

# **Employment Support Service Practice Guidelines: Supporting disabled people to get jobs**



**Easy Read**

**2018**

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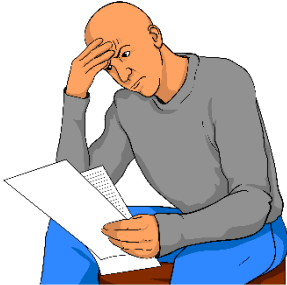


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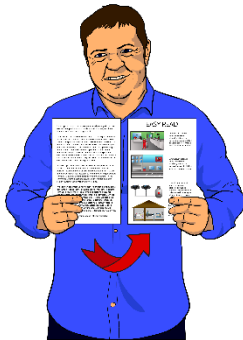


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## Before you start



This is a long document.



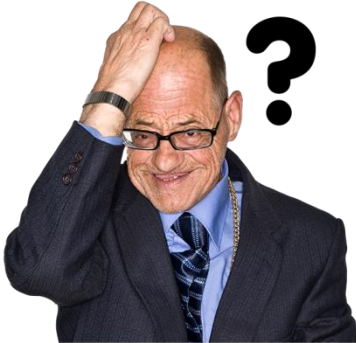
While it is written in Easy Read it can be hard for some people to read a document this long.



Some things you can do to make it easier are:

- read it a few pages at a time
- have someone help you to understand it.

## Important words



Here are some important words that are used in this document.



### Employment

If you have a job you are **employed**.

In this document **employment** means having a job where you are:

- paid the minimum wage
- **or**
- paid more than the minimum wage
- **or**
- self-employed.





## **Employment Support Providers**

These are the organisations that provide employment support services.



## **Employment Support Services**

These are services that support disabled people to find paid jobs.



## **Governance group and Working group**

These are the people that worked together to write these guidelines.



## **Guidelines**

Guidelines are rules about how things should be done.



## **Best Practice**

Best practice means the best way of doing something.



## About employment support services



Getting a paid job is important for many disabled people.

A paid job can make people feel safe because people:



- are healthier
- have more money
- are happier.



Less disabled people have paid jobs than non-disabled people.



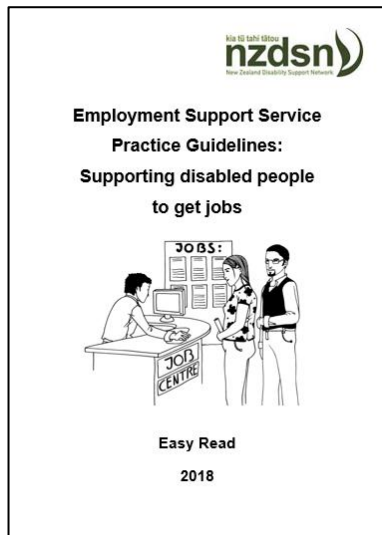
It is better for New Zealand if more disabled people have paid jobs.



Employment support services can support disabled people to get paid jobs.



It is important that employment support services are run well.



To help employment support services to do good work the **New Zealand Disability Support Network** has made a document called:

## **Employment Support Service Practice Guidelines**



**This is the Easy Read version of that document.**

# About the Employment Support Service Practice Guidelines



The idea for the **Employment Support Service Practice Guidelines** came from people and groups who know that disabled people need better chances to get jobs.



To write the guidelines we looked at how things are done:

- in New Zealand
- around the world.

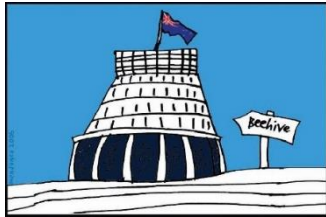


We looked at what is working best to support disabled people get the jobs they want.



We also worked with:

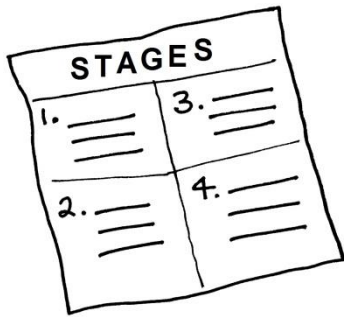
- disabled people's organisations
- government
- service providers who support disabled people to find paid jobs.



We also asked the disabled people who helped make the guidelines what has worked well for them.



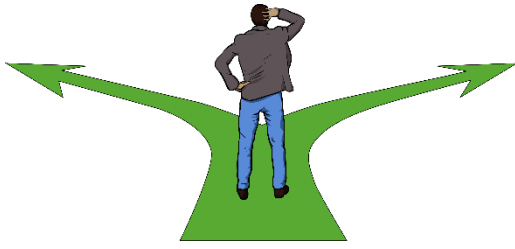
We were not able to look at the needs of every disabled group.



We know that employment support services are at different stages of finding the best way to support disabled people.



We know that some support services work with only 1 disability group or disability community.



We also know that some disability groups like to do some things in a different way to other people.



For example people in the Deaf community.



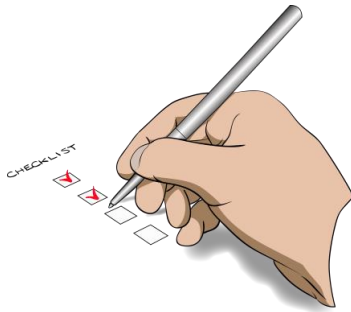
We will keep working to make these guidelines better, like:

- finding out the good ways of working together with different disability groups

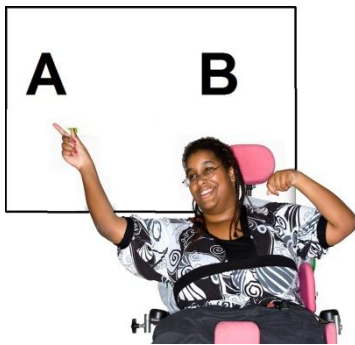
and

- adding these good ideas to the guidelines.





## Enabling Good Lives



We know that the best ways to start giving disabled people more chances to get paid jobs are:

1. Support employers to feel better about giving jobs to disabled people.
2. Have **Enabling Good Lives** in more parts of New Zealand.

Doing these things will give more choice and control to disabled people and families / whānau.





The governance group will keep working on these things.



Members of the governance group will also keep a close eye on:



- new government laws or rules



- who gets money to run a support service

- who is allowed to run a support service



- training for staff.



The governance group will:

- keep checking the guidelines are working
- make any changes that are needed.

The next things to do are to:



- give employment support services the chance to choose to use the guidelines

**and**



- give employment support services time to make changes using the new guidelines.

# What are the main ideas for the guidelines?



The working group and the governance group agreed that the guidelines must have the same ideas as these **4** documents.

## 1. The Disability Convention



New Zealand has signed the United Nations Convention on the Rights of Persons with Disabilities.

This is also called the **Disability Convention.**

The most important parts of the **Disability Convention** for this work are:



- **Article 26: the right to get the support you need**



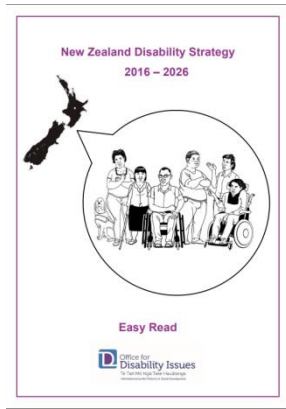
- **Article 27: the right to work.**



**Article 26** says disabled people must have good disability services so they can live independently in the community.



**Article 27** says disabled people have the same right to work as non-disabled people.



## 2. The New Zealand Disability Strategy 2016–2026

The most important part of the Strategy for this work is **Outcome 2**.



Outcome **2** is about disabled people having a job.

## Enabling Good Lives

### 3. The 8 Principles of Enabling Good Lives (2012)



Te Kaporeihana Āwhina Hunga Whara

### 4. ACC's Living my life – a new approach to disability support (2016).

These are the ideas from these 4 documents that we have used in the **Employment Support Service Practice Guidelines:**



- Every person can make their community better by having a job they have chosen.



- Having a paid job is a big step in making the lives of disabled people better.



- Disabled people having jobs helps to make family / whānau and community life better for everyone.



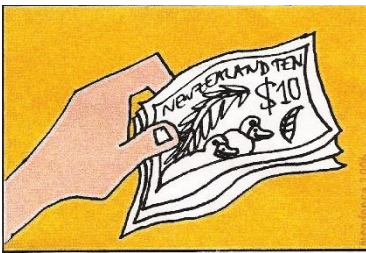
- Having a paid job means having more money for things and feeling better.



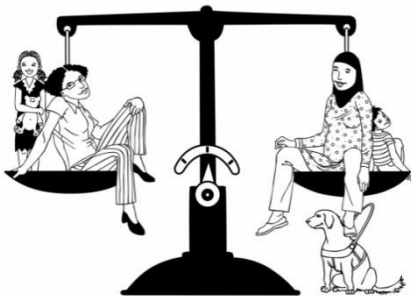
- Disabled people should have the chance to get the kinds of jobs they want.



- Disabled people should have the chance to learn the skills they need for work.



- Disabled people should be paid the same as the non-disabled people they work with.



- Disabled people should be treated the same as the non-disabled people they work with.



These are important parts of being a citizen in New Zealand.



## Who are the guidelines for?



These **Employment Support Service Practice Guidelines** can support disabled people to get jobs.



These guidelines can be used by employment support services to:

- support disabled people find paid jobs
- keep getting better at what they do.

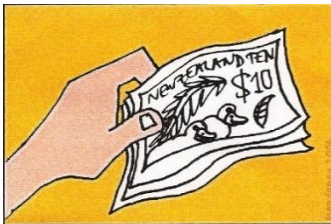




These guidelines can also be used by:



- disabled people
- family / whānau of disabled people



- government departments that pay money to places that support disabled people to get jobs



- people who train disabled people who are looking for work



- people who train others to work in employment support services.

These guidelines can also be used by:



- the people who check that an employment support service is doing what it is meant to

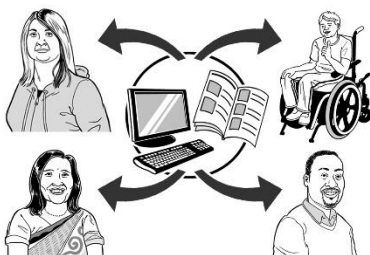


- anyone – to check how good a service is.



The **Governance group** will:

- make sure the guidelines are used
- tell everyone about the guidelines.



## How to use the guidelines



**Think about the ideas that are on pages 18–22.**

What do those ideas mean to you as a:



- disabled person?
- support service?
- person that gives money to run a service?



- family / whānau member of a disabled person?



Take time to look at the **8 guidelines** in this book.

Organisations that want to support disabled people to get the jobs they want normally have:



- websites
- information about what they do
- information about how to make complaints about the organisation.



You can see from these things if an organisation is following the practice guidelines.



**The guidelines show what we hope things will look like in the future for disabled people.**

## Guideline 1 – Disabled people should have good support to get jobs



If this guideline is followed we will be able to say these things:



- Disabled people who want to get work can use employment support services.



- Employment support services:

- are known in the community for the good service they give
- understand disability.



- Employment support services are connected to other support organisations in:

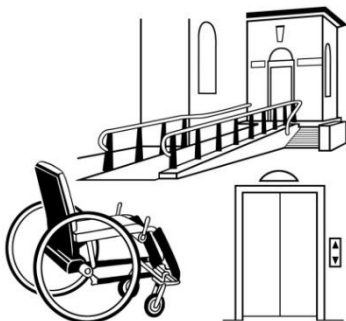
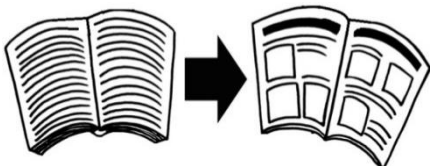


- New Zealand
- other countries.

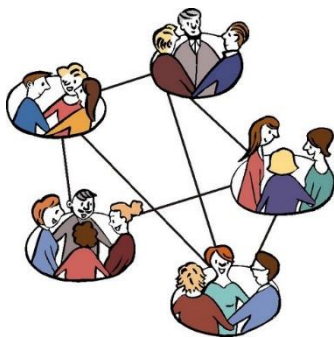


- Employment support services:

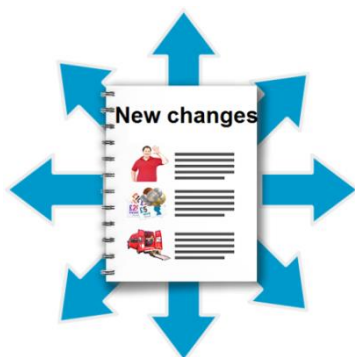
- treat disabled people in the right ways
- have information in different ways so that lots of disabled people can understand it
- use buildings that disabled people can use.







- Employment support services understand that it is important to be connected to people and organisations that can give disabled people jobs.



- Employment support services:
  - know when changes happen in the disability community and what it means for their service
  - change how they work if they need to.



- Employment support services know how to respect Māori.





- Employment support services work with local:

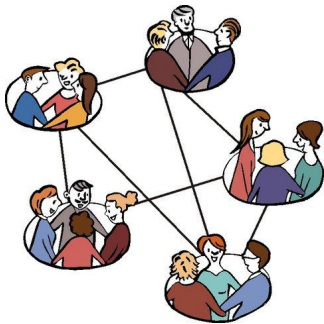
- Māori
- hapū / family
- iwi / wider family
- community groups.



- Employment support services welcome disabled people into their service by asking:

- do you want a job?
- are you willing to work hard to get a job?





- Employment support services:
  - have good relationships with the disability community
  - can ask the community for advice if they need it
  - have good relationships with other national and local employment support services.

## **Guideline 2 – People’s personal goals will show what kind of employment support they want**



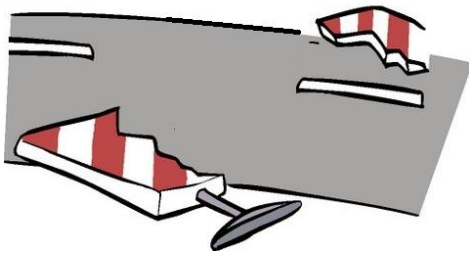
**If this guideline is followed we will be able to say these things:**



- Each disabled person is listened to.



- Employment support services know what kinds of jobs people want by asking the right questions.



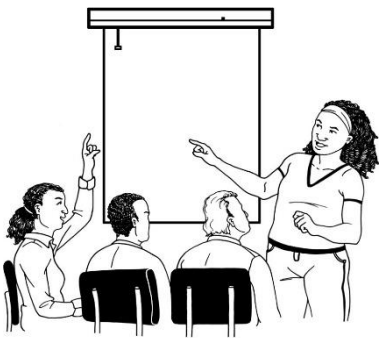
- Employment support services:
  - make sure it is disabled people who are choosing what work they would like to do
  - find ways to get rid of the things that stop disabled people getting jobs
  - work with disabled people to support them find work.



- Employment support services have stories of when they have:
  - worked well with disabled people
  - helped disabled people to find jobs.

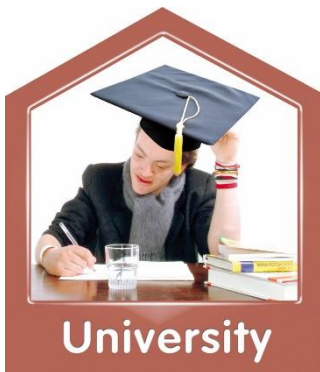


- Employment support services work with disabled people to find out if they need to learn new things to support them get the job that they want.



Things like:

- learning new skills
- training
- getting a **qualification**.



A **qualification** is something you get to show that you have learned to do something well.

You can get a qualification from somewhere like:

- university
- wānanga
- school.



- Employment support services know that the support which many disabled people use in their everyday lives:

- does **not** stop disabled people from looking for work
- can sometimes support disabled people to get work
- can sometimes support disabled people to work for themselves.

## **Guideline 3 – People and support services understand how important it is for a disabled person to have a job**



**If this guideline is followed we will be able to say these things:**

- Employment support services:
  - talk about the good things having a job can bring
  - are welcoming to disabled people and family / whānau
  - are helpful and supportive to family / whānau.







- Employment support services:

- understand people's history and the communities they come from
- support disabled people to lead the way
- listen when disabled people say they who they want to be involved
- share what has worked well with other services
- show businesses and the community why it is good to have disabled people working with everyone else.





- Employment support services know it is important for disabled workers to have the same pay and rules for work as everyone else.



- .
- Employment support services tell businesses the good things about having disabled people working in their work place.

## **Guideline 4 – Disabled people have an employment support service that meets their needs**



**If this guideline is followed we will be able to say these things:**

- Employment support service staff:
  - are supportive
  - work with each disabled person based on the needs of the disabled person
  - are from different cultures and work well in their local community.





- Employment support service staff:

- listen to learn about the people they are working with
- understand what each person needs that they work with.

- Employment support service staff:

- find people work
- let people learn about their job as they work.

This is the best way for disabled people to get and keep jobs.

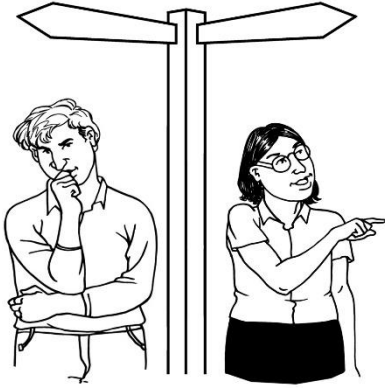


- Employment support services make sure there is plenty of time for staff and disabled people to work together to practice:

- filling out forms to apply for jobs
- taking part in interviews.

- Employment support services make sure there is time after job interviews for disabled people and staff to talk about:

- what went well
- what could have been better.



- Employment support services are there:
  - until they are no longer needed
  - can come back if they are needed again.



- Employment support services work together with disabled people and future employers by making sure:

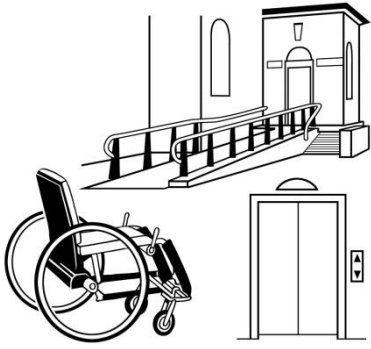
- disabled people get jobs that work well for both them and the employers
- staff find out what disabled people need to know about jobs before they start.





- Employment support services work together with disabled people and future employers by making sure:
  - staff have the skills and time to help the disabled worker when support is needed
  - staff can help if something goes wrong
  - staff keep in contact with workers to help them be more confident and happy in the workplace
  - staff are there to support disabled people until they are no longer needed.





- Employment support services work together with disabled people and future employers by:

- looking for ways to make jobs better

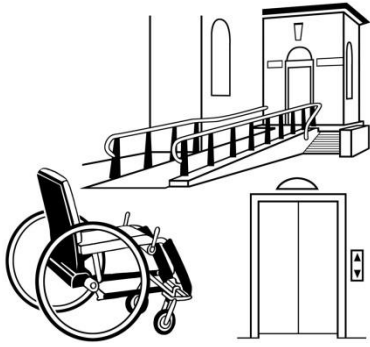


- making sure jobs are going well for workers

- making sure that **natural supports** are being made in jobs



Having friendly relationships with other workers is an example of natural supports.



- Employment support services make sure there are checks to see what supports or changes are needed in workplaces.



- Employment support services are there when people's needs change and they need more support.



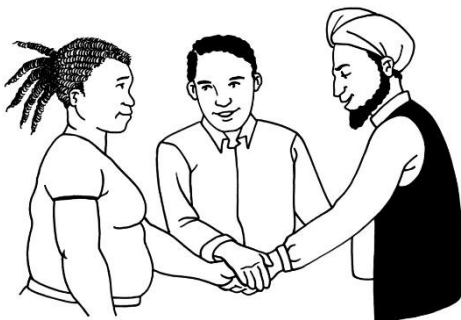
- Employment support services make sure that any changes that need to be made to their service are done fast.



## Guideline 5 – Employers know and trust employment support services



If this guideline is followed we will be able to say these things:



- Local employers know about employment support services.
- People who work with local employers also know about employment support services.
- Employment support staff know what jobs are coming up in their local community.



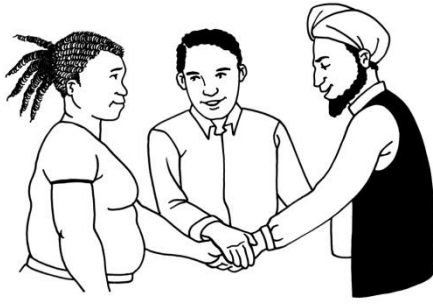
- Employment support staff:



- have good relationships with local high schools
- can tell disabled students what skills and work experience they need to get a job
- show the community the good things that happen when you give disabled people jobs
- make sure employers know what support they can get when they give disabled people jobs
- help future employers to understand what skills and talents disabled people have.



- Employment support services:
  - help future employers to understand what learning and support needs disabled people might have
  - talk about how a person's skills might be just what an employer needs.
- Employment support service staff can tell employers how to make small changes to jobs or make new jobs so that they can use the skills that disabled people have.



- Employment support services work together with disabled people and future employers by making sure:



- disabled people get jobs that work well for both them and the employers



- staff find out what employers need to know about disabled workers before they start working



- staff have the skills and time to support employers if it is needed



- staff talk to employers if something goes wrong.



- Employment support service staff keep in contact with employers so they are more confident to support disabled people in the workplace.



- Employment support services help the employer to understand natural workplace supports and how they can help.



- Employment support services:
  - are there to help employers until they are no longer needed
  - are there for employers and workers if things change at a later time.

## **Guideline 6 – Employment support services know how to support disabled people to get jobs they want**



**If this guideline is followed we  
will be able to say these  
things:**

- Employment support services understand:
  - **Work and Income New Zealand**
  - **ACC**





- Employment support services:

- have good relationships with **Work and Income** and **ACC** staff
- can help disabled people and their families / whānau to understand what will happen with their money when they get a job
- know what other kinds of supports are out there for disabled people and employers
- understand how tax works.

**Tax** is money people must pay to the government when they have a job.



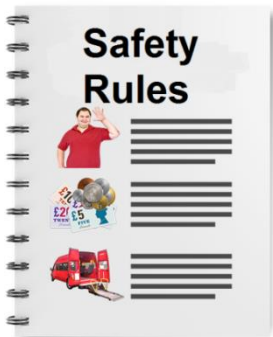


- Employment support services make sure disabled people and their families / whānau understand how taxes will change their money if they get a job.

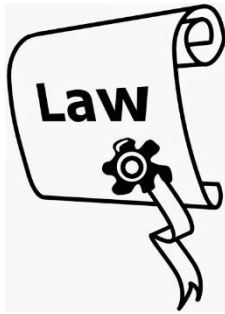


- Employment support services understand the:

- laws about work
- rights of disabled workers
- health and safety rules in a workplace
- rights of disabled people under the **Disability Convention** and the **New Zealand Human Rights Act**.

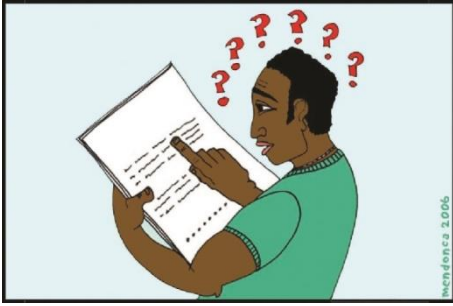






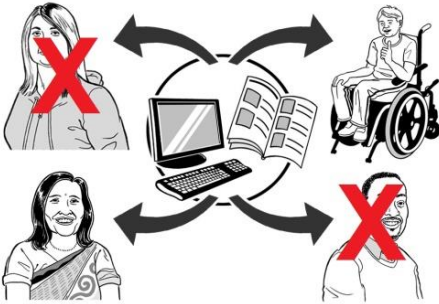
- Employment support services:
  - make sure health and safety rules are **not** used in the wrong way as a barrier for disabled people
  - know about **privacy laws**.

**Privacy laws** make sure that organisations who have any private information about a person keep that information safe.



- Employment support services help:

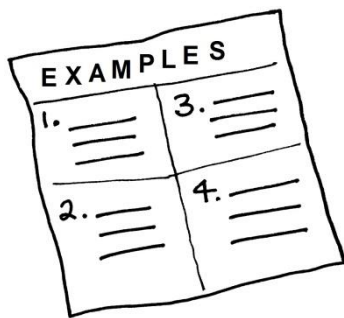
- disabled people to keep control over their personal information
- employers to understand how to be careful with personal information.



## Guideline 7 – Employment support services lead the way to support the guidelines



If this guideline is followed we  
will be able to say these  
things:



- Employment support services:
  - share what they are doing well
  - can employ and keep great staff who are good at employment support
  - employ disabled people to work as staff.



- Employment support service staff are given help to:

- think in different ways to find new and better ways of working
- find out what works best in different New Zealand communities.

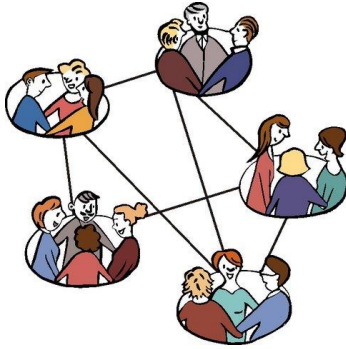


- Employment support services can show how disabled people have a say at all levels of their organisation.



### **For example:**

Employment support services should have disabled people on their boards and in their leadership teams.



- Employment support services can show:
  - how well they work with other organisations
  - they are part of local and national employment support groups.
- Employment support services give advice to new employment support service agencies that are starting up.

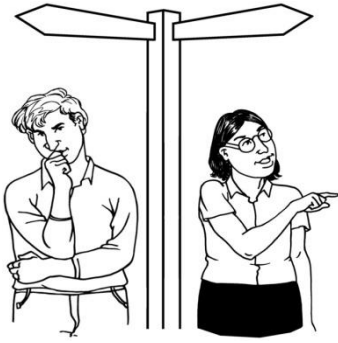
## **Guideline 8 – Employment support services check how well they are doing at getting disabled people into paid jobs**



**If this guideline is followed we  
will be able to say these  
things:**

- Employment support services:
  - make reports about how well they are doing with helping disabled people get paid jobs
  - take part in studies that show the best ways of doing things.





- Employment support services:

- try out new ways of doing things

- check with people who use their services to see if things are working well for them and make changes if they need to



- check with employers to see if things are working for them and make changes if they need to



- check to see what changes happen in the lives of disabled people and their families / whānau when they get paid work.



## Where can people find the guidelines?



The guidelines are on the websites of the organisations in the governance group.

Here are the websites:



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

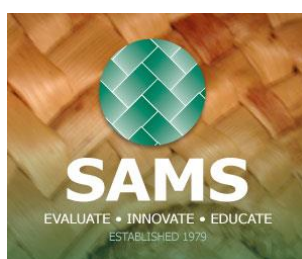


[www.platform.org.nz](http://www.platform.org.nz)



INCLUSIVE NZ

[www.inclusive.nz](http://www.inclusive.nz)



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



**Disabled Persons** Assembly NZ

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



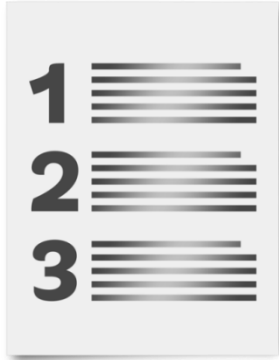
[www.peoplefirst.org.nz](http://www.peoplefirst.org.nz)



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

The governance group want to thank the **Working Together Fund** and the **Ministry of Social Development** for the money they gave for the project.

## Who made the guidelines?



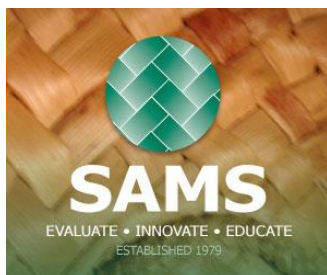
Here are the names of the people and groups who worked together to make the Employment Support Service Practice Guidelines.

### Governance group:



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

- Anne Hawker and Alison Riseborough – **Ministry of Social Development**



- Christine Wilson – **Standards and Monitoring Services**



- Cindy Johns – **People First New Zealand Ngā Tāngata Tuatahi**

## **Disabled Persons Assembly nz**

- Esther Woodbury – **Disabled Person's Assembly**



- Garth Bennie, Sarah Halliday and Sara Georgeson – **New Zealand Disability Support Network**



- Marion Blake – **Platform Trust**



INCLUSIVE NZ

- Tess Casey – **Inclusive New Zealand**

## Working group:



INCLUSIVE NZ

- Ali Shapland and Kervin Farr – **Inclusive New Zealand**



Te Kaporeihana Āwhina Hunga Whara

- Cath Williams – **Accident Compensation Corporation**



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TE MANATŪ WHAKAHIATO ORA

- Maihi Rapata – **Ministry of Social Development**



- Fiona Williams and James Carr – **People First New Zealand Ngā Tāngata Tuatahi**



- Leo MacIntyre and Therese Hamlin – **Platform Trust**



- Louise Deane and Margaret Reilly – **New Zealand Disability Support Network**

**Disabled Persons Assembly NZ**

- Nick Ruane and Jak Wild – **Disabled Person's Assembly**

**Project lead:**



- Gordon Boxall – **Weaving Threads**



**This information has been translated into Easy Read  
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