



# Putting this into action for Cleaning Services

Transformational change in the Service sector workforce will take time but to achieve that change we need to start taking action now. The following plan includes the key areas of focus, medium term actions and short-term initiatives. These initiatives and actions can be thought of as individual threads that weave together to achieve workforce transformation.

	Māori succeeding as Māori	Attracting and retaining the future workforce	Developing broad skills for the future	Creating mana-uplifting jobs and opportunities
<b>Actions:</b>  <b>Where we would like to be</b>	<ul style="list-style-type: none"> <li>Māori business and workforces have opportunities to connect.</li> <li>The Service sector and vocational education system understands and acts on Māori views of success.</li> <li>The vocational education system is shaped by a Mātauranga Māori lens.</li> </ul>	<ul style="list-style-type: none"> <li>Improve the availability and use of high-quality information about Service sector businesses and workforce</li> <li>Improve participation of Māori, Pacific peoples, tāngata whaikaha, and other population groups.</li> <li>Industry is visible and promoted to a wide range of potential ākonga and kaimahi.</li> <li>Roles and responsibilities of system level players are understood and have arrangements in place to work well together.</li> </ul>	<ul style="list-style-type: none"> <li>Vocational education and training is flexible and adaptable to current and emerging industry requirements.</li> <li>Workforces and businesses are well prepared to adapt and innovate.</li> <li>Investment decisions are transparent and based on high quality advice.</li> </ul>	<ul style="list-style-type: none"> <li>Workplaces are accessible and attractive to the current and future workforce.</li> <li>The workforce is recognised, valued, and safe.</li> <li>The workforce and businesses move through the cycle of employment (recruitment, on-boarding, retention, and progression) in ways that suit them.</li> <li>The range of roles is articulated and available.</li> <li>Learning and skills development supports upwards and lateral progression.</li> </ul>
<b>Initiatives:</b>  <b>What we can do to get there</b>  <b>Service Sector Initiatives</b>	<ul style="list-style-type: none"> <li><b>R I</b> Establish and grow the Māori Service Sector Forum.</li> <li><b>R</b> Ohu Ahumahi collaboration (Rōpū Kaitakawaenga) to build relationships with iwi and hapū to better understand Māori aspirations.</li> <li><b>R I</b> Te Kāhui Mātauranga Māori to provide Mātauranga Māori lens to Ringa Hora product design and quality assurance approaches.</li> </ul>	<ul style="list-style-type: none"> <li><b>R</b> Undertake the Future Workforce project that aims to understand work, skills and training in New Zealand in 2040.</li> <li><b>I</b> Amplify work that aims to grow participation of particular groups such as Pasifika Navigators of Tomorrow or Jobs for Mums.</li> <li><b>R</b> Promote the use of Te Mata Raraunga, a collection of vocational education and workforce data.</li> </ul>	<ul style="list-style-type: none"> <li><b>R</b> Create a package of short, sharp, stackable credentials that meet industry need through Waihangatia te Āmua Ao   Shaping the Future of Service Skills project.</li> <li><b>R I</b> Amplify work that supports people to learn about broad skills for the Service sector, such as MBIE's Digital Boost initiative.</li> </ul>	<ul style="list-style-type: none"> <li><b>R</b> Develop an 'employer hub' that shares resources, information, and case studies of Service sector excellence – Targeted at SMEs.</li> <li><b>I</b> Amplify approaches that improve diversity, equity and inclusion, such as Diversity Works NZ, Disabled Persons Assembly Information Exchange resources for employers, and Rainbow Tick.</li> </ul>
<b>Cleaning Industry specific initiatives</b>  <b>Who is leading the initiative</b>  <b>R = Ringa Hora</b>  <b>I = Industry</b>	<ul style="list-style-type: none"> <li><b>I</b> Improve cultural competency to support the adoption of contextually appropriate cultural practice e.g. observing tikanga when cleaning in morgues.</li> <li><b>R I</b> Create opportunities to develop business skills that are specifically targeted at the growing number of Māori business owners.</li> </ul>	<ul style="list-style-type: none"> <li><b>R I</b> Advocate for cleaning as an important entry point for people entering the workforce for the first time</li> <li><b>I</b> Support and collaborate with existing organisations that provide pastoral care to new entrants, such as Work and Income and community organisations.</li> </ul>	<ul style="list-style-type: none"> <li><b>R I</b> Improve the accessibility of training by providing choices of delivery modes:               <ul style="list-style-type: none"> <li>online,</li> <li>in other languages, or with the support of an interpreter,</li> <li>That have flexible hours for completion,</li> <li>That allow for demonstration of aptitude, rather than written tests.</li> </ul> </li> <li><b>R I</b> Support industry to recognise micro-credentials, qualifications and on the job training.</li> <li><b>R I</b> Refine existing courses and training to ensure it prepares people for the cleaning industry.</li> <li><b>R I</b> Industry, in conjunction with Ringa Hora, to further explore support for industry specific Language Literacy and Numeracy initiatives.</li> </ul>	<ul style="list-style-type: none"> <li><b>R I</b> Promote and endorse 'Thank Your Cleaner Day', an initiative by BSCNZ that aims to increase the visibility of cleaners across Aotearoa, and to encourage businesses that employ cleaners to establish a stronger relationship with them.</li> <li><b>I</b> Articulate and promote pathways to leadership for Māori and Pacific Peoples.</li> </ul>