Living and working on a New Zealand dairy farm

A guide for migrant dairy farm workers
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CARDS
There are quick reference information cards in the back of this booklet.
They have been designed for you to have easy access to important information.
CARD 1-2 Your checklist to plan ahead
CARD 3-5 Communication and language
CARD 6-9 Support Services for you in New Zealand
How can this guide help?

The New Zealand dairy sector values migrant workers. No matter how long you stay in New Zealand, it is important that you enjoy your time working here.

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

This guide will help you prepare for your new life, living and working on a New Zealand dairy farm. You may have a lot to learn about your new job and how things are done in this country.

Farming in New Zealand will probably be different from what you are used to. New Zealand farms may be large and can be in areas where not many people live. You will also have to deal with the challenges of learning to use different farm equipment, living in a new culture (often called 'culture shock'), speaking and understanding New Zealand English, making new friends, and becoming a part of your new community.

TIPS

› Before you migrate find out as much information as you can about your new job, New Zealand and the challenge of settling in a new country. A good place to start is the Immigration New Zealand website. Visit www.immigration.govt.nz and click on “New Zealand Now”.

› Your move to New Zealand is probably temporary. Many migrant dairy farm workers come to New Zealand hoping they and their families will be able to become New Zealand residents and stay in the country permanently. This can lead to disappointment because gaining residence is not always possible for all dairy farm workers.

› If you are unsure about anything during your time in New Zealand – just ask. People will be happy to answer your questions. For more information about the different organisations you can speak to have a look at the information cards in the back of this guide. Or speak to your employer.
What is it like working on a New Zealand dairy farm?

Milk is big business in New Zealand and it is New Zealand’s top export earner. There are 4.8 million dairy cows in New Zealand. That is more than the number of people living in New Zealand. The average dairy farm has 402 cows, but many farms are a lot bigger with some farms having more than 1,500 cows. If you are thinking about working on a dairy farm, here are some things you need to know.

You need to be good with animals… and more

As well as milking cows, you will have to make hay and silage, lay drains, build and mend fences, sow grass and crops, fix mechanical equipment, safely and skilfully handle powerful machines, and drive tractors, motorbikes and quad bikes, do welding and engineering, help cows give birth, test soil, and much more.

It requires a lot of hard work, skill, intelligence, and common sense.

Your attitude is really important

Dairy farmers are looking for people who are keen to learn new things and who have a ‘can-do’ attitude (willing to try new and different types of work).

On a small farm you will work alongside the farm owner, and on a bigger farm you will work as part of a team.

You may have a female employer or “boss” and farm workers may be male or female.

Dairy farming can be hard work and it’s not for everybody

At the start there will be someone to supervise you while you gain skills and work experience. Once you have been on the farm for a while, you will be expected to make work decisions yourself, and to be able to work on your own without being told what to do all the time.

TIP — It is okay to ask questions if you are unsure of what to do. Bosses prefer you to ask questions to make sure the job gets done right.
Early morning starts
You will be getting out of bed very early in the morning, because farms start milking by 5am. Most farms will also milk the cows in the afternoon around 3pm.

During the busy times of the year, like calving, you will be working longer hours.

Your employment agreement should give you a good idea of the hours you will work and the breaks you are legally entitled to. See page 13 for more information.

Looking after yourself
As well as looking after cows, you also need to look after yourself. One big difference – especially if you come from a tropical country – is New Zealand’s weather. It can be difficult to get used to our cool and wet climate. Take a close look at the table on pages 10 and 11 to help you understand how the weather changes over the year. The table also tells you about how the work done on a farm changes over the year.

It is very important to keep warm. Warm clothing and lots of layers are essential. Wear the right materials, such as wool, polypropylene, and waterproof clothing. Do not wear cotton in winter. This is because when cotton gets wet, it stays wet for a long time, making you cold.

Your employer needs to provide protective clothing and equipment for you. This includes wet weather gear and gumboots.

Eat warm meals to give you the energy you need for work, and get plenty of rest so that you can do a good job.

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

The New Zealand Government strongly recommends that people coming to New Zealand who are not eligible for publicly funded health services should have comprehensive travel insurance, including health insurance.

TIP — Your first point of contact in the New Zealand health system will probably be a general practitioner (GP), also known as your family doctor. It is important to choose and register with a local GP as soon as you can. Talk to your employer about this.

Accidents and injuries
The Accident Compensation Corporation (ACC) covers injuries at work, at home, on the road and during sport – no matter who is at fault.

You cannot sue for personal injury in New Zealand - in most places ACC covers that right.

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

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

Visit: www.acc.co.nz
Visit: www.moh.govt.nz/eligibility

Working outdoors all year
Most dairy farms are in the countryside and most cows live outside all year. So, whatever the weather is like, you will have to work outside all year too.

New Zealand’s climate might be quite different from what you are used to. It is seasonal with a distinct summer and winter, and because we are in the southern hemisphere our summer months are December, January and February and our winter months are June, July and August.

The weather can be very different in different parts of the country.

The northern regions are generally warmer than the southern regions.

Temperatures can also depend on whether you are near the mountains (where it tends to be colder) or near the sea (where it tends to be warmer). New Zealand weather can also change very quickly during the day, meaning you need to be prepared when you leave the house in the morning.
## A year on a dairy farm

<table>
<thead>
<tr>
<th>Weather</th>
<th>Looking after yourself</th>
<th>Work</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WINTER • June – August</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Usually the wettest season. It can also be very cold with frost, snow and ice. Temperatures normally range from 5-15 °C (41-59 °F) during the day. Cold winds can make it feel much colder. In the middle of winter there are only 9 – 10 hours of sunlight a day.</td>
<td>Wear layers of clothing. Wear clothes made out of materials such as wool, polypropylene, and waterproof clothing. Don’t wear cotton - once it is wet it stays wet for a long time, making you cold. Wearing a wool hat helps to conserve body heat. Eat warm meals to give you the energy you need.</td>
<td>July – September is calving time. It is a busy time and because it gets cold, looking after the cows and their calves is very important.</td>
</tr>
<tr>
<td><strong>SPRING • September – November</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The temperatures start getting warmer and the grass starts to grow fast. There is still plenty of rain.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>SUMMER • December – February</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>It gets warmer - from 20-30 °C (68-86 °F) in the day. It normally rains less. The sun can be very strong and can make your skin burn within 10 minutes. The sun is hottest between 11am and 4pm. In mid- summer there are 15 – 16 hours of sunlight in the day.</td>
<td>The New Zealand sun can burn your skin in 10 minutes so it is very important to wear sunscreen and lip balm (SPF 30+) and wear sunglasses and a sun hat. Try to wear light clothing that covers your skin.</td>
<td>In summer the milking continues, as do activities such as making hay, caring for the animals, and planting crops.</td>
</tr>
<tr>
<td><strong>AUTUMN • March – May</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Temperatures start to get cooler and there is plenty of rain.</td>
<td>Although the mornings can still be cold, the days can get quite warm. It is best to wear layers of clothing.</td>
<td>April – May is when milking stops (dry-off). A time for repairs to fencing, drainage, irrigation systems, and equipment. Trees may be planted.</td>
</tr>
</tbody>
</table>
TIPS FROM MIGRANTS

› Get as much information as you can before you come.
› Be ready for long busy days.
› You will need to learn a lot very quickly. You have to learn to safely drive tractors, motorbikes, and quad bikes as well as learn to build fences, understand animal behaviour, how to grow the best grass, and much, much more.
› Speak to your employer if you think you need more training in any aspect of your work – learning new skills and knowledge is important in this industry, so ask about attending farm courses and training.

New Zealand workplace

New Zealand Employment Law and Your Rights
You are protected by the minimum entitlements in law.

Employment Agreements
An employment agreement is a written record of the terms and conditions of your work that you have agreed with your employer. Every employee must have a written employment agreement. It is important that you read your employment agreement carefully and understand what each part means.

If anything in the agreement is not clear, ask your employer. If the agreement has things you do not like, you can discuss them with your employer and try and negotiate changes, or you can contact one of the organisations who are listed on page 19.

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

Your employer must keep an accurate record of the time you work, payments you receive and your holiday and leave entitlements. Your employer is required to provide this information if you ask for it.
The minimum wage
You are entitled to at least the adult minimum wage rate (which must be paid to an employee aged 16 or over). The minimum wage rate is reviewed every year. To see the current minimum wage rate

Visit www.dol.govt.nz/nzwages

The minimum wage must be paid for each hour worked on the farm. Your wages can not be averaged out over a season: that is you get the same amount each pay period even if the hours you worked are different. Your wages must be paid in money.

Deductions
Money cannot be deducted from your pay if you do not agree to it in writing, but some deductions (like PAYE tax) are required by law and do not require your agreement.

Payslips and record keeping
Your employer must keep an accurate record of your time worked, payments and holiday and leave entitlement. Your employer must give you this information if you ask for it.

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

Any trial period that you agree to with an employer must be agreed to as part of your written employment agreement. This agreement must be signed by both you and your employer before you start work.

There can be a trial period only if the employee has not worked for that employer before.

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

You do not need to accept a 90-day trial period if you do not want to. Talk to your employer if you have any concerns about the 90-day trial.

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

Annual holidays
You have the right to at least four weeks of paid annual holidays after you have completed a year of employment. You can take at least two weeks together if you want.

You cannot be made to cash up any holiday leave (that is, change your holiday leave for money). You can choose to have one week’s leave paid out to you instead of taking leave.

If your employment is for less than one year you are entitled to be paid holiday pay at the end of your employment. This is calculated at 8% of your pay before any tax is taken or other adjustment made (gross earnings).
If you have a fixed term employment agreement of less than 12 months, or if you are a casual worker with irregular work patterns, you can agree to have 8% of gross earnings added to your regular pay instead of paid time off work. This must be specified in your written employment agreement and the amount of holiday pay must be recorded as a separate amount in your wages.

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

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

If you work on a public holiday you are entitled to receive time-and-a-half for the hours you work and if the public holiday you work on is a day you would normally work then you are also entitled to another day off on full pay.

New Zealand public holidays are:
- Christmas Day: 25 December
- Boxing Day: 26 December
- New Year’s Day & the day after: 1 and 2 January
- Waitangi Day: 6 February
- Good Friday & Easter Monday: Dates change each year
- ANZAC Day: 25 April
- Queen’s Birthday: First Monday in June
- Labour Day: Fourth Monday in October

Provincial Anniversary Day
Different provinces have public holidays on different dates

Can I have today off? — my wife and daughter are not well

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

This agreement should be in writing. If you want to exchange public holidays for your own religious holidays visit the website listed below.

Visit: www.dol.govt.nz/nzholidays2

Sick leave
You are entitled to five days’ paid sick leave each year after six months’ continuous employment.

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

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

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

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

For other bereavements, such as a cousin or a close friend, you may be entitled to one day’s leave.

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

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

**Work rights**

Immigration New Zealand has produced a guide to work and work rights in New Zealand that you can find online.

*Visit www.immigration.govt.nz/workrights or call 0508 558 855 and request a copy.*

**Employment support**

The dairy sector in New Zealand can be a great place to work and it can be very rewarding work. However, if you feel that you are being treated unfairly at work, talk to your manager or employer first.

If you need someone to talk to outside your workplace or want more information about employment relations, pay, or holidays, visit the organisations on the following page.

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<table>
<thead>
<tr>
<th>Name of Organisation</th>
<th>Support they provide</th>
<th>How to contact</th>
</tr>
</thead>
</table>
| Ministry of Business, Innovation and Employment | › Employment relationships  
› Employment agreements  
› Exploitation of migrant workers | 0800 20 90 20  
www.dol.govt.nz |
| Citizens Advice Bureau Language Link (CABLL) | › Free and confidential service of information advice and support in many languages | 0800 788 877  
www.cab.org.nz |
| First Union’s Union Network of Migrants (UNEMIG) | › Aims to protect the rights and welfare of migrant workers in New Zealand | 0800 863 477  
unemig@firstunion.org.nz  
firstunion.org.nz/unemig |
| New Zealand Council of Trade Unions | › Information about what union you can join  
› Information about your rights and protections | 04 385 1334  
Find my union: 0800 872 3386  
union.org.nz |
| NZ Dairy Workers Union | › Employment relationship support | 07 839 0239  
nzdwu@nzdwu.org.nz |
**Important rights to remember:**

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

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

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

**Phone: Ministry of Business, Innovation and Employment Contact Centre 0800 20 90 20**

Ask for “Language Line” if you need an interpreter.

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

**New Zealand Police**

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

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**Health and Safety**

**Hazards**

Your employer must provide you with a safe workplace with the right training, supervision, and equipment.

There are many hazards on the farm and injuries are commonly caused by:

- animals
- accidents on vehicles, such as quad bikes, motorbikes, and tractors
- lifting heavy objects
- slips, trips and falls, often around the dairy milking shed
- hazardous substances like cleaning chemicals or sprays.
TIP — In an emergency dial 111. It is free to call 111 from any telephone, 24 hours a day, seven days a week. Ask for the service you need: police, fire or ambulance. In most places in New Zealand there is a cost for the ambulance service.

Training

Many farms have their own “on farm” training when you start work, they may have an induction programme and offer development opportunities. The best way to find out about these is to ask your employer or manager.

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

You can study or attend training that has been authorised by your employer, as part of your employment, without impact on your visa conditions.

Primary ITO

The Primary ITO (New Zealand’s largest industry training organisation) offers agriculture training in all aspects of dairy farming. From qualifications in dairy breeding, health and husbandry, feeding and pastures, through to management level qualifications in production management and a national diploma in agribusiness management. They also offer short courses in milk quality and effluent management.

Visit: tinyurl.com/nzdairytraining

Protective equipment

Your employer must tell you about any hazards on the farm and do everything they can to make sure you are not hurt at work. This might include putting guards around dangerous machinery, or providing you with training, supervision or safety equipment.

Your employer is responsible for providing you with appropriate safety equipment such as helmets and ear muffs.

The law also says you must do all you can to be safe when working. For example, your employer must give you training on how to ride a quad bike safely and you must wear a safety helmet.

Employers and workers may be prosecuted if there is an accident and the law has not been followed.

Emergencies

Your employer must tell you what to do in an emergency (such as a fire or chemical spill), where emergency equipment and/or first aid kits are kept and how to use them. Your employer must also tell you how to report any hazard, accident or near miss.
Not everyone works like New Zealanders

Everyone works in different ways. You will need to get used to the way New Zealanders work. You may also have to work with people from other countries. But first, think about how you work.

Here are some things people from different cultures say about the way they work. Which of these statements would you say?

Which of these statements do you think a New Zealander would say?

A New Zealander would be more likely to say the statements in these colours:  

Communication

What about my English language skills?

- **Listening:**
  New Zealanders have an unusual English accent and can speak very fast. They often use informal language and a lot of slang. You may also hear swearing and shouting on the farm. Do not be upset by this. It is very common and not usually said as a personal insult.

  Ask your workmates to slow down and repeat or explain any words you do not understand. You will soon find it much easier to follow what they are saying.

  **TIP — To check that you have understood, repeat instructions back to the speaker. For example:**

  **So I move those cows into that next-door paddock, correct?**
### Speaking:
Sometimes, when you first start working with your new work colleagues, they may find your accent a little hard to understand. You can help them by speaking slowly, and taking longer pauses between sentences.

### Learning English
There are government funded and private services available for new migrants who want to improve their English language skills. English language training is often called ESOL (English for Speakers of Other Languages) training.

There are three main types of English language courses. Each of these courses can be at a beginner, intermediate or advanced level.

- Conversational English will help you with daily living.
- Workplace English will help you to find and keep a job.
- Academic English will help you with further studies or business.

Courses might:
- Be full time or part time.
- Run for a full year, a semester or for a few weeks.
- Take place during the day or the evening.

In some cases childcare may be available for learners. Ask about this and any costs involved before you enrol.

Costs depend on the type and level of the course and your residence status.

### English Language Providers
**English Language Partners** is a private organisation who provide English language education for migrants throughout New Zealand.

They offer English language groups, home tutoring, English for employees’ classes, English for speakers of other languages (ESOL) literacy and English for migrants.

English for migrants is a service that can be accessed by those who have prepaid for language classes through Immigration New Zealand.

Visit their website below to find out more about their programmes and to see if they have a centre close to you.

Or contact them to find out about their English languages courses for dairy farm workers, which are currently being run in select locations around New Zealand.

[www.englishlanguage.org.nz](http://www.englishlanguage.org.nz)
Community Education English courses are available in many parts of the country. You can search for an English course in your area by clicking on the map on:

www.xtend.co.nz

English language support for new migrant employees
Several organisations provide English language support for people who do not speak English as their first language. Some new migrants may need literacy and numeracy support. To find local service providers contact the Citizen’s Advice Bureau (CAB).

For Citizen’s Advice Bureau:
Visit: www.cab.org.nz Phone: 0800 367 222

Communication tools and support
Immigration New Zealand has a free online tool designed to help improve communication between employers or managers and new migrant employees from other cultures.

Visit: worktalk.immigration.govt.nz

Farm and Māori Language
You may hear words at work that you do not understand. Some may be Kiwi (Kiwi is a common word for people who live in New Zealand) expressions or others Māori words. If you hear new words or expressions you do not understand, ask about them or you could look at one of the following websites:

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

For examples of Kiwi farm language see the information cards at the back of this booklet
What is it like living on a New Zealand dairy farm?

Accommodation

Most workers live on the farm in accommodation provided by their employer. This often means your family and home life; your social life and your work life are mixed together.

Sometimes accommodation is shared with other workers and their families. Check with your employer so you know what to expect before you arrive.

Your employer should provide you with accommodation that is in good condition, comfortable, warm, well-equipped, and suitable for the number of people living in it.

General information on tenancy law is available on the website below:

Visit: www.dbh.govt.nz/tenancy-index
Or you can call or email the Tenancy Advice Line:
Phone: Tenancy Advice Line 0800 83 62 62
Email: publicationorders@dbh.govt.nz

Tenancy Services

You may hear Māori words being used in conversation. Some you may hear are:

<table>
<thead>
<tr>
<th>Māori Word</th>
<th>English Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kia ora</td>
<td>Hi, Hello (general informal greeting)</td>
</tr>
<tr>
<td>Haere mai</td>
<td>Welcome. Enter</td>
</tr>
<tr>
<td>Hangi</td>
<td>Food cooked in a traditional earth oven</td>
</tr>
<tr>
<td>Ka pai</td>
<td>Well done</td>
</tr>
<tr>
<td>Koha</td>
<td>Gift, present</td>
</tr>
<tr>
<td>Manuhiri</td>
<td>Guest, visitors</td>
</tr>
<tr>
<td>Tangata whenua</td>
<td>Original people belonging to a place, local people, hosts</td>
</tr>
<tr>
<td>Tangi</td>
<td>a ceremonial Māori funeral or wake</td>
</tr>
<tr>
<td>Waiata</td>
<td>Song or chant</td>
</tr>
</tbody>
</table>

TIPS

› Always ask questions if you do not understand.

› Look for opportunities to speak English – at work and outside work. The more you speak English the easier it will be for others to understand you.

We got active in our local community. We improved our English and made lots of new Kiwi friends!
Many migrants are used to cooking on open wood fires. Cooking in New Zealand is done using electricity or gas on a hot plate or element or in an oven. Do not cook on an open fire in New Zealand homes.

Most houses for rent in New Zealand are unfurnished but your employer may provide some furniture and equipment for your house on the farm. It is a good idea to check what will be provided before you leave for New Zealand.

There are many second-hand shops in New Zealand where you can buy good quality used goods at a much lower price than new goods. Ask your employer where the nearest second-hand shop is. You may have to buy:

› curtains
› beds, tables, chairs, sofa
› pots and pans, plates, dishes, mugs, cutlery
› bed sheets, towels, blankets or quilts, pillows

› cleaning equipment, vacuum cleaner, broom, mop
› television, computer, internet access (in some rural areas internet access can be slow and may not always be available)

Using electrical appliances such as an oven, a washing machine, a kettle or a toaster may be new to you. Ask your employer or other workers to show you how to use them safely.
**Fire Safety Tips:**

- Check your house has working smoke alarms. The Fire Service recommends a long-life photo-electric alarm in every room where someone is sleeping (ask your employer to provide them if there are none).
- Have an escape plan so you know how you will get out of the house if there is a fire.
- If there is a fire get out, stay out and phone 111.
- Fire is fast and can kill you in less than five minutes.
- Keep looking while you are cooking.

![Smoke Alarms Save Lives](image)

**Water**

In most farming areas the water supply comes from rain. This means you need to use water wisely especially when there has not been much rainfall.

Water is often gathered in large water tanks, it is important to be aware of the water levels in these tanks, so that when levels are low, water can be conserved. This means you may have a set amount of time to have a shower.

**Isolation**

Dairy farms are often a long way from shops or schools. You may have to walk for half-an-hour or more to meet your next-door neighbours. It is easy to feel isolated.

Your employer may be able to help you get around when you first arrive, but you may not be able to rely on this and you will need transport so you can get into the nearest town to:

- buy groceries/see the doctor
- socialise with friends
- take part in religious activities
- play sport

![Water Tank](image)
Transport

- **Can you legally drive in NZ?**
  You need a current driving licence from your home country to drive in New Zealand.

  You may also need an international driving permit or a translation of your licence if it is not written in English.

  If you are in New Zealand for more than a year, you need to get a New Zealand driver licence (you may need to take a written and a practical test).

  If your overseas licence is still current, or expired less than 12 months ago, you can apply to convert it to a New Zealand licence.

- **Buying a vehicle**
  You should be able to buy a used car for between $1,000 and $3,000. The risk that you take when you buy a used car in New Zealand is that you do not know its history, so it is important to take some time to inspect it properly and check out the paperwork.

  You can insist on having a full professional inspection before buying any used car. Most garages perform these inspections, or you can book a vehicle inspection with the Automobile Association (AA). These inspections cost around $160 but are worth paying for to ensure the car you are buying is in good condition.

  It is also recommended that you get a car history check before you buy a vehicle. This will tell you if the vehicle has an inconsistent odometer, been reported stolen or has any money owing. You can purchase a car history check instantly online at motorweb.

  ![www.motorweb.co.nz](www.motorweb.co.nz)

  Common places to look for a vehicle are:
  - Trademe.co.nz is New Zealand’s online auction marketplace and has a large selection of used cars
  - Car fairs are held in the main cities.
  - Car auction businesses
  - Newspaper classifieds
  - Car dealerships

  If you buy a vehicle you must inform the New Zealand Transport Authority (NZTA). You can do this online at:

Diesel road user charges – All users of New Zealand’s roads contribute towards their upkeep. Most road users pay levies in the prices of their fuel. Others, such as users of diesel-powered or electric vehicles, pay through road user charges (RUC). For more information visit:

www.vtnz.co.nz/services/ruc

It is unlawful to drive under the influence of illegal substances such as drugs or over the legal limit of alcohol. New Zealand has strict laws and penalties if you are caught driving unlawfully.

TIPS FOR DRIVING IN NEW ZEALAND

New Zealand road rules and driving behaviours may be different from those in your home country. For example:

› We drive on the left side of the road.
› We have hilly, narrow and windy roads that mean your journey can take longer than you expect.
› We have a lot of country roads that are made of gravel (unsealed).
› You must carry your driver licence on you at all times. If your licence is not in English, you must carry a translation from an approved translator.
› Seat belts and child restraints are compulsory.
› It is illegal to use a mobile phone when driving unless it is an approved hands-free model.

Find out more about driving in New Zealand on this website:

www.nzta.govt.nz/licence/index.html

or in person at:

› The Automobile Association (AA) Centre
› A PostShop
› A Vehicle Inspection New Zealand (VINZ) Centre
› A Vehicle Testing New Zealand (VTNZ) Centre

 Owning a vehicle

Your vehicle needs to be safe and have a current warrant of fitness. Your vehicle also needs a current vehicle registration.

It is not compulsory in New Zealand to have car insurance. However, it is strongly recommended that you get third party insurance, at least, so if you cause an accident, you are covered for any damage you cause to other cars.

For more information visit:

www.nzta.govt.nz/vehicle/index.html
Getting involved in your local community

New Zealanders have a reputation for being very friendly, sociable people. There are many ways that you can meet new people in your community:

- Visit your local library – most libraries have community noticeboards with information about when and where local community groups meet including sports, arts and cultural groups. Often there is also information about upcoming events such as shows and fairs. Many of these events and activities are free.
- Talk to other migrants about groups they have joined or how they have got involved in the local community.
- Check out the community noticeboard in your local supermarket.
- Talk to your employer about any religious needs you have. They will be able to help you locate your closest church or religious community group.
- Talk to your employer about your interests and hobbies and they can advise you of the best way to get involved in these in your local community. Or visit [http://www.newzealandnow.govt.nz/regions-nz](http://www.newzealandnow.govt.nz/regions-nz), click on the region you are living in and search under the heading ‘recreation’.

How much do things cost in New Zealand?

**Cost of living**

Many migrants in New Zealand find that costs are quite expensive relative to their pay.

Rent for your accommodation may be deducted from your wages as agreed in your employment agreement. You may also need to buy some furniture and equipment for your house if they are not provided by your employer.

*Out of your wages you will need to pay for:*

- food
- heating and electricity for your house
- telephone bill, internet, mobile phone top-up.
- clothing
- visits to doctors
- insurance (health, car, contents, travel)
- transport and petrol
- entertainment
- immigration costs for you and family members
- sending money to your family in your home country.

If you are sending money overseas for your family you need to ensure you have enough left over for yourself.

To give you an idea of how much things cost in New Zealand, have a look on the next page which shows the price of some standard items.
Getting to New Zealand

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

■ New Zealand Now

NEW ZEALAND NOW

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

Visit: www.newzealandnow.govt.nz

■ NZ Ready

NZ READY

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

Visit nzready.immigration.govt.nz

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Prices current at December 2014
Visas

› The conditions of your visa specify your position, employer, and location of employment. As a temporary worker you can only work within the conditions of your visa.

› If you would like to change employers you will need to reapply for a new work visa before you start any new job. You should approach your nearest Immigration New Zealand office if you want to change any of the conditions stated on your visa. If you change jobs, your employer must also advise Immigration New Zealand.

› If you want to live permanently in New Zealand you need to have a residence visa. Some migrant dairy farm workers gain residence through having higher qualifications, gaining more experience and being given a job with more responsibility. More details on gaining residence through the Skilled Migrant Category can be found on the Immigration New Zealand website www.immigration.govt.nz/skilledmigrant.

If you have any questions about visas please contact Immigration New Zealand on 0508 55 88 55. Ask for “Language Line” if you want an interpreter.

A valid visa

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

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

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

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

Immigration Advisers

If you choose to use an Immigration Adviser (private sector) they should be licensed by the New Zealand Government. See www.iaa.govt.nz for more details.

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

Email: info@iaa.govt.nz
Freephone: New Zealand only 0508 IAA IAA (0508 422 422)
Phone: +64 9 925 3838
Bringing family to New Zealand
Immigration New Zealand allows you to bring family to New Zealand. More information is available on the Immigration New Zealand website


Your family needs to be prepared for living in:

- a rural area
- a different culture
- New Zealand on a temporary basis

It is advisable that you tell your employer if you intend to bring family here. Your employer will need to provide a letter endorsing your visa application.

If family does join you, think about the following:

- Can they speak English?
- Will your wages be enough for all of your family and the things you want to do?
- Is there a place for them to live?
- Which schools will your children go to?
- Can your partner/spouse drive?
- If your partner/spouse wants to work can they get a valid visa?
- Can your partner/spouse find a job?
- What social networks will your family have?
- What public services, like health care, are your family eligible for?
- Can your family adjust to a new country?
- The first year can be a struggle financially but things will improve, so everyone will need to be patient.

School in New Zealand
School age dependents of temporary work visa holders may be issued a student visa (domestic) if they meet the requirements, which include the temporary visa holder earning the minimum income threshold (NZ$35,294.60 gross per annum as at August 2014).

For more information about the New Zealand education system, you can visit the Education New Zealand website at www.studyinnewzealand.com

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

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

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

Having realistic expectations and being well prepared can make a big difference to how well you settle into your work and your enjoyment of life in New Zealand. We have prepared a checklist to help you plan your move to New Zealand and help you settle on to the dairy farm.

Before Arrival

✔ Working in New Zealand

☐ Do I have information about dairy farms in New Zealand, such as, the type of work I will be doing, the hours and days I will work and pay rates?

☐ Do I have information about what type of visa I might be eligible for?

☐ Do I have a visa that allows me to work in New Zealand?

☐ Have I read, understood and got advice on my employment agreement?

☐ Have I got a copy of the signed employment agreement?

☐ Do I have a written job description and/or a list of tasks from my employer?

☐ Do I have written information about my new workplace – staff structure and roles, lines of communication, hours of work, use of the internet/email and telephone.

☐ Have I found out about how my overseas qualifications relate to New Zealand qualifications?

☐ Have I found out about differences in employment law, banking and tax systems?
☐ Do I know something about the values and work style of my employer?

☐ Have I organised clothing that will keep me warm while working outside on the farm?

☐ Have I found out whether I need a New Zealand driving licence and what I need to do to get one, or if I need to get an English translation of my existing licence?

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

✅ Living in New Zealand

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

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

☐ If I am bringing children, where will they go to school and what costs are involved?

☐ Does the accommodation I will be living in meet my needs (and the needs of my family)?
  › Who will I be sharing with?
  › What furniture and appliances are provided?
  › What type of heating does it have?

☐ Will I need my own transportation? How do I go about purchasing a vehicle?

☐ Have I found out where to buy food and furniture or appliances (if needed)?

☐ Will someone meet me when I arrive?

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

☐ Do I know what cultural, social or religious groups are available near the farm?
Your checklist to plan ahead for your move to New Zealand

**On arrival**
- Have I found out how to contact local settlement support services (see card 6-9)?
- Have I found out if I will need my own transport or are there local transport services that I can use?
- Have I found out where to buy food, and what second hand stores there are locally if I need to buy furniture?
- Have I got the right clothes for the climate I am working in?
- Do I know where to buy a mobile phone or a SIM card?
- Have I found out about the best way to keep in touch with my family e.g. is internet available on the farm?

**First day at work**
- Have I asked questions, if I don’t know what is being said?
- Have I asked questions, if I want to know something?
- Have I been assigned a buddy?
- Have I asked my employer for time away from work if I need to go to appointments to set up a bank account or get a tax number?
- Have I found out how often I will be paid for my work and how this will be done?
- Has my employer explained how things work, especially farm equipment that is new to me, hazards on the farm and what to do in an emergency?
NEXT DAYS AT WORK

☐ Have I been trained to safely use any equipment that is needed for my work?
☐ Am I continuing to ask questions if I am unsure of anything?
☐ Is the clothing I am wearing keeping me warm/cool enough?

SOME TIPS

› It may be helpful to write new things down in a notebook, whether it is how to use equipment, or a person’s name, or where to find things.
› Make an effort to talk to others at work. New Zealanders often like to talk about the weather, what they did at the weekend or a recent news topic.
More than Words

Workplace communication tips for new migrant employees

Getting things done: requests and instructions at work

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

› Using words that soften the force of the request – could, would, might: 
  
  **Could you pass me that hammer?**
  – rather than – **pass me that hammer.**

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

› Using “I” or “we” instead of “you”:
  
  **Could I have some help?**
  – rather than – **Could you give me some help?**
  
  **We need some help.**
  – rather than – **You need to help me.**

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

So what does your manager really mean when she says?

I wonder if you could clean the shed when you get a moment.

Also, I would like to take out the quad bike tomorrow morning.

Do you have time to check it has petrol before then?

If you are not sure, always clarify. You could ask:

**Would you like me to clean the shed now?**

**So the shed needs to be cleaned by today?**

**Can I check with you what I should do first?**

Why do New Zealanders soften instructions and requests?

In New Zealand freedom of choice and independence is highly valued and most people in professional workplaces try not to impose too directly on someone’s right to make their own decisions.
Fitting In: Being part of the team

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

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

What can you do to try and fit in?

1. Greet colleagues with a smile in the morning and respond to their greeting. Notice what your colleagues do and copy this. What can you say?

<table>
<thead>
<tr>
<th>Greeting</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hi (Name)</td>
<td>Hi (Name)</td>
</tr>
<tr>
<td>How are you?</td>
<td>Fine thanks</td>
</tr>
<tr>
<td>Did you have a nice weekend?</td>
<td>Yes I did, how about you?</td>
</tr>
<tr>
<td>Did you do anything special in the weekend?</td>
<td>Not really, how about you?</td>
</tr>
</tbody>
</table>

Your boss may greet you in this way too. It’s normal in New Zealand to respond and to speak up, like your workmates do.

2. Show interest by joining in the small talk at tea breaks and lunch breaks. What can you talk about?

- the weather
- the news
- sport
- the traffic
- last night’s TV programmes

What can you say when you need to end the small talk and get back to work?

*Oh well, I’d better get back to work, I’d better go now, nice talking to you*

3. Show interest and understanding when you are interacting at work. Common ways to do this include, nodding, saying:

*I see, yeah, mm, oh right, aha, that’s good*

4. Say goodbye in the evening. What can you say?

*See you tomorrow, have a nice evening*

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

Workplace communication tips for new migrant employees

**Difficult Talk at Work: refusing, disagreeing and complaining**

In New Zealand it is alright to politely refuse to do something when you need to, for example, if your boss asks you to work late and you have a family commitment or tickets to a concert or movie. It is also possible to disagree with a manager or make a complaint as long as this is done in a very indirect and polite way. Ways of softening refusals, disagreements and complaints:

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

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

3. **Complaints and criticisms are rarely made in public. Common ways of softening a complaint include:**
   a. Using minimisers that reduce the size of the complaint:
      I have a little bit of concern about...
   b. Adding “it seems” or “there seems” to a statement:
      There seems to have been a mistake
      – rather than – You have made a mistake
   c. Using a positive adjective with “not”:
      I am not very happy...
      rather than – I am unhappy/angry about...
   d. Changing the verb from the active to the passive so that the person doing the action is not emphasised.
      I was promised
      – rather than – you promised me
New Zealanders often soften their language when making suggestions or expressing their opinions at work to avoid imposing their views too strongly on others and risking a relationship breakdown. Advice to friends and workmates is also not given as directly as in some cultures.

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

**Ways of softening suggestions, advice or opinions:**

1. Avoid phrases such as “you must”, “you should”. These are considered very direct and strong, sometimes even rude.

   › Use phrases that make the suggestion more tentative:
     - I wonder if we should...
     - How about...?
     - Would there be any advantage in...?

   › Use the pronoun “we”:
     - I wonder if we should...

   › Use comparatives with might:
     - It might be a better idea to move the quad bike
     - rather than: You need to move the quad bike

   › Use a question rather than a statement
     - Could we look at this again tomorrow?
     - rather than: We need to look at this again tomorrow

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**So what does your manager really mean when he says?**

- *It might be an idea to put the quad bike back in the shed.*
- *If you are not sure, always clarify.*

Some people use the same words when they are making a suggestion or expressing their opinion as when they are making a request or giving an instruction, e.g.

- *I wonder if we should move the quad bike.*

It is important to clarify the meaning if you are not sure so you know whether it is just a suggestion or it’s an instruction that must be followed. You could ask:

- *Would it be better for me to put the quad bike away?*
Here are some examples of some new words that you might hear on a New Zealand farm.

**AB** Artificial Breeding (artificial insemination)

**Bike** Refers usually to four-wheeler motorbike (quad bike)

**Bobby calves** Young calves sold for slaughter

**Bring a plate** Bring some food, in a container or on a plate, to share with others

**Chiller** Refrigeration unit used to cool milk in the vat.

**Clover** Common pasture plant eaten by cows

**Cocky** Farmer

**Colostrum** Cow’s first milk - the first 2-3 days after calving

**Condition score** Condition of stock, particularly important before mating and during and after pregnancy

**Crook** To be sick or poorly

**Cross-breeds** New Zealand-style cross between Fresians and Jersey dairy breeds

**Cups** Suction mechanisms on milking machines

**Going to the dairy** The corner store or shop that sells milk, bread, newspapers, and groceries is known as a “dairy”

**Draughting** The separating of some cows generally using a single gate

**Dirt road** An unsealed road (also gravel road or metal road)

**Drench** Liquid medication given to animals

**Effluent** Liquid animal waste

**Empties** Cows that aren’t pregnant

**Forecast** Future prediction e.g. for the weather

**Grass based system** Dairy farm relying largely on pastures for feed, with very little supplementary feed

**Hairy** Young dairy farm worker

**Hard yakka** Hard work

**Heifer** Young female cattle (from birth until they become adult cows)
**Herringbone shed** Automatic milking shed where cows stand in two rows on either side of a “pit” from where the farm workers put on “cups”

**High input system** Dairy farm using substantial supplementary feed in addition to the grass grown on farm

**In-calf** Pregnant

**Irrigation** System for providing water to crops or pasture

**Jump on the bike** Get on the bike ready to ride it (not jump up and down on the bike)

**Mastitis** Inflammation of the udder/teats in a milking cow

**Milk solids** The solid components of milk (fats and proteins) which are used to calculate payment. Measured in kilograms (“kgs”)

**Pasture cover** Amount of feed/grass in the paddock

**Pigtail/Standard** Plastic coated metal peg used for temporary fences

**Plate meter** Device to measure grass cover on the farm

**Post and batten** Fence made of wooden posts with smaller supporting wooden ‘battens’ in between the posts

**Races** Fenced walkways so that stock can be moved easily around the farm

**Rotary shed** Automatic milking shed where cows stand on a rotating platform

**Shoot up to the cows** Drive or ride up to the place where the cows are (Do not shoot the cows!)

**Silage** Decomposed grass, stored in plastic covered bales or stacks that is fed to animals

**Smoko** A short break from work, a rest period (also known as morning tea/afternoon tea)

**Sparky** Electrician

**Tape** Tape for electric fence that divides paddocks

**Tanker track** Metal covered road used by milk tankers to enter/exit the farm and gain access to the cowshed.

**The shed** Usually the milking shed if on a dairy farm

**Two-wheeler** A two-wheel motorbike

**Ute** Vehicle with a flat platform

**Vat** Bulk milk tank

**Vat stand** Raised concrete pad on which the bulk milk tank is positioned

**Windbreak** Trees or fencing to stop the wind

**Water trough** Large container for drinking water for animals

**Young stock** Replacement heifers (cows)
Support for you in New Zealand

Cards 6 to 9 are an index of resources and a list of organisations which support migrant dairy farmers (and their families) in New Zealand.

There are government-funded programmes for migrants and for their employers throughout New Zealand.

Settlement information for new migrants

Immigration New Zealand provides a free information service for new migrants. You can put your migrant worker in contact with these services, which will provide them with information about living in New Zealand. For example, where to find a doctor, how to choose a school for their children, understanding the health system, and clubs and community groups that migrants can join.

There are four ways to find this information:

1. Visit www.newzealandnow.govt.nz
2. Phone 0800 776 948 to ask your questions (you can ask for “Language Line” to speak to someone in your own language)
3. Email your question to newmigrantinfo@mbie.govt.nz
4. Visit a Citizens Advice Bureau in one of 30 areas. See http://tinyurl.com/nzinfohere for the location of your closest Citizens Advice Bureau.
Other support to help you settle well

Ministry of Business, Innovation and Employment
For assistance with workplace challenges:
For work rights in English and other languages

- [www.immigration.govt.nz/workright](http://www.immigration.govt.nz/workright)  0800 20 90 20
  Ask for ‘Language Line’ if you need an interpreter.

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

- [www.dol.govt.nz/nzsolving](http://www.dol.govt.nz/nzsolving)  0800 20 90 20

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

- [www.dol.govt.nz/nzdiscrimination](http://www.dol.govt.nz/nzdiscrimination)  0800 20 90 20

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

- [www.dol.govt.nz/nzbullying](http://www.dol.govt.nz/nzbullying)

Worksafe New Zealand
For information about health and safety in the workplace

- [www.worksafe.govt.nz](http://www.worksafe.govt.nz)  0800 030 040

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

- [Worktalk.immigration.govt.nz](http://Worktalk.immigration.govt.nz)
Support for you in New Zealand

Newcomers networks

Newcomers Networks are local social networks set up to help anyone settle into a new community. This includes migrants from other countries and newcomers from other parts of New Zealand. The Networks use a national website to provide information about activities and events in different locations throughout the country. They are an easy way for newcomers to tap into local activities and to meet up with locals and others who are new to the area.

Newcomers Networks are about meeting people and having fun!

Email: info@newcomers.co.nz / Phone: 03 539 0565
Website: www.newcomers.co.nz

Accident Compensation Corporation

For information about eligibility and how ACC can help

www.acc.co.nz

Community directory of ethnic group websites

For a detailed list of ethnic community groups visit:

www.ethnicaffairs.govt.nz/community-directory
Driving in New Zealand
For information about driving in New Zealand

Education
For information about education in New Zealand

Immigration Advisers Authority
For information about immigration advice visit the website below. If you are unhappy about the advice or services received from an Immigration Adviser call the number below:

Interpreting New Zealand
Interpreting or ‘spoken translation’ to support effective communication between non-English speakers and government agencies or private businesses

Justice of the Peace
A Justice of the Peace can help with witnessing legal documents. Their services are free of charge.

Ministry of Health
For information about eligibility for public health care in New Zealand
Support for you in New Zealand

New Zealand Police
To find out contact information for your local police station in New Zealand

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

Office of Ethnic Affairs (OEA)
For information about promoting the advantages of ethnic diversity in New Zealand

www.ethnicaffairs.govt.nz

Training
Primary ITO offers agricultural training in all aspects of dairy farming

www.primaryito.ac.nz/qualifications/dairy-industry-training

UNIONS

First Union Network of Migrants (Unemig)
Aims to protect the rights and welfare of migrant workers in New Zealand

www.firstunion.org.nz/unemig 0800 863 477
New Zealand Council of Trade Unions
For information about what union you could join and information about your rights and protections

www.union.org.nz  04 385 1334

Dairy Workers Union
Aims to protect the rights and welfare of dairy workers in New Zealand

www.nzdwu.org.nz  07 839 0239
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 Bureaux in 30 locations around the country.

South Island

- **Marlborough**
  - CAB Marlborough
  - Marlborough Community Centre, 25 Alfred Street, Blenheim, Monday–Friday 9.30am – 4pm

- **Nelson–Tasman**
  - CAB Nelson–Tasman
  - 9 Paru Paru Road, Nelson
  - Monday–Friday 9am – 4.30pm

- **West Coast**
  - CAB Buller
  - Clocktower Building, 113 Palmerston Street, Westport, Monday–Friday 10am – 3pm

- **Southland**
  - CAB Invercargill
  - 97 Spey Street Invercargill
  - Monday–Friday 9am – 5pm, Saturday 10am – 12pm

- **Otago**
  - CAB Dunedin
  - 283-301 Moray Place, Dunedin, Monday–Friday 8.45am – 5.30pm, Saturday 9.30am – 12 noon
  - CAB Outreach Mosgiel
  - Mosgiel Library, Hartstonge Avenue, Mosgiel, Wednesday 11.30am – 1.30pm
South Island continued...

**CAB Queenstown**
44 Stanley Street, Queenstown
Monday–Friday 9.30am – 4.30pm

**CAB Christchurch City**
Christchurch Polytechnic Student Association Building,
5 Madras Street, Central City,
Christchurch, Monday and Friday 9am – 12pm,
Tuesday-Thursday 9am – 3pm

**CAB Christchurch West**
Hornby Community Care Centre,
8 Goulding Avenue, Hornby,
Christchurch, Monday–Friday 9am – 5pm

**CAB Christchurch North**
Fendalton Library, Cnr Clyde and Jeffreys Roads, Fendalton,
Christchurch, Monday and Friday 10am – 4pm, Tuesday-Thursday 10am – 1pm

**North Island**

**Northland**

**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 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

**Gisborne**

**CAB Gisborne**
124A Bright Street, Gisborne
Monday–Friday 9.30am – 4pm

**Hawke’s Bay**

**CAB Napier**
Community Hub, Community House,
62 Raffles Street, Napier,
Monday–Friday 9am – 4pm, Saturday 9.30 am – 12pm

**Wellington**

**CAB Lower Hutt**
Apex House, Cnr Queens Drive and Laings Road, Lower Hutt
Monday–Friday 9am – 5pm

**CAB Upper Hutt**
18 Logan Street, Upper Hutt
Monday–Friday 9am – 4.30pm

**CAB Porirua**
2nd Floor, Pember House,
16 Hagley Street, Porirua
Monday–Friday 9am – 4.30pm

**CAB Kapiti**
1st Floor Coastlands Shoppingtown, Paraparaumu
Monday–Friday 9am – 4pm

**CAB Wellington City**
Mezzanine Floor Central Library, 65 Victoria Street,
Wellington, Monday 9.30am – 5.15pm, Tuesday-Thursday 9.30am – 6.30pm, Friday 9.30am – 3.30pm, Saturday 11am – 1pm
Acknowledgements

This guide was collaboratively developed by the following organisations:

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A copy of this guide is available online

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