

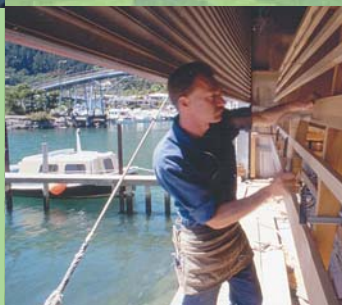


New to Marlborough?

Useful tips for migrants



SETTLEMENT SUPPORT
NEW ZEALAND





Introduction

Kia Ora and Welcome to Marlborough!

One community – many faces – is our vision.

Promoting unity in diversity – is our goal.

So we hope that you will enjoy living in this community.

We would like to warmly welcome you and hope this booklet will help you to find your way around Marlborough.



Your Marlborough Migrant Centre

*Kindly supported by the
Department of Labour/
Settlement Support Division*



*and Marlborough Regional
Development Trust.*





New to Marlborough?

Here are the most important things to help you settle in.

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You will need...

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

- A map
- The internet, available at your library or internet shops
- The telephone directory



Yellow pages. The Yellow pages are at the back of the phone book and group similar businesses together.



White pages list phone, fax and mobile numbers of people, businesses and organisations in alphabetical order.

Blue pages list numbers of Council services and Government departments.

Green pages list registered medical practitioners and centres, hospitals and other health service providers.

Note: 0800 and 0508 numbers are usually free to call.

Emergencies

For all emergencies that pose an immediate threat to safety or have serious health consequences DIAL 111 (free) from any telephone for police, fire service or ambulance.

Tell the person which service you need and be ready to give your location, details about your emergency and your name.

You will be asked to wait on the line and may be asked to confirm the number you are calling from.

For police help in a non-emergency call:

Blenheim Police Station Tel: 03-578 5279

Havelock Police Station Tel: 03-574 2011

Picton Police Station Tel: 03-520 3120

Renwick Police Station Tel: 03-572 8522

For medical help in a non-emergency, see section 9 in this guide.



Getting information

section

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Help Centres

■ Marlborough Migrant Centre

Shop 12

7 Market Street North

Blenheim 7201

Tel: 03-579 2460 Email: mmc@marlboroughonline.co.nz

Web: www.marlboroughonline.co.nz/mmc

Independent settlement support, advice and assistance for newcomers. Wherever you have arrived from we may be able to help you. Our role is to support migrants to Marlborough, with a vision of promoting unity in diversity. This is a free service.

■ Newcomers Network

If you are interested in joining please contact the Marlborough Migrant Centre, Tel: 03-579 2460

■ Marlborough Regional Development Trust

Official Marlborough information website www.mrdt.co.nz

■ Citizens Advice Bureau

25 Alfred Street, Blenheim 7201

Tel: 03-578 4272, Freephone 0800 367 222

Web: www.cab.org.nz

They will help with general and official information. This is a free service.

■ Marlborough Community Law Centre

Level 3, 1-17 Market Street North, Blenheim 7201

Tel: 03-577 9919, Fax: 03-577 9910

Freephone: 0800 266 529, Email: marlclc@xtra.co.nz

They will help with legal advice. This is a free service.

■ Marlborough District Council

15-21 Seymour Street (Seymour Square)

Blenheim 7201

Tel: 03-520 7400, Fax: 03-520 7496

Email: mdc@marlborough.govt.nz

Web: www.marlborough.govt.nz

Postal address: Marlborough District Council
PO Box 443, Blenheim 7240, New Zealand



Getting information continued

■ Picton Customer Service Center

67 High Street, Picton 7220

Tel: 03-520 7400, Fax: 03-520 7496

The District Council is the local government body and a very good source of information. It is in charge of general services and facilities, such as streets, water, sewerage, waste/rubbish, parks and recreation facilities, resource and building consents, libraries, etc.

Resource Centres

Resource Centres have a good range of free information available. There is a Resource Centre in Picton (Mariners Mall, Tel: 03-573 7790). There are also Resource/Information Centres in Seddon, Havelock, Renwick and Rai Valley.

Libraries and Internet Access

Find a library near you: There are 2 main libraries and several community libraries in Marlborough. For details for all of these go to: www.marlborough.govt.nz/libraries/hours.cfm

■ The Marlborough District Library

33 Arthur Street, Blenheim

Tel: 03-520 7491, Fax: 03-578 2783

Email: library@marlborough.govt.nz

■ Picton Library

67 High Street, Picton

Tel: 03-520 7493, Fax: 03-520 3203

Email: library@marlborough.govt.nz

You can join libraries for free. You will need to bring two forms of valid identification, one must have photo identification, such as a driver's licence, passport or bank card and one must have recent proof of address.

Both libraries offer access to the internet for which there is a charge. Most official information is found on government websites. These are kept up to date and will include contact details.

There are also several privately owned internet cafés in Marlborough.



Get a tax number

Before you look for a job or start a business, you must get an IRD (tax) number to allow the Government to collect tax. It is a good idea to apply for an IRD number for each family member, including children.

Inland Revenue Department (IRD)

Freephone: 0800 227 774 (if you are a salary or wage earner)

0800 377 774 (if you are self-employed or in business)

IRD Call Centre hours: Monday – Friday, 8am – 8pm and

Saturday 9am – 1pm

www.ird.govt.nz

Open a bank account

It is a good idea to open a bank account as soon as possible. Your employer will need a bank account number so they can put your wages directly into your account.

EFTPOS – This is the name for the type of transaction you make with your bank card/credit card. Most shops accept eftpos. When you make purchases with an eftpos card, the money is taken directly from your bank account and transferred to the shop's account.

Your bank will ask you to choose a personal identification number (PIN) to keep your card secure. Do not tell anyone your PIN. If you lose your bank card or think someone knows your PIN, contact your bank immediately using its free 0800 number.

Information about banks and their policies are available at each bank and on their websites. The main banks are ANZ, ASB, BNZ, Kiwibank, National, Westpac. You can choose which bank you want to join. Each bank sets its own fees, charges and interest rates.

To see a list of all available banks go to:

www.rbnz.govt.nz/nzbanks/



Find a place to live

Short Term

Before renting or buying you will need to find somewhere to stay such as a furnished apartment, motel, bed & breakfast, or backpacker hostel. The Visitor Information Centre at the Blenheim Railway Station has information about local hostels, motels and bed & breakfast accommodation.

Long Term

People either rent or buy a house or flat to live in. Most new migrants rent when they arrive. This gives time to save money and decide where you want to live, the size of house needed, budget, school and transport needs. Daily and weekly newspapers, supermarket notice boards and real estate agents may be helpful.

Tenancy Agreement. This is a written, legal contract between you and your landlord. The law says you must have one. You should not sign any agreement unless you fully understand everything that is written in it because it becomes a legal document when you sign it. You must also pay a deposit and a bond. Your landlord will send the bond to Tenancy Services (an independent government agency). They will send you a letter when they receive the bond. A bond is usually the equivalent of 2-4 weeks rent.

All information about your rights and obligations can be found at: www.dbh.govt.nz/tenancy-index

Renting a private house

The main source of advertisements is The Marlborough Express, the local daily newspaper. This can be purchased from dairies, petrol stations, bookshops and supermarkets.

Information is also available from the free weekly newspapers Midweek, The Sun, the Saturday Express and also real estate property managers. Supermarket notice boards may also be helpful.




Find a place to live continued

section

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Remember to have a personal reference ready for landlords to look at. This will help them decide whether to rent the house to you.

Using an agency: If you use a rental agency to find a property they will manage your contract with the landlord. To find a rental agency, look in the telephone directory in the  [Accommodation Rental/Real Estate Agents](#) or under the classified - To Let in The Marlborough Express.

Housing New Zealand Corporation (HNZC) provides rental housing. www.hnzc.co.nz/hnzc/web/home.htm. To apply for a house from HNZC you must meet certain conditions. Migrants must have lived in New Zealand for two years. If you receive an emergency benefit, due to hardship, HNZC may accept your application.

Quota refugees are automatically eligible for a Housing New Zealand house. HNZC charges rent to its tenants based on your income.


Once the application for housing is lodged with HNZC, you are assessed to determine your housing need. The assessment considers things like your current living arrangements and social, medical and personal needs. This ensures that those with the greatest need receive help first.

Buying a house

You can buy a house if you can pay the full price of the property or arrange a long-term loan or mortgage from a lender e.g. a finance house or the bank. They will consider your income, what you own, your debts and credit rating. Most will ask you to pay a deposit from your own money.

It is best to go to a registered bank or mortgage broker to borrow money to purchase a property - they will give information on the types of mortgages available.

Properties are advertised through:

- Real estate agents - a list is available in the yellow pages of the telephone directory under  [Real Estate](#).



Find a place to live continued


- The Realtor and Bluebook (weekly publications) available from real estate agencies.
- The Marlborough Express advertises many homes in a Thursday supplement. Look for open homes. This is when you can visit the house without a real estate agent.


This site gives some guidance on the property buying process:

www.real-estate-nz.com

All major real estate companies have websites, which advertise houses nationwide.

■ Moving into your home or flat – things to consider:


- **Power (electricity) account** – Marlborough homes are generally powered by electricity. You will need to open an account with an electricity provider. All providers have a free phone number to call. A list is available in the yellow pages under  [Electricity Supply-Retail](#). A bond may be required to be paid with the first bill. This site can help you decide which power company is cheapest for you: www.consumer.org.nz/powerswitch/default.as

- **Telephone account** –  [Telecommunications Services](#). There are several service providers. The largest two are: Telecom: freephone 123 and follow instructions or www.telecom.co.nz (information is also available in Korean and Chinese).

Telstra Clear: freephone 0508 888 800 and follow instructions or www.telstraclear.co.nz

All local calls are free if you use a fixed line. Calls to 0800 and 0508 numbers are also free. All emergency 111 calls are free.

Phone cards: Prepaid telephone cards are available at many shops. Companies advertise their international call rates by the minute.



- **Internet Account** (dial up, wireless and broadband are available) – accounts can be set up immediately if you are a Telecom or Telstra Clear customer and you want an account with the same company. Internet starter packs are available from other internet providers also. A list can be found at  [Internet Service providers](#).



Find a place to live continued

section

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- **Insurance** – if you are renting you will need to insure your possessions. A list of Insurance companies can found at  [Insurance Companies and Offices](#).
- **Furniture and home ware** – Houses and most flats are mostly unfurnished. Second-hand furniture and home ware such as crockery, cutlery and pots can be purchased at second-hand shops; for example the Blue Door, 53 Charles Street in Blenheim. A list can be found at  [Second-hand dealers](#). The Buy Sell Swap newspaper is sold on Thursdays from dairies, petrol stations, bookshops and supermarkets. People advertise items they want to sell at often cheap prices, including household goods, cars, bicycles and computers. Garage Sales are a good way to sell goods you no longer need and to buy cheap second-hand goods. Garage Sales are usually on Saturdays and sometimes Sundays, and advertised in the local newspapers. Many people also put signs on fences indicating a garage sale.

Improve your English

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Knowledge of New Zealand English is very helpful for you to live in New Zealand. You can enrol in English classes run by secondary schools and private training organisations. Classes are sometimes called ESOL (English for Speakers of Other Languages).

ESOL Home Tutors provides free one-to-one teaching for New Zealand adult residents, citizens and refugees.

Please contact:

[ESOL Home Tutors Nelson/Marlborough](#)

Shop 12, 7 Market Street North, Blenheim 7201

Tel: 03-579 2460 esol@marlboroughonline.co.nz

Courses are sometimes also available at:

[The Nelson Marlborough Institute of Technology \(NMIT\)](#)

85 Budge Street, Blenheim

Tel: 03-578 0215, Fax: 03-578 0216 www.nmit.ac.nz

or contact the [Marlborough Migrant Centre](#),

Tel: 03-579 2460 for information on other options.



Choose a school

All children start school after they have had their fifth birthday. The school year goes from January to December and is divided into four terms. There are public, private and integrated schools available. Most children go to the school nearest to their house. If you want your child to go to a school outside your zone you will need to apply to that school: www.schoolzones.co.nz. If you have a choice of schools you may want to check the government report on a school. These are called ERO reports www.ero.govt.nz/ero/publishing.nsf.

Marlborough has many primary, intermediated and secondary schools:  [Schools-Primary and Secondary](#). Preschool-age children can be enrolled at Kindergartens, Playcentres and Child Care facilities.  [Kindergartens/Child Care & Education/Playcentres & Preschools Centres](#).

In Marlborough, the main provider of education after secondary school is:

The Nelson Marlborough Institute of Technology (NMIT)

85 Budge Street, Blenheim

Tel: 03-578 0215, Fax: 03-578 0216. Web: www.nmit.ac.nz

Age	School	Class
Up to 5 years	Kindergarten, Pre-school Playcentre or Creche	
5 - 11 years	Primary School (or Full Primary School)	Year 1 Year 2 Year 3 Year 4 Year 5 Year 6
11 - 12 years	Intermediate School (or Full Primary School)	Year 7 Year 8 Year 9 Year 10
from 13 years onwards	Secondary school	Year 11 Year 12 Year 13




Find work

You must have

- permanent residency or citizenship
- or
- a valid work permit

You should have

- An up-to-date Curriculum Vitae (CV) outlining your education, work experience and skills.
- Education or qualifications approved by the New Zealand Qualification Authority (NZQA) www.nzqa.govt.nz/for-international/qual-eval/index.html
- Your documents may have to be officially translated. The Translation Services contact details can be found  [Interpreter and Translation](#) or contact the Marlborough Migrant Centre, Tel: 03-579 2460.
- If you want to practise a profession in New Zealand you may need to apply for registration or membership of a professional body.

■ Career Services

Offers free information, advice, guidance and strategies for effective job seeking including help with CVs. To use this service you must have permanent residency or citizenship. Freephone 0800 109 901 or look at www.kiwicareers.govt.nz.

■ Work and Income New Zealand

This is the government department that administers core benefit assistance, and Working for Families assistance for working people on low or middle incomes.

www.workandincome.govt.nz

Work and Income also help people find jobs. If you have permanent residency or a valid work permit you may register.

For general enquiries (in English) contact Work and Income on free phone 0800 559 009. Other languages are available on separate telephone numbers – ask for these. Work and Income Service Centre, 3 Alfred St., Blenheim.



■ Employment Agencies

A list can be found at  [Employment Agencies](#).

■ Newspapers

The Marlborough Express (Wednesday and Friday are the main days for job vacancies). And the free Midweek, The Sun and Saturday Express papers.

Marlborough District Library provides daily newspapers at all community libraries - free to read at the library.

■ Useful websites

www.seek.co.nz

www.jobs.govt.nz

www.kiwicareers.co.nz

www.newkiwis.co.nz

www.jobcafe.co.nz

www.netcheck.co.nz

www.jobstuff.co.nz

If you do not have permanent residency or a valid work permit you will need to apply for one directly to the New Zealand Immigration Service, Freephone 0508 558 855.

www.immigration.govt.nz/migrant.

Physical and postal address: Level 1, Crystal Plaza, 73-75 Cathedral Square, PO Box 22111, Christchurch.



Getting around

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A good map is essential to finding your way around, whether walking or driving. Maps can be purchased from bookshops and petrol stations. The Visitor Information Centre at the Blenheim Railway Station has free local maps.

There is some public transport. 'The Blenheim Bus' service operates Tuesdays and Thursdays. See bus timetable and bus stops on www.marlborough.govt.nz/roads/index.cfm or contact the Council on Tel: 03-520 7400.

There are buses from Blenheim to Picton, Renwick, Havelock, Nelson and Christchurch. Contact the Visitor Information at the Railway Station for availability, prices and bookings.

There are also taxis operating, check  [Taxis](#).

■ Driving your own car

You must have a driver's licence. You can use your international driver's licence for 12 months. You need to know the road rules. The rules are explained in the book called the ROAD CODE, available at libraries and book shops. www.ltsa.govt.nz/roadcode is the electronic version, or contact the Land Transport Safety Authority (LTSA) or free phone 0800 822 422.

Everyone in the car must wear a seat belt and babies must be in a special car seat. Go to www.ltsa.govt.nz for details. You can contact the Plunket Society, Tel: 03/578 5633, 16 Henry St., Blenheim to hire a children's special car seat.

■ Getting a driver's licence

You must replace your international driver's licence with a NZ one after 12 months. You will have to pass a theory test and possibly a practical driving test. You need to understand the ROAD CODE to prepare for the test. Tel: 0800 822 422, or see www.ltsa.govt.nz for details. In New Zealand you must carry your driver's licence whenever you are driving. If your overseas licence is not in English, the LTSA recommends you carry a translation with you. Contact The Automobile Association (AA) on 23 Maxwell Rd, Blenheim. Tel: 03-578 3399.

■ Buying a car

- For official information on owning and driving a car see www.ltsa.govt.nz/vehicle-ownership
- Get advice before buying a car on 'hire purchase', as to the finance rate and the car's value.



Life and death emergency- phone 111 for an ambulance

24 hour emergency health care for serious emergencies is available from the Emergency department of the Wairau Hospital - Accident and Emergency Department, Hospital Road, Blenheim, Tel: 03-520 9901 or 03-520 9999.

Finding a Doctor


For regular health and medical care you must enrol the whole family with a GP (General Practitioner or Doctor.) To find a GP in your area check the green pages in the phone book.

Explain to any health professional that you visit, that you are new to the area or to New Zealand and need help getting health services.

Please remember to always take your passport and visa/permit.

- You will need to make an appointment to see a doctor.
- You can call HealthLine 0800 611 116 to speak to a qualified nurse about your health concerns.
- It costs to see a doctor. Ask how much it will cost. Fees for different practices are listed at www.marlboroughpho.org.nz
- After hours (after 5pm and weekends): First call your own GP and listen to their after-hours answer phone instructions. Or call Wairau Hospital - Accident and Emergency Department, Hospital Road, Blenheim, Tel: 03-579 4871 or 03-520 9999.
- It costs to use general medical services provided at Wairau Hospital after hours. Always ask how much it is going to cost.
- Babies and children under six are entitled to free GP visits (check whether your GP charges). Under fives are also entitled to several free health and development checks under the national Well Child scheme.
- For more information on local parenting support networks phone the Plunket Society, Tel: 03-578 5633, 16 Henry Street, Blenheim.



- Pregnancy – call the maternity unit at Wairau Hospital for advice Tel: 03-579 4872. Or contact Midwives of Marlborough, Tel: 03-577 9129.
- Dental Health – free for people under 18 years. For further information call Tel: 03-520 9973.
- Pharmacies  Pharmacies.
- The Accident Compensation Corporation (ACC) provides personal injury cover for all New Zealand citizens, residents and temporary visitors www.acc.co.nz. This means you get free treatment at the Wairau Hospital in case of an accident.
- If you need help to understand the health services phone the Access Liaison Nurse 0800 022 453.
- Help with health costs: Low income people may qualify for a "Community Services Card" which will make doctor's visits cheaper. Ask your doctor or call Work and Income, Tel: 0800 999 999.
You can also enrol with the Marlborough Primary Healthcare Organisation (PHO) through your GP and may receive cheaper visits, subsidised prescriptions.
- Doctors in the Marlborough region have access to The Office of Ethnic Affairs Language Line. If an interpreter is needed at a doctor's visit please talk to the doctor about this. Wairau hospital has their own list of interpreters and will consult them when required.
- Public Health Unit, Hospital Rd., Wairau Hospital, Blenheim, Tel: 03-520 9914 is a free service. They provide important information and services, for example general health education and public health nurses at all local schools. They also have a Public Health Resource Room with a great variety of useful information.
- Family Planning looks after people's sexual health, including: pill prescriptions, condoms, STI checks, cervical smears, etc. Tel: 03-578 3047.



Helpful numbers:

- Emergency 111
- Ambulance (non-emergency) 0800 42 62 85
- Health Line 0800 611 116
- Youth Line 0800 376 633
- Alcohol and Drug Helpline 0800 787 797
- Parent Help 0800 568 856
- Plunket Line 0800 933 922
- Public Health Service 03-520 9914
- Relationship Services 0800 735 283
- Family Planning 03-578 3047
- Women's Refuge/Crisis Line (24 hrs) 03-520 9999
- Women's Refuge (non-emergency) 03-577 9939
- Accident Compensation Corporation/ACC 0800 101 996



Shopping & Leisure

Supermarkets selling food and other items in Marlborough are Countdown, Fresh Choice, New World and SuperValue (all in Blenheim). There is also a supermarket in Picton. In smaller places there are often Four Square supermarkets or dairies. Whole foods and international foods are available at the 'Bin Inn' and 'Essential Asian Ingredients'. There are also take-aways and restaurants offering Chinese, Continental, Indian, Japanese, Thai and Turkish food.

Central Blenheim has a wide range of shops and some department stores.

Goods can also be purchased second hand, which is often the cheapest and most environmentally friendly way to help you get set-up. Go to Savemart, Red Rosa, etc. to find pre-loved clothes and to the Blue Door on 53 Charles Street (next to the Recycling Centre) in Blenheim for furniture, etc.

For advice on makes, models and prices see www.consumer.org.nz.

To find out about leisure activities look in the local newspapers and Marlborough 4 Fun's monthly event calendar. Visit www.marlborough4fun.co.nz for events calendar and regular activities guide.



Resource Use & Conservation

Please be kind to the environment and help keep Marlborough beautiful and clean.

There are many things you can do to help. The Marlborough District Council operates a Recycling Centre on 53 Charles Street, Blenheim. You can also contact the Council on Tel: 03-520 7400 and contact their Environmental Education officer. Check the Recycling Update www.marlborough.govt.nz/content/docs/waste/Recycling_update.pdf

Rubbish bags cost a few dollars per bag. Go to www.marlborough.govt.nz/waste/index.cfm or contact the Council on Tel: 03-520 7400 to find out more.

Regulations for fishing and taking of shellfish apply. You will be fined if you don't follow these important rules. Please contact: Ministry of Fisheries, Marlborough Research Centre, State Highway 1 (Main Road to Picton), Private Bag 1007, Blenheim, Tel: 03-579 1088. And visit Ministry of Fisheries www.fish.govt.nz/en-nz/Recreational/default.htm. (Marlborough is in the Challenger Fisheries Management Area)

Marlborough has many parks, conservation and recreation areas. To find out more go to www.marlborough.govt.nz/community/parksreserves.cfm or contact the Council on Tel: 03-520 7400.

You can also contact the Department of Conservation (DoC), which is the government department responsible for national parks, forest parks, nature/wildlife and recreation reserves. www.doc.govt.nz. They also have maps and updates on local walking tracks and routes.

South Marlborough Area Office, Gee St., Renwick,
Tel: 03-572 9100.

Sounds Area Office, 14 Auckland St., Picton, Tel: 03-520 3002.

Nelson Lakes Area Office, View Rd., St. Arnaud, Tel: 03-521 1806.

To report conservation emergencies (such as injured wildlife or whale strandings) freephone 0800 36 24 68.



Useful Numbers

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Emergency	111
Marlborough Migrant Centre	03-579 2460
ESOL Home Tutors (Nelson/Marlborough)	03-579 2460
Citizens Advice Bureau	03-578 4272
Community Law Centre	03-577 9919
Marlborough District Council	03-520 7400
Inland Revenue (if you are a salary or wage earner)	0800 227 774
Inland Revenue (if you are self-employed or in business)	0800 377 774
Police stations (non-emergency)	
Blenheim Police Station	03-578 5279
Havelock Police Station	03-574 2011
Picton Police Station	03-520 3120
Renwick Police Station	03-572 8522
Department of Internal Affairs	0800 22 50 50
Department of Labour	0800 20 90 20
New Zealand Immigration	0508 55 88 55
Wairau Hospital	03-520 9999
Women's Refuge/Crisis Line (24 hrs)	03-520 9999
Women's Refuge (non-emergency)	03-577 9939
Work and Income New Zealand	0800 559 009





Notes

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Welcome to Marlborough

August 2007

