

Welcome to New Plymouth District

A guide for new settlers

Haere Mai! Welcome!



Welcome to New Plymouth District

This guide is intended for people who have recently moved to New Plymouth District. We hope it will be helpful during your early months here.

WE'RE HERE FOR YOU



Contact us for free, confidential information and advice

Call: 06 758 9542 or
0800 FOR CAB (0800 367 222)

EMAIL or ONLINE CHAT:
www.cab.org.nz



You can also visit us at Community House (next to the YMCA) on 32 Leach Street.

The guide is also available on the following websites:

www.newplymouthnz.com/AGuideForNewSettlers

www.cab.org.nz/location/cab-new-plymouth



Te Kaunihera-ā-Rohe o Ngāmotu

**New Plymouth
District Council**



Disclaimer:

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

Last updated: August 2020

Table of contents

	Page
1. Introducing New Plymouth District	
Message of welcome from the Mayor of New Plymouth.....	1
New Plymouth - past and present.....	2
Tangata whenua.....	3
Mt Taranaki.....	3
Climate and weather.....	4
2. Important first things to do	
Getting information.....	5
Accommodation.....	6
Insurance.....	7
Tax system.....	8
Employment.....	8
Banking.....	9
Education.....	10
English language classes.....	11
Driving in New Zealand.....	11
Healthcare.....	12
3. Emergency information	
Contact phone numbers.....	13
Civil Defence emergency.....	14
General safety advice.....	14
Beach safety.....	15
4. Everyday Life	
Seasons.....	16
Daylight saving.....	16
Public holidays.....	16
Electricity and gas.....	17
Telephones and internet.....	17
Television.....	19
Water services.....	19

Rubbish collection and recycling	19
Rates	20
Puke Ariki (library/museum)	21
Transport	21
Postal service	22
Newspapers	22
Noise	22
Pets	23
Sports	23
Events	23
Places of worship	23
Shopping	24
5. General information	
Births, deaths and marriages	25
Budgeting and money management.....	25
Electoral system (voting).....	26
Justices of the Peace	26
Making a will	26
6. Other	
Contact details	27
Glossary	30

1. Introducing New Plymouth District

Welcome!

It is with the greatest pleasure that I warmly welcome you to your new home in New Zealand.

Time and time again, visitors to the region remind me how lucky we are to live here. From the award-winning Coastal Walkway and central-city Pukekura Park to all the galleries, museums and wonderful events on offer, I know we've got something special here to share with everyone.



No matter how beautiful a region is or how many events there are, it is the people who make a place enjoyable and friendly. We're lucky to be a home for people who hail from more than 70 nations, which adds to the rich culture of Taranaki.

This information booklet has been compiled to help you settle here easily and get the most out of your new home. The answers to many of your questions can be found in these pages – and if you need any further help, the Citizens Advice Bureau staff are available to lend a hand!

Thank you for choosing New Plymouth District as your new home. I hope you discover New Plymouth's hidden and not so hidden delights as you get to know our district.

A handwritten signature in blue ink, which appears to read 'Neil Holdom'. The signature is stylized and fluid.

Neil Holdom
New Plymouth District Mayor

New Plymouth - past and present

Past

Māori lived on the land now known as Taranaki for hundreds or even thousands of years, but invasion threats from Waikato tribes in the early 19th century saw many Māori leave the area. While they were away, the first of the English immigrants arrived in 1841.

There was objection by Māori still living in Waitara (an area just north of New Plymouth) to land being sold to Pakeha (non-Māori people), and consequently those Māori who had previously moved away returned to Taranaki to reoccupy their lands and ensure it would not be sold. Waitara saw the first shots fired in what subsequently became the Taranaki Wars.

Present

New Plymouth District is located in the region of Taranaki, which is on the west coast of the North Island. It covers land from Mōkau to Ōkato and includes the city of New Plymouth, the towns of Waitara, Inglewood, Urenui, Ōkato, Bell Block and Ōākura, and many other smaller rural communities.

New Plymouth District has an estimated population of 82,000. Gross domestic product (GDP) for the Taranaki region is around \$9 billion, which has grown steadily over recent quarters. New Plymouth District is a mix of diverse cultures and is a popular region for visitors, businesses, migrants and their families.

Taranaki is the second largest dairy farming region in New Zealand. Dairy farming is Taranaki's primary industry, with other significant industries being heavy and light engineering, manufacturing, horticulture and tourism. New Plymouth is also the centre of New Zealand's oil, gas and petrochemical industry, producing the bulk of New Zealand's petroleum and petrochemical products and contributing billions to the nation's economy.

The district is also known for its rugged coastline, world-class surfing spots, fertile farming land, major events and, of course, the majestic Taranaki Mouna (Mt Taranaki). The district offers numerous activities: whether it is enjoying a coffee in one of the many cafes, swimming at one of the renowned surf beaches, wandering along the 13.2km Coastal Walkway, browsing through Puke Ariki museum and library or taking part in a wide range of sports.

Diversity is celebrated in New Plymouth District. It is a safe, welcoming and community-orientated place to live.

Tangata whenua

The tangata whenua (people of the land) whose rohe (area) is situated in New Plymouth District have a long and rich history. Ngāti Maniapoto, Ngāti Tama, Ngāti Mutunga, Te Ātiawa, Ngāti Maru and Taranaki all identify as iwi (tribes) of this district.

The ancestors of the iwi arrived in great waka (canoes) over many decades with the last migrations arriving in the Tainui, Tokomaru and Kurahaupo waka. Māori culture is an integral part of the community and is celebrated in New Plymouth District.

Mt Taranaki

Mt Taranaki stands at 2,518m. Mt Taranaki is a 'silent volcano' with the last recorded activity being in 1755. Information is regularly gathered about earthquake activity and it is closely monitored by the Taranaki Civil Defence Emergency Management Group.



There are four volcanic centres in Taranaki. Mt Taranaki is the youngest volcano and became active around 130,000 years ago. The Pouākai Range was active until around 250,000 years ago while the Kaitake Range has not been active for about 500,000 years. Paritūtū and the Sugar Loaf Islands date back 1.75 million years and are the region's oldest volcanic centre.

The mountain provides an excellent playground for climbing, skiing, tramping and photography.

Visiting Mt Taranaki

Mt Taranaki has two informative visitor centres: Dawson Falls and North Egmont. The Egmont National Park has more than 300km of walking tracks, a wide variety of vegetation and more than 50 rivers and streams. Many bird species can be found in the forests surrounding the mountain.

While Mt Taranaki may look appealing on a blue-sky day, weather conditions on the mountain can change quickly. It is crucial that you are well prepared if you are planning to climb the mountain. Be sure to phone the New Plymouth i-SITE Visitor Centre (located in Puke Ariki's North Wing) to receive up-to-date information on mountain conditions and requirements.

Contact details for the Dawson Falls and North Egmont Visitor Centres are located in section six.

Māori history of Mounga Taranaki

According to legend, Taranaki used to sit in the centre of the North Island with other mountain gods: Tongariro, Ruapehu and Ngauruhoe. The beautiful Pīhanga stood nearby and all of the mountain gods were deeply in love with her.

When Taranaki could not control his feelings and made advances towards Pīhanga, Tongariro was furious! The mountains fought wildly and when peace was finally restored, Tongariro (now considerably shorter) stood near Pīhanga. Taranaki was filled with grief. He tore himself from his roots and, weeping, he plunged recklessly towards the setting sun, gouging out the Whanganui River as he went and, upon reaching the ocean, turned north. While he slumbered overnight, the Pouākai Range thrust out a spur and trapped Taranaki in the place he now rests.

Taranaki still weeps for Pīhanga – when the mountain is covered in mist and rain, we know that he is sad! However, the story might not end here: legend says that one day Taranaki will return to central plateau to fight once more for the love of Pīhanga.

Climate and weather

Taranaki's mild climate allows residents and visitors ample opportunity to enjoy the many outdoor activities on offer. Taranaki has more sunshine hours than most of the country while the rainfall is enough to keep the grass green and the fauna flourishing.

Average temperatures for New Plymouth are:

Summer high	Summer low	Winter high	Winter low
22°C	13°C	14°C	6°C

2. Important first things to do

Getting information

Citizens Advice Bureau

Citizens Advice Bureau New Plymouth is Immigration New Zealand's free appointed service for face-to-face settlement information. CAB can assist you in the following areas:

- General information and advice for newcomers: housing, schools, learning English, job search information, finding a doctor, driving in NZ, shopping and consumer rights, counselling and much more.
- Support services and local networks.
- Referral to other local services.
- Assistance with filling out forms.
- Workshops on topics for new settlers.
- Legal advice at an evening clinic.

Contact details for the Citizens Advice Bureau are located in section six.

Migrant Connections Taranaki

Migrant Connections Taranaki is a free service aimed at a broad migrant support which includes skilled and non-skilled migrants and their families. It assists migrants and their families to get accustomed to the shift in culture and help them integrate into the local community, by providing ongoing support on a case by case basis with the skills, tools and networks they require to do so.

Services include: family support, culture guidance, service orientation/navigation, employers support and changing community perceptions.

Contact details for Migrant Connections Taranaki are located in section six.

New Zealand Now

The New Zealand Now website is a great source for general and local information about living and working in New Zealand, and is reviewed every six months by Citizens Advice Bureau.

www.newzealandnow.govt.nz/regions-nz/taranaki

Yellow Pages and White Pages

Throughout this guide you will hear us refer to the Yellow Pages or White Pages. These are telephone directories which are updated yearly and delivered free to every home and business, unless you opt out. If you do not have the latest copy you can order a copy at www.ypgbooks.co.nz.

The Yellow Pages is an advertising medium for businesses. It lists businesses according to category. For example, if you want to build a house you would search under builders. You will then find a list of businesses which supply building services.

The White Pages is a directory where residential and business numbers are listed in alphabetical order and also by area. These are useful for times when you are searching for a specific name of a person or business.

As well as the paper copy of the combined Yellow and White pages, you can access these directories on the internet.

www.yellow.co.nz/find-a-business

www.whitepages.co.nz

Taranaki Groups Directory

You may also find a list of useful clubs, organisations and activity providers in the Taranaki Groups Directory:

www.groups.org.nz

Human Rights Commission

It is illegal to discriminate on the grounds of race, ethnicity, background, sex, age, disability, religion or family status, among other things.

If you feel you have been discriminated against, you can contact the Human Rights Commission. The commission provides free and independent help to resolve your problem.

Contact details for the Human Rights Commission are located in section six.

Accommodation

There are numerous types of accommodation (real estate) in New Plymouth District including short and long-term leases, multi-share student flats, townhouses, units and family homes. Some real estate agents can assist you to find suitable rental accommodation. A fee equivalent to one week's rent is often the charge.

When you arrive, most new migrants decide to rent a house or apartment. This gives them enough time to save money for a deposit to purchase a home, and decide where they want to live. When looking for accommodation, it is

important to determine the size of the house you require, your budget and your transportation needs. You also need to think about the school you want your children to attend because some schools have zones (see Education section.)

Properties for rent or sale are usually advertised in newspapers, particularly on Wednesdays and Saturdays, and on the internet. Look in the classified advertisements section. You can also visit or call a real estate agent to view their list of houses for rent or for sale.

*You can look under **real estate agents and consultants** in the Yellow Pages.*

Tenancy agreement

A tenancy agreement is a written, legal contract between you and the landlord. The law states that you must have a tenancy agreement if you are in a renting situation. As they are legal documents, you should not sign any contracts unless you fully understand everything that is written in them. You can contact Tenancy Services to learn more about tenancy agreements.

Contact details for Tenancy Services are located in section six.

Buying a house

In general, only residents and citizens can buy houses in New Zealand to live in. To buy a house you can either pay the full price or arrange a long-term loan or mortgage from a lender, such as a finance house or bank. The finance house or bank will look at your income, what you own, your debts and credit rating. Many will ask you to pay a percentage of the cost of the house (a deposit) from your own money. Most require at least a 20 per cent deposit.

*You can look under **banks and finance – mortgages and loans** in the Yellow Pages.*

Social Housing

The Ministry of Social Development (MSD) provides access to good quality, affordable homes. To be eligible for housing you must meet certain conditions. As a migrant, to be eligible you must have lived in New Zealand for two years. If you receive an emergency benefit due to hardship, they may accept your application. Quota refugees are automatically eligible.

Contact details for MSD are located in section six.

Insurance

Insurance provides financial protection against loss, harm or damage to yourself, your property or belongings. There are many types of insurance available, including house and contents, car and health. You can contact an insurance agency to learn more about different types of insurance.

*You can look under **insurance** in the Yellow Pages.*

Tax system

Inland Revenue (IRD) is the government department that collects taxes. The New Zealand tax year runs from 1 April to 31 March. You must pay tax if you work or have a business. Employers deduct tax on salary and wages. This is known as PAYE (Pay As You Earn).

The current tax rates for individuals are as follows:

> \$14,000	10.5 per cent
\$14,001 to \$48,000	17.5 cents in the dollar
\$48,001 to \$70,000	30 cents in the dollar
\$70,001 and above	33 cents in the dollar

Everybody who works or owns a business in New Zealand must have an IRD number. If you are going to ask for financial support from Work and Income, your children will also need to have IRD numbers.

You may qualify for temporary tax exemption on foreign income as a new migrant.

Contact details for IRD are located in section six.

Employment

Work and Income

Work and Income (formerly known as WINZ) is the government department that helps find employment for residents or those with a valid work permit. If you are a refugee you may qualify for benefit assistance while you look for work. When you register with Work and Income, a case manager will give you free advice and information about job opportunities and advice on creating or updating your curriculum vitae.

Contact details for Work and Income are located in section six.

New Zealand Qualifications Authority (NZQA)

If you have received educational qualifications in your home country, it is important to have them approved by the New Zealand Qualifications Authority (NZQA). If you want to practise a profession in New Zealand, you may need to apply for registration or membership of a professional body.

Contact details for NZQA are located in section six.

Newspapers

Employment vacancies can be found in the classifieds section of newspapers, particularly on a Wednesday or Saturday.

Internet

There are a number of internet sites where you can search for employment vacancies. Below are just a few of the popular sites:

www.liveandwork.taranaki.info

www.seek.co.nz

www.trademe.co.nz/jobs

www.careers.govt.nz

Agencies

Employment agencies may be able to assist you in finding a job.

*You can look under **employment agencies** in the Yellow Pages.*

Self employment

If you are planning to start your own business, you can talk to Work and Income for advice.

Venture Taranaki is a local organisation that may also be able to help. Its experienced Business Development Team can give you practical support and information, assist with training needs and identify trading opportunities. Venture Taranaki offers training seminars – many of which are free.

Contact details for Venture Taranaki are located in section six.

Banking

To open a bank account, you will need three forms of identification (ID). One of these forms of ID must contain a photograph, such as a passport. There are many different kinds of bank accounts and you can learn more about the different types by talking to the bank directly. Many banks have multilingual call centres to help non-English speaking customers.

*You can look under **banks** in the Yellow Pages.*

There are a number of ways to bank in New Zealand. As well as branches, there are numerous automatic teller machines (ATMs) in or near banks or shopping malls around the country. They allow you to withdraw or deposit money and check your account balance at any time of the day or night. You may also be able to use internet or telephone banking, which allow you to manage your accounts without visiting a branch. If you use electronic banking or ATMs, you will have a PIN (personal identification number) for your bank card. Never disclose your PIN to anyone.

All banks have formal complaints processes. If you have a problem, you can ask to speak to the complaints officer. If you are not happy with the way your complaint has been handled, you can contact the Banking Ombudsman for help.

Contact details for the Banking Ombudsman are located in section six.

Education

All children in New Zealand must attend school from age six to 16, but most children start at five years old. Compulsory education is divided into primary, intermediate and secondary schooling.

Children younger than six may attend an early childhood centre such as a kindergarten, play centre or day care.

Primary schools cater for children aged from five to 10 (years one to six). Children aged 11 and 12 (years seven and eight) may be in a separate intermediate school or part of a primary, secondary or composite school. Secondary schools provide for students aged from 13 to 17 (years nine to 13).

Tertiary education refers to the educational level following secondary school.

Adult students returning to school enter the year appropriate to the subjects they are studying.

Types of schools

State schools are funded through taxation. They are generally co-educational (boys and girls together) at primary and intermediate levels, but at secondary level they are both single-sex and co-educational.

Integrated schools are mostly state-funded but because they are generally either Catholic or Presbyterian, they retain their special character. There are both single-sex and co-educational schools

Private schools are governed by their own boards and students pay fees to attend.

Boarding schools are either private or part of a state-funded school. They charge boarding fees. Students usually live at the school all week but may go home at weekends.

Te Kura is a correspondence school which provides distance learning from early childhood to Year 13.

Home schooling is available for parents and caregivers who want to educate their children at home (criteria is set by the Ministry of Education).

School zones

Some schools have 'zones' within which children must reside in order to enrol in the school. If you live out-of-zone you can find out if the school has any enrolment schemes. If your child cannot attend through an enrolment scheme, you can contact the Ministry of Education, who may be able to direct the school to admit your child.

You can look under schools in the Yellow Pages to find contact information for schools in New Plymouth District.

If you would like to learn more information about a particular school, you can look at individual school reports under the following website:

www.ero.govt.nz

Use the Ministry of Education's Directory to find out about schools and Early Childhood Education (ECE) services.

Contact details for the Ministry of Education are located in section six.

School terms

Exact dates vary from year to year, but generally the school terms are as follows:

Term 1: Late January until mid-April.

Term 2: Late April until early July.

Term 3: Mid-July until late September.

Term 4: Mid-October until mid-December.

English language classes

Learning English is an important way to help you feel comfortable living in New Zealand. You can attend classes to learn or improve your English.

Citizens Advice Bureau can help you find an appropriate English language course. Some courses are free but you may have to pay for others.

English Language Partners Taranaki is a tutoring service for adult New Zealanders whose first language is not English. Volunteers are paired with students and spend an hour each week teaching them how to communicate in English. There are also English language groups. This is a free community based programme.

Western Institute of Technology at Taranaki (WITT) also run English language courses.

Contact details for English Language Partners Taranaki and WITT are located in section six.

Driving in New Zealand

The New Zealand Transport Agency (NZTA) has information on their website about what is different about driving in New Zealand.

Drivers who are new to New Zealand, people learning to drive and people wanting to gain a new licence class need to refer to the Road Code. You can buy a copy from most book stores or read it online. The Road Code sets down the laws regarding driving in New Zealand.

One important law is that all people in a car must wear a seatbelt. Children under the age of seven must sit in an approved child safety seat.

Contact details for Plunket and libraries in New Plymouth District are located in section six.

You can drive using a current overseas licence or an international driving permit for a maximum of one year after you arrive. You must then convert your overseas licence to a New Zealand driver's licence. You may have to pass a theory test and a practical driving test, depending on the country you have come from.

In New Zealand you must carry your licence with you when driving. If your licence is not in English, it is recommended you carry an official translation with you.

NZTA and its driver licensing agents can help you with your licence queries.

Contact details for NZTA and New Zealand Automobile Association (an NZTA licensing agent) are located in section six.

Healthcare

It is recommended that you find a general practitioner (GP or doctor) to provide regular health and medical care. You may choose your own GP but be aware that GPs can set their own charge rates. Children under 14 may visit a GP for free.

Healthline

For free health advice 24 hours a day, seven days a week phone Healthline on 0800 611 116.

*You can look under the **registered medical practitioners and medical centres** section in the front of the White Pages to find a GP.*

Community Services Card

Permanent residents who are on a low to middle income may be eligible for a community services card from Work and Income to help with the cost of prescriptions and doctors' fees.

Contact details for Work and Income are located in chapter six.

3. Emergency information

Contact phone numbers

In the event of an emergency, phone **111**. When you phone **111** the operator will ask you what service you need: Fire, ambulance or police. Answer any questions that you are asked as best you can, in a slow, clear voice.

It is a good idea to pin your current address above your telephone so that you can read it out in the event of an emergency. If you are ringing for an ambulance or police, tell them about landmarks near the accident site, such as shops or intersections. This will help them to find the site.

In the case of a sudden sickness or serious accident, you can either visit an accident and emergency medical centre (A&E) or the emergency department of a public hospital. New Plymouth District's local hospital is called Taranaki Base Hospital and is situated on David St, Westown.

EMERGENCY CALLS

Ambulance, Fire, Police	111
--------------------------------	------------

NON-EMERGENCY CALLS

Civil Defence		06-758 1110
Hospitals	Taranaki Base	06-753 6139
Police	Non-emergency	105
	Liardet St, New Plymouth	06-769 9132
	Powderham St, New Plymouth	06-759 5500
	Bell Block	06-755 9130
	Fitzroy	06-757 3073
	Inglewood	06-756 0900
	Mokau	06-750 5000
	Okato	06-752 4111
	Waitara	06-754 9200
	Westown	06-753 3476

Civil Defence emergency

A civil defence emergency is a major incident that is too big for police, fire or ambulance services to manage alone, e.g. natural disasters such as a flood.

It is advised that you keep a survival kit in your home, which includes: torch, radio, first aid kit, batteries, candles, matches, tinned food and bottled water.

If you have to leave home during a civil defence emergency, make sure you can quickly assemble a getaway kit, which includes: Family documents, birth and marriage certificates, insurance policies, essential medicine, baby needs, towels and toilet items, blankets, food and extra clothing.

To learn more visit www.civildefence.govt.nz or www.cdemtaranaki.govt.nz

General safety advice

While New Zealand is considered to be a very safe country, it is still important that you take precautions for your safety.

Motor vehicle crime

- Install an alarm in your vehicle.
- Always lock your vehicle, even at a petrol station or when parked outside your house.
- Always close the windows.
- Do not leave any valuables in the vehicle, particularly if they can be viewed from the outside.
- Park your vehicle in well-lit areas at night-time.
- If your vehicle is stolen, report this to the police immediately.
- When you are driving, lock your purse or wallet in the boot rather than leaving it on the seat beside you.

Prevention against burglaries in your home

- Install an alarm in your house.
- Install appropriate security bolts to your doors and windows.
- When away from your house for a long period of time, arrange for your lawns to be mowed and your letterbox emptied so that your home appears to be occupied.
- Do not hide spare keys in obvious places such as the letterbox or under a doormat.
- Display your house number clearly from the street to help emergency services find the residence.

- Get to know your neighbours.
- If you are working in your garden and the house is unoccupied, lock the front and back doors.

When you are shopping

- Do not carry large amounts of cash or multiple credit cards with you.
- Do not leave your purse open or unattended in a supermarket shopping cart.
- Be careful to shield the key pad when you are entering your PIN number at an ATM or EFTPOS machine so that no one else can see it. (EFTPOS means 'electronic funds transfer point of sale', enabling shoppers to pay for goods electronically at the store's check-out.)
- Avoid secluded or dark areas at night and, if possible, travel with other people.

Tips for children

- Never accept sweets, money or gifts from a stranger.
- Never accept a ride from a stranger.
- Never tell anyone over the phone that you are home alone.
- If you get lost in a supermarket or shopping mall, ask somebody who works there to help you find your parent/caregiver.

Beach safety

New Plymouth District has many beaches offering wonderful recreational opportunities such as swimming, walking, surfing, diving, kayaking and fishing. As beautiful as our beaches may appear, they can also be dangerous and rough at times and it is crucial that you understand the principles of beach safety such as:

- Swim only at lifeguard-patrolled beaches.
- Always swim between the red and yellow flags.
- Never swim alone or leave children unattended in the water.
- If you get into trouble in the water, raise your arm for assistance and wait for help.

You can ask a lifeguard for more safety advice.

Contact details for Surf Life Saving New Zealand are located in section six.

4. Everyday Life

Seasons

Spring: September, October, November.

Summer: December, January, February.

Autumn: March, April, May.

Winter: June, July, August.

Daylight saving

Daylight saving begins at 2am standard time on the last Sunday in September each year. All clocks are put forward one hour.

Daylight saving ends at 2am standard time on the first Sunday in April of the following year. All clocks are put back one hour.

Public holidays

New Year's Day	1 January
Day after New Year's Day	2 January
Waitangi Day	6 February
Good Friday and Easter Monday	March or April (dates change yearly)
ANZAC Day	25 April
Queen's Birthday	First Monday in June
Labour Day	Fourth Monday in October
Christmas Day	25 December
Boxing Day	26 December
Taranaki Anniversary	Second Monday in March <i>(Each New Zealand region has a separate anniversary date)</i>

If a public holiday falls on a Saturday or Sunday it may be moved to the

following Monday (or in some cases Tuesday). This is called 'Mondayisation' and only happens if the employee doesn't normally work on the calendar date of the holiday. Check with your employer for further details.

Electricity and gas

You can choose which company you would like to supply your home's electricity and gas.

You can phone the company of your choice to start the power supply from the date you want to start living in the house. You can arrange this in advance so that you have power when you first move in. When you phone any retail electricity supplier you will be asked for some kind of identification, such as your driver's licence number, passport number or landlord's phone number. Some companies may check your credit rating or ask for a bond.

*You can look under **electricity supply – retail** in the Yellow Pages.*

A service that may be useful is 'Consumer Powerswitch'. This is an independent service provided by the Consumers Institute in association with the Ministry of Consumer Affairs and the Citizens Advice Bureau. Consumer Powerswitch works out which power company and pricing plan is cheapest according to your location and power usage.

Contact details for Consumer Powerswitch are located in section six.

Telephones and internet

Installing a new landline telephone

There are a range of companies that offer phone and internet connections.

*You can look under **mobile phones** or **telecommunication services** for phones and under **internet service providers** for the internet in the Yellow Pages.*

Local and international calls

When you register with a phone company, you can make national or international calls on your home phone. Alternatively, you can use phone cards to make calls.

The New Zealand country code is 0064. A list of codes for other countries can be found in the White Pages.

Each region in New Zealand has an area code. A list of area codes for each town and city is in the front of the White Pages. The area code sits in front of the regular number. For example, the area code for Taranaki is 06 so the Citizens Advice Bureau phone number is 06-758 9542. When you phone a local number, you do not need to put the area code in front of the number. If your call does not go through, you need to use the area code as the place you are calling is outside the local telephone area (there is a charge for this as the call is no longer considered local).

Numbers starting with 0800 or 0508 are free from a landline and sometimes from a mobile phone.

Numbers starting with 0900 provide specialist information and entertainment services on a user-pays basis.

Internet service providers (ISPs)

There are many internet service providers and each company has its own rates. It is a good idea to obtain a few quotes to determine the best deal for you. Some ISPs also offer discounted international calling rates, so be sure to ask about these if you phone your home country often.

Free internet access is available at Puke Ariki.

*You can look under **internet service providers** in the Yellow Pages.*

Mobile phones

Spark (formerly known as Telecom) and Vodafone are the most popular phone companies providing mobile phone services in New Zealand. Companies offer either prepaid or fixed-term plans for mobile phones. It is a good idea to discuss the different plans before selecting and signing the contract.

When you use a mobile phone to phone a landline, you always need to add the area code whether or not the number you are calling is local.

*Look under **mobile phones** or **telecommunication services** in the Yellow Pages.*

Public telephones

Public telephones are located in most towns, airports and shopping malls in New Zealand. You can use a phone card to make a call. Cards are available from your local dairy (newsagent or corner shop) and other shops.

Television

You need a Freeview receiver to access New Zealand's free national television channels or you can subscribe to paid TV to access a larger variety of satellite and cable channels.

Water services

There is no fluoride in the water in New Plymouth District.

The majority of residential properties pay for water services as an annual charge on their rates account. Those properties with water meters are billed quarterly. High volume business meters are read and billed monthly.

Contact details for New Plymouth District Council are located in section six.

Rubbish collection and recycling

Urban rubbish collection

All residential properties within the main urban areas (and in selected rural areas) of the district receive a weekly recycling and rubbish collection service at the kerbside. The service is paid via a targeted fee on your rates bill. To find out what day your rubbish is collected and further guidelines, please contact the Council, visit their website (www.newplymouthnz.com) or download the NPDC Recycling and Rubbish App to your smartphone.

Contact details for New Plymouth District Council are located in section six.

Rural rubbish collection

If you live outside the selected rural areas for a weekly recycling and rubbish collection, you can contact a waste collector in the district and hire domestic or commercial size refuse collection bins, or transport your rubbish and recyclables to the nearest transfer station. There is a charge for disposing of rubbish at transfer stations but recyclables are taken for free.

To find the location of your nearest transfer station, please contact the Council or go to its website (www.newplymouthnz.com).

Contact details for New Plymouth District Council are located in section six.

Recycling service

Recycling is the conversion of used products into new products. Recycling is one way of reusing waste material and protecting the environment.

Paper, cardboard, aluminium and steel cans, glass bottles and jars, and most plastic bottles and containers can all be collected in the kerbside collection. More information about recyclable materials that can be collected from the kerbside is available from the Council, its website (www.newplymouthnz.com) and its app.

Household hazardous waste

The New Plymouth Transfer Station on Colson Road accepts domestic hazardous waste at no cost (e.g. garden sprays and chemicals, household cleaners, medicines and old fluorescent light bulbs).

Contact details for New Plymouth Transfer Station are located in section six.

Rates

Commercial and residential property owners in New Plymouth District pay rates to New Plymouth District Council. Rates are used to fund, or assist with funding, all Council activities, e.g. road maintenance, parks, etc. Rates are calculated on the property's land value and the characteristics of the property. Ratepayers are billed on a quarterly basis. Residential ratepayers on a low income can apply for a rates rebate. For further information on rates, please contact the Council or visit their website (www.newplymouthnz.com).

Contact details for New Plymouth District Council are located in section six.

Puke Ariki (library/museum)

Puke Ariki is an award-winning library, museum and visitor information centre.

There are six libraries in New Plymouth District and membership is free for all residents and ratepayers of the district. You can contact New Plymouth District Council to find your closest library. To join the library, visit your local branch and fill out a Puke Ariki membership form. You will need to provide two forms of identification:

- A document showing your name and current address, such as a bank or phone statement.
- Photo identification, such as a passport or driver's licence.

You may borrow books, magazines, videos, DVDs, large-print books, e-books, audio books and computer games from the library. Internet access is available at the library and is free to Puke Ariki members.



Puke Ariki is also home to the **Migrant Women Meet** weekly get-together of women new to New Zealand. Gatherings are held 11am every Tuesday in the Community Lounge/Te Huihuinga Hapori on the first floor of Puke Ariki library.

Contact details for Puke Ariki are located in section six.

Transport

Bus services operate in New Plymouth, Bell Block, and Waitara and there are connections to Hāwera and Opunake. These services are run by the Taranaki Regional Council. The central bus station is located on Ariki Street, New Plymouth.

Contact details for the Taranaki Regional Council are located in section six.

Taxis can be ordered by phone or by hailing them at taxi stands.

*You can look under **taxis** in the Yellow Pages.*

There are numerous shared pathways and cycle lanes for cyclists. See the Let's Go website for maps (www.letsgo.org.nz).

Postal service

New Zealand Post Shops can be found throughout New Plymouth District. Some shops are incorporated in stationery shops. They offer a wide range of services including postage, fax, private boxes and bags, change of address, vehicle licensing and bill payments. Red post boxes are also located throughout the district.

Sending a standard letter to anywhere in New Zealand costs \$1.30.

Contact details for post shops are located in section six.

Newspapers

The *Taranaki Daily News* is the daily local newspaper and can be purchased from a number of outlets including supermarkets, dairies and petrol stations. It can also be delivered to your home Monday to Saturday on subscription.

Contact details for the Taranaki Daily News are located in section six.

The *North Taranaki Midweek* is a free local paper delivered to homes within New Plymouth District on a Wednesday (urban areas) or Thursday (rural areas).

Contact details for the North Taranaki Midweek are located in section six.

In the local newspapers, you can look under public notices to find out about upcoming events in the community.

There are other national newspapers available, and most provide subscription services. The main stories from these newspapers are also available through the internet – try www.stuff.co.nz and www.nzherald.co.nz.

Noise

Excessive noise is any noise under human control that unreasonably interferes with the peace, comfort and convenience of others.

If you are disturbed by excessive noise after 10pm you can try talking to those responsible for making the noise. If no action is taken to reduce the noise, you can phone the Council to lodge a complaint.

To learn more about the noise control process or to lodge a complaint, you may contact the Council at any time of the day or night.

Contact details for New Plymouth District Council are located in section six.

Pets

All dogs aged three months or older need to be registered annually. You can order the registration form from the Council.

You can keep up to three cats or kittens over the age of six months in your home in an urban area. You will need a consent from the Council to keep more than three. More information on pet animals is on the Council's website (www.newplymouthnz.com).

Contact details for New Plymouth District Council are located in section six.

The Society for the Prevention of Cruelty to Animals (SPCA) is a not-for-profit voluntary organisation that provides help to animals and owners. You can contact the SPCA for information on animal care. You can also adopt a pet through the SPCA.

Contact details for the SPCA are located in section six.

Sports

New Plymouth District provides many indoor and outdoor sports opportunities and venues for sports such as swimming, golf, tennis, squash, rugby, football, netball and cricket.

*You can look under **sporting and recreational facilities** or **sport clubs and associations** in the Yellow Pages. Check the sport and recreation section on the Taranaki Groups Directory website (www.groups.org.nz/) or use Sport & Recreation Directory or Activity Directory on Sport Taranaki's website (www.sporttaranaki.org.nz).*

Events

New Plymouth District hosts many exciting events including sports and concerts. To find out about upcoming events, read the newspapers, contact the Council, or view the Events Calendar on the Council's website (www.newplymouthnz.com).

Contact details for New Plymouth District Council are available in section six.

Places of worship

There are numerous places of worship throughout New Plymouth District and many forms of religion are practiced.

*You can look under **churches and religious organisations** in the Yellow Pages.*

Shopping

Supermarkets selling food and other household goods are very accessible in New Plymouth District. Supermarkets are open seven days a week and have extended opening hours. Dairies and petrol stations also have extended opening hours, and stock household essentials such as milk and bread. They are often more expensive than supermarkets.

*You can look under **supermarkets and grocers** in the Yellow Pages.*

You can buy fresh fruit and vegetables at markets. One example is the Taranaki Farmers Market (in Currie Street or Huatoki Plaza, New Plymouth), which runs every Sunday from 9am-midday.

Consumer New Zealand

Consumer New Zealand can provide useful advice regarding laws protecting consumers. This body is an independent organisation and it publishes Consumer magazine which gives advice about brands and products. You can subscribe to Consumer and copies are available at the library and the CAB. The CAB can print online reviews and test reports for you.

Contact information for Consumer New Zealand is located in section six.

Goods and Services Tax (GST)

In New Zealand, all goods and services incur a tax which is called GST. GST is 15 per cent and may or may not be included in the price that you are quoted. It is advisable to always check with the provider of the goods or service.

5. General information

Births, deaths and marriages

The Department of Internal Affairs registers all births, deaths and marriages in New Zealand through the Registrar General.

Registering a birth

By law, every New Zealand birth should be registered as soon as possible to confirm the child as a New Zealand citizen. Birth registration is free and a birth certificate can be purchased for \$30 as an official record. The certificate may be ordered online.

Registering a death

By law, all deaths in New Zealand must be registered within three working days of the burial or cremation of the body. Death registration is free.

Registering a marriage

A marriage ceremony may be conducted by either a Registrar of Marriages or an authorised marriage celebrant. A certificate of marriage can be purchased from the registrar, or ordered online.

Changing your name

To register a name change you must contact Births, Deaths and Marriages and complete the appropriate form.

Contact details for Births, Deaths and Marriages are located in section six.

Budgeting and money management

It is difficult to get any loan or financial help if you have a bad credit rating. A budget adviser can help you if you have difficulty negotiating or speaking in English with your creditor. They can also help you plan your finances to avoid getting into debt.

The New Plymouth Budget Advisory Service provides free and confidential advice.

Contact details for the Budget Advisory Service are located in section six.

Electoral system (voting)

New Zealand is a democratic country in which the Members of Parliament (MPs) and local government are chosen in free and fair elections. You are eligible to vote if:

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

You can find out more information about the election process and how to enrol by contacting Elections New Zealand.

Contact details for Elections New Zealand are located in section six.

Justices of the Peace

If you need to locate a Justice of the Peace to witness a signature, certify a copy of a document, or carry out an affidavit or statutory declaration, then you can:

- Locate one through the Yellow Pages or through the internet at www.justiceofthepeace.org.nz; or
- Go to a service centre:

Monday: Citizens Advice Bureau, Community House, New Plymouth, 10am to 12.30pm.

Inglewood Library, 10am to midday.

Waitara Community House, 9am to midday.

Tuesday: Puke Ariki Library, 10am to 12.30pm.

Wednesday: Bell Block Library, 10am to 12.30pm.

New Plymouth District Court, 10am to 4pm.

Puke Ariki Library, 5.30pm to 7.30pm.

Thursday: New Plymouth District Court, 10am to 4pm.

Ōākura Library, 10am to 1pm.

Stratford Library, 10am to 12.30pm.

Friday: New Plymouth District Court, 10am to 4pm.

Saturday: Puke Ariki Library, 10am to 12.30pm.

Making a will

A will is a legal document that helps you decide how you will provide for your family and how your affairs should be managed after your death. Anyone over 18 can make a will. It is highly recommended but not compulsory.

*You can look under **lawyers** in the Yellow Pages.*

6. Other

Contact details

Name	Address	Phone	Website
Ambulance		111	
Automobile Association (AA)	49-55 Powderham Street, New Plymouth	06-968 7840	www.aa.co.nz
Banking Ombudsman		0800-805 950	www.bankomb.org.nz
Births, Deaths & Marriages		0800-225 252	www.bdm.govt.nz
Budget Advisory Service	Community House, 32 Leach Street, New Plymouth	06-758 5996 or 0800-114 911	
Citizens Advice Bureau	Community House, 32 Leach Street, New Plymouth	06-758 9542 or 0800-367 222	www.cab.org.nz
Consumer Powerswitch			www.powerswitch.org.nz
Consumer New Zealand		04-384 7963 or 0800-266 786	www.consumer.org.nz
Dawson Falls Visitor Centre	Manaia Road, RD 29, Kaponga, Hawera	027-443 0248	www.doc.govt.nz
Elections New Zealand		0800-367 656	www.vote.nz
Emergency		111	
English Language Partners Taranaki	Level 1, Brougham House, 50 Devon Street West, New Plymouth	06-759 1118	www.englishlanguage.org.nz
Fire		111	
Healthline		0800-611-116	
Human Rights Commission	Auckland, Wellington, Christchurch	0800-496 877	www.hrc.co.nz
Information Centre	Puke Ariki, 1 Ariki Street, New Plymouth	06-759 6060	www.pukeariki.com

Inland Revenue Department (IRD)		0800-227 774 (salary or wage earner) 0800-377 774 (self-employed or business)	www.ird.govt.nz
Libraries	Puke Ariki (New Plymouth), Bell Block, Inglewood, Oakura, Urenui and Waitara	06-759 6060	www.newplymouthnz.com
Migrant Connections Taranaki	Community Law, Vero Building, 10-12 Devon Street East, New Plymouth	06-759 1492 Extn 8	www.migrantconnections.org.nz
Ministry of Education		04-463 8000	www.parents.education.govt.nz
Ministry of Immigration	Visas/passports Advice/complaints Living and working in NZ	0508 558 855 0508 422 422 0800 776 948	www.immigration.govt.nz
Ministry of Social Development		0800-559 009	www.workandincome.govt.nz/housing
New Plymouth District Council	Liardet Street, New Plymouth	06-759 6060	www.newplymouthnz.com
New Plymouth Transfer Station	Colson Road, New Plymouth	06-758 7601	
New Zealand Qualifications Authority (NZQA)		04-802 3000	www.nzqa.govt.nz
New Zealand Transport Agency (NZTA)		0800-822 422	www.nzta.govt.nz
North Egmont Visitor Centre	Egmont Rpad, Egmont Village	06-756 0990	www.doc.govt.nz
North Taranaki Midweek	Level 7, Worley Parsons House, 25 Gill Street, New Plymouth	06-759 0808	
Plunket	214 Devon Street West, New Plymouth	06-769 9076	www.plunket.org.nz
Police		111 (emergency) 105 (non-emergency)	
Post Shop	All over New Zealand	0800-501 501	www.nzpost.co.nz

Puke Ariki	1 Ariki Street, New Plymouth	06-759 6060	www.pukeariki.com
SPCA	75 Colson Road, New Plymouth	06-758 2053	www.sPCA.nz
Surf Life Saving New Zealand		04-560 0383	www.surflifesaving.org.nz
Taranaki Daily News	Level 7, Worley Parsons House, 25 Gill Street, New Plymouth	06-759 0808	www.thedailynews.co.nz
Taranaki Regional Council	47 Cloten Road, Stratford	06-765 7127	www.trc.govt.nz
Tenancy Services		0800-836 262	www.tenancy.govt.nz
Venture Taranaki	25 Dawson Street, New Plymouth	06-759 5150	www.taranaki.info
Volunteering New Plymouth	Devon Centre, 4th floor, 44 Liardet Street, New Plymouth	06-758 8986	<a href="http://www.volunteering
newplymouth.org.nz">www.volunteering newplymouth.org.nz
Western Institute of Technology at Taranaki (WITT)	20 Bell Street, New Plymouth	06-757 3100 0800 948 896	www.witt.ac.nz
Work and Income		0800-559 009	www.workandincome.govt.nz

Glossary

Below are some words and phrases that would be useful to learn for everyday conversation and making enquiries over the telephone or in person at an information centre.

AOTEAROA	Māori name for New Zealand
ACC	Accident Compensation Corporation
A&E	Accident and emergency clinic
COP	Popular name for a police officer
DAIRY	Local shop selling a wide range of food and other goods
DEFACTO	Not married but living together
DOCKET	Receipt you get when you buy something
GST	Goods and Services Tax
HAKA	Māori dance and chant
HUI	Māori word for meeting
ICEBLOCK	Sweet frozen water on a stick
INORGANIC RUBBISH	Rubbish that does not easily decompose (such as metal or plastic)
JANDALS	Open, rubber shoes with a piece between toes
JUNK MAIL	Advertising brochures put into your letterbox
KAI	Māori word for food
KIA ORA	Māori greeting
LANDLORD	Person to whom you pay rent
LEAVE	Day not worked due to holiday or sickness
LOLLY	Candy, sweets
LOTTO	Weekly lottery
MĀORI	Native New Zealand people
ORGANIC RUBBISH	Rubbish that easily decomposes (such as vegetables or plants)
PAKEHA	Non-Māori people
PIN NUMBER	Personal identification number for banking

RECYCLING	Reusing waste and rubbish
SICKIE	Day away from work because of sickness
SLEEP OVER	Children staying overnight at a friend's home
SPEED LIMIT	How fast you are allowed to drive
SPEEDING	Driving too fast
TOGS	Swimming costume or trunks
TRAMPING	Walking in the bush
U-TURN	Turning your car 180°
WAKA	Māori canoe
WHANAU	Māori word for family
WHEELIE BIN	Large green rubbish bin
WHITE PAGES	Telephone directory with names and addresses
YELLOW PAGES	Telephone directory with business advertisements

Photos: Copyright Jane Dove Juneau/NPDC

