

KAIWHAKAORANGA PĀNUI

KIA ORA ...

Welcome to the 11th edition of Kaiwhakaoranga Pānui

The Kaiwhakaoranga Specialist Case Management Service will be sharing this Pānui on a regular basis to help keep you connected and informed. In the Pānui, we will share updates about the service and important information from other agencies.

WE'RE HERE TO HELP YOU AND YOUR FAMILY

The Kaiwhakaoranga Specialist Case Management Service provides support for the community affected by the terror attacks of 15 March 2019 to access the services and help needed.

This may include help with employment, financial assistance, immigration, social support and other needs.

You do not need to receive financial assistance from MSD to be part of the service.

People who do not have a case manager can email support@msd.govt.nz or call 03 961 9257.

Happy Summer Holidays!

The Kaiwhakaoranga Service wishes you all a very happy and safe summer.

This month's edition features important information about

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Hope you enjoy this update and please let us know any feedback by emailing support@msd.govt.nz

Take care.

السلام عليكم
Assalamu Alaykum

Kaiwhakaoranga Service update From Marie



Kia ora, Assalamu alaikum, السلام عليكم,

I am looking forward to spending a couple of days over the holiday period with my family from overseas.

We welcome Heba Samra and Keisha Reyes to the Kaiwhakaoranga Team. Heba is an experienced MSD Case Manager and is part of the Muslim Community. Keisha is a Student Intern who will be supporting Talal, our Work Broker to help people into work.

During November, the team supported the Collective Impact Board Community Engagement session at the Halswell Library. It was an informative session hearing from The March 15 Project Team and it was good to catch-up with many of you.

It is exciting to see Te Whatu Ora Waitaha launch their new 'Building the Muslim Mental Health Workforce Scholarships'. Please see further details on Page 4.

Many of the team will be taking a break over December and January. They will have 'out of office' messages on their phones and emails. The support@msd.govt.nz mailbox will be monitored every day if you need urgent support.

Please note that some benefit pay days will come early due to where Public Holidays affect bank processing times. Please see the payment dates on Page 3 and talk to your Case Manager if you would like to know more.

A big thank you to all those who responded to our Pulse Check Survey - we really appreciate you taking the time to give us feedback. The survey remains open until 9am on Monday, 16 December 2022.

As the year ends, I would like to thank all our partners who work alongside us to help support the affected community. We cannot do this without you.

Lastly, you may recall last July we held Information Sessions on Pathways to Home Ownership, Understanding ACC and Community Law. We will be holding further Information Sessions, on Sunday, 29 January 2023. We will send more details next month, but you may want to note this date in your diary now.



Marie Ward

Kaiwhakaoranga Service Manager

marie.ward001@msd.govt.nz. or 029 290 4718

Ministry of Development closures over the holiday period

All MSD offices, contact centres and Service Express are closed on these dates:

- **Monday 26 December**, Christmas Day observed
- **Tuesday 27 December**, Boxing Day observed
- **Monday 2 January**, New Years Day observed
- **Tuesday 3 January**, day after New Year's Day observed



support@msd.govt.nz



(03) 961 9257

Payment dates over the holiday period

Christmas week - 19 December to 25 December

All payments during the Christmas week, Tuesday 20, Wednesday 21 and Thursday 22 December, will be the same. There will be no changes.

Week after Christmas/New Year's - 26 December to 1 January

If you normally get paid on: You'll be paid on:

Tuesday 27 December

Friday 23 December

Wednesday 28 December

Saturday 24 December

Thursday 29 December

Thursday 29 December

Week after New Year's - 2 January to 8 January

If you normally get paid on: You'll be paid on:

Tuesday 3 January

Friday 30 December

Wednesday 4 January

Saturday 31 December

Thursday 5 January

Thursday 5 January

Please note that that when you are paid early that this is not an extra payment.

For more information see [Work and Income's website](#) or speak to your Case Manager.

School uniforms, stationery and other needs

We may be able to help you with a recoverable payment for school uniforms and stationery if you're on a low income or a benefit.

Please see [Work and Income's website](#) to see if you are eligible or talk to your Case Manager to find out more.



Te Whatu Ora Waitaha has launched their Building the Muslim Mental Health Workforce Scholarships

Te Whatu Ora
Health New Zealand
Waitaha Canterbury

The Muslim mental health workforce is limited in Christchurch and there is demand for more faith-informed mental health workers. In response to this, funding has been made available by Te Whatu Ora to people of the Muslim faith to support them to study in the mental health field.

Te Whatu Ora, Waitaha is now open to receiving applications for 'Building the Muslim Mental Health Workforce' scholarships.

Successful applicants can be eligible for one year of:

- Domestic Tuition fees;
- Living costs such as a travel allowance and childcare required in order for you to attend courses; and
- Mentorship- aiming to support each applicant's journey of study.

Scholarships are available in two annual funding rounds;

- 1st December 2022 – open to people living in Canterbury for study in 2023
- November/December 2023 – open New Zealand wide for study in 2024

Further details and the application form can be found via the [Te Whatu Ora Careers Website](#) or speak to your Case Manager.



Datacom Foundation - Iqra Salam Te Aroha supporting education opportunities for people impacted by March 15 attacks

DATACOM

Working with local community leaders, Datacom established the Datacom Foundation – **Iqra Salam Te Aroha**, meaning read/learn, and peace in Arabic, and love in Māori.

The Foundation has been set up to support education opportunities for people significantly affected by the tragedy. Recipients receive financial support to attend tertiary education and other support needed to fulfil their potential, over and above government agency support.

Some of the existing recipients are studying law, chemistry, geology, engineering, medicine and surgery, arts, tourism, oral health therapy, sports coaching, data science and software engineering. The charitable foundation supports people whose parents or siblings died or were seriously injured in the attacks.

To find out more information or apply for a funding grant, visit [Datacom Foundation - Iqra Salam Te Aroha](#).



Studying and training beyond school

Connected.govt.nz helps connect you to support for work and training

Ara-Te Pūkenga and Connected run '**Study Information Sessions**' at Connected Papanui

- Every 3rd Wednesday of the month, 10am - 11am at MSD Service Centre, 56 Langdons Road, Papanui

Also see the [Connected.govt.nz](https://www.connected.govt.nz) website or check out [Connected Events happening in Canterbury](#).

Connected  **Employment, Education & Training**
.govt.nz



Collective Impact Board

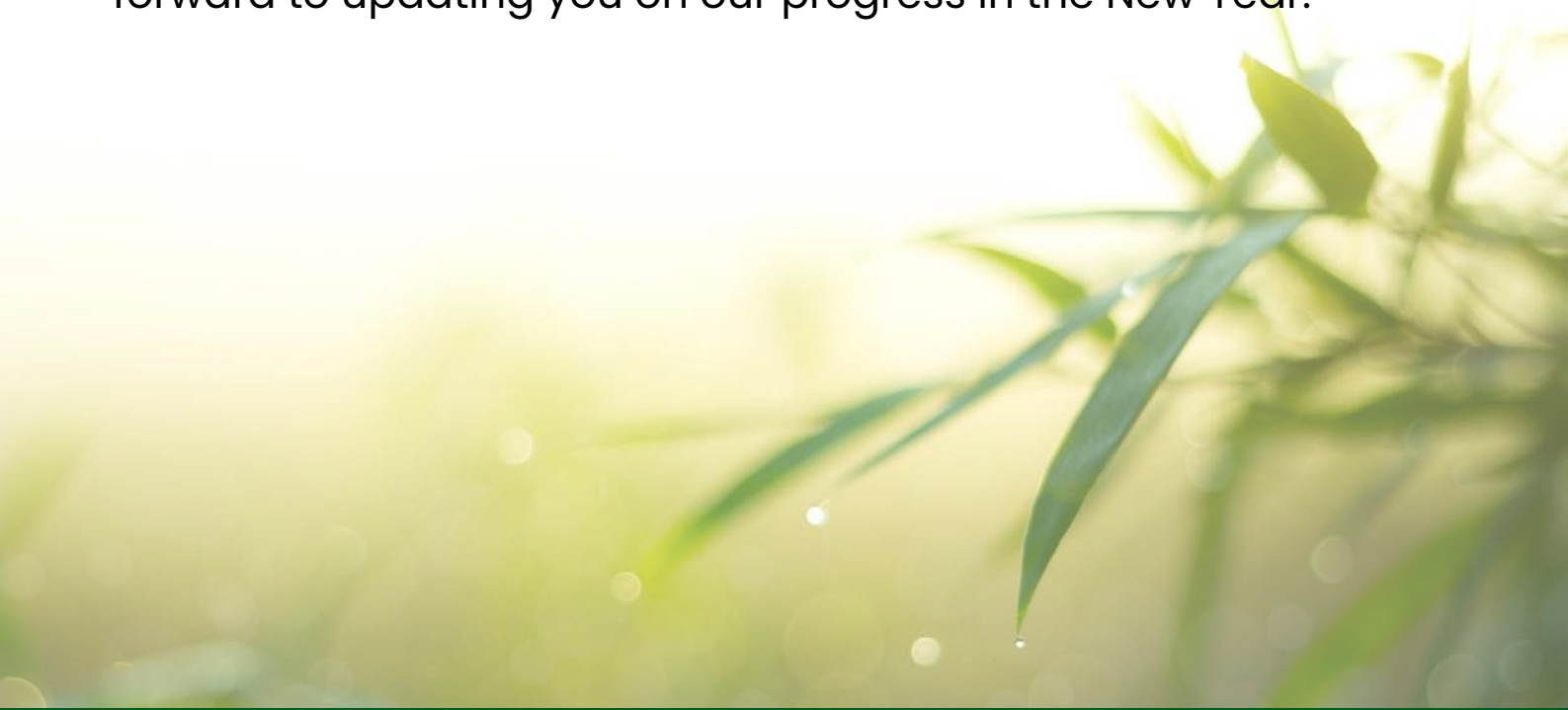
شكراً جزيلاً

Shukran Jazeelan

Thank you to everyone who gave up their time to attend our hui on 26 and 27 November 2022. Your contribution is greatly valued.

Thank you to our special guest presenters at the hui
Denise Jackson – presenter for the Kaiwhakaoranga Service and
Dr Caroline Bell and Dr Ruqayya Sulaiman-Hill – presenters for the
March 15 Project.

Thank you to everyone who has provided feedback or supported our work this year. Have a safe holiday period and we look forward to updating you on our progress in the New Year.



Case Manager Mandy Findlay has shared her favourite recipe to try over the holidays



Courgette Slice

Ingredients

- 375g grated courgette
- 1 large onion, finely sliced
- 1 cup grated cheese
- ½ cup of oil
- 1 cup self-rising flour
- 5 eggs, well beaten

Method

- Combine all ingredients, pour into ovenproof dish.
- Bake at 180C for 30-40 minutes.



COVID-19 rules now relaxed

The traffic lights ended on Monday, 12 September 2022, however there are currently high levels of COVID-19 cases in the community.

Key points

- You no longer need to wear masks except in healthcare settings. For example, you must wear a face mask when visiting doctors, pharmacies and hospitals. See [here](#) for more information.
- You are encouraged to wear a mask in crowded places, such as public transport, or when visiting people who are high risk.
- If you test positive for COVID-19 then you must still isolate for 7 days.

Self isolation and testing positive for COVID-19

If you test positive:

- The self-isolation period remains at 7 days.
- You must stay at home and avoid contact with other people in your household.
- Report your positive result online at [My COVID19 record](#) or by calling the helpline on 0800 222 478
- Household contacts do not need to isolate. They should test daily for 5 days. If they test positive, they need to begin 7 days of isolation as someone with COVID-19.
- You can end your self-isolation 7 days after your symptoms started or you tested positive, whichever came first.

If you are self-isolating and need support you can contact your Case Manager Monday to Friday 8:30am to 5:00pm. You can call the COVID-19 Welfare Response Team on 0800 512 337, they are available between 8:00am and 1:00pm on Saturdays.

Vaccinations

Getting vaccinated is the number one thing New Zealanders can do to help relieve pressure on our health system.

A **second COVID-19 booster** is available for:

- everyone over the age of 50 and recommended for anyone over the age of 65
- Māori and Pacific Peoples older than 50
- people who are severely immunocompromised
- health, aged-care and disability workers over the age of 30.

Anyone who is eligible for a second booster can get one from:

- walk-in and drive-through vaccination centres
- booking online using [BookMyVaccine](#)
- calling the COVID Vaccination Healthline on [0800 28 29 26](#).

Flu shots are available by booking with GPs or local pharmacies.

Free RAT kits

Anyone in Aotearoa New Zealand can get free RATs. You can pick them up from a collection site - see [Te Whatu Ora's webpage to request a RAT kit](#).

Diagnosis, testing and treatment for COVID-19 is free. It does not matter what your citizenship, visa status, nationality or medical insurance coverage is.

For the latest COVID-19 information please visit the following websites:

- [Ministry of Health](#)
- [Unite against COVID-19](#)
- [Care in the Community](#)

**Unite
against
COVID-19**

Mental Health and Wellbeing

Need to talk?



There are several counselling options available to you:

- Free call or text **1737** any time, day or night, to talk with a trained counsellor
- Talk to your **General Practitioner** (GP). If you don't have a GP, and would like help to find one, then please let your Case Manager know.
- **Purapura Whetu** - Visit the Muslim Wellbeing website, call (03) 379 8001 or muslimwellbeing@pw.maori.nz.
- **Christchurch Resettlement Services** (CRS) - can provide support for people who are migrants and refugees. See [CRS](#) website or call (03) 335 0311.
- **Diversity Counselling New Zealand** - offer four free phone or online counselling sessions. Services are provided by ethnic, registered professional counsellors and clinical psychologists in Arabic, Somali, Amharic, Hindi, Tamil, Sinhalese, German, Bemba, French, Mandarin, Japanese, English, Bengali, Punjabi, Korean, Telugu, Nyanja and Spanish. For other languages, they use professional interpreters. Call 0800 143 269 or text on (021) 0262 5587 between 9am to 5pm, Monday to Friday.
- The **Canterbury Charity Hospital** offers free counselling services. Visit the [Charity Hospital](#) website or call (03) 360 2266.
- **Victim Support** can connect you to counselling. Visit [Victim Support's](#) website, talk to your Victim Support worker or call 0800 842 846.
- The **Women's Centre** offers free counselling services for women. Visit the [Women's Centre](#) website or call (03) 371 7414.
- **Canterbury Men's Centre** offers counselling for men. Visit the [Canterbury Men's Centre](#) website or call (03) 365 9000.

Youth Support

There are a number of organisations providing support for children and youth:



- **YouthLine** - free call **0800 376 633** or free text **234** to be connected to a counsellor trained to support young people.
- Free call or text **1737** any time, day or night, to talk with a trained counsellor.
- **298 Youth Health** provides free counselling and medical care for children and young people aged 10 to 24 years. Visit the [298 Youth Health](#) website or call (03) 943 9298.
- For support for wellbeing concerns for your child or young person:
 - For 0-12 years - support coordinated by **Family Works**. Email janiceh@psusi.org.nz or phone (03) 363 8214
 - For 13-24 years - **Manu Ka Rere** is a free service for young people who are seeking wellbeing support. They offer face to face counselling, group work therapy, education and other activities. Email office@manukarere.org.nz or phone (03) 281 7616



The Kaiwhakaoranga Service can help either directly or by supporting access to the following services:

Employment



- Help with job applications - CV, cover letter
- Support to develop an employment plan
- Training and upskilling for employment pathways
- Interview skills and job preparation
- Support to get NZQA qualification recognition

Professional



Support to access or help with:

- Immigration processes
- Legal advice | victim support
- Education pathways, such as ESOL
- Driver's licencing

Financial



- Work and Income benefits
- MSD Accommodation Supplement
- IRD Tax Credits
- ACC Payments
- Self-employment flexi wage
- Supporting access to budgeting and financial planning support

Housing



- Support to access private rentals
- Support to access pathways to home ownership
- Support to apply for public housing including completing a housing assessment
- Support finding temporary housing solutions

Social and Community



Support to access:

- General interest groups
- Sports and team activities
- Volunteering

Health and Wellbeing



Support to access:

- Counselling and mental health support
- ACC health and wellbeing support
- Medical professionals e.g. GP's, Nurses, Dentists
- Well child and public health programmes

If you don't see the service you need above, then please contact us and we will see if we can help.



School Holiday Dates - For most schools, holidays start Wednesday 21 December 2022 and end between Sunday 29 January 2023 and Monday 6 February 2023. You should check with your school.



School Holiday Programmes, Events and Activities

For ideas on what you can do with your children these holidays, visit the following websites:

- [Christchurch City Council School Holiday Programmes, Events, and Activities in Ōtautahi](#)
- [Christchurch City Council What's On Christchurch](#)
- [Christchurch City Council Libraries School Holiday Programmes and Activities](#)

For other fun ideas visit kidspot.co.nz

