



**Social Workers  
Registration Board**  
Kāhui Whakamana Tauwhiro

Aotearoa New Zealand's social worker regulator

# ANNUAL REPORT 2021–2022

Presented to the House of Representatives pursuant  
to section 150 of the Crown Entities Act 2004

New Zealand Government

*He ara pūkenga, he ara tauwhiro,  
hei whakamana mātā waka*

*The many pathways of knowledge,  
the many pathways of social work,  
upholding the dignity of all*

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# 01 BOARD CHAIR AND CHIEF EXECUTIVE FOREWORD

**Kei aku nui, kei aku rahi, kei ngā Tauwhiro o te whakaaronui**

**To the vastness, to the plentiful, to our esteemed social workers, greetings to you all!**

Greetings to all social workers who are at the forefront of supporting individuals, families and whānau, and we acknowledge the diversity of people and experiences that we have come into contact with through the course of our work. We recognise that once again this has been a tough year for everyone, but especially those of you working in communities struggling with the impact of the global pandemic and other challenges of our time. We also want to recognise the wider social work services and health sectors – those who work alongside the social work profession in the rich and varied settings where social workers are present, but who collectively deliver for our communities, whānau and tamariki.

Looking back over the past year we can see how much we are continuing to transform and mature as an organisation.

At the start of the year in July 2021, we were still adjusting to the significant shift to mandatory registration. We were continuing to feel the intensity of managing practising certificate renewals for the 2021/22 practising year alongside the pressures of more complex registrations and a heavy complaints workload. It became clear that the fees and levy were no longer sufficient to cover our regulatory functions.

To ensure that we could deliver our regulatory and legislative requirements, the Minister of Social Development and Employment, Hon Carmel Sepuloni, provided one-off



*Sarah Clark, Chief Executive (left) and Shannon Pakura, Chair*

funding to bridge the gap until our finances could be put on a more even footing. We would like to express our appreciation for her support which enabled us to deliver our work programme and fulfil our role as the regulator.

This was the backdrop for our fees consultation that took place late in 2021. In December 2021, Board members made one of their toughest decisions to date, when they approved an increase to fees and the disciplinary levy.

At the same time as ensuring a stable financial situation we were looking ahead at what steps we needed to take to meet our aspirations as a modern regulator, to actively partner with Māori, and to enhance social worker professionalism, while continuing our primary focus to protect the safety of the public. We were also exploring our newly established role

as Social Worker Workforce Planning Lead Agency, a role which was publicly announced in February 2021. With this forward view, we published our Statement of Intent early in 2022 setting out our direction of travel from 2022 to 2026.

Breathing life into He Arapaki – our Māori Development Strategy – has contributed significantly to our transformation. It is an exciting phase of growth for us. We have appreciated being able to share through the collaborative work that our Chief Advisor Māori Development has been undertaking with other regulators in developing a Te Ao Māori regulatory framework.

He Arapaki has informed our project work through the year, with our education standards review being a leading example. Sector engagement and consultation for the review was undertaken within a Te Tiriti o Waitangi framework and underpinned by mahitahi – the principle of partnership. We are heartened by the level of input into the review which has been co-led by Kaiwhakahaere representing tangata whenua and tangata tiriti and supported by an advisory rōpū made up of four tangata whenua and two tagata Pasifika social workers. The review continues beyond the end of the year with new standards being drafted to build on the emergent themes from the engagement.

We have been growing into our role of Social Worker Workforce Planning Lead Agency, building capacity and the evidence base. We have gained insight into the challenges and opportunities facing the sector through our annual workforce survey, inaugural demand for social work services survey and annual survey of education providers. Our insights have been shared and well received by Ministers, government agencies, policy makers, employers and others in the sector.

In May 2022, we welcomed the funding announced in the Government’s Wellbeing Budget 2022 to build Oranga Tamariki Social Worker Capability. The investment provides \$1.5m of ringfenced funding over two years for us to work with Oranga Tamariki on supporting the quality and professionalism of social worker practice, recognising the challenges for individual practitioners within the wider system. It is an important

contribution to Oranga Tamariki’s delivery of its Future Direction Action Plan.

As a regulator, one of our functions is to promote and encourage high standards of practice and professional conduct among registered social workers and the employers of social workers. We also set standards for the education and training of social workers. This funding will give us a valuable opportunity to complement the work in these areas.

Moving into these new areas of activity would not be possible without the dedication and hard work of the Board and staff of the secretariat. We are grateful for their efforts and the quality improvements they have brought to our systems and processes. Our values shine through the work they do, which should stand us in good stead for the future.

We have not been immune to the difficulties posed by COVID-19, but we end the year with a positive, optimistic outlook.



**Shannon Pakura**  
SWRB Chair



**Sarah Clark**  
SWRB Chief Executive



# 02 HE ARA PŪKENGA

The mahi we do as the Social Workers Registration Board (SWRB) / Kāhui Whakamana Tauwhiro is underpinned by our whakatauākī: He Ara Pūkenga, He Ara Tauwhiro, Hei Whakamana Mātā Waka – the many pathways of knowledge, the many pathways of social work, upholding the dignity of all. Our whakatauākī is the foundation for our organisational Māori development strategy and action plan, He Arapaki. Our whakatauākī was created by Papa Danny Makamaka (nō Ngāi Tūhoe) alongside our Chief Advisor Māori Development and fellow Te Wānanga o Aotearoa ākonga. The whakatauākī, represented beautifully by woven tukutuku panels, is what we aspire to; it represents what we want to look like as a modern regulator. He Arapaki encompasses a vision of applying ancient wisdom to inform modern business solutions, acknowledging the value and centrality of mātauranga Māori in what we do. Our whakatauākī is the catalyst for thinking about our role and is articulated through woven patterns of thoughts and aspirations bringing together He Arapaki. Informed by Puao-te-ata-tu, Tukutuku Rau (draft te ao Māori regulatory framework), and the Kaitiakitanga framework (a kaupapa Māori model to assess Core Competency 1, competency to work with Māori), these key pieces of work inspired the direction of He Arapaki and continue to influence our approach to using He Arapaki.

Our whakatauākī reflects the continuous improvement journey we are on as an organisation, drawing on ancient Māori knowledge and teachings, and embedding tikanga Māori into our core business functions. This supports the transformation of the organisation into a modern regulator and lead agency for workforce planning, through active partnership with Māori. In this context, the word 'Tauwhiro' is about settling, resolving, and bringing balance through supporting the wellbeing and dignity of all: whānau, tamariki, mokopuna and communities. He Arapaki informs how we approach our business functions and work towards our core outcomes.

## OUR PURPOSE

Our purpose is to protect the safety of members of the public by ensuring social workers are [competent](#) and [safe](#) to practise and are [accountable](#) for the way in which they practise. We also enhance social workers' [professional](#) practice and provide [insight](#) into the opportunities and challenges facing the social worker workforce.

## OUR KEY FUNCTIONS

Our functions and activities are represented in our 'who we are and what we do' diagram on page 6. As a Crown Agent, we have two key functions:

- **Regulation** – Our role as the regulator of social workers is set out in our establishment legislation, the Social Workers Registration Act 2003 (administered by the Ministry of Social Development) and includes enhancing the professionalism of social workers. We use a range of regulatory tools, including the registration of social workers and maintaining a public register of social workers, issuing practising certificates, and publishing a scope of practice,

code of conduct, and core competencies. We manage complaints, prescribe standards in social work education and provide policy advice to Government that supports professional and accountable social work.

- **Workforce planning** – Our workforce planning Lead Agency role was assigned to us by Cabinet and was publicly announced in March 2021. We facilitate and connect across the sector, collect and analyse social worker workforce data and information, and develop insights for others to use in workforce planning.

As we embrace our core functions, we have been doing the work to understand our respective identities within these roles as a regulator, the lead agency for social worker workforce planning, and a Crown agent, in the context of He Arapaki.

## Aotearoa’s national social worker regulator

Our regulatory functions are funded on a cost recovery basis, through the fees and disciplinary levy paid for by social workers and/or employers, and education institutions. In addition to maintaining the social worker register and supporting the complaints and disciplinary function, we set and promote standards for social work education and recognise providers of education programmes for social work qualifications. The SWRB provides administrative support to the Social Workers Complaints and Disciplinary Tribunal, which is a quasi-judicial independent body responsible for the prosecution of social workers through the disciplinary process. We share insights from this regulatory process with the sector.

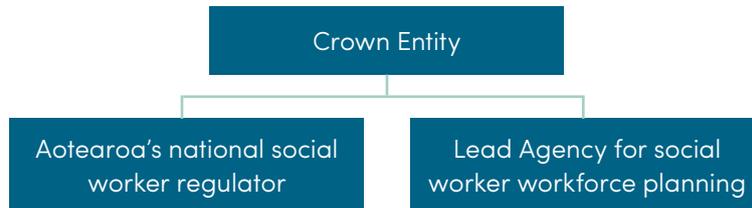
We continue the journey to being a modern regulator, seeking a Tiriti-informed, regulatory approach that aligns with our whakatauākī and organisational values. As a regulator we have obligations to fulfil and formal processes to follow, but we are committed to being an evidence-based organisation, drawing on knowledge from the social work sector, employers, educators, other regulators and the wide range of people and organisations we interact with. The SWRB aspires to be a modern regulator, which includes active partnership with Māori, to give expression to our whakatauākī – Hei whakamana mātā waka, upholding the dignity of all.

## Lead agency for social worker workforce planning

The SWRB is Aotearoa’s Lead Agency for social worker workforce planning. This role is fully funded by the Crown and not by the fees and disciplinary levy paid by social workers and employers. The Cabinet Paper that assigns the Lead Agency role sets out the Government’s expectations for how the SWRB is to provide and support workforce planning for all social workers, within existing statutory mandates and available resources.

## Crown Agent

The SWRB is a Statutory Crown Agent under the Crown Entities Act 2004. The SWRB is governed by a seven-member Board appointed by the Minister for Social Development and Employment, under the Social Workers Registration Act 2003 (our establishment legislation). SWRB performance is monitored by the Ministry of Social Development on behalf of the Minister for Social Development and Employment. As part of the Crown, we must meet the requirements of the Crown Entities Act, the Public Service Act, and the Public Finance Act, as well as our own establishment legislation. In addition to legislative requirements, the Enduring Letter of Expectations, issued jointly by the Ministers of Finance and the State Sector in 2019, sets out government’s expectations of the SWRB and of the Board. Through its Enduring Letter of Expectations, as a Crown Entity we are expected to deliver on two key areas of focus for the government: supporting future-focused Māori-Crown relations and contributing to improving wellbeing.



## WHO WE ARE



### Established

The SWRB is a Crown Entity **established** under the Social Workers Registration Act 2003 (SWRA 2003).



### Responsible

We are monitored by the Ministry of Social Development and **responsible** to the Minister for Social Development and Employment.



### Governed

As a Crown Agent under the Crown Entities Act 2004, we are **governed** by a seven-member Board appointed by the Minister for Social Development and Employment.



### Purpose (SWRA 2003, Section 3)

Our **purpose** is to protect the safety of members of the public and enhance the professionalism of social workers.

## WHAT WE DO



### Regulatory Functions (SWRA 2003, Section 99)

To exercise the right regulatory response, at the right time and use our enforcement function for the right impact as a modern regulator and support social workers to understand what they need to do to practise safely, and competently within a regulated profession.



#### Registration Framework



#### Complaints & Disciplinary Framework



#### Competence & Accountability Framework



#### Education & Training Framework



### Workforce Function (Cabinet Minute SWC-20-MIN-0111)

To support the system to have the right social workers, with the right skills, knowledge, and competencies in the right place at the right time to support and enhance the wellbeing of New Zealanders.



#### Lead Agency for Social Worker Workforce Planning

Collecting and analysing workforce data and information, and developing insights, to support system wide social worker workforce planning.



### The aims of tangata whenua are priorities

Obligations in relation to Māori (SWRA 2003, Section 100). Obtaining the views of ethnic and cultural groups (SWRA 2003, Section 101).

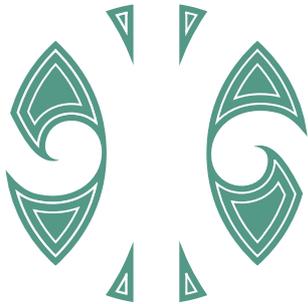
## OUR OUTCOMES

Our outcomes help us to focus on the things that matter most for New Zealanders, and guide where we put our effort and resources. Our Statement of Performance Expectations 2021/22 outlines our high-level outcomes:

- Active partner with Māori
- Responsive to Aotearoa's diverse communities
- Social workers have strong professional practice
- There is public trust and confidence in the social worker profession.

## Ō MĀTOU UARA (OUR VALUES)

Our purpose, key functions and outcomes are delivered in alignment with He Arapaki and our whakatauākī, underpinned by our uara. The SWRB acknowledges those who came before us and the efforts of the many who work to ensure a better future for those who are yet to come. Ō mātou uara support us to fulfil our aspirations under He Arapaki in a way that recognises that our approach is as important as our deliverables, to uphold the mana of all.



### Matatika

To do what is right and just, ethical, fair, equitable, honest, unbiased, impartial, moral, trustworthy.



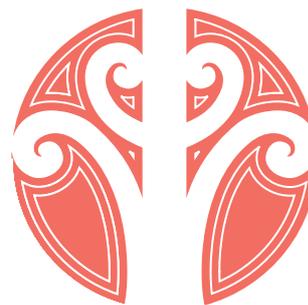
### Manaaki

To look after the dignity of others, to support, to tend to, take care of, protect, look out for, show respect, generosity and kindness towards others.



### Mahitahi

To work together as one, collaborate, cooperate, co-design, connect, interact, reciprocate, discuss, debate, work in unity with teamwork and synergy.



### Māia

To be bold, brave, capable, confident, courageous, to have endurance, strength, resilience.



# 03 HE ARA TAUWHIRO

This year has been one of settling into our new mandatory environment and our multiple roles as Crown agent, regulator and lead agency for social worker workforce planning. Central to this has been weaving through He Arapaki as a catalyst for thinking throughout all areas of the business to embed te ao Māori approaches into the way we do things. We have begun the process this year of both deepening our understanding of He Arapaki and how to use it to embed mātauranga Māori, and bringing it through in tangible ways in our mahi internally and externally.

## MĀORI DEVELOPMENT

The SWRB is progressing our approach to underpin Te Tiriti o Waitangi, throughout our work. This reflects the Board’s obligation to ensuring the aims, aspirations and involvement of Māori are integral to our work and ongoing priorities, specified under section 100 of the Social Workers Registration Act 2003.

We took significant steps forward in the development and delivery of He Arapaki – our Māori Development Strategy and Action Plan through building our internal capability, incorporating te ao Māori perspectives into our mahi, working with other regulators to indigenise the regulatory environment, and enhancing our engagement with the sector including iwi/Māori social service providers. We have been developing our relationship with Te Kāhui Māori, a rōpū with expertise in mātauranga Māori, who provide advice from a te ao Māori perspective to the Board.

Our Chief Advisor Māori Development – Ihorei Aka Matua, with support from the Chief Executive – Tumu Herenga Waka, and the Board – Paewhiri, is responsible for He Arapaki as our Te Tiriti o Waitangi response. The Māori Development space was strengthened with the recruitment of the Senior Advisor Māori Development – Kākaho Poutama Mātua, as well as the knowledge and expertise that kaimahi Māori bring to our organisation.



SWRB staff with Te Kāhui Māori: Liz Jones, Graham Warren, Paul Kirby, Hohepa Patea, Mahanga Maru, Mary Weddell, Caroline Herewini, and Sarah Clark

Our regulatory strategic partnership programme with WorkSafe NZ, Teacher's Council and Nursing Council continues to be strengthened through regular hui to identify and progress our respective initiatives. The purpose of this partnership is to develop a te ao Māori regulatory framework, Tukutuku Rau, to address the disparities Māori experience by indigenising the regulatory environment. We are also part of the health regulatory authorities' Māori network, where we have had significant engagement and opportunities to share reflections, insights, knowledge and experience.

Our Board Chair, Shannon Pakura, in her capacity as a Ministerial Advisory Board member has been visiting Oranga Tamariki sites and Māori and community social services providers. As part of our strategic relationship with Oranga Tamariki, our Chief Advisor Māori Development travelled with her, which has provided a valuable opportunity for the SWRB to:

- be more visible to statutory social workers, iwi/Māori, and the wider social sector
- gain insight into the current realities and challenges of social workers
- hear the voices of social workers, Māori service providers, and communities.

For education reviews, it is our policy to have at least one panel member conversant in mātauranga, tikanga me ona te reo Māori. The appointment of our Senior Advisor Social Work Māori, who is tangata whenua and has a background in education, allows us to give effect to Te Tiriti o Waitangi partnership, and provides greater flexibility rather than relying solely on education institutions to supply panel members to bring a tangata whenua lens.

The review of our Programme Recognition Standards (Education Standards) is an example of a Tiriti-led process that has been transformational. Tukutuku Rau and He Arapaki shaped and guided the review, which is described on page 14.

This year has seen a range of training and development to build the organisation's cultural capability. Our regular waiata and tikanga sessions have been complemented by learning through workshops, presentations and celebrations. We invited strategic partners to join Board members and kaimahi in Te Tiriti o Waitangi training through the Wall Walk. We took time to learn about and celebrate Matariki, recognising the significance of the inaugural public holiday that acknowledges the importance of mātauranga Māori.

Here are some of the perspectives that were shared as part of feedback on the Wall Walk training:

I learnt a lot through the day- I guess the numbers of tamariki in State care in the late 60s/ 70s compared to now has left a mark on me, we need to be doing better

How everyone actively engaged and participated in the process so much learning was achieved by this.

Seeing others from our team engaging with this material - our history - and learning.

The sense of unity in the room that was borne out of us all presenting to each other, we instantly all had something in common. I was very humbled by the presentations and how delicately the topics were navigated, it was beautiful, emotional and unforgettable.



SWRB staff attending Wall Walk. Board Chair Shannon Pakura, Sarah Clark, Caroline Herewini with Dr Simone Bull

## REGULATORY ROLE

We have continued to develop processes to support our regulatory functions, including managing the Register (supported by our IT system iMIS), our approach to the Experience Pathway (section 13), our complaints system, Tribunal hearings, and building our legal capability. We also reviewed and consulted on our fees and disciplinary levy, and we worked with Oranga Tamariki on a Budget initiative to help advise and build Oranga Tamariki Social Worker Capability. Alongside the development of He Arapaki, we are in an early phase of our journey in the mandatory environment as a Tiriti-led organisation.

At the beginning of the year, we were continuing to manage the influx of new registrations from social workers following the introduction of mandatory registration in February 2021. This initial peak of activity settled over this financial year as the mandatory environment stabilised and the number of new registrations declined. The focus towards the end of the financial year shifted to supporting social workers with renewing their practising certificates. Learning from last year, we were able to introduce improvements in our processes, including the establishment of an authorised employer scheme for employers who pay for their social workers practising certificate and/or registration. We staggered communications to the sector to better manage our ability to respond to queries and technical issues. This saw emails and telephone calls being responded in a timely manner without a significant number of abandoned calls, and the overall call volume remained significantly lower than last year. We received positive responses from social workers undergoing the practising certificate renewal process, including the following:

“I just sorted out some discrepancies and managed to complete my SWRB renewal practising certificate process with the patience and professionalism that was demonstrated by Laura in your team. She was so friendly and offered to manage things for me from start to finish, which took away a lot of anxiety for me personally. I truly was most grateful for her help and genuine support. Even though it might have been her job, she still showed empathy, a genuine interest and took time – something I do not come across often in these virtual ways of working and interacting. In the world we live in, isolated, quick to complain and also thankless I believe, I wanted to stand apart hopefully, thank her formally and wish Laura well, along with a reminder that you have a true asset on your team in her.”

Total registered social workers:

**11,205** (2021/22)

10,523 (2020/21)

8,642 (2019/20)

New to register:

**661** (in 2021/22)

1,943 (in 2020/21)

895 (in 2019/20)

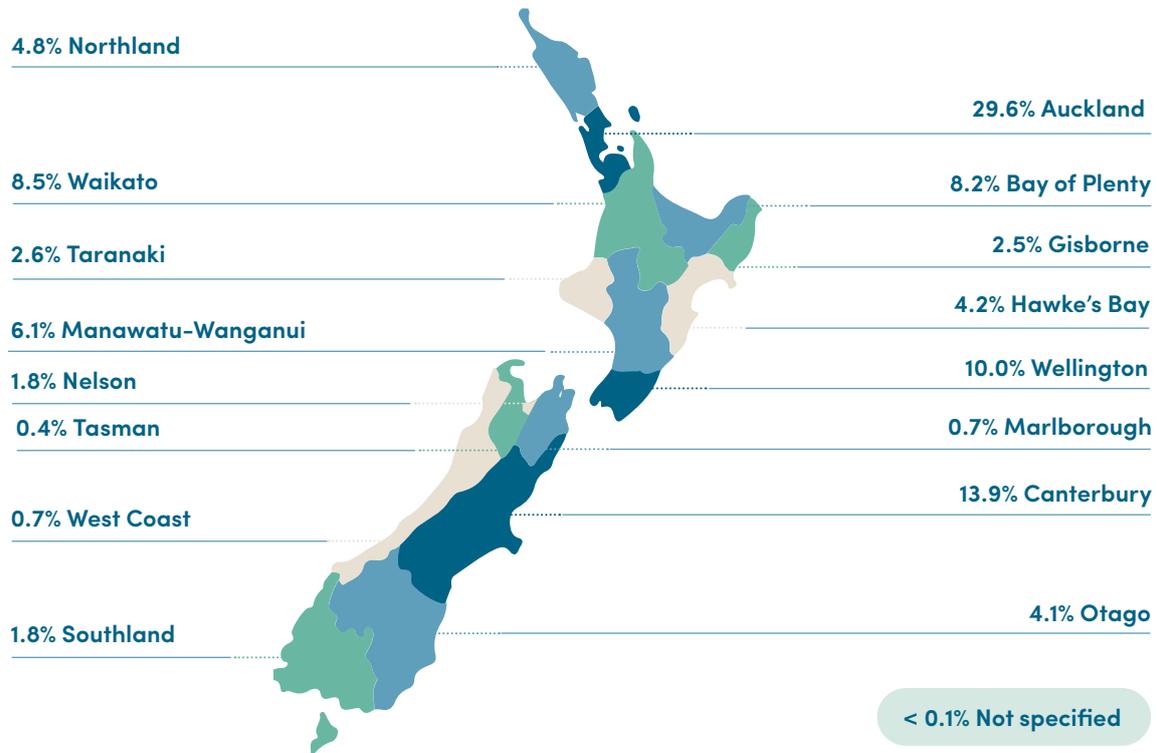
Practising certificates held:

**8,680** (2021/22)

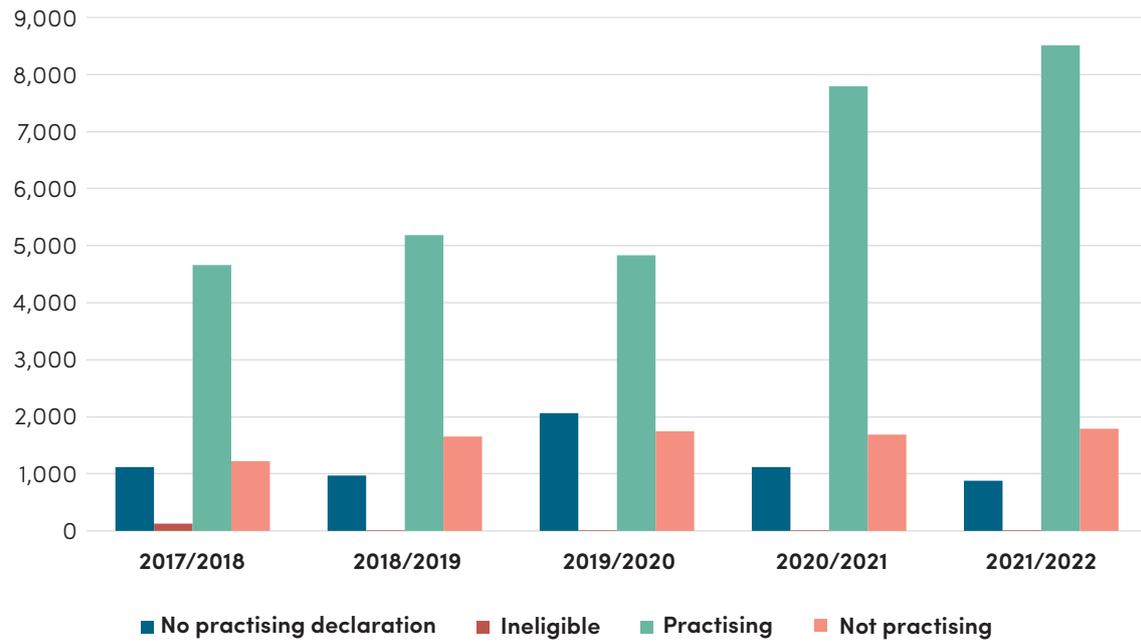
7,453 (2020/21)

4,830 (2019/20)

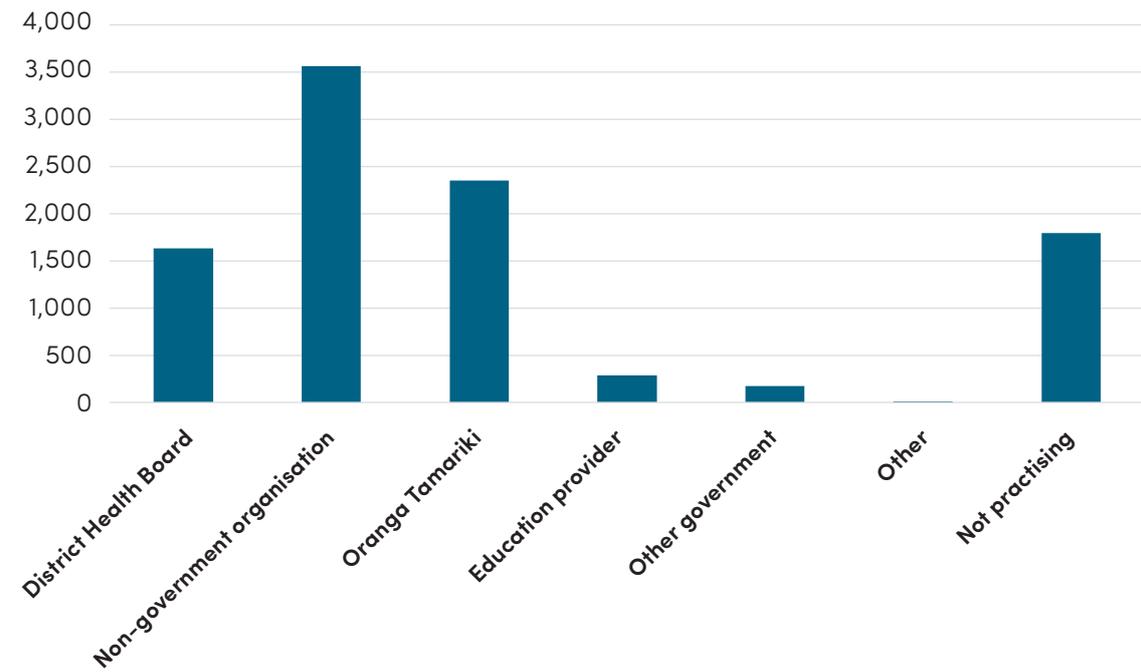
# Practising social workers by location:



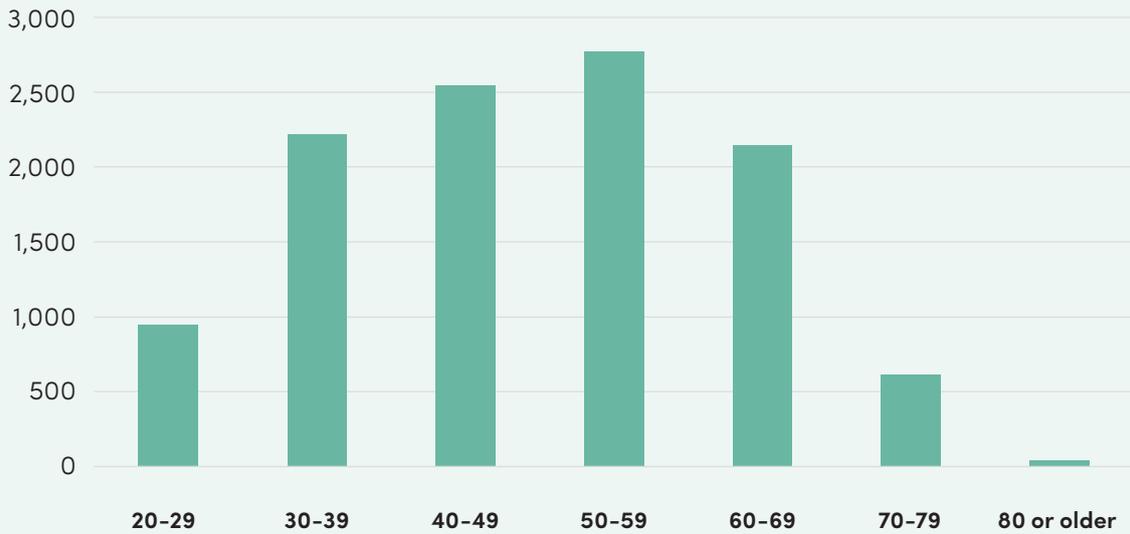
### Registration and PC for previous 5 years to June 2022



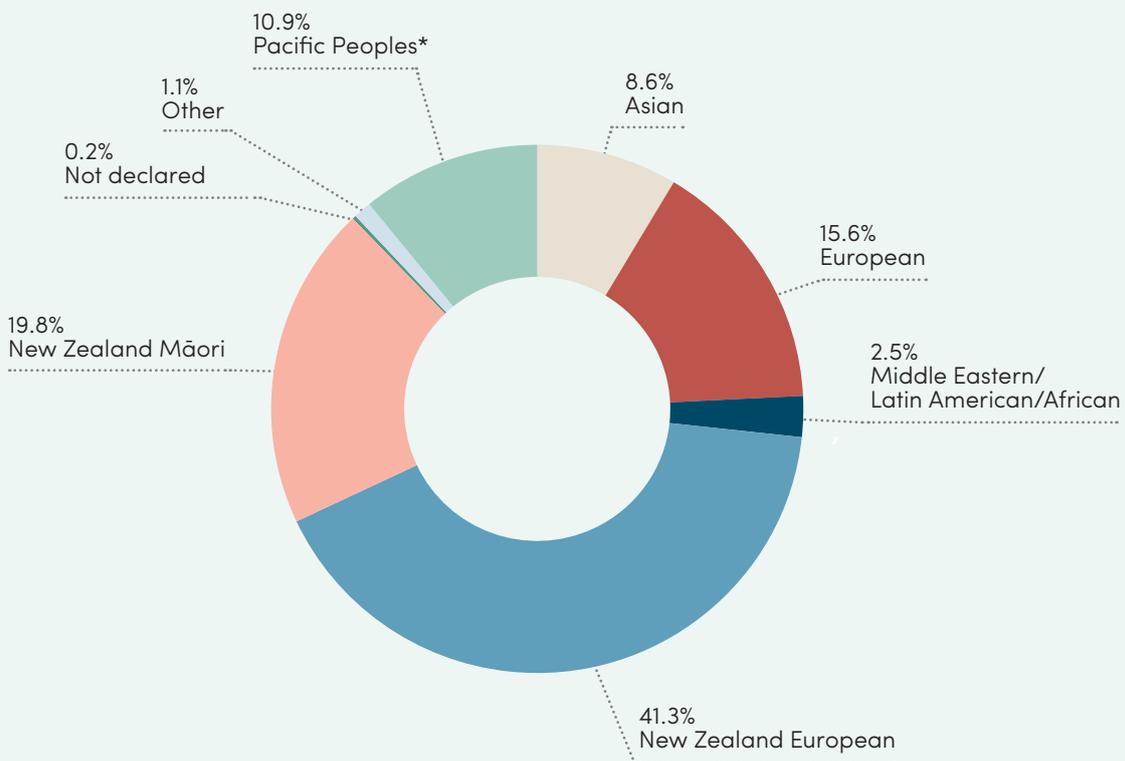
### Registered social workers by employer for 2021/2022



**Registered social workers by age (10-year brackets)**



**Registered social workers by ethnicity**



\*Pacific peoples includes people who have identified themselves as Samoan, Tongan, Cook Islands Māori, Fijian, Niuean and Tokelauan

### Approach to Experience Pathway: S13

The Experience Pathway: S13 is a registration pathway for people who have been working in social work for several years, but who do not have a recognised social work qualification. The Experience Pathway: S13 is provided for under section 13 of the Social Workers Registration Act.

This is an important pathway for Māori who form a proportionately high number of the people applying for registration through this route. These applicants have been using their skills and

experience to make a significant contribution to whānau and communities, without having taken a formal qualification.

This year, we refined the experience pathway process to ensure it is an accessible and effective route to registration. A Tiriti-led approach was embedded in reviewing the guidelines and policy. He Arapaki informed the development of a culturally appropriate process, including recruiting tangata whenua kaiarotake (assessors) to ensure that non-Māori applicants applying under through this pathway can adequately evidence their competency to work with whānau Māori.

Feedback from a newly registered social worker:

"This email [confirming registration] has been received with such anticipation and nervous excitement— and what good news to receive!

I have also enjoyed the journey and appreciate this journey of the SWRB [experience] pathway. I am so elated for this opportunity to serve my community as a registered social worker, and won't let you down. I appreciate the support and correspondence through the past year, and I am looking forward to seeing what's next."

Feedback from a supervisor:

"I met with one of my supervisees today who is part way through a S13 Application and the more we talked about it, the more excited she was, saying "it's going to be good for me". She commented (spontaneously) that the difference between the old Template and the new format is that "it seems like you (SWRB) want to know what I do, how, and why, and to reflect on stuff – the previous form just felt like a tick box exercise, whereas this will make me look at my practise". She also talked about knowing for 18 months that she needed to do her application, but wasn't motivated by the previous template, whereas now she feels excited at the prospect of doing it."

## Education Standards review

Kō te kai a te rangatira he kōrero, ko te tohu a te rangatira he manaaki, ko te mahi a te rangatira he whakatira i te iwi  
*The food of rangatira is talk, the sign of a rangatira is generosity, the work of a rangatira is to unite the people.*

This whakataukī reflects the commitment to advancing and uniting our communities as leaders and it is about mana, collective aspirations, obligations and accountability. It is an acknowledgement to those who have participated in the Education Standards review and have given expression of rangatiratanga with wisdom, generosity, commitment and humility.

The Education Standards review is an example of a Tiriti-led process that has been transformational. The review has been shaped and guided by Tukutuku Rau (te ao Māori regulatory framework), He Arapaki and the Kaitiakitanga framework (which provides a cultural approach to underpin and inform the assessment of a social worker's competence to work with Māori), informed by our whakataukī, and underpinned by our values.

All social work programmes in Aotearoa New Zealand must meet the current SWRB Programme Recognition Standards (PRS) for students to be eligible for registration through the

qualification. These Standards are reviewed regularly to ensure they remain fit for purpose. This current review process was originally scheduled for 2020 but postponed due to requirements of the pandemic response. Work on the review started late in 2021, and continues through the next year.

The review has been framed through an engagement lens to date, led by the Chief Advisor Social Work alongside the Chief Advisor Māori Development and two Kaiwhakahaere representing tangata whenua and tangata tiriti, in partnership with an expert advisory group consisting of four tangata whenua and two tagata Pasifika. A reference rōpū was also established with its members reflecting Aotearoa's diversity.

Engagement occurred within six wānanga, three caucuses (Tangata Whenua, Tagata Pasifika and Tangata Tiriti), and hui with recent graduates, current students, and several individuals. The SWRB was partnered by the Social Service Providers Aotearoa (SSPA) to provide an on-line hui to hear specifically from the NGO, Iwi and community sector. We also received thorough written feedback from many in the sector. The rich and varied commentary from the engagement sector is currently being actively worked through, with the intention that these reflect our commitment to being Te Tiriti-informed, and guided by the pou of Rangatiratanga, Manaakitanga, Kaitiakitanga and Whanaungatanga. The pou of Whanaungatanga is expected to be woven throughout the drafting of new standards, reflecting the strong message from the consultation that people and relationships are vital to maintaining the integrity of social work education.

There were many positive comments made about the engagement phase to date and the repeat visits of several individuals attending two or more wānanga demonstrated their commitment to the process. Comments about the wānanga and caucus included:

"I want to acknowledge that the SWRB is attempting a new approach that is grounded in matauranga Māori and genuine consultation. It was good to see so many different parts of the profession represented in the wānanga. I hope that the process will allow for further discussion with the sector about the detail that presumably will flow from the principle-based discussion we had today."

"Thank you for leading such an exciting and enlivening review of the PRS. I appreciate that you, alongside colleagues, are making the most of the opportunity to bring the moemoeā into reality. Māia has been expressed through the process, and I'm hopeful the outcome will also be bold and courageous."

"I would like to acknowledge the great work that you have been doing in developing a brand new standard that is informed by Te Tiriti. To me, the wananga process has been very transparent and open-minded, making it a safe space for everyone to express their dreams and perspectives."

"The kōrero last week was inspiring. I left feeling enlivened and hopeful for transformative change in social work education!"



**Social workers attending virtual kōrero to review the Education standards.**

## Complaints and notifications

Social workers are required to adhere to Ngā Ture Whanonga (the SWRB’s Code of Conduct) and Ngā Paerewa Kaiakatanga Matua (our Core Competence Standards). If anyone is concerned about the standard of professional behaviour of a social worker, they can raise a concern or complaint with the SWRB. Through this process, we protect the safety of the public and ensure that social workers are accountable, competent and safe to practice.

We have seen an increase in complaints and notifications over the past year. This is not unexpected with the increased number of social workers registered with us since the introduction of mandatory registration in February 2021, and the new legislative requirement for employers to notify us if they believe a social worker may not be competent to practise. In the 2021/22 year, 144 social workers were the subject of 159 complaints, self-declarations and mandatory reports lodged with the SWRB (see definitions below).

There were 159 concerns raised with us about social workers. This number includes those which were unable to be progressed due to: too little information provided, the concern was referred to an employer or other body for them to address first, or where there was clearly no case for the social worker to answer.

All remaining concerns are formally assessed by a sub-committee of the Board, made up of three social workers and a lay Board member. The SWRB complaints team coordinates the gathering of all relevant information from the complainant, the social worker, their employer and anyone else with information pertaining to the situation. Following a careful analysis of all information, the Board sub-committee makes recommendations for further action where indicated.

Where there are concerns that are deemed serious enough to require further investigation, the Board sub-committee refers these to the Professional Conduct Committee (PCC) which is an external panel made up of a mix of social workers and lay people with additional powers to request information, investigate complaints and determine actions relating to the social worker. In the 2021/22 year, 14 complaints were referred by the Board sub-committee to the PCC.

A PCC can refer its most serious cases to the Social Workers Complaints and Disciplinary Tribunal (Tribunal) which is an external body, which has similar powers, processes and costs to a District Court. In the 2021/22 year there were four cases referred to the Tribunal.

## Breakdown of Complaints, Self-declarations and Mandatory Reports 2021/22

<b>Total</b>	<b>159</b>
Complaint (Public)	136
Self-declaration	4
Mandatory Report (Employer or Social worker)	19

### Complaints

Complaints are concerns lodged with the SWRB from members of the public, which may include clients of social services. The main themes from complaints considered by the Board included:

- Dissatisfaction with the service provided by social workers
- Concerns around unprofessional behaviour by social workers
- Social workers breaching client privacy
- A perception that social workers may be working outside their professional boundaries
- Dishonest practices
- Bullying

Inaccurate record keeping was often linked to the concerns listed above.

### Self-declarations

Registered social workers must make a self-declaration if they are convicted of an offence or have a health concern (mental health and/or physical condition) that may prevent them from performing their role satisfactorily.

### Mandatory Reporting

Under the Social Workers Registration Act 2003, employers and social workers are required to promptly report to the SWRB if they believe (on reasonable grounds) that a social worker is unable to practise safely because of serious misconduct, a competence issue, or a health condition.

#### Breakdown of Mandatory Reports to SWRB 2021/22

<b>Total</b>	<b>19</b>
Serious Misconduct	13
Competence	3
Health	3

*Serious misconduct* is defined as conduct by a social worker that has, or is likely to have, an unduly adverse effect on the wellbeing of anyone with whom the social worker comes into contact in their work; or reflects adversely on the social worker's fitness to practise. A mandatory report must be lodged when an employer has reasonable grounds to believe that a social worker may be in breach of Ngā Ture Whanonga (Code of Conduct).

*Competence* encompasses the demonstrated application of professional knowledge, skills, and values in practice. Concerns around competence must be lodged to the SWRB if an employer believes a Social Worker may be unable to meet the SWRB Ngā Paerewa Kaiakatanga Matua (Ten Core Competence Standards).

*Health* issues refer to any mental health and/or physical conditions (including addictions) that prevent a social worker from practising satisfactorily. Mandatory reports about social workers with health conditions are not regarded as a disciplinary process. Rather, the focus is on ensuring the social workers manage their own health in a safe way for themselves and the public.

The SWRB is currently undertaking further analysis to better understand the issues and trends related to the complaints, self-declarations and mandatory reports it receives. This work will support process development informed by He Arapaki, including how cultural considerations are taken into account.

## Complaints and notifications (new):

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**159** (2021/22)

**170** (2020/21)

**84** (2019/20)

### Professional Conduct Committees and Disciplinary Tribunal

In the 2021/22 year, 14 complaints and notifications were referred to Professional Conduct Committees (PCCs) and five matters before Professional Conduct Committees were closed. A PCC closing a matter means making a finding that no further action on the matter is required, submitting the matter for conciliation or mediation, recommending one of several low-level resolutions such as that the Board directs the social worker to apologise, or in some cases, referring the matter to the Social Workers Complaints and Disciplinary Tribunal (the Tribunal). The Disciplinary Tribunal's membership is appointed by the Minister. It comprises a chairperson and deputy chairperson, five social workers, and at least one lay person. Generally, five members of the Tribunal sit on any one hearing.

The decision to refer a matter to the Tribunal usually includes consideration of elements such as the seriousness of the allegation and the availability of evidence. In line with the principles of Natural Justice, the social worker is always given the opportunity to respond to the allegations about them before a decision is made. In the 2021/22 year, four matters were referred to the Tribunal.

Due to COVID-19, the Tribunal had to defer two hearings, one of which it had to defer twice. In the 2021/22 year, two Tribunal hearings took place. Both of these resulted in findings against the social worker in question. We share insights and learnings from Tribunals with the sector.

**Hearing 1.** The Tribunal considered a charge which alleged the social worker accessed records held by CYRAS, the online case recording system used by Oranga Tamariki, that related to her family members and provided a confidential report to the Family Court as part of an application by the daughter of the social worker's partner to have the daughter's two children, returned to the daughter's care. The Tribunal found that the social worker acted in breach of Principle 1, 3, 7 and 9 of the Code of Conduct. The Tribunal censured the social worker and conditions were imposed. She was also ordered to pay costs in contribution to the hearing.

**Hearing 2.** The Tribunal considered a charge which alleged the social worker dishonestly obtained \$500 from a contractor to her then employer. The Tribunal found that the social worker breached principles 1, 8 and 9 of the Code of Conduct. The social worker's registration was already cancelled due to an earlier disciplinary charge. Had the social worker still been registered, the Tribunal was satisfied that cancellation would have been an appropriate penalty. The Tribunal censured the social worker and she was also ordered to pay costs in contribution to the hearing.

## Professional Conduct Committees (new):

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**8** (2021/22) – Counted as each social worker as opposed to the number of complaints about a social worker referred to Professional Conduct Committees

**33** (2020/21)

**25** (2019/20)

*Note: the definition for PCC numbers has been updated, with previous years' data based on the number of complaints referred to Professional Conduct Committees rather than number of social workers who have received a complaint that has then been referred to Professional Conduct Committees.*

## Disciplinary Tribunals (new):

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**3** (2021/22) – Counted as each social worker as opposed to the number of complaints about a social worker referred to disciplinary tribunals

**9** (2020/21)

**3** (2019/20)

*Note: the definition for Disciplinary Tribunal numbers has been updated, with previous years' data based on the number of complaints referred to Disciplinary Tribunals rather than number of social workers who have received a complaint that has then been referred to Disciplinary Tribunals.*

## Legal team

This year the SWRB built an in-house legal team which extends our capacity to provide legal advice and support across the organisation, particularly with a higher number of complaints requiring attention. The newly established legal team has been working on systems and processes to ensure that internally and externally managed matters are handled in a robust and efficient manner. The team has initiated a training programme for members of Professional Conduct Committees to ensure ongoing competence and to keep everyone up to date with any learnings from Tribunal hearings and other relevant legal developments.

## Changes to our fees and levy

In November 2021, the SWRB undertook consultation on proposals to change our fees and the disciplinary levy for social workers in Aotearoa. This was the first full consultation of SWRB fees and the levy since 2005. The SWRB had originally gazetted fee changes in 2020/21, without sector consultation, however, after receiving further advice decided to reverse the gazetted changes (apart from a change to the disciplinary levy) and first consult with the sector on fee changes.

Our fees had not kept pace with inflation (as measured by the Consumer Price Index) so over time the funding had covered less. This has in turn reduced our ability to meet all our core regulatory functions required under our legislation.

## Consultation

Following the SWRB Board approval for the release of the consultation document on the fees and levy change proposals, the consultation was open to the public from 3 November to 1 December 2021. We received a total of 317 submissions responding to the consultation, including submissions from sector groups representing their organisation and/or members. All submissions were considered by the Board as part of their decision making.

A clear message from the submissions was the significant financial pressure on the NGO (Non-Government Organisation) sector for social workers, both with lower pay and funding constraints. While as a regulator we have no direct influence over this, we do recognise the pressures on the sector, in particular those working in the community and voluntary sector. The SWRB is committed to working with funding agencies and Ministers to help address these challenges where we can.

### **Board decision**

On Thursday 16 December 2021, the Board met and agreed that the change proposals should largely proceed as stated in the consultation document.<sup>1</sup>

The decision provided a balanced approach to delivering our functions under our legislation, the Social Workers Registration Act 2003. If the proposals to change the fees and levy hadn't gone ahead, we would not have been able to carry out the regulatory functions we are required to do, which undermines the purpose and intent of the legislation, and in turn would impact the social work profession.

The change to the Experience Pathway: S13 application fee was implemented from 1 March 2022, with changes to all other fees (including practising certificate fee and the disciplinary levy) being implemented from 1 July 2022.

We will continue to monitor our funding regularly and have committed to undertaking a funding review within the next three years, with regular reviews after that to ensure the funding continues to appropriately support the SWRB to meet our regulatory and legislative responsibilities.

### **Budget 2022 funding for social work professional development in Oranga Tamariki**

As part of Budget 2022, the SWRB was given funding to help advise and build Oranga Tamariki Social Worker Capability with \$1.5m of ringfenced funding over two years (2022/23 and 2023/24) focussed on promoting the quality and professionalism of social worker practice. This contributes to Oranga Tamariki's delivery of its Future Direction Action Plan. Priorities for short-term impact focus on upskilling the quality and standing of Oranga Tamariki social work through developing:

- micro-credential standards, including developing standards relating to supervision (quality of supervision influences quality of practice) as part of pre/post qualifications
- training material to help social workers understand the regulatory standards that apply to them and improve regulatory compliance, particularly in relation to the SWRB Scope of Practice and Code of Conduct.

While the training material will be developed for social workers employed by Oranga Tamariki, it will also be of use for the social workers employed by the NGO providers Oranga Tamariki contracts with for delivering services devolved to the community. The SWRB will not deliver the training but will advise on and help develop training materials.

This funding gives the SWRB a valuable opportunity to complement the work in these areas. This work would not otherwise be possible within our current funding, which is fully committed to regulatory activities.

<sup>1</sup> The Board did not proceed with an annual CPI adjustment and, decided changes to the education provider recognition fees will not change until the programme recognition standards review has been completed.

## WORKFORCE PLANNING

The SWRB is the Government's Lead Agency for social worker workforce planning. This role was assigned to us by Cabinet and was publicly announced by Minister Sepuloni in March 2021. The role is fully funded by the Crown.

The Cabinet Paper that assigned the Lead Agency role sets out the Government's expectations for how the SWRB is to provide and support workforce planning for all social workers within its existing statutory mandate and available resources. The Cabinet Paper states that the SWRB will provide and support workforce planning for all social workers, as a Lead Agency, as opposed to acting as a delivery agency.

The Cabinet Paper explicitly describes how the SWRB should undertake this role by:

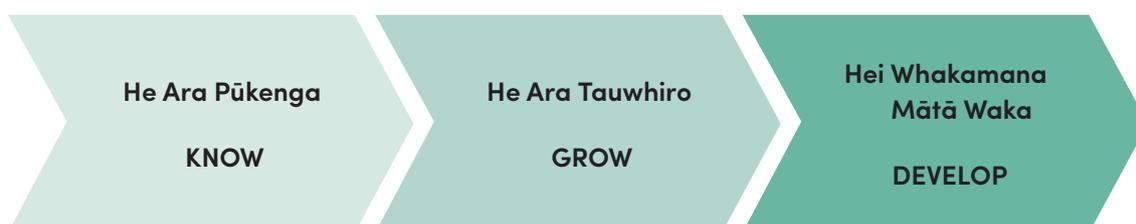
- taking a cross-sectoral, strategic, and collaborative approach, which balances national consistency with being responsive to regional and local situations
- recognising Te Tiriti o Waitangi and partnering with Māori
- working together and in consultation with employers, sector organisations, government agencies, funders, education and training providers, and social workers
- reflecting the diversity of Aotearoa's population, so that the social worker workforce is responsive to Pacific people, and other diverse communities and evolves to reflect the changing needs of the people it supports
- reflecting the changing demographic of Aotearoa's population, particularly the increase in proportion of older people
- ensuring connections and whanaungatanga with health and social sector workforces, particularly where workforce planning exists for allied professionals and other workers.

Through this role, Cabinet expects the SWRB will use evidence and sector intelligence to:

- develop a workforce strategy that describes the outcomes to be achieved to ensure sustainability in meeting supply and demand for social workers, and that promotes social workers' wellbeing and ethical practice, which is refreshed from time to time
- develop, promote, and refresh at least every five years a cross-sectoral action plan to implement the workforce strategy
- develop, monitor, and report on indicators and measures of progress to implement the workforce strategy
- make the workforce strategy, action plan, monitoring reports, and other workforce planning information publicly accessible
- provide advice on implementation of the workforce strategy
- report through its existing accountability relationship with the Minister for Social Development and the Ministry of Social Development.

This role is separate from our regulatory function, and enables a planned rather than reactive approach to sector-wide workforce challenges that has not been possible before due to a lack of strategic oversight. It is funded directly by the Crown.

We have continued to take an intentional and cautious approach to this work, developing our thinking alongside our growing organisational maturity and purposefully weaving the three key elements of He Arapaki into our internal approach to this work. We have continued to use the three components of KNOW, GROW and DEVELOP.



In the last year, we have built our knowledge – KNOW – through our work to enhance and strengthen our Social Worker Workforce Survey and associated evidence and insights.

We have strengthened and grown – GROW – our capacity and capability in the past year through the recruitment of key personnel including a Data and Insights Lead and a Senior Advisor Workforce Planning.

The SWRB has been building and developing – DEVELOP – our connections among the many, varied workforce stakeholders including professional associations, employers, educators, non-government organisations, and government agencies such as Oranga Tamariki and the Ministry of Health.

### **What is this growing knowledge base telling us about the social worker workforce?**

For the first time, we were able to undertake the annual Social Worker Workforce Survey online through our iMIS database as the social workers renewed their practising certificates for 2021/22, meaning that our findings published in the Workforce Survey Report in March 2022 were based on a response rate of over 50%.

Social workers were asked questions across four key domains: workforce composition, workforce sustainability, knowledge and skill development, and employer support and supervision.

Overall, data from this survey showed an emerging picture of significant social worker shortage based on a mismatch between demand and supply of social workers. Headline findings included:

- fewer social workers are entering the workforce, including fewer students completing social work degree programmes and becoming registered
- more social workers are leaving the profession, or indicating their intention to leave
- there is increasing demand for a culturally competent, professionally regulated social worker workforce.

The Workforce Survey results were augmented with information from the Education Providers Survey Report and the inaugural Demand for Social Work report. Together, these surveys show:

- an ageing workforce, which is the highest ranked factor for social workers leaving the profession
- burnout, of those respondents who said they were expecting to leave the profession, 30% cited burnout played a role
- salary, cost, and time commitment being the greatest barriers to entering the profession, including the entry requirement of a four-year degree
- declining student enrolment which is impacting the overall number of social workers
- a lack of connection between sub-degree and degree programmes, meaning that potential social workers are not able to staircase into the profession
- limited placement and quality supervision opportunities, particularly for Māori and Pacific social workers
- high attrition rates during social work degree programmes
- issues of pay inequity (currently there is a 34% differential between government agency employed, and NGO employed social workers).

With this evidence and insight, we are well positioned to begin our work to develop a sector-wide strategy and action plan – working with agencies, funders, and those across the social work sector, including employers.

## **CROWN**

The SWRB is a Statutory Crown Agent under the Crown Entities Act 2004. Crown agents are those Crown entities most closely subject to ministerial control, as they must give effect to policy that relates to the entity's functions and objectives if directed by the Minister. We are required to meet the requirements under the Crown Entities Act, the Public Service Act, the Public Finance Act, and the Social Workers Registration Act.

## Financial position

This year, the SWRB has continued to meet the challenge of managing our financial position as a primarily fees and levy funded organisation, operating on a cost-recovery basis. A one-off Crown injection of \$450,000 was provided by the Ministry of Social Development, to help meet our regulatory functions, while we undertook consultation on changes to our fees and levy. We continue to receive a small Crown contribution of \$114,000 per annum towards our Crown entity status and all associated work that entails.

Our financial position has also been impacted by the increased operational costs associated with our regulatory function and in meeting our legislative obligations, particularly for enhancing the social work profession and meeting our obligations under Te Tiriti o Waitangi. However, with changes to our fees and disciplinary levy coming into place from July 2022, the SWRB will have a more sustainable income stream.

## Cross-agency engagement

The SWRB has been involved in the initial Pay Equity settlement between Oranga Tamariki (representing the Government) and the Social Service Providers Aotearoa (representing five employers: Barnardos, Christchurch Methodist Mission, Ngāpuhi Iwi Social Services, Stand Tū Maia and Wellington Sexual Abuse Help). The SWRB has provided advice from a public safety and regulatory point of view into the development of advice, which is ongoing.

## Public Records Act audit

The SWRB was selected in the Public Records Act audit programme for the 2021/22 year period. The audit programme is part of Archives New Zealand's leadership role in regulating Information Management (IM) across the government sector under the Public Records Act 2005. An audit is a point-in-time view of core IM practices that recognises an organisation's operating environment and IM challenges. It is an opportunity to show an organisation's IM strengths and where there might be opportunities for improvement.

The audit for the SWRB was undertaken in February 2022, in accordance with Section 33 of the Public Records Act 2005 (PRA). While we were assessed at the lower IM maturity level, the audit identified our systems as well placed for improvement with active IM champions supporting IM practice despite the small size of our organisation. The SWRB was provided with recommendations to help us progress our IM capability and compliance.

The results of the audit programme are reported to Ministers and Parliament under section 35 of the PRA. Post-audit, the audit reports will be publicly available on Archives New Zealand's website.<sup>2</sup>

## Information requests

The SWRB received 10 Official Information Act (OIA) requests in the 2021/22 financial year, with 80% of these requests deemed to have been responded to in a timely manner. Further training and system management to ensure timely responses are currently in train.

In November 2021, the SWRB responded to questions raised by the Regulations Review Select Committee on the gazetting of fee changes. This arose from the SWRB gazetting fee changes but reconsidering and deciding to consult with the sector on fee changes first. New fee and levy changes were gazetted and will come into place for the 2022/23 financial year.

## Strategic direction

In December 2021, our Statement of Intent (SOI) for 2022-26 was published, setting out our aspirations and strategic direction for the next four years. This sets out our focus on ensuring public safety in a mandatory registration environment, furthering our Te Tiriti o Waitangi response and taking Te Tiriti-led approaches, including progressing from a traditional to modern regulator approach, and embedding our role as Lead Agency for social worker workforce planning.

<sup>2</sup> <https://www.archives.govt.nz/manage-information/how-we-regulate/monitoring-and-audit/audit/audit-reports>

## OUR PEOPLE

### The Board

The amended Social Workers Registration Act 2003 requires that four out of the seven members be registered social workers, ensuring the majority of the governing body is made up of social workers. Board members are appointed by the Minister for Social Development.



#### Shannon Pakura MNZM (Chair)

Ko Aotea te waka  
Ko Ruapehu te māunga  
Ko Whanganui te awa  
Ko Te Atihaunui-a-Paparangi te iwi  
Ko Ngā Paerangi te hapu  
Ko Kaiwhaiki te marae  
Ko Shannon Pakura ahau.

Shannon Pakura is passionate in her advocacy and support for the social work profession and was the first social worker to be registered in Aotearoa.

Shannon has served as SWRB Chair since 2019. She has worked extensively in both the Statutory Child Protection and the Youth Justice social work sector, and was a Chief Social Worker for the Department of Child, Youth and Family, and was the Māori Service Development Manager for Barnardos. She is a life member of the Aotearoa New Zealand Association of Social Workers having previously been their President.

Shannon holds a number of advisory and advocacy roles, including membership of the Oranga Tamariki Ministerial Advisory Board. In recognition of her services to social work, Shannon was awarded a Member of the New Zealand Order of Merit in 2022.



#### Hori Ahomiro

Ko Rangiuuru tōku Maunga  
Ko Kaituna tōku  
Awa Ko Ngāti Moko tōku  
Hapū Ko Tapuika,  
Tūhourangi, Ngāti Awa me Ngāi Tūhoe ōku Iwi  
Ko Te Arawa me Mataatua ōku Waka  
Ko Hori Ahomiro tōku ingoa.

Hori is a registered social worker with clinical experience who has completed his Masters in Indigenous Studies at Te Whare Wānanga o Awanuiārangī. He holds a bachelor's degree in Social Work, a diploma in Adult Education with a qualification in Kaupapa Māori and clinical supervision.

Hori has special interests in Te Reo Māori me ōna Tikanga, mental health and addictions, social justice, equity for indigenous peoples and whānau, hapū, iwi engagement and development. Hori has varied corporate and iwi knowledge, leadership, and governance experience which he brings to the SWRB and is currently employed part time by the Te Whare Whakaruruhau o Tauranga Moana.

Hori has resigned from his position on the Board due to other priorities, and remains in our Māori governance group, Te Kāhui Māori.



**Andrea Nichols**

Andrea Nichols is a registered social worker with over 25 years of experience working with children, young people, and their whānau within both NGO and statutory settings. Until recently she worked in the Office of the Chief Social Worker where she led professional social work practice at a national level.

Andrea is currently Director, Safety of Children in Care at Oranga Tamariki, a unit that is responsible for reviewing and reporting on harm caused to children in care. Andrea has a strong interest in supervision and professional development for social workers.



**Rose Henderson**

Rose Henderson has a long history in the social work profession. She began as a social worker in the Invercargill office of the Department of Social Welfare in the late 1970s and found time, amidst a busy family life, to establish and co-ordinate the Invercargill Women’s Refuge. After working in a range of social work positions in Southland, Rose then moved north to Christchurch, continuing to work in the Women’s and Mental Health fields. After working in a number of leadership roles she became a Director of Allied Health in Canterbury. She has provided clinical leadership in various disaster response and recovery roles and has led a range of teams in both urban and rural Canterbury.

Rose was President of the ANZASW, from 2003 to 2009, and again in 2016 and is now a Life Member of her professional body. She is also the Immediate Past Vice-President of the International Federation of Social Workers (IFSW) and Immediate Past President of the Asia-Pacific region of IFSW.

Rose is a registered social worker and has a depth of knowledge across health social work and employer relations and many experiences of representing social workers at a national and international level.



**Paula Rose QSO**

Paula is a Canterbury-based director who enjoys working in safety and regulatory organisations. She joined the Board in 2016. Her experience crosses many sectors including criminal justice, health and safety, welfare, community, and media standards. Her current roles include Deputy Commissioner, Te Kāhui Tātari Turi | Criminal Cases Review Commission; Commissioner Te Kōmihana Tirotiro Aituā | Transport Accident Investigation Commission; and a Member of the NZ Parole Board.

Community is important to Paula and she is a Hato Hone | St John Volunteer and an Officer of the Order of St John.



### **Jeff Sanders QSO**

Jeff Sanders has experience as a senior manager and chief executive in the NGO sector, working in organisations focused on providing services that make a positive difference to people's lives. These included IHC NZ, the Methodist Church, Relationships Aotearoa, and Barnardos NZ, from which he retired as Chief Executive in early 2019.

Jeff's career has allowed him to be connected to local community needs which has given him a desire and ability to seek out systemic change and ensure excellent provision of services. He has strong relationships across the NGO and government sector and has built effective leadership teams in the organisations that he has led.

Jeff has experience and understanding of how governance structures operate and what is required when considering and governing strategic implementation of programmes of work. Jeff understands and is committed to the principles of the Treaty of Waitangi.



### **Adam Davy**

Adam Davy is experienced in the area of governance, both in the business and social space.

A fellow of Chartered Accountants Australia and New Zealand, and a chartered member of the Institute of Directors, Adam consults to accounting and advisory firm BDO and was previously its National Head of Advisory and Director of Innovation.

Adam is Virtual CFO of Veterinary Professional Insurance Society and on the board and audit committee of Emerge Aotearoa Housing Trust. He is also Chair and Director of the health and safety consultancy HazardCo Ltd.

As well as governance, Adam's expertise includes strategic and business planning, business growth facilitation, and management, merger, and acquisition negotiations.

## Te Kāhui Māori

Te Kāhui Māori is the SWRB's Māori governance subcommittee which held its inaugural meeting this year. It provides advice to the secretariat as cultural experts, ensures the SWRB is working in alignment with Te Tiriti o Waitangi, and provides accountability to the Board. Steeped in te ao Māori, the membership was a mix of social work practitioners and lay people who are Māori leaders within their communities and respective sectors. The rōpū meets four times a year, and is made up of the following members: Graham Warren, Mahanga Maru, Caroline Herewini and Hori Ahomiro. Engaging with Te Kāhui is one way in which the SWRB secretariat seeks to uphold Te Tiriti o Waitangi and ensure our mahi is aligned appropriately with te ao Māori practices.



### **Graham Warren (Chair) – Ngāti Maniapoto / Ngāi Te Rangi**

In his earlier years Graham Warren spent time at the Ministry of Transport. He has had a long history with ACC, starting in 1976 at the frontline at the Wellington Regional Office and moving across to the Cultural Services Team, and Claims & Management Operations Groups. Graham has worked extensively to lift both Crown and NGO organisations' Māori cultural competencies and responsiveness to Māori communities and whānau.

In 2019, Graham Warren was appointed to Cultural Advisor and Kaumātua for Barnardos Inc. and NZ Disability Network Support (NZDSN). Graham has also been active in providing cultural advice and leadership to the social service sector, including the Social Workers Registration Board (SWRB). He continues to be a significant contributor to strengthening the cultural capability of Boards and leadership teams in Aotearoa.

Graham is a learned counsel with a wealth of knowledge and experience on all Māori cultural matters.



### **Mahanga Maru – Ngāti Porou**

Mahanga Maru is the founder of Maru Consulting. He has a history in senior executive roles in the public sector and post settlement iwi organisations, including Director and Chair of a primary health organisation and a Māori subject matter expert business network. He has led the development of Māori strategies in several organisations and has designed and led successful consultation processes with iwi.

Mahanga grew up in Ruatoria and qualified in 1990 as a flight instructor whilst a commercial pilot. His passion for flying and Ruatoria remains, hence his airline, Air Ruatoria



### **Caroline Herewini – Ngāti Kahungunu / Ngāi Tahu**

Caroline Herewini is a registered social worker and a leading voice for indigenous rights in Aotearoa. Caroline is the Executive Director of Te Whare Tiaki Wahine Refuge, a domestic violence shelter for Māori, where she has spent the last 20 years working in violence prevention, services, and policy advocacy. She is the driving force behind Te Whare Tiaki Wahine Refuge Charitable Trust, an indigenous service fund underpinned by Te Tiriti o Waitangi.

In 2017, Caroline was awarded the Distinction of New Zealand Order of Merit for her work on indigenous and women’s rights and violence prevention.



### **Hori Ahomiro**

In addition to joining Te Kahui, Hori served as a Board member until June 2022. You can read his short biography on page 24.

## **SWRB Secretariat**

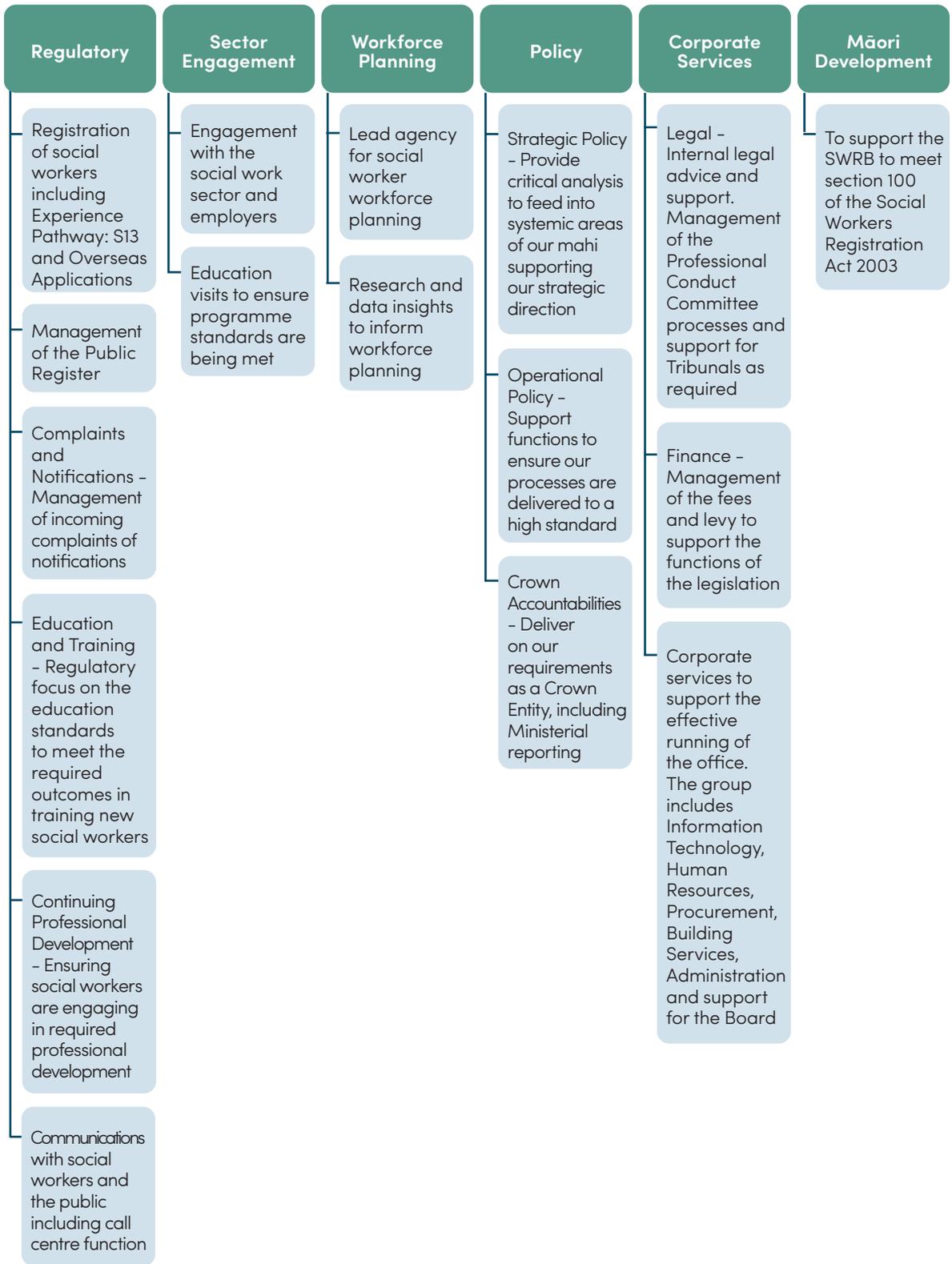
The SWRB secretariat has significantly grown over the past three years given the shift to a mandatory environment and our newly assigned role as Lead Agency for social worker workforce planning. The passion and resilience of our kaimahi has been clear over this significant period, with our organisational changes as well as adapting over the COVID-19 period in regard to both our internal working arrangements and supporting the transition to registration at the same time.

At the end of 2021/22, we had 37.5 full-time equivalent employees (FTEs) across 41 people, including the Chief Executive and the Registrar. This included 10 fixed term employees. A number of the fixed term roles related to the period of transition as we headed into a more steady state. This included supporting registration applications and policies, investing in our capacity to engage with the wider sector, and building in house legal advice to support the increase in complaints.



**Photo of some Social Workers Registration Board staff 2021**

The SWRB teams are structured to support the purposes of our Act and our workforce planning function.



## Diversity, equity and inclusion

The SWRB aspires to be a diverse, equitable and inclusive organisation and acknowledges the journey we have to go on to achieve this. As at June 30 2022, our staff make up consisted of 13 (32%) males and 28 (66%) females. At this same period, there were 5 (12%) Māori, 3 Chinese (7%), 1 Indian (2%) and 32 (76%) New Zealand European.

Kia Toipoto, Te Kawa Mataaho (Public Service Commission) Public Service Pay Gaps Action Plan for 2021-24 sets out three goals to:

- make substantial progress towards closing gender, Māori, Pacific, and ethnic pay gaps
- accelerate progress for wāhine Māori, Pacific women, and women from ethnic communities
- create fairer workplaces for all, including disabled people and members of rainbow communities.

We are currently developing our action plan that is due to be published in the next financial year to be able to report meaningfully on our position in the future.

Our flexible working policy continued to be developed, informed by lessons from COVID-19 lockdowns that showed we are able to effectively work within flexible arrangements including work from home and flexible hours. Flexible working allows greater diversity of kaimahi, with a particular impact on women who hold childcare responsibilities.

## Carbon Neutral Government Programme

In December 2020, the Government launched a major new initiative to combat climate change that will require the public sector to achieve carbon neutrality by 2025. The Carbon Neutral Government Programme (CNGP) was established to accelerate the reduction of emissions within the public sector, and to require public sector agencies to measure and publicly report on their emissions and to offset any they cannot cut by 2025.

CNGP participants have been assigned into three tranches for reporting their emissions, reduction plans, and progress towards their gross emissions reduction targets for both 2025 and 2030. The SWRB is part of Tranche 2.

We are on track to measure and report our greenhouse gas emissions by 1 December 2023, which will be included in our 2023/24 annual report.

More information about the CNGP can be found at:

- The Ministry for the Environment website: About the Carbon Neutral Government Programme<sup>3</sup>
- The Government's website: Public sector to be carbon neutral by 2025<sup>4</sup>

## Public Benefit Entity Financial Reporting Standard 48 (PBE FRS 48)

In 2017, a new standard for service performance reporting was released by the External Reporting Board (XRB) – Public Benefit Entity Financial Reporting Standard 48 (PBE FRS 48). The purpose of the standard is to enable Crown Entities to present service performance information that is useful for accountability and decision-making purposes in financial reporting.

The SWRB seeks continuous improvement of our processes to be able to present service performance information to adhere to the new standard, including consultation with BDO. Our progress towards implementing the standard in our 2021/22 annual report will support us to comply with the obligation to adopt the standard in our 2022/23 annual report.

3 <https://environment.govt.nz/what-government-is-doing/areas-of-work/climate-change/carbon-neutral-government-programme/about-carbon-neutral-government-programme/>

4 <https://www.beehive.govt.nz/release/public-sector-be-carbon-neutral-2025>

## STATEMENT OF PERFORMANCE

Our performance is assessed through the 15 timeliness, quantity and quality measures in our Statement of Performance Expectations 2021/22 and our Statement of Intent 2022-2026. While we are in the process of developing specific targets and establishing baselines for our Statement of Intent measures, we have provided a written update on how we are tracking on these measures.

### Statement of Performance Expectation (SPE) Measures

Output measure description and type	Source	2021/22 Target	2021/22 Result
<b>Timeliness Measures (T)</b>			
<b>SPE(T)1:</b> Number and percentage of New Zealand qualified registration applicants who are notified of the outcome of their application within 40 working days ( <i>new measure</i> )	Application tracking through iMIS	<b>80%</b>	<b>85.5%</b>
<b>SPE(T)2:</b> Number and percentage of complaints and notifications that initial decisions are made on (and social worker or complainant <sup>5</sup> informed of) within 40 working days ( <i>new measure</i> )	Notification tracking	<b>65%</b>	<b>98%</b>
<b>SPE(T)3:</b> Number and percentage of invoices paid within 10 working days ( <b>new measure</b> )	Financial management system	<b>75%</b>	<b>82%</b>
<b>Quantitative Measures (QT)</b>			
<b>SPE(QT)1:</b> Assist education providers to ensure that they are meeting education standards through midcycle reviews and programme re-recognitions <sup>6</sup> ( <i>updated measure</i> )	Education programme recognitions and reviews, Consultation Log	<b>3 midcycle reviews</b>	<b>0 midcycle reviews<sup>7</sup></b>
		<b>5 programme re-recognitions completed annually</b>	<b>5 programme re-recognitions</b>
<b>SPE(QT)2:</b> Percentage of suppliers that are Māori businesses <sup>8</sup> ( <i>new measure</i> )	Masterfile of suppliers	<b>5%</b>	<b>5.6%<sup>9</sup></b>

5 In cases where the social worker is not informed that a notification was made because of no further action (NFA) is being taken, the period included in this measure ends when the complainant is told of this NFA decision.

6 Refers to the SWRB Programme Recognition Standards.

7 We had fewer midcycle reviews this financial year due to a pause in the re-recognitions.

8 This measure has been developed in alignment with the updated government procurement targets.

9 Note: 24% of Māori providers have not submitted an invoice and therefore are not represented in our 166 suppliers paid in the last financial year. However, this percentage is consistent with our reporting to Ministry of Business, Innovation and Employment (MBIE) and Te Puni Kōkiri (TPK).

Qualitative Measures (QL)			
<b>SPE(QL)1:</b> Percentage of applicants who report being satisfied with the registration process <sup>10</sup> ( <i>updated measure</i> )	Survey	80%	64% <sup>11</sup> Response rate: 17%
<b>SPE(QL)2:</b> Percentage of applicants who report being satisfied with the practising certificate renewal process <sup>5</sup> ( <i>updated measure</i> )	Survey	80%	77% <sup>12</sup> Response rate: 22%
<b>SPE(QL)3:</b> Percentage of staff and other attendees who report that the Māori Speaker Series improved their understanding of te ao Māori within the regulatory context ( <i>new measure</i> )	Survey	85%	100%
<b>SPE(QL)4:</b> Feedback is sought from the sector on key policy and programme changes ( <i>new measure</i> )	Sector Support & Engagement reports	This can be evidenced through: <ul style="list-style-type: none"> <li>• Consultation with the operational policy reference group</li> <li>• Ad hoc working groups</li> <li>• Stakeholder surveys</li> <li>• Zoom sessions and in-person engagement</li> <li>• Monitoring and responding to emails</li> </ul>	Wide-ranging sector engagement for the education standards review including: <ul style="list-style-type: none"> <li>• Six open invitation wānanga, three caucus hui, and an NGO hui with Social Services Providers Aotearoa</li> <li>• Workshop with the advisory rōpū</li> </ul> Fees consultation and seeking feedback in writing or through the consultation survey on changes to fees and disciplinary levy
<b>SPE(QL)5:</b> Percentage of stakeholders who rate leadership provided by the SWRB on social worker registration and workforce planning as effective	Annual Survey	75%	25% somewhat effective and 75% extremely effective <sup>13</sup> Response rate 40%

10 Timeliness has been removed from both satisfaction measures in order to avoid the conflation of two variables through one numerical average. Further, our survey question for this measure asks about 'overall satisfaction' with the process, which incorporates timeliness.

11 Satisfaction regarding the registration process was lower than targeted. A low response rate (114 respondents) and an annual (rather than quarterly) survey seem to have had an impact on this result. Furthermore, a high number of respondents (21%) were neither satisfied nor dissatisfied with the process. There is a theme throughout the feedback regarding cost of registration.

12 Satisfaction regarding the practising certificate process was also slightly lower than targeted. This can be a significant increase in practising certificate cost, as well as some changes to payments after some issues with non-payment the previous year, we feel that the result, although under target, is largely positive.

13 Note: this result is based on a response rate for the survey of 40%. We will be seeking ways to increase that in future years.

## Statement of Intent (SOI) Measures

Output measure description and type	2024/25 – 2025/26 Target	2021/22 Result
<b>SOI 1:</b> More people are practising social work ( <i>new measure</i> )	< 25% of registered social workers identify as non-practising and the proportion decreases over time	<b>Currently 19% of registered social workers are non-practising</b>
<b>SOI 2:</b> More people are registered as social workers ( <i>new measure</i> )	Increase in numbers on the register	<b>661 social workers were added to the register in 2021/22. 31 left the register.</b> <b>A total of 630 more people were registered as social workers.</b>
<b>SOI 3:</b> Supporting professional practice for social workers through better information on best practice ( <i>new measure</i> )	Undertake targeted annual compliance marketing campaigns to social workers and employers	No specific targeted information campaign was run in 2021/22. This was due to re-prioritisation of resources including the education standards review and improving our communications infrastructure and (website and social media).  An updated Communications and Engagement Strategy is under development that includes targeted campaigns. The high-level strategy will be used to guide future campaigns.
<b>SOI 4:</b> SWRB contributes system leadership and stewardship as the social work regulator for Aotearoa ( <i>new measure</i> )	Satisfaction with advice and guidance provided to relevant Minister(s) and government agencies	No baseline was established in 2021/22 however, processes for establishing a baseline was established.  The work on establishing a baseline is being undertaken with our monitor (MSD) and a representative group of the cross sector social work alliance, including govt and non govt agencies. A survey with this group was trialed but the low response rate was not sufficiently robust to establish a baseline. For the year ahead we will work with the group to promote the importance of participation for the upcoming year.
<b>SOI 5:</b> SWRB promotes the benefits of social work professionalism to government agencies ( <i>new measure</i> )	Minimum number of papers, meetings, submissions made on relevant policy and legislation	No baseline was established in 2021/22 however, processes for establishing a baseline were established.  The work on establishing a baseline is being undertaken with our monitor (MSD) and a representative group of the cross sector social work alliance, including government and non-government agencies.  A survey with this group was trialed but the low response rate was not sufficiently robust to establish a baseline. For the year ahead we will work with the group to promote the importance of participation for the upcoming year.

# 04 HEI WHAKAMANA MĀTĀ WAKA

This year we have been embedding He Arapaki into our functions and everyday mahi. As we look to the next year, we seek to build on these foundations by increasingly turning to He Arapaki to frame our mahi. This includes mahi in the Māori Development space to use He Arapaki as the building blocks for our key documents and frameworks across the business, and to increase cultural capability across our kaimahi.

## Revitalisation of te reo Māori

*Kō Tōku Reo, Kō Tōku Ohoho, Kō Tōku Reo, Tōku mapihi maurea  
My language is my awakening, my language is the window to my soul*

We recognise te reo Māori as one of the official languages of Aotearoa New Zealand. Te reo Māori is central to whānau who social workers work as well as our Māori social workers, and te reo Māori plays an integral role in taking a Te Tiriti-led approach to our mahi. Our increasing cultural capability, particularly in the form of increasing numbers of Māori kaimahi in the secretariat, allows the SWRB to progress further in contributing to the revitalisation of te reo Māori. This includes plans for in house te reo Māori classes to embed te reo Māori into everyday language in the workplace and beyond, which includes pepeha, karakia and waiata.

The SWRB began the commissioning process for an external Māori expert to develop te reo Māori titles for each SWRB role, interwoven with He Arapaki. Other cultural resources will be developed from this to build the organisation's capability.

## Looking ahead to 2022/23

The SWRB is committed to taking what we have learned this year and using these insights to inform our next year ahead. Our key priorities stem from the lessons we have gleaned from working with the sector and align with government priorities. These are:

1. Active partnership with Māori and responsive to the diverse needs of Aotearoa – strengthening our partnership with Māori by ensuring that He Arapaki and our values are central to our mahi
2. Promoting public trust and confidence in the social work profession, and enabling social workers to demonstrate strong professional practice – strengthening social workers' professional practice and building public trust and confidence in the social work profession
3. To support sufficient social workers to meet the growing demand for social work services – continuing to develop the lead role for sector wide social worker workforce planning.

# COMPILATION REPORT AND DISCLAIMER OF LIABILITY TO THE SOCIAL WORKERS REGISTRATION BOARD

## SCOPE

We have compiled the attached financial statements of the Social Workers Registration Board for the year ended 30 June 2022 on the basis of information provided to us by the Board in accordance with Service Engagement Standard No 2: Compilation of Financial Information issued by Chartered Accountants Australia and New Zealand. These have been prepared in accordance with the financial reporting framework described in Note 1 to the financial statements.

## RESPONSIBILITIES

The Board is solely responsible for the information contained in the financial statements and have determined that the financial reporting framework used is appropriate to meet their needs and the purpose that the financial statements were prepared. The financial statements were prepared exclusively for the Board's benefit. We do not accept responsibility to any other person for the contents of the financial statements.

## NO AUDIT OR REVIEW ENGAGEMENT UNDERTAKEN

Our procedures use accounting expertise to undertake the compilation of the financial projections from information provided to us by the Board. They do not include verification or validation procedures. No audit or review engagement has been performed and accordingly no assurance is expressed.

## DISCLAIMER OF LIABILITY

Neither we nor any of our employees accept any responsibility for the reliability, accuracy or completeness of the compiled financial information nor do we accept any liability of any kind whatsoever, including liability by reason of negligence, to any person for losses incurred as a result of placing reliance on the compiled financial information.

Director

BDO Wellington Limited

50 Customhouse Quay

Wellington

Date

# STATEMENT OF RESPONSIBILITY

The Board is responsible for the preparation of the Social Workers Registration Board's financial statements and statement of performance, and the judgements made in them. The Board is also responsible for any end-of-year performance information provided by the Social Workers Registration Board under section 19A of the Public Finance Act 1989.

The Board has responsibility for establishing and maintaining a system of internal control designed to provide reasonable assurance as to the integrity and reliability of financial reporting. In the Board's opinion, these financial statements and statement of performance fairly reflect the financial position and operation of the Social Workers Registration Board for the year ended 30 June 2022.

Signed on behalf of the Board on 23 June 2023:



**Shannon Pakura**  
Chair



**Adam Davy**  
Board Member (Chair of Finance, Audit and Risk Committee)

## TE KUPU A TE KAIAROTAKE MOTUHAKE INDEPENDENT AUDITOR'S REPORT



### To the Readers of the Social Workers Registration Board's Financial Statements and Performance Information for the Year Ended 30 June 2022

The Auditor-General is the auditor of the Social Workers Registration Board ('the Board'). The Auditor-General has appointed me, Chrissie Murray, using the staff and resources of Baker Tilly Staples Rodway Audit Limited, to carry out the audit of the financial statements and the performance information of the Board on his behalf.

#### Opinion

We have audited:

- the financial statements of the Board on pages 41 to 60, that comprise the statement of financial position as at 30 June 2022, the statement of comprehensive revenue and expense, statement of changes in equity and statement of cash flows for the period ended on that date and the notes to the financial statements including the statement of accounting policies; and
- the performance information of the Board on pages 31 to 33.

In our opinion:

- the financial statements of the Board:
  - present fairly, in all material respects:
    - its financial position as at 30 June 2022; and
    - its financial performance and cash flows for the period then ended; and
  - comply with generally accepted accounting practice in New Zealand in accordance with the Public Benefit Entity Reporting Standards (Reduced Disclosure Regime); and
- the performance information:
  - presents fairly, in all material respects, the Board's performance for the period ended 30 June 2022, including:
    - for each class of reportable outputs:
      - » its standards of delivery performance achieved as compared with outcomes included in the statement of performance expectations for the financial year; and
      - » its actual revenue and output expenses as compared with the forecasts included in the statement of performance expectations for the financial year;
    - what has been achieved with the appropriations; and
    - the actual expenses or capital expenditure incurred compared with the appropriated or forecast expenses or capital expenditure; and
  - complies with generally accepted accounting practice in New Zealand.

Our audit was completed on 13 July 2023. This is the date at which our opinion is expressed. We acknowledge that our audit was completed later than required by Section 156 of Crown Entities Act 2004. This was due to the current auditor shortage in New Zealand.

The basis for our opinion is explained below. In addition, we outline the responsibilities of the Board, our responsibilities relating to the financial statements and the performance information, we comment on other information, and we explain our independence.

### **Basis for our opinion**

We carried out our audit in accordance with the Auditor-General's Auditing Standards, which incorporate the Professional and Ethical Standards and the International Standards on Auditing (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board. Our responsibilities under those standards are further described in the Responsibilities of the auditor section of our report.

We have fulfilled our responsibilities in accordance with the Auditor-General's Auditing Standards.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Responsibilities of the Board of directors for the financial statements and the performance information**

The Board of directors is responsible on behalf of the Board for preparing financial statements and performance information that are fairly presented and comply with generally accepted accounting practice in New Zealand. The Board of directors is responsible for such internal control as it determines is necessary to enable it to prepare financial statements and performance information that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements and the performance information, the Board of directors is responsible on behalf of the Board for assessing the Board's ability to continue as a going concern. The Board of directors is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless there is an intention to merge or to terminate the activities of the Board, or there is no realistic alternative but to do so.

The Board of directors' responsibilities arise from the Crown Entities Act 2004 and the Public Finance Act 1989.

### **Responsibilities of the auditor for the audit of the financial statements and the performance information**

Our objectives are to obtain reasonable assurance about whether the financial statements and the performance information, as a whole, are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit carried out in accordance with the Auditor-General's Auditing Standards will always detect a

material misstatement when it exists. Misstatements are differences or omissions of amounts or disclosures, and can arise from fraud or error. Misstatements are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of readers, taken on the basis of these financial statements and the performance information.

For the budget information reported in the financial statements, our procedures were limited to checking that the information agreed to the Board's Statement of Performance Expectations.

We did not evaluate the security and controls over the electronic publication of the financial statements and the performance information.

As part of an audit in accordance with the Auditor-General's Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. Also:

- We identify and assess the risks of material misstatement of the financial statements and the performance information, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- We obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Board's internal control.
- We evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board of directors.
- We evaluate the appropriateness of the reported performance information within the Board's framework for reporting its performance.
- We conclude on the appropriateness of the use of the going concern basis of accounting by the Board's and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Board's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements and the performance information or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Board to cease to continue as a going concern.
- We evaluate the overall presentation, structure and content of the financial statements and the performance information, including the disclosures, and whether the financial statements and the performance information represent the underlying transactions and events in a manner that achieves fair presentation.
- We obtain sufficient appropriate audit evidence regarding the financial statements and the performance information of the entities or business activities within the Board to express an opinion on the consolidated financial statements and the consolidated performance information. We are responsible for the direction, supervision and performance of the Board audit. We remain solely responsible for our audit opinion.

- We communicate with the Board of directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Our responsibilities arise from the Public Audit Act 2001.

### **Other information**

The Board of directors is responsible for the other information. The other information comprises the information included on pages 1 to 30 and 34 to 36, but does not include the financial statements and the performance information, and our auditor's report thereon.

Our opinion on the financial statements and the performance information does not cover the other information and we do not express any form of audit opinion or assurance conclusion thereon.

In connection with our audit of the financial statements and the performance information, our responsibility is to read the other information. In doing so, we consider whether the other information is materially inconsistent with the financial statements and the performance information or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on our work, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### **Independence**

We are independent of the Board in accordance with the independence requirements of the Auditor-General's Auditing Standards, which incorporate the independence requirements of Professional and Ethical Standard 1: *International Code of Ethics for Assurance Practitioners* issued by the New Zealand Auditing and Assurance Standards Board.

Other than the audit, we have no relationship with or interests in the Board.



### **Chrissie Murray**

Baker Tilly Staples Rodway Audit Limited  
On behalf of the Auditor-General  
Wellington, New Zealand

# 05 FINANCIAL STATEMENTS

## STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES FOR THE YEAR ENDED 30 JUNE 2022

	Notes	2022 Actual \$	2022 Budget \$	2021 Actual \$
<b>REVENUE</b>				
Non-Exchange Revenue	2	4,532,410	4,614,076	4,188,209
Exchange Revenue	2	571,284	335,652	1,038,517
<b>Total Revenue</b>		<b>5,103,694</b>	<b>4,949,728</b>	<b>5,226,726</b>
<b>EXPENSES</b>				
Administration and Overhead costs		108,717	173,579	118,164
Complaints and Tribunal Fees		320,683	180,000	304,033
Publications		134,058	140,108	193,500
Depreciation & Amortisation expense		28,233	117,004	71,068
Personnel costs	3	3,692,049	3,495,211	3,200,380
Other expenses	4	940,951	1,085,320	1,543,915
<b>Total Expenses</b>		<b>5,224,690</b>	<b>5,191,222</b>	<b>5,431,061</b>
<b>Surplus/(deficit) for the year</b>		<b>(120,997)</b>	<b>(241,494)</b>	<b>(204,335)</b>
<b>Total Comprehensive Revenue and Expenses</b>		<b>(120,997)</b>	<b>(241,494)</b>	<b>(204,335)</b>

The above Statement of Comprehensive Revenue and Expenses should be read in conjunction with the accompanying notes.

## STATEMENT OF CHANGES IN NET ASSETS/EQUITY FOR THE YEAR ENDED 30 JUNE 2022

	Total \$
<b>Balance as at 1 July 2020</b>	<b>891,524</b>
Net surplus or deficit / total comprehensive revenue and expense	(204,335)
<b>Net Assets/Equity at 30 June 2021</b>	<b>687,189</b>
<b>Balance as at 1 July 2021</b>	<b>687,189</b>
Net surplus or deficit / total comprehensive revenue and expense	(120,997)
<b>Net Assets/Equity at 30 June 2022</b>	<b>566,193</b>

The above Statement of Changes in Net Assets should be read in conjunction with the accompanying notes.

## STATEMENT OF FINANCIAL POSITION

### AS AT 30 JUNE 2022

	Notes	2022 Actual \$	2022 Budget \$	2021 Actual \$
<b>CURRENT ASSETS</b>				
Cash and Cash Equivalents	6	3,392,409	1,958,497	1,954,856
Investments	7	-	650,000	200,000
Receivables	8	837,679	2,305,093	634,091
Prepayments		133,620	80,477	80,477
<b>Total Current Assets</b>		<b>4,363,708</b>	<b>4,994,067</b>	<b>2,869,425</b>
<b>NON-CURRENT ASSETS</b>				
Property, plant and equipment	9	57,799	50,878	58,878
Intangible assets	10	-	305,268	-
<b>Total Non-Current Assets</b>		<b>57,799</b>	<b>356,146</b>	<b>58,878</b>
<b>TOTAL ASSETS</b>		<b>4,421,507</b>	<b>5,350,213</b>	<b>2,928,303</b>
<b>CURRENT LIABILITIES</b>				
Payables	11	1,429,706	598,717	715,761
Deferred revenue	12	2,152,914	3,710,492	1,285,436
Lease liability	13	29,366	29,366	110,710
Employee entitlements	14	243,329	175,288	129,208
<b>Total Current Liabilities</b>		<b>3,855,315</b>	<b>4,513,863</b>	<b>2,241,114</b>
<b>TOTAL LIABILITIES</b>		<b>3,855,315</b>	<b>4,513,863</b>	<b>2,241,114</b>
<b>NET ASSETS</b>		<b>566,192</b>	<b>836,350</b>	<b>687,189</b>
<b>EQUITY</b>				
Accumulated surplus / (deficit)		566,193	836,350	687,189
<b>TOTAL EQUITY</b>		<b>566,193</b>	<b>836,350</b>	<b>687,189</b>

The above Statement of Financial Position should be read in conjunction with the accompanying notes.

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2022

	Note	2022 Actual \$	2022 Budget \$	2021 Actual \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>				
Revenue receipts		5,753,334	5,946,815	4,760,118
Interest received		14,251	11,496	17,011
Payments to employees		(3,571,189)	(3,501,155)	(3,188,369)
Payments for goods and services		(1,430,321)	(1,983,515)	(2,006,453)
GST (Net)		498,632	-	78,066
<b>Net Cash Inflow/(Outflow) from Operating Activities</b>		<b>1,264,706</b>	<b>473,641</b>	<b>(339,628)</b>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>				
Receipts from sale or maturity of investments		200,000	-	1,311,098
Purchase of property, plant and equipment		(27,154)	(20,000)	(39,367)
Purchase of investments		-	(450,000)	(200,000)
<b>Net Cash Inflow/(Outflow) from Investing Activities</b>		<b>172,846</b>	<b>(470,000)</b>	<b>1,071,732</b>
<b>Net Increase/(Decrease) in Cash and Cash Equivalents</b>		<b>1,437,552</b>	<b>3,641</b>	<b>732,105</b>
Cash and Cash Equivalents at the Beginning of the year		1,954,856	1,954,856	1,222,752
<b>Cash and Cash Equivalents at the end of the year</b>	<b>6</b>	<b>3,392,409</b>	<b>1,958,497</b>	<b>1,954,856</b>

The above Statement of Cash Flows should be read in conjunction with the accompanying notes.

# NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022

## 1. STATEMENT OF ACCOUNTING POLICIES

### Reporting Entity

The Social Workers Registration Board (SWRB) is a Crown entity registered under the Crown Entities Act 2004 and is domiciled and operates in New Zealand. The relevant legislation governing SWRB's operations includes the Crown Entities Act 2004, the Crown Service Enterprise Act 2002 and the Social Workers Registration Act 2003. SWRB's ultimate parent is the New Zealand Crown.

SWRB's main purpose is to provide services to the New Zealand public and does not operate to make a financial return. For the purposes of complying with generally accepted accounting practice in New Zealand ("NZ GAAP"), SWRB is a public sector public benefit entity.

### Basis of Preparation

#### Statement of compliance

The financial statements have been prepared on a going concern basis, and the accounting policies have been applied consistently throughout the year.

The financial statements have been prepared in accordance with the requirements of the Crown Entities Act 2004, which includes the requirement to comply with generally accepted accounting practice in New Zealand (NZ GAAP).

The financial statements have been prepared in accordance with Tier 2 PBE accounting standards and applied disclosure concessions.

The criteria under which the SWRB is eligible to report in accordance with Tier 2 standards are:

SWRB has expenditure less than \$30million; and it is not publicly accountable.

These financial statements for SWRB are for the year ended 30 June 2022 and were authorised for issue by the Board on 23 June 2023. These financial statements comply with the PBE accounting standards reduced disclosure regime.

#### Presentation currency and rounding

The financial statements are presented in New Zealand dollars (\$) which is SWRB's functional and presentation currency. All financial information presented in New Zealand dollars has been rounded to the nearest dollar.

#### Changes in accounting policies

The accounting policies detailed in the following notes have been applied consistently to all periods presented in these financial statements.

#### Critical accounting estimates and assumptions

In preparing these financial statements, SWRB has made estimates and assumptions concerning the future. These estimates and assumptions may differ from the subsequent actual results. Estimates and assumptions are continually evaluated and are based on historical experience and other factors, including expectations of future events and are believed to be reasonable under the circumstances.

The estimates and assumptions that have a significant risk of causing material adjustment to the carrying amounts of assets and liabilities within the next financial year are:

- Useful lives and residual values of property, plant and equipment (refer to note 9)

#### Critical judgements in applying accounting policies

Practising fees revenue non-exchange classification (refer to note 2).

Classification of lease arrangements

## Summary of accounting policies

Significant accounting policies are included in the notes to which they relate.

Significant accounting policies that do not relate to a specific note are outlined below.

### Goods and Services Tax

The financial statements are stated exclusive of Goods and Services Tax (GST), with the exception of receivables and payables, which are stated on a GST inclusive basis. Where GST is not recoverable as input tax, it is recognised as part of the related asset or expense. The net amount of GST recoverable from, or payable to, the IRD is included as part of receivables or payables in the statement of financial position.

The net GST paid to or received from the IRD, including the GST relating to investing activities, is classified as a net operating cash flow in the statement of cash flows.

Commitments and contingencies are disclosed exclusive of GST.

### Income Tax

SWRB is a public authority under the Income Tax Act 2007 and consequently is exempt under s CW 38 from the payment of income tax. Accordingly no provision has been made for income tax.

### Budget figures

The budget figures are derived from the Statement of performance expectations as approved by the Board on 30 June 2021. The budget figures have been prepared in accordance with NZ GAAP, using accounting policies that are consistent with those adopted by the Board in preparing these financial statements, except in relation to software as a service "SaaS" arrangements. The budget treated these costs as an intangible asset, but subsequent to sign off of the budget there was a change in accounting policy that saw the costs expensed.

## Financial Instruments

### Financial Assets

Financial assets and financial liabilities are recognised when SWRB becomes a party to the contractual provisions of the financial instrument.

SWRB derecognises a financial asset or, where applicable a part of a financial asset or part of a group of similar financial assets when the rights to receive cash flows from the asset have expired or are waived, or SWRB has transferred its right to receive cash flows from the asset or has assumed an obligation to pay the received cash flows in full without material delay to a third party; and either:

SWRB has transferred all the risks and rewards of the asset; or

SWRB has neither transferred nor retained all the risks and rewards of the asset, but has transferred control of the asset.

At the reporting date all of SWRB's financial assets are classified as loans and receivables. SWRB determines the classification of its investments at initial recognition and re-evaluates this designation at every reporting date.

### Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market.

At initial recognition, they are recognised at fair value and subsequently measured at amortised cost using the effective interest rate method, less any allowance for impairment.

SWRB's loans and receivables comprise cash and cash equivalents, investments and receivables.

### Impairment of financial assets

SWRB assesses at the end of the reporting date whether there is objective evidence that a financial asset or group of financial assets is impaired. A financial asset or a group of financial assets is impaired and impairment losses are incurred if there is objective evidence of impairment as a result of one or more events that occurred after the initial recognition of the asset (a 'loss event') and that a loss event has an impact on the estimated future cash flows through the use of the financial asset or the group of financial assets that can be reliably estimated.

For financial assets carried at amortised cost, if there is objective evidence that an impairment loss on loans and receivables carried at amortised cost has been incurred, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of the estimated future cash flows discounted at the financial assets original effective interest rate. The carrying amount of the asset is reduced through the use of an allowance account. The amount of the loss is recognised in the surplus or deficit for the reporting period.

In determining whether there is any objective evidence of impairment, SWRB first assesses whether there is objective evidence of impairment of financial assets that are individually significant. If SWRB determines that there is no objective evidence of impairment for an individually assessed financial asset, it includes the asset in a group of financial assets with similar credit risk characteristics and collectively assesses them for impairment. Assets that are individually assessed for impairment and for which an impairment loss is or continues to be recognised are not included in a collective assessment for impairment.

If in a subsequent period, the amount of the impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment was recognised, the previously recognised impairment loss is reversed by adjusting the allowance account. If the reversal results in the carrying amount exceeding its amortised cost, the amount of the reversal is recognised in surplus or deficit.

## Financial liabilities

SWRB's financial liabilities include trade and other creditors. All financial liabilities are initially recognised at fair value (less directly attributable transaction cost) and are measured subsequently at amortised cost using the effective interest method.

## Comparative information

Certain comparative information reclassified in line with the current year presentation. Mainly reclassified the income in advance that is recognised over fee invoices prior to financial position date for the subsequent year and monies not collected. Prior year financial statement not restated on in this regard as this does not have any impact to statement of comprehensive revenue and expenses and net assets of the board.

## Expenses

All expenses are recognised in surplus and deficit within the Statement of Comprehensive Revenue and Expenses, upon utilisation of the service or at the date of their origin.

## Equity

SWRB's capital is its equity, which comprises accumulated funds and contributed capital. Equity is measured as the difference between total assets and total liabilities.

SWRB is subject to the financial management and accountability provisions of the Crown Entities Act 2004, which impose restrictions in relation to borrowings, acquisition of securities, issuing guarantees and indemnities and the use of derivatives

SWRB manages its equity as a by-product of prudently managing revenues, expenses, assets, liabilities, investments, and general financial dealings to ensure SWRB effectively achieves its objectives and purpose, whilst remaining a going concern.

## 2. REVENUE

### Accounting policy

Revenue is recognised when the amount of revenue can be measured reliably and it is probable that economic benefits will flow to SWRB and measured at the fair value of consideration received or receivable.

The following specific recognition criteria in relation to SWRB's revenue streams must also be met before revenue is recognised.

### Revenue transactions

Exchange transactions are transactions in which one entity receives assets or services, or has liabilities extinguished, and directly gives approximately equal value (primarily in the form of cash, goods, services or use of assets) to another entity in exchange.

Non-exchange transactions arise where an entity receives value from another entity without giving approximately equal value in exchange.

## Revenue from non-exchange transactions

### Revenue from the Crown

An amount of \$113,000 of other revenue was received from MSD to fund implementation costs, (2021: \$673,000 to fund implementation costs).

An amount of \$605,000 of other revenue was received from MSD to fund Workforce planning (2021: \$605,000)

An amount of \$450,000 was received from MSD to fund the revenue shortfall (2021: \$115,000)

### Practicing Fees

SWRB's annual recertification cycle runs from 1 July to 30 June. Fees received in advance of the commencement of the recertification cycle are recognised on the first day of the recertification year, that is 1 July. Fees received within the recertification year to which they relate are recognised in full upon receipt.

### Other Revenue from non-exchange transactions

Application fees and fees for competence assessment, competence recertification and non-binding assessment are recognised when all application data has been received.

### Disciplinary Levy

In the 2020 year SWRB have had to restore a disciplinary levy to reflect the costs of managing complaints and disciplinary processes.

The disciplinary levy income is recognised as income upon receipt.

	2022 Actual \$	2021 Actual \$
<b>REVENUE FROM NON-EXCHANGE REVENUE TRANSACTIONS:</b>		
Practicing fees	2,642,824	2,457,591
Crown Funding	450,000	115,000
Disciplinary Levy	721,586	337,618
Implementation Funding	113,000	673,000
Workforce planning income	605,000	605,000
<b>TOTAL NON-EXCHANGE REVENUE</b>	<b>4,532,410</b>	<b>4,188,209</b>
<b>REVENUE FROM EXCHANGE TRANSACTIONS:</b>		
Application fees	214,500	586,097
Competence fees	340,795	434,006
Other revenue	2,542	2,860
Finance Income (note 5)	13,448	15,555
<b>TOTAL EXCHANGE REVENUE</b>	<b>571,284</b>	<b>1,038,517</b>
<b>TOTAL REVENUE</b>	<b>5,103,694</b>	<b>5,226,726</b>

### 3. PERSONNEL COSTS

#### i. Short-term employee benefits

Short-term employee benefit liabilities are recognised when SWRB has a legal or constructive obligation to remunerate employees for services provided with 12 months of reporting date, and is measured at the amounts expected to be paid when the liabilities are settled on an undiscounted basis.

#### ii. Superannuation schemes

Employer contributions to KiwiSaver, the Government Superannuation Fund, and the State Sector Retirement Savings Scheme are accounted for as defined contribution superannuation schemes and are expensed in the surplus or deficit as incurred.

<b>Breakdown of personnel costs and further information</b>	<b>2022 Actual \$</b>	<b>2021 Actual \$</b>
Salaries	3,198,341	2,754,148
Other Fees	388,409	354,027
Superannuation employer contributions	87,732	72,921
Other personnel costs	17,568	19,284
<b>Total personnel costs</b>	<b>3,692,049</b>	<b>3,200,380</b>

During the year ended 30 June 2022 there was one employee who received \$4,000 compensation in relation to their termination (2021: Nil).

The difference in total remuneration reflects the timing of payment of the performance component of the total remuneration.

There have been no payments made to committee members appointed by the Board who are not Board members during the financial year.

There is a board member who works for the public sector and their fees are paid to their employer rather than to the board member.

### 4. EXPENSES

	<b>2022 Actual \$</b>	<b>2021 Actual \$</b>
<b>OTHER EXPENSES</b>		
Audit fees	32,978	25,698
Bad debts	431	2,600
Database - implementation fee	-	264,727
Database expenses	156,924	-
Doubtful debts	59,348	57,391
Legal fees	265,374	269,407
Insurance	11,751	8,572
Computer expenses	32,574	68,716
Professional fees	69,195	97,021
Training and development	57,228	45,769
Staff expenses	28,320	9,065
Other expenses	226,829	694,949
<b>TOTAL OTHER EXPENSES</b>	<b>940,951</b>	<b>1,543,915</b>

## 5. NET FINANCE INCOME

Interest revenue is recognised using the effective interest method by accruing on a time proportion basis the interest due for the investment.

	2022 Actual \$	2021 Actual \$
<b>FINANCE INCOME</b>		
Loans and receivables - Interest received	13,448	15,555
<b>NET FINANCE INCOME</b>	<b>13,448</b>	<b>15,555</b>

## 6. CASH AND CASH EQUIVALENTS

Cash and cash equivalents includes cash on hand, deposits held on call with banks, and other short term, highly liquid investments with original maturities of three months or less.

	2022 Actual \$	2021 Actual \$
Cash on hand and at bank	3,126,779	1,689,911
Cash equivalents - bank call deposits	265,629	264,945
<b>Total cash and cash equivalents</b>	<b>3,392,409</b>	<b>1,954,856</b>
<b>NET CASH AND CASH EQUIVALENTS IN THE STATEMENT OF CASH FLOWS</b>	<b>3,392,409</b>	<b>1,954,856</b>

### ANZ Term Deposit 1050

Maturity date: 18/07/2022  
Amount: \$400,000

### ANZ Term Deposit 1051

Maturity date: 15/08/2022  
Amount: \$250,000

### ANZ Term Deposit 1052

Maturity date: 14/09/2022  
Amount: \$250,000

## 7. SHORT TERM INVESTMENTS

Short term investments comprise term deposits which have a maturity greater than three months and therefore do not fall into the category of cash and cash equivalents.

Bank term deposits are initially measured at the amount invested. Interest is subsequently accrued and added to the investment balance.

	2022 Actual \$	2021 Actual \$
<b>SHORT TERM INVESTMENTS</b>		
ANZ Term Deposits	-	200,000
<b>TOTAL SHORT TERM INVESTMENTS</b>	<b>-</b>	<b>200,000</b>

## 8. TRADE RECEIVABLES

Short term receivables are recognised at fair value and subsequently measured at amortised cost using the effective interest rate method, less any allowance for impairment.

A receivable is considered uncollectable when there is evidence the amount due will not be fully collected. Impairment is the difference between the carrying value and the present value of expected cash flows discounted at the original effective interest rate.

	2022 Actual \$	2021 Actual \$
<b>RECEIVABLES UNDER EXCHANGE TRANSACTIONS</b>		
Interest receivable	473	1,277
<b>Total receivables under exchange transactions</b>	<b>473</b>	<b>1,277</b>

	2022 Actual \$	2021 Actual \$
<b>RECEIVABLES UNDER NON-EXCHANGE TRANSACTIONS</b>		
Accounts receivable	962,904	698,814
less: provision for impairment	(125,698)	(66,000)
<b>Total receivables under non-exchange transactions</b>	<b>837,206</b>	<b>632,814</b>
<b>Total Receivables</b>	<b>837,679</b>	<b>634,091</b>

All receivables greater than 30 days in age are considered past due.

Receivables are normally assessed for collectability on an individual basis.

Movements in the provision for uncollectability of receivables are as follows:

	2022 Actual \$	2021 Actual \$
Balance at 1 July	66,000	12,868
Write off of provision during the year	(8,552)	(12,868)
Additional provisions made during the year	68,250	66,000
<b>Balance at 30 June</b>	<b>125,698</b>	<b>66,000</b>

## 9. PROPERTY, PLANT AND EQUIPMENT

### i. Recognition and measurement

Items of property plant and equipment are initially measured at cost and subsequently measured at cost less accumulated depreciation and impairment losses. Cost includes expenditure that is directly attributable to the acquisition of the asset. Where an asset is acquired through a non-exchange transaction its cost is measured at its fair value at the date of acquisition.

### ii. Subsequent expenditure

Subsequent expenditure is capitalised only when it is probable that the future economic benefits associated with the expenditure will flow to SWRB. Ongoing repairs and maintenance are expensed as incurred.

### iii. Disposals

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount of the asset. Gains and losses on disposal are reported net in the surplus or deficit.

### iv. Depreciation

Depreciation is based on the cost of an asset less its residual value. Significant components of individual assets that have a useful life that is different from the remainder of those assets, those components are depreciated separately. Depreciation is recognised in surplus or deficit on a straight line or diminishing value basis over the estimated useful lives of each component of an item of property, plant and equipment.

*The depreciation rates for the prior period:*

Leasehold Improvements	16.7% SL
Computer Equipment	48% DV
Furniture & Fittings	18% - 40% DV

*The depreciation rates for the current period:*

Leasehold improvements	16.7% SL
Computer Equipment	48% DV
Furniture & Fittings	18% - 40% DV

Depreciation methods, useful lives, and residual values are reviewed at reporting date and adjusted if appropriate. Leasehold improvements are depreciated over the unexpired period of the lease or the estimated remaining useful lives of the improvements, whichever is the shorter.

### v. Impairment of property, plant and equipment

*Non cash-generating assets*

All items of property, plant and equipment are reviewed for indicators of impairment annually and recoverable service amount is estimated if such indicators are identified. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable service amount. The recoverable service amount is the higher of an asset's fair value, less costs to sell, and value in use.

Value in use is the present value of an asset's remaining service potential. It is determined using an approach based on either a depreciated replacement cost approach, or a service units approach. The most appropriate approach used to measure value in use depends on the nature of the impairment and availability of information.

If an assets carrying amount exceeds its recoverable service amount, the asset is regarded as impaired and the carrying amount is written down to the recoverable amount. The total impairment loss is recognised in the surplus or deficit.

The reversal of an impairment loss is recognised in the surplus or deficit.

## Breakdown of property, plant and equipment and further information

Movements for each class of property, plant, and equipment is as follows:

	Furniture & office equipment \$	Computer equipment \$	Total \$
<b>COST</b>			
Balance at 1 July 2020	130,853	156,725	287,578
Additions	6,555	34,356	40,911
Disposals	(69,995)	(31,187)	(101,182)
<b>Balance at 30 June 2021 / 1 July 2021</b>	<b>67,413</b>	<b>159,893</b>	<b>227,306</b>
Additions	4,915	22,239	27,154
Disposals	-	-	-
<b>Balance at 30 June 2022</b>	<b>72,328</b>	<b>182,133</b>	<b>254,460</b>

	Furniture & office equipment \$	Computer equipment \$	Total \$
<b>ACCUMULATED DEPRECIATION AND IMPAIRMENT LOSSES</b>			
Balance at 1 July 2020	94,460	117,059	211,519
Depreciation expense	6,169	32,094	38,263
Elimination on disposal	(51,832)	(29,522)	(81,354)
<b>Balance at 30 June 2021 / 1 July 2021</b>	<b>48,796</b>	<b>119,632</b>	<b>168,428</b>
Depreciation expense	6,320	21,913	28,233
<b>Balance at 30 June 2022</b>	<b>55,116</b>	<b>141,544</b>	<b>196,661</b>

### CARRYING AMOUNTS

As at 1 July 2020	36,393	39,666	76,059
<b>Balance at 30 June 2021 / 1 July 2021</b>	<b>18,617</b>	<b>40,262</b>	<b>58,878</b>
<b>Balance at 30 June 2022</b>	<b>17,211</b>	<b>40,588</b>	<b>57,799</b>

### Restrictions

There are no restrictions over the title of SWRB's assets, nor are any assets pledged as security for liabilities

### Capital commitments

There are no capital commitments.

## 10. INTANGIBLE ASSETS

### i. Recognition and measurement

Intangible assets are capitalised on the basis of the costs incurred to acquire and bring to use the specific software.

Costs that are directly associated with the development of software for internal use are recognised as an intangible asset.

Staff training costs are recognised as an expense when incurred.

### ii. Subsequent Expenditure

Subsequent expenditure is capitalised only when it increases the future economic benefits embodied in the specific asset to which it relates. All other expenditure, including expenditure on internally generated goodwill, is recognised in surplus or deficit as incurred.

Costs associated with maintaining computer software are expensed when incurred.

Costs associated with development and maintenance of SWRB's website are expensed when incurred, if the relevant criteria are met.

### iii. Amortisation

Amortisation is recognised in surplus or deficit on a straight line basis over the estimated useful lives of each amortisable intangible asset. The amortisation charge for each financial year is expensed in the surplus or deficit.

The useful lives and associated amortisation rates of major classes of intangible assets have been estimated as follows:

Website and database	5 years	20% SL
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### iv. Impairment of intangible assets

Refer to the policy for impairment of property, plant and equipment in Note 9. The same approach applies to the impairment of intangible assets.

### v. Critical accounting estimates and assumptions

Estimating useful lives of software assets

SWRB's internally generated software largely comprises an interactive database provided to the public as part of SWRB's regulatory functions. Internally generated software has a finite life, which requires SWRB to estimate the useful life of the software assets.

In assessing the useful lives of software assets, a number of factors are considered, including:

- the period of time the software is intended to be in use;
- the effect of technological change on systems and platforms; and
- the expected timeframe for the development and replacement systems and platforms.

An incorrect estimate of the useful lives of software assets will affect the amortisation expense recognised in the surplus or deficit, and the carrying amount of the software assets in the statement of financial position.

SWRB has estimated a useful life of 5 years for its regulatory platform. This useful life is still considered reasonable based on the current performance and use of the software. There are currently no indicators the period of use of the software will be materially different.

Software-as-a-Service (SaaS) arrangements are service contracts providing SWRB with the right to access the cloud provider's application software over the contract period. Costs incurred to configure or customise, and the ongoing fees to obtain access to the cloud provider's application software, are recognised as operating expenses when the services are received.

Some of these costs incurred may be for the development of software code that enhances or

modifies, or creates additional capability to, existing on-premise systems and meet the definition of and recognition criteria for an intangible asset. These costs are recognised as intangible software assets and amortised over the useful life of the software on a straight-line basis. The useful lives of these assets are reviewed at least at the end of each financial year, and any change accounted for prospectively as a change in accounting estimate.

During the 2021 financial year, SWRB's new database went live and management have determined that it is correct to treat it as a SaaS arrangement and the implementation costs we expensed as incurred.

## Breakdown of intangible assets and further information

Movements for each class of intangible asset are as follows:

	Database & Website \$	Total \$
<b>COST</b>		
Balance at 1 July 2020	591,220	591,220
Additions	-	-
Disposals	(588,276)	(588,276)
<b>Balance at 30 June 2021 / 1 July 2021</b>	<b>2,944</b>	<b>2,945</b>
Additions	-	-
Disposals	-	-
<b>Balance at 30 June 2022</b>	<b>2,944</b>	<b>2,944</b>

	Database & Website \$	Total \$
<b>ACCUMULATED DEPRECIATION AND IMPAIRMENT LOSSES</b>		
Balance at 1 July 2020	576,701	576,701
Amortisation expense	-	-
Elimination on disposal	(573,757)	(573,757)
<b>Balance at 30 June 2021 / 1 July 2021</b>	<b>2,944</b>	<b>2,944</b>
<b>Balance at 30 June 2022</b>	<b>2,944</b>	<b>2,944</b>

### CARRYING AMOUNTS

Balance at 1 July 2020	14,521	14,521
Balance at 30 June 2021 / 1 July 2021	-	-
<b>Balance at 30 June 2022</b>	<b>-</b>	<b>-</b>

## Restrictions

There are no restrictions over the title of SWRB's intangible assets, nor are any intangible assets pledged as security for liabilities.

## Capital commitments

There are no capital commitments.

## 11. PAYABLES

Short term payables are recorded at the amount payable.

	2022 Actual \$	2021 Actual \$
<b>PAYABLES UNDER EXCHANGE TRANSACTIONS</b>		
Accounts payable	472,141	268,811
Accruals	78,166	66,183
<b>Total payables under exchange transactions</b>	<b>550,307</b>	<b>334,994</b>

	2022 Actual \$	2021 Actual \$
<b>PAYABLES UNDER NON-EXCHANGE TRANSACTIONS</b>		
Taxes payable (GST)	879,399	380,767
<b>Total payables under non-exchange transactions</b>	<b>879,399</b>	<b>380,767</b>
<b>Total Payables</b>	<b>1,429,706</b>	<b>715,761</b>

## 12. DEFERRED REVENUE

	2022 Actual \$	2021 Actual \$
<b>DEFERRED REVENUE UNDER NON-EXCHANGE TRANSACTIONS</b>		
Income in advance (practising fees)	2,152,914	1,285,436
<b>Total deferred revenue under non-exchange transactions</b>	<b>2,152,914</b>	<b>1,285,436</b>

SWRB's practising certificate year commences on 1 July. Fees invoiced prior to balance date for the subsequent year are recorded as fees received in advance.

## 13. OPERATING LEASE

### i. Operating leases

Leases that do not transfer substantially all the risks and rewards incidental to ownership of the leased assets are classified as operating leases.

Payments made under operating leases are recognised in surplus or deficit on a straight-line basis over the term of the lease. Lease incentives received are recognised as an integral part of the total lease expense, over the term of the lease.

(i) Leases as lessee

	2022 \$ < 1 year	2022 \$ 2-5 years	2021 \$ < 1 year	2021 \$ 2-5 years
<b>RENTAL LEASE</b>				
Level 7, 110 Featherston St, Wellington				
Operating lease	76,315	-	175,242	76,315
<b>Total rental lease commitments</b>	<b>76,315</b>	<b>-</b>	<b>175,242</b>	<b>76,315</b>

The lease commenced on 14 June 2019 and expires on the 8 December 2022. Subsequent to the balance date lease extended for the period from 8 December 2022 to 30 June 2024.

As at 30 June 2022 a lease incentive of \$29,366 has been recognised in the financial statements and \$110,710 in the 2021 year.

SWRB has no lease commitments for the period five years or later (2021:Nil)

## 14. EMPLOYEE ENTITLEMENTS

### Short term employee entitlements

Employee benefits that are to be settled within 12 months after the end of the year in which the employee provides the related service are measured based on accrued entitlements at current rates of pay. These include salaries and wages accrued up to balance date, annual leave earned but not yet taken at balance date.

A liability and an expense are recognised for bonuses where there is a contractual obligation or where there is past practice that has created a constructive obligation and a reliable estimate of the obligation can be made.

### Long term employee entitlements

Employee benefits that are due to be settled beyond 12 months after the end of the year in which the employee provides the related service, such as long service leave and retirement gratuities, have been calculated on an actuarial basis. The calculations are based on:

- likely future entitlements accruing to employees, based on years of service, years to entitlement, the likelihood that employees will reach the point of entitlement, and contractual entitlement information; and
- the present value of the estimated future cash flows.

### Presentation of employee entitlements

Annual leave and vested long service leave are classified as a current liability. Non-vested long service leave and retirement gratuities expected to be settled within 12 months of balance date

are classified as a current liability. All other employee entitlements are classified as a non-current liability.

## Critical accounting estimates and assumptions

### Measuring retirement and long service leave obligations

Long service leave is calculated using the the Projected unit credit (PUC) method.

The present value of long service leave obligations depend on a number of factors that are determined on an actuarial basis. The two key assumptions used in calculating this liability include the discount rate and the salary inflation factor. Any changes in these assumptions will affect the carrying amount of the liability.

The salary inflation factor of 2.5% has been determined after considering historical salary inflation patterns. Actual entitlement owing has been used in 2020 due to the long service leave vesting.

### Breakdown of employee entitlements

	2022 Actual \$	2021 Actual \$
<b>CURRENT PORTION</b>		
Annual leave	181,727	100,540
Salaries payable	61,602	28,668
	<b>243,329</b>	<b>129,208</b>

## 15. CONTINGENCIES

There are no contingent liabilities and no contingent assets as at 30 June 2022 (Contingent liabilities and assets at 30 June 2021: nil).

## 16. EQUITY

	2022 Actual \$	2021 Actual \$
Opening Balance	687,189	891,524
Accumulated surplus / (deficit)	(120,997)	(204,335)
<b>Total Equity</b>	<b>566,193</b>	<b>687,189</b>

## 17. RELATED PARTY TRANSACTIONS

SWRB is a wholly owned entity of the Crown.

Related party disclosures have not been made for transactions with related parties that are:

- within a normal supplier or client / recipient relationship; and
- on terms and conditions no more or less favourable than those that it is reasonable to expect SWRB would have adopted in dealing with the party at an arm's length in the same circumstances.

BDO performed accounting & consulting services for the board during the year. BDO is a related party because Adam Davy (Council member) is also a partner of BDO. The value of services provided in the year was \$56,333 (2021 : 85,392). At the year end, \$20,453 was owed to BDO by Social Workers Registration Board. (2021 : 10,365).

	2022 Actual	2021 Actual
<b>Key management personnel compensation</b>		
<b>BOARD MEMBERS</b>		
Remuneration	\$ 72,000	\$ 72,000
Full time equivalent members	0.84	0.64
<b>LEADERSHIP TEAM</b>		
Remuneration	\$ 1,034,048	\$ 831,715
Full time equivalent members	6.00	5.02
<b>Total key management personnel remuneration</b>	<b>\$ 1,106,048</b>	<b>\$ 903,715</b>
<b>Total full-time equivalent personnel</b>	<b>6.84</b>	<b>5.66</b>

A direct family members of a key management personnel is employed by Social Workers Registration Board on normal employment terms.

The total aggregate remuneration paid to the family member during the 2022 financial year is \$29,475.64 (LY: \$17,042.13).

## 18. FINANCIAL INSTRUMENTS

The carrying amounts of financial assets and liabilities in each of the financial instrument categories are as follows:

	Note	2022 Actual \$	2021 Actual \$
<b>FINANCIAL LIABILITIES MEASURED AT AMORTISED COST</b>			
Payables (excluding deferred revenue and taxes payable)	11	550,307	334,994
Employee entitlements	14	243,329	129,208
Lease liability	13	29,366	110,710
<b>Total financial liabilities measured at amortised cost</b>		<b>823,002</b>	<b>574,911</b>
<b>LOANS AND RECEIVABLES AT AMORTISED COST</b>			
Cash and cash equivalents	6	3,392,409	1,954,856
Receivables	8	837,679	634,091
Short term investments	7	-	200,000
<b>Total loans and receivables at amortised cost</b>		<b>4,230,087</b>	<b>2,788,948</b>

## 19. EXPLANATION OF MAJOR VARIANCES AGAINST BUDGET

Explanations of major variances from SWRB's budgeted figures for statements of financial position, statements of cash flows and statement of comprehensive revenue and expense.

### Statement of comprehensive revenue and expense

Overall revenue is \$154k above budget.

Revenue is above budget this is primarily due to current higher volumes from the annual practising certificate renewals and new registration applications

Overall expenditure is \$33k higher on budget with increases and decreases across various categories.

#### Personnel cost (over budget \$0.189m)

- Personnel cost is high than budget due to fixed term resources have been brought in to support Māori Development and Complaint Disciplinary area.

#### Other expense (under budget \$0.144m)

- Other expense is lower than budget as SWRB continues to take a prudent approach to manage operating expenditure.

#### Complaints and Tribunal cost (over budget \$0.140m)

- Complaints and Tribunal Fees is high than budget due to high volume and complexity of case.

#### Depreciation & Amortisation expense (under budget \$0.089m)

- Amortisation expense is lower than budget due to a change in accounting treatment of database with a move to software as a service model rather than an ownership model.

### Statement of Financial Position

Cash and Cash Equivalents are higher due to SWRB receiving more money back from their debtors than planned.

#### Cash and Cash Equivalents (over budget \$1.433m)

- Receivables are lower due to SWRB receiving more revenue back from debtors than initially planned.

#### Receivables (under budget \$1.467m)

- Deferred Revenue is lower than budget due to more revenue being recognised than initially planned

#### Deferred Revenue (over budget \$1.557m)

### Statement of Cash Flows

There is a 200k variance between receipts from sale or maturity of investments and a 450k variance between purchase of investments and the budgetted figure due to SWRB's choice not to reinvest their term deposit.

## 20. EVENTS AFTER REPORTING DATE

There are no events after reporting date.

## 21. BREACH OF STATUTORY REPORTING DEADLINE

Social Workers Registration Board was required under Section 156 of Crown Entities Act 2004 to complete its audited financial statements and service performance information by 31 December 2022. This timeframe was not met due to the late completion of the audit.





## Social Workers Registration Board

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