



**Social Workers
Registration Board**
Kāhui Whakamana Tauwhiro

Aotearoa's social worker regulator and Lead
Agency for social worker workforce planning

ANNUAL REPORT 2022–2023

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*

CONTENTS

01: Board Chair and Chief Executive foreword	2
02: Highlights of the year	4
03: Who we are and what we do	5
04: Regulatory role	9
Registration pathways	9
Professional practice	13
The disciplinary framework	17
Projects and research	23
05: Workforce Planning for all social workers	26
Work undertaken by the SWRB in this role to date	26
Social Worker Workforce Survey and Report	27
Cross Government Agency Hui – ‘Connect, Communicate, Collaborate’	28
06: Corporate Responsibility	29
Our organisation – people and structure	29
Māori Development	39
Agency engagement	40
Corporate Accountability	41
Financial position	41
07: Statement of Service Performance	43
Statement of Performance Expectations (SPE) Measures	43
Statement of Intent (SOI) Measures	45
Te kupu a te kaiarotake motuhake Independent auditor’s report	47
08: Financial Statements	51

The Social Workers Registration Board’s Annual Report 2022–2023 tells the story of our activity and achievements for the year from 1 June 2022 to 31 July 2023. It reviews our financial and non-financial performance against our priorities and obligations. It includes our financial statements and expresses how we deliver outcomes for all New Zealanders.

01 BOARD CHAIR AND CHIEF EXECUTIVE FOREWORD

Ka mua, ka muri - 'walking backwards into the future'.

The whakataukī - ka mua, ka muri - expresses the idea that we look to the past to inform the future. As we present the Annual Report for 2022-23, we describe the journey of the Social Workers Registration Board (SWRB), applying our insights and learning to the future. The cycle of plan, implement, evaluate and review ensures that we keep lifting our performance. We look back for clues to the ways forward, but also understand that the future is shaped by what we have achieved and our intention.

As mandatory registration beds in, there is a sense of our growing maturity as a government entity and the national regulator of the social work profession. We have moved on from a significant period of change and growth into a steadier state of consolidation and quality improvement. We acknowledge that for many in the sector there remain significant challenges, including further impacts of the post-Covid environment and severe weather events in parts of the country that have caused damage and devastation.

Through our regulatory role we continue to support and encourage social workers in their professional practice. We are starting to reap the benefits of system improvements and investment in infrastructure, enabling us to streamline some of our processes, including the renewal of practising certificates.

Responding to concerns and complaints through our disciplinary procedures is essential to our public safety role. By holding social workers accountable for their practice we maintain standards, which in turn will build public trust and confidence in the profession.



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

The number of complaints and concerns raised with us is still relatively high, which is to be expected within a newly mandatory environment. We no longer outsource advice for our Professional Conduct Committees – a step which has introduced efficiencies and consistency in our commitment to natural justice.

Our work as a regulator has provided the platform for other key activity that connects with the wider social sector. Having been assigned the role of lead agency for workforce planning for all social workers (announced in 2021), we have built on our initial work in this area which focused on gathering evidence and sharing insights. Although developing this knowledge base remains key to understanding the pressures facing the workforce, this year we have made substantial progress in strengthening our networks and making connections for key agencies and employers to share their priorities for tackling workforce issues.

It was a significant year for the profession, with the extension of pay equity to social workers in iwi and community-based social service providers. We see this as important recognition of the huge value and contribution that registered social workers bring to working with rangatahi, whānau and communities. The awarding of pay equity has shone a light on who is classed as a social worker for the purpose of the settlement. It has provided us an opportunity to find out more about the people who undertake work that is the same or substantially similar to social work in roles where registration is not a requirement. As we seek to build a better collective understanding of this workforce, we draw on our regulatory experience and focus on public safety. Our work in this area continues into 2023-2024.

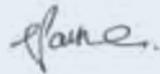
In 2022, for the first time, we commissioned research to explore public trust and confidence in social work. The findings highlighted that in relation to health professions, social work is not held in such high regard and that there is lower public confidence in social workers. However, the research also highlighted that there is a lack of clarity about what social workers do and the differences between social workers and other professionals in the wider social sector. Raising public awareness about the strengths of the profession and building understanding of what social workers do and their professional obligations will be a focus of future activity.

In 2022 we received funding through the Government's Wellbeing Budget for a project with Oranga Tamariki to build Oranga Tamariki Social Worker Capability. A project team has been appointed and started the work to develop the SWRB's approach to setting standards in education and training and provide input into training material to improve social workers' regulatory compliance.

These new initiatives have been undertaken during a period of embedding corporate improvements. There is greater transparency in our finances, where we have focused on ensuring that costs are being recovered appropriately from our fee income, recognising that changes to fees and the disciplinary levy came into effect for many social workers in the 2022/23 year. We have become more robust as an organisation through refreshing our operating model,

embedding He Arapaki – our Māori Development Strategy, introducing a project management framework and through activity such as a public records audit.

This will stand us in good stead for the year ahead, where we look forward to continuing to contribute to public safety as a regulator, and government outcomes as a Crown Entity and working across the wider social sector.

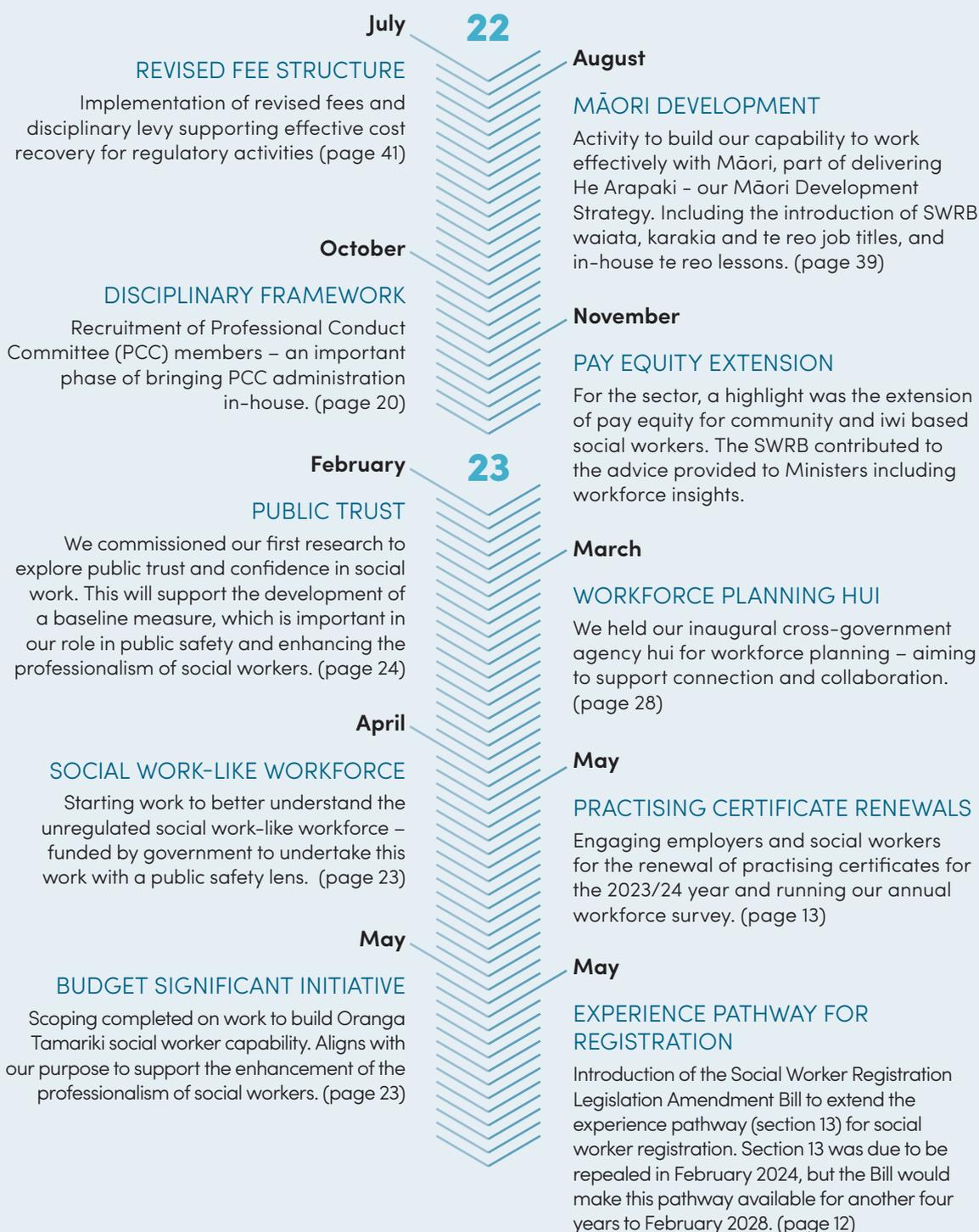


Shannon Pakura RSW
SWRB Chair



Sarah Clark
SWRB Chief Executive

02 HIGHLIGHTS OF THE YEAR



03 WHO WE ARE AND WHAT WE DO

The Social Workers Registration Board (SWRB) is Aotearoa New Zealand's occupational regulator of the social work profession, established under the Social Workers Registration Act 2003. In addition, we are the Lead Agency for workforce planning for all social workers. As a Crown Agent under the Crown Entities Act 2004, we are monitored by the Ministry of Social Development and accountable to the Minister for Social Development and Employment. Who we are and what we do is outlined in Figure 1 overleaf.

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 areas of focus

Our organisation has three key areas of focus: Regulatory, Workforce and Crown.

Regulatory

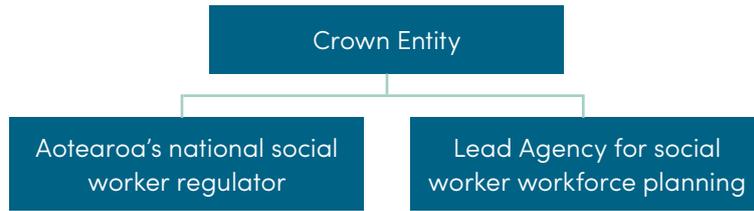
Our role as the regulator of social workers is set out in the Social Workers Registration Act 2003 and includes enhancing the professionalism of social workers. We use a range of regulatory tools, including:

- the registration of social workers and maintaining a public register of social workers
- issuing practising certificates
- publishing a scope of practice, code of conduct, and core competencies
- managing concerns, complaints, and notifications
- prescribing standards in social work education.

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 also provide policy advice to Government that supports professional and accountable social work.

Our regulatory functions are funded on a cost recovery basis, through the fees and disciplinary levy.

We continue our journey towards being a modern regulator, seeking a Tiriti-informed, regulatory approach, which includes active partnership with Māori and alignment with our values. 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 with which we interact.



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).

Figure 1: SWRB's areas of focus

Workforce

The SWRB is the Lead Agency for workforce planning for all social workers. 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 provide insights for others to use in workforce planning.

The Cabinet Paper designating the SWRB the Lead Agency describes the SWRB as establishing a minimal workforce planning function with an emphasis on building evidence on workforce pressures and relationships across the sector that will help to inform any future funding requirements through the budget process. The Cabinet Paper also 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.

The Lead Agency role aligns with the stated purpose of the Social Workers Registration Act 2003 to protect public safety and enhance the professionalism of social workers, which enables us to report to Government through our existing accountability relationship with the Minister for Social Development and Employment and the Ministry of Social Development.

This role is fully funded by the Crown.

Crown Agent

The SWRB is a Statutory Crown Agent under the Crown Entities Act 2004. As part of the Crown, we must meet the requirements of the Crown Entities Act, the Public Service Act 2020, and the Public Finance Act 1989, as well as our own establishment legislation. The SWRB is governed by a seven-member Board appointed by the Minister for Social Development and Employment.

The SWRB's performance is monitored by the Ministry of Social Development on behalf of the Minister for Social Development and Employment. 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.

Our outcomes

Our outcomes guide where we put our effort and resources and are driven by how we bring our legislation to life and reflect priorities of our Minister and government. Our Outcomes Framework 2022-2026 outlines our high-level outcomes:

- To be an active partner with Māori
- To be responsive to Aotearoa's diverse communities
- To promote public trust and confidence in the social work profession
- To enable social workers to demonstrate strong professional practice
- To support registration of sufficient social workers to meet the growing demand for social work services.

Our values

Our purpose, areas of focus and outcomes are delivered in alignment with ō matou uara (our values). Ō mātou uara support us to fulfil our aspirations under He Arapaki – our Māori Development Strategy – in a way that recognises that our approach, to uphold the mana of all, is as important as our deliverables. You can read more about He Arapaki on page 39.



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.

Our Te Tiriti o Waitangi Statement

As the SWRB, we recognise the Crown-Māori commitment as Te Tiriti o Waitangi partners and are committed to improving services and outcomes for Māori, strengthening the Crown's relationship with Māori, and developing our Māori capability.

04 REGULATORY ROLE

Our regulatory role is central to our organisation's work to ensure public safety. In our second full year of mandatory registration for social workers, we continued to make quality improvements to our systems and processes, including:

- our registration system for new graduates
- our procedures for the section 13 experience pathway, including the analysis of applicants' backgrounds and competence
- the overseas registration pathway for social workers with qualifications from overseas institutions, and
- our complaints and notifications system and the disciplinary framework.

In 2022, the SWRB established a new cycle of Statement of Intent (SOI) measures, reflecting the significant changes which have occurred for the organisation in the years prior. We continue to work on establishing sound baseline measures as our understanding and insights develop in a mandatory registration environment. This includes better understanding of the confidence and trust the public have in social workers.

REGISTRATION PATHWAYS

Registration with a New Zealand social work qualification

The principal pathway to registration as a social worker in New Zealand is through a prescribed social work qualification from one of 18 domestic tertiary education providers. All graduates of these New Zealand social work programmes are deemed to be competent to practise social work through their qualification. A further public safety check is made through requiring a reference from someone who can attest to the candidate's social work practice and police vetting, before a candidate becomes provisionally registered. Two thousand hours of social work practice are required before full registration is achieved.

The SWRB prescribes social work qualifications under the provisions of section 5B of the Social Workers Registration Act 2003 (the Act). We recognise two levels of social work programmes: an undergraduate 4-year, full-time equivalent bachelor's degree, and a postgraduate, 2-year full-time equivalent master's degree. These social work programmes are offered by a range of tertiary education institutions: universities, Te Pūkenga (previously Institutes of Technology and Polytechnics), wānanga and a private training establishment. It is important that the curriculum, teaching, academic staff, campuses, and relationships with stakeholders and students support graduates to become competent to practise social work in the New Zealand context.

Performance measures for registration

	Target met	Improvement from 2021/22
Timeliness		
Satisfaction		

See page 43 for full tables.

Feedback from registration applicants

"I'd like to take the opportunity to thank you for your help and advice through this process. This is much appreciated."

"Thank you so much for your considerate and encouraging communication during this process, I feel so deeply grateful and endeared to the Social Work Registration process!"

Education reviews

The SWRB reviews social work education providers regularly to ensure that programmes continue to meet the required standards. The SWRB reviewed 11 of the 18 social work education providers in 2022/23, the largest number of reviews that the SWRB has conducted in a twelve-month period. Each social work programme is assessed across six standards including: governance, curriculum, field education, admission criteria, stakeholder engagement and staff resources.

The purpose of the education review is to ensure that graduating social workers are achieving competence and that the safety of the public is protected. Each review is concluded with commendations, recommendations, and requirements. A requirement is put in place when a programme has not met a particular measure from the programme recognition standards.

Commendations from the reviews were most likely to relate to excellence in the curriculum. Notably, institutions were commended on their application of te ao Māori and matauranga Māori across the programme. Where requirements were put in place, these were most likely to be in relation to Staff resources or Stakeholder engagement.

A recurring theme that became apparent across review was the impact of financial hardship on social work students as they struggled to support themselves while undertaking their field education placements. A significant proportion of social work students study while working. The two 12-week placements are unpaid, and through the reviews we heard that some students were in the position of needing to give up their employment to complete their study. This is particularly challenging for mature students with dependant whānau.

Reviews undertaken over the 2022/23 year

Tertiary Education Provider	Date of review
Ara Te Pūkenga	July 2022
Unitec Te Pūkenga	July 2022
Toi Ohomai Te Pūkenga	August 2022
Te Wānanga o Aotearoa	September 2022
Wintec Te Pūkenga	September 2022
University of Otago	October 2022
Te Wānanga o Raukawa	October 2022
Manukau Institute of Technology Te Pūkenga	November 2022
The University of Waikato	November 2022
Eastern Institute of Technology Te Pūkenga	November 2022
Massey University	June 2023



Visits to education providers, clockwise from top: Ara | Te Pūkenga, Unitec | Te Pūkenga, Te Wānanga o Raukawa

The review of the programme recognition standards, started in 2021, progressed following engagement with the sector, to develop the draft education standards. The second phase of this review is timetabled to begin in the second quarter of 2023/24 when, after an assessment of legislative and regulatory compliance and consequent amendments, the education standards will be put out for public and sector consultation.

Registration by the Experience Pathway: S13

The Experience Pathway: S13 is a route to registration for people who have been working in social work for a number of years, but who do not have a recognised social work qualification. The Experience Pathway is provided for under section 13 of the Social Workers Registration Act 2003.

The Experience Pathway: S13 is an important registration route for many, including Māori and Pacific practitioners. Successful applicants typically have been using their skills and experience over many years to make an important contribution to whānau and communities, despite not having a recognised social work qualification.

We continue to refine the Experience Pathway: S13 process to ensure it is accessible and effective. The process ensures that those registered are competent and safe to practise, as well as having the requisite experience practising social work in New Zealand to compensate for the lack of a social work qualification. Hui are held for kaiarotake (assessors) to meet with applicants. This enables applicants to give a fuller picture of their competency which may not have been fully apparent in their written application. The changes have resulted in some applicants facing longer processing times, which we recognise can be frustrating. However we consider the changes to be necessary to ensure we have a strong and robust system in place.

There has been a rise in the number of applications in recent months, some sponsored by employers. We continue to make process improvements, including developing tools which will enable potential applicants to assess their likelihood of meeting registration criteria. Changes to the assessment and moderation process to support applicants with options such as hui with kaiarotake have meant that the performance measure in the Statement of Performance Expectations – “Number of valid Section 13 Experience Pathway applications that are assessed and moderated within 60 working days of being assigned” – is no longer appropriate.

The Experience Pathway: S13 is due to be repealed on 27 February 2024 under section 24 of the Social Workers Registration Legislation Act 2019. The Social Worker Registration Legislation Amendment Bill was introduced in May 2023, seeking to extend the pathway for another four years. The SWRB was an advisor, alongside the Ministry of Social Development, to the Social Services and Community Committee. The Bill was reported back ahead of the House being dissolved for the General Election.

Feedback from registration applicant

“I just wanted to thank you properly because you have taken all the stress away and helped me organise my Section 13. I got time to re-read your email properly and think every person doing the ‘hard yards’ Section 13 should get this email. It’s easy to understand and you have supplied me with all the forms! Now I feel sorted! Phew!”

Applications from overseas qualified social workers

The SWRB had already seen an increase in overseas applications for registration after the reopening of the border following the COVID-19 restrictions. This year there has been a further spike in interest due to the addition of social work to the Immigration New Zealand’s Green list in April 2023.

It is important to have thorough processes in place to ensure applicants’ qualifications and social work experience enable them to practise safely in Aotearoa New Zealand. This is a lengthier process than for a New Zealand qualified applicant and includes a thorough competency assessment as part of their application. For the first time since the SWRB was established, the number of open overseas applications is greater than the number of open applications from domestic graduates. The impact on numbers registering should become apparent in next year’s registration numbers.

Feedback from registration applicants

“I’ve been in touch often and I am so impressed with the swiftness of all the work with the SW registration board! Thank you”

“Many thanks for your excellent advice and effective communication throughout the processes. This is greatly appreciated.”

Registered social workers – the numbers

Managing the register of social workers is a statutory requirement. Information about registered social workers and their practising status is available on the public register which is online and searchable. The register is supported by our IT system IMIS. We continue to refine and make improvements to our data storage and analysis processes.

The Register is public!

We recommend employers check the register as part of their due diligence pre-employment checks for new social workers. Anyone may check the register to find out if the professionals they are coming into contact with are registered social workers and hold a current practising certificate.

A full audit of all entries is scheduled for the next financial year.

Total social workers on SWRB's register

2022/23: **11,850**

2021/22: **11,205**

2020/21: **10,523**

New to the register

2022/23: **650** – of these:

- 90% were NZ qualified
- 4% were S13 Experience pathway
- 6% were overseas qualified (including Australia)

2021/22: **661**

2020/21¹: **1,943**

PROFESSIONAL PRACTICE

Practising social workers renew their practising certificate (PC) on an annual basis. This includes making a declaration that they remain competent to practise, and paying the annual fee and disciplinary levy. The renewal process takes place in the preceding weeks before the date of issue – during May and June for PCs issued on 1 July.

The renewals process has become smoother each year since the introduction of mandatory registration, suggesting that social workers are becoming more familiar with their regulatory responsibilities. We are also seeing the benefit of investment made in a new database to support the registration and PC renewal process. Since the database was first used for PC renewals in 2021, we have continued to make improvements so that the process is easier for social workers.

We extended our authorised employer scheme for those employers who pay for their social workers' practising fees. Building upon the success of the previous PC round, we engaged regularly with authorised employers who have signed up to be invoiced directly, and invited their staff to be the first to renew their PCs. The call volume during PC renewal weeks was considerably less than the previous two years, which suggests the renewal process has stabilised. This year, the most common reason for calling the SWRB was due to forgotten passwords.

By the end of June 2023, we had both the highest number and highest percentage of renewals of PCs since it became mandatory for social workers to be registered.

1 Note: Registration became mandatory in February 2021, resulting in a large spike of 'new' registrations in the 2020/21 financial year.

Performance measure for PC renewal process



See page 43 for full tables.

Practising social workers - the social worker workforce in 2022/23

Understanding our workforce is key to both regulation and workforce planning activities. The register captures data on the composition of the social worker workforce including key demographic and employment information. In addition, we invite all practising social workers to complete our annual workforce survey which provides further insight into the current social worker workforce. This is a valuable contribution to our role in supporting the system to have the right social workers with the right skills, knowledge, and competencies in the right place at the right time.

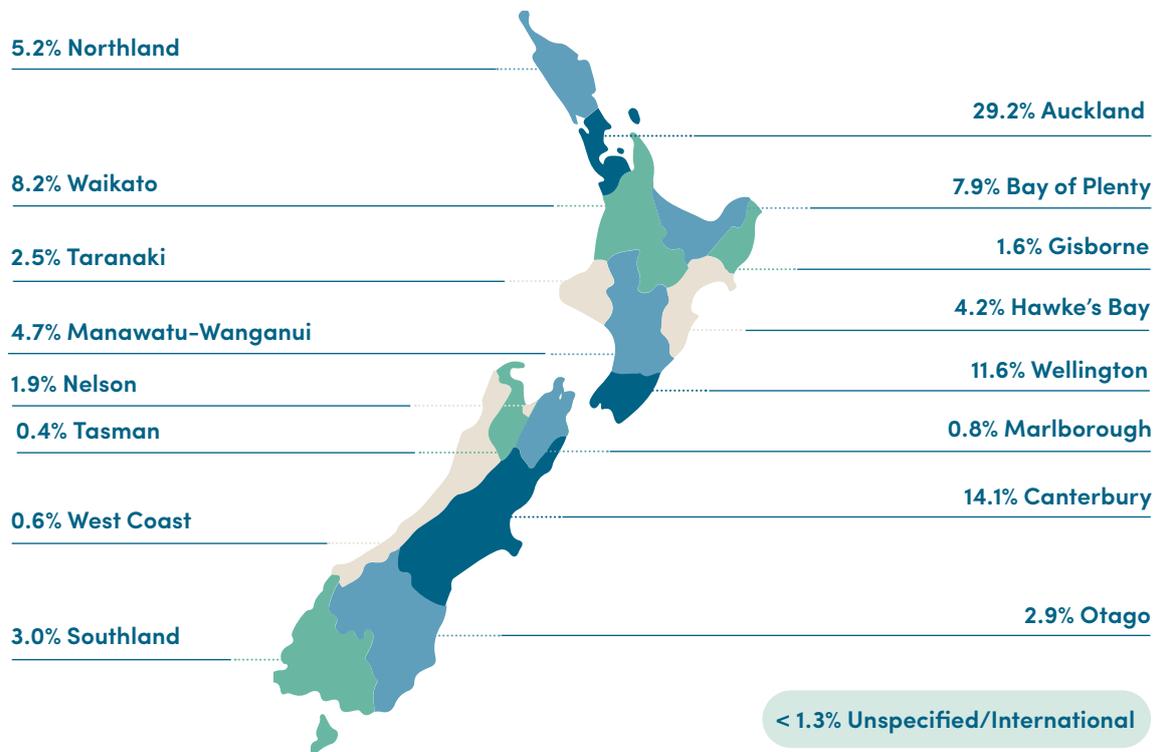
Practising certificates held

2022/23: **8,707**

2021/22: **8,680**

2020/21: **7,453**

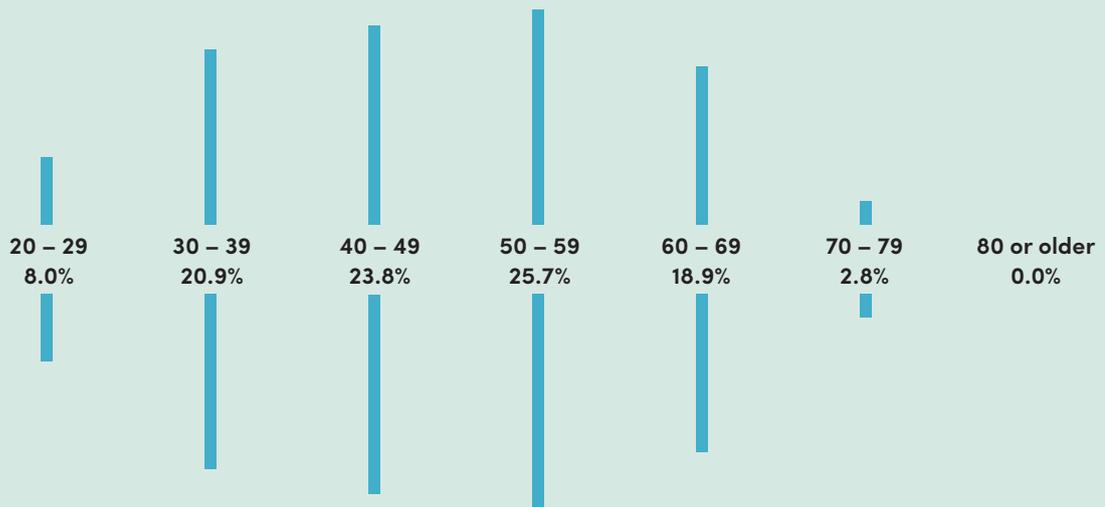
Practising social workers by geographic region (as of 30 June 2023)



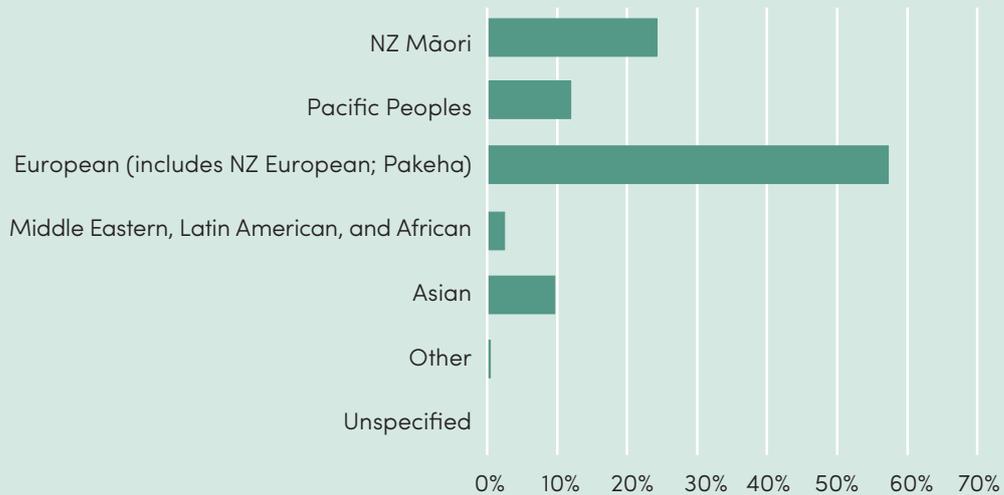
Practising social workers by gender



Practising social workers by age



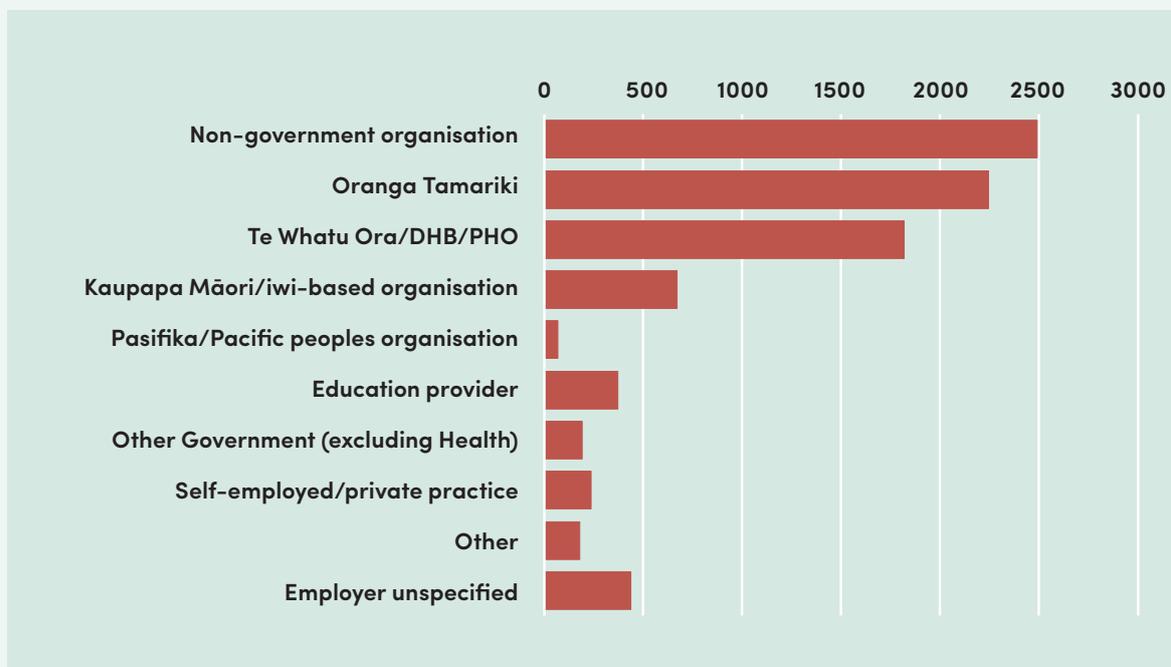
Practising social workers by ethnicity*



*Social workers can identify with more than one ethnic group, so totals exceed 100%

Practising social workers by employer

We have revised our database to better reflect the employer types being reported by social workers. It allows us to better understand the distribution of social workers in priority areas, such as with kaupapa Māori/iwi-based services and organisations supporting Pacific peoples. It will improve the quality and richness of information and insights shared with social sector colleagues.



Continuing Professional Development (CPD) Audit

Continuing professional development is one of the ways that social workers can stay current in their practice and knowledge and maintain competency to ensure they continue to practise safely. As a regulator, this is important to the SWRB's functions to protect the safety of members of the public and to enhance professionalism of social workers as legislated by the Act.

Social workers commit to completing CPD when they make their annual PC declaration. They are expected to complete a minimum of 20 hours of CPD in the year. The SWRB's annual CPD audit forms part of the monitoring function of the SWRB to identify compliance with PC declarations. It provides assurance to the Board that social workers are staying current and engaging in life-long learning to enhance their professional development.

The 2022 CPD Audit covered the practising certificate year July 2021-June 2022. Approximately 5% of practising social workers on the SWRB register are randomly selected for the audit. 407 social workers were selected, which was a representative sample of those on the register.

Social workers are asked to ensure that they are undertaking CPD annually to address Competency 1: Competency to practise social work with Māori and that they should address all competencies over time. Of those audited, social workers were most likely to have addressed all ten core competence standards during the year. A summary of the core competence standards can be found on page 18.

The audit also gave us insights into the nature of the CPD undertaken. With the COVID-19 pandemic continuing to disrupt traditional professional development, social workers adapted to CPD being delivered online.

We aim to be responsive to the social workers selected for the audit, supporting them with the process of collating the information required for their logs if needed.

Feedback from CPD Audit

"I want to acknowledge the kindness shown in granting me an extension in regards the impacts of Long COVID."

"Thank you for your clear comments which is good feedback going forward."

"Thank you for your email. I feel so lucky to have worked in social work education and I continue to learn something new about practise and knowledge every day."

"This individualised approach that recognises people's circumstances and wider context is the heart of good practise. Thanks for modelling that."

THE DISCIPLINARY FRAMEWORK

Social workers are required to uphold standards of professional practice and to be competent to practice. The standards and competencies expected of social workers are specified in the SWRB's Code of Conduct and the SWRB's Core Competence Standards. These core accountability documents are summarised on on the next page.

If anyone is concerned about the standard of professional or personal behaviour of a social worker, they can raise a concern with the SWRB. This process is an important part of our obligation to protect the safety of members of the public and ensure social workers are competent to practise and accountable for the way in which they practise.

There are different mechanisms for raising a concern with us, depending on the individual or organisation notifying us of their concern:

- Concerns and complaints raised by members of the public, including clients of social services
- Self-declarations – which are required from registered social workers if they are convicted of an offence or have a health concern (for example a mental health or physical condition that may prevent them from performing their role safely).
- Mandatory reports from employers 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.

The management of concerns and complaints is funded through the Disciplinary levy paid by practising social workers (or by their employers on their behalf). The levy was increased at the start of 2022/23 to reflect the increased activity and cost pressures of this activity. We continue to make system improvements to streamline the process.

The Code of Conduct

The Code of Conduct covers the professional standards of behaviour, integrity and conduct that apply to registered social workers and that should apply generally in the social work profession.

The Code requires social workers to:

- act with integrity and honesty.
- respect the status of Māori as tangata whenua.
- respect the cultural needs and values of the client.
- be competent and responsible for your professional development.
- protect the rights and promote the interests of clients.
- strive to establish and maintain the trust and confidence of clients.
- respect the client's privacy and confidentiality.
- work openly and respectfully with colleagues.
- maintain public trust and confidence in the social work profession.
- keep accurate records and use technology effectively and safely.
- be responsible in research and publications.

The SWRB Ten Core Competence Standards

The SWRB recognises core competencies that reflect practice standards accepted in social work in New Zealand based on the requirements of the Social Workers Registration Act 2003.

A competent social worker must demonstrate:

1. Competence to practise social work with Māori.
2. Competence to practise social work with ethnic and cultural groups in Aotearoa New Zealand.
3. Competence to work respectfully and inclusively with diversity and difference in practice.
4. Competence to promote the principles of human rights and social and economic justice.
5. Competence to engage in practice which promotes social change.
6. Competence to understand and articulate social work theories, indigenous practice knowledge, other relevant theories, and social work practice methods and models.
7. Competence to apply critical thinking to inform and communicate professional judgements.
8. Competence to promote empowerment of people and communities to enable positive change.
9. Competence to practise within legal and ethical boundaries of the social work profession.
10. Competence to represent the social work profession with integrity and professionalism.

Concerns and complaints

The main themes from the concerns and complaints considered by the SWRB in 2022/23 included:

- Dissatisfaction with the service provided by social workers
- Concerns around the professionalism of social workers' behaviour
- Social workers breaching client privacy
- Concerns that social workers may be working outside their professional boundaries
- Dishonest practices
- Inaccurate record-keeping by social workers.

Over 2022/23 the complaints and notifications received by SWRB have increased in volume. Supported by our new Registrar who joined the SWRB in May 2023, we have reviewed our processes to ensure that we are responding appropriately to people according to the nature of their concerns. A new role of Deputy Registrar has been established to lead the complaints team.

2021/22 total concerns:	159	2022/23 total concerns:	196
Notifications and Complaints:	136	Notifications and Complaints:	155
Mandatory Reports:	19	Mandatory Reports:	28
Self-declarations:	4	Self-declarations:	13

In the 2022/23 year, social workers were the subject of 196 concerns, self-declarations and mandatory reports lodged with the SWRB (up from 159 in 2021/22). This number includes:

- concerns which were not progressed due to too little information provided
- where the concern was referred to an employer or another body to address first
- where the concern was not specific to a particular social worker
- when there was no case for the social worker to answer.

During the 2019/20 year we reviewed the methodology for recording and reporting complaints. This led to a revision of the numbers stated for the 2019/20 year, which means we are unable to present a long-term trend. Previously, we classified complaints as open, but not all of these were lodged within the given year. We now distinguish between new cases, cases closed and the total number of cases that are active. In addition, there are some instances where one complaint covers several social workers at one time. With the implementation of our new database all new complaints are included.

Concerns are formally assessed by a sub-committee of the Board. The principles of natural justice inform the process. The Complaints and Notifications team gather relevant information from the complainant, employer, any other relevant party, and the social worker. The sub-committee analyses all the information and decides whether to send the matter to a Professional Conduct Committee (PCC) for further investigation, or whether no further action is necessary.

We acknowledge that some matters do not comfortably fit into this binary decision-making, and we have started a project looking at early and alternative dispute resolution. This will give us more options for dealing with complaints and notifications in a mana-protecting way.

Self-declarations

The number of self-declarations increased to 13 in 2022/23 compared with four the previous year.

Mandatory Reporting

Under the Act, employers and social workers are required to report promptly to the SWRB if they believe that a social worker is unable to practise safely. Of the 28 mandatory reports received, 20 related to conduct, four to competence and four to health matters.

2021/22 total:	19	2022/23 total:	28
Serious Misconduct:	13	Serious Misconduct:	20
Competence:	3	Competence:	4
Health:	3	Health:	4

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 SWRB's Code of Conduct.

Competence encompasses the demonstrated application of professional knowledge, skills and values in practice. Concerns around competence must be lodged with the SWRB if an employer believes a social worker may be unable to meet the SWRB's 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 health reports about social workers 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 continues to seek to understand the issues and trends related to complaints, self-declarations and mandatory reports that we receive.

Professional Conduct Committees

The Professional Conduct Committees (PCC) are external panels charged with investigating complaints referred to them from the Board. The PCC panel is comprised of social workers and laypeople and has powers to request information, interview the people involved, and decide on actions relating to the social worker.

In the 2022/23 year, the SWRB made the transition to managing PCCs internally, rather than briefing them out to external law firms. This has enabled us to reduce costs associated with PCCs. It also means we have stronger oversight of PCCs and greater awareness of the key themes and issues arising in complaints. Our in-house legal team has expanded to allow for this service to be provided.

Ten complaints and notifications were referred to PCCs in the 2022/2023 year and nine complaints and notifications before PCCs were closed. A PCC may close a matter by:

- 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 censures a social worker, directs the social worker to apologise or undertake supervision or education, or
- referring it to the Social Workers Disciplinary Tribunal.

Complaints and notifications referred to PCCs²

2022/23: **10**

2021/22: **8**

2020/21: **33**

Social Workers Disciplinary Tribunal (The Tribunal)

The 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 a single hearing.

The decision by a PCC to refer a matter to the Tribunal usually includes consideration of elements such as the seriousness of the allegation and the quality and 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.

One matter was referred to the Tribunal in the 2022/23 year.

As a result of the COVID-19 pandemic, there had previously been some delays in the Tribunal hearings. In the 2022/23 year, four Tribunal hearings took place. Three of these resulted in findings against the social worker in question, and one resulted in no findings against the social worker. We share insights and learnings from Tribunal decisions with the sector.

Tribunal decision 1 relating to the former employee of an NGO

The social worker dishonestly took food parcels and/or took supermarket food vouchers which were intended for clients of the NGO she worked for. Her conduct breached Principles 1, 6, 9 and 10 of the Code of Conduct.

The social worker was censured as a record of the Tribunal's concerns about the serious nature of her conduct. Conditions were placed on her practice and she was required to contribute to PCC and Tribunal costs.

Tribunal decision 2 relating to a former DHB and NGO employee

The social worker had threatened and harassed an employee of the DHB where she previously worked, made disparaging remarks on social media posts about the reputation and character of the same employee and the DHB, and then engaging in an unprofessional and/or inappropriate relationship with a client of an NGO she then went to on to work for. He was not her direct social work client, but she was employed by the NGO at the time. Her conduct breached Principles 1, 5, 6, 8 and 9 of the Code of Conduct.

2 The definition for PCC numbers was updated between 2020/21 and 2021/22, with previous years' data based on the number of complaints referred to Disciplinary Tribunals. From 2021/22 onwards, we report the number of social workers who have received a complaint that has then been referred to Professional Conduct Committees.

The Tribunal's opinion was that the social worker's conduct was of a nature and gravity which indicated that she was unfit to practise as a social worker. She was found guilty of professional misconduct. The social worker's registration was cancelled, she was censured and required to pay PCC and Tribunal costs.

Tribunal decision 3 relating to a social worker (A)

The Tribunal considered charges alleging the social worker had failed to work in the best interests of her client. The Tribunal dismissed the charge and found on the balance of probabilities that many elements of the charges were not proved. Of the elements of the charge that were proved, the Tribunal found they either did not constitute breaches of the SWRB Code of Conduct, or the breaches were not of a character that required disciplinary actions.

Tribunal decision 4 relating to a social worker (B)

The Tribunal considered charges alleging that the social worker had entered into an inappropriate relationship with the brother of a client and had failed to engage in adequate supervision. The Tribunal found the conduct in relation to the first charge to be proven but was not satisfied the social worker was solely responsible for her failure to engage in appropriate supervision. The Tribunal was satisfied that professional misconduct was established, and the social worker was censured, suspended for six months, and ordered to undertake a professional development programme. She was required to contribute to PCC and Tribunal costs.

Complaints and notifications submitted to the Social Workers Disciplinary Tribunal³

2022/23:	1
2021/22:	3
2020/21:	9

Notifications followed up by Te Kāhui Kāhu regarding unregistered people presenting as or practising as social workers

In 2021, as part of the move to mandatory registration, Te Kāhui Kāhu (Social Services Accreditation) were given responsibility for following up notifications – including investigations – from the public about people who may be presenting themselves or practising as social workers when not registered. As the regulator of social workers, the SWRB only has responsibility for those who are on the Register.

In 2022/23, Te Kāhui Kāhu received 10 notifications relating to people who may have been presenting themselves or practising as a social worker. In most cases, the outcomes of investigations resulted in an educational and supportive approach to raise awareness of the changes to the legislation, with title protection for the term 'social worker', and limits on people being held out/presenting as social workers unless they are registered. The SWRB have a constructive working relationship with Te Kāhui Kāhu to provide advice and guidance where required. This included undertaking some joint communications with the sector to increase awareness of the legislation and function. We work closely with Te Kāhui Kāhu and this will continue in 2023/24.

3 Where multiple complaints or notifications about one social worker were referred to a Professional Conduct Committee in the same financial year, they have been counted together as one complaint or notification.

PROJECTS AND RESEARCH

Through our focus on public safety, experience in regulation and enhancing the professionalism of social workers, our work has further expanded to include two new project areas: working with Oranga Tamariki on building the capability of Oranga Tamariki social workers – a budget funded initiative; and building a better understanding of the social work-like workforce – funded as part of the pay equity extension.

We have also undertaken work to better understand public perceptions of social work, including the trust they have in the profession. This will form a baseline measure to inform our future work on promoting the benefits of registration, enhancing professionalism and building public trust and confidence.

Project: Building Oranga Tamariki social worker capability

We are working with Oranga Tamariki on a budget-funded initiative to build the capability of their social workers. \$1.528 million over two years was provided in the 2022 budget.

2022/23	2023/24	Total
\$0.793 million	\$0.735 million	\$1.528 million

This initiative provides the SWRB with extra capability to support the quality and professionalism of Oranga Tamariki social workers and supports the implementation of one of the actions in their Future Direction Action Plan 2021. This Action Plan drew together themes from the Ministerial Advisory Board Report, 'Hipokingia ki te Kahu Aroha Hipokingia ki te Katoa' – 'Te Kahu Aroha' for short. Within the Social Work Practice section of the Future Direction Action Plan, point 4.3 states, 'Working with the Social Workers Registration Board (to) introduce micro-credentialing for supervision and other specialist areas, which recognises the skills and knowledge that are required by supervisors and other specialist roles'.

The focus of the project is to enhance and build social workers' capability in their understanding of their regulatory and legislative obligations under the Social Workers Registration Act 2003.

In 2022/23 we undertook the following activities:

- Scoping of the project
- Recruiting two team members to lead and progress the project
- Signed a Terms of Reference and established a project working group with Oranga Tamariki
- Commenced a desktop review on the training programmes, micro-credentialing and associated resources of other professional regulatory bodies nationally and social work regulatory bodies internationally
- Commenced a literature review on the regulation of professions and education, with a particular focus on social work.

We look forward to progressing this work in 2023/24, engaging with stakeholders and designing prototype training and resources to pilot with Oranga Tamariki social workers, supervisors and practice leaders as part of their current induction and leading practice programmes.

Project: Increasing our understanding of the social work-like workforce

In November 2022, Cabinet agreed to extend pay equity to social workers of iwi and community-based social service providers. This followed on from an agreement earlier in the year to settle the pay equity claim for five NGO social worker employers.

The Public Service Commission Te Kawa Mataaho led the pay equity extension process and completed work with the sector to assess and cost eligibility for the pay equity extension.

At the same time, Cabinet agreed to fund the SWRB to undertake a one-off project to engage with, scope and identify public safety considerations for professionals undertaking work the same or substantially similar to social work. These workers were identified as category three in the extension process which established four categories of workers:

- Registered social workers (category 1)
- Registered professionals (but not registered social workers) employed in a social work role (category 2)
- Professionals undertaking work substantially similar to social work, but not regulated (category 3)
- Registered social workers or other registered professionals leading social work practice (category 4).

To help us better understand the social work-like workforce, the SWRB has been engaging with government and NGO sector leaders and experts, as well as surveying employers and workers. This will help us to identify and recognise the workforces within category 3. We are also working to understand the needs of the people undertaking this work and other factors relating to their role, for example:

- What sort of work are they doing? Who are the communities they are working with?
- As a workforce, what are their needs? For example, what skills, qualifications and experience do they have?
- What other training and professional development support might be required? Might there be a pathway to becoming a registered social worker for some?
- How are public safety considerations addressed?

The SWRB will provide advice on this project to Ministers in early 2024.

Public trust in the social work profession

One of our high-level outcomes is to promote public trust and confidence in the social work profession. Our focus on supporting strong professional practise and accountability among social workers will be key to building that trust and confidence. However, to measure our progress, it is important for us establish a 'baseline' understanding. In early 2023, we commissioned research into public trust in the social work profession which included an online survey of 1,060 New Zealanders. Māori and Pasifika participants were oversampled to better meet to ensure their input would contribute to the overall findings.

Our survey showed 44% of respondents have 'full' or 'some' trust in social workers.

- These findings nationally are comparable to international research^{4,5}, and recent research on trust in public institutions in NZ shows that 56% of the population trust public services⁶.
- The level of full trust in social workers (13%) is similar to how survey respondents feel about other professions such as psychologists, counsellors, therapists and youth workers (17-11% full trust) but much lower than those who say they have full trust in teachers (23%) or health workers such as doctors and nurses (41%).

4 Nilsson, K. & Landstedt, E. (2022) Public trust of social workers in Sweden: A repeated cross-sectional study. *Journal of Social Work*, 22(6): 1374-1393.

5 Social Work England (2020) Perceptions of Social Work. Research among the general public and those with lived experience of social work. Cragg Ross Dawson, May 2020.

6 OECD (2023), Drivers of Trust in Public Institutions in New Zealand, Building Trust in Public Institutions, OECD Publishing, Paris, <https://doi.org/10.1787/948accf8-en>.

- This survey also helps us to better understand and explore the correlation between public trust and people's knowledge of registration and accountability in the social work workforce:

45% of respondents know 'nothing at all' or 'a little' about what social workers do,

51% don't believe or don't know that social workers are required to be registered; and

59% believe social workers are held accountable for the work they do.

Why is trust important?

- Evidence suggests low trust in social workers may result in avoidance of support services⁷. Individuals and whānau need to trust the profession as a whole in order to feel comfortable and willing to access services.
- Trust is a critical factor in building relationships and helping to provide safe, effective and ongoing support.

The SWRB is using these baseline findings about public trust to inform our work in the regulation and workforce planning functions, uphold our values of manaaki and matatika, and to add to our evidence base for the social work workforce in New Zealand, with a particular focus on strong professional practice and accountability.

7 Nilsson, K. & Landstedt, E. (2022) Public trust of social workers in Sweden: A repeated cross-sectional study. *Journal of Social Work*, 22(6): 1374-1393.

05 WORKFORCE PLANNING FOR ALL SOCIAL WORKERS

WORK UNDERTAKEN TO DATE

The SWRB's role as the Lead Agency for workforce planning for all social workers was announced publicly in March 2021. The Cabinet Paper assigning the role to us stated that the emphasis should be on 'building evidence on workforce pressures and relationships across the sector.' To reflect that intent, we have developed an aspirational vision for our Lead Agency work:

The SWRB will provide strategic, cross-agency and cross-sectoral leadership in consultation with the sector, based on a robust evidence base, to guide the development of a strategy and action plan to support the sustainability of the social worker workforce.

This vision acknowledges the need for cross-agency and cross-sector support to enable any significant change.

Our high-level outcome has also evolved and now recognises the emphasis on being data driven and evidence based:

Leveraging data 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.

We developed an approach to articulate what the Lead Agency role means focusing on three components of work - **KNOW, GROW, DEVELOP**.



KNOW

The initial 'know' phase is about building the evidence base to underpin our work.

The register of social workers provides us with valuable demographic information about the workforce. This is supplemented by the findings from our Annual Social Worker Workforce Survey (see page 27) and other information sources such as the SWRB's Annual Education Providers Report, one-off surveys and pieces of research.

From this evidence, we have developed insights and briefings to disseminate to the wider sector including Ministers, other government agencies, employers and other stakeholders. These will continue to be updated regularly as the latest reports become available.

GROW

The second phase 'grow' has largely taken place from the beginning of the financial year 2022/23. It has been characterised by a more proactive approach. We continue to strengthen and enhance what is now becoming our business-as-usual Lead Agency work, including tailoring and expanding our Workforce Survey. We have also been developing an Employers Survey, and working to enhance our Annual Education Providers Survey and Report.

Increasingly we are growing our contribution at a system level and have proactively undertaken the following work:

- working with education officials on increasing the funding rate for the fieldwork components of the social work degree programmes, including providing advice to Ministers alongside the Ministry of Education and the Tertiary Education Commission
- working closely with Te Pūkenga, Te Toitū Waiora - Community, Health, Education, and Social Services Workforce Development Council, Health Workforce NZ, Immigration NZ, Public Services Commission, the Employment, Education and Training (EET) Ministerial Advisory Group and Oranga Tamariki
- identifying research opportunities, including those that draw on what we are learning through the project to better understand the social work-like workforce.

DEVELOP

The third phase 'develop' shows us now moving into external phases of work. Drawing on our existing relationships we are taking a dual approach (cross government agency and cross sector) to encourage agencies across government and sector to collaborate on a system-wide and integrated social worker workforce strategy and associated action plan.

We will also continue to build our links with other agencies that have a workforce function including the Ministries of Health and Education, Oranga Tamariki and the Ministry of Business, Innovation and Employment. Based on their advice and our suite of workforce data, we will provide the Minister with updates on cross-sector engagement.

SOCIAL WORKER WORKFORCE SURVEY AND REPORT

Since 2018, the SWRB has conducted an annual survey of all social workers across Aotearoa. The survey helps us understand the social worker workforce composition. It gives us insight into what motivates social workers to enter and remain in the profession, and what barriers may prevent them from doing so. A key function of the workforce survey is to support our understanding of the 'pipeline' from training to becoming a registered social worker, and identifying if we have enough qualified social workers to meet the population needs.

In recent years, social workers are invited to complete the survey when they are renewing their practising certificate. This gives us a good response rate - more than 4,400 practising social workers completed the survey in 2023, which is 53% of those contacted. This was an increase on the previous year's completion rate of 47%.

The results from the 2022 survey were published on the SWRB website during the 2022-23 year.

The survey report highlighted issues about the sustainability of the workforce, with 15% of the workforce stating they were planning to leave the sector in the next five years. Combining the findings of the survey with other reports such as the Education Providers Report 2021 (also published in 2022-23) we see an overall picture of significant social worker shortage. There is a mismatch between the supply of social workers into the workforce and increased demand.

Our high-level forecasting using current assumptions about inflow and outflow predicts that by 2024, without intervention, there will be more social workers leaving the profession than registering with the SWRB.

CROSS GOVERNMENT AGENCY HUI – ‘CONNECT, COMMUNICATE, COLLABORATE’

We took a significant step forward in our work to make connections across the sector, when we hosted our first external cross-agency hui in March 2023, coinciding with World Social Work Day.

The theme of the day was Connect, Communicate, Collaborate.

For the first time, a range of cross-government agencies involved with the social worker workforce were able to build their cross-sector understanding, learn from others and to think about ways of doing things differently.

Agencies included the Ministry of Business, Innovation and Employment (MBIE), the Employment, Education and Training Secretariat, Immigration New Zealand, Ministry of Education, Public Service Commission, Ministry of Social Development, Oranga Tamariki, Ministry of Health, Ministry for Women, Te Whatu Ora and Te Aka Whai Ora. A number of these organisations were invited to present. This enabled participants to gain an understanding of the wider picture of the social worker workforce which is not always visible for those usually focused on one segment of the sector.

Themes from the day

- Social work is a vital workforce that addresses some of society’s most challenging issues.
- Agencies are facing workforce pressures and seeking ways to address the shortage:
 - they are investigating work-arounds while acknowledging that this is not ideal. As a regulator we must ensure public safety is not compromised.
 - they would like to see more varied pathways into the profession.
 - they seek ways to address retention such as career development and ongoing training.
- There is significant change across the sector. Participants welcomed the opportunity to better understand what is happening, and where the social work workforce is impacted – for example in relation to the pay equity extension work and social workers being added to the Immigration Green List for residency.
- The value of being ‘joined up’ and understanding the levers that are available to the Crown to meet joint objectives for this essential workforce.
- The identification of opportunities to work better together, for example looking at legislative reviews of our establishing Acts to learn from other models.

We conducted a follow up survey of attendees at the hui that showed their understanding of the social work workforce and context had been greatly enhanced, and that the SWRB was demonstrating extremely effective leadership on social worker workforce planning. Our next steps will now include the development of a Workforce Planning Engagement and Communications Plan.

06 CORPORATE RESPONSIBILITY

The SWRB is a Crown Agent under the Crown Entities Act 2004. Crown Agents are Statutory Crown Entities that give effect to government policy when directed by the responsible minister. This means we must adhere to and report on a number of different Acts and areas of work.

In this section we report on our Crown and corporate responsibilities as well as our organisational health and structure.

OUR ORGANISATION – PEOPLE AND STRUCTURE

The Board

The SWRB is governed by a seven-member Board established under the Social Workers Registration Act 2003 (the Act). The Act requires that four out of the seven members be registered social workers, ensuring that there is social work professional representation alongside the considerable breadth of skills and experience brought by the lay members. Board members are appointed by the Minister for Social Development.

Board members as at June 2023



Shannon Pakura MNZM RSW (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 Shannon Pakura tōku ingoa

Shannon Pakura is passionate in her advocacy and support for the social work profession and has served as SWRB Chair since 2019.

She has worked extensively in both the Statutory Child Protection and the Youth Justice social work sector. She was the former Chief Social Worker for the Department of Child, Youth and Family, held Māori Service Development roles, and served as a member of the NZ Parole Board from 2008 to 2021. She is a life member of the Aotearoa New Zealand Association of Social Workers (ANZASW) 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.



Adam Davy

Adam 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 was previously accounting and advisory firm BDO's National Head of Advisory and Director of Innovation.

Adam is 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, and consults to various other commercial entities.

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



Gisa Dr Moses Ma'alo Faleolo

Gisa Dr Moses Ma'alo Faleolo or Moses is a Sāmoan born in Aotearoa and the son of Leaula (Falelima & Sāleaula) and Pepe (Luatuānu'u-Leusoali'i). His paramount chief title, Gisa, is bestowed on him by the village of Falelima in Savai'i, Sāmoa.

Moses is a registered social worker and his career spans over three decades. His career includes being a case manager specialising in Youth Benefits for Work and Income New Zealand, a residential and youth justice social worker for Child Youth and Family Service, a youth worker specialist for Youth Horizons Trust and Pasifika Healthcare (now trading as The Fono), and a senior social work lecturer for Manukau Institute of Technology and Massey University.

Moses has a PhD in social work, which was the first of its kind as it featured life histories collected from gang-involved Sāmoan young men and covered the employment of Sāmoan cultural practices as part of gang activity. He recently switched to criminology and is now based at Victoria University of Wellington where amongst his roles he is currently leading a Marsden-funded project that seeks to construct a new criminological strand called Pacific criminology - explaining and understanding criminology from a Pacific lens in order to generate specific Pacific solutions.

Moses joined the SWRB Board in September 2022.



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 a 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.



Lois Hutchinson

Lois has over 30 years' senior management experience in the public sector in the areas of social justice regulation as the statutory decision maker for the Video Recordings Authority and Deputy Chief Censor at the Office of Film and Literature Classification; in health as General Manager, Hospital Services at Midcentral DHB; and transport as Chief Executive of the Transport Accident Investigation Commission (TAIC). Working in these sectors, Lois developed particular expertise in the delivery of mandated services, both domestic and international, that operate to avoid or reduce harm to people and organisational operating environments.

Through her work at TAIC and alongside associated international treaty organisations, Lois also has expertise in developing organisational strategy and improved performance to achieve policy and legislative intentions relating to transport safety in the aviation, rail and maritime sectors.

Lois is currently the Deputy Chairperson of the Radiation Safety Advisory Council and a member of WorkSafe New Zealand Board. She is a Fellow of the Australian Institute of Health and Safety (Hon.) and holds degrees of Master of Public Policy from Victoria University of Wellington, and Master of Science - Managing Organisational Performance from Cranfield University, UK.

Lois joined the SWRB Board in June 2023.



Andrea Nichols

Andrea 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 was the 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. She currently works in the Office of the Chief Social Worker where she is Director, Social Work Strategy.

Andrea has a strong interest in supervision and professional development for social workers.



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 te Tiriti o Waitangi.

Former Board members 2022-23



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, and 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. He is currently employed part time by the Te Whare Whakaruruhau o Tauranga Moana.

Hori resigned from his position on the Board in 2022, but continued to attend Board meetings until a replacement Board member joined in September 2022.

Hori has retained a connection with the SWRB through his appointment to our Māori advisory group, Te Kāhui Ringa Rehe.



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 Waka | Transport Accident Investigation Commission; and a Member of the Electricity Authority.

Community is important to Paula, and she is a Hato Hone | St John Volunteer and an Officer of the Order of St John. Paula's Board term concluded in June 2023.

Board meeting dates

8 July 2022
16 September 2022
25 November 2022
3 March 2023
28 April 2023
22 and 23 June 2023

Board Remuneration

Total value of the remuneration paid or payable to each Board member during the year was:

	2023 Actual	2022 Actual
Shannon Pakura (Chairperson)	\$29,749	\$22,000
Adam Davy	\$11,250	\$10,000
Gisa Dr Moses Ma'alo Faleolo (new Board member Sept 2022)	\$9,375	\$0
Rose Henderson	\$11,250	\$10,000
Lois Hutchinson (new Board member June 2023)	\$938	\$0
Andrea Nichols (works for the public sector with time given by the employer to be part of our Board)	\$0	\$0
Jeff Sanders	\$11,250	\$10,000
Hori Ahomiro (resigned September 2022)	\$1,875	\$10,000
Paula Rose (term concluded June 2023)	\$11,250	\$11,250
Total Board members remuneration	\$86,937	\$73,250

No Board members have received compensation or other benefits in relationship to cessation (2022 \$0)

There have been no payments made to committee members appointed by the Board during the year.

Te Kāhui Ringa Rehe

The Board receives advice from te Kāhui Ringa Rehe, our Māori Board advisory group. This group of Social Workers and Māori public servants has extensive experience and knowledge working in communities and the government sector. They provide valuable guidance to the SWRB Board to enable them to fulfil their legislative requirements and support us to become an active partner with Māori. The Board benefits from their advice on the development of strategies, programmes, and activities to ensure te Ao Māori perspectives are incorporated in this work.

Key areas for future development align to one of our SWRB values, mahitahi – relationship building. We want to have strong relationships with the social work sector, to gain a deeper understanding of the work that we do as organisation. To achieve this, we aim to be more visible in the community and engage with our sector kanohi ki te kanohi.

Te Kāhui Ringa Rehe members as at June 2023



Mahanga Maru (Chair) – 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 working as a commercial pilot. His passion for flying and Ruatoria remains, hence his airline, Air Ruatoria.

Mahanga became Chair in October 2023, having been a member since 2022.



Graham Warren – 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 and 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 as Cultural Advisor and Kaumātua for Barnardos 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.

Graham was Chair of Te Kāhui until October 2022. He continues to serve as a member.



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 serving on te Kāhui, Hori was an SWRB Board member until the beginning of the 2022/23 year. You can read his short biography on page 32.



Sam Bishara - Ngāti Tūwharetoa/Whanganui

Sam has an extensive work history within the public sector, which also includes service with the military. Sam is an experienced leader, manager, and public sector professional with a long history of participation in policy development, programme design, service delivery, evaluation processes and community engagement. Sam was a part of Te Puni Kokiri and its predecessor agencies Te Tira Ahu Iwi and Te Tari Māori, Te Whakahiato Ora, Tatauranga Aotearoa, Te Tāhuhu O Te Matauranga and currently with Hikina Whakatutuki.

Sam is a specialist when it comes to the area of Crown- Māori engagement, supported by lengthy participation and exposure to a wide range of take Māori including devolution, Treaty settlements, closing the gaps, and partnerships. He understands the significance of te Tiriti o Waitangi to New Zealand and offers practical support to others developing good practice in partnership, protection and participation.

His career experiences include major Māori policy transitions such as Tū Tangata, Te Urupare Rangapū and devolution, Iwi Rūnanga Act, mainstreaming of Māori programme delivery, commencement of Treaty settlements, Closing the Gaps, Whanau Ora, Māori Land legislation reform, and transfer of Māori housing programme delivery to Vote Māori Affairs.

Sam is currently employed as the Director Māori Capability and Partnerships with the Labour, Science and Enterprise Branch of Hikina Whakatutuki.

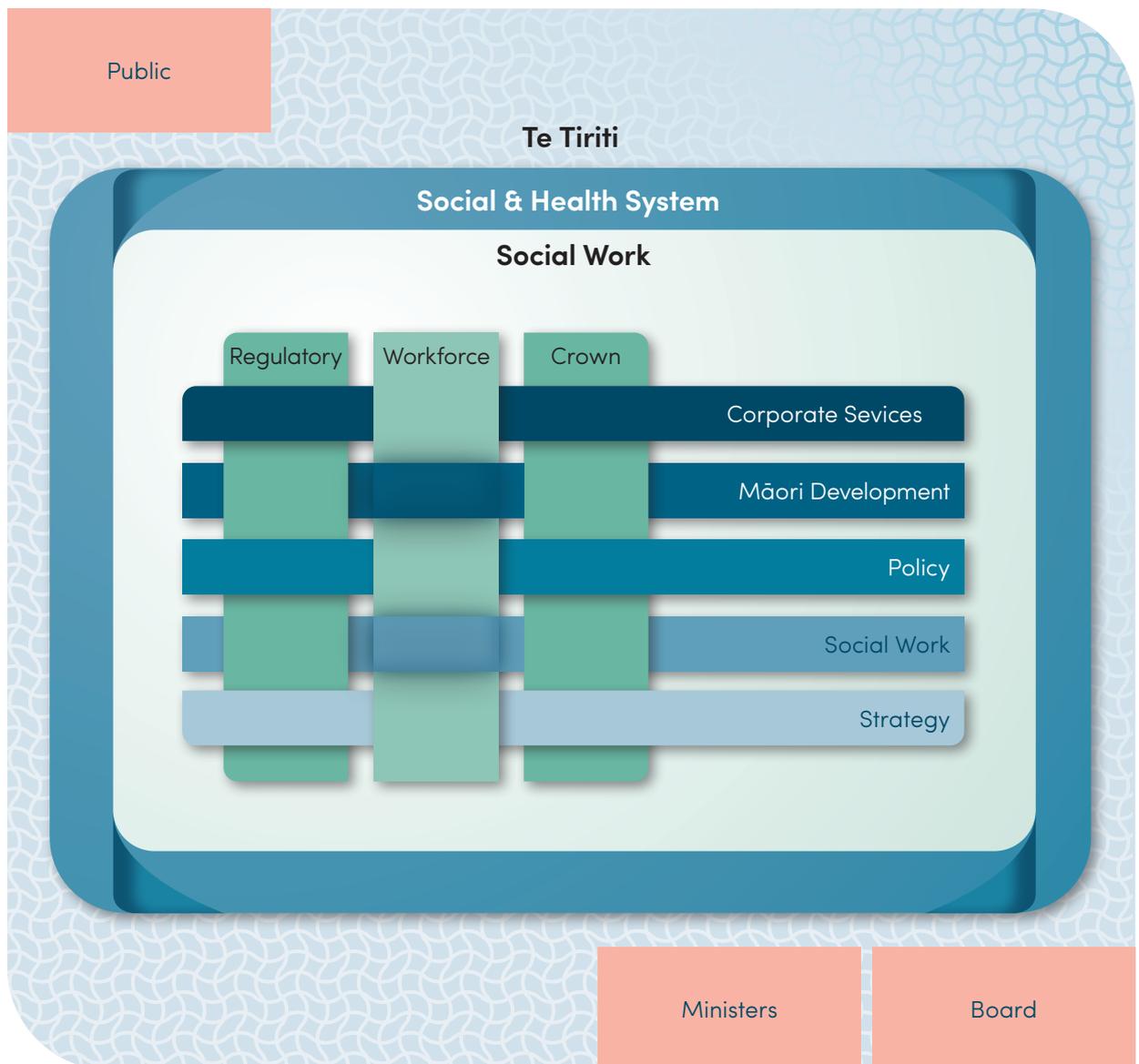
Sam joined te Kāhui in June 2023.

SWRB Secretariat

The secretariat continues to provide operational support for the work of the Board. At the start of 2022, the organisation was still responding to the period of change we had gone through during the implementation of mandatory registration. In 2022/23 we took the opportunity to review our operating model to ensure that it continued to support efficient, effective and collaborative working across the organisation.

The revised operating model shown below represents our key areas of focus – regulatory, workforce and Crown, interwoven by services and support running across the whole organisation – corporate services, Māori development, policy, social work and strategy. It acknowledges our place in the wider social and health system, with connections to the public, Ministers and the Board informed by te Tiriti o Waitangi.

The new operating model has helped us identify priorities for future staffing needs, and where to support the ongoing development of our existing staff.



Number of permanent and fixed term employees

At the end of 2022/23, we had 36.95 full-time equivalent employees (FTEs) across 44 people, including the Chief Executive and the Registrar.

Current staffing includes fixed-term roles of 9.8 FTE across 13 people, to assist the addition of two government funded projects, to support the increasing numbers of regulatory activities that require professional advice, and to provide backfill while the SWRB recruits to other vacant positions.

Employee Remuneration

As a small team SWRB requires a significant number of staff to have a high level of specialisation who are often the only staff member supporting that function. An example would be specialist social work advisors who provide social work practice advice to the regulatory functions. In addition there are two externally funded projects which have specialised staff to deliver the project outcomes.

Total employee remuneration paid or payable that is or exceeds \$100,000 per annum

Salary range	Number of employees 2023	Number of employees 2022
100,000 -110,000	4	4
111,000 -120,000	6	6
121,000 -130,000	1	1
131,000 -140,000		
141,000 -150,000	1	1
151,000 -160,000	1	1
161,000 -170,000	2	2
171,000 -180,000	1	2
181,000 -190,000		
191,000 -200,000		
201,000 -210,000		
211,000 -220,000	1	1
221,000 -230,000		
Total	17	18

Staff turnover

Prior to the 2022/23 year, the SWRB had a less than 5% turnover of staff. Staff turnover started to increase late in 2022 and early 2023. Peaks and troughs across a small organisation can have a significant impact in terms of percentages with staff leaving for a variety of reasons including a significant portion being in the early stage of their careers. An increased focus on retention strategies and plans helped SWRB stabilise, and the turnover rate by end of June was 13.2%.

Staff development

During the 2022/23 year, SWRB staff have continued to develop their understanding of our regulatory role and the purpose and functions of our Act. All new staff complete the Level 3

Certificate in Government Regulation and then are supported to apply the learnings to their own work. Some staff have found this so valuable that they have enrolled in further programmes of study to understand the machinery of government and regulation.

We also continued on our journey to build staff capability to incorporate te ao Māori perspectives and approaches into our work and engage effectively with Māori. You can read more about He Arapaki – our Māori Development Strategy on page 39.

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 of 30 June 2023, our staff make up consisted of:

Staff gender



Staff ethnicity



For comparison, in 2021/22, the SWRB staff make up consisted of 28 (66%) females and 13 (32%) males. In the 2021/22 period, 12% of staff identified as Māori, 7% identified as Chinese, 2% identified as Indian and 76% identified as New Zealand European.

In May 2023, we published the SWRB Pay Equity Plan / Kia Toipoto, part of Te Kawa Mataaho (Public Service Commission) Public Service Pay Gaps Action Plan. This builds on the Public Service Gender Pay Gap Action Plan 2018–20 with specific actions to address the workplace drivers of gender, Māori, Pacific, Asian and ethnic pay gaps.

It includes action to:

- develop a robust method to analyse pay data for different people groups within the organisation
- analyse and compare data annually
- explore new initiatives and analyse current activities which build cultural competency within the organisation
- develop a progression pathway to further support individuals’ professional development
- develop tools and processes to mitigate unconscious bias when decision making across the organisation.

The plan is a living document that will evolve and develop as we continue to identify where potential pay gaps lie and where we can improve our responsiveness to the pay gaps as well as our cultural competency.

Flexible working

We provide staff with flexible working arrangements, while ensuring that the functioning of the organisation is not compromised. In a challenging labour market, we have had to consider remote working as well as flexible work arrangements to support staff who provide the experience and diversity required for our work. We have introduced our flexible working policy which was formally approved in July 2023. We are working on a programme of inclusion and engagement to address potential impacts of flexible / remote working on the individual and the culture of the organisation.

MĀORI DEVELOPMENT

The SWRB is making strong progress in its efforts to have te Tiriti o Waitangi and He Arapaki – our Māori Development Strategy and action plan underpin the functions and the work of the SWRB. This is reflected in our Board’s view of how we operate as an organisation by always ensuring the aims, aspirations and involvement of Māori are integral to our work. This work is mandated by Section 100 of the Social Workers Registration Act 2003 which outlines the obligations of the Board in relation to Māori and states:

- “In the exercise and performance of its powers and functions, the Board must ensure that the aims and aspirations of Māori as tangata whenua, and the need for the appropriate involvement of Māori as tangata whenua, are integral and ongoing priorities.”
- “The Board must maintain mechanisms (for example, appointing advisory committees or forming separate caucuses) to ensure that there are at all times readily accessible to it the views of Māori as tangata whenua.”

He Arapaki

In 2020, the SWRB developed a whakatauākī for the organisation to ensure that social work was at the heart of what we do as a regulator.

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

The whakatauākī played a fundamental role in the creation of the Māori development strategy and action plan ‘He Arapaki’. He Arapaki framework symbolises the many pathways of discovery and transformation and represents the transmission of ancient Māori knowledge in our regulatory functions and sharing of those stories.

He Arapaki framework		
Ara = Pathways Paki = stories/narratives		
<p>He ara pukenga</p> <p><i>The many pathways of knowledge</i></p> <p>The first part of the framework draws on ancient Māori knowledge and teachings. We acknowledge the past, confirm what we know, draw on lived experiences, and advance our continual search for new knowledge.</p>	<p>He ara tauwhiro</p> <p><i>The many pathways of social work</i></p> <p>Embedding Māori knowledge into our core business functions, weaves together two world views so the ancient with modern, past with present, Māori with Crown, and the SWRB with Māori and the sector. This part of the whakatauākī is about ‘practise’ – we exist to protect the public by enhancing the social work profession. Through a Māori worldview, our collective subject matter expertise enriches our thinking to be creative and innovative when applying our chosen disciplines within the regulatory environment.</p>	<p>Hei whakamana mātā waka</p> <p><i>Upholding the dignity of all</i></p> <p>Becoming a modern regulator through being an active partner with Māori. We achieve this through our approach to indigenising our regulatory environment.</p>

He Arapaki continues to build internal capability, incorporating te Ao Māori perspectives and approaches into our work.

In 2022/23, we built on the earlier work which had established our values and a programme of activity including weekly Waiata sessions, monthly Tikanga and Kawa Wānanga and the celebration of

different key markers in the Māori calendar, for example Matariki/Pūanga and te Wiki o te Reo Māori.

Karakia, Waiata and Māori job titles were commissioned from a renowned Māori artist, recognised for his expertise in te reo Māori. He taught these to staff within a rich wānanga setting in August 2022. The karakia and the waiata are now used routinely and confidently by staff for both internal and external hui. Māori titles have also been adopted across the organisation.

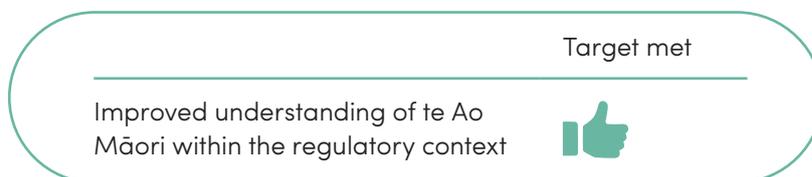
An eight-week block of te reo Māori lessons was provided internally from August 2022. These were well attended by staff – from those with extremely limited re reo Māori to those with sound knowledge..

Tikanga and Kawa Wānanga through the year covered subjects ranging from discussions about Mana to different aspects of Mauri, Tapu and Noa. Tikanga sessions encouraged self-reflection and personal growth among staff members. We believe that building the Māori capability of the staff and Board, provides deeper understanding of te Ao Māori and a renewed way of looking at our work, challenging us to do better. These wānanga encourage critical thinking about different perspectives, informing our decision making. Staff can draw from Māori values and principles to make more well-rounded and ethical choices that align with Section 100 of the Social Workers Registration Act 2003.



Staff wānanga for learning karakia, waiata and job titles

Performance measures for Māori development



See page 43 for full tables.

AGENCY ENGAGEMENT

As described in the Projects and research section of this report,, the SWRB was given funding at the beginning of 2023 to provide advice to Te Kawa Mataaho – Public Service Commission on social work-like roles for the pay equity roll out to the social work sector. This alongside our work with Oranga Tamariki, and our role as workforce lead showcases our growing leadership in the sector.

CORPORATE ACCOUNTABILITY

As a Crown Entity we are required to comply with a number of Acts and government directives. In addition to the Public Records Act 2005, Official Information Act 1982, Privacy Act 2020, Carbon Neutral Programme and Plain Language Act 2022 covered below, this includes the Kia Toipoto – Pay Equity Plan described on page 38.

Public Records Act

The SWRB continues to develop systems to support meeting the requirements of the Public Records Act 2005. We are nearing the completion of a project to implement IT and record management systems, including deploying a SharePoint solution. The next phase of the project requires an updated action plan from our 2022 Records Management Audit and implementation of a retention and disposal schedule. The planning for this began in early 2023.

Carbon Neutral Programme

Following the Ministry for the Environment Carbon Neutral Programme guidelines, work is underway to assess the SWRB's Carbon impact on the environment through greenhouse emissions from our activities. This will be used to develop targets. We are due to report on this work in December 2023.

Official Information requests

The SWRB received eight Official Information Act 1982 (OIA) requests in the 2022/23 financial year. Six of these requests were deemed to have been responded to in a timely manner, which is specified in the legislation as 20 working days. This compares with 2021/22, when we received ten OIA requests, of which eight were deemed to have been responded to in a timely manner. The SWRB also received 7 requests for personal information under the Privacy Act 2020 in the 2022/23 financial year, with 71% of these requests responded to in a timely manner. The number of requests in total remains relatively low, but as part of our continuous improvement approach we have initiated further training and reviewed our systems to ensure we are providing timely responses.

Plain Language Act 2022

The SWRB has appointed a Plain Language Officer in response to the requirements of the Plain Language Act which came into effect in April 2023. We have updated our website publications page to provide a contact email address for submitting feedback on our documents. We have also sourced materials to support our staff with writing in plain language, for example the Write Plain Language Standard. Further work on embedding plain language will take place in 2023/24.

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. 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 again been impacted by the increased operational costs associated with our regulatory function and in meeting our legislative obligations, particularly in enhancing the social work profession and meeting our obligations under te Tiriti o Waitangi. In 2021/22, we undertook the SWRB's first comprehensive review of our fees and disciplinary levy. This meant that once the fees were increased, the SWRB was better able to meet our regulatory requirements. As part of this process, we will regularly review our fees and levy, and this will continue in the 2023/24 year with another review planned to take place.

The SWRB financial position at the end of 2022/23 financial year is ahead of budget. This is primarily due to the impact of one-off funding for two government projects. These funds were received during the financial year with the work on the project continuing into the new financial year. This funding will cease at the end of the projects in the 2023/24 financial year with all monies being spent to meet the project outcomes.

We continue to develop in-house financial capability through the appointment of a Finance Manager, which minimises the costs of using external accountants. The value of having this capability in-house is demonstrated by the deeper understanding of our finances that informs the provision of regulatory and crown functions and avoids cross-subsidisation of activities as required by Treasury guidance.

In 2021/22, the SWRB implemented a new registration database to support mandatory registration. The user interface and payment processes have been enhanced since then in line with feedback from social workers who were renewing their practising certificates in 2022. They told us that most employers would pay for their practising certificates but that the system was too complex and time consuming causing some delay in social workers getting their practising certificates. A system was developed where employers could enrol as Authorised Employers and pay the SWRB directly. 125 employers enrolled in this process and now receive consolidated monthly invoices for their practising social workers. This has significantly reduced individual invoice processing times for social workers, employers and the SWRB making the process more efficient.

Over the last two years, the number of unpaid invoices for registration and practising certificate fees has been significant. Over the last few months, the SWRB focussed on resolving this debt by personally calling the 1221 social workers who had outstanding invoices. 82% of those contacted either paid their invoice themselves or arranged to have their employer pay it. 5% of those contacted were no longer practising which gave us the opportunity to remind them that they need to declare themselves as non-practising. 3% arranged a payment plan to pay off their invoices and a further 5% were unable to be contacted. Our debt collection processes continue into 2023/24, and 56 social workers who were unable to be contacted have now been sent demand letters to make payment or be referred to debt collection. The total amount outstanding is over \$30,000.

Considerable time and effort was spent on chasing up these unpaid invoices. This diverts our efforts from other areas of activity such as providing advice and processing applications.

Disciplinary Levy

As noted in the disciplinary framework section of this report, the number of complaints continue to rise along with the associated costs of processing and investigating the complaints. The Annual Financial Report records the direct costs associated with the management of all complaints, including Professional Conduct Committee and Tribunal costs, but no indirect costs or the building of a reserve for any appeals. Once the indirect costs are included, it becomes clear that the current level of the disciplinary fee is not covering the direct and indirect costs of the full complaints process. Therefore, the current fee is likely to need to be reviewed as part of any fee review process. It should also be noted that any costs that the Tribunal awards to the SWRB are rarely able to be collected as the decision often impacts on the ability of the social worker to continue work as a social worker.

07

STATEMENT OF SERVICE PERFORMANCE

Our performance is assessed through timeliness, quantity and quality measures from our Statement of Performance Expectations 2022/2023 and our Statement of Intent 2022-2026. There are 17 measures in total. While we are in the process of developing specific targets and establishing baselines for some of our longer-term Statement of Intent measures, we have provided a written update on how we are tracking on these measures.

STATEMENT OF PERFORMANCE EXPECTATIONS (SPE) MEASURES

Output Class: Delivery of mandatory registration and workforce planning for all social workers

Output measure description and type	2022/23 Target	2022/23 Result	Compared to 2021/22 ⁸
Timeliness Measures (T)			
SPE(T)1: Number and percentage of Aotearoa qualified registration applicants who are notified of the outcome of their application within 40 working days	85%	99%	↑
SPE(T)2: Number and percentage of complaints and notifications that initial decisions are made on (that they inform the social worker or complainant of) within 40 working days	80%	Not able to be measured. Upon converting to a new system in the current year, information was not collected uniformly in one place to be able to demonstrate this measure. We are in the process of amalgamating this for future reporting.	n/a
SPE(T)3: Number of valid Section 13 Experience Pathway applications that are assessed and moderated within 60 working days of being assigned (<i>new measure</i>)	80%	Changes to the assessment and moderation process to support Section 13 applicants with more options (such as hui with kaiarotake) have meant that this performance measure is no longer able to be measured in this way (see pages 11-12 for more detail). The SWRB is reviewing this measure and more appropriate ways to track timeliness.	n/a
Quantitative Measures (QT)			
SPE(QT)1: Assist education providers to ensure that they are meeting education standards through midcycle reviews and programme re-recognitions	3 midcycle reviews 5 programme re-recognitions	11 programme reviews completed ⁹	↑
Qualitative Measures (QL)			
SPE(QL)1: Percentage of applicants who report being satisfied with the registration process	80%	70%	↑

⁸ Comparing performance to 2021/22, where ↑ denotes improvement above 5%; ←→ denotes no change (within 5% of 2021/22); ↓ denotes over 5% reduction in performance

⁹ We are in the process of revising the Education Standards and Monitoring Framework, and changes to our legislation mean that midcycle and re-recognition targets no longer reflect the review process. However, education visits and programme reviews are still undertaken, as shown in the 2022/23 result.

Output measure description and type	2022/23 Target	2022/23 Result	Compared to 2021/22
SPE(QL)2: Percentage of applicants who report being satisfied with the practising certificate renewal process	80%	83%	↑
SPE(QL)3: Percentage of staff and other attendees who report that a planned Māori event improved their understanding of te ao Māori within the regulatory context	85%	90%	↔
SPE(QL)4: Feedback is sought from the sector on key policy and programme changes	No target specified	Continued engagement with stakeholders for the education standards review (Programme Recognition Standards); regular cross-agency working groups for Te Pūkenga, and projects (building the capability of Oranga Tamariki social workers and understanding the social work-like workforce).	n/a
SPE(QL)5: Percentage of stakeholders surveyed who rated the leadership provided by the SWRB on: a. social worker registration, and b. workforce planning as 'effective' would be no less than 75%	75%	¹⁰ Registration leadership: 100% rated as 'effective' Workforce planning leadership: 90% rated as 'effective'	↑
SPE(QL)6: Active engagement with social workers and other relevant stakeholders is undertaken (new measure)	No target specified	Weekly Q&A sessions via Zoom; Presentations and hui with: <ul style="list-style-type: none"> social work students about registration (6) potential social workers and S13 applicants recent social work graduates <ul style="list-style-type: none"> social work educators groups of social workers by invitation Co-hosted Māori Social Service Providers symposium; joint messaging with Te Kāhui Kāhu to social workers and social services sector	n/a

¹⁰ SWRB's Stakeholder survey achieved a 62% response rate this year, with specific effort put into increasing this from last year.

Operational Performance

Operational performance measure description and type	2022/23 Target	2022/23 Result	Compared to 2021/22
SPE(T)4¹¹ : Percentage of invoices paid within 10 working days	75%	88%	↑
SPE(QT)2 : Percentage of suppliers that are Māori businesses	5%	8.2%	↑

STATEMENT OF INTENT (SOI) MEASURES

Output measure description and type	2024/25 – 2025/26 Target	2022/23 Result
SOI 1 : More people are practising social work (new measure)	< 25% of registered social workers identify as non- practising and the proportion decreases over time	As of 30 June 2023, 19% of registered social workers are non-practising (PY: 19%).
SOI 2 : More people are registered as social workers (new measure)	Increase in numbers on the register	645 social workers were added to the register in 2022/23. 35 social workers were removed from the register. The register increased by 610 social workers in 2022/23.
SOI 3 : Supporting professional practice for social workers through better information on best practice (new measure)	Undertake targeted annual compliance marketing campaigns to social workers and employers	An updated Communications and Engagement Strategy was approved by the Board in March 2023. It will shape the development of targeted campaigns and information sharing on best practice. The high-level strategy will guide future campaigns and work towards this target for 2024/25.
SOI 4 : SWRB contributes system leadership and stewardship as the social work regulator for Aotearoa (new measure)	Satisfaction with advice and guidance provided to relevant Minister(s) and government agencies	The SWRB is in the process of establishing measures that better reflect our leadership in this area, given the wide scope of our work across the regulatory and workforce planning spaces. Interim findings from our 2023 leadership survey and feedback from a cross-sector workforce planning hui in Q3 show that 100% of stakeholders say SWRB is 'effective' in showing leadership as a modern regulator.
SOI 5 : SWRB promotes the benefits of social work professionalism to government agencies (new measure)	Minimum number of papers, meetings, submissions made on relevant policy and legislation	SWRB is in the process of establishing measures that better reflect the quality and effectiveness of our work with government agencies, along with measuring the quantity as described in this target. This will be a focus for the coming year, and will involve our monitor (MSD) and a cross-sectional group of government and non-government agencies.

11 This measure was coded in error as SPE(T)3 in SWRB's SPE 2022/23, and has been corrected here.

STATEMENT OF RESPONSIBILITY

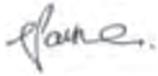
The Board is responsible for the preparation of the Social Workers Registration Board's financial statements and statement of performance, and the judgements made in them.

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 2023.

Signed on behalf of the Board:



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 2023

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 51 to 70, that comprise the statement of financial position as at 30 June 2023, 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 43 to 45.

In our opinion:

- the financial statements of the Board:
 - present fairly, in all material respects:
 - its financial position as at 30 June 2023; and
 - its financial performance and cash flows for the period then ended;
 - its actual revenue and output expenses as compared with the forecasts included in the statement of performance expectations for the financial year; 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 2023, 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
 - complies with generally accepted accounting practice in New Zealand.

Our audit was completed on 31 October 2023. This is the date at which our opinion is expressed.

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 members for the financial statements and the performance information

The Board members are 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 members are responsible for such internal control as they determine is necessary to enable the Board 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 members are responsible on behalf of the Board for assessing the Board's ability to continue as a going concern. The Board members are 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 members' 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 members.
- 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 members 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 members is responsible for the other information. The other information comprises the information included on pages 1 to 42 and 46, 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

08 FINANCIAL STATEMENTS

STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES FOR THE YEAR ENDED 30 JUNE 2023

	Notes	2023 Actual \$	2023 Budget \$	2022 Actual \$
REVENUE				
Non-Exchange Revenue	2	7,210,865	6,075,448	4,532,410
Exchange Revenue	2	754,179	515,172	571,284
Total Revenue		7,965,044	6,590,620	5,103,694
EXPENSES				
Administration and Overhead Costs		194,142	191,062	108,717
Disciplinary Costs		395,577	160,000	394,067
Publications		38,049	93,600	134,058
Depreciation & Amortisation expense		28,274	26,000	28,233
Personnel costs	3	4,686,848	3,996,278	3,580,658
Other expenses	4	1,306,305	1,976,532	978,958
Total expenses		6,649,194	6,443,472	5,224,691
Surplus / (deficit) for the year		1,315,850	147,148	-120,997

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 2023

	Total \$
Balance as at 1 July 2021	687,189
Net surplus or deficit / total comprehensive revenue and expense	(120,997)
Net Assets/Equity at 30 June 2022	566,192
Balance as at 1 July 2022	566,192
Net surplus or deficit / total comprehensive revenue and expense	1,315,850
Net Assets/Equity at 30 June 2023	1,882,042

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 2023

	Notes	2023 Actual \$	2023 Budget \$	2022 Actual \$
CURRENT ASSETS				
Cash and Cash Equivalents	6	2,706,291	2,814,725	3,392,409
Investments	7	1,600,000	1,050,000	-
Receivables	8	470,445	2,554,475	837,679
Prepayments		133,333	93,077	133,620
Total Current Assets		4,910,069	6,512,277	4,363,708
NON CURRENT ASSETS				
Property, Plant and equipment	9	50,002	50,264	57,799
Intangible assets	10			
Total Non-Current Assets		50,002	50,264	57,799
TOTAL ASSETS		4,960,071	6,562,541	4,421,507
CURRENT LIABILITIES				
Payables	11	901,684	973,908	1,429,706
Deferred Revenue	12	1,872,123	4,658,000	2,152,914
Lease liability	13	0	0	29,366
Employee entitlements	14	304,222	211,428	243,329
Total Current Liabilities		3,078,029	5,843,336	3,855,315
TOTAL LIABILITIES		3,078,029	5,843,336	3,855,315
NET ASSETS		1,882,042	719,205	566,192
EQUITY				
Accumulated surplus / (deficit)	16	1,882,042	719,205	566,192
TOTAL EQUITY		1,882,042	719,205	566,192

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 2023

	Note	2023 Actual \$	2023 Budget \$	2022 Actual \$
CASH FLOW FROM OPERATING ACTIVITIES				
Revenue receipts		7,733,119	6,685,553	5,753,334
Interest received		73,775	10,000	14,251
Payments to employees		(4,099,154)	(3,693,256)	(3,571,189)
Payments for goods and services		(1,874,441)	(2,574,294)	(1,430,321)
GST (Net)		(899,860)	-	498,632
Net Cash Inflow/(Outflow) from Operating Activities		933,439	428,003	1,264,706
CASH FLOW FROM INVESTING ACTIVITIES				
Receipts from sale or maturity of investments			-	200,000
Purchase of property, plant and equipment		(19,557)	(28,000)	(27,154)
Purchase of investments		(1,600,000)		-
Net Cash Inflow/(Outflow) from Investing Activities		(1,619,557)	(28,000)	172,846
Net Increase/(Decrease) in Cash and Cash Equivalents		(686,118)	400,003	1,437,552
Cash and Cash Equivalents at the Beginning of the year		3,392,409	2,412,722	1,954,856
Cash and Cash Equivalents at the end of the year	6	2,706,291	2,812,725	3,392,409

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 2023

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 2023 and were authorised for issue by the Board on 30 October 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.

PBE IPSAS 41 has been adopted this year.

This standard has set out principles for recognising assets and liabilities in the financial statements of reporting entities.

In accordance with this standard the expected credit loss model has been applied when considered the collectability of Accounts Receivable.

There has been no impact on the financial statements as result of adoption.

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 3 June 2022. 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.

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

This standard has set out principles for recognising assets and liabilities in the financial statements of reporting entities.

In accordance with this standard the expected credit loss model has been applied when considered the collectability of Accounts Receivable.

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 asset's 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.

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 is 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 Crown activities, (2022: \$113,000).

An amount of \$705,000 of other revenue was received from MSD to fund Workforce planning (2022: \$605,000)

An amount of \$980,000 of other revenue was received from MSD to fund Social Work Like Project (2022: \$0)

An amount of \$793,000 of other revenue was received from MSD to fund OT Capability Project (2022: \$0)

An amount of \$0 was received from MSD to fund the revenue shortfall (2022: \$450,000)

An amount of \$75,000 was received from MSD to fund IT review (2022: \$0)

Practising 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.

Experience pathway application fees are recognised when all application data and payment have been received.

Disciplinary Levy

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

The disciplinary levy income is recognised on the same basis as the Practising fees.

	2023	2022
	Actual \$	Actual \$
REVENUE FROM NON-EXCHANGE REVENUE TRANSACTIONS:		
Practising fees	3,494,751	2,642,825
Crown Funding	1,962,000	563,000
Disciplinary Levy	1,049,114	721,586
Implementation Funding		
Workforce planning income	705,000	605,000
TOTAL NON-EXCHANGE REVENUE	7,210,865	4,532,411
REVENUE FROM EXCHANGE TRANSACTIONS:		
Application fees	227,554	214,500
Competence fees	373,146	340,795
Other revenue	56,866	2,542
Finance Income (note 5)	96,613	13,448
TOTAL EXCHANGE REVENUE	754,179	571,284
TOTAL REVENUE	7,965,044	5,103,695

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.

Breakdown of personnel costs and further information	2023 Actual \$	2022 Actual \$
Salaries	4,041,498	3,198,341
Other Fees	497,939	277,018
Superannuation employer contributions	116,862	87,732
Other personnel costs	30,549	17,568
Total personnel costs	4,686,848	3,580,659

During the year ended 30 June 2023 there were no employees who received compensation in relation to their termination (2022: One employee \$4,000).

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

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

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

	2023	2022
	Actual \$	Actual \$
OTHER EXPENSES		
Audit fees	31,392	32,978
Bad debts	-	431
Database expenses	164,150	156,924
Doubtful debts	238,731	59,348
Legal fees	27,879	29,626
Insurance	18,441	11,751
Computer expenses	147,694	110,713
Professional fees	103,760	69,195
Training and development	54,511	57,228
Staff expenses	2,561	3,592
Board expenses	67,567	33,956
Consultancy expenses	144,450	173,940
Travel and accommodation	54,749	19,571
Bank fee	36,821	40,897
Workforce planning expenses	70,321	38,007
Sector engagement	35,057	-
Communication	31,946	30,842
Other expenses	76,241	109,959
TOTAL OTHER EXPENSES	1,306,270	978,958

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.

	2023	2022
	Actual \$	Actual \$
FINANCE INCOME		
Loans and receivables - Interest received	96,613	13,448
NET FINANCE INCOME	96,613	13,448

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.

	2023 Actual \$	2022 Actual \$
Cash on hand and at bank	2,433,818	3,126,779
Cash equivalents - bank call deposits	272,473	265,629
Total cash and cash equivalents	2,706,291	3,392,409
NET CASH AND CASH EQUIVALENTS IN THE STATEMENT OF CASH FLOWS	2,706,291	3,392,409

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.

	2023 Actual \$	2022 Actual \$
SHORT TERM INVESTMENTS		
ANZ Term Deposits	1,600,000	-
TOTAL SHORT TERM INVESTMENTS	1,600,000	-

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.

	2023 Actual \$	2022 Actual \$
RECEIVABLES UNDER EXCHANGE TRANSACTIONS		
Interest receivable	17,449	473
Total receivables under exchange transactions	17,449	473

	2023 Actual \$	2022 Actual \$
RECEIVABLES UNDER NON-EXCHANGE TRANSACTIONS		
Accounts receivable	784,649	962,904
less: provision for impairment	(331,652)	(125,698)
Total receivables under non-exchange transactions	452,995	837,206
Total Receivables	470,445	837,679

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

Receivables are normally assessed for collectability on an individual basis.

Receivables in excess of 90 days are fully recognised in the Provision for Doubtful accounts as per IPSAS 41.

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

	2023	2022
	Actual \$	Actual \$
Balance at 1 July	125,698	66,000
Write off of provision during the year	(32,777)	(8,552)
Additional provisions made during the year	238,730	68,250
Balance at 30 June	331,652	125,698

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 asset's 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 \$
COST			
Balance at 1 July 2021	67,413	159,893	227,306
Additions	4,915	22,239	27,154
Disposals	-	-	-
Balance at 30 June 2022 / 1 July 2022	72,328	182,133	254,460
Additions	2,301	18,177	20,477
Disposals	-	-	-
Balance at 30 June 2023	74,628	200,309	274,938

	Furniture & office equipment \$	Computer equipment \$	Total \$
ACCUMULATED DEPRECIATION AND IMPAIRMENT LOSSES			
Balance at 1 July 2021	48,796	119,632	168,428
Depreciation expense	6,320	21,913	28,233
Elimination on disposal			-
Balance at 30 June 2022 / 1 July 2022	55,116	141,544	196,661
Depreciation expense	4,651	23,623	28,274
Balance at 30 June 2023	59,767	165,167	224,935
CARRYING AMOUNTS			
As at 1 July 2022	18,617	40,262	58,878
Balance at 30 June 2022 / 1 July 2022	17,211	40,588	57,800
Balance at 30 June 2023	14,861	35,142	50,002

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.

Breakdown of intangible assets and further information

Movements for each class of intangible asset are as follows:

	Database & Website \$	Total \$
COST		
Balance at 1 July 2021	2,944	2,944
Additions	-	-
Disposals	-	-
Balance at 30 June 2022 / 1 July 2022	2,944	2,945
Additions	-	-
Disposals	-	-
Balance at 30 June 2023	2,944	2,944

	Database & Website \$	Total \$
ACCUMULATED DEPRECIATION AND IMPAIRMENT LOSSES		
Balance at 1 July 2021	2,944	2,944
Amortisation expense	-	-
Elimination on disposal	-	-
Balance at 30 June 2022 / 1 July 2022	2,944	2,944
Balance at 30 June 2023	2,944	2,944
CARRYING AMOUNTS		
Balance at 1 July 2020	-	-
Balance at 30 June 2021 / 1 July 2021	-	-
Balance at 30 June 2022	-	-

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.

	Actual \$	Actual \$
PAYABLES UNDER EXCHANGE TRANSACTIONS		
Accounts payable	231,279	472,141
Accruals	114,242	78,166
Total payables under exchange transactions	345,521	550,307

	2023 Actual \$	2022 Actual \$
PAYABLES UNDER NON-EXCHANGE TRANSACTIONS		
Taxes payable (GST)	556,163	879,399
Total payables under non-exchange transactions	556,163	879,399
Total Payables	901,684	1,429,706

12. DEFERRED REVENUE

	2023 Actual \$	2022 Actual \$
DEFERRED REVENUE UNDER NON-EXCHANGE TRANSACTIONS		
Income in advance (practising fees)	1,872,123	2,152,914
Total deferred revenue under non-exchange transactions	1,872,123	2,152,914

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

	2023 \$ < 1 year	2023 \$ 2-5 years	2022 \$ < 1 year	2022 \$ 2-5 years
Rental Lease				
Level 7, 110 Featherston St, Wellington				
Operating lease	211,320	-	76,315	76,315
Total rental lease commitments	211,320	-	76,315	76,315

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

For the year ended 30 June 2023 no lease incentive has been recognised in the financial statements and \$29,366 in the 2022 year.

SWRB has no lease commitments for the period two years or later (2022:\$76,315).

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.

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.

Breakdown of employee entitlements

	2023 Actual \$	2022 Actual \$
CURRENT PORTION		
Annual leave	175,999	181,727
Salaries payable	128,223	61,602
	304,222	243,329

15. CONTINGENCIES

There are no contingent liabilities and no contingent assets as at 30 June 2023 (Contingent liabilities and assets at 30 June 2022: nil).

16. EQUITY

	2023 Actual \$	2022 Actual \$
Opening Balance	566,193	687,189
Accumulated surplus / (deficit)	1,315,850	-120,997
Total Equity	1,882,043	566,193

The increased Accumulated surplus in 2023 is mainly a result of recognising Crown Project funding received in 2023 as required by accounting standards.

This Project funding will be spent in 2024.

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.

Key management personnel compensation

	2023 Actual	2022 Actual
BOARD MEMBERS		
Remuneration	\$86,937	\$72,000
Full time equivalent members	0.84	0.84
LEADERSHIP TEAM		
Remuneration	\$1,090,057	\$1,034,048
Full time equivalent members	6.10	6.00
Total key management personnel remuneration	\$1,176,994	\$1,106,048
Total full-time equivalent personnel	6.94	6.84

Two direct family members of key management personnel were employed by Social Workers Registration Board on normal employment terms.

The total aggregate remuneration paid to the family members during the 2023 financial year is \$47,901 (LY: \$29,476).

Adam Davy a director of Social Workers Registration Board has a son who is a Partner at BDO Wellington. The Board paid BDO Wellington \$86,567 during the year for accounting support services.

18. FINANCIAL INSTRUMENTS

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

	Note	2023 Actual \$	2022 Actual \$
FINANCIAL LIABILITIES MEASURED AT AMORTISED COST			
Payables (excluding deferred revenue and taxes payable)		345,486	550,307
Employee entitlements		304,222	243,329
Lease liability	13	-	29,366
Total financial liabilities measured at amortised cost		638,708	823,002
FINANCIAL ASSETS MEASURED AT AMORTISED COST			
Cash and cash equivalents	6	2,706,291	3,392,409
Receivables	8	470,445	837,679
Short term investments	7	1,600,000	-
Total financial assets measured at amortised cost		4,776,736	4,230,088

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 \$1.4m above budget mainly due to additional Crown project funding received.

Overall expenditure is \$0.2m higher than budget with increases and decreases across various categories.

Personnel cost (over budget \$0.7m)

- Personnel costs are higher than budget due to additional Fte's to resource projects and additional assessor fees.

Other cost (under budget \$0.5m)

- Other costs are lower than budget mainly due to project costs being below budget.

Statement of Financial Position

Cash and Cash Equivalents (over budget \$0.3m)

- Cash and Cash Equivalents are higher due to SWRB receiving unbudgeted Crown Project funding.

Receivables (under budget \$0.1m)

- Receivables are lower than budget due to Assessment revenue not being recognised until being received.

Deferred Revenue (under budget \$0.7m)

- Deferred Revenue is lower than budget due to deferred revenue liability not being recorded for outstanding debtors.

Statement of Cash Flows

There is a \$1.6m above budget variance for investments in Term Deposits as the SWRB have invested cash being held mainly for Project spending in the following year.

20. EVENTS AFTER REPORTING DATE

There are no events after reporting date.

21. COMPARATIVES

There have been a number of prior period comparatives which have been reclassified to make disclosure consistent with the current year.



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