



SETTLEMENT SUPPORT
NEW ZEALAND

Welcome to Rotorua

a guide for newcomers



Welcome to Rotorua

This guide is produced by Settlement Support New Zealand.

The guide is intended for people who have recently moved to Rotorua District from overseas. Settlement Support New Zealand is a government funded initiative designed to help newcomers settle into the local community.

Please direct queries and advise of any changes required to the guide to:

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Settlement Support New Zealand

3rd Floor, 1136 Arawa Street

Rotorua

P. + 64 7 348 4199

E. ssnzrotorua@rdc.govt.nz

The guide is also available on

www.rotorua-living.com





SETTLEMENT SUPPORT NEW ZEALAND

Settlement Support is a national support network set up to direct newcomers and their families to services they might need during their first years in New Zealand. There are 19 locations around the country and Settlement Support New Zealand is your first point of contact for information and services in the area where you live.

Call or email us to receive a free welcome pack. You can also subscribe to our monthly newsletter, which will keep you updated on community events and useful information.

Feel free to contact our co-ordinator with any query at all, and we will help, or refer you to the appropriate agency or people who can assist you.

In Rotorua, the Settlement Support Initiative is delivered by Destination Rotorua Economic Development, a unit of Rotorua District Council.



Department of Labour
TE TARI MAHI



DISCLAIMER

Although every care has been taken in compiling this guide, Settlement Support New Zealand accept no responsibility for errors or omissions, or the results of any actions taken on the basis of information contained in this guide.

Welcome to Rotorua

a guide for newcomers

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Mayor's Message of Welcome

It is my great pleasure, as Mayor of Rotorua, to extend a very warm and friendly welcome to new residents to our beautiful district.

Rotorua is a multi-cultural community and also the heartland of Maoridom in New Zealand with Maori culture and values an integral part of the district's activities and character.

Rotorua is a unique and exciting city and district, with its lakes, forests, parks and gardens, and awesome geothermal activity and spas, as well as an adventure playground of outdoor activities.

You may care to take a few moments to view what the city of Rotorua and its surrounding district has to offer on our website www.rotoruanz.com.

Welcome to Rotorua, voted one of the most beautiful cities in New Zealand.

Haere mai. Haere mai. Haere mai.

Welcome. Welcome. Welcome.

A handwritten signature in black ink that reads "Kevin Winters". The script is cursive and fluid, with the first letters of "Kevin" and "Winters" being capitalized and prominent.

Kevin Winters
Mayor

To make the best use of the guide, you will need:

- A map of Rotorua District - enclosed in the pack
- The internet - available at the Library
- Telephone Directories

These are available online, or for reference at the library.

Use the Bay of Plenty Yellow™ book or online (yellow.co.nz) to find businesses by category. You'll also find great offers and savings in the coupon section at the front of the book.

When you know who you're looking for and need contact details, turn to the Bay of Plenty White pages® book or online (whitepages.co.nz). Find people and businesses, emergency services, Government services and medical services.

You can also find contact details for local people, businesses and community groups in the Rotorua Local directory™.

Emergency Services

For all emergencies when life or property is in danger, DIAL 111

How to dial 111

1. Check for dial tone
2. If you are using a work phone you may first have to dial a number (e.g. 1) for an outside line, then dial 111
3. Remember to speak clearly and slowly
4. There may be a delay before you hear the phone ringing
5. Do Not Hang Up
6. The operator will ask you what service you require, FIRE, POLICE or AMBULANCE
7. Give your:
 - Name
 - What the emergency is about
 - Address of where to send help

Accidents and Medical Emergencies

- DIAL 111 for an ambulance
- Don't move patients unless they are in danger
- Listen to the directions of the 111 staff, they will tell you what to do

If there is a Fire

- Shout FIRE! FIRE! FIRE!
Get Out Stay Out
- DIAL 111

A Police Emergency is

- When someone is the victim of a crime
- When there is danger
- When the offender is present and the crime is serious

Poison or Chemical Emergency

DIAL FREEPHONE 0800 764 766

Lifeline/Youthline

DIAL 07 348 0567 for a confidential 24-hour support service, for anyone needing a listening ear.

Getting information

Settlement Support New Zealand help newcomers access the information and services they require to settle in Rotorua, in areas such as

- Employment
- Housing
- Health care
- Improving your English skills
- Council facilities and services
- Interpreting and translation services
- Transport
- Family Issues
- Immigration
- Education
- Referral to agencies and community groups

Settlement Support New Zealand

3rd Floor, 1136 Arawa Street
Rotorua

P: 07 350 0533

E: ssnzrotorua@rdc.govt.nz

www.rotorua-living.com

City Focus

Cnr Tutanekai and Hinemoa Sts, Rotorua
T. 07 350 0186

The City Focus is situated in the heart of the Central Business District. It was designed as a place for community activities in the city centre. Consequently, you will see performances, and displays by sporting, cultural and religious groups, about education, health, careers - all sorts of things. Local pamphlets, brochures and maps are available.

Community House

1115 Haupapa St, Rotorua

The building provides accommodation for a wide range of voluntary agencies which offer accessible social and community services and programmes.

Rotorua Public Library

1127 Haupapa Street, Rotorua

T. 07 348 4177

E. library@rdc.govt.nz

www.rotorualibrary.govt.nz

Well stocked with informative and entertaining resources: including foreign language books, English language learning resources, IELTS study guides, school holiday programmes. To join the library, bring in:

1. Signed ID, such as your passport
2. ID showing that you are a resident in Rotorua.

The Tourist and Information Centre (i-SITE)

1167 Fenton Street, Rotorua

T. 07 348 5179

E. info@rotoruanz.com

www.rotoruaNZ.com

Rotorua's official Travel and Information Centre.



Citizens Advice Bureau

Community House, 1115 Haupapa St,
Rotorua

T. 07 348 3936

E. cab.rotorua@extra.co.nz

www.cab.org.nz

Provides free confidential and impartial information and referral services for a variety of problems.

Mokoia Community Association

297 Vaughan Road, Rotorua

T. 07 345 5971

Counselling services, support for young mothers, Plunket, Adult and Community Education Opportunities.

Newspapers

Daily Newspapers:

- The New Zealand Herald
- The Daily Post

FREE Community Newspapers

- The Weekender (Fridays)
1143 Hinemoa St, Rotorua
- The Rotorua Review (Tuesdays)
1247 Pukuatua Street, Rotorua

The FREE community newspapers are delivered weekly to homes in Rotorua. You can also pick one up from their offices.

Radio Stations

Classic Hits	97.5/90.9 FM	www.classichits.co.nz
Coast FM	96.7FM	www.thecoast.net.nz
Easy Mix	95.1FM	www.easymix.co.nz
Flava FM	89.6FM	www.flava.co.nz
Hauraki	94.3 FM	www.hauraki.co.nz
More FM	95.9 FM	www.morefm.co.nz
Mai FM	99.1FM	www.maifm.co.nz
Radio NZ	101.5FM/1188AM	www.radionz.co.nz
Radio NZ Concert	90.3FM	www.radionz.co.nz/concert
Newstalk ZB	747 AM	www.newstalk.co.nz
Niu FM	103.9 FM	www.niufm.com
Radio Live	91.9FM	www.radiolive.co.nz
Radio Sport	1350AM	www.radiosport.co.nz
Solid Gold FM	91.1FM	www.solidgoldfm.co.nz
The Breeze	91.9FM	www.thebreeze.co.nz
The Rock	92.7FM	www.therock.net.nz
The Edge	99.9 FM	www.theedge.co.nz
Whanau FM	89/96.7 FM	
ZM	98.3FM	www.zmonline.com

Finding a place to live

Rotorua offers a good range of housing options: city apartments, suburban homes; with many having lake views, rural lifestyle blocks, and lakeside properties. Housing in Rotorua is considered more affordable than other areas in New Zealand.

When you arrive in Rotorua it is a good idea to live in short term accommodation at first, while you decide where you wish to live.

Short Term Accommodation

Backpackers

Rotorua has a good selection of backpacker lodges and hostels for all ages. Several have swimming pools, and most have their own bars and cafés. Private rooms are available with a number also offering en-suites, and facilities for families.

Apart from the cost factor, other benefits from staying in a backpackers include a central location with car parking, internet access, laundry facilities, the opportunity to meet others and share experiences, and to be part of a mix of cultures.

Motels

With more than 80 motels to choose from Rotorua caters for every style and budget. Some have a heated swimming pool, spas, mineral pools, barbecue facilities, tennis court, mini golf, games room, and a children's playground.

Studio apartments, one and two bedroom units, and family units sleeping up to six or seven are among the usual options. All bedding, linen and towels are supplied.

Some offer weekly rates and discounts during the off peak season (usually March – October).

For further information, contact:

The Tourist and Information Centre (i-SITE)

1167 Fenton Street, Rotorua
T. 0800 768 67 82 (press option 1, then option 1 again)
www.rotoruanz.com

Long Term Accommodation

Renting

Most rental properties are unfurnished, however a limited number of fully furnished city apartments, suburban three bedrooms homes, and lakeside houses are available.

Rental Costs in Rotorua

Below is a guide to the costs of renting in Rotorua. Costs vary depending on the location of the property and what the property has to offer.

Property Type	Price (NZ\$)*
1 bedroom flat	\$135 – \$177
2 bedroom flat	\$155 – \$237
3 bedroom house	\$210 – \$290
4 bedroom house	\$298 – \$365

*Average Rental Price (NZ\$)

Source: Tenancy Services September 2009

Costs involved when Renting	
Description	Cost
Bond	4 weeks rent
Rent in Advance	2 weeks
Letting Agent's fee - if you have used one	1 week's rent
Telephone, internet and power connections	Varies ¹
Insurance	Varies ¹

¹ *Varies depending on supplier - see page 15 for supplier contact details*

Rental properties are listed in:



Websites

www.realestate.co.nz

Keyword 'furnished' if you require furnished accommodation

www.trademe.co.nz

'Flatmates wanted' and 'property to rent'

Newspapers

'The Daily Post'

Wednesdays and Saturdays

Real Estate Agents

Commission charges are due only once a rental contract is completed

Letting Agent

Charge a fee for you to look at their listed properties

Tenancy Services

Tenancy Services

Department of Building & Housing
T. 0800 83 62 62

www.dbh.govt.nz/tenancy-index

This government agency offers advice, mediation on renting, and can provide you with information about your legal rights, and responsibilities when renting.

A range of forms and information sheets on a range of renting topics are available from their website, regarding information and tools to help you:

- before you start renting.
- at the end of a tenancy.
- work through renting problems.

The Tenancy Agreement

It is the landlord's responsibility to provide you with a Tenancy Agreement.

This form sets out the conditions of the lease. Both the tenants and landlord sign the Tenancy Agreement and keep a copy.

Property Inspection Report

This is part of the Tenancy Agreement. It is recommended that the tenant and landlord record the condition of the property at the start and end of the tenancy, using the Property Inspection Report form. It can help avoid disputes when the tenancy ends.

Disputes

First talk to your landlord. If talking does not work, contact Tenancy Services.

Insurance

It is advisable to have contents insurance as it can cover both household possessions and liability for accidental damage to a rental property. Insurance of the actual property/building is the landlord's responsibility.

See  Yellow

'Insurance companies and offices'


Buying a Home

Take time to look round and become familiar with types of housing and the facilities offered in various local neighbourhoods.

The average sale price for property in Rotorua is \$256,000

Source REINZ Aug 2009

Local properties are listed in:

 Yellow *'Real Estate'*

Websites

www.realenz.co.nz

www.open2view.com

www.reinz.co.nz

www.trademe.co.nz

Newspapers/Publications

The Property Guide

available on Saturday in the
'The Daily Post'

www.propertyguide.gen.nz

Once you have a good knowledge of the local market, buying a home can be completed within three or four weeks.

The Buying Process

Viewing the properties

The Real Estate Institute of New Zealand (REINZ) is the professional body that regulates the real estate industry. Their website contains a buyers checklist and a glossary of real estate terminology. Dealing with a real estate agent registered with the Institute will help to protect you from any financial and legal risks of a private sale.

Most houses are sold through real estate agents who operate on a sales commission. Agents will make appointments for you to see specific properties, and they can provide transport if requested.

Open homes allow you to visit a property without having to make an appointment with the real estate agent.

Organise Finance

If you do not have the full purchase price of the property, banks and financial service organisations offer a wide range of mortgage options. You can contact these organisations directly, or discuss your needs and use the services of a mortgage broker.

Brokers deal with a number of lenders, so they can save you time shopping around. You don't pay directly for their home loan services. They are paid a commission by the lenders they use. Mortgage processing is very efficient and can be arranged within 24 hours.

For an overview of mortgages and a mortgage calculator

See www.sorted.org.nz

See  Yellow

Banks and finance – *'mortgages and loans'* for mortgage brokers and lenders.

Making an Offer – Sale and Purchase Agreement

When you want to make an offer on a property, contact the real estate agent or your property lawyer, to make a formal offer in writing. This is known as a Sale and Purchase Agreement.

Often the real estate agent or mortgage broker can recommend a lawyer. It is advisable to have your lawyer check your written offer.

Your conditions in the offer may include:

- Finance being approved
- A registered valuation, Contact

Quotable Valuable

T. 0800 16 44 44

- A 'title search', checked by a lawyer to ensure there are no legal problems with the property
- A building report, contains information about the structure and condition of the property
- A Land Information Memorandum (LIM) report, contains Council related information about the property.

For a list of independent building inspectors, or for a copy of a LIM report, contact:

Rotorua District Council

Building Services
T. 07 348 4199.

The Sale and Purchase Agreement will also state the 'settlement date'. This is when the property legally becomes your property, the purchase price money is exchanged, and you are given the keys to your new property.

Once you and the seller have agreed a price and signed the Sale and Purchase Agreement, it is a legally binding contract. For further information about the buying process, and a house buying checklist, check out www.consumerbuild.org.nz, written by the Consumers' Institute and the Dept of Building and Housing.

Building a Home

Rotorua offers many options for buying land (a section) and building your own home.

A step by step guide to building a home is available from www.consumerbuild.org.nz

It includes:

- Buying a section
- Choosing professionals such as architects, builders and tradepeople
- Organising contracts
- Obtaining building and resource consents
- Arranging building inspections

See  Yellow 'Architects, Builders'

Websites

Certified Builders Assoc of NZ
www.certified.co.nz

Registered Master Builders Federation of NZ
www.masterbuilder.org.nz

House Moving

In New Zealand, some houses can be lifted and moved to another location.

A step by step guide to building a home is available from www.consumerbuild.org.nz.

It includes:

- Choosing the house
- Choosing the house removal company
- Obtaining building and resource consents
- Organising insurance
- Connecting services and upgrading the house

House Movers

26-28 Wikaraka Street, Ngongotaha

T. 07 357 5770

www.housemovers.co.nz

House Movers buy, and sell houses, and are specialists in house lifting, building removal and repiling.

Eco Friendly Homes

There are examples of eco-friendly homes in the District. For further information, see

www.strawbuilt-homes.com

locally built straw homes

www.ecoprojects.co.nz

provides information on how building healthier and more sustainable homes.

Websites

www.consumer.org.nz

The Consumers' Institute website has a home and DIY section with advice and reports about building, heating and energy, and security.

www.consumerbuild.org.nz

Provides information on renovations, dealing with tradespeople, home maintenance

Furnishing your home

1. Renting your appliances and furniture

Mr Rentals

T. 0800 111 3 13

DTR

T. 0800 734 735

2. Garage Sales, advertised in media

3. Secondhand dealers

www.trademe.co.nz

www.buysellswap.co.nz

See  *'Second-hand Dealers'*

In Rotorua furniture, bedding and appliance shops are mostly found in the Central Mall, off Amohau Street, and in Eruera and Tutanekai Streets.

Rates/Land Tax

Home owners pay rates to the local District Council. Tenants of rental properties do not pay rates.

For further information Contact

Rotorua District Council

Rates

T. 07 348 4199

www.energyoptions.co.nz

Energy efficiency solutions for homes in the Bay of Plenty

www.smarterhomes.org.nz

www.energywise.org.nz

Both websites provide checklists and tips on making your home healthier and cutting your energy bills, when building a new home, renovating, or making general improvements to your home.

Rubbish Collection

Only rubbish in official Council bags are collected by the Council. Bags are delivered twice yearly in urban areas and once a year in rural areas. Should you need more, they can be purchased from the Council and most supermarkets. Tie up your rubbish bags securely and put out at the kerbside by 8am.

www.rdc.govt.nz/Services/RubbishandRecycling



Recycling Centres

Rotorua District Landfill

State Highway (SH) 30, Rotorua
Tel: 07 347 0626

In-town Recycling Centre

24 Te Ngae Road, Rotorua
Tel: 346 8327

Hours of Opening:

Monday – Friday 7.30am – 4.30pm

Sunday & Public Holidays 9.30am – 4.30pm

Closed Christmas Day & Good Friday

Water

Certain properties within the Rotorua district are metered and they are billed on the amount of water consumed.

Rotorua District Council

Water Rates
T. 07 348 4199

Abbreviations

ac, a/c	Air conditioning
apts	Apartments
balc	Balcony
BBQ	Barbeque
bd, bdrm	Bedroom
crpt	Carport
d/w, d/wash	Dishwasher
dbl	Double
ex	Excellent
exp	Expenses
f/fenced	Fully fenced
f/f, f/furn	Fully furnished
flr	Floor
gdGoodref	References
gdn, grdn	Garden
gge	Garage
Hse	House
hws	Hot Water System
i/a	Internal Access
incl	Includes
ldry	Laundry (utility room)
Inge	lounge
mod	Modern
neg	negotiable
n/s,n/smkr	Non smokers
Ono	Or nearest offer
o/plan	Open plan
pkg, prkg	Parking
pol flrs	Polished floors
pos	Position
Redec	Redecorated
refurb	Refurbished
renov	Renovated
reqd	required
row	Right of way
s'out	Sleep Out
sc	self-contained
Shr	Shower
vp	vacant possession

Jargon/ Real Estate Speak

Body Corporate	The administrative body to manage the upkeep of the units or apartments of a strata building nominated by all the owners within the group title
Certificate of Title	A document of a property with which the name of the registered owner/s, encumbrances, or easements on the property
Common Property	Areas within the properties boundaries, ie: property within a strata title complex, that is shared by all other owners
Conditional	A contract or agreement is called "conditional" until the conditions listed are satisfied. Both the buyer and the seller can put conditions in the offer. Buyers often ask for conditions about checking the Certificate of Title, and getting finance or a building consultant's report. A conditional contract is still legally binding, but the obligations under it are suspended until it becomes unconditional.
Contract of Sale	A document set out in writing the terms and conditions that have been negotiated within relation to the sale or purchase of a property
Covenant	A document that carries any terms, conditions and/or restrictions noted on the title. This document may need close inspection by a solicitor for future impacting restrictions
Cross Lease	In the residential context, where there are two or more homes on a piece of land, all the owners own the land together and each owner leases their home from the others. All owners of the common land must agree to improvements such as fences and paths and external alterations to the buildings. Cross leases are long term.
Easement	The legal entitlement that someone has to the use of land belonging to another. This could be dual access driveways, water board needing access to sewerage pipes etc
Freehold	A title in which the property continues for an indefinite period of time
Landlord	A person who owns and rents property to another to live in
Lease	A contractual agreement between a landlord and a tenant providing a period of occupancy of a property to a tenant within specific terms and conditions
Notice to Quit	The notice to a tenant to vacate the property
Settlement	The sale of a property is finalised by the legal proceedings of both the vendor and the purchaser at which date the property is then handed over to the new owner
Subdivision	A section of land divided into individual segments (lots) for a housing development, subject to council approval.
Sublease	An agreement in which the lessee in a prior lease conveys the right of use and occupancy of a property to another
Tenancy	The legal right to occupy a property under contractually agreed terms and conditions
Unconditional	The offer made on a property has no conditions attached to it, or the conditions have been met. The contract is now legally binding and you are committed to buying the property on the agreed date, at the agreed price
Valuation	A written analysis of the estimated value of a property prepared by a qualified valuer

Essential Services

Arranging connection to essential services is straightforward.

Electricity suppliers

Mercury Energy	0800 101 810
Bay of Plenty Electricity	0800 500 710
Genesis Energy	0800 300 400
Meridian	0800 496 496
Empower	0800 340 000
Contact Energy	0800 809 000
Trustpower	0800 878 787

To compare prices, check out www.consumer.org.nz/powerswitch

Powerswitch allows you to work out which power company and pricing plan is best for you. It is a free independent service provided by Consumer NZ.

Gas

Bay of Plenty Electricity

T. 0800 500 710

Telephone

Land line suppliers


Telecom T. 123

TelstraClear T. 0508 888 800

Mobile

Telecom www.telecom.co.nz/mobile

Vodafone www.vodafone.co.nz

See  Yellow 'Mobile phones' for suppliers

Phone cards

Prepaid telephone cards are available at many shops, supermarkets and petrol stations.

Internet Service Providers

Key internet service providers are:

TelstraClear

T. 0508 888 800

Xtra T. 0800 0030 40

See  Yellow 'Internet Service Providers'

To compare prices of other Internet Service Providers go to www.consumer.org.nz



Banks

Banks are generally open from 9.00am to 4.30pm, Monday to Friday. Some branches are also open on Saturday. Internet banking is common, allowing customers to check their account balances, transfer money and pay bills online.

Opening a Bank Account

It is advisable to open a bank account as soon as possible. Employers will ask for your bank account in order to pay your wages directly into your bank account.

Banks with branches in Rotorua:

ANZ	0800 103 123 www.anz.co.nz
ASB	0800 803 804 www.asb.co.nz
BNZ	0800 275 269 www.bnz.co.nz
National	0800 18 18 18 www.nationalbank.co.nz
Westpac	0800 400 600 www.westpac.co.nz
Kiwibank	0800 11 33 55 www.kiwibank.co.nz

Opening an account is a simple process. Generally you will be asked to provide:

- Proof of a permanent address such as a bill or letter showing your name and address.
- Photographic identification such as a passport or a driver's license will also be required.

For a list of all banks operating in New Zealand, go to www.rbnz.govt.nz

Budgeting Advice

Rotorua Budget Advisory Service
Community House, 1115 Haupapa Street,
Rotorua

T. 07 346 3236

E. rbas@xtra.co.nz

www.familybudgeting.org.nz

Provides FREE, confidential and practical budgeting advice to families and individuals.

Tax System (IRD)

The IRD website has a section "Moving to New Zealand", containing up to date information on

- Current Income tax rates
- Paying tax on income from rent or business
- Temporary tax exemption on foreign income for new migrants and returning New Zealanders

Getting a TAX (IRD) number

You should apply for an IRD (tax) number before you:

- Look for a job
- Start a business
- Register for Working for Families tax credits

It is advisable to apply for an IRD number for each member of your family, including children.

To get an individual IRD number:

Download and complete form IR595 from www.ird.govt.nz and/or pick the form up from the local Inland Revenue Office.

Inland Revenue

1135 Arawa Street, Rotorua

Tel: 0800 227 774 8am – 8pm

For all general tax queries.

IRD Online Services

www.ird.govt.nz

- Find out if you are eligible for a tax refund www.ird.govt.nz/news-updates/campaign-moneyback.html
- Request a Summary of Earnings Go to Online Services.

Working For Families

Working for Families is a package designed to help make it easier to work and raise a family. It consists of:

1. Tax credits for families with dependent children, apply online at the Inland Revenue Dept website www.ird.govt.nz

Inland Revenue

T. 0800 227 773

www.ird.govt.nz

Monday – Friday 8am – 8pm

Saturday 9am – 1pm

2. The Accommodation Supplement from Work and Income can help with the costs of your rent, board, mortgage and other essential housing costs.

Work and Income

T. 0800 774 004

3. Childcare Subsidy and OSCAR (Out of School Care and Recreation) Subsidy

Work and Income

T. 0800 774 004

Monday – Friday 7am – 8pm

Saturday 8am – 1pm

To receive Working for Families Tax Credits you must be at least 16 and meet at least one of the following residency requirements:

- you're a New Zealand resident and have been in New Zealand continuously for at least 12 months at any time. You need to be both a tax resident and resident in New Zealand when you apply for your payments

- the child(ren) you're claiming for are both resident and present in New Zealand.

If you and your children are in New Zealand unlawfully, or hold only a temporary permit or visa, you're not a New Zealand resident for the purpose of Working for Families Tax Credits.

www.workingforfamilies.govt.nz

KiwiSaver

KiwiSaver is a voluntary, work-based savings initiative to help you with your long-term saving for retirement.

For further information contact your employer, or www.kiwisaver.govt.nz

The scheme is open to all New Zealand permanent residents who are under the age of 65 years.

If you are 18 years or over and start a new job from 1 July 2007, you will be automatically enrolled in KiwiSaver and contributions will start from your first pay. You then have eight weeks from starting to decide if it's right for you.

Transferring Pensions and Investments from Overseas

Hallam Jones

Unit 1, 8 Marguerita Street, Rotorua.

Tel: 07 348 3161

Specialists in UK and Australian pension transfer.

Work and Income

Phone Work and Income to discuss your overseas pensions and financial assistance available for over 65 years

Tel: NZ Superannuation line

0800 552 002

www.workandincome.govt.nz/individuals/65-years-or-older

Getting around

Rotorua's central north island location provides easy access to the surrounding areas of Tauranga, Mount Maunganui, Whakatane, Taupo and Hamilton. All of which are about one hour's drive from Rotorua.

Maps

Maps are available from City Focus, corner of Tutanekai and Hinemoa Streets, and at the Rotorua Tourist Information Centre, 1167 Fenton Street. They can also be purchased from bookshops and petrol stations.

Public Transport

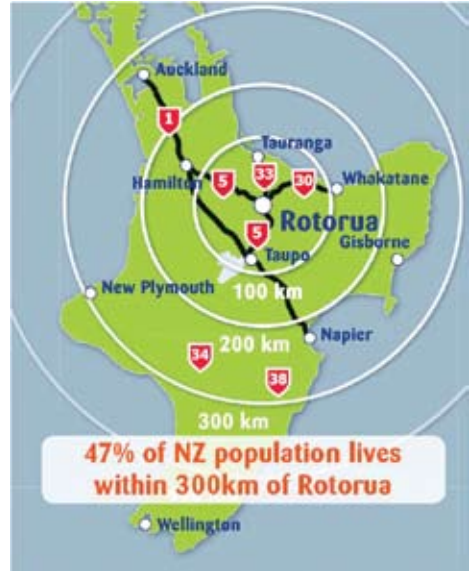
Cityride buses

The green Cityride buses are a subsidised service that operates throughout the city. For information about bus routes, timetables and fares visit

www.baybus.co.nz/regions/rotorua

Timetable booklets are available from:

- Your friendly driver
- Public libraries



- Environment Bay of Plenty's office
 - Visitor information centres
 - Reesby Buses Ltd 146 Riri St, Rotorua
- Smartride Cards allows for quicker boarding and up to a 30% discount on fares.

They are available from:

- Your friendly driver
- Reesby Buses Ltd 146 Riri St, Rotorua
- Day saver passes are also available.

Regional Coach Services

Coaches arrive and depart from the Tourist and Information Centre. Tickets can also be purchased from the Centre.

Intercity www.intercitycoach.co.nz
Newmans www.newmanscoach.co.nz

Driving

You can use a current and valid overseas or international driver licence for 12 months. You must carry your driver's licence at all times when you are driving.

You need to know the road rules. They are explained in the ROAD CODE, available at the library, or can be purchased at petrol stations, and bookshops.

www.ltsa.govt.nz/roadcode

It is a legal requirement that everyone in the car must wear a seat belt, and children under five must travel in a car seat.

Getting a driver licence

You must convert to a New Zealand driver licence before one year has passed.

Forms to use to apply for an overseas licence conversion are available from:

AA

1121 Eruera Street, Rotorua

Services: Theory testing Driver licensing administration


VTNZ

47 Marguerita Street, Rotorua

Services: Practical and Theory testing Driver licensing administration

You will have to pass a theory test and, possibly a practical driving test as well. For further information:

www.ltsa.govt.nz/overseasdrivers

See  **Yellow** 'Driver Training'

Buying a Car

The safest way to buy a car is from a motor vehicle trader who is registered with the Motor Vehicle Traders Register. Traders must display a Supplier Information Notice on the vehicle, which should include such

information as the vehicle's make and model year of manufacture, number of kilometers travelled, and price.

Motor Vehicle Traders

www.motortraders.med.govt.nz

In Rotorua, car dealers are mostly located on Fairy Springs and Old Taupo Road.

See  **Yellow** 'Car Sales'

The LTSA provides a checklist on buying a used car.

LTSA

www.landtransport.govt.nz/vehicles/first-car

Before buying a second-hand car, you can get it checked by an independent mechanic. The Automobile Association (AA) offers mobile vehicle inspections.

AA

T. 0800 500 333

www.aa.co.nz

Legal Requirements

Every vehicle on the road in New Zealand must be registered and licensed with Land Transport New Zealand, and have a Warrant of Fitness which determines that the vehicle is road worthy.

Car Insurance

It is advisable to obtain car insurance.

See  **Yellow** 'Insurance companies and offices'

Taxis

You are literally only 15 minutes from anywhere in Rotorua. Taxis can be ordered by phone.

See  **Yellow** 'Taxis'

There are several Taxi stands in the city centre. (see map within this pack)

A full range of public and private health services are available in Rotorua, with 24 hour access to emergency services.

To check your eligibility for publicly funded health services, go to www.moh.govt.nz/eligibility

Family Doctors / General Practitioners

GPs and medical clinics are located throughout the Rotorua area, centrally and in residential areas.

To find a Doctor

A list of Medical Centres is available from:

Rotorua Area Primary Health Services

1172 Haupapa Street, Rotorua
T: 07 349 3563
www.raphs.org.nz

To register with a Doctor

You will need to provide your address, phone number, and the names and ages of your family.

You can choose your Doctor, and are free to change your Doctor at any time.

Medical Centres are generally open from 8.30am – 5pm, with some open during some evenings.

Language line, a telephone interpreting service is available local health clinics.

When you arrive at clinic, ask for Language line and the language you want to speak.

Healthline

If you are unsure whether you need to see a GP, you can have your condition assessed by a free 24-hour health advice service staffed by registered nurses.

Healthline

T. 0800 611 116

Youth Health Care

Provides a free, confidential health service for young people aged 14 – 24years.

A doctor and/or nurse available
Monday – Friday 12.00 – 5.00pm

Rotovegas Youth Health Clinic

1066 Hinemoa Street, Rotorua.
T. 07 343 1013

Family Planning

The Family Planning Clinic is located at

Rotovegas Youth Health Clinic

1066 Hinemoa Street, Rotorua.
T. 07 343 1013


Hours: Monday & Thursday 9am – 12noon

Pharmacies / Chemists

Pharmacists are trained to give advice on medicines and general health problems, and generally do not charge for their advice.

Medicines prescribed by GPs are dispensed by registered pharmacists. Although you can show your prescription at any pharmacy, repeat prescriptions can only be obtained from the pharmacy that issued your first prescription. Some medicines are subsidised by the government.

For a list of pharmacies,

See  **Yellow** 'Pharmacies'
or go to

www.healthrotorua.co.nz/health-providers

Accident and Urgent Medical Care

Lakes Prime Care

corner Arawa & Tutaneikai Street, Rotorua
T. 07 348 1000

Open 8:00am-10.00pm, 7 days a week.
No appointment is necessary

Lakes Care Pharmacy

T. 07 348 4385

Open 8:00am-9.30pm, 7 days a week

Dental Care


Children are entitled to receive free basic dental care from birth until the age of 18 years. Restorative treatments such as teeth straightening are usually referred to a private dentist. Dental care for adults is not subsidised by the government.

See  Yellow 'Dentists'



Eye Care

Most routine eye care is not publicly funded. You will need to pay to see an optometrist for an eye test, or purchases relating to eyewear, contact lenses or repairs.

See  Yellow 'Optometrists'

Specialist Medical Care

Should you require specialist medical care, you will need a referral from your GP.

The public health system is free, but you may be put on a waiting list. If you prefer a private specialist you will be required to pay all fees. An alternative is to pay for 'Hospital and surgical only' health insurance. This often includes some cover for specialists for diagnostic and post hospital care.

Hospital Care

Rotorua Hospital – Lakes DHB

T.07 348 1199

Lakes District Health Board provides hospital care at Rotorua Hospital, corner Arawa and Ranolf Street. Services provided include medical, surgical, women's health, child health, elderly, mental health, related support services and a 24 hour Emergency Department.

Interpreting Services are available for patients.

Having a Baby

Mothers of babies born in New Zealand are eligible for free, essential antenatal and postnatal services. This covers everything from the diagnosis of the pregnancy to pre and post natal care for the mother and baby. There is no charge for hospital stays, which generally last from two to five days.

In Rotorua, woman must register with a midwife as their lead maternity carer (LMC). A list of available midwives can be obtained from a GP or from the Birthing Unit at Rotorua Hospital 07 348 1199.

The midwife will generally be responsible for delivering all maternity care services until about six weeks after the birth of the baby. Should specialist care be required, the midwife can arrange referral within the public system free of charge.

Plunket

Plunket provides free care to mothers and children under five years. Plunket Nurses, who are registered nurses with expertise and specialist postgraduate qualifications in child health, provide child health and development checks, and parenting support at your local clinic or in your home.

There are four clinics in Rotorua:

Plunket Central	Pukuatua Street
Plunket Mokoia	Vaughan Road
Plunket Westbrook	Hapi Street
Plunket Ngongataha	Taui Street

The Central Clinic also runs:

- Playgroups and Music Times, with dance and movement
- Coffee groups for:
- Young mums under 25 years,

- New mums with babies under 9 mths old
- Mums with multiple births.
- Courses in: CPR (cardiopulmonary resuscitation)
- Parent education, 'Toolbox Parenting'

To make an appointment to visit any clinic, to book a course or for further information T. 07 348 4161

The Car Seat Rental Scheme

is based at the Central Clinic, 1436 Pukuatua St, Rotorua T. 07 349 2608

Here you can rent a car seat at minimal cost, get advice on which type of car seat to use, and how to fit it correctly.

PlunketLine 0800 933 922 is a helpline that offers information, support and advice from a Plunket Nurse to parents and caregivers. You can call between 7am till midnight, 7 days a week.

PlunketLine

T. 0800 933 922

Parent Centre

Parent Centre – Rotorua

T. 07 345 3111

Parent Centres offer Antenatal, childbirth and adult parenting education.

Health Insurance

It is advisable to have health insurance, if your work permit is for less than two years or if you are an international student. Health insurance also gives you immediate access to health care treatment for non-emergency conditions.

A range of plans are available from hospital care only to comprehensive plans providing for a range of health care needs.

Some of the main providers are:

Southern Cross

www.southerncross.co.nz
T. 0800 800 181

Sovereign

www.sovereign.co.nz T. 0800 500 108


Tower

www.tower.co.nz T. 0800 754 754

Health & Insurance Brokers Ltd

T. 07 855 0772

Medical & Health Insurance Brokers
T. 0800 500 113

See  'Yellow' 'Health Insurance'



Accident Compensation Corporation (ACC)

In New Zealand you cannot sue anyone for compensatory damages if you are injured. Instead, ACC covers all injuries whether they are suffered at work, at home, on the road, or playing sport. ACC helps fund or partially fund medical care for injuries and, when necessary, will pay a portion of a person's earnings for the period in which he or she is off work. If the injury is serious and long lasting, a lump sum payment may be made to offset the loss of wages. ACC does not cover illness.

If you have an accident, go and get treatment as soon as possible. The treatment provider fills out an ACC claim form with you when they see you, and will send the claim form to ACC for processing.

For further information

ACC

T. 0800 844 657
www.acc.co.nz

Good Health guide

Lists health and wellbeing services in Rotorua, it is available at:

Citizens Advice Bureau Community House,
1115 Haupapa St, Rotorua

Websites

Ministry of Health

www.moh.govt.nzwww.everybody.co.nz

Overview of the health system and consumer health

www.lakes.webhealth.co.nz

Health and Social Services in the Lakes District Health Board region

Rotorua offers excellent educational opportunities at all levels, with high standards of learning from pre-school through to secondary and tertiary education.

The Education Review Office (ERO) reviews early childhood education services and schools every three years, and publishes an ERO report on each facility. These reports can be viewed at www.ero.govt.nz.

They provide useful information about the philosophy and teaching practises at each early education centre and school.

School Terms	
Term 1	Late January – mid April
Term 2	Late April – early July
Term 3	Mid July – late September
Term 4	Mid October – mid December

The school year runs from February to December and is divided into four terms of about ten weeks each. Terms are divided by two-week holidays, with a six-week summer holiday from mid-December to the end of January.

Childcare and Early Childhood Education

(up to 5 years)

"All early childhood services should provide a safe and secure learning environment. Children should be accepted for who they are and participate in programmes that have meaning and purpose for them. Parents/whānau should be treated with

respect.....and always feel welcome to visit early childhood centres at any time."

Source: Education Review Office – June 2006

Kindergartens

Kindergartens provide early childhood education for 3 - 5 year olds. They are mostly government funded, with parents expected to fundraise and make up the shortfall in funding. Kindergartens only employ qualified teaching staff, and offer morning and afternoon sessions five days a week. Sessions are informal, with a focus on developing social skills and learning through play.

National:

New Zealand Kindergartens Incorporated

www.nzkindergarten.org.nz

Central North Island:

Central North Island Kindergarten Association

www.cni-kindergarten.org.nz

T. 0508 454 633

Playcentres

Playcentres are run as parent co-operatives, with parents taking responsibility for running the centre and working with the children during the sessions. Playcentre philosophy is based on child initiated play and the importance of parents as educators.

Playcentre

www.playcentre.org.nz

Childcare Centres

There are many childcare centres in Rotorua. They include private, community, Montessori and Rudolph Steiner centres.

Fees can be charged on a weekly, daily or hourly basis.

Kohanga reo

Kohanga reo are cooperatives where the families are responsible for the overall management of the centres. The aim of the centres is to foster young children's and parent's knowledge of te reo Maori (language) and tikanga Maori (culture). Information about how to choose a childcare and early learning centre can be obtained from:

Plunket

T. 07 348 4161


Ministry of Education

T. 07 349 7399

Websites

www.teamup.co.nz

www.minedu.govt.nz

See  *'Kindergartens', 'Childcare Care & Education', 'Playcentre & Preschool Centres'*

SPACE – Supporting Parents Alongside Children's Education

The SPACE programme is for (mainly) first time parents with newborn babies. Sessions run weekly for 3-4 terms extending through the first year of the child's life.

The sessions are held in a relaxed and baby friendly environment, and include:

1. Opportunities for parents to meet and get to know one another.
2. Discussions and information sharing on relevant child development and parenting topics.
3. An introduction to rhymes, music, and books for infants.

4. Play sessions with age-appropriate equipment that supports infants' learning and development.

T: Gina 07 347 9747

E: wivitma@hotmail.com

Early Childhood Education Subsidies

From 1 July 2007, up to 20 hours of Free Early Childhood Education will be available each week to 3 and 4 year old children in participating childcare centres. The subsidy is available to all families who have permanent NZ residency. To enrol in the scheme, forms are available at participating organizations.

For further information, Early Childhood Education

Information Line

T. 0800 204 433

Children with Special Needs

Where ever possible, children with special needs are taught within the mainstream education system. Special needs education is available for children with physical and/ or intellectual impairments; hearing or vision difficulties; children who struggle with learning, communicating, or getting along with others; or who have an emotional or behavioural difficulty.

Teams with specialist skills provide family focused support to young children with developmental needs from birth until they settle at school.

To contact the office of Special Education in Rotorua,

Special Education

T. 07 348 5145

Schools

(from 6 to 16 years)

Schooling is compulsory for all children between 6 and 16 years, although most start on their fifth birthday and some students stay until they are 19 years.

Although the Government covers most state schooling costs, parents are expected to pay some fees for school books, stationery, materials for art classes, uniforms and school trips.

Types of Schools

Primary	5-10 years	Year 1-6
Intermediate	11-12 years	Year 7-8
Secondary	13-17 years	Year 9-13

Choosing a School

Local schools are listed in the Teamup Schools Directory
www.teamup.co.nz/School_Directory

It contains information about New Zealand schools including contact details, number of students, subjects taught, maps, and school Education Review Office (ERO) reports.
www.teamup.co.nz/school_directory

Once you have made a list of possible schools, families have the right to visit the schools, meet the school principals and staff and view the ERO reports, before enrolling their children as students.

Team-Up

The Team-Up programme provides information, ideas and materials to help parents support their children and get more involved in their education. It includes information specifically aimed for parents of children from migrant backgrounds.
www.teamup.co.nz

Home Zones

Most schools in the Rotorua district do not have a zoning scheme. Zoning is used by schools to avoid overcrowding in schools and to allow children living within a defined 'home zone' to enrol at their local school. To check whether a school operates a zoning scheme, go to www.schoolzones.co.nz

Home Schooling

Parents can choose to educate their children at home, during the compulsory schooling ages (6 to 16), but must get approval from the Ministry of Education to do so.

Parents must satisfy the Ministry that the child will be taught at least as regularly and as well as in a registered school. If satisfied the Ministry issues an exemption certificate.

The parents/caregivers do not have to teach the child, they can arrange for someone else to teach the child or may purchase a programme from someone else. Homeschooling parents are given an annual grant to help with the cost of learning materials or programme purchase.

Contact the local Ministry of Education office for a Home Schooling Application Pack

Ministry of Education

T. 07 349 7399

E. enquiries.rotorua@minedu.govt.nz

For further information about how to get started and the local support groups in Rotorua, contact

NZ Home Education

Heather Jeffcote

T. 07 348 4794

www.home.school.nz

OSCAR

Out of School Care and Recreation (OSCAR) Programmes are before school, after school and school holiday programmes for children age 5 to 13.

They are recreation based and they aim to meet the needs of children in their out of school hours in a safe and fun way. Many OSCAR programmes are run by community organisations – schools, community centers, parent groups, churches etc. Others are run by private providers such as early childhood centres.

OSCAR programmes are funded by a mixture of parent fees, the government funding and fundraising. The Working for Families government subsidy can help parents with fees.

The OSCAR Foundation

www.oscar.org.nz

To find an OSCAR programme in Rotorua, go to

Go Kids

www.gokids.org.nz

Ministry of Education

Ministry of Education

Level 4, 1144 Pukaki St.

P O Box 1749, Rotorua

T. 07 349 7399

E. enquiries.rotorua@minedu.govt.nz

www.minedu.govt.nz

Tertiary Education

The main providers of tertiary education in Rotorua are:

Waiariki Institute of Technology

Mokoia Drive, Rotorua

T. 0800 924 274

www.waiariki.ac.nz

Te Wananga O Aotearoa

1 Dinsdale Road, Rotorua

T. 07 349 2360

www.twoa.ac.nz

They offer a range of short, full and part time courses, including: arts, business administration, forestry, nursing, tourism, hospitality, teaching, health and social sciences.

School Holiday Programmes

Providers vary depending on the time of year. Check out local newspapers for further school holiday activities.

Key providers include:

Rotorua District Council Aquatic Centre	T. 07 348 8833
Rotorua Public Library	T. 07 348 4177
Craft Ware & Bead Me Up	T. 07 349 0844
RAVE	T. 07 348 9008
Rotorua Blue Light	T. 07 343 1728
Rotorua Community Youth Centre	T. 07 343 1012
Rotorua Museum of Art and History	T. 07 350 1814

Adult and Community Education

A wide choice of courses are available throughout the year including painting, pottery, languages, music and computing. These short courses provide an excellent opportunity to have fun, learn a new skill and meet people.

For up to date information contact:

RAVE

1204 Hinemaru St, Rotorua
T. 07 3489008

Mokoia Community Association

297 Vaughan Road, Rotorua
T. 07 345 5971

Other Vocational and Industry Training providers

Modern Apprenticeships

T. 0800 427 773
www.modernapprenticeships.co.nz

This is work based education, for 16 to 21 year olds where you earn while you learn. Check out the website for industry training opportunities in the Bay of Plenty.

Career NetWork

1057 Hinemoa Street, Rotorua
T. 07 348 4894
www.careernetwork.co.nz

Tourism and Hospitality

Eastside Training Limited

5 Scott Street, Rotorua
T. 07 348 8487

Forestry



Fashion and Faces

International Level 1/1250 Fenton Street,
Rotorua
T. 07 3492904

Personal Services - Hairdressing or Beauty,
Retail, Wholesale & Warehouse

Te Runanga O Ngati Pikiao

4 Tamatea Street, Rotoiti, Rotorua
T. 07 3485384

Forestry

Agriculture New Zealand

Wrightsons Building,
Marguerita Street, Rotorua
T. 07 9124016

Agriculture, Horticulture

Trade & Commerce Centre Ltd

2nd Floor, 1154 Hinemoa Street, Rotorua
T. 07 3481843
www.tradeandcommerce.co.nz

Clerical & administration, Computing

See  Yellow 'Training'

Having knowledge of English will help you settle in New Zealand. A range of courses, conversation classes and one-to-one tuition is available in Rotorua. If you have pre-paid for English lessons before leaving your home country, they can be used at these English Language Centres.

English Language Partners

Rotorua Arts Village
Hinemaru Street, Rotorua
T. 07 350 2395
E. judy.winiata@englishlanguage.org.nz
www.englishlanguage.org.nz
Offer English language classes, one to one tutoring and English conversation classes.

Rotorua English Language Academy

1460 Pukuatua Street, Rotorua
T. 07 349 0473
E. english@rela.co.nz www.rela.co.nz

Waiariki Institute of Technology

English Language Centre & IELTS Testing Centre
Mokoia Drive, Rotorua T. 0800 924 274
E. international@waiariki.ac.nz
www.waiariki.ac.nz
IELTS resources also available at the library.

Other useful Resources

Toastmasters

T. 0800 736 753
www.toastmasters.org.nz
Informal clubs where you can practice your English and improve your public speaking skills. There are five clubs in Rotorua running at different days and times to suit most lifestyles.

Rotorua Literacy Community House

1115 Haupapa Street, Rotorua
T. 07 350 2286
E. litro@xtra.co.nz www.literacy.org.nz

Translating and Interpreting

Approved Translation Services

The Department of Internal Affairs
www.dia.govt.nz

The Department of Internal Affairs offer a Translation service. It is an accredited agency for:

- New Zealand Immigration Service
- New Zealand Qualifications Authority
- Land Transport New Zealand
- Citizenship Section of the Department of Internal Affairs.

For further information, check out 'Translation Service' listed under Services on the Department of Internal Affairs website.

Hamilton Multicultural Services Trust

Interpreting Service
T. 07 853 2184 F: 07 853 2194
E. hmstis@xtra.co.nz

Telephone Interpreting Services

Language line

Language line is a free telephone interpreting service. It is available in 39 languages, and can be used to contact government agencies. To use the service, telephone or visit the agency and ask for the language you want to speak.

Multilingual line

This is a free telephone interpreting service run by the Citizens Advice Bureau. The service can be accessed at any Citizens Advice Bureau or Settlement Support office.

Ethnic groups

Rotorua Multicultural Council

President: Alexis LewGor
T. 07 348 0278 M. 027 4494417
E. lexislewgor@gmail.com
Languages: English Promotes and protects the interests of different ethnic groups and to provide a forum for ethnic groups to share experiences and friendship.

Alliance Francaise de Rotorua

16 Westbourne Avenue, Rotorua
T.07 345 5188
Languages: French, English Social and cultural club for French people and people interested in French culture.

BOP (Rotorua) Indian Association

T.07 348 5393
To preserve and foster the Indian culture. To promote the advancement of education. To assist in the relief of poverty and distress, and generally to render charitable and benevolent assistance to any and all New Zealand Indians, in the Bay of Plenty region.

BOP Philippine Friendship Society Inc.

T. 07 349 0676
Languages: Tagalog, English, Spanish.
We welcome Filipinos and other ethnic groups in Rotorua and areas around the BOP region to join our group for friendship and exchange of cultural activities.

Cook Island Society

T. 07 350 2082

Netherlands Society

www.netherlands-societies.co.nz
Languages: Dutch, English
Various club activities held – cards, bowling, handcrafts, car rallies, walking groups, dances & socials

New Zealand China Friendship Society

T. 07 3325731
E.c.lee@clear.net.nz
Languages: Cantonese, Mandarin
The Society aims to increase knowledge of China, its people and its culture and to extend friendship to newly arrived Chinese immigrants and others.

Philippine Club of Rotorua

T: 021 062 4250
Languages: Tagalog, Visayan, Ilocano,
English A support group for Filipinos involved in sporting, social, and cultural activities among members and families.

Rotorua Fijian Association

T. 07 349 0230
Languages: English and Fijian

Rotorua Welsh Society

T.07 349 9100
Languages: Welsh, English Provide an opportunity for Welsh speakers to converse in native tongue.

Samoan Community

T. 07 345 7412 (Dr Ioselani (Jos) Pouesi)

South African Club of Rotorua

T.07 347 7211
Languages: English, Afrikaans The club looks after Southern Africans (including South African, Namibian, Zimbabwean and other South African nationals) arriving in Rotorua, organises social events, and provides opportunities for networking with people from business and other local communities.

Tokelauan Community

T. 07 349 6568

There are many churches and religious organisations in Rotorua.

Die Afrikaanse Christenkerk van Nieu-Seeland

Services held in the building of the SDA Church, c/o Fenton and Tilsley Sts, Rotorua
 Riaan Rossouw
 Natasja du Plessis
 T. 07 345 7958
 kerk@ackrotorua.co.nz

Time: Winter - 5 pm; Summer - 6 pm

Language: Afrikaans

Jesus said: Come to me all who are weak and heavy laden and I will give you rest.

Cook Islands Christian Church

85 Clayton Road, Rotorua
 T. 07 348 8609

Rotorua Islamic Group

T. 021 047 1753

Languages: English and Arabic.
 ayhonsemiz68@hotmail.com

Languages: English and Arabic
 The group conducts Friday congregational prayer (known in Arabic as Jumu'a) for all Muslims. In addition the group will meet when necessary to celebrate Islamic festivals.

St John's Presbyterian Church

T. 07 3482954

www.stjohnsrotorua.org

Pacific Island language services

Samoan-Tokelauan Assembly of God Rotorua

274 Old Taupo Road, Rotorua

T: 07-348-4948

M: 021 1609 885

For information about other churches

see  Yellow 'Churches'



The Governor General

Queen Elizabeth II is the constitutional Head of State. The Governor-General is politically neutral and is the personal representative of the Head of State to carry out public responsibilities of the Crown. To find out more about the role and functions of Governor-General, go to www.gg.govt.nz

Central Government

New Zealand is a modern parliamentary democracy. Members of Parliament (MPs) are elected every three years via a system based on proportional representation. Cabinet is the central decision making body of central government. It is headed by the Prime Minister and Ministers chosen from the Members of Parliament.

Government Services and Departments are listed in www.govt.nz

Electorate MP

1241 Amohau Street, Rotorua
T: 07 348 5871



*Tatou tatou' – (we together)
Signifying the harmony between
Pakeha and Maori
Rotorua District Council
Coat of Arms*

Regional Council

Environment Bay of Plenty

Rotorua Branch, 1125 Arawa St, Rotorua
T. 0800 368 267

www.ebop.govt.nz

A major focus of our work involves looking after the environment, managing the effects of people's use of freshwater, land, air and coastal water.

On their website the Council makes available information useful to local residents on topics including:

- Pests – Animals and Weeds
- Living Near Lakes
- Regional Environmental Hazards
- Rotorua Air Quality - how to choose clean heating and funding schemes for insulation and clean heating.

Local Council

Rotorua District Council

Civic Centre, 1061 Haupapa Street, Rotorua
T. 07 348 4199

Email@rdc.govt.nz www.rdc.govt.nz

Some of the services provided include:

- Property and rating information
- Animal welfare
- Dog registration
- Building and planning
- Community and recreation
- Economic development
- Licensing
- Rooding
- Waste management

Voting

Voting is not compulsory in New Zealand. If you are eligible to vote, you are required to enrol as an elector.

You are eligible to vote if:

- You are a citizen or permanent resident of New Zealand
- You have resided in New Zealand for 12 months or more
- You are over 18 years old
- You have enrolled to vote.

Enrolment forms can be collected from your nearest Post Office. Electoral records are maintained by the Registrar of Electors. If you change address, it is advisable to inform the Registrar. This can be arranged at any Post Office.

You are automatically enrolled to vote in Regional and local Council elections, once you have enrolled to vote in general Elections.

Elections New Zealand

www.elections.org.nz

The Police

New Zealand is a safe and law-abiding society by international standards. The New Zealand Police do not routinely carry firearms and they are generally considered helpful and friendly. The Police enforce both criminal and traffic laws, and carry out a range of community programmes.

For further information on home and personal safety go to

New Zealand Police

www.police.govt.nz

24 hour Police Service

City Centre

1214 Fenton Street

T. 07 348 0099

Community Police Centres

City Focus

Cnr of Tutanekai & Hinemoa Streets

T. 07 349 9594

Ngongotaha

Taui Street

T. 07 357 2454

Te Ngae

Vaughan Road

T. 07 345 3453

Reporoa

Broadlands Road

T. 07 334 0000

Western Heights

Brookland Road

T. 07 349 2949

In an emergency or if you see anything suspicious please dial 111 immediately.

Firearms

All firearms and guns must be registered.

Owners must complete a course before obtaining a firearms licence.

For further information contact the

Arms Officer

New Zealand Police

T. 07 349 9475

The legal ages for various activities in New Zealand are:

Age	Activity
5	starting school (earliest age)
14	a babysitter's minimum age
14	leaving a child alone in your house
15	getting a restricted driving licence
16	leaving school (earliest age)
16	living with a partner
16	age of consent for sex
16	getting a tattoo
16	getting married or having a civil union (with parents' permission)
17	getting a full driving licence
18	buying alcohol
18	buying cigarettes
18	getting married or having a civil union (without parents' permission)
18	borrowing money
18	joining the Police force
19	the right to free education ends

Alcohol

Alcohol is not permitted in the Central Business District except at licensed premises and Police strictly enforce this and all other alcohol related crime such as drunk driving.

Legal Ages

A range of age limits apply to different activities under New Zealand law. For instance, it is illegal to leave a child alone at home under the age of 14, and you must be 18 before you are legally allowed to purchase cigarettes and alcohol.

For further information about your rights and responsibilities as a teenager contact

Youth Law

E. info@youthlaw.co.nz

www.youthlaw.co.nz

Getting Legal Help

Lawyers are required to provide confidential and independent advice.

Lawyers undertake a vast range of legal work including:

- Checking legal documents
- Providing conveyancing services for properties
- Draft wills
- Family law
- Provide representation in cases involving the Police

Legal fees vary widely. It's advisable to enquire about fees before commissioning legal work.

See  *'Lawyers'*

Websites

www.howtolaw.co.nz

www.lawaccess.lsa.govt.nz

The organisations below offer free legal advice –

Citizens Advice Bureau

Community House,
1115 Haupapa Street, Rotorua
T. 07 348 3936
E. cab.rotorua@xtra.co.nz
www.cab.org.nz

Can help with information on consumer rights, disputes, human rights, personal and family issues. Lawyers visit weekly offering free legal advice.

Community Law

1238 Haupapa Street, Rotorua
T. 07 348 8060
E. RDCLC@xtra.co.nz
www.communitylaw.org.nz

Provides a range of community legal services, including free legal advice. Their website contains legal information, fact sheets and guides.

Neighbourhood Support

Neighbourhood Support is a community based organisation, helping to build safer, friendlier more peaceful neighbourhoods.

A Neighbourhood Support Group is a small number of households who live close to each other and care about their own and their neighbours' welfare.

For further information contact the local Co-ordinator

Neighbourhood Support

T. 07 349 9470

Protection Against Family Violence

The Police take family or domestic violence very seriously. Violence is unacceptable wherever it occurs and no matter the

victim. Domestic violence is physical and sexual abuse, scare tactics, verbal abuse, controlling behaviour, threats and intimidation and financial abuse.

Help is available from a number of agencies, including:

Crisis Contacts

The Police

Dial 111

Waiariki Women's Refuge

T. 07 349 0852

Other Contacts

Community Law Centre

T. 07 348 8060

Citizens Advice Bureau

T. 0800 367 222

Rotorua Women's Support Network

T. 07 346 2096

Family Works

T. 07 340 0990

Relationship Services

T. 0800 735 283

Website

www.womensrefuge.org.nz

Justices of the Peace (JPs)

Justices of the Peace (JPs) are appointed by the Governor-General.

JPs perform a number of roles including witnessing documents.

JPs are available at the

Citizens Advice Bureau

Community House,
1115 Haupapa Street, Rotorua

See  Yellow 'Justices of the Peace'

The Maori people were the first settlers to New Zealand.

The Te Arawa canoe landed at Maketu on the coast of the Bay of Plenty around 1340 AD. Te Arawa people initially settled on the coast. Some 5 generations later, a young Arawa man by the name of Ihenga came across a lake. This lake, which he named Rotoiti or Small Lake, lies to the north east of Rotorua.

Within Rotorua District there is a significant Maori population, with many tribes and sub tribes, each with their own unique customs. While New Zealand is increasingly a multi-cultural society, Maori culture and values, are a strong and vital cornerstone of this country. Rotorua is considered the Maori cultural capital of New Zealand.

For further information go to:

www.rotoruanz.com
cultural performances

www.creativerotorua.org.nz
art galleries and local artists



Maori Language (Te reo)

Learning the Maori language (te reo) is a good way to gain an understanding of Maori culture.

Classes are available at:

Waiariki Institute of Technology

Mokoia Drive
T. 0800 924 274
www.waiariki.ac.nz

Te Wananga o Aotearoa

1 Dinsdale Road, Rotorua
T. 07 349 2360
www.twoa.ac.nz

Websites

Korero Maori

www.koreromaori.co.nz

This website is for everyone who wants to speak the Maori language, or learn more about it.

You can find interactive conversations, language resources, and advice to help you increase your knowledge of reo Maori.

Maori language online

www.maori.org.nz/Kotereo

Maori language online

Learning Media

www.learningmedia.co.nz

A range of online Maori language resources

Maori Television

Korero Mai - using drama to teach reo Maori.

www.maoritelevision.com

Maori Language (Te reo)

Common Maori words and their English translation

Greetings

Haere mai	Welcome, come here
Haere ra	Goodbye, farewell
Kia ora	Hello, thank-you (informal)
Ka pai	Okay, good
Morena	Good morning
Tena koe	Hello, greeting to one person
Tena korua	Greeting, two people
Tena koutou	Greeting, three or more people

People

Iwi	Tribe
Hapu	Sub-tribe
Kaumatua	Respected male elder
Kuia	Female elder
Manuhiri	Visitors, guests
Pakeha	European
Tangata whenua	People of the land
Te Arawa	Name of Rotorua tribe (there are many sub tribes)
Whakapapa	Family tree
Whanau	Family

Protocol

Hongi	Press noses in greeting
Karakia	Prayer, blessing
Korero	Chat, talk, speech
Mihi	Greeting
Powhiri	Formal welcome ceremony
Waiata	Song, chant, lament

Food

Kai	Food
Kaimoana	Food from the sea
Marae	Tribal gathering place
Hangi	Earth oven
Puha	Native vegetable grown in the wild
Rewena	Traditional Maori bread

General

Haka	War cry, posture dance
Hikoi	Walk
Hui	Meeting, gathering
Kete	Flax woven basket
Koha	Donation
Koru	Unfolding fern frond
Mana	Prestige, dignity
Moe	Sleep
Poi	Flax ball on the end of string used during performance
Puku	Stomach
Rangatahi	Youth, Teenager
Roto	Lake, water
Rotorua	The second lake
Tamariki	Children
Tangi	Funeral
Taonga	Treasured, precious
Tapu	Sacred
Te Reo	Maori language

Places within Rotorua District of Maori Significance

St Faith's Anglican Church

Mataiawhea Street, Ohinemutu, Rotorua.

This is a historic Maori church with a beautifully decorated interior.

Rotorua Museum

Government Gardens
Rotorua

www.rotoruanz.com/rotorua_museum

The Museum has a number of significant permanent exhibitions.

- 'The Treasures of Te Arawa', the original inhabitants of Rotorua District.



- 'Tarawera, a Sacred Mountain'
- 'The Story of B Company 28 Maori Battalion'

Okere Falls Scenic Reserve

Trout Pool Rd, off State Highway 33 (21km north of Rotorua)

The Okere river is rich in resources and is the traditional river of Ngati Pikiiao people.

The main track which leads to the main waterfall, to Hinemoa's Steps which are built into the rock face, which lead to the Tutea Caves.

Websites

www.maori.org.nz

Your first stop for finding information about things Maori.

Te Ara - The Encyclopaedia of New Zealand

www.teara.govt.nz

Te Ara - The Encyclopaedia of New Zealand offers many pathways to understanding New Zealand. When complete, it will be a comprehensive guide to the country's peoples, natural environment, history, culture, economy, institutions and society.

New Zealand History online

www.nzhistory.net.nz

www.matariki.net.nz

Information about the Maori New Year

FREE to all

Kuirau Park

Thermal activity, children's playground, gardens and walks

Government Gardens

Gardens, walking tracks and historical buildings

Rotorua Lakefront

Children's playground and walks

Whakarewarewa Forest

Waipa State Mill Road, off SH 5 to Taupo

A network of mountain biking trails to suit all ages and skill levels. Car parking and bike wash available.

Long Mile Road Entrance, off Tarawera Road

Walks, running, mountain biking, picnic areas, lake views, Redwoods gift shop



FREE to Rotorua Residents

These venues are FREE to residents who can show proof of living in Rotorua, such as a library card or rates, power or telephone bill.

Waiotapu Thermal Wonderland

T. 07 366 6333

www.geyserland.co.nz



Rotorua Museum

T. 07 349 4350

www.rotoruanz.com/rotorua_museum

The Museum plays an important role in the community – acting as a guardian for our local treasures, responsible for the following collections:

- Taonga Maori Collection
- Fine Arts Collection.
- Photographic Collection
- Social History Collection

Rotorua Museum is FREE for all Rotorua Residents. I.D is required to show that you are a resident.

Local rates for Rotorua residents

These venues offer special deals to residents who can show proof of living in Rotorua, such as a library card, rates, power or telephone bill.

Agrodome

T. 07 357 1050

www.agrodome.co.nz

50% discount for locals

One FREE local with each paying visitor

Hell's Gate

T. 07 345 3151

www.hellsgate.co.nz

20% discount for locals (walks only)

One FREE local with each paying visitor

Paradise Valley Springs Wildlife park

T. 07 348 9667

www.paradisev.co.nz

One FREE local with each paying visitor

Rainbow Springs

T. 07 350 0440

www.rainbowsprings.co.nz

The Locals Card entitles a family (2 adults and 2 children) to unlimited entry to Rainbow Springs and 50% discount to Kiwi Encounter and free tea or coffee at their café.

One FREE local with each paying visitor

Skyline Skyrides

T. 07 347 0027

www.skylineskyrides.co.nz

Gondola Card - Unlimited use of the gondola for 12 months, and discounts on luge rides and in the restaurant.

Tamaki Maori Village

T. 07 349 2999

www.maoriculture.co.nz

Hangi and Concert

Discounts available for locals

Te Puia

T. 07 348 9047

www.tepuia.co.nz

Discounts available for locals.

Telephone to check current pricing.

The Buried Village

T. 07 362 8287

www.buriedvillage.co.nz

Local adults pay child rates

One FREE local with each paying visitor

Waikite Valley Hot Pools

T. 07 333 1861

www.hotpools.co.nz

40% discount per visit and seasonal passes

Waimangu Volcanic Valley

T. 07 366 6137

www.waimangu.co.nz

50% discount for locals

Whakarewarewa Village

T. 07 349 3463

www.whakarewarewa.com

One FREE local with each paying visitor



Arts

The Rotorua district is home to a thriving and growing arts and cultural community. There are a number of venues showing performing arts, displaying art exhibitions, and places where you can participate and learn new skills,

Including:

Convention Centre

Fenton Street, Rotorua incorporates a theatre.

Rotorua Arts Village (RAVE)

Hinemaru Street, Rotorua hosts exhibitions and provides a venue for arts and cultural clubs to meet and run classes.

Shambles Theatre

8 Amohau St, Rotorua



Rotorua Rock Shop

1109 Hinemoa Street, Rotorua

for up to date information of where you can learn to play an instrument or join a group.

For further information about arts in Rotorua go to:

Creative Rotorua

www.creativerotorua.org.nz

Events

Rotorua hosts several significant arts and cultural events including:

- Te Ihi Te Wehi - the Rotorua Festival of Arts
- Jambalaya
- The Lakeside concert
- Opera in the Pa
- Shakespeare Outside
- Magma short Film festival
- Matariki celebrations
- Rotorua Wearable Creations 'n Colour Awards
- GlobalFest

Cinemas

Reading Cinema

www.readingcinemas.co.nz
1281 Eruera Street, Rotorua
T. 07 349 0061

Shows mainstream films

Basement Cinema

www.basementcinema.co.nz
1140 Hinemoa St Rotorua
T. 07 350 1400

Shows foreign language and art house films.

Sports

There are many sports in which you can participate in Rotorua, including:

Golf

www.bopgolf.co.nz

Mountain Biking

<http://rotorua.mtbclub.org.nz/>

Cycling

www.cyclingrotorua.co.nz

Football/Soccer

www.forcethree.com - lists local clubs

Fishing

www.rdc.govt.nz/About+Rotorua
Rotorua+Lakes - information about
licensing, and boat safety.

www.fishandgame.org.nz

information about licensing, clubs, events

Get Active Stay Active

www.getactivestayactive.co.nz

Get Active Stay Active has all you need to know about programmes to get active in Rotorua', including aerobics, dancing, walking groups and yoga.

Aquatic Centre

T. 07 348 8833

www.rdc-aquatic.co.nz

Rotorua Aquatic Centre is easily located right next to Kuirau Park with entrances from either Lake Road, Pukuatua Street or Ranolf Road.

The Centre has a range of facilities including:

- An air-conditioned gym, with treadmills, rowing machines, exercycles and cross-trainers.
- Indoor and outdoor swimming pools
- Spas
- Lazy River, Steam Cave, Splash Pad

Clubs and Volunteering

Clubs and volunteering with community support groups are a good way to meet local residents.

The Volunteering Guide shows the volunteering opportunities for Volunteering in Rotorua. Pick up a copy from the Citizens Advice Bureau or Settlement Support NZ (Rotorua), or view it online at www.rotorua-living.com/settlement

For further information, go to:

Rotorua Public Library

Ask for the Community Contacts database listing details of local clubs and organisations.

Citizens Advice Bureau

1115 Haupapa St, Rotorua

Holds a list of clubs and community groups in the District.

Parkside

Community Centre for 55 plus
7-9 Tarewa Place, Rotorua
T. 07 348 9892

Rotorua Newcomers Network

T. 07 345 5827

www.newcomers.co.nz

All newcomers are welcome to join the newcomers network which offers friendship and support.

Websites

www.nzsport.co.nz

<http://pushplay.sparc.org.nz>

The local telephone directory, see 'Clubs' and 'Community Support Organisations' listed in the Yellow Pages section.

See  Yellow "Sports clubs"

Rotorua is ideally situated in the centre of the North Island and has unique and varied investment opportunities. The main industry sectors of Tourism, Forestry & Wood Processing and Agriculture are well established within the region and are excellently supported by the growing manufacturing, education, research and technology sectors.

Centrally located with excellent air, road and rail access - only 1 hour's drive from Tauranga (and its international shipping port) Hamilton and Taupo and 2 ½ hours from Auckland.

Close proximity to major population centres with around 240 000 within 1 hour, 600 000 within two hours and nearly 2 million within 3 hours of Rotorua. This population base provides both relatively easy access to an above average income market and access to a ready and able labour force, with higher than average level of vocational qualification.

A vibrant and active business support and networking system includes:

Destination Rotorua Economic Development

3rd Floor, 1136 Arawa Street, Rotorua
T. 07 348 4199

www.rotorua-business.com

Assist with business needs.

1. Discuss local business opportunities
2. Business planning
3. Business Mentoring
4. Provide local, regional and national business data and trends.

Rotorua Chamber of Commerce

The Business Hub,
1209 Hinemaru Street, Rotorua
T. 07 349 6126
www.rotchamber.co.nz

Services provided include:

1. BIZ business information programme
2. Fortnightly Business After 5 evenings that provide a networking opportunity to build relationships in the business community
3. Kick start networking breakfast meetings
4. How 2 seminars
5. Focus on Business Lunches
6. The Export Club

Rotorua Multi Cultural Business Council

T. 07 349 8355.

A sub group of the Rotorua Chamber of Commerce providing business support to ethnic and migrant businesses. Contact Roger Gordon at the Rotorua Chamber of Commerce.

Inland Revenue

Level 2, Zen Building,
1135 Arawa Street, Rotorua
www.ird.govt.nz

1. The website contains information and online tools about starting and running a business, and your business tax obligations.
2. Free business tax seminars are held on a regular basis.

For further information, email
Advisory.Rotorua@ird.govt.nz.

Department of Labour

www.dol.govt.nz/onlinetools

The website has online tools designed to help employees, employers, businesses and potential migrants with some of the more commonly raised issues and concerns about working and living in New Zealand.

1. Employment Contracts
2. Holiday Entitlements
3. Parental Leave
4. Health and Safety at work

Her Business Network

T. 07 571 3200

www.herbusinessrotorua.co.nz

Provides an opportunity to have a fabulous programme of speakers and to bring like-minded women together for promotion, empowerment, inspiration and information.

Employers and Manufacturers Association

www.ema.co.nz

Provides information and advice on employment relations and occupational and workplace safety.

Starting a Business

The Long Term Business Visa/Permit aims to give migrants time to establish a business. It can be extended for up to three years to provide sufficient time to establish your business prior to applying for New Zealand Residency.

1. To be eligible for a Long Term Business Visa (LTBV) you will need to show that you have:
 2. Business experience
 3. Investment funds
 4. A good understanding of your proposed business and the New Zealand business environment.

New Zealand Immigration Service

T. 0508 558 855

(ask for Business Migration)

www.immigration.govt.nz/branch/BMBHome

Banks can provide advice and business start up guides and templates.





Immigration Requirements for Investing and doing Business in New Zealand

Migrant Investment

The Migrant Investment Policy aims to attract financial capital to local firms or government by providing residence to people who wish to make a significant financial contribution to New Zealand's economy.

A summary of the key requirements for each investment policy:

Key requirements	Investor Plus (Investor 1 Category)	Investor (Investor 2 Category)
Maximum age	No requirement	65 or younger
Business experience	No requirement	Minimum of three years
Investment funds	NZ\$10 million invested in NZ for three years	NZ\$1.5 million invested in NZ for four years
Settlement funds	No requirement	NZ\$1 million (transfer not required)
Principal applicant's English language	No requirement	an English speaking background, or an (IELTS) test report with an overall band score of three or more, or a competent user of English
Family member's English language	No requirement	Same as principal applicant or pre-purchase ESOL tuition
Minimum time in New Zealand	73 days in NZ in each of the last two years of the three-year investment period	146 days in NZ in each of the last three years of the four-year investment period

Immigration Requirements to work

To work in New Zealand you must have:

- A work permit
- Permanent New Zealand residency or citizenship

If you have a visitors or student visa and obtain a job offer, contact the New Zealand Immigration Service to obtain a work permit or New Zealand residency.

Variation of Conditions to an existing Work Permit

If you have a current work permit through Essential Skills, you may be able to vary your current work permit conditions in the following circumstances:

If you are changing employer but staying in the same region.

If you are staying with the same employer but changing region.

However, if the following scenarios occur, a new work permit application is required:

- If you are changing both employer and region.
- If you are changing occupation, job title or industry.

New Zealand Immigration Service

T. 0508 558 855

7am – 7pm

www.immigration.govt.nz

Career Services

1141 Pukaki Street, Rotorua

T. 07 349-0680

www.careers.govt.nz

Career Services offer FREE help with

- your job search,
- writing your CV (resume),



- improving your interview skills, information on local industries
- entry requirements and training required for jobs.

Their website has a section "People new to New Zealand" and includes information on:

- What you should know about the New Zealand workplace?
- Tips for creating a New Zealand style CV
- Going for an interview in New Zealand.

Destination Rotorua Economic Development

3rd Floor, 1136 Arawa Street, Rotorua
T. 07 348 4199
www.rotorua-business.com

Rotorua Community Link

1207 Pukuatua Street, Rotorua

Rotorua Community Link has a computer suite. It contains:

- Computers with template CVs and covering letters
- A printer
- A telephone

These facilities are available to everyone, regardless of their immigration status.



New Zealand Qualifications Authority (NZQA)

www.nzqa.govt.nz/for-international
Approves international qualifications

Seasonal and Temporary Work

Doing seasonal or temporary work can lead to permanent employment. It is also a way of obtaining a New Zealand employment reference. Employers sometimes prefer to use a New Zealand employment, rather than one from overseas.

www.seasonalwork.co.nz
www.seasonaljobs.co.nz
www.picknz.co.nz

Local Employment Agencies

Personnel Resources

Level 5, 1135 Arawa Street, Rotorua
T. 07 348 2424
www.personnelresources.co.nz

Talent ID

Suite 5, 1081 Hinemoa Street, Rotorua
T. 07 349 1081
www.talentid.co.nz

Tradestaff

1294 Pukuatua Street, Rotorua
T. 07 343 6316

See  'Yellow' 'Employment Agencies'

Newspapers

The Daily Post advertises local job vacancies on Saturdays and Wednesdays.

Newspapers are available at Rotorua Public Library.

Additional Employment Websites

General employment

www.careerjet.co.nz

www.search4jobs.co.nz

www.seek.co.nz

www.trademe.co.nz

www.workandincome.govt.nz

Lists job vacancies registered with Work and Income, the Government's social security agency.

Health sector

www.lakesdhb.govt.nz

Local district health board

www.zest4life.co.nz

Recruitment website for 5 district health boards in the central north island.

www.asms.org.nz

Association of Salaried Medical Specialists

Teaching

www.edgazette.govt.nz

www.teachnz.govt.nz

Government

www.jobs.govt.nz

Engineering vacancies

www.jobhunt.co.nz

Motor Industry

www.automotiveemployment.co.nz

A recruitment website for automotive, heavy equipment, forklift, farm, marine, and national distributors.

Hospitality

www.restaurantnz.co.nz

Fitness, Sport & Recreation

www.sportbop.co.nz

www.fitnz.co.nz

Linking Skilled migrants to NZ employers

www.newkiwis.co.nz

www.newlifenezealand.com

Student Employment

www.sjs.co.nz





SETTLEMENT SUPPORT
NEW ZEALAND