

MARCH 2022, ISSUE 4

# KAIWHAKAORANGA PĀNUI

## KIA ORA ...

### Welcome to the fourth 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 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.

## SPECIAL MESSAGE

Next week marks three years since the horrific terrorist attacks on Al Noor and Linwood Mosques. This event changed the fabric of our Muslim communities, the Christchurch communities and New Zealand as a whole.



My thoughts and prayers are with the families of the 51 shuhada, victims, survivors, witnesses and their wider whānau. Let us use this as an opportunity to reflect, celebrate the lives of loved ones lost and to cherish those around us today.

My commitment to our communities remains strong and through our combined efforts my hope is for unity, aroha, acceptance, peace and kindness for us all regardless of our backgrounds and beliefs. May we all embrace diversity and celebrate what unites us – as New Zealanders and as people.

Kia hora to marino, kia whakapapa pounamu te moana,  
kia tere te Karohirohi I mua i tou huarahi.

*May the calm be widespread, may the ocean glisten as  
greenstone, may the shimmer of light ever dance across your  
pathway.*

Ngā mihi

Hon. Priyanca Radhakrishnan  
Minister for the Community & Voluntary Sector,  
Diversity, Inclusion & Ethnic Communities, and Youth  
Associate Minister for Social Development & Employment

## MESSAGE FROM THE KAIWHAKAORANGA OPERATIONS GROUP

The opportunity to support your community over the past three years has taught us much about different cultures, values and beliefs, but also about resilience, strength and courage as your community rebuilds.

We are humbled and privileged to provide services and support to those who need it.

Wishing you genuine peace to bring you comfort, much courage to face the days ahead and wonderful memories to hold forever in your heart.



Wa-Alaikum-Salaam

Denise Jackson - Canterbury Social Development Manager, Ministry of Social Development  
(On behalf of the Kaiwhakaoranga Operations Group)

## THE KAIWHAKAORANGA TEAM

Tuesday 15 March will mark three years since the terrorist attack on Al Noor and Linwood Mosques. Our thoughts and prayers are with the families of the 51 shuhada, the injured, survivors, witnesses and their wider whānau.

We continue to honour those lost and those directly affected by supporting them and their whānau in their ongoing healing and recovery.

Kia kaha, kia tau te rangimarie ki a koutou Be strong and peace be with you  
كونوا أقوياء جميعاً. رافقتكم السلامة

## UPDATE

It has been a busy time for the community. We provided support last month to whānau involved in the coronial hearing. We want to remind you that we are still here for those who need ongoing support. If you have costs you incurred on the day from the coronial hearing or need ongoing support - Victim Support may be able to help. Please let your Case Manager know so they can help you access this support.

Our service centres remain open under Phase Three (3) of the Covid-19 response. To help protect our vulnerable communities and reduce the impact on our health system we are limiting face-to-face interaction and will use phone or email contact wherever possible.

If you are receiving service from us, we may be able to help you and your whānau with employment, financial assistance, immigration, social support, and other needs. You do not need to be receiving a benefit or financial assistance from us to access our service.

If you are part of the community affected by the 15 March 2019 terrorist attack and would like to join our service, please contact us.



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



(03) 961 9257

## EMPLOYMENT AND INCOME SUPPORT CHANGES

### Starting work

Starting a new job is exciting and busy! Please tell us when you are starting a new job so we can firstly congratulate you and secondly see if you qualify for some support. We may be able to help with things you need to start your new job such as clothing, safety gear, tools and/or petrol until your first pay.

If you are receiving financial support from Work and Income or ACC, the income you earn from your new job will be included in an assessment to see what financial support you are still entitled to receive after you have started work. It is important to let us know as soon as possible to avoid an overpayment and debt.

If you are starting work (even part time) please let your Case Manager know.

### Looking for work

There continues to be lots of jobs available in Canterbury. This includes casual work to help support businesses while their staff are self-isolating. Casual work is a great opportunity to learn new skills and understand different businesses.

If you are interested in casual, part-time or full-time work, please contact your Case Manager. They can create a Work and Income job seeker profile for you and this will help match you to jobs that are listed with Work and Income. Your Case Manager can also help you with your CV and cover letter (if you need it).



### Changes to Work and Income payments as of 1 April 2022

Every year on 1 April, Work and Income financial payment rates and thresholds are increased to keep in line with increases to the average wage or the Consumer Price Index.

These changes happen automatically.

On top of the adjustment above, this year there is also an additional one off increase to benefit rates as recommended by the Welfare Expert Advisory Group in 2019.

- Families with children will get an extra \$15 per adult each week
- Families with children receiving a student allowance will get an extra \$25 per adult each week.

You can find out what your new payments will be by accessing your MyMSD account closer to 1 April or you can ask your Case Manager.



# TRANSLATION SUPPORT SERVICES AND DAYLIGHT SAVINGS

## Translation Services

Case Managers have access to Ezispeak phone based translation services. Ezispeak can provide a translation service in over 300 languages.

If you would like to use a translation service when you speak to your Case Manager, please ask them to use Ezispeak.

## New Zealand Relay Service (NZ Relay)

NZ Relay is a telecommunications service for people who are Deaf, hearing-impaired, deaf-blind, or speech-impaired. The person speaks or types their message and it is passed on by the relay assistant who will type back the response.

## Contact numbers

For Video Interpreting Services call: 0800 4877 877

For Speech, Hearing & Voice Assisted services call: 0800 4712 712

For more information on how to use these services, see the NZ Relay website.

## Daylight Savings Ends

We are now in Autumn and the sun sets earlier.

Friendly reminder that Daylight Savings ends on **Sunday April 3 at 2.00am**. Please turn your clock **back one hour**.





IRD understand the effect that COVID-19 (novel coronavirus) has had on the income and businesses of many of its customers. Tax relief and income assistance is available to people affected by the downturn in business due to COVID-19.



**Inland Revenue**  
Te Tari Taake

**Business**  
Ngā Ūmanga

February 2022

## Help for your business during the COVID-19 Omicron outbreak

This fact sheet explains the help your business can get from the Government during the COVID-19 Omicron outbreak.

### Money to keep your business running

The Government has announced 3 fortnightly COVID 19 Support Payments, with the first payment opening for applications at 8am on 28 February 2022. The amount of each payment is \$4,000, plus \$400 for each employee (up to 50 employees). You will need to apply for each payment.

To get the first payment you will need to show income is 40% lower in a 7-day period any time from February 16, compared to a typical week between 5 January 2022 and 15 February 2022.

For the second and third payments, the dates where your income needs to be lower are still to be decided.

More information will be available on the Inland Revenue website at [ird.govt.nz/csp](https://ird.govt.nz/csp)

### Removing penalties and interest on late tax payments

If you paid your tax late because you were affected by COVID-19, Inland Revenue can remove (remit) the penalties and interest that were charged. This is often done automatically. Send Inland Revenue a message in your myIR account at [ird.govt.nz](https://ird.govt.nz) if need to question this.

### More time to pay your tax

If you are not able to pay your tax on time because of COVID-19, you can pay it off over time. This is called an instalment arrangement, and you can set it up in your myIR account at [ird.govt.nz](https://ird.govt.nz) or by calling Inland Revenue on 0800 227 774.

If you tick the box saying you have been significantly affected by COVID, we will remove any penalties and interest from your recent tax bills. The tax must be paid by 7 April 2024 to reduce interest and penalties.

If you need more help than this, get in touch with Inland Revenue. They may be able to agree a longer payment plan, or in some cases write off some of the tax.



**Te Kāwanatanga o Aotearoa**  
New Zealand Government

### Low or no-interest loan

If your income was 30% lower recently than it was the year before, you might be able to get a loan from the Government's Small Business Cashflow Scheme (SBCS).

This could be for up to \$10,000, plus \$1,800 for each full-time employee up to a maximum of \$100,000. This amount will soon increase by \$10,000.

Soon you will be able to choose to borrow the whole amount at once, or in up to 4 separate withdrawals taken out before the end of 2023.

You have 5 years to pay it off. The first 2 years will be interest-free, after that the interest rate is 3%.

You can find more details at [ird.govt.nz/sbcs](https://ird.govt.nz/sbcs) and apply for an SBCS loan in your myIR account at [ird.govt.nz](https://ird.govt.nz)

### Changes to existing loans

If you already have a loan some changes are coming by the end of March.

If you have kept to the terms of the existing loan, you will be able to apply for a top-up loan of an additional \$10,000. Plus, if you did not borrow the full amount you were able to in your existing loan, you will be able to add this amount to your top-up loan. The top-up loan will have a new 5-year repayment period, with the first 2 years being interest-free. You can borrow the whole amount at once, or in 4 separate withdrawals taken out before the end of 2023.

All SBCS Loans, new and existing, will be interest-free for 2 years, as long as you keep to the terms of the loan.

More information will be available on the Inland Revenue website soon at [ird.govt.nz/sbcs](https://ird.govt.nz/sbcs)

### Money to pay employees who have to stay home and cannot work

If your employees have to stay home and cannot work because they are waiting on test results for COVID or have to self-isolate, you can get a payment to help you keep paying them. These are called the Short-Term Absence Payment and the Leave Support Scheme.

Find out more at [workandincome.govt.nz](https://workandincome.govt.nz)

The information in this document was current at the time of publication.

**Facebook:** <https://www.facebook.com/photo?fbid=327438092753580&set=a.311576021006454>

**LinkedIn:** <https://www.linkedin.com/feed/update/urn:li:activity:6903780780045152256>

**Twitter:** <https://twitter.com/NZInlandRevenue/status/1498022633123852293>

## COVID-19 RED LIGHT PHASE THREE (3)

New Zealand moved to Phase Three (3) at 11.59pm 24 February 2022. Phase three (3) is designed to help the health system handle an Omicron outbreak of several thousand new cases a day. This shift means a greater focus on individual responsibility, rather than relying on health services to be able to cope and contact trace in the same way they did earlier. New Zealand is now also using Rapid Antigen Testing (RAT) to identify positive cases – this helps relieve pressure on laboratories processing PCR tests.

New Zealand has secured enough RAT's to support the country through the current Omicron outbreak. The RAT's have been shared with District Health Boards, community collection sites, Aged Care facilities, General Practice and Urgent Care providers, Pharmacies, First Responders and other Government agencies. You can also buy RAT's from places such as pharmacies, supermarkets, The Warehouse etc.

You can order a Free RAT online for you and your whānau for pick up from a community collection site. [RAT Online Order Form](#)

### [Community collection sites](#)

- Orchard Rd Testing Centre, 174 Orchard Rd, Harewood, Christchurch (near the airport) – open 9am to 4pm.
- Wigram Testing Centre, 35 Mustang Ave, Wigram open 9am to 3pm.
- Whānau Ora Covid-19 Testing Centre, 250 Pages Rd, Wainoni, open 9am to 3pm.
- Waimakariri - community collection site, Hockey turf, 291 Coldstream Rd, Rangiora – open 9am to 3pm.
- Ashburton Covid-19 testing centre, 48 South St, Ashburton (entrance off Cass St) – open 10am to 2pm.

[Casebrook Surgery](#) is also offering Free RAT's from their carpark. Phone (03) 359 4549 to book (bookings are essential). They are open 9am to 5pm and are based at 1/118A Claridges Road, Casebrook.

### [Novavax Vaccine](#)

This has been approved as a third vaccine type available in New Zealand and is expected to be available later this month. Novavax is a protein-based COVID-19 vaccination.

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

- As of 11.59pm Friday 11 March the self-isolation period has reduced from 10 days to 7 days. Positive cases and their household contacts are required to self-isolate.
- Household contacts need to have a RAT on Day 3 and Day 7 of their isolation. They should have a RAT if they become symptomatic, and if the result is positive, they are required to isolate for seven days from that point.
- If symptoms are still present on Day 7, you should isolate for another 24 hours after symptoms have cleared.
- Once you have recovered from COVID-19, you will not need to isolate again for 3 months, if someone else in your household tests positive during that time.

There is some good information available on [what to do if you test positive for COVID-19](#).

If you are self-isolating and in need of support you can contact your case manager Monday to Friday 8.30am to 5.00pm. Outside of these hours for urgent support you can phone the Covid welfare response team on 0800 512 337. They are available until 8.00pm on weekdays and between 8.00am and 8.00pm on the weekend.

### Mental Health Support

The [Mental Health Foundation of New Zealand](#) has some useful information available on how to look after your wellbeing or support the wellbeing of others when positive for Covid-19.