

APRIL 2022, ISSUE 5

# KAIWHAKAORANGA PĀNUI

## KIA ORA ...

Welcome to the fifth 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](mailto:support@msd.govt.nz) or call 03 961 9257.

## RAMADAN MUBARAK

رمضان مبارك



I am mindful that our latest newsletter comes to you at this time of renewal, reflection, connection and worship and as we continue to face the new reality that COVID has brought to us.

It is a busy time of year for many families with Ramadan, School Holidays and preparing for Winter. To help, in this edition we have included school holiday tips, information on the Winter Energy Payment and how to get help to find a job.

We have also included information on how you can have your say on the new Ministry for Disabled People through AmplifyU.

Lastly, it is really important to me that the Kaiwhakaoranga Pānui is helpful for you and your whānau and I welcome feedback on what you would like to see in future Pānui. Please send any feedback to [support@msd.govt.nz](mailto:support@msd.govt.nz)

As you fast and offer prayers to Allah, may you find your peace and happiness.

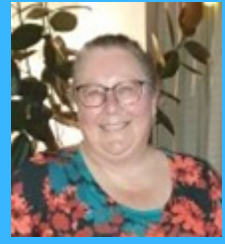
السلام عليكم  
Assalamu Alaykum

**Diane Mc Dermott**  
Canterbury Regional Commissioner



## THE KAIWHAKAORANGA TEAM

Here is a recent photo of the the Kawhakaoranga Team as they welcome new case manager Melanie Douglas.



The Kaiwhakaoranga Team from left to right: Roya Amini, Marianne Palmer, Marie Ward, Yogesh Sharma, Talal Msalem, Nicki Ching, Sam Al Slayem, Melanie Douglas and Seti Ah Yeung. Insets: Top Right Mandy Findlay and Bottom Right Franzisca Doser.

## KAIWHAKAORANGA SERVICE UPDATE FROM MARIE

*Kia ora, Assalamu alaikum, السلام عليكم,*

It is hard to believe it is April already and the season has changed.

*Ramadan Muburak* رمضان مبارك

The month of Ramadan is upon us. This is an important time in the Islamic calendar for families as they fast, pray, reflect and connect with community. Talal Msalem created an excellent presentation that was shared with the Service Centres across the region about how important this event is for all Muslims.



This month we have a new case manager joining us – Melanie Douglas. Some of you may know Melanie from her time at the Red Cross where she worked with some of our affected community to help them to get into work.

I am pleased to let you know that now COVID-19 restrictions are reducing, we will be restarting our Kaiwhakaoranga Drop-in Centre, now being held at the Sydenham Service Centre on Durham Street.

### Collective Impact Board

The Kaiwhakaoranga Service has received five recommendations from the Collective Impact Board (CIB) to help improve our services. The Kaiwhakaoranga Service are currently considering these recommendations and will be responding to the Collective Impact Board in May. To stay informed on what the Collective Impact Board is up to please visit the [Collective Impact Board](#) website.

**Marie Ward**

Kaiwhakaoranga Service Manager



## ANZAC DAY

All of our offices, contact centres and Express Service are closed on Monday, 25 April 2022.

### Anzac Day Pay Day

For all benefits paid weekly, New Zealand Superannuation and Student Allowances with a pay day on 26 April 2022, will be paid early on Saturday, 23 April 2022.

## KAIWHAKAORANGA DROP-IN SERVICE


If you are part of the affected community and would like support from the Kaiwhakaoranga Service, we are resuming the Kaiwhakaoranga Drop-In Service, that used to be at Linwood, from 2 May 2022 at the the Work and Income Sydenham Service Centre.

The Drop-In Service will be open between 10:00am and 12:00pm, Monday to Friday. Simply ask for the Kaiwhakaoranga Case Manager.

If you already have a Kaiwhakaoranga Case Manager please contact them in the usual way.

Where	Hours
Work and Income Sydenham Service Centre 39 Durham Street South Sydenham	Monday to Friday 10:00am to 12:00pm

 [support@msd.govt.nz](mailto:support@msd.govt.nz)

 (03) 961 9257

## OVERSEAS QUALIFICATION RECOGNITION



The Kaiwhakaoranga Service had a session with the NZQA International Qualifications Recognition Team. Many of our clients have overseas education that may equate to a recognised New Zealand qualification. Note: Professional registration bodies will have their own rules.

We were amazed at how simple the process is and how supportive the NZQA Team are.

For more information, talk to your Case Manager or email [support@msd.govt.nz](mailto:support@msd.govt.nz)

## MENTAL HEALTH WELLBEING

### FINDING THE RIGHT COUNSELLOR

It can take time to find the right counsellor match for you. Finding a counsellor who you work well with is the most important factor. If you have tried a counsellor and they were not the right match for you, then please try again. It might take two or three times to find the right one.

Professional counsellors are aware that that it is important for you to find the right counsellor for you. They will be supportive if you prefer to see someone else.

For a full list of counselling options see the last page of this Pānui.







## MOVE TO COVID-19 ORANGE LIGHT SETTING

New Zealand has moved to the COVID-19 Orange Light setting. At Orange, there is community transmission of COVID-19, with increasing risks to vulnerable communities, and pressure on the health system.

### What does this mean?

- **Face mask wearing** - You are encouraged to wear a face mask whenever you leave the house. You will still need to wear a face mask in many indoor locations including on public transport, in taxis or ride share vehicles, inside retail businesses, inside public facilities (but not at swimming pools), at vet clinics, inside at court or tribunal hearings, premises operated by NZ Post, local government agencies, social service providers and NZ Police, and when visiting a health care service.
- **Early learning and schools** - All playgroups, early learning centres, schools and kura can open and children do not need to be vaccinated to attend. Face masks are encouraged, but not required, when inside at school. All ākonga (students) aged 12 years or over must wear face masks on public and school transport.
- **Tertiary education** - Tertiary students can attend classes, lectures, labs, workshops, tutorials and meetings in person.
- **Gatherings and visits** - You can visit cafes and bars, attend gatherings and events, and go to the hairdresser, visit friends and whānau, attend weddings and civil union ceremonies, faith-based gatherings, and funerals and tangihanga. There is no limit on numbers for indoor or outdoor gatherings. You do not need to wear a face mask at a gathering but it is encouraged. Workers and volunteers at gatherings must wear face masks.

### Self isolation and testing positive for COVID-19

- The self-isolation period remains at 7 days.
- Household contacts need to have a RAT on Day 3 and Day 7 of their isolation.
- If symptoms are still present on Day 7, you should isolate for another 24 hours after symptoms have cleared.

If you are self-isolating and need support you can contact your Case Manager Monday to Friday 8:30am to 5:00pm. Outside of these hours for urgent support you can call the COVID-19 Welfare Response Team on 0800 512 337. They are available on weekdays between 8:00am to 5:00pm and between 8:00am and 1:00pm on weekends and statutory holidays.

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**

## WINTER ENERGY PAYMENT

**The Winter Energy Payment is an extra payment to help with the cost of heating your home over the winter months.**

You don't need to apply – if you're eligible, you'll get the Winter Energy Payment automatically, along with your other regular payments from us (either weekly or fortnightly).

### Who can get the Winter Energy Payment?

You'll automatically get the Winter Energy Payment if you're getting a main benefit. (If you are working full time and receive help from us for your accommodation or medical costs, you will not receive this payment.)

**The Winter Energy Payment will start again on 1 May 2022 and ends on 1 October 2022**

### Winter Energy Payment rates for 2022

Single people with no dependent children	\$20.46 a week
Couples, and people with dependent children	\$31.82 a week

### If you have a partner

Couples are paid \$31.82, whether you live together or separately. It's paid to one person in the couple. The system we use for payments can't split it to pay into 2 separate accounts.

For more information visit Work and Income's [Winter Energy Payment](#) website.

## NEED HELP WITH FINDING A JOB?

### Work Connect may be another option for you

Work Connect helps eligible migrants prepare for the New Zealand job market. It runs in Auckland, Hamilton, Wellington and Christchurch – and online by webinar.

### What can Work Connect provide?

- A step-by-step guide on how to improve your CV and cover letter, and how to change them for each job.
- Comprehensive coaching on how to prepare for a New Zealand job interview.
- Information about how the New Zealand job market works, how it is different from other countries and how to present your skills and knowledge to New Zealand employers.

Talk to your Case Manager if you are interested or visit the [Work Connect](#) website to view eligibility criteria and apply online.

**WORK  
CONNECT.**

## THE NEW MINISTRY FOR DISABLED PEOPLE IS SEEKING FEEDBACK

### About the new Ministry for Disabled People

'Ministry for Disabled People' is the name being used until the formal name development process is completed. The naming process will involve the disability community, tāngata whaikaha Māori, Māori leaders and the New Zealand Sign Language (NZSL) Board.

The new ministry will lead the Disability System Transformation work and ensure the **'Enabling Good Lives'** vision and principles guide how government supports disabled people across their lives.

The new ministry will give full effect to the voice of disabled people, families, and whānau, and to Te Tiriti o Waitangi.

For more information visit the new ministry's [Establishment Unit](#) website.

## AMPLIFYU

### What is AmplifyU?

AmplifyU is a safe and open place for you to find information and share what you think. AmplifyU is developed and managed by disabled people for disabled people.

This space is designed to amplify the contribution of disabled New Zealanders, their whānau, family, friends and supporters. They make sure you know what's happening, answer your questions and talk with you, so the community is at the centre of the new ministry.

AmplifyU is currently asking for feedback on:

- How they can improve the way they connect with the disability community
- How they can understand their community better
- What are your hopes, dreams, aspirations and ideas for the new ministry
- The name of the new ministry

For more information visit the [AmplifyU](#) website.

## Enabling Good Lives

Enabling Good Lives is a new approach to supporting disabled people that offers greater choice and control over the supports they receive, so that they can plan for the lives they want.

For more information you can visit the [Enabling Good Lives](#) website.



### Enabling Good Lives Vision

In the future, disabled people and their families will have greater choice and control over their lives and supports, and make more use of natural and universally available supports.

# SCHOOL HOLIDAYS

## School Holiday Dates

Most schools break from Friday 15 April 2022 to Sunday 1 May 2022.

Please check with your school.

## School Holiday Fun

Many of you will be looking for ideas of what to do with your children these holiday. To help, we have included a colouring-in picture for your children.



[www.belarabyapps.com](http://www.belarabyapps.com)

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



# MENTAL HEALTH WELLBEING



## FULL LIST OF COUNSELLING OPTIONS

There are a number of existing counselling options available to you:

- Visit [resilient.org.nz](https://resilient.org.nz) for a list of counselling services
- Talk to your **General Practitioner** (GP). If you don't have a GP, you can find information on the [Canterbury District Health Board Website](#).
- Call or text **1737** any time, day or night, to talk with a trained counsellor for free
- **Purapura Whetu** - offer free individual support for people with a suspected, developing or identifiable mental illness, and/or an addiction problem. Visit the [Purapura Whetu](#) website, contact [muslimwellbeing@pw.maori.nz](mailto:muslimwellbeing@pw.maori.nz) or call (03) 379 8001.
- **Christchurch Resettlement Services** - the counselling team can provide counselling for people from who are migrants and refugees. Visit the [Canterbury Resettlement Services](#) 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.
- **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.
- 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.
- To talk to someone about support for wellbeing concerns for your child or young person please contact:
  - 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 13-18 years - support coordinated by **Community Youth Mental Health Service**. Email [cymhs@odysseychch.org.nz](mailto:cymhs@odysseychch.org.nz) or phone (03) 281 7616