

Jobseeker's manual

**Information and guidance for
people finding employment in
Dunedin and Otago**

Dunedin Community Law Centre
52 Filleul Street, DUNEDIN

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INTRODUCTION

You may be searching for work, or have recently been asked to search, and either do not know where to start or are facing barriers in this process.

This book was produced for those people in the Dunedin and Otago community who are seeking information regarding the process of gaining employment and the supports available to assist with overcoming the barriers in doing so.

The information in this booklet is to point you towards any services available to help support you in the process of job hunting. These are people that want to, and can, help.

Thank you to the groups in the community who assisted with the production and information in this book – Anglican Family Care, Citizens Advice Bureau, Dress for Success, Dunedin Budget Advisory Service, Dunedin City Council Settlement Support, Dunedin Community Law Centre, Careers New Zealand, Catholic Social Services, Community Care Trust, Community College Dunedin, Corpac Trust, Families and Unemployment: A Joint Agency Project (1985), Family Works, IHC Supported Employment, Literacy Aotearoa, Malcam Charitable Trust, Royal NZ Foundation of the Blind, Salvation Army, Supporting Families Otago, The Methodist Mission, Workbridge, Work Opportunities, Work and Income Dunedin, Volunteering Otago.

The information in this booklet was compiled by Colleen Rountree.

Please also check our website for more legal information: www.communitylaw.org.nz

Dunedin Community Law Centre

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ENGLISH SKILLS

Filling out forms, reading instructions and having a good understanding of English, are all part of the job hunting process. If you have difficulties with reading, understanding or completing the papers you are required to fill in, there are a number of places you can go for help – the Citizen's Advice Bureau or Community Law Centre, would be good places to start.

Organisations that help people to learn or improve their literacy are:

Literacy Aotearoa Dunedin

This organisation works with adults who want to learn to read, write, do maths, communicate and use technology. Get private one-on-one, or small group tuition, that is free and relevant to you. They also offer training for workplace specific skills, tutoring for apprentices and courses for ESOL (English for Speakers of Other Languages) students. Contact them to find out more about their current courses or to sign up;

Address: 110 Moray Place, Dunedin

Phone: (03) 477 2055

English Language Partners Dunedin

This organisation works with people from many different countries wanting to learn English. They offer free one-to-one home tutoring and English for the workplace courses. They also offer low cost English classes for beginner to advanced level learners throughout Dunedin. For more information on their services see their website or contact them to make an appointment, all learners need to visit the office to register;

Address: Corner of Union Street East & Forth Street, Dunedin

Phone: (03) 477 7261

Website: <http://englishlanguage.org.nz/dunedin/>

Student Learning Centre

There is a free Kiwi conversation group at the Otago University Student Learning Centre for anyone wanting to practice speaking English. They hold meetings during the University year. Fill out a registration form from the reception to express your interest;

Address: Student Learning Centre, University of Otago

Phone: (03) 479 8801

Adult Community Education (ACE) – Logan Park High School

Logan Park High School offer an English course for migrants and new settlers during school term time. Contact them for updated information;

Phone: (03) 477 3586

Website: www.lphs.school.nz/adult-community-education-ace

There are many websites and online resources that can help you practice and improve literacy. For example this University of Otago website has a list of suggested pages:

www.otago.ac.nz/uolcfy/studentweb/english_links.html

There are also places where you can study and gain qualifications in English, for example; Otago Polytechnic, the University of Otago and English Advantage.

FINDING A JOB

Where to start

A job can be hard to find, so this section covers practical steps to take on the way to finding paid work.

Job-seeking requires a determined and positive attitude, and is not always easy.

Good things about having a job include:

- Meeting new people, learning from them, furthering networks and making friends
- Being part of a team
- Self worth
- Knowing you are capable and being comfortable with who you are, what you like and don't like
- Learning and refining skills
- Having new experiences and challenges
- Adding value to your community
- Working towards achieving your aspirations
- Having purpose to the day

Don't stress over the seemingly immediate need of finding a full time job. Make sure your health and wellbeing can cope with the demands of job-searching and having a job before you worry about it.

It's good to have a plan and strategies to get where you want to go. Make a plan with short term goals to reach your long term goals. This should give you clear things to get done each day, for example 'search job listing websites', 'write applications and adjust CV for the jobs I saw advertised yesterday'. It's best to get into a routine, plan your day, be useful and do things you enjoy. Change your plan and goals if you get stuck in your job search.

Meet with friends and other people seeking jobs to share strategies, frustrations and ideas for the job seeking process. This will be good to keep up motivation and to gain more ideas.

Internet Access

The internet is a valuable tool for finding a job.

Be careful what you put online and be aware of the privacy settings of your online profiles. Employers can and will search for your online presence on sites such as **Facebook, YouTube, Twitter and LinkedIn**. **Google search yourself** and make sure what comes up is professional. Never criticise employers or colleagues online. Think about what your profiles say about you to someone who doesn't know you.

Here are some ways to access the internet in Dunedin, this is particularly useful if you don't have the internet at home:

Dunedin Public Libraries

All of the Dunedin Public Library locations provide free computing and Internet access via the Aotearoa People's Network Kaharoa (APNK).

Ask a librarian to book a half-hour session on a computer. A limit of two sessions per day may apply at busy times. Longer sessions may be allowed some times, for example for jobseekers to allow time to finish CV's and applications. You do not need to be a member of the library to use the computer facilities. Computing tutorials are sometimes available; ask to book with a staff member.

Black and white, A4 printing is available from the PCs and WiFi at a cost of 20c per page.

Free WiFi access is available during opening hours in all libraries. WiFi access is also available around the library buildings from 6:00am till 10:00pm.

Octagon WiFi

The Dunedin City Council provides free WiFi in the Octagon for public to access the internet.

When you take your computer device into the Octagon "Octagon Free WiFi" will show up in the list of available wireless connections. If you click on this, you can connect for free. When you go to browse the internet you will need to register and log in. Choose a password, and use this every time you login in the future.

Other WiFi and internet access

There are some cafés around the city that offer free WiFi, including McDonalds restaurants.

See www.wickednetworks.co.nz for a list of cafés and other businesses where you can register for free WiFi or pay for subscriptions through the Wicked Networks service.

Telecom currently offers free WiFi to their Mobile Monthly plan or prepaid value pack customers at over 20 locations in Dunedin and around Otago. Telecom WiFi Zones can be accessed at most of the Telecom payphone booths. For more information and to find your nearest WiFi Zone see www.telecom.co.nz/wifi or ask at a Telecom store.

There are several 'internet cafes' in Dunedin, find them in the yellow pages of the phone book. Here you pay a small fee according to the time or amount of data you use on their computers.

Career Advice

If you're not sure what job you want to do have a look at the Careers NZ website:

www.careers.govt.nz

They have helpful and easy to access tips, tools and information on this topic. You can chat online with a careers expert, or call one on **0800 222 733**. They can answer any career questions you have, offer guidance and help you to use the website.

Careers NZ suggest three steps to get your career moving;

1. **Know yourself and what's important to you.** Their website has resources to help you figure out what you can and want to do, for example tips on figuring out what skills you already have and a questionnaire that recommends jobs based on your interests and skills called Career Quest.
2. **Discover what's available around you.** Get ideas about what jobs, courses and training are out there. Careers NZ have an excellent job database with information on over 400 jobs.
3. **Make choices.** Think about what options are right for you and take steps to get where you want to be. Compare your options and ask other people for advice and ideas. Careers NZ has tips for making a career decision.

Careers NZ also have information on the job market. Including; the current labour market situation, jobs in skill shortage and advice for mature workers. Go to **www.careers.govt.nz/jobs** and click 'What's happening in the job market?'

Otago Polytechnic Career Success Centre

Free one-on-one and group support is offered by the Career Success Centre at the Dunedin Campus of Otago Polytechnic.

Career Guides are 2nd and 3rd year career practice students studying for a degree in social services. They cover topics such as decision making, employability and self-management.

This service is available to the general public as well as Otago Polytechnic students. Appointments can be made through Otago Polytechnic customer services, by emailing **career.guides@op.ac.nz** or phoning or texting the Career Success Centre directly on **0210 840 2022**

University of Otago Career Hub

The Career Development Centre assists intending students, current students, graduates and alumni of The University of Otago with a wide range of career enquiries - from the exploration of career ideas and related course advice, to personal career counselling and information about specific jobs, employers and further study. See **www.otago.ac.nz/careers** or visit the centre on campus for more information.

CV (curriculum vitae) and cover letter writing

A CV (or resume) is the document you give to potential employers that tells them about you, what you've done in the past and your skills that are relevant to the job.

A cover letter is a letter to the potential employer that is attached to the front of your CV. This should be matched to each job you're applying for. A cover letter is your introduction, why you would be great at the job and why you're interested in working for them in this role. If an employer likes your CV they might invite you to come in for an interview.

The Careers NZ website has a great section on CV and cover letter writing. There is comprehensive information on what to put in a CV, CV and cover letter **templates**, and how to fill in job application forms. Go to **www.careers.govt.nz** and see the 'How to get a job' tab.

There is also information on writing CV's and cover letters on the main New Zealand job search sites such as 'Seek' and 'Trade Me Jobs' and the Work and Income website. If you still want more information just Google search 'writing a CV' as there are thousands of resources online.

Here are some key tips

- CV's need only be one or two pages for most jobs. Employers are sometimes searching through hundreds of applications and don't have time to read all the detail. Personalise the CV to be a summary of the relevant and key information that the employer needs to know for the job you are applying for.
- Make it a professional looking document. Double check for correct spelling and grammar. If you aren't that great at using a computer word processor then get someone to help you with the formatting. It is unnecessary to include a photo or print on decorative paper. Have an appropriate sounding email address.
- Figure out what skills you have and put them in your CV. You may think you don't have any skills, or that your skills are from only one specific job. But skills are transferable between jobs and from general life experiences. See **www.careers.govt.nz/plan-your-career/not-sure-what-to-do/** for examples of figuring out what skills you have.
- Be sure to highlight the skills you have out of the ones asked for on the job advertisement. But don't just copy large amounts of wording. If there were no skills specified, look up the job on the Careers NZ database and use the 'about the job' section to find the key skills the employer is likely to be looking for.
- Employers want you to have current skills and experience. See the section on page 19 about courses and volunteering.
- You can include a couple of referees if you want to. They could be a former employee, a supervisor from a volunteer position, a teacher or any credible person who will support your job application. Have their name, position,

relationship to you (e.g. former employee, high school teacher) and contact number. Let your referees know that they may be contacted.

- **Don't attach originals** of written references to your CV if you have any, they may get lost. Bring them in a folder with you to interviews.
- Store your CV online. This way you are always prepared – having access to your CV while out and about and you won't need to stress if you lose a printed copy or the USB stick where it is saved. You will also be prepared for online submissions. Do this by either emailing it to yourself if you can access your email through a web browser and/or store it on Google documents. To access Google Documents go to **drive.google.com** and sign up or sign in with your Gmail address.

Job searching

There are several ways and places to search for a job. Many jobs are listed online, with some in newspapers or shop windows, and many are not advertised at all.

There is a list of job vacancy websites on the Careers NZ page:

www.careers.govt.nz/how-to-get-a-job/job-vacancy-and-recruitment-websites

On these sites you can search by keyword, location and job type. Register with as many employment websites as you can, they're free to sign up to and they offer updated and extensive lists of job vacancies.

Anyone can register as a job-seeker with Work and Income if you're looking for a job, you don't have to be on a benefit. They may be able to match you to appropriate vacancies on their job list. You can look at the available jobs on their website.

Keep an eye out for job advertisements in business windows and respond to them promptly and personally. Take in your CV and introduce yourself to the manager if possible. Some employers also advertise job vacancies directly on their website rather than the main job sites.

Keep an eye out for seasonal work too. This is available in Otago with fruit picking and processing, vineyards and lambing and shearing work. Grocery stores, warehouses, restaurants and retail stores often hire extra workers in the lead-up to Christmas and January sales and summer festival organisers often require help with ticket sales, catering, and security.

Often employers don't advertise their job availabilities at all. This is because there are many people looking for work that go in and ask if there are any openings. Employers don't need to advertise because the employees are coming to them. **You can ask for an employment application form, drop off your CV, go and meet and/or give a call to employers that you'd be interested in working with.**

People often find jobs through people they know, **so ask around your friends** and acquaintances to see if they know of any jobs going. Use your online networks, post a Facebook status letting everyone know you are looking for a job and asking if anyone

knows of any opportunities. Ask for recommendations from people for jobs you know friends have connections with.

People often talk about 'networking'. This just **means introducing yourself to people that work in the career/industry** that you are interested in. It is good to have acquaintances and friends that know some of your skills, experience and capabilities so that when they hear of new job opportunities, or when you apply for a job in their business or organisation, they can put in a good word for you.

Job interviews

An employer will contact you to arrange a time for an interview if they are interested in hiring you. This may be at their office/premises or over Skype if they are out of town. They will usually be interviewing many people for the same position. Be prepared to leave a good impression.

Here are some tips for a good interview:

- Prepare for the interview. **Research the business/organisation** so you know what they do and what they value. This will help with answering some of the questions. **Practice job interviews** with a friend or family member and **write down the key points** you want to get across to the employer. Here are some commonly asked questions;
 - *Tell me a little about yourself.*
 - *What is your greatest strength/weakness?*
 - *Tell me what you know about our company.*
 - *What is your greatest achievement?*
 - *What motivates/inspires you?*
 - *Why did you leave your last job?*
 - *Why do you want to work for us?*
 - *Why should we hire you?*
 - *How are you in stressful situations?*
- **Dress well.** The style depends on what job you are applying for, some employers expect you to look professional while others are happy with casual. Op-shops, K-mart and The Warehouse are cheap places to get basic professional outfits such as black dress pants, skirts and shirts.
- **Turn up five or ten minutes early.** Being late would show that you won't be punctual while at work. Take a few deep, slow breaths if you're feeling stressed. Make sure your phone is on silent.
- You can **take a moment to consider each question**, stay calm and confident but it's okay to be nervous too, just let them know, they'll understand.
- They may ask you if you have any questions. Here you could ask things like: 'What is it like working with this team?' 'What would a day working here typically involve?' or 'What kind of orientation or training will I go through when I begin?'
- There are some questions you don't have to answer if you don't want to. For example, questions about your age, family commitments, religion and sexual

orientation would all be considered discrimination. The Human Rights Act 1993 protects people from unlawful discrimination. If you think you have been discriminated against when applying for a job you should contact the Human Rights Commission (HRC) at **www.hrc.co.nz**

- At the end of the interview make sure you **thank them for their time** and consideration.
- Some people suggest making contact within a day after the interview to say thank you again, this could be a short email or call. Let them know if there was something that particularly impressed you about the organisation, but otherwise just leave it as a simple thanks for the interview.
- More information on being prepared for interviews is available online. Google search 'job interviews' for the main sites.

You may feel like the interview went terribly. You may be then be pleasantly surprised that you still get the job because the interview actually wasn't that bad from the employer's perspective. However, if it actually was terrible this is ok too. The fact that you got an interview in the first place means your job searching techniques are good. You can also think about the things you thought went wrong in the interview, and ask the employer for constructive feedback, so that you can practice and be better prepared next time.

After an interview you thought went really well, you still might not get the job. This does not necessarily mean you were wrong for the job, or they didn't like you. The employer has a hard decision to make as there are many people applying for jobs, and they had to choose someone that best fit their team at that time. Be polite, ask them for feedback as to why you didn't get the job, thank them for the opportunity and let them know you'd be interested if another job opened up in the future. You never know, you might be invited back.

Services available to help

You may be facing extra barriers to getting into work such as disability, mental illness, you're new to the country and/or you need a bit of extra support and ideas. There are organisations available to help assist you in your journey to employment:

Arahina Family Support Centre

The Methodist Mission operates Arahina house in Mosgiel. They provide support, advice and information on a variety of issues, from health to education, job research, CV writing and other skills to obtain employment. Contact Arahina Family Support Centre for more information about their services, or just drop in to the centre;

Address: 2 Perth Street, Mosgiel

Phone: (03) 489 5273

Mobile/text: 027 444 5045

Fax: (03) 487 7284

Website: www.dmm.org.nz

Community Care Trust

Community Care Trust provides wide and varied community based support for adults with intellectual disabilities and/or autistic spectrum disorders in Otago and Southland. Their employment service includes developing work ethic and skills within the organisation with a view to progression into open employment, and supporting you to find and maintain employment in an industry of your interest. To become involved you'll need a referral from your health provider.

Address: 278 King Edward Street, South Dunedin

Phone: (03) 466 3055

Fax: (03) 456 2483

Website: www.cct.org.nz

Dunedin City Council (DCC) Settlement Support

Settlement Support Dunedin offers advice, support and information for migrants, refugees and their families. This includes advice on how to meet people, how to find a job and a home and information about local schools.

Settlement Support runs a monthly orientation tour of Dunedin. This involves informative talks by key services in the community, and a fun bus tour around the city areas to impart local knowledge.

Contact Fi McKay;

Address: Dunedin City Council, 50 The Octagon, Dunedin

Phone: (03) 474 3332

Website: www.dunedin.govt.nz/newcomer

IDEA Services

IDEA Services support people with intellectual disability. Their supported employment staff assist people to find paid jobs. This involves job search, job training and ongoing job support. IDEA services also support people wanting other work and day activities such as microenterprises, voluntary work, study and recreation. For more information about this service or becoming a member of IDEA services contact the IDEA Services and IHC Association office;

Address: 42 King Edward Street, PO Box 2369, Kensington, Dunedin 9012

Phone: (03) 466 3850

Fax: (03) 466 3851

Website: www.ihc.org.nz

Royal New Zealand Foundation of the Blind (RNZFB)

If you are a member of the RNZFB you can register with their employment service. They can help you make a plan, provide advice on getting a job, and provide ongoing employment support. The RNZFB can also help members access specialised equipment and technology. Contact your local Service Manager for a referral to an employment consultant or for information about becoming a member of the RNZFB.

Address: Cnr Hillside & Law Streets, South Dunedin

Phone: (03) 466 4230

Fax: (03) 455 4319

Website: www.rnzfb.org.nz

Sherwood

Sherwood have a free supported employment service for 16 to 65 year old people who identify as having a barrier to employment through either an intellectual or physical impairment or mental health issues. Sherwood help you develop a personal plan with long term goals, assist in looking for a job and offer support when a new job starts. They also look at other steps that will help you get the job you want such as further education and work experience opportunities. Contact them for more information or to register with them;

Address: 28 Boomer Street, Green Island, Dunedin

Phone: (03) 488 4926

Website: www.sherwood.org.nz

The Tapestry Clubhouse – Supporting Families Otago

The Tapestry Clubhouse is a community building for people aged 18-65 who use mental health services in the community.

It involves a casual, pre-vocational training programme, where people can participate either in the kitchen, garden and maintenance team, employment and education or the admin team. They can offer help writing resumes and finding employment and support towards undertaking study or other personal goals. Supporting Families Otago also provide support, information, advocacy and education for families of people with mental illness.

Contact The Tapestry Clubhouse for more information or to become involved in these services;

Address: 34 Prince Albert Road, St Kilda

Phone: (03) 455 1873

Website: www.tapestryclubhouse.org.nz

Work Opportunities

Work Opportunities offer a free supported employment service for people who have a disability and are looking for a job, or are currently working and seeking additional support to retain their job.

They typically support people with mental health related illness or disability. They support open employment; 'real' jobs with 'real' pay. They focus on strengths and abilities to help people find and retain jobs that are suitable hours and work for their capabilities.

Contact Work Opportunities for more information about their services, what to expect and to register;

Address: 103 Melbourne Street, South Dunedin

Phone: (03) 455 4357

Fax: (03) 455 4353

Email: workopp@e3.net.nz

Workbridge

Workbridge is a free professional employment service for jobseekers with great workplace skills and experience. Workbridge work with people who have any type of injury, illness or disability. They are also free to all employers and work hard to match

the right people to the right job. See the website for your nearest centre. Contact Workbridge for more information about their services, what to expect and to register;

Address: Level 6 John Wickliffe House, The Exchange, 265 Princes Street,
Dunedin

Phone: (03) 477 0877

Fax: (03) 479 2736

Website: www.workbridge.co.nz

Recruitment/Temp Agencies

If you register with a recruitment agency they can submit you for vacancies if they think you are suitable. They work for the employers, not for you. This means they are not looking for a job for you, they are finding the right person from all of the jobseekers they have on file to fill a job opening. Regularly let them know that you are still available and looking for work and keep your CV with them updated. You can sign up for more than one agency but don't rely on agencies as your only means of finding a job.

There are recruitment agencies for industries such as business, accounting, transport, hospitality, construction, engineering, IT, labour and trades. Look up 'recruitment agency' in the yellow pages to find them.

Apprenticeship

An apprenticeship is a way of earning money while you learn and train in an industry. You will have on-the-job training with your employer and off-the-job training through an education provider such as a polytech, this is organised by your relevant industry training organisation (ITO). If you are interested in obtaining an apprenticeship and for further information see the Tertiary Education Commission (www.tec.govt.nz) website or the 'education and training' section of the Careers NZ website about workplace training and apprenticeships (www.careers.govt.nz).

ACCEPTING A JOB

Careers NZ suggests that even though it is very exciting when you receive a job offer, it is good to **think it through before accepting straight away**. Ask the employer when they need your decision and use the time to consider if the job is a good fit for you. You could ask to see the employment contract before you accept the offer.

If you are on a benefit you need to **contact Work and Income if you start work**. When you take on full time work (30 hours or more a week) your benefit will stop, though you may still be eligible for extra financial assistance. Ask Work and Income what other assistance is available for you as you transition into work.

It is okay to accept part-time work even though you're trying to get a full time job. A part-time job offers experience, a current referee, extra income in the mean time, and it can lead into a full-time job/more hours. There are sometimes more part-time jobs available than full-time. You could also consider working more than one part-time job.

See the employment chapters in the Community Law Manual for more information on employment law at; www.communitylaw.org.nz/community-law-manual

Employment Agreement

An employment contract or agreement is a legal agreement between an employee and an employer. It is the employer's responsibility to provide you with a written contract; if they don't give you one then you should ask. It includes hours of work, pay, arrangements for holiday pay, company policies, health and safety issues, job description and other employment details.

Your contract may include a trial period of up to 90 days. During this time you're still entitled to all the minimum protections such as holiday pay, but you can be dismissed without being able to take a personal grievance or other legal proceedings in respect of the dismissal. However, it is not a license for the employer to dismiss you for no reason. Therefore, a reasonable employer would still review your work and advise you of any problems to fix before the end of the 90 days.

Once you sign the contract it is legally binding, which means if one side doesn't do what they agreed to, the other side can enforce the agreement by law. Before signing the contract, read it thoroughly and get advice to ensure it is fair and you understand the agreement. If you need help looking over the contract you can ask a savvy family member or friend, your case manager if you've been part of an employment support organisation or the Dunedin Community Law Centre.

You can find information on the minimum employment rights that apply to you, such as minimum leave and pay, on the Ministry of Business, Innovation and Employment (MBIE) website: www.dol.govt.nz/er/minimumrights

For general queries on employment relations, pay, holidays and health & safety you can call the MBIE Contact Centre on **0800 20 90 20**

If you believe you have a dispute or problem with your employer then it is best to approach them first and discuss the problem. If this fails, you should get legal advice, contact a lawyer or the Dunedin Community Law Centre. Make sure you record what has been happening and keep all related documents.

Independent Contractor

An independent or self-employed contractor is someone who is in business on their own account, rather than being an employee.

It is likely that you are an independent contractor if;

- You and the person you work for didn't intend to form an employment relationship.
- You control how and when the job is done.
- You're paid in a lump sum at the end of a job or after certain progress is made.
- You choose who does the job, so can hire your own employees.
- You pay tax, ACC and insurance directly.
- You can make a profit or loss directly.
- You supply equipment and materials.
- You're free to accept similar work from a number of sources at the same time.

Independent contractors generally aren't protected by the Employment Relations Act 2000 and other employment legislation. For protection you should have a contract between you and any person you do work for including the following details;

- Hours and description of work.
- When, how, and the amount you will be paid. Your hourly rate should cover for days when you are sick or injured (or bereaved) and can't work.
- How much notice should be given if the contract of services is terminated early and acceptable reasons for doing so.
- How disputes will be resolved.
- Who will be the owner of intellectual property developed during the course of the contract (e.g. software code).

Assistance for becoming self-employed

If you have experience you can build on and want to start your own business, Work and Income may be able to help with guidance, financial support and training in business skills.

The Dunedin YWCA Angel Fund is a loan fund for women seeking a loan for educational, business and personal development. See their website;
www.dunedin.ywca.org.nz/programmes/angel-fund

You can find out about your Health and Safety obligations as an independent contractor, on the MBIE website; www.business.govt.nz/healthandsafetygroup/

Starting a new job

There are still challenges ahead when you have a new job. Here are some tips for when you are starting out:

- **Confirm the date and time** that you are supposed to arrive for your first day and ask if there is parking on site, or figure out your bus/walking route and how long it takes. Aim to arrive 10 minutes early.
- Arrange suitable childcare arrangements if you have children.
- You can ask **what is appropriate to wear**, or if you've been to the work place during the interview process or for a visit then you will have noticed the general dress sense. Some businesses are quite professional, while others are more casual. You may need to pick up or purchase a uniform or safety gear.
- Review your income and spending before your first day to determine how you will spend and save your money responsibly.
- Show your boss and co-workers that you take your new job seriously and make a good impression, particularly in the first weeks. **Pay attention to instructions.**
- Gossiping about co-workers or even your previous job gives an unprofessional impression. Get to know the staff that you'll be working with but **avoid office politics and bickering**. You may not get on well with all the staff, but you are there to do a good job, not to become good friends with everyone.
- Ask questions and take notes. **Read the employee handbook** and other material on your position and the organisation/company. It can be difficult to learn how to do a new job and to fit in with the team, but a positive attitude is key.
- Everybody makes mistakes, including you. When your supervisor criticises something you do, learn from the mistake, don't take the criticism personally, make excuses or get upset. Ask your supervisor how to do it better next time. Some situations can be stressful, try to be calm and think how to respond in a constructive rather than damaging manner.
- Know the workplaces policy on confidentiality. There may be some things that only employees should know, so be careful with any confidential documents and passwords.
- Use your breaks for any personal calls and web browsing rather than during working time.
- If you send emails as part of your job, or to any of your co-workers keep them professional. Pay attention to spelling and grammar and do not swear or write in capitals. Face-to-face or by phone are often better ways to communicate, particularly when dealing with a conflict.
- If can't make it to work because of sickness or injury let your boss know as soon as possible.

- If you end up dating a colleague keep it professional at work and understand that if it doesn't work out, you still have to work with that person.

COURSES AND VOLUNTEERING

Volunteering, doing a part time course or joining an interest or sports club will help you feel happy and useful. It will also build your skills and experience that will help on the journey towards getting a job. If it's difficult to find a job with your current skill set you may need to be prepared to retrain and/or get voluntary experience to build skills.

Courses

There are all sorts of courses going on in Dunedin. Learning something new can give you more skills, challenge you and be a fun experience. Contact the organisations below or look them up online for more information on the courses they run. These courses vary in their cost and length. Some of the courses have funding or scholarships available. This is not an exclusive list of the courses available in Dunedin/Otago, and there are many more available all over the country if you are prepared to travel or do distance study, for example through Open Wānanga or Open Polytechnic.

See Studylink for information on studying and on help with income while doing a full time course: **www.studylink.govt.nz**

Otago Polytechnic

Otago Polytechnic runs a mixture of practical and theoretical courses from foundation to postgraduate levels. They support hands-on and career focused education and have a wide range of courses.

Website: www.op.ac.nz

Phone: 0800 762 786

Aoraki Polytechnic

Aoraki Polytechnic has a number of qualifications in various industries, professions and trades. They are practical and student focussed with supportive tutors and small class sizes.

Website: www.aoraki.ac.nz

Phone: 0800 426 725

University of Otago

The University of Otago offers a wide range of study subjects. They are quality research based, offering some foundation level and many higher level qualifications.

Website: www.otago.ac.nz

Phone: 0800 80 80 98

Sir George Seymour College

Sir George Seymour College offers NZQA approved education and training programmes for the airline, travel and tourism industries.

Website: www.sirgeorge.co.nz

Phone: 0800 10 20 20

Work and Income

There are courses available through Work and Income. For example the Skills for Industry programme that provides short industry-specific training for specific job opportunities or in sectors where there is growing demand for workers.

Adult Community Education (ACE) – Logan Park High School

Logan Park High School provides a range of Adult and Community Education classes during the school terms.

Phone: (03) 470 3019

Website: www.lphs.school.nz/adult-community-education-ace

Address: Logan Park High School, 74 Butts Road, Dunedin

The Methodist Mission - Approach Community Learning

Approach Community Learning offers Youth Guarantee, a free programme for 16-19 year olds with a relaxed learning environment for help with Maths, English and learning the skills that interest you. They also have courses in retail employment skills for adults.

Phone: (03) 487 7959

Website: www.dmm.org.nz

Address: 177 Mornington Road (Lookout Point)

Community Colleges Dunedin

Community Colleges Dunedin offer Youth Guarantee courses for 16-19 year olds. They have practical courses that offer the opportunity to gain NZQA qualifications at level 1, 2 or 3, and the skills and confidence to move into further education or work.

Phone: 0800 887 005

Website: www.comcol.ac.nz/colleges/comcol-dunedin

Email: pathway@dunedin.comcol.ac.nz

Address: 23 Dowling Street, Dunedin

Kokiri Training Centre

Kokiri Training Centre is the only Maori training provider in Otago. They run Youth Guarantee courses for 16-19 year olds, offering NCEA and National Certificate qualifications and level 3 chefs training.

Phone: (03) 455 5725

Website: www.kokiricentre.co.nz

Address: 51 Macandrew Road, South Dunedin

Salvation Army – Employment Plus Centre

The Employment Plus Centre offers NCEA and NZQA courses in subjects such as computing and hospitality/retail that provide the skills and confidence for the next step in your working life. These are available to youth and young adults referred by Work and Income.

Phone: (03) 474 8522

Website: www.salvationarmy.org.nz

Address: 160 Crawford Street, Dunedin

Malcam Trust

The Malcam Trust has partnered with the Otago Polytechnic and 4Trades to run an employment-based training course called Altitude for 18-25 year olds. It is a 16 week course with free study at Otago Polytechnic and work experience that will lead into employment.

Phone: (03) 477 4175

Website: www.altitudenz.co.nz

Youth Grow – Family Works

Youth Grow is a free education and preparation for work programme for 16-23 year olds. It offers support, work experience, a NZQA Horticultural qualification and other skills at their plant nursery and retail garden centre.

Phone: (03) 473 1334

Website: www.youthgrow.org.nz

Address: 146 Norwood St, North East Valley, Dunedin.

Volunteering

Volunteering is a great way to help your community by doing unpaid work and has many benefits for you too. You will learn new skills, build networks and develop local experience and contacts; this is particularly useful if you're new to the area. It will also be a good source for a reference. People from all walks of life have used volunteering as a step to finding their first or a new job.

If you haven't been working for a while a volunteer position is good as it provides a low pressure and more casual commitment to get used to the working environment.

To find a place to volunteer ask around at local charity and not-for-profit organisations that you are interested in. If you're not sure where to start see Volunteering Otago:

Volunteering Otago

The Volunteering Otago office helps people to volunteer in their local community. They can assist you to find a volunteering opportunity from their up-to-date database of local organisations. There are positions to suit a range of commitment and availability. Find something that will be interesting, build your skills and experience, improve your confidence and give you a sense of inclusion within your community.

Phone: (03) 471 6206

Toll free: 0800 865 268

Website: www.volunteeringotago.org.nz

Address: Level 1, Dunedin Community House, 283 Moray Place, Dunedin

Supported Volunteering

Supported volunteering is a referral programme through Volunteering Otago for people who experience mental illness and would like to try voluntary work as part of their recovery. Supported Volunteering does not obligate the volunteer to commit to any placement; it offers the opportunity to do so. For more information contact the

Coordinator; **Phone:** (03) 471 6202

MANAGING MONEY

When you're not getting enough income, or you're on a benefit, money can be very tight. Jobseeker Support is not enough to live on long term and staying on it may lead to poverty. There are methods and people available to help you cope while money is restricted.

Ask your WINZ case manager, or if you are a non-beneficiary still call WINZ and let them know if you are struggling financially. Ask them if there is any assistance they can offer if you need help with the costs of things. See the next section called 'Benefits' for some information on what's available.

Community organisations in Dunedin are seeing an increasing number of people who are newly unemployed, i.e. from redundancies or cut hours. If you are struggling financially in any situation don't be afraid or ashamed to reach out for help. You are not alone and there are people that can and want to assist you and your family. Even if you just want someone to listen to your situation, fears and issues it is worth reaching out.

If you pay the rates on the address that you live at and have a low income you may be eligible for a Rates rebate. See the Dunedin City Council for more information. There is a Rates rebate calculator on the DCC website under the 'rates information' section.

Beware of purchasing things on hire purchase and credit cards or taking out loans from loan shops. It may seem worth it at the time but the high interest rates mean you have to pay back much more than what you borrowed. Always make sure you add up the total cost before you agree to the personal loan.

Working for Families Tax Credits

If you have dependent children aged 18 years or younger you may be entitled to Working for Families Tax Credits. There are four types of payments:

- Family Tax Credit – pays a certain amount per child depending on the age of the child and your income.
- In-Work Tax Credit – pays a certain amount per child if you are working
- Minimum Family Tax Credit – to top up the family income to a minimum amount.
- Parental Tax Credit – help with the costs of a new baby.

You may qualify for one or more, depending on your personal situation.

There are also childcare and OSCAR subsidies, and funding for 20 hours of early childhood education per week available.

To estimate your entitlement and get more information see the website, **www.workingforfamilies.govt.nz** or call Inland Revenue's automated phone service INFO express on **0800 257 477**.

Community Services Card

A Community Services Card can help you and your family with healthcare costs. You may be eligible if you are on a low to middle income or are getting one of the main types of Work and Income support.

The card reduces the cost of:

- Prescriptions if you don't already get reduced fees through a Primary Health Organisation (PHO)
- After hours doctors visits
- Visits to a doctor that isn't your regular doctor
- Glasses for children under 16
- Emergency dental care provided by hospitals and approved dentists
- Travel and accommodation for treatment at a public hospital outside your area when you've been referred there
- Home help

You can also get discounts at some local government-funded leisure activities (e.g. Moana Pool) and free or discounted services from other organisations (e.g. curtain banks). To apply for the Community Services Card contact Work and Income on **0800 999 999** or download a form from their website **www.workandincome.govt.nz**

Budget advice and welfare assistance

The New Zealand Federation of Family Budgeting Services Inc (NZFFBS) provides top quality, free budgeting advice to family and individuals across New Zealand.

You may need to budget, and/or seek budgeting advice if you are worried about money, you are often in debt, your costs have increased for some reason, you have given up hope of having money for holidays or retirement, or talking about money with your family causes arguments.

You can call the NZFFBS freephone service from landlines and cellphones to help find your nearest budgeting service.

See the website for budgeting tips and tools such as their budget worksheet and shopping guide and to get some advice through the online chat or articles. You can also seek advice from a budget adviser through email.

Phone: 0508 BUDGETLINE (0508 283 438)

Website: www.familybudgeting.org.nz

Email: adviser@familybudgeting.org.nz

Seeing a budget adviser is having someone look at your income and spending with you and setting budgeting goals with a plan to achieve these goals. This is a free and helpful service available to everyone, no matter what your source of income or family situation is.

Dunedin organisations that provide NZFFBS regulated budgeting services are:

- Anglican Family Care
- Corpac Trust
- Dunedin Budget Advisory Service
- Family Works (Presbyterian Support Otago)
- The Salvation Army

The website **www.sorted.org.nz** is also helpful when looking at managing money. It has an A-Z guide on everyday money matters, budgeting tools and other financial tips.

Dunedin City Council Consumer Electricity Fund

This is to assist people living within the DCC boundary with a one-off payment of up to \$200 towards their electricity account. The fund is available for homeowners and people who rent. You will have to complete a budget assessment and have your eligibility checked by the administering agency.

To apply talk to your budget advisor or make an appointment with one of the following agencies:

- Anglican Family Care
- Catholic Social Services
- Corpac Trust
- Dunedin Budget Advisory Service
- Family Works (Presbyterian Support Otago)
- The Salvation Army

Further information and contact details for these organisations are available below:

Anglican Family Care

Anglican Family Care is a child and family support service with a wide range of support programmes in Dunedin and Otago. This includes; home based family support, emergency and respite care for children from birth to 16 years, parenting education courses, budget advice and support, free counselling, advocacy, food bank, restorative justice facilitation, and Family Start.

Phone: (03) 477 0801

Fax: (03) 477 0888

Website: www.anglicanfamilycare.co.nz

Address: 36 Bath Street, Central City, Dunedin

Catholic Social Services

Catholic Social Services are a family social services and counselling agency. They provide counselling and social work support including parent education and support programmes, social work support and advocacy and counselling. Services are free or low cost, with negotiable cost for unwaged or low-waged families.

Phone: (03) 455 3838

Fax: (03) 456 2902

Website: www.cathsocialservices.org.nz

Email: office@cathsocialservices.org.nz

Address: 42 Macandrew Road, PO Box 2047, South Dunedin 9044

Corpac Trust

Corpac Trust provides free budget advice and financial management services to people with mental illness and addiction issues who are living, or will be living in the community. They help people come to a manageable budget plan, will keep clients informed at all times and are supportive and confidential.

Phone: (03) 477 6853
Fax: (03) 477 6854
Website: www.corpactrust.co.nz
Email: enquiries@corpactrust.co.nz
Address: 49 Queens Gardens, Dunedin

Dunedin Budget Advisory Service

The Dunedin Budget Advisory Service is a free, confidential and non-judgmental service with friendly and understanding staff. They recommend contacting a budget advice service before your financial situation gets too bad, as those who do often get better results. But still contact them even if in a tight situation as they have access to tools that the general public does not, for example beneficial communication with creditors.

Phone: (03) 471 6158
Fax: (03) 471 6159
Website: www.dunedin.familybudgeting.org.nz
Email: dbas@xtra.co.nz
Address: 283-301 Moray Place (Community House), Dunedin 9016

Family Works (Presbyterian Support Otago)

Family Works is Presbyterian Support Otago's Social service for children, young people, families, individuals and communities. They offer social work support and advocacy, welfare assistance including the food bank, budget advice, counselling services, the Buddy programme and other community and parenting programmes.

Phone: (03) 477 7116
Fax: (03) 479 2020
Website: www.otago.familyworks.org.nz
Email: familyworks@psotago.org.nz
Address: 407 Moray Place, Dunedin

Salvation Army

The Salvation Army's Community Ministries office in Dunedin offer counselling, budget advice, advocacy services, clothing, furniture and a food bank. They also have programmes for addictions and gambling.

Phone: (03) 477 9852
Website: www.salvationarmy.org.nz
Address: 160 Crawford Street, Dunedin

WORK AND INCOME SUPPORT

Work and Income provides employment services and financial help throughout New Zealand. They are focused on people achieving a better future for themselves and their families through helping them find suitable work. Work and Income also support those who, for a range of reasons, are temporarily or permanently unable to work. The following is a brief guide to Work and Income services and financial assistance. There are different conditions and requirements that apply before assistance can be given.

From 15 July 2013 Work and Income changed from seven down to three main benefits for people of working age. These are called; Jobseeker Support, Sole Parent Support, and Supported Living Payment. These will be outlined here but more detailed information and the application forms are available from the Work and Income website.

Website: www.workandincome.govt.nz
Phone: (General Enquires) 0800 559 009

If you are deaf, hearing impaired or find it difficult to communicate by phone:

- **Deaf Link free-fax:** 0800 621 621
- **Telephone typewriter (TTY):** 0800 111 113
- **Text:** 029 286 7170
- **Email:** MSD_Deaf_Services@msd.govt.nz

Multilingual Lines: (Monday to Friday 8.30am to 5pm)

Arabic	0800 668 008
Cantonese	0800 664 004
Farsi	0800 996 006
Hindi	0800 993 003
Mandarin	0800 661 001
Māori	0800 662 002
Punjabi	0800 995 005
Samoan	0800 663 003
Somali	0800 997 007
Tongan	0800 669 009

The main Dunedin office is **Dunedin Central Community Link** located at the corner of Cumberland, Castle Street and St Andrews Street.

There are over 20 Service Centres/Community Links throughout the Southern area, find one nearest to your location on the Work and Income website or call to ask.

Jobseeker Support:

This benefit can help if you're temporarily out of work or working fewer hours than usual.

On 15 July 2013 Jobseeker Support replaced the *Unemployment Benefit*, *Sickness Benefit*, *Domestic Purposes Benefit* (for Sole Parents with youngest child aged 14 or over, and Women Alone), and *Widow's Benefit* (without children, or with youngest child aged 14 or over).

You may qualify for this benefit if:

- You can work full time and you're taking steps to look for full time work, OR;
- You are willing to work full time but you're temporarily unable to work or you need to work fewer hours – for example, because of your health condition, injury or disability
- You are aged 18 or over, or 19 and over if you have dependent children,

The amount of money that you get paid depends on factors such as age, accommodation, relationship status and children. The actual amounts can change from time to time so see the Work and Income website for current rates.

If you get a benefit you'll need to meet a number of different obligations. If you have a **health condition, injury or disability** you may not have to meet some work obligations until your situation changes. You will need a medical certificate and will probably be asked to do a self-assessment of your barriers to work and what support you need.

The obligations while on Jobseeker Support and the consequences for not meeting them are listed in the application form. Here are the main ones:

- Look for or prepare for work, including attending courses or work assessments that Work and Income request and accepting any suitable work offers.
- Take and pass a drug test
 - Only if required by employers (commonly for industries like construction, manufacturing, transport, fishing and forestry) or some training providers.
 - If you fail you will need to pay back the cost of the test and agree to stop using drugs.
 - If you are dependent on drugs, undergoing or waiting for drug treatment or taking prescription medication that could cause you to fail a drug test you will not be sent to jobs that need you to take a drug test.
- Take reasonable steps to make sure any dependent children in your care access health services and education
- Tell Work and Income if you're travelling overseas before you go
- Tell Work and Income if there are changes to your situation, for example to your income or relationship.
 - If you have a partner, their situation and income will be considered in your application, and they may have obligations.

- If you have another dependent child while receiving Jobseeker Support you may be required to look for work from when the child turns one year old. This also applies when you've begun caring for someone else's child.
- If you're still receiving Jobseeker Support after a year you'll need to reapply.

If you or your partner fail to meet an obligation an 'obligations failure' may be initiated which could lead to benefit payments being reduced or stopped (this is called a sanction) until you begin the 'recompliance' activity that Work and Income sets for you.

Sole Parent Support:

Sole Parent Support provides for single parents and caregivers with one or more children under age 14.

On 15 July 2013 Sole Parent Support replaced the *Domestic Purposes Benefit: Sole Parent* and *Widow's Benefit* (with youngest child aged under 14).

You may qualify for this benefit if:

- You're the sole parent of a child under 14,
- You're not living with, or being supported by, a spouse or partner,
- You are aged 19 and over,

If your youngest child is under five you'll be expected to prepare for work, and may be asked to do specific work preparation activities such as seminars and employment-related training or education.

If your youngest child is aged five to 13 years you will be expected to look for part time work (at least 15 hours a week). If you have a health condition, injury or disability that prevents you from working you may not be expected to look for a part time job.

You must take reasonable steps to make sure any dependent children in your care access health services and education and you may be required to take and pass a drug test for a job (this obligation is the same as for Jobseeker Support detailed above).

If you have another dependent child while receiving Sole Parent Support you may be required to look for part time work from when the child turns one year old. This also applies when you've begun caring for someone else's child.

Supported Living Payment:

Supported Living Payment provides for people who can't work because of a health condition, injury or disability.

On 15 July 2013 Supported Living Payment replaced the *Invalid's Benefit* and the *Domestic Purposes Benefit: Care of Sick or Infirm*.

You may qualify for this benefit if:

- You are permanently and severely restricted in your capacity to work because of a health condition, injury or disability, OR

- You are totally blind, OR
- You are caring full-time for someone who would otherwise need hospital, rest home or residential disability care,
- You are unable to regularly work 15 hours or more a week in open employment,
- You are 16 or older.

People on the Supported Living Payment are not required to look for employment but if you want a job Work and Income can help you with this.

Youth Payment:

Youth Payment provides for 16 and 17 year old people living independently from their parents.

You may qualify for this benefit if:

- You are 16 or 17 years old,
- You do not have any dependent children,
- You are single and in 'exceptional circumstances', for example, your relationship with your parents has broken down or they are unable to support you, OR,
- You are (or were) married or in a civil union, or in a de facto relationship.

You usually won't receive the full amount of the benefit directly; your Youth Service provider will manage your payments. This is called **money management**. You will receive a weekly allowance in your bank account, a separate amount on a payment card for food and other groceries, and the rest goes to your Youth Service provider who will pay your key costs such as rent/board, power etc. There are incentive payments for budgeting courses and education or training.

Young Parent Payment:

Young Parent Payment is for people under 19 years old who have a child.

You may qualify for this benefit if:

- You are 16, 17, or 18 years old,
- If you are (or were) married or in a civil union, or in a de facto relationship you usually must be undertaking or be available for full-time education or training.

The payment is subject to the same money management system as the Youth Payment, as mentioned above. There are incentive payments for completing budgeting courses, education or training, and parenting education courses.

Other Assistance

There are a number of other types of financial assistance available from Work and Income. Some are listed below. See the Work and Income website for more information.

- **Transition to Work Grant** – helps with the costs of searching for or starting work. It may also help bridge a gap between jobs or meet your living costs until you get your first pay. Some of the costs the grant can help with are; job search and interview costs such as clothing and travel, specific tools or clothing needed for a new job, costs of relocation if you are moving to take up a job offer in a new area or living expenses until the first pay week.
- **Emergency Benefit and Emergency Maintenance Allowance** - these benefits are for people who, for various reasons, don't qualify for another type of benefit.
- **Accommodation Supplement** – to help with rent, board or the cost of owning a home when you have low income.
- **Training Incentive Allowance and Sole Parent Study Assistance** – help with things like fees, textbooks or childcare for people doing a work-related course on Sole Parent Support, Supported Living Payment, Emergency Maintenance Allowance or Young Parent Payment.
- **Childcare Subsidy and OSCAR Subsidy** – helps pay childcare costs for early childhood centres, after school care, and holiday programmes.
- **Guaranteed Childcare Assistance Payment (GCAP)** – to help cover childcare payments for young parents under 19 years who are taking part in education, training or work-based learning.
- **New Employment Transition Grant** – if you are a parent, no longer on a benefit because you started working, but you now can't work because of sickness or a breakdown in childcare arrangements this grant can help with costs.
- **Disability Allowance** – helps with extra costs you, your partner or child have because of a disability that is likely to last at least six months. You can get this on it sown, or with a main benefit.
- **Modification Grant** – if you have a disability this grant can pay for workplace changes or equipment that makes it easier for you to stay in or get work.
- **Mainstream Employment** – provides a package of subsidies, training, and other support to help people with significant disabilities get work.
- **Flexi Wage** – a subsidy to an employer for wages and/or payment for training so you can get the skills you need to do the job.
- **Flexi Wage Self Employment** – help with the costs of starting up your own business.
- **Work Bonus** – an incentive payment for when you start work before you need to, i.e. you are currently required only to be on work preparation obligations because of a health condition or having young children.
- **Temporary Additional Support** – helps to meet your essential costs for a short time if you have no other way to pay for them.

Warrants to arrest

Not clearing an arrest warrant will mean benefit payments are affected or stopped. A beneficiary with an arrest warrant for criminal matters that hasn't been cleared 28 days after its issue will get a letter giving 10 working days to clear it.

If the warrant is not cleared within 10 working days their benefit payment will be affected.

If the New Zealand Police considers a beneficiary with an arrest warrant is a risk to public safety, their benefit can be stopped or affected immediately, without telling them first.

Arrest warrants can be cleared at the criminal counter at a courthouse (this is called a voluntary appearance). It's best done at the court where the warrant was issued, but can be done at any courthouse.

Making a complaint if you disagree with a decision

If you're unhappy about a decision Work and Income have made, they have a special review process and a Benefit Review Committee. Most misunderstandings can be resolved quickly and easily just by talking things over, so please try talking with Work and Income first. If you're still unhappy, you can go through the Work and Income appeals process. Ask for the Review Rights and Responsibilities flyer.