A sweet Kiwi life
CONTENTS

QUEENSTOWN LAKES

02 Broadcast
Welcome from Steve McGill, General Manager, Settlement, Protection and Attraction, Immigration New Zealand

REGIONAL

6 Dunedin
Welcome and overview

10 The Brosnan family – from Ireland to Dunedin

14 Queenstown Lakes
Welcome and overview

18 Ann-Louise Riddell – from Scotland to Queenstown

22 Jonathan ‘Joth’ Hankinson – from the UK, to Central Otago

26 Southland
Welcome and overview

30 Luciana and Ignacio – from Uruguay to Southland
VOLUNTEERING
34 The Power of volunteering
36 Choosing the right volunteer role
38 Seetha’s story
40 Samantha’s story

COMMUNITY
44 The New Zealand Newcomers Network

MAORI
4 Rohe - Ōtākou (Otago) Early Māori life
46 Tikanga – Muttonbirding
48 Te Reo, How are you?

INFORMATION FOR MIGRANTS
49 Settlement Services
50 The Southern touch
52 Local Information for new migrants
WELCOME TO NEW ZEALAND

Hello to our regular readers, and to all new subscribers and recent arrivals, welcome.

As the General Manager of Settlement, Protection and Attraction in Immigration New Zealand, my role is to ensure you have the right information to help you settle successfully and make a positive contribution to our country.

This quarterly magazine is one way we work to provide you with the information you may need. We value the skills and knowledge you bring and want you to use your talents to help build New Zealand’s economy by contributing to our existing companies and industries – or by investing in, or starting your own.

We have a great country, here on the edge of the world. New Zealand is a fantastic place to live, with an engaging climate, landscape and culture, and real opportunities to be successful here.

This time we feature the Otago and Southland regions and the contributions of four new migrants there.

We do value your feedback on this magazine, or on any other aspect of settling successfully in New Zealand. If you have comments, please let us know by email: settlementinformation@mbie.govt.nz

Many thanks and best wishes for your future here.

Steve McGill
General Manager,
Settlement, Protection and Attraction,
Immigration New Zealand

Camping in New Zealand

With so many places to visit and roads leading to most of them, it is no surprise that each year almost one in three Kiwis goes camping.

The Department of Conservation (DOC) manages more than 200 campsites throughout New Zealand: choose from forest settings, lake shores and sandy beaches. Conservation campsites are places to relax, enjoy and explore the outdoors.

Campsites range from serviced (flush toilets, hot shower, laundry etc) to basic (flat land). Some are free, and others cost from $15 per adult per night.

For an excellent online guide with details on every site – what facilities, number of tent sites, dog restrictions, and much more visit: www.doc.govt.nz/maps

Start with a Smile

is encouraging Christchurch locals and new migrants to talk to each other.

To find out where the next Smile Couch event is, or host it for a day at your workplace visit: www.cecc.org.nz/start-with-a-smile
Watersafe will help you and your family keep safe around the water this summer.

New Zealanders love the water – but it is also dangerous. Each year around 90 people drown, almost always because one or more of the Water Safety Code’s simple rules have been missed.

The Water Safety Code
The Code has four simple rules to remember each time you go near the water.

1. Be prepared
   › Learn to swim and survive.
   › Set rules for safe play in the water.
   › Always use safe and correct equipment and know the weather and water conditions before you get in.

2. Watch out for yourself and others
   › Always pay close attention to children you are supervising when in or near water.
   › Swim with others and in areas where lifeguards are present.

3. Be aware of the dangers
   › Enter shallow and unknown water feet first and obey all safety signs and warning flags.
   › DO NOT enter the water after drinking alcohol.

4. Know your limits
   › Challenge yourself within your physical limits and experience.
   › Learn safe ways of rescuing others without putting yourself in danger.

For water safety information on beaches, boats, rivers, children and more, visit: www.watersafety.org.nz

Summer holiday programmes for children
The YMCA is a not-for-profit network that provides programmes for everyone, from teenagers to retired people, that help build strong kids, strong families and strong communities.

YMCA holiday programmes for kids include half and full-day activities for kids from 5 to 14, and overnight and multi-day adventure camps at local wilderness destinations. Local activities differ from region to region.

To find out where your nearest ‘Y’ is visit: www.ymca.org.nz

YMCA programmes often help children experience the great outdoors.
Rohe - Ōtākou (Otago)

Early Māori Life

Prof. Rawiri Taonui.

Tribes and ancestors
The modern name Otago derives from the mispronunciation of the name Ōtākou meaning “of Tākou” who was an ancient ancestor.

Moa hunters
Human settlement in Otago began between 1100 and 1300. 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, 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

Reliance on harvesting the root of the tī kōuka (cabbage tree) became more important. A new distinctive Māori culture evolved, characterised by the construction of pa (fortified villages). Significant settlements were built on the Otago Peninsula and Dunedin Harbour, Ōamaru and the Pleasant River, and south from the mouth of the Clutha River. Pukekura (a fortress on Taiaoa 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, and there are more than 50 sites just around Ōamaru. 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 rocks.

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, then traded it across New Zealand.

Whale ivory chevron pendants, found at Little Papanui on Otago Peninsula. They are 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 around the coast and introduced the potato. By 1830 there were several whaling stations established along the Otago coast.

European arrival had a huge impact. Diseases such as influenza 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 Taiaoa 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 Ōtākou Ngāi Tahu have active partnerships in education and have very strong relationships with Otago Polytechnic, Otago University and the Otago Regional Council.
Mayor of Dunedin, Dave Cull

Dunedin is a beautiful and welcoming city to live in.

We have a range of outstanding recreational, cultural and community facilities, along with breathtaking natural environments, which all help to provide a superb quality of life for our residents. Business opportunities also abound, with our strengths in education, information and communication technologies, fashion, engineering and tourism.

Also diverse are the range of cultures which contribute towards making a vibrant community. Maori first settled here about 1650, while the influence of Scottish settlers who arrived in the first migrant ships in 1848, can still be seen in the city today. The Dunedin of the early 20th century, with its strong, regular rhythms of the Scottish diaspora, has melded into a much more complex weave, where no one culture so clearly dominates.

History has shown us that new migrants are a long-term benefit to a supportive community. I trust that wherever you have come from, you have found a welcoming home in Dunedin.

Dave Cull
Mayor
Dunedin, located on the south-east coast of the South Island, is New Zealand’s first city. Named after its sister city, Dunedin is the Gaelic name for Edinburgh. It is one of New Zealand’s most important educational and cultural centres.

A remarkable destination of stunning natural beauty with a fascinating cultural history, this region is the perfect place to explore colourful heritage, a vibrant modern culture, and world-renowned wildlife adventures in a beautiful rugged landscape. Dunedin’s Scottish history has resulted in the city having the largest concentration of Victorian and Edwardian architecture in New Zealand. From the iconic Larnach Castle to the various churches in the city, there are fine examples of heritage architecture around every corner.
The Flemish-renaissance style Dunedin Railway Station is one of the grandest stations in the world. The University of Otago, New Zealand’s first university, with its distinctive clock tower is a perfect example of how the old has been blended superbly with the new.

Known for its creativity and vibrant atmosphere, Dunedin offers a host of remarkable performances, exhibitions and festivals throughout the winter. You can also feed your mind and your soul in the city’s distinctive galleries, museums and theatres.

The Otago Peninsula is home to an abundance of wildlife unique to the region, including Royal albatrosses, yellow-eyed penguins, blue penguins, sea lions and fur seals.

Dunedin is known for its culinary experiences. Award-winning restaurants serve up fresh local seafood and delicacies. Cafes are filled with coffee connoisseurs, and the entertainment precinct thrives on the vibrancy brought about by being a university city.

Well known for its distinctive design community, Dunedin is home to many unique design stores that specialise in fashion, jewellery, homewares and art. A little exploring will reward you with hidden delights from the city’s boutique shops.
Looking back towards Dunedin city from Macandrew Bay.

The Dunedin Fashion Week is a highlight of the city’s event calendar.

Scottish poet Robbie Burns sits in the middle of The Octagon - the eight-sided ring road that forms Dunedin’s city centre.

Historic Larnach Castle on the ridge of the Otago Peninsula.

Otago

Population

124,600

Climate

Average daily maximum temperature range
8°–22.6°C

Average annual sunshine
1,683 hours

Average house price

$272,000
UNIVERSITY LIFE ATTRACTS IRISH FAMILY

A sense of adventure and a university enticed Michael Brosnan’s family from the Emerald Isle to Dunedin.
Dunedin’s exuberant university life is usually what lures students to the small southern city. Irish migrant Michael Brosnan was attracted by the prospect of working at a reputable university, and a sense of adventure – and now his children love Dunedin’s student life too.

In 2012, Michael saw an advertisement for a senior lecturer in oral sciences at the University of Otago. “I was very interested in the type of job on offer, and the worldwide renown of the dental school. I saw it as a huge opportunity,” he says.

The faculty’s reputation is still growing – earlier this year, the QS World University Rankings by Subject rated it the eighth-best dentistry faculty in the world.

After a late-night telephone interview, Michael was offered the job and visited Dunedin for a week with his wife Kate. “We liked everything. We were very well looked after and entertained, and really had made the decision before we took the plane back that this was for us.”

The prospect of exploring the South Island, and New Zealand, also appealed. “I’ve always been quite adventurous and I’ve always liked travelling – meeting new people and coming to different cultures,” Michael says.

The family was offered residency as part of the university’s relocation package, and it took around nine months for everything to fall into place. Then, suddenly, they were leaving.

“There is something slightly final about watching all of your furniture and everything you’ve worked very hard for through your life to date, leaving in a large truck,” he says. “But the move itself was quite smooth.”

University staff met them at the airport and took them to a hotel, where the family stayed for the first two weeks. They also helped them find a house to rent.

At the time, their children were 20, 18 and 12. In terms of schooling, the transition was quite smooth. The oldest, Amy, easily transferred her modules to a psychology degree at the University of Otago. Ciaran began studying law this year, and youngest daughter Aoife attends a school within walking distance of home.

“We’ve found absolutely no difference in terms of challenge to her. The Irish education system is pretty well world renowned, but so is New Zealand’s,” he says.

Personal connections were more difficult to leave behind.

“On arriving, because we came mid-November, Dunedin was very quiet because all the students had gone – so initially there were some difficulties in settling in,” Michael says.

Staying in touch by Skype has its benefits, but also made Amy and Ciaran feel dislocated from their Irish friends, who would be heading out for the evening as they were getting up to go to university.

“However that all changed very rapidly, and they’ve forged many really good friendships over here now. They have very good camaraderie with their college friends, looking after one another and doing all the crazy things that we all did as students,” he explains.

“Etha is very outgoing, so didn’t find any huge difficulties. In fact she had a sleepover the first weekend after starting school.”

Initially Kate also felt isolated, but she has developed a network of friends with support from Michael’s work colleagues. She now works as a teacher aide with special needs children at a local school “and really loves it”, says Michael. They spend their spare time enjoying Dunedin’s many restaurants, seeing friends, going to the theatre or art galleries, or visiting the weekly Farmers’ Market at the iconic railway station.
Though they miss long-time friends and family, this is balanced by the friendliness and lack of judgement from Kiwis. “People here are not looking for things from you. They genuinely want to know about your life experience and it seems to be one of the parts of the culture here, which I really enjoy,” he says.

“To me, New Zealand is far less materialistic than the European mentality. It certainly challenges us as to why we want so many material things around us.”

Another noticeable difference is New Zealand’s relative distance from most other countries – in Ireland, travelling for a couple of hours would put many European countries within reach.

“It hones you in to explore around you and see the features and beauty that are here – particularly around Dunedin.”

If he’d do anything differently, Michael would ensure they sold their property in Ireland before coming here, in order to buy property here and not worry about a mortgage on the other side of the world.

Still, it’s a small issue – he’d certainly recommend the move to others, though he cautions that people need to make sure New Zealand will suit their particular circumstances.

“New Zealand doesn’t have everything – no country has everything – but I think you need to come and have a really good look, and make your decision based on that. But you very rarely find people who have regretted the choice to come here.”
Tailor-made for settlement

A comprehensive, individualised support programme ensures the University of Otago keeps its migrant employees happy.

As an academic institution with a focus on world-class research and teaching, the University of Otago needs to attract highly skilled staff – and keep them happy once they get here.

HR services manager Helen Mason is responsible for the university’s relocation and settlement of international staff. She says they hire migrants from Europe, North America and Oceania, in specialist health sciences and senior professional roles.

The university’s comprehensive recruitment and on-boarding programme “balances online information with the personal touch”, says Helen. It’s tailored to each employee, their partner and family, and includes support from specialist staff and trusted third parties, online information, and post-arrival debriefs and surveys.

Start early, she advises. “A personalised briefing at the interview stage will clarify the support they can expect if they are offered an appointment. The staff will answer any questions, discuss the reality of moving, and explore any family and partner matters early on.”

Keep in touch regularly until they arrive, and when they do, says Helen, “we give them time off to take care of personal arrangements such as opening a bank account, housing, schools and transport”.

Buddying migrants with a previous international hire can help, and the university provides post-arrival support for partners: career advice, personal skill development, and connecting them to community networks. “We know if the partner or family isn’t happy, we face losing exceptional appointees.”

Sometimes adjusting to our work environment is challenging, due to “our relaxed Kiwi style combined with an expectation of high performance. Socialisation, setting clear performance expectations and academic collegiality are important solutions.”

All this sounds like a lot of work – settlement can take up to two years, Helen explains, but hiring a migrant has many benefits.

“They bring highly sought-after skills, fresh ideas, an international perspective, and enhance our overseas connections – vital for a high-performing university,” she says.

“Ensure people with the right skills are involved, collaborate and work with others in the workplace or community – you don’t have to do it all on our own.”

Helen Mason.
Welcome to Queenstown Lakes

Congratulations on your decision to migrate to New Zealand. I’m delighted that you’re interested in finding out more about the Queenstown Lakes District as you settle in to your new life in this country.

You may already know that the Queenstown Lakes District is full of stunning scenery, which attracts hundreds of thousands of visitors from all over the world as well as film-makers and TV producers. In fact you may recognise our district from movies like *Lord of the Rings*.

But we are so much more than “just a pretty face”!

We are one of the fastest-growing areas in the country, with a diverse community, a thriving economy, and many opportunities for anyone willing to work hard and make a new life here.

Don’t take my word for it – I invite you to come and see for yourself what life in the Queenstown Lakes District is like.

**Vanessa van Uden**
Mayor
Queenstown Lakes
regional and economic overview

It’s no coincidence that Queenstown is often called “the jewel in New Zealand’s crown”.

Hundreds of years ago, Maori trekked through bush and over mountains in search of precious pounamu (greenstone). In the 1860s, the lure of gold started a rush that attracted the early settlers to seek their fortune along the rugged river banks.

Today, many are attracted to the Queenstown Lakes District by the spectacular scenery and the adrenalin rush of adventure tourism.

But Queenstown also attracts many seeking opportunities for employment and lifestyle that are hard to match anywhere else in the country.
Queenstown is one of the fastest-growing areas in New Zealand, increasing 22 per cent between 2006 and 2013 to a resident population of more than 28,000 people. We’re a diverse community, with a third of residents born overseas.

Many people find that securing employment is relatively easy in the Queenstown Lakes District – nationally, we have the highest proportion of people employed full time. While many jobs are seasonal, peaking in the winter and summer to match the influx of skiers and sun-seeking holidaymakers, the traditionally quiet “shoulder season” is getting shorter so that more work is available all year round.

Living here
If life in a small, close-knit community with a village atmosphere appeals, then the Queenstown Lakes District offers a wealth of choice.

Here are just three:
- Glenorchy, is at the head of Lake Wakatipu and one step from Paradise
- Makarora, is in the Upper Clutha, route to the West Coast
- Gibbston, in the wine growing region.

Looking for something a little larger? Arrowtown has a special heritage character all of its own, from its gold-mining origins. It is famous for the spectacular natural beauty of its autumn colours.

Wanaka, the hub of the Upper Clutha, is a lakeside town with a growing entrepreneurial base and a strong community spirit.

Queenstown, world-famous as a tourist mecca, is also the vibrant heart of the district. Its satellite communities offer a wealth of choice in atmosphere and housing.
Queenstown Lakes

Population

43,400

Climate

Average daily maximum temperature range
13°C–23°C

Average annual sunshine
1,921 hours

Average house price

$605,000

July 2015
AN EXTRAORDINARY OUTDOOR LIFE
Some people travel to Queenstown from the other side of the world to do once-in-a-lifetime hikes. Ann-Louise Riddell enjoys running those tracks on weekends with her friends.

Living in New Zealand’s adventure capital certainly has its perks, and even after being there for six years, Ann-Louise still makes the most of what Queenstown offers. “We do a lot of trail running. We do the Routeburn Track quite often on a Saturday, either the whole track or we’ll just run for a bit, turn around and come back. It’s just an hour away,” she explains.

Most Wednesday nights in summer, she and her friends will run along the trails at nearby historic Arrowtown, or climb a mountain that’s 15 minutes walk from her house. “You know, how many people can climb a mountain after work? It doesn’t really get boring.”

The outdoor lifestyle was a large part of what lured Ann-Louise to New Zealand in 2009, when she was 26. Born in Scotland, she chose to establish a career after university rather than doing a gap year (travelling for a year before finding full-time work), she started working in Glasgow doing marketing for an IT (information technology) company.

An acquaintance spoke enthusiastically about Queenstown’s heli-snowboarding (taking a helicopter to the top of a mountain and snowboarding down), so she decided to come here. Her other aim was to get a more career-focused job that meant she could stay here longer than one year.

Ann-Louise originally came here on a one-year working holiday visa, and she worked in a temporary adventure tourism job and travelled the country. At the end of that year, she got a job as the head of marketing at NZONE Skydive, and the company helped her get a work visa.

Extraordinary sights became part of her life. “It was very distracting, you know, with the parachutes coming down next to your window every day,” she laughs. “I kept looking out the window at all these skydivers, and it was such a beautiful location – it was pretty unreal, actually.”

Now Ann-Louise manages the marketing and sales for Queenstown Rafting and Kiwi Discovery, which are also adventure tourism operators. And yes, she still snowboards, and enjoys the occasional “crazy” activity such as skydiving, bungee jumping, river surfing and rafting.

New Zealand’s “relaxed outdoor lifestyle” has made her want to stay here. Though people still work hard, she says, they spend less time commuting so there’s more time to enjoy the natural surroundings. Ann-Louise has competed in four marathons since arriving here, and is currently training for an Ironman competition – although she says Lake Wakatipu is “freezing”.

One of the biggest adjustments Ann-Louise has had to make is that there are far fewer people around (and a smaller range of shops) compared to British cities. She uses Skype and photo messaging to stay in touch with friends and family, but she says that missing big events such as birthdays and weddings is difficult.
“I have gone home for a few weddings, but you can’t go to everybody’s,” she says. “Also, my friends’ kids are growing up and you miss that.”

The cost of living in Queenstown is higher than in most other New Zealand cities, Ann-Louise says. Rental houses are in short supply, and buying a house is “very expensive”. Some of her friends choose to live in Cromwell, about an hour’s drive away, where houses are much cheaper.

Ann-Louise came to New Zealand by herself and met her English partner Josh here soon after. They both have residency, and are happy living here for at least a few more years. But they are starting to wonder whether they want to be so far away from their parents once they have children.

“Lots of people say, ‘Oh, you have to come home if you have kids, because how are you going to have any babysitters if you don’t have your mum and his mum?’” says Ann-Louise. “I did think that it would be far too hard, but there are lots of British couples out here, and everyone just helps each other, because no-one has that base of all their family to help.”

The fact that school children in Queenstown go snowboarding for PE (physical education classes) impresses her.

“It is definitely a beautiful place to grow up. I imagine growing up here would be quite a privilege.”

She advises people thinking of moving here to do some research into New Zealand’s different regions, because “nowhere is the same, it is such a diverse country”.

If I was still in Scotland I think I would still be in the same job, probably still sitting in the same office doing my commute, and probably be pretty bored with life,” says Ann-Louise. “I definitely don’t regret my decision to move to New Zealand.”
In the adrenalin business

Hiring migrants in adventure tourism presents challenges and benefits.

Any employer knows that training staff involves an investment of time and money, and there’s always a risk people will leave the business. So spare a thought for companies that train staff to high safety levels in adventure tourism – and, because of the industry’s seasonal nature, they often start again each year with a mostly new crew of people.

“No matter what nationality people are, it’s important to get people who are going to fit in...”

Kiwi Discovery and Queenstown Rafting offer skiing, hiking, rafting and Milford Sound packages. Tim Barke, general manager of the companies, says they do a lot of in-depth training on how to handle big vehicles in snow and ice, and even then some experienced drivers find it’s not for them.

Tim frequently employs temporary migrants, here on working holiday visas, in customer-facing roles. Some then get longer-term visas, because of skills they have gained on the job; For example, Raft Guides can get Approval in Principle visas, because there is a recognised shortage.

“Once you do get people up to speed, it’s valuable to keep them coming back,” he says. “A number of foreign raft guides work in the northern hemisphere for a season and come here for our summer. A really strong safety culture is vital, and we rely heavily on senior guides to help instil that in new employees.”

Tim would like to employ more Kiwis, but not enough are interested in the seasonal nature of the work – and Queenstown’s housing costs and availability can also be a challenge.

There are always new people in the company. Advice is shared about accommodation, and the environment is social. “It’s important for us that people enjoy what they do, and a big part of that is people getting to know each other,” says Tim.

He looks for migrants who will fit in well to a customer-focused, people-centric business, and who can tactfully deal with problems. “No matter what nationality people are, it’s important to get people who are going to fit in with your company’s culture.”
Jonothan “Joth” Hankinson took up beekeeping in England 10 years ago, on the encouragement of a friend he played rugby with. So it’s fitting that now Joth works as a beekeeper in New Zealand, one of the world’s most rugby-loving nations.

But this country’s reputation for rugby wasn’t what initially lured Joth here for a six-week holiday in December 2011. His sister-in-law is from New Zealand, and his family had lived in Melbourne, Australia for four years when he was younger. So this part of the world was an obvious travel destination.
New Zealand’s scenery wowed Joth. “It was just stunning. It’s a beautiful place to be, and the sort of place I would like to live and work. It was my dream to do that,” he says.

He was interested in how bees are kept here, and he went to visit to Lindis Honey in Bannockburn, just outside Cromwell in Central Otago. Since beekeeping is an in-demand skill, apiarist Tim Wood of Lindis Honey was happy to offer him a job during the next harvest season. Joth returned on a six-month working visa in October 2012.

“Coming over for six months was a good thing to do, because it’s not such a big step – you can have a look around, meet the people, and then go from there,” he says.

Towards the end of that time, Joth received an email from Immigration New Zealand explaining there was a shortage of skilled migrant workers in the beekeeping industry. That, combined with a full-time job offer from Lindis Honey, meant he succeeded in getting a residence visa in 2013.

“I didn’t really want to be the 50- or 60-year-old man sitting at home in my chair, thinking I did have that opportunity and I never took it,” he says.

Joth works as a beekeeper, tending to hives and shifting them so bees can feed from different flowers to produce various types of honey. He also has 50 hives, owned by Lindis Honey, on his own property, as well as a lavender farm – “as you can imagine, the bees do wonders for the lavender”.

When Joth first arrived, “full of energy and chasing the challenge, I had a crack at producing some lavender oil and selling a bit of honey”. Last year, the oil won top honours at a national competition: “I couldn’t have achieved this without the help of the lads, my mates who I work with,” he says.
Still, starting a new life in a new country will always involve feelings of isolation and loneliness – especially when you’re working in a rural area. “Sometimes it’s quite hard to meet people these days, you know? You try and immerse yourself in so many different clubs, to try and meet people, but there’s only so much you can do,” explains Joth.

Happily, he met his partner Stephanie in a pub in Arrowtown last year, and she took him to visit spectacular places such as Milford and Doubtful Sounds.

“These are some of the things that I never really did because I felt I was always working, but having Stephanie there was fantastic because she showed me some of the most beautiful parts of the country,” says Joth.

“The adjustment of moving from home and family has been so much easier with her by my side.”

Eventually Stephanie moved in with him in Lowburn, near Cromwell, and their daughter Elsie was born in August 2015.

“It’s a big, big commitment and a big lifestyle change for me and Stephanie,” he says. While it’s also a long way away from the small town of Berwick-upon-Tweed, where he grew up, the way people look after each other here means it’s a great place to have kids.

“It’s all about immersing yourself in the community and meeting new people as much as you can, trying to make a life here and make the best possible place for your family to grow up in,” he says.

If the prospect of moving to New Zealand appeals, “think about it very carefully because it is a big step in your life”, adds Joth. “Spend time on your visa application and get it right the first time, because it will just take longer and longer if you don’t.”

Once you’re here, he concludes, the best thing to do is just dig in and get to know the locals.

“You have to be willing to work hard and get on with people. Then they’ll be happy to sit and have a beer with you and have a yarn.”
Working in season

How tapping into temporary migrant expertise can bring longer-term benefits.

Seasonal workers are a vital part of New Zealand’s agricultural and horticultural industries – and experienced beekeepers are particularly in demand.

Local company Lindis Honey runs 3000–3500 hives and employs four permanent and around 10 seasonal staff, eight of them beekeepers. Apiarist Tim Wood, who runs the business with his father and brother, says many beekeeping businesses employ skilled migrants because there aren’t enough in New Zealand Beekeepers.

“We employ Fijian, Czech, German beekeepers. We have had a lot of different workers over the years,” he says. “It’s just what we have to do.”

The company produces 150–200 tonnes of honey a year. They transport hives around Central Otago and the West Coast, making different types of honey depending on the surrounding plants: thyme, kamahi, rata, clover and vipers bugloss.

“...the bad ones don’t last the season, and you offer the good ones another job.”

Jonothan’s previous experience made him a prime candidate when he turned up at Lindis Honey. “I walked out into the yard, and he told me he was a bee keeper from the UK and he was quite interested in looking for work over here,” explains Tim.

“So he went back to the UK, then we sorted all the visa stuff out for him for the coming season. We kept in mind that if he was good enough, we would offer him a full-time job, and he turned out to be one of the good ones.”

Tim has found working with different cultures reveals different communication styles. “They think we don’t talk to them enough about what’s going on, so we have got to work on the communication side of things,” he says. “Sometimes you have to explain things to them a few times before they get it, so that can be a little bit frustrating.”

The seasonal nature of beekeeping can work in favour of finding good staff. “It is quite easy: the bad ones just don’t last the season, and you offer the good ones another job.”

Tim Wood.
Mayor of Invercargill,
Tim Shadbolt

Invercargill has traditionally been a Scottish, Irish and English city. Ten years ago less than ten Indian or Chinese families lived here. This has changed dramatically since the success of SIT – the Southern Institute of Technology.

In 1993 we had one citizenship ceremony per year, now we have one every month. We can almost call ourselves a multicultural community.

The booming dairy industry has also attracted large numbers of people from the Philippines to Southland, and we have graduated from fish and chip shops to a multitude of successful ethnic restaurants. Many students will finish their education and remain, and some may leave. But that is the nature of immigration. In 1949 more than 100 White Russian refugees arrived from Shanghai, but they only stayed a few months and then they all fled to warmer, northern regions of New Zealand.

For those who choose to stay, we welcome you.

Tim Shadbolt
Mayor
Southland Regional and economic overview

As well as being New Zealand’s most southern region, Southland is also one of the largest and most successful. With many natural resources and a relatively small population, the average wage is high, and the average house prices are low.

The climate is cool and temperate, with summer highs up to 23°C and winter highs down to 8°C. When a southerly storm arrives it can seem much colder, but this is balanced by long summer evenings when the sun doesn’t set until after 9pm, and regular views of Aurora Australis or the Southern Lights.

Most of west Southland is National park. East of the Waiau River are the Southland Plains – some of New Zealand’s most fertile farmlands. Sheep and beef are the main income earners but dairy is also important and growing rapidly. New Zealand’s first dairy factory opened here in 1882 at Edendale, and has since grown to be the largest raw milk-processing plant in the world.

The main city Invercargill has 53,000 people which is just over half the people in the Southland region. The city’s wide streets and relaxed pace of life, light traffic, spacious parks and gardens, and striking Victorian and Edwardian architecture create an open and welcoming environment.

The Southland Institute of Technology offers zero-fee diploma, bachelor and post-graduate degree programmes. Stadium Southland is a multi-purpose event centre that includes a dozen indoor courts, conference lounges, seating for 4,000 and the South Island’s only indoor cycling velodrome.

These facilities are made possible largely because Southland controls the sale of alcohol through a community trust. The Invercargill Licencing Trust manages or licences all local alcohol outlets, and this helps fund many local activities.

Regional tourism earns almost NZ$400 million a year, helped by Southland’s two National Parks – Rakiura, and Fiordland. Rakiura National Park covers 85 per cent of Rakiura (Stewart Island) – New Zealand’s third largest island. Fiordland
The Invercargill Water Tower was completed in 1889 and is now a recognised heritage building.

The Southern Institute of Technology offers zero-fee tertiary education, with benefits for both students and the regional economy.

National Park is the country’s largest and includes Milford Sound, probably New Zealand’s largest and best known tourist destination.

There is also the Tiwai Point aluminium smelter, which was built here at the same time as New Zealand’s largest hydroelectric power station at Lake Manapouri, to provide cheap and reliable electricity for the smelter. Ti Wai produces the world’s purest aluminium. Southland’s contribution to this is the electricity, and labour: the site employs around 1,500 people.

Local people are friendly in the best rural New Zealand tradition, and are proud of the region. This shows in strong support for local organisations and community service groups, including a community radio station that provides a forum for new migrants.

Surrounded by some of New Zealand’s best farmlands and scenery, and with local treasures like the world famous Bluff Oyster, Southland offers work and lifestyle choices that are in many ways the essence of New Zealand.

The Invercargill Water Tower was completed in 1889 and is now a recognised heritage building.
Southland

Population

96,500

Climate

Average daily maximum temperature range
10.3°–18°C

Average annual sunshine
1,661 hours

Average house price

$213,000

JULY 2015

A benefit of the southern latitude - Aurora Australis, or the Southern Lights.

Spring in central Invercargill.
DISCOVERING A NEW GAME PLAN

Their passion for sport helped Uruguayan sweethearts Luciana Garcia Genta and Ignacio Sande build a new life in Invercargill.
Luciana Garcia Genta had her life all planned out. She and her partner Ignacio Sande were going to stay in New Zealand for a year or two, then return to Uruguay so she could build her career as a PE teacher.

Instead, she’s taken to New Zealand like a fish to water – and five-and-a-half years later, she and Ignacio still live in Invercargill.

The couple came here in 2010 so Luciana could work as head coach for Phoenix Synchro, Southland’s synchronised swimming club. She was perfectly qualified, having swum competitively since she was 10 and later representing Uruguay in synchronised swimming.

Luciana and Ignacio had met at university in Uruguay and were living in Barcelona while finishing their studies: for Luciana a Masters in Talent Development and High Performance, and for Ignacio a double Masters in Team Sports, and Talent Development and High Performance.

One day she saw the job advertised on a Canadian website. “Twelve hours after applying, I had a job offer saying, ‘This job is available for you if you can be here in a month’s time.’”

She was lucky, she says, because Ignacio was extremely supportive. “I was doubting, ‘Oh, shall we go? Shall we stay? What shall we do?’ and he said, ‘Let’s go. It’s a great opportunity.’”

Ignacio was working as a coach in a football (soccer) academy as well as studying, so life was hectic.

“I was lucky that I had a full-time job in football, and I could study, but there was no time to do anything else. I wanted a change,” he says.

Once Luciana accepted the job, she turned to Google. “I loved what Invercargill looked like, but on Google Maps the streets were completely empty, so I was like, ‘Do they have human beings there?’” she laughs.
The couple packed one suitcase between them, and Luciana turned 25 the day they arrived here. People from the club welcomed them, helped them find a place to rent and also to find furniture.

“Getting settled here was one of the easiest things I’ve ever done. They also helped my partner to get job interviews and to try to find a job. Southern people are awesome,” she smiles.

Luciana immediately started coaching synchronised swimming (where members of a team perform coordinated movements in time to music, in the water) for Phoenix Synchro, and the national team. At the beginning of 2015, she moved to Sports Southland to work as a coach development advisor – though she’s still involved with Phoenix Synchro.

Finding work was much more difficult for Ignacio, as there weren’t many jobs in soccer when he arrived. He got some part-time work teaching young children gymnastics, and temporary work at the soccer club.

“I was enjoying the life and the people, and learning a little bit of English, but it was tough. Some moments I think, ‘Well, when am I going to work?’” he says.

“If you come to New Zealand to try to grow in your professional area, you have to come with the right job. If not, it’s quite tough just trying to find your place.”

Ignacio’s English skills were not as strong as Luciana’s, either. “One of the big issues was the language, because English and Spanish are nowhere the same – plus the Southland accent is even harder to understand,” he says. “I was lucky that I knew some football language, no? So it’s just ‘run’, ‘stop!’”

Happily, late last year, he got a full-time job as the development manager for Football Southland.

It took time to adjust to the shops closing at 5pm, and the smaller number of people around the city compared to Barcelona. “Our day-to-day life is really quiet. But we like it because that’s the kind of life quality we want to have. It’s not being busy all day and super-stressed,” Luciana says.

“Also we have so many different things to do: driving two hours to Queenstown, visiting the Catlins, or going for a bike ride, a bush walk or a beach walk. We love it. That’s probably one of the things that made us stay for longer than we planned.”

They don’t really miss foods from back home, although Luciana says her favourite mate tea is much more expensive and only available in Auckland. They do miss spending time with old friends and family, now they do have free time – but the quality of life here convinced them to become residents three years ago.

Ignacio advises other migrants that it may be more difficult to find a job here if you work in a specialist field. “Maybe in the bigger cities there are more opportunities, but also more competition, you know? In Invercargill, to work in football there were only two full-time jobs, and people are really stable in them,” he says.

Luciana, however, has no hesitations. “If you’re thinking of moving to New Zealand, don’t think any more. Just do it.”
All in synch

Honesty ensures migrants are not surprised, and can quickly contribute to the community.

As jobs go, ‘synchronised swimming coach’ is quite specialised – so Michelle Anderson advertised outside New Zealand to find a new head coach for her team.

Michelle is the president of Invercargill’s Phoenix Synchro, and in 2009 she was looking for someone to coach two young synchronised swimmers competing in the 2010 Commonwealth Games.

In synchronised swimming, members of a team perform coordinated movements in time to music, while in the water. “Coaching requires a very particular skillset: you need to teach synchronised swimming techniques and choreograph routines, and having international experience helps too,” says Michelle.

There were suitable coaches in New Zealand but none were willing to move to Invercargill; the swimmers were still studying and did not want to move to train with them. “It was better for us to bring somebody to them,” she says.

Michelle had employed two migrants before, on working holiday visas, but this time she wanted someone to stay at least a year – and Luciana Garcia Genta did. Michelle used emails and Skype to choose her candidates, and says it is a good sign when “conversation flows quite easily, even with broken English”.

Managing migrants’ expectations about Invercargill’s small size was vital. “Be very honest, straightforward. I tell them, you’re still in a city but it’s small and outdoorsy, and quite a family-orientated community. You have to be careful with someone who is after the bright lights,” she says.

All the migrants Michelle has employed have stayed at her home when they first arrived, and she helped them find accommodation and furniture. The overseas coaches have passed on skills and ideas to local coaches – in fact, one of the women Luciana coached is now Phoenix Synchro’s head coach.

“Luciana’s still around and involved with the club,” says Michelle. “It’s not just a job, it’s her passion as well. She’s given quite a lot to the community.”
The power of volunteering

If you want to develop new skills, make friends, gain work experience and contribute to the community, become a volunteer. Your local volunteer centre can help.

It’s a job seeker’s dream market. At any one time there are 500 jobs available from a pool of more than 400 member community organisations. Photographers, writers, drivers, human resource specialists, accountants and retailers: all are in demand. The catch? None of these jobs are paid.

But they are some of the most rewarding jobs there are, says Pauline Harper of Volunteer Wellington. Volunteering – work done of one’s own free will, unpaid, for the common good – is a great way to meet people, form friendships, pick up skills, gain job experience and to make a positive difference in the community.

Volunteer Wellington is a recruitment agency with a difference. From its new offices on Level 7, 186 Willis Street in downtown Wellington, Pauline and her colleagues match would-be volunteers – many of them migrants – with the needs of more than 400 member organisations.

The process is carefully conducted, beginning with a comprehensive interview.

“We find out what it is that migrants want from the volunteering experience, and then in the course of a discussion, which takes about an hour, we identify the best role for the person,” says Pauline.

It may not necessarily be a role the person imagined.

“Often the person will be thinking, ‘I am good at human resources, I did that in Mumbai,’ but they may not realise they still have communication skills to catch up on,” says Pauline.

As well as regular volunteer roles, involving regular weekly time commitments, short-term and skilled volunteer roles are on offer – the latter for people who have specialist skills they can offer community-based organisations.
People choose to volunteer for a mix of reasons, Pauline says. Some are looking for a better work-life balance, some to serve a cause, some for social relationships, and some — many of them migrants — as a way of gaining local work experiences that will make them more employable.

“Employers always ask job candidates for local employment experience,” says Pauline. “And, of course, new migrants haven’t had any.”

Working as a volunteer answers that need, and it also gives the volunteers something else employers are looking for — an understanding of Kiwi workplace culture.

Where better to learn about smokos, workplace shouts, and the way Kiwi workers and managers interact than in a real-life workplace?

“And it means they can get references as well,” says Pauline. “I get requests for references about once a week.”

A number of the volunteers are international students, says Pauline, who has just returned from an expo at Victoria University of Wellington. “We had 46 students register.”

US research has shown that volunteers in general — not just migrants — have a 27 per cent higher chance of ending up in paid employment.

But there must be more to it than that, Pauline says, because many of those who do go on to paid work also continue to volunteer, giving up time in their evenings and weekends to contribute to the wellbeing of their communities.

“About 80-90 per cent will return to volunteering.”

One volunteer, she remembers, was “an amazing Indian guy, who wanted to be a treasurer, so we placed him with a youth group in Wainuiomata. They were amazed by the way their books were in order in no time. Of course he got employment in the private sector, but he continued to volunteer in the community becoming a governance member on a board of trustees in Petone.”

Volunteer opportunities

New Zealand’s volunteer centres have an extraordinary range of volunteer opportunities available.

Volunteer Wellington, for example, provides volunteer placement services to more than 400 community organisations. These work in a number of fields, including environment and conservation, refugee and migrant support services, education, disability, animals, the aged, youth, mentoring, sport and recreation, and arts and culture. The roles for volunteers are just as varied. They include:

<table>
<thead>
<tr>
<th>ROLES FOR VOLUNTEERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
</tr>
<tr>
<td>Accounting</td>
</tr>
<tr>
<td>CAB Bureau advisors</td>
</tr>
<tr>
<td>Driving</td>
</tr>
<tr>
<td>Friendship</td>
</tr>
<tr>
<td>Gallery hosts</td>
</tr>
<tr>
<td>Gardening</td>
</tr>
<tr>
<td>Information technology (IT)</td>
</tr>
<tr>
<td>Interviewing</td>
</tr>
<tr>
<td>Literacy</td>
</tr>
<tr>
<td>Performing arts</td>
</tr>
</tbody>
</table>
Choosing the right volunteer role

To find the right volunteer role for you, first think about what sort of person you are and what sort of experience you want.

Do you prefer working by yourself or with others? Do you want the chance to practise your English? Do you want to use the skills you already have or to learn new ones?

You also need to think about practical matters, such as getting to and from work, the time you have available, and how volunteering will fit in with the rest of your life.

Once you have found a role that you think suits you, find out as much about it as you can.

› Is there a job description?
› Is there a volunteer agreement?
› Who would you will report to?
› How does the organisation manage holidays?
› What training do they offer? (If there is training on offer, make use of it.)

› Do they provide job references?
› Both you and the organisation need to have realistic expectations.

If the organisation is interested in taking you on as a volunteer, they may conduct an interview and reference checks. For some positions, a police check may be necessary. The employment process can take some time.

Remember, as a volunteer you are giving your time, energy and skills to an organisation for free, so the organisation should treat you well in return.

If you find that your volunteering experience is not working out, let the organisation know. If they know about your concerns, they will probably be able to help.

Best of all, before you do anything else, call in to your local volunteer centre for a face-to-face talk and an interview. This is a great way to make sure that you end up with the volunteering experience that is right for you.

SEEK Volunteer

SEEK Volunteer allows volunteers to search and apply for volunteering opportunities, according to their interests and skills, and matches these with opportunities posted by organisations needing their help.

www.seekvolunteer.co.nz
Finding a role

There are many ways to find a volunteer role. You can contact a group yourself or through friends or family. You can get in touch with your local volunteer centre, who will help match you with a role. Or you can make use of the service provided by the SEEK Volunteer website.

Regional volunteer centres

<table>
<thead>
<tr>
<th>NORTHLAND</th>
<th>GISBORNE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteering Whangarei</td>
<td>Gisborne Volunteer Centre</td>
</tr>
<tr>
<td>Tel: 09 945 4984</td>
<td>Tel: 06 868 4522</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AUCKLAND</th>
<th>HAWKE’S BAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteering Auckland</td>
<td>Volunteering Hawke’s Bay</td>
</tr>
<tr>
<td>Tel: 09 377 7887</td>
<td>Tel: 06 833 6691</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WAIKATO</th>
<th>WELLINGTON</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteering Waikato</td>
<td>Wairarapa Volunteer Centre</td>
</tr>
<tr>
<td>Tel: 07 839 3191</td>
<td>Tel: 06 377 1022</td>
</tr>
<tr>
<td>Volunteer Taupo</td>
<td>Volunteer Wellington</td>
</tr>
<tr>
<td>Tel: 07 378 0953</td>
<td><a href="http://www.volunteernelson.org.nz">www.volunteernelson.org.nz</a></td>
</tr>
<tr>
<td></td>
<td>Tel: 04 499 4570</td>
</tr>
<tr>
<td></td>
<td>Volunteer Hutt</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.facebook.com/volunteerhutt">www.facebook.com/volunteerhutt</a></td>
</tr>
<tr>
<td></td>
<td>Tel: 04 566 6786</td>
</tr>
<tr>
<td></td>
<td>Volunteer Porirua</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.facebook.com/volunteer.porirua">www.facebook.com/volunteer.porirua</a></td>
</tr>
<tr>
<td></td>
<td>Tel: 04 237 5355</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TARANAKI</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteering New Plymouth</td>
<td>Whanganui Volunteer Centre</td>
</tr>
<tr>
<td>Tel: 06 758 8986</td>
<td></td>
</tr>
<tr>
<td>Volunteer Resource Centre</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.vrcmanawatu.org.nz">www.vrcmanawatu.org.nz</a></td>
<td></td>
</tr>
<tr>
<td>BAY OF PLENTY</td>
<td></td>
</tr>
<tr>
<td>Volunteer Western Bay of Plenty</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.volunteerwbop.com">www.volunteerwbop.com</a></td>
<td></td>
</tr>
<tr>
<td>Tel: 07 571 3714</td>
<td></td>
</tr>
</tbody>
</table>

| SOUTH ISLAND | | CANTERBURY |
|--------------| |            |
| MARLBOROUGH  | | Volunteering Canterbury |
| Tel: 03 577 9388                | Tel: 03 3662442, 0800 865 268     |

| NELSON        | | Volunteering Mid & South Canterbury |
| Tel: 03 546 7681                | Tel: 03 687 7364                 |

| OTAGO         | |                                |
| Volunteer Otago | www.volunteeringotago.org.nz  |                                |
| Tel: 03 471 6206                |                                |
| Volunteering Central (Otago outreach, Central Lakes District) | www.volunteeringcentral.org.nz  |
| Tel: 03 443 4102, 027 506 5705 |                                |
Seetha’s story

Of the many ways to become a volunteer, Seetha chose the simplest of all.

Soon after arriving in New Zealand with her husband, a chief engineer on one of the Cook Strait ferries, she walked into the St Vincent de Paul Society op shop in Wellington’s Newtown and asked to talk to the manager about how she could help.

In South India, Seetha – short for Sivara Seethalaksmi – had run her own stationery store and worked for the community in her free time. She wanted to contribute. “My husband was working one week on, one week off. So when he was not here, I came in to the shop.”

It helped that Seetha, a Hindu, had studied at a Roman Catholic college. She understood the good that the St Vincent de Paul Society, a lay Roman Catholic charity, does.

Seetha is not alone, says Elsbeth Hymes Hancock, the society’s Wellington communications and marketing manager. Many migrants work for the St Vincent de Paul Society, some as volunteers, some as paid staff.

Indeed, Elsbeth is a recent migrant herself. She’s an American who taught classics at a girls’ school outside London, before moving to New Zealand with her British husband.

1Op shops – ‘op’ is short for ‘opportunity’ – are known as charity shops or thrift shops in other parts of the world.
“When I saw the job with St Vincent de Paul, I said, yes, I want to be working for a charity, I want to be making a difference. I mean, what better way of settling in? You move to a new country and start helping. To me that was just wonderful.”

The Saint Vincent de Paul Society runs eight op shops in Wellington City, explains Elsbeth, gathering and selling all sorts of donated goods and using the profits to fund good works. It operates a food bank, offers social work services, including budgeting and advocacy, and delivers free baby items to new mothers through a pregnancy assistance programme.

Each store is run by a paid manager. In Newtown, the store manager who welcomed Seetha was Imelda Robinson (originally from the Philippines).

Seetha has volunteered six days a week at the Newtown shop ever since, and Imelda has become a close friend and adviser.

How do you build an environment in which migrant volunteers thrive?

“The big thing is to build up that sense of community,” says Elsbeth. “When you volunteer, you are giving your time. It’s a labour of love. When Seetha comes here, it’s because she loves what we are doing and she loves the people who are involved.”

Often volunteering will lead on to other things, says Elsbeth. Most of the shop managers – people like Imelda – started as volunteers, and sometimes those shop managers to move on to jobs with commercial retail operations. Elsbeth knows of former volunteer van drivers who are now working in the trucking industry.

“I mean, what better way of settling in? You move to a new country and start helping. To me that was just wonderful.”

Volunteering for the Saint Vincent de Paul Society – or other community organisations – is a great way of getting the New Zealand work experience that employers value. “We have a policy that volunteers who have been with us for more than three months can ask for a reference,” says Elsbeth.

Seetha appreciates everything that volunteering for the Saint Vincent de Paul Society has given her.

“I recommended it to another migrant, and she came in last week. She’s from Kerala in India.”
Samantha’s story

In 2008, Samantha Munro, a new arrival from Scotland, began working as a volunteer at Wellington Hospital. Seven years later she is still there, now as an employee.

Everything began with the Pink Ladies, says Trish Lee. It was back in 1973 that Ella McLeod, a nursing tutor, started a women’s volunteer group at Wellington Hospital. The original Pink Ladies arranged flowers, shopped for patients, led outings and made cups of tea. “They even had a little salon where they set hair,” says Trish.

Trish, the Manager Hospital Volunteer Service, runs today’s Pink Ladies equivalent, a 550 strong workforce of hospital volunteers.

Volunteers play the grand piano in the hospital foyer. They serve customers in the gift shop, help with rehabilitation, guide visitors and knit, sew and quilt garments for the 4000-or-so children.
born every year in the Kapiti and Wellington regions. All in all, Wellington Hospital and its staff and patients benefit from tens of thousands of volunteer hours.

Many of the volunteers are new migrants – and for good reason.

If you are new to a country, volunteering is a great way to learn local ways, says Samantha Munro.

She speaks from personal experience. Samantha, now a Donor Relations Officer with the Wellington Hospitals Foundation, arrived in Wellington with her husband and their daughter in 2008.

“I was here for a month or so,” she says, “and I thought ‘I have to have something to do. There’s only so much cleaning and shopping you can do.’”

She’s not sure what led her to Wellington Hospital – perhaps she checked the Volunteer Wellington website – but she called Trish Lee, and her life has not been the same since.

Samantha first worked as a guide, but within a few months a new opportunity came up. Wellington Hospital was about to shift from its old building to newly built premises and someone was needed to show the staff around the new layout.

It was paid short-term employment, and Trish shoulder-tapped Samantha.

“I went home and told my husband ‘I think I have got a job,’ says Samantha. “I can see the *Dominion Post* [newspaper] headline now,” said her husband. “Staff still missing, Scottish woman loses group.”

But even if the volunteer experience had not led to employment, it would still have been the best thing to do, says Samantha. “I found it so helpful to have somewhere to go to, something to do where you could contribute, people you could look forward to seeing.”

Perhaps this is the reason why, over the years, a number of the hospital’s volunteers have indirectly come from Oscar-winning film-maker Peter Jackson’s workforce - they are the partners of people brought in on two-or-three year stints to work on international film projects.

**Volunteering helped Samantha understand the Kiwi accent and the essentials of everyday life.**

Volunteering helped Samantha understand the Kiwi accent and the essentials of everyday life: the employment structure, dealing with the bank, taxation. Even with something simple like knowing the best place to go to buy a toaster – that a certain shopping chain has a ‘sale’ every other week – Samantha says it helped to know what the locals did.

And if English-speaking Samantha, who came to New Zealand as part of a tightly knit family, found volunteering made a difference, then the impact of volunteering could be even more dramatic for others.
Among the volunteers have been a number of Indian women who have married Kiwi men. “When they first come in they are so shy and quiet,” says Trish. “They don’t have any family here, they know no-one.”

But place them with local volunteers – the hospital’s ‘buddy’ system pairs new and experienced volunteers – and the change is dramatic.

“Within three or four months you see such a difference. They are so much more confident and outgoing – often confident enough to go out and get a job.”

Wellington Hospital places many volunteers, some of them referred by Volunteer Wellington. If people interview well and pass the normal background checks, the hospital usually welcomes them as volunteers, though a certain standard of English is required.

“Patients come in under stress, and the volunteers need to be able to respond,” explains Trish, but a refusal is not necessarily the end.

“I would normally say, ‘Well you sound like a great person, but your English is not quite up to it. How about going to English class for a term or two, and we’ll see what we can do.’”

“People have faith in you and say, ‘No, that’s okay, we can give you training.’”

She has no desire to move elsewhere.

“I love my job and I love the people I work with.”

Your rights

As volunteer, you have certain rights:

- You should not be used to fill a position that previously belonged to a paid worker.
- You must be reimbursed for out-of-pocket expenses that are incurred on behalf of the organisation you are working for.
- You must be given sufficient training to do your job.
- Your work environment must be healthy and safe.
- Your confidential private information must be dealt with in accordance with the organisation’s privacy policy.
- You must not be subjected to unlawful discrimination or to sexual and racial harassment.

Volunteering New Zealand has more information on its website see below.

Volunteer Wellington

You can contact Wellington Hospital’s foundation at:
www.whf.org.nz

For more information about your rights as a volunteer visit:
www.volunteeringnz.org.nz/volunteers/rights/
When it comes to playing golf, New Zealand is among the most accessible and affordable places in the world. We have the second-highest number of golf courses per head of population in the world: 393 courses to approximately 4.4 million people. (Scotland is highest with 543 courses to 5.3 million people.)

Playing is very affordable. Green fees at public courses start from NZ$10 (less than US$8) and you can also tee off at some of New Zealand’s best courses for under NZ$100 (less than US$80).

The New Zealand landscape means that even small local courses will often have dramatic challenges and scenery. More recently, the number of international class courses has grown. From spectacular world-famous courses like Cape Kidnappers (rated 41st in the World), Kauri Cliffs, and The Hills in Queenstown, to an almost endless list of local clubs in every town and village. There are golf courses enough for everyone. People say in New Zealand you are never more than 45 minutes from a golf course.

Perhaps that is why golf has the highest participation rate of all sports in New Zealand – over 10 per cent of all Kiwis play a round of golf (or more) a year, and our golf clubs have 125,000 affiliated members.

Clubs will welcome casual players, but consider calling or checking online first – at www.golf.co.nz

To find a golf club near you visit: www.golf.co.nz
The New Zealand Newcomers Network

If you are one of the many thousands of people who has moved to a new New Zealand community, whether from within New Zealand or from overseas, there is a new way to establish local connections. New Zealand Newcomers Networks are here to help new arrivals settle in, make friends and have fun.

The first government-supported Newcomers Network was set up in Nelson in 2006, after local reports that migrants were finding it difficult to meet locals.

That Nelson network started out small – very small – says Karen Darling, manager of the New Zealand Newcomers Network, the networks’ overarching supporting body.

The first coffee morning, advertised in a community paper, was attended only by the organisers. But the next time a few people came, and week after week it grew. Today, morning coffee at the café is a fixture – 40 or so people come each week, says Karen – and the Nelson Newcomers Network has more than 400 members, with groups in Richmond, Mapua and Motueka.
The Nelson network provided the template for many of the networks that would follow. And many have. By the time Karen’s own organisation, the Nelson-based New Zealand Newcomers Network Trust, was established as a registered charity in 2012 there were 22 newcomers networks, and today there are 33 and counting.

Each network runs its own events, from walking groups to potluck dinners, movie nights and mountain bike rides.

Birte Becker-Steel, who runs the New Coasters Newcomers Network, knows the benefits personally. Four years ago she moved to Hokitika from Germany with her partner, West Coaster Chris Steel, and one of the images on the New Zealand Newcomers Network homepage belongs to her. It is a photograph of the first Newcomers Network gathering she attended: a driftwood bonfire on a wild West Coast beach.

“Many of those people are close friends now.”

“Many of those people are close friends now,” she says. The Dutch woman who then ran the group would be one of the witnesses at Birte’s wedding.

The New Zealand Newcomers Network maintains a website where anyone who is at all apprehensive can sign up online for invitations and news bulletins. As Karen says, it is much less intimidating to sign up on a website than to introduce yourself to a group of strangers. The website is good for breaking the ice and letting people know they will be welcomed.

The Newcomers Networks are open to all, both Kiwis and new migrants. They are a low-cost or no-cost way to establish bonds with a new community.

Finding a network

With 16 groups in the North Island, 16 in the South Island and one on the Chatham Islands there’s almost certain to be a Newcomers Network near you.

To get in touch with your local Newcomers Network, visit: [www.newcomers.co.nz](http://www.newcomers.co.nz)
Southland Ngāi Tahu, also known as Rakiura Māori, have rights to gather muttonbirds on 36 islands around Stewart Island (Rakiura) during April and May of each year. The harvest has huge cultural and economic significance – Rakiura Māori having used the birds, feathers and down for food, making garments and personal adornments and as trade items for generations.
The Tītī
The tītī or muttonbird are the Māori and common names for the sooty shearwater, a petrel with dark brown plumage and silvery-white markings under the wings. They are one of the most numerous of all New Zealand seabirds. At breeding time in late November, they nest in burrows on the ground where they lay a single egg. Muttonbirding refers to the harvesting of the fledglings, which are very plump and the meat very much like a salty form of sheep meat - hence the practice of harvesting them is named, ‘muttonbirding’.

Harvesting
Traditional guidelines (kaitiakitanga) govern the harvest-management systems on each of the islands. During April, harvesters work during daylight, taking the fledglings from their burrows. In May, the muttonbirders work at night, catching the chicks as they emerge from their burrows to exercise their developing wings.

Processing
Processing is labour intensive. Birds are plucked as soon as possible – the feathers are easier to remove while the bird is still warm. Care is taken not to rip the skin as this reduces its value. When the feathers have been plucked, the layer of fine down underneath is removed by applying and stripping off hot wax. Clean birds are hung for a period, then split lengthwise through the breastbone and their organs removed before packing in salt or fat in air-tight containers. Traditional bags called pōhā were made from hollow inflated blades of bull kelp, enclosed in strips of tōtara bark and placed in flax baskets. Some Māori still use kelp bags, particularly if preparing birds for special occasion; today, most harvesters use plastic containers.

Recipes
Everyone has their own idea on the best way to cook salted muttonbirds. A common approach is to boil the birds for some hours at low temperature while periodically changing the water to reduce the salt content, then adding vegetables such as cabbage, kūmara, potatoes, onion, peas and carrots. Roasting unsalted muttonbirds in an oven pre-heated to 200 degrees is also popular; the birds cook in their own rich omega 3 oil (katu) producing a tasty dish. Mincing the muttonbird and mixing them with cheese, cream and other ingredients produces a good-quality pate.

Sustainable management
Rakiura Māori have initiated studies showing that the muttonbird population is declining both on harvested and unharvested islands by as much as 30-40 per cent. This seems linked to climatic phenomena such as El Niño. The tribes and government agencies are working together to develop protocols to protect this rich resource for future generations.
Te Reo Māori
Asking and answering: How are you?

Prof. R. Taonui.

When meeting family and friends, it is customary and polite to ask about their health and wellbeing. In this issue we look at how Māori ask and answer the question, “How are you?”

A number of verb constructions are used. The most common and easiest to learn is the present tense structure “Kei te…”, to which we can add “pēhea”, meaning “how”. The way the full question is asked depends on how many people you are speaking to:

<table>
<thead>
<tr>
<th>Kei te pēhea koe?</th>
<th>How are you? (koe – to one person)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kei te pēhea kourua?</td>
<td>How are you? (kourua – to two people)</td>
</tr>
<tr>
<td>Kei te pēhea koutou?</td>
<td>How are you? (koutou – to three or more people)</td>
</tr>
</tbody>
</table>

**Answers vary according to how many people are replying or how many you are speaking on behalf of:**

<table>
<thead>
<tr>
<th>Kei te pai ahau</th>
<th>I (ahau – me) am fine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kei te pai māua</td>
<td>We (māua – two) are fine</td>
</tr>
<tr>
<td>Kei te pai mātou</td>
<td>We (mātou – three or more) are fine</td>
</tr>
</tbody>
</table>

**Other replies can include:**

<table>
<thead>
<tr>
<th>Kei te hari koa ahau</th>
<th>I am very happy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kei te ora tonumātou</td>
<td>We are well as always</td>
</tr>
<tr>
<td>Kei te ngenge māua</td>
<td>We are tired</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Kei te hōhā ahau</th>
<th>I am bored, frustrated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kei te hiakai ahau</td>
<td>I am hungry</td>
</tr>
<tr>
<td>Kei te haimo māua</td>
<td>We need some sleep</td>
</tr>
<tr>
<td>Kei te hiai mātou</td>
<td>We are thirsty</td>
</tr>
</tbody>
</table>

We may also say:

I trust this finds you well as always

Ko te hiahia kei te pai tonu koe

To which a short reply is:

Yes, very well

Ae, pai rawa

Kia pai tō reo (Good luck with your Māori).
Settlement services

Immigration New Zealand funds the following specialist settlement services to support the information needs of new migrants.

**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 Immigration New Zealand to provide the CAB service to newcomers in more than 20 languages. To contact CAB Language Link about any issue, phone 0800 78 88 77 or go to [www.cab.org.nz](http://www.cab.org.nz) and search for "Language Link".

**Chinese New Settlers Services Trust – workshops about living in New Zealand 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](http://www.chineseservice.org.nz) and follow the links on the home page.

Immigration New Zealand funds three Chambers of Commerce for settlement 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.

In Wellington and Canterbury...

- **Newcomer 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 the Government Programmes Manager on 04 470 9940, email james.sauaga@wecc.org.nz or go to [www.tinyurl.com/weccskills](http://www.tinyurl.com/weccskills)

  • in Canterbury: phone 03 353 4161, email juder@cecc.org.nz or go to [www.cecc.org.nz](http://www.cecc.org.nz).

In Auckland and nationwide...

- **Kiwis新西兰**

  Are you looking for employment? [www.newkiwis.co.nz](http://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.
CABs – the Southern touch.

"There are no silly questions", says Nicki Kitson of the Invercargill Citizens Advice Bureau (CAB).

"If a question's important to people, then it's important to us. We really want people to come in and ask."

Ngaire Duke of the Dunedin CAB agrees. "We're here to provide information and advice and referrals on anything at all, to anyone at all. If you don't know who to ask about something, you contact us. It might be someone wanting a bus timetable. It might be someone needing to know what their employment rights are under New Zealand law."

The Dunedin and Invercargill offices are two of 30 CABs around the country specially chosen to provide face-to-face services for new immigrants and help them find their feet here. They have a lot of experience with the issues that tend to confront new arrivals in New Zealand, such as visa applications, employment law, and finding good places to live.

But Kitson and Duke both stress that migrants should also feel free to ask for help with other matters. One regular visitor to Duke's office is partly blind. "He picks his mail up from the local postshop and brings it over to us to read to him." Last week, a family who were making a visa application for their baby needed help working out the baby's height. "The application asked for the height of this child, who was probably about one year old, and the child was fast asleep. So they put the child down on a table and we got a ruler out."

"There's no such thing as a typical query", says Kitson. "We've had calls around relationships between neighbours, between family members... maybe someone might be having an employment dispute... it's quite varied. You don't know when somebody comes through that door what it's going to be, but you know you're going to find a way to help them."

The special contract for migrant services is a relatively new one for the 30 chosen CABs, and, says Gabby Lake of the Queenstown office, they are still learning the best ways to reach migrant communities. "We provide a legal clinic on Wednesdays, that's really popular, and booked out most weeks. A Justice of the Peace clinic on Fridays, that's really busy as well. It helps that we've got volunteers who can speak a range of different languages - Mandarin, French, Portuguese, Spanish. But instead on just advertising events and waiting for people to come in, we're now going out and targeting groups in the community. Churches seem to be really good places to connect with people."

Queenstown, with its busy adventure tourism, sees a higher percentage of younger migrants than most areas of the country. "Quite a few people come over on working holiday visas and like the place, and want to stay. So they go through that transition, looking for a working sponsorship; and then perhaps maybe they meet someone, so they move onto asking about permanent residency." The Queenstown immigration department offices are in Frankton, a suburb some distance from the center of town. "Whereas we are right in the middle of town, and by far the most enquiries we deal with are from people just walking into the bureau. We really find it helps to have such an accessible spot."

Penny O'Connor, who volunteers at Queenstown, adds, "It's important to be sensitive to the ways different cultures are used to receiving information. Some groups, if they're not sure about something, they may not feel it's courteous to ask. So we have to train our volunteers to be
sure they’re covering people's real needs. While a new migrant might come in for one thing, they often have several other issues they could use assistance with."

O'Connor is a recent migrant to New Zealand herself, and says volunteering at CAB has been a wonderful way of learning more about this country. "It’s a very warm, welcoming environment, and it’s a great place to upskill as well, there’s some very good training available through the bureau for volunteers".

For contact details on these centers and others, see page 52.
Local information for new migrants

Immigration New Zealand provides a free local information service for new migrants about living and working in New Zealand.

This service can be accessed at the Citizens Advice Bureau in 30 locations around the country.

Want to phone?
Call 0800 FOR CAB (0800 367 222) for further information.
NORTH ISLAND

CAB Whangarei
Municipal Building,
71 Bank Street, Whangarei
Monday–Friday 9am – 4.30pm

AUCKLAND
CAB New Lynn
New Lynn Library Building,
3 Memorial Drive, Auckland
Monday–Friday 9am – 4.30pm,
Saturday 10am – 1pm

CAB Northcote
Northcote Library Buildings,
5 Ernie Mays Street,
Northcote, Auckland
Monday–Friday 9.15am–3.30pm

CAB Eden Albert
82 St Lukes Road (by Public Library)
Mt Albert, Auckland
Monday–Friday 9am – 4pm

CAB Manurewa
Library Complex,
71 Hill Road, Manurewa, Auckland
Monday–Friday 9am – 4pm,
Saturday 9am– 11am

CAB Auckland Central
1st floor, Auckland Central City Library,
44-46 Lorne Street, Auckland
Monday 11am–3pm,
Tuesday–Thursday 9.30am – 4.30pm,
Friday 11am – 3pm,
Saturday (IP only) 10am – 12pm

CAB Pakuranga-East Manukau
Library Building, Aylesbury Street,
Pakuranga, Auckland
Monday–Friday 9am – 4.30pm,
Saturday 9.30 – 11.30am

CAB Browns Bay
2 Glen Road, Browns Bay,
Auckland
Monday–Friday 9am – 4.30pm

WAIKATO
CAB Hamilton
55 Victoria Street, Hamilton
Monday–Friday 8.45am – 5pm

TARANAKI
CAB New Plymouth
Community House,
32 Leach Street, New Plymouth
Monday–Friday 9.30am – 3.30pm

www.newzealandnow.govt.nz/local
Only some people can give you visa advice.

If someone tells you the wrong thing, it could affect your visa and your ability to work in New Zealand. Only licensed immigration advisers or exempt people like lawyers can provide immigration advice. There is a list of licensed immigration advisers on the Immigration Advisers Authority (IAA) website: www.iaa.govt.nz

You can also get free advice from Community Law Centres and the Citizens Advice Bureau (CAB). Immigration New Zealand does not accept applications from people who are not licensed or exempt, and recommends people use an agent who is licensed and listed on the Immigration Advisers Authority (IAA) website.

If you have any concerns about an immigration adviser, contact the IAA.

Get the right visa advice!

info@iaa.govt.nz
0508 422 422 (from within NZ)
+64 9 925 3838 (from overseas)

When you are new, it’s good to have a guide

The Pacific Newcomers Guide is available in English, Samoan, Fijian, Tongan, Kiribati and Tuvalan.

Read it online, or order your own at www.newzealandnow.govt.nz/resources

www.newzealandnow.govt.nz
www.facebook.com/NewtoNewZealand