

Another
Like Minds Taranaki
Project

Employment:

Taking the first step...

A guidebook for jobseekers
with health issues



Mihi

Tihei Mauriora!

Korooria kit e Atua I runga rawa he maungarongo ke te whenua me te whakaaropai ki te Tangata ahakoa ko wai.

Ka mihi raa ki nga tini aitua kua wehe atu ki te po, haere haere, hoki atu raa.

Ki te kainga tuturu, te hono ki wairua.

No reira e te Iwi whanui o to tatou koro maunga Taranaki.

Tena kotou, tena kotou tena hoki tatou katoa.

Ko te kaupapa I mua I te aroaro o nga Tangata whai-ora I tamia mai ki mamae nui, ki mamae roa, I kimi ait e orangatanga, kia piki ake o runga ate huarahi, kia kore ratou I whakaitia kit e whakawhiu I te Tangata, tena pea, ma te kaha o nga roopu kit e manaaki, kit e tiaki, kia puta kit e whaiao ki Ao marama mo ake tonu atu, Tuturu whiti whakamoua kia tina, tina, Hui-e Taiki-e Pai-marire

I pay homage to the breath of life.

*Glory to God on high
peace on Earth,
goodwill to mankind, no matter whom.*

I pay respects to those that have passed on to the spirit world.

Journey on. Farewell to you all.

I now turn my attention to the people of our ancestor mountain, Taranaki.

Greetings once, twice and thrice.

We acknowledge people who have been affected by health issues for a period of time, that they have the pathway of wellness before them, that also Discrimination and Stigmatisation can be put aside to allow people to be cared for in a loving way, that they come out of the world of darkness to the world of light and be safe.

Mihi courtesy - Kaumatua - Te Rau Pani

***Every important journey starts by
'Taking the First Step'.***



CONTENTS

Introduction

What this guidebook is about 3

1 What kind of job?

1.1	Choosing a job	5
1.2	Getting help with careers advice	6
1.3	Supported employment services	9
1.4	Reasonable accommodations	10
1.5	Voluntary work	11
1.6	Part-time, casual & temporary work	12
1.7	Work programmes & transitional employment	12
1.8	Self-employment	13
1.9	Art Opportunities	14
1.10	Training & education	15
1.11	Apprenticeships	16
1.12	And if mental health is an issue for you	17

2 Employer subsidies

2.1	Work & Income subsidies	19
2.2	Workbridge - job support	19
2.3	Mainstream programme	19

3	Emotional wellbeing	
3.1	Building confidence	20
3.2	Attitude is just so important	21
3.3	Planning for success	23
3.4	Keeping motivated	24
3.5	Some tips for keeping motivated:	24
3.6	Too little to do and too much time to do it in?	24
4	The job search	
4.1	Job-finding tricks and tips	25
4.2	Obtaining job leads	25
4.3	Networking	26
4.4	Research	26
4.5	Applying for positions through the newspapers	26
4.6	Job preparation & looking for work	27
4.7	Obtaining a job-winning C.V.	29
4.8	The interview process	30
4.9	Interview techniques	31
1.		
5	Disclosure: “Should I tell or not?”	
5.1	Do I <i>have</i> to tell?	34
5.2	Pros & cons of telling an employer about your mental health issue	35
5.3	How & when to disclose	37
5.4	How to talk about time out of the workforce	38
5.5	Where to find further information about mental health and/or mental illness and other disabilities	39
6	Income support & benefit rights	
6.1	Some tips for dealing with Work & Income	40
6.2	Benefit advocacy service	40
6.3	New Work & Income initiatives	41
6.4	Frequently Asked Questions	42
1)	Will I be better off if I get a part-time job?	
2)	What extra support can I get if I am looking for or start work?	
3)	If I have to leave my job because I become unwell, can I go back onto a benefit?	
4)	What will Work & Income expect from me?	
7	Discrimination & your rights	
7.1	Stigma and discrimination	44
7.2	Workplace bullying...	45
7.3	The Human Rights Act	47
7.4	The Privacy Act	48
7.5	Employment rights	49
7.6	Free legal advice	50
8	Living well	
8.1	Staying well in a new job	51
8.2	Recovery	52
9	Taking the first step...	
9.1	Job seeking action plan	53
9.2	Advice from people who have been there	54
	Index of helpful organisations	55
	Other useful websites	59

“The most important thing is, everyone can work; part-time, full-time – it doesn’t matter as long as people feel included in society. Employment for people with experience of illness needs to be seen as the norm, not the exception”

Brenda, 50, Consumer Consultant

What this guidebook is about

- Many, many jobseekers have experienced a serious health issue at some time in their lives. Physical, emotional and psychological problems are really common and can affect anyone.
- Everyone has skills and abilities that make them valuable to employers - regardless of age, gender, race, religion, disability, sexuality or mental health status.
- The fact that someone has, or had, a mental illness or disability says nothing about their ability to do a particular job. Look at John Kirwan, Mark Ingliss, Winston Churchill, Mahinarangi Tocker, Mike Chunn and thousands of others who have achieved great success and respect.
- If you are a jobseeker with health issues, there may be some extra challenges along the way, but with determination and support, you can achieve your own goals at your own pace.
- Helpful organisations and resources are out there, but people don't always know about them. This guidebook aims to provide information to assist jobseekers take their first steps into employment. It has been written *with* jobseekers *for* jobseekers. It may also contain helpful information for advocates, employment consultants, employers and staff of health, welfare and community services.

There are many wonderful organisations in Taranaki that provide support and information on job seeking for people with health issues and due to lack of space we have been able to list just *some* of the many resources available.

These contacts are designed specifically to help, support and guide YOU...and contact made with any one of these resources will lead you to where your specific needs require you to be on your journey of ...

Taking the First Step...

Ma mahi ka ora - Work brings health - (Maori proverb)

"The distance doesn't matter; it is only the first step that is difficult"

Marquise de Deffand

3.

Acknowledgements:

Like Minds Taranaki wish to express their sincere appreciation to the following contributors.

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ACC (Accident Compensation Corporation)

Atawhai Industries

Community Computer Access

Experience Express

Hauora Taranaki (PHO)

Idea Services

Insight Learning Academy

Life Skills Taranaki

Like Minds Taranaki

Pathways
Progress to Health
Raumano Health Trust
Settlement Support – NP
Stepping Stones Employment Services
Taranaki District Health Board
Taranaki Employment Support Foundation
Te Rau Pani
Te Whare Puawai O Te Tangata Trust
Tui Ora Ltd
U Turn
Workbridge
Western Institute of Technology at Taranaki (WITT)
Workwise

People, disability and work – Te Tangata, te hau'a tanga me te mahi

4.

1. What kind of job?

1.1 CHOOSING A JOB

As well as the knowledge and skills you had before your health setback, the experience of your injury and/or illness may have given you many qualities that are valuable to employers, for example creativity, empathy, determination, inner strength and lateral thinking.

Those companies that do hire and retain employees with serious health issues often find a payoff: many workers with such illnesses have shown the strength to overcome great barriers and have acquired impressive credentials in the process.”

Anonymous

Some people's ability to work is not affected by their illness: only their confidence is affected. Others have ongoing impairments (often side-effects of medication, rather than illness itself) that have to be considered when choosing a job.

Remember to focus on your strengths and abilities – concentrate on what you CAN do, not what you can't. Everyone has abilities that are useful in the workplace.

***If you think you can – you can...
If you think you can't – you are right.***

There are many books (FREE to borrow from the library), websites and organisations that can help you decide what job you want and what you are best at. It's all about finding a job that's right for you. The book “*What Color is your Parachute?*” by Dick Bolles is particularly helpful, as is his website - www.jobhuntersbible.com



“Hard work spotlights the character of people: some turn up their sleeves, some turn up their noses, and some don't turn up at all.

5.

TAKING THE FIRST STEP...

Remember you are not alone. Many jobseekers of all ages, backgrounds and walks of life experience serious health issues. Chances are that wherever you end up working, there will be other people there who have experienced similar health issues too.

Aim high, but be realistic. You may have to compromise between your ideal job and one that is currently available and manageable. There may be several steps between where you are now and where you would like to be in, say, two years time.

1.2 GETTING HELP WITH CAREERS ADVICE

FREE career information and guidance is available over the phone, on the internet or in person from a wide range of resources – some are:

ALTOGETHER AUTISM ☎ **06-757-5306**

28 Young St, NP 4310

taranaki@altogetherautism.org.nz

www.altogetherautism.org.nz

Local branch support their clients into employment

CAREERS SERVICES RAPUARA ☎ **06-757-3750**

Devon Centre, Liardet St., NP 4310

www.careers.govt.nz

All information on career advice, education and training, CVs also available - free

CCS DISABILITY ACTION: NORTH TARANAKI BRANCH ☎ **0800-227-2255**

112 Vivian Street, NP, 4310

South and Central Taranaki Branch

ronny.martin@ccsdisabilityaction.org.nz

85-87 Princes Street, Hawera, 4610 HAWERA

☎ 0800-227-2255

Supporting adults with intellectual difficulties

DEAF ASSOCIATION: TARANAKI ☎ **06-758-0579**

28 Young Street, NP 4310

Supporting people with hearing difficulties into and at employment

EMPLOYMENT PLUS – SALVATION ARMY ☎ **06-278-4966**

19 Regent Street, Hawera 4610 HAWERA

Assisting disadvantaged into employment, offering vocational and life skills

EXPERIENCE EXPRESS ☎ **06-769-5292**

Devon Centre, Liardet St., NP 4310

expexp@xtra.co.nz

www.expexp.co.nz

Supporting mature jobseekers into work, help with CV's, application letter etc

IDEA SERVICE ☎ **06-759-8970**

17 Constance St, NP 4312

19 Nelson St, Hawera 4610 HAWERA

☎ 06-278-0321

Provides work skills, job search and support for people with intellectual difficulties

6.

INSIGHT LEARNING ACADEMY ☎ **06-757-8875**

1ST Floor, 139 Devon St West, NP 4310

insightnp@xtra.co.nz

Providing a range of programmes designed to help people become more confident and work-ready

LIFE SKILLS TARANAKI – ORANGA PUNENGA O TARANAKI

8-14 Manadon St., NP 4310

☎ 06-751-0188

10 Albion St., Hawera 4610 HAWERA

☎ 06-278-8955

life.skills-np@xtra.co.nz

Offer programmes aimed at developing and enhancing the independence and wellbeing of people with disabilities through day activities and participation in their community

PATHS - Providing Access to Health Solutions ☎ **06-968-6647**

Work & Income contact centre

☎ 0800-559-009

A joint service undertaken by Work & Income, Taranaki District Health Board and Webhealth. Combined resources to offer easier access to health services to assist people with health issues gain employment

PROGRESS TO HEALTH ☎ **06-757-5549**

15 Dawson St, NP 4310

www.progresstohealth.org.nz

One to one and group support for recovery and wellness, through a very wide range of programmes and activities

STEPPING STONES**06-758-0397**steppingstonesatawhai_ind@xtra.co.nz

Employment service for people with disabilities who wish to access and maintain an open employment option

TE RAU PANI**06-759-7306**

Maru Wehi, 36 Maratahu St, NP 4310 PO Box 5131, NP ,4340

Nga Pukenga Whai Mahi**Employment Specialists: North:**

06-759-7306

Employment Specialists: South:

06-278-6603

teraupani@xtra.co.nz

Specialist Kaupapa Maori mental health service with an employment service open to anyone aged 18 to 65 who is actively seeking employment

Take the first step – on your path to employment

7.

U TURN**06-758-6877**Suite 2, Second Floor, Devon Centre,
44 Liardet St, NP 4310uturns@xtra.co.nz

Training tailored to individual goals with a personal training package including NZQA Unit standards. Eligibility criteria apply

WORK AND INCOME**0800-559-009**

New Plymouth Service Centre –, 60 Gill Street

Waitara Service Centre – 25 Queen Street

Stratford Service Centre – 208 Broadway

Hawera Service Centre – 15 Union Street

www.workandincome.govt.nz

Focus on getting employment and gaining confidence. A range of initiatives to support people with health issues into employment and programmes for longer term job seekers with a disability

WORKBRIDGE**06-759-9260**

23 Ariki St., NP 4310

taranaki@workbridge.co.nz

Setting work goals, finding relevant work experience, preparing CVs and, learning job search skills. Ongoing support following a job placement

WORKWISE EMPLOYMENT AGENCY**06-769-5635**

17a Brougham St, NP 4312

tony.hansen@workwisetrust.co.nzwww.workwisetrust.co.nz

Help with identifying skills and interests, setting goals, CVs, interviews, paperwork, and in-work support for job seekers with experience of mental illness

YOUTH TRANSITION SERVICES**06-769-6583**

Devon Centre, Liardet St., NP 4310

61A McLean St., Waitara 4320

WAITARA



06-754-6500

4 Union St., Hawera 4610

HAWERA



06-278-0135

Support and referrals for 15-17yr olds in training, employment

Bernard, 48 years young, had just started as a car valet and was asked at the smoko table “What’s the best job you have ever had?” Bernard replies “Cleaning cars!”

The employer and work colleague made a comment soon after Bernard had started:

“The whole dynamics of the workplace has changed since Bernard has joined our team and made it a happier place to work in.”

Five years on and Bernard is still very happy in his job, and so are the rest of the team!

Bernard was assisted by Stepping Stones into his ideal job.

8.

1.3 SUPPORTED EMPLOYMENT AGENCIES

Supported Employment Agencies help people to get “real jobs for real pay”. They work differently from many ordinary employment agencies.

They are there to help and work with you to achieve your employment goals, discuss the nature of the support you are seeking and/or needing and assist you

to obtain work that you will find satisfaction in.

They will also clarify with you how and who will approach employers, yourself, them or both of you together. They are there for YOU and you alone.

They will also offer career counseling, CV preparation, assist with application letters, job seeking skills, interview techniques and ongoing support once you have found work.

In addition, Supported Employment Agencies are able, if required, to work closely with employers to assist them to provide support(s) for you.

There is funding available to assist with any reasonable accommodations (see section 1.4) that may be required eg:

- Workplace modifications
- Special equipment required because of disability
- Productivity allowances etc.

ASENZ is the Association of Supported Employment in NZ. They have a great website with helpful info, links and a nationwide list of accredited employment services: www.asenz.org.nz

**CCS DISABILITY ACTION: NORTH TARANAKI BRANCH ☎ 0800-227-2255
: SOUTH & CENTRAL TARANAKI BRANCH**

Refer page 6 for contact details

DEAF ASSOCIATION: TARANAKI ☎ 06-758-0579

Refer page 6 for contact details

IDEA SERVICES: TARANAKI ☎ 06-759-8970

Refer to page 6 for contact details

IDEA SERVICES: HAWERA ☎ 06-278-8585

Refer to page 6 for contact details

STEPPING STONES ☎ 06-758-0397

Refer to page 7 for contact details

TE RAU PANI MAORI MENTAL HEALTH TRUST ☎ 06-759-7306

Refer page 7 for contact details

WORKWISE EMPLOYMENT AGENCY: TARANAKI ☎ 06-769-5635

Refer page 8 for contact details

WORKBRIDGE: TARANAKI ☎ 06-759-9260

Refer page 8 for contact details

9.

1.4 REASONABLE ACCOMMODATIONS

At some stage, most employees need some adjustment at work that helps them to perform at their best level.

A parent who works full time may need a day off to get a sick child from school; an office worker with lower back pain may need adjustments to the work station.

Reasonable accommodations are those adjustments within a workplace or work conditions that allow an otherwise qualified employee with a disability to perform the tasks required. Under the Human Rights Act, employers are obliged by law to make accommodations for employees with health issues unless it would be “unreasonable” for them to do so.

For people who have a psychiatric disability, some of the adjustments might be different, but they accomplish the same result - allowing a qualified employee to do the best job they can.

Examples of accommodations that might work for someone, for example, with health issues, are:

- ✓ Providing flexible hours of work, for example, allowing a person to start later because they are sleepy in the morning due to medication
- ✓ Setting up a work-station so that an employee is not easily distracted
- ✓ Giving instructions and providing supervision differently
- ✓ Providing relevant training for supervisory staff

It is important to note that the law does not mean that employers have to change

the qualifications needed to gain entry into a job or lower the standards of performance. What is expected are changes in the ways that those standards are met.

It is best to talk to your employer about reasonable accommodations either when you first disclose your health issue, or after they have offered you the job and you are negotiating your other employment conditions.

Don't assume that every employer knows about reasonable accommodations - you may need to raise the issue yourself or with a support person, and make suggestions about the conditions you need to be able to perform at your best.

10.

Once you and your employer have agreed on any accommodations, they should be written into your employment agreement and reviewed regularly.

Further information for employers and employees about workplace accommodations is available from the Association of Supported Employment in New Zealand (ASENZ) at the website: www.asenz.org.nz (see Frequently Asked Questions 5.4) or www.bu.edu/cpr/reasaccom/ or the Human Rights Infoline 0800 496 877

Full-time is not the only option!

You may want to try volunteering, part-time, casual or temporary work at first, especially if you've been out of the workforce for a while or haven't had a job before.

There are also transitional work programmes, and training and education opportunities for people re-entering the workforce. The rest of this section looks at these various options, including self employment and apprenticeships.

“Don't overwork yourself by taking on too much. Do things slowly and at a pace that is suitable for you. Start with a few hours and gradually build up as you and your body get used to changes”

Marama, 47, Consumer Consultant

1.5 VOLUNTARY WORK

You gain a lot by giving your time and talents voluntarily. As well as being rewarding and flexible, volunteer work gives you current work experience, enables you to learn new skills, and shows potential employers you are able and willing to work.

Contributing in a working environment is good for motivation and confidence, and extends your network of contacts.

Volunteering is worthwhile for its own sake, but also increases your chances of getting paid work (possibly with the organisation you have been volunteering for).

The New Plymouth Volunteer Services can help to match you with suitable volunteering opportunities:

NP VOLUNTEER SERVICE



06-759-6678

Community Development Offices, Ground Floor,
Top Town Complex, Devon St East, NP 4310

npsnz@yahoo.co.nz

Helping ordinary people to make an extraordinary contribution by volunteering their time and skills – and to learn from and enjoy the experience

11.

Idea Services assisted Nigel to undertake voluntary work for Habitat for Humanity. He was so enthusiastic, a builder offered Nigel full time work.

“I really, really like my job. I have learned so much. I am learning new things every day.” says Nigel.

“I can't believe I didn't think about volunteering before because I feel like it fits all the pieces together”

Susan – Volunteer in the IHC Buddy Programme

1.6 PART-TIME, CASUAL & TEMPORARY WORK

The benefits of part-time, casual or temporary work are similar to volunteer work

except you also get paid! See employment agencies, ask at Work & Income, look up “Temping Agencies” in the Yellow Pages (under “employment agencies”), or search the internet or newspapers.

1.7 WORK PROGRAMMES & TRANSITIONAL EMPLOYMENT

These are work opportunities, usually in businesses, for job seekers with health issues who want more flexibility and support and less pressure than in ‘open market’.

ATAWHAI INDUSTRIES ☎ **06-758-0397**
38G Maclean St, Strandon, NP 4312
atawhai_ind@xtra.co.nz
Supporting people with disabilities in ‘open employment’ with employers in the community. Landscaping, section clearing, tree felling, chainsaw use etc

IDEA SERVICES ☎ **06-759-8970**
Refer page 6 for contact details

LIFE SKILLS TARANAKI – **ORANGA PUNENGA O TARANAKI**
Refer page 7 for contact details

WORK & INCOME ☎ **0800-559-009**
Work & Income has resources and access to services that can help find employment and support people in employment
Refer page 8 for contact details

12.

“I have received excellent support from the very first meeting at Stepping Stones. The fact that I’m in my early sixties and had been recovering from an accident was not an issue for their staff. I’ve had such positive support and that has been absolutely marvellous in finding me a part-time job that I thoroughly enjoy.”

Reg

Reg also made the comment that he feels it is extremely important to have a positive attitude when going for a job interview to make the best possible impression to a potential employer.

“I am only one; but still I am one. I cannot do everything, but still I can do something. I will not refuse to do something I can do”

Helen Keller

1.8 SELF EMPLOYMENT

Working for yourself can be a flexible option and has good income potential. Starting your own business can be both complicated and stressful. You may want to get help from some of these agencies:

VENTURE TARANAKI ☎ **06-759-5150**
9 Robe St, NP 4310 **Call Free 0800-4 VENTURE or 0800-483688**
www.taranaki.info
Promoting work opportunities and offering support in Taranaki

WORK & INCOME ☎ **0800-559-009**
www.workandincome.govt.nz
Enterprise Allowance and Grant – *Enterprise allowance is for starting up a business and is paid to people who are receiving some form of government assistance and are at risk of being unemployed long-term. It is an allowance to help cash flow for up to a year while the business gets off the ground. It is used for initial start up costs such as stock, equipment, rent or power, and to live on while establishing a business.*
Refer page 8 for contact details

NZ TRADE & ENTERPRISE ☎ **0800-555-888**
www.nzte.govt.nz
Enterprise development grants are available to enhance the capacity of existing businesses.

“With job hunting...

When one door closes, another opens; but we often look so regretfully upon the closed door, that we do not see the one that has opened for us.”

Alexander Bell, Inventor

13.

Other helpful websites for people wanting to be self-employed:

MAORI BUSINESS FACILITATION SERVICE

www.tpk.govt.nz

A free business development service for Maori

PACIFIC BUSINESS TRUST, PORIRUA



04-238-0050

www.pacificbusiness.co.nz

A free business development service for Pacific Islanders

BIZ INFORMATION



0800-424-946

www.business.govt.nz

A free information service for business start-up or development

1.9 ART OPPORTUNITIES

Another way of working for yourself is making and selling your own artwork. It may be unlikely to make you rich, but you will be richly rewarded in other ways! New Plymouth is blessed with an art space with FREE tuition available



CREATIVE SPACE – Contact via Taranaki Disability Info

Centre 06-759-0019

83 Hine St, NP 4310

A community based and community run group open to anyone struggling with health concerns

PATHWAYS TO ARTS AND CULTURAL EMPLOYMENT

-

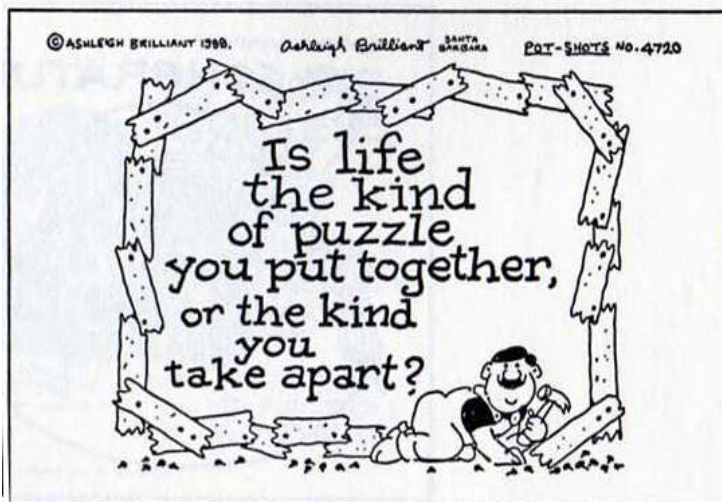
P.A.C.E

pace.tact@clear.net.nz

06-769-5179

www.tact.org.nz

Aims to assist job seekers that are willing and able to pursue a career in the arts and creative industries to move towards sustainable employment and self-sufficiency



14.

1.10 TRAINING & EDUCATION

Whether you are in the education system for the first time round or returning to study later in life, there are support services available to help you succeed in mainstream education settings (e.g. university, polytechnic). There are also specialist training providers, if you would prefer to learn alongside other people who have experienced health issues.

You may be eligible for a Training Incentive Allowance from Work & Income if you are on the DPB, Widow's or Invalid's Benefits and you want to up-skill for work. Ask your Work & Income case manager for more details.

Disability support services on campus

All major tertiary institutions have a "disability support service" to meet the special needs of students with disabilities. They have a broad understanding of "disability" that includes people with mental health issues, as well as sensory and physical disabilities and long-term health issues.

This is a one-stop shop for information to help people enter tertiary education, and learn new skills. Their services are FREE and include helping to write CVs and providing career advice.

PRACTICAL EDUCATION INSTITUTE



06-759-0670

250 Devon St East NP 4310

CALL FREE 0800-225-597

Offer a very wide range of courses for potential jobseekers

Mahi Ora is a FREE part-time 12-month home-based correspondence programme. It is a Kaupapa Maori programme that helps you to gain a greater understanding and purpose for your life direction and build self-confidence in searching for employment and re-entering the workforce. The Mahi Ora programme is designed for Maori but is open to any New Zealand citizen over 20 years of age.

This FREE course is based on the successful Mahi Ora programme, and is available to all New Zealand citizens aged 18 or over.

Our leading tertiary institution – offering a very wide range of relevant courses, including degrees. Student services are very supportive of people with a range of disabilities

15.

“It has just been awesome. It has encouraged me to learn more. I can’t believe I was able to do this course for free!”

Trainee on Work & Income cadet course

1.11 APPRENTICESHIPS

Earn while you learn!

New Zealand currently has a shortage of skilled trade-people, so it’s a good time to think about taking up an apprenticeship.

To find out more, contact :

Refer page 6 for contact details



“ Turn your stumbling blocks into stepping stones”

16.

1.12 AND IF MENTAL HEALTH IS AN ISSUE FOR YOU....

If you often have thoughts, feelings or behaviours that could seriously affect your ability to ‘fit in’ in the workplace or to do the job adequately, you might want to get help with those issues.

You don’t have to put up with mental health issues like anxiety, depression, stress, panic-attacks, eating disorders, addictions (including gambling), paranoia, mood-swings and psychosis – there are ways of reducing or getting rid of these issues.

Getting help is important, but remember that work is healing in itself – research shows that having a job is good for your mental health and wellbeing. So you don't need to wait until you are 100% "work-ready" before thinking about work. Getting a job might be just what you need to help you feel more on top of things.

Supporting people with anxiety, depression and other stress related conditions.

Help is available...

Work & Income and Hauora Taranaki (PHO) have joined forces to assist job seekers with anxiety, depression and other stress related issues in Taranaki.

Either the Work & Income case manager, a GP, or another health professional, with the consent of the job seeker, can make a referral to this initiative.

After a referral has been agreed to, an initial assessment is made

An individual treatment programme may then be arranged by the team psychologist

On completion of the treatment plan The job seeker, Work & Income and Hauora Taranaki PHO review the job seeker's progress



Consider each stepping stone achieved a milestone

17.

Another new initiative is **Taranaki Primary Connections**. ☎ 06-759-7300

This is a primary mental health project supported by many Taranaki GP practices. It is aimed at assisting people with mild to moderate mental health problems. The referral process is relatively simple...



If You Are An ACC (Accident Compensation Corporation) Client...

and you are experiencing stress, anxiety, depression or other mental illness – talk to your case manager.

ACC takes a more holistic view of how they work with their clients in assisting them in their recovery and return to work.

ACC also have new initiatives to assist you to work through your mental health issues.

ACC – ACCIDENT COMPENSATION CORPORATION		0800-101-996
22-28 Molesworth St, NP 4310		06-759-0712
claims@acc.co.nz		www.acc.co.nz

18.

2. Employer Subsidies

2.1 WORK & INCOME SUBSIDIES

Skills Investment Subsidy

Skills Investment Subsidy is a subsidy paid to an employer for wages and/or training so employees can learn the skills needed for a job.

The subsidy can be paid for a maximum of 52 weeks.

Taskforce Green

Provides opportunities for people who are not yet work-ready to train and develop work skills in project-based work. A subsidy is paid to the employer for wages and/or training for up to 26 weeks.






2.2 WORKBRIDGE – JOB SUPPORT

Job Support is a flexible scheme to help people with disabilities move into work. Services include job-coaching, where a support person stays alongside a new employee for some time, disability awareness training for colleagues, and wage subsidies (temporary or ongoing) to make up for lower productivity rates or the need for greater supervision/support. Contact Workbridge at (06)759-9260 for further details.

2.2 MAINSTREAM PROGRAMME

Mainstream is a State Services Commission programme that facilitates two-year placements within the state sector for people with disabilities. A job is created by a state sector employer for a two-year period and the Mainstream participant is trained on the job.

Mainstream provides a 100% salary subsidy for year one, and 50% for year two, and monitors and supports each placement. Pay rates match those of anyone else performing similar duties, and hours range from five per week to full time. Mainstream can be accessed via:

IDEA SERVICES		06-759-8970
<i>Refer page 6 for contact details</i>		
STEPPING STONES		06-758-0397
<i>Refer page 7 for contact details</i>		
TE RAU PANI		06-759-7306
<i>Refer page 7 for contact details</i>		
WORKBRIDGE		06-759-9260
<i>Jobs and training for people with disabilities incl. support, information, training etc</i>		
<i>Refer page 8 for contact details</i>		
WORKWISE		06-769-5635
<i>Refer page 8 for contact details</i>		

19.

3. Emotional wellbeing

3.1 BUILDING CONFIDENCE

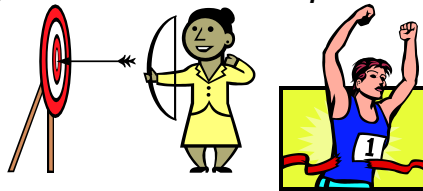
“What I am looking for is not out there; it is in me” Helen Keller

Most people experience a loss of confidence when they have been out of the workforce for a while, no matter what the reason – parenthood, illness or physical disability, mental health issues or whatever. So if you’re feeling hesitant about looking for work, don’t worry – that is normal!

Sometimes plucking up the courage to give it a go can be much harder than the job-search itself.

“It took about six months to build up my confidence. Once I started looking, it only took one week to find a job.”

Rosa, 26, Health Programme Coordinator with experience of mental health issues



“I’ve changed. My attitude has changed – in a good way. Instead of struggling with confidence I am now on top. I’ve been given opportunities and been shown the doors that can be opened.”

Michelle – former Work & Income client

“My advice for others who are thinking of looking for work - join a Supported Employment Agency and believe in yourself. Sometimes it takes time, so believe you can do it.”

Michelle, 43, Kitchen-hand with experience of mental health issues

(For names of Supported Employment Agencies – refer page 9)

20.

3.2 ATTITUDE IS JUST SO IMPORTANT

Attitude is everything...

Getting a job means...

Being determined

Trusting your own initiative

Telling yourself – you are OK

Being assertive, not aggressive

Taking time to encourage yourself

Never giving up

“There’s just one thing that matters when it comes to choosing the right staff – and that’s their attitude. You can do anything with a person who has a good attitude”

Paul Couchman

Paul has employed several people referred to him by Workbridge because they have that positive attitude he’s looking for.

A is for attitude – and it is all important.

“Attitude is a little thing that makes a big difference”

– Winston Churchill

Our attitude towards life determines life’s attitude towards us. Sometimes, we are more limited by attitudes than by opportunities.

Having the right attitude goes a long way in any search for employment. Employers need staff with “attitude” – the right attitude!

The most comforting message an employer can receive from a potential employee is someone who gives the impression of “*I understand your problems – and I am here to help you solve them*”.

Being unemployed, even if we have resigned from a job, means that we lose a sense of security that we normally take for granted. Work provides us with a sense of belonging, structure to our day, social contact and an income.

Many people who become unemployed experience feelings of shock, anger, disbelief and sometimes even fear. Such feelings tend to be reflected in how they communicate – and are readily “seen” in body language.

“A healthy attitude is contagious but don’t wait to catch it from others. Be a carrier ”

21.

If you are, or appear to be aggressive, agitated, depressed or critical of others, you do little to help your own cause.

Employers in particular, seek positive, enthusiastic people. The last thing they want or need is to employ someone with a negative attitude – no matter how skilled and experienced.

TelstraClear Human Resources Manager Ken Goodwin was recently reported as saying: “We’re interested in outcomes, not inputs. An employee’s education can be acquired through a degree, a polytechnic diploma, or through working; academically we don’t much care. We are looking for people who can do the job and who have the right attitude.”

Often, attitude is equally as important as qualifications.

Even if you have had a bad experience with a past employer, try to put it behind you. Focus on the future rather than the past. Doing so will help you feel more positive. This will be reflected not only when speaking to a potential employer but also in your attitude to everyone you meet.

“Nothing can stop the person with the right mental attitude from achieving his goal; nothing on earth can help the person with the wrong mental attitude.” - WW Ziege

“It is our attitude at the beginning of a difficult task that more than anything else will affect its successful outcome.” William James

An Attitude Puzzle

A=1, B=2, C=3, D=4, E=5, F=6, G=7, H=8, I=9, J=10, K=11, L=12, M=13, N=14

O=15, P=16, Q=17, R=18, S=19, T=20, U=21, V=22, W=23, X=24, Y=25, Z=26

$$\begin{array}{rcl} \text{H - A - R - D - W - O - R - K} & = & 98 \\ \mathbf{8 + 1 + 18 + 4 + 23 + 15 + 18 + 11} & = & \mathbf{98\%} \end{array}$$

and

$$\begin{array}{rcl} \text{K - N - O - W - L - E - D - G - E} & = & 96 \\ \mathbf{11 + 4 + 15 + 23 + 12 + 5 + 4 + 7 + 5} & = & \mathbf{96\%} \end{array}$$

but

$$\begin{array}{rcl} \text{A - T - T - I - T - U - D - E} & = & 100 \\ \mathbf{1 + 20 + 20 + 9 + 20 + 21 + 4 + 5} & = & \mathbf{100\%} \end{array}$$

22.

3.3 PLANNING FOR SUCCESS

Not planning for success is like planning to fail.

Setting goals: Getting that job!

A goal is a dream with deadlines. It helps you to decide what you want to do with your time and energy. It is also a way of directing you.

These are short and long term goals:

Short Term Goals - Ones that we aim for in the near future

Long Term Goals - More distant - for example:
6 months to one year in the future
Or they can be even further ahead...

A pessimist's blood type is always B – Negative

3.4 KEEPING MOTIVATED

“The more I want to get something done, the less I call it work.”
Richard Bach

Staying enthusiastic and hopeful is probably the hardest thing about job hunting, especially if you have been looking for a long time. Remember, job hunting goes something like this:

“No, no, no, no, no, **yes!”**

It's a bit like Jim Trott in the ‘*Vicar of Dibley*’ T.V series...

Every ‘no’ you get is bringing you closer to that final ‘yes!’ from an employer who wants to hire you. Your task is to find the employer who is going to say ‘yes’. He or she is out there! Forget about the others.

And every application letter and interview you have is a great learning experience in itself. Treat those opportunities as such.

Remember that employers are looking for the best match between the applicant and the role. If you are unsuccessful in a job application, it just means someone else was a better match for that particular job – don't take it as a personal rejection. Sooner or later there will be a great fit between what you have to offer and what the employer needs, and BINGO...you will have a job!

“I wish I had known how well things were going to work out, and how many opportunities and awesome experiences were in front of me”

Rosa, 26, Health Programme Coordinator with experience of mental illness

23.

Sometimes the big goal (i.e. getting a job) can be overwhelming, but each small step that will eventually get you to that goal (e.g. phoning a supported employment agency to make an appointment) is a step in the right direction.

Focus on the small steps, and you will get there in the end.

“If we did all the things we are capable of, we would literally astound ourselves”

Thomas Edison, inventor

If your spirits are low, do something. If you have been doing something, do something differently....

3.5 SOME TIPS FOR KEEPING MOTIVATED:

✓ Write down all your positive qualities, your valuable skills and abilities. Get people who believe in you to write positive lists about you too – often we take our own positive qualities for granted

✓ When you are feeling low, remind yourself of the positives by reading what you have written down

✓ Break down big goals into small steps – write the steps down in order, and tick them off as you achieve them. Keep them where you will see them every day, perhaps on your fridge

✓ Talk to anyone and everyone about your goals – you'll be surprised how many people will be supportive and try to help!

“Try and have really positive people around you that believe you can do it”
Brenda, 50, Consumer Consultant

3.6 TOO LITTLE TO DO AND TOO MUCH TIME TO DO IT IN?

Being unemployed or under-employed brings its own challenges – keeping our minds and bodies active, maintaining friendships and feeling as if we are doing something positive.

Taking advantage of some of the free educational and recreational activities on offer can turn a 'free' time into a 'good' time.

24.

There are opportunities to learn more about something familiar or to try something new.

- ✓ Art exhibitions at Real TART and art galleries have free activities
- ✓ Community Computer Access Centre offers free computer courses.
- ✓ Creative Space offers free art sessions for people with disabilities
- ✓ NP Joggers' and Walkers' club membership is free
- ✓ NP Volunteer Centre offers free opportunities to volunteer
- ✓ Progress to Health offers a wide range of free educational activities
- ✓ WITT – our local polytechnic offers free Te Reo Maori programmes
- ✓ Free community newspapers such as the 'Midweek' often promote free activities

Whatever you do – spending time finding out “What’s On” in your area and having a go at trying something new will not only give you more to do but will give you opportunities of meeting new people and making new friends.

“Action is the antidote to despair.” *Joan Baez*

4. The job search

4.1 JOB-FINDING TRICKS AND TIPS

It pays to put your time and energy into job-finding strategies that work and it is best to use two or three different strategies.

Research shows that supported employment services and the use of personal contacts and networks have high success rates for people with experience of health issues. Also try approaching employers you would like to work for and asking if they have any vacancies.

People don't often find a job by mailing their CVs to employers “cold”, or posting CVs on the internet. Answering job ads in the newspaper is also a less successful strategy than you might think, mainly because many jobs are never advertised and there is a lot of competition for those that are. Nevertheless doing so is still an option.

4.2 OBTAINING JOB LEADS

Job leads are critical to successful job hunting.

Once you have identified the type of employment you are seeking, the next task is to determine which employers in that field you want to contact and how and when you could contact them.

By having such a plan you will really be on the job of getting a job!

If you are patient and determined – and you follow your plan – you will get the job you want.

You need to be: ***the right person, in the right place, at the right time.***

25.

4.3 NETWORKING

It's not what you know, it's who you know

Personal contacts are the most effective way of getting work. Tell everyone you know that you are looking for a job and the kind of work you're looking for. Ask for their suggestions. You might be surprised how willing people are to help.

This is where the value of voluntary work, hobbies and community involvement pays off – the more people you know, the more eyes and ears will be out there helping you find work.

4.4 RESEARCH

Use your contacts, the library, Work & Income and the internet to find out as much as you can about organisations you might want to work for. You may wish to look at their aims, clients, locality and size. Ask what are their main

services or products and markets.

This will:

- a) help you decide whether you want to work for them and
- b) help you come across to the potential employer as well-informed, which of course, you will be.

Work relieves us from three great evils, boredom, vice, and want

French proverb

4.5 APPLYING FOR POSITIONS THROUGH THE NEWSPAPERS



When you feel sure of the types of jobs that best suit your skills and experiences – get ready to really sell yourself.

If you are applying for a position from the newspaper, remember...

Approximately 30% of jobs are advertised – and for some of these, the employer may already have a strong candidate in mind.

Nevertheless – this is still a major avenue for job search.

26

Some simple rules for checking job advertisements:

✓ **Read all the advertisements:**

People call specific jobs by different names.

✓ **Read the whole advertisement:**

The job title does not always describe the actual position.

✓ **Get the job description if there is one available:**

This will give you more information on the type of work being offered and the expectations the employer has of you.

✓ **Get the application form if there is one available**

✓ **Apply for the job you most want:**

If you think your skills and experiences may possibly match - go for it. Your transferable skills and maturity may be the things that tip the scales in your favour.

4.6 JOB PREPARATION & LOOKING FOR WORK

Work & Income has access to employment and training assistance for people with ill health or disabled people. There are also programmes for longer-term jobseekers who have a disability.

WORK & INCOME



0800-559-009

Employment co-ordinators

Employment co-ordinators promote focus on people's skills and abilities rather than their lack of recent work experience, ill health and/or disability.

They match people to job opportunities according to need and suitability and link people to appropriate services and agencies for specialised support.

In2work

Clients develop a 'Job Seeker' agreement and receive careers advice and assistance with CVs, preparing for interviews, job search and preparation for work. In-work support is also available.

Work & Income helps by matching clients to vacancies, community work or training programmes as well as promoting clients to employers.

They also offer targeted assistance to people who are more likely to have greater problems in relation to employment.

Clients may be able to get a 'Transition to Work Grant' to help with some of the costs associated with starting a new job.

27.

Straight 2 Work

Straight 2 Work programmes provide skills training, job placement, career support and career planning for all working age clients, including disabled people or people with ill health. The programmes are developed *for industry by industry*.

WORKBRIDGE



06-759-9260

Refer page 8 for contact details

WORKWISE



06-769-5635

Refer page 8 for contact details

There are a number of other programmes in Taranaki which assist people in preparing for and looking for work. Most of these assist people with ill health or disability issues.

Contact your Work & Income case manager or visit the Tertiary Education Commission website: www.tec.govt.nz

“Aubrey challenged us all the time to think about how we could help others and having someone with a mental illness in your workplace teaches you a whole lot of things you don’t learn in any university, or learn from any books. It teaches you about tolerance, patience and empathy and support – and about looking after people, and at the end of the day I believe the greatest resource in any organization is its people.”

Dame Susan Devoy, Like Minds, Like Mine television campaign, 2008



“Susan provided me with an opportunity and I took it with two hands and I’m always going to be grateful for that.”

Aubrey Quinn

28.

Y.B.H = Yes. But how?

4.7 OBTAINING A JOB WINNING C.V.

Many organisations provide FREE help with writing your CV and covering letter and advice about job interviews.

The covering letter is the most important part of your application and is your chance to show how your skills match up with a particular job.

For help to get started, ask Work & Income, Career Services, a Supported Employment Agency, or look on the internet or at the library for advice.

We cannot stress too much the importance of having a well-presented, attractive and factual CV.

And – you have more control over what you wish to tell an employer.

The best thing about a CV is that it should set out your abilities, strengths and employment history in a way that, together with your application letter, captures the attention of a prospective employer. It is, after all, your personal advertisement aimed at selling yourself.

There are many ways to write a CV. As a general rule a CV contains:

Personal details:

State your name, address and means of contact. You do not need to include your marital status, age or health status, though many people choose to do so.

Personal statement:

This gives the employer some indication of your approach to work, your work ethic and your aims.

Work history:

List your jobs in reverse order with your most recent first. For each position you have held – give the job title, employer’s name, date started, date finished and a brief description of the work undertaken – particularly stressing areas of achievement

If you are an older jobseeker, it may be more relevant to provide information on the last 20 years employment rather than what you did before that.

Do remember – your work history should include unpaid work.

29.

Skills and abilities:

Your skills and expertise may feature separately. This is an optional area but provides an opportunity for you to target your CV to the specific skills sought by the prospective employer.

Explain, with an example, how you have successfully demonstrated that skill in your previous or current employment. This is referred to as a ‘functional’ CV.

Education and training:

Your educational background should come next – keeping it as brief and relevant to the task as you can. If you have formal qualifications, state the qualification, and where or when they were obtained.

General:

This is an area where you can provide brief details of your transport licenses, health, recreational interests, community involvement and the like. It gives a prospective employer a better picture of the *real you*.

Referees:

Try to find at least one person who can speak about your work history and another person who knows you well and can vouch for your character. List their names, relationship to you and their contact details. Ensure they each receive a copy of your CV.

Finally:

Always keep your CV in a folder so it remains in good condition. It is likely that your prospective employer may photocopy your CV so that others making the decisions to employ have access to a copy. They will appreciate it arriving in an A4 envelope – unfolded and kept together with a paper clip or bound.

“Luck is a matter of preparation meeting opportunity”

Oprah Winfrey

4.8 THE INTERVIEW

The job interview is where your skills and preparation come together.

Most people get nervous before an interview and that is OK. It is a good idea to practice any answers you are not sure of at home before the interview so that you can speak with more confidence when you get there.

Be prepared to talk about yourself and your previous work - paid and unpaid. This might include a disclosure of your disability or it may not.

(refer to Section 5 – Disclosure – Should I Tell or not? Page 34)

30.

Some employers may be willing to let you demonstrate your skills through work experience for a few hours rather than conducting a formal job interview.

If job interviews are very anxiety-provoking for you, it might be worth suggesting to your potential employer: *“I’m more of a do-er than a talker. How about I work for you for a day, and then you can decide whether or not you want to hire me?”*

This is most likely to work for practical jobs.



4.9 INTERVIEW TECHNIQUES

A successful interview is an indispensable step towards landing the job you want.

The key to a successful interview lies in the three “ P’s ” :

PREPARATION

PACKAGING

PRESENTATION

PREPARATION:

Preparation is the first step towards a successful interview.

It shows that you are serious about this particular job, have taken the trouble to find out about the company and the job, have read any material supplied, can answer questions intelligently and can understand what the employer needs in a prospective employee.

Preparation includes:

1. Knowing the exact time and place for the interview.
2. Learning as many pertinent facts as you can about the company.
3. Preparing for what you think the potential employer is looking for.

PACKAGING:

The idea is to present yourself to the interviewer(s) as the candidate that best fits their needs. If you want the job – you have to look acceptable to the people offering it.

Appearances are very important.

31.

Employers will be looking for someone who ‘presents’ as a ‘total package’.

Appears confident	Makes eye contact	Is dressed to suit the job
Appears friendly	Has a firm handshake	Is neatly groomed
Appears relaxed	Smiles easily	Appears thoughtful

If you have researched the company properly you will know what sort of clothes to wear.

PRESENTATION:

Remember what an employer will be looking for:

Attitude	Ability	
Commitment	Co-operative approach	
Enthusiasm	Experience	Flexibility
Good work ethic	Honesty	Initiative
Realism	Reliability	

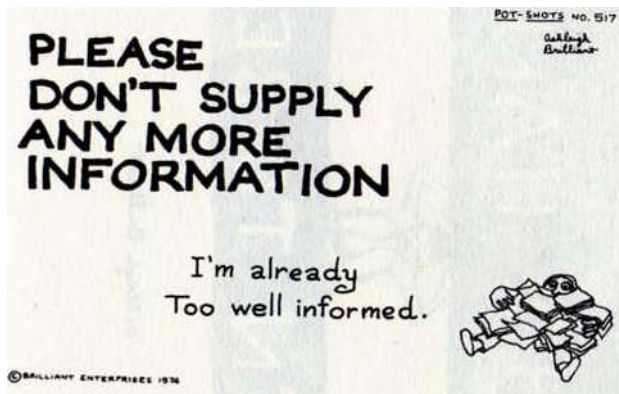
You will need to be able to communicate these to an employer at the interview through:

Verbal communication skills	–	how and what you say
Written communication skills	–	what you have written - and how
Physical skills	–	your posture (body language) and presentation

Interviews are important occasions. The best way to prevent pre-interview nerves is to ensure you have:

- ✓ Prepared well of the occasion

- ✓ Organised yourself well ahead of time
- ✓ Got a good nights non-alcohol induced sleep
- ✓ Practiced stress relief such as deep slow breathing
- ✓ Given yourself plenty of time to arrive on time



32.

CLOSING THE INTERVIEW

If you are interested in the position, let the interviewer know. Say something like:

“I’m very impressed with what I’ve seen here today... your company, it’s products and the people I’ve met. I am confident I could do an excellent job in the position you have described to me.”

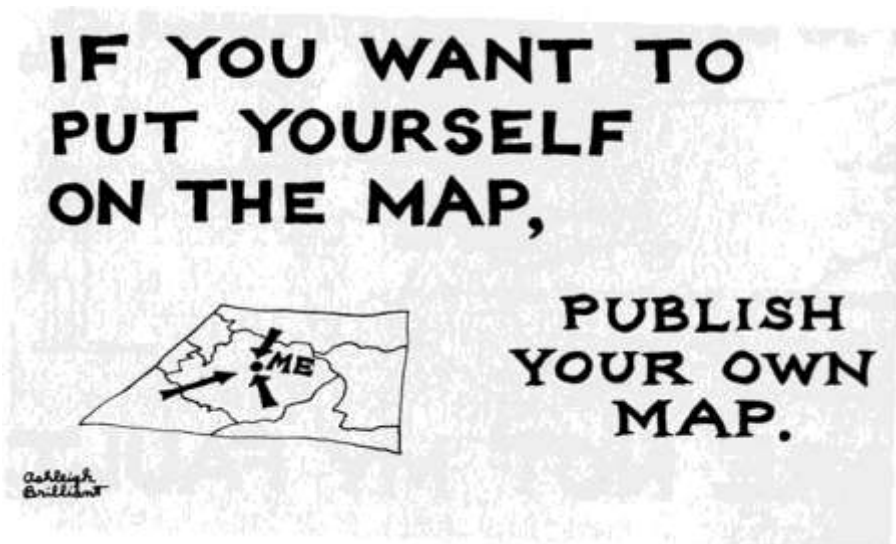
The interviewer should be impressed with your enthusiasm.

And finally...

Always thank the interviewer(s) for his/her time and consideration. If you have answered the questions – ‘*Why are you interested in this position?*’ and ‘*What can you offer this company?*’ - you have done all you can.

Just maintain your composure until you have left the premises and work site. Getting caught ‘*ripping off your tie*’ or ‘*kicking off your high heels,*’ or ‘*letting out a long scream of relief*’ – is not always the best look.

Do not be too discouraged if you do not hear back from them immediately. There could be many reasons for delays – e.g. the need to further consult, other urgent matters.



“You cannot create experience, you must undergo it” - Albert Camus

33.

5. Disclosure: “Should I tell or not?”



5.1 DO I HAVE TO TELL?

Generally, it is up to you whether or not you tell an employer about your health issue. There are two situations in which, by law, you have to tell an employer about a disability or health condition:

1. If your disability or health condition would pose a risk to yourself or others in the workplace
2. If your disability or health condition meant you would not be able to satisfactorily perform the tasks required

Employers can ask “Do you have a health condition and/or take medication that may affect you being able to do this job?”

If your health condition is well managed and you are confident that you will be able to do the tasks of the job you’re looking at without your health condition affecting it, you can answer “No” to the above question. This allows you to keep your privacy.

If you are aware that your health condition may affect doing this job, consider how much you want the job. If you are still keen to apply, it is best to have the “managing my health condition” conversation in person rather than putting information on an application form. An employer is looking for reassurance. This is easier to provide - face to face.

A situation in which you would be advised to disclose is if you need workplace accommodations for a disability (see 1.4 for more information about accommodations and examples.) In this case, disclosure is not a legal requirement, but if you’re asking for an accommodation you will probably need to explain why you need it.

Another thing that may be an issue for you is the fact that drug testing is so common in many work places now and you may need to disclose the medication that you are on, as it could show up in testing. You may wish to check this out with your G.P. or chemist.

What makes your dream a reality is to give it a timetable...

5.2 PROs & CONs OF TELLING AN EMPLOYER ABOUT YOUR HEALTH ISSUE

There are advantages and disadvantages of telling an employer (or potential employer) that you have an illness or disability that is not immediately obvious (eg. chronic back pain, or a mental illness). A lot depends on the attitude and understanding of the employer.

People have different opinions and ideas about disclosure. Here are two comments from people who have ‘been there’.

Some people prefer to be up-front about their health issues:

“Yes, I disclosed on application and at interview. I was asked if it would affect my work, and I said ‘No, I am on medication to stabilise me’. This was not a problem.”

Cromax, 35, Customer Service, Fast Food Industry

“I allude to it in my CV and also brought it up in my interview and it would be no different if I was applying for a non-mental health related position. While it’s hard to be honest about having been affected by mental illness, sometimes it’s easier to be upfront about it because you can arrange reasonable accommodation and your employer is likely to be more understanding should problems arise. It also means that when you do find a job, you know that you have got it in a completely transparent way and that you don’t have to fear people ‘finding out’.”

Sione, Health Sector Manager

Other people never disclose, or have experienced discrimination when they disclosed their illness:

“I got along well with the interviewer on the phone. During the start of the interview everything was fine. As soon as I mentioned I was on medication I could tell by their reaction that I was not going to get the job”

from Respect Costs Nothing, Mental Health Foundation (2004)

Have the courage to get on with it – just do it... Go for it – right now!

35.

Here are some of the things you might want to think about before deciding whether or not to tell your employer or potential employer about your health issue.

Advantages of disclosure:

- Can gain extra support and respect in the workplace
- Employer obliged to make reasonable accommodation
- Education about disability/illness is possible for employer and other staff
- Honesty from the start
- Reduces stress of secrecy and fear of being found out
- Makes it easier to plan with the employer how to cope with periods of unwellness
- Access to funding/subsidies
- Feelings of acceptance and belonging
- Solidarity with others similarly affected

Disadvantages of disclosure:

- Potential for stigma and discrimination
- Risk of not getting interview/job
- May limit opportunities and promotions
- May be perceived as less competent, undervalued
- May feel vulnerable, embarrassed, different, isolated
- Employer may blame any negative situation on your illness
- Possible scape-goating or bullying
- Possible double standards – you may come under closer scrutiny than other employees or have to work harder to gain the same respect

There are also advantages and disadvantages to NOT telling:

Advantages of NON-disclosure

- More job opportunities
- No discrimination
- Personal rights/choice/privacy

Disadvantages of NON-disclosure

- You can't get subsidies, support or 'reasonable accommodation'
- Angry employer (and possible job loss) if found out later
- Potential for being "outed" and anxiety and stress that goes with that.

36.

5.3 HOW & WHEN TO DISCLOSE

Normally it is up to you when (if ever) to disclose, and you can decide whether you tell your employer yourself, or ask your employment consultant (if you have one) to talk to your employer.

Find out as much as you can about the employer to get a sense of how accepting they might be. Are they an EEO (Equal Employment Opportunities) employer? Do they have other employees with disabilities?

Go with your gut feeling – some people feel safe to mention their health issue right at the start, others feel more comfortable after they have proved themselves in the job and the employer has gotten to know them as a person. Some people only disclose if they become unwell.

If and when you do decide to disclose, be positive, honest and specific. Tell your employer how your health problem affects your work (if at all) and what you need to do to avoid or solve any potential problems.

Keep the conversation short, and don't go into lengthy detail about your diagnosis or history – instead talk about how the health issue manifests in your work-life, and how you manage it.

For example:

I have recovered from a back injury but I now know how to prevent a re-occurrence. I am very careful of how I bend, lift or turn. I cannot imagine myself being a risk to myself or your company.

Our THOUGHTS affect our FEELINGS...

Our FEELINGS affect our ATTITUDES...

Our ATTITUDES affect our ACTIONS...

Our ACTIONS affect our OUTCOMES...

“Some parts of me are so private that I myself have no knowledge of them”

Ashleigh Brilliant

37.

5.4 HOW TO TALK ABOUT TIME OUT OF THE WORKFORCE

If you choose not to disclose your health issues, you may be left with the problem of noticeable gaps on your CV. Some suggestions from those who have been there:

Volunteering is one way of giving yourself some experience on your CV

- Say: *“I was recuperating from an illness but I am better now”*, or *“I took some time out of the workforce to concentrate on self-development/ travel/family commitments”*. Avoid outright lies – you will be more convincing (and ethical) if you tell the truth.
- You can base your CV on your skills rather than work experience. List your skills and how you have demonstrated them rather than providing a chronological work history with dates you started and finished particular jobs.
- In an interview, if asked about gaps, give your answer briefly and confidently – your tone of voice and body language can say: *“This is a non-issue. Let's move on to the next question”*. Avoid getting defensive, or giving a long-winded or hesitant answer – these responses may make an employer think that you have something to hide

“Make the most of the best and the least of the worst.”

Robert Louis Stevenson

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"Oh, I'm unemployed – but it's not as exciting as it sounds."

5.5 WHERE TO FIND FURTHER INFORMATION ABOUT MENTAL HEALTH AND/OR MENTAL ILLNESS AND OTHER DISABILITIES

If you or your employer want information leaflets or fact-sheets about health issues, contact:

APEPSI TRUST ☎ **06-759-8098**

PO Box 537, NP 4340

Facilitates the coordination and provision of support services to people with disabilities who reside in the Taranaki area.

LIKE MINDS TARANAKI ☎ **06-759-0966**

PO Box 5015, NP 4340

0800-4-LIKE MINDS

3rd Floor BNZ Building Devon St., NP 4310

mental.health@xtra.co.nz

Strengthening the mental health of the people of Taranaki through advocacy, education, information, peer support and a range of projects promoting health

MENTAL HEALTH FOUNDATION – ☎ **09-300-7030**

NATIONAL RESOURCE AND INFORMATION SERVICE

resource@mentalhealth.org.nz

www.mentalhealth.org.nz

Have a wide range of information about mental health and employment

TARANAKI DISABILITY INFORMATION CENTRE ☎ **06-759-0019**

28 Young St, NP 4310

info@taranakidic.org.nz

20 Union St, Hawera 4610 HAWERA

☎ 06-278-3342

Provision of accessible resources which will empower people with disabilities to make personal choices about their quality of life – including employment

TOIORA HEALTHY LIFESTYLES ☎ **06-769-9188**

188a Powderham St, NP 4310

PO Box 992, NP 4340

admin@toiora.net.nz

Health promotion programmes, problem gambling, Like Minds Kaupapa Maori Contract, healthy eating and healthy action, smoke free – Auahi Kore etc

WEKA - WHAT EVERYBODY KEEPS ASKING ABOUT DISABILITY INFO

www.weka.net.nz

A disability information website with listings of support services by area and heaps of other information and links



Income support + benefit rights

Work & Income administers a number of benefits and grants as well as temporary assistance or additional income. Work & Income also provides work search support and in-work support.

In-work support assists people to stay in employment by helping them resolve issues. This could include helping them arrange childcare, managing finances, liaising with their employer, transport to work or any other barriers a person may face.

Employers can also access a range of services and grants to assist them in finding, training and supporting staff through work experience and wage subsidies.

6.1 SOME TIPS FOR DEALING WITH WORK & INCOME

Where to go to get information:

1. Work & Income helpline 0800-559-009
2. Work & Income service centre or your case manager
3. Website: www.workandincome.govt.nz

TIPS.

1. Use the **0800 helpline** (0800-559-009) for information, making appointments and requesting forms.
2. You can take a **support person** – such as a friend, family member, advocate or support worker.

3. Ask what **information you should bring** with you to your Work & Income appointment. This might include:

- ✓ Your identity e.g. birth certificate, passport, driver's licence and/or Community Services Card
- ✓ Your bank account and IRD number(s)
- ✓ Your costs and expenses e.g. rent, mortgage, medical costs, power and transport costs

4. It is a good idea to **write down** the things you want to know before your appointment.

5. **Keep a file** of all your correspondence with Work & Income and copies of all notes and forms.

6.2 BENEFIT ADVOCACY SERVICES

This service has expertise on the benefits system and can help you work out what benefits you are entitled to, what your rights are, and how to make sure you receive your full entitlement.

CENTRAL & SOUTH TARANAKI ADVOCACY SERVICE ☎ **06-764-7279**

15 Castle Street, Eltham 4322

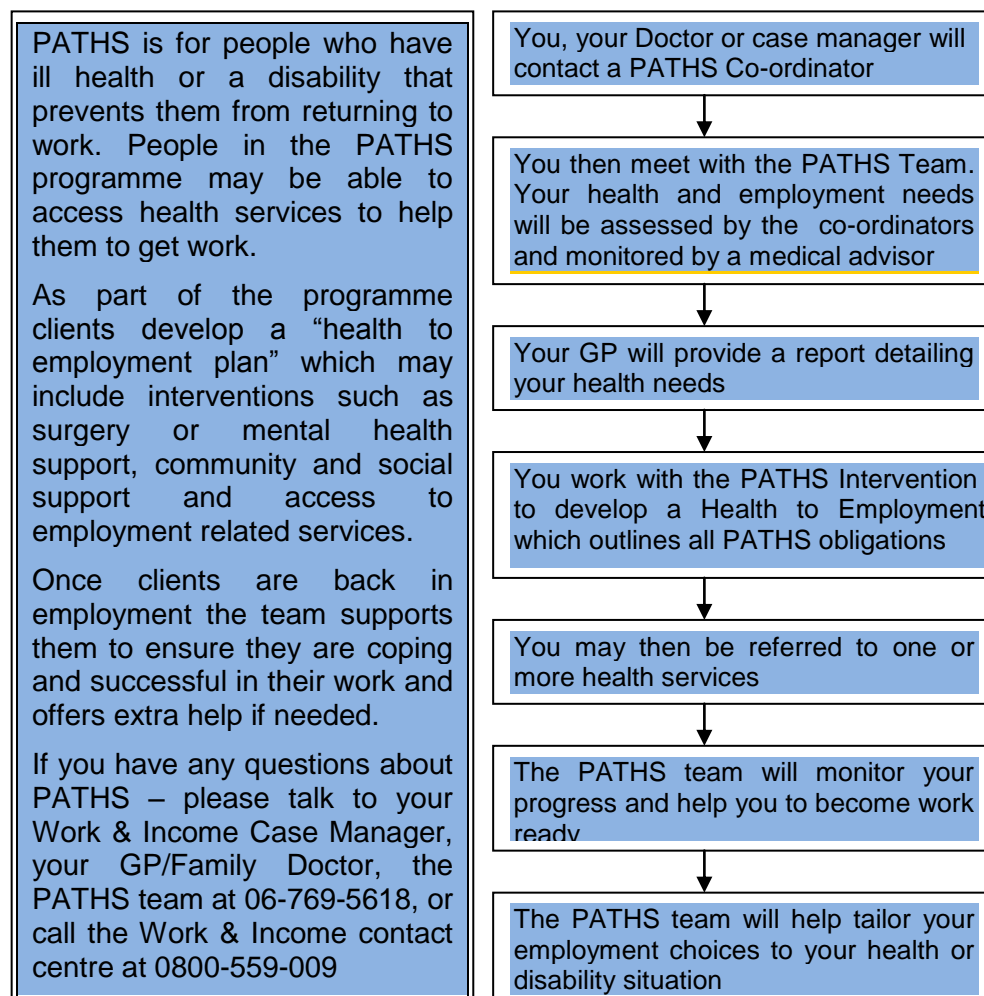
ballantyne@infoegen.net.nz

40.

6.3 NEW INITIATIVES INVOLVING WORK & INCOME

PATHS – Providing access to Health Solutions ☎ **06-968-6647**

A service undertaken by Work & Income, Taranaki District Health Board and Webhealth giving access to health services to assist in gaining employment



PATHS client Calvin Scott is working full-time and learning on the job.

“My life has changed,” he said. “I am working, I’m independent and I’m not relying on the system anymore. I’m not in any pain and I’m happy. It just keeps getting better!”

41.

“I have had only the best co-operation and help from the New Plymouth **PATHS** team. They were always available to me for any reason. With their help and support I was able to receive the help I needed to return

to work. I no longer suffer and am able to work full time – THANK YOU!!!”

Michelle – former Work & Income client

Invalid’s Benefit Employment Trial – Work & Income

The purpose of the Employment Trial is to encourage and support clients who want to move into employment or increase their hours of work to establish whether they can keep up that employment and stop receiving that benefit.

Clients, with the agreement of their case manager, can work 15 hours or more a week for an agreed period of up to 26 weeks, without losing the Invalid’s Benefit, which can be re-instated with no stand-down period!!!

“The trouble with unemployment is that the minute you wake up in the morning you’re on the job.”

Slappy White

6.4 FREQUENTLY ASKED QUESTIONS

This information is a guide only.

1.) Will I be better off if I get a part time job?

Yes, you will be financially better off. You can earn up to \$80 a week (before tax) before your unemployment or sickness benefit is affected. (Check with your case manager about any other additional support payments eg. accommodation allowance).

Yes, you will feel better - research shows that people who are working are happier and healthier than people receiving the same income from a benefit.

2.) What extra support can I get if I am looking for work or start work?

Work & Income can give you a **Transition to Work Grant** to help with the costs of looking for, or moving into, a new job. You don’t have to be receiving a benefit to receive this grant.

The grant can help pay for things such as photocopying your CV, transport to potential employers, clothing for your interview, essential work clothing or equipment, and living costs until you get your first pay.

The grant does not need to be repaid and is tax free.

42.

If you have a family, **Working for Families** is a package that is designed to help make it easier to work and raise a family.

Financial support is available for:

- almost all families(with children) earning under \$70,000 a year
- many families(with children) earning up to \$100,000 a year
- some larger families earning more

This assistance comes from Work & Income and Inland Revenue through Working for Families Tax Credits.

Accommodation Supplement is available to more working families and many people without children. You do not have to be on a benefit to receive this.

Help with **childcare costs** through subsidies for pre-school and out-of-school care is available to parents.

3.) If I have to leave my job because I become unwell can I go back onto a benefit?

If you are in short term work and your benefit has been stopped temporarily then it will be restarted once you finish working.

If your benefit has been cancelled and you become unwell again – you need to reapply for the benefit when this happens.

When you are reapplying for sickness or invalid’s benefit there may be a ‘stand down’ period (time before you can get the benefit) but there are

many circumstances where the stand down does not apply. Your case manager will discuss your individual circumstances.

4.) What will Work & Income expect from me?

Case managers work with people who want to work. They also assist people who are unable to work by checking that they get their full and correct entitlement to benefits, allowances and grants.

And they may be able to help you find the correct health services you need to get you back into work.

They need information about:

- your specific needs
- how your condition impacts on your ability to work
- what services you are currently receiving
- what services you need to help you plan the move into work.

A **medical certificate** is required to provide information for Sickness and Invalid's Benefit applications – it can also be used for Independent Youth Benefit granted on the grounds of illness or disability. The medical certificate can be completed by doctors, dentists and (in the case of pregnancy related conditions) midwives.

These health practitioners will give you a signed medical certificate to bring to your local Work & Income office.

43.

7. *Discrimination + your rights*

In the job market, people should be judged on their skills and abilities, not their health status.

7.1 STIGMA AND DISCRIMINATION

The price of stigma and discrimination is high...

When we think about stigma and discrimination, for the most part, we think of the stigma and discrimination expressed by others. We know it can so often be hurtful and limiting. People with experience of health issues know this only too well. It just makes life that much more difficult – or perhaps challenging.

“Stigma” refers to a *‘set of attitudes and beliefs held by individuals and society at large that is based on social values.’* “Stigma” is like a *‘stamp of disapproval’, a mark of shame and disgrace.* Too often ‘stigma’ leads to ‘discrimination’.

‘Discrimination’ is the *‘unfair treatment of a person, racial group or minority’* It is action based on prejudice.

Discrimination has people evicted from their homes, fired from their jobs, distanced and treated with shame by their friends, family and colleagues – and ostracised by their communities.

Self-stigma and self-discrimination

Is it any wonder then that when people are struggling to fight the discrimination they face in their own communities – that many people experience difficulty in recognising and dealing with the self discrimination going on in their own heads?

Self-stigma can be defined as, *‘negative thoughts towards yourself that are based on the fact that you are perhaps different from others – that you are not as deserving as others.’*

“Self-discrimination’ is *‘behaviour that arises from this attitude, for example, you stop yourself from applying for a job because you feel you do not warrant such a job or would not get it if you did apply.’*

Perhaps you may think that “*No one’s going to employ me*” or “*I will never be accepted there*”, and so you choose to not take advantage of opportunities you may be fully entitled to.

44.

We must all learn to recognise when we are creating our own self-stigma and discrimination. We must take pride in our skills, experiences, qualities and achievements. Even more importantly, we must strive to never make a habit of putting ourselves down - to ourselves or to others.

It is important that we learn to believe in ourselves and in our ability to counter negative stereotyping, whether it is in our own heads or in others.

“Sometimes life is hard – but I’ve learnt that you should never downgrade yourself. If you have a dream you should go for it.”

Casey – former Work & Income client

7.2 WORKPLACE BULLYING...

Bullying is common in too many Taranaki work-places. It is one of the biggest hidden causes of stress-related illnesses. It can ruin careers and destroy confidence and self esteem. It can stop people from applying for jobs – but it needn’t.

It needs to be acknowledged as a genuine issue, recognised when it happens, and stopped in its tracks.

Everyone has the right to a safe workplace.

So what is workplace bullying?

It is the intimidation and undermining of a person with the intention of making their lives as miserable as possible.



Targets are often popular, intelligent and, most importantly, good at their jobs. They have qualities that the bully, often subconsciously, envies and sees as a threat to him/herself. Or the target may simply be seen as being vulnerable to attack and therefore an easy target.

Bullies tend to have two faces, the charming, ‘aren’t I great’, that bosses and fellow workers see, and the sadistic one they turn on their targets.

Their real power lies in the psychological damage they can cause. They will do whatever it takes to humiliate and undermine the target’s confidence and belief in themselves and their abilities. It may force them to a point where they feel leaving their job is the only way to preserve their sanity.

However leaving is not always possible and victims can become trapped in a miserable work environment.

45.

Bullies usually work alone, although they will encourage others to join in the persecution if they can. They will try to separate their targets from friends and support to make them feel isolated with nowhere to turn for help.

Workplace bullies are always repeat offenders, never satisfied with a triumph for long. They are the ‘scum’ of the workforce.

It is to the benefit of everyone if workplace bullying is dealt with before the damage spreads. A hard line approach needs to be adopted against it.

What to do if you are the victim of workplace bullying.

If you are a target, recognise that you are being bullied and that it is NOT your fault.

Workplace bullying usually leads to stress-related illnesses and stress is now covered under the Health and Safety Employment Act. The law at least is on your side.

Keep a written record of all incidents no matter how trivial they seem. It is the number, regularity and pattern of behaviour that reveals bullying, not the incidents themselves.

Keep any memos, letters or emails the bully sends you, and ask that any complaints about your work be made in writing. Keep all records at home.

Look after your health. If you see your doctor, make sure your symptoms are documented, along with your concerns about your work situation.

Never confront the bully alone. A confrontation is just another opportunity to feed off you. Make a formal complaint to someone at senior level, as high as you have to go.

Get as much support as you can, from colleagues, friends and your union. If the bully has other targets besides you, try to support them too.

For more comprehensive advice and information on workplace bullying you can visit the website at:

www.beyondbullying.co.nz (Taranaki site)
www.neon.org.nz (National website)
www.neon.org.nz/newsarchives/fullyepidemic/

46.

“If hard work is the key to success, most people would rather pick the lock.”

Claude McDonald

7.3 THE HUMAN RIGHTS ACT

Under the Human Rights Act (1993) it is unlawful for an employer to discriminate against a person on the basis of disability, including psychiatric disability.

- Employers may not include questions on application forms that indicate an intention to discriminate on prohibited grounds (e.g. “*Have you ever had a nervous breakdown or mental illness?*”)
- Employers can lawfully ask about health problems or disabilities that may affect the applicant’s ability to satisfactorily carry out the duties of the job, or pose a risk of harm to the applicant or others. You don’t necessarily have to disclose - see section 4.1 ‘*Do I have to tell?*’
- Under the Human Rights Act, employers are obliged to provide ‘reasonable accommodations’ for employees with disabilities (see section 7.2 for more information).
- If you believe that an organisation is breaching the Human Rights Act, you can make a complaint to the Human Rights Commission. By making a complaint, you are saying “No!” to discrimination, and helping to make New Zealand a fairer place.
- Like Minds Taranaki, Mahia Mai A Whai Tara, Raumano Health Trust, Deaf Association, Te Mangai, Central & South Taranaki Advocacy Service and almost all of the Supported Employment Agencies can support people through the process of making a complaint to the Human Rights Commission.

For more information about the Human Rights Act or to lodge a complaint, see www.hrc.co.nz or call the Human Rights Infoline 0800 496 877.

We’ve got to take back the ideal of justice, we’ve got to take back this principle of human dignity. We’ve got to take it back from vengeance, from hatred, we’ve got to say: look, we’re all in this together. We are human beings.

David Kaczynski

47.

7.4 THE PRIVACY ACT

Under The Privacy Act (1993) employers may collect only information about you that they need – they must not collect irrelevant information on job application forms or in interviews.



Employers also have to tell applicants why they are collecting the information and what they will use it for.

You can complain to the Privacy Commissioner about any action that seems to be an interference with your privacy. For more information see www.privacy.org.nz or call the: Office of the Privacy Commissioner on 0800-803-909

“Good judgement comes from experience, which often comes from poor judgement...”

Anonymous

48.

7.5 EMPLOYMENT RIGHTS

There are laws that govern employment conditions and protect employees from discrimination, such as unfair dismissal. All employees in New Zealand have basic rights in relation to minimum pay rates, holidays, and standards of health and safety.

All Employment Agreements must be in writing and should include:

- ✓ The names of the employer and employee
- ✓ A description of the work to be performed
- ✓ An indication of the place and hours of work
- ✓ The wages or salary payable
- ✓ An explanation of the services available for resolving employment relationship problems
- ✓ Public holiday entitlements

Any special conditions you negotiate in order to accommodate your health issue(s) should also be written into your employment agreement.

To find out more about employment rights see:

COUNCIL OF TRADE UNIONS (CTU) ☎ **0800-698-646**
www.union.org.nz

For anything to do with work, including workers' rights

THE CITIZENS ADVICE BUREAU (CAB) ☎ **0800-367-222**
32 Leach Street, NP 4310
www.cab.org.nz

A voluntary organisation providing free, confidential information and advice to anyone about any query or problem

THE EMPLOYMENT RELATIONS INFOLINE ☎ **0800-800-863**
www.ers.govt.nz www.worksite.govt.nz/

For free information about employment rights



49.

7.6 FREE LEGAL ADVICE

The following organisation provides free initial legal advice to individuals,



“A day of worry is more exhausting than a day of work.”

John Lubbock

Case study: Successful anti-discrimination case won in Employment Court

Auckland car salesman Mark Roberts experienced a panic attack at work one day – brought on largely, he says, by the way he was being treated at work. The discrimination he then experienced led to further mental health problems, and more discrimination.

Until his first experience of mental health problems, Mark was a general manager running three dealerships. “I was a salaried manager-commission salesman, and they took away my salary.” Then after that there was a series of unexplained downgradings of his position – “I was demoted and demoted and demoted.”

Mark took a case to the Employment Court, who found that he had been discriminated against and awarded him \$24,000. The more people complain about this sort of unfair treatment, the more employers are going to have to account for their actions. This ruling sends a message loud and clear that it is illegal to discriminate.

Like Minds Newsletter, Issue 18



“HOW TIRED I FEEL! I understood so much today”

Ashleigh Brilliant

50.

8. Living well

8.1 STAYING WELL IN A NEW JOB

Congratulations, you got the job!

First – throw yourself a party to celebrate your success! Now, here are a few tips about settling into the new job...



Big life changes (including positive ones) take some adjusting to, so make sure you get extra sleep and give yourself some space to get used to your new lifestyle.

Keeping the job: support makes a difference!

The first days and weeks in a new job are a busy time. If you have found a job with the assistance of a support person, discuss any support issues that will enable you to keep your job, or manage it as well as you can. Transport, settling in nerves, the stress of learning new tasks/getting to know work-mates are common areas that support can make a difference with. Consider asking friends and family to help out – cooking a meal, being a transport back-up, meeting up to talk over progress at work.

A Supported Employment specialist is able to help you write a plan that will provide a well thought out approach to effective support. This can include meeting with, reviewing progress, negotiating changes

with your employer. Phone contact or meeting with you outside of work hours is possible.

Many organisations can provide free advice about coping with stress: check out www.worksite.govt.nz and www.mentalhealth.org.nz for a start.

“Sometimes you just need someone to offload to. Find a friend – perhaps in a similar type of role, not necessarily with the same organisation – who you can have coffee with and just talk over your issues at work”

***Sione, Health Sector
Manager***

“It can be really scary and you can hit the wall at, say, 3 three months, but it’s not because of your illness, it’s because you aren’t used to working full-time. You are tired, not unwell.”

Brenda, 50, Consumer

Consultant

“Getting out and working has boosted my finances and my self esteem. I’m a whole lot happier which makes my family a whole lot happier!”

***Michelle – former Work & Income
client***

51.

8.2 RECOVERY

Recovery means living well in the presence or absence of your health issue. We lead our own recovery supported by services, whanau and communities, through:

- ✓ experiencing hope and optimism and making sense of our experience
- ✓ finding and using information to managing our mental health
- ✓ knowing how to get the best service
- ✓ advocating for our rights and inclusion at all life stages
- ✓ belonging to the cultures and lifestyles we identify with
- ✓ fulfilling our goals, roles and responsibilities

FEAR = False Evidence Appearing Real

Frederick Frese’s story”...

Thirty years ago, he was locked up in a mental hospital, dazed and delusional, with paranoid schizophrenia. Twelve years later, he had become the chief psychologist for the very mental hospital system that had confined him.

“ As I often say, in my 30 years with schizophrenia, there’s never been a better time to be a person with serious mental illness. There’s more hope than ever before.”

www.schizophrenia.com

“Control your own destiny – or someone else will.” Jack Welch



52.

9. Taking the first step

“Go for it. At first it’s a matter of getting back on the horse. It might just be something easy, but it will lead to greater things”

Rosa,26, Health Programme Co-ordinator

What is the first step you need to take, to bring you closer to having a job?

(A phone call? A list? A trip to the library? A chat with an encouraging friend?) Whatever it is...**DO IT NOW!** Then give yourself a pat on the back for doing it. The secret to achieving any goal, no matter how big, is to chunk it down into small bite-size tasks, and tick them off one at a time.

9.1 JOBSEEKING ACTION PLAN

GOAL - What do I want?

(e.g. to build my confidence/to get a job in an office/to find a training course that will help me become a builder...)

What do I need to do to get there? By when?

Step

1 _____

Step

2 _____

Step

3 _____

Step

4 _____

Step 5

“Whatever you can do, or dream you can, begin it. Boldness has genius, power and magic in it”

Goethe, philosopher

53.

9.2 ADVICE FROM PEOPLE WHO HAVE BEEN THERE

Here are some final words of encouragement from people who have experienced health issues, and have successfully found work...

“The money is good, but also just the fact that you can say “I do this” rather than “I am on a benefit”. It makes you feel as if you are part of the community and contributing to it”

“Don’t let a mental health issue make you think you can’t do things.

You can be just as successful if not more so than the next person.
Don't let it get you down"

"Also remember always that failure is not a bad thing. It is just failure, not the end of the world. Get up again and look them in the eye"

"When you have a job, you don't exist – you live"

"Keep trying"

"Never give up!"

"Be of good cheer. Do not think of today's failures, but of the success that may come tomorrow. You have set yourself a difficult task, but you will succeed if you persevere; and you will find joy in overcoming obstacles"

Helen Keller

54.

INDEX OF USEFUL ORGANISATIONS	PHONE	PAGE(S)
ACC (Accident Compensation Corp.)	0800-101-996	18
Access Ability – Taranaki	06-758-0700	
Addecco – Employment Agency	06-759-4343	
Adnet-Health & Disability Advocacy	06-759-2111	
Advocacy & Peer Support – Mental Health		
Like Minds Taranaki	06-759-0966	39
Mahia Mai A Whai Tara – Waitara	06-754-4669	47
Raumano Health Trust – Patea	06-273-6010	47
Te Whare Puawai – Te Mangai – Tara.	06-759-4300	47
Alcohol & Drug Services:		
Addiction Services: Taranaki DH Board	06-753-7838	
Mahia Mai A Whai Tara – Waitara	06-754-4669	47
Ngati Ruanui Health Center – Hawera	06-278-1310	
Raumano Health Trust – Patea	06-273-6010	47
Te Rau Pani – Taranaki	06-759-7306	7,9,19
Altogether Autism	06-757-5306	6
Amputee Society	06-752-7541	
APEPSI Trust	06-759-8098	39
Apprenticeship Training NZ	0800-462-3348	16
Association & Supported Employment in NZ(ASENZ)	06-342-3899	9,11
Asthma Society - Taranaki	06-751-2501	
Atawhai Industries	06-758-0397	12
Biz Info	0800-424-946	14
Brain Injury Association – Taranaki	06-753-3588	
Careers Service – Rapuara	06-757-3750	6,16,29
Central & South Taranaki Advocay Serv.	06-74-7259	40,47
Citizens Advice Bureau – Taranaki	0800-367-222	49
Cloud 9 – Autism/Aspergers	06-759-1191	
CCS – North Taranaki	06-758-5423	6,9
Community Computer Access Centre	06-759-2149	
Council of Trade Unions (CTU)	04-385-1334	49
Creative Space (Art & Craft)	06-759-0019	14,25
Deaf Association – Taranaki	06-758-0579	6,9,47
Department of Labour	0800-20-90-20	
Diabetes – Taranaki	06-751-3172	
Disabled Persons Assembly – Taranaki	06-754-7417	
Doctors – General Practitioners & Practices		
<i>- Refer 'green pages' front of the Telephone Directory</i>		

Dynamic Staffing Solutions – Taranaki	06-769-5725	
Education Taranaki	06-759-1178	
Employment Plus Taranaki	06-757-5644	6
Employment Relations Information Line	0800-800-863	49
Epilepsy Association – Taranaki	06-757-5644	
ESOL – Home Tutors Taranki Inc.	06-759-1118	
Experience Express	06-769-5292	6
Gambling Counselling Services	06-769-6020	
Gambling Helpline	0800-654-655	
Hauora Taranaki PHO	06-759-4364	17
Head Injury – Taranaki	06-769-9676	
Heart Foundation – Taranaki Branch	06-769-5066	
Human Rights Commission/Info Line	0800-496-877	11,46,47
Human Rights Support Group – Taranaki	06-769-6301	47
Idea Services (IHC) – New Plymouth	06-759-8970	6,9,12,19
- Hawera	06-278-0321	6,9,12,19
- Stratford	06-765-7521	9,12,19
Ignite Taranaki Disability Support	06-759-1791	
Interpreting Services	04-384-2265	
Ironside Vehicle Society – Taranaki	06-753-6469	
Insight Learning Academy - Taranaki	06-757-8875	7
KEYS – Living Choices - Taranaki	06-758-5684	
Life Skills Taranaki – New Plymouth	06-751-0188	7,12
- Hawera	06-278-8955	7,10,36
Like Minds Taranaki	06-759-0966	39,47
- Kaupapa Maori - Toiora Healthy Lifestyles	06-769-9188	39
Linkage – Webhealth – Taranaki	06-769-9160	
Mahia Mai A Whai Tara	06-754-4669	47
Maori Business Facilitation Serv.(TPK)	0800-94-99-97	14
Members of Parliament: NP	06-753-3211	
Hawera	06-278-4059	
King Country	06-758-8117	
Mental Health Commission	04-474-8900	
Mental Health Foundation		
- Resources and Information	09-300-7030	39,51
Mind and Body – Peer Support	09-630-5909	
MS Taranaki (Multiple Sclerosis)	06-751-2330	
Ministry of Social Development	04-916-3300	
Nationwide Health & Disability Advocacy	0800-555-050	
- Taranaki Office	06-759-2111	
Women’s Centre – New Plymouth	06-758-4957	
- Hawera	06-278-3260	
New Plymouth Volunteer Centre	06-759-6678	11,25
NZ Trade & Enterprise	0800-555-888	13
Ombudsmen – Office of	0800-802-602	
Open Polytechnic of New Zealand	0508-620-200	15
PACE – Pathways to Arts and Cultural	06-769-5179	
Employment		14
Pacific Business Trust	0800-287-7526	14
PATHS Coordinator	06-968-6647	7,41
Pathways – Taranaki/Wanganui	06-759-6907	
People First – South Taranaki	06-759-8971	
Phobic Trust (NZ)	0800-14-ANXIETY	
Pinnacle Taranaki (PHO)	06-769-5491	
Privacy Commissioner	0800-803-909	48
Progress to Health - Taranaki	06-757-5549	7,25
Practical Education Institute	06-759-0670	15
Raumano Health Trust - Patea	06-273-6010	47

Relationship Services - Taranaki	07-758-3803	
Renal Support - Taranaki	06-754-6908	
Royal NZ Foundation for the Blind	06-759-1169	
Schizophrenia Fellowship (SF) Taranaki	06-757-9300	
Settlement Support New Plymouth	06-759-1088	
Stepping Stones Employment Service	06-758-0937	7,19,19
Stafflink – Employment Agency NP	06-758-9086	
Stroke Foundation	06-758-6880	
Supporting Families (SF) Taranaki	06-757-9300	
Taranaki Adult Literacy Services	06-759-4650	
Taranaki Cancer Society	06-758-5644	
Taranaki Community Law Trust	0800-529-878	50
Taranaki Disability Info Centre – NP	06-759-0019	39
- Hawera Office	06-278-3342	39
Taranaki Empl. Support Foundation	06-753-4584	
TDHB – Addictions Services	06-753-7838	
- Adult Mental Health Services	06-753-6139	
- Child & Adolescent Services	06-753-7790	
Taranaki District Health Board	06-753-6139	
Taranaki Ostomy Society	06-769-5354	
Taranaki Primary Connections	06-759-7300	18
Te Hauora Pou Heretanga	06-759-7303	
Te Kaweora Inc – Opunake	06-761-8785	
Te Mangai - Taranaki	06-759-4300	47
Te Rau Pani – Employment Services	06-759-7306	7,9,19
Te Waananga o Aotearoa – Mahia Ora	0800-355-553	15
Te Whare Puawai O Te Tangata Trust	06-759-4300	47
Te Puni Kokiri - Taranaki	06-759-5450	
Ti Tihi Hauora o Taranaki PHO	06-758-4650	
Toira Healthy Lifestyles Ltd	06-769-9188	39
Tui Ora Ltd - Taranaki	06-759-4064	
U Turn (North Taranaki)	06-758-6877	8
Venture Taranaki	06-759-5150	13
VRS (Vocational Rehabilitation Services)	06-759-1233	
Waves (Youth Health Services) Taranaki	06-757-9901	
WEKA	0800-12-1981	39
Webhealth Linkage - Taranaki	06-769-9160	
Western Institute of Technology - Taranaki	WITT	15,25
- Student Services	06-757-3100	
Work & Income	0800-559-009	8,12,13,17, 27,28,29 40,42,43
Workbridge - Taranaki	06-759-9260	8,9,19,28,29
Workwise - Taranaki	06-769-5635	8,9,19,28
Working Well	0800-496-754	
Youth Transition Service – New Plymouth	06-769-6583	8
- Hawera	06-278-0135	8
- Waitara	06-754-6500	8
Zipper Club–Taranaki (Heart Surgery)	06-758-7352	

USEFUL WEBSITES

(ACC)Accident Compensation Corporation	www.acc.co.nz
Altogether Autism	www.altogetherautism.org.nz
Apprenticeships NZ Ltd	www.skills4work.org.nz
Association of Supported Employment in NZ	www.asenz.org.nz
Beyond Bullying (Taranaki site)	www.beyondbullying.co.nz
Business Education	www.buseducation.com
Career Search Site – Career Services Raupara	www.kiwicareers.govt.nz
Career Services – Raupara	www.careers.govt.nz
Caring for the Carers	www.caringforcarers.org.nz
Council of Trade Unions (CTU)	www.union.org.nz
Department of Labour	www.dol.govt.nz

Employment Plus - Salvation Army, Hawera	www.eplus_salvationarmy.org.nz
Employment Relations Infoline	www.ers.govt.nz
Equal Employment Opportunities Trust	www.eeotrust.org.nz
Experience Express – NP (<i>for over 45 yrs</i>)	www.expexp.co.nz
Gateway to Skills and Work	www.worksite.govt.nz
General Job Hunting Advice	www.jobhuntersbible.com
Hauora Taranaki (PHO)	www.admin@htpo.co.nz
Human Rights Commission	www.hrc.co.nz
Idea Services	www.ihc.org.nz
Kiwi Qualifications	www.kiwiquals.govt.nz
Life Works – Free work skills programme	www.lifeworks.ac.nz
Like Minds – National Office	www.likeminds.org.nz
Mental Health Commission	www.mhc.govt.nz
Mental Health Foundation	www.mentalhealth.org.nz
NZQA (New Zealand Qualifications Authority)	www.nzqa.govt.nz
Pacific Business Trust	www.pacificbusiness.co.nz
Pathways - Taranaki	www.pathways.co.nz
Privacy Commissioner – office	www.privacy.org.nz
Progress to Health	www.progresstohealth.org.nz
Taranaki Careers	www.taranakicareers.co.nz
Taranaki District Health Board	www.tdhb.org.nz
Te Puni Kokiri	www.tpk.govt.nz
Tertiary Education Commission	www.tec.govt.nz
Te Wananga O Aotearoa (Mahi Ora)	www.mahiora.co.nz
Tui Ora Ltd	www.tuiora.co.nz
Webhealth – Health and Social Services	www.webhealth.co.nz
WEKA – National Disability Info. Centre	www.weka.net.nz
Western Institute of Technology, Taranaki	www.witt.ac.nz
Work & Income	www.workandincome.govt.nz
Work Training and Skills in NZ	www.worksite.govt.nz

Like Minds Taranaki has made every effort to ensure the information in this booklet is correct.

Things change, however, so it may not be up to date for very long! Like Minds Taranaki cannot accept any responsibility for errors, omissions or out of date information.

We strongly encourage readers to check the information for themselves and seek further detail from the relevant organisation(s).

We also encourage people to inform us of any changes, errors or suggestions so that these can be incorporated into future editions.

Further copies can be obtained from:

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