



6 May 2025

Tēnā koe

Official Information Act request

Thank you for your email of 12 April 2025, requesting information about policies and guidelines for collecting beneficiary information in public settings and running jobseeker seminars.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out below.

General Information

Regional seminars/expos/workshops

Ministry sites periodically offer workshops, seminars, job expos and other events. Each site tailors their offerings and the frequency of events based on the needs of their clients and whether there are opportunities with employers for job expos. These events are locally driven, and part of regional business-as-usual activities.

For the vast majority of expos and workshops, attendance is encouraged, but voluntary.

Regional seminars, expos and workshops are one tool the Ministry uses to actively engage with jobseekers. It is a combination of activities, interventions, referrals to jobs, providers, and services, as well as engagements with employers and industry which lead to employment for jobseekers.

These events provide opportunities for jobseekers to engage with employers and training providers they may not normally get the opportunity to meet.

Compulsory seminars

The Ministry introduced three new compulsory seminars in 2024:

- Kōrero Mahi – Let's Talk Work, is for all clients with full-time work obligations, who are new to benefit and otherwise wouldn't have any support.
- Kōrero Mahi – Work Check In, is for clients with full-time work obligations, who have been on benefit for 26 weeks.
- Kōrero Mahi – Into Work, is for new-to-Jobseeker Support clients who have a health condition or disability, and part-time work obligations.

Attending these seminars is compulsory because it gives clients information to understand their obligations and supports a client's job search.

1. *Can I please be provided with any of the MSD's documentation such as policies and/or procedures that refer to the manner of collection of private information of beneficiaries. I am especially after documentation where there is reference to seminars or situations where other beneficiaries are present/within earshot.*

Please see the following two Work and Income webpages which speak to the Ministry's policies of protecting client information:

- www.workandincome.govt.nz/about-work-and-income/privacy-notice/respecting-your-information.html
- www.workandincome.govt.nz/about-work-and-income/privacy-notice/index.html

Please also see the following Work and Income webpage, which gives an overview of the Kōrero Mahi seminars, including a breakdown of what is discussed in the seminar's:

- www.workandincome.govt.nz/on-a-benefit/obligations/work-seminar.html

You can also find attached the 'How we protect your privacy' form, as document 01.

2. *Can I please be provided with any documentation that staff are to adhere/use as a guide when running a seminar for jobseekers. Anything that discussing what is to be discussed in the seminars, the information that is to be collected, etc.*

Please see attached the following documents:

- 02. Kōrero Mahi – Let's Talk Work
- 03. Kōrero Mahi – Work Check In
- 04. Kōrero Mahi – Into Work
- 05. Into work facilitator notes
- 06. Let's Talk Work facilitator notes
- 07. Work Check In facilitator notes
- 08. Let's Talk Work one-on-one-conversation-guide
- 09. Work Check In one-on-one-conversation-guide
- 10. Into Work one-on-one-conversation-guide

You will note some information has been withheld as it is outside of the scope of your request, as it relates to situations where clients do not attend a workshop.

3. *When/if beneficiaries are asked to share personal information about their lives in a jobseeker's seminar, does the MSD consider their reluctance/refusal to do this (due to humiliation/anxiety/privacy preferences/etc) as not participating and would they be penalised in anyway by the MSD?*

The information shared during the Kōrero Mahi seminar includes how the Ministry will work with clients, what support the Ministry can offer, obligations for receiving Jobseeker Support benefit, and where to look for jobs.

After each Kōrero Mahi seminar, the client will have a one-on-one conversation with their case manager. This conversation enables the Ministry to better understand the clients' current situation and connect them to appropriate support.

We do not discuss your personal situation in a group setting. You can read more on the Work and Income website, here: www.workandincome.govt.nz/on-a-benefit/obligations/work-seminar.html

Attending a Kōrero Mahi seminar is part of a client's obligation to look for or prepare for work. If a client does not attend a seminar without a good and sufficient reason, they will have an obligation failure initiated.

This obligation failure would not be initiated for not sharing personal information in a group setting.

- 4. Without being penalised, could a beneficiary that is involved in a jobseeker's seminar decline sharing their private information amongst other beneficiaries and instead be given an opportunity to do this in a more private setting with an MSD employee?*

As noted above, after each Kōrero Mahi seminar, the client will have a one-on-one conversation with their case manager.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

pp.



Anna Graham
General Manager
Ministerial and Executive Services

Kōrero Mahi - Let's talk work

One-on-one conversation guide

Helping to guide your conversation toward an appropriate next steps activity for your client.

Step	Action	Guidance	Possible questions/prompts
1	Open conversation	Start by getting the client to talk openly	<ul style="list-style-type: none"> How did you find the seminar? Did you know about the supports we offer already? Was there anything that stood out to you, that you'd be interested in? What stage would you say you're at in your job search? What support do you need to get into work?
2	React and ask follow-up questions for greater understanding	If the client has a clear direction, build on that and dive into the why to ensure we can offer the best next step activity for them	<ul style="list-style-type: none"> What interests you in that support? What do you expect to get from that support? How about we talk in more detail about the supports you've identified? If you don't feel like you need support, what is one way you think we could help you?
		If the client doesn't have a clear direction, talk more about their current situation to give you a better understanding of what supports might be best suited for them	<ul style="list-style-type: none"> Would you say you're ready to work? Is your CV up to date? If referred to an employer, would you be ready to interview and then start work immediately?
3	Link back to specific support	If client is ready for work	<ul style="list-style-type: none"> What jobs have you been applying for? Do you know how to look for jobs that we have listed? Let's look at some jobs now.
		If client needs help into work	<ul style="list-style-type: none"> Are you confident in updating/creating a CV and cover letter? We have a one-on-one support service, provided over the phone (RRTW). Are you interested?
		If client needs support to prepare	<ul style="list-style-type: none"> Do you need more support with career advice and face to face support? What's stopping you get a job (licence/training/upskilling)?
		If client needs extra support	<ul style="list-style-type: none"> A more hands on employment support service could really help staircase you [back] into employment. It sounds like you're going through a lot, would you like me to connect you with someone to discuss this with? I can connect you with a Case Manager or local service provider if you like?
4	Set next steps and discuss expected timeline	Close off by doing the client referral (or confirming what you will do for them) and explaining the next steps, so they fully understand what to expect in the coming days/weeks/months	<ul style="list-style-type: none"> I've sent your CV to our local Work Broker, so they'll be in touch in the next couple of days to discuss that job You should get a call within the next couple of days from our Rapid Return to Work team The provider will reach out directly to give you more details

Kōrero Mahi – Work check-in

One-on-one conversation guide

Helping to guide your conversation toward an appropriate next steps activity for your client.

Step	Action	Guidance	Possible questions/prompts
1	Job search conversation	Start by discussing the points from the invitation letter and get the client to talk openly	<ul style="list-style-type: none"> Let's take a look at what you've been doing to find work. Are you happy with how your job search is going? What stage would you say you're at in your job search? What support do you need to get into work?
2	React and ask follow-up questions for greater understanding	<p>If the client has a clear direction, build on that and dive into the why to ensure we can offer the best next step activity for them</p> <p>If the client doesn't have a clear direction, talk more about their current situation to give you a better understanding of what supports might be best suited for them</p>	<ul style="list-style-type: none"> Do you think you could do more in your job search? If you don't feel like you need support, what is one way you think we could help you? Would you say you're ready to work? Is your CV up to date? If referred to an employer, would you be ready to interview and then start work immediately? What's stopping you from getting a job?
3	Link back to specific support	<p>If client is ready for work</p> <p>If client needs help into work</p> <p>If client needs support to prepare</p> <p>If client needs extra support</p>	<ul style="list-style-type: none"> Do you know how to look for jobs that we have listed? How many times have you applied for jobs we have listed? Let's look at some jobs now. Are you confident in updating/creating a CV and cover letter? Have you asked for help with [barrier] to support you into work? Do you need more support with career advice and face to face support? What would help you get a job (a licence/training/upskilling/course)? A more hands on employment support service could really help staircase you [back] into employment. It sounds like you're going through a lot, would you like me to connect you with someone to discuss this with? I can connect you with a Case Manager or local service provider if you like?
4	Set next steps and discuss expected timeline	Close off by doing the client referral (or confirming what you will do for them) and explaining the next steps, so they fully understand what to expect in the coming days/weeks/months	<ul style="list-style-type: none"> I've sent your CV to our local Work Broker, so they'll be in touch in the next couple of days to discuss that job You should get a call within the next couple of days from our Rapid Return to Work team The provider will reach out directly to give you more details

Kōrero Mahi – Into work

One-on-one conversation guide

Helping to guide your conversation toward an appropriate next steps activity for your client.

Step	Action	Guidance	Possible questions/prompts
1	Open conversation	Start by getting the client to talk openly	<ul style="list-style-type: none"> How did you find the seminar? Did you know about the supports we offer already? Was there anything that stood out to you, that you'd be interested in? What stage would you say you're at in your job search? What support do you need to get into work?
2	React and ask follow-up questions for greater understanding	If the client has a clear direction, build on that and dive into the why to ensure we can offer the best next step activity for them	<ul style="list-style-type: none"> What interests you in that support? What do you expect to get from that support? How about we talk in more detail about the supports you've identified? If you don't feel like you need support, what is one way you think we could help you?
		If the client doesn't have a clear direction, talk more about their current situation to give you a better understanding of what supports might be best suited for them	<ul style="list-style-type: none"> Would you say you're ready to work? Is your CV up to date? If referred to an employer, would you be ready to interview and then start work immediately? Do you have specific interview needs? e.g. financial support to taxi to the interview due to disability etc
3	Link back to specific support	If client is ready for work	<ul style="list-style-type: none"> What jobs have you been applying for? Do you know how to look for jobs that we have listed? Let's look at some jobs now.
		If client needs help into work	<ul style="list-style-type: none"> Are you confident in updating/creating a CV and cover letter? We have a one-on-one support service, provided over the phone (RRTW). Are you interested?
		If client needs support to prepare	<ul style="list-style-type: none"> Do you need more support with career advice and face to face support? What's stopping you get a job (licence/training/upskilling)?
		If client needs extra support	<ul style="list-style-type: none"> A more hands on employment support service could really help staircase you [back] into employment. It sounds like you're going through a lot, would you like me to connect you with someone to discuss this with? I can connect you with a Case Manager or local service provider if you like?
4	Set next steps and discuss expected timeline	Close off by doing the client referral (or confirming what you will do for them) and explaining the next steps, so they fully understand what to expect	<ul style="list-style-type: none"> You should get a call within the next couple of days from our Employment Coordinator to discuss your situation The provider will reach out directly to give you more details

Slide 1: Welcome to Kōrero mahi – Work check-in

Greet participants warmly and introduce yourself.

Cover key housekeeping details: amenities, fire exits, earthquake safety, and security protocols.

Slide 2: What we'll cover today

Briefly outline the topics of today:

- **Purpose** – Why you're here.
- **What you need to do** – You have obligations when receiving Jobseeker Support and we'll go through some things you need to be doing to play your part.
- **Job search** – we will be covering places to look for work and resources available.
- **How we might help you** – we'll go through various supports to help you get ready to apply for jobs and find the right job for you.
- **Check in** – we'll be talking to you one-on-one after this short presentation to make a plan to help you get a job.

The information part of the seminar should take around 10 minutes, the following one-on-one conversations will be around 10 minutes each and after you've had your one-on-one, you can leave.

Slide 3: Purpose

Explain the purpose of today:

- Provide advice and support to help you get back to work, and
- Check you are meeting your obligations and what you have done so far to find work.

Slide 4: What you need to do

Go through the Jobseeker Support full-time work obligations.

- **Tell us if something changes** – like a relationship, your address, starting employment either casual, part-time, or full-time etc.
- **Find or prepare for work** – You are obligated to be available for and take reasonable steps to get a suitable job. This includes:
 - o accepting any suitable offer of employment,
 - o attending and taking part in job interviews,
 - o take and pass any drug test potential employers or training providers require,
 - o work with us to plan how you'll find a suitable job, and
 - o let us know how you're meeting your work obligations as often as we reasonably require.
- **Take part in work ability assessments** – so we can help you get into work.
- **Take part in activities with our service providers** – when it has been agreed you will work with a contacted service provider, you have the obligation to:
 - o attend and participate in any interview with them,
 - o report to them on how you're meeting your obligations, and

- complete assessments with them.

Failing to meet your obligations as a jobseeker, your benefit could reduce or stop.

Slide 5: Traffic light system

We've introduced a traffic light system – a quick, clear and easy way to help you understand if you're doing what you need to – to get ready for work, find work and stay in work.

- **Green** – you're on track with your work and social obligations – there's nothing else you need to do right now
- **Orange** – you haven't met your obligations so you need to get in touch straight away to either:
 - let us know if you have a good reason for not completing the activities we set, or
 - arrange an activity so you can meet your obligations again
- **Red** – your payments have been reduced or stopped. If you haven't already, get in touch with us immediately to get back on track.

When you speak with us, we'll see on your record if you're on-track with your obligations. We'll talk through what you need to do if you're not on track.

Your obligations haven't changed, we're just making things easier to understand and clearer for people.

When you move back 'to green' in the traffic light system and you've done what we needed you to do, we may set you more activities as part of what you're required to do to help you continue to meet your obligations.

We'll write to you whenever your traffic light colour changes. (Soon) in MyMSD you'll be able to see what traffic light colour you are at. If you're 'at orange' or 'at red' in the traffic light system – both of these lights mean you need to get in touch with us.

- **Get your letters from us faster with MyMSD**
 - Did you know you can read your letters from Work and Income online in MyMSD?
 - Reading your letters online makes it easier to stay up to date with changes and things you might need to do for your payments.
 - It's quick and easy to set this up. Go to 'My Letters' and choose 'Stop sending my letters by post'. You'll get an email notification when you have a new letter to read in MyMSD.

Slide 6: Job search

- promote [Kimi Mahi Mai Find a Job](#) MSD's job search website. Current jobs can be found on the website or on [MyMSD](#). [There's a link to the website on this slide, you could navigate Kimi Mahi Mai Find a Job with clients, and show them all the current jobs in your area.](#)

- For regions with a [Jobs and Skills Hub](#) – mention they are there to help with training, apprenticeships, and jobs to support a future career in the construction and infrastructure industries.
- Also discuss [Opportunity grows here](#) – information about careers, training, and links to jobs available in our primary industries - on NZ vineyards, forests, farms, orchards, and seas.
- Highlight the three most popular job searching platforms **Trade Me Jobs, Seek,** and **Indeed**. Reiterating the need to utilise a variety of job search websites.

Slide 7: How we might help you (1/2)

Briefly cover the types of support we have available and provide some examples:

- **Get a driver licence:**
[Driver Licence Support](#) – Programmes to help you obtain a NZ driver licence.
- **Pay for costs while you train or study:**
[Course Participation Assistance](#) – helps pay for a short employment-related training course or programme.
- **Supporting your mental health and wellbeing:**
[Puāwaitanga](#) – A free phone and online counselling service that offers up to 12 months of support with a counsellor for people to improve their emotional well-being through virtual sessions via a free mobile app or by phone.
[Te Heke Mai](#) – A coaching programme that provides wrap around support to people who are looking for work, in training or starting new jobs. Through a handy app, friendly real-life coaches help the participants to set goals specific to their individual journey and support and coach them through their journey and towards achieving their goals.
- **Help when you're working:**
[In-Work Support](#) – an ongoing support service for clients re-entering the workforce, which includes regular contact from a Customer Service Representative via phone, text, and email.
[Whīitiki Tauā](#) – A free phone and online mentoring service for 18–24-year-olds or Mana in Mahi participants. Whīitiki Tauā offers up to 12 months of support with a mentor for people who want support with challenges they're having with work, their relationships, whānau and life in general.
[Transition to Work](#) – Covers additional costs essential for transitioning into employment. Examples of what this can cover include, clothing, costs of participating in an employment interview, and bridging finance.

Slide 8: How we might help you (2/2)

More types of support we have available:

- **Update your CV with any new experience or skills**
[Build my CV](#) – A service that provides a CV within a week.
- **One-on-one support to get into work**

Highlight the Click to enrol service [Good to Go](#): a service that offers assistance with writing a CV, cover letter, interview coaching and online resources to teach job searching tricks.

Discuss [Rapid Return to Work](#) – a phone (and email) service for people wanting ongoing employment support to find work, managed by our Job Connect team.

- **Training to work in a specific industry**

[Skills for Industry](#) – job-focused training tailored to industry specific requirements.

- Training can be offered as pre-employment or in-work training.
- Programmes are delivered by providers and/or employers.

Discuss our contracted services – MSD have contracts with non-government agencies and community groups to assist you in your employment search. These services include work readiness, housing support, budgeting advice, and motivational programmes.

- **Help with costs to start work**

[Transition to Work](#) – we might be able to help pay for things you need to find or start a job, like clothes, travel and living expenses before your first pay.

Slide 9: Now let's check in

Reiterate how this section will work.

Each client will have:

- a one-on-one conversation, for roughly 10 minutes
- a next step activity

Ensure the Products and Services PowerPoint is set-up for those waiting and thank them for their patience. Once clients have had their one-on-one, they can leave.

Slide 1: Welcome to Kōrero mahi - Let's talk work

Greet participants warmly and introduce yourself.

Cover key housekeeping details: amenities, fire exits, earthquake safety, and security protocols.

Slide 2: What we'll cover today

Briefly outline the topics,

- **Who are we?** - and how we'll help, [MSD – also known as Work and Income is the government agency that will support you while you need it, and help you find a job]
- **Expectations** - there's some things you'll need to do too – making sure you play your part to help yourself,
- **Getting ready for work** - we have products and services available to help you prepare for work.
- **Finding a job** - we will be covering places to look for work and resources available.
- **Help when you're working** - there are various kinds of assistance available when you start work, including support services and costs to get started in a new job – like buying clothes or helping with travel.
- **Next steps** - we'll be talking to you one-on-one after this short presentation to sort a plan to help you find a job as soon as possible or working towards getting a job, So the first information part of the seminar should take around 20 minutes, the following one-on-one conversations will be around 5 minutes each and they may leave once completed.

Slide 3: Who are we?

Explain the following key roles and how each can support job seekers,

- **Case managers** - help you prepare for working and make sure you're referred onto jobs,
- **Work Brokers** - connect you with employers and support you into work that matches your skills and
- **Programme Coordinators** - link you with providers who can help you with training and developing new skills.

Slide 4: Expectations

Outline the Jobseeker Support obligations, there's some things you can do yourself too to get ready for work.

- **Tell us if something changes** - like a relationship, your address, starting employment either casual, part-time, or full-time part-time.
- **Find or prepare for work** - [there are lots of websites that advertise job vacancies that you should be checking regularly].

- **Take part in work ability assessments or activities with our service providers** - [we could help you get your driver licence or pay for some training that would help you get a job].

Highlight [our commitments](#), recognising the relationships we have with New Zealanders and showing that we understand what is important for us and our clients.

- **Know you** - knowing you allows us to build a bigger picture of your situation and understand how we can best meet your needs.
- **Support you** - Supporting you is an on-going role whereby we provide you with the right assistance at the right time.
- **With you** - This is your journey, and when we follow these foundational elements (such as respect, shared goals, giving you options, and actioning what we say we will) we are invited to join with them.

Slide 5: Traffic light system

We've introduced a traffic light system – a quick, clear and easy way to help you understand if you're doing what you need to – to get ready for work, find work and stay in work.

- **Green** – you're on track with your work and social obligations – there's nothing else you need to do right now
- **Orange** – you haven't met your obligations so you need to get in touch straight away to either:
 - o let us know if you have a good reason for not completing the activities we set, or
 - o arrange an activity so you can meet your obligations again
- **Red** – your payments have been reduced or stopped. If you haven't already, get in touch with us immediately to get back on track.

When you speak with us, we'll see on your record if you're on-track with your obligations. We'll talk through what you need to do if you're not on track.

Your obligations haven't changed, we're just making things easier to understand and clearer for people.

When you move back 'to green' in the traffic light system and you've done what we needed you to do, we may set you more activities as part of what you're required to do to help you continue to meet your obligations.

We'll write to you whenever your traffic light colour changes. (Soon) in MyMSD you'll be able to see what traffic light colour you are at. If you're 'at orange' or 'at red' in the traffic light system – both of these lights mean you need to get in touch with us.

- **Get your letters from us faster with MyMSD**
 - o Did you know you can read your letters from Work and Income online in MyMSD?
 - o Reading your letters online makes it easier to stay up to date with changes and things you might need to do for your payments.
 - o It's quick and easy to set this up. Go to 'My Letters' and choose 'Stop sending my letters by post'. You'll get an email notification when you have a new letter to read in MyMSD.

Slide 6: Getting ready for Work

Brief overview,

- [Course Participation Assistance](#) - helps pay for a short employment-related training course or programme.
- [Skills for Industry](#) - job-focused training tailored to industry specific requirements.
 - o Training can be offered as pre-employment or in-work training.
 - o Programmes are delivered by providers and/or employers.
- **Contracted services** - MSD have contracts with non-government agencies and community groups to assist you in your employment search. These services include work readiness, housing support, budgeting advice, and motivational programmes. We'll be looking at some in the next slide.

Slide 7: Contracted Services

Brief overview,

[Add into the slides your local training providers and provide an overview]

- [Limited Service Volunteer \(LSV\)](#) - programme for young people to start employment or training by improving their self-discipline, self-confidence, motivation, and initiative.
- [Digital Passport](#) - Bite-sized online modules to learn the essential skills needed in today's workplace.
- [Driver Licence Support](#) - Programmes to help you obtain a NZ driver licence.

Slide 8: Getting ready for work

Brief overview,

- [Build my CV](#) - A service that provides a CV within a week. Let clients know that they can self-refer via their MyMSD or you can use the [manual referral process](#) at the end of the seminar.
- [Transition to Work](#) - Covers additional costs essential for transitioning into employment. Examples of what this can cover include, clothing, costs of participating in an employment interview, and bridging finance.

Slide 9: Getting ready for Work

Brief overview,

- [Rapid Return to Work](#) - a phone (and email) service for people wanting ongoing employment support to find work, managed by our Job Connect team they offer dedicated support for up to 6 weeks.
- [Direct Career Service](#) - offers personalised advice to people looking to plan their career and/or find a job or training. The service is provided by qualified career practitioners either in person at Connected sites, phone, or online appointments.

Slide 10: Kimi Mahi Mai Find a Job

[Add into the slides your current local jobs needing referrals and provide an overview]

Highlight [Kimi Mahi Mai Find a Job](#) MSD's job search website and promote vacancies in your local area. Current jobs can be found on the website or on [MyMSD](#).

[There's a link to the website on this slide, you could navigate Kimi Mahi Mai Find a Job with clients, and show them all the current jobs in your area.](#)

Explain how people can enquire about jobs on the website by calling our Job Search Line 0800 779 009 and quoting the Job ID to discuss the positions in more detail. The staff member will screen them for positions and refer their CV to the employer.

Emphasise the importance of keeping Jobseeker profiles up to date on [MyMSD](#) as it highlights industry specific skills and experience and will show more relevant jobs.

Slide 11: Other job search websites

Brief overview,

- [Jobs.govt.nz](#) - has public sector jobs.
- [Opportunity grows here](#) - has information about careers, training, and links to jobs available in our primary industries - on our vineyards, forests, farms, orchards, and seas.
- [Jobs and Skills Hubs](#) - help to find training, apprenticeships, and jobs to support a future career in the construction and infrastructure industries.

Highlight the three most popular job searching platforms **Trade Me Jobs**, **Seek**, and **Indeed**. Reiterating the need to utilise a variety of job search websites.

- [Connected](#) - is a joint initiative involving many government agencies, coordinated by MSD to help New Zealanders connect to the wide range of pathways towards employment, education, training support and local opportunities in your region.

Slide 12: Finding a job

Brief overview,

- [Flexi-wage](#) - Supports employers to take on people who do not meet the entry-level requirements of a job. An employer could receive a wage subsidy and extra assistance to help people while they gain the necessary skills and experience, they need to get into and stay in employment
- [Mana in Mahi](#) - Supports people who need extra help to get paid jobs and gain real world skills and experience. An employee receives support into long-term employment while gaining a formal industry qualification and incentive payments to help with the cost of study. An employer receives a contribution for the training course fees and a wage subsidy.
- [New Zealand Seasonal Work Scheme](#) - For people taking up full-time seasonal work for a minimum of 6 weeks. People in local work can get support with transport, work wear and training. People temporarily relocating can get assistance with travel to and from the landing region, accommodation payments and incentives.

Slide 13: Help when you're working

Brief overview,

- [In-Work Support](#) - an ongoing support service for clients re-entering the workforce, which includes regular contact from a Customer Service Representative via phone, text, and email.
- [Seasonal Work Assistance](#) - a non-taxable payment for those in seasonal work that have lost income due to poor weather conditions within the first 26 weeks of their benefit stopping.

Slide 14: Help when you're working

Brief overview,

- [Puāwaitanga](#) - A free phone and online counselling service that offers up to 12 months of support with a counsellor for people to improve their emotional well-being through virtual sessions via a free mobile app or by phone.
- [Te Heke Mai](#) - A coaching programme that provides wrap around support to people who are looking for work, in training or starting new jobs. Through a handy app, friendly real-life coaches help the participants to set goals specific to their individual journey and support and coach them through their journey and towards achieving their goals.
- [Whīitiki Tauā](#) - A free phone and online mentoring service for 18–24-year-olds or Mana in Mahi participants. Whīitiki Tauā offers up to 12 months of support with a mentor for people who want support with challenges they're having with work, their relationships, whānau and life in general.

Slide 15: Next steps

Reiterate how this section will work,

Each client will have,

- a one-on-one conversation, for roughly five minutes
- next step activity

Ask those waiting to please be patient and once they've had their one-on-one, they can leave. But feel free to stay back if they think of any other questions.

Slide 1: Welcome to Kōrero mahi – Into work

Greet participants warmly and introduce yourself.

Cover key housekeeping details: amenities, fire exits, earthquake safety, and security protocols.

Ensure that the attendees are able to see / hear / access any information that is being presented. Offer to chat afterwards if there is anything they don't understand.

Slide 2: What we'll cover today

Briefly outline the topics,

- **Who are we?** - and how we'll help, [MSD – also known as Work and Income is the government agency that will support you while you need it, and help you find a job]
- **Expectations** - there's some things you'll need to do too – making sure you play your part to help yourself,
- **Getting ready for work** - we have products and services available to help you prepare for work.
- **Finding a job** - we will be covering places to look for work and resources available.
- **Help when you're working** - there are various kinds of assistance available when you start work, including support services and costs to get started in a new job – like buying clothes or helping with travel.
- **Next steps** - we'll be talking to you one-on-one after this short presentation to sort a plan to help you prepare for and get into work you can do now.

The first information part of the seminar should take around 20 minutes, the following one-on-one conversations will be around 5 minutes each. You can leave as soon as you've had your one-on-one.

Slide 3: Who are we?

Explain the following key roles and how each can support job seekers,

- **Case managers** - make sure you're getting paid what you're entitled to, help you make a plan and refer you onto jobs when you're ready,
- **Programme Coordinators** - link you with providers who can help you with training and developing new skills,
- **Employment Coordinators** - support people into work that have health conditions or disabilities, utilising specific knowledge and relationships they've built with supportive employers, and
- **Work Brokers** - connect you with employers and support you into work that matches your skills.

Slide 4: Expectations

Outline the Jobseeker Support obligations, there's some things you can do yourself too to get ready for work.

- **Tell us if something changes** - like a relationship, your address, starting employment either casual or part-time.
- **Actively look or prepare for work of at least 15 hours per week** - this includes things such as:
 - o being available for and taking reasonable steps to get a suitable part-time job,
 - o taking any offer of suitable part-time or temporary work
 - o attending and taking part in any suitable job interviews we ask you to
 - o taking and passing any drug test potential employers or training providers require
- **Take part in work ability assessments or activities with our service providers** - [we could help you get your driver licence or pay for some training that would help you get a job].

Highlight our commitments, recognising the relationships we have with New Zealanders and showing that we understand what is important for us and our clients.

- **Know you** - knowing you allows us to build a bigger picture of your situation and understand how we can best meet your needs.
- **Support you** - Supporting you is an on-going role whereby we provide you with the right assistance at the right time.
- **With you** - This is your journey, and when we follow these foundational elements (such as respect, shared goals, giving you options, and actioning what we say we will) we are invited to join with them.

Slide 5: Traffic light system

We've introduced a traffic light system – a quick, clear and easy way to help you understand if you're doing what you need to – to get ready for work, find work and stay in work.

- **Green** – you're on track with your work and social obligations – there's nothing else you need to do right now
- **Orange** – you haven't met your obligations so you need to get in touch straight away to either:
 - o let us know if you have a good reason for not completing the activities we set, or
 - o arrange an activity so you can meet your obligations again
- **Red** – your payments have been reduced or stopped. If you haven't already, get in touch with us immediately to get back on track.

When you speak with us, we'll see on your record if you're on-track with your obligations. We'll talk through what you need to do if you're not on track.

Your obligations haven't changed, we're just making things easier to understand and clearer for people.

If your health condition or disability is a barrier to meeting any of your obligations, get in touch with us as soon as possible so we can talk through other ways of meeting that obligation.

When you move back 'to green' in the traffic light system and you've done what we needed you to do, we may set you more activities as part of what you're required to do to help you continue to meet your obligations.

We'll write to you whenever your traffic light colour changes. (Soon) in MyMSD you'll be able to see what traffic light colour you are at. If you're 'at orange' or 'at red' in the traffic light system – both of these lights mean you need to get in touch with us.

- **Get your letters from us faster with MyMSD**

- o Did you know you can read your letters from Work and Income online in MyMSD?
- o Reading your letters online makes it easier to stay up to date with changes and things you might need to do for your payments.
- o It's quick and easy to set this up. Go to 'My Letters' and choose 'Stop sending my letters by post'. You'll get an email notification when you have a new letter to read in MyMSD.
- o If your health condition or disability is a barrier to reading letters or using a computer, speak with MSD about how best we can communicate with you.

Slide 6: Getting ready for Work

Talk about things clients need to be doing when they are preparing for their job search. Including these things from the [Job Hunters Workbook - Careers NZ](#):

- **An updated CV and cover letter** – make your CV a brief, positive and interesting snapshot of yourself. You have 10 seconds to persuade an employer to continue to read your CV. Your CV will have more impact if you highlight the things the employer is looking for.
- **To explore a range of opportunities** – check job vacancy websites, careers.govt.nz and newspapers. Explore new career ideas and upskilling or retraining options.
- **To be prepared and well presented** - You could bump into a potential employer at any time, so make sure you look the part and act professionally. Be prepared to put yourself out there. Be confident. Make conversations and communicate clearly in interviews.

Slide 7: Getting ready for Work

Brief overview of options for,

- **Paying for costs while you train or study**
 - o [Course Participation Assistance](#) - helps pay for a short employment-related training course or programme.
 - o [Training Support Funds](#) - Training Support provides grants to meet additional costs incurred by disabled people and people with a health condition as a direct consequence of their disability or health condition when undertaking the same training as a person without a disability or health condition.

Slide 8: Contracted Services

Brief overview of programmes and services available to clients in your area,

[Add into the slides your local training providers and provide an overview]

- [Workbridge](#) – A specialist employment service that supports people with disabilities or health conditions, to develop sustainable employment capabilities and mitigate barriers to employment.
- [Digital Passport](#) - Bite-sized online modules to learn the essential skills needed in today's workplace.
- [Oranga Mahi](#) – A suite of services delivered in partnership with health and community organisations, aiming to support New Zealanders with health conditions or disabilities. Please only cover the services available in your area, as some are region specific.
- [MySkill](#) – start a rewarding career in healthcare through this online training. You can get help to start your Level 2 NZ Certificate in Health and Wellbeing, as well as support to find healthcare jobs in the community.
- [1737](#) - Anyone feeling stressed, worried, down, or needing tautoko (support) or someone to talk to can call or text.
- [Driver Licence Support](#) - Programmes to help you obtain a NZ driver licence.

Slide 9: Getting ready for work

Brief overview of options for,

- **Help with your CV**
 - o [Build my CV](#) - A service that provides a CV within a week. Let clients know that they can self-refer via their MyMSD or you can use the [manual referral process](#) at the end of the seminar.
- **One-on-one support to get into work**
 - o [Rapid Return to Work](#) - a phone (and email) service for people wanting ongoing employment support to find work, managed by our Job Connect team they offer dedicated support for up to 6 weeks.
- **Personalised career advice**
 - o [Direct Career Service](#) - offers personalised advice to people looking to plan their career and/or find a job or training. The service is provided by

qualified career practitioners either in person at Connected sites, phone, or online appointments.

Slide 10: Getting ready for work

Brief overview of options for,

- **Paying for things you need to find or start a job**
 - o [Transition to Work](#) - Covers additional costs essential for transitioning into employment. Examples of what this can cover include, clothing, costs of participating in an employment interview, and bridging finance.
- **Training to work in a specific industry**
 - o [Skills for Industry](#) - job-focused training tailored to industry specific requirements.
 - Training can be offered as pre-employment or in-work training.
 - Programmes are delivered by providers and/or employers.

Slide 11: Kimi Mahi Mai Find a Job

[Add into the slides your current local jobs needing referrals and provide an overview]

Highlight [Kimi Mahi Mai Find a Job](#) MSD's job search website and promote vacancies in your local area. Current jobs can be found on the website or on [MyMSD](#).

[There's a link to the website on this slide, you could navigate Kimi Mahi Mai Find a Job with clients, and show them all the current jobs in your area.](#)

Explain how people can enquire about jobs on the website by calling our Job Search Line 0800 779 009 and quoting the Job ID to discuss the positions in more detail. The staff member will screen them for positions and refer their CV to the employer.

Emphasise the importance of keeping Jobseeker profiles up to date on [MyMSD](#) as it highlights industry specific skills and experience and will show more relevant jobs.

Slide 12: Other job search websites

Brief overview,

- [Jobs.govt.nz](#) - has public sector jobs.
- [Opportunity grows here](#) - has information about careers, training, and links to jobs available in our primary industries - on our vineyards, forests, farms, orchards, and seas.
- [Jobs and Skills Hubs](#) - help to find training, apprenticeships, and jobs to support a future career in the construction and infrastructure industries.

Highlight the three most popular job searching platforms **Trade Me Jobs**, **Seek**, and **Indeed**. Reiterating the need to utilise a variety of job search websites.

- [Connected](#) - is a joint initiative involving many government agencies, coordinated by MSD to help New Zealanders connect to the wide range of pathways towards employment, education, training support and local opportunities in your region.

Slide 13: Finding a job

Brief overview for,

- **Support for you and your employer**
 - o [Flexi-wage](#) - Supports employers to take on people who do not meet the entry-level requirements of a job. An employer could receive a wage subsidy and extra assistance to help people while they gain the necessary skills and experience, they need to get into and stay in employment
- **Get paid while you train**
 - o [Mana in Mahi](#) - Supports people who need extra help to get paid jobs and gain real world skills and experience. An employee receives support into long-term employment while gaining a formal industry qualification and incentive payments to help with the cost of study. An employer receives a contribution for the training course fees and a wage subsidy.

Slide 14: Finding a job

Brief overview of options for,

- **Job support for people with a health condition or disability**
 - o [Job Support Funds](#) - Job Support provides grants and subsidies to meet additional costs incurred by disabled people or people with a health condition as a direct consequence of their disability or health condition when in employment or self-employment. Job Support funding can cover: Equipment, Modification Grant, New Zealand Sign Language and other interpreters, Support person, Parking, Transport, Productivity allowance, and a Job coach.
 - o [Employment Service](#) - which is run by some of our contracted providers, can help with things such as career planning, preparation for employment (e.g. help writing a CV), and help to get a job. It can be used if:
 - you have a disability or health condition, including a mental health condition or neurodiversity, and this is likely to continue for six months or more, and
 - your disability or health condition affects your ability to find work, and
 - you're ready to go into work.

Slide 15: Help when you're working

Brief overview for,

- **Support and advice once you start work**
 - o [In-Work Support](#) - an ongoing support service for clients re-entering the workforce, which includes regular contact from a Customer Service Representative via phone, text, and email.
- **Financial assistance for seasonal workers**
 - o [Seasonal Work Assistance](#) - a non-taxable payment for those in seasonal work that have lost income due to poor weather conditions within the first 26 weeks of their benefit stopping.

Slide 16: Help when you're working

Brief overview of support for,

- **Virtual wellbeing, coaching and mentoring supports**
 - o [Puāwaitanga](#) - A free phone and online counselling service that offers up to 12 months of support with a counsellor for people to improve their emotional well-being through virtual sessions via a free mobile app or by phone.
 - o [Te Heke Mai](#) - A coaching programme that provides wrap around support to people who are looking for work, in training or starting new jobs. Through a handy app, friendly real-life coaches help the participants to set goals specific to their individual journey and support and coach them through their journey and towards achieving their goals.
 - o [Whitiki Tauā](#) - A free phone and online mentoring service for 18–24-year-olds or Mana in Mahi participants. Whitiki Tauā offers up to 12 months of support with a mentor for people who want support with challenges they're having with work, their relationships, whānau and life in general.

Slide 17: Next steps

Reiterate how this section will work,

Each client will have,

- a one-on-one conversation, for roughly five minutes
- next step activity

Ask those waiting to please be patient and once they've had their one-on-one, they can leave. But feel free to stay back if they think of any other questions.

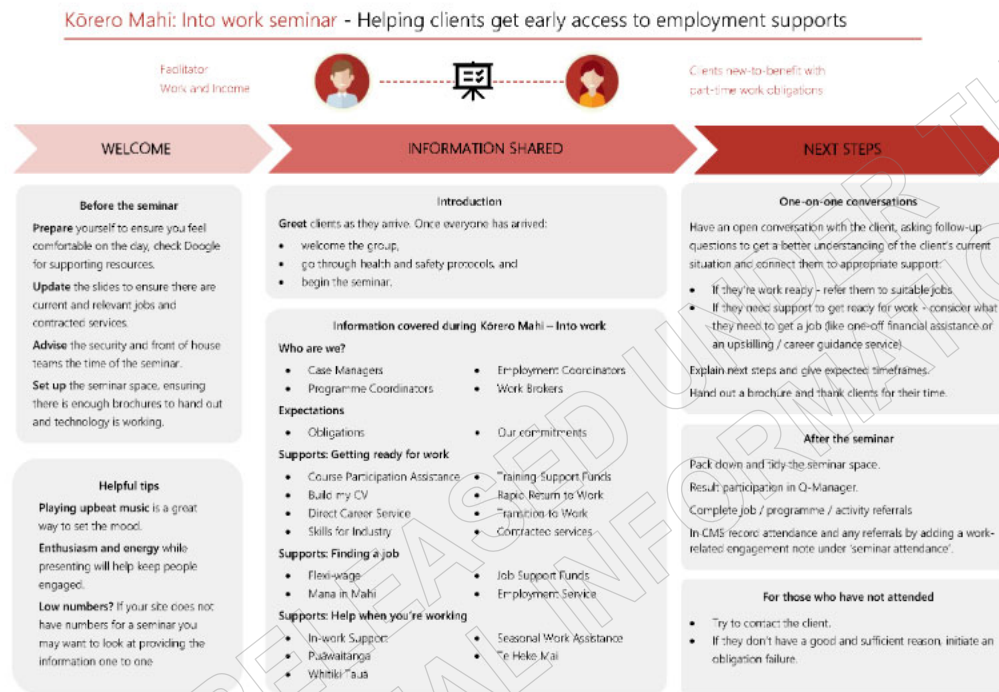
Re-iterate that we are able to offer accessible support – for example, the use of an NZ Sign Language interpreter or support to complete activities such as writing their CV.

Purpose

to provide consistent messaging about MSD employment supports
to ensure clients are offered employment support, early.

Referral to an Employment Coordinator/Work Broker

This sets the expectation with clients once their benefit has commenced that while receiving assistance, they must regularly engage with us and actively look for employment.



Kōrero Mahi - Into work A4 (PDF 89.78KB) <http://doogie/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-let-s-talk-work/k-rero-mahi-into-work-a4.pdf>

'Kōrero Mahi - Into work' is a seminar for new-to-Jobseeker Support clients who have a health condition or disability, and part-time work obligations.

have been successfully accepted into a programme/service or a contracted course
have been added to a dedicated Case Management caseload
have transferred to a different benefit type or have left benefit
may not be suitable for a one-to-many activity.

Note: Clients who may have work starting soon, but **not** before the next seminar will be required to attend this as part of their benefit obligations.

[myLearning module on 'Running successful client seminars' \[https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fperformancemanager10.successfactors.com%2Fsrf%2Flearning%3FdestUrl%3Dhttps%253a%252f%252fmistry.plateau.com%252flearning%252fuser%252fdeeplink_redirect.jsp%253flinklId%](#)

Kōrero Mahi - Into work Information Video (https://msd.govt.nz-my.sharepoint.com/%3Av%3A/g/personal/lachlan_gordon005_msd_govt_nz/ESK2mnKMYPtGp2yJfKOJes0B_oS1TCmKtzRs8fjU6fwAGw?e=B0nc9h)

Guidance on key considerations, how clients get booked into the seminar, and administration that must be done prior to each seminar.

Creating the seminar booking in Q-Manager

Before creating the seminar in Q-Manager, make sure to coordinate with supporting staff (work brokers, programmes coordinators, and any other guests) and book the room in your site. Booking these seminars as regular as possible will be a great way to minimise administration and improve consistency within site processes. It is important to add a facilitator if you can, or as early as possible once facilitators are known.

PLEASE NOTE: If a facilitator is not added then staff are unable to book clients into the seminar you create.

[How to create the seminar in Q-Manager \(PDF 194.54KB\)](#) (<http://dooglegoogle.com/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-let-s-talk-work/how-to-create-the-k-rero-mahi-let-s-talk-work-seminar-in-q-manager.pdf>)

Informing the service centre

It's important the entire service centre is aware of when the seminars are each week. Communicate the seminar details to all staff in your site, stating time and day, and confirming clients can be booked in via Q-Manager.

Booking clients

During New Application appointments, case managers will inform clients of their obligation to attend the seminar, give them an overview of what to expect and book them into Q-Manager.

Clients should be booked into a seminar within two weeks of their new application appointment, even if the benefit isn't being granted straight away. Most benefits are granted in the week following the New Application appointment.

If the client has a future grant date (for example: holiday pay), case managers will still book them in at the New Application appointment, but for a date **after the client's commencement date**.

It is important that the facilitator has prior knowledge of any client requirements. If there are accessibility needs, this must be noted in the booking notes.

Q-Manager will automatically send a reminder text to clients 24 hours before the seminar.

[How to book clients into a seminar in Q-Manager \(PDF 184.73KB\)](#) (<http://dooglegoogle.com/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-let-s-talk-work/how-to-book-clients-into-a-k-rero-mahi-let-s-talk-work-seminar-in-q-manager.pdf>)

Rescheduling clients

If a client can't attend the seminar they've been booked into, they can reschedule, by either:

using MyMSD: which will allow the client to reschedule their seminar once, to be within 4 weeks from the date of rescheduling, or

calling the contact centre: if the client has a good and sufficient reason, the contact centre can reschedule the client once.

If the client has already rescheduled their seminar appointment and needs to reschedule again, they will have to call the contact centre. If the client has a good reason, the contact centre can add a task to the Service Centre Referral queue in S2P for the office to follow-up.

Preparation

Being prepared gives you the best opportunity for a successful session. Have a final look over the slides, set the room up with plenty of time, double-check the projector is working, print the attendance list and resources, collect the duress alarm, and remind both the security guards and your front of house team of the seminar.

During the seminar

'Kōrero Mahi - Into work' is a connecting step in the client's employment journey. The seminar covers:

Who are we? - creating awareness of the different roles that can help clients get a job

Expectations - reiterating client obligations and the commitment we have to them

Getting ready for work - products and services that help clients prepare for work

Finding a job - highlighting local opportunities, other helpful job search sites, and relevant products and services

Help when you're working - support services to help clients through the challenges of work

Next steps - a one-on-one conversation to ensure we connect every client with the right next step

The following resources will help you confidently deliver the 'Kōrero Mahi - Into work' seminar.

[Kōrero Mahi - Into work: Slide Deck \(Powerpoint 7.05MB\)](#) (<http://dooglegoogle.com/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-let-s-talk-work/k-rero-mahi-into-work.pptx>)

The presentation you'll go through with the clients. Make sure to add your localised content in the Find a Job and Contracted services sections before facilitating the seminar.

[Kōrero Mahi - Into work: Facilitator Notes \(Word 55.85KB\)](#) (<http://dooglegoogle.com/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-let-s-talk-work/into-work-facilitator-notes.docx>)

Notes to help you facilitate the slide deck and some key information that needs to be covered. There are links throughout the document that take you to more information, if you're not familiar with anything.

[Kōrero Mahi - Into work: One-on-one Conversation Guide \(Word 32KB\)](#) (<http://dooglegoogle.com/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-let-s-talk-work/into-work-one-on-one-conversation-guide.docx>)

Guidance to help with the personalised conversation at the end of the seminar.

[Kōrero Mahi: Brochure \(PDF 1.38MB\)](#) (<http://dooglegoogle.com/documents/resources/helping-clients/forms-templates/work-and-income/brochures/korero-mahi-help-to-get-into-work-brochure-jobs154.pdf>)

A brochure with a high-level overview of our employment service, so clients have information on how we can help them get into a job. These are to be handed out at the end of the seminar.

You can order brochures from the Weka-Bluestar catalogue using the code JOBS154. Remember: only order what you think you'll use over a month so we can assure you have a steady supply.

After the seminar

Guidance on what must be done after the seminar, to result attendance and ensure each client has a continuation of support.

For clients that attended

Result them as 'Show' in Q-Manager

Complete any follow-up actions to connect the client to their next step activity (for example: add a registration of interest, refer the client to the agreed service/programme etc.)

Out of scope

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Kōrero Mahi - Work check-in

This seminar provides an opportunity to catch up with clients at around six months on Jobseeker Support Work Ready, as part of 'We Together – Our Operating Model'. We'll talk to them about their responsibilities and help them with any barriers they're facing that are preventing them from preparing for, and getting into work.

On this Page:

Purpose

The 'Kōrero Mahi – Work check-in' seminar has two key objectives.

To:

create greater opportunities to provide assistance to people receiving Jobseeker Support Work Ready and check they are taking sufficient steps to become work-ready and apply for jobs.

The one-to-many approach ensures all clients receive consistent messaging and is an efficient way of connecting them to their next step/s at the same time.

Every client will be referred to an activity at the end of the seminar, whether that be;

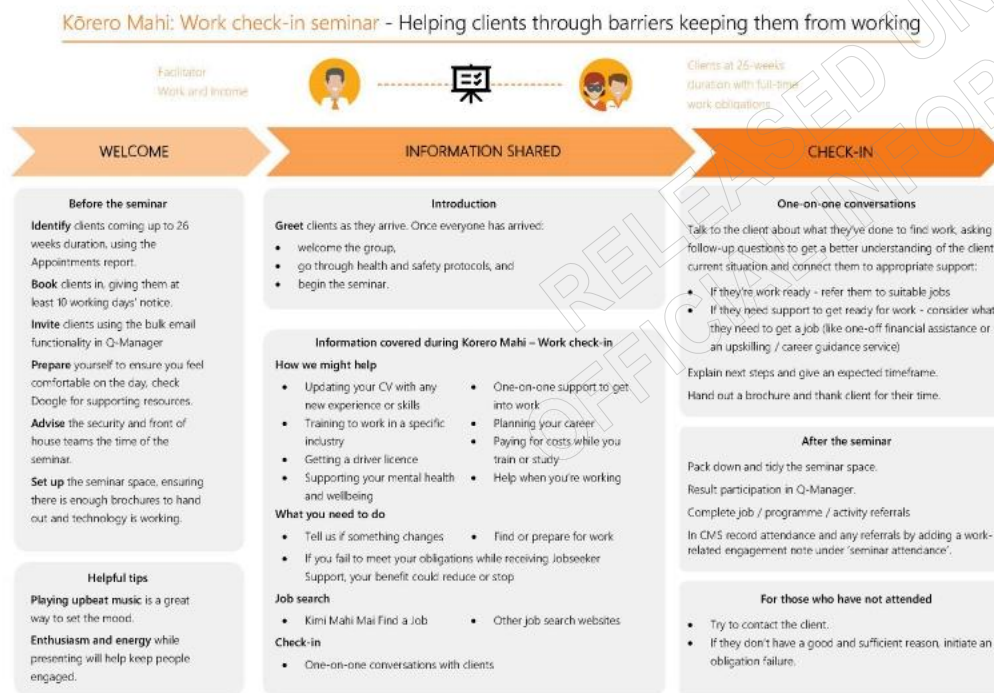
Registration of interest to suitable job vacancies

Referral to a training provider

Identified as requiring Employment Case Management.

This reinforces the expectation with clients that while receiving assistance, they must regularly engage with us and actively look for employment.

Check out the process flow below



[Kōrero Mahi Work check-in A3 \(PDF 89.07KB\)](#) (<http://dooodle/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-let-s-talk-work/k-rero-mahi-work-check-in-a3.pdf>)

Who's it for?

'Kōrero Mahi – Work check-in' seminar is for clients with full-time work obligations, who have been on benefit for 26 weeks.

have been successfully accepted into a programme/service or a contracted course
have been added to a dedicated Case Management caseload
have transferred to a different benefit type or have left benefit
may not be suitable for a one-to-many activity.

Identifying clients for, 'Kōrero Mahi – Work check-in'

Identifying and booking clients to seminars:

Learning

Check out the recorded Kōrero Mahi – Work check in Virtual Information Session here https://msd.govt.nz/web/DBN7HSyZKtYBE4GNh9tASH_5VHY_TvVwcA?xsdata=MDV8MDJ4RGS9ubmEwTW9uZwAmKbtk2QwZ292cSuenxhYmQ5MjJhOQ5MDI0ZGZkN2RhNDQ2ZmQ1YFJlZjU3MmhlXmVlbiNGY1MjksYmQ0ZDRmYmY3ZWVwDFHnMnNjA1N1nwdfH8JN4M2tM4GtN3Mzgz5Nz3M0TQ5FVwA25vd258VdfGcGJHwNnIM2Q4ZKXKvQlqbl2Nk

Before the seminar

Creating the seminar booking in Q-Manager

PLEASE NOTE: If a facilitator is not added then staff are unable to book clients into the seminar you create.

Informing the service centre

Booking clients

Q-Manager will automatically send an email and text reminder text to clients 24 hours before the seminar.

[How to book clients into a 'Körero Mahi - Work check-in seminar in Q-Manager' \(PDF 277.43KB\)](http://doogole/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-let-s-talk-work/how-to-book-clients-into-a-k-rero-mahi-work-check-in-seminar-in-q-manager.pdf) (<http://doogole/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-let-s-talk-work/how-to-book-clients-into-a-k-rero-mahi-work-check-in-seminar-in-q-manager.pdf>)

Rescheduling clients

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calling the contact centre: if the client has a good and sufficient reason, the contact centre can reschedule the client once.

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Preparation

Being prepared gives you the best opportunity for a successful session. Have a final look over the slides, set the room up with plenty of time, double-check the projector is working, print the attendance list and resources, collect the duress alarm, and remind both the security guards and your front of house team of the seminar.

During the seminar

'Kōrero Mahi – Work check-in' is a connecting step in the client's employment journey. The seminar covers:

What you need to do – outlining client obligations and reiterating the importance of meeting them

Job search – highlighting where to look for work and the resources available

How we might help – talking about products and services that help clients prepare for, obtain and retain sustainable work

Check-in - a one-on-one conversation to ensure the client is taking sufficient steps to become work-ready, apply for jobs, and make a plan (with staff) for their next steps/activities.

These resources will help you confidently deliver the 'Kōrero Mahi – Work check-in' seminar.

[Kōrero Mahi - Work check-in: Slide Deck](#) (Powerpoint 1.36MB), [\[http://doogole/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-let-s-talk-work/k-rero-mahi-work-check-in.pptx\]](http://doogole/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-let-s-talk-work/k-rero-mahi-work-check-in.pptx)

The presentation you'll talk to, which is the information part of the seminar.

[Kōrero Mahi - Work check-in: Products and Services Slide Deck](#) (Powerpoint 900.75KB), [\[http://doogole/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-let-s-talk-work/k-rero-mahi-work-check-in-products-and-services.pptx\]](http://doogole/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-let-s-talk-work/k-rero-mahi-work-check-in-products-and-services.pptx)

Products and services slides for clients to view while waiting for their one-on-one check-in. When you start the slide show, it will automatically go through the slides (30 seconds on each slide).

[Kōrero Mahi - Work check-in: Facilitator notes](#) (Word 59.06KB), [\[http://doogole/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-let-s-talk-work/k-rero-mahi-work-check-in-facilitator-notes.docx\]](http://doogole/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-let-s-talk-work/k-rero-mahi-work-check-in-facilitator-notes.docx)

Guide for the slide deck and some key information that needs to be covered.

[Kōrero Mahi - Work check-in: One-on-one conversation guide](#) (PDF 139.14KB), [\[http://doogole/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-let-s-talk-work/one-on-one-conversation-guide.pdf\]](http://doogole/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-let-s-talk-work/one-on-one-conversation-guide.pdf)

Guidance to help with the personalised conversation at the end of the seminar

[Kōrero Mahi: Brochure](#) (PDF 1.38MB), [\[http://doogole/documents/resources/helping-clients/forms-templates/work-and-income/brochures/korero-mahi-help-to-get-into-work-brochure-jobs154.pdf\]](http://doogole/documents/resources/helping-clients/forms-templates/work-and-income/brochures/korero-mahi-help-to-get-into-work-brochure-jobs154.pdf)

A brochure with a high-level overview of our employment service, so clients have information on how we can help them get into a job. These are to be handed out at the end of the seminar.

You can order brochures from the Weka-Bluestar catalogue using the code JOBS154. Remember: only order what you think you'll use over a month so we can assure you have a steady supply.

After the seminar

Guidance on what must be done after the seminar, to result attendance and ensure each client has a continuation of support.

For clients that attended

Result them as 'Show' in Q-Manager

Out of scope

Out of scope

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Kōrero Mahi - Let's talk work

This post new application seminar is part of our early intervention approach within 'We Together – Our Operating Model', ensuring clients have immediate access to employment opportunities, work brokerage and contracted services.

On this Page:

Purpose

'Kōrero Mahi - Let's talk work' is a **post-new** application seminar that has two key objectives:

to provide consistent messaging about MSD employment supports

to ensure clients are actively engaged in an ongoing employment support.

The one-to-many approach ensures all clients are presented the same opportunities and is an efficient way of connecting clients to their next step/s at the same time.

Every client will be referred to an activity at the end of the seminar, whether that be;

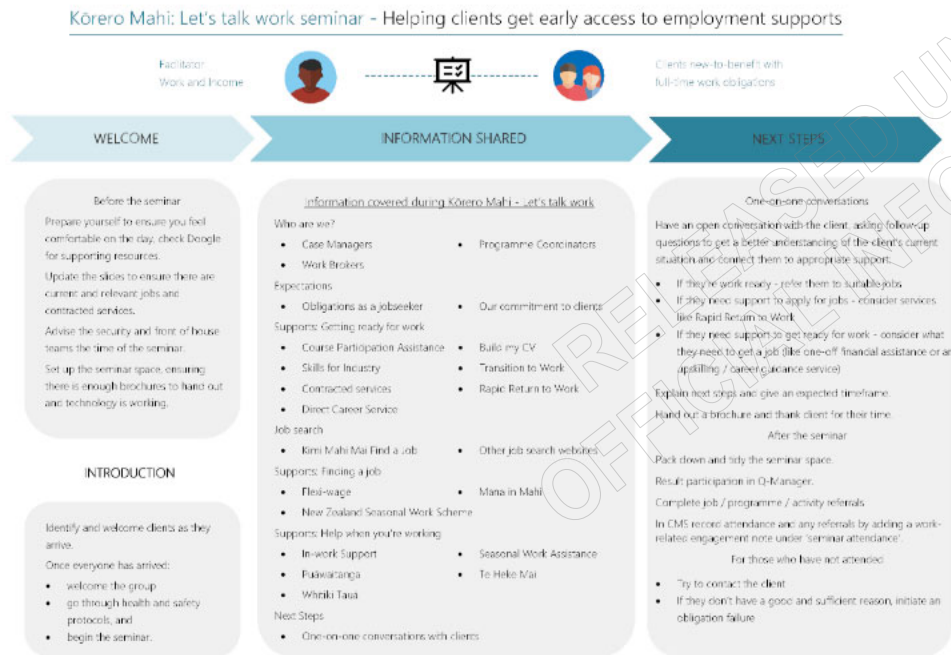
Registration of interest to suitable job vacancies

Referral to a training provider

Referral to the Rapid Return to Work service

Identified as requiring Employment Case Management.

This sets the expectation with clients once their benefit has commenced that while receiving assistance, they must regularly engage with us and actively look for employment.



[Kōrero Mahi - Let's talk work A3](#) (PDF 76.59KB) (<http://doogole/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/korero-mahi-a3.pdf>)

Who's it for?

'Kōrero Mahi - Let's talk work' seminar is for all clients with full-time work obligations, who are new to benefit and otherwise wouldn't have any support.

The client will not be required to attend if they:

have been successfully accepted into a programme/service or a contracted course

have been added to a dedicated Case Management caseload

have transferred to a different benefit type or have left benefit

Note: Clients who may have work starting soon, but **not** before the next seminar will be required to attend this as part of their benefit obligations.

myLearning module on "Running successful client seminars" (https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fperformancemanager.10.successfactors.com%2Fsf%2Flearning%3FdestUrl%3Dhttps%253A%252F%252Fministry.plateau.com%252Flearning%252Fuser%252Fdeeplink_redirect.jsp%253FinkId%253dITEM_DETAILS%2526componentID%253dSuccessful%252bclient%252b

[How to create the 'Korero Mahi - Let's talk work' seminar in Q-Manager \(PDF 194.54KB\)](https://www.korero-mahi.govt.nz/assets/Uploads/How-to-create-the-Korero-Mahi-Let-s-talk-work-seminar-in-Q-Manager-194-54KB.pdf), [https://doogie/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-roero-mahi-let-s-talk-work-seminar-in-q-manager.pdf](https://doogie/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-roero-mahi-let-s-talk-work/how-to-create-the-k-roero-mahi-let-s-talk-work-seminar-in-q-manager.pdf)

How to book clients into a 'Kōrero Mahi - Let's talk work seminar Q-Manager' (PDF 184.73KB), <http://doogie/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-roero-mahi-let-s-talk-work-seminar-in-q-manager.pdf>

During the seminar

Guides for the slide deck and some key information that needs to be covered.

[Kōrero Mahi - Let's talk work: One-on-one Conversation Guide \(Word 31.79KB\)](http://doogleg/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-one-on-one-conversation-guide.docx), [http://doogleg/documents/business-groups/helping-clients/service-delivery/employment/our-employment-service/k-rero-mahi-one-on-one-conversation-guide.docx]

Guidance to help with the personalised conversation at the end of the seminar.

[Kōrero Mahi - Let's talk work: Brochure \(PDF 1.38MB\)](http://doogleg/documents/resources/helping-clients/forms-templates/work-and-income/brochures/korero-mahi-help-to-get-into-work-brochure-jobs154.pdf), [http://doogleg/documents/resources/helping-clients/forms-templates/work-and-income/brochures/korero-mahi-help-to-get-into-work-brochure-jobs154.pdf]

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How we protect your privacy



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIAO ORA

Collecting your information

We collect your personal information, so we can provide income support, NZ Super or Veteran's Pension, Student Allowance, or Loans and connect you with employment, education and housing services. We do this under various Acts, which are all listed on our website at workandincome.govt.nz/privacy

- To help us do this, we collect information about your identity, your relevant history, and your eligibility for our services.
- We get this information directly from you, and we sometimes collect information about you from others, including other government agencies.
- You can choose not to give us your personal information, but we might not be able to help you if you don't.

Using your information

We use the information you give us to make decisions about the best way to help you.

- These decisions may be about:
 - whether you're eligible for our services
 - running our operations and ensuring our services are effective
 - the services we'll provide in the future.

Sharing your information

Sometimes, we need to share your information outside our Ministry to reach our goal of helping New Zealanders to be safe, strong, and independent.

- To do this, we may share your information with:
 - prospective employers to help you find work
 - contracted service providers that help us to help you
 - health providers if we need your medical information to assess your eligibility
 - other government agencies when we have an agreement with them
 - some other governments if you may be eligible to get or are getting an overseas pension.
- We also share personal information when the law says we have to.

Respecting you and your information

We make sure we follow the Privacy Act to do what's right when we use your information.

- We treat you and your information with respect, by acting responsibly and being ethical.
- We make sure any technology we use meets strict security standards so it keeps your information safe.

Get in touch if you have a question

You have a right to ask to see your personal information, and to ask for it to be corrected if it's wrong.

- If you have a question or a complaint, please get in touch.
- You can find full details about what we do with personal information in our privacy notice at:
workandincome.govt.nz/privacy

I understand what you do with my personal information and how you protect my privacy.

Name (print)

Signature

Day

Month

Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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