

OCTOBER 2022, ISSUE 9

# KAIWHAORA PĀNUI



## KIA ORA ...

Welcome to the 9th 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.

## Spring is the time for planting!!!

Spring brings the warmer weather and is perfect for sowing seeds and planting edibles for a summer harvest.

As well as service updates, this month's newsletter is full of helpful information on how to start your own garden or access community gardens.

- Kaiwhakaoranga Service Update.....page 2
- Information sessions on working in NZ.....page 3
- Winter Energy Payment update.....page 3
- Building financial capability.....page 4
- Victim Support.....page 5
- Special Topic: Gardening.....page 6
- Free Webinar: What's going on for my Child or Teen.....page 8
- COVID-19 rules now relaxed.....page 9
- Mental Health and Wellbeing.....page 10
- Kaiwhakaoranga Services and Support.....page 11
- Kids Corner.....page 12

Hope you enjoy this update and please let us know any feedback by emailing [support@msd.govt.nz](mailto:support@msd.govt.nz)

Take care.

السلام عليكم

Assalamu Alaykum



# Kaiwhakaoranga Service update From Marie

*Kia ora, Assalamu alaikum, السلام عليكم,*

I am really enjoying the warmer weather and I am busy building my new vegetable garden so that we can enjoy fresh veges this summer. Send us pictures of your garden so we can include them in the next Pānui.

We are really pleased to welcome our new Case Manager Shamsun Nahar. Shamsun comes to us from Christchurch Budget Service and has a background in Social Work. She speaks Bengali, Hindi and Urdu. Many of you may already know her from her work in the Community.



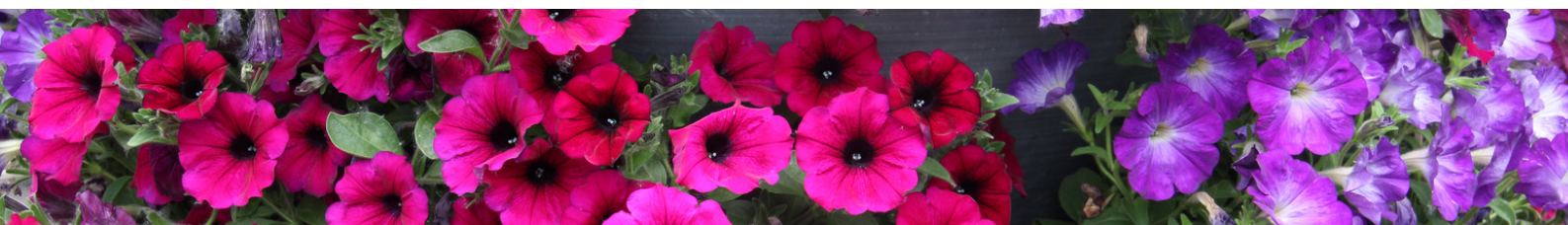
During September, the Service supported the Ministers Hui held in Christchurch on 3 September 2022. Three Case Managers attended the hui and enjoyed connecting with members of the community.

Our Drop in Service in Sydenham is now open again and you can find the details below along with information on the Winter Energy Payment for 2022 which will end on **1 October 2022**.

If you have any questions about any content or need help with anything then please contact your Case Manager. You can also contact me on [marie.ward001@msd.govt.nz](mailto:marie.ward001@msd.govt.nz).

**Marie Ward**

Kaiwhakaoranga Service Manager



## Kaiwhakaoranga Notices

### Sydenham Service Centre has reopened

The Sydenham Service Centre, where the Kaiwhakaoranga Drop-In Service for people new to the service is held, has reopened.

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**.

If you already have a Kaiwhakaoranga Case Manager please contact them in the usual way.

### New Brighton Service Centre is closed

The New Brighton Service Centre will be closed for refurbishment from Friday, 7 October and will reopen on Wednesday, 2 November 2022.



Sydenham Service Centre  
39 Durham Street South  
Sydenham



## Employment Focus

### Information Sessions

We are continuing to run information sessions on working 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 and cover letter
- MSD products and services.

These sessions are held fortnightly and we have heard good feedback about these sessions.

Please email  
support@msd.govt.nz or  
contact your Case Manager if  
you are interested in finding  
out more.



## Winter Energy Payment

**The Winter Energy Payment for 2022 ended on 1 October 2022.**

**When you'll get your last payment:**

### **If you get paid weekly**

You'll get 6 days of the Winter Energy Payment in your payment for the week starting 3 October. Your first payment without the Winter Energy Payment will be in the week starting 10 October 2022.

### **If you're getting NZ Super or Veteran's Pension**

Your 2-weekly payment on 11 October will have 4 days of Winter Energy Payment included. Your first payment without the Winter Energy Payment will be on 25 October 2022.

If you qualify for the Winter Energy Payment next year, you'll get this automatically from 1 May 2023 until 1 October 2023.

**You do not have to take any action as this will happen automatically. For more information see the [Work and Income website](#).**

## Letting us know about changes to your financial situation

Please let us know about any new or changes to existing:

- wages, self-employed or business income, business shareholding, ACC payments, overseas pensions, trust income, insurance payments, other regular income (child support, investments, rental income) or lump sums or one-off payments.

This helps your Case Manager ensure you are receiving any additional financial support that you may be entitled to.

**If you are unsure then please talk to your Case Manager.**





# Do you need help with personal financial management?

## Building financial capability

The Building Financial Capability (BFC) service is free and confidential and provides more than just budgeting. BFC focuses on working with people to make long term positive changes, through access to financial advice, support, and education and mentoring. There are also products and services that will help people work towards achieving their financial goals.

### To access Building Financial Capability:

Freephone: 00800 345 123

Text: 4029

Email: [help@moneytalks.co.nz](mailto:help@moneytalks.co.nz)

Online chat: [www.moneytalks.co.nz](http://www.moneytalks.co.nz)

For more information see  
[www.moneytalks.co.nz](http://www.moneytalks.co.nz) or  
talk to your Case  
Manager

## Disability Allowance and Child Disability Allowance

**Disability Allowance is a weekly payment for people who have regular, ongoing costs because of an ongoing health condition or disability for you, your partner or dependent children. This could be to cover additional costs related to your health condition or disability such as visits to the doctor or hospital, medicines, counselling or travel. You don't have to be on a benefit to qualify. There is an income test, where income from both you and your partner is taken into account.**

### Who can get it?

- You, or your partner or your dependent child has an ongoing health condition or disability that is likely to last at least 6 months
- have regular, ongoing costs as a result of the ongoing health condition or disability that are not fully covered by another agency
- are a New Zealand citizen or permanent resident and normally resident in New Zealand.

**Child Disability Allowance is a non-taxable allowance that is available to the principal caregiver of a dependent child who has a serious disability. There is no income and asset test for Child Disability Allowance.**

You can apply for both Disability Allowance and/or Child Disability Allowance on behalf of a child if they're 18 or under and financially dependent on you. You may be able to get both the Disability Allowance and the Child Disability Allowance for the same child. You can't get a Disability Allowance if you get Board payments from Oranga Tamariki for the child.

**This information is a guide only, please talk to your Case Manager to talk about your individual circumstances.**



Check what you might get

# What help is available from Victim Support?



**Every year Victim Support receives over 46,000 referrals to provide support to victims of crime and trauma. The emotional and practical support is provided by employed or volunteer Support Workers and can be for individuals, families or others affected by the crime or trauma.**

Our Support Workers take the lead from the victim as to the type of support they require – and the length of that support. There are no limits for the hours or length of that support. Should a victim decline VS support or wish to cease with us – we respect their decision – but they can also reconnect at any time.

The only financial support victims can access through Victim Support – is through the Victim Assistance Scheme – VAS – which we administer on behalf of the Ministry of Justice. MoJ set the guidelines and rules for that support – and it is usually for serious crimes to support the victim or family on their journey through the Justice process.

For the victims of the Mosque attacks that support has been comprehensive and ongoing – with the personal support being provided by Support Workers coming to Christchurch from throughout the country. The financial assistance through VAS has also been comprehensive – supporting the victims and their families at each Justice event. Ongoing counselling has been approved and funded for those who request it – with extensions to MoJ limits being readily granted.

**For more information see**  
**[victimsupport.org.nz](https://victimsupport.org.nz)**  
**0800 victim (0800 842 846)**

## Coronial hearing support

As the first Coronial hearing set for May 2023 approaches, the Support Workers from Victim Support will work with each identified victim to identify their wishes to attend – planning such things as travel and accommodation if needed well in advance.

A dedicated team will be assembled to support the victims and families leading up to the hearing – and provide support during the four weeks as required.



**If you need any help connecting to Victim Support please contact your Case Manager for assistance.**



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



**(03) 961 9257**

# The Health Benefits of Gardening

## CREATES CONNECTION

Spending time in nature and growing with family and friends.



## BOOSTS PHYSICAL WELLNESS

Exercising when planting and growing healthy foods to eat.

## BUILDS SELF-ESTEEM

Feeling accomplishment and pride when plants grow successfully.



## GROWS MENTAL WELLNESS

Boosting serotonin, flow, and creativity. Lowering risk for Alzheimer's & dementia.



# Gardening ideas

To help you get started with your vegetable garden we have compiled some helpful information:

- **CCC Edible Christchurch**: Provides fantastic information on growing food at home, food foraging and edible parks, farmers markets and much more.
- **Nelson City Council GROW IT guide**: A really great guide on how to create gardens, grow food and make compost.
- **Tui's Beginners guide to vegetable gardening**: This guide is designed to help beginner vege gardeners on their way to harvesting a bumper crop of homegrown vegetables in 3 simple steps: Prepare, Plant, Nourish.
- **Yourhomeandgarden.co.nz**: Spring is the perfect time to get your kitchen garden going. This quick and easy guide provides helpful information on what to plant and sow during October.
- **DOC how to attract birds to your garden**: Learn how to plan and plant a garden to attract native birds.

Some further information on Community Gardening activities happening in Canterbury:

- **Canterbury Community Gardens Association**: Did you know that there are 46 community gardens in the Canterbury? View their website for details on where to find Canterbury's community gardens.
- **Sport Canterbury 20:20 Compost**: See what this project is doing to support food security.



# Positive Parenting | Free webinar

MHERC is a leading provider of professional development and education in mental health and wellbeing, mental illness, and addictions. See [MHERC's website](https://mherc.org.nz) for more information.

Free webinar series

## What's Going On for My Child or Teen?



**Do you want to help your child or teen who may be exhibiting challenging behaviours or experiencing distress?**

Join us for this series of free webinars, presented by expert facilitators to learn strategies to support your child or teen. Parents, caregivers, teachers, and those working with children can gain the confidence and tools to address a range of issues that may affect children and teens. Attend the entire series or choose which webinars you'd like to attend.

- 1 The Importance of Self-Care and Self-Regulation**  
**Wednesday 19 October, 7.00pm – 8.30pm**  
Gain an understanding of the importance of looking after yourself first, and learn tips and tools for self-care. Facilitated by Mel Johns.
- 2 Strategies for Challenging Behaviour**  
**Tuesday 25 October, 7.00pm – 8.30pm**  
Explore what might drive challenging behaviour, and develop strategies that can be used when this behaviour arises. Facilitated by Catherine Gallagher.
- 3 Anxiety in Children and Teens**  
**Tuesday 1 November, 7.00pm – 8.30pm**  
Develop your knowledge and understanding of anxiety in children and learn ways you can support them. Facilitated by Catherine Gallagher.
- 4 School Avoidance**  
**Tuesday 8 November, 7.00pm – 8.30pm**  
Explore the issue of children avoiding school, discover how this is often linked to anxiety, and gain tools to address school avoidance. Facilitated by Catherine Gallagher.  
*(It is highly recommended that you also attend the session on anxiety as this is often a key driver of school avoidance).*
- 5 Supporting Children and Teens Through Big Emotions**  
**Wednesday 16 November, 7.00pm – 8.30pm**  
Gain an understanding of how you can support your child or teen who may be experiencing intense feelings. Facilitated by Sarah Drummond.
- 6 The Importance of Healthy Sleep Habits**  
**Wednesday 23 November, 7.00pm – 8.30pm**  
Explore the importance of sleep habits and learn ways to establish healthy routines. Facilitated by Ruth Troughton.
- 7 Supporting Children and Teens in a Digital World**  
**Wednesday 30 November, 7.00pm – 8.30pm**  
Consider the effects on children and teens living in a digital world and explore tools and strategies which can be used to have discussions about wellbeing and safety online. Facilitated by NetSafe.

Register at [mherc.org.nz](https://mherc.org.nz)  
Contact [education@mherc.org.nz](mailto:education@mherc.org.nz)  
or 0800 424 399 for more information

**Register Here**





# COVID-19 rules now relaxed

The traffic lights ended on Monday, 12 September 2022.

## Key points

- You no longer need to wear masks except in healthcare settings. For example, you must wear a face mask when visiting doctors, pharmacies and hospitals. See [here](#) for more information.
- You are encouraged to wear a mask in crowded places, such as public transport, or when visiting people who are high risk.
- If you test positive for COVID-19 then you must still isolate for 7 days

## Self isolation and testing positive for COVID-19

If you test positive:

- The self-isolation period remains at 7 days.
- You must stay at home and avoid contact with other people in your household.
- Report your positive result online at [My COVID19 record](#) or by calling the helpline on 0800 222 478
- Household contacts do not need to isolate. They should test daily for 5 days. If they test positive, they need to begin 7 days of isolation as someone with COVID-19.
- You can end your self-isolation 7 days after your symptoms started or you tested positive, whichever came first.

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.

## Vaccinations

**Getting vaccinated is the number one thing New Zealanders can do to help relieve pressure on our health system this winter.**

A **second COVID-19 booster** is available for:

- everyone over the age of 50 and recommended for anyone over the age of 65
- Māori and Pacific Peoples older than 50
- people who are severely immunocompromised
- health, aged-care and disability workers over the age of 30.

Anyone who is eligible for a second booster can get one from:

- walk-in and drive-through vaccination centres
- booking online using [BookMyVaccine](#)
- calling the COVID Vaccination Healthline on [0800 28 29 26](#).

**Flu shots** are available by booking with GPs or local pharmacies.

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**

# 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 [Purapura Whetu](#) website, contact muslimwellbeing@pw.maori.nz or call (03) 379 8001.
- **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.**



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

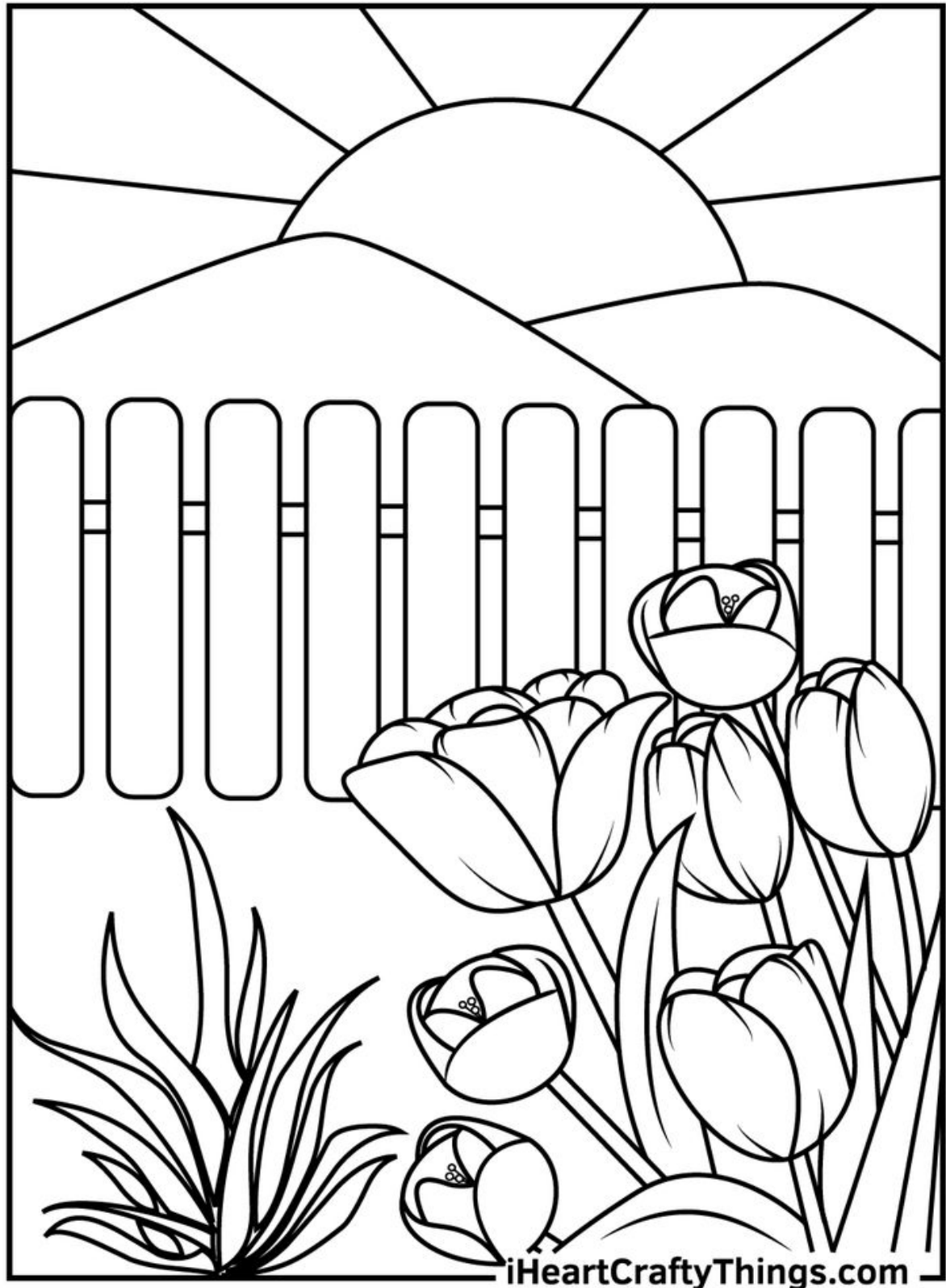


(03) 961 9257



# Children's Corner and Colouring Page

**School Holiday Dates** - Most schools break from Saturday 1 October to Sunday 16 October



## School Holiday Programmes, Events and Activities

For ideas on what you can do with your children these holidays, visit the following websites:

- Christchurch City Council Libraries - [School Holiday Programmes, Events, and Activities in Ōtautahi](#)
- Christchurch City Council Libraries - [Library school holiday programmes and activities](#)
- Christchurch City Council [What's On](#)
- [For other fun outdoor ideas visit kidspot.co.nz](#)