Mana in Mahi
STRENGTH IN WORK

Client Support

1. **Ensure pastoral care is flexible and fit for purpose**

   In February 2020 we launched a new virtual mentoring pilot, Whītiki Tauā (Got Your Back). The service will provide a source of support that is independent from friends, family and employer. It will be accessible remotely and direct young people to the most helpful service for them, where they need further support

   Te Heke Mai is also available for employers and employees to seek flexible support where needed

2. **Ensure that MSD In-Work Support is available at times which meet clients' needs**

   We are currently exploring improvements that can be made to the In-Work Support service to ensure this better meets the needs of our clients. Whītiki Tauā is also available to support people participating in Mana in Mahi.

3. **Provide information to employers about working with youth from a range of cultural backgrounds**

   We will be making use of the Youth Ready employment toolkit. This toolkit encourages employers to understand, connect with, and recruit youth. It helps to create youth friendly work environments.

4. **Ensure clients have appropriate support for on-the-job-training**

   Whītiki Tauā, the virtual mentoring pilot as mentioned above, will provide support for those facing challenges with on-the-job training. Nudge messaging also refers clients to hints and tips for on-the-job training.

Training Pathways

1. **Encourage employers to support on-the-job training through pastoral care and other measures**

   Clients and employers have access to Te Heke Mai, a digital platform that provides coaching to employees and employers. Work Brokers also support employers and clients directly.

2. **Develop a mobile device application to facilitate the training pathway component.**

   We are considering how we can support training pathways digitally as part of prioritisation for future enhancements to the Mana in Mahi service. We will consider supports available for young people participating in training pathways.

3. **Establish and embed expectations regarding qualifications and career pathways in documentation**

   Communication to regional staff has been improved to enable greater understanding amongst staff. Nudge messaging will also refer clients to information about training pathways.

4. **Ensure pre-employment training has flexible content which can be tailored to industry and clients**

   This is being considered as part of prioritisation for future enhancements to the Mana in Mahi service.

Communication

1. **Ensure that marketing and communication strategies promote Mana in Mahi to as many industries as possible to attract a wide range of employers**

   We have established a comprehensive Communications Strategy that promotes relevant information to key stakeholders, including MSD staff, employers and young people.

2. **Ensure that communications pathways and key information is available and understood by regional staff and stakeholders**

   Launched in November 2019, the Navigating Qualification Pathways guide is now available for staff to assist them with discussions with clients and employers to determine the best training pathway option for them.

   Business Process guidance has been updated for clarity, and regular comms sent to staff through established channels. A Communications Strategy has been established and is being delivered to in Phase Two.

3. **Ensure that clients have information about, and access to, funding pathways for drivers' licences**

   Ensuring clients are aware of existing financial assistance available for Drivers Licence is being considered as part of information available for clients starting in Mana in Mahi.

Payments

1. **Ensure that wage subsidy and incentive payment information is clearly targeted, structured, and communicated**

   Communicating clearly about wage subsidy and incentive payments is considered in the Communications Strategy.

2. **Conduct debt recovery sensitively on a case-by-case basis**

   Current guidance to staff is to conduct debt recovery on a case-by-case basis.

For Employers

Streamline paperwork and compliance requirements for employers to facilitate and sustain employer engagement

This work is in progress. We are implementing changes to our core systems and contract processes to reduce administration burden for both employers and staff.

Future design

Establish a Working Group for future codesign

Workstreams within the programme use client experiences to shape their design e.g. nudge messaging.

Recruitment

Ensure recruitment is aligned to both employer needs and client interests

We are introducing system changes to enable data capture of clients who are interested in Mana in Mahi and their preferences.