

KAIWHAKAORANGA PĀNUI

SEPTEMBER 2023, ISSUE 15

KIA ORA ...

Welcome to the 15th edition of the 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 or call 03 961 9257.

Spring is in the air!

Spring is a great time to get out and about in our community and the outdoors. It is also a great time to start new things.

To help you with some ideas on new things to try, we have included lots of information on education and training options in this Pānui.

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We would love to hear any feedback you have about what you would like to see in the Pānui. Please email support@msd.govt.nz with your ideas.

Take care and enjoy Spring.

السلام عليكم

Assalamu Alaykum



Kaiwhakaoranga Service update From Marie



Kia ora, Assalamu alaikum, السلام عليكم,

The year is flying by and spring is now upon us.

In July we welcomed three new case managers to our team. Ngaire Lambie was with the Service in the early days so some of you may already know her. Matt Shepherd and Rena Morgan also come to us from their roles as MSD case managers. In addition, Mariam Ibrahim joined us in August from Immigration. We are very excited to have them all in the team.

Of course, with these changes in the team we will need to make some Case Manager changes. We will contact you if this affects you.

Our Case Managers have been busy supporting many people with the upcoming Coronial Hearing in October, which we hear is providing some challenges for many of you. One of our roles is to help with visitor visa applications. We are working very closely with Immigration to progress these applications as quickly as possible.

If you need help with your visa applications and you don't have a case manager with Kaiwhakaoranga – we can still support you. Please email support@msd.govt.nz or phone 03 9619257, we are here to help.

In conjunction with Canterbury Community law, we held a Ready to Rent Information Session on 24 June 2023. The session covered all things about renting including how to apply, your rights as a tenant, and healthy homes standards, amongst other things. Feedback from those who attended was very positive. If you want to talk about the Service you are receiving from us, please feel free to contact me directly to discuss your concerns

Marie Ward

Kaiwhakaoranga Service Manager

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



Kaiwhakaoranga Notices

Rangiora Service Centre Refurbishment

The Rangiora Service Centre, is being refurbished and will be reopening from **12 September 2023**.

In the meantime, if you do not have a Case Manager and you are part of the affected community and you would like support from the Kaiwhakaoranga Service please contact us on (03) 961 9257 or email us support@msd.govt.nz.

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



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 2023 to 30 June 2024. You must return your application to the council by 30 June 2024. Eligibility criteria apply.

What is a rates rebate?

A rates rebate is a partial rebate for eligible, low-income ratepayers who pay rates on their home to the council.

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 below.

Rates Rebate Calculator

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



Spring is a great time of the year to visit the Botanic Gardens

See the Christchurch City Council website to see [what's in bloom](#) and [what events are on](#) at the Botanic Gardens.

Hagley Adult Literacy Centre



HALC love helping learners build their everyday English - in speaking and writing. Their small and friendly classes are based in Edgware, Wigram, Papanui and Upper Riccarton.

For those who are employed they have experienced tutors who will work one to one with their learners - daytime or evening sessions, arranged to suit each person.

Visit their website: hagleyadulthoodliteracy.org or phone us on 03 364 5212 or 027 899 5220.

**Enrolments
are taken at
any time and
are free for
those with NZ
Residency or
Citizenship**

ENGLISH LESSONS

FREE CLASSES for ADULTS

We have spaces available in our English Language Classes in Edgware. These are part time, two sessions each week.

Come and join us to practice English for everyday life.



ARE YOU WORKING?

Do you need help to upskill?

We have space available in our FREE Workplace literacy and numeracy course. Work one-to-one with a tutor on your goals.

Some eligibility requirements.
Call us to see if this is right for you!



**Class 2 truck
learners licence**

**Learn all
aspects of
Class 2 road
code**

Contact us now:
03 364 5212 or 027 899 5220
Email: halcadmin@hagley.school.nz

www.hagleyadulthoodliteracy.org

**HAGLEY ADULT
LITERACY CENTRE**
102 Champion Street
Edgware

Learn English with us



English
for work and
everyday
life

Learn
in class,
for work,
at home

Free and
low cost
lessons

English Language Partners

Offers a wide range of English language and literacy classes free to NZ residents.



ELP cater to learners at all levels from preliterate to advanced from 1 hour up to 18 hours study per week.

Classes include:

- Home tutoring 1-2 hours per week with a trained volunteer in your home
- English Language Groups – from beginner to upper intermediate/advanced level
 - **Face to Face** in Riccarton, City or Phillipstown
 - **Online live classes** on Zoom, over 40 different options to choose from including Kiwispeak, Mother and Child, reading & writing etc
- English for Employees – workplace English, evenings or weekends
- ESOL Literacy – for preliterate/low level learners of English, 10 hours per week
- ESOL Intensive – elementary level, 18 hours per week

Flexible start dates.

For more information contact English Language Partners Christchurch
Level 1 | 334 Manchester Street | Christchurch 8013

T: 03 377-3141

E: christchurch@englishlanguage.org.nz | W: www.englishlanguage.org.nz



For people with
English as a
Second Language



English for
work, life and
study



Meet new
people. Make
new friends.



Learn a wide
range of topics

PEETO

Offers a wide range of English language classes including English for Health Care, English for Business Communication, English for Hairdressing and Barbers, and English for Customer Service.

ENGLISH FOR IMMIGRANTS AND REFUGEES



- Communicate better in your daily life.
- Improve your English for better job opportunities.
- Prepare yourself for further study.



★ FREE ENGLISH COURSE ★

FREE For Eligible

- NZ Residents and Citizens.
- Partner of New Zealander Work Visa.
- Partner of New Zealander Visitor Visa.

This course is funded by TEC

Contact Us:

info@peeto.ac.nz M:02108393810
20 Twigger Street, Addington, Christchurch

Classes timetable:

12 hours/week

From Monday to Thursday

Morning classes:

- 9 AM to 12 PM.

Or,

Afternoon classes:

- 12:30 PM to 3:30 PM.



CATEGORY ONE PROVIDER

English For Work

**Study free and
get a certificate**

This course is **free for eligible NZ residents and citizens**. Study 40-80 hours, 2-4 hours per week at a **time that suits you**. On completion of the course, you will receive **a certificate**

- **Communicate and customer service skills**-face to face, phone and email
- **Pronunciation and understanding the Kiwi accent**
- **Understanding Kiwi workplace culture**
- **Health and safety in the workplace**
- **Improving skills for understanding and completing forms and documents at work**
- **Reading, writing, listening, speaking, grammar, vocabulary**

FREE

Contact us:

info@wels.ac.nz
Mobile: 02108393810

This course is funded by TEC under the workplace literacy programme



ARA | Te Pūkenga Digiboost Webinars

Check out ARAs Excel, Outlook and MS Teams 1 hour webinars for the rest of the year. Only \$35 each, an affordable and convenient way to enhance your computer skills.

[Click here for more information on the ARA | Te Pūkenga Digiboost Webinars](#)

Do you want to supervise, manage or lead a team?

ARA's Level 4 New Zealand Certificate in Business (First Line Management) is a great way to equip yourself with the skills to successfully motivate staff and enhance productivity.

The next intake is in October this year – contact ARA on engagement@ara.ac.nz for more information.

[Click here for more information on the ARA | Te Pūkenga New Zealand Certificate in Business](#)



Employment Focus

The Ministry of Social Development (MSD) in partnership with Flourish Education Consultancy New Zealand brings you the third Flourish Job Skills course. This programme aims to get all participants trained, upskilled and into sustainable employment by the end of the programme.

The second Flourish Job Skills Programme concluded in April 2023 with 60% of candidates going into employment.

Are you receiving support from MSD?
this programme is for
YOU

Job Skills Programme

Enrol Now!

Ip Op 22231555

About Our Programme

This programme offers job support for those from the ethnic community looking for customer service roles. You will learn the following:

- ✓ Customer service skills
- ✓ Workplace culture
- ✓ Wellbeing at work
- ✓ Job interview preparation

Enjoy the Following Benefits

- ✓ Transport allowance to and from training venue
- ✓ CV and cover letter support
- ✓ Job placement assistance and in-work support

To apply Email your CV to:

admin@flourish.ac.nz



* To be eligible, you must be receiving financial assistance with work obligations (e.g. job seeker benefit). We can help you assess your eligibility.

When?

9 Oct - 3 Nov

Mon - Fri, 9:30am - 2:30pm

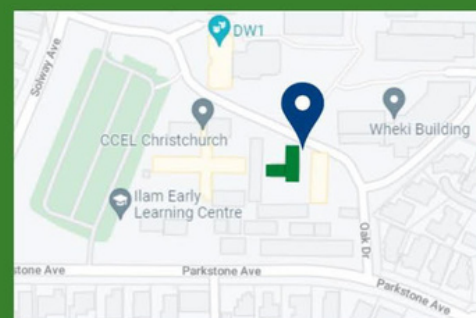
Cost?

FREE

The programme is free for eligible* applicants.

Where?

To be confirmed.



www.flourish.ac.nz

FLOURISH



Christchurch Resettlement Services

Christchurch Resettlement Services (CRS) provides support to people from refugee and migrant backgrounds living in Ōtautahi/Christchurch to settle successfully in Aotearoa/New Zealand by providing a range of professional services that build on strengths to promote wellbeing and resilience.

CRS Services



Bilingual Community Work

Providing cultural, linguistic and community-based support to clients from refugee backgrounds and staff across all areas of service delivery.



Social Work

A social work response for resettlement and adjustment issues, mental health and family violence.



Health Promotion

Improving social inclusion, wellbeing and positive health practices for people from refugee and migrant backgrounds.



Culturally and Linguistically Diverse (CALD) Counselling

Providing counselling for people from CALD backgrounds, either in their mother tongue, or through an interpreter.



Bilingual Tutor and Childcare Support Service at Living Well Christchurch

Supporting the learners at English Language Partners Literacy Programme



Psychosocial and Mental Health Support

For people affected by the 15 March mosque attacks

Ladies' Swimming Programme

This programme is only for women (and boys under 5 years old)

A tutor assists attendees to learn to swim

WHEN: 2-4 pm on every Sundays during school term

WHERE: Pioneer Stadium, 75 Lyttelton Street, Somerfield (on Orbiter bus route)

COST: \$2 per woman, \$1 per woman aged 5-17 years, free for girls and boys under 5 years



CONTACT: Denise 03 3350311 (ext 33) or denise.h@crs.org.nz



Ladies' Exercise to Music Programme

This programme is open to ladies from refugee and migrant backgrounds

WHEN & WHERE:

- Every Monday 1:00-2:30pm at Linwood Pool, 141 Smith Street, Linwood.
- Every Thursday 10:30-11:30am at Harvard Community Lounge, Corsair Drive, Wigram. (During school Term)

COST: Free

CONTACT: Denise 03 3350311 (ext 33) or denise.h@crs.org.nz

For more information visit CRS's webpage at crs.org.nz

Phone: +64 (03) 335 0311

Fax: +64 (03) 335 0312

Collective Impact Board Update

The Collective Impact Board has updated its website

The Collective Impact Board would like to thank everyone who has taken time to contribute to their work programme. Over the last 2 years, they have heard from you through emails, personal, individual, and small group communications, community engagements, and through the Kaiwhakaoranga Service regarding the support you need. The Board's work programme has since grown to 40 themes.

You can find out more about their [full Work Programme](#), updates, as well as presentations shared at their [Community Engagement Hui](#) on the [Collective Impact Board's website](#).



askcib@msd.govt.nz



www.collectiveimpactboard.org.nz

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.



Children's Corner and Colouring Page

Spring activities for children

- **Make a flower crown** with beautiful spring flowers
- **Make a sand saucer.** Choose an old shallow dish, pop in some sand or florist foam and decorate it with flowers and leaves from the garden..



For more ideas visit the [kidspot website](https://www.kidspot.com.au).

