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### Important Information for Work and Income Clients receiving Temporary Additional Support or Special Benefit

Tēnā koe

We help a huge number of clients all around New Zealand with a wide range of payments every day; nearly all go smoothly.

However we have found several areas where we acted in good faith but later found our practice was out of sync with the law. The first was an Accommodation Supplement payment issue and we've now repaid 21,705 people over \$14.6 million.

I'm writing to let you know how we're fixing a Special Benefit issue. We've identified 8,241 current and former clients who would have been better off moving from Special Benefit to Temporary Additional Support, since it was introduced in 2006.

At the time we thought people weren't able to move. We subsequently found they could and we're putting this right. We're fixing it by inviting people to now move to Temporary Additional Support and we'll pay them any money they might have missed out on.

#### People getting Special Benefit now

From 23 April 2018, we started phoning 481 current clients who may be better off moving to Temporary Additional Support, depending on their situation. We're inviting them to meet with us to talk about their situation. We'll help them work out what's best for them, taking current and future factors into account.

We want these clients to make the right choice for them so we're suggesting they also talk to an independent advocate, advisor, trusted family member or friend before they decide. Once people move to Temporary Additional Support, they can't go back to Special Benefit.

#### People who used to get Special Benefit – online enquiry

Anyone who used to get Special Benefit can use a simple online enquiry form to check if they've missed out on any money.

From 30 April we will start writing to 4,223 current clients no longer getting Special Benefit, who would clearly have been better off on Temporary Additional Support. We're telling them what's happened, apologising and inviting them to use the simple online enquiry form to retrospectively move from Special Benefit to Temporary Additional Support. Then we can pay them any money they've missed out on.

We've worked with beneficiary advocates to develop a proactive approach to fixing this issue so we can make sure clients get all the financial support we can give them.

PTO

Some people will be offered financial or budgeting advice as part of our support. They may want a financial plan of action to help them use any payments for positive, life-changing opportunities.

### More information – and helping spread the word

We'd appreciate it if you can spread the word to your staff and networks about the Special Benefit issue and how we're fixing it.

Below is our website page where you'll find more information and our online enquiry form:  
<https://www.workandincome.govt.nz/products/a-z-benefits/fixing-some-payment-errors.html>

Anyone, including former clients, who wants to check if they've missed out on money because of either the Special Benefit or the Accommodation Supplement issue can use the online enquiry form. It's very easy to use.

Let me know if you have any questions or concerns.

Ngā mihi  
Janine Dowding  
Regional Commissioner  
Ministry of Social Development  
Nelson, Marlborough, West Coast  
Email: [janine.dowding001@msd.govt.nz](mailto:janine.dowding001@msd.govt.nz)

## WHO'S NEW



Open Home Foundation has undergone a few staff changes recently.

Social Worker Liz Furness who worked for Open Home Foundation for 13 years has left her position to travel and spend more time with family.

Social Worker Alastair Smith has left to begin a new position with the Ministry for Children/Oranga Tamariki.

In the last month Open Home Foundation also welcomed recent graduate Casey Boyce to the team as a Support Worker.

## FUNDING

A reminder that Rata Foundation have made changes to their funding process.



Organisations have the option of applying to one of two Funding Programmes within a 12 month period. To find out more about the new Funding Programmes go to <http://www.ratafoundation.org.nz/funding> or phone 0508 266 878. If you have any enquiries please call one of our friendly staff on Freephone 0508 266 878, or phone 03 335 0505 or email: [enquiry@ratafoundation.org.nz](mailto:enquiry@ratafoundation.org.nz).

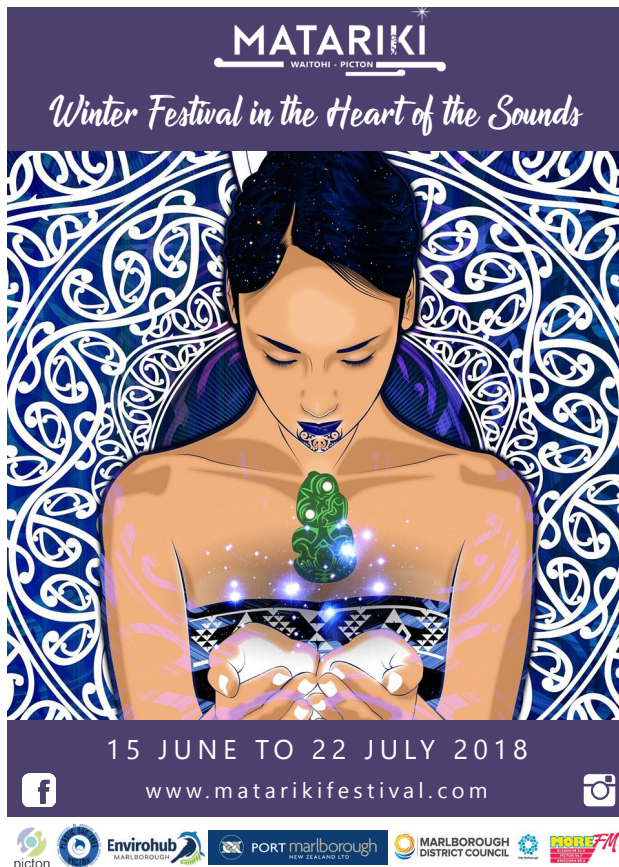
## UPCOMING EVENTS

The poster for 'Get your Skates On' features a blue background with colorful confetti and triangular bunting at the top. In the center, the Picton Smart & Connected logo is above the text 'Get your Skates On' in a large, white, handwritten-style font. Below this, the dates '8 - 11 JUNE' are displayed. To the right, there is a large illustration of a pair of light blue ice skates. The bottom section of the poster contains event details in a table-like format.

<p>This June Picton Smart and Connected is bringing an artificial ice skating rink to Picton - a perfect way to celebrate the start of the winter season. All proceeds will go towards the Queen Charlotte College 2018 Japan trip.</p> <p>Keep up to date with all the latest event information on the Picton My Place Facebook page.</p> <p><b>COST:</b> Open to all for a \$2 gold coin donation</p>	<p><b>WHERE:</b> London Quay Picton</p> <p><b>TIME:</b> Friday 10am - 8pm Saturday 10am - 8pm Sunday 10am - 6pm Monday 10am - 4pm</p>
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At the bottom of the poster, there are logos for the Queen Charlotte College, Marlborough District Council, and a placeholder for the 'Insert ferry sponsor logo'. On the far right, there is a logo for 'MORE FM'.

## UPCOMING EVENTS



**MATARIKI**  
WAI TOHI - PICTON

*Winter Festival in the Heart of the Sounds*

15 JUNE TO 22 JULY 2018

[www.matarikifestival.com](http://www.matarikifestival.com)

Logos: picton, Envirohub, PORT marlborough, MARLBOROUGH DISTRICT COUNCIL, MARE FM



**the ART of Wellbeing**

**10 – 17 October 2018**  
**at the Yealands Estate Gallery,**  
**204 High St, Blenheim**

**An exhibition of artwork to celebrate the healing expression of creativity**

**Invitation and guidelines for entries**

We are looking for original artworks that reflect the theme of **“Wellbeing”**.  
They can be made from any media, must be easy to transport, exhibit and comply with Gallery conditions.  
They must be the work of the person submitting.  
All entries will be considered, and the final pieces selected by CARE Marlborough.

**Closing date for entries : Monday September 24<sup>th</sup>.**  
Person(s) submitting work will be 15 and over and live in the Marlborough region. They must also identify with mental health issues.

**Contact Carla or Jelena at CARE Marlborough for more details of entry and upcoming Art workshops.**  
03 578 0302 [caremarlb@xtra.co.nz](mailto:caremarlb@xtra.co.nz)

## NEW SERVICE

### Launch of Safe to talk, He pai ki te korero sexual harm helpline

A new 24/7 sexual harm information and support helpline - called Safe to talk - is available across New Zealand from 16 April 2018.

Safe to talk provides free, confidential information and support to people affected by sexual harm. People who contact the helpline can remain anonymous and say as much or as little as they would like.

The helpline can be accessed free, 24 hours a day, 7 days a week by phone, text, website, online chat and email on::

- Freephone: 0800 044 334
- Text: 4334
- Website/online chat: [www.safetotalk.nz](http://www.safetotalk.nz)
- Email: [support@safetotalk.nz](mailto:support@safetotalk.nz).

Safe to talk is staffed by specialists trained in sexual harm support. People will be able to access information, crisis counselling and support, and/or be given advice about their local service providers.

Homecare Medical has been contracted by the Ministry of Social Development to run Safe to talk . They run the National Telehealth Service which provides other helplines such as Healthline, Quitline, Depression, and other specialist services.

Safe to talk has been set up as part of the Government's commitment to better support people affected by sexual harm in any way and prevent sexual harm by ensuring more people get the help they need at the right time.

Please help to spread the word about Safe to talk.

For more information, go to [www.safetotalk.nz](http://www.safetotalk.nz) or email the team at [info@safetotalk.nz](mailto:info@safetotalk.nz)



# PROGRAMMES

## Marlborough Youth Trust

### Pink Shirt Day

The Youth night market went off with a hiss and a roar with stalls, food, fun, and competitions. The majority of the night maintained a healthy crowd that hit an apex when the flash mob happened. The flash mob was a collaboration from Momentum Dance Academy, Dance on Grove, and Be Cre8ive, who danced to the song 'This is Me' from the film The Greatest Showman. MYT kept the show going with the volunteer help of the MYTAG and the Youth Employability Program. The evening ended with a Pink Shirt fashion show featuring hand designed shirts the youth could make during the event.



### Youth Week Meet & Eat

The Meet & Eat event ran from Monday to Friday from 3:30 to 5:00pm at the MYT office. Each day carried its own guests to fit in with the youth week theme 'Be Who You Want To Be' the guests were Russell Smith and Dean Buckley of the local police, film maker Phil McKinnon and radio personality Tash Knox, marketer and victim support worker Ashley Nally and Marlborough App journalist Alica Brunke, Mayor John Leggett, Weber Bros circus ring mistress Meryl Cassie and photographer/cine-matographer Dan Wye.

There was a free afternoon tea each day for youth to come in and ask their questions to the guests. At the end youth worker Chris Lippiatt gave a videoed interview that went online each day. At the time of writing the collective viewership for the weeks films is over 4700.

Here is the URL for the interview with John

<https://www.facebook.com/marlboroughyouthtrust/videos/1656747167777775/>



### YES Programme

The YES program has been working on a project putting together a film called 'Got it sorted?' for the 'Ready Prepared ness' campaign. This is a part of our funding obligations to put together a short film that can be used as a teaching tool for awareness throughout the secondary schools and on the MOYD website to teach young people to be ready and prepared at all times in case of an emergency.

So on the 19th June (after prior auditions) we were ready to film this project. We had 36 young people from all walks of life including members of the current YES program, involved in the film itself right from main cast to supporting cast, make up artists to the behind the scenes runners and props people. It was a very successful event with the young people totally enjoying every minute of it. It is now in the editing phase and will be ready by the 8th June to be submitted into the Top of The South Film Festival also.

The YES program has 4wks to go and the film will be previewed at the YES graduation on the 22nd June this year.





## Understanding and Supporting Behaviour Workshop

"Connection before Correction"

### DETAILS

**Wesley Centre Blenheim**

**Methodist Parish  
3 Henry Street, Blenheim**

**Wednesday 13 June**

**9.00am – 3.00pm**

### ABOUT SESSION

Are you a foster caregiver, a whanau/kin caregiver, a grandparent raising grandchildren or a professional supporting caregivers? Then this workshop will benefit you!

We explore the principles of trauma informed caregiving practice and how this relates to child's behaviours.

We look into how therapeutic caregiving supports tamariki (children) to heal and thrive. The main principle of this is through the connection before correction principle. Come along and find out how this can transform or build on what you are doing now in your home.

Limited spaces available. So register now!

To register please contact: Christine at Fostering Kids NZ



0800 100 849 Or online at:



<https://fosteringkids.net/schedule/schedule.php>

[www.fosteringkids.org.nz](http://www.fosteringkids.org.nz)

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# Safeguarding Children

Tiakina ngā tamariki

## CHILD PROTECTION SEMINAR LEVEL 1

### SAFEGUARDING CHILDREN AND YOUNG PEOPLE

Grow your child protection knowledge and skills with this seminar delivered by our nationally recognised experts. No matter what sector you work or volunteer in, this seminar will give you the skills to protect children and young people.

Includes:

- Child abuse and neglect and the impact on children
- Signs of abuse and neglect
- Vulnerability
- Responding and reporting to child abuse
- The roles of child protection policies and procedures
- Best practice guidelines
- Vulnerable Children's Act
- Information sharing

#### SEMINAR INFORMATION

Tuesday 26th June 2018

1pm-4pm

NMIT Marlborough Campus, 85 Budge Street, Riversdale, Blenheim

Afternoon tea provided

\$65 incl. GST per attendee

Payments via direct banking or invoice

Certificates available for all attendees.

To register call Gabi on 027 772 4469 or email:  
[office@safeguardingchildren.org.nz](mailto:office@safeguardingchildren.org.nz)

[WWW.SAFEGUARDINGCHILDREN.ORG.NZ](http://WWW.SAFEGUARDINGCHILDREN.ORG.NZ)





# Safeguarding Children

Tiakina ngā tamariki

## INTERACTIVE CHILD PROTECTION POLICY WORKSHOP

### SAFEGUARDING CHILDREN AND YOUNG PEOPLE

Do you work with, or provide services to children and families? Let our expert team assist you to audit your child protection policy and procedures and develop robust, workable child protection policies and procedures. Bring along your current child protection policy and procedures to our new innovative workshop.

Includes:

- Interactive audit and review
- Child Protection Policy guidance and development from leading national experts
- Embedding a culture of child protection
- Testing your current Child Protection Policy and Procedures
- Networking opportunity and peer support
- Child Protection Policy Development Plan to take away

#### SEMINAR INFORMATION

Wednesday 27th June 2018

9.30am-3pm

NMIT Marlborough Campus, 85 Budge Street, Riversdale, Blenheim

Morning tea provided- bring your own lunch along

\$165 incl. GST per attendee

Payments via direct banking or invoice

Certificates available for all attendees.

**To register call Gabi on 027 772 4469 or email:  
[office@safeguardingchildren.org.nz](mailto:office@safeguardingchildren.org.nz)**

**[WWW.SAFEGUARDINGCHILDREN.ORG.NZ](http://WWW.SAFEGUARDINGCHILDREN.ORG.NZ)**

## ORGANISATION PROFILE

### Free support for hearing loss journey

A free national hearing loss service is helping people manage the impact of hearing loss on their daily lives, reducing frustration and even isolation.

Life Unlimited Hearing Therapy is a Ministry of Health-funded service where people can get one-on-one support from a qualified hearing therapist.

Blenheim hearing therapist, Tania Shearer, says the people she works with are often at the start of their hearing loss journey - feeling like they might need some help, but not sure where to begin.



"We can help right from the start with an independent and free hearing evaluation, including finding out how you are finding daily communication, like hearing in group situations or café settings, or on the phone," says Tania.

"We don't sell or fit hearing aids but we can give you information about what's available, organise a referral to an audiologist or GP if that's the best option, and help with funding applications. We can also help people who already have hearing aids but are having problems using them. Whatever your hearing goals are, we can work together to make a plan to achieve them."

Sometimes, simple strategies, such as having the confidence to let people know you have a hearing impairment, can work wonders.

"We help people to ask for what they need – perhaps a quiet table in a café, or for people to get their attention first before talking to them. Instead of avoiding social situations, we can give tips and strategies so people can enjoy going out and feel less stressed about their hearing difficulties."

Tania runs clinics from the Marlborough Community Health Hub on Queen Street in Blenheim every Monday and Tuesday. Call 0800 008 011 to book an appointment or email [info@hearingtherapy.co.nz](mailto:info@hearingtherapy.co.nz)

#### Missing things in conversation?

Hearing Therapy is a **FREE** and independent national service funded by the Ministry of Health.

We can help you to live well with your hearing loss.

Call 0800 008 011 to book your free appointment with our qualified Blenheim hearing therapist Tania Shearer.



**0800 008 011** [www.hearingtherapy.co.nz](http://www.hearingtherapy.co.nz)

Part of Life Unlimited Charitable Trust

## NOTICES

### Community Workers' Group Inc

This is the group that:

Organises the monthly Networking Meetings held on the second Monday of every month.

Organises the Community Newsletter. Your organisation can put information and articles into it.

Makes connections with networks in other communities and nationally through our membership of New Zealand Council of Social Services.

Meetings coming up:

11 June 2018

9 July 2018

### Quote

*"Even if you're on the right track, you'll get run over if you just sit there" - Will Rogers.*



## NOTICES



BLENHEIM ROTARY  
BOOT SALE

## WHAT YOU NEED TO KNOW

The boot sale is really simple, no need to book a spot, simply turn up and pick a spot or one will be allocated to you, we charge \$5 per car park so that's all you need to pay. Most people turn up between 7am and 8am and it finishes around 1200 - 1230pm. We come around and do a collection at about 9:30am so have your \$5 ready then. Only restriction is, if selling cooked foodstuff, then a Marlborough District Council permit is required. See you there!



ROTARY:  
MAKING A  
DIFFERENCE



Our Annual Book Fair will be held at 20 Market St (next to BikeFIT) Wednesday 13th to Saturday 16th 10am to 6pm Sunday 17th June 10am to 1pm.

Books can be dropped off at supermarkets where our Wheelie Bins are located, at 20 Market St Monday to Friday 10 to 4pm from 28th May or at the Cancer Society Office in the Forum.

Daffodil Day Friday 31st August start planning now, can you volunteer for the day or weeks ahead? Do you have bulbs to plant, flowers to donate? Contact Cancer Society Marlborough phone 5794379 or email [marlboroughcancersoc.org.nz](mailto:marlboroughcancersoc.org.nz)

### SeniorNet Drop-in Day

**Thursday 21<sup>st</sup> June**

**From 1pm**

SeniorNet Marlborough Sounds will be holding its monthly drop-in day at the Linkwater Hall from 1pm on Thursday 21<sup>st</sup> June.



So, if you have any issues with a laptop computer, tablet or smartphone, bring it along to us and we will endeavour to sort out the problem. If we don't have an answer for you on the day, we'll look for a solution and get in touch with you to complete the job.

Or come along for a chat... We're quite partial to that!

Just a gold coin donation.

For further information contact Bryan on 574 1311

### Community Newsletter

These newsletters go out bi-monthly. The next newsletter for 2018 will be August 2018. Information about services you provide, upcoming events, training opportunities, etc are welcome. Please get your items to Lyne Reeves at Council by Friday 27 July for the August issue. Email to [lyne.reeves@marlborough.govt.nz](mailto:lyne.reeves@marlborough.govt.nz)