



Putting this into action for Hospitality & Food 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
Actions: Where we would like to be	<ul style="list-style-type: none"> Māori business and workforces have opportunities to connect. The Service sector and vocational education system understands and acts on Māori views of success. The vocational education system is shaped by a Mātauranga Māori lens. 	<ul style="list-style-type: none"> Improve the availability and use of high-quality information about Service sector businesses and workforce Improve participation of Māori, Pacific peoples, tāngata whaikaha, and other population groups. Industry is visible and promoted to a wide range of potential ākonga and kaimahi. Roles and responsibilities of system level players are understood and have arrangements in place to work well together. 	<ul style="list-style-type: none"> Vocational education and training is flexible and adaptable to current and emerging industry requirements. Workforces and businesses are well prepared to adapt and innovate. Investment decisions are transparent and based on high quality advice. 	<ul style="list-style-type: none"> Workplaces are accessible and attractive to the current and future workforce. The workforce is recognised, valued, and safe. The workforce and businesses move through the cycle of employment (recruitment, on-boarding, retention, and progression) in ways that suit them. The range of roles is articulated and available. Learning and skills development supports upwards and lateral progression.
Initiatives: What we can do to get there Service Sector Initiatives	<ul style="list-style-type: none"> R I Establish and grow the Māori Service Sector Forum. R Ohu Ahumahi collaboration (Rōpū Kaitakawaenga) to build relationships with iwi and hapū to better understand Māori aspirations. R I Te Kāhui Mātauranga Māori to provide Mātauranga Māori lens to Ringa Hora product design and quality assurance approaches. 	<ul style="list-style-type: none"> R Undertake the Future Workforce project that aims to understand work, skills and training in New Zealand in 2040. I Amplify work that aims to grow participation of particular groups such as Pasifika Navigators of Tomorrow or Jobs for Mums. R Promote the use of Te Mata Raraunga, a collection of vocational education and workforce data. 	<ul style="list-style-type: none"> R Create a package of short, sharp, stackable credentials that meet industry need through Waihangatia te Āmua Ao Shaping the Future of Service Skills project. R I Amplify work that supports people to learn about broad skills for the Service sector, such as MBIE's Digital Boost initiative. 	<ul style="list-style-type: none"> R Develop an 'employer hub' that shares resources, information, and case studies of Service sector excellence – targeted at SMEs. I Amplify approaches that improve diversity, equity and inclusion, such as Diversity Works NZ, Disabled Persons Assembly Information Exchange resources for employers, and Rainbow Tick.
Hospitality & Food Services specific initiatives Who is leading this initiative R = Ringa Hora I = Industry	<ul style="list-style-type: none"> I Continue to embed the values of manaakitanga, kaitiakitanga, whanaungatanga and kotahitanga when working with kaimahi Māori through implementing the Culinary Koha project. I Embrace targeted leadership development, including support tailored to assist Māori into leadership roles. I Promote / support embracing the 'New Zealand Food Story' and the potential of traditional kai in a modern context, as well as tikanga and appropriate kaupapa for kaimahi Māori in Industry. 	<ul style="list-style-type: none"> R Explore the concept of a Hospitality & Tourism Accord to define good employer principles to enable better attraction and retention. R Explore opportunities for the funding system to support increased training by SMEs to help improve attraction and retention. R I Increase participation by provider and career pathways liaisons at Māori forums such as Poukai and other Māori events where rangatahi are gaining skill standards. I Industry to work on improved engagement with rangatahi to improve attraction and retention for younger kaimahi. 	<ul style="list-style-type: none"> R Explore options to support skill development, specifically for SME business owners and their kaimahi from agencies such as MSD and other initiatives (such as Hospo Start). R Develop micro-credentials that support industry need, and take into account regional considerations. R Create qualifications and other education products with the goals of sustainability, greater technological input and accessibility in mind. R I Reduce the administrative burden of training for businesses by streamlining the process of collecting evidence for assessment. 	<ul style="list-style-type: none"> R I Strengthen the relationships between industry bodies to inform investment advice, provide information on future skills and knowledge requirements, review industry qualifications; provide information on career pathways and research into strategic workforce leadership. R I Ringa Hora to support Hospitality NZ and the Restaurant Association on the delivery of several initiatives related to the Ringa Awhi fund. Potential Projects for funding include: <ul style="list-style-type: none"> Hospo Cred, Rangatahi / Youth Advisory project, Sustainability Road Map, Harm minimisation and cultural competency project. R I Identify support, and convene Māori Industry collectives and the initiatives they support.