

# KAIWHAKAORANGA PĀNUI

## KIA ORA ...

### Welcome to the 12th 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.

Email: [support@msd.govt.nz](mailto:support@msd.govt.nz)  
Phone: 03 961 9257

## Special Message

From Diane McDermott - Canterbury Regional Commissioner, MSD

Kia ora, assalamu alaikum,

Welcome to the first Pānui for 2023. I hope you have had a nice summer and have made the most of the hot weather and sunshine.



It is with mixed feelings I share this news. My last day as Regional Commissioner, Canterbury for the Ministry of Social Development is Friday, 10 February 2023. I am taking up a new position with the Ministry for Primary Industries where I will be leading the frontline border services across the South Island and lower North Island.

This was a hard decision for me. I have been incredibly privileged and humbled to support this community after the tragic events of 15 March 2019. The tenacity, strength, and resilience you have shown in your recovery journey has inspired me daily and my time supporting you will always be cherished in my heart.

I wish you all the very best. There will be some challenges this year, but you are a strong community and with support from each other you will make it through. My team are here to support you. Angela Talbot will be stepping into the Regional Commissioner role whilst they finalise the recruitment process. Many of you may know Ange as she has been involved with the community previously.

I want to thank you for all the support you have given me during my time as Regional Commissioner, it has been an absolute pleasure supporting this community.

Warm regards,  
Diane McDermott  
Regional Commissioner – Canterbury, MSD

**Ehara taku toa i te toa takitahi, engari kē he toa takitini**  
*Success is not the work of an individual but the work of many*

# Kaiwhakaoranga Service update From Marie



*Kia ora, Assalamu alaikum, السلام عليكم,*

Who can believe it is already February!

By now most children will be back at school and settling in for a new year of learning and study. We may be able to help you with a recoverable payment for uniforms and stationery, talk to your Case Manager to find out more.

In January, we welcomed Sarah Hanrahan and Emma Cameron to the Kaiwhakaoranga Team. Sarah is an experienced MSD Case Manager with expertise in housing support. Emma comes to us from the MSD integrity and debt unit.

There may be times when people in the team are away from work. They will have an 'out of office' message on their phones and emails directing you to email [support@msd.govt.nz](mailto:support@msd.govt.nz) if you need help now. This mailbox is monitored Monday to Friday. If you need help now, please email us – don't wait for your case manager to come back to work.

On Sunday 29 January 2023 we held the Kaiwhakaoranga Service Expo at the Fendalton Recreation Centre. We had guest speakers from New Zealand Police, Fire and Emergency NZ and Health. There were stalls setup where people were able to go around and talk to representatives from government and non-government organisations one-on-one. Feedback from those that attended was very positive and we are looking to have another event on Thursday 4 May 2023. Please note this date in your diary and more details will come out closer to the time. Check out pages 3-4 in the Pānui for more information about the Expo.

In the last Pānui, I promised to update you on my new vegetable garden. I have so much silverbeet, I have been bringing it to work to give away. If you have spare fruits and vegetables, you are growing at home and would like to share - please remember there are community pantries in most neighbourhoods where you can either drop off your excess food or pick up some for yourself.

Lastly, this month we say goodbye to Diane McDermott as she leaves MSD for another position. Diane has been a strong supporter of people affected by the 15 March terrorist attack. Her leadership and determination will be deeply missed by us all.

**Marie Ward** - Kaiwhakaoranga Service Manager

Email: [marie.ward001@msd.govt.nz](mailto:marie.ward001@msd.govt.nz) | Phone: 029 290 4718

**Marie has shared some photos from her garden below**



*Silverbeet, potatoes, carrots, and zucchini*



*Fig Tree and Gardenia Flowers*





# Kaiwhakaoranga Service Expo

The Kaiwhakaoranga Service and partner agencies held an Expo for members of the community at the Fendalton Community Centre, Christchurch on Sunday 29 January 2023.

There were presentations from NZ Police on Safety in the Home and the Community, Fire Safety from Fire and Emergency NZ and Te Whatu Ora, Christchurch Resettlement Services, Purapura Whetu and Mental Health, Education and Resource Centre (MHERC) presented on Health and Wellbeing services.

There were a number of stalls set up where people were able to go around and visit those stalls and have a conversation one-on-one to find out more information.

The following partner agencies attended the Expo:

- Christchurch City Council - Civil Defence
- NZ Police
- Fire and Emergency NZ
- Ministry of Education
- Ministry of Business, Innovation and Employment
- Inland Revenue
- Te Whatu Ora Waitaha
- Purapura Whetu
- Christchurch Resettlement Services
- Mental Health, Education and Resource Centre (MHERC)
- Connected NZ
- Ministry of Social Development
- Kaiwhakaoranga Service.



There was positive feedback received from the community and agency members who attended.

Thank you to everyone who attended.

We are planning on holding another Expo on Thursday, 4 May 2023. Please save the date, we will share more details at a later stage.





# Kaiwhakaoranga Service Expo





## Muslim Mental Health Workforce Scholarship

**Te Whatu Ora**  
**Health New Zealand**  
Waitaha Canterbury



Te Whatu Ora Waitaha is pleased to announce...

**11 muslim mental health scholarships** have been granted. This is a fantastic opportunity to support further diversity in the mental health workforce. These scholarships are supporting a range of study - from bachelor's degrees through to postgraduate study.

We are sure you will join us in congratulating the scholarship recipients. We are looking forward to the contribution they will make to the mental health workforce in Canterbury when they have completed their studies.



## Therapy Service for Muslims Online Psychological Intervention

This service provides online psychological intervention to individuals impacted by the March 2019 Mosque attacks in Ōtautahi Christchurch. It aims to take an Islamic perspective on wellbeing.

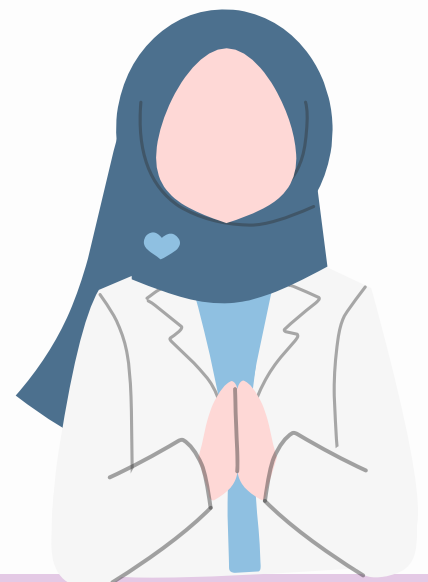
The service offers up to six **FREE** online therapy sessions with a registered psychologist (therapist).

To access these sessions, you need to be referred via one of these services:

- Christchurch Resettlement Services
- Purapura Whetu.

### **Urgent Mental Health Care**

*Please note this is not a crisis service. For urgent crisis mental health care phone Te Whatu Ora Crisis Resolution Services 0800 920 092 (24 hours, 7 days).*



# FREE Resources

Fire and Emergency NZ Canterbury can come out to your home for **FREE** and help you make an escape plan as well as check your fire alarms are working and installed in the right place. Talk to your Case Manager and they can help connect you to this **FREE** service.



If you are interested in working for Fire and Emergency - you can view their current jobs here



The Christchurch City Council Libraries have a **FREE** phone app called Libby for library members. Log in with your library card and borrow titles or place them on hold. <https://libbyapp.com/library/christchurch>

Ngā Kete Wānanga-o-Ōtautahi

Christchurch City Council  Libraries



Careers NZ have lots of **FREE** resources and information available to help you. There is help planning a career pathway, over 400+ job profiles which help show you what different jobs do.



There are tools you can use online such as a CV builder, skills matcher and you can create a personal development plan. There is some great information to help you with job searches, interviews or negotiating job offers.



Access your **FREE** Job Hunters Workbook



MHERC offer a **FREE** library and eLibrary of mental health and wellbeing books, DVD's, CDs, brochures and fact sheets.



## Browsing Library - MHERC eLibrary

MHERC eLibrary eLibrary system to browse, borrow and reserve eBook / ...

 [eplatform.co](http://eplatform.co)

They also offer a **FREE** online Canterbury Mental Health Directory which includes over 150 listings of organisations and groups.

# Waitangi Day

On 6 February, we celebrated Waitangi Day. This is held on the 6 February every year. In 1973, legislation was passed to recognise February 6 as a public holiday. It marks the signing of the Treaty of Waitangi on 6 February 1840 at Waitangi in the Bay of Islands, Northland.

The Treaty of Waitangi - Te Tiriti o Waitangi - was an agreement made between Māori and the British Crown in 1840. Today it is considered to be New Zealand's founding document.

The New Zealand History website has lots of information available to help you learn more about this important part of New Zealand's history: <https://nzhistory.govt.nz/politics/treaty-of-waitangi>



## Things to do in Autumn

Autumn is a great time to go out and about exploring in nature. The weather is still mild, and the leaves are starting to turn different shades of orange - which add another layer of beauty.

The Christchurch City Council website provides some information on some of the gardens around the City. <https://ccc.govt.nz/parks-and-gardens/gardens-and-heritage-parks>



### Gardens and heritage parks

There are a number of picturesque gardens dotted around the Garden City which are well worth a visit. These parks are ideal for having a picnic, walking your dog or as a venue for your...

Christchurch City Council



# 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](mailto: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
- **Mosques** offer spiritual guidance and support. Enquire with your local Mosque.

## 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](mailto: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](mailto: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.**



# COVID-19 rules now relaxed

There is still COVID-19 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**



Case Manager Yogesh Sharma has shared his favourite recipe to make an allergy friendly snack.



## Savoury pancakes

(Gluten-Free, Vegan, No Onion or Garlic)

Makes approx 80 - good for school lunches, can be frozen and reheated.

### Ingredients

- 1 large zucchini
- 4 parsnip (or 4 carrots)

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- 2 cups chickpea (besan) flour
- 1.5 cups brown rice flour
- 1 cup tapioca starch or cornflour
- 1/2 teaspoon guar gum or xanthan gum (it helps bind the gluten free flours)
- 1/2 cup LSA (ground **L**inseeds, **S**unflowers, **A**lmonds)
- 1/4 cup chia seeds
- 1 teaspoon chilli powder (or 1 tablespoon if you want them to be spicy)
- 1 teaspoon tumeric powder
- 1 tablespoon salt
- 1/2 tablespoon pepper
- 1 tablespoon baking powder
- 3/4 cup finely chopped coriander or parsley
- 3 cups water

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- 1 cup oil - for shallow frying.



### Instructions

#### Step 1: Prepare zucchini and parsnip

Peel and grate the zucchini and parsnip. Put it in a heat proof bowl, pour in enough boiling water to cover them and put a lid over the bowl. Leave to sit for 15 minutes. Drain the water, you are going to add this to the batter mixture in Step 2 once you have mixed the other ingredients together.

#### Step 2: Make the batter

Mix the ingredients together in a bowl. Then add in the zucchini and parsnip.

#### Step 3: Shallow fry them

Heat oil on medium heat (enough for shallow fry). I like to use rice bran oil. It has a high smoke point for frying. Put a teaspoon full of mixture into the pan - this is a good pancake size. Fill up the pan leaving space between the pancakes and fry them on each side until golden brown. Usually, 3-4 minutes on each side.

#### Step 4: Remove from the frying pan

Take them out of the frying pan - you can either put them on a plate with paper towel to help drain the oil or put it on a rack with a tray underneath to catch any oil that drips.

*"I like to serve the pancakes with green chilli sauce and sweet thai chilli sauce" - Yogesh*

School has started for the year and there is some great support out there to help children with their homework.

Christchurch City Library has **FREE** resources available for kids. Kids can have access to books, fun and activities, learn about science, nature and other subjects and get help finding age-appropriate material for projects and homework. There are lots of children's movies available which can be accessed using a public library card.

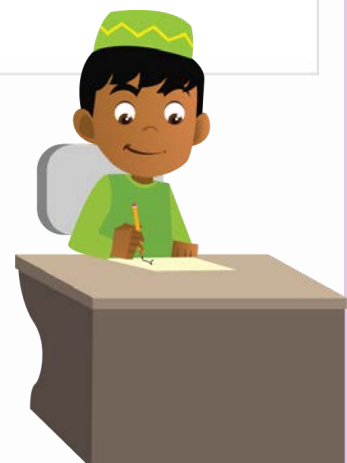
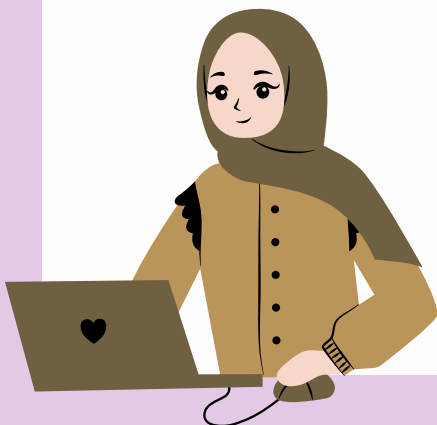
<https://my.christchurchcitylibraries.com/eresources-for-tamariki-kids>



## eResources for Tamariki - Kids

eResources for kids Kids can borrow and read eBooks, listen to eAudiobooks, or even read along while listening. Help with homework...

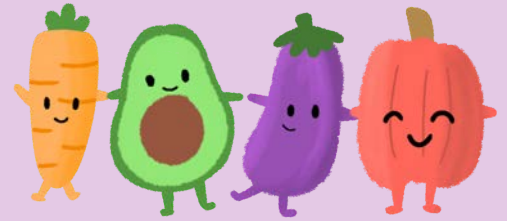
 ChristchurchLib





# Children's Corner I Word Search

Find the Fruits and Vegetables hidden below.  
Circle the words when you find them.



X A R A M U K E M O C Z D M F B E D E W S Q X  
N O T A M O T G H R E G C A R R O T F U G F W  
I S P P M K I G S A L B O K O U K R Z F H E G  
K E I O H K K P Q N E R N M K S K Y U S Y G C  
P T N M S V E L L G R O I A R S I B C U R A A  
M A R E I P E A Y E Y C O Y A E W L C G R B P  
U D U G D A L N C M M C N U F L I U H A E B S  
P B T R A R G T H I B O H Z T S F E I R B A I  
X R Z A R S Y T E L X L N B O P R B N A W C C  
D A G N R N O N E X I I V A C R U E I P A P U  
A B K A D I F C H I L L I N I O I R E S R F M  
I U Q T Z P A V O C A D O A R U T R L A T S G  
K H V E S S E P A R G I F N P T E Y P O S N S  
O R I G R A S P B E R R Y A A S J U P K B A A  
N A T A I M E L O N U J R K V O G N A M B E E  
N L C H E R R Y J Z C A N T A L O U P E I B P

Find the following words in the puzzle.

Words are hidden ↑ ↓ → ← and ↘ .

APPLE	BRUSSEL	DAIKON	LEMON	PARSNIP	SWEDE
APRICOT	SPROUTS	DATES	LIME	PEAS	TOMATO
ASPARAGUS	CABBAGE	EGGPLANT	LYCHEE	POMEGRAN	TURNIP
AVOCADO	CANTALOUPE	FIG	MANGO	ATE	YAM
BANANA	CAPSICUM	GRAPES	MELON	PUMPKIN	ZUCCHINI
BEANS	CARROT	KIWIFRUIT	OKRA	RADISH	
BLUEBERRY	CELERY	KUMARA	ONION	RASPBERRY	
BROCCOLI	CHERRY	LEEK	ORANGE	RHUBARB	
	CHILLI			STRAWBERRY	

Created using Word Search Generator on  
Super Teacher Worksheets ([www.superteacherworksheets.com](http://www.superteacherworksheets.com))

