

LINKZ MAGAZINE

LINKZ Magazine is available free of charge for newcomers during their first two years in New Zealand.

The magazine deals with topics of general interest to new migrants and is designed to make the process of settling here just that little bit smoother. If you would like to receive LINKZ, please fill in and return this card—no postage is required if the card is mailed in New Zealand. If you prefer to use email please send us the information below to linkzsubscriptions@dol.govt.nz

Fold along here, moisten the adhesive and seal.

Title (delete those not applicable)

Mr / Mrs / Ms / Miss / Dr

First Name:

Family Name:

Date of arrival in New Zealand:

Email Address:

Contact address in New Zealand:

The privacy of your personal information is important to us.

This information is collected and held by the Department of Labour for the purpose of sending you LINKZ magazine and other settlement information. We do not share information provided to us unless it is necessary for the purpose for which it was provided.

You are welcome to contact us at any time to access and update your information or to unsubscribe or opt-out of receiving further communications from us. To do so please contact:

Settlement Division
Department of Labour
P O Box 3705
Wellington 6140
Email: linkzsubscriptions@dol.govt.nz

Moisten and seal here.

Tear off.



Moisten and seal here.

newzealand.govt.nz

Department of Labour
TE TARI MAHI



DOL 10476 OCT 07

Welcome to New Zealand

A GUIDE FOR NEWCOMERS



IMMIGRATION
NEW ZEALAND

Part of the Department of Labour

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Important things to do



Before you leave home

1. Ensure you have all the necessary documents for you and your family. Your first few days in New Zealand are more likely to be problem-free if you arrive with the following documents:
 - birth certificates
 - marriage certificates
 - academic qualifications
 - references from previous employers
 - curriculum vitae
 - credit references
 - an international driver licence or permit. See page 22.All documents should be originals, not copies. If documents are not in English they should be accompanied by a certified translation.
2. Organise accommodation for your first days or weeks in New Zealand. See page 6.
3. Set up a New Zealand post box for your mail. See page 26.
4. Obtain a New Zealand tax number for members of your family who are intending to work. See page 12.
5. Open a bank account. See page 13.
6. Check whether you can use your qualifications in New Zealand. See page 9.

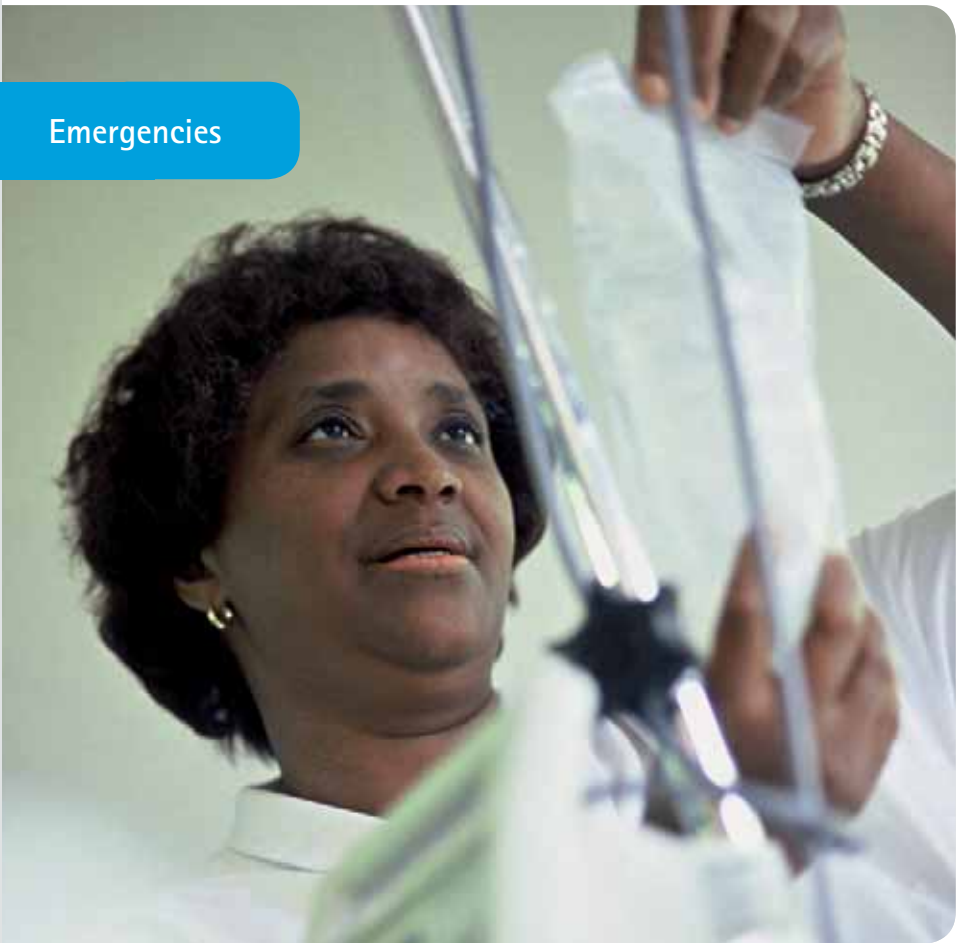


Once you arrive in New Zealand

1. Contact Settlement Support New Zealand in your area. See page 4.
2. Make contact with organisations that can help you find work. See page 9.
3. Register with a local doctor. See page 15.
4. Enrol your children in school. See page 17.
5. Apply for a driver's licence. See page 22.



Emergencies



DIAL 111 for ambulance, fire or police. For other emergencies refer to the front section of the local telephone book White Pages.

Ambulances are provided by non-profit, community-based services. In Wellington services are free; in other centres there may be a part-charge for emergency call outs. Charges vary according to location; the highest rate for a medical emergency call out is \$67.50.

If your injury or medical condition is not an emergency, make an appointment to see your local doctor or, if you are unsure, phone Healthline free on 0800 611 116 for advice.

Helping you and your family settle in New Zealand



SETTLEMENT SUPPORT NEW ZEALAND

Settlement Support New Zealand 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.



If you go to your local Settlement Support New Zealand office and are not comfortable speaking English, you can access the Multi-lingual Information Service, a service of the Citizens Advice Bureau. This national telephone service is available free of charge if accessed through Settlement Support New Zealand.

To find your nearest Settlement Support New Zealand location:

- Call: 0800 SSNZ4U (0800 776 948). This is a free call from a landline and your call will be directed to the Settlement Support New Zealand office nearest to you.
- Go to: www.immigration.govt.nz/ssnz.



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Organising accommodation when first arriving in New Zealand

Some newcomers arrange to stay with family or friends when they first arrive in New Zealand. For others it is best to arrange initial accommodation before leaving for New Zealand.

There are many websites that provide information on accommodation in New Zealand. These include:

- www.accommodationnewzealand.co.nz
- www.aatravel.co.nz
- www.jasons.com.

Housing in general

Property styles and prices vary widely by area. Prices have risen sharply in recent years due to high demand.

Most New Zealand houses are stand-alone wooden buildings. Newer houses are insulated but older houses may have minimal insulation. Most houses are heated by open fires, wood burners, heat pumps, or electric or gas heaters. Central heating and double-glazing are not common.



Rental housing

Most newcomers rent for a period of time and New Zealand has good systems in place to protect the rights of tenants.

You can find out more about renting in New Zealand from:

- Department of Building and Housing: free phone 0800 83 62 62 or www.tenancy.govt.nz.

Tenants need to sign a tenancy agreement and pay a bond and rent in advance. The landlord is responsible for property insurance, but you should insure your belongings and insure against accidental damage to the property. The best properties are rented quickly.

To find properties, go to:

- 'To Let' columns in newspapers or websites
- real estate agencies or letting centres listed in the Yellow Pages or at www.yellowpages.co.nz
- Real Estate Institute of New Zealand: www.realenz.co.nz.



Buying a house

As in many parts of the world, owning your own home is becoming increasingly more expensive.

Most properties in New Zealand are sold through real estate agents who are paid a commission by the seller. Properties can be sold by auction, tender or negotiation. You can visit any open home or contact any real estate agent to view properties they have listed. An open home is a brief period of time, usually on weekends, when the house is open and anyone can view. Real estate agents will be able to give you an indication of prices in your area.

For information about buying a house, go to:

- your bank; many provide comprehensive information on buying a house on their websites, and they may also be able to assist with finance. In addition, many banks offer specialist services for migrants. You can find 'Banks' listed in the Yellow Pages or at www.yellowpages.co.nz.

For information about property values, go to:

- Quotable Value: www.qv.co.nz

To find properties, go to:

- newspapers on Wednesdays and Saturdays
- real estate agents listed in the Yellow Pages or at www.yellowpages.co.nz
- Real Estate Institute of New Zealand: www.realenz.co.nz
- www.open2view.com.



Employment



New Zealand has low unemployment and needs skilled workers to help build the economy. While there is low unemployment many employers value local New Zealand work experience. If you do not have employment arranged before you arrive in New Zealand it may take you time and persistence to get a job. You may also need to allow time to have your qualifications evaluated or apply for professional or trade registration. It is recommended that you check whether you can use your qualifications in New Zealand before you travel.

For information on qualifications, go to:

- New Zealand Qualifications Authority: phone 04 463 3000 or www.nzqa.govt.nz.

For information on professional or trade registration, go to:

- The relevant industry board listed at www.immigration.govt.nz under 'registration authorities'.

For information about employment, New Zealand style curriculum vitae (CVs), job hunting and interview techniques go to:

- WorkSite: www.worksite.govt.nz
- Career Services: phone 0800 222 733 or www.careers.govt.nz
- New Kiwis: www.newkiwis.co.nz.



To find jobs, go to:

- situations vacant listings in newspapers. The largest listings can be found in The New Zealand Herald (Auckland region) www.nzherald.co.nz and The Dominion Post (Wellington region) www.dompost.co.nz and The Press (Canterbury region) www.press.co.nz.
- job vacancy websites, for example www.seek.co.nz and www.trademejobs.co.nz
- private recruitment agencies listed in the Yellow Pages or at www.yellowpages.co.nz
- Work and Income: www.workandincome.govt.nz
- New Kiwis: www.newkiwis.co.nz.

If setting up your own business in New Zealand, contact a Chamber of Commerce, city or local council in your region, or go to:

- Biz Info: www.biz.org.nz
- Immigration New Zealand: www.immigration.govt.nz.





KiwiSaver

KiwiSaver is a voluntary work-based savings initiative which started in July 2007. It aims to encourage long-term saving and asset accumulation by New Zealanders who want to enjoy more than a basic standard of living in their retirement.

When you start a job in New Zealand, you will be automatically enrolled with KiwiSaver though you can choose to opt out. To join KiwiSaver you must meet certain conditions, including being a New Zealand citizen or being entitled to live in New Zealand indefinitely.

For more information, go to:

- your employer
- www.KiwiSaver.govt.nz
- www.sorted.org.nz.



Employment agreements

You can choose to join a union and, where there is one, become part of the collective employment agreement. Employees can also negotiate extra conditions. If there is no collective agreement, your employer must make a written offer, which you can seek advice on.

Adults over 18 years must be paid a minimum hourly rate and holiday, sickness, bereavement and parental leave. Women and men doing the same work must be paid the same amount.

For information about the rights and obligations of employees and employers, go to:

- www.ers.govt.nz.

For information about workplace health and safety, go to:

- Department of Labour: free phone 0800 20 90 20 or www.osh.dol.govt.nz.

Tax

You must pay tax on all income you receive, whether generated in New Zealand or overseas. Usually your employer deducts tax from your salary or wages, so you will need an Inland Revenue Department (IRD) number before you start working.

Tax rates vary depending on the amount of income earned.

To apply for an IRD number and for more information on tax, go to:

- Inland Revenue: free phone 0800 257 773 or www.ird.govt.nz.



Money



Bank accounts

Banking services are available at registered banks, credit unions and building societies. Many have specialist migrant banking teams and staff who can speak languages other than English. Banking hours may vary by location, though banks are usually open Monday to Friday between 9.00am and 4.30pm.

To open an account you will need photo identification and proof of your permanent address, but references are not usually required. Your account is usually open within 10 days. You may be able to open your account before you come to New Zealand.

To find banks, go to:

- banks listed in the Yellow Pages or at www.yellowpages.co.nz.

Using money in New Zealand

Many New Zealanders use EFTPOS/cash or credit cards for day-to-day shopping and internet and telephone banking are common.



Financial support for families

If your family income is below a certain level, you may be eligible for Working for Families and tax credits. Working for Families is available for low to middle income families with children aged 18 years or younger who are not financially independent and are living at home. Temporary permit or visa holders or those unlawfully in New Zealand are not eligible.

For information about Working for Families, go to:

- Inland Revenue: free phone 0800 227 773 or www.workingforfamilies.govt.nz.

Pensions

There are specific requirements regarding age and residence that people must satisfy to qualify for New Zealand Superannuation (the State pension). Requirements vary depending on the length of residence in New Zealand and on whether there is a social security agreement between New Zealand and your home country (and the terms of any such agreement).

Pension transfers can be complex and it is advisable to seek expert advice well before arriving in New Zealand. The Ministry of Social Development can provide detailed guidance on which provisions may apply.

For detailed information, go to:

- The Ministry of Social Development at www.msd.govt.nz.





Your family doctor or general practitioner (GP) will probably be your first contact with the health system. It is recommended that once you decide where you are going to live you register with a GP in your area. It is free to register with any GP of your choice. You must pay a charge for each GP visit, but you may be eligible for government subsidies. A friend or support person can stay with you during most medical examinations.

To find a GP:

- look in the 'Medical' section at the front of the White Pages or at www.whitepages.co.nz.

For after-hours advice or treatment:

- Healthline (24-hour): free phone 0800 611 116
- find an after-hours medical centre listed in the front of the White Pages or at www.whitepages.co.nz
- phone your GP—most have a recorded message with advice.

If you need medicine, your GP will give you a written prescription to take to a pharmacy to collect. There is a charge for each prescription item although subsidies may be available. Pharmacists are trained to give advice on medicines and some health problems, and this advice is usually free. Outside normal trading hours medicine is available from urgent pharmacies.



To find an urgent pharmacy, go to:

- the 'Medical' section at the front of the White Pages or at www.whitepages.co.nz.

To be eligible for public healthcare, you need to be a New Zealand citizen, a New Zealand resident, the holder of a two-year work permit or a refugee. Take your passport and immigration documents with you if you need medical services.

Non-residents may have to pay for some hospital services, but you will not be refused emergency care if you cannot pay.

To get help if you are injured, Accident Compensation Corporation (ACC) provides personal injury cover to New Zealand citizens, residents and temporary visitors to New Zealand.

For information about ACC personal injury cover:

- Free phone 0800 101 996 or visit www.acc.co.nz. Interpreters are available.

Dental treatment charges vary widely. Dentists are listed in the Yellow Pages or under 'Dentists' at www.yellowpages.co.nz.

Children's health

Many health services for children are free as are most medicines for children under six years of age. Basic dental care for children is free from birth until the end of year 13 (end of secondary school).

Plunket is a free service that helps families with children under five years through branches nationwide, mobile clinics and a free phone service, PlunketLine.

For more information, go to:

- PlunketLine free phone 0800 933 922 or www.plunket.org.nz



Early childhood education

You can enrol your child in the early childhood service that best suits you and your child. Fees vary widely and there may be a waiting list.

To find early childhood services, go to:

- child care and education listings in the Yellow Pages or at www.yellowpages.co.nz
- Citizens' Advice Bureaux: call your local bureau listed in the White Pages www.whitepages.co.nz or free phone 0800 367 222 or www.cab.org.nz
- Ministry of Education national office: 04 463 8000 or www.minedu.govt.nz.

For information about early childhood education, go to:

- Team-Up: www.teamup.co.nz.

Primary and secondary school education

School is compulsory for children between their sixth and sixteenth birthdays, but most start school when they turn five. You can apply to enrol your child at any state school as long as there is no enrolment scheme in place. Most children go to a state school, but there are also private schools, boarding schools, the Correspondence School and home-based schooling. You can visit schools and meet the principal and staff before enrolling your child.

State schools are co-educational at primary and intermediate level, with classes of both boys and girls. Some state secondary schools offer single-sex education. The school day usually begins at 9.00am and finishes about



3.00pm, or 3.30pm for secondary schools. Meals are not provided and most children take lunch to school with them. You will need to buy stationery and uniforms (if the school has a uniform) and you may be asked to pay some other costs.

You are legally responsible to make sure your children go to school every day. You are also responsible to ensure they travel to and from school safely.

Children with special education needs are enrolled with other children in ordinary classes whenever possible and specialist support services are available. Residential special schools provide teaching and live-in care for children with major difficulties.

You can request that your child be excused from religious and sex education classes.

For information about primary and secondary education, go to:

- Team-Up: www.teamup.govt.nz.





Tertiary education

Tertiary study is available at universities, institutes of technology, polytechnics, colleges of education, wananga (tertiary organisation focused on Maori culture) and private training establishments. The academic year usually starts in February and application forms are available from each tertiary institution.

Costs vary depending on the type and level of course. Student loans are available to permanent residents or refugees entitled to live in New Zealand indefinitely.

Most tertiary institutions ask students to prove their English language skills.

For more information, go to:

- www.educationnz.org.nz
- www.minedu.govt.nz

English for Speakers of Other Languages (ESOL)



Private language schools and most polytechnics, universities and secondary schools offer ESOL tuition for adults across a range of levels. If you cannot attend formal language classes, ESOL Home Tutors—the national network of volunteer home tutors—may be able to help.

- ESOL Home Tutors: phone 0800 4 ESOL (0800 367 376) or www.esolht.org.nz.

Some migrants are required to pre-pay for their ESOL tuition before they leave for New Zealand.

To find an ESOL provider, go to:


- Tertiary Education Commission: free phone 0800 832 463 or www.tec.govt.nz.

Adult and Community Education classes are available in most areas throughout New Zealand.


For more information about courses, go to:

- www.xtend.co.nz







Interpreting services




A number of government agencies and local city or district councils use the Government interpreting service—Language Line. Language Line is available Monday to Friday from 9am to 6pm. If you are phoning or visiting a government office and do not feel comfortable using English, please ask for Language Line—www.language.govt.nz.



If you go to a local Settlement Support New Zealand office or Citizens Advice Bureau, interpreters are available through the Multi-Lingual Information Service—www.cab.org.nz/contact/indexdirection/html.



Other interpreters may be available in your area. Go to the listing for Interpreters in the Yellow Pages or at www.yellowpages.co.nz.



Public transport

Air, train and bus services may be limited, especially outside the main cities. Taxis are clearly marked and must have reliable meters with the driver's identification card and fare schedule displayed. Bargaining and tipping are not common.

To find out about transport services and timetables, go to:

- visitor information centres listed at: www.newzealand.govt.nz
- your city council or district council listed at Local Government New Zealand: www.lgnz.co.nz.

Driving

You can drive for up to one year with a current and valid driver's licence from another country or an International Driving Permit. If your driver's licence is not in English, you must carry an English translation or have an International Driving Permit. If you plan to stay longer than one year, you should apply for a New Zealand driver's licence as soon as possible.

New Zealanders drive on the left and there is a unique give way rule, so find out about rules and conditions before you drive. Drivers and passengers must wear seatbelts or approved safety restraints at all times. Plunket has a rental service for children's safety restraints. Approved safety helmets are





compulsory for all cyclists and motorcyclists. Speeding and drink driving are serious offences with heavy penalties.

For information, go to:

- Land Transport New Zealand: free phone 0800 699 000 (general queries), free phone 0800 822 422 (driver licences) or www.landtransport.govt.nz
- Plunket (for children's car seats): free phone 0800 933 922 or www.plunket.org.nz.

Buying a car

Second hand cars are sold by car dealers or private sellers. The Automobile Association (AA) or Vehicle Testing New Zealand can inspect vehicles to check for mechanical problems for a fee. Sellers and buyers must both notify Land Transport New Zealand of a vehicle's change of ownership within seven days. Vehicles must be registered annually for use on public roads and pass a six-monthly Warrant of Fitness inspection.

For information on buying a car, go to:

- www.consumeraffairs.govt.nz.

To register vehicles, go to:

- Post Shops: free phone 0800 501 501 or www.nzpost.co.nz
- the Automobile Association: free phone 0800 500 333 or www.aa.co.nz
- Vehicle Testing New Zealand: phone 04 495 2500 or www.vtnz.co.nz.

To book a Warrant of Fitness (WOF) inspection, go to:

- authorised vehicle workshops
- Vehicle Testing New Zealand: phone 04 495 2500 or www.vtnz.co.nz.



Electricity and gas

Your landlord can tell you the name of the electricity or gas supplier for your property. Gas is available in most areas either using LPG cylinders or piped natural gas.

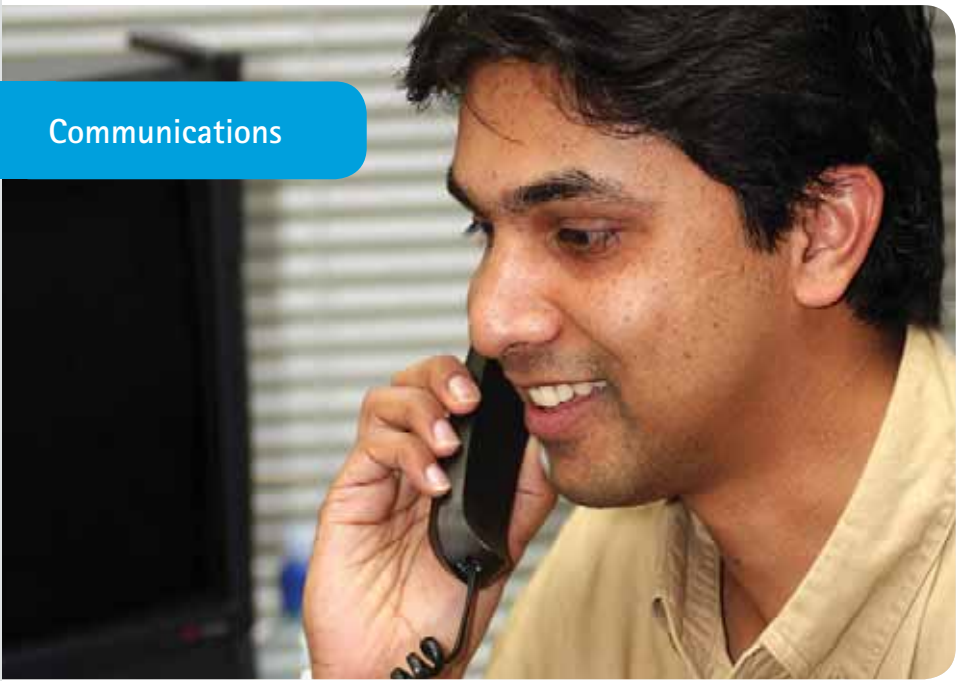
To find electricity and gas suppliers, go to:

- Electricity suppliers and gas companies listed in the Yellow Pages or at www.yellowpages.co.nz.

Water

All New Zealand tap water is safe to drink. Fluoride is added as a dental health practice in most areas. Water supplies are managed by your city council or district council. In some parts of the country there is a charge for water, based on usage.





Phones

Home phones can be set up by either Telecom or TelstraClear. There may be a phone at the property when you move in or you can buy one from an electronic goods shop or phone company. Pricing plans vary widely.

Mobile phone services are available from Telecom and Vodafone. Price plans vary widely. Mobile phones are sold at electronic goods shops or specialist phone shops. Public phones in town centres and suburban areas use pre-paid phone cards which are available from supermarkets, newsagents, or dairies (small local shops).

Calls to phone numbers beginning with 0800 or 0508 are free. 0900 numbers are used for services including donations to charities, surf and weather reports, competition or chat lines, and you are charged higher rates than standard calls. Directory assistance is available on 018 for a charge.

Note: the telecommunications industry in New Zealand changes quickly so there may be other providers.



Mail

A postal box is acceptable as your official address until you have a permanent address.

To set up a postal box you can visit your local PostShop or Books & More outlet or go to:

- PostShops: free phone 0800 501 501 or www.nzpost.co.nz
- Private Box: phone 04 831 1333 or www.privatebox.co.nz.

Internet

There are a number of internet providers offering broadband and dial-up plus a range of mobile and wireless services.

To find internet providers, go to:

- the Yellow Pages or www.yellowpages.co.nz under computers and electronics.

To find public internet access, go to:

- the local public library
- internet cafes listed in the Yellow Pages or at www.yellowpages.co.nz.




Government, city councils and district councils



City councils and district councils provide services including rubbish collection and recycling, dog control, noise control, water supply, parks, libraries, cultural and sporting events, and visitor information centres. Services are funded mainly by property rates. If you rent a property, your landlord pays the rates. If you buy a property, you will be sent a rates account four times a year.

To find the city council or district council in your area, go to:

- Local Government New Zealand: phone 04 924 1200 or www.lgnz.co.nz
- Information centres: free information on accommodation, transport, food, tourist attractions and entertainment is available from Information Centres. These are identified by a prominent  logo.



Enrolling and voting

You must enrol on the Parliamentary Electoral Roll if you are 18 years or older, are a New Zealand citizen or permanent resident, and have lived in New Zealand continuously for a year. If you are required to leave the country by a set date (such as student or visitor permit holders), you are not a permanent resident for electoral purposes and do not have to enrol. Enrolling to vote is compulsory in New Zealand, but voting is optional.

For information or enrolment forms, go to:

- Elections New Zealand: free phone 0800 ENROLNOW (36 76 56) or www.elections.org.nz. Information on this site is available in several languages
- Post Shops.

Dog ownership

Dogs must be registered every year at your city council or district council and most dogs must also be micro-chipped. Dog control bylaws are set and enforced by the city council or district council.

For information about dog ownership, go to:

- your city council or district council listed at Local Government New Zealand: www.lgnz.co.nz
- Dog Safety: www.dogsafety.govt.nz.





Newcomers to New Zealand have the same rights and obligations under New Zealand law as any other person living here. It is against the law for anyone to steal or damage your property and it is against the law for anyone to deliberately attempt to injure you or anyone in your family. The New Zealand Police are respected members of New Zealand communities and it is their job to enforce the law and investigate incidents that are reported to them.

Police

You can approach the police at any time to talk or ask for help. Police officers do not normally carry guns. Most wear a police uniform but they should be able to show you their police identification card and tell you which station they are from. Firearms and guns must be licensed at your local police station.

For police help:

- In an emergency - free phone 111
- Other than in an emergency call the nearest police station listed in the government section of the White Pages or www.whitepages.co.nz
- to report a traffic incident, call *555 from your mobile phone.

For safety information in several languages, go to: www.police.govt.nz.



Fishing and collecting seafood

There are limits for many fish and shellfish species to prevent over-fishing. Breaches of these limits are treated very seriously.

For information about fishing limits, go to:

- Ministry of Fisheries: free phone 0800 4RULES (0800 478 537) or www.fish.govt.nz.

Alcohol

The legal drinking age is 18 years. You may be asked for photo identification when purchasing alcohol. Alcohol is available from supermarkets and liquor outlets seven days a week. Bylaws in some areas prevent drinking alcohol in public places. Drinking and driving is a serious offence with heavy penalties.

Smoking

Smoking is banned in workplaces and most public areas, including shopping malls, public transport, pubs, bars and restaurants.



Te Ao o te Māori – Māori culture



Māori are the tribal people indigenous to Aotearoa (New Zealand) and make up about 16 percent of the total population. Māori culture and the Treaty of Waitangi—an agreement between Māori and the Crown—are important in New Zealand society. Many Māori words are part of everyday Kiwi language.

To learn more about Māori culture, go to:

- Museum of New Zealand Te Papa Tongarewa: www.tepapa.govt.nz
- Treaty of Waitangi Information Programme: www.treatyofwaitangi.govt.nz
- Encyclopedia of New Zealand Te Ara: www.teara.govt.nz
- New Zealand History Online: www.nzhistory.net.nz.

To learn about Māori language (Te Reo), go to:

- Korero Māori: www.koreromaori.co.nz.

Welcome to New Zealand

Haere mai (Welcome)

Moving to another country is a big step. We understand this and want to help you and your family settle and enjoy your new life in New Zealand.

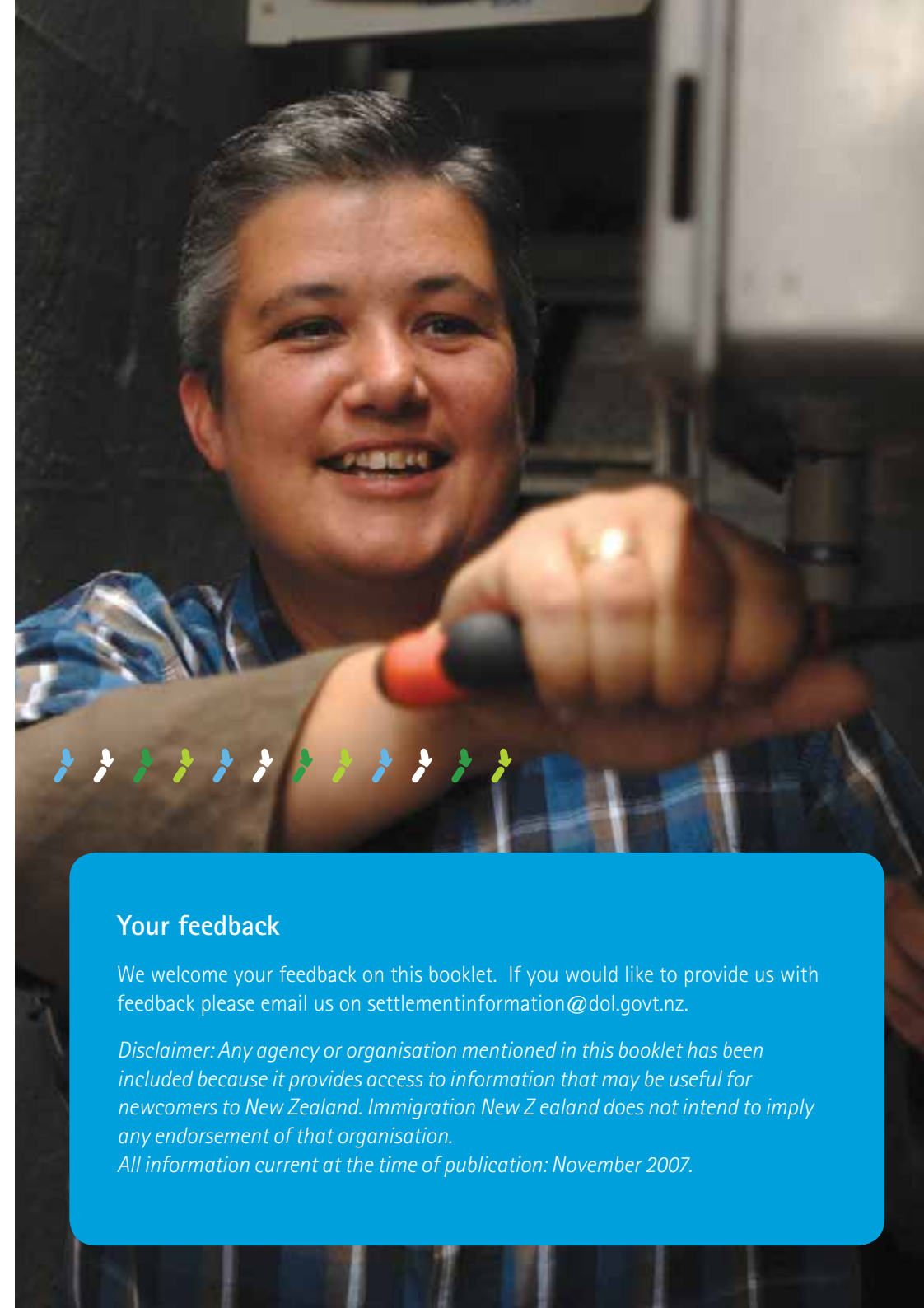
This booklet has practical information to help you and your family settle quickly in New Zealand.

The first few months can be busy and challenging and life in New Zealand may be quite different from the life you are used to. For some people, settling into a new country is comparatively easy; for others it can be a much slower and more difficult process, and they may not feel "at home" for a period of years, rather than weeks or months.

The New Zealand Government is committed to assisting and supporting newcomers in settling quickly and successfully. A key part of the Government's settlement strategy is the Settlement Support New Zealand initiative.

Once you've arrived in New Zealand we recommend you get in touch with the Settlement Support New Zealand network. The network currently has initiatives in 19 locations throughout the country. Settlement Support Co ordinators work with local government and other local agencies to provide newcomers to New Zealand with expert guidance on how to access local services. For an outline of the type of services available and contact information, refer to the section *Helping you and your family settle in New Zealand* on page 4 of this guide.

We look forward to helping you make your way in New Zealand and wish you well in your new life here.



Your feedback

We welcome your feedback on this booklet. If you would like to provide us with feedback please email us on settlementinformation@dol.govt.nz.

Disclaimer: Any agency or organisation mentioned in this booklet has been included because it provides access to information that may be useful for newcomers to New Zealand. Immigration New Zealand does not intend to imply any endorsement of that organisation.

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