

# KAIWHAKAORANGA PĀNUI

## KIA ORA ...

### Welcome to the 20th edition of Kaiwhakaoranga Pānui

This will be the final Pānui from the Kaiwhakaoranga Specialist Case Management Service. Previous editions of the Kaiwhakaoranga pānui can be found at:

<https://msd.govt.nz/about-msd-and-our-work/work-programmes/initiatives/ongoing-support/kaiwhakaoranga.html>

### AGENCIES AND NON- GOVERNMENT ORGANISATIONS ARE STILL HERE TO HELP YOU AND YOUR FAMILY

The Kaiwhakaoranga Specialist Case Management Service will end on 30 June 2024. From 1 July 2024, continued support for you and your family will come from individual government and non-government agencies.

This may include help directly from service providers for employment, financial assistance, immigration, social support and other services. A Directory of Services is attached to the end of this Pānui.

We wish you well in your continuing journey of healing.

## Mānawatia a Matariki

### Matariki – te Mātahi o te Tau (the Māori New Year)

Matariki is a star cluster commonly known across the world as Pleiades. For many cultures, this star cluster symbolises harvest, life, the environment, planting, and celebration.

For Māori, the rising of Matariki on the eastern horizon signals te Mātahi o te Tau, the Māori New Year. It is a time of renewal and celebration:

- Remembrance - Honouring those we have lost since the last rising of Matariki
- Celebrating the present - Gathering together to give thanks for what we have
- Looking to the future - Looking to the promise of a new year.

Matariki is also referred to as 'the season of food'. It is a time when kūmara is planted, other crops have been harvested and fish are migrating.

***Ngā kai a Matariki, nāna i ao ake ki runga.***  
*The foods of Matariki, gathered up by her.*

You can find out more about Matariki on the official website [www.matariki.com](http://www.matariki.com), along with events and activities for children.

Our final newsletter has information on keeping your home warmer and drier to save money as well as an update from the Kaiwhakaoranga Service.

السلام عليكم  
Assalamu Alaykum

# Kaiwhakaoranga Service Update



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ وبه نستعين

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

Kia Ora, Assalamu Alaikum,

As we head towards the end of June, I have been reflecting on the Kaiwhakaoranga Service and the part we have played in helping those tragically affected, on the journey of healing.

The families of the 51 shuhada, the injured, the survivors and the witnesses have been at the heart of our work and it has been such a privilege to have been able to provide support for the community over the last 5 years. Thank you for the trust and gratitude you have shown us. To our partner agencies, who are carrying on this work, I would like to take a moment to acknowledge and pass on my sincere thanks for your tireless work alongside the Service.

As the service comes to an end, we want to remind you that support will continue to be available and come directly from individual government and non-government agencies. In the meantime, the [support@msd.govt.nz](mailto:support@msd.govt.nz) email will be available if you need to reach out to discuss your individual transition plan. From 28 June, this email will be closed.

Over the next couple of weeks, our case managers will also be heading onto other roles and carrying on the great work of their respective organisations. I know how much each and every one has valued the opportunity to have been part of the Kaiwhakaoranga Service.

To that end, may Allah Subhana Watala guide with prosperity, happiness, and good health.

## **Talal Msalem**

Kaiwhakaoranga Service Manager

[talal.msalem001@msd.govt.nz](mailto:talal.msalem001@msd.govt.nz) or 029 921 3858



# Kaiwhakaoranga Notices

## Public Holidays



### Matariki - Friday 28 June 2024

All Work and Income offices, contact centres, and the Express Service are closed on Matariki - Friday, 28 June 2024.

## Kaiwhakaoranga Specialist Case Management Service

### Kaiwhakaoranga Service will end on 30 June 2024

From 1 July 2024, if needed, help for you and your family will still be available and come directly from individual government and non-government agencies as the Service finishes.

A Directory of Services has been developed with contact details for the key agencies and community organisations providing ongoing support. We have attached a copy of the Directory at the end of this Kaiwhakaoranga Pānui.

## Mosque Welfare Payments

The time limited funding for the Christchurch Mosques Attack payment will end on 30 June 2024.

The Christchurch Mosques Attack Payment was established to support those within the affected community in need of financial assistance but who were not able to receive payment due to their residency status as non-New Zealand residents.

The Service will be contacting those affected by this change.

## Changes Announced in Budget 2024

### Personal Income Tax thresholds

From 31 July 2024 the Personal Income Tax thresholds will be adjusted.

You can find the rates from 31 July here: [www.ird.govt.nz/pages/campaigns/personal-income-tax-threshold-changes](http://www.ird.govt.nz/pages/campaigns/personal-income-tax-threshold-changes)

### Family Boost

FamilyBoost is a new payment administered by Inland Revenue. It will partially reimburse parents or caregivers for early childhood education (ECE) fees charged from 1 July 2024.

It will be available to households earning under \$180,000 a year who have dependent children aged 5 and under enrolled with licensed ECE providers. People getting payments from us, including childcare assistance, will be able to claim FamilyBoost if they have ECE costs for children in their care.

You will be able to claim FamilyBoost every 3 months from 1 October 2024 by providing invoices to Inland Revenue.

There will be more information available soon on Inland Revenue's website.

### Prescriptions

From 1 July 2024, fully subsidised prescription items from publicly funded health providers (including public specialists) will end and you will be required to make a \$5 co-payment. Those exempt from this co-payment are:

- people aged 65 and older
- Community Services Card holders
- under 14s
- 14–17-year-olds who are dependents of Community Services Card holders.

You don't have to be on a benefit to qualify for a Community Services Card – [find out more about Community Services Card](#).

# Study Planning and Rates Rebates

## Are you thinking about studying next semester or next year?



**It is best to start planning early to ensure you get accepted and any funding is sorted out.**

Ara Institute of Canterbury and the University of Canterbury host free information sessions across the year and is a good chance to learn about programmes available, what's involved in studying them, how to apply, and student support.

You can find out more about the information sessions below:

### Ara Institute of Canterbury

[www.ara.ac.nz/news-and-events/information-sessions/](http://www.ara.ac.nz/news-and-events/information-sessions/)

### University of Canterbury

[www.canterbury.ac.nz/news-and-events/regular-events/info-evenings](http://www.canterbury.ac.nz/news-and-events/regular-events/info-evenings)



## Rates Rebates

**You could get a rates reduction as part of the government's rate rebate scheme, which provides rates assistance to low income earners.**

**Ratepayers can apply for a rebate on their rates bill for the current rating year from 1 July to 30 June. You must return your application to the council by 30 June 2024. Eligibility criteria apply.**

## Eligibility

To qualify for a rates rebate:

- you must be living in the property at the start of the rating year (1 July), and
- your name must be on the rates bill.

Eligibility is based on a calculation, and you may be eligible for some amount even if your income is too high to qualify for a full rebate. The application form has a table showing what level of rebate is available for a range of incomes and rates charges.

To find out if you may qualify, you can phone 0800 800 169, or use the [online calculator](#) at the Department of Internal Affairs website - see across

## Rates Rebate Calculator

Use the calculator on the [Department of Internal Affairs website](#) to work out what you might get as a rates rebate







## 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 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](http://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 subsidised 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 for 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 subsidised 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.



# FAMILY FUTURES CAREERS EXPO

Looking for a brighter future for your family?  
Come along to navigate support, services,  
employment and training opportunities.



TUESDAY, 18 JUNE 2024



11:00 am - 12:30 pm

(Presentation starts at 11:00am)

**ARA INSITUTE OF CANTERBURY**



C Block Student Lounge Off Madras Street

**Connected**   
.govt.nz

Questions?  
Get in touch.







COMMUNITY LAW CANTERBURY

# READY TO RENT

## 2 DAY WORKSHOP

19TH & 20TH JUNE 2024  
10AM - 2PM



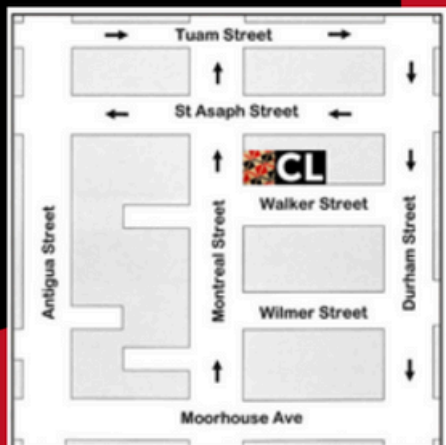
LUNCH  
PROVIDED



PREPARING  
FOR YOUR  
SUCCESS IN  
THE RENTAL  
SECTOR

This workshop will guide you through tenancy rights & obligations, budgeting, how to make housing applications, tips for attending viewings, and how to resolve tenancy issues in a constructive way.

PLEASE REGISTER VIA MSD STAFF IF YOU ARE  
INTERESTED IN ATTENDING



**LOCATION:**  
Community Law Canterbury  
198 Montreal Street  
Christchurch





# 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

# Children's Corner I Word Search

Find and circle the words below



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

Find the following words in the puzzle.

Words are hidden     and .

CLUSTER  
FESTIVAL  
HARVEST  
HOLIDAY  
HOPE  
KAI  
KORERO  
MARAMATAKA

MATARIKI  
MIDWINTER  
PLEIADES  
REFLECTION  
REMEMBRANCE  
SOLSTICE  
STAR  
TAKURUA

WAIATA  
WHAKAPAPA  
WHANAU  
WHENUA  
WHETU

Created using word search generator on Super Teacher Worksheets - [www.superteacherworksheets.com](http://www.superteacherworksheets.com)





**Te Kāwanatanga o Aotearoa**  
New Zealand Government

# Directory of Services

## Introduction

This brochure provides you with the contact details of key agencies and organisations who can assist you.

Assalamu Alaikum

## Directory of Services

for the community affected by the 15 March Mosque attacks

Organisation	Services provided	How to get help
<b>Accident Compensation Commission (ACC)</b>  Monday to Friday, 8am to 6pm	Provides help when you are injured in an accident	<a href="http://www.acc.co.nz">www.acc.co.nz</a>  Customer service phone 0800 101 996  If you are already an ACC client, you can also use the online services. If you have a case manager, contact them directly  MyACC – <a href="http://my.acc.co.nz">my.acc.co.nz</a>  Way Finders ACC navigation service – a free ACC navigation service  <a href="http://www.wayfinders.org.nz">www.wayfinders.org.nz</a>
<b>Canterbury Refugee Resettlement and Resource Centre</b>  Monday to Friday, 9am to 3pm	Advocacy Support  Support regarding resettlement issues  Navigation support for housing, health, family violence, and benefit entitlements etc.	<a href="http://www.cantyrefugeecentre.org">www.cantyrefugeecentre.org</a>  Drop-in Centre or make an appointment  Phone: (03) 377 2544 or (03) 377 2538  <a href="mailto:office@cantyrefugeecentre.org">office@cantyrefugeecentre.org</a>  39 Nursery Road, Phillipstown, Christchurch 8011
<b>Christchurch Resettlement Services</b>	Resettlement support for people from refugee and migrant backgrounds living in Ōtautahi Christchurch  Social work  Counselling and mental health support	<a href="http://www.crs.org.nz">www.crs.org.nz</a>  Phone: (03) 335 0311 Extn 22



Organisation	Services provided	How to get help
<b>Citizens Advice Bureau</b>	Advice on your rights and responsibilities, for individuals and communities	<a href="http://www.cab.org.nz">www.cab.org.nz</a> Phone: 0800 367 222
<b>Community Energy Action</b> Monday to Friday, 9am to 4.30pm	Home insulation and heating subsidies Curtains	<a href="http://www.cea.co.nz">www.cea.co.nz</a> Phone: 0800 438 9276 Office: (03) 374 7222 Curtain bank: (03) 374 7225 Email: <a href="mailto:info@cea.co.nz">info@cea.co.nz</a>
<b>Community Law</b> Monday to Friday, 9am to 5pm	Quality legal advice, information, education services, and more	<a href="http://www.canlaw.org.nz">www.canlaw.org.nz</a> Phone: (03) 366 6870 or 0508 CANLAW (226529) Email: <a href="mailto:admin@canlaw.org.nz">admin@canlaw.org.nz</a>
<b>Family Services Directory</b>	A directory of service providers that can help you and your family	<a href="http://www.familyservices.govt.nz/directory">www.familyservices.govt.nz/directory</a>
<b>Connected</b> Monday to Friday, 8am to 5pm	Employment support and careers advice	<a href="http://www.connected.govt.nz">www.connected.govt.nz</a> Phone: 0800 264 737 Or visit a connected centre Monday, Tuesday, Thursday and Friday 8.30am to 5pm, and Wednesday 9.30am to 5pm <ul style="list-style-type: none"> <li>• <b>Hornby</b> – MSD/Work and Income Employment Centre, 25 Shands Road, Hornby</li> <li>• <b>Linwood</b> – MSD/Work and Income Employment Centre, 154 Aldwins Road, Linwood</li> <li>• <b>Papanui</b> – MSD/Work and Income Employment Centre, 56 Langdons Road, Papanui</li> <li>• <b>Sydenham</b> – MSD/Work and Income Employment Centre, 39 Durham Street, Christchurch</li> </ul>

Organisation	Services provided	How to get help
<b>Immigration New Zealand</b> Monday to Friday, 6am to 10pm	Immigration	<a href="http://www.immigration.govt.nz">www.immigration.govt.nz</a> Customer service centre: 0508 558 855 (Toll-free from NZ landlines only)
<b>Inland Revenue</b> Monday to Friday, 8am to 6pm	Tax administration Social support programmes (such as Working for Families)	<a href="http://www.ird.govt.nz">www.ird.govt.nz</a> General enquires phone 0800 775 247 If you are not fluent in English or have a hearing impairment phone 0800 700 334 Or online through myIR myIR – <a href="http://myir.ird.govt.nz">myir.ird.govt.nz</a>
<b>Kāinga Ora</b> Monday to Friday, 8am to 6pm	Public housing	General and tenant enquiries Phone: 0800 801 601 Or contact your housing support manager
<b>Ministry of Justice (MoJ)</b> <b>Coronial Services</b>	Coronial Services	You can contact Coronial Services by emailing: <a href="mailto:coronial.response@justice.govt.nz">coronial.response@justice.govt.nz</a> Or phone: 0800 88 88 20
<b>Ministry of Social Development (MSD)</b> <b>Work and Income</b> Monday to Friday, 7am to 6pm Saturday, 8am to 1pm	Financial assistance Employment Housing Childcare Assistance Community Services Card	<a href="http://www.workandincome.govt.nz">www.workandincome.govt.nz</a> General enquiries Phone: 0800 559 009 Seniors phone: 0800 552 002 <ul style="list-style-type: none"> <li>• Ask for an interpreter if you wish to speak to someone in your language</li> <li>• If you are already a Work and Income client, you can also use our online Services:</li> <li>• MyMSD – <a href="http://my.msd.govt.nz">my.msd.govt.nz</a></li> <li>• Service Express – you can call the Service Express line (Phone 0800 33 30 30) to check and update your personal information</li> </ul>

Organisation	Services provided	How to get help
<b>Money Talks</b> Monday to Friday 8am to 8pm, Saturday 9am to 4pm, Sunday 10am to 2pm	Budgeting and financial mentoring services	<a href="http://www.moneytalks.co.nz">www.moneytalks.co.nz</a> Phone: 0800 345 123 Email: <a href="mailto:help@moneytalks.co.nz">help@moneytalks.co.nz</a> TXT: 4029
<b>NZ Police</b>	Safety	In an emergency dial 111 To report things that don't require urgent police assistance, dial 105
<b>Ōtautahi Community Housing Trust</b>	Social housing Digital skills and connection Employment coaching	<a href="http://www.ocht.org.nz">www.ocht.org.nz</a> Phone: 0800 624 456, or contact your tenancy manager Email: <a href="mailto:admin@ocht.org.nz">admin@ocht.org.nz</a>
<b>Purapura Whetu</b> Monday to Friday, 8.30am to 4.30pm	Muslim wellbeing team Youth support Addiction support Mental health support Accommodation and life transitions support Wellbeing support	<a href="http://www.pw.maori.nz">www.pw.maori.nz</a> Phone: (03) 379 8001 or 0800 4 WHETU Email: <a href="mailto:office@pw.maori.nz">office@pw.maori.nz</a>
<b>Victim Support</b>	Support for people affected by crime, suicide and traumatic events	<a href="http://www.victimsupport.org.nz">www.victimsupport.org.nz</a> Phone: 0800 842 846 Or contact your victim support worker
<b>Workbridge</b> Monday to Friday, 8am to 5pm	Job search and employment support for people with a disability, health condition, injury and barriers to employment	<a href="http://www.workbridge.co.nz">www.workbridge.co.nz</a> Phone: 0508 858 858 Or visit the Workbridge Office 88 Division Street, Level 3, Harcourts Building, Riccarton, Christchurch 8041