

What's Next?

Transition options for school leavers

Transition options in the Waikato region.

Acknowledgement

We would like thank all the individuals and organisations that have so willingly given their time, knowledge and experience to assist in the development of this resource. All photographs were taken by and are the property of the New Zealand Disability Support Network (NZDSN). In particular we thank those members of the NZDSN who collected, collated and created this information.

United Nations Convention on the Rights of Persons with Disabilities

We support the United Nations Convention on the Rights of Persons with Disabilities, with particular reference in this instance to Article 19 'Living independently and being included in the community', which states:

Parties to this Convention recognise the equal right of all persons with disabilities to live in the community, with choices equal to others, and shall take effective and appropriate measures to facilitate full enjoyment by persons with disabilities of this right and their full inclusion and participation in the community, including by ensuring that:

- Persons with disabilities have the opportunity to choose their place of residence and where and with whom they live on an equal basis with others and are not obliged to live in a particular living arrangement;
- Persons with disabilities have access to a range of in-home, residential and other community support services, including personal assistance necessary to support living and inclusion in the community, and to prevent isolation or segregation from the community;
- Community services and facilities for the general population are available on an equal basis to persons with disabilities and are responsive to their needs.

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Introduction

This publication has been designed to provide information for students who experience disability, together with their whānau, teachers, friends and others, in planning for life beyond the classroom. This publication also provides a list of various support services available in the Waikato area that can potentially assist students during and after their transition from school. Designed to help plan and prepare students to think about their options for the future, this publication can also be used as a resource for the supports and professionals within the disability sector associated with students.

Throughout the booklet, the transition process is defined as the process where young people who experience disability plan for life beyond the parameters of school and explore options. It can be an exciting and challenging time and often involves making decisions and choices about increasing their independence as a young adult. Some options to think about may include:

- moving into further education or employment
- budgeting advice and attaining benefits
- pursuing different living arrangements
- maintaining relationships and developing new ones
- continuing with sporting, leisure activities and developing new ones
- accessing and connecting with supports in the wider community
- accessing vocational service options

This booklet begins with some basic information about the transition process from school, followed by a Frequently Asked Questions (FAQ) section and finally a directory of regional services available. We have tried to include as many services as possible, however, some may have been missed, some services may have begun after this booklet was published and some may have changed the way they operate. In this sense there will always be the potential for it to be updated.

If you have any feedback that will improve any part of this booklet, or update any of its information, please contact the Ministry of Education. Feedback should be directed to the District Manager. If you need more information the Transition Advisers for the Waikato are:

Ministry of Education, Transition Advisors	
Name	Email
Linda Terry	linda.terry@minedu.govt.nz
Rachel Coffin	Rachel.coffin@minedu.govt.nz

The information in this booklet is relevant as at May 2014.

Definitions

Below is a list of definitions and abbreviations you will encounter in this booklet and in services you may wish to use.

Throughout this resource the term 'Disability' has been used as it is defined in the New Zealand Disability Strategy, *"Disability is not something individuals have. What individuals have are impairments. They may be physical, sensory, neurological, psychiatric, intellectual or other impairments. Disability is the process which happens when one group of people create barriers by designing a world only for their way of living, taking no account of the impairments other people have"* (NZDS, 2001:7).

The term 'Transition' (from school) also refers to the process of planning to explore options for life beyond school and implementing that plan.

Abbreviations

ACC	Accident Compensation Corporation
CAB	Citizens Advice Bureau
CYF	Children, Youth and Family
DPA	Disabled Persons Assembly
DSS	Disability Support Services (funding arm of the MOH)
EPOA	Enduring Power of Attorney
FAQ	Frequently Asked Questions
GP	General Practitioner or family doctor
HNZC	Housing New Zealand Corporation
IEP	Individual Education Plan
IF	Individualised Funding
ITP	Individual Transition Plan
MOE	Ministry of Education

MOH	Ministry of Health
MSD	Ministry of Social Development
NAGS	National Administration Guidelines
NASC	Needs Assessment and Service Coordination (agency)
ORS	Ongoing and Resourcing Scheme
OSCAR	Out of School Care and Recreation
OT	Occupational Therapist
PCP	Person-centred Planning
SIL	Supported Independent Living
SLT	Speech Language Therapist
SPELD	Specific Learning Disabilities Federation
TIA	Training Incentive Allowance
W&I	Work and Income (Formerly known as WINZ)

Directory

The following pages have been divided into subject areas for ease of use. You can go to the area you are broadly interested in and look at some of the FAQs and answers that are most relevant to you. The areas are:

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Enabling Good Lives Principles

The Enabling Good Lives principles have grown from families and individuals desire to have more choice, flexibility and control over the supports they receive and the lives they lead. Enabling Good Lives includes a commitment from MOH, MSD and MOE to work together to consider flexible use of existing funding and contracts to support people to have a good life.

In the Waikato the Enabling Good Lives Leadership group is looking at ways to improve the quality of life for people who experience disability and look at the way services are delivered.

The Enabling Good Lives Principles are:

- **Self Determination**

Disabled people are in control of their lives.

- **Beginning Early**

Invest early in whānau to support them to be aspirational for their disabled child, to build community and natural supports and to support disabled children to become independent.

- **Person-centred**

Disabled people have supports that are tailored to their individual needs and goals, and that take a whole life approach.

- **Ordinary Life Outcomes**

Disabled people are supported to live an everyday life in everyday places; and are regarded as citizens with opportunities for learning, employment, having a home and family, and social participations – like others at similar stages of life.

- **Mainstream First**

Disabled people are supported to access mainstream services before specialist disability services.

- **Mana Enhancing**

The abilities and contributions of disabled people and their whānau are recognised and respected.

- **Easy to Use**

Disabled people have supports that are simple to use and flexible.

- **Relationship Building**

Relationships between disabled people, their whānau and community are built and strengthened.

- **Community Building**

Engage and support communities to be more welcoming and inclusive of disabled people – create accessible communities

A good life for you will look different to somebody else's. It needs to reflect the things that are important to you.

Transition process



*What is
Transition?*

Transition from school is a process of planning for what you, as a young person, will do when you leave the schooling system and then implement a plan. It is based on the principles of inclusion, community participation and civil rights. The focus is creating an autonomous, individualised and happy life.

Traditionally, one of the areas people who have experienced disability found most difficult whilst transitioning was into employment. However, there are supported employment support services that can help and are primarily engaged in the process.

Importantly though, transition is about you and not just employment. For a successful transition you need to consider things such as: how do you participate in your community, where will you live, transport, or if you'd like to further your education.

You and your whānau may also want to think about how you might continue to develop your social networks and relationships and work towards attaining economic independence and autonomy over your life. You may want to think about the skills you need to develop to be at home alone safely.

With more of a community focus, the Ministry of Social Development (MSD) is able to assist students who receive Ongoing Resourcing Scheme (ORS) funding. The MSD will fund 'high' and 'very high' ORS verified students in their last year of schooling to participate in transition services. The money is paid directly to transition service providers who have a set of four milestones to reach, and are paid on successfully achieving each of these.

MOE's National Administrative Guidelines (NAGs) require that schools identify and make provision for students likely to experience barriers in making a successful

transition from school. As a result, most schools that support students with an experience of disability have an organised process for transition.

In order for a transition from school to work to be successful, there needs to be a strong partnership between the school, whānau, and post-school providers. Post-school providers are organisations such as tertiary education providers, supported employment services, supported living agencies and vocational/day activity providers. These partners will need on-going information sharing to remain up-to-date with the options available for you and your whānau/care givers. This resource is part of that information sharing.

You should start planning the ‘where to’ and ‘goals’ part of the process at least 2–3 years before you leave, addressing this at your Individual Education Plan (IEP). A suggested age to start thinking about transition is 14 years old, in order to prepare yourself as much as possible.

When you start planning at about 14 years old, then it doesn’t need to take up much time – it can just be thinking about what you might like to do and trying a few things out, such as joining clubs, getting an after-school job, volunteering, work experience or looking at ways you can participate in your local community. It is also less stressful for you and your whānau if you’ve had time to plan well.



When should I start to think about leaving school?

In the last two years of secondary school your Individual Education Plan (IEP) should focus post school needs such as money handling and budgeting, self-help skills, use of transport options, work experience, community skills, social and recreational pursuits and developing links with adult community services.

If you receive ‘very high needs’ ORS funding and are aged between 16 years to 21 years and in your final years at school, you may qualify for ‘individual funding’ from the MSD for transition to life beyond school and community

based service support. Talk with your Transition Service Provider for more information. If you are unsure about your ORS level check with the Ministry of Education (MOE). If you have high needs you can be supported by MSD to involve yourself in community participation programmes. MSD bulk fund service providers and Transition Service Providers will help you make a choice between these services, if this is what you want, by visiting and talking with you about what you want.

Looking at your goals and where you want to be in your future can allow you to think about what skills or learning you need to be as independent as possible, creating options and making decisions. Then you can start working on developing these in your last years at school.

Find out through your Transition Service Provider about other possible options for transition services.

Transition planning can cover anything that is important to you or that you think might need to be organised. Some of the common areas of transition are:



- employment
- income and finances
- housing or living arrangements
- support needs
- cultural support
- further education
- recreation and leisure
- advocacy
- friends and relationships
- transport or community access
- possibility of obtaining a driver's licence

If MOE has supplied you with any equipment, it would normally be returned to the school when you leave.

If you think you will need to use the equipment outside of school discuss this with your Transition Service Provider or the regional MOE representative. You should also discuss the possibility of needing equipment as part of your transition.

If you own the equipment or the equipment is provided by MOH and you still need it you can take it with you.

*What happens
to my
equipment I use
at school once I
leave?*

Transition Service Providers Directory

Contact Details					
Address	Website	Phone	Email	Work Undertaken	Area
Career Moves *					
55 London Street Hamilton 3204	www.careermoves.org.nz	07 839 7367	info@careermoves.org.nz	Transition Post school vocation	Hamilton to Huntly Hauraki Northern King Country
CCS Disability Action *					
17 Claudelands Road Hamilton 3240	www.ccsdisabilityaction.org.nz	0800 227 2255 07 853 9761	waikato.admin@ccsdisabilityaction.org.nz	Transition	Waikato King Country Coromandel
Community Living Trust *					
108 Collingwood Street Hamilton 3204	www.communityliving.org.nz	07 834 3700	enquiries@communityliving.org.nz	Transition Post school vocation Residential	Hauraki Whangamata Waikato

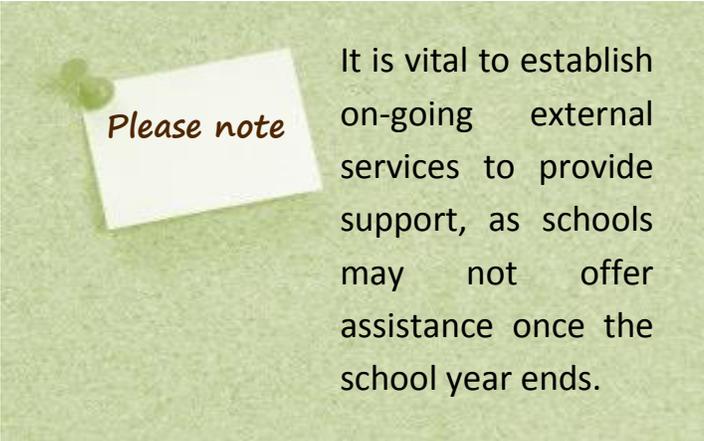
Contact Details					
Address	Website	Phone	Email	Work Undertaken	Area
Coromandel Independent Living Trust					
Tiki House 45 Tiki Road Coromandel 3543	www.cilt.org.nz	07 866 8358	cilt@cilt.org.nz	Transition Post school vocation	Coromandel
Enrich+ *					
48 Teasdale Street Te Awamutu 3800	www.enrichplus.org.nz	0800 367 424 07 871 6410	info@enrichplus.org.nz	Transition Post school vocation Vocational	Waikato
IDEA Services *					
2 Von Tempsky Street Hamilton 3216	www.ihc.org.nz	07 834 7200	hamilton@idea.org.nz	Transition Post school vocation Residential	Taumarunui Waikato

Contact Details					
Address	Website	Phone	Email	Work Undertaken	Area
Life Unlimited *					
20 Palmerston Street Hamilton 3240	www.life.nzl.org	0800 008 011 07 839 5506	info@lifeunlimited.net.nz	Transition Post school vocation	Waikato
Progress to Health *					
25 Claudelands Road Hamilton 3244	www.progresstohealth.org.nz	0800 775 757 07 838 0302		Transition Post school vocation	South Waikato North Waikato Hamilton City Thames
South Waikato Achievement Centre*					
12 Thompson Street Tokoroa 3420	www.swac.co.nz	07 886 8941		Transition Post school vocation Residential	South Waikato

Contact Details					
Address	Website	Phone	Email	Work Undertaken	Area
Te Korowai Hauora o Hauraki *					
210 Richmond Street Thames 3500	www.korowai.co.nz	07 868 0033	thames@korowai.co.nz	Transition	Hauraki Waihi
The Supported Lifestyle Hauraki Trust					
726 Queen Street Thames 3500	www.suplife.org.nz	0800 787 543 07 868 5038	info@suplife.org.nz	Transition Post school vocation Residential	Hauraki

(* MSD funded)

The school's role in supporting students into post-school options



Please note

It is vital to establish on-going external services to provide support, as schools may not offer assistance once the school year ends.

How can my school assist me in preparing for transition to “life beyond school?”

If you are of school age and high or very high ORS verified, you have a right to attend a secondary school until the end of the year in which you turn 21 years old. Some students remain at school until this time, but others leave at a

younger age. This decision is up to you and your whānau/caregiver.

Students receiving ORS extension are not eligible for MSD funded transition services.

Any secondary age student can attend their local school or school of choice, subject to zone restrictions. However, schools vary in level of specialist facilities or service provision offered.

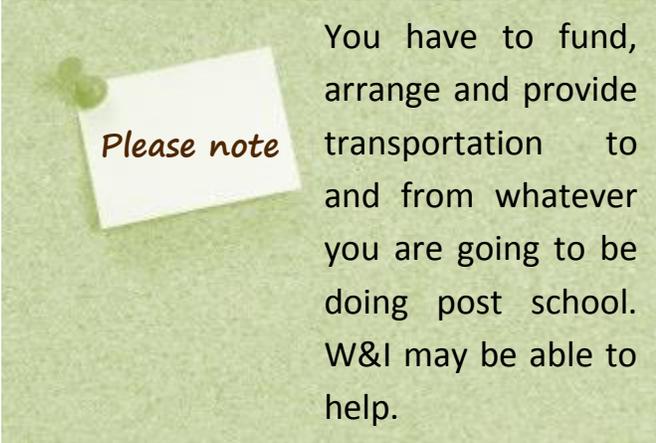
Some schools are ‘Specialist Day Schools’. These schools offer a range of specialist services. In Hamilton these schools are Hamilton North School and Patricia Avenue School. In Paeroa this is Goldfields School. In other secondary schools MOE provide specialist services to students on ORS. These specialist services include:

- physiotherapy
- speech language therapy
- occupational therapy
- behaviour support
- advice for deaf children

In Hamilton special needs facilities are available at Fairfield High School, Fraser High School, Hillcrest High School and Melville High School.

Some rural schools also have special needs facilities that meet a variety of student needs. Transition programmes will be included as part of your IEP goals. Smaller special needs facilities are available in Huntly, Matamata, Taumarunui, Te Awamutu, Tokoroa, Waihi and Mercury Bay Area School. Many other students on ORS attend their local secondary schools in mainstream classes.

All schools will work with whānau and MOE to put resources in place to meet specialist and transition needs of students with experience of disability attending the school.



Please note

You have to fund, arrange and provide transportation to and from whatever you are going to be doing post school. W&I may be able to help.

You may currently be receiving transport, or a contribution to the costs of transport, to and from school from MOE. This will stop when you leave school, so a big part of your planning will need to be around how you will manage your transport to and from your post-school options. Contact your local Work and Income (W&I) office for further advice.

What can I expect schools to provide as part of a transition service or programme?

There will be variations between schools in the type and level of transition support they offer. Ask about the following when discussing options for life beyond school:

1. What transition skills are taught through mainstream curriculum subjects?
2. What transition programmes are offered through individualised or alternative education programmes within the school environment?
3. What experiences beyond the classroom are made available to assist preparation for life beyond school, like community based experiences or work experience?
4. What planning, advice and guidance is given to facilitate links to post-school agencies, service providers and tertiary institutions.

Support Needs

Please note

Some services and supports are specific to a particular disability whereas some are available to all disability types.

Where do I go to get funding for my support needs?

First you will need an official confirmation of the disability from a specialist health professional. If your disability is due to an accident or medical misadventure, contact Accident Compensation Corporation (ACC) for an assessment of need and help with identifying the providers who can support you.

The Ministry of Health (MOH) will fund any needs around personal cares and residential supports if your specialist has confirmed that you have a long term disability that has not been caused by an accident or medical misadventure. Contact the Needs Assessment and Service Coordination agency (NASC), which is Disability Support Link (DSL) for the Waikato region. DSL will conduct an assessment and provide you with residential support information. They will help identify the supports you may need.

Address	Phone	Email
ACC		
18 London Street Hamilton	0800 101 996	www.acc.co.nz
DSL		
Level 2 Monckton Building Rostrevor Street Hamilton	07 839 1441	dsloffic@waikatodhb.health.nz

MSD funds community participation programmes for people that have a diagnosed intellectual disability. You will not need an assessment from NASC to access these.

Possible funding for services is available for those who meet either ACC or NASC criteria. Those who do not meet NASC or ACC criteria can still contact the NASC or ACC for a list of services that can be purchased on a private basis.

For assistance with health related costs and travel costs contact the W&I Call Centre, phone 0800 559 009.

If you are recovering from an injury and have been in hospital, talk with the hospital social worker about potential 'short term' assistance.

How do I find a specialist if I am asked for a report about my disability?

To find out the best way to get a specialist report, contact one or more of the following people:

- your GP or their practice nurse
- the hospital social worker
- your NASC service coordinator
- your ACC case manager
- Adviser from MOE

Where can I find out about technology to help me to communicate?

Contact TalkLink to ask whether their service may be appropriate, visit www.talklink.org.nz or phone (09) 815 3232.

You could also contact Enable on 0800 ENABLE or visit their website www.enable.co.nz for further information. Contact Deaf Aotearoa if you need support with New Zealand sign language at www.deaf.co.nz

Where can I find out more information about my disability, Disabled Peoples Organisations, and other disability support services available?

- your GP
- contact NASC or someone from a service provider agency
- District Councils have information on their websites
- District Health Boards
- Enable NZ, your local Disability Information or Resource Centre
- New Zealand Federation of Disability Information Centres phone 0800 693 342 or visit www.weka.net.nz
- IHC Library for access to their resources, phone 0800 442 442 or visit www.ihc.org.nz
- CCS Disability Action Library, phone 0800 227 2255 or email info@ccsdisabilityaction.org.nz
- Parent to Parent, phone 0508 236 236 or visit www.parent2parent.org.nz
- local libraries and the Citizens Advice Bureau

How do we organise respite for my carer if I have one?

Talk to your NASC service coordinator or ACC case manager (dependant on which is the Funder) about what services are able to provide respite and how much you may qualify for.

Ensure that when you or your family member has been assessed for support that your service coordinator/case manager helps you to develop a plan for using the respite allocation. You will need to keep track of the number of carer relief days you use to ensure you stay within your allocation – you can contact Disability Support Link to check.

Where can I find carers to provide respite care?

- Look at your network of family and friends to help assist
- think about community based activities that can be attended by you/your family member with a disability
- advertise for a student through Student Job Search (SJS), phone 0800 757 562 (listing jobs with SJS is free)

- advertise on Trademe or in your local community newspaper
- contact your local tertiary education providers that have programmes such as Teaching, Human Service or Nursing – they may be able to recommend students who could assist
- discuss your respite allocation with ACC Case Manager or NASC Coordinator

Directory for Services to help arrange Respite

Contact Details			
Address	Website	Phone	Email
CCS Disability Action			
17 Claudelands Road Hamilton 3240	www.ccsdisabilityaction.org.nz	0800 227 2255 07 834 72	waikato.admin@ccsdisabilityaction.org.nz
Community Living Trust			
108 Collingwood Street Hamilton 3204	www.communityliving.org.nz	07 834 3700	enquiries@communityliving.org.nz
IDEA Services			
2 Von Tempsky Street Hamilton 3216	www.ihc.org.nz	07 834 7200	hamilton@idea.org.nz
Laura Fergusson Trust			
138 Firth Street Hamilton East 3216	www.laurafergusson.co.nz	07 856 3528	info@laurafergusson.co.nz

Contact Details			
Address	Website	Phone	Email
Parent 2 Parent			
420 Anglesea Street Hamilton 3240	www.parent2parent.org.nz	07 848 1362	
Spectrum Care			
2 Knox Street Hamilton East	www.spectrumcare.org.nz	07 834 1966	info@spectrumcare.org.nz

Cultural Support

How can I find out about services that are specific to my culture or religion?

Talk with any providers who work with you about what cultural or religious support services they may have to offer or contact The Office of Ethnic Affairs for further information, visit www.ethnicaffairs.govt.nz

What do I do if I need a social or language interpreter?

An interpreter is a person who explains what the meaning of words are, or translates words into your language. If you have difficulty understanding some words or situations then you may want to get an interpreter. This person may be a friend, a family member, an advocate or a professional.

You have the right to have a support person of your choosing with you at any meetings for you. Remember you do not need to go to meetings on your own. Ask the people whom you trust to be a social interpreter. You can talk with the NASC Service Coordinator about getting social support or a personal assistant and it is advisable that where possible, you should have an interpreter independent of the organisation or your support network at meetings to ensure a neutral translation occurs.

Contact Deaf Aotearoa if you need support with New Zealand Sign Language, www.deaf.org.nz/contact/local-offices or for access to Deafblind coordinators, phone the Royal New Zealand Foundation of the Blind on 0800 243 333.

What help can I get if English is my second language?

You can access an interpreter through NTIS New Zealand Translation Services, visit www.ntis.co.nz or phone 03 548 9944. For documents that need translating into English phone 0800 872 675 or visit The Translation Service at www.dia.govt.nz/Services-Translation-Index

Alternatively you can contact Language Line phone 0800 656 656, for more information on Language Line visit The Office of Ethnic Affairs www.ethnicaffairs.govt.nz/story/how-language-line-works

Māori

You can expect that your provider will exercise their powers of governance in a manner that fulfils the intent of the Treaty of Waitangi. Māori, as tangata whenua, have the right to expect that the health and education systems will support their cultural preferences, wellbeing and developmental aspirations.

The Ministry of Health released (August 2012) the action plan, 'Whāia Te Ao Mārama', that can be found on MOH website at: www.health.govt.nz

The aim of 'Whāia Te Ao Mārama: Disability Action Plan 2012 to 2017' is to establish priority areas of action to enable Māori with disabilities to achieve their aspirations, and to reduce barriers that may impede Māori with disabilities and their whānau from gaining better outcomes.



Ask for direction or guidance from your service provider/s for the support needed as Māori

'Whāia Te Ao Mārama' literally translated means pursuing the world of enlightenment. It is an apt title for the document, which outlines a pathway towards supporting Māori with disabilities to achieve overall wellbeing, and bringing both them and our communities into a place of shared understanding and action.

Culture is an important component of our overall wellbeing, and providing culturally specific action plans such as this recognises the diverse contexts from which we all come, and the unique responses that are required to address the needs of the Māori disabled community.

Priority 1 of the 'Whāia Te Ao Mārama' action plan articulates:

Improved outcomes for Māori disabled:

- Require providers to ensure that personal plans to support Māori disabled are culturally appropriate and specifically identify the individual's cultural needs
- Provide a range of new and innovative support options for supporting disabled people that offer Māori disabled and their whānau more personalised support arrangements and greater choice and control over the supports they use.

Income Support



*How do I
claim a benefit
if I need one?*

Supported Living Payment (SLP)

SLP is assistance for people who have, or are caring for someone with a health condition, injury or disability. You may be able to get the Supported Living Payment if you are;

- Permanently and severely restricted in your ability to work because of a health condition, injury or disability,

OR

- Totally blind, OR
- Have a life expectancy of less than two years AND
- Can't regularly work 15 hours or more a week in open employment

You must also be 16 years or older.

The SLP is also available for people who are caring full-time for someone at home who would otherwise need hospital-level or residential care (or equivalent) who is not your husband, wife or partner.

People on Supported Living Payment aren't required to look for work, however, for those looking for work W&I can work with you to help you into employment.

If you get a job it can affect your benefit, however, working part-time will usually allow you to earn more money than being only on a benefit. Talk to someone at W&I about your options.



*If I get a job,
does it affect
my benefit?*

Is there any other assistance with costs relating to a disability?

Disability Allowance

The Disability Allowance is for people who have a disability and need help with everyday tasks or ongoing medical care. It helps with things like regular visits to the doctor or hospital, pharmaceuticals, medical alarms, extra clothing or travel if these arise from your disability.

You can get a Disability Allowance on its own or with a main benefit (like Supported Living Payment). You can apply on behalf of a child if they're aged 18 years or under and financially dependent on you.

Child Disability Allowance

The Child Disability Allowance is paid to the main caregiver of a child or young person with a serious disability in recognition of the extra care needed for that child.

To qualify, you must be;

- A New Zealand citizen or permanent resident, who normally lives here and the main caregiver of a child or
- Have care and control of the child for the time being if there is no main caregiver. Also, the child must:
- Have a serious physical or intellectual disability and
- Be aged under 18 years and
- Need constant care and attention for at least 12 months because of their disability.

You may be able to get both the Disability Allowance and the Child Disability Allowance for the same child, but you can't get this allowance if the child already gets a benefit (except for the Orphan's or the Unsupported Child's Benefit).

Training Incentive Allowance

The Training Incentive Allowance can help with things like fees and textbooks if you want to do some further study or training as part of your transition from school to work.

The course must meet certain standards and must be work-related such as a university, polytechnic or a business course that will give you skills you need for work.

W&I will allocate someone to speak with you about your entitlements. It can be very helpful to take someone who is familiar with W&I systems with you to your interviews.

If you need help talking with W&I you can appoint a friend or family member who can act on your behalf, this person would be your nominated person and they will be required to complete a form before proceeding.

Your nominated person may be useful especially if you are having difficulty communicating your needs or understanding the forms or information.

ACC

ACC will take funding responsibility from the age of 18 years for those whose loss of earnings is due to injury, but, you need to wait until you turn 18 before you can find out if you're eligible or not.

Note: In order to get income support from either W&I or ACC you will need an IRD number, if you don't already have one. Contact the Inland Revenue Department to get an IRD number.

*What if I need
assistance to
do this?*

Budgeting

Talk with your local Citizens Advice Bureau about what budget advice services are available.



Further Education

Who do I talk to if I want to do tertiary study?

Each Tertiary Provider has a contact person or service for people with disability. Contact the Disability Coordinators at the education facility that you are interested in going to. They will help you look at options to assist your access to their campus and can provide a range of options for support within the learning environment.

The Institutes of Technology and Polytechnics, Wānanga's and universities in the Waikato are listed below. There are also several private training establishments (PTEs) in the Waikato that provide tertiary education. You can find details of PTEs on NZQA's website, visit www.nzqa.govt.nz/providers

University of Waikato

07 838 4448

recruitment@waikato.ac.nz

Wintec (Waikato Institute of Technology)

0800 294 6832

www.wintec.ac.nz

Te Wananga o Aotearoa

0800 355 553

sales@twoa.ac.nz

For details on student loans and allowances phone Study Link on 0800 88 99 00 or contact your local W&I office for information on the Training Incentive Allowance (TIA). Talk to your local Workbridge office regarding training support funding. Some disability agencies, for example the Royal New Zealand Foundation of the Blind (RNZFB) have funding for specific impairments in a tertiary environment, so if you are registered with a community agency discussing your plans with them is a good idea.

What if I want to study part time?

If you want to study part time, talk with someone at Student Services at your chosen tertiary institution about your options. Studying part-time may affect an allowance you may be receiving from W&I.



Websites worth visiting for further education

www.careers.govt.nz

www.studylink.govt.nz

www.tec.govt.nz

www.literacy.org.nz

www.openpolytechnic.ac.nz

www.waikato.ac.nz

www.wintec.ac.nz

www.twoa.ac.nz

Employment

Can I get a job before I leave school?

Getting a job while at school is a wonderful way to get work experience and to develop an employment history. You could start with some part-time work outside school hours. Sometimes it is also possible to negotiate a job within school hours if it is considered part of your school programme and fits with the school's policies. The best way to get a job after you finish secondary school is to have one before you leave.

How do I start to find a job?

There are many ways to find work. Many young people find their first job through family and friends. You may also consider using an employment agency or a supported employment agency.

Start looking in the papers in the employment section. Also go online and look through the listed jobs on the Trade Me and Seek websites.

For those under 21 years old, you can contact Modern Apprenticeships through the Tertiary Education Commission (TEC) on 0800 601 301 or visit www.modern-apprenticeships.govt.nz

Talk to someone at W&I about being a 'job seeker' and ask if they could suggest some employment or educational options. For a list of support agencies, please refer to the directory in this publication.

Contact Workbridge or Supported Employment services in your region for assistance to find part-time or full-time work. Discuss with them ways to conduct a job search, develop a curriculum vitae (CV) and how to access funding for equipment and support if required.

What do supported employment agencies do?

Supported employment agencies are there to assist people with disability to find and retain employment in the community. They can help you decide: what job you want, prepare a CV, find a job, support you at job interviews, assist you in learning the job, provide on-going job support and organise job coaches if required.

Supported employment agencies can also assist you in making applications for support funds from services and sectors such as MSD and Workbridge. For more information about supported employment visit The New Zealand Disability Support Network (NZDSN) website – www.nzdsn.org.nz and the Association of Supported Employment in New Zealand (ASENZ) website - www.asenz.org.nz. To find out about the MSD mainstream employment programme visit www.msd.govt.nz/what-we-can-do/disability-services/mainstream

What do I do if I only want to work part-time?

Many jobs are by ‘word-of-mouth’, consider who you know and can ask or can spread the word for you. Seek out potential opportunities, knock on doors – in other words, go looking and remember to have a CV or something similar to leave with prospective employers. You could try looking in the newspaper, online or enrol with Student Job Search (if you qualify as a student). Talk to someone at any employment agencies in your area.

What else is there to do if I don’t get a job or I’m not ready to look yet?

You could consider further education (see previous section), vocational training, and an agency that provides daytime support, or get involved in recreational and leisure pursuits. For a list of support agencies, please refer to the directory in this publication. Consider volunteering, it can be very worthwhile and fulfilling. Contact Volunteering Waikato on 07 839 3191 or visit www.volwai.org.nz

Who can advise me about the kinds of jobs I might be able to do?

Talk to your teachers or career guidance counsellor at school or your key worker at Work & Income. There are also people available at Careers New Zealand able to assist with employment advice, phone 0800 222 733.

Do employers have the right not to hire me just because I have a disability?

No. Under the Human Rights' Act employers are not allowed to discriminate against you solely on the grounds of your disability. Some employers may wish to know if the nature of your disability may cause a health and safety risk to you or others, such as driving a fork-lift truck with epilepsy. It is a good idea to plan how you will handle any questions about your disability before you talk to employers so you know what, if anything, you want to say.



Supported Employment Directory

Contact Details			
Address	Website	Phone	Email
Career Moves			
55 London Street Hamilton 3204	www.careermoves.org.nz	07 839 7367	careermoves@xtra.co.nz
Centre 401 Trust			
306 Tristram Street Hamilton 3240	www.centre401.co.nz	07 838 0199	admin@centre401.co.nz
Community Living Trust			
180 Collingwood Street Hamilton 3240	www.communityliving.org.nz	07 834 3700	enquiries@clt.org.nz

Contact Details			
Address	Website	Phone	Email
Deaf Aotearoa			
292 Cambridge Road Riverlea Hamilton 3253	www.deaf.org.nz	07 856 2064 021 792 368	waikato@deaf.org.nz
Enrich+			
48 Teasdale Street Te Awamutu 3800	www.enrichplus.org.nz	0800 367 484 07 871 6410	info@enrichplus.org.nz
IDEA Services			
2 Von Tempsky Street Hamilton	www.ihc.org.nz	07 839 4802	waikato@idea.org.nz

Contact Details			
Address	Website	Phone	Email
Royal NZ Foundation for the Blind			
1 st Floor Caro Street Community Building Caro Street Hamilton 3240	www.blindfoundation.org.nz	0800 243 333 07 839 2266	generalenquiries@blindfoundation.org.nz
Workbridge			
1110 Victoria Street Hamilton	www.workbridge.co.nz	07 957 3700	waikato@workbridge.co.nz
Workwise Employment Agency			
Kakariki House 293 Grey Street Hamilton 3216	www.workwise.org.nz	07 857 1201	tyron.pini@workwise.org.nz

Vocational Services

What can I do during the day if I don't want to continue my education or be at work?

You may be eligible to attend a Vocational Service during the day. At a Vocational Service you will be asked what things you like to do and what your dreams and goals are for the future. The service will then work with you to achieve your dreams and goals. Each provider will have its own entry criteria, check with your Transition Service Provider.

What will I be doing during the day at a Vocational Service?

This depends on what you would like to do as most providers will offer a person-centred plan, where you decide what activities you will be doing and these activities could be in a group setting. The activities may include:

- Continuing to develop life skills
- Building and developing relationships
- Working on your confidence and self-esteem
- Focussing on your health and fitness
- Working on your employment skills
- Continuing to develop your literacy and numeracy skills
- Accessing voluntary work in the community

There are some providers that will offer a facilitated one-to-one service that is based on the principles of Enabling Good Lives.

Your Transition Service Provider will work with you to find the right vocational or facilitated service.

Do I have to go to one of these services full time?

No, you can choose to attend a Vocational Service from half a day to five full days. Vocational Services are Monday – Friday, and generally 9am – 3pm.

Can I choose to go to more than one service?

Yes you can. Your Transition Service Provider will discuss this option with you.

Do I have to pay?

There is a cost for Vocational Services. This varies depending on the provider and service you are choosing. If you have 'very high' needs ORS funding when at school then the MSD very high needs funding can be used to pay for your Vocational Service.

If the provider has a MSD Vocational Contract then you can assess Vocational Services through this funding.

Some providers offer 'fee for service'. You should discuss funding options with each provider that you are interested in.



Vocational Services Directory

Contact Details			
Address	Website	Phone	Email
Community Living Trust			
180 Collingwood Street Hamilton 3240	www.communityliving.org.nz	07 834 3700	enquiries@clt.org.nz
Coromandel Independent Living Trust			
45 Tiki Road Coromandel	www.cilt.org.nz	07 866 8358	cilt@cilt.org.nz
Enrich+			
48 Teasdale Street Te Awamutu	www.enrichplus.org.nz	0800 367 484	info@enrichplus.org.nz
Idea Services			
2 Von Tempsky Street Hamilton 3216	www.ihc.org.nz	07 834 7200	hamilton@idea.org.nz

Contact Details			
Address	Website	Phone	Email
Interactionz			
2 Pinfold Avenue Hamilton	www.interactionz.org.nz	07 859 0249	admin@interactionz.org.nz
Life Unlimited			
20 Palmerston Street Hamilton 3240	www.life.nzl.org	0800 008 011 07 839 5506	info@lifeunlimited.net.nz
Progress to Health			
25 Claudelands Road Hamilton 3244	www.progresstohealth.org.nz	0800 775 757 07 838 0302	<i>Email via the website</i>
South Waikato Achievement Trust			
12 Thompson Street Tokoroa	www.swac.co.nz	07 886 8941	<i>Email via the website</i>
The Supported Lifestyle Hauraki Trust			
726 Queen Street Thames	www.suplife.org.nz	0800 787 543 07 868 5038	info@suplife.org.nz

Housing and Living Arrangements

You may choose to live at home with your whānau when you first leave school. While living at home you can still access some financial support from W&I. When you are ready to leave home there are a lot of options.

How do I find a place to rent or buy?

Register with local real estate agents or rental companies and they will call you when houses become available that are wheelchair friendly or meet your needs. (Note: some may charge you for this service so check with them first.)

Contact W&I on 0800 687 775 or visit their website www.workandincome.govt.nz for an assessment to see if you qualify for support from them to find rental accommodation. Accessible Properties Trust also has properties that may be available in Hamilton. You can access specialist services such as an Occupational Therapist (OT) who can look at potential housing modifications through their housing solutions service by getting a GP referral to community health.

It can be difficult to access suitable, adequate, affordable and sustainable housing.

Work and Income (W&I) is responsible for:

- Confirming a person/family's eligibility for social housing
- Assessing their need for social housing
- Determining their priority ranking for social housing and
- Determining their housing needs (housing requirements)

W&I also assess a person/family's eligibility for Income Related Rent (available if you don't have an income or earn below a certain amount). You do not have to be receiving a benefit to qualify for social housing or Income Related Rent.

If you are assessed as needing social housing assistance you will be referred to a social housing provider, either Housing New Zealand Corporation (HNZC) or a Community Housing Provider (CHP)

Contact W&I, your local council, or 'community housing provider' for assistance. You could also contact the Disabled Person's Assembly (DPA) to enquire around people who may be looking for flatmates.

MSD complete eligibility assessments for social housing.

How do I make modifications to my house or flat to make it more accessible or usable for me?

Get a referral through your GP for Occupational Therapy input to support you in assessing potential homes that meet your needs. You can also contact Enable and your NASC coordinator about referral options to an OT for modifying your home.

You can get a home alone alarm for your personal protection and safety. If something happens to you, for example if you fall, feel unwell suddenly, or something happens that puts you at risk and you activate the alarm you will be connected to St. Johns Ambulance service. They will check you are ok and only send an ambulance if required. They may also notify your preferred carer or a family member.

How do I find support to help me live in my own place?

If you need support then you may be eligible to use a supported living service or Choices in Community Living may be an option for you. You will need to contact your NASC or ACC coordinator, or a supported living service. For a list of support agencies, please refer to the directory in this publication.

Where do I go to get emergency housing?

- Work and Income
- NASC or ACC around potential 'Short Term Residential' options suitable for the situation or need
- Citizens Advice Bureau

Moving Out of Home Checklist

<input type="checkbox"/>	Contact your local NASC or ACC when you start to consider leaving home to discuss options for support in the community (do this as early as possible as processes can take some time).	Support Needs	Page 20
<input type="checkbox"/>	Consider where you are going to live in relation to your transport needs, e.g. availability of Total Mobility Taxis, public transport services such as buses, getting to and from work.		
<input type="checkbox"/>	Consider if you are going to live alone or with others and who they may be.		
<input type="checkbox"/>	Contact the local NASC agency to discuss support for finding flatmates.	Support Needs	Page 20
<input type="checkbox"/>	Contact the local NASC agency to discuss support and advice on gaining good community access.	Support Needs	Page 20
<input type="checkbox"/>	If you think you might need 24hr support talk to your local NASC or ACC about disability residential options and how you may transition out of home.	Support Needs	Page 20
<input type="checkbox"/>	Consider what you are going to do during the day? (work, leisure, education, social options etc.)	Introduction Transition process	Page 3 Page 12
<input type="checkbox"/>	Consider options for increasing your self-help skills both prior to and after you move out (learning is a life time process).		
<input type="checkbox"/>	Contact W&I, disability support service providers, or real estate agents around finding an accessible home.	Housing and Living Arrangements	Page 45
<input type="checkbox"/>	Contact W&I around “income related rentals” if you are unable to work.	Housing and Living Arrangements	Page 45

<input type="checkbox"/>	Talk with W&I to ensure that you have all the benefits you are eligible for, for example, accommodation allowance, disability allowance, special benefit, etc.	Income Support	Page 29
<input type="checkbox"/>	Contact your GP, NASC, or ACC, around specialist input for modifications to existing homes to make them accessible.	Housing and Living Arrangements	Page 46
<input type="checkbox"/>	Consider who are the natural networks such as, family, friends, neighbours who can help support you to live as independently as possible.	Transition process	Page 10
<input type="checkbox"/>	Consider your own budgeting skills and look at getting support with this if you have the need.		
<input type="checkbox"/>	Consider a 0900 toll bar on phone to avoid unnecessary costs on your telephone bill.		
<input type="checkbox"/>	Talk to W&I, your local NASC or GP about all the options for Home Alone alarms as there are many different options and prices.	Housing and Living Arrangements	Page 45
<input type="checkbox"/>	If you are a teenager or young adult still at home, have you and your parents considered your ability and confidence to be at home alone? You may like to start trying this in a planned way (we acknowledge that this may not be appropriate for everyone).	Transition process	Page 10
<input type="checkbox"/>	Have you done any planning for your future that sets clear goals for where you want to be, and breaking them down into smaller steps or goals?	Transition process	Page 11
<input type="checkbox"/>	Think about how you get around your own community now and how you will in the future. You may need support to develop new skills to access public transport, or obtain a drivers licence.	The school's role in supporting students into post-school options	Page 19

<input type="checkbox"/>	<p>Have you had an opportunity for work skills development and to gain work place experiences?</p>	<p>Transition process</p> <p>The school's role in supporting students into post-school options</p> <p>Employment</p>	<p>Page 11</p> <p>Page 19</p> <p>Page 35</p>
<input type="checkbox"/>	<p>Consider your numeracy and literacy skills, what support and on-going education you will need</p>	<p>Further Education</p> <p>Vocational Services</p>	<p>Page 33</p> <p>Page 41</p>
<input type="checkbox"/>	<p>Identify key people for areas you may need support with. For example, filling in forms, legal documentation and disclosure of your personal information</p>	<p>Legal / Guardianship Information</p>	<p>Page 55</p>
<input type="checkbox"/>	<p>Have you talked to the school's career or guidance counsellor about developing a career plan? Does your IEP have these goals?</p>	<p>Transition process</p> <p>The school's role in supporting students into post-school options</p>	<p>Page 11</p> <p>Page 19</p>
<input type="checkbox"/>	<p>Consider your skills that will help assist living as independently as possible, e.g., cooking, housework, budgeting etc. Are these goals in your IEP?</p>	<p>Transition process</p>	<p>Page 11</p>
<input type="checkbox"/>	<p>Don't be afraid to take a risk in trying new things, it is okay to make mistakes, it is how everyone learns</p>		

<input type="checkbox"/>	Think of ways you can keep in contact with the friends you have at school when you leave		
<input type="checkbox"/>	Look at joining sports groups, clubs, activity groups, church or youth groups which will give you lots to do after you leave school	Recreation and Leisure	Page 51
<input type="checkbox"/>	Do you have an IRD number? Get one.	Income Support	Page 31
<input type="checkbox"/>	Do have an 18+ card? Get one.		
<input type="checkbox"/>	Are you developing skills that will help you maintain your safety with adult relationships?		

Recreation and Leisure

How do I find out what things are in the community that I might want to take part in?

Visit your local Council website to see what they have in the way of activities and events.

Hamilton City Council	www.hamilton.co.nz
Hauraki District Council	www.hauraki-dc.govt.nz
Matamata – Piako District Council	www.mpdc.govt.nz
Otorohanga District Council	www.otodc.govt.nz
Rotorua District Council	www.rdc.govt.nz
South Waikato District Council	www.southwaikato.govt.nz
Taupo District Council	www.taupodc.govt.nz
Thames – Coromandel District Council	www.tcdc.govt.nz
Waikato Regional Council	www.waikatoregion.govt.nz
Waikato District Council	www.waikatodistrict.govt.nz
Waipa District Council	www.waipadc.govt.nz
Waitomo District Council	www.waitomo.govt.nz

My access to local clubs and activities is limited due to my disability. How can I remove the barriers?

Contact the Halberg Trust Sport Opportunity Adviser, by visiting www.halbergallsports.co.nz. The advisor will help link you into a sport or physical activity in your region.

The Sport Opportunity Adviser may also be able to help get funding for people under 20 years old to help cover the 'extra' costs needed to do an activity with your peers. If you are looking for daytime support, contact MSD at www.msd.govt.nz

Contact Sport Waikato for advice and access to local sport opportunities if you have a physical disability on 07 858 5388 or visit www.sportwaikato.org.nz

Contact Special Olympics for advice and access to local sport opportunities if you have an intellectual or learning disability.

What are some ideas to help access social activities?

- youth and church groups
- local A-Z directory
- CCS Disability Action
- IDEA Services
- Sport Waikato
- Special Olympics
- Starjam
- Citizens Advice Bureau
- local council for information on what is in your area
- recreation centres and holiday programmes
- cultural groups and centre or local Marae



Advocacy

Advocacy is where you are assisted by another person to say what you want or to do what you want. Often advocacy is used when someone is unhappy about something and wishes to make a complaint or to get something changed. You can also advocate for yourself.

Who can I contact if I want an advocate?

You can use a friend, family member or other trusted person to assist you with advocacy or you can use one of the following formal advocacy services:

- Health and Disability Advocacy service phone 0800 555 050 or email advocacy@hdc.org.nz
- IHC Advocacy Service, phone 0800 442 442 or email advocacy@ihc.org.nz
- The Personal Advocacy Trust, phone (04) 385 9175 or email advocacy@patrust.org.nz around advocacy for people with Intellectual Disabilities
- People First NZ Ngā Tangata Tuatahi, phone 0800 20 60 70
- The Disabled Persons' Assembly (DPA), phone/(TeleType) TTY (04) 801 9100
- Parent 2 Parent, phone 07 848 1362
- CCS Disability Action, phone 0800 227 2255 or 07 853 9761 or email waikato.admin@ccsdisabilityaction.org.nz
- Citizens Advice Bureau for assistance on advocacy advice
- Contact the Strengthening Families coordinator in your local area if you require support around an 'interagency approach' for children under 17 years old

What do I do if I don't like something a service provider is doing?

All services should have a complaints procedure and the service provider should inform you of this. If you do not know their complaints procedure, ask the service for a copy.

Initially discuss your concern/complaint with the manager of the service and remember you can take a support person along when you do this. If the concern/complaint is not resolved ask about the complaints procedure of that service, and it is advisable at this point to put it into writing.

If the issue is not resolved with the provider contact the funder of the service. This may be ACC, the local NASC service or MSD. They can assist you to look at other service options and give you advice on further action.

If you cannot resolve your issue with the service provider, contact the Health and Disability Advocacy service on 0800 555 050 for advice and assistance. You can also make a complaint about MOH Disability Support Services or the disability support services funded by them by calling 0800 373 664 or email on dsdcomplaints@moh.govt.nz

Who can provide long-term advocacy for me for when my parents or family aren't able to?

You can discuss this issue with your Local Citizens Advice Bureau, community law society or IHC Advocacy Service. You can also contact the Health and Disability Advocacy service on 0800 555 050 or for advocacy for people with intellectual disabilities, contact The Personal Advocacy Trust on (04) 385 9175 or email advocacy@patrust.org.nz



Legal / Guardianship Information

Your whānau / caregivers may think that they can continue to make legal decisions for you once you leave school – this isn't the case and when you turn eighteen you become legally responsible for your own decisions.

If you feel that you need helping making decisions you can have someone else make decisions for or with you. This can be your whānau, caregiver or a guardian of your choice. You do this by giving the person an enduring power of attorney.

Another option is to appoint a welfare guardian or a property manager who will help you with future decisions. This is done through the Family Court.

How does the Family Court decide what to do?

The Family Court makes decisions through the Protection of Personal and Property Rights Act 1988 (the PPPR Act). When decisions are made under the PPPR Act, the Family Court must protect and promote the personal and property rights of the individual. In any particular case, the Court's two key goals are:

- to cause the least possible interference with the person's life
- to enable or encourage the person to use and develop whatever capacity they do have, as much as possible

What if I need more information or advice on legal aspects and guardianship?

If you would like more information about the Protection of Personal and Property Rights Act 1988 there is a useful booklet called 'The Protection of Personal and Property Rights Act 1988' that you can get from your local Family Court.

Your local Family Court can also provide more information on the act or you can get legal advice from a lawyer (Family Court staff cannot give you legal advice).

Citizens Advice Bureau offices can offer free information, support and advice about the Protection of Personal and Property Rights Act. The Citizens Advice Bureau offices in the Waikato are listed in the Useful Websites Directory of this publication.

You can also contact advocacy organisations to support you. Advocacy organisations are also listed in the Useful Websites Directory of this publication.

IHC has a large collection of information on intellectual disability, including legal and ethical issues and CCS Disability Action Information Service can provide you with information on all aspects of disability.

Miscellaneous



If I am having difficulty coping with my disability, who can I talk to?

If you are having difficulty coping with your disability, talk to your school's Guidance Counsellor or with your local NASC service for further options.

If you are having difficulty dealing with change, loss or grief, phone Skylight on 0800 299 100 or visit their website www.skylight.org.nz

There are also options of talking to your service provider or a hospital social worker. Counsellors are available in your area and listed in the Yellow Pages directory. You can also contact your GP for a referral to counselling – your first six sessions are free.

Who can I talk to if I want to find out more about my sexuality and about relationships?

If you are unable to discuss your queries with a family member or close friend you trust, contact Family Planning for information and support. The whānau coordinators at CCS Action Disability and IDEA Services can often suggest learning resources. You could also phone Relationship Services on 0800 735 283 or Youthline on 0800 37 66 33.

Where can I find help if some of my behaviours seem strange to others, or are misunderstood, or others see them as challenging?

If you are currently involved with IDEA Services you can be referred through to their Behavioural Support Team or contact Explore services on 0800 275 174.

Your GP, service coordinator or case manager should also be able to assist or talk with you about your options. Consider discussing with your GP whether your behaviour may be linked to any mental health issues. GPs can refer you to a number of Mental Health services. The side effects of some medications can have an impact on behaviour; discuss this with your GP or Specialist.

If you are a parent or a full-time carer of a person with a disability, contact NASC to discuss accessing possible respite options if you consider this a need.

W&I will recognise an agent (a friend or family member) who can act on your behalf and this may be useful initially, if you are having difficulty communicating your needs.

Contact Autism New Zealand around information and support for people with Asperger's Syndrome and Autism on 0800 AUTISM or visit www.autismnz.org.nz

Useful Websites Directory

The following organisations provide information and support for those with a disability.

Advocacy

Contact Details			
Address	Website	Phone	Email
CCS Disability Action			
17 Claudelands Road Hamilton 3240	www.ccsdisabilityaction.org.nz	0800 227 2255 07 853 9761	waikato.admin@ccsdisabilityaction.org.nz
Disabled Persons Assembly NZ			
<i>Dependent on your location</i>	www.dpa.org.nz	04 801 9100	gen@dpa.org.nz
Family Services			
Bowen State Building Bowen Street Wellington	www.familyservices.govt.nz	04 916 3300	Information@familyservices.govt.nz

Contact Details			
Address	Website	Phone	Email
IHC			
Level 15 Willbank House 57 Willis Street Wellington 6140	www.ihc.org.nz	0800 442 442	advocacy@ihc.org.nz
Parent 2 Parent			
420 Anglesea Street Hamilton 3240	www.parent2parent.org.nz	0508 236 236	
Parent and Family			
92a Princes Street Onehunga Auckland 0600	www.parentandfamily.org.nz	09 636 0351	

Contact Details			
Address	Website	Phone	Email
People First			
Level 4 Century City Tower 173-175 Victoria Street Wellington 6141	www.peoplefirst.org.nz	0800 20 60 70 027 512 1226	mail@peoplefirst.org.nz
Vaka Tautua			
15 Sultan Street Ellerslie Auckland	www.vakatautua.co.nz	09 589 1922	

Citizens Advice Bureau

Contact Details			
Address	Website	Phone	Email
Cambridge			
62 Alpha Street Cambridge 3434	www.cab.org.nz	07 827 4855	cab.cambridge@xtra.co.nz
Hamilton Garden Place			
Hamilton City Council Building Garden Place Hamilton 3204	www.cab.org.nz	07 839 1083	cab.hamilton@xtra.co.nz
Hamilton Victoria Street			
55 Victoria Street Hamilton 3204	www.cab.org.nz	07 839 0395	cab.hamilton@xtra.co.nz
Hauraki			
86 Seddon Street Waihi 3610	www.cab.org.nz	07 863 7640	cab.waihi@xtra.co.nz

Contact Details			
Address	Website	Phone	Email
Matamata			
Matamata Resource Centre 41a Hetana Street Matamata 3400	www.cab.org.nz	07 888 8176	cab.matamata@xtra.co.nz
Otorohanga			
Support House Whare Awhina 120 Maniapoto Street Otorohanga 3900	www.cab.org.nz	07 873 7568	cab.otorohanga@xtra.co.nz
Te Aroha			
137 Whitaker Street Te Aroha 3320	www.cab.org.nz	07 884 8037	cab.tearoha@xtra.co.nz
Te Awamutu			
United Arcade 2/213 Alexandra Street Te Awamutu 3800	www.cab.org.nz	07 871 4111	cab.teawa@xtra.co.nz

Contact Details			
Address	Website	Phone	Email
Te Kuiti			
222 Rora Street Te Kuiti 3910	www.cab.org.nz	07 878 7636	cab.tekuiti@xtra.co.nz
Thames			
301D Queen Street Thames 3540	www.cab.org.nz	07 868 8405	cab.thames@xtra.co.nz

Careers

Contact Details			
Address	Website	Phone	Email
Careers			
Arcadia Bldg 1st Floor 11 Worley Place Hamilton 3204	www.careers.govt.nz	0800 222 733 07 834 0342	careers@careers.govt.nz
Department of Labour – My First Job: Info about young workers			
Ministry of Business, Innovation & Employment PO Box 3705 Wellington	www.dol.govt.nz/infozone/myfirstjob/index.asp	04 915 4400	workplacecontactcentre@mbie.govt.nz
The Tertiary Education Commission - Modern Apprenticeships			
Level 10 44 The Terrace Wellington 6141	www.tec.govt.nz	0800 601 301	servicecentre@tec.govt.nz

Disability Groups and Support Agencies

Contact Details			
Address	Website	Phone	Email
Association of Blind Citizens of New Zealand			
<i>Dependent on your location</i>	www.abcnz.org.nz	0800 222 694	enquiries@abcnz.org.nz
Autism NZ			
Office 13 Lion Foundation House 3 William Laurie Place Albany	www.autism.org.nz	09 415 7406	info@autism.org.nz
Autism Waikato			
57 Sunshine Avenue Te Rapa Hamilton 3200	www.autism.org.nz	07 849 2896	waikato@autismnz.org.nz

Contact Details			
Address	Website	Phone	Email
Barrier Free New Zealand			
PO Box 36 320 Merivale Christchurch 8146	www.barrierfreenz.org.nz	04 915 5848	office@barrierfreenz.org.nz
Be Accessible			
Level 5 350 Queen Street Auckland New Zealand	www.beaccessible.org.nz	0800 Be in touch (234 686)	info@beaccessible.org.nz
Carers NZ			
PO Box 133 Mangonui Far North 0442	www.carers.net.nz	0800 777 797	info@carers.net.nz

Contact Details			
Address	Website	Phone	Email
Cloud 9 Children's Foundation			
PO Box 51176 Tawa 5249	www.withyoueverystepof theway.com	04 232 4795	admin@cloud9foundation .co.nz
Complex Careers Group			
PO BOX 334-073 Sunnynook Auckland 0743	www.complexcaregroup. org.nz	0800 852 693	
Deaf Aotearoa			
Level 4 169 London Street Hamilton 3244	www.deaf.co.nz	07 856 2064	national@deaf.org.nz

Contact Details			
Address	Website	Phone	Email
Disability Support Link			
Level 2 Monckton Building Rostrevor Street Hamilton		07 839 1441	info@waikatodhb.health.nz
Enable New Zealand			
60 Malden Street Palmerston North 4442	www.enable.co.nz	06 353 5800	enable@enable.co.nz
Epilepsy NZ			
Epilepsy House 6 Vialou Street Hamilton 3204	www.epilepsy.org.nz	0800 20 21 22	national@epilepsy.org.nz

Contact Details			
Address	Website	Phone	Email
Mental Health			
Units 109-110 Zone 23 23 Edwin St Mt Eden 1024	www.mentalhealth.org.nz	09 623 4810	info@mentalhealth.org.nz
Multiple Sclerosis			
314 Worcester Street Linwood Christchurch	www.msnz.org.nz	04 499 4677	info@msnz.org.nz
National Federation for the Deaf			
11 York Street Parnell Auckland	www.nfd.org.nz	0800 867 446	enquiries@nfd.org.nz
New Zealand Federation of Disability Information Centres			
PO Box 1091 Invercargill	www.nzfdic.org.nz	03 214 5000	admin@nzfdic.org.nz

Contact Details			
Address	Website	Phone	Email
Royal NZ Foundation for the Blind			
Awhina House 4 Maunsell Road Parnell Auckland 1052	www.rnzfb.org.nz	09 355 6900 0800 24 33 33	generalenquiries@blindfoundation.org.nz
What Everyone Keeps Asking (about disability) - WEKA			
Enable New Zealand 69 Malden Street Palmerston North 4442	www.weka.net.nz	(06) 353 5810 0800 17 1981	info@enable.co.nz

Education / Curriculum

Contact Details			
Address	Website	Phone	Email
Ministry of Education - Youth Guarantee Scheme			
Level 3 (Reception) 45-47 Pipitea Street Thorndon Wellington	www.minedu.govt.nz/NZEducation/EducationPolicies/Schools/Initiatives/YouthApprenticeships.aspx	04 463 8000	
NZ Institute of Technology and Polytechnics			
NZ ITP PO Box 10087 Wellington	www.nzitp.ac.nz	04 815 8175	info@nzitp.ac.nz
NZQA			
Level 13 125 The Terrace Wellington 6011	www.nzqa.govt.nz	0800 697 296 04 463 3000	
Open Polytechnic			
3 Cleary Street Lower Hutt 5011 New Zealand	www.openpolytechnic.ac.nz	0508 650 200	customerservices@openpolytechnic.ac.nz

Contact Details			
Address	Website	Phone	Email
Person-Centred Planning Education Site			
Cornell University School of Industrial and Labour Relations Ithaca New York 14853-3901	www.edi.cornell.edu	607-255-7727 (Voice)	cjb39@cornell.edu
Secondary Tertiary Alignment Resource			
Level 3 45-47 Pipitea Street Thorndon Wellington	www.minedu.govt.nz	04 463 8000	
South Pacific Educational Courses			
	www.spec.org.nz	06 877 7410	info@spec.org.nz
Study Link			
468 Anglesea Street Hamilton	www.studylink.govt.nz	0800 88 99 00	

Contact Details			
Address	Website	Phone	Email
Te Wananga o Aotearoa			
<i>Dependent on your location</i>	www.twoa.ac.nz	0800 355 553	sales@twoa.ac.nz
The Correspondence School Te Aho o Te Kura Pounamu			
Level 1 Norris Ward McKinnon House Corner London and Victoria Streets Hamilton 3204	www.correspondence.school.nz	0800 65 99 88	info@tekura.school.nz
The Tertiary Education Commission			
Level 10 44 The Terrace Wellington 6141	www.tec.govt.nz	0800 601 301	servicecentre@tec.govt.nz

Contact Details			
Address	Website	Phone	Email
University of Waikato			
Gate 1 Knighton Road Hamilton	www.waikato.ac.nz	07 856 2889	info@waikato.ac.nz
Wintec (Waikato Institute of Technology)			
Tristram Street Hamilton 3240	www.wintec.ac.nz	0800 294 6832	

General Information

Contact Details			
Address	Website	Phone	Email
Halberg Trust			
Level 5 James & Wells Building 56 Cawley St Ellerslie Auckland	www.halberg.co.nz	09 579 9931 0800 HALBERG	office@halberg.co.nz
New Zealand Sign Language			
45 – 47 Pipitea Street Thorndon Wellington	www.tki.org.nz	0800 858 525	help@tki.org.nz
Family Planning			
240 Tristram Street (opposite Founders Theatre) Hamilton 3204	www.familyplanning.org.nz	07 839 4061	

Contact Details			
Address	Website	Phone	Email
Outward Bound			
3 Queens Wharf Wellington 6011	www.outwardbound.co.nz	0800 688 927	info@outwardbound.co.nz
Spirit of Adventure			
Princes Wharf Corner Quay and Hobson Streets Auckland 1010	www.spiritofadventure.org.nz	09-373 2060	info@spiritofadventure.org.nz
Sport Waikato			
Brian Perry Sports House Wintec Rotokauri Campus Akoranga Road Hamilton	www.sportwaikato.org.nz	07 858 5388	info@sportwaikato.org.nz

Contact Details			
Address	Website	Phone	Email
TalkLink			
Building 51, Entry 3 UNITEC Carrington Road Mt Albert Auckland	www.talklink.org.nz	09 815 3232	Auckland@talklink.org.nz
Translation Services			
10 Mulgrave Street Wellington	www.dia.govt.nz/ Translation-Service	0800 872 675	translate@dia.govt.nz
Volunteer			
Level 16, 171 Featherston Street Wellington 6146	www.volunteernow. org.nz	04 384 3636 0800865 268	office@volunteeringnz.org .nz

Government Agencies

Contact Details			
Address	Website	Phone	Email
Accident Compensation Corporation			
ACC PO Box 242 Wellington 6140	www.acc.co.nz	04 816 7400	information@acc.co.nz
Child, Youth and Family			
<i>Dependent on your location</i>	www.cyf.govt.nz	0508 326 459	webinfo@cyf.govt.nz
Health and Disability Commission			
Level 10, Tower Centre, 45 Queen St, Auckland 1010	www.hdc.org.nz	0800 11 22 33	hdc@hdc.org.nz
Housing New Zealand			
<i>Dependent on your location</i>	www.hnzc.co.nz	0800 801 601	

Contact Details			
Address	Website	Phone	Email
Human Rights Commission			
Level 3, 21 Queen Street, Auckland	www.hrc.co.nz	0800 496 877	infoline@hrc.co.nz
Ministry of Business, Innovation and Employment			
33 Bowen Street Wellington 6011	www.mbie.govt.nz	04 901 1499	
Ministry of Education - MOE			
Level 3 45 – 47 Pipitea Street Thorndon Wellington	www.minedu.govt.nz	04 463 8000	info@minedu.govt.nz
Ministry of Health - MOH			
133 Molesworth Street Thorndon Wellington 6011	www.health.govt.nz	0800 855 066	info@health.govt.nz

Contact Details			
Address	Website	Phone	Email
Ministry of Māori Development			
Te Puni Kōkiri			
Level 1 19 Worley Place Hamilton 3204	www.tpk.govt.nz	04 819 6000	info@tpk.govt.nz
Ministry of Pacific Island Affairs			
Level 2 ASB Building 101 – 103 The Terrace Wellington 6011	www.mpia.govt.nz	04 473 4493	contact@mpia.govt.nz
Ministry of Social Development - MSD			
Bowen State Building Bowen Street Wellington 6011	www.msd.govt.nz	04 916 3300	

Contact Details			
Address	Website	Phone	Email
New Zealand Transport Agency			
<i>Dependent on your location</i>	www.nzta.govt.nz		info@nzta.govt.nz
Ministry of Youth Development			
2 nd Floor 1207 Pukautua Street Rotorua	www.myd.govt.nz	07 921 8190	mydinfo@myd.govt.nz
Office for Disability Issues			
MSD Level 6 Bowen State Building Bowen Street Wellington	www.odi.govt.nz	04 916 3300	odi@msd.govt.nz
Office of Ethnic Affairs			
46 Waring Taylor Street Wellington	www.ethnicaffairs.govt.nz	04 494 0546	ethnic.affairs@dia.govt.nz

Contact Details			
Address	Website	Phone	Email
Office of the Privacy Commissioner			
PO Box 10 – 094 The Terrace Wellington 6143	www.privacy.org.nz	0800 803 909	enquiries@privacy.org.nz

Income / Work Experience

Contact Details			
Address	Website	Phone	Email
Advisors for Supported Employment in New Zealand - ASENZ			
Level 7/86-90 Lambton Quay. Wellington 6011	www.asenz.org.nz	04 473 4678	info@nzdsn.org.nz
Sorted			
	www.sorted.org.nz	0508 767 848	
Student Job Search			
	www.sjs.co.nz	0800 757 562	student@sjs.co.nz
Work and Income - W&I			
<i>Dependent on your location</i>	www.workandincome.govt.nz	0800 559 009	

Libraries

Contact Details			
Address	Website	Phone	Email
Cambridge			
23 Wilson Street Cambridge	www.waipalibraries.org.nz	07 823 3838	waipalibraries@waipadc.govt.nz
Hamilton – Garden Place			
9 Garden Place Hamilton	www.hamiltonlibraries.co.nz	07 838 6826	hamiltoncitylibraries@hcc.govt.nz
Hamilton – Chartwell			
Lynden Court Chartwell Hamilton	www.hamiltonlibraries.co.nz	07 838 6844	Chartwell.library@hcc.govt.nz
Hamilton – Dinsdale			
Whatawhata Road Dinsdale Hamilton	www.hamiltonlibraries.co.nz	07 838 6855	Dinsdale.library@hcc.govt.nz

Contact Details			
Address	Website	Phone	Email
Hamilton – Glenview			
MacDonald Road Glenview Hamilton	www.hamiltonlibraries.co.nz	07 838 6821	Glenview.library@hcc.govt.nz
Hamilton - Hillcrest			
Masters Avenue Hillcrest Hamilton	www.hamiltonlibraries.co.nz	07 838 6849	Hillcrest.library@hcc.govt.nz
Hamilton – St Andrews			
Braid Road St Andrews Hamilton	www.hamiltonlibraries.co.nz	07 838 6847	standrews.library@hcc.govt.nz
Huntly			
142 Main Street Huntly	www.waikatodistrict.govt.nz	07 828 8539	
Matamata			
Tui St Matamata	www.mpdc.govt.nz	07 888 7157	mmlib@mpdc.govt.nz

Contact Details			
Address	Website	Phone	Email
Morrinsville			
Canada Street Morrinsville	www.mpdc.govt.nz	07 889 8388	mvlib@mpdc.govt.nz
Ngaruawahia			
4 Jesmond Street Ngaruawahia		07 824 5905	
Otorohanga			
27 Turongo Street Otorohanga	www.otorohangalibraries.org.nz	07 873 7175	otolib@xtra.co.nz
Paeroa			
Hauraki House Corner Belmont and William Street Paeroa	www.library.hauraki-dc.govt.nz	0800 734 834	libraries@hauraki.dc.govt.nz
Raglan			
7 Bow Street Raglan		07 825 8929	

Contact Details			
Address	Website	Phone	Email
Te Aroha			
Rewi Street Te Aroha	www.mpdc.govt.nz	07 884 7047	talib@mpdc.govt.nz
Te Awamutu			
157 Roche Street Te Awamutu	www.waipalibraries.org.nz	07 872 0055	waipalibraries@waipadc.govt.nz
Te Kuiti			
Taupiri Street Te Kuiti	www.waitomo.govt.nz	07 878 1028	library@waitomo.govt.nz
Thames			
503 Mackay Street Thames	www.tcdc.govt.nz	07 868 6616	thameslibrary@tcdc.govt.nz
Tokoroa			
Mannering Street Tokoroa	www.southwaikato.govt.nz	07 886 6574	

Contact Details			
Address	Website	Phone	Email
Autism New Zealand, Waikato Branch			
57 Sunshine Avenue Te Rapa Hamilton	www.autismnz.org.nz/local_branches/waikato	07 8249 2896	waikato@autismnz.org.nz
CCS Disability Action National Library Service			
Level 3, Orbit Systems House 94 Dixon Street Wellington	www.ccsdisabilityaction.org.nz/library-and-information/library-services	0800 227 200	info@ccsdisabilityaction.org.nz
IHC National Library Service			
Level 14, Willbank House 57 Willis Street Wellington	www.ihc.org.nz/resources/our-library/	0800 442 442	librarian@ihc.org.nz

