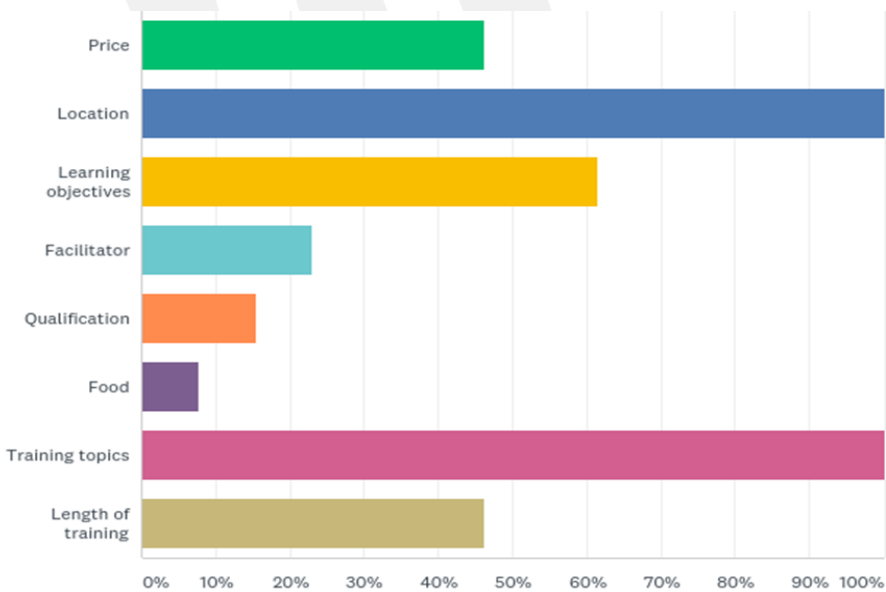
**Q2: Please select the most convenient time for you to attend training**



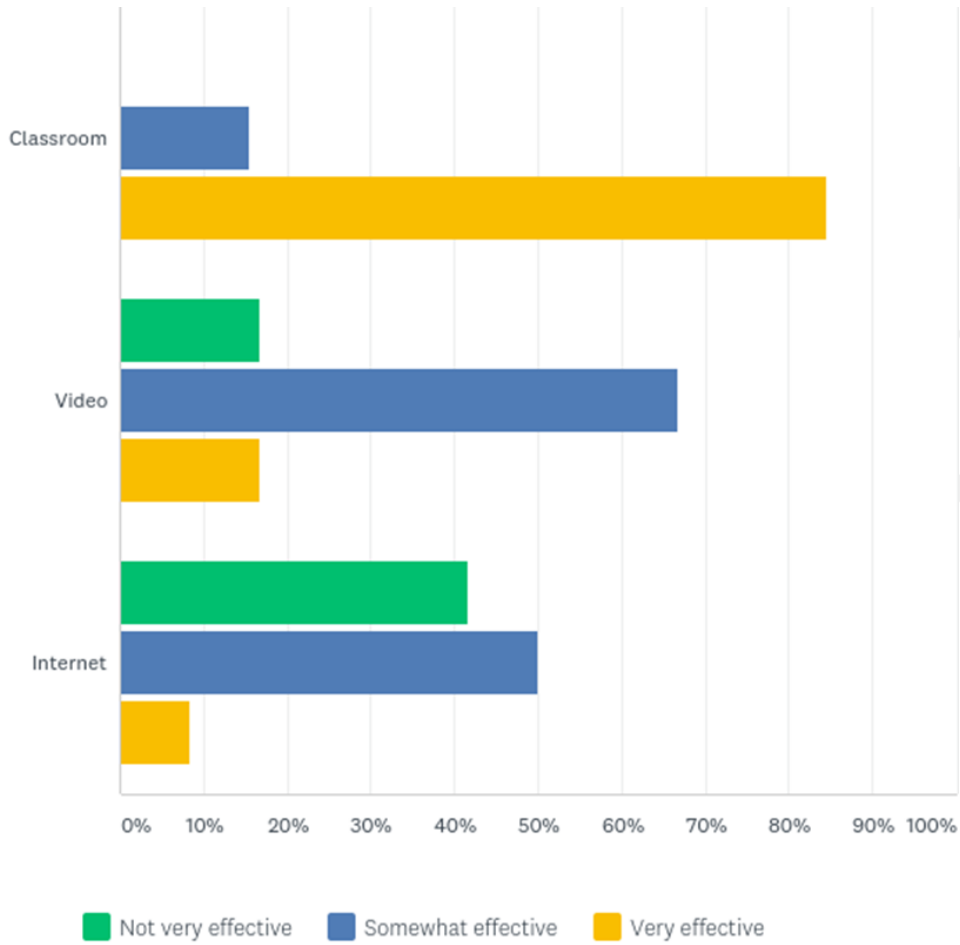
**Q3: Please select the most desirable day you prefer day to attend training**



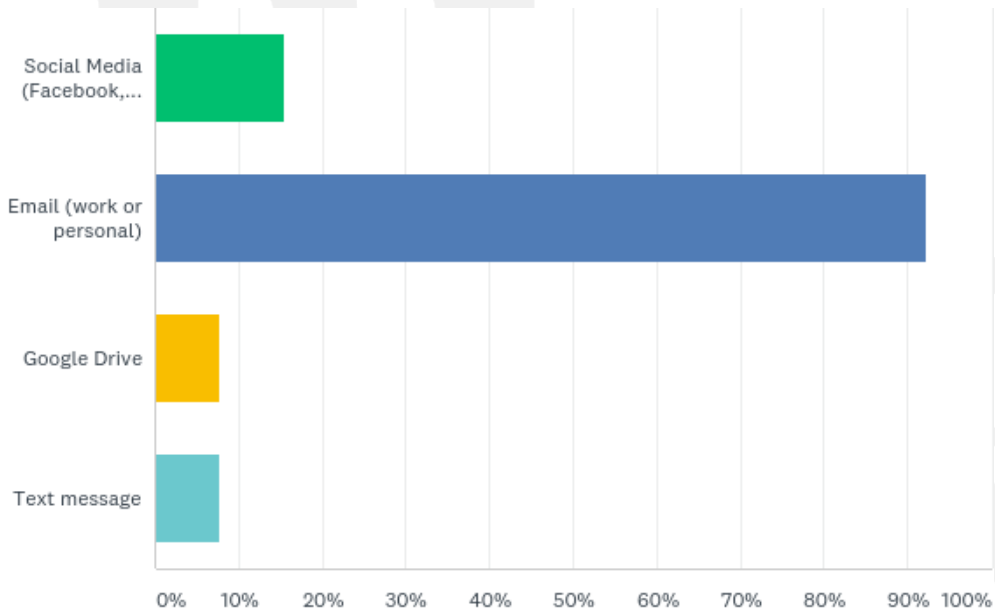
**Q4: Which of the following would interest you in training?**



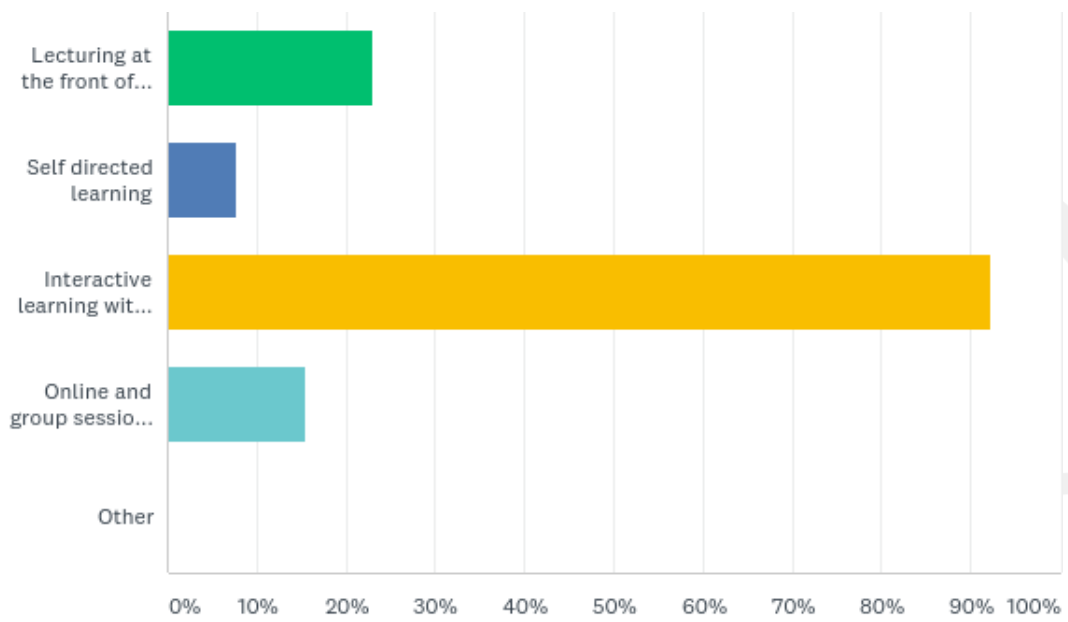
Q5: Which method of training do you feel would be most effective?



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



Q7: What type of learning style do you prefer?





## APPENDIX 3

Revised Informal Training schedule of remaining workshops and Regional Hui after the National Covid-19 lockdown.



**WERA Aotearoa Charitable Trust is proud to deliver for 2020...**

**FREE TRAINING WORKSHOPS**  
FOR YOUTH WORKERS  
across the Central North Island

Numbers are limited and registrations are essential.

To reserve your space please email [anna@wact.org.nz](mailto:anna@wact.org.nz) the following details:  
*Workshop, your organisation name and location you are travelling from.*

Numbers are strictly limited to 30 attendees per workshop.

WHEN	TOPIC	LOCATION
Tues – June 9 <sup>th</sup> 9am – 12pm	Working with Whanau	Innovation Park, Conference Room Level 1, Ruakura Rd, HAMILTON
Tues – June 9 <sup>th</sup> 1pm – 3pm	Regional Hui	Innovation Park, Conference Room Level 1, Ruakura Rd, HAMILTON
Fri – June 12 <sup>th</sup> 10am – 1pm	Supervision and Self-Management	*WACT Training, Level 1, 1163 Pukuatua St, ROTORUA
Tues – June 16 <sup>th</sup> – 10am – 1pm	Career Planning Processes	*WACT Training, Level 1, 1163 Pukuatua St, ROTORUA
Fri – June 19 <sup>th</sup> 9am – 12pm	Maori Culture and Youth Work	*WACT Training, Level 1, 1163 Pukuatua St, ROTORUA
Fri – June 19 <sup>th</sup> 1pm – 3pm	Regional Hui	*WACT Training, Level 1, 1163 Pukuatua St, ROTORUA
Tues - June 23 <sup>rd</sup> 9am – 12pm	Youth Worker Collective Establishment	*WACT Training, Level 1, 1163 Pukuatua St, ROTORUA
Tues - Jun 30 <sup>th</sup> 9am – 12pm	Youth Suicide	*WACT Training, Level 1, 1163 Pukuatua St, ROTORUA

 **WACT**  
WERA AOTEAROA CHARITABLE TRUST
  **Te Tari Taiwhenua**  
Internal Affairs

### 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 2020 / 2021
2. That we increase the resources planned for the YWTS to meet the increased need of those who have registered to enrol into the NZDSS Level 5 over and above the confirmed figure of 20 students

My thanks to all the Youth Workers who attended the Informal Training, 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 Informal Training and Regional Youth Worker Hui. This has made it easier to engage with Youth Workers throughout the CNI:


- WACT – Whakatane and Rotorua
- Innovation Park - Hamilton

*‘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’*



Israel Hawkins  
Chief Executive Officer  
WACT



**youth  
worker**  
**TRAINING**