



New to the Nelson Tasman region?

Useful tips for migrants



Introduction

Promoting unity in diversity is the vision of the Nelson Multi Ethnic Council, and it is a vision shared by us, the Mayors of the two local authorities, which govern this beautiful and diverse Nelson region. This vibrant corner in the top of the South Island offers the best in rural and urban living that New Zealand can offer. The role of governance is shared between the Nelson City Council and Tasman District Council.



Paul Matheson, Mayor of Nelson City, welcomes you to our charming city, with its heritage, cultural attractions, education opportunities, shopping, cafes, rivers, beach, scenic and public sculpture walks and great outdoors so near the city centre.



John Hurley, Mayor of Tasman District, welcomes you also to a district rich in opportunity, whether it's work or recreation, lifestyle or adventure.

There's a place here for everyone, to make the most of what life offers.

A handwritten signature in black ink, appearing to read "Paul Matheson".

A handwritten signature in black ink, appearing to read "John Hurley".

Contents

New to Nelson/Tasman region?

Here are the top 10 things to help you settle in.


1	Getting information Councils, help centres, libraries	5
2	Get a tax number The first step to finding work	7
3	Open a bank account	7
4	Find a place to live Short and long-term renting, buying a house	8
5	Improve your English	11
6	Choose a school	12
7	Find work	13
8	Getting around Public transport, driving, buying a car	15
9	Health Emergencies, choosing a doctor	16
10	Shopping	18




You will need...

To make the best use of this guide, you will need:

- A street map of Nelson/Tasman region
- The internet – available at your library
- The telephone directory

 **Yellow pages.** The Yellow pages are at the back and group similar businesses together.

 White pages list the phone, fax and mobile numbers of people, businesses and organisations in alphabetical order.

Blue pages list Council services and Government departments.

Green pages list registered medical practitioners and centres, hospitals and other health service providers.

0800 and 0508 numbers usually cost nothing to call.

Emergencies

For all emergencies that pose an immediate threat to safety or have serious health consequences DIAL 111 (free) from any telephone for police, fire service or ambulance.

Tell the person which service you need and be ready to give your location, details about your emergency and your name.

You will be asked to wait on the line and may be asked to confirm the number you are calling from.

For police help in a non-emergency call the Nelson police station Tel: 546 3840, or the Tasman District police station Tel: 543 9500.

For medical help in a non-emergency, see section 9 in this guide.



Getting information

Help Centres

■ Nelson Multi-Ethnic Council

Tel: 539 0030 nelethco@xtra.co.nz

50 Halifax St, Nelson Room 11

Settlement support, advice and assistance for migrants. Wherever you have arrived from, the Nelson Multi-Ethnic Council may be able to help you. Our role is to support migrants in the Nelson/Tasman region, with a vision of promoting unity in diversity.

■ Nelson Newcomers Network

All newcomers are welcome to join the newcomers network which offers friendship and support. Contact details:

www.newcomers.co.nz • info@newcomers.co.nz

■ Nelson Refugee Assistance

Tel: 548 4978 nrefugeeassistance@ts.co.nz

50 Halifax St, Nelson Room 14

Settlement support for former refugees

■ Citizens Advice Bureau

Tel: 548 2117 or 0800 367 222 cab.nelson@xtra.co.nz

9 Paru Paru Rd, Nelson

Advice and information.

■ Nelson City Council

Tel: 546 0200 enquiry@ncc.govt.nz

Civic House 110 Trafalgar St, Nelson

www.nelsoncitycouncil.co.nz

■ Tasman District Council Office Locations

Tel: 543 8400. info@tasman.govt.nz

189 Queen St, **Richmond**

www.tasman.govt.nz

92 Fairfax Street, **Murchison**

Tel: 03 523 1013 Fax: 03 523 1012

7 Hickmott Place, **Motueka**

Tel: 03 528 2022 Fax: 03 528 9751



Getting information continued

78 Commercial Street, **Takaka**

Tel: 03 525 0020 Fax: 03 525 9972

www.tasman.govt.nz

These councils manage many of Nelson/Tasman services and facilities, such as community and recreation, the streets, water, sewerage, rubbish, building consents, parks, swimming pools and libraries.

■ **Community House**

Tel: (03) 528 0404

Wallace Street, Decks Reserve, **Motueka**

The Community House has a number of Community Service Agencies based there and is an information source for anyone new to the area.


■ **Heartland Service Centre**

Tel: (03) 525 6151

84 Commercial Street, **Takaka**

Heartlands Service Centre hosts a number of Government Service Agencies and is an information source for anyone new to the area.

Libraries

Find a library near you: There are 9 libraries in Nelson/Tasman region. Look in the Yellow Pages  **Libraries**, or call Nelson City Council or Tasman District Council.

You can join libraries for free. You will need to bring in two forms of valid identification, one must have photo identification such as a driver licence, passport or bank card and one must have recent proof of address.

All libraries in the region offer access to the internet for which there is a charge. Most official information is found on government websites. It is kept up to date and will include contact details.

www.nelsonpubliclibrary.co.nz

www.nelsoncitycouncil.co.nz/library

www.taslib.govt.nz



Get a tax number

Before you look for a job or start a business, you must get an IRD (tax) number to allow the Government to collect tax. It is a good idea to apply for an IRD number for each family member, including children.

Inland Revenue Department (IRD)

Corner of Trafalgar and Halifax Streets

0800 227 774 (salary and wage earners)

0800 377 774 (self-employed or in business)

Monday to Friday 8am to 8pm, Saturday 9am to 1pm.

www.ird.govt.nz

Open a bank account

It is a good idea to open a bank account as soon as possible. Your employer will need a bank account number so they can put your wages directly into the account.

EFTPOS – This is the name for the type of transaction you make with your bank card/credit card. Most shops accept eftpos. When you make purchases with an eftpos card, the money is taken directly from your bank account and transferred to the shop's account.

Your bank will ask you to choose a personal identification number (PIN) to keep your card secure. Do not tell anyone your PIN. If you lose your bankcard or think someone knows your PIN, contact your bank immediately using its 0800 number.

Information about banks and their policies are available at each bank and on their websites. The main banks are ASB, ANZ, BNZ, Kiwibank, National, Westpac. You can choose which bank you want to join. Each bank sets its own fees and charges.

To see a list of all NZ banks go to:

www.rbnz.govt.nz



Find a place to live

Short term

To find somewhere to stay while you are looking for a more permanent home, consider a furnished apartment, motel, bed and breakfast or backpacker hostel.


There is a booklet available from the Salvation Army office on the corner of Rutherford Street and Montgomery Square carpark, which lists the names of landlords, temporary accommodation rental agencies and guest houses.

Long term

People either rent or buy a house or flat to live in. Most new migrants rent when they arrive. This gives time to save money and decide where you want to live, the size of home needed, and budget, school and transport needs.

Tenancy Agreements. This is a written, legal contract between you and your landlord. The law says you must have one. You should not sign any agreement unless you fully understand everything written in it as it becomes a legal document once signed. You must also pay a deposit and a bond. Your landlord will send the bond to Tenancy Services (an independent government agency).

■ Renting a private house

- The Nelson Mail newspaper advertises rental homes in the To Let classified advertisements section, particularly on Wednesdays and Saturdays. The Sell Buy Swap newspaper also advertises properties to let, and comes out on a Thursday. Both papers are sold at dairies, petrol stations, bookshops and supermarkets.
- Try to have a personal reference ready for landlords to read. 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. See  [Accommodation – rental](#), or the Nelson Mail classifieds section under 'To Let'.



Find a place to live continued

- Housing New Zealand Corporation (HCNZ) provides rental housing www.hnzc.co.nz.

To apply for a house from HNZC, you must meet certain conditions. Migrants must have lived in New Zealand for two years. If you receive an emergency benefit, due to hardship, HNZC may accept your application.

Quota refugees are automatically eligible for a Housing New Zealand house. HNZC charges rent to its tenants based on your income.


Once your application for housing is lodged with HNZC, you are assessed to determine your housing need. The assessment considers things like your current living arrangements, and social, medical and personal needs. This will ensure 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, such as a finance house or bank. They will consider your income, what you own, your debts and credit rating. Most will ask you to pay a deposit from your own money.

It is best to go to a registered bank or mortgage broker to borrow money to purchase a property – they will give information on the types of mortgages available to choose from.


Properties are advertised through:

- Real Estate Agents  [Real Estate](#). Some offer free weekly publications, available from their offices.
- The Nelson Mail newspaper advertises many homes on Fridays and Saturdays.
- Look for Open Days, when you can view homes for sale without a real estate agent.
- www.real-estate-nz.com
- All major real estate companies have advertising websites.



Find a place to live continued

■ Moving into your home or flat – things to consider

- **Power (electricity) account** Nelson/Tasman homes are generally powered by electricity. You will need to open an account with an electricity provider  [Electricity Supply](#). All providers have a free phone number.

A bond may be required on top of the first bill.

www.consumer.org.nz/powerswitch/default.asp

compares electricity prices.

- **Telephone account**  [Telecommunications Services](#).



The largest two are Telecom Tel: 123


www.telecom.co.nz and

Telstra Clear Tel: 0508 888 800 www.telstraclear.co.nz.

All local calls are free if you use a fixed line, but you will pay a monthly charge for the fixed line. Emergency 111 calls, 0800 and 0508 numbers are also free.

Phone cards Prepaid telephone cards are available at many shops. Companies advertise their international call rates by the minute.

- **Internet account** (dial-up, wireless or broadband). Accounts can be set up immediately if you are a Telecom or Telstra Clear customer and you want an internet account with the same company. Internet packs are available from many other providers  [Internet Service Providers](#).
- **Insurance** To insure your possessions.  [Insurance companies and offices](#).
- **Furniture and homeware** Most houses and flats are unfurnished. Second-hand furniture and homeware, such as crockery, cutlery and pots can be purchased from the Recycle Centres on Pascoe Street, Nelson or Beach Road, Richmond, and second-hand shops.

 [Second-hand Dealers](#). The Sell Buy Swap is sold on Thursday from dairies, petrol stations, bookshops and supermarkets. People advertise items they want to sell at often cheap prices,



Find a place to live continued

section

4

including household goods, cars, bicycles and computers. www.sellbuyswap.co.nz.


Garage sales are a good way to buy cheap second-hand goods. They are usually held on Saturdays and Sundays, and are advertised in the Nelson Mail. Many people also put signs up when they are holding a sale.

Improve your English

section

5


Knowledge of New Zealand English is very helpful for you to live in New Zealand. You can enrol in English language classes run by secondary schools and private training organisations. Classes are known as ESOL (English for Speakers of Other Languages).

ESOL Home Tutors (Nelson) provides one-to-one teaching and some classes for New Zealand residents. Tel: 539 4848, nelson@esolht.org.nz 2 Bridge Street, Nelson. Also check  [Language Instruction](#).

If you have pre-paid for English lessons before leaving your home country, contact the Tertiary Education Commission (TEC) for a list of recommended tutors. www.tec.govt.nz, 0800 376 569.



Choose a school

All children start school when they turn five. The school year runs from January to December and is divided into four terms. There are public, private and integrated schools available. Most children go to the school nearest to their house. If you want your child to go to a school outside the school zone you live in, you need to apply to that school. You can read government reports on each school www.ero.govt.nz. Nelson/Tasman region has 60 primary, intermediate and secondary schools. Preschool-age children can be enrolled at Kindergartens, Playcentres and Child Care facilities.  [Kindergartens / Child Care & Education / Playcentres & Preschool Centres](#).

www.educationnelson.co.nz. www.found.org.nz.

In Nelson, the main provider of education after secondary school is: Nelson Marlborough Institute of Technology, 322 Hardy St, Nelson www.nmit.ac.nz

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	
	Year 8		
13 years	Year 9	Secondary school	
	Year 10		
	Year 11		
	Year 12		
	Year 13		




Find work

You must have

- Permanent residency or citizenship, or
- A valid work permit

You should have

- An up-to-date Curriculum Vitae (CV) outlining your education, work experience and skills.
- Education or qualifications approved by the New Zealand Qualifications Authority (NZQA)
www.nzqa.govt.nz.
- Your documents may have to be officially translated
 [Translation Services](#).
- If you want to practise a profession in New Zealand, you may need to apply for registration or membership of a professional body.

■ Career Services

Career Services offers free information, advice, guidance and strategies for effective job seeking including help with CVs. To use this service, you must have permanent residency or citizenship. Tel: 546 1630 or 0800 109 901. Level 1, NZI House, 105 Trafalgar Street.

■ Work and Income New Zealand

This is the government department that administers income assistance, including benefits and Working for Families assistance for working people on low or middle incomes.
www.workandincome.govt.nz. Work and Income also helps people find jobs. If you have permanent residency or a valid work permit, you may register.

Tel: 0800 559 009 (English). Work and Income has separate numbers for other languages – ask for these. 22 Bridge Street Nelson, 275 – 279 Queen Street, Richmond.

■ Economic Development Agency

Key industries in the Nelson region are profiled on the Nelson Regional Economic Development Agency website www.eda.co.nz/documents/. This



outlines what jobs exist in each key industry, pay rates & how to get into those jobs.

■ **Employment Agencies**



■ **Newspapers**

The Nelson Mail's main days for job advertisements are Wednesdays and Saturdays. Newspapers are free to read at all libraries. Free weekly community newspapers, such as The Leader also often carry job advertisements.

■ **Websites**

www.seek.co.nz

www.jobs.govt.nz

www.kiwicareers.co.nz

www.newkiwis.co.nz

www.jobcafe.co.nz

www.netcheck.co.nz

www.jobstuff.co.nz

If you do not have permanent residency or a valid work permit, you will need to apply directly to the New Zealand Immigration Service
Tel: 0508 558 855,
www.immigration.govt.nz.



Getting around

- A good map is essential to find your way around a new region, whether walking or driving. Maps can be purchased from bookshops and petrol stations.
- Buses operate throughout the region. For information about bus routes, timetables and fares visit or call the main bus terminal Bridge Street, Nelson, Tel: 548 3290, www.nelsoncoaches.co.nz. Some information can also be obtained from Nelson City Council.
- Taxis can be ordered by phone 📞 [Taxis](#), or hailed at taxi stands.

■ Driving

- You must have a driver licence. You can use your international driver licence for 12 months.
- You need to know the road rules. The rules are explained in a book called the ROAD CODE, available at libraries and book shops. www.ltsa.govt.nz gives an electronic version, or call the Land Transport Safety Authority Tel: 0800 822 422.
- Everyone in a car must wear a seat belt and children under five must be in a special car seat. www.ltsa.govt.nz for details.

■ Getting a driver licence

- You must replace your international driver licence with a NZ one after 12 months. You will have to pass a theory test and possibly a practical driving test. Tel: 0800 822 422, or see www.ltsa.govt.nz for details.
- In New Zealand you must carry your driver licence whenever you are driving. If your overseas licence is not in English, the LTSA recommends that you carry a translation with you.

■ Buying a car



- For official information on owning and driving a car see www.ltsa.govt.nz.
- Get advice before buying a car on 'hire purchase', as to the finance rate and the car's value.



- Life and death emergency- phone 111 for an ambulance
- 24 hour emergency health care for serious emergencies is available from the Emergency department of the Nelson Hospital, 102 Waimea Road.

■ Finding a Doctor

For regular health and medical care you must register the whole family with a GP (General Practitioner or Doctor.) To find a GP in your area check the green pages in the phone book. Explain to any health professional that you visit, that you are new to the area or to New Zealand, and need help getting health services.

- You need to make an appointment to see a doctor.
- It costs to see a doctor. Ask how much it will cost. Fees for different practices are listed at www.nelsonpho.org.nz
- After hours (after 5pm and weekends) either call Nelson City Medical Care Tel: 546 8881 in Nelson city, or call your own GP and listen to their after-hours answer phone instructions.
- Babies and children under six are entitled to free GP visits (check whether your GP charges). Under fives are also entitled to several free health and development checks under the national Well Child scheme.
- For more information on local parenting support networks and The Plunket Child Service, phone Plunket 03 539 4323.
- **Pregnancy** – call the maternity department at Nelson Hospital for advice Tel: 546 1856, or  [Midwives](#)
- **Dental Health** – free for people under 18 years. For further information call 546 1536.
- **Pharmacies**  [Pharmacies](#).
- **The Accident Compensation Corporation (ACC)** provides personal injury cover for all New Zealand citizens, residents and temporary visitors www.acc.co.nz.



- If you need help to understand the health services phone the Access Liaison Nurse 0800 022 453.
- Low income people may qualify for a “Community Services Card” which will make doctor’s visits cheaper. Ask your doctor.
- Doctors in the Nelson/Tasman region have access to The Office of Ethnic Affairs Language Line. If an interpreter is needed at a doctor’s visit please talk to the doctor about this.

Helpful numbers:

- Emergency 111
- Nelson Hospital 546 1800
- Health Line 0800 611 116
- Youth Line 0800 376 633
- Alcohol and Drug Helpline 0800 787 797
- Parent Help 0800 568 856
- Plunket Line 0800 933 922
- Relationship Services 0800 735 283
- Sexual Health - Sexual Health Clinic - 546 3156
- Contraception and Women’s Health - Independent Nursing Practice phone 546 8155
- Accident Compensation Corporation 0800 101 996



Shopping

- Supermarkets selling food and other household items are spread around the region. Main supermarkets in Nelson Tasman region include Pak N Save, Woolworths, Countdown, Fresh Choice and New World.
- Malls are covered shopping areas that contain a variety of shops. The largest mall is in Richmond.
- Central Nelson has a wide range of shops and department stores.
- Goods can also be purchased second hand.
- For advice on makes and models and prices see www.consumer.org.nz.

Useful numbers

Emergency	111
Nelson Multi-Ethnic Council	539 0030
Citizens Advice Bureau	548 2117
Nelson Refugee Assistance	548 4978
Nelson City Council	546 0200
Tasman District Council	543 8400
Inland Revenue (salary & wage earner)	0800 22 77 74
Inland Revenue (self employed or business)	0800 37 77 74
ESOL Home Tutors (Nelson)	539 4848
Nelson Police Station (non emergency)	546 3840
Tasman Police Station (non emergency)	543 9500
Department of Internal Affairs	0800 22 50 50
Department of Labour	0800 20 90 20
New Zealand Immigration	0508 55 88 55



Other resources

- Found Directory www.found.org.nz, available as a paper copy from the Nelson Volunteer Centre, 50 Halifax Street, Nelson.
- Nelson in Focus, available from the Nelson City Council, Civic House, 110 Trafalgar Street, Nelson.
- General information about the Nelson/Tasman areas can be found at:
www.nelsonnz.com • www.justnelson.co.nz
www.nelsoncitycouncil.co.nz • www.tasman.govt.nz

Acknowledgements

- This information booklet is supported by the Settlement Support Division of the Department of Labour.

The New Zealand Settlement Strategy, launched by the Government in December 2004, has six key goals to improve the settlement outcomes for migrants, refugees and their families. Goal Three of the New Zealand Settlement Strategy is about migrants, refugees and their families being able to access appropriate information and responsive services that are available to the wider community.

The Settlement Support New Zealand initiative is focused on strengthening and supporting good settlement outcomes in the local area and strengthening outcomes for other settlement goals.

We hope that this information booklet will be useful for all new migrants to the Nelson/Tasman region.

- New to Christchurch? Useful Tips for Migrants written and published by the Christchurch City Council (with assistance from the Active Migrant Group with Christchurch Resettlement Services, and the Refugee and Migrant Centre Board).
- New Settlers' Guide published by the Waitakere Library and Information Services, compiled by Shivangi Pradhan 2004.
- Nelson PHO for supporting the publication of this booklet.



Welcome to the Nelson/Tasman region

