

# What's Next?

## Transition options for school leavers

Transition options in the Waikato region.

2021

*2021 Update completed by*

*Maree Woodall*

*Special Education Advisor*

*Ministry of Education*

[maree.woodall@education.govt.nz](mailto:maree.woodall@education.govt.nz)

## Acknowledgement

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## 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 Advisor for the Waikato is:

| Ministry of Education, Transition Advisor |  |
|---|--|
| Name                                      | Email  |
| Maree Woodall                             | <a href="mailto:maree.woodall@education.govt.nz">maree.woodall@education.govt.nz</a> |
|   |  |

*The information in this booklet is correct as of August 2021*

## 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 Ministry of health) |
| DSL  | Disability Support Link   |
| EPOA | Enduring Power of Attorney  |
| FAQ  | Frequently Asked Questions  |
| GP   | General Practitioner or family doctor                               |
| HNZ  | Housing New Zealand – Kāinga Ora                                    |
| 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                            |
| PTE   | Private Training Establishments                    |
| 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.

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



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) can 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.

For a transition from school to work, 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, 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.

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 license

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.



## Transition Service Providers Directory

| Contact Details                               |  |  |  |   |   |
|---|--|--|--|---|---|
| Address                                       | Website  | Phone                                      | Email  | Work Undertaken                                   | Area  |
| <b>Career Moves *</b>                         |  |  |  |   |   |
| 13 Keddell Street<br>Frankton<br>3204         | <a href="http://www.careermoves.org.nz">www.careermoves.org.nz</a>                 | <b>07 839 7367</b>                         | <a href="mailto:admin@careermoves.org.nz">admin@careermoves.org.nz</a>                                 | Supportive Employment                             | Hamilton, Huntly,<br>Hauraki,<br>Coromandel, Waihi,<br>BOP,<br>Northern King<br>Country |
| <b>CCS Disability Action *</b>                |  |  |  |   |   |
| 17 Claudelands Road<br>Hamilton<br>3216       | <a href="http://www.ccsdisabilityaction.org.nz">www.ccsdisabilityaction.org.nz</a> | <b>0800 227 2255</b><br><b>07 853 9761</b> | <a href="mailto:waikato.admin@ccsdisabilityaction.org.nz">waikato.admin@ccsdisabilityaction.org.nz</a> | Transition  | Waikato<br>King Country<br>Coromandel   |
| <b>Community Living Trust *</b>               |  |  |  |   |   |
| 108 Collingwood<br>Street<br>Hamilton<br>3204 | <a href="http://www.communityliving.org.nz">www.communityliving.org.nz</a>         | <b>07 834 3700</b>                         | <a href="mailto:enquiries@communityliving.org.nz">enquiries@communityliving.org.nz</a>                 | Transition<br>Post school vocation<br>Residential | Hauraki<br>Whangamata<br>Waikato  |



| <b>Contact Details</b>   |  |  |  |   |                                |
|--|--|--|--|---|--------------------------------|
| <b>Address</b>   | <b>Website</b>   | <b>Phone</b>   | <b>Email</b>   | <b>Work Undertaken</b>                            | <b>Area</b>                    |
| <b>Coromandel Independent Living Trust</b>   |  |  |  |   |                                |
| Tiki House<br>45 Tiki Road<br>Coromandel Town<br>3543  | <a href="http://www.cilt.org.nz">www.cilt.org.nz</a>             | <b>07 866 8358</b>   | <a href="mailto:resourcecentre@cilt.org.nz">resourcecentre@cilt.org.nz</a> | Transition<br>Post school vocation                | Coromandel                     |
| <b>Enrich+ *</b>   |  |  |  |   |                                |
| 48 Teasdale Street<br>Te Awamutu<br>3800   | <a href="http://www.enrichplus.org.nz">www.enrichplus.org.nz</a> | <b>0800 367 424</b><br><b>07 871 6410</b>  | <a href="mailto:info@enrichplus.org.nz">info@enrichplus.org.nz</a>         | Transition<br>Post school vocation<br>Vocational  | Waikato<br>BOP<br>King Country |
| <b>ESiS – Employment Services in School – Pilot</b>  |  |  |  |   |                                |
| <a href="mailto:Employment_Service_in_Schools@msd.govt.nz">Employment Service in Schools@msd.govt.nz</a> |  | Providers with employment expertise have been contracted to work with schools, students, and their families to help to plan and prepare the student for employment when they leave school. |  |   |                                |
| <b>IDEA Services *</b>   |  |  |  |   |                                |
| 2 Von Tempsky Street<br>Hamilton 3216  | <a href="http://www.ihc.org.nz">www.ihc.org.nz</a>               | <b>07 834 7200</b>   | <a href="mailto:hamilton@idea.org.nz">hamilton@idea.org.nz</a>             | Transition<br>Post school vocation<br>Residential | Taumararui<br>Waikato          |

| <b>Contact Details</b>                                  |  |   |  |   |   |
|---|--|---|--|---|---|
| <b>Address</b>  | <b>Website</b>   | <b>Phone</b>                              | <b>Email</b>   | <b>Work Undertaken</b>                            | <b>Area</b>   |
| <b>Life Unlimited *</b>                                 |  |   |  |   |   |
| 20 Palmerston Street<br>Hamilton<br>3204                | <a href="http://www.lifeunlimited.net.nz">www.lifeunlimited.net.nz</a>       | <b>0800 008 011</b><br><b>07 839 5506</b> | <a href="mailto:info@lifeunlimited.net.nz">info@lifeunlimited.net.nz</a>           | Transition<br>Post school vocation                | Waikato   |
| <b>Progress to Health *</b>                             |  |   |  |   |   |
| 18 Rostrevor St<br>Hamilton Central<br>Hamilton<br>3204 | <a href="http://www.progresstohealth.org.nz">www.progresstohealth.org.nz</a> | <b>0800 775 757</b><br><b>07 838 0302</b> | <a href="mailto:admin@progresstohhealth.org.nz">admin@progresstohhealth.org.nz</a> | Transition<br>Post school vocation                | South Waikato<br>North Waikato<br>Hamilton City<br>Thames |
| <b>South Waikato Achievement Centre*</b>                |  |   |  |   |   |
| 12 Thompson Street<br>Tokoroa<br>3420                   | <a href="http://www.swac.co.nz">www.swac.co.nz</a>                           | <b>07 886 8941</b>                        |  | Transition<br>Post school vocation<br>Residential | South Waikato   |

| <b>Contact Details</b>                       |  |   |  |   |                  |
|--|--|---|--|---|------------------|
| <b>Address</b>                               | <b>Website</b>   | <b>Phone</b>                              | <b>Email</b>   | <b>Work Undertaken</b>                            | <b>Area</b>      |
| <b>Te Korowai Hauora o Hauraki *</b>         |  |   |  |   |                  |
| 210 Richmond Street<br>Thames<br>3500        | <a href="http://www.korowai.co.nz">www.korowai.co.nz</a>   | <b>07 868 0033</b><br><b>0508 835 676</b> | <a href="mailto:thames@korowai.co.nz">thames@korowai.co.nz</a> | Transition  | Hauraki<br>Waihi |
| <b>The Supported Lifestyle Hauraki Trust</b> |  |   |  |   |                  |
| 726 Queen Street<br>Thames<br>3500           | <a href="http://www.suplife.org.nz">www.suplife.org.nz</a> | <b>0800 787 543</b><br><b>07 868 5038</b> | <a href="mailto:info@suplife.org.nz">info@suplife.org.nz</a>   | Transition<br>Post school vocation<br>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, Taumaranui, 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 (e.g., training, vocational and community living)?

# 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  |
|--|---------------------|--|
| <b>ACC</b>   |                     |  |
| 1/500 Victoria Street<br>Hamilton Central<br>3204                              | <b>0800 222 822</b> | <a href="http://www.acc.co.nz">www.acc.co.nz</a>                                     |
| <b>DSL</b>   |                     |  |
| CBD Waiora<br>Level 1<br>KPMG Building<br>87 Alexandra Street<br>Hamilton 3204 | <b>07 839 1441</b>  | <a href="mailto:dslooffice@waikatodhb.health.nz">dslooffice@waikatodhb.health.nz</a> |

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](http://www.talklink.org.nz) or phone (09) 815 3232 or 0800 825 554

You could also contact Enable on 0800 ENABLE for further information or Deaf Aotearoa if you need support with New Zealand sign language at [www.deaf.co.nz](http://www.deaf.co.nz)

### Where can I find out more information about disabilities?

- 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 [www.thefederation.nz](http://www.thefederation.nz)
- IHC Library for access to their resources, phone 0800 442 442 or visit [www.ihc.org.nz](http://www.ihc.org.nz)
- CCS Disability Action Library, phone 0800 227 2255 or email [info@ccsdisabilityaction.org.nz](mailto:info@ccsdisabilityaction.org.nz)
- Parent to Parent, phone 0508 236 236 or visit [www.parent2parent.org.nz](http://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 NASC or ACC (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 the service coordinator helps you to develop a plan for using the respite allocation. You can check with Disability Support Link how many Carer Relief days you have left.

### Where can I find carers for using my respite allocation?

- develop your network of family and friends to help assist
- think about community-based activities that can be attended by you or your family member with a disability independently
- contact Student Job Search, phone 0800 757 562 or put an advertisement in the paper
- contact your local tertiary education providers that have Human Service or Nursing trainees who could assist
- discuss your respite allocation with ACC Case Manager or NASC Coordinator



## Directory for Services to help arrange Respite

| <b>Contact Details</b>                     |  |  |  |
|--|--|--|--|
| <b>Address</b>                             | <b>Website</b>   | <b>Phone</b>                               | <b>Email</b>   |
| <b>CCS Disability Action</b>               |  |  |  |
| 17 Claudelands Road<br>Hamilton<br>3216    | <a href="http://www.ccsdisabilityaction.org.nz">www.ccsdisabilityaction.org.nz</a> | <b>0800 227 2255</b><br><b>07 853 9761</b> | <a href="mailto:Waikato.Admin@ccsDisabilityAction.org.nz">Waikato.Admin@ccsDisabilityAction.org.nz</a> |
| <b>Community Living Trust</b>              |  |  |  |
| 180 Collingwood Street<br>Hamilton<br>3204 | <a href="http://www.communityliving.org.nz">www.communityliving.org.nz</a>         | <b>07 834 3700</b>                         | <a href="mailto:enquiries@communityliving.org.nz">enquiries@communityliving.org.nz</a>                 |
| <b>IDEA Services</b>                       |  |  |  |
| 2 Von Tempsky Street<br>Hamilton<br>3216   | <a href="http://www.ihc.org.nz">www.ihc.org.nz</a>                                 | <b>07 834 7200</b>                         | <a href="mailto:isabella.spurdle@idea.org.nz">isabella.spurdle@idea.org.nz</a>                         |
| <b>Laura Fergusson Trust</b>               |  |  |  |
| 138 Firth Street<br>Hamilton East<br>3216  | <a href="http://www.laurafergusson.co.nz">www.laurafergusson.co.nz</a>             | <b>07 856 3528</b>                         | <a href="mailto:info@lft.co.nz">info@lft.co.nz</a>   |

| <b>Contact Details</b>                  |  |                     |  |
|---|--|---------------------|--|
| <b>Address</b>                          | <b>Website</b>   | <b>Phone</b>        | <b>Email</b>   |
| <b>Parent 2 Parent</b>                  |  |                     |  |
| 420 Anglesea Street<br>Hamilton<br>3240 | <a href="http://www.parent2parent.org.nz">www.parent2parent.org.nz</a> | <b>0508 236 236</b> | <a href="mailto:waikato@parent2parent.org.nz">waikato@parent2parent.org.nz</a> |
| <b>Spectrum Care</b>                    |  |                     |  |
|   | <a href="http://www.spectrumcare.org.nz">www.spectrumcare.org.nz</a>   | 09 634 3790         | <a href="mailto:info@spectrumcare.org.nz">info@spectrumcare.org.nz</a>         |

## 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 Ministry for Ethnic Communities for further information, visit [www.ethniccommunities.govt.nz](http://www.ethniccommunities.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](http://www.deaf.org.nz/contact/local-offices) or phone 0800 33 23 22 or for access to Deafblind coordinators, phone the Royal New Zealand Foundation of the Blind [www.blindlowvision.org.nz](http://www.blindlowvision.org.nz) on 0800 24 33 33

### 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](http://www.ntis.co.nz) . For documents that need translating into English phone 0800 872 675, email [translate@dia.govt.nz](mailto:translate@dia.govt.nz) or visit The Translation Service at [www.dia.govt.nz/Services-Translation-Index](http://www.dia.govt.nz/Services-Translation-Index)

Alternatively, you can contact Ezispeak phone [0800 453 771](tel:0800453771), for more information on Language Line visit The Ministry for Ethnic Communities for further information, visit [www.ethniccommunities.govt.nz](http://www.ethniccommunities.govt.nz)

## 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 (2018 - 2022) the action plan, 'Whāia Te Ao Mārama', that can be found on MOH website at: [www.health.govt.nz](http://www.health.govt.nz)

The aim of 'Whāia Te Ao Mārama: Disability Action Plan 2018 to 2022' 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.



*'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

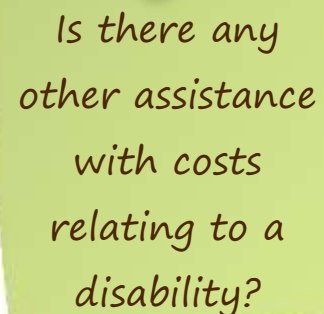


*How do I  
claim a benefit  
if I need one?*

You are able to apply for a Benefit and associated allowances once you turn 16 years old. (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). You will need an IRD number (if you don't already have one). Contact Work and Income to get an IRD number.

Discuss with your GP or the practice nurse about Disability Allowances. If you are already receiving the maximum allowance, you may qualify for a Special Benefit.

Talk to Work and Income about eligibility for any Supported Living Allowance, Disability Allowance and Accommodation Supplement. You may also be eligible for transport costs to a vocational service through disability allowance.




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

Work and Income will allocate someone to speak with you about your entitlements and you can talk to this person to ensure you are getting everything you are entitled to. It can be very helpful to take someone who is familiar with Work and Income systems with you to your interviews.

You can discuss options for future employment support with Supported Employment services. Paid employment can be difficult to access though, remember there is real value and fulfilment in voluntary work.

Keep a folder for your receipts relating to disability-based costs in one place.

Consider whether you could do some part-time work and discuss with Work and Income about how this may affect your benefits.




*What if I need assistance to do this?*

If you need help talking with Work and Income 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.

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

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



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



## 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](http://www.nzqa.govt.nz/providers)

#### **University of Waikato**

07 838 4176

0800 924 528

Email: [info@waikato.ac.nz](mailto:info@waikato.ac.nz)

#### **Wintec (Waikato Institute of Technology)**

0800 294 6832

Email: [info@wintec.ac.nz](mailto:info@wintec.ac.nz)

#### **Te Wananga o Aotearoa**

0800 355 553

Email link on website: [www.twoa.ac.nz](http://www.twoa.ac.nz)

For details on student loans and allowances phone Study Link on 0800 88 99 00 or contact your local Work and Income office for information on the Training Incentive Allowance (TIA). Talk to your local Workbridge office on 0508 858 858 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 Work and Income.



### Website's worth visiting for further education:

[www.careers.govt.nz](http://www.careers.govt.nz)

[www.studylink.govt.nz](http://www.studylink.govt.nz)

[www.literacy.org.nz](http://www.literacy.org.nz)

[www.openpolytechnic.ac.nz](http://www.openpolytechnic.ac.nz)

[www.twoa.ac.nz](http://www.twoa.ac.nz)

[www.tec.govt.nz](http://www.tec.govt.nz)

[www.wintec.ac.nz](http://www.wintec.ac.nz)

[www.waikato.ac.nz](http://www.waikato.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.

Talk to someone at Work and Income about being a 'job seeker' and ask if they could suggest some employment or educational options. Discuss whether the employment programme PATHS (Providing Access to Health Services) may be able to help with environmental modifications at a potential workplace to enable access. 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 services visit the NZDSN Employment Advisory Committee

<https://nzdsn.org.nz>

To find out about the MSD mainstream employment programme visit [www.msd.govt.nz/what-we-can-do/disability-services](http://www.msd.govt.nz/what-we-can-do/disability-services)

### **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.volunteeringwaikato.org.nz](http://www.volunteeringwaikato.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 and Income. There are also people available at Careers New Zealand able to assist with employment advice, phone 0800 601 301

### **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 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

| <b>Contact Details</b>                        |  |              |  |
|---|--|--------------|--|
| <b>Address</b>                                | <b>Website</b>   | <b>Phone</b> | <b>Email</b>   |
| <b>Career Moves</b>                           |  |              |  |
| 13 Kedell Street<br>Frankton<br>Hamilton 3204 | <a href="http://www.careermoves.org.nz">www.careermoves.org.nz</a>         | 07 839 7367  | Link on the website  |
| <b>Centre 401 Trust</b>                       |  |              |  |
| 306 Tristram Street<br>Hamilton<br>3204       | <a href="http://www.centre401.co.nz">www.centre401.co.nz</a>               | 07 838 0199  | <a href="mailto:admin@centre401.co.nz">admin@centre401.co.nz</a>                       |
| <b>Community Living Trust</b>                 |  |              |  |
| 180 Collingwood Street<br>Hamilton<br>3204    | <a href="http://www.communityliving.org.nz">www.communityliving.org.nz</a> | 07 834 3700  | <a href="mailto:enquiries@communityliving.org.nz">enquiries@communityliving.org.nz</a> |

| <b>Contact Details</b>                                   |  |                             |  |
|--|--|-----------------------------|--|
| <b>Address</b>   | <b>Website</b>   | <b>Phone</b>                | <b>Email</b>   |
| <b>Deaf Aotearoa</b>                                     |  |                             |  |
| Level 4<br>169 London Street<br>Hamilton Central<br>3204 | <a href="http://www.deaf.org.nz">www.deaf.org.nz</a>             | 0800 33 23 22               | <a href="mailto:hello@deaf.org.nz">hello@deaf.org.nz</a>   |
| <b>Enrich+</b>   |  |                             |  |
| 48 Teasdale Street<br>Te Awamutu<br>3800                 | <a href="http://www.enrichplus.org.nz">www.enrichplus.org.nz</a> | 0800 367 424<br>07 871 6410 | <a href="mailto:info@enrichplus.org.nz">info@enrichplus.org.nz</a>   |
| <b>IDEA Services</b>                                     |  |                             |  |
| 2 Von Tempsky Street<br>Hamilton                         | <a href="http://www.ihc.org.nz">www.ihc.org.nz</a>               | 07 839 4802                 | <a href="mailto:hamilton@idea.org.nz">hamilton@idea.org.nz</a><br><a href="mailto:Isabella.spurdle@idea.org.nz">Isabella.spurdle@idea.org.nz</a> |

| <b>Contact Details</b>  |  |                                 |  |
|---|--|---------------------------------|--|
| <b>Address</b>  | <b>Website</b>   | <b>Phone</b>                    | <b>Email</b>   |
| <b>Royal NZ Foundation for the Blind</b>                              |  |                                 |  |
| 15 Liverpool Street<br>Hamilton<br>3240                               | <a href="http://www.blindlowvision.org.nz">www.blindlowvision.org.nz</a> | 0800 243 333                    | <a href="mailto:info@blindlowvision.org.nz">info@blindlowvision.org.nz</a> |
| <b>Workbridge</b>   |  |                                 |  |
| Wintec House<br>Corner Anglesea and Nisbet<br>Street<br>Hamilton 3204 | <a href="http://www.workbridge.co.nz">www.workbridge.co.nz</a>           | 0508 858 858                    | <a href="mailto:waikato@workbridge.co.nz">waikato@workbridge.co.nz</a>     |
| <b>Workwise Employment Agency</b>                                     |  |                                 |  |
| Kakariki House<br>293 Grey Street<br>Hamilton 3216                    | <a href="http://www.workwise.org.nz">www.workwise.org.nz</a>             | 0508 869 675<br><br>07 857 1200 | <a href="mailto:info@workwise.org.nz">info@workwise.org.nz</a>             |

## Supported Living and Accommodation

| <b>Contact Details</b>                                   |  |                                  |  |
|--|--|----------------------------------|--|
| <b>Address</b>   | <b>Website</b>   | <b>Phone</b>                     | <b>Email</b>   |
| <b>CCS Disability Action Support</b>                     |  |                                  |  |
| 17 Claudlelands Road<br>Hamilton<br>3216                 | <a href="http://www.ccsdisabilityaction.org.nz">www.ccsdisabilityaction.org.nz</a> | 07 853 9761<br><br>0800 227 2255 | <a href="mailto:Waikato.admin@ccsdisabilityaction.org.nz">Waikato.admin@ccsdisabilityaction.org.nz</a> |
| <b>Community Living Trust</b>                            |  |                                  |  |
| 180 Collingwood Street<br>Hamilton Lake<br>Hamilton 3204 | <a href="http://www.communityliving.org.nz">www.communityliving.org.nz</a>         | 07 834 3700                      | <a href="mailto:enquiries@communitylliving.org.nz">enquiries@communitylliving.org.nz</a>               |
| <b>Geneva Health Care</b>                                |  |                                  |  |
| 80 Palmerston Street<br>Hamilton Lake<br>Hamilton 3204   | <a href="http://www.genevahealth.com">www.genevahealth.com</a>                     | 09 916 0200<br><br>0508 466 322  |  |
| <b>Hamilton Aspire Community Living</b>                  |  |                                  |  |
| 103 Tawa Street<br>Melville<br>Hamilton 3206             | <a href="http://www.aspire.org.nz">www.aspire.org.nz</a>                           | 07 839 0183                      | <a href="mailto:reception@aspire.org.nz">reception@aspire.org.nz</a>                                   |



| <b>Contact Details</b>  |  |                            |  |
|---|--|----------------------------|--|
| <b>Address</b>  | <b>Website</b>   | <b>Phone</b>               | <b>Email</b>   |
| <b>Pathways</b>   |  |                            |  |
| Kakariki House<br>293 Grey Street<br>Hamilton East<br>Hamilton 3216 | <a href="http://www.pathways.co.nz">www.pathways.co.nz</a>           | 07 857 1203                | <a href="mailto:waikato@pathways.co.nz">waikato@pathways.co.nz</a>     |
| <b>Spectrum Care</b>  |  |                            |  |
| 103 Tawa Street<br>Melville<br>Hamilton 3206                        | <a href="http://www.spectrumcare.org.nz">www.spectrumcare.org.nz</a> | 07 843 1966<br>07 843 9690 | <a href="mailto:info@spectrumcare.org.nz">info@spectrumcare.org.nz</a> |
| <b>Te Awamutu Connexu</b>   |  |                            |  |
| 67 Palmers Street<br>Te Awamutu 3800                                | <a href="http://www.residential.org.nz">www.residential.org.nz</a>   | 07 871 8847                | <a href="mailto:admin@connexu.org.nz">admin@connexu.org.nz</a>         |
| <b>Thames: IDEA Living Services</b>                                 |  |                            |  |
| 4 Hall Street<br>Paeroa<br>3600                                     | <a href="http://www.ihc.org.nz">www.ihc.org.nz</a>                   | 07 577 3170                | <a href="mailto:Gina.rogers@ihc.org.nz">Gina.rogers@ihc.org.nz</a>     |

## 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

| <b>Contact Details</b>                     |  |                             |  |
|--|--|-----------------------------|--|
| <b>Address</b>                             | <b>Website</b>   | <b>Phone</b>                | <b>Email</b>   |
| <b>Community Living Trust</b>              |  |                             |  |
| 180 Collingwood Street<br>Hamilton<br>3240 | <a href="http://www.communityliving.org.nz">www.communityliving.org.nz</a> | 07 834 3700                 | <a href="mailto:enquiries@communityliving.org.nz">enquiries@communityliving.org.nz</a> |
| <b>Coromandel Independent Living Trust</b> |  |                             |  |
| 45 Tiki Road<br>Coromandel Town            | <a href="http://www.cilt.org.nz">www.cilt.org.nz</a>                       | 07 866 8358                 | <a href="mailto:resourcecentre@cilt.org.nz">resourcecentre@cilt.org.nz</a>             |
| <b>Enrich+</b>                             |  |                             |  |
| 48 Teasdale Street<br>Te Awamutu           | <a href="http://www.enrichplus.org.nz">www.enrichplus.org.nz</a>           | 0800 367 484<br>07 871 6410 | <a href="mailto:info@enrichplus.org.nz">info@enrichplus.org.nz</a>                     |
| <b>IDEA Services</b>                       |  |                             |  |
| 2 Von Tempsky Street<br>Hamilton<br>3216   | <a href="http://www.ihc.org.nz">www.ihc.org.nz</a>                         | 07 834 7200                 | <a href="mailto:hamilton@idea.org.nz">hamilton@idea.org.nz</a>                         |

| <b>Contact Details</b>                       |  |                             |  |
|--|--|-----------------------------|--|
| <b>Address</b>                               | <b>Website</b>   | <b>Phone</b>                | <b>Email</b>   |
| <b>Interactionz</b>                          |  |                             |  |
| 2 Pinfold Avenue<br>Hamilton                 | <a href="http://www.interactionz.org.nz">www.interactionz.org.nz</a>         | 07 859 0249                 | <a href="mailto:info@interactionz.org.nz">info@interactionz.org.nz</a>           |
| <b>Life Unlimited</b>                        |  |                             |  |
| 20 Palmerston Street<br>Hamilton<br>3204     | <a href="http://www.lifeunlimited.net.nz">www.lifeunlimited.net.nz</a>       | 0800 008 011<br>07 839 5506 | <a href="mailto:info@lifeunlimited.net.nz">info@lifeunlimited.net.nz</a>         |
| <b>Progress to Health</b>                    |  |                             |  |
| 18 Rostrevor Street<br>Hamilton<br>3204      | <a href="http://www.progresstohealth.org.nz">www.progresstohealth.org.nz</a> | 07 838 0302                 | <a href="mailto:admin@progresstohealth.org.nz">admin@progresstohealth.org.nz</a> |
| <b>South Waikato Achievement Trust</b>       |  |                             |  |
| 12 Thompson Street<br>Tokoroa<br>3420        | <a href="http://www.swac.co.nz">www.swac.co.nz</a>                           | 07 886 8941                 | <i>Email via the website</i>   |
| <b>The Supported Lifestyle Hauraki Trust</b> |  |                             |  |
| 726 Queen Street<br>Thames 3500              | <a href="http://www.suplife.org.nz">www.suplife.org.nz</a>                   | 0800 787 543<br>07 868 5038 | <a href="mailto:info@suplife.org.nz">info@suplife.org.nz</a>                     |

## 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 Work and Income. 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 Housing New Zealand - Kāinga Ora on 0800 801 601 for support on finding a rental. Accessible Properties Trust also have 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.

Contact Kāinga Ora, your local council, or 'community housing' for assistance or the Disabled Person's Assembly ([www.dpa.org.nz](http://www.dpa.org.nz)) to enquire around people who may be looking for flatmates.

### 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 Choice in Community Living (MOH) 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?**

- Housing New Zealand
- 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 21           |
| <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. |                                       | Page 39           |
| <input type="checkbox"/> | Consider if you are going to live alone or with others and who they may be.  |                                       | Page 39           |
| <input type="checkbox"/> | Contact the local NASC agency to discuss support for finding flatmates.  | Support Needs                         | Page 21           |
| <input type="checkbox"/> | Contact the local NASC agency to discuss support and advice on gaining good community access.  | Support Needs                         | Page 21           |
| <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 21           |
| <input type="checkbox"/> | Consider what you are going to do during the day? (work, leisure, education, social options etc.)  | Introduction<br>Transition<br>process | Page 3<br>Page 11 |
| <input type="checkbox"/> | Consider options for increasing your self-help skills both prior to and after you move out (learning is a lifetime process).   |                                       |                   |
| <input type="checkbox"/> | Contact HNZ, or real estate agents around finding an accessible home.  | Housing and<br>Living<br>Arrangements | Page 39<br>& 45   |



|                          |  |   |         |
|--------------------------|--|---|---------|
| <input type="checkbox"/> | Contact HNZ 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  | Page 29 |
| <input type="checkbox"/> | Contact your GP, NASC, ACC, or HNZ around specialist input for modifications to existing homes to make them accessible.  | Housing and Living Arrangements               | Page 45 |
| <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 11 |
| <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 11 |
| <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  | The school’s role in supporting students into | Page 19 |

|                          |   |   |                                       |
|--------------------------|---|---|---------------------------------------|
|                          | access public transport or obtain a driver's licence.   | post-school options   |                                       |
| <input type="checkbox"/> | Have you had an opportunity for work skills development and to gain workplace experiences?  | Transition process<br><br>The school's role in supporting students into post-school options<br><br>Employment | Page 11<br><br>Page 19<br><br>Page 33 |
| <input type="checkbox"/> | Consider your numeracy and literacy skills, what support and on-going education you will need   | Further Education<br><br>Vocational Services  | Page 31<br><br>Page 41                |
| <input type="checkbox"/> | Identify key people for areas you may need support with. For example, filling in forms, legal documentation and disclosure of your personal information | Legal / Guardianship Information  | Page 55                               |
| <input type="checkbox"/> | Have you talked to the school's career or guidance counsellor about developing a career plan? Does your IEP have these goals?                           | Transition process<br><br>The school's role in supporting students into post-school options                   | Page 11<br><br>Page 19                |
| <input type="checkbox"/> | Consider your skills that will help assist living as independently as possible, e.g., cooking, housework, budgeting etc. Are these goals in your IEP?   | Transition process  | Page 11                               |

|                          |   |                        |         |
|--------------------------|---|------------------------|---------|
| <input type="checkbox"/> | Don't be afraid to take a risk in trying new things, it is okay to make mistakes, it is how everyone learns                         |                        |         |
| <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                 | Page 29 |
| <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                | <a href="http://www.hamilton.govt.nz">www.hamilton.govt.nz</a>               |
| Hauraki District Council             | <a href="http://www.hauraki-dc.govt.nz">www.hauraki-dc.govt.nz</a>           |
| Matamata – Piako District Council    | <a href="http://www.mpdc.govt.nz">www.mpdc.govt.nz</a>                       |
| Otorohanga District Council          | <a href="http://www.otodc.govt.nz">www.otodc.govt.nz</a>                     |
| Rotorua District Council             | <a href="http://www.rotorualakescouncil.nz">www.rotorualakescouncil.nz</a>   |
| South Waikato District Council       | <a href="http://www.southwaikato.govt.nz">www.southwaikato.govt.nz</a>       |
| Taupo District Council               | <a href="http://www.taupodc.govt.nz">www.taupodc.govt.nz</a>                 |
| Thames – Coromandel District Council | <a href="http://www.tcdc.govt.nz">www.tcdc.govt.nz</a>                       |
| Waikato Regional Council             | <a href="http://www.waikatoregion.govt.nz">www.waikatoregion.govt.nz</a>     |
| Waikato District Council             | <a href="http://www.waikatodistrict.govt.nz">www.waikatodistrict.govt.nz</a> |
| Waipa District Council               | <a href="http://www.waipadc.govt.nz">www.waipadc.govt.nz</a>                 |
| Waitomo District Council             | <a href="http://www.waitomo.govt.nz">www.waitomo.govt.nz</a>                 |

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

Contact the Halberg Foundation, by visiting [www.halberg.org.nz](http://www.halberg.org.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](http://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](tel:078585388) or visit [www.sportwaikato.org.nz](http://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@advocacy.org.nz](mailto:advocacy@advocacy.org.nz)
- IHC Advocacy Service, phone 0800 442 442 or email [advocacy@ihc.org.nz](mailto:advocacy@ihc.org.nz)
- The Personal Advocacy Trust, phone 0800 728 7878 or email [advocacy@PASAT.org.nz](mailto:advocacy@PASAT.org.nz) around advocacy for people with Intellectual Disabilities
- People First NZ Ngā Tangata Tuatahi, phone 0800 20 60 70 or email [ask@peoplefirst.org.nz](mailto:ask@peoplefirst.org.nz)
- The Disabled Persons' Assembly (DPA), phone (04) 801 9100 email [comms@dpa.org.nz](mailto:comms@dpa.org.nz)
- Parent 2 Parent, phone 0508 236 236
- CCS Disability Action, phone 0800 227 2255 OR 07 853 9761 email [waikato.admin@ccsdisabilityaction.org.nz](mailto: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 complaint's 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 855 066 or email on [dsdcomplaints@health.govt.nz](mailto:dsdcomplaints@health.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 0800 728 7878 or email [advocacy@PASAT.org.nz](mailto:advocacy@PASAT.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 individual 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 No 4. 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 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](http://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.



**Free call or text any time  
to speak to a trained  
counsellor**

### **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 002 722

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 several 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.

Work and Income 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 288 476 or email [info@autism.org.nz](mailto:info@autism.org.nz)

# Useful Websites Directory

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

## Advocacy

| Contact Details                                    |  |                              |  |
|--|--|------------------------------|--|
| Address  | Website  | Phone                        | Email  |
| <b>CCS Disability Action</b>                       |  |                              |  |
| 17 Claudelands Road<br>Hamilton<br>3216            | <a href="http://www.ccsdisabilityaction.org.nz">www.ccsdisabilityaction.org.nz</a> | 0800 227 2255<br>07 853 9761 | <a href="mailto:waikato.admin@ccsdisabilityaction.org.nz">waikato.admin@ccsdisabilityaction.org.nz</a> |
| <b>Disabled Persons Assembly NZ</b>                |  |                              |  |
| <i>Dependent on your location</i>                  | <a href="http://www.dpa.org.nz">www.dpa.org.nz</a>                                 | 04 801 9100                  | <a href="mailto:comms@dpa.org.nz">comms@dpa.org.nz</a>   |
| <b>Family Services</b>                             |  |                              |  |
| Bowen State Building<br>Bowen Street<br>Wellington | <a href="http://www.familyservices.govt.nz">www.familyservices.govt.nz</a>         | 04 916 3300                  | <a href="mailto:Information@familyservices.govt.nz">Information@familyservices.govt.nz</a>             |

| <b>Contact Details</b>   |  |              |  |
|--|--|--------------|--|
| <b>Address</b>   | <b>Website</b>   | <b>Phone</b> | <b>Email</b>   |
| <b>Firstport</b>   |  |              |  |
| 585 Main Street<br>Palmerston North<br>4410                          | <a href="http://www.firstport.co.nz">www.firstport.co.nz</a>           | 0800 171 981 | Links on website   |
| <b>IHC</b>   |  |              |  |
| Level 15<br>Willbank House<br>57 Willis Street<br>Wellington<br>6011 | <a href="http://www.ihc.org.nz">www.ihc.org.nz</a>                     | 0800 442 442 | <a href="mailto:advocacy@ihc.org.nz">advocacy@ihc.org.nz</a> |
| <b>Parent 2 Parent</b>   |  |              |  |
| Level 3<br>71 London Street<br>Hamilton<br>3240                      | <a href="http://www.parent2parent.org.nz">www.parent2parent.org.nz</a> | 0508 236 236 | <i>Link on website</i>                                       |

### People First

Level 4 Century City Tower  
173-175 Victoria Street  
Wellington  
6141

[www.peoplefirst.org.nz](http://www.peoplefirst.org.nz)

0800 20 60 70

[ask@peoplefirst.org.nz](mailto:ask@peoplefirst.org.nz)

### Vaka Tautua

7/586 Great South Road  
Manukau  
Auckland  
2025

[www.vakatautua.co.nz](http://www.vakatautua.co.nz)

0800 825 282

[administration@vakatautua.co.nz](mailto:administration@vakatautua.co.nz)

## Citizens Advice Bureau

| <b>Contact Details</b>               |  |              |  |
|--------------------------------------|--|--------------|--|
| <b>Address</b>                       | <b>Website</b>                                     | <b>Phone</b> | <b>Email</b>   |
| <b>Cambridge</b>                     |  |              |  |
| 62 Alpha Street<br>Cambridge<br>3434 | <a href="http://www.cab.org.nz">www.cab.org.nz</a> | 07 827 4855  | <i>Link on the CAB website</i>                                       |
| <b>Hamilton Victoria Street</b>      |  |              |  |
| 55 Victoria Street<br>Hamilton 3204  | <a href="http://www.cab.org.nz">www.cab.org.nz</a> | 07 839 0395  | <a href="mailto:cab.hamilton@xtra.co.nz">cab.hamilton@xtra.co.nz</a> |
| <b>Hauraki</b>                       |  |              |  |
| 24 Rosemont Road<br>Waihi<br>3610    | <a href="http://www.cab.org.nz">www.cab.org.nz</a> | 07 863 7640  | <a href="mailto:cab.waihi@xtra.co.nz">cab.waihi@xtra.co.nz</a>       |
| <b>Matamata</b>                      |  |              |  |
| 41a Hetana Street<br>Matamata 3400   | <a href="http://www.cab.org.nz">www.cab.org.nz</a> | 07 888 8176  | <a href="mailto:cab.matamata@xtra.co.nz">cab.matamata@xtra.co.nz</a> |

| <b>Contact Details</b>  |  |              |  |
|---|--|--------------|--|
| <b>Address</b>  | <b>Website</b>                                     | <b>Phone</b> | <b>Email</b>   |
| <b>Otorohanga</b>   |  |              |  |
| Community Support House Whāre Awhina<br>120 Maniapoto Street<br>Otorohanga 3900 | <a href="http://www.cab.org.nz">www.cab.org.nz</a> | 07 873 7568  | <a href="mailto:cab.otorohanga@xtra.co.nz">cab.otorohanga@xtra.co.nz</a> |
| <b>Te Aroha</b>   |  |              |  |
| 137 Whitaker Street<br>Te Aroha 3320  | <a href="http://www.cab.org.nz">www.cab.org.nz</a> | 07 884 8037  | <a href="mailto:cab.tearoha@xtra.co.nz">cab.tearoha@xtra.co.nz</a>       |
| <b>Te Awamutu</b>   |  |              |  |
| United Arcade<br>2/213 Alexandra Street<br>Te Awamutu 3800                      | <a href="http://www.cab.org.nz">www.cab.org.nz</a> | 07 871 4111  | <a href="mailto:cab.teawa@xtra.co.nz">cab.teawa@xtra.co.nz</a>           |
| <b>Te Kuiti</b>   |  |              |  |
| 222 Rora Street<br>Te Kuiti 3910  | <a href="http://www.cab.org.nz">www.cab.org.nz</a> | 07 878 7636  | <a href="mailto:cab.tekuiti@xtra.co.nz">cab.tekuiti@xtra.co.nz</a>       |
| <b>Thames</b>   |  |              |  |
| 301D Queen Street<br>Thames 3540  | <a href="http://www.cab.org.nz">www.cab.org.nz</a> | 07 868 8405  | <i>link on the website</i>   |



## Careers

| Contact Details   |  |               |  |
|---|--|---------------|--|
| Address   | Website  | Phone         | Email  |
| <b>Careers</b>  |  |               |  |
|   | <a href="http://www.careers.govt.nz">www.careers.govt.nz</a>       | 0800 601 301  | <i>Link on the website</i>   |
| <b>The Tertiary Education Commission - Modern Apprenticeships</b> |  |               |  |
| Level 9<br>44 The Terrace<br>Wellington<br>6141                   | <a href="http://www.tec.govt.nz">www.tec.govt.nz</a>               | 0800 601 301  | <a href="mailto:customerservice@tec.govt.nz">customerservice@tec.govt.nz</a> |
| <b>Employment New Zealand</b>                                     |  |               |  |
|   | <a href="http://www.employment.govt.nz">www.employment.govt.nz</a> | 0800 20 90 20 | <i>email link on website</i>   |

## Disability Groups and Support Agencies

| Contact Details                                     |  |              |  |
|---|--|--------------|--|
| Address   | Website  | Phone        | Email  |
| <b>Association of Blind Citizens of New Zealand</b> |  |              |  |
| <i>Dependent on your location</i>                   | <a href="http://www.abcnz.org.nz">www.abcnz.org.nz</a>   | 0800 222 694 | <a href="mailto:admin@abcnz.org.nz">admin@abcnz.org.nz</a>           |
| <b>Autism NZ</b>                                    |  |              |  |
| P.O Box 33481<br>Petone<br>Lower Hutt<br>5046       | <a href="http://www.autism.org.nz">www.autism.org.nz</a> | 0800 288 476 | <a href="mailto:info@autismnz.org.nz">info@autismnz.org.nz</a>       |
| <b>Autism Waikato</b>                               |  |              |  |
| 57 Sunshine Avenue<br>Te Rapa<br>Hamilton<br>3200   | <a href="http://www.autism.org.nz">www.autism.org.nz</a> | 07 849 2896  | <a href="mailto:waikato@autismnz.org.nz">waikato@autismnz.org.nz</a> |

| <b>Contact Details</b>               |  |               |  |
|--------------------------------------|--|---------------|--|
| <b>Address</b>                       | <b>Website</b>   | <b>Phone</b>  | <b>Email</b>   |
| <b>Barrier Free New Zealand</b>      |  |               |  |
|                                      | <a href="http://www.barrierfree.org.nz">www.barrierfree.org.nz</a>                     | 021 029 16314 | <a href="mailto:executive@barrierfree.org.nz">executive@barrierfree.org.nz</a> |
| <b>Belab</b>                         |  |               |  |
|                                      | <a href="http://www.belab.co.nz">www.belab.co.nz</a>                                   | 09 309 8966   | <a href="mailto:info@belab.co.nz">info@belab.co.nz</a>                         |
| <b>Carers NZ</b>                     |  |               |  |
|                                      | <a href="http://www.carers.govt.nz">www.carers.govt.nz</a>                             | 0800 601 301  | Link on website  |
| <b>Cloud 9 Children's Foundation</b> |  |               |  |
| P.O Box 233<br>Martinborough<br>NZ   | <a href="http://www.withyoueverystepoftheway.com">www.withyoueverystepoftheway.com</a> | 04 232 4795   | <a href="mailto:admin@cloud9foundation.co.nz">admin@cloud9foundation.co.nz</a> |

## Contact Details

### Complex Careers Group

|   |  |              |                 |
|---|--|--------------|-----------------|
| P.O Box 11-533<br>Ellerslie<br>Auckland<br>1542 | <a href="http://www.complexcaregroup.org.nz">www.complexcaregroup.org.nz</a> | 0800 852 693 | Link on website |
|---|--|--------------|-----------------|

### Deaf Aotearoa

|  |  |              |  |
|--|--|--------------|--|
| Level 4<br>169 London Street<br>Hamilton<br>3204 | <a href="http://www.deaf.org.nz">www.deaf.org.nz</a> | 0800 332 322 | <a href="mailto:hello@deaf.org.nz">hello@deaf.org.nz</a> |
|--|--|--------------|--|

### Disability Support Link

|   |  |                                  |  |
|---|--|----------------------------------|--|
| CBD Wairoa<br>Level 1<br>KPMG Building<br>87 Alexandra Street<br>Hamilton<br>3204 | <a href="http://www.waikatodhb.health.nz">www.waikatodhb.health.nz</a> | 0800 55 33 99<br><br>07 839 8883 | <a href="mailto:dsloffice@waikatodhb.health.nz">dsloffice@waikatodhb.health.nz</a> |
|---|--|----------------------------------|--|

| <b>Contact Details</b>                               |  |                                  |  |
|--|--|----------------------------------|--|
| <b>Address</b>                                       | <b>Website</b>   | <b>Phone</b>                     | <b>Email</b>   |
| <b>Enable New Zealand</b>                            |  |                                  |  |
| 8 Clow Place<br>Melville<br>Hamilton                 | <a href="http://www.enable.co.nz">www.enable.co.nz</a>                         | 0800 362 253<br><br>07 843 9170  | <a href="mailto:enable@enable.co.nz">enable@enable.co.nz</a>                 |
| <b>Epilepsy NZ</b>                                   |  |                                  |  |
| Epilepsy House<br>6 Vialou Street<br>Hamilton 3204   | <a href="http://www.epilepsy.org.nz">www.epilepsy.org.nz</a>                   | 0800 37 45 37<br><br>07 834 3556 | Link on website  |
| <b>Interlock NZ</b>                                  |  |                                  |  |
|  | <a href="http://www.facebook.com/interlocknz">www.facebook.com/interlocknz</a> | 021 578 856                      | <a href="mailto:interlock@outlook.nz">interlock@outlook.nz</a>               |
| <b>Mental Health Foundation</b>                      |  |                                  |  |
| Units 109-110 Zone 23<br>23 Edwin St<br>Mt Eden 1024 | <a href="http://www.mentalhealth.org.nz">www.mentalhealth.org.nz</a>           | 09 623 4812                      | <a href="mailto:mhadmin@mentalhealth.org.nz">mhadmin@mentalhealth.org.nz</a> |
| <b>Multiple Sclerosis</b>                            |  |                                  |  |
| P.O Box 1192<br>Christchurch 8140                    | <a href="http://www.msnz.org.nz">www.msnz.org.nz</a>                           | 0800 675 463                     | Link on the website  |

| <b>Contact Details</b>  |  |   |  |
|---|--|---|--|
| <b>Address</b>  | <b>Website</b>   | <b>Phone</b>  | <b>Email</b>   |
| <b>National Federation for the Deaf</b>                         |  |   |  |
| Level 1<br>149-155 Parnell Road<br>Parnell<br>Auckland          | <a href="http://www.nfd.org.nz">www.nfd.org.nz</a>                       | 0800 867 446  | <a href="mailto:enquiries@nfd.org.nz">enquiries@nfd.org.nz</a>             |
| <b>New Zealand Federation of Disability Information Centers</b> |  |   |  |
| PO Box 10311<br>Te Mai<br>Whangarei<br>0143                     | <a href="http://www.thefederation.nz">www.thefederation.nz</a>           | 0800 693 342<br>Disability Line<br>OR<br>SMS 027 387 0908 | <a href="mailto:admin@thefederation.nz">admin@thefederation.nz</a>         |
| <b>Royal NZ Foundation for the Blind</b>                        |  |   |  |
| Awhina House<br>4 Maunsell Road<br>Parnell<br>Auckland<br>1052  | <a href="http://www.blindlowvision.org.nz">www.blindlowvision.org.nz</a> | 0800 24 33 33   | <a href="mailto:info@blindlowvision.org.nz">info@blindlowvision.org.nz</a> |

## Education / Curriculum

| Contact Details  |  |                             |  |
|--|--|-----------------------------|--|
| Address  | Website  | Phone                       | Email  |
| <b>Ministry of Education - Youth Guarantee Scheme</b>  |  |                             |  |
| Mātauranga House<br>Level 1<br>33 Bowen Street<br>Wellington<br>6011                             | <a href="http://youthguarantee.education.govt.nz">youthguarantee.education.govt.nz</a> |                             |  |
| <b>NZ Institute of Technology and Polytechnics<br/>WINTERC – Waikato Institute of Technology</b> |  |                             |  |
| Tristram Street<br>Whitiora<br>Hamilton  | <a href="http://wintec.ac.nz">wintec.ac.nz</a>   | 0800 294 6832               | <a href="mailto:info@wintec.ac.nz">info@wintec.ac.nz</a> |
| <b>NZQA</b>  |  |                             |  |
| Level 13<br>125 The Terrace<br>Wellington 6011   | <a href="http://www.nzqa.govt.nz">www.nzqa.govt.nz</a>                                 | 0800 697 296<br>04 463 3000 |  |

### Open Polytechnic

3 Cleary Street  
Lower Hutt 5011  
New Zealand

[www.openpolytechnic.ac.nz](http://www.openpolytechnic.ac.nz)

0508 650 200

[customerservices@openpolytechnic.ac.nz](mailto:customerservices@openpolytechnic.ac.nz)

### Person-Centred Planning Education Site

Cornell University  
School of Industrial and  
Labour Relations  
Ithaca  
New York  
14853-3901

[www.edi.cornell.edu](http://www.edi.cornell.edu)

607-255-7727 (Voice)

[cjb39@cornell.edu](mailto:cjb39@cornell.edu)

### Secondary Tertiary Alignment Resource (STAR)

Mātauranga House  
Level 1  
33 Bowen Street  
Wellington  
6011

[www.education.govt.nz/school/funding-and-financials/resourcing/star](http://www.education.govt.nz/school/funding-and-financials/resourcing/star)

04 463 8000

[enquiries.national@education.govt.nz](mailto:enquiries.national@education.govt.nz)

### South Pacific Educational Courses

[www.spec.org.nz](http://www.spec.org.nz)

06 877 7410

[Carolyn@spec.org.nz](mailto:Carolyn@spec.org.nz)



**Study Link**

468 Anglesea Street  
Hamilton

[www.studylink.govt.nz](http://www.studylink.govt.nz)

0800 88 99 00

**Study Spy**

Level 10  
Ricoh House  
1 Victoria Street  
Wellington  
6011

[www.studyspy.ac.nz](http://www.studyspy.ac.nz)

[contact@studyspy.ac.nz](mailto:contact@studyspy.ac.nz)

**Te Wananga o Aotearoa**

*Dependent on your  
location*

[www.twoa.ac.nz](http://www.twoa.ac.nz)

0800 355 553

Links online

**The Correspondence School****Te Aho o Te Kura Pounamu**

Private Bag 39992  
Wellington Mail Centre  
Lower Hutt  
5045

[www.tekura.school.nz](http://www.tekura.school.nz)

0800 65 99 88

[info@tekura.school.nz](mailto:info@tekura.school.nz)

**Contact Details**

| Address   | Website  | Phone                           | Email  |
|---|--|---------------------------------|--|
| <b>The Tertiary Education Commission</b>        |  |                                 |  |
| Level 9<br>44 The Terrace<br>Wellington<br>6011 | <a href="http://www.tec.govt.nz">www.tec.govt.nz</a>     | 0800 601 301                    | <a href="mailto:customerservice@tec.govt.nz">customerservice@tec.govt.nz</a> |
| <b>University of Waikato</b>                    |  |                                 |  |
| Gate 1<br>Knighton Road<br>Hamilton             | <a href="http://www.waikato.ac.nz">www.waikato.ac.nz</a> | 07 838 4176<br><br>0800 924 528 | <a href="mailto:info@waikato.ac.nz">info@waikato.ac.nz</a>                   |
| <b>Wintec (Waikato Institute of Technology)</b> |  |                                 |  |
| Tristram Street<br>Whitiora<br>Hamilton<br>3240 | <a href="http://www.wintec.ac.nz">www.wintec.ac.nz</a>   | 0800 294 6832                   | <a href="mailto:info@wintec.ac.nz">info@wintec.ac.nz</a>                     |

## General Information

| Contact Details  |  |                             |  |
|--|--|-----------------------------|--|
| Address  | Website  | Phone                       | Email  |
| <b>Halberg Trust</b>   |  |                             |  |
| 1 Cleveland Road<br>Parnell<br>Auckland<br>1052  | <a href="http://www.halberg.co.nz">www.halberg.co.nz</a>                 | 09 579 9931<br>0800 HALBERG | <a href="mailto:office@halberg.co.nz">office@halberg.co.nz</a><br><br>link online                              |
| <b>New Zealand Sign Language – Dictionary</b>  |  |                             |  |
| Deaf Studies Research<br>Unit<br>Victoria University of<br>Wellington<br>P.O Box 600<br>Wellington | <a href="http://www.nszsl.nz">www.nszsl.nz</a>                           | 04 463 5626                 | <a href="mailto:dsru@vuw.ac.nz">dsru@vuw.ac.nz</a><br><br><a href="mailto:help@tki.org.nz">help@tki.org.nz</a> |
| <b>Family Planning</b>   |  |                             |  |
| 240 Tristram Street<br>(opposite Founders<br>Theatre)<br>Hamilton 3204                             | <a href="http://www.familyplanning.org.nz">www.familyplanning.org.nz</a> | 07 839 4061                 |  |

| <b>Contact Details</b>   |  |                                 |  |
|--|--|---------------------------------|--|
| <b>Address</b>   | <b>Website</b>   | <b>Phone</b>                    | <b>Email</b>   |
| <b>Health Line</b>   |  |                                 |  |
| Free Medical Advice  |  | 0800 611 116                    |  |
| <b>Mental Health Support</b>   |  |                                 |  |
| Need to Talk   |  | Text or call 1737               |  |
| <b>Outward Bound</b>   |  |                                 |  |
| 3 Queens Wharf<br>Wellington<br>6011   | <a href="http://www.outwardbound.co.nz">www.outwardbound.co.nz</a>             | 0800 688 927                    | <a href="mailto:info@outwardbound.co.nz">info@outwardbound.co.nz</a>             |
| <b>Spirit of Adventure</b>   |  |                                 |  |
| Princes Wharf<br>149 Quay Street<br>Auckland 1010  | <a href="http://www.spiritofadventure.org.nz">www.spiritofadventure.org.nz</a> | 09-373 2060<br><br>0800 472 454 | <a href="mailto:info@spiritofadventure.org.nz">info@spiritofadventure.org.nz</a> |
| <b>Sport Waikato</b>   |  |                                 |  |
| Brian Perry Sports House<br>Wintec Rotokauri Campus<br>51 Akoranga Road<br>Hamilton 3240 | <a href="http://www.sportwaikato.org.nz">www.sportwaikato.org.nz</a>           | 07 858 5388                     | <a href="mailto:info@sportwaikato.org.nz">info@sportwaikato.org.nz</a>           |

| <b>Contact Details</b>   |   |                                 |   |
|--|---|---------------------------------|---|
| <b>Address</b>   | <b>Website</b>  | <b>Phone</b>                    | <b>Email</b>  |
| <b>TalkLink Trust</b>  |   |                                 |   |
| Building 51, Entry 3<br>UNITEC<br>Carrington Road<br>Mt Albert<br>Auckland | <a href="http://www.talklink.org.nz">www.talklink.org.nz</a>                                      | 09 815 3232<br><br>0800 825 554 | <a href="mailto:Auckland@talklink.org.nz">Auckland@talklink.org.nz</a>                      |
| <b>Translation Services</b>  |   |                                 |   |
| 10 Mulgrave Street<br>Wellington   | <a href="http://www.dia.govt.nz/Translation-Service">www.dia.govt.nz/<br/>Translation-Service</a> | 0800 872 675                    | <a href="mailto:translate@dia.govt.nz">translate@dia.govt.nz</a>                            |
| <b>Volunteering Waikato</b>  |   |                                 |   |
| Trust House<br>2 London Street<br>Hamilton                                 | <a href="http://volunteeringwaikato.org.nz">volunteeringwaikato.org.n<br/>z</a>                   | 07 839 3191                     | <a href="mailto:admin@volunteeringwaikato.org.nz">admin@volunteeringwaik<br/>ato.org.nz</a> |

## Government Agencies

| Contact Details   |  |   |  |
|---|--|---|--|
| Address   | Website  | Phone   | Email  |
| <b>Accident Compensation Corporation</b>                    |  |   |  |
|   | <a href="http://www.acc.co.nz">www.acc.co.nz</a>                   | Claims: 0800 101 996<br>Business: 0800 222 776<br>Providers: 0800 222 070 | <a href="mailto:claims@acc.co.nz">claims@acc.co.nz</a><br><a href="mailto:business@acc.co.nz">business@acc.co.nz</a><br><a href="mailto:providerhelp@acc.co.nz">providerhelp@acc.co.nz</a> |
| <b>Child, Youth and Family – Oranga Tamariki</b>            |  |   |  |
| <i>Dependent on your location</i>                           | <a href="http://orangatamariki.govt.nz">orangatamariki.govt.nz</a> | 0508 326 459  | <a href="mailto:contact@ot.govt.nz">contact@ot.govt.nz</a>   |
| <b>Health and Disability Commission</b>                     |  |   |  |
| Level 10,<br>Tower Centre,<br>45 Queen St,<br>Auckland 1010 | <a href="http://www.hdc.org.nz">www.hdc.org.nz</a>                 | 0800 11 22 33   | <a href="mailto:hdc@hdc.org.nz">hdc@hdc.org.nz</a>   |
| <b>Housing New Zealand – Kainga Ora</b>                     |  |   |  |
| <i>Dependent on your location</i>                           | <a href="http://www.kaingaora.govt.nz">www.kaingaora.govt.nz</a>   | 0800 801 601  | <a href="mailto:enquiries1@kaingaora.govt.nz">enquiries1@kaingaora.govt.nz</a>   |

| <b>Contact Details</b>                                      |  |              |  |
|---|--|--------------|--|
| <b>Address</b>  | <b>Website</b>   | <b>Phone</b> | <b>Email</b>   |
| <b>Human Rights Commission</b>                              |  |              |  |
| Level 3, 21 Queen Street,<br>Auckland                       | <a href="http://www.hrc.co.nz">www.hrc.co.nz</a>                 | 0800 496 877 | <a href="mailto:infoline@hrc.co.nz">infoline@hrc.co.nz</a>                                   |
| <b>Ministry of Business, Innovation and Employment</b>      |  |              |  |
| 33 Bowen Street<br>Wellington<br>6011                       | <a href="http://www.mbie.govt.nz">www.mbie.govt.nz</a>           | 0800 476 647 |  |
| <b>Ministry of Education - MOE</b>                          |  |              |  |
| Level 3<br>45 – 47 Pipitea Street<br>Thorndon<br>Wellington | <a href="http://www.education.govt.nz">www.education.govt.nz</a> | 04 463 8000  | <a href="mailto:enquiriesnational@education.govt.nz">enquiriesnational@education.govt.nz</a> |
| <b>Ministry of Health - MOH</b>                             |  |              |  |
| 133 Molesworth Street<br>Thorndon<br>Wellington<br>6011     | <a href="http://www.health.govt.nz">www.health.govt.nz</a>       | 0800 855 066 | <a href="mailto:info@health.govt.nz">info@health.govt.nz</a>                                 |

| <b>Contact Details</b>   |  |              |  |
|--|--|--------------|--|
| <b>Address</b>   | <b>Website</b>   | <b>Phone</b> | <b>Email</b>   |
| <b>Ministry of Māori Development</b>                                   |  |              |  |
| <b>Te Puni Kōkiri</b>  |  |              |  |
| Waikato - Waiariki   | <a href="http://www.tpk.govt.nz">www.tpk.govt.nz</a>   | 0800 875 499 | <a href="mailto:tpk.waikato@tpk.govt.nz">tpk.waikato@tpk.govt.nz</a> |
| <b>Ministry of Pacific Island Affairs</b>                              |  |              |  |
| Level 1<br>ASB Building<br>101 – 103 The Terrace<br>Wellington<br>6011 | <a href="http://www.mpia.govt.nz">www.mpia.govt.nz</a> | 04 473 4493  | Link on website  |
| <b>Ministry of Social Development - MSD</b>                            |  |              |  |
| Bowen State Building<br>Bowen Street<br>Wellington<br>6011             | <a href="http://www.msd.govt.nz">www.msd.govt.nz</a>   | 04 916 3300  | Links online   |
| <b>New Zealand Transport Agency</b>                                    |  |              |  |
| <i>Dependent on your location</i>                                      | <a href="http://www.nzta.govt.nz">www.nzta.govt.nz</a> |              | Links on website   |



| <b>Contact Details</b>   |  |              |  |
|--|--|--------------|--|
| <b>Address</b>   | <b>Website</b>   | <b>Phone</b> | <b>Email</b>   |
| <b>Ministry of Youth Development</b>                             |  |              |  |
| Level 6<br>Aurora Centre<br>56 The Terrace<br>Wellington<br>6140 | <a href="http://www.myd.govt.nz">www.myd.govt.nz</a>       | 0508 367 693 | <a href="mailto:mydinfo@myd.govt.nz">mydinfo@myd.govt.nz</a> |
| <b>Office for Disability Issues</b>                              |  |              |  |
| Level 6<br>Aurora Centre<br>56 The Terrace<br>Wellington<br>6140 | <a href="http://www.odi.govt.nz">www.odi.govt.nz</a>       | 04 916 3300  | <a href="mailto:odi@msd.govt.nz">odi@msd.govt.nz</a>         |
| <b>Office of the Privacy Commissioner</b>                        |  |              |  |
| PO Box 10 – 094<br>Wellington<br>6143                            | <a href="http://www.privacy.org.nz">www.privacy.org.nz</a> | 0800 803 909 | Links online   |

## Income / Work Experience

| Contact Details                              |  |  |  |
|--|--|--|--|
| Address                                      | Website  | Phone                                    | Email  |
| <b>New Zealand Down Syndrome Association</b> |  |  |  |
|  | <a href="http://www.nzdsa.org.nz">www.nzdsa.org.nz</a>                   |  | List of supported employment services              |
| <b>Sorted – Money and Financial Support</b>  |  |  |  |
|  | <a href="http://www.sorted.org.nz">www.sorted.org.nz</a>                 |  | Links online                                       |
| <b>Student Job Search</b>                    |  |  |  |
|  | <a href="http://www.sjs.co.nz">www.sjs.co.nz</a>                         | 0800 757 562                             | <a href="mailto:info@sjs.co.nz">info@sjs.co.nz</a> |
| <b>Work and Income</b>                       |  |  |  |
| <i>Dependent on your location</i>            | <a href="http://www.workandincome.govt.nz">www.workandincome.govt.nz</a> | Links online depending on service needed | Links online depending on service needed           |

## Libraries

| Contact Details                         |  |             |  |
|---|--|-------------|--|
| Address                                 | Website  | Phone       | Email  |
| <b>Cambridge</b>                        |  |             |  |
| 23 Wilson Street<br>Cambridge           | <a href="http://www.waipalibraries.org.nz">www.waipalibraries.org.nz</a>     | 07 823 3838 | <a href="mailto:waipalibraries@waipadc.govt.nz">waipalibraries@waipadc.govt.nz</a>       |
| <b>Hamilton – Garden Place</b>          |  |             |  |
| 9 Garden Place<br>Hamilton              | <a href="http://www.hamiltonlibraries.co.nz">www.hamiltonlibraries.co.nz</a> | 07 838 6824 | <a href="mailto:hamiltoncitylibraries@hcc.govt.nz">hamiltoncitylibraries@hcc.govt.nz</a> |
| <b>Hamilton – Chartwell</b>             |  |             |  |
| Lynden Court<br>Chartwell<br>Hamilton   | <a href="http://www.hamiltonlibraries.co.nz">www.hamiltonlibraries.co.nz</a> | 07 838 6844 | <a href="mailto:Chartwell.library@hcc.govt.nz">Chartwell.library@hcc.govt.nz</a>         |
| <b>Hamilton – Dinsdale</b>              |  |             |  |
| Whatawhata Road<br>Dinsdale<br>Hamilton | <a href="http://www.hamiltonlibraries.co.nz">www.hamiltonlibraries.co.nz</a> | 07 838 6855 | <a href="mailto:Dinsdale.library@hcc.govt.nz">Dinsdale.library@hcc.govt.nz</a>           |

**Contact Details**

| Address                                    | Website  | Phone                       | Email  |
|--|--|-----------------------------|--|
| <b>Hamilton – Glenview</b>                 |  |                             |  |
| MacDonald Road<br>Glenview<br>Hamilton     | <a href="http://www.hamiltonlibraries.co.nz">www.hamiltonlibraries.co.nz</a> | 07 838 6821                 | <a href="mailto:Glenview.library@hcc.govt.nz">Glenview.library@hcc.govt.nz</a>   |
| <b>Hamilton - Hillcrest</b>                |  |                             |  |
| 58 Masters Avenue<br>Hillcrest<br>Hamilton | <a href="http://www.hamiltonlibraries.co.nz">www.hamiltonlibraries.co.nz</a> | 07 838 6849                 | <a href="mailto:Hillcrest.library@hcc.govt.nz">Hillcrest.library@hcc.govt.nz</a> |
| <b>Hamilton – St Andrews</b>               |  |                             |  |
| Braid Road<br>St Andrews<br>Hamilton       | <a href="http://www.hamiltonlibraries.co.nz">www.hamiltonlibraries.co.nz</a> | 07 838 6847                 | <a href="mailto:standrews.library@hcc.govt.nz">standrews.library@hcc.govt.nz</a> |
| <b>Huntly</b>                              |  |                             |  |
| 142 Main Street<br>Huntly                  | <a href="http://www.waikatodistrict.govt.nz">www.waikatodistrict.govt.nz</a> | 07 828 8539<br>0800 492 452 |  |
| <b>Matamata</b>                            |  |                             |  |
| Tui St<br>Matamata                         | <a href="http://www.mpdc.govt.nz">www.mpdc.govt.nz</a>                       | 07 888 7157                 | <a href="mailto:mmlib@mpdc.govt.nz">mmlib@mpdc.govt.nz</a>                       |

| <b>Contact Details</b>  |  |                                 |  |
|---|--|---------------------------------|--|
| <b>Address</b>  | <b>Website</b>   | <b>Phone</b>                    | <b>Email</b>   |
| <b>Morrinsville</b>   |  |                                 |  |
| Canada Street<br>Morrinsville                                   | <a href="http://www.mpdc.govt.nz">www.mpdc.govt.nz</a>                             | 07 889 8388                     | <a href="mailto:mvlib@mpdc.govt.nz">mvlib@mpdc.govt.nz</a>                     |
| <b>Ngaruawahia</b>  |  |                                 |  |
| 4 Jesmond Street<br>Ngaruawahia                                 |  | 07 824 5905<br><br>0800 492 452 |  |
| <b>Otorohanga</b>   |  |                                 |  |
| 27 Turongo Street<br>Otorohanga                                 | <a href="http://www.otorohangalibraries.org.nz">www.otorohangalibraries.org.nz</a> | 07 873 7175                     | <a href="mailto:otolib@xtra.co.nz">otolib@xtra.co.nz</a>                       |
| <b>Paeroa</b>   |  |                                 |  |
| Hauraki House<br>Corner Belmont and<br>William Street<br>Paeroa | <a href="http://www.library.hauraki-dc.govt.nz">www.library.hauraki-dc.govt.nz</a> | 07 862 8609                     | <a href="mailto:libraries@hauraki.dc.govt.nz">libraries@hauraki.dc.govt.nz</a> |
| <b>Raglan</b>   |  |                                 |  |
| 7 Bow Street<br>Raglan  |  | 07 825 8929                     |  |

**Contact Details**

| Address                                    | Website  | Phone       | Email  |
|--|--|-------------|--|
| <b>Te Aroha</b>                            |  |             |  |
| Rewi Street<br>Te Aroha                    | <a href="http://www.mpdc.govt.nz">www.mpdc.govt.nz</a>                   | 07 884 7047 | <a href="mailto:talib@mpdc.govt.nz">talib@mpdc.govt.nz</a>                         |
| <b>Te Awamutu</b>                          |  |             |  |
| 157 Roche Street<br>Te Awamutu             | <a href="http://www.waipalibraries.org.nz">www.waipalibraries.org.nz</a> | 07 872 0055 | <a href="mailto:waipalibraries@waipadc.govt.nz">waipalibraries@waipadc.govt.nz</a> |
| <b>Te Kuiti – Waitomo District Library</b> |  |             |  |
| 28<br>Taupiri Street<br>Te Kuiti           | <a href="http://www.waitomo.govt.nz">www.waitomo.govt.nz</a>             | 07 878 1028 | <a href="mailto:library@waitomo.govt.nz">library@waitomo.govt.nz</a>               |
| <b>Thames</b>                              |  |             |  |
| 503 Mackay Street<br>Thames                | <a href="http://www.tcdc.govt.nz">www.tcdc.govt.nz</a>                   | 07 868 6616 | <a href="mailto:thameslibrary@tcdc.govt.nz">thameslibrary@tcdc.govt.nz</a>         |
| <b>Tokoroa – South Waikato</b>             |  |             |  |
| Mannering Street<br>Tokoroa                | <a href="http://www.southwaikato.govt.nz">www.southwaikato.govt.nz</a>   | 07 886 6574 |  |

