HOW DREAMS CHANGE AND GROW
AUCKLAND

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

04 Auckland

12 Family first for Russian couple

16 How dreams change and grow

20 Big city, natural beauty

24 Building a business and a life
COMMUNITY
28 The evolving city – Auckland’s ethnic precincts
30 Two Auckland support networks for migrants: the Chinese New Settlers Services Trust and the Auckland Regional Migrant Services Trust
34 Face-to-face – a network of 30 CAB offices supports the information needs of new migrants
37 Language Link makes sure you are understood

IMMIGRATION
32 Auckland’s Pasifika community

EMPLOYMENT
38 New Kiwis – linking employers and skilled migrants
40 How to succeed in getting that job

MĀORI
10 Rohe – Tāmakimakaurau
42 Tikanga – Auckland’s volcanic pā
44 Te Reo: the mihi – a basic speech to introduce yourself

TRANSPORT
46 Auckland public transport

LEISURE
45 Regional holidays
48 Owning a dog

SETTLEMENT SERVICES
50 Local information for new migrants – CAB locations
52 Specialist services
53 WorkTalk – a website for practicing workplace interaction skills
WELCOME TO NEW ZEALAND

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

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

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

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

Each issue of LINKZ features one or more of New Zealand’s regions. This time the region we feature is Auckland, home to one in three New Zealanders, and our nation’s most rapidly growing and evolving city.

We do value your feedback, on this or any other aspect of settling successfully in New Zealand. If you have comments, please do take the time to 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 Division,
Immigration New Zealand

Influenza immunisation may be free for you

Many New Zealand residents qualify for free immunisation against influenza. For information about influenza immunisation visit www.fightflu.co.nz.

Contact your doctor or nurse today for an appointment. Influenza is more than a ‘bad cold’ – it is a serious disease that can put you in hospital, and it can be fatal.

Can you Mixit?

Mixit is one way for young people from refugee and migrant backgrounds to ‘mix it’ with local youth. Each Saturday from 2 to 4.30pm during term time, interested youth aged from 14 to early 20s get together at Corban Estate Arts Centre (in Auckland), to plan, devise and stage a summer multi-cultural performance event. The end result is great performance, best displayed in their video on the website www.mixin.co.nz.

For more information contact info@mixit.co.nz or call (09) 8383095
From Affairs to Communities

The Office of Ethnic Affairs has been renamed the Office of Ethnic Communities (OEC).

The Office is part of the Department of Internal Affairs, working with local ethnic communities to help New Zealand move forward economically, socially and culturally, promoting the benefits of ethnic diversity.

Have you visited your local library lately?

The online world can make the idea of a physical library seem outdated – but a visit to any of the 55 libraries managed by Auckland Council will change your mind.

As a result of the amalgamation that created Auckland Council, Auckland Libraries is the largest library group in Australasia.

There is free internet access at all libraries and some have wireless internet. Other services include: multicultural and migrant services; research; meeting rooms and spaces; and more.

Events and programmes include: Active Movement for Early Learning for babies; storytime for toddlers; book clubs for teens and adults; guest speakers and author talks; movie nights; school holiday programmes, computer learning classes and more.

With around 3.5 million books, sheet music, CDs, DVDs, games, audio books, foreign language and reference materials, and a Digital Library of over 100 databases, it’s easy to see how 15 million items are borrowed a year, many of them more than once – adding up to around 45 million handling transactions.

Warm rooms and welcoming, knowledgeable staff make a library visit one sure way to feel a little more settled in New Zealand.

New resources for new migrants

Immigration New Zealand works to make sure new migrants have the information they need about New Zealand when they need it. Over time depending on migration patterns some needs change, while others remain constant.

New printed guides just released are good examples. The Guide for Newcomers is a short introduction to Kiwi work styles designed to help newcomers fit in to their new Kiwi workplace – it’s offered to all new migrants. Two new dairy industry guides provide tailored advice specifically for those dairy farmers employing temporary workers from other countries – and for migrant dairy workers.

Digital versions of all the guides can be found online here: www.newzealandnow.govt.nz/resources.

Do you use Facebook?

If you use social networking, visit our settlement-focused Facebook page. Every new migrant has their own story, so share something others can learn from at www.facebook.com/NewtoNewZealand.
Auckland is New Zealand’s largest and most international city, home to more than 180 ethnicities including the largest Māori population in the world – over 40 per cent of our 1.42 million residents were born outside New Zealand.

Through this diversity Auckland has forged a unique cultural identity, with a busy annual calendar of events and festivals that take place in a stunning natural environment.

We’re framed by three harbours that ensure enough beaches and parks for everyone. In just a few hours you can go from a cove accessible only by kayak or on foot, to the best nightlife in the country.

Auckland consistently scores well in international liveability indices – and not by chance. There is a strong spirit of cooperation across the community, which has been captured in the Auckland Plan – a blueprint for the development of our city in the next 30 years.

It’s a courageous and living document, produced with the input of thousands of Auckland households, community organisations, businesses and other groups, to guide us as we build an even better Auckland. You can read it anytime at www.theaucklandplan.govt.nz.

We also recognise your courage and commitment to making the most of the opportunities Auckland offers, bringing us your talent, skills and experience, and international connections, with a determination to build a better life for yourself and your family.

This year Auckland celebrates its 175th anniversary. Right from the start, people from around the world were instrumental in creating the city we cherish today. We warmly welcome you, and wish you all the best for your new life here in Auckland.

Len Brown
Mayor of Auckland
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 5000 square kilometres 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, sports 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 food-lovers’ paradise, 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, ranking third in the 2015 Mercer Quality of Living survey for the third year in a row.

The 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 which 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/starting-a-business-from-overseas.

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. Fourteen million passengers a year pass through Auckland International Airport each year. It is served by more than 20 international airlines, and in 2015 it was voted best airport in the Asia-Pacific region for the seventh 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.
Māori knew Auckland’s harbours by several names. The Te Arawa tribe named the northern harbour as Te Wai-te-matā (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 this 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 Maraetai descend from the Tainui canoe settlers and were once part of an extensive coastal trading network from Auckland, the Coromandel and Bay of Plenty to Tōrere Bay, where the related Ngāti Tai tribe lives today.

Ngāti Whātua-o-Ōrākei (Central Auckland)
The Ngāti Whātua-o-Ōrākei tribe are from a wider grouping of Kaipara Harbour and Waipoua Forest peoples who occupied central Auckland during the mid-eighteenth 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 their 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 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 Manukau Harbour, once occupied the area around Waiuku, the Awhitū Peninsula, Huia and the Waitākere Ranges. The tribe is named after Te Ata-i-rehia, a granddaughter of Hua Kaiwaka.

History to today
The Auckland tribes steadily lost land after the arrival of Europeans through several unfair transactions over more than 100 years. Some lost nearly all their land, and 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.
FAMILY FIRST FOR RUSSIAN COUPLE
Igor and Saha Anany were thinking of their family’s future when they moved to New Zealand, and just a few years later, they’re settled and thriving.

Getting married in 2010 prompted Igor and Saha Anany to start thinking about where they wanted their children to be born.

The couple lived in Moscow, Russia, at the time. Igor had previously owned a business there, but says it was difficult dealing with so much corruption – and the couple wanted their future children to grow up in a safer, more stable environment.

Igor and Saha researched various immigration opportunities and narrowed it down to three countries. Canada was too cold, and Australia too hot and full of insects – so they aimed for New Zealand.

Igor found the Immigration New Zealand website (www.immigration.govt.nz) very informative, and he contacted a Russian community forum here for help with other questions. They came here in late 2011 so Igor could study web development for a year, then he found work and gained a skilled migrant visa.

“I could have applied under the skilled migrant category outside Russia and without a job offer, but it could take up to two years of waiting – so I decided not to because we wanted to have a child soon.”

Igor’s student visa allowed him to work 20 hours a week, so he could practise his English and see how the industry worked here. Two years after graduating, while working for another company, he decided the time was right to start his own business.

“I opened my company the day after I got my resident visa. The thing I really love about New Zealand is it’s easy to open a company, because you can just go to a website and it guides you through everything,” Igor says.
He kept his full-time job for another year before landing a good project and leaving to concentrate on his business six months ago. Already his company 7 glyphs has a team of five people who provide mobile application and web development services.

But it wasn’t always such smooth sailing – Saha, a graphic designer, had problems with isolation.

“The first year was very hard for her to be away from family and friends,” says Igor. “She got pregnant straight away, so she was staying at home and her English wasn’t good at all, so she was struggling.”

Though Igor was out and about more, he had problems speaking English too – even for something as simple as buying a SIM card for his mobile phone.

“Education helped me, because I was studying at Natcoll Design Technology School (now Youbee
School of Design), and after about four months I started to understand everyone.”

Certain things surprised the couple, though. Images of green grass, sheep and Lord of the Rings movies made them think the whole country would look that way.

“When we arrived in Auckland we actually never thought about Auckland as a city,” says Igor. “Also, we’re used to tall residential buildings and Auckland was completely flat.”

They’d always lived in apartment blocks, so they decided to try living in a rented house. “That was a completely new experience for us, especially at night-time. It’s scary when you look outside the window, it is completely dark,” Igor laughs. “All these scary movies go to your head!”

Igor and Saha have enjoyed discovering farmers markets, such as the weekly market in Clevedon, where food products are often organic and sold by the people who make them. Buying cigarettes is much more expensive than in Russia, so Igor eventually gave up smoking.

They’ve also found Kiwis to be very willing to help. “Even if they couldn’t understand me or I couldn’t understand them, they were very friendly,” says Igor.

The couple’s son, Nathaniel, was born in December 2012, and Igor was thrilled to be by his wife’s side the whole time. “I was allowed to be there and cut the cord myself, which is completely not allowed in Russia. You can’t be even in the room.”

He also pays tribute to support from Plunket, which helps families with young babies. “They have a 24/7 phone line (0800 933 922) and I called them a lot because we didn’t know what to do with the baby, that was a completely new experience for us. We didn’t have our parents or friends here, and that was our first year in New Zealand.”

Saha has joined a group of Russian mums who teach their children their language and culture, and the couple are still improving their English. Igor advises any potential immigrants to prepare themselves for challenges, and to learn English as much as possible before arriving.

In the next five years, they hope to buy a house, expand Igor’s business, and apply for citizenship. Oh, and add another child to the family – hopefully a daughter. They’re happy to be raising their children here.

“I feel very safe here – that’s the first feeling I actually recognised, that I don’t feel stressed anymore. I feel very safe,” says Igor. ■
HOW DREAMS CHANGE AND GROW
It was the dream of becoming a filmmaker like Peter Jackson that lured Ken Liu from China to New Zealand. Ken was studying English Classics in Henan, north-east China, and first became aware of New Zealand through the *Lord of the Rings* movie trilogy. Then in 2005, he saw Peter Jackson’s *King Kong*, which set in motion his dream of further study. “I thought about the UK and America, Canada, even Australia, but the fairytale that Peter Jackson depicted was already imprinted in my mind. So I made a decision to come to New Zealand to study film making at AUT (Auckland University of Technology).”

Though his family had encouraged him to study overseas, this was still a radical change. “Sometimes I can still feel the excitement of being rebellious, because my father always wanted me to be a lawyer, like himself – but I knew I was not the kind of person to sit in a law office and give advice.”

Ken arrived in 2006 to a pre-arranged homestay, but the first night away from family was still a challenge. “When I closed my door behind me, the loneliness hit me, even though I was grown up (24 years old) at that time.”

Being an outgoing person, he made an effort to get into Kiwi life. “I realised I came here with a dream, and I just can’t wait to meet people here. So I joined the gym, joined clubs, and took whatever opportunities I could to meet people,” Ken says. He also went flatting with friends for three years, and the loneliness faded away.

There were cultural adjustments to make, especially around money. “I used to carry a lot of cash with me – in China we do that – but I realised that people here don’t. They have a bank card and everything is digital.”

Ken studied for a graduate diploma in digital media at AUT. Working as a lab supervisor there meant he gained a good reference that helped him find a job after he finished studying.

“It was so smooth and I think it all came down to communication, to how I see myself as a person who wants to interact with the rest of the world.”

Originally Ken wanted to work for Weta after graduating, but his first job was as a multimedia developer for a company that created training materials and e-learning modules. “It’s quite different from what I thought I would do,” he says. “Being a stranger in a strange place, you just take the best option you have.”

But he happily stayed there for three years. His workmates were from New Zealand, Australia, Macedonia, Indonesia and China; everyone was young and engaging, and they would play foosball or board games together at lunchtime. Ken now works for power company Genesis Energy, as a multimedia designer for the learning and development department – he designs e-learning modules with rich (or advanced) media technologies.

He nearly moved to America at one stage for further study, but a two-month trip discovering the beauty of the South Island convinced Ken to stay here. “I just fell in love with the country. It sounds quite clichéd but that’s really what happens.”

He first came here to study to become a filmmaker, but Ken Liu’s path has altered since then – and he’s become an excellent example of how to embrace change.
Within three months Ken had gained his New Zealand residency, and later he met Vikki, a makeup artist who came here from China in the late 1990s. They met playing majiang (also known as mahjong), before becoming a couple and marrying in 2011.

Their wedding blended Chinese and Kiwi cultures: Vikki wore a white gown and later a traditional qipao dress, they held a tea ceremony, and speeches were in English and Mandarin. They plan to raise their baby daughter to know both cultures.

“In the future New Zealand needs multi-talented people who can speak many languages, who have cultural sensitivity and awareness. I want my daughter to grow up to become a talent like that,” Ken says.

In 2010, with his friends, Ken started the New Zealand Chinese Youth Federation, a non-profit organisation that helps migrants and international students deal with cultural differences and settling down in New Zealand. They work with the likes of Auckland Council, Immigration New Zealand (he recommends the website www.newzealandnow.govt.nz for those thinking of moving here) and other organisations to build links and share information, and run events focusing on culture and employment.

Ken feels he has had a “smoother” experience of migration than others, and wants to help those who find it more challenging. “Help is always there, you just need to make an effort to find it.”

The challenge for migrants lies in finding that delicate balance between remaining proud of your own culture and adapting to a new culture. “Immigrants are different, but we should celebrate the difference,” Ken says.

“Embrace change: you need to adapt but you can’t change who you are. So celebrate your identity, then focus on what you’re going to do to enjoy the free land of New Zealand.”

▪
Adding energy to organisations

The international experience migrants offer can help your business grow on many levels.

When some employers consider hiring a migrant, they primarily see the risks. Andrew Steele, General Manager Corporate Services at Genesis Energy, sees the opportunities.

Andrew says recently they’ve employed migrants in areas such as offshore energy markets, digital experiences, and marketing.

“The local talent market doesn’t always match the needs of our industry,” he says. “Migrants bring in a different way of thinking and operating. There are plenty of business benefits.”

Information technology is another area in which migrants excel, as they’ve often worked in the US, Europe and Asia “for companies that have been more advanced in the technology space”, says Andrew. “They’ve worked in countries with big populations and lots of borders, so they’ve had to deal with multinational mindsets.”

Genesis Energy hires 10-20 migrants who are already in New Zealand each year, and a good number from outside the country – the latter are usually for senior roles.

Andrew says they sometimes provide financial support for new migrants moving to New Zealand and, on arrival, help families build their business and community networks. They’ve also given a number of migrants training in tikanga Māori (Māori protocol). “It gave them a deeper understanding about how we operate with the local iwi (tribe), and a better understanding of New Zealand.”

There are sometimes issues around understanding qualifications, says Andrew. “We have to do a bit of research, looking deeper into the university itself, and make phone calls overseas to do qualifications and reference checks.”

He advises other employers to keep an open mind, and look for experience that will enrich their organisation.

“We’ve got a theme: ‘Creating a place where talent wants to work’. It’s borrowed from the late Paul Callaghan: his vision for New Zealand was creating a place where talent wants to live,” says Andrew. “It excites me about the possibilities for New Zealand if we’re open to new ideas and new people.”
BIG CITY, NATURAL BEAUTY
When Dora Avanidou and Theo Sarris moved from Greece to New Zealand with their daughter, beautiful urban beaches and excellent schooling made the transition much easier.

If you’re going to move away from a country such as Greece, with its beaches, mountains and hot summers, coming to New Zealand is an excellent way to maintain an outdoor lifestyle.

Dora Avanidou and Theo Sarris discovered this when they arrived here with daughter Iliana in December 2012. It was the beginning of summer, a perfect time to explore Auckland’s urban beaches and make new friends.

“In Auckland, you always have this very good connectivity with the beaches; you can be 10 minutes’ drive from some of the best beaches in the country. We used to have that in Greece as well,” says Theo.

The couple looked at every large English-speaking country during their search for a new home. They’d studied and worked in the United States for six years, says Dora – but having access to good healthcare and education was more important now.

“We are not just a couple now, we have our daughter that we have to take care of. For us it’s more important that she has a good life and good choices, so New Zealand was up in the list,” she says.

Dora and Theo are engineers, specialising in groundwater (water beneath the earth’s surface). They contacted an employment agency in New Zealand, and the agent sent their CVs on to several companies. The engineering consultancy Beca interviewed them over Skype and the couple were offered jobs: Theo as a senior hydrogeologist, and Dora as a senior hydrogeologist/hydrologist. Now they work on major projects around New Zealand, and Theo has worked in Australia and the Pacific too.

Theo says Beca offered just the right level of support. “They gave us the flexibility to investigate our options to see what visa would suit us better,” he explains. Beca also contributed towards the relocation costs, and the couple had a removal company pack their possessions.

They’d also made contact with the Greek community here before arriving. People passed on advice, and loaned them various items until their own belongings arrived.

“We were lucky, we met people that we are now very good friends with,” Dora says. “I’m confident that if I need help with something, they will be here and help us like a family.”
Other research ensured they had a good idea of what to expect from New Zealand as a country. Dora expected a clean city with plenty of places to visit and activities to enjoy – and she got exactly that. “I think Kiwis are very friendly, and I like the fact that all neighbourhoods have playgrounds,” she says.

Iliana joined primary school at year two, and could understand English, “but she wasn’t confident enough to speak out,” says Dora. “I’m very grateful to the school because I think they did help a lot, and her teacher paid attention when I talked to her about my concerns.”

Theo adds that having both parents starting new jobs at similar times can be more stressful for children. “She had a difficult time adjusting at first, she had to stay long hours at after-school care, but Beca allowed us some flexibility with our job schedule so we could make this transition a bit better,” he says.

It took a while to get used to the high cost of housing in Auckland, says Theo, and the older houses are very damp and mouldy.

Traffic is “a bit of a nightmare”, he adds. “Certain journeys can take you, depending on traffic, from 7-10 minutes to a couple of hours. It’s a random game, but it’s part of living in an area that’s so spread out but also naturally beautiful.”

The high cost of fresh fruit and vegetables seemed odd to Dora, and Theo is still surprised at “how New Zealand, which produces probably the best milk in the world, is so terrible with their cheeses, in quality and diversity,” he says. “But you adapt and you realise that since that’s where I decide that I want to be living, I have to adjust.”

The easy access to outdoor activities – hiking, surfing, swimming and more – far outweighs these irritations, though. “I think that New Zealand is one of the best places for an outdoors person,” says Theo. “There are so many things that people can do. I’m still in the process of exploring the country.”

It looks like this family may be here for a while. In five years’ time, Dora’s dreams are simple. “I hope that we will be healthy and we will enjoy our lives here. That’s all that matters, actually,” she says.

For others considering a similar move, Theo’s key tip is to do your homework; it pays to find out the good and bad about any place, as no country is perfect.

“Talk to people, look for resources – there are many forums on the internet where people discuss these things,” he encourages. “Do your homework and take the leap.”
Prepare and provide

Comprehensive screening and support has helped Beca successfully employ many migrants.

From small beginnings in 1918 with three employees, New Zealand company Beca has become one of the largest employee-owned professional services consultancies in the Asia-Pacific region. Today, Beca is fast approaching 3,000 employees and runs offices in seven countries and projects in 70 countries around the world – so “hiring migrants is in the DNA of the company,” says Laurent Sylvestre.

Laurent, originally from Brittany in France, is the General Manager of People and Culture for Beca’s New Zealand offices, which employ approximately 2000 people of 52 nationalities. “We always canvas the local market, but if we don’t find a suitable candidate, we open the search to pretty much the rest of the world,” he says.

Beca offers engineering, architecture and planning services, project and cost management, and more. Hiring migrants has been “an outstanding experience”, Laurent explains. “It has helped the company provide a level of experience to help New Zealand to grow in terms of infrastructure (universities, hospitals, etc).”

The key is not to cut corners on the screening process. “Check everyone’s on board by asking the right questions. When someone has to change language and/or country, and is far away from family, their world is usually upside down,” he explains. “What makes the experience positive is when people are sufficiently aware of what to expect.”

The company has a “buddy system”, where another staff member helps a migrant navigate the company, and there are social events for employees and their families. Some migrants working at a more senior level may need lessons in professional English. Beca also offers assistance with setting up bank accounts and finding accommodation.

“You have to be ready to go the extra mile, and it doesn’t always need to involve spending money,” he says.

“People from different countries still want similar things: recognition, to be well looked after, build strong connections at work, find friendship and have their family settle.”

Believing in diversity will ultimately benefit your business, says Laurent. “Diversity of culture provides diversity of thought. My team has people from England, France, Scotland, New Zealand, Germany and South Africa, so when we tackle a project we have more opportunities to see the bigger picture.”
BUILDING A BUSINESS AND A LIFE

Acceptance and education drew Ying Somumchan from Thailand to New Zealand, but settling here also sparked her entrepreneurial streak.
When Ying Somumchan (at left) was deciding where to do her master's degree, she investigated courses at universities internationally. But New Zealand stood out.

The University of Auckland is rated number 66 out of 700 in the QS World University Rankings for its engineering and technology subjects. “The quality of education and living brought me here first, and I wanted to see the beauty of the country with my own eyes,” Ying enthuses. “And because I’m gay, I decided to try the place that accepts my situation. New Zealand had civil unions (legally recognised partnerships between two people of the same sex) at the time, which was really, really great.”

Ying had an undergraduate degree in petrochemical engineering, and came here in October 2010 on a limited student visa to study English. “It was quite hard for me to take IELTS (International English Language Testing System) to get the criteria that they wanted. I took the test four times and I got it the last time, just before university started.”

She decided to complete a Master of Engineering Management. “I was looking for a course that combined business and engineering skills, because I’m from an engineering background but have a huge interest in business and entrepreneurs,” she says.

As part of her studies, Ying paired up with a host company to work on a project. Her engineering background focused on plastic, so she worked with Koves Plastics Industries, which makes plastic components for everything from fridges and mobility wheelchairs to communications equipment.

After graduating, Ying eventually found a full-time job with Koves Plastics Industries as a process improvement engineer, making production processes more efficient and economical. “The thing I like most about Kiwi working life is, you can share your ideas, you can discuss and you can even say no when you don’t agree,” she explains. “From my experience in Thailand, if you are new to the company, it's hard for you to give an idea or say no to people who have been there for many years.”
The company employs migrants from many different countries, and Ying says they always find a way to work well together. “I think they always accept wherever you come from, if you are in New Zealand.”

When Ying was first struggling to find a job after graduation, she had the idea of creating a business. “I felt like I needed to do something instead of waiting for opportunity from others to come.”

Her partner Saro, who had come over in 2012, had been a packaging engineer in Thailand and was starting a Master of Design here. They developed the company name, Sheepy Chill, by blending the iconic New Zealand sheep with the very Kiwi idea of ‘chilling’ (relaxing). After launching in 2014, they now sell colourful design products such as silk scarves, bags, cushions and greeting cards through their website and craft markets.

The couple have been through many visa applications before becoming permanent residents, and Ying says they found a lot of immigration information on the government’s website. “It’s very handy that you can call and ask for help if you need it, so I’m pretty impressed by the service that they provide us.”

Ying also registered their company online, which was particularly helpful as she already works full time. “The immigration, bank and tax offices have flexible hours, you can just ring them. Pretty much all my business is done by phone, which makes my life much easier,” she says. “It’s very different from back home in Thailand.”

Despite having a full-time job and running a business, Ying still insists work-life balance is better here than in Thailand. “I work full time, 8am to 4.30pm Monday to Friday, and that’s it, so I can have spare time for my partner and we just chill out with my friends,” she says.

“We both love travelling and seeing beautiful places in New Zealand. We’ve been to the South Island together more than three times,” Ying says. “My mum visited me in 2012, she loved being here very much and she’s coming again in a few months.”

Ying says her life has just begun. She is excited about how her career and the business may develop, and the life she can have with her partner. She advises others to do their research if they want to move to New Zealand – the more you prepare, the more you can achieve.

“Always ask for help if you need it, there are lots of services you can get online,” she says. “Come and see with your own eyes what New Zealand has to offer.”

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Ying and Saro often go on day trips with friends to beaches or places such as Goat Island, a marine reserve one hour north of Auckland where you can snorkel among fish.
Managing director Andrew Weisz-Koves is more qualified than most to understand both sides of the migrant employment experience – he came to New Zealand from his native Hungary at the age of 16.

He quickly found a job after arriving in New Zealand, but was very disappointed to be made redundant after eight months. “Even if migrants have been here for a number of years, they appreciate stability. New Zealanders tend to be with you for 2–3 years and then move on,” he says.

Andrew went on to co-found Koves Plastic Industries, which creates plastic components used in everything from fridges and mobility wheelchairs to communications equipment. He describes the company of 20 people as a “United Nations”– employees are from Hungary, Indonesia, Philippines, Fiji, Cambodia, Thailand, Samoa and New Zealand.

Andrew finds most migrants are willing to learn and are flexible about fluctuating working hours.

“They’re very motivated, they grab every opportunity and every hour they can work,” he says. “Some of their children have started to work for us as well.”

In one case the company helped a Filipino engineer acquire a work visa, but most of their migrant employees already live here. Andrew says the company uses an interpreter for the induction process if needed, and encourages employees to improve their English.

“A few years ago, we paid for night classes for a group of people we felt needed English language skills. It’s to their advantage and obviously to ours,” he says.

Andrew advises other employers to check references and qualifications carefully, but to have an open mind when considering migrants. Aside from the business benefits, there are culinary advantages too – for functions, staff often cook food from their home countries. “The business is run almost like a big family.”
The evolving city

As the number and ethnic mix of migrants settling in Auckland has climbed, several identifiable ethnic precincts – clusters of businesses owned by members of the same ethnic minority or immigrant group – have formed throughout the city.

One of these precincts is the Balmoral shopping centre. The Balmoral shopping centre is on Dominion Road, which links Mount Eden, Sandringham, Mount Albert and Mount Roskill.

Fifty years ago, businesses such as boot repairers, bakeries and dressmakers operated here.

Today, while many of the old buildings remain, most of the businesses are eateries and the precinct is very Chinese.

A new report, Ethnic Precincts in Auckland: Understanding the Role and Function of the Balmoral Shops, published by Auckland Council, has identified that 61 per cent of local businesses are owned or operated by Chinese, 13 per cent by Pakeha, 11 per cent by other Asians and nine per cent by Indians.

More than a third of the people who visit the precinct identify themselves as Chinese.

A young Chinese male describes the precinct’s appeal this way: “There are many Chinese restaurants. You can find foods that taste like your hometown. There are (also) many other kinds of food, such as Indian, Thai, Vietnamese and Malaysian...this has become a multicultural place.”

Chang Lui manages Balmoral’s Shaolin Kung Fu Noodle, a business he joined after graduating from university two years ago.

“The precinct is a wonderful place for people running businesses, as well as those eating, living and shopping here,” he says.

Chinese shoppers interviewed for the survey described the precinct as “familiar”, “family-friendly” and “handy”, while non-Chinese described it as “bustling” and as providing “variety and difference” and an “authentic dining and cultural experience”.

The business owners recognise that they have created a special experience for everyone. As one business owner says: “I feel proud of our Chinese people. We have created an attractive place for people to come.”
The bookseller of Balmoral

Fang Hua owns and runs the New Zealand Chinese Bookshop in Balmoral. He takes pride in stocking the most comprehensive collection of Chinese books in New Zealand.

He also runs Mykiwi Publishing – New Zealand’s first Chinese-owned Chinese book publishing business.

“Mykiwi Publishing has helped many Chinese writers’ dreams of seeing their work in print come true,” he says.

Fang Hua organises an annual New Zealand Chinese Cultural and Book Festival. The festival, which he launched in 2009, is held in the Mount Eden War Memorial Hall on Dominion Road.

A former journalist and radio host in China, Fang Hua was also an experienced business owner when he migrated to New Zealand.

In partnership with Auckland Council, he has set up the Balmoral Chinese Business Association. This year the association plans to organise a series of commercial events to promote local business.

Fang Hua would like to see many more people experience the Balmoral precinct.

“This area is an ideal place for families to experience Chinese culture. It has local foods from the far North to the bottom of the South and from the East to the West of China.

“The precinct allows people to experience Chinese culture and the diversity of Auckland.”
The Chinese New Settlers Services Trust

Founded by Executive Director Jenny Wang in 1998, the Chinese New Settlers Services Trust delivers social services, education and social housing to Auckland’s Asian migrant clients in their own languages. The migrant clients include Chinese, Koreans, Japanese, Vietnamese, Malaysians, Cambodians and others.

The Trust runs more than 20 Immigration New Zealand-funded settlement information workshops in the Auckland region every year. These are particularly targeted at people who have been in New Zealand for two years or less. The workshops cover everything from the health and tax systems to job skills and community safety.

In 2014, the Trust was funded $5.3 million by the Government’s Social Housing Unit to build a four-storey apartment on Clifton Court, targeting low-income elderly Asian residents.

The Trust also runs seven Cultural Learning Centres in Auckland’s suburbs. Every Saturday, around 2,000 people visit the centres to attend classes in subjects ranging from Chinese language and writing English to Kung Fu.

Learn more about the Chinese New Settlers Services Trust at: www.cnsst.org.nz | Ph 09 570 1188
The Auckland Regional Migrant Services Trust

The Auckland Regional Migrant Services (ARMS) Charitable Trust is a specialist settlement support agency. The Trust provides targeted programmes for skilled migrants, international students, work visa holders, and former refugees and their families.

“Auckland’s new migrants need to be able to access relevant and up-to-date information online, close to home, and as quickly as possible,” says Dr Mary Dawson, the Trust’s Chief Executive. “We want their job-seeking and settlement experiences to be as straightforward and hassle-free as possible.”

More than 40,000 clients have received specialist services since the Trust started in 2003. Staff, volunteers and community partners have provided help with settlement, orientation, training and employment.

This is an organisation that prides itself on understanding the needs of newcomers to New Zealand. The Trust’s core staff come from migrant backgrounds themselves. Their personal and family origins include India, China, Britain, Samoa and Nigeria.

ARMS is funded by Immigration New Zealand to co-ordinate regional and local collaboration among Auckland’s service providers with responsibility for settlement and employment information for newcomers. These activities include settlement network meetings and workshops for service providers and employers, facilitating information exchange, awareness of service gaps and sharing of good practice in addressing newcomer needs.

In recent years, ARMS has employed a part-time Pacific Settlement Advisor. Later this year, the Trust will run a series of workshops for new Pacific migrants. The workshops, delivered with a number of partner organisations, will include topics such as health and housing. Most of the workshops will be held in South Auckland locations.

Learn more about the Auckland Regional Migrant Services Trust at:
www.settlement.org.nz | 09 625 2440
Auckland's Pasifika community

New Zealand is a Pacific island nation with long-standing geographical, historical and cultural links to the many other island nations of the Pacific. Nowhere is this more visible than in Auckland. With 179,300 of its population being Pacific Island-born, Auckland is home to the largest urban Pasifika population in the world.

On Saturday mornings, crowds flock to the Otara and Mangere markets to shop, enjoy the atmosphere and sample traditional island fare, such as palusami (baked coconut and taro leaves). On Sundays, across Auckland, congregations gather at the many Pacific Island churches. If people need medical care, there are Pacific Island-led primary health organisations, and for childcare there are Pacific Island-focused early childhood education providers.

Auckland is home to the Pasifika Festival, the biggest celebration of Pacific Island culture and heritage in the world, now in its 23rd year. It also hosts Polyfest, a cultural festival for secondary schools, which has just celebrated its 40th anniversary. This year a record number of 64 schools from across the Auckland region attended Polyfest, performing traditional Pacific dances.

The first wave of Pacific Island migrants began arriving in New Zealand after World War II, attracted by jobs in agriculture, forestry and domestic service. Later on, in the early 1970s, a manufacturing labour shortage drew many others.
Today, several generations later, New Zealand’s Pasifika communities are represented in every facet of the nation’s life: in sports, the arts, science, business and politics.

Pacific Islanders continue to come to New Zealand to pursue educational and career opportunities, with many choosing to make their future here.

Cook Islanders, Niueans and Tokelauans hold New Zealand citizenship and do not need to apply for residence. The citizens of other Pacific Island nations have a range of choices.

As well as the normal temporary and permanent visas, there are several immigration visas that cater for the Pacific. The Samoan Quota is an annual ballot that allows a certain number of citizens of Samoa to settle in New Zealand, and the Pacific Access Category extends a similar system to the citizens of Fiji, Kiribati, Tuvalu and Tonga.

From July 2013 to June 2014, 5,190 people from Pacific Island countries had their applications for residence approved. The top three source countries for residence approvals from the Pacific were Samoa (2,155), Fiji (1,939), and Tonga (800).

In 2007 the Recognised Seasonal Employer (RSE) scheme was introduced, to manage the employment, pastoral care and pay of the many Pacific Island workers given short-term visas each year to meet peak labour demands in horticulture and viticulture. Around 9,000 Pacific Islanders worked in New Zealand in 2014 under the RSE scheme.

A 2012 study by the World Bank estimated that more than NZ$180 million was sent back to the Islands annually by friends and family living and working in New Zealand.

**Pasifika success stories**

A network of 30 Citizens Advice Bureau offices around New Zealand offers independent advice to help new migrants settle successfully. Eden-Albert is one of the Auckland branches lending a valuable hand to new Kiwis.

Not everyone understands the challenges that face a newcomer to New Zealand, or has the time to help out someone struggling to get to grips with the way our society functions.

But at 30 Citizens Advice Bureau (CAB) offices around New Zealand, new migrants can be certain to find assistance – and reliable information. Under the Government’s migrant settlement and integration strategy introduced last year, the CAB is contracted to provide face-to-face advice to new migrants and to offer workshops for them, helping them to settle well.

For migrants who don’t speak English, the CAB also provides Language Link, a service offering support in 26 languages, either over the phone or in person.

Teresa Marinovich, who manages both the CAB’s new migrants’ programme and Language Link, says offering information to new migrants is an easy fit for the organisation, which has been providing free face-to-face advice to New Zealanders for 45 years.

But in taking up the new contract CAB has been keen to make sure its volunteers try to discover all the ways a newcomer might need assistance. “They don’t know what they don’t know,” she explains, so volunteers try to make sure migrants have all they need to settle themselves. “You really want to make sure they go away with all the information they needed, and maybe a little bit more.”
She says CAB’s advice is “free, confidential, non-judgemental” and that once people have sought advice, they often return for more. Importantly, they can get an understanding of what other agencies will require of them. “We’re independent, so they can talk to us and ask any sort of question.”

Immigration, healthcare and education are common areas of enquiry, and consumer rights is another important topic for people who aren’t aware of the protections the law gives consumers here. The CAB is officially able to deal with immigration enquiries, with new arrivals often needing information for themselves or family members. “People want to know what to do next with their visas or how family sponsorship works,” says Marinovich. It is important people seek help early, she says, particularly with immigration issues, so official deadlines aren’t missed.

CAB offices also offer regular opportunities to consult with lawyers, and sessions are offered with Justices of the Peace so that people can have official documents signed.

The offices are staffed by volunteers who come from a diverse array of backgrounds. Some are retired people – “Often, there is a huge wealth of knowledge there,” says Marinovich – while others who were migrants themselves are keen to share what they have learned about New Zealand.

Marinovich says migrants develop a high level of trust in their CAB advisors. “I put that down to our people. CAB volunteers try to be as warm and empathetic as we can. Often, if people are from somewhere else, you’ve got to give them a bit of time because everything is so new.”
The CAB Eden-Albert branch next to St Lukes Mall is one of seven Auckland branches selected by Immigration New Zealand to deliver face-to-face services. Branch manager Giselle Goldwater was a CAB volunteer for four years before taking up her paid role 18 months ago.

Goldwater’s branch is a popular one for migrants from India and China in particular. She says new arrivals often want to know about schools and childcare, phone and internet services and where best to purchase furniture and electrical gear. “Contracts, consumer questions, all that sort of thing.”

More have been coming in lately to ask about the CAB’s workshops for migrants, which cover subjects ranging from Kiwi-style communication to employee rights and responsibilities, starting a business, and water safety.

Goldwater says her branch’s four Chinese language speakers are in hot demand and big crowds turn up for twice-daily Justice of the Peace sessions. Some migrants just drop by to chat but others arrive frustrated at being “given the run-around” by other organisations.

While the CABs take phone inquiries, new migrants tend to come in person to the office, she says. Face-to-face, their problems can be understood and phone calls can be made on their behalf. When the right questions are asked, the necessary information is often relatively easy to find. “That’s something I think a lot of our volunteers feel really good about, because you get a result quite quickly.”
Language Link makes sure you are understood

At CAB Language Link’s headquarters in Auckland’s Three Kings suburb, many different languages can be heard as staff work with clients on the phone or in person.

The organisation has offered a multi-lingual language service for over a decade, with government support. Last year it dealt with more than 17,000 inquiries.

“CAB’s always here to make sure people aren’t disadvantaged by lack of knowledge,” says Teresa Marinovich. “We take that even further by saying the barrier of language should not stop them knowing their rights and responsibilities and any other information they might need to live well in New Zealand.”

People can get in touch independently, or CAB staff anywhere around the country can phone in for help when clients struggle to communicate their needs. Languages are offered on rostered days; no appointments are necessary but can be made in advance if required. The most commonly required languages are Mandarin, Korean, Arabic, Cantonese, Russian and Spanish.

It’s not a formal interpreting service, Marinovich emphasises, but aims to facilitate understanding. “We do everything in the context of whatever the issue is.”

Iraqi-New Zealander May Murrani, who gives advice in Arabic, says new New Zealanders often have to get used to Kiwi-style informality. “They feel reluctant to call their boss by their first name, for example.” And sometimes, they have to learn that they can often just talk to a neighbour to resolve a problem, rather than having to approach the authorities. “This is part of the importance of (the CAB),” Murrani says. “It educates people to live in New Zealand peacefully and happily.”

language@cab.org.nz
0800 78 88 77
New Kiwis – linking employers and skilled migrants

With the help of the Auckland Chamber of Commerce’s employment team and the New Kiwis programme, Kasra Radvarzanganeh found just the job he wanted.

For Kasra and Peggy Radvarzanganeh, life in Iran’s capital Tehran was peaceful – but they wanted their son to have a different education from the good but strict approach used there.

So Kasra, an electrical engineer who had already worked in the UK and Europe, applied for a New Zealand resident visa under the skilled migrant category. The immigration process took them almost two years. Kasra says, “I was determined to do it all myself. I put a lot of time and effort into researching our move and what we needed to organise for our new lives in New Zealand.”

He says the resources provided by Immigration New Zealand were particularly useful, and he also checked the Auckland Chamber of Commerce website where he found the New Kiwis Career Success Programme, funded by the Ministry of Social Development.
Kasra registered on the New Kiwis website from offshore – so he could list his CV, see the job listings from employers and use the advice on the site to help prepare for the realities of job hunting in a new country. Then upon arrival, he was quick to follow up with the Auckland Chamber of Commerce’s employment team and confirm his booking for the Chamber’s own two and a half day Career Success workshop.

The Chamber’s employment division provides group facilitation, workshops, clinics and one-on-one coaching sessions. These help newcomers become experts in presenting their overseas experience as relevant, maximising their ‘value added’ and in preparing for and delivering a great interview – New Zealand style.

Other topics include how to prepare a CV for a specific role, and guidance in building a network of professional contacts and character referees within New Zealand.

Kasra says the New Kiwis programme helped him present his skills and experience appropriately to New Zealand employers, and to understand and adjust his expectations to the realities of the local job market.

“I made it my first goal to just get an interview and although I had many ‘with regret’ letters I did manage to get a few interviews with very good companies but no offers.”

“It wasn’t until I had the one-on-one interview coaching provided through the New Kiwis service that things changed. Suddenly I received three job offers from great companies, and I am now employed as a Project Manager with BCS Group who are based in Auckland and have offices all over the world”.

Kasra doesn’t think the effort required was unreasonable. “The New Zealand job market is limited and so Kiwi employers are right to be cautious. They should do everything they can to make sure they are employing the right person,” he says.

“When you talk with other new migrants you realise that many of us have come from very experienced roles in our home country – but sometimes it can still be hard to get a start here.”

“With services like New Kiwis, the Chamber of Commerce is helping employers to feel more confident about trusting applications with careers and skills gained outside of New Zealand.”

With the security of Kasra’s employment, Peggy was able to focus on family priorities like getting son Parham settled into school system, but she has also been working at increasing her chances of employment.

Taking English language classes has been a big success, helping her make new friends and get in touch with the local community, and giving her the confidence to start thinking about part-time work.

New Kiwis services are free to migrant job seekers and are here to help you start your successful Kiwi career. For more information visit [www.newkiwis.co.nz](http://www.newkiwis.co.nz)
How to succeed at getting that job
Advice from the New Zealand Chambers of Commerce. By Penny Smith

Getting an interview – and interviewing well
Your preparation starts from the moment you learn about the job. Find and read the job advertisement, request the job description, research the company and the industry. This will help you prepare your application.

In addition to understanding the job well, you need to know the role and how it fits within the team, the company and the industry. This will help you write your tailored cover letter, draft your CV to match the role, and prepare for the interview.

The cover letter
Cover letters are important in New Zealand. This is the employer’s first impression of you as a person – and they will be reading a lot of cover letters. Why should they keep yours? Talk about what you will add in the role, not about what you want.

The CV
A CV summarises your skills, matching them to your analysis of the job – in that team and that organisation.
Page one must enable the employer to tick off the list of what they are looking for. Don’t give an autobiography, rather summarise what you bring to the role – no need to say when or where you gained your experience at this stage of the CV, just that you have it.

Make as many connections with your career and experience as possible. Outline the breadth and depth of your experience, but keep it short – your CV’s only purpose is to get you the interview. You need enough for them to assess you as a ‘yes’ against each of their criteria.

### The interview

Your research should have revealed why the employer is looking for the specific skills and experience that they seek. Understanding this, and the operating context of their team and organisation, you can predict the question areas likely to come up in the interview. Prepare your answers.

**Use the STAR formula:**

- **Situation** – Give some background context, so the detail that follows makes sense – 20%
- **Tasks** – objectives, what had to be done to achieve the outcome – 20%
- **Actions** – what you did – avoid ‘we’; ensure your contribution and impact comes through – 40%
- **Results** – Enjoy the success and outline the positive impact on the business – 20%

### Things to consider:

- Taking a step down to get a foot in the door – you may need to start out at a lower level
- Luck is what happens when preparation meets opportunity – so always prepare well
- Make each answer a great STAR story, with a good beginning, a great middle and an effective ending. If you focus on the story and leave the geography out, the employer will make a connection between the relevance of your experience and what they are looking for.

<table>
<thead>
<tr>
<th>Don’t</th>
<th>Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make your CV an autobiography.</td>
<td>Tailor it to the job, team and company.</td>
</tr>
<tr>
<td>Assume your vast industry knowledge will be enough.</td>
<td>Make sure you know about the local industry.</td>
</tr>
<tr>
<td>Underestimate the importance of ‘context’.</td>
<td>Ensure you understand the context of that role – within the company and the internal and external relationships.</td>
</tr>
<tr>
<td>Use examples in the interview that shout “This experience was not in NZ”.</td>
<td>Use examples that match the behaviours the employer is looking for, and say why they will work here in New Zealand.</td>
</tr>
<tr>
<td>Make the mistake of thinking the employer will solely be assessing skills.</td>
<td>Take time to understand NZ workplace culture. Once an employer knows you can do the job, they’ll want to be sure you’ll fit in with the rest of the team.</td>
</tr>
<tr>
<td>Think you’re on your own.</td>
<td>Local Chambers of Commerce have a lot of resources that can help you. Pick up the phone!</td>
</tr>
<tr>
<td>Think a casual chat or coffee is just that: it may be the equivalent of your first interview.</td>
<td>Find ways to meet people. Social and professional networking and cold calling are great ways to get a job interview. Try advertised vacancies too, but spend at least half of your time creating your own opportunities.</td>
</tr>
</tbody>
</table>
Māori mythology says that Tāne Mahuta (God of the Forests) separated his parents Ranginui (Skyfather) and Papatūānuku (Earthmother). After this, life flourished across the earth for Tāne and his siblings Tangaroa (God of the Oceans), Tūmatauenga (God of Humankind), Rongomatāne (God of Cultivated Foods) and Haumiatiketike (God of Wild Foods). Unfortunately, when the gods turned their mother over, her youngest child, Rūaumoko, who was still suckling on her breast, became trapped in the underworld – from here he takes revenge on the descendants of his brothers through earthquakes and volcanoes.

The Auckland volcanic field
The volcanic cones rising above Auckland’s landscape are the work of Rūaumoko and other mystical beings. One oral tradition says the volcanic cones were created when the wife of the deity, Mataaho, who lived in Te Ipu-a-Mataaho (the Bowl of Mataaho – the crater on Mt Eden) left him, taking all his clothes. Mataaho called on the goddess of fire, Mahuika, who sent flame across the isthmus to warm him, forming Ngā Huinga-a-Mataaho (the Gathered Volcanoes of Mataaho). Another legend says the cones were created when opposing tribes of the mystical patupaiarehe (fairy-like creatures) from the Hūnua Ranges in the east and the Waitākere Ranges in the west fought for possession of Auckland.
Volcanic pā

While Māori were careful about Rūaumoko, they also took advantage of the volcanic cones to build several pā which were fortified with palisades, terraces for housing, underground food storage pits and extensive stone walled gardens on surrounding land. The remains of these can be seen today. Many cones were named after different ancestors such as Ōwairaka (Mt Albert), Maunga Reipae (Mt Wellington) and Ōtāhuhu (Mt Richmond). The most extensive traditional constructions are seen on Maungakiekie (One Tree Hill), Maunga Whau (Mt Eden), and Mangere (Mt Mangere). The ancestor Titahi constructed the elaborate housing terraces on Maungakiekie, which were called Ngā Whakairo-o-Titahi (the Carvings of Titahi). This pā was surrounded on all sides by large stone gardens. Some of the finest gardens ran south along the shores of the Manukau Harbour from Maungatapu, which once stood on what is now the runway at Auckland Airport.

Find out more about Auckland’s volcanic fields at: goo.gl/mzevf1
### The mihi: a basic speech to introduce yourself

Māori rituals for meetings include speeches of acknowledgement called mihi. These include references to natural and spiritual forces, tribal ancestors and lore, greetings to important visitors, farewells to the departed, and thanks to workers, family and friends. The following is a very basic mihi to a group of people.

#### Opening

| E ngā mana, e ngā īwi, tēnā koutou | Greetings to the powerful ones and the tribes |

#### Meeting house and Earthmother

<table>
<thead>
<tr>
<th>E te whare tēnā koe</th>
<th>Greetings to the meetinghouse</th>
</tr>
</thead>
<tbody>
<tr>
<td>E te whenua tēnā koe</td>
<td>Greetings to the land/Earthmother</td>
</tr>
</tbody>
</table>

#### Departed and the living

<table>
<thead>
<tr>
<th>E ngā mate kua hinga, haere</th>
<th>The departed, farewell</th>
</tr>
</thead>
<tbody>
<tr>
<td>E ngā kanohi ora, tēnā koutou</td>
<td>Greetings to the living</td>
</tr>
</tbody>
</table>

#### Introducing yourself

<table>
<thead>
<tr>
<th>Ko tōku.....</th>
<th>My name is.....</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ka hari ka mihi ki a koutou</td>
<td>I am pleased to greet you</td>
</tr>
<tr>
<td>He.....ahau</td>
<td>I am a.....</td>
</tr>
</tbody>
</table>

You can add words in this last sentence describing your occupation, such as māhīta – teacher, kaimahi – worker, kahiwhakohi – salesperson, kaihautū – team leader, kaiwhakarite – administrator. More words can be found in: online dictionary [www.maoridictionary.co.nz](http://www.maoridictionary.co.nz)

| Nō reira, tēnā koutou, tēnā koutou tēnā koutou katoa | Therefore, greetings, greetings, greetings to all |

The beginning is a well-known opening. The second part acknowledges the meeting house, which can refer to any building where there is a meeting and to the Earthmother who sustains all life. The next section acknowledges the ancestors, recently deceased persons where known, and the living. The closing, which repeats the word ‘greetings’ twice is standard.

This mihi is appropriate for a beginner. A person can enhance their speech by standing and speaking with a clear, steady and polite tone. Kia kaha (stay strong), be steadfast, good luck!
Regional holidays

As well as national holidays, New Zealand has a number of local Provincial Anniversary Day holidays. These are celebrated on different dates depending on where you live. The holidays have their origins in the 19th century, when New Zealand was divided into provinces with provincial governments.

Because the boundaries of the provinces do not look like the regional boundaries of today, you will sometimes need to check with other people to see which day is a holiday in your area.

Auckland Anniversary Day, for example, is celebrated by a large part of the mid and upper North Island, including Northland, where it is known as Northland Day. Auckland Anniversary Day also applies to parts of the Manawatu-Whanganui and Hawke’s Bay regions.

For a variety of reasons, such as clashes with other holidays, the date on which an anniversary holiday is held is sometimes not the same as the date on which the anniversary falls.

A Provincial Anniversary Day holiday is a paid public holiday. When it comes to conditions of employment, it is treated the same way as any other paid public holiday.

For full information about public holidays and your work rights and obligations, visit www.tinyurl.com/nzholidaypay
Auckland public transport

A city-wide system
They may all look different, but the buses, trains and ferries that serve Auckland are part of a single public transport system operating year-round across the city.

Auckland Transport, which operates the public transport network, is also responsible for roads, footpaths, cycling and parking.

Some of the Auckland Transport brand names that you may recognise are 'Maxx', 'AT' and 'AT Metro'. Eventually, the AT Metro brand will appear on all of Auckland’s public transport.

Finding information
The website
On the Auckland Transport website you can find out about services, timetables and fares. There are also updates about special events in Auckland, changes to services, and travel disruptions.

The website's Journey Planner will help you plan trips in the region. You just need to type in where you are leaving from, where you are going to, and when it is that you want to travel.
The YouTube channel
On Auckland Transport’s YouTube site, videos explain how public transport operates in Auckland. This is a good place to find out about the new electric trains or about the many great places you can visit using the ferries. There is also information about walking, cycling and road safety.

Face-to-face or on the phone
For face-to-face advice, Auckland Transport has 10 walk-in Customer Service Centres. The largest is at Britomart Transport Centre on lower Queen Street, opposite the Downtown Shopping Centre.

The centre staff can help you plan your travel, advise you on how to pay for public transport, and tell you about any travel concessions that might apply to you.

A seven-day-a-week, year-round Customer Contact Centre is available on (09) 366-6400.

Paying fares
You can pay your fares on Auckland’s public buses, trains and ferries in cash or using the AT HOP smart card.

The AT HOP fares are usually at least 20 per cent cheaper than the cash fare for the same journey.

You can buy and top up AT HOP cards online or at almost 90 locations across Auckland. Another 47 locations offer top-up-only services.

The large blue ticket machines around Auckland offer a top-up service only.

When using your AT HOP card, you must ‘tag on’ when you start your trip and ‘tag off’ at the end. Hold the card against the card icon on the reader for about a second. A green light and a ‘ping’ sound means you have been successful. A red light and a ‘squawk’ sound probably means you haven’t held the the card close enough to the reader.

On the buses, the tag devices are alongside the doors. At train stations and ferry terminals, the tag devices are on the platforms, so you will need to look for them before getting on to the train or ferry.

On the buses, you can pay the driver in cash. At train stations there are blue ticket machines that sell one-way cash tickets and some rail stations also have ticket offices.

On the ferries, you can also pay for your tickets in cash. The ferry operators also sell tickets for privately run transport that is not covered by the AT HOP card.

For information about Auckland public transport: [www.at.govt.nz](http://www.at.govt.nz)

To find AT HOP card retailers: [www.at.govt.nz/bus-train-ferry/at-hop-card/at-hop-retailers/](http://www.at.govt.nz/bus-train-ferry/at-hop-card/at-hop-retailers/)

For videos about Auckland’s public transport system: [www.youtube.com/user/aucklandtransport](http://www.youtube.com/user/aucklandtransport)
Owning a dog

Kiwis love their dogs – almost one third of households have one – and we take the responsibility of dog ownership seriously. New Zealand has strict rules around dog ownership, to protect both the animal and the general public.

Is owning a dog the right thing for you?

A dog is a wonderful companion but it also comes with obligations and costs.

As a dog owner, you must:

• register your dog with your local council and get it microchipped (a small device is implanted just under the dog’s skin)
• keep your dog under control at all times
• ensure your dog is in good physical health and that you meet its behavioural needs
• ensure your dog has food, water and shelter.

Registering and microchipping

All dogs over three months old must be microchipped and legally registered. To register a dog, owners must provide information and pay a fee to their local council. A registration disc or strap will be provided for the dog to wear. Failure to register could result in fine.

Microchip insertion is permanent and relatively painless. When councils record the microchip number and other information on the National Dog Database, it becomes easier to return lost or stolen dogs to their owners, and to keep track of problematic dogs.

Animal welfare

The law requires that you take good care of your dog. It must be healthy and free from distress and pain. If the dog is sick or injured, you must get appropriate medical care. You should also plan for your dog in the event of a natural disaster, such as an earthquake.
By staying up to date with vaccinations, flea, tick and worming treatments, you can keep your dog healthy. As a responsible pet owner, you should have your dog de-sexed to prevent the birth of unwanted puppies.

**Public safety around dogs**

Local councils are responsible for dog control. Councils can make bylaws to ban dogs from specified public places and set out areas where dogs can be exercised off leash.

If your dog is a threat to people, other animals, or wildlife, the council may decide it is ‘menacing’ or ‘dangerous’. A menacing dog must be muzzled and may need to be de-sexed. Some breeds of dog are automatically classified as menacing.

A dangerous dog must be de-sexed and kept in a fully fenced area at home. When in public it must be muzzled and kept on a leash.

When a dog defecates in a public place, the owner must clean it up. Most dog owners carry plastic bags with them for this purpose.

**Disability Assist Dogs**

Dogs that have been trained and certified to assist people with disabilities are allowed to enter many places where dogs are generally banned. To find out more about Disability Assist Dogs, contact the Department of Internal Affairs ([www.dia.govt.nz](http://www.dia.govt.nz)).

**Learning how to be a responsible dog owner**

The Royal New Zealand Society for the Prevention of Cruelty to Animals (RNZSPCA) runs animal centres, a pet adoption service and education programmes. It also employs inspectors, whose role includes law enforcement.

Your local council, SPCA centre or vet should be able to advise you about dog obedience classes.

Some councils offer discounted dog registration rates if the owner meets their requirements to qualify as a responsible dog owner.

**Bringing pets into New Zealand**

To enter New Zealand, your pet must meet certain health requirements. This is to prevent the arrival of pests and diseases. The entry requirements vary according to the type of animal and the country from which it is arriving.

To successfully import a cat or dog, you will need to:

- read the import health standard, guidance document and checklists for cats and dogs
- check that your cat or dog is eligible for import into New Zealand
- book a Ministry of Primary Industries (MPI)-approved quarantine facility (for all cats and dogs except from Australia)
- apply to MPI for a permit to import at least six weeks before you leave (all cats and dogs except from Australia)
- ensure all of the import requirements have been met
- notify an official veterinarian in New Zealand at least five working days before arrival if your cat or dog is coming from Australia or at least 72 hours before arrival if it is coming from any other approved country
- check inspection times for biosecurity clearance for cats and dogs from Australia
- declare any medication your animal is taking
- use a pet exporter (recommended).

For information:

- [www.dogsafety.govt.nz](http://www.dogsafety.govt.nz)
- [www.rnzspca.org.nz](http://www.rnzspca.org.nz)
Local information for new migrants

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

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

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
SETTLEMENT SERVICES

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

CANTERBURY
CAB North Canterbury
Trevor Inch Memorial Library, 141 Percival Street, Rangiora
Monday–Friday 9am – 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
Horntby 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

AUCKLAND
CAB New Lynn
New Lynn Library Building,
3 Memorial Drive, Auckland
Monday–Friday 9am – 4.30pm, Saturday 10am – 1pm
CAB Northcote
Northcote Library Buildings,
5 Ernie Mays Street, Northcote, Auckland
Monday–Friday 9.15am–3.30pm
CAB Eden Albert
82 St Lukes Road (by Public Library)
Mt Albert, Auckland
Monday–Friday 9am – 4pm
CAB Manurewa
Library Complex,
71 Hill Road, Manurewa, Auckland
Monday–Friday 9am – 4pm, Saturday 9am–11am
CAB Auckland Central
1st floor, Auckland Central City Library,
44-46 Lorne Street, Auckland
Monday 11am–3pm
Tuesday–Thursday 9.30am – 4.30pm, Friday 9.30am – 3pm, Saturday (IP only) 10am – 12pm
CAB Pakuranga-East Manukau
Library Building, Aylesbury Street,
Pakuranga, Auckland
Monday–Friday 9am – 4.30pm, Saturday 9.30 – 11.30am
CAB Browns Bay
2 Glen Road, Browns Bay, Auckland
Monday–Friday 9am – 4.30pm

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

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

WHANGANUI–MANAWATU
CAB Palmerston North
Community House,
77 King Street, Palmerston North
Monday–Friday 9am – 4.30pm

BAY OF PLENTY
CAB Tauranga
38 Hamilton Street, Tauranga
Monday–Friday 9am – 5pm
CAB Rotorua
Community House,
1115 Haupaapa Street, Rotorua
Monday–Friday 9am – 5.30pm

GISBORNE
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 – 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 Hagle 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

NORTH ISLAND
NORTHLAND
CAB Whangarei
Municipal Building,
71 Bank Street, Whangarei
Monday–Friday 9am – 4.30pm
Settlement services

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

CAB Language Link – free help in your language
Citizens Advice Bureau is an independent community organisation providing free, confidential information, advice, support and advocacy. CAB Language Link is funded by Immigration New Zealand to provide the CAB service to newcomers in more than 20 languages. To contact CAB Language Link about any issue, phone 0800 78 88 77 or go to www.cab.org.nz and search for “Language Link”.

Chinese New Settlers Services Trust – workshops about living in New Zealand for Chinese and Korean newcomers
The Chinese New Settlers Services Trust provides a series of workshops across Auckland that help Chinese and Korean newcomers learn more about settling in New Zealand. For more information, phone 09 570 1188 or go to www.chineseservice.org.nz and follow the links on the home page.

In Auckland and nationwide...

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

- in Wellington: phone the Government Programmes Manager on 04 470 9949, email skillsmatch@wecc.org.nz or go to: www.tinyurl.com/weccskills
- in Canterbury: phone 03 353 4161, email juder@cecc.org.nz or go to www.cecc.org.nz.

Are you looking for employment?
www.newkiwis.co.nz is a free job site for skilled returning Kiwis and new migrants who are seeking employment.

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

Test your Kiwi workplace interaction skills. WorkTalk improves communication between employers and their new migrant staff.

The interactive website tests migrants and employers with questions about what they would do in some common scenarios.

Try it for yourself at worktalk.immigration.govt.nz

"When you are starting in a workplace, good communication does matter. Everyone can be laughing and you are thinking: 'What does that mean?'" – Helen Aranda, from the Philippines.