

KAIWHAKAORANGA PĀNUI

KIA ORA ...

Welcome to the 7th 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.

EID ADHA MUBARAK

عيد أضحى مبارك



Our latest newsletter comes to you following the celebration of Eid al-Adha. We hope you have enjoyed coming together to eat and pray with friends and family to celebrate this special time.

This month's newsletter is full of helpful information on:

- Information Sessions being hosted by the Kaiwhakaoranga Service on 17 July 2022.....page 3
- ACC Payment Changes.....page 4
- IRD Cost of Living Payments.....page 4
- Bright Sky App.....page 5
- Interpreting Services.....page 5
- Kāinga Ora Pathways to Home Ownership.....page 6
- Royal Commission of Inquiry workshops being held in July.....page 9
- Community Activation Fund.....page 10
- What's Happening?.....page 10
- Kids Corner.....page 15

In our health section we have:

- Tips for staying healthy and well in Winter.....page 11
- The latest on COVID-19.....page 12
- Mental Health and Wellbeing.....page 13

Lastly, we have an update from the Collective Impact Board on the nominations and appointments processes on page 8.

Take care and stay warm.

السلام عليكم
Assalamu Alaykum

Kaiwhakaoranga Service update From Marie

Kia ora, Assalamu alaikum, السلام عليكم,

I trust you are all keeping warm and well with the recent cold weather.

The Service has been busy with a number of activities. Our Work Broker Talal has received positive feedback for his fortnightly sessions on preparing to Work in New Zealand.

The team met with the Purapura Whetu Muslim Wellbeing Team and Christchurch Resettlement Services to better understand the services they each offer and what their plans are for the coming year.

During June, we also attended workshops hosted by Health NZ focused on the wellbeing supports available for Children and Youth.

If you have any questions about any content or need help with anything then please contact your Case Manager. You can also contact me on marie.ward001@msd.govt.nz.

We understand that a number of the community are attending Hajj. We wish them safe travels.

Marie Ward

Kaiwhakaoranga Service Manager



Kaiwhakaoranga Notices

Kaiwhakaoranga Drop-in

If you are part of the affected community and would like support from the Kaiwhakaoranga Service, you can come and see us at our Drop-In Service at Sydenham Service Centre, Monday to Friday between 10:00am and 12:00pm.

Sydenham Service Centre
39 Durham Street South
Sydenham

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

Preparing to work in New Zealand

We are running information session on preparing to work in New Zealand.

These sessions cover:

- Preparing and planning to work in New Zealand
- Applying for jobs in New Zealand
- New Zealand workplace culture and literacy
- Getting international qualifications recognised
- Preparing your CV and cover letter
- MSD products and services

These sessions are held fortnightly.

Please email support@msd.govt.nz or contact your Case Manager if you are interested in finding out more.

Kaiwhakaoranga Contacts



support@msd.govt.nz



(03) 961 9257



Information sessions hosted by the Kaiwhakaoranga Service

The Collective Impact Board had raised with us that people would like to know more about home ownership, employment law and ACC support. As a result we have set up sessions with special guests to share this information.

Sunday, 17 July 2022

in person at
Te Hāpua (Halswell Centre)
341 Halswell Road

With special guest speakers on the following topics:

Employment Law

1:00pm
to
1:30pm



ACC Purpose and Supports

2:00pm
to
2:30pm



Pathways to Home Ownership

3:00pm
to
3:30pm



You can come along for one, two or all three sessions!

If you are interested in attending an information session please email: support@msd.govt.nz with the subject line 'Information Session', and tell us which sessions you are interested in.



support@msd.govt.nz



(03) 961 9257

Changes to ACC Payments from 1 July 2022

Each year ACC looks at the Consumer Price Index, Labour Market Index and the minimum wage to see if changes are required to client payments.



What this means for clients receiving Weekly Compensation:

- Based on movements in the Labour Cost Index this year, we will increase payments by 3.00% for clients who have been receiving weekly compensation for more than 26 weeks.

What this means for clients receiving other grants and allowances:

- Based on movements in the Consumer Price Index, non-taxable entitlements [Independence Allowance and Lump Sums] will increase by 6.93%.

If you have any questions about what this means for you, then please contact your Case Manager.

[For more information see ACC's website](#)

Free access to LinkedIn Learning Courses

The Ministry of Social Development has an Industry Partnership with LinkedIn Learning, that offers thousands of online courses for job seekers which will enable users to upskill or update their knowledge, presented in over 350 learning pathways.

An advertisement for LinkedIn Learning. It features a circular illustration of two people sitting at a desk with laptops, a dog, and framed pictures on the wall. The text reads: 'LinkedIn Learning is now available! Unlock access to 10,000+ on-demand courses to help you learn more and achieve success. Text linkedin to 226 with your name and email address for FREE course access'.

Inland Revenue Cost of Living Payment

Inland Revenue will pay the Cost of Living Payment announced by the Government in the Budget, automatically if you are eligible.

You may be eligible if on the day IRD check for eligibility they can confirm you:

- earned \$70,000 or less in the period 1 April 2021 to 31 March 2022
- are not entitled to receive Winter Energy Payment because you receive the NZ Super or a qualifying benefit from MSD
- are aged 18 or older
- are both a New Zealand tax resident and present here
- are not in prison.

If you get a Student allowance, you'll get the payment if you meet the other eligibility criteria.

There is no need to apply. The payment will be made into the bank account number IRD hold for you. Please ensure your bank account details are up to date in myIR.



The payment is not taxed and is \$350, split into 3 monthly payments on the following dates:

- 1 August 2022
- 1 September 2022
- 3 October 2022

For more information see [IRD's website](#).

Bright Sky App

The Bright Sky app, which was launched last month, provides safe, practical support and information for people concerned about family violence, or worried about the safety of themselves, or someone they care about.

Key features of the app include:

- Information on different types of abuse
- Case studies providing real life examples of what different types of abuse look like
- A secure journal feature that allows you to send evidence (photos, voice memos etc) to a safe email address, removing the need to store info on your device, or in your email sent items
- A quiz helping you to assess the harmful behaviours you're experiencing in your relationship
- Information about support services locally and nationally. You can search by the location of your device if you choose to provide it, or by post code/location
- Information and tips about how to be safer online
- A feature to help make it safer to have the app on your device

For more information see [Bright Sky App | Are you Ok?](#)

family violence

it's not ok

Whaikaha - Ministry of Disabled People

On 1 July 2022 the Government launched Aotearoa New Zealand's first Whaikaha - Ministry of Disabled People, and New Zealand's first Ministry that will have a NZ Sign Language name, as well as Te Reo Māori and English names.

"The Ministry will lead and coordinate disability policy across government, including improving outcomes for disabled people in areas such as employment, education, health and wellbeing.

For more information see the [Whaikaha - Ministry of Disabled People website](#).

Interpreting Services

Did you know that you can ask most Government Agencies for an interpreter?

MSD has access to a number of interpreting services. If you are an English as a second language speaker or you are deaf, hearing impaired, deafblind or speech impaired, we have the following options:

- Telephone or video based language services
- Face to face interpreters
- New Zealand Sign Language services
- New Zealand Relay Service
- TTY Telephone Typewriter Service

Please let your Case Manager know if you need an interpreter.

New Zealand Relay Service

Find out more about the New Zealand Relay Service at www.nzrelay.co.nz





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.

**Do you want to know more?
Come along to the information sessions on
17 July 2022
where Kāinga Ora will be presenting on
"Pathways to Home Ownership"**

[See page 3 of this newsletter for more details]

For more
information click
here for the
Kāinga Ora website



Collective Impact Board Update

The Collective Impact Board (the Board) was established on 25 May 2021 and brings together community and government representatives to guide ongoing support services for the families and individuals affected by the Christchurch mosque attacks in line with Recommendation 26.

Recommendation 26: *Establish a Collective Impact Network and Board or other relevant mechanism that enables Public sector agencies, non-government organisations and affected whānau, survivors and witnesses of the 15 March 2019 terrorist attack to agree a specific work programme to provide ongoing wrap-around services to affected whānau, survivors and witnesses.*

The Board is comprised of representatives from the affected community and officials from Government agencies. The Board has the shared vision - to reinforce a 'strong, cohesive, informed community' and is in place until May 2023.

Nominations

Board members had the opportunity to re-sit on the Board until May 2023. Four of the 13 members finished at the end of their term in May 2022 and self-nominations were invited from the affected community to fill these roles on the Board. Self-nominations were open to members of the affected community from Monday 30 May 2022 to Friday 10 June 2022.

The Ministry of Social Development (as the Lead Agency) for the Collective Impact Board administered the nomination and selection process on behalf of the Board.

The self-nominations received were carefully considered by a panel made up of community and Government representatives. The selection process has now been completed.

Appointments

The community representatives joining the Board from 28 July 2022 are:

- Dr. Ruqayya Sulaiman-Hill
- Khaled Alnobani
- Abdullah Naeem
- Ashraf Omar

The new agency representative joining the Board is:

- Coralanne Child (Director, Ministry of Education)

The Board welcomes its new members and is looking forward to the diverse range of experiences and expertise they will contribute to the Board's work programme.



askcib@msd.govt.nz



www.collectiveimpactboard.org.nz

Royal Commission of Inquiry Workshops: A diverse, safe and inclusive New Zealand - what does it look like?

The Department of the Prime Minister and Cabinet would like you to join them in a conversation about what a successful response to the Royal Commission of Inquiry into the terrorist attack on the Christchurch Masjidain should look like.

The Department of the Prime Minister and Cabinet will be hosting a workshop with the various ethnic and faith communities in Christchurch to hear your views about what a diverse, inclusive and safe New Zealand means to you and how we can measure progress in a meaningful way.

In addition to public online workshops, those based in Christchurch have the opportunity to engage in person on **Saturday 23 July, between 1-3pm**. In addition to the workshop in Christchurch, there will also be an online workshop for the Christchurch community on **Thursday 28 July, between 6-7:30pm**.

Workshops

Saturday 23 July (1 to 3pm) - Christchurch workshop (in-person)

Thursday 21 July (6 to 7:30pm) - Online public workshop

Sunday 24 July (4 to 5:30pm) - Online public workshop

Monday 25 July (12-1:30pm) - Online public workshop

Thursday 28 July (6 to 7:30pm) - Online workshop for the Christchurch community only

[Click here for more information or to register for these workshops](#)

Registrations close on 17 July 2022. If you have missed this deadline but would still like to participate, please email rcoi@dpmc.govt.nz.



**DEPARTMENT OF THE
PRIME MINISTER AND CABINET**
TE TARI O TE PIRIMIA ME TE KOMITI MATUA

Community Activation Fund

The Community Activation Fund is available for community groups organising initiatives in Canterbury that support and grow social cohesion for Christchurch communities affected in any way by the events of 15 March 2019.

Grant applicants are encouraged for initiatives that proactively:

- Support women and/or children.
- Increase people's sense of safety and wellbeing.
- Increase community participation and empowerment
- Grow the connections between communities and encourage integration.
- Build hope.

[Click here for more information](#)

Grants tend to be no more than \$1,000 per project, though larger grants can be made for projects that demonstrate they will have a large, positive effect and align with the priorities above.

What cannot be funded

- Salaries or administration costs.
- Events that have already taken place.
- Regular events that would not typically require grant funding.
- Activities that intend to generate profit.
- The promotion of commercial, political, or religious objectives.
- The purchase of alcohol.
- Ramadan and Iftar events.

Christchurch City Council 

 Ministry for Ethnic Communities
Te Tari Mātāwaka

 MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

What's Happening?

VOLLEYBALL WOMEN ONLY

Women's Volleyball

Want to try something new?! Come along, meet other women keen to learn, build confidence and have a great time.

Weekly practice sessions building up to a competition day in October 2022.

Contacts:

Noraini: 0210 701 912

Mariam: 0210 8197 532

Please email support@msd.govt.nz if you would like your community activities promoted in the Kaiwhakaoranga Pānui



Let's Get Creative



Let's Get Creative is a creative wellbeing group for Muslim women. It's a culturally diverse group, and a safe place to relax in each other's company, to explore your creative world and to celebrate Muslim culture.

Date: Thursdays, 10am to 12:30pm

Place: Kowhai Studio, 39 Nursery Road, Phillipstown Community Hub.

Although we lead activities, it is not an art class, more of a shared studio where play, experimentation and having fun and trying new things is encouraged.

To find out more, please contact: Noraini
Email: noraini@otautahicreativespaces.org.nz
Phone: 022 584 3282

Health Navigator provides some tips on how to help keep yourself and your whānau healthy through winter.



1. **Have the influenza vaccination.** For some people the flu vaccine is free.
2. **Wash your hands.** Winter illnesses are easily spread by hands. Wash both sides of your hands and between your fingers for at least 20 seconds, using soap and water, and dry your hands with a paper towel or clean dry towel.
3. **Exercise daily.** A 30-minute walk outside gives you some fresh air and vitamin D and helps your body stay strong.
4. **Choose to eat healthy foods.** This helps to support your immune system. Include fresh vegetables with some lean protein and keep your sugar and salt intake low.
5. **Get fresh air in your home.** Open windows during the day (even for a short time) and then close them before the sun goes down or before you turn on the heating. A well-aired home helps keep it dry and keeps your family well.
6. **Reduce dampness.** Keep the bathroom door closed when showering or bathing to lessen dampness settling around the house. Dampness allows mould and mildew to grow and can lead to respiratory illness.
7. **Heat to the right level.** The best temperature for health is 18 to 21 degrees in the living room while you are at home and 16 degrees overnight in your bedroom. Be sure to heat the bedrooms of infants, elderly or the unwell as they are more vulnerable to cold. Take care not to overheat a baby's bedroom as babies can't regulate their temperature and can die in overheated rooms. Use heaters with thermostats or leave the door open to avoid overheating.
8. **Choose safe heating options.** Unflued gas heaters can increase asthma and other respiratory problems and add pollutants to the air. This includes carbon monoxide, high levels of which can even lead to death. Never use portable gas heaters for bedrooms. Gas braziers and patio heaters should never be used inside.
9. **Keep warm inside and outside.** Dress yourself and your children in layers of warm clothing even when at home. Woollen blankets and a good duvet will keep you warm in your bed. Eat warm nourishing food - warm soup is a great healthy way to warm up
10. **Take care with coughs and sneezing.** You may be spreading bugs if you are coughing or sneezing, and the best way to avoid this is to stay away from work or school. Don't cough and sneeze around babies and small children as they can get sick very easily.
11. **Quit smoking.** If you do smoke, do so outside, and never smoke around children. Go to Quitline (or free call 0800 778 778) for support on quitting.
12. **Use Healthline or your GP clinic after hours line for advice.** If you or your child is feeling unwell you can get free health advice from registered nurses by phoning Healthline on 0800 611 116.

For more information see the [Health Navigator website](#).

Do you have a GP?



Kaiwhakaoranga Case Managers are working to ensure everyone in the service has access to a doctor.

If you do not have access to a GP or medical professional and you need help to find one, then please let your Case Manager know.



COVID-19 remains at Orange Light setting

New Zealand remains at the COVID-19 Orange Light setting, however extra measures are being put in place to help reduce the spread of COVID-19.

Key points to note:

- New Zealand to remain at Orange as case numbers start to creep up.
- Free flu vaccine made available to all children aged 3 to 12 years old.
- A second COVID-19 Booster will be made available for anyone over 50.
- 50 child-size masks made available to every Year 4 to 7 student in New Zealand from the beginning of Term 3.
- 20,000 to 30,000 masks provided a week to all other students and school staff.
- Extra funding to schools and early childhood services to support better ventilation over the winter months.
- Reinfection advice amended. Anyone who experiences symptoms 29 days or longer after a previous infection should get a test and will need to isolate if they test positive.

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. You can call the COVID-19 Welfare Response Team on 0800 512 337, they are available between 8:00am and 1:00pm on weekends and statutory holidays.

Vaccinations

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

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.

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** - 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 or call (03) 379 8001.
- **Christchurch Resettlement Services** (CRS) - can provide counselling 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.



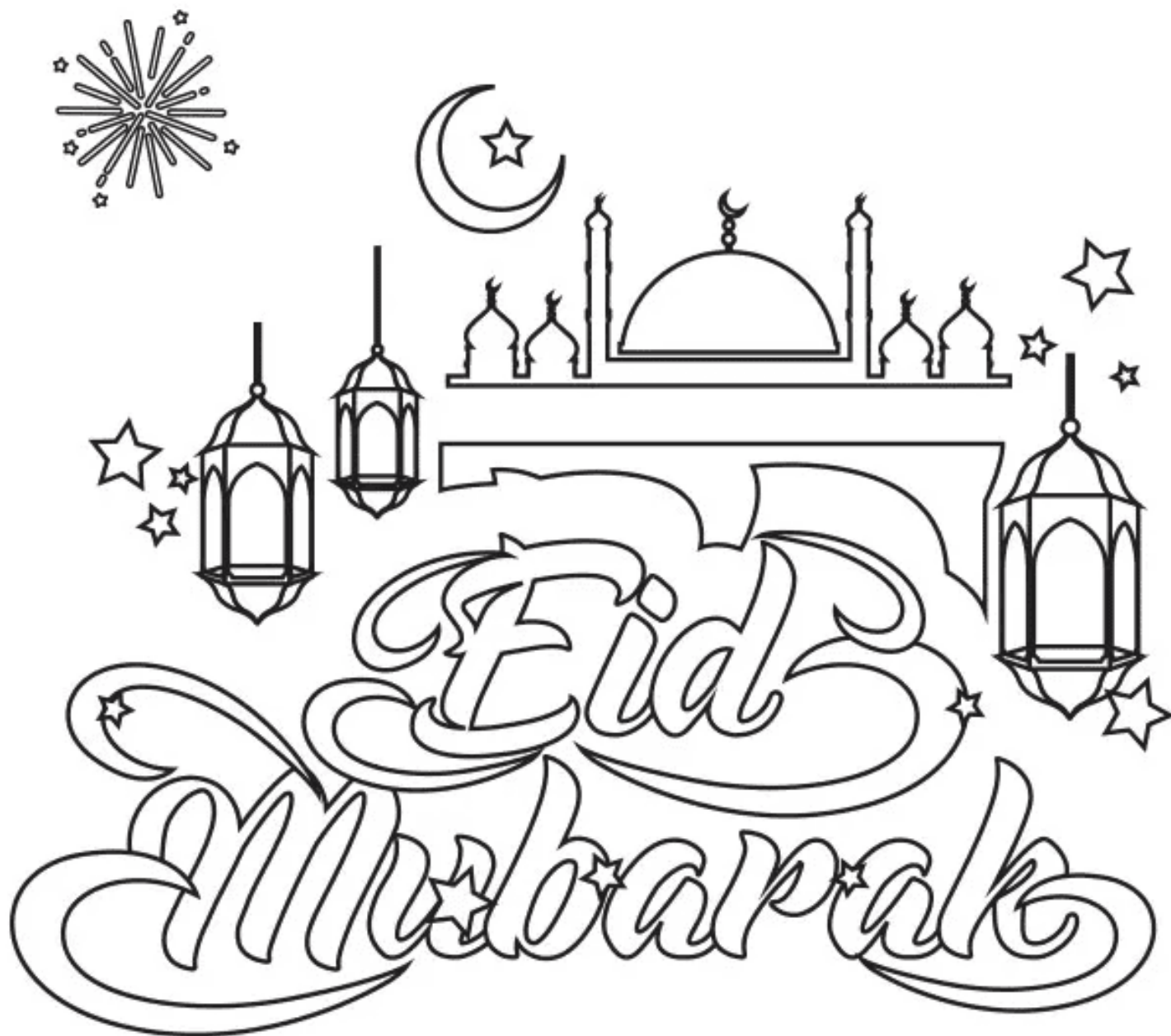
Children's Corner

School Holiday Dates

Most schools break from Saturday 9 July 2022 to Sunday 24 July 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.



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](#)