

DECEMBER 2021, ISSUE 2

KAIWHAKAORANGA PĀNUI

KIA ORA ...

Welcome to the second 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 have to be receiving income 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**.



HOLIDAY PERIOD OFFICE HOURS

All of our offices, contact centre and Service Express are closed on these dates:

- Monday 27 December, Christmas Day observed
- Tuesday 28 December, Boxing Day observed
- Monday 3 January, New Year's Day observed
- Tuesday 4 January, day after New Year's Day observed.

Our online services

You can use MyMSD at any time, including public holidays. MyMSD is our online service where you can apply and manage your information online. You can use it to do things like:

- apply for a food grant and dental costs
- declare your wages
- tell us about a change in address, phone or accommodation costs
- view your payment details
- tell us about overseas travel.

Please contact us via email support@msd.govt.nz or for urgent needs phone **03 961 9257**

HOW TO GET MY VACCINE PASS

There are 3 ways to get your My Vaccine Pass — online through **My Covid Record**, over the phone, and in person at a pharmacy.

The quickest way to get a pass is through the website **My Covid Record**. If you are unable to do this online there are other options.

Over the phone

If you cannot access My Covid Record, or do not have a unique email address or valid ID, you can call the Ministry of Health to request a physical copy. It will help to have your NHI number ready.

If you require a pass urgently and can't wait for the post, visit a pharmacy that is offering COVID-19 vaccinations. They can help you print your My Vaccine Pass.

Phone: 0800 222 478

In person at a pharmacy

Pharmacies that are providing COVID-19 vaccinations can also help you request and print a My Vaccine Pass for free. Confirm in advance that they offer this service, and bring your NHI number if you can when you visit.

You do not need to have ID or an email address. You will be asked some personal details so you can be found in the system.

If you need support with this your case manager will be able to help you. Please contact your case manager directly or [email support@msd.govt.nz](mailto:support@msd.govt.nz)



COMMUNITY ACTIVATION FUND

The Community Activation fund invites applications from community groups organising initiatives in Canterbury that support and grow cohesion for Christchurch communities affected in anyway by the events of 15 March 2019.

Recognising that recovery is a long-term process, this fund provides support for community initiatives that improve community safety, participation, inclusion, and social cohesion for communities affected in any way by terror attacks.

Grant applicants are encouraged for initiatives that proactively:

- Support women and/or children
- Increase people's sense of safety and wellbeing
- Increase community participation and empowerment
- Grow the connections between communities and encourage integration
- Build hope

Grants tend to be no more than \$1,000 per project, though larger grants can be made for projects that demonstrate they will have a large, positive effect and align with the priorities above.

If the project requires more than \$1,000 please email communitygrants@ccc.govt.nz or call Lynette Foster on 03 941 6585 before you apply.

Grants cannot be provided towards:

- Salaries or administration costs
- Events that have already taken place
- Regular events that would not typically require grant funding
- Activities that intend to generate profit
- The promotion of commercial, political, or religious objectives
- The purchase of alcohol



MENTAL HEALTH SUPPORT

There are a number of health organisations and resources available to support both adult and children.

You can access a list of resources for adults at this weblink here: [Wellbeing and Mental Health | Canterbury Resilience Hub](#) or visit resilient.org.nz

Resources for children can be accessed at this weblink here: [Helping a Child | Canterbury Resilience Hub](#) or visit resilient.org.nz

For urgent or crisis mental health care for **children or youth**:
CAF Emergency Service at CDHB
(Monday - Friday, 8.30am - 5.00pm):
Freephone 0800 218 219, option 2

OR after hours Crisis Resolution Services at CDHB
(24 hours, 7 days a week):
Freephone 0800 920 092

For urgent or crisis mental health care for **adults**:
Single Point of Entry/Crisis Resolution services at CDHB:
Freephone 0800 920 092 (24 hours, 7 days a week)

The Canterbury Resilience Hub has helpful tips and guidance, and links to health providers and counsellors.

Check these out at their website www.resilient.org.nz



NEED TO TALK?

1737

**free call or text
any time**





Wellbeing Advice for Events or Media Coverage Related to the March 15 Attacks

Events, media or public discussion that highlight the Christchurch mosque attacks again may cause you to feel a range of emotions. You could feel anything from anger, sadness, anxiety, to numbness.

Take a moment to think about things that have helped you in the past, and try these. Here are some ideas that may help:

Have Good Supports Around You

- Spend time with people you trust and feel safe with. You might want to talk about what you have heard and read, or you might prefer to talk about other things and get your mind off it.

Take Care of Your Body and Mind

Taking care of your physical health can really help with managing stressful times.

- Eat regularly and drink lots of water. Avoid too much caffeine and junk food.
- Have a good sleep routine and sleep early.
- Get out into nature as much as you can. Regular walks can help.
- Take breaks. Get some fresh air, have a short rest, talk to a friend, listen to/read Qur'an.

Take a Break from Media

There might be lots of media coverage and discussion of the attacks. **Remember you have the choice to stop watching or reading at any time.**

- Limit your time on social media and the news.
- Avoid reading comments or people's posts as these can be upsetting.
- Encourage young people to take breaks from social media.

Use Self-Soothing and Grounding Techniques

If you are feeling overwhelmed:

- Activate your senses to focus on the present moment: notice three things you can feel, hear, see, smell, and taste.
- Have things with you that soothe you, e.g. aromatherapy oil, coffee beans, dhikr beads.
- Prayer can help to refocus and give us strength. Make wudu in cold water to stimulate your senses, recite some comforting ayah from the Quran, make dhikr and dua.
- If you feel agitated, movement and exercise may help.
- Notice where you are tense in your body by tightening and slowly loosening your muscles. You might notice your forehead, jaw, neck and shoulders are very tight.
- Breathe. Slow, deep breaths in and out. Notice your stomach rise and fall.

Be Kind to Yourself

It's normal to feel a lot of different emotions.

- Don't expect too much of yourself over the next few weeks.
- Take time to do things you enjoy in the evenings, or schedule things to look forward to.

Ask for Help

This time might feel overwhelming and upsetting for you. Reach out and let people know if you or someone you love is struggling.

You can contact your Victim Support Worker or someone else you trust, and talk to them about what is going on.

Call **1737** for confidential counselling anytime.

Contact Purapura Whetu (**0800 4 WHETU**), Christchurch Resettlement Services **03 335 0311**, or your General Practitioner team.

For more ideas and wellbeing advice, visit the [Tips and Guidance](https://www.resilient.org.nz) page on the [resilient.org.nz](https://www.resilient.org.nz) website.

Please note that this information is accurate as of 22.11.21 but may be subject to change after that date.

INFORMATION SESSIONS

The Collective Impact Board have raised with us that they have been hearing that people would like to know more about housing and NZ Law.

We have listened to this feedback and MSD will be hosting information sessions with special guest speakers in the New Year on these topics:

- **Housing - Buying a home and tenancy law**
- **Employment Law**
- **ACC Law**

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.

Further details on these information sessions will be distributed closer to the time.

