

KAIWHAKAORANGA PĀNUI

KIA ORA ...

Welcome to the 17th edition of Kaiwhakaoranga Pānui

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

WE'RE HERE TO HELP YOU AND YOUR FAMILY

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

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

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

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

Happy Summer Holidays!

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

This month's edition features important information about

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

Take care.

السلام عليكم
Assalamu Alaykum

Kaiwhakaoranga Service update From Marie



Kia ora, Assalamu alaikum, السلام عليكم,

This will be the last update from me. I have changed roles within the Service, and as a result we have a new manager - Talal Msalem. Some of you will know Talal already but I'll let him introduce himself further.

It has been a privilege to have led the Kaiwhakaoranga Service for the last almost three years. The case managers have worked tirelessly to support you. I thank them for their efforts along with the wonderful partnering agencies who have also helped us do our mahi. I am amazed everyday about the resilience and tenacity the affected community have shown in their recovery journey and I feel very honoured to have been a small part of this.

Ngā mihi nui,
Marie



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ وَبِهِ نَسْتَعِينُ

In the name of Allah, the most Gracious, the most Merciful and in he we seek help.

Kia Ora, Assalamu Alaikum,

My name is Talal Msalem, originally from Libya and proud to be part of the Muslim community in Christchurch.

It is indeed a privilege to take on this role where I can contribute to the community by leading the Kaiwhakaoranga Service and its dedicated team. I am committed to fostering our community's strength and help provide support in the recovery journey.

With the first phase of the Coronial Inquest having come to an end, I want to acknowledge the difficult time this has been for many of you. I hope that our support during this time along side our partner agencies has been helpful.

Some of the team will be taking a break over December and January. They will have 'out of office' messages on their phones and emails. If your Case manager is away, please contact support@msd.govt.nz This mailbox will be monitored every working day if you need urgent support.

If you receive a benefit or pension from MSD, some payments will come early due to where Public Holidays affect bank processing times. Please see the payment dates on Page 4 and talk to your Case Manager if you would like to know more.

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

If you want to talk to me about the service you receive, please don't hesitate to contact me.

Talal Msalem

Kaiwhakaoranga Service Manager

talal.msalem001@msd.govt.nz or 029 921 3858



support@msd.govt.nz



(03) 961 9257

Collective Impact Board

شكراً جزيلاً

Shukran Jazeelan

The Collective Impact Board finished on 25 November 2023.

We wish to extend our thanks and appreciation to everyone who has served on the Board and to all those who have provided feedback or supported our work over the past two and a half years. Your contribution has been greatly valued.

Together, we identified and raised 40 themes which mattered the most to you and made 11 recommendations to the Kaiwhakaoranga Service to improve wrap-around support.

We will be publishing our reflections and recommendations report as well as our final updates to the Board's [website](#) in the first quarter of the New Year.

We wish you a safe holiday period.

Assalamu Alaikum

Payment dates over the holiday period

Christmas week - 18 December to 24 December

All payments during the Christmas week, Tuesday 19, Wednesday 20 and Thursday 21 December, will be the same. There will be no changes.

Week after Christmas/New Year's - 25 December to 31 January

If you normally get paid on:	You'll be paid on:
Tuesday 26 December	Friday 22 December
Wednesday 27 December	Saturday 23 December
Thursday 28 December	No change

Week after New Year's - 1 January to 9 January

If you normally get paid on:	You'll be paid on:
Tuesday 2 January	Friday 29 December
Wednesday 3 January	Saturday 30 December
Thursday 4 January	No change

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

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

Ministry of Social Development closures over the holiday period

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

- Monday 25 December, Christmas Day
- Tuesday 26 December, Boxing Day
- Monday 1 January, New Year's Day
- Tuesday 2 January, day after New Year's Day.

School uniforms, stationery and other needs

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

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



Driver Licence Support Programme

Not having a driver licence can affect people's access to employment, training, community activities, and health services for themselves and their families.

The Driver Licence Support (DLS) programme supports people to overcome barriers so they can get a Class 1 NZ driver licence. These barriers could be things such as access, cost, and confidence.



The programme covers Class 1 learner, restricted, or full driver licences and includes:

- Professional Driver Capability Assessment.
- Practical Driving Lessons with a qualified instructor.
- Assistance with sitting the theory or practical driving test.
- Payment of fee for sitting the NZ Class 1 Licence.
- Costs associated to obtaining driver licence for the individual such as an interpreter, eye test, overseas licence conversion fee.

Community providers are funded to deliver the driver licence support services.

You must be:

- legally able to get a Class 1 NZ driver licence, and
- a NZ citizen or hold a NZ residence class visa.

Work and Income clients

People getting a main benefit or income-tested supplementary assistance are eligible for DLS. Please contact your Case Manager. Your Case Manager will refer you to a DLS provider.

People not receiving Work and Income assistance

People may also be eligible for the programme if they meet an income test and other qualifying criteria.

Talk to your Case Manager or you can self-refer by visiting the Driver Licence tile in the [Family Services Directory](#) for a list of providers in your area.

DLS providers will assess your eligibility for the programme.

A chalkboard with the words "Driver License" written in white chalk. A yellow checkmark is drawn in a box to the left of the text. A hand is visible at the bottom right, holding a piece of white chalk.

Driver License



Connected  Employment,
.govt.nz Education
& Training



Digital Skills Info Seminar

**Struggling with computer skills and
don't know where to go to get support?**

**We've invited training providers to showcase
a range of FREE courses to help you grow your
digital skills and confidence.**



Tuesday 23 January
9:30am - 10:30am



New Brighton MSD Service Centre
26 Beresford Street



Any questions, please email:
connectedpapanui@msd.govt.nz



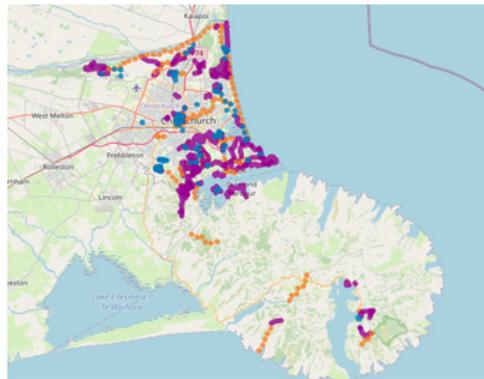
Literacy Aotearoa
Choice Change Freedom



Christchurch Walking tracks

Explore Christchurch Parks and walking tracks with their interactive map

<https://ccc.govt.nz/parks-and-gardens/explore-parks/walking-track-map/>



Discover what's on in Ōtautahi Christchurch. From free events to art exhibitions, festivals to live comedy – you'll find it all here.

<https://www.ccc.govt.nz/news-and-events/whats-on/>

Christchurch City Council Libraries' School Holiday Programmes and Activities

Join the Christchurch City Council Libraries for an adventure these school holidays! Their exciting programmes ignite imagination, foster curiosity, and create lasting memories. From captivating technologies to creative arts and crafts, our diverse activities engage young minds, and provide a safe, inclusive environment for fun and discovery.

They offer a range of programmes including drop-in sessions and classes that required advance bookings (both free and paid options).

<https://my.christchurchcitylibraries.com/holiday-programmes-events-and-activities/>



Mental Health and Wellbeing

Need to talk?



There are several counselling options available to you:

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

Youth Support

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



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



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

Employment



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

Professional



Support to access or help with:

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

Financial



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

Housing



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

Social and Community



Support to access:

- General interest groups
- Sports and team activities
- Volunteering

Health and Wellbeing



Support to access:

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

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



School Holiday Dates - For most schools, holidays start no later than 20 December 2023 and end between Monday 29 January 2024 and Wed 7 February 2024. You should check with your school.



For other fun ideas visit kidspot.co.nz

