Working in Aged Care in New Zealand
Communicating with older people and their families  33
Terms used in Aged Care in New Zealand  34
Kiwi Language  36
Maori Language  37

LIVING IN NEW ZEALAND
Accommodation  38
Driving  41
Climate  42
Cost of living  43
Education  43
What other things do I need to know?  44

CARDS
There are cards in the back of this booklet. These cards are designed to be used for quick reference information. Topics covered are:
CARD 1 - 2  Your checklist to help you plan and prepare well
CARD 3 - 6  Support for you in New Zealand
CARD 7 - 8  Communication is: More Than Words
How can this guide help me?

Migrant workers are valued in Aged Care in New Zealand. No matter how long you stay in New Zealand, it is important that you enjoy your time working here.

It can take time to adjust to living and working in a new country. It is also important that you have the information and support you need, even if you are here on a temporary visa.

The information in this guide will help you prepare for working in Aged Care in New Zealand.

Caring for older people in New Zealand will probably be different from what you are used to. In some countries family members care for their older relatives in their homes. In New Zealand there are a range of options. Many choose to stay in their own homes and have in-home care provided by family, friends, and community groups, or by paid workers. Others are cared for in rest homes, hospitals, retirement villages, hospices and respite facilities. Most of their care needs, including personal care, are provided by paid workers.

The New Zealand health system may be different from what you are used to. You may need to complete extra training, learn new ways of working and gain further qualifications.

You will also be adjusting to a new culture (often called ‘culture shock’), understanding New Zealand English, getting used to new ways of communicating, getting to know new banking systems and road rules. You will be making new friends and becoming a part of your new community.

There are many organisations and people in New Zealand that can help new migrants settle into working and living in New Zealand and you will find information about some of them in this guide.
WORKING IN AGED CARE IN NEW ZEALAND

The New Zealand Government is committed to providing health care and support and protecting the dignity of older New Zealanders. The Ministry of Health funds these aims through District Health Boards (DHBs).
The needs of older people

New Zealand’s population is ageing and so more and more services are provided for older people in residential facilities, hospitals and private homes. The needs of older people may include:

› Having others noticing changes in wellbeing and reporting them
› Medical procedures including tests and surgery
› Assistance with getting dressed or undressed
› Rehabilitation after surgery, injury or illness
› Physical therapy
› Being moved and lifted if they have limited mobility, including the use of special equipment
› Being cared for through respite care (care to give family carers a rest) and palliative care (care given when someone is going to die in the near future)
› Personal care including showering, toileting, cleaning teeth and brushing hair
› Meal preparation, helping them with eating, checking that food in the person’s house is fresh and safe to eat, and that the person is having enough to drink
› Help with cleaning floors, surfaces and bathroom areas and washing clothes
› Help with shopping
The rights of older people

Anyone caring for older people in New Zealand will quickly learn that their effort, understanding and compassion help older people to live with dignity and participate more fully in society.

New Zealand law protects the rights of older people who rely on their caregivers to treat them well and not take advantage of them. For legal information about the protection of older people in New Zealand visit the website listed below.

Visit: www.tinyurl.com/nzagedrights

For a plain English version of the Code of Residents’ Rights and Responsibilities used by members of the New Zealand Aged Care Association visit the website listed below.

Visit: www.tinyurl.com/nzagedhomerights

Options for care

Care options for older people in New Zealand include:

<table>
<thead>
<tr>
<th>Type of Care</th>
<th>Home based – private residence</th>
<th>Rest Home – group residential</th>
<th>Hospital</th>
<th>Hospice</th>
<th>Self-contained apartment lifestyle village</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-care</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home support</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Day care</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Respite care</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Rehabilitation</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Palliative</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Dementia</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

Note: Not all types of facilities provide all of the services indicated, but some do. For example some rest homes provide day care and respite care but other rest homes may not.
Roles and wages in Aged Care

There is a wide range of jobs in Aged Care in New Zealand. For more information about roles and wages visit the Careers New Zealand website listed below, or contact one of the unions listed on page 27 of this booklet.

Visit: http://www.careers.govt.nz/

Hours of work in Aged Care

Part-time work in Aged Care is common—that is, less than 30 hours per week.

Residential rest homes and hospitals

Many jobs in Aged Care, especially those in rest homes, residential care facilities and hospitals provide a 24/7 service, that is 24 hours a day and 7 days a week. Usually there are three full-time (8-hour) working shifts to cover the 24-hour period. Where service is provided 24/7 there may be shorter shifts to suit care needs, availability of specialist staff or other factors.

Home-based care workers employed by an organisation

For care workers supporting people in their own homes, the hours of work are usually between 6am and 8pm and usually from Monday to Friday. Within that time, work hours may be part-time and while employers try to ensure a regular number of hours this is not always possible. Home care workers visit the homes of the people they support but do not live there, so workers need their own place to live. They will need to provide a vehicle and have a New Zealand driver licence. Travel costs including travel time and training time may not be fully reimbursed by the employer.

Home-based care workers employed by an older person or their family

Some people pay for support workers to live with them in their homes and to care for them. It is important that anyone in this kind of work knows what is expected of them, how they will be paid and what their work rights are. Care workers who rely on their employer for accommodation may be more vulnerable to working longer hours without extra pay.
Getting international qualifications recognised

If you intend to use your overseas qualification to get a job in New Zealand you need to make sure the qualification is recognised by the New Zealand sector you want to work in. This is separate from getting any recognition of your qualification from Immigration New Zealand, such as getting points for your qualification when applying for a residence visa.

The first step to getting your qualifications recognised in New Zealand so you can work, study or apply to migrate here, is to find out if your qualification needs to be assessed against the standards set by the New Zealand Qualifications Authority.

Assessment can take up to 35 days. Costs and other information can be found at the website listed below.

Visit: www.tinyurl.com/nzqualcheck

New Zealand registration for internationally registered health professionals

A health professional who is registered overseas may have to be registered with a board or council in New Zealand and may need a current practising certificate.

A nurse who is registered overseas will need to apply to the Nursing Council of New Zealand for registration.

For more information about New Zealand registration boards visit the website listed below.

Visit: www.tinyurl.com/nzregistrationboards
Requirements for registration

Applicants for registration must provide evidence that they:

› have an international nursing qualification equivalent to the one in New Zealand
› are competent to practise within their scope of practice
› are fit for registration. This includes the ability to communicate effectively in English for the purpose of practising nursing.

Applicants from all countries (except Australia) have to sit an English language assessment before making an application. Once the paperwork is received, the application will be considered within 30 working days.

The Nursing Council of New Zealand strongly recommends that you do not make plans to move to New Zealand until you have completed registration (or have been advised to complete a Competence Assessment Programme - CAP - and have a placement on the programme, if necessary). For application forms, guides and more information visit the website listed below.

Visit: www.tinyurl.com/nznurses1

Before you are granted a work or residence visa you will generally need to show evidence that you hold the New Zealand registration needed to do the job you are going to do in New Zealand.
Opportunities for training and gaining qualifications

Qualifications
Some roles in Aged Care do not require any qualifications, but increasingly there is an expectation that you will become qualified. If you want to study for a qualification, you can do this after you start work.

The NZQA (New Zealand Qualifications Authority) sets standards for qualifications rated Level 1 to Level 10.

For more information about these and other qualifications in health and community services, including home and community support and healthcare, visit the website listed below.

Visit: www.careerforce.org.nz/aged-support/

Career Planning
Whether you are working in the health sector, or you are a student undertaking a professional qualification, you may want to know about your future career options or what you need to do to develop a career plan. For more information visit the website listed below.

Visit: www.tinyurl.com/nzjobsplanning
Training in New Zealand

Many organisations supporting older people have “in-house” training courses, induction programmes and development opportunities. The best way to find out about these is to ask your employer or manager.

There may be a cost for the training so be sure to ask who pays for it. Also ask whether the time to do the training is included in your work hours or is in your own time.

“Bonding” in employment

An employer may offer to pay for a course, cover relocation expenses, or give an employee time off to study in exchange for that employee’s commitment to the organisation for an agreed period of time. Any employee who does not meet the conditions of the agreement may have to repay all or some of the money invested by the employer.

For an employee on an individual employment agreement, part of their terms and conditions may include a bonding arrangement.
GETTING TO NEW ZEALAND

New Zealand needs people with skills to work in Aged Care. Immigration New Zealand has information to help you plan and prepare for living and working in New Zealand.

New Zealand Now

If you are overseas and thinking about coming to New Zealand, the New Zealand Now website is a great guide to living and working here. When you register on the website, you will receive emails about living in New Zealand, including work, housing, schooling, culture and fitting in. The site also covers work visa options.

Visit: www.newzealandnow.govt.nz

NZ Ready

NZ Ready is a free online planning tool for people moving to New Zealand. It creates a task list for you where you can add notes and check things off. Your task list can’t get lost as it’s always online.

Visit: nzready.immigration.govt.nz

Visa options

Some of New Zealand’s visa categories are targeted at helping employers to fill gaps in their workforce, yet ensuring that New Zealanders seeking employment are not disadvantaged.

Visa options for migrants wanting to work in Aged Care will depend on their occupation, skill level, English ability and whether your qualification is recognised in New Zealand.

Most migrants will need an offer of employment. There are also health and character checks. You may need to become registered with a professional body in New Zealand. More information about visa options can be found at the website listed below.

Visit: www.immigration.govt.nz/migrant
Which visa do you need?

Visa options for working in New Zealand include:

**Temporary work visas** are for people who:
- have a job offer from a New Zealand employer
- are skilled in occupations that are in high demand
- are coming here for a particular purpose, project or event
- want to gain work experience or work after studying in New Zealand
- are students and have the right to work
- want to join a spouse or partner here and work

**Residence or Work to Residence visas** are based on your occupation or skills. The options if you want to live in New Zealand permanently are:

**Skilled Migrant Category** is for people who:
- have the skills, qualifications and/or experience New Zealand needs

**Work to Residence** is for people who:
- are qualified in occupations that are in demand in New Zealand, or
- have a job offer from an Accredited Employer, or

**Residence from Work** is for people who:
- are already in New Zealand on a Work to Residence visa, and want to apply for residence.

For further information about visa options and working in New Zealand visit the websites listed below.

Visit: visaoptions.immigration.govt.nz
Visit: www.immigration.govt.nz/workinnz
Cost of visas and how long it may take

The cost of applying for a visa and how long it may take will vary. You should allow a minimum of 25 days for your application to be processed. This is a guide only – processing time could be shorter or longer. Residence class visa applications will take significantly longer. For more information visit the website listed below.

Visit: www.immigration.govt.nz/workapplicationprocess

If you have questions or you want more information about costs, phone the Immigration New Zealand Contact Centre or contact one of the Immigration New Zealand offices.

Phone: Immigration New Zealand Contact Centre 0508 558 855
Ask for “Language Line” if you need an interpreter

Immigration New Zealand has offices both offshore and in New Zealand. To find your nearest office visit the website listed below.

Visit: www.immigration.govt.nz/contactus

Getting legal documents witnessed

A Justice of the Peace (JP) provides the following services free of charge. A JP can:

› witness your signature on a document.
› certify copies of documents including mobile phone texts and computer-displayed results.
› complete an affidavit for you. This is a document that is sworn on oath or affirmed and is normally used in a legal proceeding.
› complete a declaration for you.

To find a Justice of the Peace visit the website listed below.

Visit: www.tinyurl.com/nzjustices

If you are unable to see a JP, documents can also be witnessed by a lawyer or the Police. You could visit a Police Station, a local law firm or your local Community Law Centre.
Bringing family to New Zealand

Will your family come too?

Immigration New Zealand allows you to bring family members to New Zealand if your family meet immigration requirements. Family members usually refer to your partner and your dependent children. Parents may be eligible under a Parent Category.

Your family will need to be prepared to live in a different culture. It is helpful if you tell your employer if you intend to bring your family to New Zealand. If family do join you, think about the following questions:

› Can they speak English?
› Do you earn enough to support them?
› Is there a place for them to live?
› What schools will your children go to?
› Can your partner/spouse drive?
› If they want to work, do they have the right visa to work?
› How can they find a job?
› What social life or support networks will they have?
› What public services, such as healthcare, are they eligible for?
› Can they adjust to a new country?

For more information about bringing your family to New Zealand visit the website listed below.

Visit: www.immigration.govt.nz/migrant
Immigration Advice

Immigration Advisers
If you use an Immigration Adviser (private sector) use one who has been licensed by the New Zealand Government.

If you are unhappy with advice or services from an Immigration Adviser, you can make a complaint by calling or emailing the Immigration Advisers Authority.

Phone: Immigration Advisers Authority 0508 422 422 (in NZ)
+64 9 9253838 (International)
Ask for “Language Line” if you need an interpreter

Email: info@iaa.govt.nz

For more information visit the Immigration Advisers Authority website listed below.

Visit: www.iaa.govt.nz

Advice to temporary workers

The conditions of your visa specify your position, employer, and location of employment. You can work only within the conditions of your visa.

Contact your nearest Immigration New Zealand office if you want to change the conditions stated on your visa. If you want to change your employer, you may request a Variation of Conditions. If you change jobs, you should know that your previous employer may also tell Immigration New Zealand.

If you want to stay in New Zealand after the expiry date on your visa, you will need to apply for a further visa well before the expiry date. It is important to remember that Immigration New Zealand’s visa requirements may change to ensure that New Zealanders seeking employment are not disadvantaged, so you may not get another visa.

Changes to your visa including extending the period and applying for a new visa can take time. Avoid problems by applying two to three months ahead.
There are occupations in the Aged Care sector that will not lead to permanent residence in New Zealand. Unless you apply for residence under partnership, or are a secondary applicant in another residence application, living in New Zealand permanently is unlikely.

You must leave New Zealand or apply for a new visa before your visa expires.

If you have questions about your visa call the Immigration New Zealand Contact Centre.

Phone: Immigration New Zealand Contact Centre 0508 558 855
Ask for “Language Line” if you need an interpreter

---

Important rights to remember:

› No one is allowed to threaten you if you change jobs.
› No one is allowed to keep your passport or your personal documents.
› By law, your employer must deduct tax and ACC levies from your wages. An employer cannot deduct other money from wages without your agreement in writing.
› Your employer cannot tell you how to spend your wages.

New Zealand Government officials and most employers are happy to help new migrants with any challenges they face in New Zealand. You should be open and honest with them, even if the problem is difficult to discuss.

If you have questions about your employment, call the Ministry of Business, Innovation and Employment’s Contact Centre.

Phone: Ministry of Business, Innovation and Employment Contact Centre 0800 20 90 20
Ask for “Language Line” if you need an interpreter

If your employer or a recruitment agent has your passport without your permission, report this to your local police station which can be located by using the website listed below.

New Zealand Police stations by map
Visit: www.police.govt.nz/contact-us/stations
New Zealand law

Newcomers to New Zealand have the same rights and responsibilities as any person living here. You must obey New Zealand law.

Breaking the law can put your visa status, and your family’s status, at risk. Immigration New Zealand can require people who do not have New Zealand citizenship to leave New Zealand if they consider the offence calls into question the migrant’s good character.

This can include any criminal offending (such as driving under the influence of alcohol or drugs) and may apply to migrants with permanent residence visas as well as temporary workers, regardless of the reason for your stay, or the needs of your employer.

A Valid Visa

People must be New Zealand citizens, residents, or have the right visa to work in New Zealand. Workers who do not have a valid visa can affect others by:

› Undermining employed workers’ conditions
› Operating outside health and safety systems
› Undermining New Zealand’s immigration system

If you have concerns about workers who do not have a VALID visa, you can call the Immigration New Zealand Contact Centre.

Phone: Immigration New Zealand Contact Centre 0508 558 855
Ask for “Language Line” if you need an interpreter
New Zealand employment law

You are protected by the minimum entitlements in law.

Employment agreements

A New Zealand employer must give you a written copy of the proposed employment agreement when they offer you a job. You can take the employment agreement away to read, get advice and discuss with other people before you sign it and accept the job.

Some workplaces may have a collective employment agreement that is agreed between the employer and a union. Ask your employer or another worker whether your workplace has this kind of agreement.

If anything in the agreement is not clear, ask your employer. If the agreement has things you don’t like, you’re entitled to discuss them with your employer and to try and negotiate changes, or contact one of the organisations who are listed on page 27.

Once you and your new employer have both signed the agreement, ask for a copy and keep it safe. You may need to check the terms and conditions you originally agreed to, if there is a disagreement later.

Your employer is required to keep an accurate record of the time you work, payments you receive and your holiday and leave entitlements. Your employer is required to provide this information to you if you ask for it.

The minimum wage

The adult minimum wage rate is the minimum amount that must be paid to an employee aged 16 years and over. The minimum wage is reviewed every year. To view the current rates visit the website listed below.

Visit: www.dol.govt.nz/nzwages
Deductions

Money cannot be deducted from your pay unless you agree to it, in writing. Some deductions (such as PAYE tax and ACC) are required by law and do not require written consent.

A 90-day trial period

It is important that you know New Zealand employers can offer a 90-day trial period to employees. You must be paid during this trial period.

Any trial period that you agree to with an employer must be agreed to in good faith as part of your written employment agreement.

This agreement must be signed by both you and your employer before you start work. There can be a trial period only if the employee has not worked for that employer before.

For information about support and protection for anyone employed on a 90-day trial go online at:

http://tinyurl.com/90daytrial

If you are dismissed from your employment under the terms of the 90-day trial period, this is a change to your circumstances. When you apply for a visa, the application states that you must advise Immigration New Zealand if there is ANY change to your circumstances.

Each visa type has its own conditions and you need to phone the Immigration New Zealand Contact Centre to find out how this affects you and what your options are.

If you are dismissed during your 90-day trial period you may be eligible to apply for a visitor visa of up to three months duration to give you time to find another job, or to leave New Zealand.

Phone: Immigration New Zealand Contact Centre 0508 558 855
Ask for “Language Line” if you need an interpreter
Work Rights

For Immigration New Zealand’s guide to work and work rights, visit the website listed below.

- Visit: www.immigration.govt.nz/workrights

If you have questions or need information on employment relations, pay and holidays, phone the Ministry of Business, Innovation and Employment’s Contact Centre or visit the website listed below.

- Phone: Ministry of Business, Innovation and Employment Contact Centre 0800 20 90 20
- Ask for “Language Line” if you need an interpreter
- Visit: www.dol.govt.nz

Migrants can be vulnerable in the workforce and sadly there have been issues with migrants being paid unfairly and being treated unfairly. If you feel you have been treated unfairly there are a number of places you can go for help. Details of these organisations are on page 27.

KiwiSaver

KiwiSaver is a voluntary, work-based scheme to help New Zealanders with long-term saving for retirement.

Temporary visa holders are not eligible to join KiwiSaver. All other eligible employees will be automatically enrolled into KiwiSaver. You can choose not to be in the KiwiSaver scheme by completing an “opt out” form. This has to be done within eight weeks of the day you start work. For more information about KiwiSaver visit the website below.

- Visit: www.kiwisaver.govt.nz

Annual holidays

You have the right to at least four weeks of paid annual holidays after you have completed a year of employment.

You can take at least two weeks together. You cannot be forced to cash up any holiday leave (that is, change your holiday leave for money).

If your employment is for less than a year you should be paid holiday pay at the end of your employment. This is calculated at 8%1 of your pay before tax.

---

1. As at 1/1/2014
is deducted or any other adjustment made (gross earning) and a proportion of this amount will be paid if you work for less than 12 months.

If you have a fixed-term employment agreement of less than 12 months, or if you are a casual worker with very intermittent or irregular work patterns, you can agree to have $8\%$ of gross earning added to your regular pay instead of paid time off work.

This must be specified in your written employment agreement and the amount of holiday pay must be recorded as a separate amount in your wages.

Public holidays
In addition to annual holidays, you are also entitled to public holidays.

When a public holiday is on a day you would normally work, you are entitled to have the day off work and be paid as if you had worked it.

If you agree to work on a public holiday you are entitled to receive time-and-a-half for the hours you work and another paid day off.

Transferring a public holiday
Employers and employees can agree to transfer a public holiday to another working day to meet the needs of the business or the needs of the employee.

This agreement should be in writing. Employees who may want to exchange public holidays for their own religious holidays can visit the website listed below for further information.

Visit: www.dol.govt.nz/nzholidays2

2. As at 1/1/2014
New Zealand public holidays are:

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christmas</td>
<td>25 and 26 December</td>
</tr>
<tr>
<td>New Year</td>
<td>1 and 2 January</td>
</tr>
<tr>
<td>Waitangi Day</td>
<td>6 February</td>
</tr>
<tr>
<td>Good Friday and Easter Monday</td>
<td>Dates change each year</td>
</tr>
<tr>
<td>ANZAC Day</td>
<td>25 April</td>
</tr>
<tr>
<td>Queen’s Birthday</td>
<td>First Monday in June</td>
</tr>
<tr>
<td>Labour Day</td>
<td>Fourth Monday in October</td>
</tr>
<tr>
<td>Provincial Anniversary Day</td>
<td>Different provinces have public holidays on different dates</td>
</tr>
</tbody>
</table>

Bereavement leave

After six months’ employment, you are entitled to paid bereavement leave if someone close to you dies.

If that person is your spouse or partner, child, brother or sister, mother or father, grandparent, grandchild, or parent of your spouse or partner you are entitled to three days’ leave.

For other bereavements you may be entitled to one days’ leave.

When close family or friends die in your home country, it is very difficult for you being so far away.

You can have bereavement leave, if you need it. If you do not have enough bereavement leave to cover the time you may need, you can ask if you can take annual leave or unpaid leave.
Sick leave

As a minimum you are entitled to five days’ paid sick leave each year after you have been employed continuously by the same employer for six months.

Sick leave can be used when you are sick or injured or when your spouse or partner, or a person who depends on you for care (such as a child or elderly parent) is sick or injured.

If you are sick before you have worked for six months you can ask your employer if you can use some of your annual leave or take unpaid leave.

Flexible work arrangements

Employees with caring responsibilities have the right to ask for a change to their hours of work, days of work, or place of work. Employers must consider a request and can refuse it only on certain grounds. For further information visit the website listed below.

Visit: www.tinyurl.com/altworkhours

Parental leave

Employees who are having a baby can apply for parental leave. Workers adopting babies can also apply for parental leave. For more information about eligibility, paid and unpaid leave visit the website listed below.

Visit: www.tinyurl.com/nzkidsleave
Health and Safety at work

New Zealand has laws to protect people at work. You may come to your new workplace in New Zealand with different understandings about safety at work.

It is your employer’s responsibility to provide a safe workplace, with the right training, supervision and equipment. It is also your responsibility to keep yourself safe at work.

Your employer must provide you with information about health and safety before you start work. This will include telling you about hazards and how they must be managed to reduce the risk of injury.

They must also provide you with protective equipment which you need in some situations to do the job safely, for example, disposable gloves if you are toileting or showering older people. Many workplaces have health and safety representatives who provide health and safety information.

Hazards and safety concerns in Aged Care work include:

- Slips, trips and falls
- Manual lifting and moving of people
- Violent and aggressive people
- Electrical cords and clutter hazards
- Infections from body fluids
- Use of equipment such as hoists and wheelchairs
- In home care - dogs and second hand smoke
- Challenging language and behaviour of older people (especially in dementia care)
- Shift work or working long hours
- Food safety
- Cleaning fluids
- Working alone
- Medical equipment
- Medications
When you start work, the information you receive must include what to do in an emergency (such as a fire or chemical spill) and where emergency equipment and first aid kits are kept.

Your employer must also tell you how to report any hazard, accident or “near miss” to them (a “near miss” is an incident, accident or emergency that could have caused injury, but didn’t). You also need to be aware that employers and workers may be prosecuted if there is an accident and the law has not been followed.

If you do not feel you have enough information or training for a task, talk to your employer or manager.

If you believe your health and safety is at risk tell your employer or manager immediately. Under law you can refuse to do any work you believe will put you in danger.

Your employer must also tell you what to do, and what not to do if a client has a medical emergency or other unexpected event.

You can call Worksafe New Zealand’s contact centre to learn more about health and safety requirements, your rights, and how to make a complaint about health and safety problems or visit the website listed below for more information.

Phone: Worksafe New Zealand Contact Centre 0800 030 040
Ask for “Language Line” if you need an interpreter

Visit: www.worksafe.govt.nz
Health care

You may not be eligible for public health care in New Zealand if you are on certain temporary visa categories. To see if you are eligible, visit the Ministry of Health website listed below.

Visit: www.moh.govt.nz/eligibility

Important: The New Zealand Government strongly recommends that people in New Zealand who are not eligible for public funded health services have comprehensive travel insurance that includes health insurance.

Accident Compensation Corporation (ACC)

ACC covers injuries at work, at home, on the road and during sport – no matter who is at fault.

You cannot sue for personal injury in New Zealand – in most cases ACC replaces that right.

If you are injured at work, ACC is likely to provide you with help, including some of the treatment costs. ACC provides 24-hour, seven-day-a-week injury cover for everyone in New Zealand, including visitors and migrants.

It is important to understand how ACC entitlements could apply to you. For example, ACC may help cover your loss of earnings if you cannot continue to work due to injury.

The amount of income you receive from ACC and when you start to receive it may depend on how long you have been working in New Zealand. The amount of income you will receive for the first week will also depend on whether the accident was work-related.

It is important to be aware of what cover the ACC system already provides, especially if you are considering taking out income replacement insurance.

For more information about how ACC can help, and to check your eligibility for ACC, visit the websites listed below.

Visit: www.acc.co.nz

Visit: www.moh.govt.nz/eligibility
Your rights in the workplace

The Aged Care sector in New Zealand can be a great place to work and can be very rewarding. The older people depend on your care. How you do this has a big impact on their health and wellbeing. Many express their gratitude by saying thank you and through telling their family and others about how well they are cared for.

However, if you feel that you are being treated unfairly at work there is support for you. You are protected by New Zealand employment law.

If you feel unhappy, talk to your manager or employer or union representative, in the first instance, about any concerns. They may be able to help you or direct you to someone who can.

Some workplaces provide an EAP – Employee Assistance Programme. This is a free service where employees can talk confidentially to an independent person about work or personal concerns. Ask your manager or employer if your workplace provides this service.
Some other places you can seek help from are:

<table>
<thead>
<tr>
<th>Name of Organisation</th>
<th>Support they provide</th>
<th>How to contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ministry of Business, Innovation and Employment (MBIE)</td>
<td>• Employment relationships • Employment agreements • Exploitation of migrant workers</td>
<td>0800 20 90 20 <a href="http://www.dol.govt.nz">www.dol.govt.nz</a></td>
</tr>
<tr>
<td>Citizens Advice Bureau Language Link (CABLL)</td>
<td>• A free and confidential service of information, advice and support in many languages.</td>
<td>0800 788 877 <a href="http://www.cab.org.nz">www.cab.org.nz</a></td>
</tr>
<tr>
<td>First Union’s Union Network of Migrants (UNEMIG)</td>
<td>• Aims to protect the rights and welfare of migrant workers in New Zealand.</td>
<td>0800 863 477 <a href="mailto:unemig@firstunion.org.nz">unemig@firstunion.org.nz</a>  firstunion.org.nz/unemig</td>
</tr>
<tr>
<td>New Zealand Council of Trade Unions (NZCTU)</td>
<td>• Information about what union you could join • Information about your rights and protections</td>
<td>04 385 1334 Find my union: 0800 872 3386 <a href="http://union.org.nz/">http://union.org.nz/</a></td>
</tr>
<tr>
<td>New Zealand Nurses Organisation (NZNO)</td>
<td>• Employment relationship support, including collective bargaining</td>
<td>0800 28 38 48 <a href="http://www.nzno.org.nz">www.nzno.org.nz</a></td>
</tr>
<tr>
<td>Public Service Association (PSA)</td>
<td>• New Zealand’s largest union, representing 58,000 workers in central government, state-owned enterprises, local councils, health boards and community groups.</td>
<td>0508 367 772 <a href="mailto:enquiries@psa.org.nz">enquiries@psa.org.nz</a> <a href="http://www.psa.org.nz">www.psa.org.nz</a></td>
</tr>
<tr>
<td>Service and Food Workers Union (SFWU)</td>
<td>• Employment relationship support, including collective bargaining</td>
<td>0800 864 661 <a href="http://www.sfwu.org.nz">www.sfwu.org.nz</a></td>
</tr>
</tbody>
</table>
Workplace culture in New Zealand

Some parts of New Zealand are very multi-cultural. Many workplaces are likely to have a mix of people from different countries and cultures.

New Zealand is a bi-cultural nation

In 1840, England formalised a partnership between its representative in New Zealand, known as “The Crown” and the inhabitants recognised as “Tangata Whenua” or the people of the land, creating a bi-cultural agreement.

To find out more about the Treaty of Waitangi visit the website listed below.


New Zealand has three official languages; English, Māori and New Zealand Sign language. You may find signs in your workplace in English or Māori or both. There may be other practices in your workplace that relate to Māori culture. Ask your manager or employer to explain.

With such a rich history of migrants coming to work in New Zealand there are now many cultures that are well established in their local communities. The aging population in New Zealand is likely to reflect older people from many cultures and backgrounds.

What might this mean for your workplace?

› Not everyone works in the same way.
› Different cultures value different behaviour.
› Different values can affect how people think, act and communicate in the workplace.
What are Kiwis like at work?

(Kiwis is a common name used for people who live in New Zealand)

Compared with workers from some countries, Kiwis:

› expect everyone to be treated the same
› respect the boss, but usually speak to him or her in a relaxed way and are willing to make suggestions
› like to work without being closely supervised
› are willing to work on a range of tasks.
What are Kiwis like to care for?

Most older people who rely on others to provide care will be grateful for your work and they may take an interest in your life.

Some people you care for may not have family members who visit regularly or who live nearby and they may appreciate you taking an interest in their life. Every individual is different and as you care for them, you will get to know what they do and don’t like. It is important to keep professional boundaries at work, if you are unsure about this ask your manager or employer.

There may be a small number of older people in New Zealand who may be unwilling to receive care from a person from another country or culture. Reasons for this may include their difficulty understanding your accent or perceived cultural differences. It may be a personal preference or something to do with a health condition.

If you have questions or concerns, talk to your employer or manager or contact one of the organisations mentioned on page 27.
COMMUNICATION

How Kiwis communicate

Good communication is at the heart of working in Aged Care. It is important that you understand what is being said to you and it is equally important that others can understand what you are saying. Sometimes people find it hard to understand an accent that they are not familiar with.

There is help if you need to improve your English. Some community groups provide help.

To find out who is available locally phone the number below.

Immigration New Zealand
Phone: 0800 776 948

Adapting to new ways of communicating

The way people communicate at work in New Zealand may be different from other countries. Kiwis may have a less formal relationship between employees and employers than you are used to.

Communicating with your “boss”, supervisor, manager, employer

You don’t always have to agree with the boss in New Zealand. It’s important to follow instructions, and it’s also ok to challenge, question or complain politely sometimes.

“Can you work an extra shift next Saturday?”

“I’m sorry I would like to say yes, but I have a community event that day.”
Communicating with work colleagues from different cultures

Fitting in – being part of the team

Being able to communicate well and interact with workmates is important if you want to fit into your new work team. Most new employees find it useful to learn the style of working together and communicating that is common in their workplace.

Suggestions for fitting in include; try greeting colleagues and your boss with a smile in the morning and respond to their greeting. Join in conversations at tea and lunch breaks. Things Kiwis like to talk about include the weather, the news, sport, the traffic, last night’s TV programmes. Say goodbye at the end of the working day.

“Wasn’t the weather great at the weekend?”

“Yes I got all the washing dry.”

“We took a picnic to the beach.”
Communicating with older people and their families

Kiwis are not usually direct, especially when they ask people to do things. They like to sound polite and to build good working relationships. Instead of telling people what to do, they often make suggestions. This is important in your communications with older people and their family members.

They often use an older person’s first name, and sometimes greet an older person as “dear”. They frequently check with an older person before they do something for them or say what they are going to do before they do it.

Help with communication

You may hear words at work that you don’t understand. Some may be Kiwi expressions or others Māori words. If you hear new words or expressions you don’t understand, ask about them or you could look at one of the following websites:

- Kiwi language: [www.chemistry.co.nz/kiwi.htm](http://www.chemistry.co.nz/kiwi.htm)
- Māori language: [tinyurl.com/tereomaori](http://tinyurl.com/tereomaori)
- Workplace communication: [worktalk.immigration.govt.nz](http://worktalk.immigration.govt.nz)
# Terms used in Aged Care in New Zealand

There are many words and phrases used in Aged Care in New Zealand which may be different from terms in other countries. Some of these are:

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACC</td>
<td>Accident Compensation Corporation, which funds support for people injured in New Zealand</td>
</tr>
<tr>
<td>B/O</td>
<td>Body odour or Bowel open</td>
</tr>
<tr>
<td>Care Plan</td>
<td>A plan setting out how the client will be cared for. It includes their needs and a summary of their medical needs including medication</td>
</tr>
<tr>
<td>Code of Rights</td>
<td>The Code of Health and Disability Services Consumers’ Rights became law on 1 July 1996. It grants rights to those who receive health and disability services, and places requirements on those who give the services</td>
</tr>
<tr>
<td>Co-ordinator</td>
<td>Someone who supervises support workers (often a registered nurse). An ‘administrative co-ordinator’ or ‘rostering co-ordinator’ someone who manages the roster. They are not generally registered nurses</td>
</tr>
<tr>
<td>DHB</td>
<td>District Health Boards - one of their roles is to fund support services for older New Zealanders</td>
</tr>
<tr>
<td>Home Support</td>
<td>Support provided in the home that helps someone to be able to live in their home</td>
</tr>
<tr>
<td>Household management</td>
<td>Support with things like cleaning and laundry</td>
</tr>
<tr>
<td>Incontinent</td>
<td>When the body cannot control toileting functions</td>
</tr>
<tr>
<td>Individualised funding</td>
<td>Where money for support is provided to a disabled person or their advocate, and they decide how to use it</td>
</tr>
<tr>
<td>Informal carer</td>
<td>A family member or friend who provides care but is not paid</td>
</tr>
<tr>
<td>InterRAI</td>
<td>A tool used to assess the needs of older people</td>
</tr>
<tr>
<td>MoH DSS, or DSS</td>
<td>Ministry of Health Disability Support Services, which funds support for New Zealanders living with a disability</td>
</tr>
<tr>
<td>Term</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Paid family carer</strong></td>
<td>A family member paid to support a disabled family member</td>
</tr>
<tr>
<td><strong>Personal Care</strong></td>
<td>Support with things like showering, dressing and eating</td>
</tr>
<tr>
<td><strong>Person-centred care</strong></td>
<td>Care which places the client at the centre of the support and decisions made</td>
</tr>
<tr>
<td><strong>Provider organisation</strong></td>
<td>An employer of support workers</td>
</tr>
<tr>
<td><strong>Public funded support</strong></td>
<td>Support is paid for by a government department or agency. It is usually managed through provider organisations</td>
</tr>
<tr>
<td><strong>Restorative care</strong></td>
<td>Care which encourages and supports clients to regain independence and strength, and to meet goals</td>
</tr>
<tr>
<td><strong>Roster</strong></td>
<td>Timetabling of support or work hours</td>
</tr>
<tr>
<td><strong>Sector standards</strong></td>
<td>The minimum standards provider organisations and employees have to meet when providing publicly funded support. For home support: The Home and Community Support Sector Standard is NZS 8158: 2012 and for residential care: The Health and Disability Service Standards NZS 8134: 2008</td>
</tr>
<tr>
<td><strong>Care or Support worker</strong></td>
<td>A paid employee</td>
</tr>
</tbody>
</table>

(Terms supplied by New Zealand Home and Community Health Association)

The Eldernet website lists more terms used in Aged Care.

Visit: www.eldernet.co.nz/Glossary
## Kiwi Language

Many words and phrases used in New Zealand seem strange to people from overseas. Here are some common terms and explanations:

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bed socks</td>
<td>Socks that are worn when in bed</td>
</tr>
<tr>
<td>Bibs</td>
<td>Clothing protection for elderly when eating food</td>
</tr>
<tr>
<td>Blender</td>
<td>Machine for mixing food and or liquids</td>
</tr>
<tr>
<td>Boxers or Y-fronts</td>
<td>Men’s underwear</td>
</tr>
<tr>
<td>Cardigan or cardy</td>
<td>Woollen or synthetic piece of clothing worn on the upper body. It has a front opening that is usually closed with buttons or a zip</td>
</tr>
<tr>
<td>Dishwasher</td>
<td>Electric appliance for washing dishes</td>
</tr>
<tr>
<td>Duvet cover</td>
<td>A cover that goes over a duvet or “filled blanket”</td>
</tr>
<tr>
<td>Flannel</td>
<td>Face towels</td>
</tr>
<tr>
<td>Heaps</td>
<td>Plenty or lots</td>
</tr>
<tr>
<td>Jacket</td>
<td>A short coat worn over other clothes</td>
</tr>
<tr>
<td>Jandals</td>
<td>Rubber footwear with a thong between the toes</td>
</tr>
<tr>
<td>Jersey or jumper</td>
<td>Woollen or synthetic piece of clothing worn on the upper body</td>
</tr>
<tr>
<td>Jug</td>
<td>An electric kettle for heating water or a container for liquid, usually water</td>
</tr>
<tr>
<td>Kettle</td>
<td>Electric jug for heating water</td>
</tr>
<tr>
<td>Knickers, panties or undies</td>
<td>Women’s underwear</td>
</tr>
<tr>
<td>Lazy Boy</td>
<td>A comfortable adjustable chair with footrests – not a lazy male</td>
</tr>
<tr>
<td>Loo, rest room, powder room</td>
<td>Toilet</td>
</tr>
<tr>
<td>Microwave</td>
<td>Small oven that uses microwaves to cook food</td>
</tr>
<tr>
<td>Napkin</td>
<td>Used at a dining table – paper or cloth</td>
</tr>
<tr>
<td>Nightie</td>
<td>Sleeping attire</td>
</tr>
</tbody>
</table>
You may hear Māori words being used in conversation. Some of them are:

<table>
<thead>
<tr>
<th>Māori Word</th>
<th>English Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aroha</td>
<td>Compassion, tenderness, sustaining love</td>
</tr>
<tr>
<td>Haere mai</td>
<td>Welcome! enter!</td>
</tr>
<tr>
<td>Haere ra</td>
<td>Goodbye or farewell</td>
</tr>
<tr>
<td>Hui</td>
<td>Meeting, conference, gathering</td>
</tr>
<tr>
<td>Kai</td>
<td>Food</td>
</tr>
<tr>
<td>Kia ora</td>
<td>Hi! Hello! (general informal greeting)</td>
</tr>
<tr>
<td>Koha</td>
<td>Gift, present (usually money, can be food or precious items, given by guest to hosts)</td>
</tr>
<tr>
<td>Manuhiri</td>
<td>Guests, visitors</td>
</tr>
<tr>
<td>Tangata whenua</td>
<td>Original people belonging to a place, local people, hosts</td>
</tr>
<tr>
<td>Taonga</td>
<td>Treasured possession or cultural item, anything precious</td>
</tr>
<tr>
<td>Waiata</td>
<td>Song or chant</td>
</tr>
</tbody>
</table>
LIVING IN NEW ZEALAND

Accommodation

Where will I live?

There are many different accommodation options. These include:

› Boarding with a New Zealand family – sometimes referred to as “private boarding” or “billeting”
› Staying in a “bed and breakfast”
› Flatting - sharing a house or apartment with others
› Renting accommodation
› Buying a home
› Dedicated worker accommodation (possibly arranged through your employer, if you are employed by the person you are caring for, or their family)
Renting in New Zealand

Rental accommodation in New Zealand may be different from in your country. For example, New Zealand rental properties are usually unfurnished. This means that, although an oven must be provided for cooking, you have to provide your own furniture (including beds and linen), refrigerator, washing machine, cutlery and cooking equipment.

Some older houses in New Zealand can be very cold because they are not insulated and don’t have heating in every room.

If you bring family to New Zealand, you may want to come in advance and stay in temporary accommodation while you find somewhere for your family to live.

General information on tenancy law and detailed information on rental property costs by type and location is available on the website listed below.

Visit: www.dbh.govt.nz/tenancy-index

For copies (once you are in New Zealand) call the Tenancy Advice Line or email the address listed below.

Phone: Tenancy Advice Line 0800 83 62 62
Ask for “Language Line” if you need an interpreter

Email: publicationorders@dbh.govt.nz

The cost of rental accommodation varies by location and quality. Initial rental costs can include paying a bond of up to four weeks’ rent in advance.

Tenants pay bonds to landlords to cover potential future expenses, such as unpaid rent, damage to the property (if that damage can be shown to be your fault) or any other claim. If none of these expenses need to be paid when the tenancy ends, the tenant gets their bond money back. Other costs may include letting agent fees – usually one weeks’ rent plus 15 per cent Goods and Services Tax (GST).
For more information about accommodation in New Zealand visit the website listed below.

Visit: www.newzealandnow.govt.nz/living-in-nz/housing

The websites listed below advertise accommodation in New Zealand.

Visit: www.trademe.co.nz
Visit: www.allrealestate.co.nz
Visit: www.flatfinder.co.nz

The websites listed below advertise short-term accommodation in New Zealand.

Visit: www.holidayhomes.co.nz
Visit: www.bookabach.co.nz

Insurance

If you plan to insure your home or its contents, make sure that you can secure the insurance cover before you buy a house or enter a tenancy agreement. For advice on your rights and obligations as a tenant you can call the Tenancy Advice Line.

Phone: Tenancy Advice Line 0800 83 62 62
Ask for “Language Line” if you need an interpreter
Driving

You need a current driver licence from your home country to drive in New Zealand. You may also need an international driving permit or a translation of your licence if it is not written in English.

If you are in New Zealand for more than one year, you need to get a New Zealand driver licence or convert your overseas licence to a New Zealand licence. There may be written and practical tests. You must always carry your driver licence when you are driving.

Your vehicle needs to be safe and have a current Warrant of Fitness, from a licensed agent. Your vehicle also needs a current vehicle registration. We drive on the left-hand side of the road in New Zealand. Seat belts and child restraints are compulsory. It is illegal to use a mobile phone when driving unless it is an approved hands-free model.

For more information about driving in New Zealand, see the New Zealand Transport Agency guide “What is different about driving in New Zealand” available on the website listed below.

[i] Visit: www.tinyurl.com/nzdrivingguide
Climate

New Zealand’s climate might be different from what you expect and from what you are used to.

Summer is between December and February and winter is between June and August.

The northern regions are generally warmer than southern regions.

New Zealand weather can change very quickly – sometimes New Zealand can have four seasons in one day! This means you need to be prepared for any weather changes when you leave the house in the morning.

Protection from the sun is important. New Zealand has high levels of harmful ultra violet (UV) radiation. UV radiation can burn and damage your skin even on cloudy days when you feel cool. Sunburn can cause melanomas and other skin cancers.

To avoid sunburn, it is important to:

› Wear a hat and clothing that covers your skin
› apply sunscreen (SPF 30+)
› wear wraparound sunglasses to help protect your eyes.
Cost of living

New migrants are sometimes surprised at the high costs of goods and services in New Zealand.

We have a small population which can mean fewer economies of scale, and our physical location means it can be costly to import goods into New Zealand. To find out more about the cost of living in New Zealand visit the website listed below.

Visit: www.tinyurl.com/nzlivingcost

Education

School age children of temporary workers will be issued a student visa (domestic) as long as the temporary visa holder is earning the minimum annual income of NZ $33,675 gross (as at March 2013).

To avoid any delay that could lead to having to pay international student fees for schooling, apply for children’s student visa before you arrive in New Zealand.

For more information about the education system, go online to the Ministry of Education’s website.

Visit: tinyurl.com/nzschoolinfo
What other things do I need to know?

Before accepting a job, think about the following:

✓ Do you have an employment agreement with a written job description that outlines the work you are being hired to do?

✓ Do you know what your accommodation options are and will these suit you and your family?

✓ Do you know if the employer has a good reputation for looking after staff and being fair?

✓ Do you know what hours and which days of the week you will be working?

✓ Will you have enough time off to do the things you and your family would like to do in New Zealand?

✓ Is the money you will earn going to be enough for your living costs as well as sending money home, if that is what you want to do?

If you have problems or questions, it is always best to be honest and ask, so that people can help.
Your checklist to help you plan and prepare well

Having realistic expectations and being well prepared can make a big difference to how well you settle into work and life in New Zealand. We have prepared a checklist to help you plan.

1. BEFORE ARRIVAL

Working in New Zealand

☑ Do I have information about Aged Care in New Zealand, such as, what types of jobs there are, the hours people work and pay rates?
☐ Do I have information about New Zealand’s health system?
☐ Do I have information about what type of visa I might be eligible for?
☐ Do I have a visa that allows me to work in New Zealand?
☐ Have I read and got advice about my employment agreement?
☐ Have I got a copy of the signed employment agreement?
☐ Do I have a written job description and/or a list of tasks from my employer?

New Zealand Government
Do I have written information about my new workplace – staff structure and roles, lines of communication, hours of work, timing of breaks, use of internet/e-mail and telephone?

Have I found out about how my overseas qualifications will be recognised in New Zealand?

Do I know something about the values and work style of my employer?

Have I found out if there is special clothing or equipment needed for my new job that I need to arrange?

Have I found out whether I need a New Zealand driver licence and what I need to do to get one?

Have I told my employer about any religious or cultural commitments I have that may affect my work?

Have I looked at NZ Ready nzready.immigration.govt.nz, Immigration New Zealand’s free online planning tool, to help me plan and prepare for my move to New Zealand?

Have I found out about differences in employment law, banking and tax systems, transport?

If I am bringing a partner, can they work? What type of visa are they eligible for and where can they find work?

If I am bringing children, where will they go to school; what does it cost?

Have I found out about accommodation and transport in the area where I will work?

Have I found out about paying for electricity and heating and where to buy food in the area where I will work?

Have I arranged for someone to meet me when I arrive?

Have I found out if there is a local person from my ethnic community that I can get in touch with?

Do I know about what cultural, social or religious groups are available in the area where I will work?

Living in New Zealand
Your checklist to help you plan and prepare well

2. ON ARRIVAL

Living in New Zealand

☐ Do I know where to go for local information? (Card 3 has details)
☐ Have I found out about local transport options? Have I found out about where to buy food?
☐ Have I got the right clothes for work?
☐ Do I know where to buy a mobile phone and a SIM card?
☐ Have I found out about the best way to keep in touch with family back home?

3. FIRST DAY AT WORK

☐ Have I asked questions if I don’t understand what is being said?
☐ Have I asked questions if I want to know something?
Have I asked my employer for time away from work if I need to go to appointments to set up a bank account or get a tax number?

Have I found out how often I will be paid for my work and when this will be done?

Has my employer explained how things work, such as where to put personal items like a handbag or coat, where to take breaks from work, where the toilets are and what to do in an emergency?

4. NEXT DAYS AT WORK

Have I been trained to safely use any equipment that is needed for work?

Some Tips

It may be helpful to write new things down in a notebook, whether it’s how to do a task, or a person’s name, or where to find equipment.

If your employer hasn’t already arranged a “buddy” for you at work, ask your employer if this can be arranged. A “buddy” is someone who has a lot of experience that you can go to and ask questions.

Make an effort to talk to others at work. New Zealanders often like to talk about the weather, what they did at the weekend or a recent news topic.
Support for you in New Zealand

Card 3 to Card 6 are an index of resources and a list of organisations associated with Aged Care in New Zealand that is contained in the booklet. These cards are for quick reference information.

IMMIGRATION NEW ZEALAND

Funds services that help all newcomers settle into work and life in New Zealand. For settlement services, information, and resources

www.newzealandnow.govt.nz  0800 776 948
www.facebook.com/NewtoNewZealand
email: newmigrantinfo@mbie.govt.nz

For local information about:

› Community groups
› Education and training
› Finding work
› Learning English
› Health
› Housing,
› Recreation
› Transport and
› Other settlement information.

WORKTALK

An online tool designed to improve communication between New Zealand employers or managers and new migrant employees from other cultures

worktalk.immigration.govt.nz
MINISTRY OF BUSINESS, INNOVATION AND EMPLOYMENT
For assistance with workplace challenges:
For work rights in English and other languages

![Information](www.immigration.govt.nz/workrights) 0800 20 90 20
Ask for “Language Line” if you need an interpreter

For information about solving problems at work and what support is available

![Information](www.dol.govt.nz/nzsolving) 0800 20 90 20

For information about discrimination in the workplace and where to go for help

![Information](www.dol.govt.nz/nzdiscrimination) 0800 20 90 20

For information about bullying in the workplace and what you can do about it

![Information](www.dol.govt.nz/nzbullying) 0800 20 90 20

WORKSAFE NEW ZEALAND
For information about health and safety in the workplace

![Information](www.worksafe.govt.nz) 0800 030 040

ACCIDENT COMPENSATION CORPORATION
For information about eligibility and how ACC can help

![Information](www.acc.co.nz)

ACCOMMODATION

![Information](www.trademe.co.nz)
![Information](www.allrealestate.co.nz)
![Information](www.flatfinder.co.nz)

![Information](www.newzealandnow.govt.nz/living-in-nz/housing)
![Information](www.holidayhouses.co.nz)
![Information](www.bookabach.co.nz)
Support for you in New Zealand

AT HOME CARE
For information about Home Help to Retirement Living

www.athomecare.co.nz

CAREERFORCE
For information about qualifications in health and community services

www.careerforce.org.nz/aged-support

CAREERS NZ
For information about careers

www.careers.govt.nz

CARERS NZ
A national registered charity which provides information, advice, learning and support for families with health and disability needs

www.carers.net.nz

CITIZENS ADVICE BUREAU
A free information and advice service that helps people to know and understand their rights and obligations

www.cab.org.nz  0800 367 222 (0800 FOR CAB)
COMMUNICATION

Kiwi language: www.chemistry.co.nz/kiwi.htm
Māori language: tinyurl.com/tereomaori
English expressions: www.usingenglish.com/reference/idioms

DEPARTMENT OF BUILDING AND HOUSING
For information about tenancy law and rental costs
www.dbh.govt.nz/tenancy-index

DRIVING IN NEW ZEALAND
For information about driving in New Zealand
www.tinyurl.com/nzdrivingguide

EDUCATION
For information about education in New Zealand
www.tinyurl.com/nzschoolinfo

ELDERNET
Information about services for older people in New Zealand. You can view information about places that provide care for aged people, their facilities, the type of care they provide, the type of staff they have and any religious affiliations
www.eldernet.co.nz

FIND A REST HOME
For information about the Aged Care process, from how to get an assessment right through to entering into a rest home or hospital
www.findaresthome.co.nz
Support for you in New Zealand

HEALTH IMPROVEMENT AND INNOVATION RESOURCE CENTRE
A one-stop shop of trusted health information, latest research and examples of best practice


HEALTH WORKFORCE NEW ZEALAND
For information about health sector work including registration requirements

[www.tinyurl.com/nzjobsplanning](http://www.tinyurl.com/nzjobsplanning)
[www.tinyurl.com/nzregistrationboards](http://www.tinyurl.com/nzregistrationboards)

IMMIGRATION ADVISERS AUTHORITY
For information about immigration advice visit the website below. If you are unhappy about the advice or services from an Immigration Adviser call the number below

[www.iaa.govt.nz](http://www.iaa.govt.nz)  0508 422 422

INSITE
A bi-monthly magazine at the heart and soul of New Zealand’s Aged Care, retirement and community care sector

[www.insitemagazine.co.nz](http://www.insitemagazine.co.nz)
INTERPRETING NEW ZEALAND
Interpreting or “spoken translation” to support effective communications between non-English speakers and government agencies or private businesses

www.interpret.org.nz  0508 468 377

JUSTICE OF THE PEACE (JP)
A Justice of the Peace can help with witnessing legal documents. Their services are free of charge

tinyurl.com/nzjustices

MINISTRY OF HEALTH
For information about eligibility for public health care in New Zealand

www.moh.govt.nz/eligibility

NEW ZEALAND AGED CARE ASSOCIATION CODE OF RIGHTS
For information about the rights of older people

www.tinyurl.com/nzagedhomerights

NEW ZEALAND HOME AND COMMUNITY HEALTH ASSOCIATION
For information for providers and an easy way for the public to find out what home health care services are available

www.nzhha.org.nz
Support for you in New Zealand

NEW ZEALAND POLICE
To find out contact information for your local police station in New Zealand

www.police.govt.nz/contact-us/stations

NEW ZEALAND QUALIFICATIONS AUTHORITY
To find out if an overseas qualification needs to be assessed in New Zealand

www.nzqa.govt.nz

NURSING COUNCIL OF NEW ZEALAND
For information for nurses who are registered overseas to apply for registration in New Zealand, including application forms

www.tinyurl.com/nznurses1

OEA OFFICE OF ETHNIC AFFAIRS
For information about promoting the advantages of ethnic diversity in New Zealand

www.ethnicaffairs.govt.nz

TE ARA ENCYCLOPEDIA OF NEW ZEALAND
For information about the Treaty of Waitangi

## UNIONS

**FIRST UNION’S UNION NETWORK OF MIGRANTS (UNEMIG)**
Aims to protect the rights and welfare of migrant workers in New Zealand

<table>
<thead>
<tr>
<th>Website</th>
<th>Phone</th>
</tr>
</thead>
</table>

**NEW ZEALAND COUNCIL OF TRADE UNIONS**
For information about what union you could join and information about your rights and protections

<table>
<thead>
<tr>
<th>Website</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.union.org.nz">www.union.org.nz</a></td>
<td>04 385 1334</td>
</tr>
</tbody>
</table>

**NEW ZEALAND NURSES ORGANISATION**
For information about employment relationship support

<table>
<thead>
<tr>
<th>Website</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.nzno.org.nz">www.nzno.org.nz</a></td>
<td>0800 28 38 48</td>
</tr>
</tbody>
</table>

**PUBLIC SERVICE ASSOCIATION**
For information about employment relationship support

<table>
<thead>
<tr>
<th>Website</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.psa.org.nz">www.psa.org.nz</a></td>
<td>0508 367 772</td>
</tr>
</tbody>
</table>

**SERVICE AND FOOD WORKERS UNION**
For information about employment relationship support

<table>
<thead>
<tr>
<th>Website</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.sfwu.org.nz">www.sfwu.org.nz</a></td>
<td>0800 864 661</td>
</tr>
</tbody>
</table>
More Than Words

Workplace communication tips for new migrant employees

GETTING THINGS DONE: REQUESTS AND INSTRUCTIONS AT WORK

In New Zealand, people use many different ways to give instructions and make requests politely, including:

› Using words that soften the force of the request – could, would, might:
  
  *Could you send me that letter?*
  
  *Not – Send me that letter*

› Using softening phrases to make the instruction less strong:
  
  *I wondered if you wouldn’t mind getting that file for me.*
  
  *Not – Get me that file*

› Using “I” or “we” instead of “you”:
  
  *Could I have a copy of that? – rather than – Could you give me a copy of that?*
  
  *We need to get a copy of this – rather than – You need to get a copy of this*

› Using minimisers (a bit, quick, just):
  
  *Could I just have a quick meeting with you? – rather than – Could I have a meeting with you?*

So what does your manager really mean when she says?

*I wonder if you could look at this spreadsheet when you get a moment.*

*Also, I would like to send this report off tomorrow morning. Do you have time to check it before then?*

If you are not sure, always clarify.

You could ask:

*Would you like me to look at this spreadsheet now? So does this report need to be finished by today? Can I check with you what I should do first?*

Why do New Zealanders soften instructions and requests?

In New Zealand freedom of choice and independence is highly valued and most people in professional workplaces try not to impose too directly on someone’s right to make their own decisions.
More Than Words

Workplace communication tips for new migrant employees

FITTING IN: BEING PART OF THE TEAM

Being able to communicate and interact with workmates is very important if you want to fit into your new team. Most new employees need to learn the style of interacting and communicating that is common in their new workplace.

This can be even more challenging for you as you try to adapt to communication styles in a language that is not your mother tongue.

What can you do to try and fit in?

1. Greet colleagues with a smile in the morning and respond to their greeting. Notice what your colleagues do and copy this. What can you say?
   - Your boss may greet you in this way too. It’s normal in New Zealand to respond and to speak up, like your workmates do.

2. Show interest by joining in the small talk at tea breaks and lunch breaks. What can you talk about?
   - the weather
   - the news
   - sport
   - the traffic
   - last night’s TV programmes
   What can you say when you need to end the small talk and get back to work?
   - Oh well, I’d better get back to work, I’d better go now, nice talking to you

3. Show interest and understanding when you are interacting at work. Common ways to do this include, nodding, saying:
   - I see, yeah, mm, oh right, aha, that’s good

4. Say goodbye in the evening. What can you say?
   - See you tomorrow, have a nice evening

Developed in collaboration with the Language in the Workplace Team, School of Linguistics & Applied Language Studies, Victoria University of Wellington
More Than Words

Workplace communication tips for new migrant employees

DIFFICULT TALK AT WORK: REFUSING, DISAGREEING AND COMPLAINING

In New Zealand it is alright to politely refuse to do something when you need to, for example, if your boss asks you to work late and you have a family commitment or tickets to a concert or movie.

It is also possible to disagree with a manager or make a complaint as long as this is done in a very indirect and polite way.

Ways of softening refusals, disagreements and complaints:

1. Refusals are usually softened or implied rather than directly stated, e.g.
   a. I wish I could help you but unfortunately... (provide reason)
   b. I'm sorry but I am just too busy to fit that in right now

2. Disagreements are often softened to reduce their force, e.g.
   a. I can see what you mean but...
   b. Yes, but... OR Yes, and...
   c. Actually, I think...
   d. Using a positive adjective with not rather than a negative adjective
      Actually, that is not quite correct – rather than – that’s wrong

3. Complaints and criticisms are rarely made in public. Common ways of softening a complaint include:
   a. Using minimisers that reduce the size of the complaint: 
      I have a little bit of concern about...
   b. Adding it seems or there seems to a statement: 
      There seems to have been a mistake – rather than – You have made a mistake
   c. Using a positive adjective with not: 
      I am not very happy... rather than – I am unhappy/angry about...
   d. Changing the verb from the active to the passive so that the person doing the action is not emphasised. 
      I was promised – rather than – you promised me

Developed in collaboration with the Language in the Workplace Team, School of Linguistics & Applied Language Studies, Victoria University of Wellington

© New Zealand Immigration

New Zealand Government
More Than Words

Workplace communication tips for new migrant employees

MAYBE WE COULD... SUGGESTIONS AND ADVICE AT WORK

New Zealanders often soften their language when making suggestions or expressing their opinions at work to avoid imposing their views too strongly on others and risking a relationship breakdown. Advice to friends and workmates is also not given as directly as in some cultures.

Many new migrants find it difficult to soften suggestions appropriately. They can also have trouble telling the difference between a suggestion and an instruction.

Ways of softening suggestions, advice or opinions:

1. Avoid phrases such as you must, you should. These are considered very direct and strong, sometimes even rude.
2. Use phrases that make the suggestion more tentative: I wonder if we should... How about...? Would there be any advantage in...?
3. Use the pronoun “we”: I wonder if we should...
4. Use comparatives with might: It might be a better idea to change this document rather than: You need to change this document
5. Use a question rather than a statement Could we look at this again tomorrow? rather than: We need to look at this again tomorrow

So what does your manager really mean when he says?

It might be an idea to put this section at the end of the report If you are not sure, always clarify. Some people use the same words when they are making a suggestion or expressing their opinion as when they are making a request or giving an instruction, e.g. I wonder if we should move this section to the end

It is important to clarify the meaning if you are not sure so you know whether it is just a suggestion or it’s an instruction that must be followed. You could ask: Would it be better for me to put this section at the end?

Developed in collaboration with the Language in the Workplace Team, School of Linguistics & Applied Language Studies, Victoria University of Wellington
Acknowledgements
This resource has been developed in collaboration with:

- The New Zealand Home Health Association Ltd
- New Zealand Aged Care Association
- New Zealand Nurses Organisation
- Age Concern
- Te Kaunihera Tapuhio o Aotearoa Nursing Council of New Zealand
- Human Rights Commission
- Te Kāhui Tīkau Tangata
- Rural Women
- Bupa
- FIRST Union
- Careerforce
- CTU
- Te Whare Wānanga o Te Ūpoko o te Ika a Māui
- Victoria University of Wellington
- Ministry of Business, Innovation & Employment
- Hikina Whakatutuki
- New Zealand Government