Widening his horizons

28
AUCKLAND

2 Broadcast
Welcome, news and events

REGIONAL

4 Rohe
The Māori history of Tāmākimakaurau

6 Welcome to Auckland
Regional overview

12 Living life to the full
Teacher Joy Yallop and husband James, from England, are packing their lives full of activity

18 Worth the effort
Ireland-born Paddy Browne explains why living in outer Auckland makes weekends so wonderful

22 Creating a second family
Sarah-Jane Lye found friends made all the difference when she moved here from Ireland

28 Widening his horizons
Moving here from Argentina helped Jose Bignert grow professionally and personally
**EMPLOYMENT**

34 The language of opportunity
How understanding Chinese and Kiwi cultures helped one migrant build a successful life

39 An open heart opens doors
How volunteering helped Grace Ryu

**HEALTH**

40 Support for Asians using the Kiwi health system

43 ACC – helping to meet the costs of personal injury

**COMMUNITY**

46 Volunteering for a positive future
Volunteering is a wonderful way of making friends, getting work experience and contributing to the community

48 Census 2018
Every Kiwi counts

**LEISURE**

50 Rugby reaches out
New Zealand’s national game is welcoming newcomers

52 Enjoy life in Auckland’s bike lanes

**MAORI**

54 Tikanga
Auckland’s volcanic pā

56 Te Reo – Basic Pronunciation

**YOUR HOME**

57 How to be fire safe in your home

**SETTLEMENT SERVICES**

58 Newcomer skills matching and job search assistance

60 Local information for new migrants
CAB Migrant Connect and Language Connect

NEW ZEALAND NOW
www.newzealandnow.govt.nz

To view videos of our featured migrants, download copies of LINKZ or find out more about how to make New Zealand your home, visit www.newzealandnow.govt.nz

Find us on Facebook:
www.facebook.com/newtonewzealand
WELCOME TO NEW ZEALAND

Kia ora and welcome.

As the General Manager of Settlement, Protection and Attraction for 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.

We value the skills and knowledge you bring that will help build New Zealand’s economy. This quarterly magazine is one way we provide you with the information you may need.

We have a great country, here on the edge of the world. New Zealand is a fantastic place to live, with a temperate climate, magnificent landscapes and a distinctive culture. This is a place where you can be what you want to be.

Each issue of LINKZ features one or more of New Zealand’s regions. This issue we return again to Auckland, where each year around half of all newcomers first settle.

We value your feedback about this magazine or about any other aspect of settling successfully in New Zealand. If you have comments, please do 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

Boomerang bags give great return

Plastic bags are cheap and convenient way to carry groceries, but they are not good for the environment. Often they end up in landfills or they may end up in the ocean, where they kill whales, birds, seals and turtles.

Boomerang bags made by the community from recycled materials are a free, fun, sustainable alternative.

In Albany on Auckland’s North Shore, newcomers and long-time locals meet twice a week to make Boomerang bags.

On a typical day, says Laure Romanetti, Coordinator of the Newcomers Network for the Upper Harbour, the group might include a Chinese grand-parent cutting and folding material, a Scottish retiree ironing ‘Boomerang Bags Sew Sustainable’ patches, an Iranian operating an industrial 30kg-plus pre-revolutionary sewing machine, an assortment of Kiwis, and a “gorgeous” German Shepherd dog belonging to a former English teacher.

“It’s a great way for people to form friendships, practice their English and help the environment,” says Laure.

www.facebook.com/boomerangbagsnz
Dogs step into the spotlight

Xīnnian hǎo and gōunian daji – that means Happy New Year and good luck for this Year of the Dog, which began on February 16. The Chinese zodiac lasts twelve years, with a different animal sign each year.

A dog’s most defining characteristic is their loyalty. Dogs will never abandon their friends, family or work. Everyone needs a dog friend for advice and assistance. They are also good at helping others identify and fix their bad habits.

Light up your life

There’s no better way to celebrate the Chinese New Year than the annual Lantern Festival at the Auckland Domain (March 1-4). With hundreds of handmade Chinese lanterns, Asian food and craft stalls, and stunning live performances, this is a highlight of modern Auckland’s annual calendar.

www.aucklandnz.com/lantern-festival

A safe way to ask for help

Shielded is a new tool for victims of domestic violence.

If you or someone you know is afraid to look for help online, for fear that someone else will find out, tell them to look for the Shielded logo on other websites.

Common sites such as the Warehouse (and government sites such as IRD) have added the logo, and clicking on it provides an untraceable link to Women’s Refuge – it won’t show up in your phone or internet history. So you can talk to someone and no one will know.

Look for it in the details section at the bottom of websites; more websites are adding the link every day.
We begin each regional feature with an introduction to the Māori history of the region – or, rohe.

AUCKLAND
Tāmakimakaurau (Tāmaki of a hundred lovers)

By Dr Rawiri Taonui

The tribal landscape of Tāmakimakaurau
The Māori name for Auckland, Tāmakimakaurau (Tāmaki of a hundred lovers), highlights how the resource-rich region’s multiple trade routes connected a complex tribal landscape.

Ancestral canoes and trade routes
Many of the ancestral canoes that settled Aotearoa landed in Auckland, including Matawhaorua, Aotea, Mataatua, Tainui, Te Arawa, Tākitimu, Tokomaru, Te Wakatūwhenua and Te Moekākara. Many of their descendants live there today.
Te Wai-o-Hua (The Waters of Hua)
Māori knew Auckland’s harbours by several names. The Te Arawa tribe named the northern harbour as Te Wai-te-Matā (the Obsidian Waters); Ngā Puhi call it Te Wai-o-te-Mate (the Waters of Death). For Te Arawa, the southern harbour is Mānuka (the Implanted Post); Tainui call it Te Mānukanuka-a-Hoturoa (the Troublesome Sandbanks/Waters of Hoturoa). More generally, the harbour is known as the Manukau (Settling Birds) because of the migratory birds that arrive there each summer.

Ngā Iwi (The Tribes – Northern Coast)
The Ngāti Wai, Ngāti Manuhiri and Ngāti Rēhua tribes span the coastline from Cape Brett south through Auckland and out to Great Barrier Island.

The Marutūahu Confederation (East Auckland – Waiheke)
The Hauraki Gulf-Coromandel Peninsula Marutūahu tribal confederation, the descendants of the Waikato ancestors Marutūahu and Pāoa, traditionally dominated the eastern parts of Auckland, the Hūnua Ranges and Waiheke Island north to the Whangaparāoa Peninsula.

Ngāi Tai (East and South Auckland)
Ngāi Tai at Maraetāi descend from the Tainui canoe and were once part of an extensive coastal trading network linking Auckland, the Coromandel and Bay of Plenty to Tōrere Bay, where the related Ngāi Tai tribe lives today.

Ngāti Whātua-o-Ōrākei (Central Auckland)
The Ngāti Whātua-o-Ōrākei tribe, from a widely-dispersed group embracing the Kaipara Harbour and Waipoua Forest peoples, occupied central Auckland during the mid-18th century under the chiefs Wahaakiaki and Tūperiri.

Te Kawerau-a-Maki (West Auckland)
Te Kawerau-a-Maki, one of the oldest tribes in Tāmaki, take its name from the ancestor Maki who migrated from the Tainui and Taranaki regions, taking much of the land between Tāmaki and the Kaipara Harbour.

Te Aki Tai and Te Wai-o-Hua (South Auckland)
Te Wai-o-Hua originates from several early tribes who combined under the chief Hua Kaiwaka in the late 1600s. The Te Aki Tai sub-tribe around Auckland Airport take their name from the ancestor Hautau, whose body was dashed (aki) upon rocks after he drowned off Pūponga Point on the Manukau Harbour. Te Ahiwaru is a related group.

Ngāti Tamaoho (South Auckland)
Ngāti Tamaoho is part of the Waikato-Tainui confederation of tribes around Hamilton. Their illustrious ancestors include Pāpaka and the chieftainess Mārama from the Tainui canoe. Their lands formerly included Drury, Papakura and the shores of the Manukau Harbour.

Ngāti Te Ata (South Auckland)
Ngāti Te Ata, sometimes known as Te Ruakaiwhare after the taniwha (guardian) protecting the Manukau Harbour, once occupied all the land around Waiuku, the Awhitū Peninsula, Huia and the Waitākere Ranges. The tribe is named after Te Ata-i-rehia, a granddaughter of Hua Kaiwaka.

Righting wrongs for a better future
The Auckland tribes lost most of their land through several unfair transactions after the arrival of Europeans. In the 1950s the Ngāti Whātua’s last settlement at Ōkahu Bay was burned to the ground.

Today several legal settlements have addressed these injustices. On January 1, 2000, as part of the new millennium celebrations, Ngāti Whātua paddled their tribal canoe into Ōkahu Bay to a welcome from 50,000 Aucklanders. It was 50 years after they had been evicted from that same spot, and demonstrated that patience and time can heal all wounds.

The Auckland tribes now play an important part in the social, cultural, political and economic life of Auckland, our largest city, particularly through the Māori Statutory Board of the Auckland City Council.
Welcome

Wherever you are from, you can feel at home here in Auckland.

Auckland is New Zealand’s largest and most international city, with more than 180 ethnicities, including the largest Māori population in the world. More than 40 per cent of our almost 1.5 million residents were born outside New Zealand.

This diversity gives Auckland a unique cultural identity, with a constant cycle of events and festivals that celebrate the histories and culture of the many races who call our city home. All these events take place in stunning locations throughout our city.

We are blessed with a pristine natural environment and work hard to preserve our native flora and fauna. Bordered as we are by three harbours, and with more than 1600 kms of shoreline, we have enough beaches and parks for everyone. In just a few hours you can go from the solitude of a seaside cove accessible only by kayak or on foot, to world-renowned surf spots and unspoiled coastal forest.

Auckland is seen by many around the world as a welcoming and friendly city. There is a strong spirit of cooperation across our communities, and the diversity of our population brings richness and vibrancy to our daily lives.

I want to take this opportunity to salute your courage and commitment in choosing Auckland as your new home. Thank you for bringing us your talent, skills and experience, and international perspective, to build a better life for yourself and your family. In return, our city will offer you a quality of life unparalleled elsewhere in the world.

I look forward to working with you and wish you all the very best for your new life here in Auckland.

Phil Goff
Mayor of Auckland
Regional economic overview

Home to almost 1.5 million people, Auckland represents a third of New Zealand’s total population. Culturally diverse, with more than 180 ethnicities, it also has the largest urban Pacific population in the world. The city spans an area of 5000sq km and offers beautiful harbours and beaches, many public parks and open spaces, combined with a vibrant cosmopolitan centre.
Aucklanders can choose between a sophisticated urban lifestyle, living in the suburbs, or moving a short distance to the countryside to live on a lifestyle block surrounded by farmland and native bush.

Home to a range of entertainment venues, Auckland is a regular stop on any world tour – from major rock bands to internationally renowned plays and art exhibitions. Auckland teams are also big players on the international scene and spectators have a choice of world-class stadiums in which to enjoy their chosen sport.

The region is a paradise for food lovers, bustling with trendy cafes, ethnic eateries and award-winning restaurants. Being located between three harbours, fresh seafood is Auckland’s speciality, and the region also boasts a range of vineyards and olive groves.

Auckland consistently ranks highly in international liveability surveys, placing third in the 2015 Mercer Quality of Living survey for the third year in a row.

Auckland Council is the largest local government authority in Australasia, formed in 2010 by bringing together one regional authority and seven local councils into a single entity.

With the input of tens of thousands of Aucklanders, the Council produced the Auckland Plan and the Proposed Unitary Plan. The first is a spatial plan that forms the blueprint for the next 30 years of the region’s physical, social and economic development. The second is the regulatory toolkit to help realise the shared vision embodied in the Auckland Plan.

Auckland is the nation’s economic powerhouse, accounting for 35 per cent of New Zealand’s GDP and 33 per cent of New Zealand’s paid employment.
A comprehensive 10-year economic development strategy adopted in 2012 focuses on Auckland becoming an internationally competitive, prosperous and sustainable economy.

Auckland aims to have a highly skilled, export-driven economy focusing on our internationally competitive sectors: food and beverage, life sciences (health and biotechnology), information and communications technology, international education, screen and digital, and tourism.

Bringing a business to Auckland is easy. A safe and low-risk business environment, New Zealand is ranked second out of 189 countries for ease of doing business, and is number one for starting a business, protecting minority investors and getting credit, according to the 2014 World Bank Group’s survey. Our regulatory environment makes it very easy to start a company in Auckland, and it can all be done online for little cost. The whole process takes less than two days.

For more information, see www.aucklandnz.com/business-and-investment/start-and-grow/start
Beaches on Auckland’s west coast are popular, but can be dangerous.
Auckland Council’s economic growth agency has a Business Attraction and Investment team, which helps business migrants on every step of the journey, from matching their interest to the most appropriate opportunities and initial market entry to expansion strategies.

Auckland is also the most educated city in New Zealand, with 37 per cent of the population holding a bachelor’s degree or higher. There are more than 60,000 international students here at any one time, contributing to Auckland’s multicultural and multilingual diversity.

Just a three-hour flight from Australia, and closer to Asia and parts of Africa than Europe or the US, Auckland is the most connected city in New Zealand. About eight million passengers pass through Auckland International Airport each year. It is served by more than 20 international airlines, and in 2013 was voted the best airport in the Asia-Pacific region for the fifth consecutive year.

The Ports of Auckland are an important part of New Zealand’s international trade industry, giving Auckland sea links to 176 ports, spread across 69 countries worldwide.

Auckland is well connected by road to the rest of the country. New and ongoing investments in public transport, including an integrated ticketing system and new electric trains, are also making it quicker and more convenient to travel throughout the Auckland region.

Auckland is committed to becoming the most liveable city in the world, an inclusive city with a productive, high-value economy. It is a vibrant, dynamic city that offers a great quality of life and warm welcome to those who choose to make their home here.

Cows graze on some inner city reserves – but not usually on the road! This is Mt. Eden, in Central Auckland.
Every picture tells a story — and sometimes Joy Yallop’s family jokingly tell her to stop uploading photos to social media of her life in New Zealand.

“The lifestyle is amazing. Some of my friends and family say, ‘Joy, it’s lovely to see your journey, but don’t put too many pictures up because the weather back home in England is awful,’” she laughs.

“I always say to the students, ‘Guess what I’m doing this weekend,’ and they’re constantly guessing because maybe I’m going to Waiheke Island, or Coromandel, or visiting some friends who have become like a grandma and granddad to us.”

She is also enjoying trying new outdoor activities, in her free time and during her work as a mathematics teacher at Avondale College. The school has an outdoor education camp at Taurewa, on the edge of Tongariro National Park, where Joy went kayaking and white-water rafting with students.

“I also help lead the badminton junior and senior teams, and took them to play at the National Badminton Championships in Napier. The senior girls team won gold, which was an amazing experience to be part of. I am enjoying every part of my work.”

Joy and husband James Yallop were living in Suffolk, England when they decided to move to another country. (New Zealand won over Australia because of its outdoor lifestyle, and lack of poisonous snakes and spiders.) She met Martin Strang of educational recruiter Oasis Education in London at a job fair; he explained about getting her teaching qualification assessed by the New Zealand Qualifications Authority (NZQA), and kept in touch with her through the assessment, interview and visa process.

The assessment took approximately eight months, because NZQA initially did not recognise her Professional Graduate Certificate of Education. Joy had to apply through a ‘discretionary’ pathway, which required more paperwork. Next, she secured a job and a resident visa. Joy and James arrived in January 2017, in the middle of a New Zealand summer.
They live in the lively suburb of Kingsland, full of restaurants, bars and boutique shops. Renting a house with other people has helped them create a network of friends. Rent and public transport are expensive, “but for now it’s fine”, says Joy. “With the housing being so expensive, Auckland is a bit like London, but not quite as bad.”

The pay is comparable to England, and they enjoy a more active lifestyle. “There’s a beach only a 10-minute drive away, and the outdoors life is amazing. Especially later on, when we eventually have kids, we want to bring them up in a great environment,” she says.

“In England there was always a lot of stress, and I would work really long hours. Here, you still work as hard, but the curriculum and attitude are different. Everyone works hard but you don’t get as stressed.”

Avondale College is one of New Zealand’s largest secondary schools, yet Joy still feels able to build good relationships with students.

“I feel like they really appreciate you: at the end of the lessons, the students say, ‘Thank you Miss, thank you,’ and they’re really grateful here. I think they take more ownership and control, they’re really, really independent,” says Joy.

“There are loads of different nationalities and cultures. I’ve got a student in my home room [a class of students she sees every day] who is from a small Pacific island called Niue, and I didn’t even know where that was. Learning the language and the culture has been amazing, I’ve really, really enjoyed it.”

James, who works in public health, loves the diversity of New Zealand’s scenery. “There aren’t many places in the world you could ski and go to the beach in the same day!” he says. Despite missing family and friends, he says he wouldn’t swap those homesick moments for New Zealand’s lifestyle.
Joy plays indoor netball each week with workmates, and she and James often go walking on the beach, to a bar or to a festival. “I feel like we’re keeping more fit now, because we are walking, we are doing loads of hikes, and we are learning how to ski and surf.”

Auckland’s congested traffic took James by surprise, especially since New Zealand is bigger than the United Kingdom but has far fewer people. Driving on the motorways is not a pleasant experience for Joy, either. “There is no proper lane that is a fast lane for overtaking, like in England, so everyone is always passing on both sides of you. It gives me a fright sometimes.”

Still, that does not stop them exploring New Zealand. They have seen hundreds of dolphins during a boat trip at Mount Maunganui, and went travelling around the South Island over the Christmas holidays. For Joy’s 30th birthday, they travelled to the tropical Cook Islands.

The prospect of moving to a new country might seem scary, says Joy, but “you just need to do it, and be open minded. We thought, ‘You know, you only live life once, so we’re just going to do it.’”
A long-term vision and methodical process enable successful migrant hires at Avondale College.

When you’re running one of New Zealand’s largest secondary schools, with 2800 students, approximately 170 teachers and more than 50 associate staff, managing staffing is a priority.

Brent Lewis, the principal of Avondale College, proactively searches for the best teachers, and often recruits internationally.

“I don’t fill specific vacancies as such, I’m looking to aggregate a shortlist of people across a range of subjects. Within that, some may be real vacancies and some are likely to be vacancies in the very near future. I’m creating shortlists of talent,” he says.

For efficiency, he works with external recruitment companies such as Oasis Education. They provide Brent with a shortlist of candidates, and after honing that list, Brent travels to meet the teachers – usually twice a year.

“I run a slideshow of the school on an iPad, with videos that last 2-3 minutes, to give a flavour of the school. I’ll often offer to make connections with current staff from that country who’ve already made the journey,” says Brent.

He outsources time-consuming qualification checks and help with initial settlement to Oasis Education, and says careful preparation will reduce risk.

“I never interview someone for a job as such, I interview them for an opportunity. I will come back to New Zealand and then make contact about whether there’s going to be a job coming out of it,” Brent says.

“You must take time to reflect, verify and confirm. If a job offer is subject to their qualifications being accepted by NZQA, and subject to the appropriate immigration status being granted, then you’re bulletproof.”

“Skype is a stiffer, more awkward exchange. Often it’s the informal welcoming and departures, making people cups of tea and sharing information, that gives you a real sense of who they are and how they’re going to relate to colleagues and students.”

Brent draws on the experiences of other international teachers to help prospective migrants understand New Zealand, its education system and the school.
WORTH THE EFFORT

The drive to work each day is short compared to Paddy Browne’s move from Ireland to New Zealand – and he says life on the Whangaparāoa Peninsula justifies the journey.

Originally from Donegal in Ireland, Paddy moved to New Zealand in 2012 to work for ADT Security. The company deals in security systems, and holds the contract for security at Auckland International Airport, where Paddy works.

This means leaving home at 5.30am each weekday. If he is lucky, it takes 90 minutes to drive to work. Usually, it takes two hours, and if there is an accident on the motorway, it can take three hours.

“But it’s worth it for me. That’s where I want to live, and on the weekend I want to spend that time somewhere I enjoy.”

Paddy first visited New Zealand as a side trip while backpacking around Australia in 2005. Afterwards, back in Ireland and Europe, he gained experience in fire protection systems, and business, military and airport security systems – including supporting some Kiwi companies through ADT Security. When the company won the Auckland Airport contract, they asked Paddy if he would like to move to New Zealand. He quickly said yes.

“It’s culturally similar to Ireland: good meat, good pubs, laid-back lifestyle. It was an avenue to progress my career in a company I was already familiar with, and a challenge to set up and design a new system.”

Arriving in late 2012, Paddy used the Trade Me website to find his first flat, sharing with an English couple in Mount Eden. At work, he helped install the new airport security system, looked after ongoing support and upgrades, and trained local technicians on how to program the system and deal with issues.

Although Auckland is still a small city compared to major international cities, its population is growing by more than 800 people each week. A long commute (travel from home to work) is more common now in Auckland, but Paddy Browne reckons living in Whangaparāoa is worth it when the weekend rolls around.

Whangaparāoa is a peninsula 40km north of central Auckland, and Paddy loves its relaxed charm and natural beauty. “Whangaparāoa is like an island, it’s laid-back [relaxed]. When we first moved there, I saw these guys lying on the pavement and I had no idea why. After a few weeks, I realised it was a bus stop, and they were just chilling out [relaxing] waiting for a bus,” he laughs.
“Airports are like mini-cities, they are constantly evolving. They have to keep up with demand and look 20-30 years ahead, to cope with the need for more transport and retail space. Even though the original contract is finished, there’s still so much future-proofing, and ongoing work and development.”

While standing in a queue to buy a coffee one day in 2014, Paddy began talking to Natalia, now his fiancee, who is studying to have her Russian qualification in electrical engineering recognised in New Zealand. For a while, they owned a mullet boat – a particular type of boat that was originally used to fish for mullet in shallow waters. Paddy says the boat, named Bluestreak and more than 110 years old, was a “real Auckland classic. The skipper’s wife, Pat Bowman, received the Sir John Allum Harbour Bridge Opening Cup in 1959 during the opening of the Auckland Harbour Bridge. We’ve had a lot of history with it.”

Auckland’s unrealistic housing prices meant two of their landlords sold their houses to get the profits, so Paddy and Natalia had to find a new rental home each time. They currently live in a “comfortable house”, but both found many houses are not well insulated. “In winter time, it’s very cold and damp,” says Paddy.

“Rents are very expensive here. You have to be quick if you find a house here, it’s gone within a few days. Estate agents are very difficult: you have to see the rentals when it suits them, you can’t look at anything at the weekend. There are a lot of people looking for a limited supply of houses. We were lucky to get the place we’re in.”

On weekends, they relax and enjoy the area’s natural beauty. They take their dog Uggie for a walk along a local beach, go out for breakfast or coffee, buy food at the Matakana market, or go walking in nearby parks and reserves. During summer, they pick their own strawberries at farms in nearby Coatesville. Waiheke Island, with its vineyards, is also a favourite destination.

“I love camping here, New Zealand has the weather for it and there’s great campsites too,” Paddy adds.

He advises potential migrants should do their research. “Find out what island you want to live in, based on what your hobbies are. I have friends who would be more interested in living in the South Island, for the snowboarding, hiking and winter sports; other friends are into the sun and beaches of the upper North Island. They have all different, unique aspects and atmosphere.”
Securing business growth

Learning from a migrant’s international experience can give local companies an edge.

When a new migrant arrives in New Zealand, they bring international experience from larger markets to their company. This can allow businesses to learn new ways of operating, and ultimately increase their market share and revenue.

ADT Security offers monitored home and business security systems, and fire protection for businesses. General manager Gerhard Venter says as part of the multinational business Johnson Control International (JCI), they provide industry-leading security products for the New Zealand market.

“I’ve currently training 4-5 people, giving them skills to further their careers, while looking after one of the most important places in New Zealand.”

Gerhard says finding the right person for the role is more important than where they come from. ADT Security can source staff through the JCI global talent pool of candidates.

Likewise, New Zealand-based staff have the opportunity for international career progression or project placements.

When hiring people from outside JCI’s talent pool, ADT Security uses a recruiter who works with agencies in other countries.

“If you believe you’ve identified the right individual, it’s very important to educate them about New Zealand, because some might never have been here. Get an idea of how they will support themselves, financially and emotionally.”

Having migrated from South Africa 10 years ago, Gerhard knows how important it is to support new migrants professionally and personally.

“We’ve made a commitment to our staff to help them fit in, and we give them all the knowledge we can to make sure they’re successful, because it’s a costly exercise – and moving from one country to another can be challenging for people.”
CREATING A SECOND FAMILY

Building up a solid network of friends can make all the difference to how quickly you feel settled, as Irish-born Sarah-Jane Lye found.

A large part of feeling at home in another country is building up an adopted ‘family’ around you. Sarah-Jane Lye has acquired the nickname ‘Aunty Irish’ from two former flatmates, who are now married with a baby, because “I’m over at their place all the time”, she laughs.

It seems Sarah-Jane has fallen on her feet (been lucky) in that respect. Four weeks after she arrived from Ireland, she moved into a flat with three Kiwis who were all friends, and had lived in the United Kingdom while on their OE (overseas experience).

“I felt like they understood where I came from, because they’d been on that side of the world. We just gelled so well. I ended up finding what I call my Kiwi family, and I’m now friends with all their friends,” she says.

She has also made many friends within the community of Irish people living here, and the warmth of the welcome she received was quite a contrast to some of the actual temperatures she experienced. “I expected the weather to be so much hotter, like Australia. The sun shines more here than in Ireland, but otherwise it’s actually really like home: when it rains, it pours, and when it’s cold, it’s freezing.”

Sarah-Jane was also surprised at how cold and damp many Auckland houses are. “It’s something I wish I’d been warned about before I moved here. Double glazing does not very often exist. There are a lot of villa-style houses and many are draughty, and don’t have insulation. I’ve had to pay a lot more money in rent, but it’s worth it to have an insulated, double-glazed house.”

Currently working for Fisher & Paykel Healthcare as a product manager, she originally studied pharmaceutical and forensic science, and ended up working within the medical-device industry in Ireland by chance. A recruitment agent, working for Fisher & Paykel Healthcare, contacted her about applying for a job.

Once Sarah-Jane had secured a job offer, the company offered guidance on the process of getting a talent visa (she now has permanent residency). “They also helped organise my flights, hotel accommodation for the first few weeks, and I was given a car to get to and from work, until I figured out exactly where I wanted to live and what I wanted to buy.”
When she arrived in mid-2014, work colleagues gave her advice on where to buy a cheap car, and where to live. “Fisher & Paykel have such a good ‘Buddy system’. It helps make that adjustment easier when you land. Even though I did find it scary and I was lonely for the first few weeks, I had that support from a work environment, which made it easier to settle in.”

A typical work day, after a 20-30 minute commute and a compulsory coffee, involves looking after particular products in different areas of the world. Sarah-Jane’s focus is on countries in Western Europe: releasing new products, improving current products, and supporting their overseas offices. She frequently travels for work, and is often lucky enough to see her parents during a trip.
Southern Auckland has several riding schools, and it has helped Sarah-Jane reignite her passion for horse riding, which she did from a young age until she went to university. Every week, she goes out to RideSmart Equestrian Centre for lessons.

“I love it, just being out in the countryside and enjoying riding again. I’ve done some show-jumping competitions with the tutor Angelina, at her equestrian centre and elsewhere. Maybe one day I’ll own my own horse,” she says.

Skiing, touch rugby, running and tramping are other outdoor activities she has picked up. “During the summer, groups of us take off for the weekend, whether it’s to Raglan or on a girls weekend down to the Coromandel. Maybe we’ll find a mountain that we want to hike up.”

For all their charm, Kiwis also have certain surprising quirks. “I saw it on my first day: so many people walking around barefoot. I don’t understand that, why wouldn’t you wear shoes? It’s not that people can’t afford them, they just choose not to wear them,” she says.

Even with a good group of friends, settling in takes time. Far away from her family, Sarah-Jane could not talk to her close friends as often because of the time difference.

“My first six months were quite tough, and I did worry that I wouldn’t last. But I hit that turning point at six months and thought, ‘I’ve made friends, I’m starting to get a life here, I’m really enjoying it.’”

She advises newcomers to join an expat community, or investigate joining local groups on Meetup.com. “In these groups, you meet such amazing, supportive people. When I first arrived, I made the decision to try everything, make an effort to get to know people, and build a life for myself.” It seems to have worked just fine.
JUST A LITTLE PATIENCE

Hiring a migrant is more successful when you invest time into the process.

Patience is a virtue well rewarded when it comes to hiring migrants, whether it’s during recruitment or settlement.

Diana Bilbrough works in recruitment for Fisher & Paykel Healthcare (F&P), which designs and manufactures medical-device products and systems for use in respiratory care, acute care and the treatment of obstructive sleep apnea. She looks after the hard-to-fill positions, usually taken by migrants.

“We warn people from overseas that there will be a number of interviews: four or five interviews over a few months. We tend to use technology, such as the video-conference tool Zoom, to interview people, and for very senior roles we will fly them to New Zealand for that final interview,” says Diana.

“By the end of the process, we know that person is committed, because they’ve already sacrificed a lot of their personal time for interviews and they’re still keen.”

Although F&P is New Zealand’s largest medical-device company, Diana explains, it’s one of the smallest internationally. She finds candidates from Ireland, the United States, Europe and South America, by using LinkedIn, job boards, and websites such as Indeed or Workhere.

“If I approach somebody and they don’t even know where New Zealand is, there’s probably a low chance of converting them. But if they have already travelled, the concept of leaving their home and migrating to another country is more likely.”

When new migrants arrive, Diana takes on a “Kiwi mum” role: setting up introductions, offering advice, making them feel comfortable. She also explains the differences in work culture, such as the use of more casual language, and provides a list explaining Kiwi jargon (such as “take a squizz” or “bring a plate”).

“We had to ask some of our Mexican migrants to not shake our hand every single morning and at the beginning of every single meeting,” she smiles. “It’s not a criticism, and now they keep their hands firmly wedged in their pockets. At the end of the day, we’re all human and it’s about being patient.”
WIDENING HIS HORIZONS

Moving from Argentina to New Zealand has helped Jose Bignert learn new skills and explore our great outdoors.

Sometimes, moving to another country does not mean you are unhappy with your life in your home country – it just means there are other opportunities to explore. While Jose Bignert enjoyed living in Mendoza, Argentina’s fourth-largest city, he also wanted to discover new places.

“Life in Mendoza is calm and relaxed. It’s a nice city, very dry and very warm in summer. Living beside the mountains gave me the chance to go hiking a lot,” he recalls.

“But I always wanted to have an experience overseas: for personal and professional growth, and to meet new people and see new cultures. That motivated me to start looking for opportunities.”

Trained as an electrician and a systems engineer, Jose also worked as a software developer before moving here in 2014. A friend already in Auckland told him about a job at SKY TV New Zealand, and after a series of video interviews, he got the job.

At first, he thought he would live here for 1-2 years, improve his English and visit new places, then return to Argentina. Three years later, Jose is still here and a New Zealand resident. “I really like the lifestyle, I really like the outdoors and nature.”

He lived an outdoor life in Argentina too, but says here it is easier to go away for weekend trips. “If you compare what you’re spending in New Zealand with the money you make, it’s much easier to go away. In Argentina, the cost of living is higher in comparison with the average salary. Also New Zealand is a small country, and there is so much to do in a very small area.”
Once Jose had the job offer, getting a work visa was straightforward. SKY sent him “a big envelope with all the immigration forms and the job offer”, which he filled in and sent to the New Zealand Embassy in Washington DC, United States. Three weeks later, his visa came through and he bought a plane ticket.

For the first year, he lived with an Argentinian friend in the beach suburb of Kohimarama – which he describes as very nice, but also expensive. So he moved to Hillcrest, on Auckland’s North Shore; it takes longer to drive to work each day, but he can afford to live by himself.

“I really like it because I have my own space, and because it is a house [compared to an apartment], I have privacy. I have space to grow some vegetables in the garden, and there are parks and natural reserves everywhere.”

As a software developer for SKY, Jose works on applications (apps) for mobile phones and television. The working environment is relaxed, both in terms of the clothes he can wear and the friendly environment – though there is still pressure when projects are due. He works in a team of 15 people, and many of them are also from South America.

“I didn’t expect to meet so many people from so many different countries, and of course I didn’t expect to have a group of colleagues where many of them are from Argentina,” he says.

“Working with people from different places, you are learning and improving your communication skills all the time. But working with people that are similar to you, it takes you back to your comfort zone – and that’s really good when you are having hard times, you can go and talk with someone in Spanish.”
Once he gets away from the computer, Jose likes to keep active. He lifts weights at the gym, goes to boxing class, and likes to play table tennis with friends. Running takes him across many landscapes: the beach at Mission Bay, up One Tree Hill, or cross-country runs in a park.

Being so far away from his family and friends is the most difficult part of living here. They would drink a South American tea called mate, which is a social drink to be shared with friends. Jose can find mate in a few shops around Auckland, but few people drink mate here. As for Christmas, Jose alternates going home to Argentina with exploring new parts of New Zealand.

It has taken him a while to get used to how the Kiwi accent sounds. “You speak fast, and the pronunciation of the vowels are a little different from an American or a British accent, so that surprised me.”

Still, Jose loves how Kiwis often walk around without wearing shoes, and their friendly attitude. “People in New Zealand don’t seem to be in a rush, so if you grab a coffee from a cafe or when you are on a trail somewhere, they will start a conversation.”
Out in the open

Be realistic about the challenges migrants will face, and it’ll reduce your risk of a hire not working out.

The city of Auckland has its own challenges, in terms of housing prices and transport congestion. We’ve had great success with just being up-front with people, having a clear dialogue and setting expectations.”

Approximately 25 developers work in SKY’s two development teams, and Andy estimates 90 per cent of them are international migrants: from the United States, South America, Asia, India and the UK. “And we’ve got a few ‘token Kiwis’!” he laughs.

“We advertise jobs internally first and then go out externally. In all our domains for technical staff, we’ve found it hard to get the skills we need; the talent pool is very shallow in New Zealand, so we have to throw our nets into deeper waters.”

He finds international candidates often apply through advertisements on Seek; other avenues include recruitment agencies, job boards, and personal referrals from staff. Each migrant must sort out their work visa, supported by paperwork from the company.

Since SKY is an accredited employer with Immigration New Zealand, they’ve already proved their ongoing need for international staff, “so every offer we’ve made has been approved”. Visas are usually granted in 3-4 weeks.

Though migrants bring with them different cultural norms, Andy has found that in technology, there’s a common language and respect around the skill itself.

“Even if English is a second language, and that could be a struggle for some people, generally the act of coding or testing will be the international language and act as a leveller. Having different cultural aspects actually deepens the value of the team; we get benefit out of not having everyone cut from the same cloth.”
THE LANGUAGE OF OPPORTUNITY

Understanding Chinese and Kiwi cultures helped Aucklander Bo Li build a successful life and career here.

Bo Li first came to New Zealand in 1996. He arrived on Labour Weekend (the three-day weekend our Labour Day public holiday provides us each October) with his wife and daughter, and just one suitcase each.

They had only one New Zealand contact. Bo learnt English in China, but Kiwi English was different.

“I was taught American English, but here the words, the expressions and the accent were very different. I would say something, and Kiwis would say ‘What? Pardon me?’ It was very stressful.”

Now 20 years later, Bo has a successful business helping others bridge the language and cultural barriers he first experienced, and he has an important message for newcomers to modern New Zealand.

As growing migrant communities make it ever easier to live here without the same need to be truly fluent in English, he urges newcomers to make the effort to learn English and get involved in the local culture.

“You have to be prepared to learn and adapt, otherwise why come here?” says Bo.

When they first arrived, Bo and his wife took a one-year course studying English with design and graphics. He then found a job with a printing and design firm.

His English improved dramatically, and Bo noticed how Auckland was changing – more Mandarin and Cantonese being spoken, and more and more Chinese students going upstairs to the international language school on the floor above his workplace. And he saw an opportunity.

With another Chinese migrant, Bo started a company utilising his design and production skills – and their growing command of the two languages and cultures. The new business had two targets: providing information to new Asian migrants, and offering culture and language-linked design consultation for Kiwi businesses targeting the growing Asian community.
Clients soon included banks, telecommunications companies, high-end car manufacturers and government agencies. Bo remembers working to promote the government pension system Kiwisaver in 2007.

“When they showed me the poster, I couldn’t see how an Asian audience would be able to make sense of it.”

So instead for this audience, Bo and his partner created a poster of a father helping his son to fish – with a fat carp on the end of the line.

“Among Asian cultures, the carp is often used to symbolise good fortune. We wanted to show the employer and employee working together to reap a reward.”

He worries that this makes it too easy to function inside a cultural and language ‘bubble’ without engaging with the wider English-speaking community.

Over time, Asiaworks’ clients and their needs have changed, but the value of being able to communicate across the two cultures just keeps growing.

The bilingual children of earlier migrants are now sought-after by businesses for their in-house Asian marketing teams, and Asiaworks has a constant stream of work helping companies to connect with New Zealand’s Asian communities.

A recent campaign for two local District Health Boards included newspapers, articles, flyers, posters – and interaction on Facebook, WeChat for Chinese audiences and Kakao chat for Koreans.

When Bo arrived, there was almost no local Asian media. Now there are four 24-hour Chinese TV channels, two local Chinese language web portals, and social media such as WeChat and Weibo.

Have these changes made cultural interaction easier? Bo’s view is mixed.

On the upside it’s much easier now to find information and services in your first language. On the downside, he worries that this makes it too easy to function inside a cultural and language ‘bubble’ without engaging with the wider English-speaking community.

“If you are a Chinese speaker and you want to know what’s happening, it is very easy to go online to Skykiwi or the Chinese Herald or WeChat. But the stories you see have been chosen to appeal to the Chinese community.”

Looking back, Bo believes he was fortunate to arrive in New Zealand at a time when he had to learn English just to function in daily life.

“I think I arrived at a good time. The Chinese community was very small, and everyone was doing their best to make friends with their Kiwi neighbours, learn English, understand the culture and become part of the mainstream.”

Bo Li with Barrie Osborne, producer of Pete’s Dragon and Lord of the Rings.
Cultures burst on screen at annual film festival

The project that most excites Bo Li at present is the New Zealand Asia Pacific Film Festival, which he co-founded with Leo Liu and Preston Zhang in 2013.

The 2017 festival had entries from Korea, China, Japan, India, and New Zealand, together with directors, producers and film stars in attendance.

There has been some publicity of how India’s Bollywood industry has used New Zealand locations, but it’s less well-known that we are now also favoured by Chinese film makers.

Hollywood stars such as Scarlett Johansson or Tom Cruise grab headlines when they come here, while visits by their Chinese equivalents, such as Wu Jing, the world’s best-known Chinese actor and director, go largely unnoticed. Did you know that China’s biggest-ever box office success, Wolf Warrior 2, was made with the help of Wellington’s Park Road Post Production?

United States’ spend of $10.31 billion.

Early in 2018, Bo is booked to spend time with a visiting Chinese film crew. “The Chinese film industry connection is significant. When production teams visit, they may have up to 50 people,” says Bo.

But Bo and his fellow organisers also know that the New Zealand Asia Pacific Film Festival is much more than a Chinese film festival. It works to help all our communities expand their understanding of the other cultures in our community.

“We are working with the Korean, Japanese and Indian communities to make sure they are excited and involved, and we are reaching out to engage with Kiwi audiences.”

More than ever, Bo Li is thankful for and appreciates the opportunities for success he has enjoyed from respecting the culture and the languages of his homeland – and embracing those of his new home.

To find out more about the New Zealand Asia Pacific Film Festival, visit www.apff.org.nz

Samurai Hustle Returns! – A Japanese period comedy.
Respect – a cultural contrast

A great example of the difference between New Zealand and most Asian cultures is the Kiwis’ relative lack of formality, says Bo Li from Asiaworks.

In New Zealand, if a manager and worker were in the elevator together, they might well exchange casual words (i.e. have a chat), and if they knew their first names they would use them.

But it’s different in Asia. “It’s important to show proper respect for senior people, for dignitaries, for community leaders.”

Bo says, “My son-in-law, he’s a good Kiwi boy. Here in New Zealand he’ll say ‘Hi, how are you?’ But in China, he would call me ‘father’ and talk to me much more formally.”

“Without the language to learn the culture, how can you show respect?”

As a long-term Kiwi, Bo quite likes the informality – but highlights the effect of the cultural context.

“No matter which culture, if you show respect, people will respond with goodwill. But without the language to learn the culture, how can you show respect?”
An open heart opens doors

When Grace Ryu arrived in New Zealand in 1997, she did not realise how much volunteering would help her career develop.

“All I could find in Korea was a simple guide called something like ‘The last paradise in the world’,” she remembers.

Newly graduated with a Master in Pastoral Counselling, Grace took up a job with a Korean congregation’s youth ministry. It turned out that the church was where the community went for settlement support. Grace found herself doing everything from dealing with Government agencies to helping people sign up for power and phone connections.

After applying for residency and then becoming a citizen, she got married. When her son was born, Grace switched to working part-time.

In her spare time she started volunteering for Waitakere Hospital, answering enquiries from the Asian community.

“I had never been part of a mainstream organisation before, and I wanted to contribute,” she says.

“People would ring up asking for help to find a GP or sometimes a JP [Justice of the Peace], and I would have to explain that a GP is a medical doctor and a JP is someone who can verify your signature.”

Then she was offered a paid role as a volunteer coordinator. That led to her appointment as team leader for the Asian Patient Support Team, which inspired her to do further study for a Master of Social Work (Applied) through Massey University. It all led to her present role, as operations manager for Asian health services at Waitemata District Health Board.

Over the years, she has also served on ethnic advisory boards for the Waitakere District Police and the Auckland Council, and she is currently on the national board of English Language Partners.

Grace has never forgotten how life-changing volunteering was for her. “I think volunteering brings you good fortune – It gives you that vital work experience and it connects you to the community.”
Support for Asians using the Kiwi health system

On the ward, the nurses and doctors were puzzled. An elderly Korean-speaking woman recovering after a fall had begun sleeping on the floor next to her bed.

Grace Ryu from Waitemata District Health Board’s Asian Health Services (AHS) took the call: could someone talk to the patient and find out what was going on?

Grace went to see the patient. She answered a few questions, asked some of her own, and a few days later the woman went home happy. It turned out she was used to sleeping on the floor. “She simply thought the hard surface would be good for her back,” says Grace.

A simple cultural difference and the language barrier could have led to the wrong course of action.

This is all in a day’s work for the AHS, which, as part of Auckland’s busy Waitemata District Health Board (DHB) area, helps the region’s growing Asian population navigate New Zealand’s world-leading healthcare system.

With more than 615,000 residents, Waitemata is the largest DHB in the country, and more than one-fifth of its residents identify as Asian. Many, like Grace’s elderly Korean patient, were born overseas and not all speak fluent English.

AHS has services to help with each part of the health system.

This often begins with the iCare helpline, which has staff who speak English, Mandarin, Cantonese and Korean. iCare helps callers find a family doctor or enrol with a Primary Health Organisation. Its staff can book, reschedule or cancel appointments and, if you have a hospital appointment, they can give you a confirmation phone call.

If you are admitted to hospital, the Asian Patient Support Service takes over.

Grace Ryu, third from left, with the rest of the Asian Health Service team.
Bridging cultures in healthcare

While language is vital to understanding, an equally important part of Asian Health Services’ work is helping to bridge cultural differences that can create barriers to care.

For instance, Grace Ryu of Asian Health Services often reminds health professionals to avoid using red pen on consent forms. While red is widely accepted as a symbol of luck and prosperity, writing someone’s name in red is often associated with death in a number of Asian cultures. For similar reasons, the number four should be avoided, and then there are even deeper cultural taboos, including the degree of trust people feel for authority.

In New Zealand you will often be given a choice of treatments, but in Asian cultures the doctor always knows best. “In Korea and China, if the doctor offers you several choices, you tend to think he doesn’t know what to do” says Grace.

So don’t assume that the Kiwi doctors are not confident; they may simply have more choices available.

There are also different approaches to patient privacy. In New Zealand, the health service is legally required to tell the patient their diagnosis. So, for example, an elderly patient with terminal cancer will be told directly, while in many parts of Asia, only the near relatives will be informed.

Even finding out someone’s age can be complicated, says Grace. “In China, a person’s age begins at conception, so at birth they are already one year old.”

Every part of the interaction has potential for confusion – and Grace is fascinated by cultural difference.

“To test your memory, a clinician might ask you to memorise and repeat a shopping list. But different shopping lists will give you different results. For someone from an Asian background, items like soy sauce and tofu, which are part of their everyday shopping, will be easier to remember than Marmite and muesli.”

Women’s health, mental health and domestic violence, which are always difficult subjects, are harder still to deal with in many Asian cultures. Improving understanding in these important areas is also a focus.

If you are in the Waitemata area and not sure who to contact about any health problem, call Asian Health Services (see contact details on next page).
Healthy numbers
The Waitemata District Health Board (DHB) is a star performer in the New Zealand health system. If you live within the Waitemata DHB district, your chances of living a long and healthy life are good – and if you are an Asian New Zealander, your chances are better still:

- **22%** Proportion of Waitemata DHB residents who are of Asian descent.
- **92.9 years** Life expectancy for people of Chinese descent in Waitemata DHB.
- **90-plus** Languages and dialects offered by Asian Health Services (includes NZ Sign Language, Asian, Pacific, European, Middle Eastern and African languages).

If you are not well – who do you call?
In China or Korea, it is unusual to have a family doctor. You might take your health problems to a small specialist clinic or hospital emergency department, and you don’t make an appointment.

Everyone in New Zealand has a local doctor (called a General Practitioner, or GP) who is their first point of call for health concerns. We see them first, and they can treat most common ailments. If more care is needed, your GP gives you a referral to the hospital or specialist best placed to help you.

Asian newcomers who go direct to their hospital emergency department for simple complaints put the hospital under pressure – and, if you don’t understand why, you may not feel well received.

Because health is personal, cultural misunderstandings can happen very easily – and we can all have quite different ideas about what is non-urgent, or an emergency.

“People often don’t realise what they don’t know,” says Grace Ryu from Waitemata District Health Board’s Asian Health Services.

Newcomers need to learn about enrolling with a Primary Health Organisation (PHO), health screening programmes, vaccinations, what public hospitals do, ACC, private health insurance – and the role of their local GP.

---

**www.asianhealthservices.co.nz**
**Ph: 09 486 8314  Ext: 42314**

**iCare Health Information Line & GP Support**
**Ph: 09 442 3232**
ACC – HELPING TO MEET THE COSTS OF PERSONAL INJURY

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

This means if you have an injury from any accident in New Zealand, ACC may pay some of your medical and rehabilitation costs.

ACC is a no-fault scheme – the only one of its kind in the world. It applies regardless of who caused the accident – including you. But it also means you can’t sue for any costs that relate to the injury or its negative effects.

ACC is paid for by employers. If you are an employer, check your obligations. Employers who do not pay ACC can be liable for significant penalties. Most employees are automatically covered and the levies are an employer cost – they cannot be deducted from your wages or salary.

ACC covers injury from sprains to permanent disability, but not general illness, diseases, infections or age-related health conditions, non-work-related gradual process injuries or mental injury (except in very specific situations).

Depending on your injury, ACC may pay a proportion of medical costs, provide assistance with home help, special aids or equipment, transport, modifications to your house or car, education, training, therapy and support.

**Applying for ACC support**

Applying for ACC is simple. The medical specialist who treats you will say if your injury is likely to be covered, and will ask you to complete a form so they can lodge a claim after your first visit.

ACC will look at the claim and let you know if it is accepted. If your claim is declined, you will be told why. If you disagree with the decision, you can ask for a review.

**Payment of claims**

You will usually pay something towards your treatment and ACC pays the difference. The amount you pay depends on the treatment and provider. If the provider asks you to pay in full, keep your receipts – you may be able to claim some of the cost if your claim is accepted.

If possible, make sure your ACC claim has been approved before you undertake any expensive treatment. ACC will not guarantee payment for treatments they have not approved. Ask your treatment provider for a cost estimate, for the ACC claim request form.

**Approved treatment providers**

You should use an ACC-approved treatment provider. Most treatment providers are ACC approved, but check when you book your appointment or ask your doctor.

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

**Lost earnings from time off work**

Your doctor will say if you need time off work for recovery, and if so how much. If it’s more than one week, you may qualify for compensation of up to 80 per cent of your average income.

With this, you will also usually be assigned a case manager to develop a rehabilitation plan to help you return to work.

If you are only able to return part-time, you may still be eligible for some weekly compensation.

(Only doctors and physiotherapists can issue a medical certificate for time off work – and your employer may request a medical certificate even for the first week.)
**How ACC works**

ACC works by spreading the cost of all accidents across the community – so prevention and rehabilitation are vital. ACC works hard to reduce accidents – and to help people return to work as soon as they can.

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

**Language support**

ACC has interpreters for 30 different languages, and Asian, Pacific and Maori advisors who can provide additional cultural support and help.

**Overseas injuries**

ACC does not pay for medical costs overseas, but may pay for related treatment or rehabilitation treatment in NZ.

If you are injured while overseas, ask the provider for a full medical report with details of your injury and treatment. If you still need help when you return, take the report to your GP (doctor) and fill out an ACC claim form as soon as possible. Visitors who have an accident while in New Zealand are eligible for help with treatment and rehabilitation costs while in New Zealand. However, medical insurance is recommended because ACC does not cover disrupted travel plans and other associated costs.

**Compensation for death by injury**

You may be eligible for ACC assistance if a family member dies through an accident, either at work or at home.

For more information about ACC, see [www.acc.co.nz](http://www.acc.co.nz)
Volunteering is part of our culture. It is a positive way to contribute, and a great way to make friends and learn new skills.

In New Zealand many thousands of non-profit groups rely on volunteers, ranging from animal welfare charities and counselling and support services to conservation organisations, sports clubs and music groups.

For newcomers, volunteering is a great way to meet locals, experience Kiwi culture – and practise speaking English.

You don’t have to be a full-time resident. If you have come here for work, you can volunteer in your spare time. Or if you hold a student or visitor visa, you can still volunteer.

You cannot receive any payment or reward that can be valued in terms of money for volunteer work.

If your work visa specifies an employer, occupation or region, you can only volunteer outside of the paid work you do.

**What would you volunteer for?**

You do not need to be skilled to be a volunteer. Some volunteer roles need specialist skills or an ongoing, regular time commitment, but many do not.

Think about what you like to do, how much time you can spare, and what skills you have. Think also about practical matters such as transport, and the cost and time involved.

**Volunteering New Zealand**

Most New Zealand non-profit organisations belong to Volunteering New Zealand. They have centres throughout the country, and can help you find opportunities and match you with a role.

Check your local volunteer centre on the Volunteering New Zealand website: www.volunteeringnz.org.nz/volunteers/finding-volunteer-roles

You can also look on community noticeboards and search websites such as SEEK.

www.seekvolunteer.co.nz

Volunteers on Tauranga’s Papamoa Beach clean up after the sinking of the container ship Rena, in 2011.
Volunteers’ rights in New Zealand
Volunteers choose to work for free, for the larger, common good. So the work must be unpaid, given freely, and not for profit. But as with paid employment, the Human Rights Act still applies. This means:

› Your work environment must be healthy and safe
› You must not be subjected to unlawful discrimination or sexual and racial harassment
› You must be given enough training to do your job
› Your confidential private information must be protected in line with the organisation’s privacy policy
› You must be reimbursed (paid back) for any out-of-pocket expenses you have incurred on behalf of the organisation you are working for
› AND importantly, you should not be used to fill a position that previously belonged to a paid worker.

There are some exceptions to these rights, also as described by the Human Rights Act:

› Age – where age is a genuine occupational qualification, for safety or another reason
› Disability – where the volunteer requires special services or facilities and it is not reasonable to provide them
› Gender – when a role needs to be held by one sex to preserve reasonable standards of privacy
› Support roles such as counselling services may be restricted to a particular sex, race, ethnic or national origin, or sexual orientation, if highly personal matters are involved

You can find more information about the rights of volunteers on the Volunteering New Zealand and Employment New Zealand websites:

www.volunteeringnz.org.nz/volunteers/rights
www.employment.govt.nz/starting-employment/who-is-an-employee/volunteers

Securing a role
It might take time to find the right role. You will probably be asked to complete an application and have an interview. For some work – such as with animals or handling money – you may be asked for a reference or security check.

If you are interested in a specific role or organisation, try to find out as much as you can about them before you get in touch. Having a clear understanding of what you expect from each other from day one makes the volunteering experience better for everyone.
Get ready for the 2018 Census

Every five years, our Statistics agency, Stats NZ run the census – the official count of how many people and dwellings there are in New Zealand. By asking everyone to complete a set of questions about themselves and their household, they can capture a snapshot of who is living in, and visiting, New Zealand.

The next census is on 6 March 2018. You’ll be asked to do your part to build a snapshot of the people and places that make up New Zealand.

This year the census is also going online. You will be given everything you need to take part before census day.

When you take part in this year’s census, either online, or on paper if you prefer, Statistics NZ have safeguards and procedures in place to make sure your information is secure.

The information you provide will be kept confidential by Statistics NZ and is protected by the Statistics Act 1975. Statistics NZ do not share information that can identify you as an individual.

Information from the census helps determine how billions of dollars of government funding is spent across New Zealand. Because the information we collect is about everyone in New Zealand, it can be used to inform decisions and make plans about services and where they should be, such as hospitals, kōhanga reo, schools, roads and public transport.

Councils, iwi and businesses also use census information to help work out the core needs of their area or services, and community groups and organisations use the information to support funding applications and make the case for improvements within their communities.

What you need to know

23 February
Households around the country will start to receive their access code letters. Once you receive your letter, you can take part on or before 6 March.

Census Day, 6 March
Our contact centre is now open. Call 0800 CENSUS (0800 236 787) for support in English, Te Reo Māori, Korean, Mandarin, Cantonese, Samoan, Tongan and Hindi.

Regional contact:

<table>
<thead>
<tr>
<th>Region</th>
<th>Contact Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auckland</td>
<td>Sindy Xian</td>
<td>021 735 543</td>
<td><a href="mailto:Sindy.Xian@stats.govt.nz">Sindy.Xian@stats.govt.nz</a></td>
</tr>
<tr>
<td>Waikato</td>
<td>Omobola Akinsete</td>
<td>021 734 974</td>
<td><a href="mailto:Omobola.Akinsete@stats.govt.nz">Omobola.Akinsete@stats.govt.nz</a></td>
</tr>
<tr>
<td>Wellington</td>
<td>Rodney Tendekai</td>
<td>021 734 675</td>
<td><a href="mailto:Rodney.Tendekai@stats.govt.nz">Rodney.Tendekai@stats.govt.nz</a></td>
</tr>
<tr>
<td>South Island</td>
<td>Henry Jaiswal</td>
<td>021 734 723</td>
<td><a href="mailto:Henry.Jaiswal@stats.govt.nz">Henry.Jaiswal@stats.govt.nz</a></td>
</tr>
<tr>
<td>Team Lead</td>
<td>Kudakwashe Tuwe</td>
<td>021 837 773</td>
<td><a href="mailto:Kudakwashe.Tuwe@stats.govt.nz">Kudakwashe.Tuwe@stats.govt.nz</a></td>
</tr>
</tbody>
</table>

Find out more about the 2018 Census at [www.census.govt.nz](http://www.census.govt.nz)
Every five years, we all do the census.

By asking everyone to complete a set of questions about themselves and their household, we can capture a snapshot of who is living in, and visiting, New Zealand.

It’s how we find out the information that Government, iwi, businesses and communities use to make better-informed decisions. Like where to build the hospitals, parks and schools that we all use.

Our next census will be different, because this time it’s online.

In February, we’ll send out an access code to the letterboxes of every household in New Zealand.

But don’t worry! We know that not everyone has access to the internet, or simply prefers paper forms, so they’ll still be made available.

Make sure you complete your census online, on or before 6 March 2018, at census.govt.nz

Find out more at census.govt.nz
Rugby reaches out

Since 1905, when the Originals rugby team toured the Northern Hemisphere, rugby union has been the sport that New Zealand is known for. It is the sport people chat about in the lift, the sport that empties the streets during Rugby World Cup matches. It is part of our national identity. But New Zealand is changing, and rugby knows it needs to reach out.

With projections that by 2038, 22 per cent of New Zealand’s population will identify as Asian, rugby must embrace change if it is to remain New Zealand’s number one sport, says Greg Aldous, former Community Rugby Manager of North Harbour Rugby.

One of the innovations the New Zealand Rugby Union has embraced is Quick Rip rugby, a safe, non-contact, easy-to-play sport for anyone of any ability.

Recently about 55 children and parents from the New Zealand School of Korea gathered on the sports grounds at Sunnybrae Normal School on Auckland’s North Shore to have a go at the game.

Under the supervision of representatives from North Harbour Rugby, Harbour Sport and the local Northcote Nobra Presidents rugby team, the new players were taught the skills of passing, catching and running with the ball, as well as the rules of the game.

Quick Rip rugby mixes elements of sevens rugby with an already established game for primary-school-age rugby players called Rippa Rugby.

The most obvious difference between the two is the absence of tackling. In place of being tackled, each player wears a Rippa Rugby belt equipped with two Velcro tags. The equivalent of a tackle is ripping off the tag from the belt of an opposing player.

Quick Rip rugby games are short, fun, fast and safe, and they introduce elements (such as scrums) that are part of regular rugby.

“At the beginning of the day, everyone was a bit apprehensive, but you could see people’s confidence levels rising as things went along. The organisers made it really fun and engaging,” says Harbour Sport’s Jenny Lim.
At Harbour Sport, Jenny leads a programme called ActivAsian, founded in 2009 in response to the growing number of North Shore residents who identified as Asian. A particular focus is the two largest local Asian communities, the Chinese and Koreans.

“Today the proportion of Asian New Zealanders in the Auckland region is 25 per cent, and in this community here on the North Shore it is 28 per cent,” says Jenny.

In surveys, Asian New Zealanders say they are significantly less likely to take part in sport and active recreation than most New Zealanders. This has consequences for their health and for their ability to form strong relationships within their local communities. Sport is one of the best ways for people to mix and form friendships outside their immediate social circle – and the surveys also show Asian New Zealanders are interested in trying new activities.

This is the reasoning behind ActivAsian and its support of Quick Rip rugby.

Greg Aldous would like to see Quick Rip social rugby become an established part of life on the North Shore. A growing number of Korean New Zealanders play various forms of social sport. Why shouldn’t Quick Rip rugby be one of them?

“I’d like to see a mix of cultures out there having fun and discovering our national sport.”

Rippa Rugby tag belts cost only a few dollars and North Harbour Rugby is happy to advise anyone who is interested in playing.

Will the children and parents at the have-a-go rugby day become the players and supporters of tomorrow? That remains to be seen, but whatever the outcome, the day was a success.

“It was a cool day. Everyone was involved; no one was hanging back,” says Sarah McIlroy, rugby manager for women and new groups at North Harbour Rugby.

“It couldn’t have gone any better,” says Jenny.

---

![Graphs showing sport and recreation activities](https://example.com/graphs)

Average number of sport and recreation activities that adults in Auckland take part in over 12 months.

Interest in trying a new activity or doing more of an existing activity (Auckland adults, all ethnicities).

Interest in trying a new activity or doing more of an existing activity (Auckland adults, Asian).

One of the best ways to experience Auckland is by bike. Auckland has more than 50km of connected, safe cycling routes around the region, making it a great way to travel and explore.

Auckland Transport and its partners are continuing to add to this network for everyone to enjoy. In 2016 more than 45,000 Aucklanders started riding bikes, and more people are choosing to cycle regularly around the city for fun, for getting to work, and for the health benefits.

Kathryn King, Auckland Transport’s Walking, Cycling and Road Safety Manager, says new shared paths and separated cycleways are making people excited about bike riding around the city.

“In the last year we’ve completed some really big projects around the region, like the Waterview Shared Path, and these all make it easier to get around by bike,” she says.

“We want Aucklanders to have bike riding as an easy option for safely getting around the city, and as we keep growing the network, it will become even easier.”

Auckland Transport is currently delivering a $200 million cycling programme to connect up more of the network, in conjunction with its partners, NZTA and Auckland Council.
Great rides in Auckland

If you are new to cycling in Auckland, Auckland Transport has lots of maps and bike-ride suggestions for the whole family.

Ride the Waterview Shared Path and stop at parks and reserves along the way. The Harbourside Ride is an easy journey from the city centre to Mission Bay along the waterfront Tamaki Drive, and popular with new and experienced riders.

Te Ara I Whiti – The Lightpath is Auckland’s internationally celebrated pink cycleway, which is part of a completely separated loop around the city centre. From here you can check out shops, restaurants and events on offer in the city.

Out west, you can take the Northwestern Cycleway to Henderson, and from there you can explore the Project Twin Streams paths to Oratia, and enjoy art trails and a farmer’s market on Saturday mornings.

You can also take your bike on the train and the ferry. This makes it easier to explore other parts of the region and makes the first and last leg of a commuting journey quicker.

To find out more, visit at.govt.nz/aklbikelife at.govt.nz/cycling-walking

Cycle safe

Before you start riding, you need to get a helmet that fits well. All bikes are required to have a rear red reflector and if you are riding at night, you will need lights.

Before each bike ride, check your brakes and make sure your tyres are inflated correctly.

On your bike, make sure you can be seen easily – wearing bright clothes helps others see you. Shared paths are used by many people including walkers, runners and children. Share with care when riding on these routes.

If you’re new to bike riding, Auckland Transport offers cycle training courses to help you feel confident, as well as maintenance courses for you to learn how to fix a puncture and look after your bike.

There are lots of tips on the Auckland Transport website for riding bikes in Auckland, as well as advice on cycle safety and bike maintenance. Visit at.govt.nz/cycling-walking to learn more.
Auckland’s volcanic pā

Earth’s beginnings and Rūaumoko

Māori mythology says Tāne Mahuta (God of the Forests) created the space we live in by pushing apart his parents Ranginui (Skyfather) and Papatūānuku (Earthmother).

Tāne and his brothers turned their mother over to give them soil to till – but did not notice her youngest child Rūaumoko, who was then trapped underneath.

Ever since Rūaumoko has taken revenge with earthquakes and volcanoes.

The Auckland volcanic field

While volcanoes and earthquakes in general are the work of Rūaumoko, some may also be created or influenced by other mystical beings.

One oral tradition says Auckland’s volcanic cones were created when the local deity Mataaho (who lived in the Bowl of Mataaho – Te Ipu-a-Mataaho, or Mt. Eden) called on the goddess of fire, Mahuika, to help warm him.

Mahuika sent flame across the land, forming Ngā Huingaa-Mataaho (the Gathered Volcanoes of Mataaho).

Another legend says the cones are the remains of ancient wars between tribes of Patupaiarehe (fairy-like creatures) who lived in the Hunua and Waitākere Ranges.
Volcanic pā

Māori took advantage of the elevated volcanic cones to build several pā (settlements) which were protected with high fences, and had terraces for housing, underground food storage and a network of stone-walled gardens.

The most extensive remains of these pā are on Maungakiekie (known locally as One Tree Hill, after a large pine tree that graced the summit for many decades, then was removed after being damaged in a protest action in 1994).

This largest settlement was built by the ancestor Tītahi, and called Ngā Whakairoo-Tītahi (the Carvings of Tītahi), with other prominent sites on Maungawhau (Mt Eden), and Mangere (Mt Mangere).

Many cones were named after different ancestors such as Ōwairaka (Mt Albert), Maungareipae (Mt Wellington) and Ōtāhuhu (Mt Richmond).

Some of the finest gardens in the region ran south along the shores of the Manukau Harbour from Maungataketake, on what is now the runway at Auckland Airport.

Find out more about Auckland’s volcanic fields at: http://www.geonet.org.nz/
Te Reo Māori – basic pronunciation
By Prof. Rawiri Taonui

Introducing vowels – AEIOU
There are five vowel sounds in Māori; they are pronounced ‘short’ or ‘long’. In written form, the long vowel is usually signalled with a macron, eg. ā. The following English equivalents are a general guide to pronouncing vowels in Māori:

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

There are fewer consonants in Te Reo (the Māori language) than in English, but only some have a different sound from English, such as:

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

Try these place names:

<table>
<thead>
<tr>
<th>Place Name</th>
<th>Pronunciation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kaitalā</td>
<td>Kal-tie-ar (as in car)</td>
</tr>
<tr>
<td>Whāngarei</td>
<td>Far/ung-a-ray</td>
</tr>
<tr>
<td>Tāmaki (Auckland)</td>
<td>Tar-muck-e</td>
</tr>
<tr>
<td>Kirikiriroa (Hamilton)</td>
<td>Ki-ree-ki-ree-row-a</td>
</tr>
<tr>
<td>Pōneke (Wellington)</td>
<td>Paw-neck-e</td>
</tr>
<tr>
<td>Whakatū (Nelson)</td>
<td>Facka-two</td>
</tr>
<tr>
<td>Ōtautahi (Christchurch)</td>
<td>Aw-toe-ta-he</td>
</tr>
</tbody>
</table>

A common mispronunciation
Beginner speakers often mispronounce ‘au’ like ‘our’ – it should sound like ‘o’, as in toe. They also mispronounce o/ō as ‘o’ when it should sound like ‘oar’ or ‘paw’, for example:

Lake Taupō   Lake Toe-paw
Working smoke alarms are your only voice

Fire and Emergency New Zealand recommends long-life, photoelectric-type smoke alarms. Your local hardware store should stock them. Your best protection is to install them in every bedroom, living area and hallway in your home. Install them in the middle of the ceiling of each room.

You should test your smoke alarms once a month. To check your smoke alarm is working, press the test button. If everything is okay, you will hear a loud beep or series of beeps. Use a broom handle if your smoke alarm is hard to reach.

Make an Escape Plan - get out and stay out!

Make sure everyone in your household is familiar with your escape plan. You will all need to know it well so that if you have a fire in your home, rather than panic, you will know what to do.

Visit www.escapeplanner.co.nz to make your escape plan.

Pick a meeting place outside the home. It could be your letterbox if it is far enough away.

Remember in an emergency, call 111
Make the most of your skills

Immigration New Zealand provides funding for newcomer skills matching and job search assistance programmes to help skilled newcomers and their partners find employment that matches their skills and qualifications, with employers that are seeking skilled employees to grow their businesses. NOTE: Eligibility criteria apply.

Regional services

**Regional Newcomers Skills Matching and Job Search Assistance**

- **Auckland | Waikato | Wellington | Canterbury | Southland**

  Provided by Chambers of Commerce, and economic and community development organisations.

**New Kiwis Career Success workshops**

- **Northland | Auckland | Waikato | Bay of Plenty**

  Provided by the Auckland and New Zealand Chambers of Commerce. To register for all regions:

  - P: **0800 709 907**
  - E: nkcs@chamber.co.nz
  - www.newkiwi.co.nz

  (Search for ‘New Kiwi Career Success course’)

**Northland**

- New Zealand Chambers of Commerce

**Auckland**

- The Chinese New Settlers Services Trust
  - P: **09 570 1188**  E: employment@cnsst.org.nz
  - www.cnsst.org.nz – then click on: Employment and Enterprise Services

- Auckland Chamber of Commerce

**Waikato**

- Hamilton Multicultural Services
  - P: **07 853 2192**  E: jackier@hmstrust.org.nz

**Wellington**

- The Wellington Chamber of Commerce
  - P: **04 470 9940**  E: skills@wecc.org.nz
  - www.wecc.org.nz/skillednewcomers

**Canterbury**

- Canterbury Employers’ Chamber of Commerce
  - P: **0800 50 50 96**  E: kellyw@cecc.org.nz
  - www.skillsconnectcanterbury.co.nz

**Southland**

- Venture Southland Trust Board
  - P: **03 211 9101**  E: therese@venturesouthland.co.nz
  - www.southlandnz.com/work

**Work Connect**

- **Auckland | Waikato | Wellington | Canterbury**

  Provided by the Tertiary Education Commission

  **Work Connect is a free 10-hour programme for:**
  - skilled migrant visa holders
  - partners of skilled migrants
  - international students on post-study work visas with a level 7+ qualification

  The programme includes group and one-on-one coaching.

  To find out more and apply now, visit: www.careers.govt.nz/workconnect or phone **0800 222 733** and ask about Work Connect.

  Eligibility criteria apply.
New Kiwis is an online skills matching service for skilled migrants and returning Kiwis who are seeking employment that matches their skills and qualifications. Eligibility criteria apply.

New Kiwis helps you to:

- Register your resume to access a network of more than 5000 employers registered with New Kiwis.
- Prepare for the New Zealand job market with the Job Seeker Online Course.
- Use the information centre to learn more about Kiwi workplaces.
- View and apply for vacancies advertised online.

New Kiwis is provided by the Auckland Chamber of Commerce with funding from Immigration New Zealand. www.newkiwis.co.nz
Local information for new migrants

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

Citizens Advice Bureau (CAB) is an independent community organisation providing confidential information, advice, support and advocacy.

See the local contact details opposite, or for further information call **0800 FOR CAB (0800 367 222)**

CAB Language Connect is funded by Immigration New Zealand to provide the CAB service in over 14 languages.

To use CAB Language Connect, call **0800 78 88 77**, or see [www.cab.org.nz/languageconnect](http://www.cab.org.nz/languageconnect)

Chinese Settlement Information Programme

Chinese New Settlers Services Trust provides one-to-one advice and a series of workshops across Auckland that help Chinese newcomers learn more about settling in New Zealand.

For more information, call **09 570 1188** or see [www.cnsst.org.nz](http://www.cnsst.org.nz) and follow the links on the home page.

SOUTH ISLAND

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

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

- **WEST COAST**
  - CAB Buller
  - Clocktower Building, 113 Palmerston Street, Westport
  - Monday–Friday 10am – 3pm
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 Manurewa**
  Library complex,
  71 Hill Road, Manurewa, Auckland
  Monday–Friday 9am – 4pm, Saturday 10am – 1pm

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

**GIBSON**

- **CAB Gisborne**
  12A 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 9.30am – 11am

**WELLINGTON**

- **CAB Lower Hutt**
  Ground Floor, Russell Keown House
  Corner of Queens Drive and Laings Road
  Monday–Friday 9am – 5pm

- **CAB Upper Hutt**
  2 Sinclair Street, Upper Hutt
  Monday–Friday 9am – 4.30pm

- **CAB Porirua**
  2nd Floor, Pember House,
  16 Hagley Street, Porirua
  Monday–Friday 9am – 3.30pm

- **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

**HAWKE’S BAY**

- **CAB Christchurch City**
  Ara (formerly CPIT),
  15 Williams St (Cnr Ferry Road and Williams Street), Christchurch
  Monday and Friday 9am – 12pm, Tuesday–Thursday 10am – 1pm

- **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

**OTAGO**

- **CAB Dunedin**
  Ground Floor, Rogers House,
  155 Princes Street
  Monday–Friday 9am – 5pm, Saturday 9.30am – 12pm

- **CAB Outreach Mosgiel**
  Mosgiel Library, Hartstowne Avenue,
  Mosgiel
  Wednesday 11.30am – 1.30pm

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

**SOUTHLAND**

- **CAB Invercargill**
  36 Don Street, Invercargill
  Monday–Friday 9am – 5pm, Saturday 10am – 12pm

---

www.newzealandnow.govt.nz/local
The newcomer’s guide has key facts to help you settle successfully in the New Zealand workplace. Read it online or order your own free copy at [www.newzealandnow.govt.nz/resources](http://www.newzealandnow.govt.nz/resources).

---

Get the right visa advice!

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 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](http://www.iaa.govt.nz).

You can also get free advice from Community Law Centres and the Citizen’s 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 IAA website.

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

Get the right visa advice!

- [www.newzealandnow.govt.nz](http://www.newzealandnow.govt.nz)
- [www.facebook.com/NewtoNewZealand](http://www.facebook.com/NewtoNewZealand)

---

Info: [info@iaa.govt.nz](mailto:info@iaa.govt.nz)

- 0508 422 422 (from within NZ)
- +64 9 925 3838 (from overseas)