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http://dol.microsite.co.nz/linkz/subscription/
Welcome to New Zealand.

We have a great country, living as we do on the edge of the world. My role is the General Manager of the Settlement, Protection and Attraction Division within Immigration New Zealand. New Zealand is a fantastic country to live in, with an engaging climate and culture. I want to ensure you are feeling welcome in New Zealand, are settling well, and are able to make a contribution to this country. This quarterly magazine is part of providing you with the information you need. We value the skills and knowledge you bring and want to ensure you can use your talents with employers, or as investors or entrepreneurs. If you think there are things we need to do better to help you settle quickly, please take the time to let us know by emailing: settlementinformation@dol.govt.nz

Many thanks and best wishes for your future here.

Stephen Dunstan
General Manager, Settlement Protection and Attraction Division
Immigration New Zealand

One in every four people in New Zealand was born overseas. New Zealand’s population also continues to grow more and more diverse.

Migrants arrive in New Zealand keen to settle here – to understand and integrate into their new community. What many migrants do not expect is that these days, the new community that they choose to live in is likely to be a mini-United Nations!

To help new migrants appreciate the diverse cultures they come into contact with, Jenny Magee, a Hamilton-based diversity coach, trainer and speaker has developed a fun resource called Conversity. She has designed a set of cards that help start what can often be challenging conversations about differences.

Have you ever had a burning question about different ways of doing things? Conversity can help – the cards are designed to spark a conversation about diversity. The easy-to-use kit consists of a set of cards that contain activities that are appealing to adults and children of all ages. The cards can be used in number of situations – at home, in the classroom, at work, as a training tool, at community gatherings and at conferences.

The first Conversity resource, called Across Cultures, works on the basis that some ethnic differences are visible (food, language and festivals) and others are invisible (attitudes, values and beliefs). Across Cultures deals with cultural differences through stories and examples that range from table manners to paying a compliment, from naming a child to being on time, from clothing for special occasions to body language.

The next Conversity resource, Bridging Generations, is already under development. These resources are not only useful for migrants – they are useful also for those born in New Zealand.

For more information and access to Conversity go to: www.conversity.co.nz
Busy Coordinators Gather in Wellington

Early in November 20 Coordinators from Settlement Support New Zealand (SSNZ) gathered in Wellington for two days of in-service training workshops. They are pictured here with five Settlement Unit staff.

It's hard to imagine that this group of people made 23,000 referrals for new migrants last year – pointing people in the right direction to access information, services, seminars, and agencies that can assist with settlement. This year coordinators are extending their services to employers of new migrants – supporting workplaces to retain the new migrant staff they have recruited.

Getting satisfaction from your immigration consultant

If you are dissatisfied with the immigration advice or services you receive, you can complain to the Immigration Advisers Authority.

The Authority is responsible for licensing and regulating anyone giving immigration advice whether they call themselves an immigration consultant, immigration adviser or immigration agent. A register of licensed immigration advisers can be found at www.iaa.govt.nz and you can use it to check whether your adviser is licensed.

Giving immigration advice without a licence is illegal and you can report your adviser by emailing the Authority directly at info@iaa.govt.nz or calling freephone 0508 422 422 (NZ only).

To make a complaint about a licensed immigration adviser, you can complete the online complaint form found at www.iaa.govt.nz.

Where appropriate, consider discussing the issue with your adviser first and trying to resolve it via the adviser’s internal complaints process.

It’s a good idea to:

- write the word “complaint” on correspondence
- include any reference numbers they may have given you
- keep copies of all correspondence.

If you’re still not satisfied or don’t get a response, contact the Authority. The service is free.

After your complaint is investigated, it may be referred to the Immigration Advisers Complaints and Disciplinary Tribunal where penalties can include licence cancellation, compensation, fines of up to $100,000 and up to seven years imprisonment.

Tell us your story

Do you have a story to tell about your settlement into life in New Zealand? If so, LINKZ would like to hear from you. Please email your story to the editor of LINKZ: linkz@dol.govt.nz

Have you moved recently?

If so, please email linkz@dol.govt.nz with your name, old address and new address.

www.immigration.govt.nz
The hangi or earth oven is the best known traditional form of cooking for Māori.

Māori mythology says the foods of hangi are the descendants of the gods Tane (Forests – firewood, birds), Haumia (Wild vegetable foods), Rongo (kumara sweet potato and cultivated foods) and Tangaroa (fish).

Fire is said to come from the goddess Mahuika. The Earth is from Papa the Earthmother and the water sued to make steam from Ranginui (Skyfather) and Hineawaawa (streams). In honour of these beliefs all preparations begin with kara-kia (blessings and thanks).

Hangi is an old form of cooking with its origins in the umu (earth ovens) of ancient Polynesia. Its unique taste derives from the combination of smoking from burnt wood, steaming from water and baked aroma from the earth oven. Like all good ancient things it has found its way into the modern world as a way of connecting the old and the new.

As the smell of cooked food permeates the air, it is time to think about the happy blending of the traditional style of Māori Cooking with the additions provided by today’s society and surroundings.

**PREPARATION**

Hangi takes a long time to prepare, so do everything possible, the day before. Make the baskets.

Cut the wood. Dig the hole (cover if left overnight). The size of the hole depends on the size of the food basket/s and people attending. A good size hangi for 50 to 100 peoples is usually 2 metres square and 1 metre deep. Place wood and stones by the hole, make sure they are covered if left over night.

Prepare the meat and vegetables. If the food is to be prepared from a kitchen, have the meat, poultry and vegetables ready to be placed in the baskets. Special food, such as steamed pudding, can be added if wrapped in muslin cloth.

**SELECTING THE UMU (OVEN HOLE) SITE**

The selection of a good site depends on access to water for soaking bags and cloths to create steam and the ease of digging a good sized pit. Ashes make good compost so a piece of land near the vegetable garden is always a good choice. Wind direction is also important. Keep a watchful eye on your fire and make sure it is well away from buildings, trees or anything that which may catch a flying spark.
STONES
Place stones in the hole – they must fill about 0.5 metres deep. When heated, the stones will supply the heat for cooking the food, so it is important to choose stones that do not crumble in the heating or shatter too readily. Light igneous or volcanic stones or heavy round river rocks are better than brittle stone like sandstone. Today many people use old railway iron cut into rock size as their source of heat. These are great but very heavy!

TIMBER
A mixture of dry timber and slow burning logs is best for a hangi. Hardwood timber like manuka and kanuka are best for the fire because it gives out more heat. A good choice is lighter timber underneath and hardwood on top. Light the fire and burn for 2 to 4 hours making sure the rocks are as hot as possible. When burnt down push any ash to the sides leaving the hot stones/iron exposed. The more ash left in the pit, the smokier the taste of the food. This is a matter of choice.

FOODS
All varieties of meat, poultry, vegetables and steamed puddings can be cooked in the hangi. The preparation of the food is the same as preparing food to be cooked on an electric stove. As a rule, place meat at the bottom and vegetables near the top.

FOOD BASKETS
The number of food baskets used will depend on what you serve and how many people you want to feed. A general rule is a minimum of 3 food baskets or steamer type containers – one each for the meat, poultry and vegetables. You can make the baskets from small mesh chicken netting by cutting a square and folding the corners up. Local variations can range from elaborately welded perforated steel containers to bakers wire welded trays.

COVERING
Two types of covering are needed – mutton cloth and sacking. Mutton cloth is used to cover the food and the sides of the baskets before they are put in the hole. A much heavier covering is needed to keep the soil from getting into the food once the food has been put on the heated rocks. Spray liberal amounts of water over the sacking. This prevents fire and provides the steam needed for cooking. The steam, heat and smoke from the fire give the hangi its unique taste.

When this is done, cover the outer layer of sacking with earth. Watch for any steam escaping and cover the cracks with soil. The hangi will need to be checked at regular intervals just in case steam escapes from the soil. Cook for 2 to 4 hours depending on size. If steam emerges from the hangi after the first shovel of soil is removed, the hangi will be successful. If no steam appears, cover it up and buy fish and chips!

ALTERNATIVE OVEN HÄNGĪ
- Prepare this meal in a roasting dish, which must have a close fitting lid. Heat the oven to approximately 220 degrees Celsius.
- Sprinkle some parsley and a few pieces of diced celery into the dish.
- Separate with tin foil and lay in your meat with beef at the bottom, pork in the middle and chicken on top.
- Place 3–4 potatoes, 3–4 trimmed kumara and 3–4 pieces of pumpkin on top.
- Lay cabbage over the bones. Place enough cabbage for 4 and if possible some watercress. Add 1 and a half cups of water.
- No salt is needed.
- Cover the dish with tin foil. Place lid on top and bake for 3 and a half hours.
There are five vowel sounds in Māori, which are pronounced ‘short’ or ‘long’.

When written, the ‘long’ vowel sound is shown by a macron e.g. āēōū. The following English equivalents are a rough guide to pronouncing vowels in Māori.

<table>
<thead>
<tr>
<th>English</th>
<th>Māori</th>
</tr>
</thead>
<tbody>
<tr>
<td>a as in far</td>
<td>ā as in car</td>
</tr>
<tr>
<td>e as in desk or pen</td>
<td>ē as in end</td>
</tr>
<tr>
<td>i as in fee, me or see</td>
<td>ĭ as in tea</td>
</tr>
<tr>
<td>o as in for</td>
<td>ō as in your</td>
</tr>
<tr>
<td>u as in put</td>
<td>ū as in blue</td>
</tr>
</tbody>
</table>

There are fewer consonants, and only a few are different from English.

The most common differences are:

- wh counts as a consonant; the standard modern pronunciation is close to the ‘f’ sound;
- ng counts as one consonant and is pronounced like the ‘ng’ in the word ‘singer’.

Outside of these, the consonants are mostly the same as English.

Try these placenames:

- Kaitaiā (Kai-tie-ar as in tar/are)
- Whāngarei (Farn-ga-ray)
- Tāmaki (Auckland) (Tar-muck-ee)
- Kirikiriroa (Hamilton) (Ki-ree-ki-ree-row-a)
- Lake Taupō (Lake Toe-paw)
- Pōneke (Wellington) (Paw-neck-ee)
- Whakatū (Nelson) (Facka-two)
- Ōtautahi (Christchurch) (Aw-toe-ta-he)

To learn more about Te Reo, go to www.korero.maori.nz
Early Māori Life in Otago

TRIBES AND ANCESTORS

Southern Māori tell of five successive arrivals of people in Otago. The mysterious Kāhui Tipua were the first, followed by the Te Rāpuwai then the Waitaha tribes who arrived in the 15th century.

Kāti Mamoe arrived in the late 16th century and Kai Tahu about a hundred years later. The modern name Otago derives from the mispronunciation of the name Ītākou meaning “of Tākou” who was an ancient ancestor.

MOA HUNTERS

Human settlement in Otago began between 1100 and 1300 CE. Settlement was focused on the coast, where ocean fish, seabirds and seals were plentiful. The plains and basins held abundant flightless moa. People journeyed inland to harvest eels, forest birds such as weka and kererū (wood pigeons), and tī kōuka (cabbage trees).

In the course of hunting, much of inland Otago was burnt, and the forest was replaced by tussock. The moa became extinct about 1500 CE meaning the ability to sustain a population became much reduced. The climate was also too cold to grow kūmara (sweet potato), so there was little horticulture.

THE FLOURISHING OF MĀORI CULTURE

Increasing reliance on harvesting the root of the tī kōuka (cabbage tree) became more important. A new distinctive Māori culture evolved, characterized by the construction of pa (fortified villages). Significant settlements were built in the Otago Peninsula and Dunedin Harbour; Ōamaru and the Pleasant River; and south from the mouth of the Clutha River. Pukekura (a fortress on Taiaroa Head) and Ōtepoti (now Dunedin central) were large settlements built around 1650.

ROCK ART AND POUNAMU

Otago Māori have important legacies in art. Rock art is found at more than 550 sites mostly in North Otago and South Canterbury – there are over 50 sites just around Ōamaru. More lies hidden, waiting to be discovered. Rock art drawings range from single faded symbols on a weather-beaten rock, to murals up to 20 metres long drawn under the overhangs of limestone outcrops.

Otago Māori sourced highly-valued pounamu (greenstone) in the headwaters of rivers draining into Lakes Wakatipu and Wānaka, and on the South Island’s West Coast, which they traded across New Zealand.

Whale ivory chevron pendants were found at Little Papanui on Otago Peninsula estimated to have been made by the earliest occupants between 1150 and 1300 CE. Another site at Harwood Township yielded three magnificent greenstone adzes.

EUROPEAN CONTACT

European sealers and whalers were the first to settle in the Otago region arriving between 1790 and 1800. They set up camps at various places around the coast and introduced the potato. By 1830 several whaling stations were established along the Otago coast.

European arrival had a huge impact. Diseases such as flu and measles took a devastating toll. The introduction of muskets drew South Island Māori into a series of damaging wars with North Island Māori. South Island Māori signed the Treaty of Waitangi in June 1840.

In 1844 the weakened Ngāi Tahu tribes under chiefs Taiaroa and Karetai were forced to sell the Otago block, opening the way for Pākehā settlement. Within a few years of settlers arriving from Scotland in the late 1840s, Māori were a small minority of the population.

REVIVAL

Otago Māori were part of the Ngāi Tahu Treaty settlement of 1997. Today the local tribe plays an important part in the life of the region. Māori again own the pounamu resources. Te Rūnaka o Ūtākou Ngāi Tahu have active partnerships in education and have particularly strong relationships with Otago Polytechnic, Otago University and the Otago Regional Council.
Mayoral Message

Not for nothing does Dunedin enjoy a reputation for tolerance and hospitality. Every year thousands of students, from both elsewhere in New Zealand and from around the world, choose to further their studies in our ‘student friendly’ city making Dunedin their temporary ‘home away from home’.

Lately we’ve been working hard at making the families of new permanent settlers, many of them also arrivals in New Zealand from overseas, feel welcome and wanted.

For many Dunedin is a far cry from the homes they’ve left behind and the abundance of space, trees and rivers and a dazzling new choice of fresh foods, which we take for granted, take some getting used to. Like any good host we work hard at making their arrival memorable by introducing them to our city.

Our Settlement Support service provides, in conjunction with the Department of Labour, a comprehensive and personal welcome specially tailored to meet the needs of our new neighbours. We know a host of our immigrants welcome this kindly helping hand to get them started.

Long may it be so – and long may they stay among us. They are most warmly welcome.

Dave Cull – Mayor of Dunedin
Putting out the ‘Welcome’ mat

Keeping new immigrants in Dunedin is a job the whole city can play a part in – our warm response to their arrival is the best way to help them settle in.

Newcomers to the city, whether from elsewhere in New Zealand, or – more commonly – from overseas, need a lot of help settling into their new home, and Dunedin people and businesses are perfect for the job.

Fi McKay is the Dunedin Settlement Support Co-ordinator, based in the Economic Development Unit of the Dunedin City Council and funded by the Department of Labour Settlement Division.

Her job is to ensure newcomers have the information they need, when they need it.

She says migrants need information and the best way to get it is through social connection.

Fi started her position two years ago by writing a strategic plan of settlement for Dunedin and creating a booklet of information for newcomers themselves.

Also, a section of the Dunedin City Council website is devoted to them, answering questions ranging from how to find work, schools and accommodation to how to get mail delivered and how to heat their home without setting the neighbourhood on fire.

Brochures, listing the most important things migrants need to do when arriving in Dunedin (such as getting an IRD number or opening a bank account), have been created and are freely available around the city, as well as a handy wallet information card and 3061 of these were distributed in the last 12 months.

She is now beginning to work directly with employers around the city, to develop a way of helping them deliver information to staff they employ from overseas or outside Dunedin.

“Employers are in a key position to settle whole families, so immigrants stay as long as they had intended, or permanently.”
Although it would take a little more effort on the part of employers, it is clearly worth it to their company financially...

WHY SHOULD DUNEDIN WANT MIGRANTS OR NEWCOMERS FROM ELSEWHERE IN NEW ZEALAND?

Firstly, they fill a skill shortage and labour market gaps – immigrants are unable to get a job unless no Kiwi is available to fill the post.

Dunedin also needs to replenish its aging population – making sure there are enough workers to support those who are retired.

Plus they add to the diversity of the city, making Dunedin more culturally vibrant.

The Dunedin Settlement Support New Zealand vision is that newcomers and their families settle and make a positive contribution to the city.

But settling in a new city isn’t always as easy as it might seem to those of us who’ve been here for years.

While one person in a family may have a job and is meeting people, their spouse is often isolated.

Surveys show the biggest reason for a new employee to leave is their spouse being unable to find a job, or a job that is equal to their abilities, and failing to make social connections.

“We’re in a better position to assist people to settle if we start before they even arrive in the city.”

Employers should be encouraged to consider social connections for the whole family as being as equally important as the right papers or working conditions for their new staff member.

Asking their new employee to consider these connections, as well as things such as housing and transport, before they arrived, will be vital to the success of a ‘good settlement’.

Fi McKay points out it’s predominantly women who settle families, doing a lot of the legwork in establishing things such as schooling, housing, etc.

Considering employers had sometimes invested between $20,000 and $100,000 or more getting a new employee to their company, losing them because of that lack of social connection was a waste of that investment.

It is worth it, then, for companies to consider the whole picture for their new staff member, and some do that wonderfully, Fi says.
“We’ve had examples of bosses who practically throw welcome parties for new staff members, and who go to great lengths to ensure they are happy and settle in quickly.

“But we also know of examples where a new employee has turned up and no-one seems to know about them, let alone be prepared for them.”

Although it would take a little more effort on the part of employers, it is clearly worth it to their company financially – a happy worker with a happy family will be more productive early on and will stay as long as they intended or permanently. The rest of Dunedin has a part to play too, Fi says.

“It’s important that newcomers to the city are welcomed wherever they meet Dunedin people.”

Taking time to offer advice, be friendly, explain local customs or integrate a newcomer into local life could be the difference between them going or staying.

It is the little things that make the difference, such as speaking slowly to speakers of other languages, rather than at our typical speed.

So do your bit for Dunedin, and welcome a migrant whenever you get the chance!

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**A HELPING HAND – RITA’S STORY**

Hungarian Rita Meszaros and her family emigrated to Dunedin late last year, having visited New Zealand on holiday three years earlier.

“We became fans of New Zealand – it was love at first sight – and as the recession affected Europe we decided to come back again as soon as possible.”

As only Rita spoke English in the family of husband Laszlo and two school-age children she said they needed all the help they could get to settle in.

Rita’s Hungarian friends had previously met Fi McKay, the Dunedin Settlement Support Co-ordinator, and recommended a meeting.

“I think meeting Fi was a turning point in our progress” says Rita.

“The first thing she did was to create a comprehensive plan for us with many contacts.”

Rita says people in Dunedin have been wonderful to her and her family.

“Everyone here’s tried to help us and we appreciate it so much.”

---

...a happy worker with a happy family will be more productive early on and will stay as long as they intended or permanently
The settlement of Dunedin’s newcomers

New migrants in Dunedin are offered a free orientation tour of their new city. They are given a two-hour New Zealand-style tour, led by Dunedin’s Settlement Support Coordinator Fi McKay, around some of Dunedin’s popular recreation spots and government departments.

“We started doing these tours about a year ago, in response to employers and new immigrants saying it was difficult to get oriented in Dunedin,” says Fi.

Even trying to find supermarkets from the phone-book was not always easy for new migrants, she said.

“We also give them a free one-month subscription to the Otago Daily Times and explain how they can find jobs and accommodation every Wednesday and Saturday.”

The tour points out the Dunedin central police station, Civil Defence, Inland Revenue, Work and Income, Immigration New Zealand, Dunedin Public Library, the Dunedin Hospital and even a dating agency.

“A lack of social connections may be a key reason migrants don’t settle, or can’t get a job,” Ms McKay said.

“Most migrants arrive with a job offer – but not all do. They may be accompanying their partner, or joining family here.

It takes, on average, five years for a migrant who doesn’t speak English well to get a job at the level that matches their skills, and up to two years for those who do speak English.”

Economist Rodrigo Olin (28), of Mexico City, said the tour was invaluable. “The hardest thing about getting used to a new culture is understanding what the society believes and what are the norms.

There are some food things I miss, too, although you can get a lot of Mexican food here,” he said.

“The toughest thing has been living with the lack of insulation in the houses here. Sometimes, in our house, we are freezing. But, it’s beautiful here and it has everything. All the young people at university bring a lot of life into the city.”

The Dunedin City Council operates the settlement support initiative under contract from Immigration New Zealand.

Checking out the city from the Signal Hill lookout on Thursday are new Dunedin arrivals (from left) Setareh Shojaei and Saeed Sharif, of Iran; Clare Gore, of New Zealand; Matloob Husain, of India; Rodrigo Olin, of Mexico; Carla Doring, of Germany; Maud Ceuterick, of Belgium; Jem Cooper, of the Philippines; and Ruth Shin, of South Korea, with Dunedin City Council settlement support officer Fi McKay. Photo by Linda Robertson.
Economic and employment overview – Otago

There isn’t always an obvious path to getting ahead in your career, and a small city near the bottom of New Zealand might not appear to be a natural stepping stone. However, look more closely at Dunedin.

You will find a world-class university and medical school; access to leading research and development capabilities; and a range of opportunities in local government, the not-for-profit sector and professional service firms with outstanding reputations. If you find work with any of our key employers you will be surrounded by skilled, internationally experienced workers.

Dunedin has a population of about 120,000. The demographics of the city closely resemble those of the rest of New Zealand, except for one age group – 15–24 years old. A large number of young people travel from within New Zealand and overseas to study at the University of Otago and Otago Polytechnic. This, and the fact that the campuses are next door to each other and the central city, helps make Dunedin the most ‘student friendly city’ in New Zealand.

While many students who travel to Dunedin to study leave after graduation, there is a growing number of ‘young professionals’ choosing to stay in the city. Programmes to help students find meaningful summer work with local businesses is proving very successful. This year, more than 100 students will find work relevant to their skills and study. Nearly 50 businesses are finding a pool of talent among the students that most of them weren’t aware of previously. Previous experience shows that more than a third of students who work over the summer in Dunedin will be retained full or part-time by their summer employers.

As well as helping match up talented students and local businesses, students who want to be the boss, not work for one, are also getting help. The Audacious Student Entrepreneur Challenge offers tertiary students the chance to explore their own business ideas through a business plan competition and one-on-one help from a full-time business mentor on campus. This year, the winner of the business plan competition has already started trading. He is expected to make more money as a student than many of us earn as full time employees!

All these bright ideas offer ample opportunity for investment in Dunedin, and a group of ‘angel’ investors have backed a range of businesses. ‘Otago Angels’ includes both Dunedin and Queenstown-based investors and they are keen to hear about new opportunities or investors moving into the region who might like to join them.

There are also a number of well-established organisations in Dunedin with strong international links. Two obvious examples are the Kraft-owned Cadbury Chocolate Factory in the central city; and Natural History New Zealand (a documentary maker), which is owned by Fox media. There are many other businesses that do business internationally but whose owners choose to spend a little more time travelling to and from their markets in return for the fantastic lifestyle they and their families can enjoy when they are home.

In recent years, bold decisions have been made to invest in infrastructure. A new covered sports stadium was completed this year and the players, officials and audiences for the Rugby World Cup games played there have been full of praise for the new facility. As well as this, the Town Hall and Regent Theatre have been revamped significantly. For a relatively small city, Dunedin has a wealth of facilities.

Dunedin is the gateway to Central Otago and to New Zealand’s leading tourist resort area. Only a 40 minute drive from the city centre to the northern edge our city boundary is Middlemarch, where the Central Otago experience really begins. For many people, taking the Taieri Gorge Railway into this historic town is an experience they’ll never forget and where enthusiasts begin their Otago Central Rail Trail experience.

Dunedin is an educated, enterprising, liberal, and expressive city with a real community spirit that embraces new ideas, new people, and new enterprises. With a proven record of educational and entrepreneurial excellence, it’s a city that fosters innovation and creativity, that revels in its underground arts, music and culture scene and flaunts its dramatic scenery. Dunedin offers the space, and support, to express the ‘real you’.

www.immigration.govt.nz
Two years after immigrating to New Zealand from South Africa, the Roodt family are proud to call themselves Kiwis and now call the southern city of Dunedin home.

“We’re not South Africans living in New Zealand,” former South African rocket scientist Dr Henk Roodt explains. “We want to integrate with the culture here. To do that we need to be part of the Kiwi culture and we’re working hard to immerse ourselves,” he says.

His wife Chrissie Roodt was “head-hunted” for her job as head of nuclear medicine at Dunedin Hospital in 2009. The Roodts were looking for opportunities for their son Jan-Dawid to study overseas when Chrissie was approached to fill a job vacancy that had been open for three years.
Chrissie Roodt was head-hunted for her job as head of nuclear medicine at Dunedin Hospital in 2009.

... Since she started in 2009, patient waiting lists have been reduced from five or six weeks to two or three days.

“I really don’t know where they got my name from,” she says modestly, adding that her field of expertise is a relatively small community internationally.

Immigration required some tough choices for the family as it was the first time Chrissie had ever worked overseas. She was on her own in Dunedin for the first 11 months.

“The work is the same but the culture is so different,” Chrissie says. “That first year was extremely difficult starting a new job in a new country all alone. That wasn’t easy. I was homesick, but we made it.”

Jan-Dawid joined his mother to study at the University of Otago in Dunedin in 2010 and Henk arrived later in the year.

“I think if you come altogether as a family, that’s much easier,” Chrissie says. “It took us about 18 months to really settle in.”

Chrissie thrives on the professional challenges of her specialised work and has been able to introduce new ideas, new technology and new ways of doing things here.

Public hospitals in New Zealand are very different to the private practice where she worked in South Africa, but she is very impressed with the excellent service they offer.

Since she started in 2009, patient waiting lists have been reduced from five or six weeks to two or three days.

“I’m quite proud of that,” she says.

Chrissie and Henk both studied at university in Bloemfontein, where Henk trained as a physicist before they both moved to Pretoria. Henk then completed his doctorate in engineering science at the University of Stellenbosch.

When Henk grew up he always wanted to be a rocket scientist and his specialist skills have provided him a varied and rewarding career in that field.

He worked on a range of large national and international projects for the Council for Science and Industrial Research in South Africa.

Among his responsibilities was analysing the design and defence capabilities in large acquisition programmes for South Africa’s Department of Defence.

“I do understand a bit about rocketry and the design of rockets, but that was just part of what I did there,” he says.

“With the rocket project we worked to bring diverse fields of study to a certain problem, so I’m more of an engineer than a scientist,” he says. “It was lots of fun, long hours and big bangs.”
With the change of government in South Africa in the 1990s most large rocket-related research was stopped. Dr Roodt is now self-employed as a consultant in a wide range of fields involving systems analysis, simulation and modelling.

He travels widely in his work to Europe, the United States, Scandinavia, South Africa and the Middle East but would like to focus more on Australasia and the Pacific in future.

Jan-Dawid is now in his second year studying Information Science and Psychology at Otago and shares his father’s interest in artificial intelligence and neural networks.

The Roodt family says the immigration process was time consuming and involved a lot of paper work but they had a lot of support from Settlement Support, the Department of Labour and the Ministry of Immigration.

“We had to decide if we wanted to immigrate as a full family or whether Chrissie worked here for a year or two and returned to South Africa,” Henk says.

“At this stage of our lives you have to make these decisions rather quickly. You can’t just sit and wait because it has a major impact on your financial investments.”

“I think it’s a thorough process, a lot of background checks are done and I’m happy for that,” he says. “We’ll just go through all the hoops because it’s the same for everyone and that’s a good thing.”

Their family dog Jessie had a tougher experience during her four months of quarantine in Christchurch during the September earthquake.
Initially, one of the Roodt family’s most difficult challenges was understanding Kiwi accents, the southern dialect and some strange expressions. “People speak English here, but they don’t!” says Henk, with a wry smile.

People are very friendly and have invited them to various functions, but the Roodts were totally mystified by such choice Kiwi phrases as “come for tea (not dinner)”, “bring a plate” and “see you later”.

The family are keen sports fans and rugby and netball feature highly on their list of leisure activities.

Total immersion in the culture has included a feast of televised sport during the 2011 Rugby World Cup, where their loyalties to both the All Blacks and the Springboks remained mercifully untested.

Two Dunedin snowfalls were the first snow the family had ever experienced. They love the freedom and safety to walk Jessie through the city’s native bush or to stroll along a beach without another soul in sight.

So is there anything they miss from South Africa?

“I miss thunderstorms in the late afternoon and the smell of dry grass getting wet,” Chrissie says. “We miss a few friends but we have new friends here.”

“We are so grateful to New Zealand and its people,” she says. “They are so good to us and we really appreciate that. It has been a wonderful experience.”
Professor David Prior and Louise Prior live in Dunedin’s green Leith Valley, surrounded by a garden that Louise thrives on, and mountain bike tracks that David enjoys riding along. Their valley home is only six kilometres from the University of Otago, where both have worked since emigrating from England in January this year.

Previously based at the University of Liverpool, David is a geologist whose research areas relate to earthquakes. His interest in New Zealand’s Alpine Fault extends back to 1985, so he had already visited New Zealand several times and Louise had visited twice before they immigrated. Louise’s skills as an IT specialist meant she swiftly found a position as an Analyst Programmer in the University’s Information Technology Services department after they arrived. Originally a Londoner, David says, “I’ve always been into a variety of outdoor recreation and part of the attraction of New Zealand is the lifestyle – to be somewhere where it’s very easy to go mountain biking, windsurfing. It is simply much more chilled out, less crowded and a much friendlier place to live than the UK is at the moment.

“On the professional side I decided there was more potential in terms of what I want to do scientifically here than in the UK, and not just because it’s a shaky country. The support for scientists to do their research in New Zealand is better. True, there aren’t the big sources of funding here, but most science gets done on smaller amounts, and the support for smaller amounts is better here. The infrastructure is better here, too.”

David says he and Louise have had a lot of help settling in through their departments at the university, with everyone being very friendly and helpful.

Louise took part in the University’s staff orientation tour, where she enjoyed meeting other migrants from around the world who are “in the same boat”. They were taken on a tour of the historic parts of the campus and given overviews of pensions and benefits plus health and safety information.

David says a real highlight of working at the University is his colleagues’ can-do attitude and friendliness.

“If you want stuff done, there are people willing and able to help you do it.”
Filipinos enjoy quiet life in south

Story by Rob Tips

Western Southland dairy farmers John and Val Ellis reckon Kiwis who employ foreign labour should visit the country their workers come from to open their eyes to a different culture.

When one of the Filipino herd managers they employ on their dairy farm at Orawia, near Tuatapere, was married in the Philippines last winter, the Ellises were guests at his wedding and stayed at a resort owned by his family.

The experience gave them a new appreciation of the culture shock that Filipino staff coming from a heavily populated country in the tropics to a remote corner of western Southland on the fringes of the sub-Antarctic must experience.

The culture, climate, food and lifestyle could not be more different. What surprised John and Val was the sheer number of people there and the fact that “everyone was really happy”.

“In the Philippines there were people everywhere,” Val says. “They must arrive in Southland and ask: Where is everyone?”

John and Val took over their 369ha Orawia property six years ago and have recently acquired a new equity partner.

They milk 1200 cows, split into two herds of 600, each herd managed by Aldrene Fabelo and Elmer Maglaqui, who have been with them for five and four years respectively.

They recently built a new cowshed to eliminate once-a-day milking of cows that had to walk three kilometres each way to the milking shed from the back of the farm.

Dairying in Southland is still expanding at a dynamic rate and John says farms have changed from the days when a couple traditionally ran a dairy farm on their own.

Today many dairy farms are medium-sized businesses employing five or six full and part-time staff.

The bigger the staff, the bigger the headaches because not every farmer handles the transition to managing staff well, according to John and Val Ellis.

“One of the problems we have out here is our distance from town,” Val says. “It’s an hour from Invercargill, which is a factor when employing staff.”

“We have employed people in the past where the guy is quite happy but it’s a bit far from services for their partner unless they work locally.”
The couple have employed Filipino staff for the last five years and count themselves lucky with the calibre of people they have currently working for them. Most are here to gain experience in the dairy industry so they can move up the ladder to the next level. Like everyone else, their motivation is the money.

“We’ve been lucky,” John says. “For the last four years we’ve had three or four guys who have been the nucleus of our team.”

“The staff we’ve got had good skills when they got here, including overseas experience on large dairy farms,” he says. “They’re a big part of our business. They’re just really neat people.”

“They have a good work ethic and are well motivated. That’s why they’re here,” Val says.

“Both Al and Elmer are herd managers and they are the mainstay of our business. They know how the farm works, how we work and they know what we expect from them and from other staff.”

Newly wed Al Fabela loves working with animals and regards his job as herd manager of 600 cows as both his lifestyle and a hobby.

Coming to Southland to learn about dairying was a good career move for him and there are good opportunities here for a young man, he said.

While he misses his family and new wife, who is still working back home, a strong Filipino community in Southland has helped him settle.

In his spare time he likes sightseeing and photography, has been jet-boating in Fiordland and snow skiing at Coronet Peak. Elmer Maglaqui is herd manager of the other 600 cows on the
Ellis property and arrived with nearly 10 years experience in artificial breeding and embryo transfer work on large corporate owned dairy farms in Saudi Arabia.

“I have previous experience in dairying, but here I do a bit of everything, including pasture management, and that’s a good thing,” he said.

One of the big attractions for Filipinos working in New Zealand is that they can bring their wives and families with them.

While Orawia is a long way from Invercargill, Elmer prefers the quiet country life.

“My family is here so I’m happy to come home and relax with them after work.”

Elmer, along with his wife Susie and six-year-old son Christian, has applied for residency and, given the chance, would like to run a dairy farm in future.

Both herd managers say their current employers are good teachers and are very supportive of them learning new skills so they can progress their careers.

John and Val understand the natural progression in the dairy industry and encourage their staff to move up the ladder to the next level as their experience increases.

Ideally they would prefer staff to stay at least two years in the job because in their first year they are still learning and only pick up enough skills to know what’s happening in their second season.

“Previously we employed Kiwi guys who stayed with us two or three years before they moved on,” Val says. “One is now in Australia managing a dairy farm over there and the other is contract milking.”

Both Al and Elmer are herd managers and they are the mainstay of our business. They know how the farm works, how we work and they know what we expect from them and from other staff.
If your first choice of a New Zealand settlement destination doesn’t work out, don’t be scared to try another one. That’s the advice of Renata Minetto and Lapo Ancillotti who came here nine years ago from Italy. Deeply unhappy in the rat race of Auckland, they shifted south to Wellington, where they found the smaller scale city and its vibrant cultural life much more to their liking.

While it was a bit of a gamble shifting to a city where they knew nobody, Renata says it paid off. “When we arrived we had a couple of phone numbers from Auckland friends, but because of the size and nature of Wellington it was much easier to settle. We’d go to dinner and we’d meet people who invited us to dinner. People participate more in cultural life here so it’s easy to go to film festivals, exhibition openings and floor talks at the museum and see people you’d met at previous events.”

Inspired by the innovative New Zealand approach to yacht design, Lapo sold his boat building business in Italy to set up a company here project managing the building of high tech racing yachts. He went on to found BTBoats, a New Zealand company making 40 foot ocean racers, largely for export. “I could never have done in Europe what I have done here. I would have needed more money more staff and it would have been much more complicated.”

But he says the decision to move to New Zealand was less about the business, and more about undertaking a new challenge as a family. Renata jumped at the chance to change direction in her mid-forties. “Everything was settled, the children were growing,
the career was done, we had enough money, so there was no adventure anymore.”
Migrating also brought the family closer together. “You are a team because at the beginning you are the only certainty for each other. For Lapo and I as a couple it gave us a huge motivation... there was a sense of discovering something new together.” However there was the odd hiccup along the way.
Having holidayed regularly in New Zealand, the family knew the country well, but son Duccio, who was aged 13 when they made the move permanently in 2002, really struggled to fit in at a large Auckland state school and only began to settle after moving to a smaller private school in Wellington.
Seeing her son so depressed, there were times Renata wondered if they had done the right thing in leaving Italy. She says the onset of adolescence can be a difficult time to be uprooted from your peer group, and in hindsight she wishes they had shifted a year or so earlier as younger daughter Francesca had no trouble adjusting.
Now though, Lapo says Duccio is the “most kiwi” member of the family and his son is pleased he stuck out those difficult first two years. “He’s proud he made it.”
Lapo faced his own challenges and language was I didn’t know a word (of English) until I was over 30 when I did a one-week full immersion course.
a bit of an issue to begin with especially when it came to understanding kiwi slang. “I didn’t know a word (of English) until I was over 30 when I did a one week full immersion course. The New Zealand accent is much harder to understand than British or American.”

In Italy Renata’s family owned a publishing company, and although she spoke fluent English she soon realised her writing skills would not allow her to work here as a journalist. Instead she opted to do a degree in anthropology at Victoria University where the student centre offered invaluable support with academic English.

The advantage of studying Māori and Pacific culture was that she saw a part of New Zealand society she would never have otherwise experienced. “Things like sleeping on a marae or being the only white person participating in a Tongan 21st birthday with 400 people.”

In terms of personal relationships, Renata says New Zealanders can be quite reserved and she found it took quite a while to make close female friends. “Having said that, the moment in which I clicked was when I knew I could lift the phone and say ‘help, I had a big argument with Lapo last yesterday, I need to talk to you.’”

You are a team because at the beginning you are the only certainty for each other. For Lapo and I as a couple it gave us a huge motivation... there was a sense of discovering something new together.
Families on the move: helping children cope with migration

Families move countries for all kinds of reasons. Hope for some kind of a better life for your children is often a part of the intention. So it can be tough when you and your children disagree about what might make the new life a good one.

RELUCTANT TO MOVE

It doesn’t matter how good your reasons are for moving, some children just don’t want to go. And that’s hardly surprising, even if moving is for their benefit; it’s not the kind of choice children are well equipped to make.

Some children will look at the prospect of a move and see the exciting possibilities, how well it could work out, what fun it could be. Meanwhile, other children in the same family are more affected by the thought of what they will lose by going, and how hard it might be to make it work out well.

Both kinds of children have a point. The enthusiasts look for good possibilities, so they often find them. The realists know what they’re losing is the sure thing. They need time to think it through. Good information also helps them to feel confident that some good outcomes are more than likely. The realists help the whole family to prepare for the move.

MOVING CAN BE TOUGH FOR TEENS

The idea of moving can be especially hard for teenagers. The older your children are, the more they are likely to have parts of their life that are independent of the family. A teenager’s idea of their own identity owes more to their friends, school, activities, and the future they already have planned, than it does to their family. Some other country just looks a long way away and very lonely.

HOW PARENTS CAN HELP

As parents, you make the decision about moving. If it is the best thing for the family, then you don’t have to persuade the children to agree with you. Your job is to help your children work out how to live well with the move. This may be a completely different process for every one of your children.

Help your children to work out what would make the move good for them. Then help them to work out how to make that possible. Where will they
want to study? What sports will they want to play and watch? What activities will they be able to try that they can’t do where you are?

Some children will focus on what will make the move bad instead. Then you help them to problem solve. A lot of their fears will be about finding new friends and fitting in. That’s not unreasonable. Remind them about how they’ve done that where you are now. Encourage them to find out more about children their age where you are headed. The more your children know about the environment they move to, the more likely they will find their feet sooner.

It’s good to value the good friendships they have now too. Help your children to think about practical ways to keep in touch.

If they are really miserable in your new country, sympathise but don’t make it the measure of how successful the move is. Plenty of teenagers go through moody painful difficult times staying at home. The move is just one of the many life experiences they have no control over. Remind them to pay attention to what they can control – in this case, how they deal with the move.

Some children may ask you to agree that if they don’t settle down you’ll all head home again. But this is not a helpful option. It makes feeling unhappy seem so big and hard to get through that only desperate measures will fix it. It also gives them a big incentive to make the move fail. Instead you could encourage them to make it work out by offering rewards and celebrations for steps they take to make the move work better for them.

For some families, arriving in the new country isn’t the issue. It’s what happens once you settle. Part of the new life you offer your children is growing up in a different place. Sometimes it’s hard when your children take on the new culture and seem to leave some of your values behind.

There is no easy fix for this. Most parents feel some discomfort about some of the choices their teenagers make as they grow up. But it can be a bit more stark when the growing up happens in a different culture.

The thing is your children will make their own mistakes no matter how hard you try to protect them. The more obstacles you put in their way, the more secretive they are likely to be.

Think about what kind of relationship you want to have with them, not just now, but as they get older. If you want them to talk to you, and even occasionally listen to what you say, you may find that listening to them, and being curious about the different opportunities they have, will help.

Let them teach you some of what they discover about this new country you are both living in. Your relationship will be closer and stronger if you do this. You may still feel they make some choices you don’t like, but that would be likely where ever you live. And this way, you’ll understand each other better, and stay friendlier.

This article was produced by Relationship Services Whakawhanaungatanga (RSW) as part of a new series on their website www.relate.org.nz developed in partnership with Immigration New Zealand. The series, offering relationship advice for newcomers to New Zealand, is to be launched later this year.

RSW is New Zealand’s largest provider of professional counselling and relationship education, assisting over 35,000 people each year and working in over 70 communities throughout the country. It is a not-for-profit organisation providing affordable services for individuals, couples and families for over 60 years. They can be contacted on 0800 735 283 or by visiting their website, www.relate.org.nz for contact details for the nearest RSW office.
So here you are, a long, long way from home. Some days that’s fine, and sometimes all that distance gets you down. When you’ve moved to a new country, missing home is part of the deal. While that can make for some tough times, it doesn’t have to stay that way.

For many couples migration starts off well. It has a bit of a holiday flavour. But it’s quite normal for one or both of you have phases where you long for home. That can be hard on your relationship, but there are things you can do to help each other through the homesick times.

Dealing with dozens of differences every day is part of what makes you think of home. It’s not just the big things; the minor things can get under your skin too. Adjusting to all the changes a new country brings can be tiring and frustrating. And – when it gets to you – it also puts pressure on your relationship.

WHAT CREATES THE STRAIN IN YOUR RELATIONSHIP?

Who do you call on when the new life isn’t as good as you imagined it would be? Your move means family and close friends are likely to be far away. So your partner is the obvious person to turn to. But being a good partner is already a big role. When you ask them to be family and best friend as well you may be overloading your best supporter. Many couples don’t anticipate how vulnerable you can feel without your family and old friends. Some situations really emphasize this. Having children often brings this out. So do serious health issues, losing a job or struggling with financial stress.

If both of you feel depressed or disappointed about your move, being supportive might be quite hard work. You might find you bring each other down, rather than build each other up. When your move is working well for one of you, but not the other you may find you pull in different directions and that can make for a lot of conflict or a lot of distance.

HOW DOES THE STRAIN SHOW UP IN YOUR RELATIONSHIP?

One of the common ways stress shows in a relationship is in how much conflict you have, and how you deal with that. Some conflict is completely normal in relationships. How much conflict and how fierce it is tends to increase when you’re stressed. So if your move is getting to you, you may find you’re arguing more often and more intensely.
Some indicators that your level and style of conflict could be a problem include:

- Bickering, criticising and blaming more often than you’re kind and complimentary.
- Sneering, coldness, sarcasm and silence are common ways of dealing with each other.
- Getting picky and proving you’re right is more important than sorting things out.
- The relationship feels like it’s full of problems, so you give up on talking.

For some couples distance and growing apart is how the strain shows. Partners start to feel like they want different things. Discussions to resolve differences end up as a row. Silence may feel like a better option. It might feel easier or more practical to look for individual solutions. And sometimes that means separate futures.

**IF THESE PROBLEMS HAVE STARTED TO SURFACE, WHAT DO YOU DO?**

Taking care of your relationship under pressure takes some work, but it is possible. You need to think about acting like a team. Your aim is for a life that works for both of you.

So your conversations would focus on ‘what we need to do to make this new life work’. Make space for both of you in the conversation. Try ‘I would like this, what would you like?’

Listen to what your partner is telling you. Explore their idea instead of arguing with it. Find out what makes it important to them. Really think about how you could fit in with it.

Take a deep breath. Don’t tell them what to do, or offer advice unless they ask you for your ideas. Remember you’re their partner. Think supportive, encouraging team mate, rather than parent or teacher or boss.

If they feel miserable in your new home your job is to listen, understand why and sympathise. If they’re happy and you’re not, appreciate their enjoyment. Let them raise your spirits rather than you bringing them down.

Feeling good about each other is a good basis for feeling good about your move. These tips describe what a relationship that’s working well looks like.

- You like each other and you say so. You keep your friendship warm and lively.
- Compliments and encouragement are plentiful. Criticism is not what you’re there for.
- You give each other credit when things go well. When things go wrong you put it down to bad luck or a mistake rather than your partner’s deliberate effort to hurt you.
- If it matters to one of you, it matters in the relationship. You make room for each other’s views even when you disagree. You don’t have to shrink to fit in.
- You spend more time looking at your own part in a problem than in blaming your partner for their part.
- When you say or do something that hurts your partner, you say sorry and mean it.
- Conflict is about sorting an issue, not bad mouthing a person.
- You keep connected with each other. You know the detail of each others lives and hopes. You tell each other what you really feel, even if it’s hard.

Try these out. You might find seeing a counsellor will help to get this working. Being good companions to each other is your best antidote to feeling sad about missing home.

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Relationship Services Whakawhanaungatanga
Counselling and Education

This article was produced by Relationship Services Whakawhanaungatanga (RSW) as part of a new series on their website www.relate.org.nz developed in partnership with Immigration New Zealand. The series, offering relationship advice for newcomers to New Zealand, was launched on 2 November 2011.

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Cardinal Logistics wins 2011 Skills Highway Award

Auckland logistics and freight company Cardinal Logistics has won the Skills Highway Award category of the 2011 Equal Employment Opportunities Trust (EEO Trust) Work and Life Awards. The award recognises employers who successfully boosted employees’ reading, writing, maths and communications skills with workplace literacy training.

Sponsored by the Department of Labour, it is one of six award categories within the annual EEO Trust Work and Life Awards. Cardinal Logistics Chief Executive Tony Gorton is delighted with the win. “I’ve been smiling for days. It’s given us all a huge sense of achievement and something we are very proud of. It also recognises the huge commitment and dedication my people have put into training over the past two years. I’m very proud of what we have achieved.”

Cardinal Logistics employs more than 150 people. They store, pick, pack and transport goods from premises based in Auckland, Christchurch and Palmerston North. Approximately 70 percent speak English as a second language.

Mr Gorton introduced workplace literacy training in 2009 to give staff the reading, writing, maths and oral communication skills they needed at work and to complete industry training.

He set up New Zealand Qualifications Authority (NZQA) industry training and two organisational change programmes known as the FiSH! philosophy and Lean Manufacturing.

FiSH! is based on the four basic principles of choose your attitude, be there, play and make their day. Lean Manufacturing aims to help a company and its employees identify opportunities for continuous improvement.

“I knew if I could get and keep my people motivated with FiSH! and improve the company’s performance with the Lean Manufacturing approach, then resolving our numeracy and literacy issues and getting our people industry-qualified would be that much easier.”

In less than two years Mr Gorton has seen absenteeism reduce and staff engagement, picking and data accuracy and health and safety performance improve.

Cardinal customers are happier. Phone orders are handled better and orders are processed more accurately. Productivity overall has increased, he says.

“I’ve witnessed some life-changing moments over the past couple of years. Staff who left school early or whose first language isn’t English have gone on to complete NZQA qualifications. And that’s boosted their confidence and the quality of their work significantly. The way I see it, training is a win-win-win. It’s a triple dose of the good stuff. I win, our employees win and our customers do too.”

Cardinal Logistics Team Leader Faletolu Faletolu agrees. He says literacy training has had a huge impact on him personally and professionally.

“It’s helped me in so many ways. I’ve developed my team leadership skills. I came to New Zealand from Samoa in 2006 for a better life. Starting out as an immigrant was hard. I spoke some English but it’s not been easy. Training has brought me out of my shell, given me confidence. It’s given me the skills to finish an industry qualification too. That’s been very important to me,” he says.

Jeremy Corban, Head of Policy and Research at the Department of Labour, says: “Cardinal Logistics is a very deserving winner. The company shows us how literacy training works well for a small to medium enterprise with big growth ambitions. I encourage other SMEs to follow their lead.”

Other organisations to enter the 2011 Skills Highway Award included Framework Trust, Snap Fresh Foods, Spicers Paper and Stevenson Group. Stevenson Group received a highly commended award.

Cardinal received the Pacific Employer/Workplace award at the 2010 MIT Pacific Business Awards in Auckland and has been named a finalist in this year’s Westpac Business Excellence Awards for Contribution to the Community.

Research shows about four in every 10 New Zealand employees have difficulties with reading, maths and communication. It shows Auckland has a particularly substantial literacy and numeracy skills gap, with 40% of adults with low literacy skills and more than 50% with low numeracy skills.

For more on the award and workplace literacy training at Cardinal Logistics, visit the Department’s Skills Highway website. Go to www.skillshighway.govt.nz/eeo
A guide to ACC

The Accident Compensation Corporation (ACC) provides compulsory personal injury cover (insurance) for everyone in New Zealand, whether a citizen, resident or visitor.

If you’re injured following an accident, no matter how or where, and regardless of whose fault it was, ACC may be able to help pay for some of your medical and rehabilitation costs. ACC may also compensate you for lost income. Help may also be available for injuries that happen on short trips overseas. Families who have lost a family member through death from injury are also covered, through survivor grants and funeral grants.

In return for ACC cover, you cannot sue for compensatory damages, other than for exemplary damages.

So no matter what age you are, and whether you are working, retired or receiving a benefit, you can be eligible for ACC cover.

INJURIES COVERED BY ACC

If your injury was caused by accident, ACC will probably cover some of your medical fees – even if you did something that contributed to the accident.

The injuries ACC covers range from sprains and strains to very serious injuries. But ACC does not cover illness, mental injury (except in certain very specific situations such as sexual abuse) or non-work related gradual process injuries, diseases, infections or age-related health conditions.

APPLYING FOR ACC COVER

If you or someone you care for is injured, you should get treatment as soon as possible. Don’t wait until you feel better, as this can often make the injury worse and prolong your recovery.

Applying for ACC cover is very simple. Your doctor, physiotherapist, dentist or other medical specialist does it for you by lodging an ACC claim on your first visit for treatment and will let you know if your injury is likely to be covered. ACC will look at your claim and let you know if it is accepted.

If your claim is declined, you will be told why. If you disagree with the decision, you can ask for a review.
TIME OFF WORK

Your doctor will advise whether you need time off work following your injury, and if so how much. Only doctors and physiotherapists can issue a medical certificate for time off work.

ACC lost earnings compensation starts after the first week of your injury. So, you or your employer covers the first week. Even if you only need one week off work, your employer may want a medical certificate from a doctor.

If you cannot work because of your injury, you may be entitled to lost earnings compensation, which usually pays up to 80% of your weekly before tax income. If you receive lost earnings compensation, you are usually assigned a case manager who will work with you and your employer to develop a rehabilitation plan to help you return to work. If you are only able to return part-time, then you may still be eligible for some weekly compensation.

APPROVED TREATMENT PROVIDERS

If you need the services of a treatment provider, you should use an ACC approved treatment provider. You can find out by asking when you book your appointment or ask your doctor. You can also ask for an estimate of treatment costs if you are covered by ACC.

Different treatment providers have different fields of interest e.g. dentists, optometrists, physiotherapists, podiatrists, counsellors etc. You should try to find a treatment provider with experience in your type of injury and treatment as this will help with your long-term recovery. Most treatment providers are approved to provide ACC treatment.

ACC can also help cover costs if you need emergency services or prescription medicine for your injury treatment.

TREATMENT COSTS UNDER ACC

You usually have to pay something towards your treatment and ACC pays for the difference. The amount you pay depends on the treatment provider you are seeing.

If your treatment provider recommends an x-ray, ACC will cover some of the cost. They will help fill out any forms and suggest where to go for treatment.

If your treatment provider asks you to pay the full amount for your treatment, keep your receipts – you may be able to claim some of the cost if your claim is accepted. Make sure your ACC claim has been approved before you undertake any extensive treatment for your injury because ACC may not guarantee payment for any treatment they have not approved.

FURTHER HELP

Depending on your injury, ACC may provide assistance with:

- home help
- special aids or equipment
- equipment to get you back to work
- transport
- modifications to your house or car
- education, training, therapy and support.

OVERSEAS INJURIES

If you are injured while overseas on holiday or business (for periods of less than six months), you should get a full medical report from the doctor, dentist or hospital overseas, with details of your injury and treatment.

If you need help for your injury once you return to New Zealand, take the medical report to your own doctor and fill out an ACC claim form as soon as possible. ACC cannot pay for medical costs incurred overseas but can pay for any further treatment or rehabilitation that is needed once you get back to NZ.

Overseas visitors who have an accident while in New Zealand are eligible for help with treatment and rehabilitation costs while in New Zealand.

Medical insurance is recommended because ACC does not cover disrupted travel plans and other associated costs.

COMPENSATION FOR DEATH BY INJURY

You may be eligible for ACC assistance if a family member dies through an accident, either at work or at home. If this happens and you are unable to deal with the process, someone outside your immediate family (i.e. a friend, member of your extended family, funeral director, your minister or priest), can make a claim on your behalf.

PREVENTING INJURIES

ACC has information to help you prevent injuries at home, at work and on the sports’ field – whether you sit at a computer all day or want to make your home safe for young children.

INTERPRETERS

ACC has Maori, Pacific and Asian advisors who can provide cultural support and help. They also have interpreters for 30 different languages.
Powerswitch works out which power company and pricing plan is best for you. Using our comprehensive database of electricity and gas prices, it’s easy to compare plans and find the cheapest deal in your area.

WHY USE POWERSWITCH?

Powerswitch is a free service that quickly identifies your power use and finds the best plans and prices to fit your needs. Spending a few minutes answering some simple questions such as how many people live in your home and what sort of appliances you use could save you hundreds of dollars a year. And, if you choose to make the switch to a new provider, Powerswitch can help you do that.

Powerswitch also includes information on contracts, making complaints, and price trends, as well as energy-saving tips for your home and contact details for electricity and gas companies. Powerswitch is a free and impartial service.

HOW IS IT FUNDED?

Powerswitch is provided by Consumer NZ with support from the Ministry of Consumer Affairs. Powerswitch aims to be an informative tool for consumers and to encourage competition in the electricity market.
Early childhood education

It is not compulsory for young children in New Zealand to attend any formal early childhood education (ECE). However, many New Zealand parents choose it for their children, and research shows that ECE experience supports later education success.

Many parents feel preschool education helps their children to socialise and serves as a bridge between home and school. Others consider early childhood education as an option for them to return to the workforce part time, or to get time to themselves away from full time parenting. Whatever the reason, the range of choices available in early childhood education is broad.

Early childhood education choices

**KINDERGARTEN**
An early childhood education service for 2½ to 5 year olds. Kindergartens usually have two or three qualified teachers running five morning sessions per week for the older children; and three afternoon sessions for the younger children. However, many kindergartens now offer all day services.

**PLAYCENTRE**
A parent cooperative, which parents organise. Children can attend up to five times a week. If they want, parents can also attend training courses and receive qualifications in early childhood education.

**CHILDCARE CENTRE**
These are often open for longer hours than other forms of Early Childhood Education, and parents usually have to pay fees. Centres are licensed by Early Child Development and they teach the state curriculum. Many services offer the government’s 20 hours ECE scheme. This guarantees up to a maximum of 20 free hours of ECE per child aged three to five years old.

**PLAYGROUPS**
These run play programmes for children and also provide an opportunity for parents to meet and chat. They are usually more casual than other services and do not always get government funding.

**PACIFIC ISLANDS PLAYGROUPS**
Usually operated as part of a church or community group, these integrate Pasifika languages and cultural values within a play programme for children.

**TE KOHANGA REO**
Childcare centres in which Māori language is used and Māori customs are taught. Some kohanga reo charge fees.

**HOME BASED CARE**
There are various options, such as Barnados and private nanny services. All agencies that provide this service regularly visit the home-based caregivers to ensure children are safe and well cared for. Parents are required to pay fees.

**TE KURA – CORRESPONDENCE SCHOOL**
[WWW.CORRESPONDENCE.SCHOOL.NZ](http://WWW.CORRESPONDENCE.SCHOOL.NZ)
Provides programmes for 3–5 year olds who are unable to attend a local ECE centre either because of isolation, illness or a physical disability. Parents whose children have intellectual disabilities should approach Group Special Education first.
COSTS
If you need help with the cost of childcare, talk to Work and Income as you may be eligible for a childcare subsidy. All children aged three to five years are eligible for 20 hours of ECE at no cost, however not all ECE options offer this, so it is worth asking in advance.

MAKING THE BEST CHOICE
Finding the best option for your child can be a challenge. A good place to start is the Ministry of Education. This is a government agency that looks after the education and care for children under five. You can either phone the local office listed in your telephone book or visit www.nzca.ac.nz and select ‘Information for Parents’ in the left hand menu bar. The Ministry of Education also publishes a handy booklet Choices in Early Childhood Education that is available free from their local office or can be downloaded from their website.

Plunket is New Zealand’s largest provider of support services for the development, health and wellbeing of children under 5 and they have good information on their website about Early Childhood Education (www.plunket.org.nz). You can also ask friends and neighbours about local ECE options. Ask what is available and what they think of a particular service. Feel free to visit the centres you think may suit your child and ask questions. Find out whether there is a waiting list or an age restriction, and ask about the opening hours and the cost. Most centres will have an information sheet for new parents and you should be able to see the latest report from the Education Review Office (www.ero.govt.nz). Think about what the atmosphere is like, how the staff relate to the children, whether food is provided for the children, how the fee structure works, and what activities are being run and how convenient the location is.

LETTING GO
Once you have chosen a service that you’re happy with, it may take time to settle your child in. You can visit several times with your child before leaving them for the first time. Let the child know that you are going, say goodbye and then leave. It can be confusing for the child if you stay with them to see if they are settling in. It may also help if you come and pick up the child a little early, to ensure that they do not feel forgotten when they see other children being picked up before you have returned. Finally, remember, if you have any questions or complaints about the service, talk to the staff. They will be more than happy to help.

The Ministry of Education is a government agency that helps with support and advice about early childhood education, parenting and early childhood centres. The Ministry is also responsible for licensing all early childhood education services.

www.minedu.govt.nz/Parents.aspx

Ministry of Education Special Education helps and supports children and young people with special education needs so they can participate and contribute socially and economically.

www.minedu.govt.nz/NZEducation/EducationPolicies/SpecialEducation.aspx

Te Tari Puna Ora O Aotearoa/NZ Childcare Association’s website provides lots of information on childcare and also includes a database for childcare centres and home-based early childhood services.

www.nzca.ac.nz
More measles cases a reminder to get immunised

With an upswing of measles cases in Auckland, it’s important that people make sure they’re immunised against this serious disease.

Deputy Director of Public Health Dr Darren Hunt says the Ministry of Health is working closely with the Auckland Regional Public Health Service, which is stepping up its response in its region.

“What we’re seeing in Auckland is that it’s not just children who are getting measles – it’s also adults. The most important thing that people can do to protect themselves and their family, and to prevent the spread of the disease, is to ensure that they have been fully immunised.”

Measles, mumps and rubella (MMR) immunisation is free for those who need it. It can take up to two weeks before you are fully protected.

If you were born after 1969 and you’re not sure whether you are fully immunised against measles, talk to your doctor. If you were born before this date, you’re considered to be at lower risk because you probably had measles as a child.

“People may think that this a relatively minor childhood illness, but the cases in Auckland are affecting people up to the age of 40, and some have needed to be hospitalised. Measles can lead to serious complications like pneumonia and permanent disabilities.”

Other basic measures that people can take to protect themselves and prevent the spread of viruses such as measles include washing and drying hands, and covering coughs and sneezes.

“We are keeping a careful watch on what is happening in the rest of the country. While we aren’t seeing the same rates of disease outside of Auckland at the moment, measles is very contagious and can spread rapidly among people who are not immunised,” Dr Hunt says.

Measles can make people very sick for up to two weeks with symptoms such as high fever, cough, red eyes, runny nose and a rash. It often starts as a flu-like illness. The measles rash may not appear for a few days.

If you’re concerned that you or someone in your household might have measles seek medical advice from your family doctor or call Healthline 0800 611 116.

It’s important to phone ahead before you visit a doctor to avoid spreading measles to other people in the waiting room. If you’re not sure whether you’re fully immunised against measles and suspect you may have it or have been in contact with someone who has it, please stay away from work, school or other social activities to reduce the risk of spreading this disease. ■

Rugby union (usually simply referred to as rugby) is widely regarded as being New Zealand’s national game.

Almost 150,000 people play rugby in New Zealand, and many more are involved with coaching, refereeing and supporting their favourite teams from the sidelines. Rugby is played and supported by men and women of all ages.

Rugby originated in England in the early 19th century. It is a full contact sport based on kicking the ball and running with it in your hand. Rugby is often said to have originated in 1823, when William Webb Ellis, a pupil at Rugby School in England, picked up the ball during a football game and ran with it. Whatever actually then happened has long since been lost in history. However, what we do know is that rugby was named after Rugby School and that the first rules of the game were written at Rugby School in 1845.

William Webb Ellis’s name also lives on in the Webb Ellis Cup, which is the trophy awarded to the winner of the Rugby World Cup. The Rugby World Cup is the world’s premier rugby competition, held every four years. It originated in 1987 when it was hosted in New Zealand and won by the national side – the All Blacks. The tournament was last held in (and won by) New Zealand this year. The All Blacks are widely recognised as being one of the most consistently successful international rugby teams in the world. The New Zealand women’s team – the Black Ferns – are also the current world champions.

New Zealanders generally start playing rugby at school and many then go on to play at local clubs, with some going on to represent their region (province) and the elite players chosen to play at national level.

The laws of rugby may seem baffling to anybody who has never watched a match before, but the easiest way to learn is to watch a game with a keen follower and let him or her explain what happens.

In summary, the game consists of two halves of forty minutes played by two teams of fifteen players. A team gains five points by scoring a ‘try’, which is when the ball is pressed down to the ground in the opposing team’s in-goal area. After scoring a try, the team may gain another two points through a ‘conversion’, which is when the ball is successfully kicked over the opposing team’s goal posts. A team may also gain three points through a ‘goal’ scored either by kicking a ‘dropped goal’ over the goal posts from the field, or after being awarded a ‘penalty’ because of an infringement by the opposing team, and successfully kicking the ball over the posts from that penalty position.

Understanding our national game of rugby is just one of the challenges for your new life in New Zealand!
New to New Zealand?

Settlement Support New Zealand (SSNZ) can help you

Immigration New Zealand funds the SSNZ initiative so that new migrants are able to easily find the information they need to settle quickly and stay.

If you are not sure which office to contact, please call freephone 0800 SSNZ4U (0800 776 948) from a landline and your call will be transferred to the office closest to you.

It can take a while for you and your family to get used to your new home. You need to find out about housing, jobs and training, schools, health services, tax, rubbish collections, public transport, childcare, as well as local activities and events where you can meet people in your new community.

Settlement Support New Zealand (SSNZ) offices located around the country can connect you with your local community. SSNZ is your first point of contact for information, services and advice. Friendly and understanding coordinators are ready to answer your questions and point you in the right direction.
Immigration New Zealand funds the following specialist services to support the settlement of new migrants, and to enable New Zealand employers to easily locate the skills their businesses need.

**In Auckland and nationwide…**

**New Kiwis**

Are you looking for Employment?

**www.newkiwis.co.nz** is a free job site for skilled Returning Kiwis and New Migrants who are seeking employment.

Benefits:

- Access a network of around 20,000 NZ Employers
- Employers advertise vacancies and can search for you
- Access to an information centre with relevant information for newcomers
- Understand the NZ job market with specialist online training courses.

**In Wellington and Canterbury…**

**Newcomers Skills Matching Programme – Wellington**

Connecting Canterbury Employers and Newcomers’ Skills Programme – Christchurch

These programmes match newcomers with the skills that employers are seeking in the Wellington and Canterbury regions. They assist newcomers to New Zealand with career guidance, CV reviewing, and interview techniques, and improve access to employment opportunities that match their skills. For more information about the Newcomer Skills Matching Programme:

- **In Wellington**: phone 04 470 9949, email kirstie.mill@eccc.org.nz or go to: **www.eccc.org.nz**
- **In Canterbury**: phone: (03) 353 4161, email juder@cecc.org.nz or go to: **www.cecc.org.nz**

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**CAB Language Link – free help in your language**

Citizens Advice Bureau is an independent community organisation providing free, confidential information, advice, support and advocacy. CAB Language Link is funded by the Department of Labour to provide the CAB service to newcomers in 26 languages. To contact CAB Language Link about absolutely any issue at all, phone 0800 78 88 77 or go to: **www.cab.org.nz** and click on the ‘Help in your language’ button.

**Chinese New Settlers Services Trust – workshops about living in NZ for Chinese and Korean newcomers**

The Chinese New Settlers Services Trust provides a series of workshops across Auckland that help Chinese and Korean newcomers learn more about settling in New Zealand.

For more information, phone 09 570 1188 or go to: **www.chineseservice.org.nz** and search for ‘Settlement Support’.

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Immigration New Zealand funds several services that match newcomers with the skills employers are seeking. These services assist newcomers with careers guidance, CV reviewing and interview performance and improves access to employment opportunities that match their skills and experience.