



**Social Workers
Registration Board**
Kāhui Whakamana Tauwhiro

Aotearoa's occupational regulator of social workers and the lead agency for social worker workforce planning

ANNUAL REPORT 2023–2024

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

New Zealand Government

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

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

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The Social Workers Registration Board’s Annual Report 2023–2024 tells the story of our activity and achievements for the year from 1 July 2023 to 30 June 2024. 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 huri te kei o te waka ki te pae tawhiti,
kia hoe ngātahi ki te pae tata**

**Turn the vessel towards our distant
horizon, let us make headway by
paddling together as one**

As we report on our activity from 2023-24, we reflect on our contribution to New Zealanders through our work as the occupational regulator of social workers, and the lead agency for social worker workforce planning. With public safety at the heart of what we do, we continue to pursue opportunities to improve and develop as an organisation, while building strong connections across the government and wider health and social care sector. We also acknowledge the incredible mahi of social workers who serve whānau and communities often in the most challenging circumstances.

The year saw several key developments both at the Social Workers Registration Board (SWRB), as well as for current and aspiring social workers and organisations delivering social work services.

One was the extension of the experience pathway for social worker registration. The pathway had been due to close in February 2024. We welcomed the government's decision to keep this pathway available for another two years. The extension gives more time for experienced, competent people working in social services into the professional social worker workforce. We will continue to transition to a professional qualification environment.

The Minister for Social Development and Employment Louise Upston was one of many MPs who spoke in recognition of the contribution of the social work profession



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

as the legislation extending the experience pathway progressed through the House. A notable theme was the acknowledgment of the value of the work of social workers and the significant contribution they make to the communities in Aotearoa New Zealand.

We were also pleased to share in March our Annual Social Worker Workforce Report 2023 on World Social Work Day, launched by the Minister. The report provides unique insights into the social worker workforce, and is core to our work on workforce planning. This year we have also analysed and presented the data by employer grouping, building up a suite of material that shines a spotlight on the workforce opportunities and challenges facing the profession.

While we have been able to deliver robust data and evidence about the regulated social work profession, less is known about people who are in social worker-like roles where the

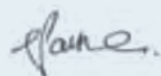
work is substantially similar to that of social workers. We reported to the Minister about this workforce earlier in the year and published the key findings from our research. We hope this work will contribute to a better understanding of kaimahi working in unregulated social work-like roles. We are grateful to the kaimahi who shared their experiences with us.

It is important to us that the SWRB is a stable, responsible modern regulator including managing our finances well. It was clear at the beginning of the year that the fees we were charging would no longer be enough for our regulatory activities. We undertook a fees and disciplinary levy consultation which opened in December and resulted in revised charges for the 2024-25 year. We also sharpened our focus on debt recovery and we are making good progress.

We are now three years on from the introduction of mandatory registration, and we continue to look at ways we can support social workers in understanding their regulatory responsibilities as regulated professionals. To that end, we published the first of a series of resources exploring the Code of Conduct and its role in social work practice. These guidance notes draw on insights from complaints and notifications and provide questions for social workers to reflect on.

Over the course of the year, we have welcomed the opportunity to engage with social workers in a variety of ways. Highlights included the Aotearoa New Zealand Association of Social Workers (ANZASW) Social Work Conference in September 2023, and the Māori and Pasifika Symposium in March 2024. It is always humbling and inspiring to hear from social workers engaged in such a rich variety of essential work.

This year we set out our strategic direction for the next four years in our Statement of Intent. The strong foundations we have built in recent years should serve us well in pursuing our vision that social workers in New Zealand are safe, competent and accountable, and have the trust and confidence of the public. We look forward to entering this next phase.



Shannon Pakura RSW
SWRB Chair



Sarah Clark
SWRB Chief Executive

Personal reflections from the SWRB Chair

This will be the last time I present the SWRB's Annual Report as Board Chair. I wanted to take this opportunity to offer some personal reflections from my time in this role.

It has been a privilege to be a member of the Board, particularly at the time mandatory registration of social workers came into effect, and when the SWRB was assigned the role of lead agency for social worker workforce planning. Giving effect to the purpose of the Social Workers Registration Act (2003) and working with others on workforce planning has been rewarding. This work continues to provide valuable information and insights to the sector.

These achievements would not have been possible without the vision and dedication of many over the past decades; social workers, past and present Board members and SWRB staff. These dedicated collectives recognised the importance of regulation in protecting the public, that social workers are competent and accountable for the way in which they practise.

The purpose of the Act has been the anchor that has guided the work of the Board. I am proud of the progress the organisation has made over the past six years. SWRB has matured into being a modern regulator. Our Board has been purposeful, focusing on public safety and good governance. The obligation of the Board in relation to Māori was advanced with the development and implementing of He Arapaki - our Māori Development Strategy in and across the organisation. The Board's drive to be an effective and efficient regulator was further progressed with the shift from a manual to an electronic database using the iMIS platform. These milestones position the organisation through its Continuous Improvement Strategy to be a highly effective and efficient occupational regulator.

Working constructively with others has been crucial. It is important that I acknowledge Aotearoa's two professional bodies, ANZASW and TWSWA; their advocacy and leadership were significant in achieving key milestones for the social work profession, including the extension to the s13 experience pathway amendment.

In closing, my social worker colleagues who are on the front-line every day, responding to the needs and answering calls for assistance make a positive difference in the lives of many. They are committed individuals who draw on their knowledge, skills, tenacity to support individuals, whānau, and communities.

I am proud to be a registered social worker and to have served as the Chair of the SWRB.

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*



Shannon Pakura, Chair

02 SWRB'S YEAR AT A GLANCE

23

July

EXPERIENCE PATHWAY EXTENSION

Advisor to the Social Services Select Committee on the Social Worker Registration Legislation Amendment Bill (with Ministry of Social Development)

September

WORKFORCE PLANNING

Presentation to the cross-government agency Mental Health and Addictions Services (MHAS) group

October

RECOGNITION OF IT DEVELOPMENTS

Winner of the Great Things Award for overall use of iMIS database

December

CONSULTATION

Fees and levy consultation open from December 2023 to February 2024 (decision March)

September

ENGAGEMENT WITH SOCIAL WORKERS

ANZASW Social Work Conference and Awards – SWRB sponsor

October

EDUCATION

Review visit: University of Canterbury

December

BUDGET SIGNIFICANT INITIATIVE

Code of Conduct in Practice resources published as part of building social worker capability initiative

24

March

BUDGET SIGNIFICANT INITIATIVE

Focus groups on resources developed for social workers, employers and the public (part of building social worker capability initiative)

March

ENGAGEMENT WITH SOCIAL WORKERS

Māori & Pasifika Symposium sponsor

June

WORKFORCE PLANNING

Workforce Spotlight Reports finalised

February

EXPERIENCE PATHWAY EXTENSION

Legislation passed to extend the Experience pathway: \$13 for social worker registration

March

WORKFORCE PLANNING

Launch of the SWRB's Annual Social Worker Workforce Report 2023 by the Minister of Social Development and Employment

March

SOCIAL WORK-LIKE WORKFORCE

Report for Minister for Social Development and Employment on Social Worker-like kaimahi

03 WHO WE ARE AND WHAT WE DO

The Social Workers Registration Board (SWRB) is 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.

We protect the safety of the public by ensuring social workers are competent and accountable

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.

As we continue our journey towards being a modern regulator, we are increasing our focus on delivering effective and efficient regulation that is intelligence led, responsive and public safety focused. We seek 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, using new technology, and drawing on knowledge from the social work sector, employers, educators, other regulators and the wide range of people and organisations with which we interact, including those who use social work services.

We have three key roles – Regulation, Workforce Planning, and Crown

These roles are explained below and are also illustrated in the ‘Who we are’ diagram.

Regulation – we are the occupational regulator of social workers

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 annual 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.

Workforce Planning – we are the lead agency for workforce planning for all social workers

The SWRB is the lead agency for workforce planning for all social workers. To fulfil this role, we connect cross-agency and sector stakeholders, collect and analyse social worker workforce data and information, and provide insights and evidence for others to use in their workforce planning and development activities. This function is funded by the Crown.

We have responsibilities as a 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, and the Public Finance Act, 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. Our performance is monitored by the Ministry of Social Development on behalf of the Minister for Social Development and Employment.

Our values guide us in how we deliver our outcomes

Our values support us in delivering our purpose and outcomes in a way that aligns with our aspirations to be a Tiriti-informed modern regulator.



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

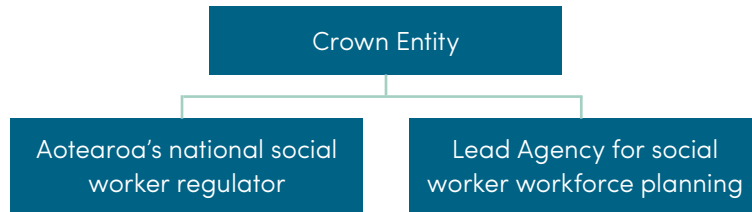
To work together as one, collaborate, cooperate, co-design, connect, interact, reciprocate, discuss, debate, work in unity with teamwork and synergy.



Māia

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

Who we are overview



Who we are



Established

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



Responsible

We report to the Minister for Social Development and Employment, and we are monitored by the Ministry of Social Development.



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

To protect the safety of members of the public and enhance the professionalism of social workers. To contribute key evidence and insights on opportunities and challenges facing the social worker workforce.

What we do



Regulatory Functions

To protect the safety of members of the public by ensuring that social workers are competent to practise and accountable for their practice. Using regulatory tools to ensure competence through registration, certification, and standards in education. To ensure accountability through complaints and disciplinary activity.



Registration



Complaints & Disciplinary Activity



Education & Training Standards



Workforce Function

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.

How we do it



Guided by our values of matatika, manaaki, mahitahi and māia

Responsive to the needs of diverse communities, including tangata whenua and Pacific Peoples.

Our outcomes guide the work we do

Our outcomes guide where we put effort and resources. They are driven by how we bring our legislation to life and reflect the priorities of our Minister and government.

In 2023/24 our work aligned with the high-level outcomes from our Outcomes Framework 2022-26:

- 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.

The SWRB's Outcomes Framework was revised in mid-2024 when legislative requirements required an update to the 2022-26 Statement of Intent. This updated Outcomes Framework will guide our activity from July 2024 onwards.

Our Tiriti o Waitangi statement

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

04 PUBLIC SAFETY IS AT THE HEART OF OUR REGULATORY ROLE

As the regulator of the social work profession, our focus is on public safety and enhancing the professionalism of social workers.

Our regulatory responsibilities are set out in the Social Workers Registration Act 2003. We maintain the public Register of social workers in Aotearoa. Registration – and maintaining the Register – are key tools in ensuring that only social workers who are competent and fit to practise enter and remain in the social worker workforce.

There are three routes to becoming a registered social worker:

- NZ qualification pathway
- Overseas qualified pathway
- Experience pathway: S13.

The Register also provides information about social workers' practising status. Social workers must hold a current practising certificate which is renewed annually. As part of the renewal process, social workers declare that they are undertaking Continuing Professional Development (CPD), receiving regular professional supervision and continuing to uphold the Code of Conduct. They must declare to us any matters that could impact on their ability to practise safely, for example health concerns or convictions.

The Register tells us valuable information about the social worker workforce

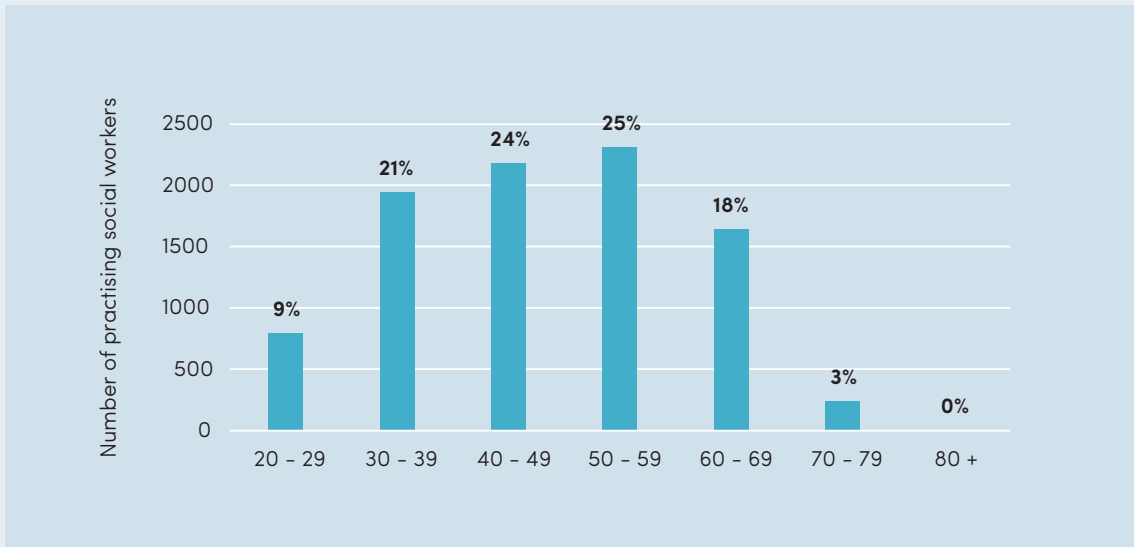
Register totals

	Total registered social workers	New to Register	Practising Certificates held
2023/24	12,449	744	9,135
2022/23	11,850	650	8,707
2021/22	11,205	661	8,680

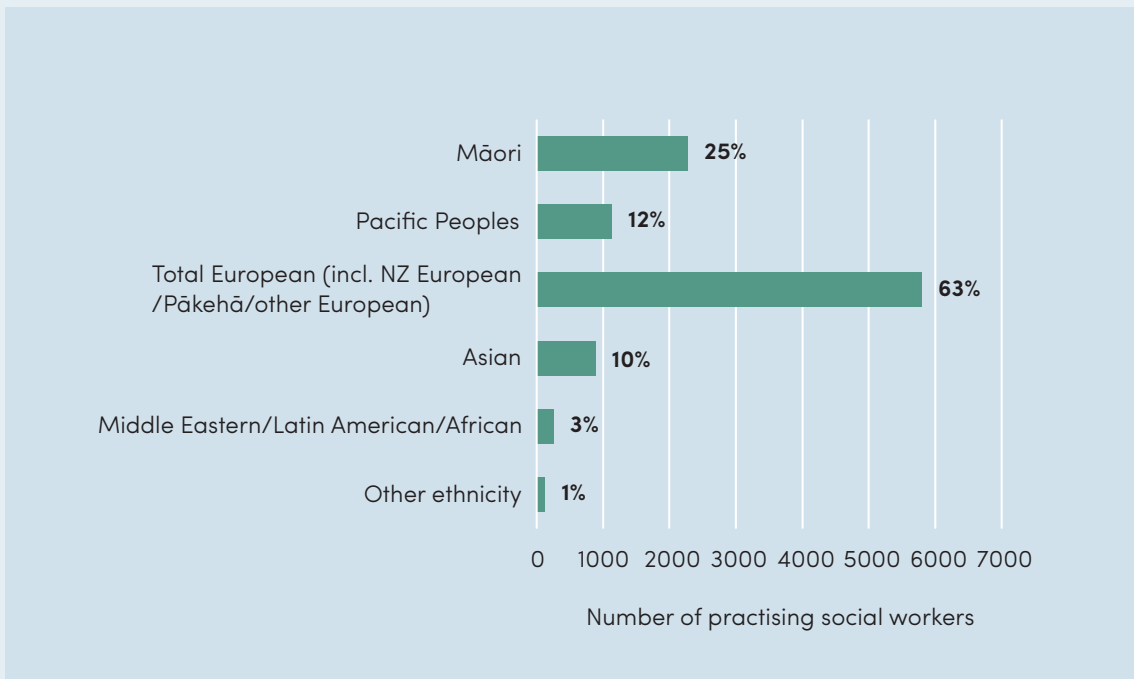
Pathway to registration

	New to the Register by pathway		Practising workforce by pathway
	2022/23	2023/24	2023/2024
NZ qualified	90%	77%	86%
Experience pathway: S13	4%	6%	2%
Overseas qualified (including Australian)	6%	17%	12%

Practising social workers by age

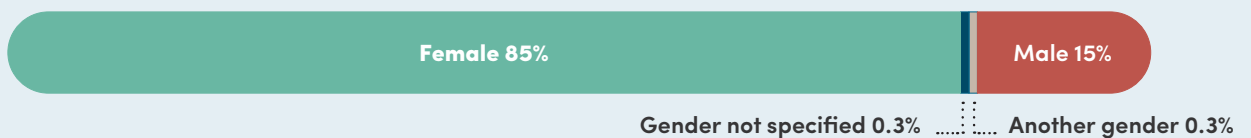


Practising social workers by ethnicity *



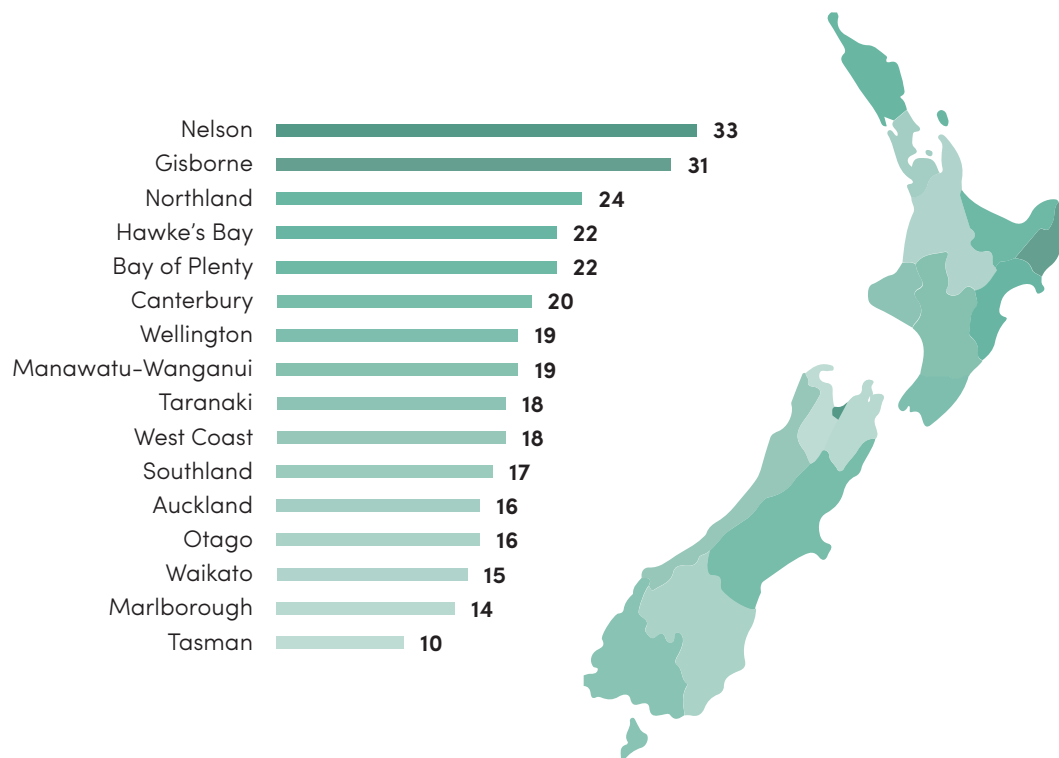
* Social workers can identify with more than one ethnic group, so totals exceed 100%

Practising social workers by gender +



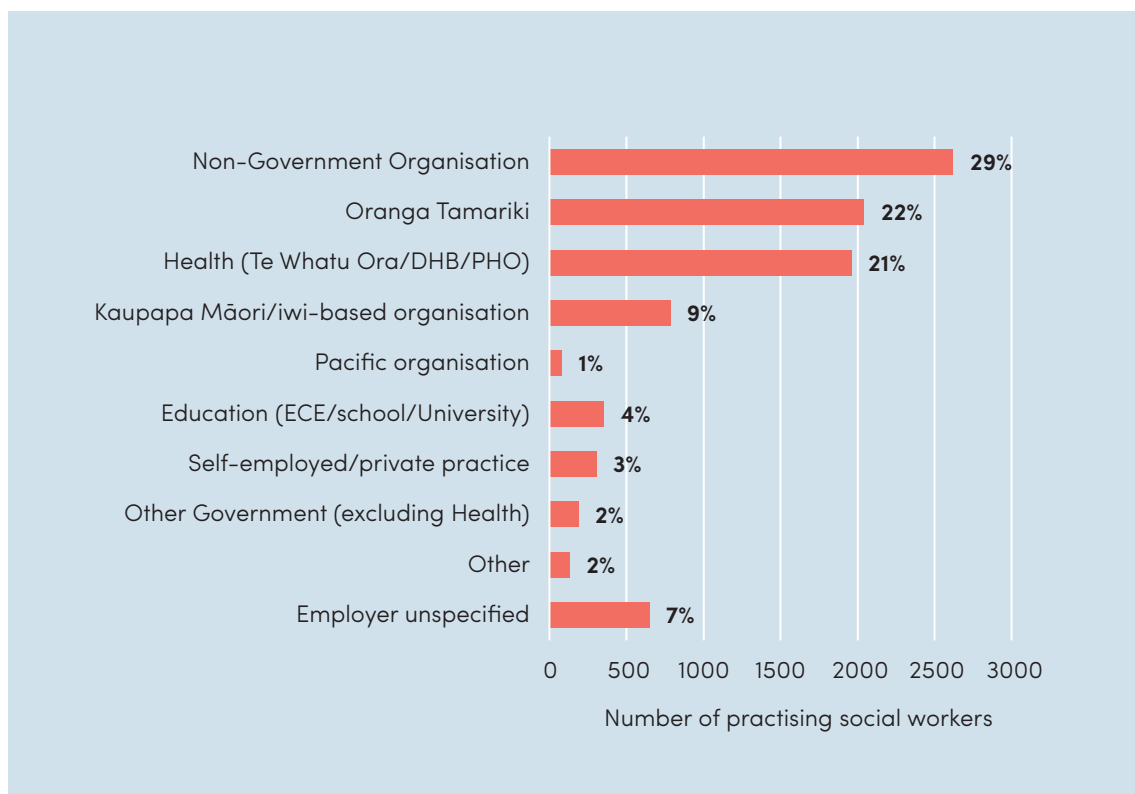
+ Values over 1% have been rounded

Geographic distribution of practising social workers per 10,000 population for 2023/24



Please note, this geographic distribution is based on social workers' residential addresses as recorded in the SWRB's register. This may not always reflect the full coverage of area(s) where social workers work.

Practising social workers by employer type



Prescribed qualifications ensure our New Zealand graduates are competent

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.

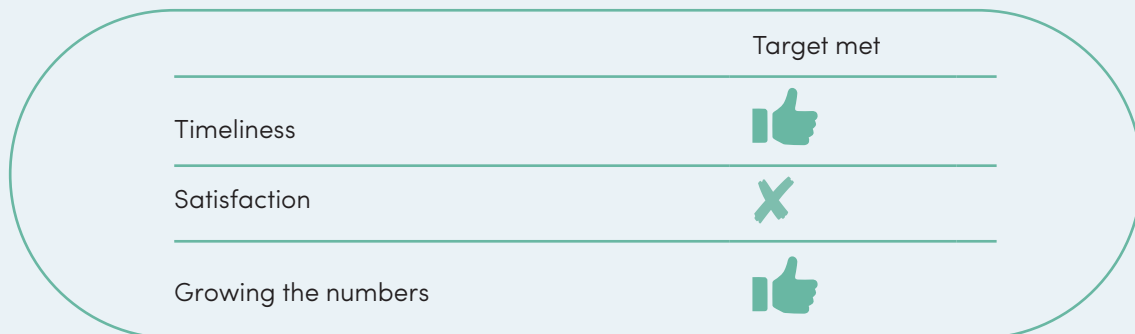
We engage with students to support their registration through:

- visits and presentations at their place of education or online
- offering drop in Zoom Q&A sessions
- the guidance of our registration team.



SWRB Registrar Hamish McDouall (pictured left) and members of our registration team met students from the Open Polytech to talk about registration and the work of the SWRB

Performance measure for registration



See SPE(T)1, SPE(QL)1 and SOI measure 2 in the Statement of Service Performance section for further details.

We ask social workers about their experience of the registration process to help us improve

To test satisfaction with the overall registration process, we invited newly registered social workers to provide feedback via a satisfaction survey. 20% of those invited responded to the survey. The satisfaction rating is lower than the target: 65% satisfaction reported against a target of 80%.

However, satisfaction with the SWRB's registration officers and the support received during registration was higher than overall satisfaction (76% and 75%, respectively). In addition, some social workers referenced the recent increase in fees as a reason they were not satisfied. Although new registration fees were implemented after the registration of those social workers surveyed, they will have been aware of the increase through the fee consultation process and the cost of 2024/25 Practising Certificate renewals.

We are constantly seeking to improve our level of performance. The feedback social workers provided will be useful to help us improve. Across the three registration pathways, social workers have highlighted issues such as unclear information and poor communication about timelines and expectations for the registration process. We are keen to address concerns raised with us.

We have already made some changes to information provided online for both the overseas qualification pathway and experience pathway. In addition to the responses in the survey, we received feedback from social workers about the experience pathway as described below. In particular, significant concerns raised in the experience pathway have led to further changes including the introduction of a Code of Service, staff training and improvements for managing applications in our IT system iMIS.

We will continue to analyse the feedback we receive to seek further improvements.

“Going through the registration process [was] incredibly challenging, but I’m grateful to all the SWRB kaimahi who never failed to uphold my mana.... To expedite the process for future applicants, I suggest that SWRB develop a registration timeline with estimated timeframes for each step. This would provide applicants with a clear guide, reducing anxiety while waiting, and lessen the burden on SWRB staff fielding constant update inquiries. I think it’s a practical improvement that benefits both the board and applicants.”

Survey feedback from a recently registered social worker

“The process was a positive experience for me as I was able to start before I finished the degree. The online wānanga/information sessions SWRB provided before registering allowed a space to ask questions and gain clarity.”

Survey feedback from a recently registered social worker

We work with education providers to ensure programmes meet required standards

Setting standards in education helps ensure that social work graduates enter the workplace with expected levels of competence. We visit education providers regularly to ensure that programmes continue to meet the SWRB’s required standards.

This year, we completed one education review only, which was of the University of Canterbury in October 2023. However, this followed a particularly busy schedule the previous year when 11 reviews were completed.

In addition, there was comprehensive and varied engagement as our focus shifted to Te Pūkenga and their development of the unified Bachelor of Social Work degree Te Ata Māhina. We welcomed the opportunity to engage with Te Pūkenga as they prepared to submit their proposal for the unified degree to become a prescribed qualification for the purpose of registration.

Although work on the degree was put on hold in 2024, the SWRB regarded the unified degree as a positive development in the social work field which had the potential to improve competence to practise and allow for a more coordinated approach in the delivery of programmes across multiple institutions.

We acknowledge the commitment and hard work that went into the development of the unified degree programme, and we hope this work can be utilised in future delivery.

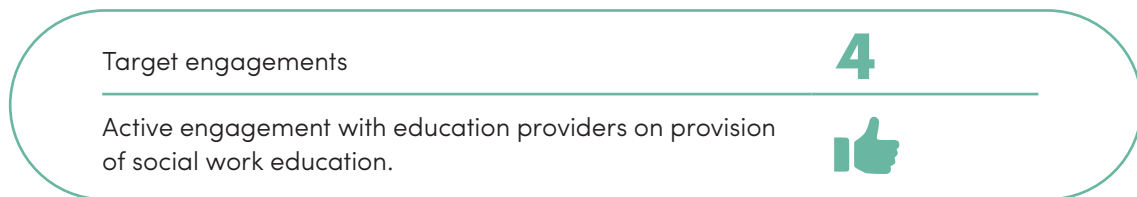
Working with Te Pūkenga on their application also allowed us the opportunity to explore how our new education standards may be applied in practice. These insights helped inform our ongoing work on implementing the new standards.

The latest version of the education standards incorporates some clarifications and minor changes based on feedback from the sector throughout the year. These have been approved in principle by the SWRB Board and, once consultation on the monitoring and evaluation approach and associated education fee has taken place later in 2024, the standards will be confirmed by the Board.

We worked with the Council for Social Work Education in Aotearoa New Zealand (CSWEANZ) field educators to refine the current standards relating to field education and specifically flexibilities to enable students to undertake at least one of their placements at their place of work.

We continue to respond to queries from educators in relation to several matters, including the education standards. For example, we had over 96 contacts with one tertiary education provider through email and phone calls during the year, primarily about significant curriculum changes to their qualification programme, the field education standards, and student fit and proper discussions. On average we manage more than six education contacts each week not including the organisation of monitoring reviews.

Performance measure for registration



See SPE(QT)1 in the Statement of Service Performance section for further details.

Overseas applications have grown following immigration green light

After a lean period in overseas applications during the COVID-19 lockdowns and early recovery, we have seen a significant increase in numbers of overseas qualified social workers making applications to register in New Zealand, in the past two years. The addition of social work to Immigration New Zealand's Green List in April 2023 led to a spike in applications which continued into the 2023/24 year.

With the increasing number of applications, we have been looking at improvements we can make in the pathway. This includes clarifying and strengthening advice.

We published a revised English Language Competence Policy Statement in February 2024. This clarified our expectations on the language requirements for the pathway and sought alignment with international standards. It is essential that social workers can communicate well with clients and have a good level of written and oral comprehension and language skills.

The updated policy takes into account the language skills that social workers already have, for example through completing their social work qualification in English, or their practice in another English-speaking country where language competence is part of the registration process. In addition, it clearly sets out the IELTS (International English Language Testing System) requirements for those social workers who cannot provide evidence of their English language competence through their previous education or registration.

Other work on this registration pathway has included looking at ways it can be streamlined. The registration process must be robust to ensure that only suitably qualified and competent professionals can be registered as social workers to be able to practise in New Zealand. However, the overseas pathway is an important pathway for employers who are facing workforce shortages. Our processing of registration applications from overseas applicants needs to be timely for social workers holding job offers, and for those organisations hoping to employ them. This work includes reviewing our approach to assessing competency which continues into 2024/25.

"Thank you for your patience with me throughout this time. Thank you for answering all my questions in such a timely manner and as thoroughly as you always did. I really thank you for being there every step of the way."

Overseas registration pathway applicant, registered in January 2024

"I guess it'd be helpful for overseas social workers to be provided details in relation to timelines and the alternative pathways if application is unsuccessful in certain stages. Thank you."

Survey feedback from a recently registered social worker

The experience pathway is available until 2026

The SWRB welcomed the government's decision to extend the experience pathway for social worker registration until February 2026. The extension was announced following the passing of the Social Workers Registration Legislation Amendment Bill at its third reading in Parliament in February 2024.

The experience pathway is a registration pathway for people who have been practising social work for several years prior to mandatory registration but who do not have a recognised social work qualification. The Experience Pathway: S13 is provided for under section 13 of the Act.

Section 13 was due to be repealed in February 2024, but the Government's decision makes the pathway available for another two years to February 2026.

Experience pathway applicants have used their skills and experience to make a significant contribution to whānau and communities. It is an important pathway. It recognises those who have worked tirelessly, but who have not been in a position to attain a qualification.

The extension gives more time to bring appropriately experienced, competent people working in the social services sector into the professional social worker workforce, while we continue to transition to a professional qualification environment.

With continued interest in the pathway, we had more than 180 applications open at the end of February 2024 around the time the extension was announced.

We are responding to applicants' feedback

We acknowledge that our communications with applicants have not always been timely with what applicants should be able to expect from us. Where there have been delays and inconsistencies in our responses, this has led to applicants, and their employers, feeling dissatisfied. The SWRB has taken the opportunity to learn from what we've heard, and has undertaken a review to address the concerns and to determine pathways for improvement. We have taken action as a result. The steps we have taken include:

- **Clarifying experience.** We have produced clearer guidance on the Board's expectations on the experience requirement of the pathway. Typically, at least ten years of social work experience in Aotearoa New Zealand are required.
- **Code of service.** We have started work on the SWRB Code of Service. This sets out the behaviour and service people can expect during their interactions with us. It includes establishing a complaints process for the organisation.
- **Pre-application feedback.** The Board has declined the registration of several people who do not have enough social work experience for the pathway. Unfortunately, the amount of relevant experience is assessed only after the registration fee has been paid, which makes it costly for the applicant. Therefore, in May 2024, we introduced a pre-application review step. This enables potential applicants to get some initial feedback from us based on their CV. While the final registration decision rests with the Board, this gives an applicant an early indication if their social work experience is likely to meet the Board's expectations. It enables them to make a more informed decision about whether to go through the full application process with the time and money involved.
- **Supporting staff.** We have worked with staff to ensure they have a clear understanding of our systems and processes. This will be strengthened with the introduction of standard operating procedures for our regulatory activity to ensure consistent advice and delivery of services in keeping with SWRB Code of Service.

During 2023/24, 43 social workers registered via the experience pathway.

The existing timeliness measure for the pathway was not compatible with complexity and variable nature of the applications we processed throughout 2023/24. The performance measure for the pathway has been revised for 2024/25 to better reflect our work to improve efficient processing practices.

See SPE(T)3 in the Statement of Service Performance section for further details.

We take a continuous improvement approach to the Register

In 2021, we introduced a new software system, and our primary focus was on registering social workers in time for the introduction of mandatory registration that year. Over time, the difference between the number of social workers on the Register and those who are currently practising has grown.

One of the year's quality improvement measures has been to work on processes to ensure the Register is accurate and up to date. We have contacted social workers who have not updated their details with us within the last three years to check if they wish to stay on the Register. For example, people may choose to be removed from the Register if they have moved overseas or changed careers permanently.

This work is ongoing. Although through this work we anticipate a reduction in the overall number of registered social workers, the Register itself will better reflect the pool of 'potentially available' social workers. This is important for workforce planning. We are working to better understand the wishes and plans of those who are on the Register but who are no longer practising, and the size of the cohort who may wish to re-enter the workforce in the future.

The Register is supported by our IT system, iMIS. We received a Great Things Award in October 2023 for 'Overall Use of iMIS'. We were nominated by our IT solution provider partner Zephyr for work we had done to improve the employer portal and accrual invoicing enabling employers to pay their social workers fees directly.

The award celebrates and recognises organisations who are using iMIS more, using it better and getting greater value from the system. The award is not about being perfect, but it is about committing to and striving for continuous performance improvement.



Tim Opie, SWRB IT Lead (pictured middle right) accepting the iMIS Great Things Award with colleagues from Zephyr Consulting and ASI.

The Public Register of Social Workers is searchable

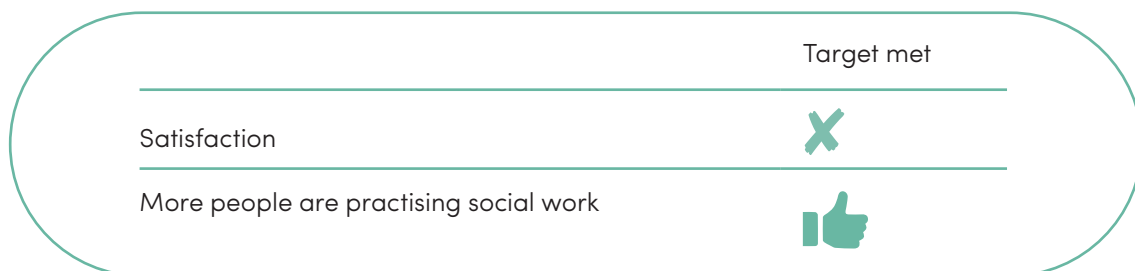
We recommend employers check the Register as part of their due diligence pre-employment checks for social workers. Anyone can check that a social worker is registered and holds a current Practising Certificate via the SWRB website.

Social workers renew their Practising Certificates annually

Each year, practising social workers make a declaration that they remain competent to practise. This includes confirming that they are undertaking continuing professional development (CPD) and accessing regular supervision. They make the declaration as they renew their Practising Certificate (PC) in the preceding weeks before the start of the new practising year (1 July).

During 2023/4 the number of practising social workers went past 9,000 for the first time ever, and by 30 June there were 9,135 social workers with a valid PC.

Performance measure for PC renewal process



See SPE(QL)2 and SOI measure 1 in the Statement of Service Performance section for further details.

We ask social workers about their experience of the PC renewal process to help us improve

Social workers' satisfaction with the PC renewal process was assessed via a satisfaction survey. 19% of those invited responded to the survey. The satisfaction rating is lower than the target: 73% satisfaction reported against a target of 80%.

Some aspects of the PC renewal process were rated more highly than the overall satisfaction rating. For example, 78% stated that the instructions were easy or very easy to follow and 80% were satisfied with the time it took to complete their PC renewal application. Again, the fees increase was a common theme from those expressing dissatisfaction with the process. In addition, social workers highlighted issues around payments and the timing and process for establishing direct payments by employers via the SRWB's authorised employer scheme.

We continually seek to make improvements in the process for practising certificate renewals. While social workers have raised concerns about payment mechanisms, the changes we had made in relation to invoicing and processing of PCs for those with outstanding debt with the SRWB, resulted in significant improvements in debt recovery for the organisation.

The feedback social workers provided will be useful to help us improve the PC renewal process in future. During the PC renewal period – and several weeks after the original closing date for the scheme – we signed up as many employers to the SRWB authorised employer scheme as capacity allowed.

We expect other measures we are taking – for example the development of the Code of Service mentioned above – will lead to further improvements. We will continue to analyse the feedback we receive to seek further improvements.

Feedback from social workers who completed the PC renewal satisfaction survey:

“The PC renewal process was a lot easier than previous times. Instructions were simple to follow and payment was instant.”

“Better communication, and timeliness from SWRB would be appreciated.”

“It was very helpful to have our employer set up to pay directly. Very simple process.”

“Costs are starting to be a challenge.”

Social workers commit to completing continuing professional development (CPD)

Social workers undertake Continuing Professional Development (CPD) to ensure their practice remains current and they maintain competence. This supports protecting the safety of the public and maintaining high levels of professionalism.

Each year we audit social workers' CPD to ensure that social workers are engaging in relevant professional development. The Board's expectations are that social workers undertake at least 20 hours of CPD each year and annually undertake professional development that addresses competence to work with Māori. The audit provides assurance to the Board of the ongoing competence of registered social workers who hold a practising certificate.

We made improvements to the audit this year as the Board was keen to reduce the burden on social workers. Social workers were also invited to provide feedback on the process. Improvements included:

- simplified logging of CPD activities in MySWRB
- removing the requirement for critical reflection
- creating an online tutorial video to support those completing the log.

In February 2024, a representative sample of 5% of registered practising social workers (450) were selected for the CPD audit for the practising certificate year 2022/23. Of these, 21 individuals failed to engage with the audit process and have been referred to the Registrar for further engagement about the importance of this professional obligation. Eighteen social workers were exempted for health or other circumstances.

The CPD audit provides insights on the competences and professional development activities undertaken by social workers. Most social workers completed more than 30 hours of CPD and addressed all the competence standards during the year. Workshops were the most frequent type of activity and the competence standard most likely to be addressed during CPD activities was competence 8 - competence to promote empowerment of people and communities to enable positive change. The competence standard least likely to be addressed during CPD was competence 6 - competence to understand and articulate social work theories, indigenous practice knowledge, other relevant theories, and social work practice methods and models. This is a change from the previous year's audit of the 2021/22 practising year when competence 10 - competence to represent the social work profession with integrity and professionalism - was least likely to be addressed.

Social workers found it easy to log their CPD for the audit

Social workers participating in the audit were invited to complete an evaluation survey to identify what went well in the audit and what could be improved. When asked if they had any comments or feedback about the CPD audit process this year, the feedback fell into two key themes. Social

workers commented positively about the ease of completing CPD. However, they raised concerns about not receiving prompt feedback having submitted their logs.

The feedback about the CPD Log changes was generally positive.

- 86% of social workers agreed (42%) or strongly agreed (44%) to the statement 'MySWRB platform allows social workers to log their CPD easily'.
- 88% of social workers agreed (26%) or strongly agreed (62%) to the statement 'It is easier to log CPD now that we do not have to log our reflections'.

"It was my first audit and I was quite nervous about it, but I emailed some questions to the SWRB and received a very clear response which helped quell my anxiety. I found the support very helpful. Once I dived into the process, it was all actually very simple."

"I am rather disappointed that no one from the SWRB contacted me to inform me if my CPD audit work met an acceptable standard."

The survey responses highlighted a gap in our communications planning for the audit. We will address this gap when planning the audit of the 2023/24 practising year.

Our disciplinary processes support accountability and safe practice

Social workers are required to uphold standards of professional practice. In addition to meeting the SWRB's Core Competence Standards, they are expected to adhere to the SWRB's Code of Conduct.

If anyone is concerned about the standard of professional practice of a social worker, they may raise a concern with us. This process is an important part of our role in protecting the safety of members of the public and ensuring that social workers are accountable for the way in which they practise.

There are different mechanisms for raising concerns with us.

- Clients of social services, their whānau and other members of the public (including social workers) may raise a concern or complaint directly with the SWRB.
- Registered social workers are required to let us know if they are convicted of an offence or have a health concern that could prevent them from performing their role safely, for example a physical or mental health condition. This type of notification is a self-declaration.
- Employers must inform us if they have reasonable grounds to believe that a social worker is unable to practise safely because of a serious misconduct, a competence issue or a health condition. This mandatory reporting requirement is set out in legislation.

Number of concerns

	(2022/23)	2023 /24 TOTAL
Complaints and notifications	156*	156
Mandatory Reports	28	30
Self-declarations	13	8
Total	197*	194

* This figure has been updated since our Annual Report 2022/23. A review of the complaints and notifications records from 2022/23 resulted in the identification of one more notification than was previously reported.

The number of eligible complaints and notifications received by the SWRB in 2023/24 was 194, which is similar to the 197 received in previous year.

Concerns are formally assessed by a triage team. If they fall within the legal remit of the SWRB, they are considered to be an eligible complaint requiring follow up. If they fall outside of our remit, then the matter may be closed or referred to the appropriate body to deal with the complaint. We consider all matters that are raised with us, but not all concerns are classified as a complaint or notification for reporting purposes. Therefore, the number of matters being handled by the SWRB is much higher than the figures reported above.

Eligible complaints, along with mandatory reports and self-declarations, are considered by the Board sub-committee. They may decide to place conditions on the social worker's practising certificate and/or registration or decide no regulatory intervention is necessary. In all other cases, the Board sub-committee must refer the complaint or notification to the Professional Conduct Committee for investigation.

Mandatory reports	(2022/23)	2023 /24 TOTAL
Serious misconduct*	15	17
Misconduct	5	4
Conviction	-	1
Competence	4	4
Health	4	4
Total	28	30

+ This category has been updated since our Annual Report 2022/23. The previously reported category of serious misconduct has been split into two to indicate relative severity.

Professional Conduct Committees (PCCs) are external panels comprised of social workers and lay people

The PCCs are charged with investigating complaints referred to them by the Board. They have the authority to request information, interview people involved and decide on the appropriate action relating to the social worker.

Eight complaints and notifications were referred to PCCs in the 2023/24 year and 13 PCCs were completed in the period. As at 30 June 2024, there were eleven PCC cases currently active.

It is worth noting that each PCC is appointed to investigation complaints whether the complaint involves one or more social workers, or if there is more than one person complaining about the same individual social worker or group of social workers.

A PCC may close a matter by:

- finding that no further action is required
- submitting the matter for conciliation or mediation
- recommending one of several low-level resolutions such as recommending the Board directs the social worker to apologise or undertakes targeted training or supervision
- directing the Board to review the social worker's competence or fitness to practice
- referring the matter to the Social Workers Complaints and Disciplinary Tribunal (the Tribunal).

Complaints and notifications referred to PCCs

2023/24: **8**

2022/23: **10**

2021/22: **8**

We are identifying themes from complaints referred to PCCs

Most cases heard by PCCs relate to breaches of professional boundaries. These include:

- misuse of position
- poor professional judgement
- conflict of interest
- lack of an ethical framework for practice.

Two PCC cases were referred to the Social Workers Complaints and Disciplinary Tribunal – both for inappropriate communication/relationships with a client.

For the eleven other PCCs concluding in the 2023/24 year, the determinations included recommendations for the social workers concerned. In several cases there was more than one requirement/recommendation:

- recommend the SWRB reviews the social worker's competence to practice social work (3 cases)
- recommend the SWRB requires the social worker to apologise to the complainant (2 cases)
- targeted supervision to address competence issues found by PCC (5 cases)
- recommend the SWRB reviews the social worker's fitness to practice (1 case)
- recommend the SWRB requires the social worker to undertake training in professional boundaries, ethics, risks posed by social media, privacy (2 cases)
- recommend the SWRB censures the social worker (1 case)
- no further action / no issues upheld (1 case)

Holding social workers to account for inappropriate or poor practice is important for maintaining public trust in the profession.

Of the thirteen cases, two social workers currently have their registration suspended, and a third has been removed from the Register by request. Four social workers have not renewed their PC for 2024/25 and all the remaining cases have conditions on the practising certificate. Conditions relate to the Board's requirements for the social workers to undertake training or additional supervision.

While not always explicitly cited by the PCC panels, common themes across the cases relate to poor professional and/or personal judgement, a lack of clarity of professional boundaries

and ethical practice, and conflict of interest. Several cases where social workers formed inappropriate relationships with clients or failed to recognise the completion of a contract with a client, suggest that there is a need for targeted training in the areas of maintaining professional boundaries, recognising and mitigating conflicts of interest or potential conflicts, and ensuring ethical decision-making and an ethical framework for practice.

Insights from cases are used to inform guidance for the sector (see below for more about the resources we are creating to support the building of social worker capability).

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 2023/24, Te Kāhui Kāhu received two notifications relating to people who may have been presenting themselves or practising as a social worker. In both 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 2024/25. It is anticipated that administrative amendments to the Act planned for late 2024 will move responsibility for this function to the SWRB. Te Kāhui Kāhu and the SWRB will work together to provide a seamless transition.

The most serious disciplinary cases are referred to the Social Workers Complaints and Disciplinary Tribunal

The Social Workers Complaints and Disciplinary Tribunal (the Tribunal) is independent of the SWRB, and its members are appointed by the Minister for Social Development and Employment. The Tribunal is drawn from a pool of people. Generally, five members of the Tribunal sit on a single hearing, including three social workers, a layperson, and the chair or deputy chair (experienced barristers).

One matter was referred to the Tribunal in the 2023/24 year.

There was one Tribunal hearing completed in 2023/24

The Tribunal heard charges against the social worker following the conviction in the District Court in relation to the threatening and derogatory comments. The Social Worker had engaged in conduct that was threatening and/or harassing towards a colleague and a former colleague by sending direct messages to their colleague on social media from both their own social media profile and a fictitious account.

The social worker had already faced a charge of professional misconduct before the Tribunal relating to these derogatory posts and at that time ordered cancellation of the social worker's registration.

The Tribunal was concerned at the potential harm that can be caused by online harassment and abuse, and that social workers should be very aware of this through their training and practice and be careful to avoid engaging in such conduct.

Given the serious nature of the offending, the Tribunal would have ordered cancellation. However, the social worker's registration was cancelled in the previous proceedings. Censure was ordered.

This Tribunal hearing was a significant one for the SWRB. It was the first in which the Professional Conduct Committee laying the charge was represented by one of our inhouse lawyers. As the SWRB's disciplinary activities are funded through the disciplinary levy charged annually to practising social workers, using inhouse legal expertise when appropriate is one way in which we can introduce cost efficiency. Using inhouse expertise will not be appropriate for every Tribunal hearing, depending on the complexity and severity of the cases being heard.

The SWRB is bringing the Tribunal administration inhouse

The SWRB has started to bring the management of the administration of the Tribunal inhouse. Previously, the Medical Council managed the administration of the Tribunal, but they no longer have the resource to provide ongoing support. 2023/24 has been a transition year as processes have been established to ensure a smooth handover.

The work has included:

- appointing a hearing officer
- developing and implementing the administrative processes to support the Tribunal's effective functioning
- developing electronic secure spaces for Tribunal documents that are confidential and not available to other members of the SWRB staff.

The next step will be to develop an independent Tribunal website with its own branding. We expect this work to be completed in 2024/25.

SWRB is developing resources to support building social worker capability

In the 2022 budget, the SWRB was awarded funding to work with Oranga Tamariki on an initiative to build the capability of their social workers. The focus is to enhance social workers' understanding of their regulatory and legislative obligations under the Act.

The scope of the initiative includes the introduction of micro-credentialing for supervision and other specialist areas, which recognises the skills and knowledge that are required by the supervisors and other specialist roles.

In 2023/24, the work progressed in two main strands of activity:

- the development of the SWRB's education and training framework, incorporating micro-credentialing
- the development of resources which can be used by Oranga Tamariki social workers and others.

Work on the education and training framework has run alongside finalising the education standards. The SWRB expects to consult on both the education and training framework including the education standards, the monitoring framework and their associated fee structures, in 2024/25.

The first of the new resources for social workers were published online in December 2023. These Code of Conduct in Practice guides provide advice about maintaining professional standards of integrity and conduct, with the first four covering:

- social media use and personal beliefs
- maintaining personal and professional boundaries
- social work supervision
- social work records

In February and March 2024, the Project Team ran a series of in person and online focus groups with 35 social workers where participants were shown prototype resources to seek their views. More than half of the participants worked for Oranga Tamariki, with the remaining working for a mix of NGOs, health, education providers, SWRB social workers and those working in private practice. There was a mix of ethnic diversity including seven Māori social workers (20%) and three Pasifika social workers (9%). Participants were from a variety of locations around the country.

There were a number of insights that came from the focus groups, both about their general views on registration as well as about each of the prototype resources and future resources that could be developed:

- Participants enjoyed the opportunity to be involved and find out more about SWRB and its role.
- Participants were generally positive about social work registration and could articulate its benefits. The negative responses were around registration fees and processes or showed a lack of understanding about the SWRB's role.
- Overall, there was support for the project and the presented prototype resources were seen as being useful.
- The Code of Conduct in Practice suite of resources was well received.
- There was a range of comments about the format and design of the resources, and the amount of detail included.
- All resources should be translated and available in te reo Māori. Some also requested resources in Pacific languages.

The focus group feedback is being used to further develop the suite of resources for launch in 2024/25, including:

- resources for the public on what to expect from a social worker
- a resource explaining the differences between the SWRB and the social work professional bodies ANZASW and Tangata Whenua Social Workers Association (TWSWA)
- a fifth Code of Conduct in Practice resource on the topic of Navigating Conflicts of Interest.

The SWRB has been building our understanding of the social worker-like workforce

In March 2024, we completed a report on addressing public safety for social worker-like kaimahi for the Minister for Social Development and Employment. The report was funded by the Crown alongside the pay equity extension for social workers in community and iwi settings, which was awarded in 2022/23.

The pay equity extension for community and iwi social workers identified categories of social service workers, including category three social workers who did 'substantially similar' work to registered social workers. Funding for this work enabled us to build a better collective understanding of the mahi of these workers.

Sector engagement was a key component of the work. The engagement during 2023/24 built on the previous year's survey of category three kaimahi/workers and their employers. It included engaging with government and NGO leaders, and stakeholder engagement hui.

The report highlighted that:

- Many social worker-like kaimahi are doing the same work as registered social workers but without the same regulatory oversight in place to protect the public and increase professionalism.
- An estimated 30% of those eligible for the pay equity extension for community and iwi social workers meet the requirements for category three.
- A significant amount of the work completed by social worker-like kaimahi carries similar risks to the work completed by registered social workers, who are a regulated workforce with professional responsibilities and accountabilities in place.
- There is a lack of data available about this workforce, including how they ensure safe practice and the volume, nature and resolution of complaints against their practice. There are limited mechanisms for independent oversight.
- There are existing legislative mechanisms to increase oversight and accountability of kaimahi in social worker-like roles which could have positive implications for public safety outcomes and recognition of the mahi.
- The public do not have the same level of protection when interacting with a social worker-like kaimahi compared to a registered social worker.

We also commissioned research from MartinJenkins to explore issues around public safety concerns for category three workers. This provided information from other jurisdictions. This formed part of the report to the Minister and was published on our website in June 2024.

The SWRB has engaged with social workers throughout the year

We participated in two key events as part of our engagement with social workers in 2023/24:

- ANZASW Social Work Conference 2023, including the Social Worker Awards
- Māori & Pasifika Symposium 2024

This is in addition to day-to-day contact with social workers and the engagement described elsewhere in the report – as part of our work with education providers, focus groups as part of the building social worker capability project, engagement to better understand the social worker-like workforce, and the fees and levy consultation.

Celebrating good practice at the Social Work Conference 2023

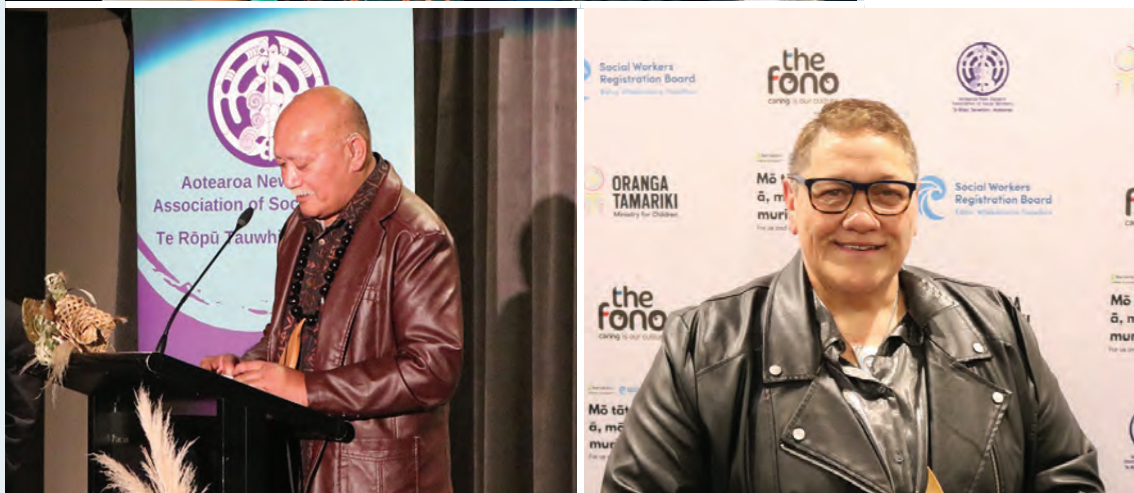
The ANZASW Social Work Conference 2023 was a highlight of the year. We participated in the information exchange, which provided an excellent opportunity to meet social workers from around the country from a range of organisations. We described the work of the SWRB, its regulatory role and the work we are involved in as lead agency for social worker workforce planning. We also enjoyed the chance to meet social workers and learn about their mahi, priorities and challenges.

The SWRB was also delighted to be a sponsor of the Social Work Awards 2023, which were presented at a celebration event during the conference. The Social Work Awards 2023 provided an opportunity to acknowledge the inspiring, high-quality practice that happens around the motu, and the difference that dedicated social workers are making for people, whānau and communities.

The SWRB sponsored the Quality Practice Award as a valuable opportunity to celebrate and highlight quality professional practice.



SWRB Chief Executive Sarah Clark pictured with social worker Emma Webber-Dreadon at the Social Work Conference 2023



Okesene Faraimo, winner of the 2023 Quality Practice Award

Florence "Flo" Tamehana, winner of the 2023 Tangata Whenua Practice Award

As part of the Symposium with Barnardos and ANZASW, the SWRB also sponsored the Tangata Whenua Practice Award. It was awarded to recognise contribution to the Tangata-ō te whenua body of knowledge, models of practice and improved outcomes for Māori.

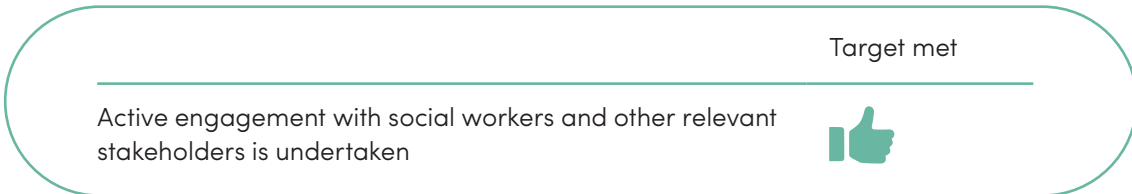
The SWRB co-hosted the Māori & Pasifika Symposium 2024

In March 2024, Barnardos, ANZASW and the SWRB together hosted the fifth Māori & Pasifika Symposium 'Mō tātou, ā, mō kā uri ā muri ake nei – For us and our children after us'. This was a great opportunity to reflect and learn about indigenous practice, while also connecting and sharing kōrero with so many social workers who are doing such inspiring mahi across the motu.



SWRB staff (bottom left), Symposium speakers (top left) and attendees at the Māori & Pasifika Symposium 2024

Performance measure for engagement



See SPE(QL)7 in the Statement of Service Performance section for further details.

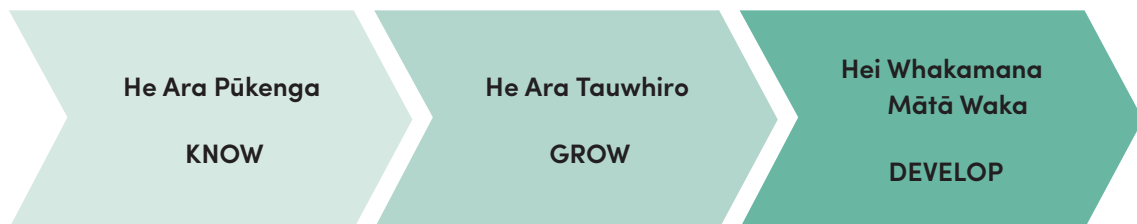
05

DEVELOPING OUR SOCIAL WORKER WORKFORCE PLANNING ROLE

The SWRB vision for its lead agency function is to support the health and social care 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 work together and in collaboration with employers, sector organisations, government agencies, funders, education and training providers, taking a cross sectoral, strategic and collaborative approach. We collect and analyse social worker workforce data and information and provide insights and evidence for others to use in their workforce planning and development activities.

With an emphasis on being data driven and evidence based, we developed a ‘know, grow, develop’ strategic approach to embedding our social worker workforce planning role since it was assigned to us three years ago.



The ‘know’ phase is about knowing our workforce. The Register of social workers provides us with valuable demographic information about the workforce. We build on this through our annual workforce survey by capturing responses from practising social workers to feed into our ‘Annual Social Worker Workforce Report’. Our evidence base is further supplemented with other data, surveys and reports such as our ‘Annual Social Work Education Report’.

Combining our data and information sources we aim to better understand the social worker ‘pipeline’ from attraction and training pathways to becoming a registered social worker, and beyond to ensure we have enough qualified, fit to practise social workers to meet population needs across Aotearoa New Zealand.

The ‘grow’ phase is about growing the evidence base and building connections. We continue to strengthen our relationships with a range of stakeholders who have responsibilities for social worker workforce planning and development, whether they are government agencies, employers of social workers or others with a connection to the workforce. We have supplemented our Annual Social Worker Workforce Report with ‘spotlight’ reports examining sections of the workforce by employer groupings, including those social workers employed by Oranga Tamariki, in Health organisations and in the Non-Government Organisation (NGO) sector.

Finally, as we enter the ‘develop’ phase of our approach, we move from building the evidence base and growing connections, to strategic pieces of work that bring these together. We continue to look for areas where we can work across the system to support meaningful action and encourage change. Providing additional insights to decision makers on opportunities for coordinated approaches to resolving known workforce challenges will complement our existing

and planned regular workforce reports. Developing a cross-sector workforce strategy and action plan is a key priority in the next 2-3 years.

In addition, within SWRB, we are seeking to build the connection between workforce planning and our occupational regulatory activities. They are increasingly complementary to each other.

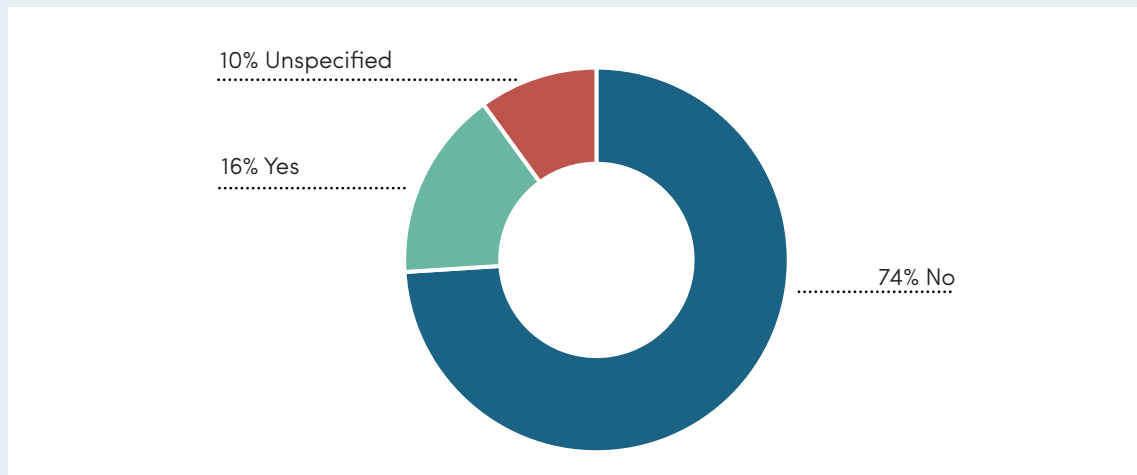
Annual Social Worker Workforce Report 2023 highlights challenges and opportunities

The SWRB's Annual Social Worker Workforce Report 2023 was launched by the Minister of Social Development and Education in March 2024. It presented demographic information alongside findings from the annual workforce survey which was completed by over 4000 practising social workers (51% response rate).

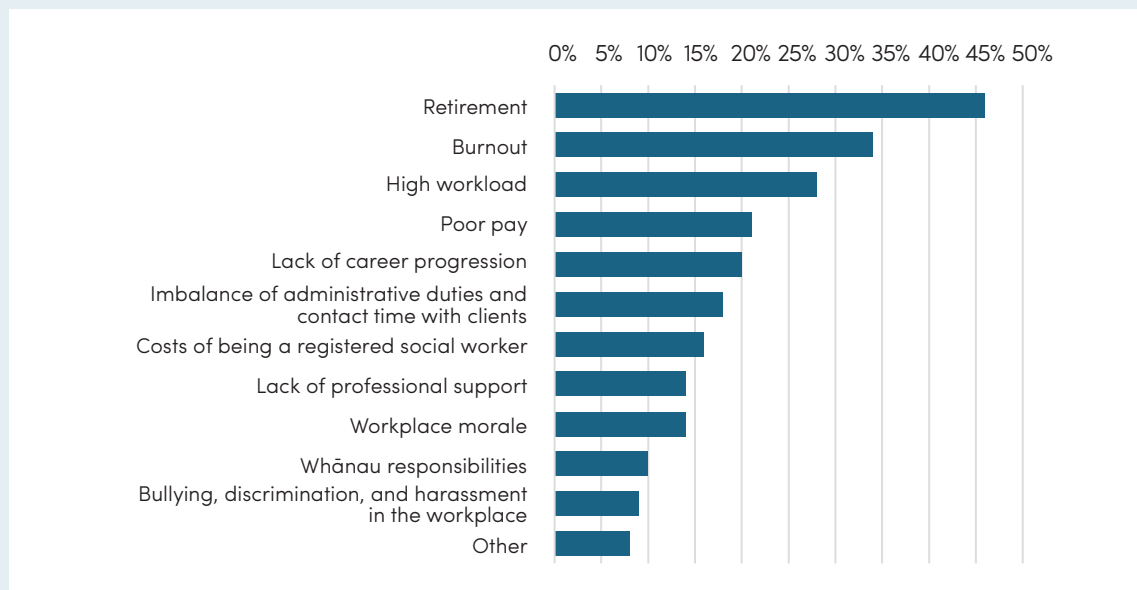
The report drew out key themes relating to the challenges and opportunities faced by the profession.

A strong message from the report is that the social worker workforce is not sustainable. Recruitment and retention are key issues.

Plans to leave the profession in the next five years (2023 Workforce Survey)



Reasons for leaving the profession for those who plan to leave in the next five years (2023 Workforce Survey)

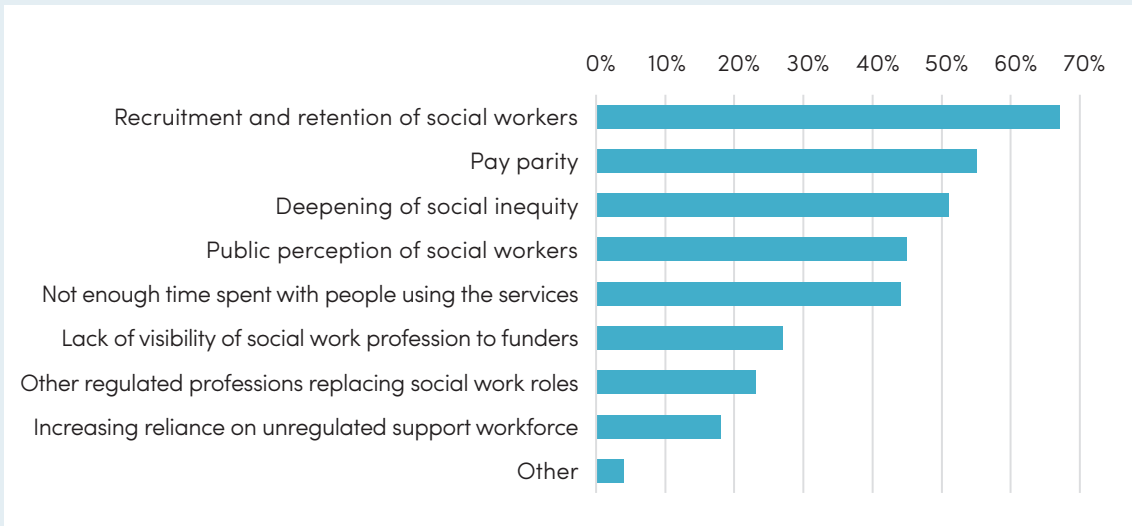


Recruitment and retention issues are a challenge to sustainability

Survey responses highlighted pressures across the system to sustain the workforce, with recruitment and retention being identified as key and urgent challenges to be addressed.

Despite the challenges our existing workforce remains passionate and committed.

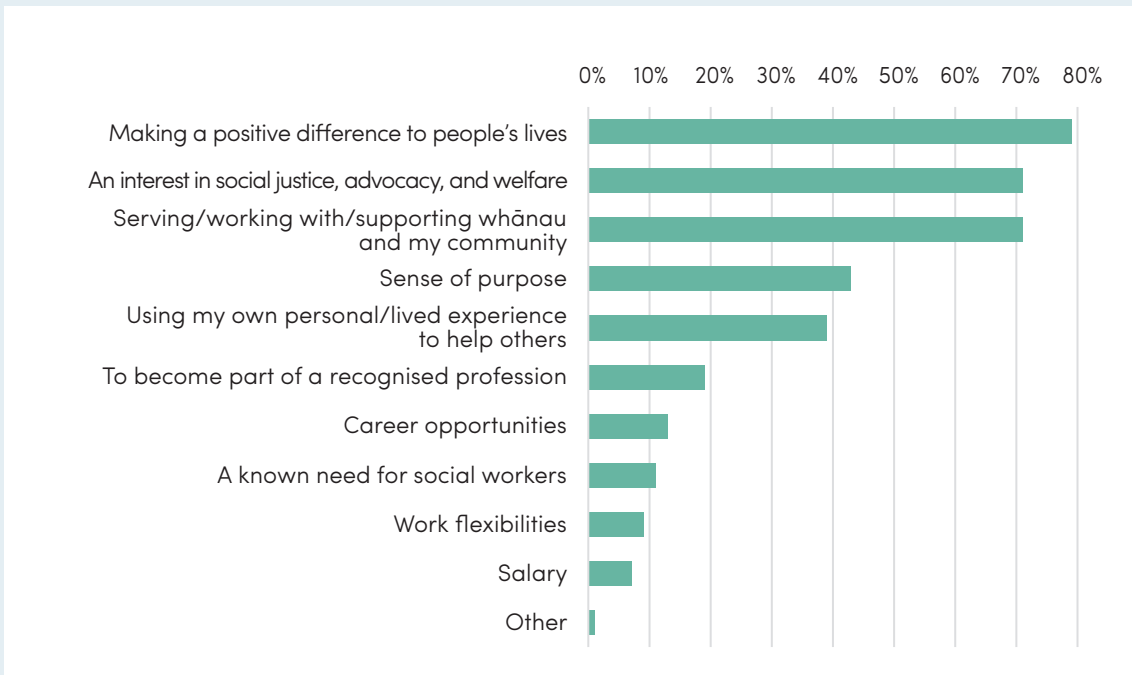
Biggest challenges for social work profession now and in immediate future (2023 Workforce Survey)



A workforce motivated to make a difference

Social workers are motivated to make a difference to people’s lives. This is one of the top reasons for social workers to join the workforce in the first place, and then to remain working as a social worker.

Reasons for joining the social work profession (2023 Workforce Survey)



Representation of Māori, and Pacific Peoples in the social work profession is growing

Social work practice is well-placed to be grounded in indigenous wisdom. Almost a quarter of our social workers describe themselves as Māori, compared with the general population (which is 17% Māori according to the 2018 Census). This is a greater proportion of Māori social workers than the previous year. The proportion of Pacific Peoples social workers is also higher than the general population. This makes the social work profession more representative of the clients it serves than many other regulated professions.

Social workers are a qualified, respected workforce

Other findings show that social workers are a qualified and experienced workforce, and that the profession is better respected since it became law for social workers to be registered and regulated.

The Annual Social Worker Workforce Report 2023 was shared with a range of strategic stakeholders across the health and social care system. It received positive feedback emphasising the contribution of our evidence base to the workforce planning and development responsibilities of other agencies, increasing the understanding of our Māori and Pacific workforces, and raising awareness of key workforce sustainability challenges.

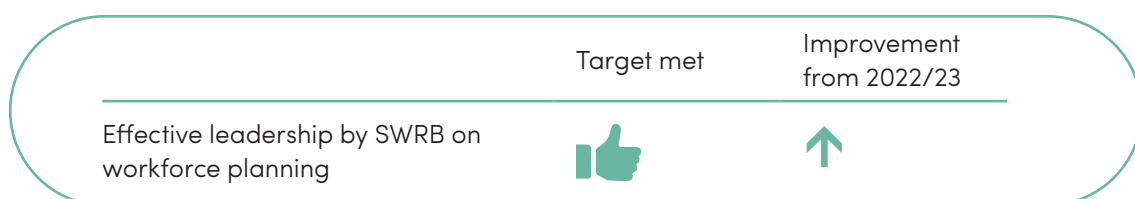
“Thank you for this information and the report. Very thorough. I also commend the mahi around the information on the Māori, Pacifica and Tangata Whaikaha workforce.”

Te Aka Whai Ora

“Well done on this report. It speaks volumes on having the mandated responsibility around planning for the workforce.”

Chief Allied Health Professions Officer, Ministry of Health

Service performance measure for workforce planning



See SPE(QL)6 in the Statement of Service Performance section for further details.

Spotlight reports shine a light on the workforce in different employment settings

Alongside the ‘topline’ Annual Social Worker Workforce Report, we have released a series of Spotlight Reports. These reports focus on survey results for the three largest subsets of the workforce by employer type:

- Health organisations – with Te Whatu Ora being the biggest employer of social workers within the health sector (85%) and a commissioner of community-based support provider services. The health workforce is experienced with an older than average workforce age. The proportion of beginning practitioners is low, and health offers fewer training places for social work students than other sectors.

- Oranga Tamariki – is the biggest single employer of social workers, employing 26% of the total registered social worker workforce. The workforce tends to be more experienced with less than 10% identified as beginners. Workforce challenges include morale, work life balance and safety concerns.
- NGO sector – Social Workers employed in the NGO sector are the largest workforce survey sample making up 28% of the practising workforce. A third are employed by one of five big employers, with the rest spread across a wide range of organisations. This workforce tends to be younger than other sectors, with more student training places offered.

The suite of spotlight reports enables the public, employers, and decision makers to better understand the key challenges faced by their social worker workforces.

Increasing the visibility of social workers as part of the health workforce

This year we have been working closely with Te Whatu Ora. Manatū Hauora and Ta Aka Whai Ora and other colleagues across the health sector.

In March 2024, our Chief Executive and our Workforce Planning Lead Advisor presented at the Te Whatu Ora Health Social Worker Leader hui. They shared headline insights and health specific findings from the Annual Social Worker Workforce Report 2023.

We have been building connections with a range of individuals and teams – for example, working with the Te Whatu Ora Workforce Planning Director in relation to their 2024/2025 Health Workforce Plan. For the first time this includes a dedicated section relating to social work in a health context and a commitment to explore the extension of the Voluntary Bonding Scheme to include applications from social workers.

Our work with the Te Whatu Ora analytics and forecasting team has focused on data quality and how we can share and collaborate on data analysis. Through Te Whatu Ora’s forecast modelling, we are developing a clearer picture of the scale of the workforce shortage in health. As we now have three years’ data since mandatory registration was introduced, we have been able to include social workers in their modelling for the first time. It enables us to see where pressures in the workforce may appear in the coming years, including predicting future shortages.

Our Director of Workforce Planning and Policy and Workforce Planning Lead Advisor presented to the cross-government agency Mental Health and Addictions Services (MHAS) group in September. The group’s key focus is to better understand the challenges and opportunities relating to MHAS workforces, with a current focus on Social Work. Led by Deputy Director General – Mental Health and Addictions, Manatū Hauora, the membership of this group includes representatives from Health, Corrections, Justice, Defence, Education, the Tertiary Education Commission (TEC), Oranga Tamariki, and the Accident Compensation Corporation (ACC). We continue our conversations with the Mental Health and Addictions team, one of three key Spotlight areas within the Health Workforce Plan, along with Rural Health Services to explore ways we can work together.

The increasing visibility for the social worker workforce in health has been further enhanced by its inclusion in the Allied Health report this year. The report acknowledges the size of the social worker workforce – which is the largest regulated profession within the allied health workforce.

‘Pipeline’ pressures in the workforce emerge in education

We produce our ‘Annual Social Work Education Report’ with information collected from tertiary education providers who deliver SWRB-prescribed social work qualifications. This complements our workforce reports by identifying pressures in education which will influence the future supply of social workers into the workforce.

The Annual Social Work Education Report includes summary information about social work ākonga/student enrolments, field education placements (‘work-based learning’) and student completion rates.

The report shows that social work ākonga/student enrolments continue to fall. Course completion rates are also under pressure. At the same time, in our workforce survey we have practising social workers signalling they will be leaving the profession in the next five years. Together, these findings point towards a net loss in workforce numbers overall.

The work with NZQA, TEC, and Te Pūkenga on the unified social work degree Te Ata Māhina over the last two years has enabled us to consider alternative approaches to social work education. The intent of the unified degree was to bring together the best of social work practices from across the country and internationally into one curriculum.

Evidence shows that a high proportion of students leave the current four-year degree programme before completion. Average attrition rates across the four years of the degree are almost 50%. There was the potential (and still is) for tertiary education providers to develop alternative qualification pathways and structures including a three-year qualification which may alleviate many of the issues students face, and help to reduce overall attrition rates.

Features of the unified degree (such as being able to move between institutions, if necessary, without losing credits) may have made the course more attractive to students. While the plans for the unified degree are no longer progressing as previously envisioned, we hope that tertiary education organisations will still benefit from the considerable work and investment that has gone into curriculum development.

The evidence we gather and the insights we develop from our work directly with social workers, educators, and employers alongside information gathered from wider engagement, is indicating that the sustainability of the social worker workforce is at risk. There are challenges across all components of the workforce life cycle, but in particular attracting people into the social worker workforce and retaining them within the workforce once they have entered. This will continue to be an area of focus for the coming year.

06 AS A CROWN AGENT WE HAVE CROWN AND CORPORATE RESPONSIBILITIES

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.

We aim to be a responsible and capable organisation – both as a regulator and as an employer.

We are governed by a seven-member Board

The Board is established under the Social Workers Registration Act 2003 (the Act). The Act requires that four of the seven members are registered social workers, ensuring that there is professional social work representation. The lay members complement the social worker members with the considerable breadth of skills and experience they bring to the Board. The Minister for Social Development and Employment is responsible for all Board appointments.

Board members as at June 2024



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 was the first social worker to be registered in Aotearoa. Shannon has served as SWRB Chair since 2019.

She has worked extensively in both the Statutory Child Protection and the Youth Justice social work sector. 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 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.



Andrea Nichols RSW

Andrea is a registered social worker with over 30 years' experience working with children, young people and their whānau within both NGO and statutory settings. Andrea spent nearly thirty years working at Oranga Tamariki in a range of social work roles mainly in Tamaki Makaurau before moving to Wellington 2017 to work in the Office of the Chief Social Worker where she held a number of leadership roles.

Andrea is currently the General Manager Community Services at Anglican Care Waiapu based in Napier. Andrea has a strong interest in supervision and professional development for social workers.



Rose Henderson ONZM RSW

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. In 2024 Rose became an Officer of the New Zealand Order of Merit, awarded in recognition of her services to social work and health.

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.



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.

Adam resigned from the SWRB Board effective 16 September 2024.



Gisa Dr Moses Ma'alo Faleolo RSW

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. His social work career spans over three decades and 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 – Albany campus; regarding the latter he was also an Associate Dean – Pasifika for the College of Health.

Moses is a registered social worker. He holds 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 discovered the employment of Sāmoan cultural practices as part of gang activity. His study and other work has been showcased on television and radio nationally and internationally including his publications, invited conference presentations, and contributions to the research community. He is 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, or explaining and understanding criminology from a Pacific lens in order to generate specific, Pacific solutions. He views the SWRB as an essential vehicle for the organisation's goals particularly in building closer and trusting relationships with the Pacific and non-Pacific community, in seeking ways to ensure the continuation of resourcing and supporting of Pacific social workers and social work educators.



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 harms to people and organisational operating environments.

Through her work at TAIC and alongside associated international treaty organisations, Lois also has expertise in organisational strategy and performance with a focus on assessment of safe systems operations in the aviation, rail and maritime sectors.

Lois is currently the Deputy Chairperson of the Radiation Safety Advisory Council. 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 is also a volunteer with Hato Hone St John, sitting as a member of the Hato Hone St John Central Region Trust Board.



Jeff Sanders QSO

Jeff 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 include IHC NZ, the Methodist Church, Relationships Aotearoa and Barnardos NZ, from which he retired as chief executive in early 2019. He is currently the Chair of Voyce Whakarongo Mai and the Chair of the Central Regional Health School.

His 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. He has experience and understanding of how governance structures operate and what is required when considering the strategic implementation of programmes of work.

Board meeting dates

- 25 August 2023
- 26 and 27 October 2023
- 7 and 8 December 2023
- 23 February 2024
- 19 April 2024
- 21 June 2024

Board subcommittees 2024

Finance Audit and Risk – chaired by Adam Davy

Remuneration – chaired by Lois Hutchinson

Professional Standards – chaired by Rose Henderson

Board remuneration

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

	2024 Actual	2023 Actual
Shannon Pakura	29,750	29,749
Adam Davey	11,250	11,250
Gisa Dr Moses Ma’alo Faleolo (new Board member Sept 2022)	11,250	9,375
Rose Henderson	11,250	11,250
Lois Hutchinson	11,250	938
Andrea Nichols (worked for the public sector for most of year with time given by the employer to be part of our Board)	1,875	0
Jeff Sanders	11,250	11,250
Total Board members remuneration	87,875	73,812

Kāhui Ringa Rehe

The Board receives advice from the Kāhui Ringa Rehe. This group of social workers and Māori public servants has extensive experience and knowledge of working in communities and the government sector. They support the Board in fulfilling their legislative requirements and support us to become an active partner with Māori.

The Kāhui Ringa Rehe is currently undergoing a regeneration phase. In 2023/24, several members departed due to their other commitments and we have had to adapt accordingly. In response, Sam Bishara has stepped into the role of Acting Chair, leading our efforts as we actively seek new members to strengthen and expand the Kāhui.

Sam Bishara – Ngāti Tūwharetoa/Whanganui (Chair of te Kāhui Ringa Rehe)



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 Hīkina 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. Sam understands the significance of the Treaty of Waitangi to New Zealand, and offering 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, Whānau Ora, Māori Land legislation reform, and transfer of Māori housing programme delivery to Vote Māori Affairs.

Sam is currently employed as the Kaitohutohu Mātua for the Commerce Commission.

The SWRB Secretariat provides the operational support for the Board’s work

Number of permanent and fixed term employees

At the end of 2023/24, the SWRB had 41.5 full-time equivalent employees (FTEs) across 48 people, including the Chief Executive and the Registrar. Current staffing includes fixed-term roles of 9.7 FTE across 13 people, to assist with two government funded projects and to support the increasing numbers of regulatory activities that require professional advice.

Employee Remuneration

As a small team, the SWRB requires a significant number of staff to have a high level of specialisation. These employees 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, through the year there were 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 2024
100,000 110,000	4	6
111,000 120,000	6	6
121,000 130,000	1	1
131,000 140,000		3
141,000 150,000	1	1
151,000 160,000	1	
161,000 170,000	2	1
171,000 180,000	1	2
181,000 190,000		2
191,000 200,000		
201,000 210,000		
211,000 220,000	1	
221,000 230,000		
231,000 240,000		
241,000 250,000		1
Total	17	23

Staff turnover

During the 2023/24 year, the SWRB had a bi-monthly turnover of less than 5% of staff. In a small organisation, even one person leaving can have an impact on the turnover rate. Therefore, there were some peaks and troughs through the year. There were a variety of reasons staff left including a significant portion being at the conclusion of their fixed term contracts and a smaller proportion of staff wanting to take the next step in their careers. By end of June the annual turnover was 17% (8 staff) for permanent roles.

Staff development

During the 2023/24 year, SWRB staff have continued to develop their understanding of our regulatory role and the purpose and functions of our Act. All new staff are expected to complete the Level 3 Certificate in Government Regulation and then are supported to apply the learnings to their own work. A number of staff have found the certificate so valuable to their role that they have gone onto enroll in the Level 4 Certificate in Government Regulation or other programmes of study to understand the machinery of government and regulation.

All staff completed a communicating with confidence workshop at the start of 2024, to build capability in using factual and evidence-based statements.

Professional development opportunities were identified for staff through our performance planning process. This resulted in a number of staff being given development opportunities applicable to their role and stage of career, for example time to pursue higher education courses or to receive career coaching.

We also continued 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 our Māori development work below.

Diversity, equity and inclusion

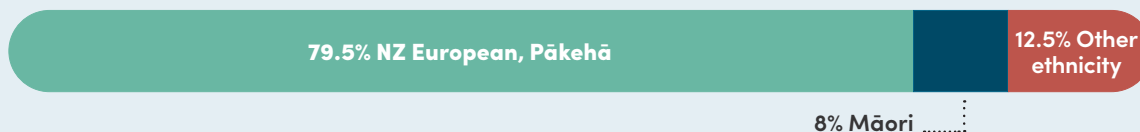
The SWRB aspires to be a diverse, equitable and inclusive organisation and acknowledges the journey we have to go on to achieve this. The organisation has been working on an Equity, Diversity, Inclusion and Belonging policy and strategy, that looks at everything from the recruitment process, accessibility options and the different ways people work best. The organisation will continue to build on this piece of work with implementation of the policy and strategy.

Staff gender



As of 30 June 2024, 67% of our staff identify as female, 31% male, and 2% as other gender.

Staff ethnicity



As of 30 June 2024, 8% of staff identified as Māori, 79.5% NZ European / Pākehā, 12.5% of another ethnicity.

For comparison, in 2022/23, the SWRB staff make up consisted of 48% female, 33% male, 2% other, and 17% unspecified. In the 2022/23 period, 5% of staff identified as Māori, 62% NZ European / Pākehā, 17% of another ethnicity and 16% unspecified.

Flexible working

Our flexible working policy was approved in July 2023. We provide staff with flexible working arrangements, while ensuring that the functioning of the organisation is not compromised. We have considered both remote working as well as flexible work arrangements to support staff to make sure we have the right skills, experience and diversity required for our work. 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.

The SWRB is guided by He Arapaki – our Māori Development Strategy

He Arapaki underpins the SWRB’s activity across all parts of the organisation. It supports the SWRB’s efforts to ensure the aims, aspirations of Māori are integral to our work. It also aligns with the Board’s legislative responsibilities as stated in Section 100 of the Act:

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 evolved from the SWRB’s whakatauākī.

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

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

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>

In 2023/24, He Arapaki guided ongoing work on building internal capability, to support staff incorporating te Ao Māori perspectives into our work.

Our monthly tikanga sessions and wānanga covered a range of subjects, which complemented our other development opportunities. An important focus was building an understanding of pōwhiri in preparation for our noho marae.

In May, the SWRB staff participated in a noho at Ōrongomai Marae in Upper Hutt.

It was an enriching experience for all involved, being able to learn and reflect on our Māori strategy and values outlined in He Arapaki.

A block of te reo lessons had been offered internally in advance, which further enhanced the experience. The lessons provided a safe space for less experienced staff to prepare and practise their mihi for whakawhanaungatanga.

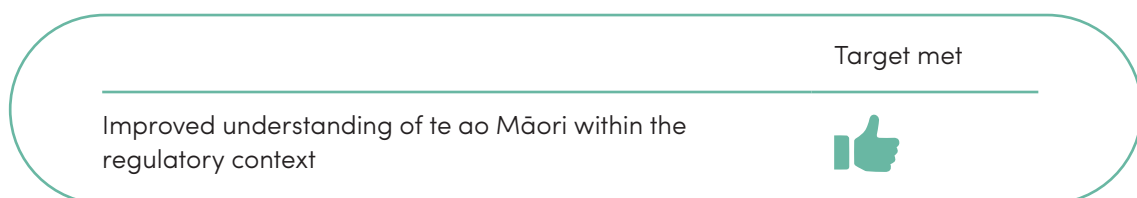
The noho was a significant milestone, honouring the pivotal contributions of our key speakers, Danny Makamaka and Tawaroa Kāwana, who shaped our whakatauākī, karakia, waiata, and te reo role titles of SWRB staff which are all framed and aligned to He Arapaki.

Our non-social worker staff also benefited from a Q&A panel with SWRB’s social workers in which they discussed their history and experience within the profession. It was an inspiring kōrero, hearing their stories, the motivations behind their work, and the challenges they confronted.



SWRB's Chief Advisor Māori Development Hohepa Patea (left), SWRB Board Chair Shannon Pakura and Chief Executive Sarah Clark with Danny Makamaka (centre), SWRB social workers sharing their stories (right)

Performance measure for Māori development



See SPE(QL)3 in the Statement of Service Performance section for further details.

The SWRB is committed to managing its finances responsibly

The SWRB is primarily a fees and levy funded organisation, operating on a cost recovery basis. It receives a Crown contribution of \$106,000 per annum towards our Crown entity status and for all the associated work that entails.

Since the introduction of mandatory registration of social workers in 2021, it has been a time of great change for both the profession, and employers. As the regulator we have the responsibility to ensure social workers are competent, accountable for their practice and professional in this new world.

We have faced a number of cost pressures over the past two years, including the higher than anticipated inflation rate experienced across New Zealand. We have also continued to see a relatively high volume of complaints and associated disciplinary activity which is funded from the disciplinary levy.

The SWRB is committed to ensuring it operates an appropriate cost recovery framework that is consistent with guidelines published by the New Zealand Treasury (2017), and the Office of the Controller and Auditor General (2021) as described below. That means making sure we have the right approach for sustainable recovery of costs to meet our regulatory functions.

The SWRB consulted on changes to fees and the disciplinary levy

The SWRB's consultation on changes to our fees and the disciplinary levy for social workers was open from mid-December 2023 to February 2024. We received more than 750 submissions via the online survey, and 16 email submissions, including eight group responses.

To set the fees and disciplinary levy, the SWRB used a cost recovery framework that is consistent with guidelines published by the New Zealand Treasury (2017), and the Office of the Controller and Auditor General (2021). Under the guidelines, we can only charge for the work we are required to do under the Act at the level and standard expected by Government, with the costs recovered from the right person or group. We are also required to be financially sustainable without Crown funding.

In March 2024, following the consultation, the Board decided to make changes to the fees and disciplinary levy. The new fee structure was published in the New Zealand Gazette, with the new fees coming into effect from 1 July 2024. The Board acknowledged that this was a difficult and significant decision, but one which supports SWRB to meet its legislative requirements.

As part of the consultation the Board also agreed that fees and the disciplinary levy may be adjusted annually in line with the Consumer Price Index (CPI), without consultation. This will enable SWRB to give certainty to the sector and prevent any larger changes which have occurred previously. Should there be any changes not in line with CPI, or any other fee changes, SWRB will continue to consult with the public.

The SWRB has made significant progress on debt recovery

At the end of 2022/23, the SWRB was carrying over \$295k debt from social workers. The debt related to unpaid or partially paid invoices for social workers' registration fees, practising fees and the disciplinary levy.

Several attempts have been made to contact the social workers concerned to recover the debt. These attempts were most successful during June 2024 when we were able to talk to social workers about addressing their debt in advance of their practising certificate for 2024/25 being issued.

At the end of June 2024, the outstanding debt from social workers was reduced to \$195k.

The SWRB has sought legal advice about recovering debt from practising social workers. From July 2025, we will not issue a practising certificate where there is an outstanding debt.

As a Crown entity we comply with a number of Acts and government directives

Public Records Act 2005

The SWRB continues to mature its management and storage of records towards meeting the requirements of the Public Records Act 2005 and in support of more effective recovery of information. The deployment of SharePoint as our records repository is complete. We are working on finalising the SWRB retention and disposal schedule as this enable us to fully manage all records in accordance with the Public Records Act 2005.

Official Information Requests

The SWRB received 21 Official Information Act 1982 (OIA) requests in 2023/24 and four personal information requests under the Privacy Act 2020. All OIA and Privacy Act requests were responded to within 20 days – as specified by the legislation.

Carbon Neutral Programme

The SWRB continues to work towards managing the organisation’s environmental impacts in line with the expectations of the Carbon Neutral Government Programme. It reported its carbon emissions for the 2022/23 year to the Ministry of Environment in December 2023. This has established an audited baseline measure to support the SWRB with better understanding the sources and size of its carbon emissions. Our total emissions for the 2022/23 year were 38.0Mt Carbon, of which 48% related to air travel. Our target is to reduce emissions by 42% by 2030.

As a small government agency, carbon emissions are impacted by a relatively small amount of additional travel. The SWRB has recruited specialist expertise from outside of the Wellington area to be able to conduct all of its planned regulatory activity. This has resulted in an increase in travel that is being monitored to ensure only travel required to support the function of the role is undertaken . In addition, there was a small amount of international travel on SWRB business which had not occurred the previous year. Therefore, the SWRB is expecting an increase in its carbon emissions to be recorded when the 2023/24 year’s carbon neutral audit has been completed. The SWRB continues to monitor the travel arrangements for its remote workers, and takes a pragmatic approach to requiring in person attendance at meetings and events.

Plain Language Act 2022

Under the Plain Language Act 2022 section 12, the SWRB must report annually to the Public Service Commissioner on how we comply with the Act.

The SWRB has adopted the Plain Language Standard developed by Write Ltd. Since November 2023, all new reports and public documents are being reviewed against the standard before they are published.

We are building the capability of staff to write in plain language. In May 2024, ten employees attended business essentials plain language training. The workshop was very well received and is expected to have a positive impact on the quality of our communication. We will be offering opportunities for other staff to benefit from this training during 2024/25.

07 STATEMENT OF SERVICE PERFORMANCE

Our performance is assessed through timeliness, quantity and quality measures from our Statement of Performance Expectations 2023/2024 and our Statement of Intent 2022–2026. There are 18 measures in total. We have provided a written update on how we are tracking on our longer-term Statement of Intent 2022–2026 measures, noting that the SWRB’s Statement of Intent was revised as of 1 July 2024 per legislative requirements, and the updated version will cover the 2024–2028 period as of 1 July 2024.

Statement of Performance Expectations (SPE) Measures

Output measure description and type	2023/24 Target	2023/24 Result	Compared to 2022/23 ¹
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%	99.6%	↔
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%	94% of complainants received acknowledgement email containing initial decision within 40 working days	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	80%	Not able to be reported. We have continued our focus on the Section 13 application pathway over the year, and confirmed that the complexity and variable nature of the applications we processed throughout 2023/24 are not compatible with the existing timeliness measure. In 2023/24 we prioritised processing both legacy applications and new ones, which have different timeliness expectations. The measure has been revised for 2024/25 to better reflect our work to improve efficient processing practices.	n/a

¹ Comparing performance to previous year, where ↑ denotes improvement above 5%; ↔ denotes no change (within 5% of previous year); ↓ denotes over 5% reduction in performance.

Output measure description and type	2023/24 Target	2023/24 Result	Compared to 2022/23 ¹
SPE(QT)1: Assist education providers to ensure that they are meeting education standards through midcycle reviews and programme re-recognitions	4 engagements	Continued and ongoing support and multiple 'engagements' to assist and support education providers. Examples include: <ul style="list-style-type: none"> • 1 review visit (per schedule) • Development of, and consultation on, new Education Standards • Average of six 'contacts' with education providers per week 	↔
SPE(QL)1: Percentage of applicants who report being satisfied with the registration process	80%	65% ²	↔
SPE(QL)2: Percentage of applicants who report being satisfied with the practising certificate renewal process	80%	74% ²	↓
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	Consultation/engagement surveys	All key policy and programme changes sought feedback from the sector, namely: <p>Public consultation for SWRB Fees and Levy review (Dec 2023 – Feb 2024)</p> <p>Consultation with education providers for Education Standards development (Sept – Nov 2023)</p> <p>Consultation with social workers for changes to CPD audit process (Sept 2023)</p>	↔
SPE(QL)5: Percentage of stakeholders surveyed who rated the leadership provided by the SWRB on social worker registration as 'effective' would be no less than:	75%	100% ³	↔
SPE(QL)6: Percentage of stakeholders surveyed who rated the leadership provided by the SWRB on workforce planning as effective would be no less than:	75%	100% ³	↑

2 The satisfaction targets which were not met are discussed earlier in this report (pages 13-14, 17)

3 SWRB's Stakeholder survey achieved a 79% response rate for the 2023/24 period, with specific effort put into increasing from 62% response rate in the previous year.

Output measure description and type	2023/24 Target	2023/24 Result	Compared to 2022/23 ⁴
SPE(QL)7: Active engagement with social workers and other relevant stakeholders is undertaken	At least 3 per year	Continued weekly Q&A Zoom session with social workers, hui with applicants, social work students and educators. Additional engagement activities include: <ul style="list-style-type: none"> • Focus groups with social workers to support resource development (Jan – Feb 2024) • Attendance and SWRB stand at Aotearoa New Zealand Social Work conference (Sept 2023) • Sponsor of Social Work Awards (Sept 2023) • Co-hosting Māori and Pasifika Symposium (March 2024) • Presentations to key stakeholders and employers, for example Te Whatu Ora Social Worker Leaders Council meeting (March 2024) 	↑
SPE(T)4⁴: Percentage of invoices paid within 10 working days	75%	82%	↓
SPE(QT)2: Percentage of suppliers that are Māori businesses	5%	11%	↔

4 This measure was coded in error as SPE(T)3 in SWRB's SPE 2023/24, and has been corrected here.

Statement of Intent (SOI) Measures

We have provided a written update on how we are tracking on our longer-term Statement of Intent 2022-2026 measures, noting that the SWRB's Statement of Intent was revised as of 1 July 2024 per legislative requirements, and the updated version will cover the 2024-2028 reporting period.

Outcome and impact measure description	Target	2023/24 Result
SOI 1: More people are practising social work	< 25% of registered social workers identify as non-practising and the proportion decreases over time	As of 30 June 2024, 20% of registered social workers are non-practising, and this has not decreased over time.
SOI 2: More people are registered as social workers	Increase in numbers on the register	744 new social workers registered with the SWRB between 1 July 2023 and 30 June 2024. 50 social workers were removed from the register (deceased; retired or self-cancelled registration; removed by the SWRB for disciplinary reasons or no longer meeting provisional requirements)
SOI 3: Supporting professional practice for social workers through better information on best practice	Undertake targeted annual compliance marketing campaigns to social workers and employers	Continued work to develop and share compliance materials that support professional practice, including: <ul style="list-style-type: none"> • Code of Conduct and Practice resources developed and published • Resource development for social workers' professional practice as part of the Building Social Worker Capability project (tested and developed during 2023/24; to be launched Sept 2024). Resources for employers and the public are in development. • Targeted information provided to employers reinforcing the importance of registration, and becoming an 'authorised employer' for fee payment. • Actively sharing workforce survey results and evidence with larger employers (Ministry of Health, Te Whatu Ora, Te Aka Whai Ora, Oranga Tamariki)

Outcome and impact measure description	Target	2023/24 Result
SOI 4: SWRB contributes system leadership and stewardship as the social work regulator for Aotearoa	Satisfaction with advice and guidance provided to relevant Minister(s) and government agencies	<p>All Ministerial Office and government agency contacts report being satisfied with the quality of the SWRB’s advice or guidance to Ministers or their agency through the 2023/24 year.</p> <p>Results from the stakeholder survey of key partner organisations working closely with the SWRB show that 100% of stakeholders rate our regulatory leadership as ‘effective’.</p>
SOI 5: SWRB promotes the benefits of social work professionalism to government agencies	Minimum number of papers, meetings, submissions made on relevant policy and legislation	<p>Ongoing work to promote the benefit of a professional workforce, including:</p> <ul style="list-style-type: none"> • Continued and regular meetings between workforce planning and policy team and relevant employers/government agencies (Te Whatu Ora; Ministry of Health; Oranga Tamariki; MSD) • Advice and supporting evidence provided to Minister for S13 Pathway extension (Jan/Feb 2024) • Social worker-like kaimahi report published June 2024, having been shared with Minister and MSD in March 2024.

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 2024.

Signed on behalf of the Board:



Shannon Pakura
Chair



Jeff Sanders
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 2024

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 Social Workers Registration Board on his behalf.

Opinion

We have audited:

- the financial statements of the Board on pages 57 to 74 of the annual report, that comprise the statement of financial position as at 30 June 2024, 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 47 to 51 of the annual report.

In our opinion:

- the financial statements:
 - present fairly, in all material respects:
 - its financial position as at 30 June 2024; 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, Social Workers Registration Board's performance for the period ended 30 June 2024, 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 7 November 2024. 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 Social Workers Registration Board 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 is responsible for such internal control as it determines is necessary to enable it to prepare financial statements and performance information that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements and the performance information, the Board 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 Social Workers Registration Board' 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,
- 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 Governing Board 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 Social Workers Registration 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 is responsible for the other information. The other information comprises the information included in the annual report other than 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 Social Workers Registration 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 2024

	Notes	2024 Actual \$	2024 Budget \$	2023 Actual \$
REVENUE				
Non-Exchange Revenue	2	7,004,848	6,075,724	7,210,865
Exchange Revenue	2	1,040,223	702,163	754,179
Total Revenue		8,045,071	6,777,887	7,965,044
EXPENSES				
Administration and Overhead Costs		238,104	218,869	194,142
Complaints and Tribunal Fees		89,839	355,656	395,577
Publications		17,523	85,620	38,049
Depreciation & Amortisation expense		28,264	32,664	28,274
Personnel costs	3	5,533,289	4,882,042	4,686,848
Other expenses	4	1,212,070	2,034,780	1,306,305
Total expenses		7,119,089	7,609,631	6,649,194
Surplus / (deficit) for the year		925,982	(831,744)	1,315,850

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 2024

	Total \$
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
Balance as at 1 July 2023	1,882,042
Net surplus or deficit / total comprehensive revenue and expense	925,982
Net Assets/Equity at 30 June 2024	2,808,023

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 2024

	Notes	2024 Actual \$	2024 Budget \$	2023 Actual \$
CURRENT ASSETS				
Cash and Cash Equivalents	6	2,988,246	3,332,030	2,706,291
Investments	7	2,750,000	0	1,600,000
Receivables	8	613,673	906,033	470,445
Prepayments		138,387	133,662	133,333
Total Current Assets		6,490,306	4,371,725	4,910,069
NON CURRENT ASSETS				
Property, Plant and equipment	9	64,613	51,958	50,002
Total Non-Current Assets		64,613	51,958	50,002
TOTAL ASSETS		6,554,919	4,423,683	4,960,071
CURRENT LIABILITIES				
Payables	10	1,069,567	1,169,154	901,684
Deferred Revenue	11	2,330,773	2,279,311	1,872,123
Employee entitlements	13	346,556	207,479	304,222
Total Current Liabilities		3,746,896	3,655,944	3,078,029
TOTAL LIABILITIES		3,746,896	3,655,944	3,078,029
NET ASSETS		2,808,023	767,739	1,882,042
EQUITY				
Accumulated surplus / (deficit)	15	2,808,023	767,739	1,882,042
TOTAL EQUITY		2,808,023	767,739	1,882,042

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 2024

	Note	2024 Actual \$	2024 Budget \$	2023 Actual \$
CASH FLOW FROM OPERATING ACTIVITIES				
Revenue receipts		8,193,376	6,601,883	7,733,119
Interest received		201,553	26,004	73,775
Payments to employees		(5,092,928)	(4,882,042)	(4,099,154)
Payments for goods and services		(1,002,783)	(2,551,174)	(1,874,441)
GST (Net)		(824,354)	-	(899,860)
Net Cash Inflow/(Outflow) from Operating Activities		1,474,863	(805,329)	933,438
CASH FLOW FROM INVESTING ACTIVITIES				
Receipts from sale or maturity of investments			-	
Purchase of property, plant and equipment		(42,908)	(32,000)	(19,557)
Purchase of investments		(1,150,000)		(1,600,000)
Net Cash Inflow/(Outflow) from Investing Activities		(1,192,908)	(32,000)	(1,619,557)
Net Increase/(Decrease) in Cash and Cash Equivalents		281,955	(837,329)	(686,119)
Cash and Cash Equivalents at the Beginning of the year		2,706,291	4,169,359	3,392,408
Cash and Cash Equivalents at the end of the year	6	2,988,246	3,332,030	2,706,289

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 2024

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 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 2024 and were authorised for issue by the Board on 31 October 2024. These financial statements comply with the PBE accounting standards reduced disclosure regime.

Presentation currency and rounding

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

Changes in accounting policies

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

Critical accounting estimates and assumptions

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

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

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

Critical judgements in applying accounting policies

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

Classification of lease arrangements

Summary of accounting policies

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

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

Goods and Services Tax

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

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

Commitments and contingencies are disclosed exclusive of GST.

Income Tax

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

Budget figures

The budget figures are derived from the Statement of performance expectations as approved by the Board on 23 June 2023. 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

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

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

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

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

Financial liabilities

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

Expenses

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

Equity

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

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

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

2. REVENUE

Accounting policy

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

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

Revenue transactions

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

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

Revenue from non-exchange transactions

Revenue from the Crown

An amount of \$114,000 of other revenue was received from MSD as a contribution to crown activity, (2023: \$113,000).

An amount of \$705,000 of other revenue was received from MSD to fund Workforce planning (2023: \$705,000)

An amount of \$0 of other revenue was received from MSD to fund Social Work Like Project (2023: \$980,000)

An amount of \$735,000 of other revenue was received from MSD to fund OT Capability Project (2022: \$793,000)

An amount of \$809,000 was received from MSD to fund the revenue shortfall (2023: \$0)

An amount of \$0 was received from MSD to fund IT review (2023: \$75,000)

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.

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 as income upon receipt.

	2024 Actual \$	2023 Actual \$
REVENUE FROM NON-EXCHANGE REVENUE TRANSACTIONS:		
Practising fees	3,579,174	3,494,751
Crown Funding	1,658,000	1,962,000
Disciplinary Levy	1,062,674	1,049,114
Implementation Funding		
Workforce planning income	705,000	705,000
TOTAL NON-EXCHANGE REVENUE	7,004,848	7,210,865
REVENUE FROM EXCHANGE TRANSACTIONS:		
Application fees	233,269	227,554
Competence fees	586,612	373,146
Other revenue	(120)	56,866
Finance Income (note 5)	220,461	96,613
TOTAL EXCHANGE REVENUE	1,040,223	754,179
TOTAL REVENUE	8,045,071	7,965,044

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	2024 Actual \$	2023 Actual \$
Salaries	4,972,503	4,041,498
Other Fees	391,412	497,939
Superannuation employer contributions	146,192	116,862
Other personnel costs	23,182	30,549
Total personnel costs	5,533,288	4,686,848

During the year ended 30 June 2024 there was no employees received compensation in relation to their termination (2023: Nil).

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

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

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

4. EXPENSES

	2024 Actual \$	2023 Actual \$
OTHER EXPENSES		
Audit fees	36,696	31,392
Bad debts	-	-
Database expenses	153,400	164,150
Doubtful debts	137,192	238,731
Legal fees	21,684	27,879
Insurance	10,772	18,441
Computer expenses	179,111	147,694
Professional fees	38,574	103,760
Bank fees	79,892	36,821
Board expenses	123,851	67,567
Consultancy expenses	92,624	144,450
Training and development	92,325	54,511
Travel and accomodation	115,100	54,749
Other expenses	130,848	216,125
TOTAL OTHER EXPENSES	1,212,070	1,306,270

A number of prior year comparatives have been reclassified to make disclosure consistent with the current year.

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.

	2024 Actual \$	2023 Actual \$
FINANCE INCOME		
Loans and receivables - Interest received	220,461	96,613
NET FINANCE INCOME	220,461	96,613

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.

	2024 Actual \$	2023 Actual \$
Cash on hand and at bank	2,705,436	2,433,818
Cash equivalents - bank call deposits	282,810	272,473
Total cash and cash equivalents	2,988,246	2,706,291
NET CASH AND CASH EQUIVALENTS IN THE STATEMENT OF CASH FLOWS	2,988,246	2,706,291

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.

	2024 Actual \$	2023 Actual \$
SHORT TERM INVESTMENTS		
ANZ Term Deposits	2,750,000	1,600,000
TOTAL SHORT TERM INVESTMENTS	2,750,000	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.

	2024 Actual \$	2023 Actual \$
RECEIVABLES UNDER EXCHANGE TRANSACTIONS		
Interest receivable	36,358	17,449
Total receivables under exchange transactions	36,358	17,449

	2024 Actual \$	2023 Actual \$
RECEIVABLES UNDER NON-EXCHANGE TRANSACTIONS		
Accounts receivable	1,036,900	784,649
less: provision for impairment	(459,584)	(331,653)
Total receivables under non-exchange transactions	577,315	452,996
Total Receivables	613,673	470,445

All receivables greater than 30 days in age are considered past due. Receivables are normally assessed for collectability on an individual basis.

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

	2024	2023
	Actual \$	Actual \$
Balance at 1 July	331,652	125,698
Write off of provision during the year	(9,260)	(32,776)
Additional provisions made during the year	137,192	238,730
Balance at 30 June	459,584	331,652

9. PROPERTY, PLANT AND EQUIPMENT

i. Recognition and measurement

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

ii. Subsequent expenditure

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

iii. Disposals

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

iv. Depreciation

Depreciation is based on the cost of an asset less its residual value. Significant components of individual assets that have a useful life that is different from the remainder of those assets, those components are depreciated separately.

Depreciation is recognised in surplus or deficit on a straight line or diminishing value basis over the estimated useful lives of each component of an item of property, plant and equipment.

The depreciation rates for the prior period:

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

The depreciation rates for the current period:

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

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

v. Impairment of property, plant and equipment

Non cash-generating assets

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

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

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

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

Breakdown of property, plant and equipment and further information

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

	Furniture & office equipment \$	Computer equipment \$	Total \$
COST			
Balance at 1 July 2022	72,328	182,133	254,461
Additions	2,301	18,177	20,478
Disposals	-	-	-
Balance at 30 June 2022 / 1 July 2023	74,629	200,310	274,939
Additions	21,958	20,950	42,908
Disposals	-	-	-
Balance at 30 June 2024	96,587	221,260	317,847

	Furniture & office equipment \$	Computer equipment \$	Total \$
ACCUMULATED DEPRECIATION AND IMPAIRMENT LOSSES			
Balance at 1 July 2022	55,116	141,544	196,660
Depreciation expense	4,651	23,623	28,274
Elimination on disposal			-
Balance at 30 June 2023 / 1 July 2023	59,767	165,167	224,934
Depreciation expense	4,574	23,724	28,298
Balance at 30 June 2024	64,341	188,891	253,232
CARRYING AMOUNTS			
As at 1 July 2023	17,212	40,589	57,801
Balance at 30 June 2023 / 1 July 2023	14,862	35,143	50,005
Balance at 30 June 2024	32,246	32,369	64,614

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. PAYABLES

Short term payables are recorded at the amount payable.

	2024 Actual \$	2023 Actual \$
PAYABLES UNDER EXCHANGE TRANSACTIONS		
Accounts payable	166,007	231,279
Accruals	186,313	114,242
Total payables under exchange transactions	352,319	345,521

	2024 Actual \$	2023 Actual \$
PAYABLES UNDER NON-EXCHANGE TRANSACTIONS		
Taxes payable (GST)	717,248	556,163
Total payables under non-exchange transactions	717,248	556,163
Total Payables	1,069,567	901,684

11. DEFERRED REVENUE

	2024 Actual \$	2023 Actual \$
DEFERRED REVENUE UNDER NON-EXCHANGE TRANSACTIONS		
Income in advance (practising fees)	2,330,773	1,872,123
Total deferred revenue under non-exchange transactions	2,330,773	1,872,123

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.

12. 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

	2024 \$ < 1 year	2024 \$ 2-5 years	2023 \$ < 1 year	2023 \$ 2-5 years
Rental Lease				
Level 7, 110 Featherston St, Wellington				
Operating lease	-	-	211,320	-
Total rental lease commitments	-	-	211,320	-

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.

SWRB has no lease commitments for the period two years or later.

13. 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.

Critical accounting estimates and assumptions

Measuring retirement and long service leave obligations

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

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

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

Breakdown of employee entitlements

	2024 Actual \$	2023 Actual \$
CURRENT PORTION		
Annual leave	225,936	175,999
Salaries payable	120,620	128,223
	346,556	304,222

14. CONTINGENCIES

There are no contingent liabilities and no contingent assets as at 30 June 2024 (Contingent liabilities and assets at 30 June 2023: nil).

15. EQUITY

	2024 Actual \$	2023 Actual \$
Opening Balance	1,882,042	566,192
Accumulated surplus / (deficit)	925,982	1,315,850
Total Equity	2,808,023	1,882,042

16. 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

	2024 Actual	2023 Actual
BOARD MEMBERS		
Remuneration	\$86,984	\$86,937
Full time equivalent members	0.70	0.84
LEADERSHIP TEAM		
Remuneration	\$1,263,127	\$1,090,057
Full time equivalent members	6.30	6.10
Total key management personnel remuneration	\$1,350,111	\$1,176,994
Total full-time equivalent personnel	7.00	6.94

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

The total aggregate remuneration paid to the family members during the 2024 financial year is \$242,395 (LY: \$47,901).

17. FINANCIAL INSTRUMENTS

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

	Note	2024 Actual \$	2023 Actual \$
FINANCIAL LIABILITIES MEASURED AT AMORTISED COST			
Payables (excluding deferred revenue and taxes payable)		350,980	345,486
Employee entitlements		346,556	304,222
Total financial liabilities measured at amortised cost		697,536	649,708
FINANCIAL ASSETS MEASURED AT AMORTISED COST			
Cash and cash equivalents	6	2,988,246	2,706,291
Receivables	8	613,673	470,445
Short term investments	7	2,750,000	1,600,000
Total financial assets measured at amortised cost		6,351,919	4,776,736

18. 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 with a reduction in the use of external resources.

Statement of comprehensive revenue and expense

Overall revenue is \$1.2m above budget mainly due to additional crown funding, higher volumes of annual practising fees, overseas applications, experience pathway applications and interest income.

Overall expenditure is \$0.5m lower than budget with increases and decreases across various categories.

Personnel cost (over budget \$0.2m)

- Personnel cost is higher than budget partly due to additional Fte's to resource projects which has also helped reduce other costs.

Other cost (under budget \$0.3m)

- Other costs are lower than budget mainly due to project costs to be incurred in 2024/25.

Complaints and Tribunal cost (under budget \$0.4m)

- Complaints and Tribunal costs are lower than budget partly due to one Tribunal occurring compared to three budgeted.

Statement of Financial Position

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

- Cash and Cash Equivalents are lower than budgeted impacted by the increase in term deposits.

Receivables (under budget \$0.7m)

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

Payables (under budget \$0.4m)

- Expenditure lower than budgeted.

Statement of Cash Flows

There is a \$1.2m above budget variance for investments in Term Deposits as the SWRB have invested cash being held mainly for Project spending in the following year.

19. EVENTS AFTER REPORTING DATE

No events occurred after balance date that significantly affect these financial statements.



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