

Leading Social Development in  
**NELSON, MARLBOROUGH  
AND WEST COAST**

Regional Plan 2007 > 2008



MINISTRY OF SOCIAL DEVELOPMENT  
*Te Manatū Whakahiato Ora*



A service of the Ministry of Social Development



family & community services  
ratonga ā-whānau, ā-hapori

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MINISTRY OF  
YOUTH DEVELOPMENT  
TE MANATŪ WHAKAHIATO TAIOHI

Administered by the Ministry of Social Development



STUDYLINK

Hoto Akoranga

A service of the Ministry of Social Development



Work and Income

Te Hiranga Tangata

A service of the Ministry of Social Development

#### Cover Photos

##### Top Left:

Ian Saddler finds a new artistic talent, supported by Brian, his caregiver.

##### Bottom Left:

Participants on the Tu Tangata programme learn about tikanga relating to waka ama.

##### Right:

Taking the Working for Families message to the workplace.

## CONTENTS

Achieving Better Social Outcomes Together	2
Opportunities for Action in Nelson, Marlborough and West Coast	3
Moving Forward	7
Leading Social Development	8
Helping our Children, Young People and Families Succeed	14
Creating Opportunities for Working Age People	21
Enhancing the Wellbeing of Older People - Today and Tomorrow	29
Partnering with our Communities	33



# Achieving Better Social Outcomes Together

I am pleased to introduce the Ministry's 2007/2008 Regional Plan for the Nelson, Marlborough and West Coast region. The Plan sets out our key priorities and how we will respond to the needs, challenges and opportunities for the region. It also sets the direction for all our service lines, including - for the first time - Child, Youth and Family.

We work with people in a lot of different ways and our work touches the lives of many people. We need to make sure that anyone accessing our services gets the help they need, when they need it. Regional Commissioners take a leadership role to ensure these services are well connected and accessible, and make a real difference to the people who live in our communities.

But we also need to work with other agencies. Strong relationships with central and local government, non-government organisations and community partners are critical to our success. Only by working closely with other agencies, can we provide our communities with tailored, accessible services that meet their needs.

The Government has set three priority themes for the next decade: Families - Young and Old, Economic Transformation, and National Identity. Our work contributes to all of these - and to Families - Young and Old in particular.

Supporting families is one of our most important roles.

We work to ensure that children get the best start in life, that everyone is safe from violence and abuse within the family and that older New Zealanders are supported to live in their community as they wish. By supporting parents and families in managing their lives and caring for each other, we can make a difference to all families both young and old.

Our ability to achieve these outcomes has been hugely strengthened by the inclusion of Child, Youth and Family within the Ministry.

Helping people into work and building the skills of our workforce are both critical to developing a high value economy and achieving economic transformation. With record low unemployment, we are well positioned to continue to enhance our services for all working-age<sup>1</sup> clients and to work in partnership with industry to increase productivity in the workplace.

2007/2008 will be another big year for us. By working together, we can achieve these goals and make a real difference to the lives of people in the Nelson, Marlborough and West Coast region!



Peter Hughes  
Chief Executive



1. Working-age clients are those aged between 18 to 64 years (inclusive).

The Nelson, Marlborough and West Coast region's geography is as contrasting as its communities. Spanning nearly 70,000 square kilometres, the land leaps from coastlines to narrow river valleys and broad plains. Our urban areas range from the tourist centres of Nelson, Kaikoura, Takaka and Picton to smaller centres serving surrounding communities, including Blenheim, Richmond, Westport, Greymouth and Hokitika. In between, large rural areas reveal pocket settlements with their own unique issues for our clients such as access to employment and social services.

The Ministry of Social Development is part of this regional community, interacting with most people either directly or indirectly through one or more of our services. These are delivered regionally by Child, Youth and Family, Family and Community Services, Integrity Services, the Ministry of Youth Development, Senior Services, StudyLink, and Work and Income.

Our *Statement of Intent*<sup>2</sup> sets out our national direction and the social development outcomes we want to achieve for all New Zealanders. Our vision is of an inclusive New Zealand where all people enjoy the opportunity to fulfill their potential, prosper and participate in the social, economic, political and cultural life of their communities and the nation.

This Plan sets out how we are implementing this vision and what we are working to achieve in the Nelson region.

## Changing economic times demand new approaches

In March 2007, New Zealand's unemployment rate was 3.8%, the fourth lowest in the OECD. Our unemployment rate for the region was even less at 2.3%<sup>3</sup>. This is reinforced by the number of working-age clients receiving an unemployment-related benefit<sup>4</sup> across our region as this number has reduced by 81%<sup>5</sup> over the last five years.



*Left: It's a drive-in kind of job - grape picking in the Marlborough summer.*

2. *Safe families, successful communities, strong New Zealand: Statement of Intent 2007/2008*, Ministry of Social Development.

3. *Household Labour Force Survey*, 31 March 2007, Statistics New Zealand.

4. An unemployment-related benefit includes an Unemployment Benefit and an Unemployment Benefit - Hardship.

5. All benefit statistics in this Regional Plan have been sourced from the Ministry of Social Development's Information Analysis Platform as at 31 March 2007. Where comparisons are made, these reflect statistics as at 31 March 2006 unless otherwise stated.

This low unemployment has changed our regional priorities from finding jobs for workers to finding workers for jobs. We are developing ways we can support other clients, including sole parents, people receiving a Sickness or Invalid's Benefit and older New Zealanders toward part- or full-time employment. Opportunities also exist for people from outside the region, as well as migrants, to enter our labour market. Co-operation between ourselves and agencies such as Immigration New Zealand and local employers is required to provide easy transitions into our region.

Mining activities on the West Coast have grown considerably during the past 12 months and are expected to increase even more over the next few years. This will create an increase in the demand for specialised trades. Labour market survey statistics indicate that the biggest growth in labour demand during the last 12 months in the region has been in the area of skilled occupations. This trend is expected to continue.

## Needs and priorities in our region

*The Social Report*<sup>6</sup> uses a set of statistical indicators to monitor the wellbeing trends of New Zealanders across 10 domains of people's lives. It is a valuable tool that helps identify issues that directly affect our region as well as the opportunities for improvement.

*The 2006 Social Report* showed that our region is doing well in many areas but has challenges to meet in others. For example, Nelson/Tasman, Marlborough and the West Coast showed the highest rate of participation in sport and active leisure activities in the country and our median hourly earnings climbed from \$13.70 in 1986 to \$15 in 2005. However, lower incomes are still prevalent here, particularly on the West Coast. The region as a whole performs well on early childhood education, with participation rates of up to 100%.

However, we have a lot of work to do, to improve and maintain community wellbeing in many areas. For example, Marlborough has the second highest rate of suicide in the country. Tasman and the West Coast regions sit in the lowest range for school leavers with higher qualifications and Nelson leads the region in household overcrowding.

The 2006 Census indicates that the proportion of older people in our region, like the rest of the country, is increasing. Nelson/Tasman and Marlborough, in particular, are popular retirement destinations for older people from other regions which has increased our ageing population. Older people have a wealth of knowledge and experience. They play an important role in family and community life. Our focus on families both young and old, presents a range of opportunities to promote increased involvement of older people in community development.

The influx of people moving into the region also means that our communities are home to more people with diverse cultures and backgrounds. We recognise

*"The Outward Bound course really showed me that I could do things I never imagined possible - and not just because of my disability. I'm extremely afraid of heights so completing the high ropes course was a great thrill for me. I'm now really excited about the rest of my life and my next goal is to get back into work."*

**Laurie D'egannah**  
Outward Bound Participant

6. *The Social Report 2006*, Ministry of Social Development.

## A new future for Brian

After 28 years in the hotel management trade, Brian found it was time for a career change.

Searching for work as a mature client proved harder than he imagined. Although he did not want to seek Work and Income assistance, it ultimately proved a good decision.

*“Work Broker Rose Ashford told me about an industry partnership where selected clients could go through training to become care workers. It sounded pretty good, so I put my name down”, he said.*

The industry partnership was established by Work and Income, IDEA (formally IHC) and IDSS (a service of the Nelson Marlborough District Health Board). On completion of the 10-week programme, it is expected that trainees would have completed 19 unit standards, obtain a first aid certificate and gain work experience.

Unfortunately just three weeks into the course Brian had a heart attack. After his recovery, he was able to rejoin the programme and catch up on the four units he had missed.

Brian graduated from the programme with a National Certificate in Community Support Services (Foundation Skills) and now works 15 hours a week as a carer for the disabled and is being trained to care for supported home clients.

With two school-aged children to bring up, a rugby team to coach, and a new future, Brian says life looks good.

Pictured is Brian (right) helping Ian Sadler at the Community Art Support Class.



the importance of helping these new residents feel part of, and able to contribute to, our communities, and we are looking at ways to help them integrate into our society and to have access to skills and training so that they are a valued part of our workforce.

Debt is an issue that many individuals and families face. The costs of basic needs such as housing are on the rise in many areas of our region. Credit is easier than ever to access and we are seeing increasing evidence of families facing hardship because of their current costs coupled with outstanding debt. Over the next year, we will introduce ways to better inform our clients about how to prevent and manage debt levels.

Like other parts of the country, our region is facing a high incidence of family violence. The New Zealand Police report that there are between 18 to 25 family violence-related incidents in the Nelson Bays area per week, six to ten per week in Marlborough and four to six on the West Coast<sup>7</sup>.

Family violence is an issue we all need to be working to prevent. It destroys families and often leaves those involved scarred with physical or psychological issues that can last a lifetime and hinder their pursuit of personal and financial goals and social wellbeing. We are committed to playing a major role in reducing the risk of violence.

The attraction of a warm climate and increased job opportunities has seen the region's population rise from 152,781 in 2001 to 161,397 in 2006<sup>8</sup>. In Marlborough, this increase has seen the demand for accommodation outstrip supply. In 2006, we supported the Centre for Housing Research Aotearoa New Zealand to investigate the extent of this issue in Nelson/Tasman and Marlborough. This research is now complete and a housing group is now steering future action. While our Ministry does not lead this issue, we will look for opportunities where we can provide support, to our agency partners.

7. Tasman Police District statistics 2007.

8. *Census of Population and Dwellings, Regional Summary*, Census 2006, Statistics New Zealand.

Smaller communities are often isolated from services and suffer population losses as people move to areas of greater opportunity. Our enterprising communities advisors hold community focus group meetings to identify the needs of these isolated communities and look for opportunities to fund projects that will boost community capacity and generate employment. Funder's forums also help us to work with other government agencies who contribute to community growth and we look for opportunities to work together for common outcomes.

For the second consecutive year, a critical labour shortage has been declared in the Nelson/Tasman and Marlborough areas. Viticulture activity continues to increase in Marlborough and we are seeing labour demands year-round in what used to be a seasonal industry. We will continue to work with viticulture and horticulture advisory groups, exploring ways of meeting labour demands and we will promote the Recognised Seasonal Employer Scheme led by the Department of Labour. We will maintain our relationship with employers and industry as they adapt to the change of recruiting offshore workers to meet their labour needs.

The key to improving our community wellbeing is by working together. Groups and agencies all have different strengths, knowledge and expertise and it makes sense that we combine our resources to achieve the best results. This willingness to plan collaboratively means that we are moving forward together to protect and improve the wellbeing of all the people in our region.

*"We are currently updating the 2002 Regional Economic Development Strategic Plan. This is timely given the economic advances made by the region in the past three years in its key industries - mining, tourism and dairying as well as their supporting industries. Wide support and consultation from key regional stakeholders including the Ministry of Social Development is critical, given the emphasis on 'people' as an attracting/retaining/training priority to progress economic development on the West Coast".*

**Warren Gilbertson**  
Regional Development Unit Manager  
West Coast Development Trust



*Left: Kym Stilwell and her children test the recipes in Work and Income's 'Great Little Cookbook'. The book was created as a way to help families plan, buy and prepare healthy meals.*

I am delighted to introduce our Regional Plan for 2007/2008.

Our region has many advantages. Beauty and character, strong economies and a culture of collaboration across government and community organisations to name just a few. Our challenge is to leverage off those advantages to provide the most effective responses to individuals, families and communities who need our support and social investment. This year, our social development activity will focus on preventing family violence, minimising disadvantage arising from poor physical or mental health and ensuring that our children and youth are supported to achieve their full potential. The importance of early intervention, particularly with clients who face significant life changes or additional disadvantage is a feature of this Plan.

Our region, is one of considerable size and diversity, however low unemployment is a common challenge and our commitment and input into workforce development strategies will continue. In this labour climate, employers providing flexible and supportive workplaces will be advantaged. We intend to increase our support and services to those employers that offer the best outcomes for our clients.

Last year saw the inclusion of Child, Youth and Family as a service line of the Ministry. They have added huge value to the work already underway through collaboration with Family and Community Services, the Ministry of Youth Development, Integrity Services, StudyLink and Work and Income. Last year we focused on four key priority areas:

- living without debt
- increased youth participation
- safe and resilient families
- decision-making support for those entering into and completing full-time study.

These projects are progressing through a 'single face of the Ministry' regional approach. We will further refine this work to focus on 'Positive Young People' and 'Strong Families' as our strategic direction.

We will meet the next 12 months with optimism and energy. This attitude echoes right across our region with hard working staff dedicated to helping their clients and communities. I would like to extend my appreciation and thanks to them.

Working with communities and other agencies plays a huge part in achieving the best results for all. Exceptional Māori leadership exists in this region and we hope to gain advice and support from those business and community leaders about how we can best meet their needs.

We are very fortunate that so many regional partners and stakeholders share our vision for safe, healthy and progressive communities and choose to work with us in open and helpful collaboration. We appreciate your enthusiasm and look forward to another year as we work together.



Janine Dowding  
Regional Commissioner for Social Development



# Leading Social Development

*"Our school uses Strengthening Families because it provides a 'focused energy' to support vulnerable children and families. It is used as an early intervention option to overcome difficulties, which means that we do not use stand-downs and suspensions. Strengthening Families multi-agency meetings has, and does, make a difference."*

**Mark Brown**  
Principal  
Victory School

The Government's three key priorities for inter-agency action are Families - Young and Old, Economic Transformation and National Identity. We are the lead agency for progressing Families - Young and Old. This priority contains five sub themes, of which we are leading and contributing to work under Strong Families and Positive Ageing.

Families are our most fundamental social institutions. Strong families provide children with the opportunity to have the best possible start in life. By focusing on families both young and old, we will help to create an environment in which tomorrow's leaders can develop their full potential. To do this our service lines must work together, often with other agencies, on initiatives that build strong families and safe communities, help children to thrive, promote healthy living and support our older people.

We are a key contributor to the priority of Economic Transformation through our employment services and National Identity through our community support.

Social development is the path that leads towards these goals and encompasses the work we do around wellbeing for all. It means a commitment to equal opportunity and a fair go for everyone. It means providing social protection for vulnerable people and a helping hand during hard times.

## Sharing the word

Debt prevention is a key focus of Integrity Services.

Integrity Services staff aim to ensure clients are receiving their full and correct entitlements to benefit assistance and are aware of their responsibilities while receiving a benefit. For example, how starting work, or moving overseas without informing us could result in an overpayment. If this is left unchanged, debt can climb rapidly, often with the person completely unaware of the difficulties they are heading towards.

An important way of sharing the debt prevention message is to get out and about and talk to people at community events and expos.

Last year, Integrity Services shared an exhibition space with our other service lines at the Māori and Pacific Education Expo held at Nelson's Whakatu Marae. The Expo was well supported and attended by the local community and schools from as far away as Marlborough.

Integrity Services Field Officer Ruth Pennell said the Expo was an excellent opportunity to talk to senior school students who would soon be moving into further education, training or work.

*"Talking to people in an informal setting like an expo is really effective. It's so much better to prevent debt than try to negotiate your way through it when it is too late", she said.*

Participating in expos and other public events provides opportunities for Ruth Pennell (left), Integrity Services Field Officer; Greg Canton, Integrity Services Investigator; and Janet Burgess, StudyLink Officer; to offer advice about avoiding and reducing debt.



Social development is also about investing in our people for our future, in the knowledge that spending the money today will ensure better health, education and employment outcomes tomorrow.

Social development relies on the co-operation and collaboration of individuals, families, communities and organisations to promote the wellbeing of the population throughout their lives. By working with other stakeholders we aim to improve a broad range of social outcomes such as health, education, housing, employment, living standards and safety.

Our involvement with industry and economic development agencies helps our understanding of the current economy and anticipated changes. By knowing what lies ahead and the likely impacts to local businesses and our labour force, we can help ensure that any negative impacts are minimised. For example, awareness of shortages in certain industries, allows us to design skill training for our clients to meet those needs.

## Working together

We know how important it is to share our vision with other stakeholders so we get the best results when we are working toward common goals. In our region we work on a number of collaborative projects with networks and groups that all work to improve the social wellbeing of our communities.

We work with the territorial authorities contributing to their Long Term Council Community Plans. We do this by supporting consultation processes, providing information, submitting responses to draft plans and supporting other agencies to become involved.

We are members of Education West Coast, a forum that brings together those involved in education on the West Coast



*Above: Developing the skills, confidence and resourcefulness of our young people through programmes like the Conservation Corps, is helping to build healthier communities.*

including providers of pre-school, primary, secondary and tertiary education such as Tai Poutini Polytechnic. Representatives from the Ministry of Education, the Tertiary Education Commission, and the Department of Labour, also attend. The forum looks at the educational issues across the West Coast and works to identify educational needs and how to address them. This includes building literacy skills, which can impact on people both socially and in their job search. With improved literacy, people can improve their access to higher paid employment.

Nelson/Tasman Connections is a local programme administered under the Mayors Taskforce for Jobs initiative. Its goal is to ensure that all school leavers under 19 years are engaged in appropriate education, training, work or other options which will lead to their long-term economic independence and wellbeing.

Connections is led by a Steering Group with representation from the health and education sectors (both secondary and tertiary) and includes the Ministry

of Education, Work and Income, the Nelson City and Tasman District Councils, Child, Youth and Family, Career Services rapuara and the Department of Labour. All secondary schools in Nelson/Tasman have agreed to refer school leavers to the programme and are very supportive of the initiative. Of the 1,166 school leavers contacted by the Connections Co-ordinator to 20 March 2007, over 75% moved into work, training or further education. By contacting school leavers, we can talk to them about their plans and encourage them toward their next steps to tertiary education, training, or employment.

Over the next year, the Connections Steering Group will work towards establishing a stable funding source so that Connections can move from being a managed project to become its own entity.

We have well established relationships with our district health boards. This enables us to seek advice, and to inform them of changes to the way we deliver services to people with health needs. Where our collective directions intersect, we are able to plan and work together.



*Above: Nayland College was the first secondary school in Nelson to sign up to be part of the Connections programme, helping young school leavers to choose a positive path in life.*

Primary Health Link is an initiative that was originally developed in a partnership between Work and Income and the West Coast District Health Board's Mental Health Services. We saw the advantage of working together to support our mutual clients with high and complex mental health needs, where financial management was causing clients further stress and presenting barriers to wellbeing; for example, clients not attending doctors' appointments or not picking up their medication.

In partnership, we were able to establish a method to assist this specific group of clients to meet health costs more easily. An evaluation of the project showed the benefits of this initiative and it is now underway in Marlborough alongside the Nelson Marlborough District Health Board.

In April 2007 we launched PATHS (Providing Access to Health Solutions) across Nelson/Tasman and Marlborough in partnership with Te Rapuora Health Services and Kimi Hauora Wairoa (Marlborough Primary Health Organisation). PATHS aims to help people receiving a Sickness or Invalid's Benefit to move back into the workforce by removing, reducing, or managing the health problems that may be preventing them from working. Other key organisations involved are the Nelson Marlborough District Health Board and the Accident Compensation Corporation. All organisations have signed an agreement to work together on this service and to use it as a platform for other projects in the future.

In Nelson and the West Coast we have added support to the community-led Healthy Homes project. Work and Income has been proactive in referring clients to apply for help to make their homes warmer and more energy efficient. Having a healthier home has ongoing benefits for our clients - helping ward off some winter illnesses and lower heating costs.

We are members of the Talking Heads Group, a well established cross-sector forum established in response to the World Health Organisation's approach to developing 'Healthy Communities'. Talking Heads provides a base for cross-sector activity targeting the health, education, social development and justice sectors. This Group meets four times a year and involves the Mayors from the three territorial authorities from across the top of the South Island and managers from many of the government agencies in Nelson/Tasman and Marlborough. Initially established as a networking group, strengthening relationships over the last four years has led to the development of projects that the Group will now implement.

From discussions through Talking Heads, a small working group has been set up to take action on a number of identified 'Action for Healthy Children' projects. As a member of the working group we are actively involved in developing a number of initiatives that will improve the wellbeing of our communities.

These projects include:

### Edible gardens

This project is still in the planning and development phase and is designed to encourage families and communities to grow edible plants. The intention is to encourage young people to eat food they have grown themselves, or may not have previously eaten, and to teach them what is involved in gardening.

### What's cooking

This project is a combined government and community activity which involves organising fun courses that teach parents how to cook the most nutritious foods for their families. Resources will be developed to help them put their learning into practice at home including budgeting, cooking and shopping skills. The first part of this project was 'The Great Little Cookbook', a resource developed in partnership with the Nelson, Marlborough and West Coast District Health Boards. The positive results from this initiative were beyond initial expectations, with the Nelson Marlborough Institute of Technology offering free courses based on the recipes. Other support agencies have offered to use the book in helping people to shop on a budget. This resource proved so successful that it will be distributed nationally during the coming year.

### The 'Have A Go Van'

This idea came about after investigating ways children could be encouraged into outdoor activities. The working group has obtained funding to purchase a van that will be filled with sporting equipment for after-school visits to neighbourhood parks in Nelson/Tasman. This will give children the opportunity to try out different sports at no cost. It is hoped this may also encourage more children to get involved in 'after school' sport and to develop their natural sporting talents.

### A sporting chance

This project ties in with the 'Have a Go Van' project encouraging children's participation in healthy activity. It aims to establish a fund which can be accessed to pay for sporting and school activities such as school camps, when parents or caregivers cannot afford to send their children. A recycling component is included in this project with second-hand sporting equipment collected, tidied up and re-distributed to children for free.

## Transitioning into adulthood

The journey from school to work can sometimes be rocky. Amanda Drogemuller (pictured), Motueka's Youth Link Co-ordinator; helps young people negotiate their way through the demands and challenges of life after school. Youth Link is funded through Work and Income.

Amanda works with school leavers aged 15 to 18 years. They are referred to Amanda through the Connections programme, which aims to see all school leavers move into further education, training or employment. They are also referred by parents, friends, and sometimes by young people themselves.

*"Some come to me, unclear about what it is they want to do. Often their school experience hasn't been a positive one, and they leave without realising they have picked a hard road. If they didn't enjoy school they often believe doing further training will also be a negative experience", said Amanda.*

*"It can be a reality check when they see the 'nine to five' work expectations of employers and often they only last a short time in their first job before wanting to try something else. It's a process that most go through and is perhaps about a lack of maturity and direction. You have to support them through that, encouraging them and providing possible pathways", she said.*

Once placed into employment or training, Amanda continues to support the youth for an additional six months.



### City springs

This project aims to have more drinking fountains available in public areas. It is a simple promotion that encourages children and families to choose healthy alternatives to sugar-filled drinks. Children and young people will be actively involved in the implementation of this project.

### Using our resources for the best outcomes

Our changing labour market will result in new demands on our future social response. To have a better understanding of the demands, we will strengthen our relationships with industry and employers. Our Labour Market Development team works closely with the Department of Labour to analyse and interpret the significance of labour market trends in our region. The Department of Labour's Labour Market Knowledge Manager visits our service centres on a weekly basis. Through these visits we improve our knowledge of labour trends and demands which in turn improve our strategies and planning.

The Labour Market Development team also hold 'Fundamentals Forums'. The forums bring together central and local government agencies that provide funding throughout our region. We meet with these agencies to establish who is best placed to progress projects that communities have in mind. In some cases, more than one agency is involved in the funding process, providing better financial support.

### The benefits of a Ministry-wide approach

There are many areas of interest where our Ministry's service lines can work more effectively, by carrying out projects and initiatives together.

Our Regional MSD Leaders group led by our Regional Commissioner includes regional managers from the Ministry of Youth Development, Integrity Services, Family and Community Services, Child, Youth and Family, StudyLink and Work and Income. The focus of the group is to align projects and combine resources to best meet the needs of all families, young and old.

The following are five key areas that will become the focus for this group.

#### Safe and resilient families

Contributing to building strong families and communities coupled with a determination to reduce and prevent abuse, neglect and family violence remains a huge priority for us. We are actively pursuing this objective through a number of initiatives including Strengthening Families, the prevention of family violence work, assistance that supports family wellbeing, and providing funding to community agencies working with families.

The Strengthening Families initiative continues to be well utilised across the region and co-ordinators are operating in Marlborough, Nelson, Motueka, Golden Bay and across the West Coast. Strengthening Families assists organisations to work with families in a co-ordinated manner that provides planned, relevant and timely information and support for families. The goal of Strengthening Families is to improve outcomes for children and young people who are vulnerable to poor outcomes as a result of family, economic and social circumstances. Strengthening Families is based on two well supported premises; that families play a critical role in influencing outcomes for children and young people and that collaboration and co-ordination between agencies is

more effective than unilateral separate interventions. The Strengthening Families initiative is overseen by local management groups.

A Regional Governance Group comprising representatives from the health, education, justice and social development sectors; chairs of local Strengthening Families management groups, iwi and non-government organisations has been established to improve the alignment and co-ordination of family-related initiatives across the greater Nelson, Marlborough, Tasman and West Coast.

The Regional Governance Group has been established to help:

- reinvigorate Strengthening Families leadership and agency commitment, and
- better align family-related initiatives.

We recognise that for clients with complex challenges, multiple support is the most helpful way forward and we will continue to promote this initiative in the coming year.

#### Living without debt

We want to reduce the amount of debt that clients incur as well as potential fraud while they are receiving a benefit and we will develop a best practice model around financial planning. This model will help us give families a more proactive pathway to rid themselves of debt. For those already dealing with the consequences of debt, this will include using our work seminars for new clients to explain ways to re-negotiate debt repayments into more manageable arrangements. For existing clients, we will encourage discussion about lowering debt and be more proactive about linking them to experts like Budget Advice Services. Our Integrity Services is leading this early intervention work with our clients.

StudyLink will play a primary role in helping people make decisions about study and finance. By working with students to discuss their options, they will be key to helping people keep debt at a reasonable level.

### Improved educational achievement

We will be promoting study and career options to school leavers and developing an approach to encourage people receiving a benefit to undertake study. This will help them build the skills and knowledge that they will require to return to work. Further learning is an area of need in the region. In Kaikoura, a Local Services Mapping exercise identified education and learning as the single most important issue for the community. It also noted that a low percentage of school leavers in Kaikoura were going on to further education. We will work to provide support to those already in study so that they are more likely to complete their courses. We recognise that the move into part- or full-time study is a major decision. While people are moving into study or have completed their course they may require some form of income support and we will work to ensure that this transition is smooth.

### Improved youth participation

In the coming year, we will be establishing a Youth Network in our region which will allow us to stocktake the initiatives that are underway for youth. We will also be able to identify issues such as housing, youth debt and teen pregnancy, and agree on the best way to respond to these issues.

### A single face of the Ministry

In developing these projects, our over-arching goal is to provide a seamless service to people and their communities. The four projects mentioned above will allow us to streamline our activity, but we recognise that access to any of our services needs to be available through any one of our service lines. People and communities need to know that if they contact the Ministry they will be pointed in the right direction to get the help that they need.

We have agreed that when we consult with communities, we will be doing so on behalf of our wider Ministry. We will use the information we gather to ensure that the right service line, or lines, deliver the most appropriate response. To improve understanding about our range of services, we will ensure that our clients and external stakeholders have a good understanding of all our regional services and how to access them.

Through our web-based tool EPI-net, regional staff are able to inform policy makers on social development issues that are important to the region. Our Regional Policy Advisor acts as the liaison between our staff and our National Office to ensure a regional voice is being heard in the policy-making process.

*"Many aspects combine to build a healthy community - from housing and stable incomes to healthy eating and exercise. This region has the advantage of having agencies that are enthusiastic about working together for the betterment of the people who live here and we will continue to look for ways to collaborate with the Ministry of Social Development and others to continue this aim".*

**John Peters**  
Chief Executive  
Nelson Marlborough District Health Board

# Helping our children, Young People and Families Succeed

*"Youth attending the Tu Tangata Programme tell us that the information and activities they have experienced has helped them on their journey, and without exception, none of the participants wanted the programme to finish".*

*Paul Barnett and Emma Jaye Graham-King  
Tu Tangata Mentors*

The family is the most fundamental of our social institutions. A strong family provides a lifelong support structure for its members and provides a platform to engage with communities and function in ways that contribute to the wellbeing of society. Most families provide safe havens for their members but there are some families who need extra assistance.

Children and young people are the future for the region and the quality of their family life is vital. If they grow up in a safe and secure family they can develop the self confidence to grow and reach their full potential.

## Giving our children the best start

The early years of a child's life are the period when foundations for life-long learning and development are laid. Without good support in place, children may go on to experience problems such as educational failure, ill health, persistent criminal offending, substance abuse and long-term unemployment. Not all families are able to give the right support to their children, and early intervention can stop what is often an inter-generational cycle of deprivation, resulting in poor life outcomes. Intervening early in the life of a child, and at an early stage in the evolution of a problem, can lead to positive outcomes in the future for both young people and adults.

SKIP (Strategies with Kids: Information for Parents) is a Family and Community Services collaboration with community agencies that supports parents to bring up children in a positive way, using love and nurturing as well as setting boundaries to guide and teach them. We have developed a series of brochures to promote positive parenting that provide tips on how to manage during the early stages of a child's life. We cannot take for granted that parents know how to cope with tantrums, child safety and behavioural issues. These brochures recognise that parenting is a skill and give some helpful hints on developing the right approach with kids.

The Working for Families package provides extra financial support to help make it easier to work and raise a family. Our Working for Families staff are on hand at community events or when visiting work places to explain to families the range of assistance available through the package.

The package also gives more parents the opportunity to access quality and affordable early education for their children, removing a hurdle that can sometimes cancel or postpone the move back to employment. Dedicated childcare co-ordinators work with childcare providers to promote the Childcare Subsidy that is available to support working parents. They also help those families who qualify for assistance to access subsidies to help with the costs of childcare.

## Creating the right environment for development

Strong families are crucial for a child's development and providing the right start to a life of fulfilment. Our role is to empower families and whānau to support their members to live healthy productive lives. There are however a number of challenges that are currently hampering the proper functioning of families.

Family Start is a good example of a programme that we fund to provide intensive, home-based support services to families with young children. It aims to improve health, education and social outcomes for children as well as improve parents' parenting capability. Families can be accepted onto the programme from six months before the birth of a child and up to one year after. Family Start services are delivered in the Nelson area by He Matapuna Ora Trust and in Westport and Greymouth by Tai Poutini Whānau Po Kite Ata Trust. We have a Family Start whānau worker who acts as an advocate and co-ordinator between all agencies to ensure that the family's priorities are met.

Providing support, early intervention and addressing social issues at a very young age will help families to provide the best environment for our children.

### Safe secure families

For children, young people and families to flourish, they need an environment that is safe and free from violence. The incidence of reported family violence in our region is high. When we know about it we can support people to get the help that they need. Unfortunately family violence is not always easy to detect. It is a social problem that requires the attention and action of a wide range of stakeholders not only to give those in violent situations the help they need now, but to stem violence in future generations. Child abuse and family violence lie at the most serious end of the spectrum of family difficulties.

Regular meetings are held between Child, Youth and Family, the New Zealand Police, Womens Refuge and the Department of Corrections to case manage incidents of family violence.

During March 2007, the Nelson/Tasman Family Violence Intervention Network was launched. It's aim is to work together to prevent family violence and to improve the responses, referral processes and interventions by government agencies and stakeholders.

## A safe haven

Child, Youth and Family run Family Homes. These are places where children and young people who are unable to live with their families may stay for short periods of time while social workers work with their families towards permanent care outcomes.

Raylene and Alan Atkinson have been Family Home caregivers in Greymouth for 12 years where they care for up to six children at any one time, 24 hours a day.

*"When a child arrives, we make sure they feel welcome and safe. There is always an adjustment period but making them feel part of this family is an important step. We all eat and watch TV together and do family type things in the weekends",* Raylene said.

*"It's like a lot of families I guess. The children are all treated the same, with rules about safety, bedtimes, manners and rostered chores. We have always believed this should be like a home not an institution",* Alan said.

*"Seeing the kids grow in confidence and happiness is fantastic but it is hard to say goodbye to them",* Raylene said. But the goodbyes are often not for long with many of the children who have been in their care returning to visit regularly.

Raylene and Alan provide a positive family environment where children and young people who are going through difficult times in their life can feel safe, cared for and part of a family. Their dedication, support and encouragement has made a significant difference in many children's lives.



This is a joint initiative between a range of government and non-government agencies who deal with this issue.

Protocols developed between Child, Youth and Family and the region's district health boards continue to ensure a consistent and prompt response to children and young people who are admitted to health care as a result of a deliberate injury.

Through Family and Community Services and Work and Income's Family Violence Intervention Programme, our case managers are trained to recognise, respond and refer cases to appropriate support agencies.

Our family violence response co-ordinators play a vital role in supporting, mentoring and creating a greater awareness of how we can address the problem of family violence to stakeholders and our staff. We want to make it easy for clients with domestic violence issues to feel safe discussing it with us. We want our

case managers to be fully aware of what agencies are available to help so that they can refer clients to people who can provide the most help in their situation.

### Care and protection

Child, Youth and Family provides quality social work services to children, young people and their families who are referred to us either because they have experienced or are likely to experience harm or neglect. Our social work service is child-centred and family-focused, it aims to strengthen the connections between children, young people and their families, whānau, hapū, iwi and other family groups.

Where it is necessary to place children to ensure their safety, care is first sought with wider family (whānau, hapū, iwi or family group). When family cannot meet their needs, a placement with another family that provides for the welfare and

interests of the child is sought. When a return home is not possible, our focus is on providing long-term belonging and attachment in a family.

Care Leadership teams have been established to support the provision of services and promote the wellbeing of children in a stable environment.

### Supporting the most vulnerable

Last year, a family-focused integrated service was introduced in certain communities across the country to support vulnerable families to be safe and secure and to give their children the best start in life. These families experience complex problems that can become overwhelming. Indicators such as inter-generational benefit dependency and poor school attendance rates among children can help identify families with high needs. The Integrated Service Co-ordinators identify a family through the engagement Work and Income has with a family member and then actively supports them to meet their family goals.

### Guiding tomorrow's leaders

We have an obligation to ensure young people have the opportunities to contribute to, and benefit from New Zealand's ongoing success. The benefits of this investment will be seen in the years to come as we continue to transform our economy into a competitive player on the world market. We share the responsibility to encourage young people to prepare for the future by obtaining skills and education that will be crucial for their future careers. Our priorities include improving a young person's self esteem and resiliency, assisting personal development and achievement, promoting strong connections to family and community, and improving health.



*Above: From left are Alison Van Dyk, Working for Families Promotional Case Manager; and Juliette Henry, Inland Revenue Community Liaison Officer, visiting Reefton's Stracon Contracting to share Working for Families information with staff.*

## Great outdoors provides skills

The rugged hills and rivers of Buller are the perfect back-drop for the West Coast Conservation Corps programme, funded through the Ministry of Youth Development.

Through the Buller Community Development Company, Conservation Corps has been running for 10 years. During this time more than 200 young people between the ages of 15 to 24 have enjoyed the experiences it has offered.

Through Conservation Corps young people participate in projects which not only benefit themselves, but also their local environment. The course enables them to learn work skills, learn about conservation, pick up on lost education opportunities and experience the outdoors. It provides an opportunity to work within the community in a positive way by being involved in conservation work.

Two 20-week conservation courses are run each year in February and July, with 10 young people attending each course. Tutor Richard Nichol (pictured) says it's all about getting out and getting active.

*"It's very rewarding when you see that a course like this can make such a difference. The course fosters self confidence and interaction with others they would not normally socialise with. We see huge changes in the kids who join the programme and their parents reinforce this with feedback about how more talkative or communicative their children become", he said.*

Our young people go through a number of changes, particularly as they move from teen years to adulthood. The Services for Young People Fund managed through the Ministry of Youth Development promotes an effective response to the issues they face. In our region we currently fund the Buller Community Development Company, Whenua Iti Trust Outdoor Pursuits Centre and the Abel Tasman Educational Trust who provide courses that help build self confidence and motivation, encourage teamwork, building on the strengths young people bring with them. These activity-based programmes offer support and encouragement during often difficult transition periods for young people who are moving between education, training and employment. They may also be engaged, or at risk of engaging, in low-level offending, facing fewer choices because of limited education and personal and social skills, and are engaged in harmful behaviour and actions.

The Youth Development Strategy Aotearoa<sup>9</sup> aims to promote youth development opportunities for young people. Through

The course involves a range of activities, some focused on personal challenges or teamwork, through climbing, abseiling or kayaking. Work preparation tasks like learning how to create a CV, obtaining a driver's licence and a first aid course are also undertaken.



the Youth Development Partnership Fund, the Ministry of Youth Development supports local projects that focus on outcomes for young people aged 12 to 24 years. The Fund aims to provide funding to territorial authorities wishing to implement the Strategy and establish good youth development practices in their communities.

There are a number of established projects currently being supported through this Fund.

The Grey District Council has established a Young Entrepreneurs Network. The Network offers young people with business aspirations access to business training and mentoring. The service is designed to give them the support they need to create employment for themselves.

The Westland District Council received funding to enable them to run the Hokitika Summer Programme. This is a holiday work scheme designed to help young people develop skills and experience in a wide variety of roles by working in local businesses.

9. Youth Development Strategy Aotearoa, Ministry of Youth Affairs, January 2002.

*Right: Tu Tangata programme participants learn about tikanga relating to waka ama.*



We provided funding to the Youth Active Leadership Programme run by the Nelson City Council. Through its afternoon and evening activities the programme aims to attract and offer young people a greater variety of recreation and art and music activities, leading to increased self-awareness and social connection. The programme is provided through the City's youth centre - the Hub.

### Learning for life

Leaving school without a plan stops the momentum of young people getting on with their lives through further education, training or employment. Sometimes, school leavers will try a job, not like it and lose enthusiasm to keep looking for other employment opportunities. Sometimes, a lack of understanding about what an employer expects leads to work issues and disillusionment about stepping into the adult world of rules and responsibilities.

Young people need to make the right study and career choices to give them the best possible future. As the workforce of the future, we need to ensure that they are encouraged and supported.

Our On Course programme delivered by StudyLink aims to provide information to secondary school students considering study so that they can make the best decisions about their study choices and ways they can fund their study. The programme is available to all of the secondary schools in the Nelson/Tasman and Marlborough region. While On Course is currently largely focused on Year-12 and 13 students ready to move into tertiary study, we will be trialling the programme to target Year-10 students in partnership with Career Services rapuara.

Other assistance available through StudyLink for young people moving into study includes transitioning programmes from secondary to tertiary study, support services information, career and course planning, goal-setting and leadership development. We also deliver a service targeted to first-time Student Loan borrowers to make it easier for them to go from thinking about study, to actually understanding its financial implications.

## Listening to the needs of our young people

Our regional Ministry of Youth Development team will continue to identify, develop and support opportunities for young people to actively participate with central and local government and their communities. This will enable young people to influence their social and political environment by giving voice to their ideas and concerns. We have provided advice and information to support the inclusion of youth voices in decision-making by running Youth Participation workshops and co-ordinating the PROVOKE Network. We also provide advice to territorial authorities about including young people's voices in their planning processes.

The PROVOKE Network is a national project which connects young people, youth councils, advisory groups and government and non-government organisations. It provides young people aged 13 to 24 years with the opportunity to have their voices heard by government. Opportunities for young people from our region to become involved in the Network are being promoted by our regional Ministry of Youth Development team.

The Hokitika District Council and local community groups are in the process of establishing a youth council for the District. Youth councils are platforms where young people can have a say in local government and make recommendations on initiatives that benefit youth in their communities. In Greymouth, the Youth Development Trust is seeking to up-skill and actively support the development of its youth trustees. Alongside this venture, a Māori youth council is in its development phase. Both ventures have received support and advice from our regional Ministry of Youth Development team.

We will continue to offer support and training to the Hokitika District Council, the Youth Development Trust and other community organisations to help them play an active role in helping to promote youth activities.

Youth Parliament provides a unique opportunity for young people to share their ideas and aspirations with Members of Parliament and key government decision-makers. It encourages enrolment and voting participation, raises the relevance of Parliament and government for youth, and provides positive images of young people as active citizens. Youth Parliament 2007, will be New Zealand's fifth Youth Parliament and many young people from our region will take part either as young Members of Parliament or as journalists in the press gallery.

## When the going gets tough

Life for young people is not always straight forward. We play a vital role in making sure that there is adequate support for our youth, especially when they are facing challenges or difficulties.

*"By combining the resources of the Open Home Foundation and Child, Youth and Family, we are able to increase our communities ability to make sure interventions to protect 'at risk' children, are more timely and effective".*

*Glenda Carnegie  
Open Home Foundation*



**Above:** Family Whānau Workers Wiki McDonald and Rob van Nek pack resources for child development activities for 3 to 5 year olds, ready for home visits as part of Family Start's parenting education programme 'Ahuru Mowai' (Born to Learn).

*"Young people need a fun, safe place to go where they can get into sport, have their own upmarket café and maybe discover an activity that they want to pursue as a career goal".*

**Chris Blythe**  
Manager  
The New Hub

Sometimes young people experience various family difficulties which may mean they need extra support to move to independence. Child, Youth and Family and Work and Income will be working towards a joined-up service so that children under the care of Child, Youth and Family are able to get the financial support, training or employment that they need.

Child, Youth and Family works with young offenders to reduce the rate and severity of offending. Key changes in responding to Youth Justice have seen specialised Youth Justice teams established on the West Coast, Nelson and Blenheim, working with children aged 10 to 13 years and young people aged 14 to 16 years. These teams will work with the New Zealand Police and the community to look at the factors that cause young people to offend and to put plans and programmes in place to reduce the likelihood of re-offending.

### Youth health

This year we will put the spotlight on young people's health and the importance of linking young people to first-rate health care. By international standards, current research indicates that New Zealand's 12 to 24 year olds have high rates of preventable illnesses which could be avoided by regular health checks and youth-friendly health care. We will work with the Ministry of Health and other agencies to address this issue in our region. Our focus will be on ensuring that youth-focused health services are accessible to young people no matter where they live.

A key part of the Ministry of Youth Development's work programme is to co-ordinate the Youth 2007 Research project, which will gather and analyse information about the health and wellbeing from over 10,000 young people aged 12 to 18 from 100 different secondary schools in New Zealand, including schools in our region. The comprehensive data that will be available from this survey will give us an even better picture of the needs of young people in our region, to inform how we can continue to improve the targeting and nature of our youth development projects.

### A wholesome life for the whole of life

We play a key role in the promotion and support of family wellbeing. From infancy, through childhood, the teen years and on into parenthood, those that need help should have access to it. We will continue to explore ways to strengthen a whole-of-community, Ministry and government approach to ensure that the very best support is provided to our children, young people and their families.

Today, full employment is now a real possibility in New Zealand. The opportunity to participate in paid employment has a direct impact on children, families and our communities. Supporting all working-age people to find sustainable employment is integral to this success. We are focused on helping people achieve financial independence by assisting them into the right job and supporting them to settle into that job, so they remain sustainably employed.

## Our changing environment

During the last few years our economy has strengthened, meaning that we have more jobs but a smaller number of people to fill them. Changes in the global economy present new challenges to New Zealand. Our region's economy relies heavily on international trade and to remain competitive it will have to keep pace with international trends. Transforming the local economy places new demands on the skill levels of the workforce.

The demand for skills is rising and the more skilled our local workforce can be, the higher incomes will be and the more security people will have into the future. By helping people into work and building their skills, we increase labour market participation and make a significant contribution to economic transformation in our region. We need to adapt the way that we work with employers and clients to make sure that we are providing them with the best opportunities to match the demands of our changing economy.

To meet the needs and expectations of employers, we are streamlining our services to improve efficiency. We will provide services that focus on proactive recruitment and development of the right skill sets for our clients. In addition our services will respond to employer and industry needs, and become more accessible through the use of internet and contact centre technology.

## Swapping land for sea

Former Unemployment Benefit client, Lisa Christie is now all at sea.

It began with a letter from her case manager inviting her to join a six-week course run by the Westport Deep Sea Fishing School's Motueka campus.

*"It was full on. We learnt about safety, tying knots, and what working on a fishing boat meant",* said Lisa.

After completing the course, Lisa was offered one weeks work on an in-shore fishing boat.

*"I worked my butt off because I wanted to go on to deep-sea fishing. I got a good report and had two days to get myself ready for the 'Columbia' which was going to sea for six weeks".*

She soon found out it was hard work. *"Six hours packing fish and six hours to sleep, eat and do off-shift duties. Then it's constant cleaning during the last 36 hours back to port. Meals are a highlight at sea, with big lamb roasts, bacon and eggs, in fact just about anything you feel like eating",* she said.

Living with 30 other people is another learning curve but Lisa says they are a good crew and there's plenty of fun.

Although she's exhausted when she gets home after six weeks, she enjoys seeing her money in the bank waiting for her.

*"You learn that the harder you work, the quicker you go up the grades to higher pay. It's a good job - you can't spend money at sea so you can save fast for stuff you want. It's a job with ways to really get ahead".*



As at 31 March 2007, the number of working-age people receiving income support in our region was 9,863 with 546 receiving an unemployment-related benefit. This represents an 81% reduction in unemployment-related benefits since 2002. Domestic purposes-related benefit<sup>10</sup> recipients make up 3,255 of the working-age benefit population, the majority of whom are sole parents with childcare responsibilities. Those clients receiving a Sickness or Invalid's Benefit make up 5,585 of our working-age benefit population and face varying health-related issues.

## Our New Service Approach

We want to increase the number of clients that take up full-time work, and assist those in part-time work to use it as a stepping stone to a full-time job where possible.

Our New Service Approach is an innovative way of working with our clients. It offers work-focused support for anyone who is able to work, providing the right service at the right time, to help them achieve their goals. It allows us to tailor our services to an individual's circumstances and work readiness, instead of making decisions based on their benefit type. We expect that clients receiving a Domestic Purposes, Sickness or Invalid's Benefit will gain the most from these enhancements.

The New Service Approach focuses on a pre-assessment at initial contact to determine each client's circumstances and needs. Employment profiling of clients and job matching for work-ready clients takes place before a benefit is granted. This enables us to provide clients with wider and earlier access to employment programmes, seminars and our work broker services.

## The Job Search Service

To support our New Service Approach we have introduced an up-front Job Search Service. This enables us to assist clients earlier in their job search and is designed to help work-ready clients to find employment sooner. The Service allows us to support these clients to take more responsibility for their job-search activities.

Clients are offered a variety of assistance depending on the level of support they require. This may include undertaking a detailed skill profile using a tool we call jobz4u to match a person's skills to job opportunities. This matches a client's skills profile with an employer's requirements. The tool applies a search to find suitable people to fill jobs as they arise. We envisage that it will play a significant role in determining the level of sustainable employment outcomes that we achieve for our clients. In the future

*Right: Nelson Marlborough Institute of Technology aviation students Hamish Wilson (left) and Frankie McGill-Bannan are pictured at the Marlborough Aero Club showing StudyLink Officer Lindsay McBride (right) the planes they learn to fly.*



10. A domestic purposes-related benefit comprises DPB Sole Parent, DPB Caring for the Sick or Infirm, DPB Woman Alone and Emergency Maintenance Allowance.

the scope of jobz4u will be increased to ensure that it matches the supply of potential employees with business and industry demand. It will also be used to analyse supply against demand for future planning purposes, and to inform decisions about the types of training and development activity we need to establish.

Clients can also participate in a WRK4U seminar which provides information on the local labour market and a client's benefit eligibility and responsibilities. During a 'Planning and Assessment Module' the level of job-search support offered to a client is assessed and clients complete both a benefit application and a service plan that outlines their job-search activities. Group-based activities such as Search4WRK and In2WRK are available where clients have access to a number of resources to help them find a job. If a client still requires assistance after 13 weeks, they may revisit the Service, or be referred to more intensive one-on-one case management.

## Creating paths to employment

We know that there are people who want to work but cannot because of an illness or a disability. In the future these clients will have access to additional services including specific health interventions which will assist in a faster, planned return to the workforce.

Often, treatment of a condition will mean that the person is able to return to work and become independent of a benefit. The introduction of the PATHS (Providing Access to Health Solutions) programme in Nelson/Tasman and Marlborough will help these people to get the treatment that they need. With the support of health provider partners, we will work with these clients on a wellbeing plan to address their health needs and find work for them.

In response to our identified labour shortages, we are working with people who are receiving benefits other than an unemployment-related benefit who have the skills that are needed in the workplace. We know many people receiving a Sickness or Invalid's Benefit want to work but are hindered by their health or disability issue. Our new approach to service delivery means employment options will be discussed with people facing health issues at the earliest possible time. We will also review the services that we fund so that we are able to link these people with the services they need to return to work sooner.

Successful educational outcomes lead to improved employment opportunities, which are likely to be more sustainable over time. Education is key to creating a pathway to employment. Last year a Work and Income On Course module was developed especially to help people transition from a benefit to study. This year, StudyLink and Work and Income will work together to promote this initiative to assist our clients.

Those returning to the workforce after considerable periods of time, like sole parents, are sometimes discouraged in their job search because of challenges such as access to childcare services, or transport issues. We work with them to address these problems so they are able to take on training, tertiary education or part- or full-time employment. We also encourage employers to consider more flexible hours for parents who may need to be home for their children after school. The Working

*"My eldest started school and my younger child is now at kindergarten and I thought I don't want to sit around the house all day. Not long afterwards, I was talking to Tina, my case manager about the future and she said what about doing some hospitality training which could lead to café or restaurant work. I thought great and away I went".*

**Caroline McClenaghan**  
Cafe worker

for Families Package is helping people feel more supported in work. Subsidies for childcare, assistance with accommodation costs, and Working for Families Tax Credits are making employment much more attractive.

Nelson/Tasman is now the fourth largest home to new migrants and refugees and we are encouraging them to become important contributors to our workforce. We will continue to look for ways to provide opportunities for them to gain skills to find sustainable employment.

Our role is not only to help people find employment but also make the transition from benefit to employment an easy and lasting one. For people moving into work and people returning to work after a long period of time, we will offer In Work Support services. Contractors carry out this service for us, following up on the new employees to sort out any start-up hiccups and to identify any work problems before they become major hurdles that may see the person leave their employment. Our In Work

Support is also helpful to people who have been receiving a Sickness or Invalid's Benefit to ensure that they are coping with the conditions and hours of work, that they understand employer expectations and to organise any additional support they may need.

### Keeping debt down

Debt can be one of the biggest hurdles to people achieving their goals and financial independence. In the past, Integrity Services has focused on collection. Now its thrust is debt prevention and early intervention, serving clients and those moving on into work.

Through our Early Intervention programme, staff interview clients to ensure they are receiving their full and correct entitlement and discuss their responsibilities while receiving a benefit. This programme aims to increase voluntary compliance and deter fraud and debt.

## *From home to the heart of Nelson business*

When sole parent Trina Zimmerman (left) decided to look for full-time work, she found she was 'out of sync' with current employment needs and having young children limited her options.

Trina approached Work and Income for help. *"My case manager congratulated me on coming in. She thanked me and told me there were so many opportunities for me. We decided that I needed to retrain"*, she said.

Trina was referred to a computer training course run by the Nelson Business Management School through the Training Opportunities programme (TOPS). The flexible times suited the needs of her young family.

Trina said finding work after the course was not easy. *"I had some skills, but I was up against job seekers with lots more experience"*.

After several failed job applications, Trina was referred to the Nelson Marlborough Institute of Technology Employment Scholarship programme, which offers a years paid work with time off to study toward an NZQA Certificate in Administration.

Trina soon secured a Frontline Co-ordinator's job at the Nelson Tasman Chamber of Commerce. She was assisted with the help of a Job Plus subsidy. Under a Job Plus subsidy, Work and Income contributes to wage costs until a new worker gets up to speed with the job.

Chamber of Commerce Chief Executive Sharon McGuire (right) says this support in tandem with the learn-while-you-earn aspects of the Nelson Marlborough Institute of Technology Employment Scholarship programme is a winning combination. *"It's a great synergy and an excellent way to help people new to the workforce gain skills, experience and confidence"*, she said.





*Above: Lynn Stones is the face behind Vita Careers, helping clients to move back into work with all the support and preparation they need to make a successful transition into employment. Based at the Motueka Work and Income Service Centre means Lynn is 'Johnny on the spot' for clients.*

We carry out joint training across the Ministry to ensure that all new staff are aware of how debt and fraud can impact on clients and the wider community.

In moving to a prevention focus, it is important that we engage with other government agencies that have debt management responsibilities. We also visit Heartland Service Centres to work alongside other agencies and conduct joint-agency interviews to help clients negotiate debt repayments that are manageable, realistic and affordable.

Through our Employer Liaison programme, our Integrity Services staff work with a range of employers to set up three-way agreements between Work and Income, the employer and the employee. Employers give their employees a form to sign when they start work, which notifies Work and Income of a change in their circumstances. This means that their benefit entitlements can be adjusted and that our clients receive their entitlements with no additional debt. The programme has now expanded to include advice to employers and their employees on other products and services that are available to their employees,

including the Community Services Card, Working for Families, non beneficiary assistance, wage subsidies, Work Start Grants and vacancy management. This service to employers now extends to around 300 organisations across the South Island, including the Nelson, Marlborough and West Coast region.

## Services to employers

Sustainable employment opportunities and the chance to move into a better job over time are vitally important outcomes for our clients. Imperative to achieving this is our ability to match our clients to what the employer requires.

We will deliver our services to employers according to their potential to provide our clients with these opportunities. In order to achieve this, we are developing an Account Management Model, where staff at a national, regional and local level manage the labour needs of the different business and industry sectors. We will also be improving our marketing to employers through an Employer Engagement Model. The two approaches will see us build a more informed picture of the businesses we work



*Above: Caroline was such a standout student in her Tai Poutini hospitality course, she was offered a job before the training finished.*

with, such as the nature of a business, staffing requirements, staff turnover expectations and recruitment needs. Where employers are not account managed, we will work together in a range of different ways, according to their needs and the needs of our clients.

Our Labour Market Development team plays a pivotal part in matching people with jobs. In partnership with employers and training providers, we link people with training specific to the employers' needs, then place them into jobs with these employers. In 2006, we formed local industry partnerships in care-giving, hospitality, pest control, fishing and retail. In the coming year, we will seek further partnerships in horticulture, mining, tourism, retail and business administration to achieve long-term employment opportunities for our clients.

## The changing needs of industry

By being involved in workforce development forums across the region, we are gaining first-hand knowledge from employers on their labour needs now and into the future. In conjunction with the Chambers of Commerce, economic development agencies, the Department of Labour and industry representatives, we are exploring ways of meeting labour demands.

We are part of the Workforce Development Groups in Marlborough, Nelson/Tasman and the West Coast. These Groups share knowledge of the specific labour needs of businesses in their areas. Good information is needed to properly plan strategies to address these labour needs.

Last year in Nelson and Marlborough, a research project with the Nelson Marlborough Institute of Technology was carried out to find out the training needs for the future and the strategies that were needed to achieve this. This research was part of a programme sponsored by the Tertiary Education Commission through the Government sourced Business Link Fund. The research covered Marlborough, Nelson and Tasman, focusing on employment demographics, practices, training needs and facilities.

The Nelson/Tasman Workforce Development Strategy which focuses on infrastructure, labour-market and labour-force issues has now been implemented and six working groups are progressing work on the following key areas:

- maximising seasonal opportunities throughout the year to ensure that the labour force remains within the region
- ensuring appropriate training is readily available within the region to meet current and future labour market needs
- communicating accurate labour market knowledge to industry, employers, the labour force and training providers
- ensuring Nelson youth are encouraged and equipped to participate fully in career opportunities within the region
- ensuring new migrants are encouraged and equipped to participate fully in career opportunities with the region

- ensuring people with a disability are encouraged and equipped to participate fully in career opportunities within the region
- finding ways to ensure older people and those returning to the workforce are encouraged and equipped to participate fully in career opportunities within the region.

The Marlborough Workforce Development Strategy aims to 'gain' the right people for jobs by promoting the region as an attractive place with opportunities for sustainable employment. For those already living here, the Strategy aims to 'train' people so that they have the right skills that industry is looking for. With labour demands met, industry will be able to grow and provide opportunities that help them 'retain' the workers they have. This gain, train and retain model will be pivotal to ongoing economic development in our region.

We are part of the Industry Advisory Group on the West Coast which is addressing the tourism and hospitality skill shortages. The Group will identify solutions from other sectors and explore labour sharing as a means of meeting skill shortages. This project is in its formative stages.

Seasonal work is a major player in our region, particularly in Nelson/Tasman and Marlborough. We are continuing to develop 'Top of the South' strategies that will see year-round employment for those wanting to work in pipfruit, viticulture and fishing. The Pip-to-Viti Strategy is an example where we can help encourage

seasonal workers to move across from pipfruit harvest work (which ends in May) to grape pruning work (which starts in July), providing continuity of work and helping to smooth seasonal peaks for both areas. Worker accommodation is still an issue, particularly in Marlborough and we will continue to support resolution of this situation.

More and more we are investing in the specific activities, skills and services that help local communities create jobs. Our regional labour-market forums provide an opportunity to work alongside industries that are experiencing shortages and develop specific training programmes to train our clients to meet the industries needs.

## Responding quickly to changing economic times

We are well prepared for labour market shocks. In the past, when large industries closed without warning, workers often faced long periods between jobs where they had the distress of no money coming in to meet the ongoing demands of rent or a mortgage, and living costs.

Our Labour Market Development team keeps informed on impending closures in our region. This knowledge is assisted at a local level by service centre staff who have strong relationships with industry, and labour market groups. A Rapid Response team



*Above: The Out of School Care and Recreation Subsidy has helped Serena Baylor transition into full-time work. Serena is also studying towards a Diploma in Business. Serena (right) catches up with Sally Rae, Childcare Co-ordinator.*

*"I benefited from the Early Intervention meeting and found it reassuring that there are avenues to provide support and advice for those who want to become self employed. Our meeting helped me clarify Work and Income requirements and methods of implementing business income against expenses".*

*Sue  
Client*

works with firms that are declaring redundancies and provides support to workers prior to redundancy. An example of our ability to respond quickly came with the sudden closure of Origin Pacific Airways in August 2006. Our specialist team worked with staff immediately after the announcement to help employees understand the types of assistance Work and Income could offer and to link them to our work brokers to help them in their job search.

## Working smarter

Currently a large proportion of a case manager's day is taken up with administrative functions involving benefit processing and maintenance. This reduces the time available to work proactively with our clients. Making better use of technology to perform day-to-day transactions will allow more effective use of a case manager's time and expertise and provide us with the opportunity to broaden our range of services to our clients. In this regard our Contact Centre will be playing a bigger role in processing transactions.

By using the latest available computer technology, our processes will be streamlined and information will be more accessible. Enhancements to our Employer Line will improve our ability to place people into work and a new Job Search Line will use contact-centre technology to provide a free phone job-search service. We expect that the number of people that make initial contact with us through the Contact Centre will increase more as our services evolve. It is envisaged that clients will be able to do this from their own homes, from libraries or community centres or one of our service centres.

## Supporting people in work

As the emerging workforce, the importance of supporting and encouraging youth through career pathways can not be underestimated. Our youth transition services, StudyLink and training providers all play a part in helping young people to look at the options and opportunities and to make sure they are supported along the most effective paths to reach their career goals.

For school leavers in the Nelson/Tasman area, our independent providers such as Job Track are doing excellent work, introducing young people to the workforce through work experience, and part- or full-time work with supportive employers.

Older people are important members of society. They are the foundation of families, mentors to their grandchildren and pass on the values and traditions that identify us as New Zealanders. Older people need to be given the opportunities to use their skills, knowledge and experience to contribute to our society and have the right to dignity and security in their senior years.

Positive Ageing is a priority theme under Families - Young and Old. We want to ensure older New Zealanders are able to live healthy, productive lives. We actively support and contribute to the New Zealand Positive Ageing Strategy<sup>11</sup>, which highlights 10 areas for improving the lives of older people. These include income, health, housing, transport, ageing in place, cultural diversity, rural issues, attitudes, employment and opportunities.

At 31 March 2007, there were 24,380 people receiving New Zealand Superannuation in our region, compared to 22,342 in March 2002. The attraction of our climate and lifestyle is adding to the increase as people migrate from other areas to retire here. This in turn increases the need for services, such as easily accessible public transport, access to doctors, shopping and social services.

## Empowering older people

With many older people living on fixed incomes, it is important that they receive all the assistance they are entitled to, not just in superannuation payments but also other help they could be entitled to, such as Disability Allowance and financial help for essential home maintenance. This underlines the need to provide timely and targeted information to our older folk, regardless of where they live.

While Work and Income is responsible for this assistance, Senior Services oversees a number of other key areas serving our older population. These are International Services, War Pension Services and the Card Centre.

War Pension Services administers war pensions and associated medical costs. There are 1,107 people receiving various war pensions in our region.

International Services is responsible for the administration of New Zealand's reciprocal social security agreements, and for administering arrangements for other countries not covered by agreements. These arrangements enable people to take



*Left: Nelson's Citizens Advice Bureau staff help people from all walks of life and show the huge value retired people play in helping their communities.*

11. The New Zealand Positive Ageing Strategy: Towards a Society for all Ages, Ministry of Social Policy, April 2001.

*Right: The Blenheim Seniors Expo was the perfect place for Joy Teutenberg, Customer Services Officer, National Community Services Card (right); to raise awareness about the Community Services Card and other Ministry services.*



some or all of their New Zealand Superannuation or Veterans Pension with them if they move to live elsewhere in the world. International Services, with Work and Income, also manage entitlements to New Zealand Superannuation for people living in New Zealand who are eligible for pensions from other countries.

The Card Centre administers the Community Services Card and, later this year, will also administer the SuperGold Card - a government initiative to recognise the contribution of older people in New Zealand. The Card will provide commercial discounts on everyday goods and services from participating businesses, and access to concessions on central government and local authority services. This will replace the Community Services Card (for

those aged 65 and over), and the Super Card. We will also produce a directory and a SuperGold Card website, listing all discounts and concessions being offered to Card holders.

Regionally, we have carried out a number of initiatives to help raise awareness about entitlements and services, including seniors expos and visits to rural communities by our specialist case managers. Where possible, we arrange home visits for the elderly who need to fill out applications but may be too unwell to come into a service centre.

Over the next 12 months we will continue to take advantage of opportunities that further promote our services through Work and Income service centres, Heartland

Service Centres and Senior Services. We will use events like local A & P Shows to have information stalls and present new information at regular Positive Ageing Forum meetings in Nelson.

As a member of the Positive Ageing Forum for Nelson/Tasman, we will continue to keep abreast of the concerns and issues for seniors and where appropriate take local views to a national policy or operational level.

## Celebrating our unsung heroes

We recognise the knowledge and experience of older people can play a very important role in our communities. They are involved in numerous voluntary groups

that assist people of all ages and walks of life, such as foodbanks, churches, social services, community fundraisers, information centres and service clubs.

### Goals to aim for

It is important we understand the future needs for seniors and plan our services accordingly. For instance, in Stoke near Nelson, we know there is a large population of superannuitants. Our research shows this population will continue to grow with planned residential 'villages'. We will look at how we can better deliver services to this community. As older people may have difficulty with mobility or transport, we need to look at ways to make our services more accessible. We are investigating a number of options - including the development of a 'one-stop-shop' concept where other agencies who assist older people could be housed in one convenient location.

### Recognising valuable contributors to our economy

The continuing labour shortage has highlighted the importance older people can play in our economy through appropriate part- or full-time work. Our Work and Income service centres, particularly in Marlborough and Nelson/Tasman, proactively seek older workers to carry out apple packing or grape picking, which do not require hard physical work. There are many older people who have the ability, work ethic and enthusiasm to join the labour force on a temporary or full-time basis and our work brokers and Labour Market Development team are promoting their attributes to employers.

### Support to live independently

Research shows that our older people prefer to stay in their own homes for as long as possible. This trend highlights the need for support for the elderly to make this option viable. For example, they need adequate public transport to essential services, housing that is handy to those services, and home and personal safety to give them a sense of security. The longer older people can live independently, the longer they will feel part of and contribute to their communities.

To live independently, older people need secure and adequate incomes and standards of living. The SuperGold Card, the availability of Disability Allowance and the Living Alone Payment are designed to assist older people financially. We will continue to work collaboratively with other agencies and key stakeholders to ensure older people feel safe and secure and can 'age in place'.

*"The Nelson/Tasman Positive Ageing Forum meets four times a year. It's not about what we are, but about how to grow together to help older people. It's about sharing, trust, communication, commitment and the openness to give our best. It is the strength of our group which encourages and supports older people."*

**Ruby Aberhart**

Chair

Nelson/Tasman Positive Ageing Forum

### Protecting older people in our society

Elder abuse remains a significant problem. In the coming year, we will increase our focus on protecting the rights and interests of older people, with an increased focus on preventing elder abuse and neglect.

Last year for the first time, an international day was held to mark the reality of elder abuse. Advocacy group, Age Concern says between three to ten percent of older New Zealanders suffer from elder abuse. They believe only 16% of cases are ever reported and the most likely offender is a family or whānau member<sup>12</sup>. Our staff are now trained in recognising and responding to elder abuse so that they can refer clients to appropriate agencies for help and advice. Our membership in the Positive Ageing Forum and our relationship with stakeholders such as Age Concern and the New Zealand Police boosts our knowledge of this abuse and gives us a clear direction about how to better help our clients who tell us they are being psychologically, physically or financially abused.



*Above: Richmond-based St David's Adventure Group is showing age is no barrier to fun and recreation. Here, 83-year old Hazel Sleight comes back to earth after a flying fox flight over the powerful Buller River.*

*Photo courtesy of the Waimea Weekly.*

<sup>12</sup>. Preventing elder abuse everyone's business, Age Concern media release, June 2006.

The communities in our region have their own unique identities. If we are to achieve the best results for each community, we need to involve the experience and knowledge of the people who live there. We have built good relationships with our stakeholders so that we can help each other in worthwhile projects that benefit our communities. We will continue to strengthen these working relationships.

The special nature of each community fosters the values and traditions their residents take pride in. The need to strengthen our national identity is one of the Government's three priorities, and we will be looking at opportunities to assist with this at a regional level.

## When partnerships equal effective action

In our region, the Ministry is involved with collaborative community projects at several levels. At the strategic level, our Regional Commissioner and Social Development Manager work closely with local government, district health boards, housing advisory groups and economic agencies. As part of our commitment to community partnerships, this high level involvement includes continued support to territorial authorities in the implementation of their Long Term Council Community Plans.

At a frontline level, our service centre staff and managers meet regularly with community groups to listen to their concerns and offer our services and assistance where possible. They also oversee portfolios in specific areas of local interest, such as housing, supporting families and the wellbeing of the elderly.

The Family and Community Services Local Services Mapping initiative is a good example of how we work with councils, service funders and providers to identify community priorities and set action plans to address them. This involves researching each council-governed territory and its characteristics such as levels of crime, family violence and debt as well as housing, transport and ethnic diversity. The findings are published in Community Reports, from which action plans are developed. These set out how the community, local and central government agencies and other groups can work together to achieve the future the community wants. Local Services Mapping is well underway in Tasman and Marlborough and we are commencing this process in the Grey District.

## Cooking up a storm in Marlborough

A six-week hospitality course is helping fast forward much needed skills for the growing tourism and hospitality sector in Marlborough.

Ten Work and Income clients signed up to the Marlborough Community College course and in just three days were whipping up yummy fare, including chocolate brownies and light cheesy scones for morning tea.

Christine Warren, course Chef (far right), says *"This NZQA course is not for the faint hearted. It's full-on and we cover a lot of learning in a very short time. The course covers food safety, baking for a commercial kitchen, knife skills, customer service, making expert coffees and includes two weeks work placement"*.

For student Wendy Sullivan, the course is about revising some of the skills she learnt years ago and learning new recipes and techniques. Wendy hopes to secure a job in a local café after the course. *"I like working in a small, friendly team"*, she said.

Fellow student Coral MacGregor agrees. *"Blenheim's just the right size for me and I'm looking forward to getting out there working. I'm learning lots of new things like making real coffee - I've never used a coffee machine before"*.

The hospitality course is one of three organised through Work and Income industry partnerships in Nelson, Marlborough and the West Coast. Industry partnerships are developed with industry and employers who have identified a labour market shortage. Work and Income provides targeted training to give clients the skills to fill the identified labour gaps.





*Left: After finding herself alone with two children to support, Anne was assisted to remain in employment through In Work Support, funded by Work and Income and provided by Te Korowai Trust. Anne (left) is pictured with Te Korowai Co-ordinator, Trudie Brand.*

## Planning for the unexpected

As part of an inter-sectoral working group that meets fortnightly, we are helping to ensure that agencies involved remain in a state of preparedness, if disaster should strike.

We contribute to civil defence preparation, where our lead role is to ensure the welfare of people in our region if a disaster occurs. Over the coming year, we will continue to take part in pandemic response exercises, working with other organisations involved with emergency planning to finalise our Pandemic Strategy. Membership includes the Ministry of Health, district health boards, territorial authorities, and welfare groups such as The Salvation Army.

We are also developing our own Pandemic Response Plan. This will identify how we can ensure people in our region are supported in times when it may not be possible to go to work or access everyday services like banks and supermarkets.

## Taking our services to the community

Valuing communities is emphasised in our high-level vision. Ensuring the community has access to our services is one of our priorities. We are constantly identifying opportunities that allow us to inform the community of our services. For example, staff visit the Victory Community Centre in Nelson once a week. This area is home to a significant number of clients, many of whom have transport difficulties. A case manager, a Working for Families staff member or programme co-ordinator regularly visit the Centre to promote entitlements, answer any questions and help with application forms.

We are continuing to consult with representatives of our Māori communities. In 2006, we held hui in Tasman and Marlborough to determine how we can better meet their needs. During 2007/2008, consultation will be extended to the West Coast iwi

and Māori groups, from which we will identify appropriate initiatives to ensure we are delivering an effective and responsive service.

## Working together

At a community level, our labour market manager, enterprising communities advisors and industry partnership advisor work with employers and community groups to open up new employment opportunities and to help meet labour market shortages.

Through our Enterprising Communities Grants we fund community organisations who are undertaking projects that develop skills and create job opportunities for people who find it hard to get work. In Kaikoura, an Innovative Waste recycling project saw three people employed in an initiative to on-sell timber in good condition. They went on to land a large demolition contract, bringing ongoing work and reducing the pressure on the town's landfill, which has only around five years before it reaches capacity.

Over the next 12 months, Enterprising Communities funding will see new childcare services in Hokitika, Motueka and Blenheim and our Labour Market Development team will continue to look for ways to build the labour capacity of our smaller, more disadvantaged communities.

*"The Enterprising Communities Grant allowing the Brook Waimarama Sanctuary Trust to employ a full-time Co-ordinator has come at a perfect time for this community-owned project, working to create a pest-free wildlife sanctuary on Nelson's doorstep. The vision is as much about providing training and educational opportunities for people as it is about returning native species to their rightful home".*

*Dr David Butler  
Chair  
Brook Waimarama Sanctuary Trust*



**Above:** Volunteer Ian Beattie gets ready for a shift at the Brook Waimarama Sanctuary Information Centre. The Sanctuary Trust has received Enterprising Communities funding to help build their staffing capacity.

*"Enterprising Communities funding has provided employment and the confidence and learning that goes with it, and brought environmental benefits. Being contracted to demolish Kaikoura's Pacific Blue Hotel, we have recycled most of the building's wood and metal, even managing to use rubble to fill a troublesome hole the Council was dealing with. We have diverted most of the materials from the local landfill, saving it from reaching near capacity".*

*Ian Challenger  
Manager  
Innovative Waste Kaikoura*

## Seeking community knowledge

Gathering information about the labour needs of specific communities in our region has led to a targeted approach. On a wider regional level, labour market forums comprising various sectors of employment and industry are held in Nelson/Tasman, Marlborough and the West Coast, where they focus on the economic development agencies<sup>13</sup> economic and social development issues. In smaller communities, we hold community focus meetings, where iwi, local council, community groups and business representatives discuss their labour needs and challenges. Work and Income records this feedback and if appropriate, raises matters of interest at the larger labour market forum meetings, where they can be discussed and possibly included in the Labour Market Plan for the area. To date, we have held these meetings in Picton, Golden Bay, Motueka, Westport, Kumara, Hokitika and Kaikoura. These will continue through the coming year.

## Ready to listen, ready to help

We are happy to help communities in their consultation process with government agencies and other stakeholders by helping to organise and facilitate meetings and workshops.

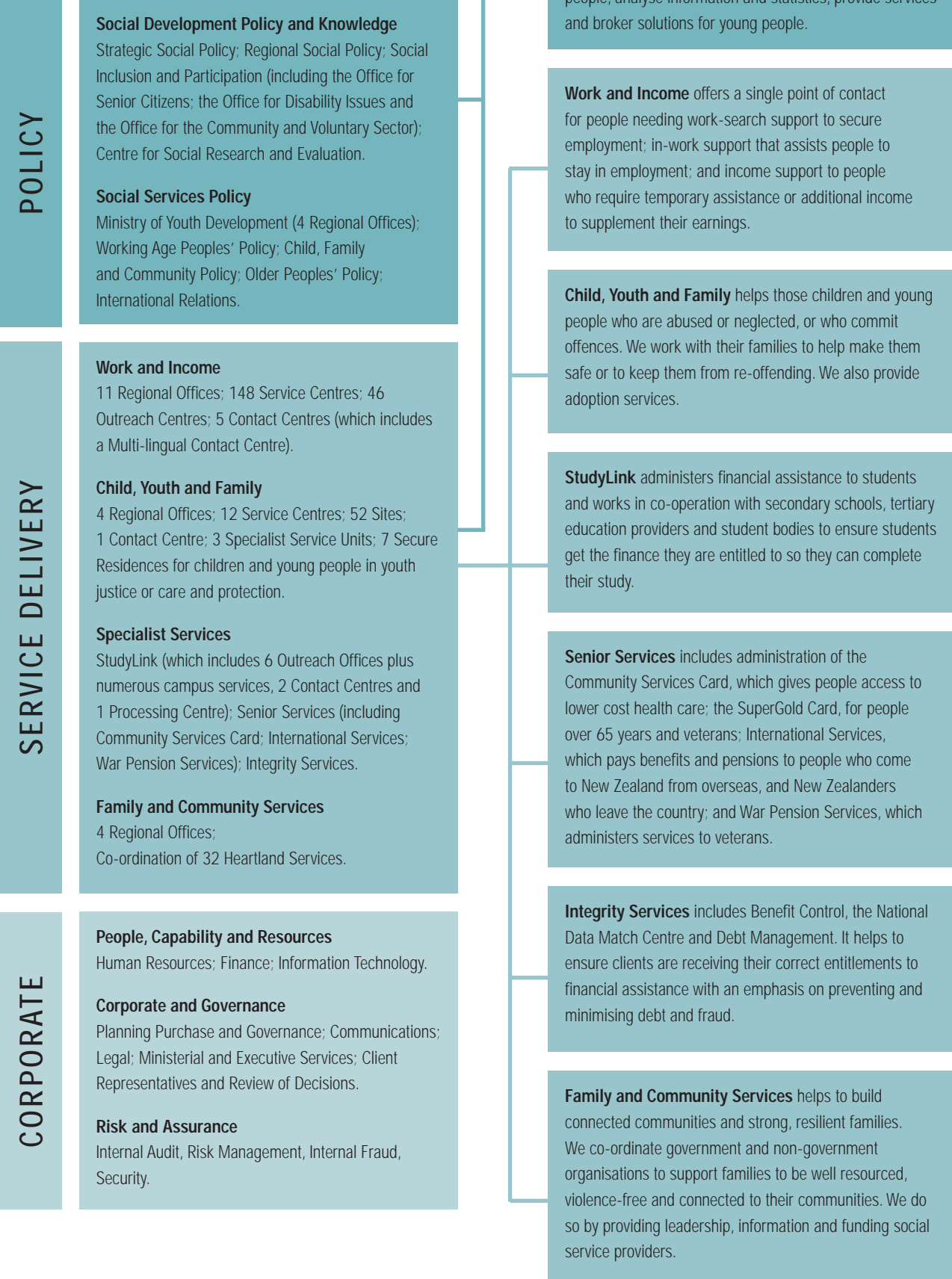
Better alignment with government agencies, industries and communities, is an objective over the next 12 months so that we can deliver resources to the communities that need them. Heartland Services in Kaikoura, Hokitika and Takaka is one way we are providing a Ministry one-stop-shop for services to rural communities.

Migrants and refugees are becoming a large sector of our population. The Ministry's Settling In Project operates in Marlborough and Nelson, working with migrant and refugee communities to help them to access services and integrate successfully into the community.

Over the next 12 months, we will enhance the community partnerships we have already established and look for new opportunities to work together.

<sup>13</sup> The Nelson Regional Economic Development Agency (NREDA), the Marlborough Regional Development Trust (MRDT) and the West Coast Development Trust (WCDDT).

CHIEF EXECUTIVE



Level 1, 22 Bridge Street  
Nelson  
[www.msd.govt.nz](http://www.msd.govt.nz)

Community Services Card  
0800 999 999

Child, Youth and Family  
[www.cyf.govt.nz](http://www.cyf.govt.nz)  
0508 326459

Family and Community Services  
[www.familyservices.govt.nz](http://www.familyservices.govt.nz)

Integrity Services  
0800 558 008 (Debt Enquiries)  
0800 556 006 (Allegation Line)

International Services  
0800 777 117

Ministry of Youth Development  
[www.myd.govt.nz](http://www.myd.govt.nz)

StudyLink  
[www.studylink.govt.nz](http://www.studylink.govt.nz)  
0800 88 99 00

SuperGold Card  
0800 25 45 65

War Pension Services  
0800 553 003

Work and Income  
[www.workandincome.govt.nz](http://www.workandincome.govt.nz)  
0800 559 009

