

New to Christchurch?
***Useful information for
migrants and newcomers***



Useful information for migrants and newcomers

*Have you just moved to
Christchurch?*

Are you a newcomer?

*Do you need information to
help you settle in the city?*

Look no further...

Our guide, *Useful information for migrants and newcomers*, has all the key information you need to help you get settled, from transport to banking, and tax to medical care.

We hope you find the guide useful as you make a new life here in Ōtautahi, Christchurch.



Welcome

Nau Mai Haere Mai

欢迎

Willkommen

Selamat Datang

ようこそ

Talofa Lava

Karibu

أهلاً وسهلاً

Merhaba

Fáilte

Bienvenido

환영합니다

Mabuhay

Bem-vindos

Malo e lelei

Ni sa bula vinaka

Message of welcome from the Mayor of Christchurch, Lianne Dalziel



It is with great pleasure that I welcome you to your new life in Christchurch. Our city is a very friendly place, even more so because our community came together after the earthquakes. We learned how important it was to value and take care of each other, and to take the time to enjoy ourselves. You join us in a multi-cultural city with people from over 165 ethnicities.

Canterbury is a great place to start your life in New Zealand. The rebuild after the earthquakes has created an atmosphere of optimism, energy and momentum. Today, Christchurch is a city of many opportunities and great diversity, full of colour and vibrancy. What Lonely Planet and the New York Times love about Christchurch is the innovative, and creative use of space that we see everywhere.

I hope the information in “New to Christchurch” will help you and your family to feel welcome in your new home.

Nau mai, haere mai, welcome, welcome, welcome.

Lianne Dalziel

Message of welcome from the Kaiwhakahaere (Chair) of Ngāi Tahu, Sir Mark Solomon



Te Waipounamu, The South Island of New Zealand, is a wonderful place. Its rich history is intertwined with Ngai Tahu people who hold the rangatiratanga or the tribal authority to over 80 per cent of the South Island. Ngai Tahu means the “people of Tahu” and all Ngai Tahu can trace their ancestry back to one man – Tahupotiki – the founder of Ngai Tahu.

Over the years, Ngai Tahu have welcomed many people to this land and in particular to the city of Otautahi, or Christchurch. You now join all these others in becoming a Cantabrian and it is your turn to be welcomed to this wonderful city. Enjoy our city and enjoy the lifestyle and benefits of living in Otautahi.

*Ta Mark Solomon, KNZM
Kaiwhakahaere
Te Runanga o Ngai Tahu*

Christchurch in transition

Christchurch and surrounding areas have experienced three major earthquakes since 4 September 2010.



While parts of the city have been badly affected, Christchurch as a whole continues to operate as a city. Local business people have created thriving entertainment, education and business hubs on the outskirts of the Central City.

Christchurch remains the economic hub of the South Island, and there are many new opportunities as a result of the rebuilding work.

To find out more about the agencies and organisations providing information and assistance for earthquake recovery visit:

- Central City rebuild site
www.futurechristchurch.co.nz
- or
- (CERA), the lead Government recovery agency
www.cera.govt.nz
- Preparing for a natural disaster
www.civildefence.govt.nz
www.getthru.govt.nz



Understand how your City Council works

The Christchurch City Council www.ccc.govt.nz provides community support, libraries, swimming pools, public parks, cemeteries, cultural events and festivals. The Council also collects rubbish, builds roads and provides animal services.

The Christchurch City Council website www.ccc.govt.nz is an excellent source of information about the city, and what is going on in your community.

The Council is made up of elected members, Mayor and Councillors, and a corporate organisation of employees led by a Chief Executive. There are also eight community boards, which advocate for their local community interests.

To find out more about how Christchurch City Council works visit www.ccc.govt.nz/thecouncil/howthecouncilworks.

Elections for local government are held every three years. The last election was in 2013. You are qualified to enrol if:

- you are over 18 years of age
- you are a New Zealand resident AND
- you have lived in New Zealand for one year or more continuously at one point

Everyone whose name appears on the national electoral roll can vote in their local government elections. For further information regarding local government elections, visit the www.ccc.govt.nz keyword: election.

As an elected representative body, the Council encourages its residents to voice their opinions. Whether you want to put forward a good idea, contribute to a current or upcoming community project, you can do this by:

- Visiting www.ccc.govt.nz/haveyoursay which has information on current, upcoming and past hot topics and how to have your say, or
- Contacting the Customer Call Centre by phoning (03) 941 8999

or

- Staff at your local service centre can assist you with general enquiries or requests for service, or
- You can contact your local councillors or community board members directly.

Their contact details are also available at all city libraries and Council service centres, or at the [Civic offices, 53 Hereford Street](#).



Emergency services

- *Police*
- *Fire*
- *Ambulance*
- *Civil Defence*
- *Doctors*
- *Other Important help*

Phone 111 when you need to get help quickly:

- someone is sick and needs to be rushed to hospital;
- you feel you are in personal danger;
- there is a fire or a serious accident.

Phone 111 to get the:

- Police;
- Fire services;
- Ambulance.



Tell the operator:

- which service you need – the police, or the fire service or the ambulance;
- your location (street and house number);
- what your emergency is;
- your name.

Civil Defence

Christchurch may experience earthquakes, floods, storms, tsunamis, and pandemics. You need to prepare yourself before an emergency occurs. Follow the Survival Guide information at the back of the yellow pages or visit www.getthru.govt.nz.

You must be able to support yourself and your family immediately after a disaster for three days or more, so make a family emergency plan and prepare a survival kit. Go to www.ccc.govt.nz/cdem for further information.

For a civil defence emergency, go to www.ccc.govt.nz/cdem

Find other important help

For police help in a non-emergency situation, call: Central Police Station phone (03) 363 7400. Interpreting is available. Refer to [Language assistance](#).

For a doctor's help in a non-emergency situation refer to [Health and Wellbeing on pages 27-29](#) in this guide.

Human Rights

It is against the law in New Zealand to be discriminated against because of your race, ethnic background, sexual orientation, sex, age, disability, religion or family status, amongst other things.

If you feel you have been discriminated against, talk to the Human Rights Commission Te Kāhui Tika Tangata. They can provide free and independent help to resolve your situation.

Phone: (03) 379 2015
TTY (teletypewriter): 0800 150 111
Email: infoline@hrc.co.nz
Visit: www.hrc.co.nz

If you are a migrant worker, you have the same rights as all other workers in New Zealand. It is not acceptable for your employer to take advantage of you. It may even be against the law.

Visit: www.immigration.govt.nz/exploitation
Freephone: 0200 209 020

Free legal assistance

Community Law Canterbury gives free legal information and advice for people with unmet legal needs.

35 Riccarton Road
Phone: (03) 371 3819 or 0508 CANLAW
Visit: www.canlaw.org.nz

Immigration New Zealand

If you have questions about living and working in New Zealand, you can call the immigration New Zealand contact centre on:

Free phone: 0508 55 88 55 extn 2
Email: newmigrantinfo@mbie.govt.nz

A walk in information service is available at selected Citizen Advice Bureaus (CAB) throughout Canterbury.

Visit: www.newzealandnow.govt.nz/regions-nz/canterbury

Government referral and information services

The Office of Ethnic Affairs provides referral and information services for people whose culture and traditions distinguish them from the majority in New Zealand.

Email: ethnic.affairs@dia.govt.nz
Visit: www.ethnicaffairs.govt.nz

The Ministry of Pacific Island Affairs provides policy and monitoring, communication and relationship management functions for Pacific Peoples.

Phone: (03) 366 7202
Email: christchurch@mpia.govt.nz
Visit: www.mpia.govt.nz



1. Get the information you need

You can get the information you need from the following places:

- ✦ Libraries
- ✦ Internet
- ✦ Community
- ✦ Settlement Support Services
- ✦ Citizens Advice
- ✦ Cultural Groups
- ✦ Christchurch City Council

Libraries

Christchurch City Libraries offer books, magazines, eBooks, music, movies and access to computers and the internet. You can also find books, magazines and newspapers in different languages.

Internet access is free at all libraries. Many **libraries** also offer free wireless access

WIFI. You can print information from the internet for small charge per page.

The library manages www.CINCH.org.nz (Community Information Christchurch), a directory where you can find local services and

organisations.

Find a library near you:

The Christchurch City Council has a network of 19 libraries in Christchurch. To find a library near you, visit christchurchcitylibraries.com or phone (03) 941 7923.

How to join the library:

You can join the entire library network, for free, at any of the libraries.

To join you need to bring:

- Your passport or two other forms of identification such as your drivers licence or your bank card. One of your forms of identification should be a photo identification. (If you don't have any photo identification, please talk to library staff – they will be able to help you.);
- Proof of your address (e.g. a telephone account or a bank statement which is no more than 30 days old);
- The name and address of a contact person who lives at a different address.

Internet

All Christchurch City Libraries branches offer free access to the Internet. In New Zealand most official information is found on government websites www.newzealand.govt.nz. This information is kept up-to-date and includes contact details.



Community

The Christchurch Migrants Centre Trust – Te Whare Ta Wahi

The Christchurch Migrants Centre Trust – Te Whare Ta Wahi offers free advice to migrants on appropriate services and community groups. It also houses agencies including:

- Interpreting Canterbury
- Canterbury Refugee Council
- Pegasus Health Migrant Counselling Services and
- Philippine Culture and Sports Association



Christchurch Migrants Centre Te Whare Tā Wāhi

166 St Asaph Street
(between Colombo and Durham Streets.)

Phone: (03) 366 1315

Visit: www.migranhub.org.nz

a one-stop-guide for new migrants to Christchurch. It is multi-lingual. It features blogs, forums, fact sheets, how-to guides and a calendar of upcoming events.

Settlement Support Services

Immigration New Zealand launched a new settlement information service for new migrants to help them settle and work in New Zealand.

If you are in New Zealand:

For your settlement information needs please visit the www.newzealandnow.govt.nz website or call 0508 558 855 (Press 2) if you wish to speak to someone on the phone. You can email your question to newmigrantinfo@mbie.govt.nz.

If you want to speak to someone in your local area, you can visit the New Zealand Now website www.newzealandnow.govt.nz for [information about offices](#) where there are people who are ready to talk with new migrants about information they need for living and working in New Zealand. Seminars and workshops about living and working in New Zealand will be available from September.

If you are outside New Zealand:

Please contact Immigration New Zealand: www.newzealandnow.govt.nz/contact-us or Citizens Advice Bureau www.cab.org.nz



Citizens Advice Bureau (CAB)

Citizen Advice Bureau offers assistance, settlement support and advice on many issues related to living in New Zealand. This service is free. A telephone service is available in many languages.

www.cab.org.nz/gethelp/aiyl/Pages/Helpinyourlanguage.aspx

Free phone: 0800 367 222 to find the CAB office nearest to you.

Visit: www.cab.org.nz

Ethnic, cultural groups and faith communities

There are many cultural, Ethnic and Faith associations in Christchurch.

You can find details of these associations, as well as faith communities in www.CINCH.org.nz, the Community Information Christchurch directory. To search enter the name of your ethnicity or religion e.g. “Russians” or “Japanese” or “Afghans” or “Buddhism”.

Christchurch City Council

The Council manages many of the city’s services and facilities such as community and recreation services, streets, water, sewerage, rubbish, building consents, parks, swimming pools, libraries, the Art Gallery and cultural events and festivals.

Christchurch may have different regulations than your previous place of residence. For example, you can not have an open fire outside to burn household waste. Dog owners must register their dogs with the Council. For information and answers to your questions about things such as fences, rates, noise complaints, trees, fishing, dog owner responsibilities:

Phone (03) 941 8999, or visit the Council’s website www.ccc.govt.nz. The main Civic Offices are located at 53 Hereford Street.

Useful sites about Christchurch:

www.christchurchnz.com or www.christchurch.org.nz





2. Get around the city

Christchurch is a good city to travel around in.

➤ Street maps

➤ Buses

➤ Taxis

➤ Driving

➤ Buying a car

Street maps

A good map is useful to find your way around Christchurch whether you are walking or driving. You can:

Access maps online:

- www.maps.google.co.nz
- www.wises.co.nz
- www.maps.aa.co.nz

Access street directories from Christchurch City Libraries or can be purchased from bookstores and petrol stations.

Buses

Buses operate throughout the city. For information about bus routes, timetables and fares:

- Visit: www.metroinfo.co.nz,

or

- Phone: (03) 366 8855.

The **Central Station** is located between 46 – 50 Lichfield Street.



Taxis

Taxis can be:

- Hailed at taxi stands,
- or

- Ordered by phone or booked online. Contact details can be found on www.yellowpages.co.nz search keyword: Taxis Christchurch

Driving

The New Zealand Transport Agency (NZTA) website www.nzta.govt.nz is a great resource for finding information on driving in New Zealand.

Free phone: [0800 822 422](tel:0800822422).

Before driving around the city:

- You must have a drivers licence. You can use your international drivers licence for a maximum of one year. After one year you must get a New Zealand licence.
- You need to know the road rules. The rules are explained in a book called the Road Code. You can:
 - Access it online on the NZTA (New Zealand Transport Agency) website:
 - www.nzta.govt.nz/resources/roadcode
 - Borrow it from [Christchurch City Libraries](#).
 - Buy it from most [book shops](#).





An overview of the road rules is available in NZTA's brochure called **New Resident Drivers**. It is available in several languages.

Phone NZTA for free **0800 699 000** for a copy.

- An overview for migrants and visitors about what is different about **driving in New Zealand** is also available in several languages.
- Everyone in the car must wear a seat belt. Children under 148 cm tall must be properly restrained by an approved car restraint. **The NZTA child restraint factsheet** outlines all the rules about child safety restraints.
- It is a good idea to get car insurance – look in the under insurance companies.

Getting a drivers licence:

- You must get a New Zealand drivers licence after one year. The www.nzta.govt.nz is the official site which tells you what to do and where to go to get a licence.
- You will have to pass a theory test and possibly a practical driving test. You need to understand the **New Zealand Road Code** to prepare for the test. The Road Code is available at Libraries.
- In New Zealand you must carry your drivers licence or permit at all times when you are driving. If your overseas licence is not in English, NZTA suggests you carry an official translation with you.

Buying a car

- For all official information on owning and driving a car in New Zealand, search the NZTA website with the keyword: vehicle www.nzta.govt.nz
- Be very careful if you buy a car on 'hire purchase'. Seek advice. For more information on consumer rights see www.consumeraffairs.govt.nz



3. Understand the banking and tax system

It is a good idea to open a bank account as soon as possible. You need a bank account to receive your wages from your employer.

- ✔ EFTPOS
- ✔ Banks in Christchurch
- ✔ Saving for retirement
- ✔ Paying taxes

EFTPOS

EFTPOS cards (also known as debit cards or bank cards) are very popular in New Zealand.

Most shops and businesses accept EFTPOS. The card is linked to your bank account. When you make a purchase, the money is taken directly (debited) from your bank account.

You can also use your EFTPOS card at an ATM (an Automatic Teller Machine), to withdraw cash or to check your account balance. To use your EFTPOS card, you need a PIN (Personal Identification Number). Your bank will ask you to choose the PIN. Do not show your PIN to anyone. If you lose your bankcard or think someone else has your PIN, contact your bank straight away.



Banks in Christchurch

There are many banks registered in New Zealand.

The Reserve Bank of New Zealand has a list of banks currently registered in New Zealand. Information about banks and their policies is available at the branches and on their websites. The main banks are:

- ANZ www.anz.co.nz
- ASB www.asb.co.nz
- BNZ www.bnz.co.nz
- Kiwibank www.kiwibank.co.nz
- National Bank of New Zealand www.nbnz.co.nz
- Westpac www.westpac.co.nz

You can choose which bank you want to join. Please note that each bank may:

- Charge different fees;
- Offer different services;
- Have different opening hours. (Some banks are open on a Saturday)

Saving for retirement

The government subsidises a voluntary retirement fund called KiwiSaver: www.kiwisaver.govt.nz or free phone 0800 549 472.

SuperGold Card is a discounts and concessions card issued free to all eligible older persons.

Free phone: 0800 254 565.

Paying taxes

If you work, are in business or receive a government benefit, you must pay tax. To pay tax you need an IRD number from the Inland Revenue Department(IRD).

For more information about IRD numbers:

- Visit www.ird.govt.nz – this is the main website of the Inland Revenue Department. You can find information about how to apply for an IRD number and you can download the [application forms](#)

or

- Visit www.whatstax.govt.nz – this is a website of the Inland Revenue Department that is aimed at young adults in particular. It provides introductory information about income tax and easy access to tools and services. It links to the [application form for individuals](#)

or

- 0800 227 774 (if you are a salary or wage earner)

or

- 0800 377 774 (if you are self-employed or in business)

You should apply for an IRD number for each family member, including children. This will ensure that you are taxed at the correct rate. If you don't have an IRD number, you will have to pay the highest tax rate.

Some expenses (donations, school donations, childcare, housekeeping while you work) may be able to be claimed back in part from your tax.



4. Finding a place to live

You will need to find somewhere to live when you arrive.

- ✔ Short Term
- ✔ Long Term
- ✔ Tenancy Agreements
- ✔ Renting a house or flat
- ✔ Social housing
- ✔ Buying a house
- ✔ Moving into your home or flat – things to consider
- ✔ Telephone providers
- ✔ Rubbish and recycling
- ✔ Insurance providers
- ✔ Furniture and homewares

Short term

Before renting or buying you need to find somewhere to stay such as a furnished apartment, motel, bed and breakfast, or backpacker hostel. To find short-term accommodation, search in the yellow pages under accommodation. The following websites may also be useful:

- www.accommodationnewzealand.co.nz/region/christchurch
- www.aatravel.co.nz/new-zealand/Canterbury_Accommodation
- www.aatravel.co.nz/christchurch-earthquake
- www.jasons.co.nz/accommodation
- www.christchurchnz.com/nz
- www.tourism.net.nz/region/christchurch/accommodation
- www.trademe.co.nz

Long term

Most new migrants rent when they first arrive. This gives you time to save money and decide where you want to live, the size of place needed, your budget, your school and transport needs.

Tenancy Agreement

A tenancy agreement is a written, legal contract between you and your landlord. The law says you must have one. You should sign an agreement only if you fully understand everything that is written in it, because a tenancy agreement becomes a legal document when you sign it.

You must also pay a deposit and a bond. Your landlord will send the bond to the Department of Building and Housing which is an independent government agency. The [Department of Building and Housing](#) will send you a letter when it receives the bond. A bond is usually the equivalent of two to four weeks rent.

Information about renting in different languages can be found at: www.dbh.govt.nz/pub-tenancy-generalinfo or free phone 0800 866 262.

Renting a house or flat

The Press, the daily newspaper, is the main source of advertisements for renting private houses (especially on Wednesdays and Saturdays).

TradeMe.co.nz is also a good source of rental properties.

The Buy, Sell & Exchange (Friday only) also advertises properties to let. Both papers can be purchased from dairies, petrol stations, bookshops and supermarkets.

RealEstate.co.nz also has searchable listings for residential rentals.

Remember to have a personal reference and credit history report ready for landlords to look at. This will help them decide whether to rent the house to you. If you use a rental agency to find a property they will manage your contract with the landlord and may charge a letting fee. The main rental agencies advertise in the Classifieds section of **The Press**.

Social housing

Social housing is rental housing for people who have low incomes or special social, medical and personal needs.

Christchurch City Council provides social housing. To apply for **social housing** you must live in Christchurch, have low income and limited assets, and have a housing need. Successful applicants may have to go on a waiting list until suitable housing becomes available.

Housing New Zealand (HNZ) also provides social housing. www.hnzc.co.nz

To apply for a house from HNZ you must be eligible (that is, you must meet certain conditions). For migrants to be eligible you must have lived in New Zealand for two years. If you receive an emergency benefit, due to hardship, HNZ may accept your application.

Quota refugees are automatically eligible for a Housing New Zealand house. HNZ charges rent to its tenants based on their income. After you have lodged your application for housing with HNZ, you are assessed to determine your housing need. The assessment considers things like your current living arrangements and your social, medical and personal needs. This ensures that those with the greatest need receive help first.

Buying a house

You can buy a house if you can pay the full price of the property or arrange a long-term loan or mortgage from a lender, for example a finance house or the bank. The finance house or bank will look at your income, what you own, your debts and credit rating. Most banks and finance houses will ask you to pay a deposit (often 20 percent of the cost of the house) from your own money.

Your bank will give information on all the types of mortgages that are available. Make sure you use the mortgage that is most suitable for you.



Properties are advertised through:

- Real estate agents. You can find real estate agents in the yellow pages under real estate agents.
- **The Realtor** and **Bluebook** which are weekly publications available for free.
- The Press advertises many homes on Saturday. Look for 'Open Days', which is when you can visit the house without a real estate agent.
- www.trademe.co.nz is also a good source of properties for sale.
- Other free publications such as **Homesell** and **Property Press** are available at various supermarkets, malls, petrol stations, and dairies and The Star newspaper, which is delivered to your letterbox.

All major real estate companies have websites that advertise houses nationwide.

Moving into your home or rental accommodation – things to consider

Power

Christchurch homes are generally powered by electricity. You will need to open an account with an electricity provider. Look in the yellow pages under electricity supply. All providers have a free phone number to call. You may need to pay a bond at the same time that you pay the first bill.

<https://www.powerswitch.org.nz/powerswitch/site-info/powerswitch-faqs/consumer-rights> can help you decide which power company may be the cheapest for you.

Telephone

Look in the yellow pages under telecommunications. There are several service providers. The largest two are:

Telecom – free phone 123 and follow instructions.

Telstra Clear – free phone 0508 888 800 and follow instructions.

All local calls are free if you use a fixed line. Calls to 0800 and 0508 numbers are also free.

All emergency 111 calls are free. You can also use cellphones (mobile phones).

Vodafone, Telecom, FLIP and 2degrees are common networks in New Zealand, and you can purchase phones (either pre-pay or plan payments) from stores. Look in the yellow pages under cellular phones.

Internet (dial up, wireless and broadband) Accounts can be set up immediately if you are a Telecom or Telstra Clear customer and you want an account with the same company. Internet starter packs are available from other internet providers. Look in the yellow pages under internet service providers.

Rubbish and recycling

Christchurch City Council operates a kerbside collection service in Christchurch and your area will have a specific collection day. To find out what your collection day is, visit www.loveyourrubbish.co.nz or phone 941 8999.



Organics bin (green lid) is collected weekly from the kerbside. Only food scraps and garden waste go into this bin.



Recycling bin (yellow lid) is collected at the kerbside every two weeks. Only clean and topless recycling goes into this bin.



Rubbish bin (red lid) is also collected every two weeks from the kerbside, alternating with the recycling bin collection.

Each bin has an address label and/or barcode, showing which property it belongs to. Bins must stay at the property they are allocated to. Please contact the Council if your bin does not have a label, or the bin does not match your address.

Our Kerbside Information Booklet is available in several different languages.

Insurance

If you are renting you should insure your possessions. MyInsuranceGuide.co.nz is a useful resource or look in the yellow pages under insurance companies.

Used furniture and homeware

Houses and most flats are unfurnished. Second-hand furniture and homeware such as crockery, cutlery and pots can be purchased at the [Ecoshop](#), 191 Blenheim Road, phone (03) 982 8467, and second-hand shops. Look in the yellow pages under secondhand dealers.

When buying new or second-hand baby gear such as car seats, cots and pushchairs be sure they meet NZ Safety Standards, check consumer magazine available at your library.

[Buy, Sell & Exchange](#) is sold on Friday from dairies, petrol stations, bookshops and supermarkets. People advertise items they want to sell often at cheap prices including household goods, cars, bicycles and computers. Also advertised are services and job opportunities.

www.trademe.co.nz is an online auction site for people wanting to buy and sell goods in New Zealand.

Garage sales are a good way to sell goods you no longer need and to buy cheap second-hand goods. Garage sales are usually on Saturdays and sometimes Sundays, and advertised in *The Press* on Saturday. Many people also put signs on fences indicating a garage sale.

You can also hire new or used appliances. Look in the yellow pages under hire services. [Consumer](#) magazine is an excellent source for independent product and service reviews. All libraries have this magazine.





5. Choose a school or childcare centre

There are a number of early childhood education and childcare services in New Zealand. Children start school from the age of five.

➤ Childcare

➤ Schools

Childcare

A useful guide to raising children in New Zealand, including information on pregnancy, babies, toddlers and parenting advice is www.kiwifamilies.co.nz.

Some early childhood education and childcare services in New Zealand are free, while others charge depending on the service you need.



There are 3 main types of early childhood education:

- Kindergartens
- Childcare centres
- Playcentres

Kindergartens

Kindergartens (kinderdies) are chartered and licensed. They employ qualified and registered teachers and most have morning and afternoon sessions. To find a kindergarten, go to www.nzkindergarten.org.nz.

Childcare centres

Childcare centres are operated by at least one qualified and registered teacher. They offer a variety of services.

To find a childcare centre look in the yellow pages under childcare and education.

Playcentres

Playcentres are run by parents. To find a playcentre near you go to www.playcentre.org.nz.

Leaving Children Alone

In New Zealand, it is against the law to leave children under 14 without taking reasonable provision for their care and supervision.

Schools

Most children start school when they are five years old, after they have had their fifth birthday. The school year is from late January to mid-December. It is divided into four terms, with holidays between terms. There are public, private and integrated schools available. Most children go to the school nearest their house. If you want your child to go to a school outside your immediate area (zone) you will need to apply to that school.

For information about schools, use Te Kete Ipurangi's School Finder service. www.tki.org.nz/schools

If you have a choice of schools you may want to talk to the principal or check the government report on a school. These are called **ERO reports**.

Check out the 'Frequently asked questions' (FAQs) on the Ministry of Education website. www.minedu.govt.nz

In Canterbury, the three main providers of education after secondary school (tertiary education) are:

- [University of Canterbury](#)
- [Lincoln University](#)
- [Christchurch Polytechnic Institute of Technology \(CPIT\)](#)



Age	Class	School	
5 years	Year 1	Primary school	Full primary school
	Year 2		
	Year 3		
	Year 4		
	Year 5		
	Year 6		
11 years	Year 7	Intermediate school	Full primary school
	Year 8		
13 years	Year 9	Secondary school	
	Year 10		
	Year 11		
	Year 12		
	Year 13		



6. How to find work

To work in New Zealand you must have either citizenship in New Zealand or Australia; or a residence permit, work permit or Variation of Conditions which allows you to work on a student or visitor permit

✔ You should have

✔ Service organisations

✔ Canterbury Employers Chamber of Commerce

✔ PEETO Intercultural Development Trust

✔ Work and income

✔ Employment/recruitment resources

✔ Useful job-related websites

You should have

- An up-to-date CV (Curriculum Vitae). A CV tells the potential employer about your education, work experience, and skills.
- Education or qualifications approved by the [New Zealand Qualifications Authority \(NZQA\)](#).

Your documents may have to be officially translated. Look in the yellow pages under interpreters & translators.

If you want to practise a profession in New Zealand, you may need to apply for registration or membership of a professional body. The Christchurch City Libraries website is good site for finding these organisations.

www.christchurchcitylibraries.com



Service organisations

Career Services

Career Services has free services for migrant job seekers. These include information, advice, guidance and strategies for effective job seeking including help with CVs.

Free phone: [0800 222 733](tel:0800222733)

Visit: www.careers.govt.nz.

An excellent site for migrants new to New Zealand is: www2.careers.govt.nz/how-to-get-a-job/new-to-new-zealand/

Canterbury Employers Chamber of Commerce

Canterbury Employers Chamber of Commerce has a Migrant Employment Programme which is a free service to help you to find work which matches your skills and experience with New Zealand workplaces. It also helps with CVs, and arranges introductions to potential employers where appropriate.

To arrange an appointment:

- Phone: (03) 353 4161 or free phone 0800 505 096

or

- Visit: www.cecc.org.nz/cecc-what-and-who/connecting-canterbury-employers-and-newcomers/



PEETO Intercultural Development Trust

has a migrant employment project that provides free help for migrant and refugee job seekers, including matching your skills and experience with New Zealand workplaces; advice on New Zealand workplace culture, help with CVs and giving support during and after interviews.

80 Rattray Street, Riccarton, Christchurch
Phone: (03) 343 2890

Work and Income

This is the government department that administers core benefit assistance, and [Working for Families](#) assistance for working people on low or middle incomes.

Work and Income also help people find jobs. If you have permanent residency or a valid work permit, you may register with Work and Income that you are looking for work.

For general enquiries (in English) contact Work and Income on free phone 0800 559 009.

Other languages are available on other telephone numbers - ask for them or find them at www.workandincome.govt.nz

Employment / recruitment resources

Look in the yellow pages under personnel consultants.

The Press (Wednesday and Saturday are the main days for job vacancies); The Star and other free community newspapers sometimes list job vacancies.

Christchurch City Libraries provide free internet access which may assist you with your search. Daily newspapers are available at all community libraries and are free to read at the library.

Useful job-related websites:

- www2.careers.govt.nz/jobs-database has comprehensive listings of jobs by industry.
- www.trademe.co.nz/jobs
- www.job-bank.workandincome.govt.nz
- www.seek.co.nz
- www.jobs.govt.nz/index.html
- www.kiwicareers.co.nz
- www.newkiwis.co.nz



Other possibilities:

- Approach professional associations:
www.christchurchcitylibraries.com/Resources/Business/Associations/index
- Christchurch Small Business Enterprise Centre provides help to migrants starting up small businesses, including business start-up and investment courses.
Phone: (03) 366 9978
Visit: www.csbec.org.nz

Other useful sites for starting a business:

- www.cdc.org.nz – Canterbury Development Corporation offers a range of services to assist new businesses.
- www.business.govt.nz/companies – for legal responsibilities.
- www.med.govt.nz or www.business.govt.nz about doing business in New Zealand.
- www.ema.co.nz – the Employers and Manufacturers Association
- www.nzte.govt.nz – New Zealand Trade and Enterprise

If you do not have the right to work in New Zealand, you will need to apply for a work or residence permit. You can get information about this from the Immigration New Zealand Contact Centre:

Free phone: 0508 558 855

Visit: www.immigration.govt.nz/migrant

Hi! How are you?

7. Do you need English language support?

English language classes are run by organisations including secondary schools, private training agencies, and community groups.

Classes are referred to as ESOL – English for Speakers of Other Languages.

If you have pre-paid for English lessons before leaving your country you need to access the recommended providers for this tuition. Contact the [Tertiary Education Commission](#) to find the list of recommended providers for tuition, or free phone [0800 376 569](#) for a list to be sent to you.



Schools that provide affordable courses for migrants include:

Hagley Community College: this is a high school with a large ESOL department which welcomes adult students.

CPIT Christchurch Polytechnic Institute of Technology: a major tertiary institution with a large range of courses and an established ESOL department.

PEETO Multicultural Learning Centre

English Language Partners: ESOL tuition and settlement support for migrants and refugees, including ESOL classes catering to a range of levels and needs, and volunteer home tutors for those who cannot attend classes.

Language assistance

While you are learning English you will find a lot of information is available to you in your first language.

Remember that you have the right to ask for a free professional interpreter when you deal with government officials, hospitals, courts and the police. So, don't be embarrassed or ashamed about asking for a trained interpreter.

Plains FM 96.9 Radio

Canterbury's community access radio station broadcasts in 15 languages. Phone: [\(03\) 365 7997](#)

Visit: www.plainsfm.org.nz



8. Health & Wellbeing

Accidents and emergencies

Accident & Emergency

- Serious health problem

Free phone 111 and ask for an ambulance.

Emergency - Life and death

Free phone 111 and ask for an ambulance.

➤ Christchurch Public Hospital
Accidental and Emergency
(A&E) Department

➤ 24 hour emergency care

➤ To see a doctor
(General Practitioner or GP)
after normal working hours
24 Hour Surgery

➤ To see a doctor
(GP) during normal working
hours (8.30–5pm)

➤ Healthline

➤ Important informations
about health services

➤ Interpreters and support

➤ Dental care

➤ Mental health support

➤ Christchurch Resettlement
Services

➤ Recreation and Sport

Christchurch Public Hospital — Accident and Emergency (A&E) Department

If you need urgent medical attention outside your doctor's normal working hours (8am –6pm Monday to Friday), contact your GP first. Phone the medical centre where you will hear a message about what to do. If it is not your GP answering the phone call, it will be diverted to a qualified nurse who will advise you what to do. www.cdhb.govt.nz/ed

Riccarton Avenue

Phone: (03) 364 0640

This is free, but you may have to wait a long time.

You may receive quicker service at the 24 Hour Surgery.

24 hour emergency care

24 hour emergency Care is available from the 24 Hour Surgery
www.24hoursurgery.co.nz

Corner of Bealey Avenue and Colombo Street

Phone: (03) 365 7777

There is a charge for all adults and those over the age of six.



To see a doctor (GP) during normal working hours (8.30am-5pm)

A family doctor or 'GP' is a part of the primary health team who are your first point of contact with the New Zealand health system. This team normally includes your GP, practice nurse and pharmacist. It is important to register with a GP as soon as you can after arriving in your new home town or city. Most GP's practice within a medical centre.

You can choose which doctor to register with. You have the right to change your doctor. If you change your doctor you need to tell your new doctor about your previous doctor so your medical files can be transferred.

If you would like an interpreter at your consultation, ask for one when you make a booking. This is a free service to patients and doctors.

If you are unsure whether you need to see a doctor or not, free phone Healthline 0800 611 116 for free 24-hour health advice. You will be connected with a registered nurse who can help you decide what to do next.



Healthline

www.healthline.govt.nz will also link you with **PlunketLine** 0800 933 922 for Well Child advice on parenting and child health. This service is linked with Language Line - Push 2 and hold for registered nurse. Say 'Language Line and the language you require - you will then be linked with an interpreter.

If you are dissatisfied with an interpreter in a health situation, you can complain to the Health and Disability Commissioner. You can get a translated version of their brochure, "Making and Resolving Complaints", or **listen to your rights** in your language, from their website: www.hdc.org.nz/complaints.

Important information about health services

- Doctors can set their own fees - there is no one set fee for visiting a doctor.
- Children under 6 years old can visit the doctor for free at some medical centres.
- To get medication prescribed to you by your doctor you will need to go to a pharmacy or chemist shop. Most items will cost you \$3 each, but some will cost you more. Costs are less if you have a Community Services Card (contact Work and Income).
- If your injury happened in New Zealand because of an accident, you may receive personal injury cover from the **Accident Compensation Corporation (ACC)**. This means your healthcare may be further subsidised or become free. ACC may also assist with interpreter costs. Go to for translated information in Pacific, Chinese and Korean languages.
- If you have health insurance, some or all of your medical costs may be covered. You will be able to access Private Health Services and will likely have a shorter wait compared with using the Public Health Service.
- To see a specialist at the hospital or in private practice, you will need to see your doctor first to obtain a referral. It may take weeks before you can get an appointment with a specialist. The specialist will assess you and send a letter to your doctor about a recommended course of action for your health needs
- There is a voluntary charge for an emergency call-out for an ambulance

Interpreters and support

You are entitled to have an interpreter when visiting a doctor or specialist to help you understand what is happening. At the time you phone to make an appointment, request an interpreter be available when you see the doctor. Ask to speak with a practice nurse or community worker if you need more support when visiting a doctor.

Dental care

Dentists – like GPs – are able to write prescriptions should they be needed as a part of your treatment. These prescriptions can be filled at your local pharmacy. Dentists generally don't receive any government subsidies and their charges vary. They usually charge more than General Practitioners.

You'll find a list of dentists in the Yellow Pages online or look up one in your area on the Dental Council of New Zealand website.

To locate a dental surgery in your area go to:
www.dentalcouncil.org.nz/

To find a dentist look in the yellow pages under dentists. For Emergency Dental Care contact Christchurch Hospital, phone (03) 364 0640.

Mental Health Support

For support with Mental Health issues, you can ask your doctor to refer you to a specialist mental health service which helps people from refugee and migrant backgrounds.

For Emergency Mental Health Support free phone **0800 920 092 or (03) 364 0482**.

To talk with someone in confidence if you are feeling sad or worried, you can phone Chinese Lifeline, free phone **0800 888 880**.

If you are unhappy with the health service provided to you, contact your local Health and Disability Advocate. They can support you to make a complaint. Free phone **0800 11 22 33**.

Christchurch Resettlement Services

Christchurch Resettlement Services provides free resettlement services - social work, counselling, mental health support, ongoing orientation/ESOL, youth work, health promotion, family violence support and partnership community workers for refugees and migrants. The workers are multi-ethnic qualified professionals. Interpreters

Level 1, 283 Lincoln Road, Addington
Phone: **(03) 335 0311**
Visit: www.crs.org.nz

Recreation and Sport

Christchurch City Council have a number of recreational facilities that offer accessible, safe and affordable opportunities to be active.

Council Recreation and Sport Centres offer access to Swimming Pools, Fitness Centres, Group Fitness Classes and Recreation Programmes for both adults and children.

Graham Condon Recreation and Sport Centre
3 Sisson Drive, Papanui.

Jellie Park Recreation and Sport Centre
295 Ilam Road, Burnside.

Pioneer Recreation and Sport Centre
75 Lyttelton Street, Somerfield.

QEII Fitness at Parklands (Fitness Centre/Group Fitness only) - 75 Queenspark Drive, Parklands

Living in Christchurch means you're never far from the water. Swimsmart is the Christchurch City Council's Learn to Swim Programme. The programme is delivered by experienced tutors in the Recreation and Sport Centres and is the winner of the Quality Swim School of the Year for 2014. Through Swimsmart you and your family can gain confidence and enjoyment in water enabling you to tap into the benefits of aquatic activities for a lifetime.

For more information
Phone: **(03) 941 6888**
Email: recandsport@ccc.govt.nz
www.ccc.govt.nz/recreationandsport/



9. Keep Safe

While New Zealand is considered to be a very safe country, it is important that you take care of your safety

- ✔ Domestic safety
- ✔ Motor vehicle crime
- ✔ Preventing burglaries
- ✔ When you are shopping
- ✔ Beach safety
- ✔ Mountain safety
- ✔ Tips for children

Visit the police website www.police.govt.nz for crime prevention and safety information in 11 languages.

Domestic safety

Children under 14 years of age should never be left at home by themselves; they need a caregiver to provide adequate supervision.

Family violence is not OK. For confidential help or advice, contact:

- Christchurch Resettlement Services
Phone (03) 335 0311.
- Shakti Ethnic Women's Support Group
Free phone 0800 742 584 (0800 SHAKTI).
- Victim Support
Free phone 0800 842 846 (0800 VICTIM).
- Christchurch Police
Phone (03) 363 7400.
- Additional information can also be found at:
www.areyouok.org.nz



Motor vehicle crime

- Install an alarm in your car.
- Always lock your car, even at a petrol station or when parked outside your house.
- Always close the car windows.
- Do not leave any valuables in your car.
- Park your car in well-lit areas at night.
- If your car is stolen, report this to the police immediately.
- When you are driving, hide your purse or wallet. Don't leave it on the seat beside you.

Preventing burglaries

- Install an alarm in your house.
- Install security bolts to your doors and windows.
- When you are away from your house for a long period of time, arrange for lawn-mowing and for a neighbour to empty your letterbox so that your house looks like someone is home.
- Do not hide spare keys in obvious places such as in the letterbox or under a doormat.
- Display your house number clearly from the street to help emergency services find your house.
- Get to know your neighbours.
- If you are working in your garden and the house is empty, lock the front and back doors.

When you are shopping

- Do not carry large amounts of cash or multiple credit cards with you.
- Do not leave your purse open or unattended in a supermarket shopping trolley.
- Be careful to shield the key pad when you are entering your PIN at an ATM or EFTPOS machine so that no one else can see it.
- Do not go to dark areas at night and, if you have to, travel with other people.

Beach safety

- Always swim at lifeguard-patrolled beaches.
- Always swim between the red and yellow flags.
- Never swim alone.
- Make sure you can always keep your children in sight.
- If you get into trouble in the water, raise your arm for help.

Mountain safety

If you plan to go into the forest or river areas around Canterbury, be well-prepared. Weather conditions can change quickly from clear skies to stormy weather. Phone the Department of Conservation on (03) 341 9102 to receive free up-to-date information on mountain weather conditions during normal working hours. During the weekend, phone the MetService on 0900 99903. The MetService charge is \$1 for each minute.

Tips for children

- Never accept sweets, money or gifts from a stranger.
- Never accept a ride from a stranger.
- Never tell anyone over the phone that you are home alone.
- If you get lost in a supermarket or shopping mall, ask somebody who works there to help you find your parents.



10. Relax and have fun

There are many ways to keep fit in Canterbury. You can join a sports club, go cycling, or go for walks in the country.



To find recreational, social and cultural groups and activities you can search or browse www.cinch.org.nz, the Community Information Christchurch directory. Search under the sport or activity, e.g. “dance” or “soccer”. Further physical activity information can be found on the Active Canterbury website.

Some large cultural festivals take place regularly in Christchurch. These include the Chinese Lantern Festival, Diwali, Culture Galore, the Korean Culture Festival and The Body Festival of Dance and Physical Theatre.

During the warm summer months, Christchurch has many wonderful free activities. The SummerTimes website www.summertimes.co.nz gives details of what is on.

Fishing is allowed. There are rules for different fishing places. See www.ccc.govt.nz and search under the key word: [fishing](#).

Shellfish: It is not safe to take and eat shellfish from the Estuary, Sumner or Scarborough beaches.

The website www.ccc.govt.nz/recreationandsport tells you about leisure and sports centres and swimming pools in Christchurch.

The Christchurch Art Gallery, the Arts Centre, and the Christchurch Botanic gardens are wonderful places to keep visiting.





12. Useful addresses

Christchurch has a large number of organisations here to help.

The www.cinch.org.nz website regularly updates contact details for these organisations.

You can use the yellow pages to find organisations.



Contact us

*Christchurch City Council
PO Box 237
Christchurch 8140
New Zealand*

*Phone: (03) 941 8999
Email: info@ccc.govt.nz*

