

JUNE 2022, ISSUE 6

# KAIWHAKAORANGA PĀNUI

## KIA ORA ...

### Welcome to the sixth 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](mailto:support@msd.govt.nz) or call **03 961 9257**.



*The Kaiwhakaoranga Service celebrating Eid*

## Mānawatia a Matariki

Our latest newsletter comes to you as we end the month celebrating Eid and ahead of our first public holiday on Friday 24 June 2022 to celebrate Matariki or the beginning of 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.

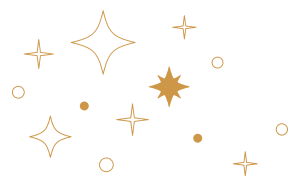
***Ngā kai a Matariki, nāna i ao ake ki runga.***

*The foods of Matariki, gathered up by her.*

You can find out more about Matariki on the [Te Papa](https://www.tepapa.govt.nz/) website, along with activities for children.

This month's newsletter has information on keeping your home warmer and drier to save money as well as an update from the Collective Impact Board.

السلام عليكم  
Assalamu Alaykum



# Kaiwhakaoranga Service update From Marie

*Kia ora, Assalamu alaikum, السلام عليكم,*

It is hard to believe it is June already and winter is upon us.

During the month we celebrated Eid within the team. We really enjoyed Talal's wife's traditional fare. See the photo of us all enjoying kai on the front page.

Last month we farewelled Nicki Ching, who has moved on to another role within MSD. We wish her all the best, and I know that along with clients, she will be missed. We thank her for the huge contribution she made to supporting whānau affected by the Terror Attacks of March 15.

This month we have a new case manager joining us – Bulou Buakala or Bee as she prefers to be known. Bee has a background in Social Work specialising in dealing with children who have experienced trauma.

## Marie Ward

Kaiwhakaoranga Service Manager



## The Kaiwhakaoranga Team

Here is a recent photo of the Kaiwhakaoranga Team as they welcome new case manager Bee Buakula.

The Kaiwhakaoranga Team from left to right: Talal Msalem, Marianne Palmer, Marie Ward, Yogi Sharma, Mandy Findlay, Sam Al Slayem, Seti Ah Yeung, Franzisca Doser, Melanie Douglas, Bee Buakula and Roya Amini.



*The Kaiwhakaoranga Case Management Team - May 2022*

## Mental Health Wellbeing

### Puāwaitanga phone app is live!

The Puāwaitanga phone app, linking you to counselling services, is live!

The app makes it easier to book appointments and connect with a counsellor over a video call. Puāwaitanga is a virtual counselling service provided by Whakarongorau Aotearoa to support people with emotional wellbeing for up to six sessions.

Call 0800 782 999 and you'll be guided to download Puāwaitanga from the App Store/Google Play. You'll also be given an access code to enter once you have downloaded the app. Also see [Whakarongorau Aoteroa's](https://www.whakarongorau.govt.nz/) website.

**For a full list of counselling and support options see page 11 of this Pānui.**



**Whakarongorau  
Aotearoa//**  
New Zealand  
Telehealth  
Services//

# Kaiwhakaoranga Notices

## Public Holidays

All of our offices, contact centres (except our COVID-19 Welfare Response Team) and Express Service are closed on:

- Queen's Birthday - Monday, 6 June 2022
- Matariki - Friday, 24 June 2022

## Queen's Birthday Pay Day

For all benefits paid weekly, New Zealand Superannuation and Student Allowances with a pay day on Tuesday, 7 June 2022, will be paid early on Saturday, 4 June 2022.

## 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.

 [support@msd.govt.nz](mailto:support@msd.govt.nz)  (03) 961 9257

## Mosque Welfare Payments

The Mosques Attack Welfare Payments have been extended until June 2023.

This is non-taxable financial assistance for people affected by the Christchurch mosques attack on 15 March 2019, who are not eligible for a benefit.

There are three ways a person can qualify for this payment:

- Present during the attack and eligible for the Christchurch Response Visa
- Immediate family member of someone injured, killed or present during the attack and is in New Zealand on a temporary visa
- Experiencing mental trauma, is connected to the Christchurch Muslim Community, and was present in New Zealand on 15 March 2019 and is in New Zealand on a Temporary Visa.

If you think that you or someone you know may be eligible for this payment then please contact [support@msd.govt.nz](mailto:support@msd.govt.nz)



## Preparing to work in New Zealand

Work Broker, Talal has developed an 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
- MSD products and services

These sessions will be held regularly from next week onwards.

Please email [support@msd.govt.nz](mailto:support@msd.govt.nz) or contact Talal on (029) 921 3858 if you are interested in finding out more.

## Please let us know...

If you or your partner have a change in circumstances, such as:

- wages, salary or payments
- business earnings
- living costs

It is really important that you let us know, so you don't end up having to pay back an overpayment or get a surprise increase in your rent.

Also, if you receive letters and you are unsure what they mean or what you need to do, please contact your Case Manager.



# Study Planning



## 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.

Connected.govt.nz helps connect you to support for work and training.

Ara and Connected also run 'Study Information Sessions':

- Fortnightly on Fridays, 11am at Connected Hornby, MSD Service Centre, 25 Shands Road, Hornby
- Fortnightly on Wednesdays, 1pm at MSD Riccarton, 78 Riccarton Road

For more information contact  
Connectedhornby@msd.govt.nz.

Also see the [Connected.govt.nz](https://connected.govt.nz) website  
or check out  
[Connected Events happening in Canterbury](#).



## Are you studying for the first time?

Please let your Case Manager know, they can advise on any funding that might be available.



## Invite to information sessions

The Collective Impact Board had raised with us that people would like to know more about home ownership, employment law and ACC support to the Community. Sessions were originally planned for February 2022, but postponed due to COVID-19.

Now that we are able to hold face to face meetings, the Kaiwhakaoranga Service will be hosting information sessions on **17 July 2022 at Te Hāpua (Halswell Centre) 341 Halswell Road**, with special guest speakers on the following topics:

<b>1:00pm to 1:30pm</b>	<b>Employment Law</b>
<b>2:00pm to 2:30pm</b>	<b>ACC Purpose and Supports</b>
<b>3:00pm to 3:30pm</b>	<b>Pathways to home ownership</b>

**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.



He Kaupare. He Manaaki.  
He Whakaora.  
prevention. care. recovery.



# Kāpuia Ministerial Advisory Group

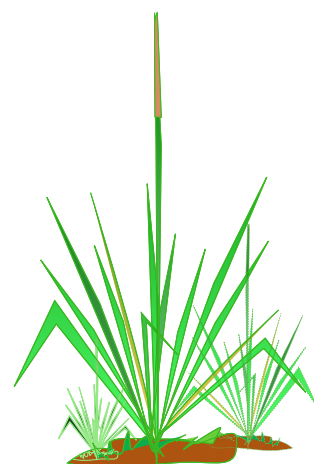
## Kāpuia is the Ministerial Advisory Group on the Government's Response to the Royal Commission of Inquiry into the terrorist attack on Christchurch mosques.

Kāpuia provides independent advice to the Government on its response to the Royal Commission of Inquiry into the terrorist attack on Christchurch mosques to make New Zealand a safer, more inclusive country for everyone.

The name Kāpuia comes from the whakataukī or proverb “Ki te Kotahi te kākaho ka whati, ki te kāpuia e kore e whati”. This whakataukī means if there is only one reed, it breaks easily, but gather many together they will not break.

These reeds reflect the different cultures in New Zealand, and when we all come together, we are strong and cannot be broken. By standing together in New Zealand, we will enhance social cohesion and create a safer country for everyone - by being together we cannot help but have each other's backs.

You can find out more about Kāpuia, as well as read their latest letters of advice to the Minister on the [Kāpuia website](#).



## COVID-19 remains at Orange Light setting

New Zealand remains at the COVID-19 Orange Light setting. At Orange, there is community transmission of COVID-19, with increasing risks to vulnerable communities, and pressure on the health system.

## 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.

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**

# Collective Impact Board Update

The Collective Impact Board (the Board) was established on 25 May 2021 in line with the Royal Commission of Inquiry (RCOI) 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 in place until May 2023 and has two main aims:

1. To provide recommendations to the Kaiwhakaoranga Service on wrap-around services to support the needs of the community
2. Create a best practice guide that can help inform wrap-around services and support should a tragedy of this nature happen again.

## Community Engagement

The Board ran four community engagement sessions in May 2022, three in-person and one online. The purpose of these sessions was to:

1. share with the affected community what the Board has been doing
2. hear feedback on what services people in the community have been accessing and understand what services have been working well, what could be improved and what services are needed that are not currently available.

The Board is currently collating the insights gained from the collective voices at these sessions and will use this information to help inform recommendations on wrap-around services for the community affected by March 15.

## Community Representative positions on the Board

**The Board are inviting self-nominations from members of the community affected by March 15 who are interested in joining the Collective Impact Board.**

The nomination process opened on **Monday 30 May 2022** and closes on **Friday 10 June 2022 at 5.00pm.**

For more information about the nominations process please visit:

**[www.collectiveimpactboard.org.nz](http://www.collectiveimpactboard.org.nz)**



**[askcib@msd.govt.nz](mailto:askcib@msd.govt.nz)**



**[www.collectiveimpactboard.org.nz](http://www.collectiveimpactboard.org.nz)**

# Have your say!

## Pike River Families are developing standards for working with survivors

Anna Osbourn, Sonya Rockhouse and Rowdy Durbridge from the Pike River Family Reference Group invite you to provide feedback on a draft model standard for working with survivors.

Pike River Families have been working with Te Kawa Mataaho Public Service Commission (PSC) to co-design a model standard for public service organisations.

This standard was initiated by Pike River Families because of their experiences and those of others they have spoken with. It will guide public service organisations that work with the survivors of large scale tragedy.

The aim of the standard is to ensure that survivors of large scale tragedy are empowered by their interactions with the public service in the days and years after the event.

They have focused on three key principles:

1. Empower survivors
2. Be upfront
3. Work together

They are now seeking feedback on this standard from other survivors to ensure that it is as useful as possible. By getting this right we can make a real difference for survivors of future large scale tragedies.

The Draft Standard can be reviewed [here](#) and the survey is available to fill in [here](#), please pass it on to any other survivors you are in contact with.



## Keeping Healthy

### June is Men's Health Month

Men's Health Month is a great time to have a think about our health and how important it is, to start talking about it with our brothers, friends, families and doctors, and to do something for ourselves to be just a little bit healthier.

### Men's Health Week is from 13 June to 19 June 2022

Men's Health Week was established to remind us all of the small things we should be doing, the health routines we can understand and control.

Find out more about Men's Health Week along with health information and a men's health check survey on the [men'shealthweek](#) website.

You can also find some great information about men's health on the [men's health trust NZ](#) website.

**men'shealthweek**  
TE WIKI HAUORA TĀNE

### 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.





## 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](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 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.

# 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](mailto: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](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



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.**



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



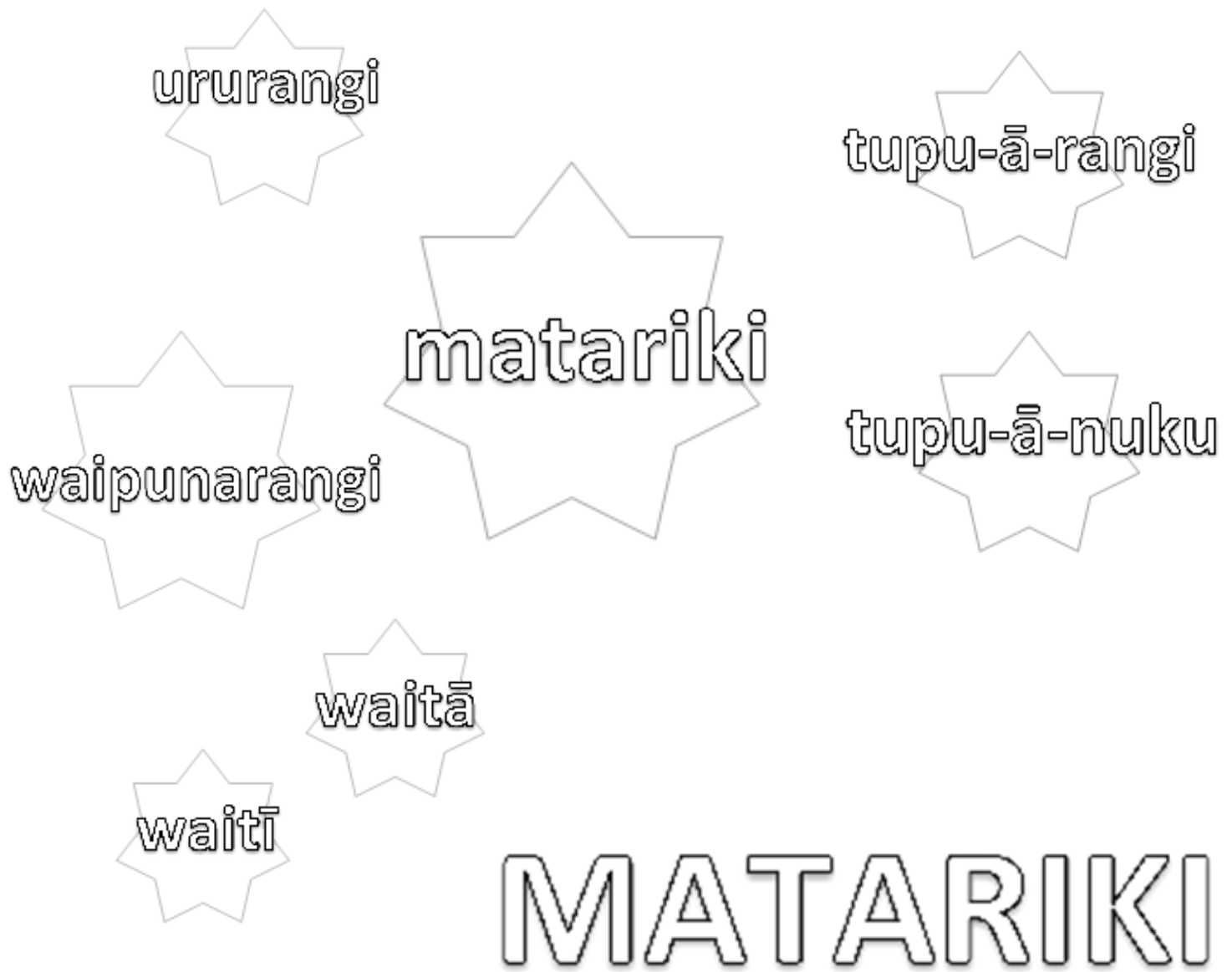
**(03) 961 9257**



# Children's Corner

## Colouring-in Fun

Colour-in and decorate the seven stars in the Matariki Stars cluster.



## Learn more about Matariki and download an activity book

You can learn more about Matariki on the [Te Papa website](#):

- Matariki facts
- The Māori lunar calendar and How to find the Matariki star cluster
- The legend of Matariki and the six sisters
- Songs that celebrate Matariki
- Download the [Matariki Activity Book](#)