

KAIWHAKAORANGA PĀNUI

KIA ORA ...

Welcome to the 13th 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.

Email: support@msd.govt.nz
Phone: 03 961 9257

Ramadan Mubarak رمضان مبارك

Whilst we are in the holy month of Ramadan, I want to take a moment to reflect on the hope and positivity that it brings to our lives. This is an opportunity for self-reflection, discipline, and spiritual growth, as we all strive to become better versions of ourselves.

Despite the challenges that we may face, Ramadan is a reminder that we have the strength and resilience to overcome them. It's a time to come together as a community and support each other through acts of kindness and charity.

We have been privileged to support you for the last four years and humbled by your generosity of spirit and the kindness you have extended by allowing us into your lives. We don't take this for granted.

So, let's use this time as an opportunity to reflect on the challenges that we have faced, and to look forward with hope and optimism for the future. Let's continue to come together as a community to support each other and to spread positivity and kindness wherever we go.

May this Ramadan bring peace, love, and blessings to you and your loved ones. Ramadan Mubarak!

السلام عليكم
Assalamu Alaykum

Denise Jackson
Social Development Manager
MSD Canterbury



Kaiwhakaoranga Service update From Marie



Kia ora, Assalamu alaikum,
السلام عليكم



رمضان كريم Ramadan Kareem

I wish you and your family well during this important time in the Muslim calendar. It is a good time to reflect on what we can be grateful for in our lives and the difference being kind can make to others.

Earlier this month as part of remembering March 15, Denise Jackson and I attended a number of events including the Dua Collective Prayers at the Al Noor Mosque. This event was filled with emotion and hope and we both felt privileged and humbled to be part of it.

There are a couple of upcoming events to note in your diary:

- A **Collective Impact Board** (CIB) Update and Feedback Hui on Saturday, **29 April 2023** - see **Page 8**, you will need to **RSVP for this event**
- A Kaiwhakaoranga **Careers and Employment Expo** on Thursday, **4 May 2023** (in the morning)

Further information will be provided close to the time.

Did you know that we have supported over **100** people into work since May 2022. We have also run a successful skills for industry partnership programme with Flourish International. Of those who completed the first programme, **75%** have already gained employment. There is a second Flourish programme underway. If you are interested in any work programmes or want help with your job search please contact your Case Manager, or Work Broker or come along to our Careers and Employment Expo on the 4th of May 2023.

Over the Easter and Anzac holidays there are some changes to payment dates - see later in this Pānui.

If you want to talk about the service you are receiving from us please feel free to contact me directly to discuss your concerns.

If you wish to lodge a complaint through another channel you are able to do this by phoning the MSD Contact Centre on 0800 559 009 or writing to:

Ministry of Social Development - PO Box 1556, Wellington

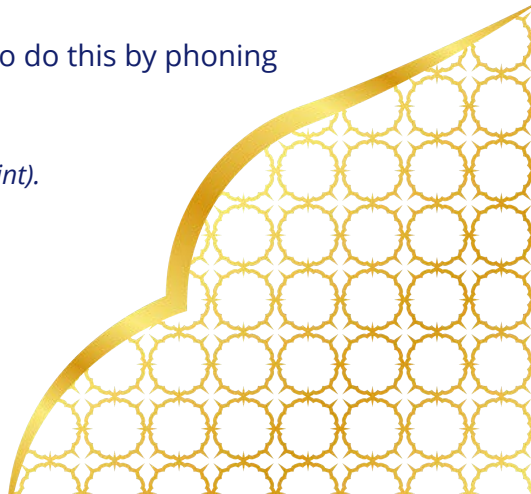
(Please include your name, contact details, client number and details of the complaint).

السلام عليكم

Assalamu Alaykum

Marie Ward - Kaiwhakaoranga Service Manager

Email: marie.ward001@msd.govt.nz | Phone: 029 290 4718



Annual General Benefit and Payment Adjustment from 1 April 2023

On 1 April 2023, benefit and payments increased due to the Annual General Adjustment. Benefits and payments have been adjusted to account for inflation.

The new rates are based on either the:

- Consumer Price Index (7.22% rise), or
- Net Average Wage (6.24% rise).

Main benefits are based on the net average wage. This year the Government has announced an extra increase to main benefits of 0.98%. This is so main benefit rates match the Consumer Price Index. This change will support more people and whānau to manage the increased cost of living.

Your first payment in April will be partly paid at the new rates. This is because 1 April falls on a Saturday, which is partway through the pay period.

You'll get the full increase in your second payment, either in the week of:

- 10 April, if you're paid weekly, or
- 24 April, if you're paid fortnightly.

Please also see information about Easter payment dates on the next page.

To find out more about what this means for your payment – see

<https://www.workandincome.govt.nz/products/benefit-rates/benefit-rates-april-2023.html>

When your main benefit increases, this may affect some of your other payments like Accommodation Supplement or Temporary Additional Support. These other payments could increase or decrease, depending on your situation.

See **[Changes to other payments if your main benefit goes up - Work and Income](#)**

If you are unsure of what this means for you or need additional information please contact your Case Manager.

We have a few public holidays during April this year. From 7 April to 10 April we celebrate Easter and on 25 April we celebrate Anzac Day.

All MSD offices will be closed on these days. Contact Centres will be open on Saturday, 8 April.

Easter week

If you're normally paid on Tuesday 11 April, you'll be paid early, on Friday 7 April. This payment will be available by EFTPOS and ATM machine.

All other payments over Easter will not change.

Anzac week

If you're normally paid on Tuesday 24 April, you'll be paid early, on Saturday 22 April. This payment will be available by EFTPOS and ATM machine.

All other payments over Anzac will not change.

Please note that when you are paid early, it is not an extra payment.

ANZAC DAY

Lest We Forget



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 2023 and ends on 1 October 2023

Winter Energy Payment rates for 2023

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

If you have a partner

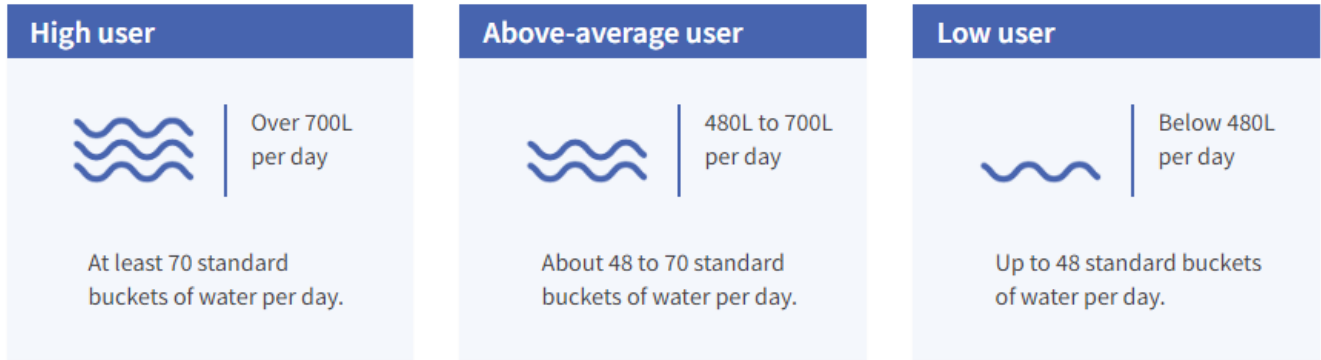
Couples are paid \$31.82, whether you live together or separately. It's paid to one person in the couple. The system we use for payments can't split it to pay into 2 separate accounts.

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

Christchurch City Council Water Charges and Usage

Property owners of Christchurch and Banks Peninsula households that regularly use much more water than average will now need to pay extra for their water supply.

How much is a high-water user?



What makes your water usage high?

- Watering your garden often or long periods of time
- Any outside sprinklers or irrigators left on by mistake
- Any leaks somewhere on your property
- Check out these [water saving tips and tricks](#)

How to find leaks:

- Be onto it with leaks at your place and it could help you avoid water charges
- Watch [this video](#) on how to check for leaks
- Leak in the road? Whether it's a big leak or a little squirt, contact [Christchurch City Council](#)

Why do we need to be careful with water usage?

- It is up to all of us to be mindful of how we water. Making small changes can result in a big reduction in your water usage
- In hot, dry weather, the demand for water can double. This can lead to supply issues and impact emergency services like firefighting

Remission information:

You can be eligible for [remission](#) or reduction in charges if any of these circumstances apply:

- Have an unexpected high usage, such as a leak, upon proof the leak was repaired promptly.
- Families with more than 8 members, using water responsibly.
- High usage due to a personal medical condition.
- You can read [here](#) for more specific information on the eligibility criteria for remissions and what you will need to provide for one.

Council Water Charges and Usage

Who is responsible for paying excess water bills in rented properties:

- The property owner, or the person who receives the property's rates bill, will also receive the excess water supply bill. The landlord must pay the bill and can then ask the tenant to reimburse them.
- If high water use is due to a leak, it's the owner's responsibility to get it fixed and apply for remission.
- Visit the Government's Tenancy Services [website](#) for information about tenants and their water use.

Water Reporter

Christchurch and Banks Peninsula households can check their usage using the Water Reporter.



You can access the Christchurch City Council Water Reporter [here](#) or by clicking on the image above.

For more information see the [Christchurch City Council Water charges webpages](#).



Selwyn and Waimakariri Councils



- For those on demand supply there is a minimum charge of \$288 per year for water usage in the Selwyn District. There is an additional charge of 72 cents per cubic metre of water (1,000 litres = 1 unit) which is billed every six months
- For more information check [here](#)



- There are no general water charges for the Waimakariri district, for specifics, you can check [here](#)



Collective Impact Board

INVITATION

The Collective Impact Board (CIB) warmly invites members of the Muslim Community affected by the 15 March 2019 terrorist attack and the Kaiwhakaoranga Service and its partner agencies to an update and feedback hui.

This hui will cover:

An **UPDATE** from the Board on its Work Programme and the sharing of **LEARNINGS AND LESSONS** on wrap-around services the Board has collated. There will be an opportunity for the community and agencies to share their lessons and learnings at this hui. This information will be used to help inform the Best Practice Guide the Board is working on. This guide aims to inform wrap-around services should a tragedy happen again.

This is an in-person hui held on:

Saturday 29 April 2023 - 10.00AM to 1.30PM

Ōrauwhata: Bishopdale Community Centre Hall

13 Bishopdale Court, Bishopdale, Christchurch

*Please note: refreshments and a light lunch will be provided

Please RSVP by Monday 24th April 2023

by emailing: AskCIB@msd.govt.nz

Easy Walks around Canterbury

Autumn still has some beautiful sunny days to get out and about in Canterbury

Crater Rim - Godley head to Evans Pass

(5km, 3hrs there-and-back located at the Godley Head car park. Dogs must be kept on leads. From Godley Head car park follow the track up and under steep rocky bluffs before reaching Breezes Col and winding around to Livingston Col. Skirt around to the Lyttelton Harbour side where there are fantastic views from both sides of the ridge. This is a 30-minute drive from Christchurch City Centre.)



Packhorse Hutt and Track

(this is a bookable service nine-bunk hut in the Christchurch and Banks Peninsula area. It is a 1 hour and 20-minute walk and has year-round access. It is an intermediate level and usually enjoyed as a half a day walk if you take your time. This is a 35-minute drive from Christchurch City Centre.)

Quail Island

(4.5km walk where there is an easier short walk and an easy walking track that is a bit longer. No dogs are permitted on this track. It will take 2.5 hours if you do the whole loop and it lies within Lyttelton Harbour, 25 minutes from Christchurch City.



Thank you to MSD staff member Jo Mattingly for providing the photos from her own adventures.

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.
- **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 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.



COVID-19 | Additional Vaccination Booster Doses

There is still COVID-19 in the community. The Ministry of Health have advised updated advice on COVID-19 Vaccination Boosters.

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.

Vaccination Update

From 1 April 2023, regardless of how many boosters you have had, you can get an additional booster if you are:

- aged 30 and over
- at higher risk of severe illness from COVID-19.

Boosters are especially recommended for:

- all people over 65 years old
- people at risk of severe illness if they get COVID-19
- people living in aged residential care facilities.

To get a booster:

- you must have had at least your first two COVID-19 vaccinations
- it must have been at least 6 months since your last COVID-19 vaccine
- it's recommended you wait at least 6 months if you have had a COVID-19 infection.

Anyone who is eligible for a booster can get one by

- 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**

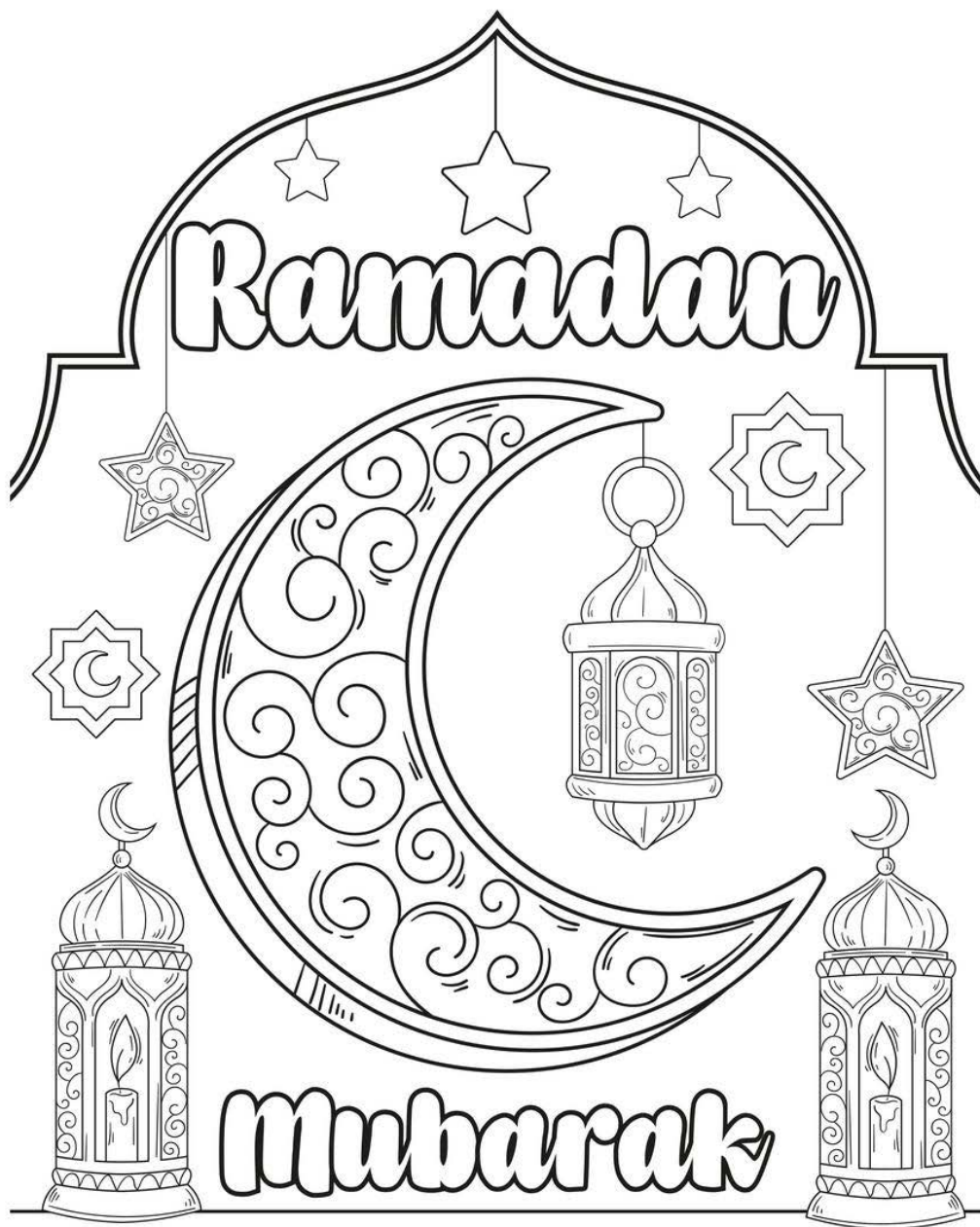
Children's Corner | School Holidays

School Holiday Dates

Most schools break from Thursday 7 April 2022 to Sunday 23 April 2023.
Please check with your child's school.

School Holiday Fun

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.



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](#)

Children's Corner | Word Search

Find the Ramadan words below.
Circle the words when you find them.



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

Find the following words in the puzzle.
Words are hidden ↑ ↓ → ← and ↘ .

EID
 GRATITUDE
 HAJJ
 HILAL
 IFTAR
 ISLAM
 LAYLAT AL QADR
 LIGHT

MADFA
 MOSAHARATY
 PATIENCE
 PEACE
 PRAYER
 RAMADAN
 SALAH
 SHAHADA

SUHOOR
 SUNRISE
 SUNSET
 TARAWIH
 ZAKAT

Created using word search generator on Super Teacher Worksheets - www.superteacherworksheets.com

