

ServiceIQ and you

An introduction to our Equity Team and resources





Contents

Meet our Advisors from the Equity Team.....3

Support we can offer you4

Know yourself: the ultimate study habits quiz!5

Seeing AI can help you read and write!.....8

Seven hidden traits of ADHD in adults.....9

Seven hidden traits of dyslexia in adults.....10

Mental Health Foundation – five ways to wellbeing11

ServiceIQ and you

At ServiceIQ we understand that we are all unique in our needs and learning styles. In order to support you we have created the Equity Team.

Meet our Advisors from the Equity Team



Cris Mirkin

Equity and Learner Success Advisor



Chrissy Grumwald-Colbert

Learning Advisor – Pacific



Stephen Thompson

Apprentice Support Advisor



Silas Manuera

Learning Advisor – Māori

We want you to succeed, and our Equity Team is here to support you every step of the way. If you need any assistance or have questions, speak to your Service Sector Advisor today.

We're here to help!

ServiceIQ

Freephone: **0800 863 693**

Email: intel@ServiceIQ.org.nz

Support we can offer you

These organisations aim to help anyone who requests extra support. If you would like any further information, please talk to your Service Sector Advisor on how they can help you access these services.



Vitae

A free confidential counselling service.

Contact:

www.vitae.co.nz

0508 664 981 for 24/7 access



Literacy Aotearoa
Choice Change Freedom

Literacy Aotearoa

Free learning support in your region.

Contact:

www.literacy.org.nz



Pathways Awarua

Help with reading, writing and numbers.

Contact:

support@pathwaysawarua.com



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

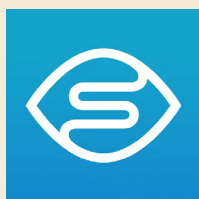
MSD Assistance

MSD helps New Zealanders in employment.

Those in work could be eligible for accommodation supplements, food grants and other assistance.

Contact:

www.msd.govt.nz



Seeing AI

A free app to help ākonga learn.

Download at:

www.apple.com/nz/app-store/

play.google.com/store/apps



Know yourself: the ultimate study habits quiz!

This quiz is designed to reflect on your study habits, preferences, and strategies. There's no right or wrong answer, so just choose what fits you best!

Choose your answer by clicking the boxes below.



Study space preferences

1. Do you prefer a quiet study environment?

Yes

No

2. Do you prefer to study alone?

Yes

No

3. Do you prefer to study at a library?

Yes

No



Study organisation

4. Do you prepare all your study materials in advance before starting?

Yes

No

5. Do you find it helpful to have a clear, distraction-free space before studying?

Yes

No



Mental preparation

6. Do you clear your mind by writing down thoughts before studying?

Yes

No

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7. Do you keep a piece of paper nearby to jot down random thoughts while studying?

Yes

No



Motivation

8. Do you write down what motivates you to study and keep it visible?

Yes

No



Time management

9. Do you use a calendar or planner to track your study and assessment dates?

Yes

No

10. Do you tackle the hardest study tasks in the morning?

Yes

No

11. Do you set time limits for each study task or session?

Yes

No



Note-taking and review

12. Do you take detailed notes during your study sessions?

Yes

No

13. Do you review or rewrite your notes after each study session?

Yes

No

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Self-testing

14. Do you test yourself on the material before assessments?

Yes

No

15. Do you help others with their study material to test your own knowledge?

Yes

No



Health and well-being

16. Do you take breaks regularly while studying?

Yes

No

17. Do you prioritise eating well, sleeping enough, and exercising for good study health?

Yes

No

Scoring

- ▶ For each **Yes** answer, award yourself **2 points**
- ▶ For each **No** answer, award yourself **1 point**

Your score



Score (26–34):

You know your mind and how you learn best! You're on the right track.



Score (18–25):

You're doing well! Consider focusing on time management and self-testing before an assessment.



Score (0–18):

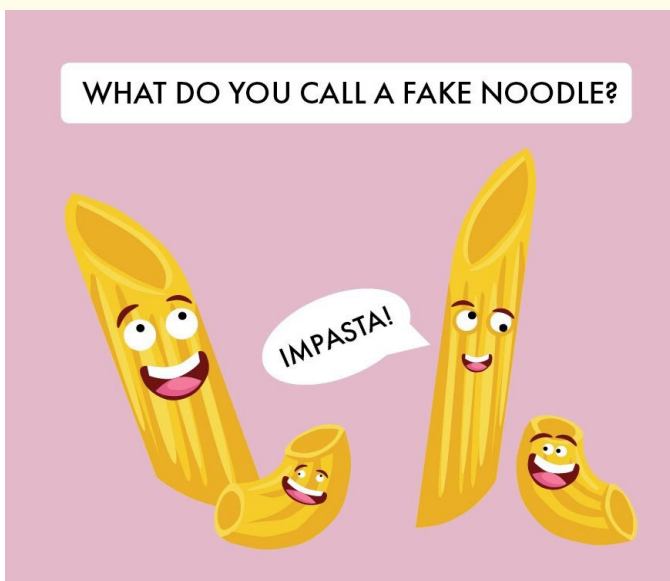
Keep up the good work! Prioritise making time for organisation, mental preparation, and healthy habits. Small changes, such as reviewing notes or testing yourself, can make a huge difference.

Seeing AI can help you read and write!

Download the Seeing AI app on your phone from the Apple Store or Google Play Store to read these bad jokes (point your phone camera to the screen):

Seeing AI – please read this!

- ▶ What did one plate say to the other plate? **“Lunch is on me!”**
- ▶ What do you call cheese that isn't yours? **Nacho cheese!**
- ▶ Did you hear about the Italian chef that died? **He pasta way.**
- ▶ Did you hear about the cheese factory explosion? **There was nothing left but de-brie.**



To download the free app, you can go to:



Mac App Store
www.apple.com/nz/app-store/



Google App Store
play.google.com/store/apps

7

hidden traits of ADHD in adults



Talking

They love talking, and very quickly! In fact, they may well finish off your sentences for you. This is usually because their super fast brain has already finished off what you are trying to say before you've even thought of it! This can be a bit frustrating – for both of you!



Focus

Adults with ADHD are not always hyperactive. In fact they can spend hours engrossed in something that interests, excites or fascinates them. It is the switching of focus that can be hard for these creative individuals.



Distractions

ADHD adults do get distracted, it's true, but actually they are no more distractible than anyone else. The difference is that for them it is much more difficult to pull themselves back to the task they were doing before they got distracted as something else distracts them from the original distraction!



Getting Started

Feeling overwhelmed by a task and not knowing where to start is really common for adults with ADHD. The ability to see everything, all the options, all the possibilities all the ramifications, means that finding a starting point and taking the action needed to being can be really challenging.



Clumsiness

Walking into things, dropping things, knocking over things, even missing stairs or doors can all be caused by their super fast mind, not being in sync with their physical bodies.



Brutally Blunt

ADHD adults can be blunt. They can often deliver cutting or even rude remarks, to them they are just saying what they think, but to you, it can be hurtful. Rest assured, it's not intentional and in fact, once they realise the affect of their comment, they will feel absolutely awful and often spend a lot of time apologising.



Fidgeting

The hyperactivity part of ADHD in adults can often look like, clicking a pen, tapping their leg, swinging the chair, twirling their hair. For many ADHD adults physical movement can help their superfast minds feel less anxious and chaotic.

ADHD (attention deficit hyperactivity disorder) is not just about hyperactivity or bad behaviour, it affects most areas of life. It is often viewed as a negative, but once you understand it and learn how to harness it, it can actually be a huge positive.

ADHD adults do process and interact with the world differently – they are predominantly visual and this natural talent allows them to see and process the world in an incredibly vast and unique way.

This diversity is what we need in the workplace and the world right now!

7

hidden traits of dyslexia in adults



Listening

Dyslexic adults can often look like they are listening, but in reality they may be lost in their internal visual thoughts, and may not hear what you have just said. (even if they are nodding, and uh huhing).



Motivation

For dyslexic adults motivation is related to their connection to the bigger picture. In order to feel motivated they need to understand the reason and purpose behind *why* they need to do a task.



Time

Always late, or always really early? Stressed about time? Dyslexics can struggle to manage their time and may not have a good understanding of how much they can actually do in a day (they often think they have much more time than they really do!). You'll often find them working late to catch up.



Ideas

Dyslexic adults usually have amazing ideas. But they are often unable to bring their amazing ideas out of their minds and into a step by step process that others can "see and follow". They can feel overwhelmed by trying to follow or create standardised processes. They are the ideas person and will need help to make those ideas a reality.



Communication

You might find that adults with dyslexia are always interrupting and are the ones asking constant questions. They aren't being rude, their brain just works in a different way and at a different speed, which means they need to understand what you are saying quickly and get out what they are seeing quickly too.



Memory

Dyslexic adults will struggle to remember what they have read, or what they have heard. However, ask them about a place or an experience and they will be able to recall every tiny detail, down to the colour of your shirt and what shoes you were wearing!.



Empathy

Dyslexics will often connect really quickly with someone, they can make great sales people (as long as you don't need them to fill out lots of paperwork!). They can use this "people sense" to get the measure of someone really quickly and easily build relationships.

Dyslexia is not just about reading and writing, it affects most areas of life. It can be seen as a negative, but once you understand it and learn how to harness it, it can actually be a huge positive.

Dyslexic adults do process the world differently – they are predominantly visual and this natural talent allows them to see and process the world in enormous detail in their mind.

This diversity is what we need in the workplace and the world right now!

Mental Health Foundation – five ways to wellbeing

ĒTAHI ARA E RIMA KI TE NGĀKAU ORA

 <p>ME WHAKAWHANAUNGA</p>	 <p>TUKUA</p>	 <p>ME ARO TONU</p>	 <p>ME AKO TONU</p>	 <p>ME KORI TONU</p>
ME KŌRERO, ME WHAKARONGO, ME WHAKAWĀTEA I A KOE, ME RONGO I TE WHANAUNGATANGA	TE WĀ KI A KOE, Ō KUPU, KO KOE TONU	ME ARO TONU KI NGĀ MEA MĀMĀ NOĀ, I NGĀKAU HĀRIKOĀ AI KOE	AWHITIA TE WHEAKO HOU, KIMIHIĀ NGĀ ARA HOU, ME OHORERE KOE I A KOE ANŌ	WHĀĪA TE MEA KA TAEA E KOE, KIA PĀREKAREKA TĀU I WHĀI AI, KIA PAI AKE Ō PIROPIRO

WHAKATŌKIA NGĀ RAUTAKI MĀMĀ NEI KI
TŌ AO KIA RONGO AI KOE I NGĀ PAINGA

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 Mental Health Foundation
mauri tū, mauri ora OF NEW ZEALAND
www.mentalhealth.org.nz

FIVE WAYS TO WELLBEING

 <p>CONNECT</p>	 <p>Give</p>	 <p>TAKE NOTICE</p>	 <p>KEEP LEARNING</p>	 <p>BE ACTIVE</p>
TALK & LISTEN, BE THERE, FEEL CONNECTED	Your time, your words, your presence	REMEMBER THE SIMPLE THINGS THAT GIVE YOU JOY	EMBRACE NEW EXPERIENCES, SEE OPPORTUNITIES, SURPRISE YOURSELF	DO WHAT YOU CAN, ENJOY WHAT YOU DO, MOVE YOUR MOOD

INTRODUCE THESE FIVE SIMPLE STRATEGIES INTO
YOUR LIFE AND YOU WILL FEEL THE BENEFITS.

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