

APRIL 2024, ISSUE 19

KAIWHAKAORANGA PĀNUI

KIA ORA ...

Welcome to the 19th 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 receive our support.

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

This month's edition features important information about

- **Kaiwhakaoranga Service Update**.....page 2
- **Selwyn District Council**.....page 3
- **English Language learning**.....page 4-7
- **MSD news and ANZAC day payments**.....page 8
- **Community Energy Action**page 9-10
- **Employment and Training**.....page 11-14
- **Mental Health and Wellbeing**.....page 15
- **Children's Corner**.....page 16

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 TALAL

Kia ora, Assalamu alaikum, السلام عليكم,

In the name of Allah, the most Gracious, the most Merciful and in he we seek help. بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ وَبِهِ نَسْتَعِیْنُ

The beginning of the year has been filled with excitement, especially in terms of employment opportunities and the variety of programs available. There's been a lot happening, and many members of our community have secured full-time employment, which is very thrilling! There are more opportunities for you on pages 12-15.

In this edition, we will cover several important topics ranging from current/future events, employment and educational programs, to changes in the application process for the Selwyn District Council Permanent Residence/Citizenship funding and the commencement of the Winter Energy Payment.

Remaining engaged in employment, study, training or volunteer work is always crucial for overall wellbeing, mentally and physically. That's why these areas are vital and remain a primary focus for all Kaimahi in our service as we work together with our clients to achieve their goals.

As we farewelled the holy month of Ramadan and welcomed Eid Al-Fitr, I would like to take this opportunity to pray that Allah accept all of our prayers, fasting and good deeds and showers his mercy and blessing upon us all. Eid Mubarak!

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

Talal Msalem

Kaiwhakaoranga Service Manager

talal.msalem001@msd.govt.nz or 029 921 38528



CHANGES TO HOW YOU CAN APPLY FOR HELP WITH PERMANENT RESIDENCE AND CITIZENSHIP FEES FOR SELWYN DISTRICT RESIDENTS

In the last Panui we introduced you to the fund the Selwyn District Council has offered in response to the Collective Impact Board raising the need for support for Permanent Residence and Citizenship fees for those affected by the 15 March attacks. The Council offered to consider financial support with fees to those currently residing in Selwyn District.

There are changes to how you apply for this fund. The expiry date for this fund has been extended to 30 June 2025 (or when the funds have been exhausted), and the fund is now being administered by Christchurch Resettlement Services on behalf of the Selwyn District Council. There is no change to the eligibility criteria.

If you are a resident of Selwyn District and need help with the costs for Permanent Residence or Citizenship fees for you and your family, you may be able to get assistance.

You maybe able to get help if you are:

- currently residing in the Selwyn District,
- required to pay for fees for Permanent Residence or Citizenship, and
- you have been affected by the attacks of 15 March 2019.

You can apply by getting in touch directly with Shirley Wright at Christchurch Resettlement Services (CRS) on phone +64 (03) 335 0311 or on the [CRS contact page](#)

This limited fund does not cover any fees for Permanent Residence or Citizenship which have already been paid and will expire on 30 June 2025 or once the funds have been exhausted.

ENGLISH FOR SPEAKERS OF OTHER LANGUAGES (ESOL) PROGRAMMES

This month we are showcasing some ESOL providers from across Canterbury.

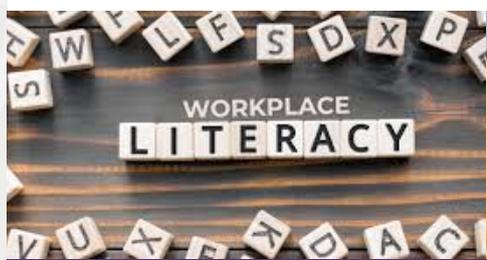
The following four pages highlight what these providers have available to help with english, work place literacy and even heavy vehicle licenses.

Need help with English at work?

WILKINSON'S
ENGLISH LANGUAGE SCHOOL

FREE

For more information
info@wels.ac.nz
03 343 2890



ENGLISH FOR SPEAKERS OF OTHER LANGUAGES (ESOL) PROGRAMMES



PEETO

Learn Today, Lead Tomorrow

PEETO's range of English Language courses is suited for students whose first language is not English. Our English courses range from beginners to advanced levels. These courses cover the fundamental areas of reading, writing, listening and speaking.

Domestic Courses:

- ILN - Intensive Literacy and Numeracy
- WLN - Work Place Literacy and Numeracy
- PELT - The Pre-purchased English Language Tuition.

International Courses:

- General English
- IELTS Exam Preparation

NZCEL- The New Zealand Certificate in English Language:

- NZCEL Level 1 (Foundation) and NZCEL Level 2

Free Workplace Literacy Programme (English for work):

Employers, Employees. To deal with new work practices and technologies and support the changes the businesses make, your employees need improved literacy and numeracy skills. Using real examples from their work roles, we design and deliver workplace programmes customised to suit your team, by meeting your employee's individual literacy, language, and numeracy needs. Have a positive impact on many factors in the workplace including task accuracy, process compliance, better Health and Safety understanding, staff positivity, staff retention or seeking further training and development through improved staff literacy. For New Zealand Citizens and residents.

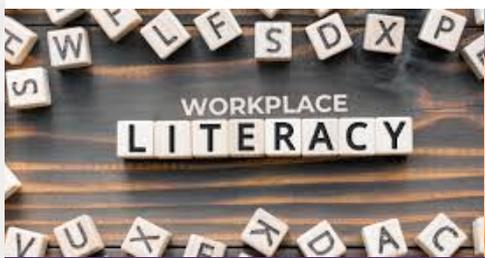
We have new intakes starting every Monday (except public holidays and term breaks).

For more information, please contact us:

W: WWW.PEETO.AC.NZ

E: INFO@PEETO.AC.NZ

P: +64 3 343 2890



ENGLISH FOR SPEAKERS OF OTHER LANGUAGES (ESOL) PROGRAMMES



We offer many options for people to continue their learning journeys:

- We love helping our learners build their everyday English. Our small and friendly classes are based in Edgeware, Wigram, Papanui and Upper Riccarton. Part time, two sessions each week.
- For those who are employed we have experienced tutors who work one to one with their learners - daytime or evenings, with a focus on building skills to support their jobs. This might include increasing vocabulary, formal report writing, improved use of emails or computers, upskilling in maths or gaining NZQA credits.
- Our Class 2 Truck learners licence theory course is also popular - learn the theory to pass your learners licence!

All learners leave feeling more confident, having achieved their goals.

Our courses are free to those with NZ residency or citizenship. we are based at 102 Champion Street, Edgeware.

Visit our website: hagleyadulthoodliteracy.org
or
phone us on 03 364 5212 / 027 899 5220.

ENGLISH LESSONS

FREE CLASSES for ADULTS

We have spaces available in our English Language Classes in Wigram, Upper Riccarton, Papanui and Edgeware.

These are part-time, two sessions each week.

For NZ residents and citizens.



Contact us now:
03 364 5212 or 027 899 5220
Email: halcadmin@hagley.school.nz

www.hagleyadulthoodliteracy.org

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HAGLEY ADULT LITERACY CENTRE
102 Champion Street
Edgeware

ARE YOU WORKING?

Do you need help to upskill?

We have space available in our FREE Workplace literacy and numeracy course. Work one-to-one with a tutor on your goals.

Some eligibility requirements.
Call us to see if this is right for you!



Contact us now:
03 364 5212 or 027 899 5220
Email: halcadmin@hagley.school.nz

www.hagleyadulthoodliteracy.org

**HAGLEY ADULT
LITERACY CENTRE**
102 Champion Street
Edgeware

TRUCK LICENCE

CLASS 2 LEARNERS LICENCE

We have space available in our FREE course - designed to cover all aspects of the heavy truck vehicle class 2 road code in preparation for the NZTA learner licence.

Some eligibility requirements.



Contact us now:
03 364 5212 or 027 899 5220
Email: halcadmin@hagley.school.nz

www.hagleyadulthoodliteracy.org

**HAGLEY ADULT
LITERACY CENTRE**
102 Champion Street
Edgeware

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 2024 and ends on 1 October 2024

Winter Energy Payment rates for 2024

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

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

ANZAC DAY



All of our offices, contact centres and Express Service are closed on Thursday, 25 April 2024.

Anzac Day Pay Day

For all benefits paid weekly, with a pay day on Thursday 25 April 2024, will be paid early on Wednesday 24 April 2024.



Who are we?

Community Energy Action Charitable Trust (CEA) is a charitable trust committed to making homes warmer and drier for all in the community it serves. CEA covers from Ashburton through to Kaikoura and across the West Coast.

CEA provides:

- Subsidised/free insulation for eligible homeowners
- free insulation checks
- free energy advice
- free recycled double-layered curtains
- energy efficient downlights replacement
- energy efficiency products.

For more information, or to see how CEA might be able to help with insulation and / or heating Contact CEA on 0800 GETWARM (0800 4389276) or visit www.cea.co.nz.



Having a warm, dry house is important to stay healthy.

Insulation in the ceiling and under the floor will keep the house warmer because it traps the heat. It is like a winter jacket for your house. Without insulation, warmth disappears quickly and it can become very expensive to heat the house.

Homeowners with a Community Services Card and homeowners living in certain low-income areas can get free insulation, through the government Warmer Kiwi Homes programme (which CEA is a long-standing service provider of).

If you are unsure about the insulation in your house, CEA's assessors can come and check your insulation free. For tenants though we will need permission from the property owner or landlord

Dampness in homes is a big problem in New Zealand. Damp homes are harder to heat and in damp homes mould can grow, which can be unhealthy.

A lot of moisture can come from the ground under the house. A sturdy plastic sheet (a moisture barrier) on the ground under the house can stop the dampness coming into the house. A moisture barrier is free for homeowners with a Community Services Card and homeowners living in certain low-income areas.



Helpful Tips for a warmer, drier house and to save you money

- To keep the house dry and free from mould use fans when cooking, showering or bathing. Do not dry clothes inside and keep lids on pots when cooking. If you use a dryer, make sure the damp air is vented to the outside.
- Wiping condensation from windows in the morning is also important to keep the house dry. With a 'Scoop' (a squeegee which catches water in its handle), this is an easy, no-mess job. You can buy these from the CEA website.
- Opening windows to ventilate so the damp air is removed is also important. Ventilation works best if the house is heated first. In a cold house, dampness condensates on surfaces and cannot be removed by ventilation.
- Heat is lost through windows. Good curtains can keep the heat in. Curtains need to be lined, and cover at least over the windowsill. They should be double layered and close well in the middle. Edges should overlap the wall by several folds and there should not be any loops at the top (including 'eyelet' curtains). CEA has a Curtain Bank with free recycled double-layered curtains (donations appreciated).
- Door sausages can help block draughts between heated and unheated parts of the house. People can use either a single or double door sausage. A double door sausage has a sausage on both sides of the door and moves with the door.
- Many older houses have uneven gaps around opening wooden windows. These are best sealed with V-seal. V-seal is a flexible strip that folds into a V-shape that can adjust to fill gaps between 2mm and 8mm. Available at a cost effective price from CEA.
- Hot water accounts for a large part of your power bill. Shorter showers will save power. If your cylinder feels warm or hot, it is losing heat and you will save money by installing a cylinder wrap.
- If you fill a normal-sized bucket with warm water from your shower to just under the rim (9L) in one minute or less, you do not have a low-flow showerhead. Low-flow showerheads are not very expensive and save you hot water costs.
- A microwave uses less energy than an oven, so use the microwave instead of the oven if possible.
- Heat pumps work best when set on 'heating' in winter. Keep fan speed on 'auto'. Clean the filter of your indoor unit monthly in the colder months. Most heat pump indoor filters can be simply cleaned by carefully pulling out the filters and cleaning with a vacuum cleaner, you do not need a professional. Be careful to use a sturdy ladder or chair to reach high wall indoor units.

WORK AND TRAINING OPPORTUNITIES

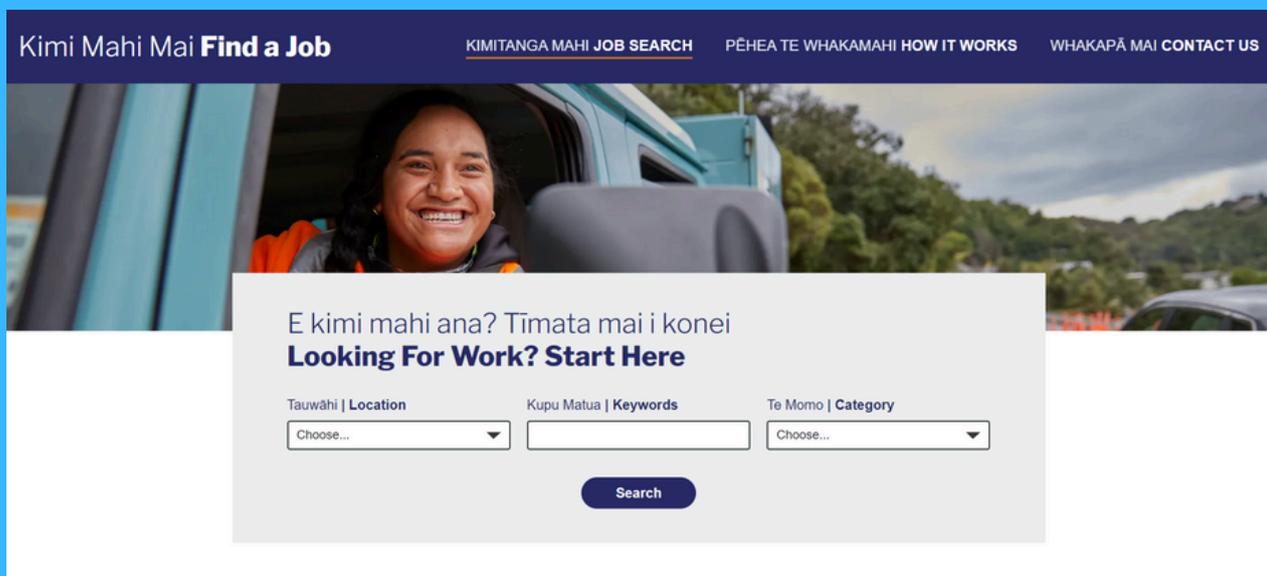


There is always help for you to look for or prepare for work. The following four pages highlight some opportunities for you and of course there is also the [Work and Income website](#) too.

Kimi Mahi Mai **Find a Job**

[KIMITANGA MAHI JOB SEARCH](#)

Kimi Mahi Mai – Find a Job. This website can help you find a job that works well for you and your whānau.



Go to the [Kimi Mahi Mahi – Find a Job website](#) or findajob.msd.govt.nz

Your Case Manager can support you in your employment journey

Your Case Manager can guide you on your options from upskilling and training for jobs through to applying for jobs. They can assist with preparing CVs, cover letters, enhancing interviewing skills, upskilling, exploring job opportunities and referring to appropriate and desired roles.

Our Work Broker can also help by connecting jobseekers with potential employers for the interview stage. The final hiring decision is always and solely at the employer's discretion.





PATHWAYS TO EMPLOYMENT ŌTAUTAHI

Workshop series 3



PATHWAYS TO EMPLOYMENT WORK SHOP SERIES

You are still able to register for session 2 and 3

Please contact Humaira Hakeemi, Community Champion Christchurch 027 207 6976 OR humaira.hakeemi@redcross.org.nz

NZRC Christchurch Service Centre: 32 Birmingham Drive, Middleton, Christchurch 8024
From 10:00am – 12:30pm

DAY 1: WEDNESDAY, 17 APRIL

WORK READINESS

Part 1: P2E

- Work readiness

Part 2: MSD

- MSD- information
- MSD- products
- MyMSD

Part 3: Connected

- Upcoming Expos

Part 4: Hagley Adult Literacy

- Courses and training support

DAY 2: WEDNESDAY, 24 APRIL

EMPLOYMENT DEVELOPMENT

Part 1: IRD

- Tax Code
- KiwiSaver
- Working for Families

Part 2: Christchurch City Library

- Available services

Part 3: Job Coaching Stations

- Networking
- Job search strategies
- Online application
- CV & Cover Letter
- Interview

DAY 3: WEDNESDAY, 1 MAY

EXPLORE JOB OPPORTUNITIES

Part 1: Community Law

- Employment agreements

Part 2: Connect with Employers

- Hospitality
- Cleaning & Security
- Manufacturing
- Many more

Part 3: Panel Discussion

- Open discussion with employers

TO RSVP OR FOR MORE INFORMATION

Humaira Hakeemi, Community Champion Christchurch 027 207 6976 OR humaira.hakeemi@redcross.org.nz

Interpreters can be arranged. Refreshments will be available.

WORK AND TRAINING OPPORTUNITIES



PATHWAYS TO EMPLOYMENT ŌTAUTAHI

مسیری استخدام - کرایسچرچ

Workshop series 3



NZRC Christchurch Service Centre: 32 Birmingham Drive, Middleton, Christchurch 802
From 10:00am – 12:30pm
از ساعت 10 قبل از ظهر الی 12:30 بعد از ظهر

**PATHWAYS TO EMPLOYMENT
WORK SHOP SERIES**

You are still able to register for session 2 and 3
Please contact Humaira Hakeemi, Community Champion Christchurch 027 207 6976 OR humaira.hakeemi@redcross.org.nz

<p>روز ۱: چهارشنبه، ۱۷ آوریل آمادگی برای کار</p> <p>بخش ۱: P2E</p> <ul style="list-style-type: none"> آمادگی برای کار <p>بخش ۲: MSD</p> <ul style="list-style-type: none"> اطلاعات MSD محصولات MSD MyMSD <p>بخش ۳: متصل شده</p> <ul style="list-style-type: none"> تمایزگاههای آینده <p>بخش ۴: سوادآموزی بزرگسالان Hagley</p> <ul style="list-style-type: none"> رشته ها و حمایت آموزشی 	<p>روز ۲: چهارشنبه، ۲۴ آوریل توسعه استخدام</p> <p>بخش ۱: IRD</p> <ul style="list-style-type: none"> کد مالیاتی KiwiSaver کار کردن برای خانوادهها <p>بخش ۲: کتابخانه شهر کریسچرچ</p> <ul style="list-style-type: none"> خدمات موجود <p>بخش ۳: محل مربیگری شغلی</p> <ul style="list-style-type: none"> شیکساری استراتژیهای کاریابی درخواستی آنلاین رزومه و نامه رسمی درخواست کار مصاحبه 	<p>روز ۳: چهارشنبه، ۱ می کشف فرصتهای شغلی</p> <p>بخش ۱: تائون جامعه</p> <ul style="list-style-type: none"> توافقنامههای کاری <p>بخش ۲: ارتباط با کارفرمایان</p> <ul style="list-style-type: none"> میزبانی نظافت و امنیت تولید موارد دیگر <p>بخش ۳: بحث پنل</p> <ul style="list-style-type: none"> بحث آزاد با کارفرمایان
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PATHWAYS TO EMPLOYMENT

Workshop series 3



Christchurch Service Centre: 32 Birmingham Drive, Middleton, Christchurch 8024
From 10:00am – 12:30pm



Employment, Education & Training



Pathways to Employment
Ngā Ara ki te Whāi Mani

<p>Maalinta 1: Abracadabra, 17 APRIL U diyaargarowga shaqada</p> <p>Part 1: P2E</p> <ul style="list-style-type: none"> U diyaargarowga shaqada <p>Part 2: WINZ</p> <ul style="list-style-type: none"> WINZ – shaqada iyo dakhliga xog raadid <p>Part 3: Connected</p> <ul style="list-style-type: none"> Upcoming Expos <p>Part 4: Hagley aqoonta dadka waaweyn</p> <ul style="list-style-type: none"> Koorsada iyo tabaarka taageero Maalinta Labaad 	<p>Maalinta 2: Abracadabra, 24 APRIL U shaqeeya qoysaska</p> <p>Part 1: IRD</p> <ul style="list-style-type: none"> Tax coodka KiwiSaver Working for Families <p>Part 2: Christchurch City Maktabda</p> <ul style="list-style-type: none"> Adeegyada La hail karo <p>Part 3: adeega tababarka</p> <ul style="list-style-type: none"> Isk xirka Xeeladaha shaqo raadinta Codsiga online CV iyo warqad dabool ah Waraysi 	<p>Maalinta 3: Abracadabra, 1 MAY Sharciga buulshda</p> <p>Part 1: Community Law</p> <ul style="list-style-type: none"> Hashiiska shaqada <p>Part 2: Hashiiska shaqada</p> <ul style="list-style-type: none"> Martigelinta Nadiifinta iyo amniga Wax soo saarka Qaar kaloo badan <p>Part 3: Dood cilmiyeed</p> <ul style="list-style-type: none"> Wadahadal lala yeesho loo shaqeeyayaasha
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Wixii macluumaad dheeraad ah la hadal
Humaira Hakeemi, Community Champion Christchurch 027 207 6976 OR humaira.hakeemi@redcross.org.nz
Turjumann waa la diyaarin karaa. Cusbooneysiin aya la heli doonaa.



Employment, Education & Training



Pathways to Employment
Ngā Ara ki te Whāi Mani



Ip Op 22456842

Are you receiving support from MSD?

this programme is for

YOU

Job Skills

Programme



Enrol Now!

About Our Programme

This programme offers job support for those from the ethnic community looking for customer service roles. You will learn the following:

- ✓ Customer service skills
- ✓ Workplace culture
- ✓ Wellbeing at work
- ✓ Job interview preparation

Enjoy the Following Benefits

- ✓ Transport allowance to and from training venue
- ✓ CV and cover letter support
- ✓ Job placement assistance and in-work support

To apply Email your CV to:

admin@flourish.ac.nz



* To be eligible, you must be receiving financial assistance with work obligations (e.g. job seeker benefit). We can help you assess your eligibility.

When?

6 May - 31 May

Mon - Fri, 9:30m - 2:30pm

Cost?

FREE

The programme is free for eligible* applicants.

Where?

19 Sheffield Crescent, Burnside, Christchurch



www.flourish.ac.nz

FLOURISH



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:



School Holiday Dates

Most schools break from Friday 12 April 2024 to Sunday 28 April 2024.
Please check with your school.

School Holiday Fun

There are lots of event and activities on over the holiday period. please check out these websites for some of what's on:

[School Holiday Programmes, Events, and Activities in Christchurch](#)

[Selwyn District Council - April Holiday Programme](#)

[April School Holiday Events | Waimakariri Libraries](#)

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