

KAIWHAKAORANGA PĀNUI

OCTOBER 2023, ISSUE 16

KIA ORA ...

Welcome to the 16th edition of the 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.

Special Message from Blair McKenzie



Tēnā koutou katoa, Assalamu alaikum

I have been in the Regional Commissioner role, for the Ministry of Social Development in Waitaha (Canterbury) for a little over six months now. It's gone incredibly fast! I love that I have been able to come back to the city I've called home for a few years now, and where my whānau also live.

I have had the pleasure of meeting many of you at various meetings and events over this time and have been both humbled and inspired by the resilience and strength you have shown as a community.

However, with the Coronial Inquiry hearing about to start, I want to acknowledge that this is another difficult time for many and with this in mind, comes my message of support and aroha.

I'd also like to take a moment to acknowledge and pass on my sincere thanks and appreciation to our partners; the Ministry of Justice, Victim Support, Immigration NZ and the Ministry for Ethnic Communities, who have all worked tirelessly alongside the Kaiwhakaoranga Service in the lead up to the hearing.

I want to end my message with a lovely whakatauki which I think is very fitting at this time.

“Hurihia tō aroaro ki te rā tukuna tō ātārangi kia taka ki muri ki a koe”

Turn your face to the sun, let the shadow fall behind you.

This whakataukī talks about when life is challenging, turn to face the sun, the light, the happy and the positives and let your shadow, your negative thoughts, your judgements be emptied out and fall behind you.

السلام عليكم
Assalamu alaikum

Blair McKenzie, Regional Commissioner MSD

What is in this issue?

This issue of the Kaiwhakaoranga Pānui has some helpful information on support during the Coronial Hearing as well as caring for children and young people and some information on emergency contacts which you can also share with visitors to New Zealand.

In this issue you will find:

- Kaiwhakaoranga Service Update.....page 3
- Labour Weekend Pay Dates.....page 4
- Show Weekend Pay Dates.....page 4
- Winter Energy Payment has ended.....page 4
- Study support available.....pages 5 & 6
- Tamaiti Healthy Homes.....page 7
- Pathways to Home Ownership.....pages 8 & 9
- Collective Impact Board message.....page 10
- Women Swimming Sessions.....page 11
- Coronial Hearing Support.....page 12
- Caring for Children and Young People.....pages 13 & 14
- Emergency Information (English).....page 15
- Emergency Information (Arabic).....page 16
- Mental Health and Wellbeing Support.....pages 17 & 18
- Kaiwhakaoranga Services.....page 19
- Kids Corner and Colouring Page.....page 20

We would love to hear any feedback you have about what you would like to see in the Pānui. Please email support@msd.govt.nz with your ideas.

السلام عليكم
Assalamu Alaykum



Kaiwhakaoranga Service update From Marie



Kia ora, Assalamu alaikum, السلام عليكم,

I hope you have been enjoying the fruits of Spring, the blossoms have been exceptionally vibrant this year.

The third Flourish Job Skills course has commenced. Ten eager participants are taking part and aim to be upskilled and into employment by the end of the programme. If you would like to register for future courses please email support@msd.govt.nz

The Kaiwhakaoranga case managers have been busy supporting the families involved with the upcoming coronial inquest hearing. Those travelling to Christchurch will begin arriving from this week.

The Ministry of Justice is financially assisting those affected to attend the hearing by using the Victim Assistance Scheme. Depending on your circumstances you may also qualify for some financial assistance from the Ministry of Social Development. To find out more please either contact your case manager, if you have one, or email support@msd.govt.nz

To further support those of you involved in the upcoming coronial hearing, we have included some information on page 12 which you may find helpful over the coming weeks.

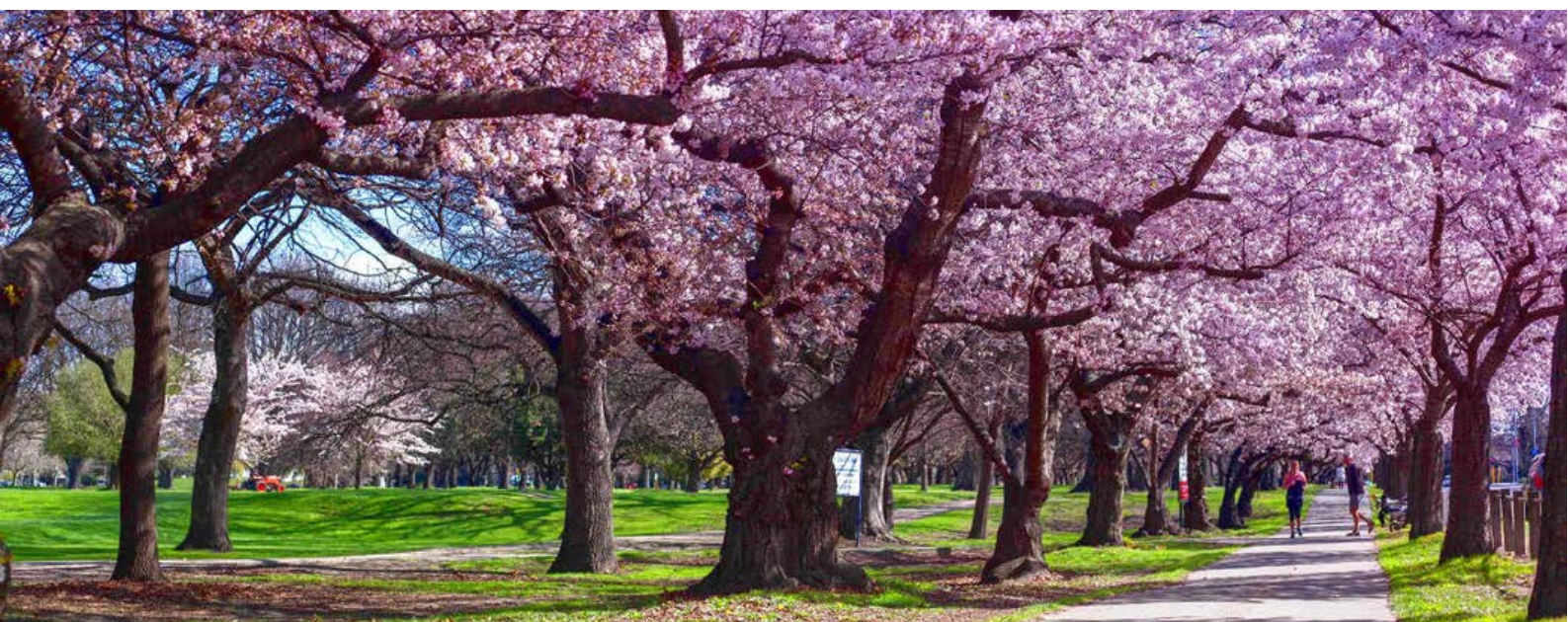
I would like to also thank our partnering agencies for their support and collaboration at this time. Indeed we cannot do any of this without each other.

If you want to talk about the Service you are receiving from us, please feel free to contact me directly to discuss your concerns

Marie Ward

Kaiwhakaoranga Service Manager

Email: marie.ward001@msd.govt.nz | Phone: 029 290 4718



Upcoming Public Holidays for Canterbury

All of our Canterbury offices will be closed on:

- Labour Day - Monday, 23 October 2023
- Canterbury Anniversary (Show Day) - Friday, 17 November 2023

Our contact centre will be open on Canterbury Anniversary (Show Day).

Labour Weekend Pay Dates

For all benefits paid weekly, New Zealand Superannuation and Student Allowances with a pay day of Tuesday, 24 October 2023, will be paid early on Saturday, 21 October 2023.

Show Week Pay Dates

There is no change to pay dates for Canterbury Anniversary (Show Week).

For more information about Canterbury Cup Week and Canterbury Anniversary (Show Day) see the [Christchurch City Council Libraries webpage](#).



Winter Energy Payment has ended for this year

The Winter Energy Payment ended on 1 October.

If you have any concerns about how you will manage without it, there may be other ways we can help you.

Use the Work and Income online eligibility tool here <https://check.msd.govt.nz/> to check what you might be able to get.

Find advice to help you manage your money on the [Work and Income website](#) or contact your Case Manager.

If you qualify for the Winter Energy Payment next year, you'll get it automatically from 1 May until 1 October 2024. To learn more see the [Winter Energy Payment webpage](#).

Thinking of studying next year?



It is best to start planning early to ensure you get accepted and any funding is sorted out.

StudyLink can help you make informed choices about your student finance, how to apply for it and manage it online.

StudyLink may be able to help pay for your study through allowances and loans, including:

- compulsory course fees
- course-related costs (e.g., books, laptop)
- day-to-day living costs
- other costs (e.g., disability or childcare).

How much you can get depends on your age, income, course type, and other eligibility criteria. To see if you are eligible for support, please contact your Case Manager, go to the [studylink webpage](#) or email support@msd.govt.nz.

StudyLink recommend the following steps to work out if you can afford to study

1. Finalise what and where to study

You need to have an idea of what you're going to study and where you'll be studying before you can properly estimate how much it's going to cost you.

For more information see: [What and where to study](#)

2. Work out how much study will cost

There's lots of things you'll need to pay for while you study.

For more information see: [Your costs while studying](#)

3. See how you'll pay for it

There are lots of ways you can pay for your study costs.

For more information see: [How to pay for your study](#)

4. Do a budget

You can use the Sorted budget calculator to estimate how much you'll need to pay for your study.

For more information see: [Sorted budget calculator](#)

Once you've done a budget, you'll have an idea of whether or not you can afford to study.

For more information see [StudyLink's website](#) or speak to your Kaiwhakaoranga Case Manager.



In response to the [Collective Impact Board](#) raising gaps in access to Studylink support, the Government has agreed to provide an exclusion to the three-year residency stand-down period for Student Allowance and Student Loan, for some students whose family members were impacted by the attacks of March 2019.

This means you may meet the residency requirements for Student Allowance and Loan.

You may qualify if you:

- have a New Zealand residence-class visa issued between 15 March 2019 and 31 December 2024, and
- are applying to study with a start date of 1 January 2024 or later, and
- have a living family member who had or may have qualified for a Christchurch response visa.

You must be related to your family member, by being their:

partner, child, grandchild, parent, grandparent, sibling, aunt, uncle, niece, nephew, first cousin (ie a child of an aunt or uncle), parent-in-law, child-in-law, sibling-in-law, as well as step-child, step-parent or step-sibling.

This means you may be eligible by being related through birth, marriage or adoption.

You can apply online for a Student Allowance and Loan.

Go to: [Apply online for first-time students - StudyLink](#)

Once you complete your application, we'll send you a declaration form for you and your family member to fill out, to confirm your eligibility.

For more information see [Residency Requirements - StudyLink](#) or speak to your Kaiwhakaoranga Case Manager.

Tamaiti Healthy Homes

Tamaiti Healthy Homes is a free and confidential service that is whānau/family led.

Tamaiti Healthy Homes aims to reduce the number of tamariki/children in hospital due to ill health and housing-related conditions. We aim to increase the number of tamariki living in warm, dry, and healthy homes.



Te Puawaitanga ki Ōtautahi Trust, in partnership with Tangata Atumotu Trust, work alongside whānau to identify need through a housing assessment. Kaimahi then coordinate with agencies and partners to access a range of supports and education.

They work with whānau and landlords in private rentals, community or social housing and owner/whānau occupied homes.

Referral criteria

Must be located within the greater Waitaha / Canterbury area and have one of the following:

- A child under 19 years of age residing or regularly visiting the home, or
- A pregnant māmā/mother

Tamaiti Healthy Homes can help if you have tamariki with respiratory illnesses or a cold, damp home.

For further information visit the [Tamaiti Healthy Homes website](#) or to self-refer please click on referral form below.

[Referral form](#)



Pathways to Home Ownership



Looking at buying your first home but not sure where to start? Kāinga Ora offers several products and resources that can give you a helping hand towards home ownership.

Have a look below to see what could be right for you.

Further information can also be found on the [Kāinga Ora website](#). Alternatively, you can contact the Kāinga Ora home ownership team directly on 0508 935 266 or by emailing firsthome.enquiries@kaingaora.govt.nz

Home Ownership Products

First Home Grant

Provides a grant of up to \$10,000 for eligible applicants to put towards their deposit. Available to eligible KiwiSaver members who meet the minimum KiwiSaver contributions. House price caps apply.

First Home Partner

A new-shared ownership scheme to help aspiring first home buyers whose deposit and home loan aren't quite enough to buy a home that meets their needs, purchase a home together with Kāinga Ora.

Shared ownership means that you initially share ownership of the home with a third party who purchases the home with you (in this case Kāinga Ora). You are the majority homeowner and occupier, but we will own a share in the home, that you will buy out over time.

Kāinga Ora can contribute up to 25% or \$200,000 towards your purchase, whichever is lower. First Home Partner is available for the purchase of newly built homes or homes 'off the plans'.

First Home Loan

First Home Loan helps eligible first homebuyers secure a loan with a 5% deposit. This makes getting into your first home that much easier. The participating bank or lender provides the loan, and Kāinga Ora underwrites it.

Kiwisaver Withdrawal

If you have been a member of KiwiSaver for at least three years, you may be able to withdraw all, or part of your savings to put towards buying your first home. Eligible members can withdraw their savings excluding \$1,000 that must remain in your KiwiSaver account. You must intend to live in the property and you cannot buy an investment property.



Home Ownership Products continued

Tenant Home Ownership

The Government is offering some state house tenants the option to buy the house they are living in. Check with your Tenancy Manager to see if your rental is available for purchase.

First Home Decision Tool

With just three steps and up to five easy clicks, the Kāinga Ora online decision tool can help you find out which home ownership products you could be eligible for. You may also be able to utilise multiple products.

Home Ownership Resources

Kāinga Ora has a range of resources that can assist you with preparing for home ownership, as well as links to other relevant government websites.

[For more information click here for the Kāinga Ora website](#)



Collective Impact Board Message

Kia ora, Assalamu Alaikum

With the Coronial Inquest hearing about to start, we wanted to send a message to let you know that our thoughts, aroha, and strength are with you.

May you find solace in each other's company. Please do not hesitate to reach out to us or through the many agencies who are also walking beside us.

You are not alone in this journey, and we will continue to stand with you.

We are reminded by Allah SWT (Almighty) in the Holy Qur'an: "Indeed, with hardship (will be) ease." (Chapter 94, verse 6).

إِنَّ مَعَ الْعُسْرِ يُسْرًا ٦

Assalamu Alaikum

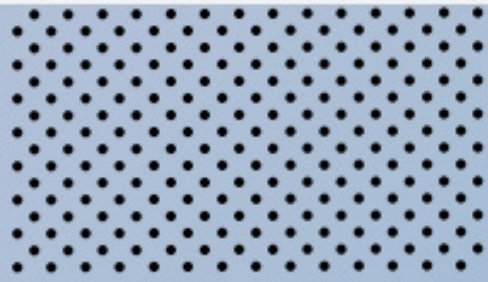
The Collective Impact Board



askcib@msd.govt.nz



www.collectiveimpactboard.org.nz



EVERY SUNDAY

Wharenui Swimming Pool
73 Elizabeth Street, Riccarton,
Christchurch 8041

2 - 3 pm Swimming

15 minutes allowed each side
for changing

WOMAN SWIMMING SESSIONS

▶▶ FOR WOMAN, GIRLS AND BOYS UP TO 9YRS OLD

Dress Code:
Modest – Minimum short
sleeve T shirt and long
shorts



Come and
swim or play
in the water

Lanes available for lengths.

Junior pool open



Coronial Hearing Support

The Ministry of Justice (MoJ) is the lead agency for the Coronial Inquiry hearing. MoJ is working with other government agencies to ensure, where possible, whānau and their nominated support people are able to attend.



Please refer to your Victim Support Worker or Court Victim Advisor if you require further information regarding the Coronial Hearing.

Support for Court Processes

Court Victim Advisors help you through the hearing process including:



- Court attendance processes, including attendance rosters
- Registration to attend the hearing
- Court hearing video link

Contact details: Roz.Fraser@justice.govt.nz

Financial and accommodation support

Victim Support are the lead agency for providing support during the hearing including travel, accommodation, food costs and counselling.

Victim Support (VS) provide help and support through the Victim Assistance Scheme (VAS).



VS will work with families to determine how the VAS funding is distributed, and cover things such as: travel, accommodation, counselling, childcare costs, food, internet, court attendance fees.

Contact details: chchresponse@victimsupport.org.nz

MSD may be able to provide some support.



Christchurch Mosques Attack Assistance and Emergency Benefit may be available for some people.

Contact Details: Please check with your case manager or email support@msd.govt.nz

Wellbeing Support

For more information on wellbeing support see pages 17 and 18

Victim Support funded counselling with a Victim Support-registered counsellor.

Contact details: chchresponse@victimsupport.org.nz

Muslim Wellbeing Ōtautahi provides culturally appropriate, multilingual support for the Muslim community.

Contact details: 0800 4 WHETU

Christchurch Resettlement Service provides culturally appropriate, multilingual support for the migrant community.

Contact Details: (03) 335 0311 ext 22

PRIMARY AGED CHILDREN

Children at this age are not ready to watch or listen to court proceedings but they do need to have some information about what is happening.

- If possible, make childcare arrangements during the online viewing, or use headphones when children are nearby.
- Adults could agree on a simple explanation of what is happening so that each adult gives children the same information.
- Explain to young children that family members may cry or get upset during this time and this is not the child's fault.
- Remind children that they are safe now.
- Children at this age feel safe when their routines are consistent, like bedtimes, meal times, and school attendance.



SECONDARY AGED CHILDREN

Teenagers may want and need more information on court proceedings but still require parental guidance and management.

- Explain to your teenager that this process is difficult and that social media can make it more mentally exhausting. Agree on strategies together as a family.
- If they take a break from social media, encourage them to meet with their friends or maintain connection through texting.
- Similar to young children, teenagers may need to know that family members can be upset and the family will need to be patient with each other.
- Teenagers may feel better when there is some flexibility in their daily routines.
- They may open up and feel safe to talk if doing activities together (e.g. when going for a drive).



STAY CONNECTED

Spend quality time with each other in difficult times:



- Make eye contact, play games, and listen to each other while taking a break from devices
- Pray, read Quran, and make dua together
- Games such as Spot-it, Jenga, and Twister encourage light hearted interaction and a break from thinking about stressful events
- Getting outside for a bike ride, walk, scooter. Children of all ages are more likely to open up and talk about worries when doing activities

MAINTAINING NORMAL LIFE IS IMPORTANT

We might notice changes in our child's behaviour:

- Keep routines simple, consistent, and predictable
- Recognise that difficult behaviour can be caused by strong feelings, especially anxiety and fear
- Listen with empathy and validate the child's feelings
- Help to find words to label the emotion and situation
- Have a visual schedule for daily activities
- Set expectations for acceptable behaviours and explore strategies for next time



CHILDREN DO WHAT WE DO



- We are an example for our children, and we need to maintain our own wellbeing
- Remember that parents have triggers too, so we must be sure to take breaks, sleep on time, and eat on time

EMERGENCY INFORMATION

In an emergency you need to **CALL FREE 111**
An operator will ask whether you need **FIRE, AMBULANCE OR POLICE.**



CALL 111

If you see smoke or fire and believe there is a risk to people or property ask for **'Fire'** immediately.

CALL 111

If there is a medical or health emergency ask for **'Ambulance'** immediately.



CALL 111

If you are afraid for your safety or others, ask for **'Police'** immediately.

CALL 105 – NON EMERGENCY
About theft, damage or threatening behaviour

**IN AN EARTHQUAKE,
DROP, COVER, HOLD.**



Supervisor's name & phone:

.....

Employer's name & phone:

.....

Team Leader's name & phone:

.....

My home address:

My language spoken:

Emergency contact name:

Phone Number:

معلومات الطوارئ

في حالة الطوارئ، تحتاج إلى الاتصال بالرقم 111
سيسألك عامل الهاتف عما إذا كنت بحاجة الشرطة **POLIC** أو الإسعاف **AMBULANCE** أو الإطفاء **FIRE**
هذه خدمة مجانية وهم هنا لمساعدتك عند الحاجة.

اتصل ب 111

إذا رأيت دخانًا أو حريقًا
فاطلب "الإطفاء" على الفور.

FIRE

اتصل ب 111

إذا كان هناك حالة طبية
أو حالة طارئة
اطلب "الإسعاف" على الفور.
AMBULANCE

اتصل ب 111

إذا كنت خائفًا على سلامتك
أو على الآخرين، فاطلب
"الشرطة" على الفور.
POLICE
اتصل بالرقم 105 - في حالة عدم الطوارئ
حول السرقة أو الضرر أو التهديد

في الزلزال
اصطد، تغطى، تمسك.
منعك من السقوط
ويجعلك هدفًا أصغر للسقوط والتطاير.
منعك من السقوط
ويجعلك هدفًا أصغر لسقوط الأجسام وتطايرها.
ويحمي رأسك وعنقك وأعضائك الحيوية.



انزل



تغطى



تمسك

عنوان المنزل.....

جهة الاتصال في حالة الطوارئ.....

رقم الهاتف.....

اللغة المتحدث بها.....

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 MSD Case Manager know or see [Te Whatu Ora's General Practice Finder](#)
- **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.
- **Victim Support** can connect you to counselling. Visit [Victim Support's](#) website, talk to your Victim Support worker or call 0800 842 846.
- **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.
- 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
- **Mosques** offer spiritual guidance and support. Enquire with your local Mosque.

Mental Health and Wellbeing

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



If you require further help please contact
your Kaiwhakaoranga Specialist Case
Management Service



support@msd.govt.nz



(03) 961 9257



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.



Children's Corner and Colouring Page

As we head into Summer, it is a great time to get back out and about and enjoy everything that Canterbury has to offer.

The following links will take you to information on interesting walks and cycle tracks in and around Canterbury.

- [Christchurch NZ - Child-friendly Walks in Canterbury](#)
- [Department of Conservation - Family-friendly walks and tramps](#)
- [Kidz Go - Christchurch Walks & Parks](#)

