

# Future Skills Survey

A recent online survey sent to approximately 28,000 Ngāi Tahu whānau elicited 178 responses. While this sample is too small to offer any quantitative value, the responses received provide some valuable insights into where whānau are at, how we can best engage and what are the key services they need from a skills centre. The following is a summary of the insights gained.

Sixty-two percent of respondents identified upskilling and training as being services they would find beneficial. Job opportunities came a distant second at 28 percent.

## Other useful services

There were a wide range of responses to this question which have been captured in eight main themes: information, skills, employment, training mentoring and assistance, Kaupapa Māori, networking and partnerships, financial literacy and jobs, careers and technical support.

**Information:** How to apply for a job and Interview practice.

**Skills:** The skills and areas whānau need assistance to prepare them for the employment process.

One whānau member commented: *“Helping people to create, organise, update their cv’s. Job experience opportunities.”*

Another noted: *“Short day or night courses or even online learning for people to learn new skills for new job opportunities”*

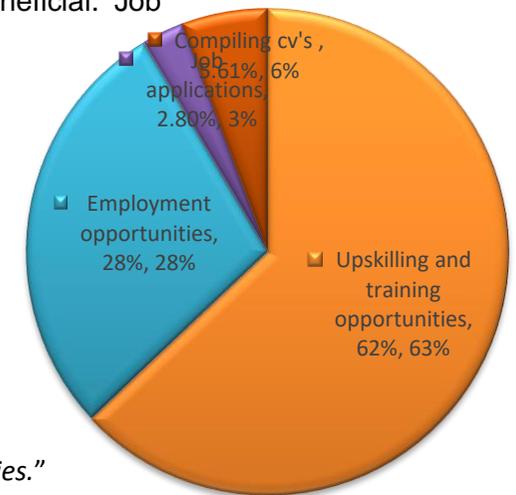
**Employment:** Focusing on pathways and jobs within the takiwā to assist both whānau and rangatahi.

*“Helping the younger generation into useful employment would be wonderful”.*

**Training, mentoring and assistance:** highlighted whānau aspirations to utilise mentors and the value of upskilling to support them on this journey.

*“... a mentor/champion/navigator to walk with me on my journey.”*

*“A one stop shop for all purposes. application advice, positions vacant, training opportunities.”*



**Kaupapa Māori approach:** Inclusion of te reo and tikanga right through to inclusion of whānau safe spaces.

*“Hui for our younger tamariki. Safe spaces to connect with other Ngāi Tahu tamariki while parents are there.”*

**Networking and partnerships:** This is realised by whānau who see the importance of connections to create brighter futures. Whānau told us that

*“Creating partnerships and pathways for youth into STEM related future focused enterprises”* was important to them as well as having one-to-one support.

*“Someone to give whānau the confidence to actually look at getting a job, and then learning how to get there.”*

**Financial literacy, jobs, careers and technical support:** Key tools, and skills needed. In particular things such as:

*“A one stop shop for whānau to create and engage in meaningful opportunities through information, stats and interests of individuals and whānau.*

*“A place for whānau to share, develop and take advantage of other people (professionals) and entities that could help them through their decision-making for mahi, career and education pathways.”*

## Barriers to engagement

Six key themes emerged in response to the question of barriers to using the service as follows: time, cost, skills, age, whānau, processes and location.

**Time:** due to working full time currently, hours of availability while also suggesting solutions such as online forms to shorten the time needed.

**Cost:** There is a need to communicate to whānau that the service is free and that there will be in person and online options available, so they understand the full suite of services available to them.

**Skill levels:** required for certain participation was perceived by whānau as being a barrier. Things such as lack of reo through to limited literacy were examples given.

Whānau also highlighted that a potential barrier is first year graduates not having any work experience and wondered how the skills centre would support them to get this in order to pursue their chosen careers.

**Age and whānau:** koro and kui who may be perceived as too old to use the service completed the survey with aspirations and betterment for their moko. *“Maybe no jobs out there for old people, which is fair enough as we get the pension. I would prefer young people to have the jobs and skills.”*

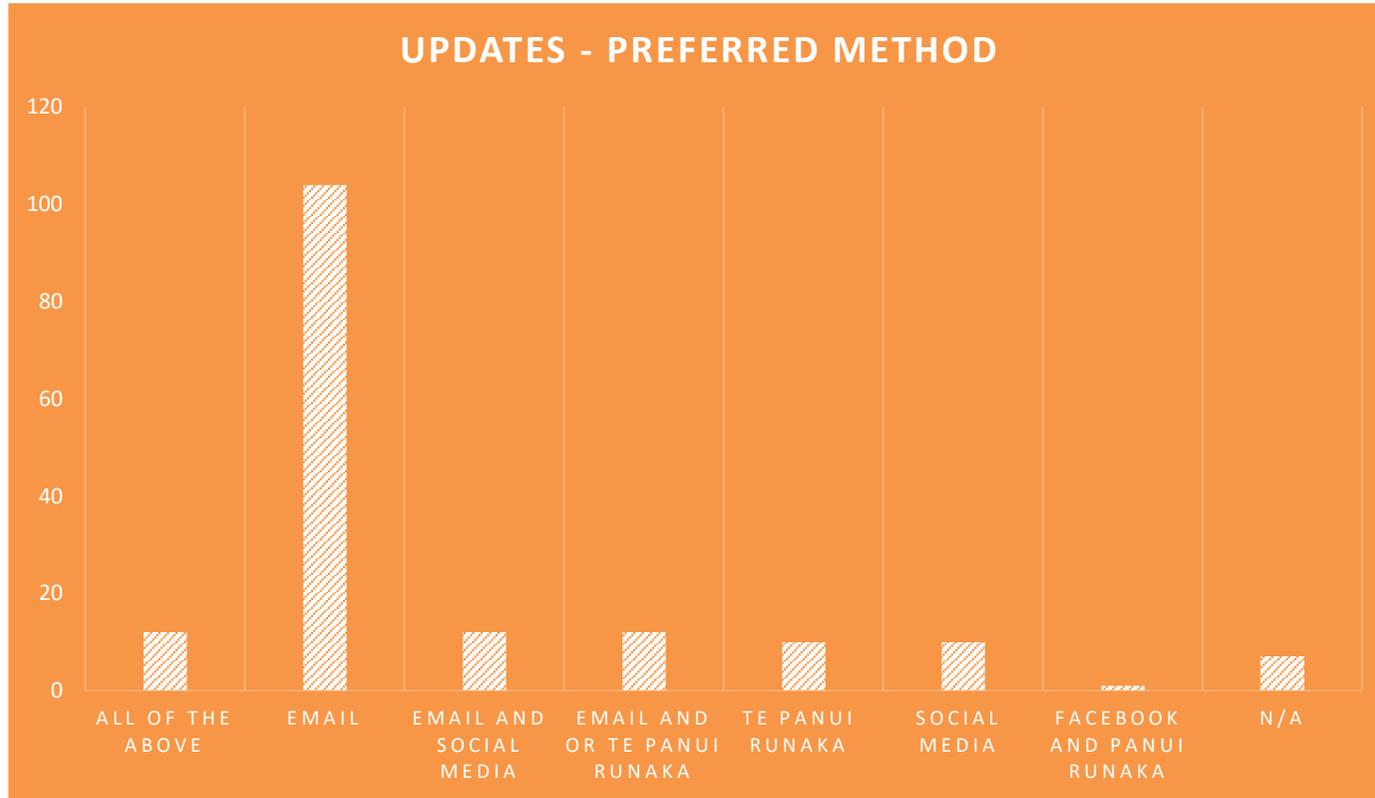
Other whānau barriers raised included childcare requirements.

**Processes:** responses focused on the need for clear information and protocols undertaken and that the service be accessible for all whānau – including, walk in appointments, less paperwork etc.

**Proximity and location:** The survey was sent to all whānau rather than region specific therefore a number of respondents saw where they lived as a barrier to access. One suggested solution was an online service that could be accessed by whānau regardless of where they live

## **How would you like to receive regular updates about the skills centres and regional strategy?**

Over 60 percent of respondents identified email as being their preferred method of receiving information.



**Additional comments/whakaaro:**

Whānau responses demonstrated a willingness to help and support other whānau on their journey - offering a variety of perspectives and experiences: mentoring, sharing their workplace models of practice and above all supporting Whitiara to be a holistic centre that caters to the whole person.

The 'value-add' of the service provides great insight into the depth of thought and process that whānau have given to the service and how it may benefit the wider community:

*"Focus should be on upskilling/educating/training and supporting social/emotional well-being before just being another service doing what every other service does and expecting people to get low paid jobs and treating people like they're not productive or worthwhile unless they're working (even in bad jobs with bad pay). That's soul destroying for anyone."*

A number of whānau highlighted the need for a holistic approach:

*"We must not only focus on getting our people into jobs but also supporting them mentally as this process can be draining."*

*"Health wellbeing should be accessible in this space".*

*"Understanding the implications of COVID-19 and safety measures for employers and employees. Core values of the skills centre must be by Māori for Māori. Be a good navigator should be part of the role. I would apply for a position."*