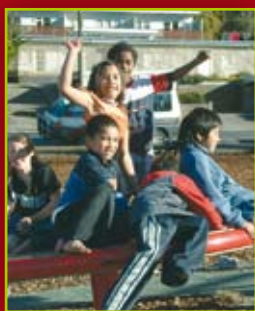
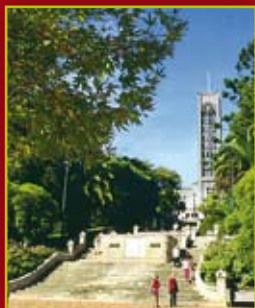


New to the Nelson Tasman region? **Useful tips for migrants**



Welcome to the Nelson Tasman region

Introduction

Welcome from Nelson City Council Mayor Rachel Reese and Tasman District Council Mayor Richard Kempthorne.

Promoting unity in diversity is the vision of the Nelson Multicultural Council, and it is a vision shared by us, the Mayors of the two local authorities, which govern this beautiful and diverse Nelson region. This vibrant corner in the top of the South Island offers the best in rural and urban living that New Zealand can offer. The role of governance is shared between the Nelson City Council and Tasman District Council.



Rachel Reese, Mayor of Nelson City, welcomes you to our charming city, with its heritage, cultural attractions, education opportunities, shopping, cafes, rivers; beach, scenic and public sculpture walks and great outdoors so near the city centre.

A handwritten signature in black ink, appearing to read 'Rachel Reese'.



Richard Kempthorne, Mayor of Tasman District, welcomes you also to a district rich in opportunity, whether it's work or recreation, lifestyle or adventure.

There's a place here for everyone, to make the most of what life offers.

A handwritten signature in black ink, appearing to read 'R. Kempthorne'.

Contents

New to Nelson/Tasman region?

Here are the top 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 street map of Nelson/Tasman region
- The internet – available at your library
- The telephone directory

 **Yellow pages.** The Yellow pages are at the back and group similar businesses together.

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

Blue pages list Council services and Government departments.

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

0800 and 0508 numbers usually cost nothing 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 the Nelson police station Tel: (03) 546 3840, or the Tasman District police station Tel: (03) 543 9500.

For medical help in a non-emergency, see section 9 in this guide. For civil defense emergencies see the inside back cover of the phone book or go to www.getthru.govt.nz or contact your local Council.



Help Centres

■ Nelson Multicultural Council

Tel: (03) 539 0030 info@nelsonmulticultural.co.nz
4 Bridge Street, Nelson. PO Box 264, Nelson 7040
Settlement support, advice and assistance for migrants.
Wherever you have arrived from, the Nelson Multicultural Council may be able to help you. Our role is to support migrants in the Nelson/Tasman region, with a vision of promoting unity in diversity.

■ Nelson Newcomers Network

All newcomers to the Nelson, Motueka and wider Tasman region are welcome to join the newcomers network which offers friendship and support.

Tel: (03) 539 0565
www.newcomers.co.nz • nelson@newcomers.co.nz

■ New Zealand Red Cross Refugee Services

Tel: (03) 548 4978 or (03) 539 4509
gabrielle.humphreys@refugeeservices.org.nz
Alma House, Suite 2, 132-134 Bridge Street
PO Box 1701, Nelson 7040 www.refugeeservices.org.nz
Settlement support for former refugees.

■ Assistance with New Zealand Immigration

Nelson Bays Community Law (contact details below) provide free information about immigration. For immigration assistance or enquiries visit the website at www.immigration.govt.nz or contact INZS at 0508 558 855 which offers assistance in over 40 languages through Language Line www.language.govt.nz

■ Citizens Advice Bureau

Tel: (03) 548 2117 or 0800 367 222 cab.nelson@xtra.co.nz
9 Paru Paru Road, Nelson. www.cab.org.nz. CAB can help you find the answer to most of your questions. They offer a free, telephone based service called Language Link where speakers of other languages can access a trained CAB interviewer in their own language to assist with the enquiries. Language Link is a national 0800 service accessed through your local CAB, with speakers of 26 different languages able to assist. Different languages are available at specific times and days.



Getting information continued

■ **Nelson Bays Community Law Service**

Tel: (03) 548 1288. 0800 246 146 Fax: (03) 548 8142

admin@nelsoncommunitylaw.org.nz

63 Collingwood Street, PO Box 1110, Nelson 7040

www.nelsoncommunitylaw.org.nz

Provides free legal help for immigration cases and can make referrals to Certified Immigration Consultants in Nelson. Outreach offices at Community House in Motueka and Heartlands Centre in Takaka.

■ **New Zealand Settlement Support**

New Zealand Settlement Support provides information and support to migrants and employers.

Tel: 0800 776 948 www.ssna.govt.nz

■ **Relocate Me**

For assistance prior to arrival in Nelson Tasman as well as providing orientation to the region to accelerate settlement.

www.relocateme.co.nz

■ **Nelson City Council**

Tel: (03) 546 0200 enquiry@ncc.govt.nz

Civic House 110 Trafalgar Street, Nelson

www.nelsoncitycouncil.co.nz

■ **Tasman District Council Office Locations**

Tel: (03) 543 8400. info@tasman.govt.nz

189 Queen Street, **Richmond** www.tasman.govt.nz

92 Fairfax Street, **Murchison**

Tel: (03) 523 1013 Fax: (03) 523 1012

7 Hickmott Place, **Motueka**

Tel: (03) 528 2022 Fax: (03) 528 9751

78 Commercial Street, **Takaka** Tel: (03) 525 0020

Fax: (03) 525 9972 www.tasman.govt.nz

These councils manage many of Nelson/Tasman services and facilities, such as community and recreation, the streets, water, sewerage, rubbish, building consents, parks, swimming pools and libraries.

■ **Motueka Community House**

Tel: (03) 528 0234. 27 Talbot Street, **Motueka**

The Family Service Centre is the 'home' of a range of services, all set up to provide support to parents and families in the Motueka community.



■ **Motueka Online**

The community website for all Motueka residents. Check out upcoming events, news and information.

■ **Golden Bay Community Workers**

Tel: (03) 525 9728. 88 Commercial Street, Takaka
Providing accessible and sustainable social services that reflect the needs, values and beliefs of the Golden Bay community.

■ **Heartland Services Centre**

Tel: (03) 525 6151. 65B Commercial Street, **Takaka**
Heartland Services Centre hosts a number of Government Service Agencies and is an information source for anyone new to the area.

Recreation

Check out the Found Directory www.found.org.nz or pick up a copy from the Volunteer Nelson, Suite 6, Alma House, 83A Buxton Square, PO Box 270, Nelson 7040.

■ **Services for teenagers & youth**


NTYWC Nelson Tasman Youth Workers Collective
Tel: (03) 548 0560 coordinator@ntywc.org.nz

■ **Need a postal address whilst looking for a home?**

Use the "Poste Restante" Service! Mail should be addressed to: Your Name. c/- Counter Mail
Postshop, Hardy Street, Nelson

Your mail will be held for 30 days and can be collected by you as long as you can show ID, such as a passport.

Libraries

Find a library near you: There are 9 libraries in Nelson/Tasman region. Look in the Yellow Pages  **Libraries**, or call Nelson City Council or Tasman District Council. You can join libraries for free. You will need to bring in two forms of valid identification, one must have photo identification such as a driver licence, passport or bank card and one must have recent proof of address. All libraries in the region offer access to the internet for which there is no charge. Most official information is found on government websites. It is kept up to date and will include contact details.

www.nelsonpubliclibrary.co.nz

www.nelsoncitycouncil.co.nz/library

www.taslib.govt.nz



section
2

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) www.ird.govt.nz

Corner of Trafalgar and Halifax Streets

0800 227 774 (salary and wage earners)

0800 377 774 (self-employed or in business)

Monday to Friday 8am to 8pm, Saturday 9am to 1pm.

section
3

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 the 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 bankcard or think someone knows your PIN, contact your bank immediately using its 0800 number.

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

To see a list of all NZ banks go to: www.rbnz.govt.nz



Short term

To find somewhere to stay while you are looking for a more permanent home, consider a furnished apartment, motel, bed and breakfast or backpacker hostel.

There is a booklet available from the Salvation Army office on the corner of Rutherford Street and Montgomery Square carpark, which lists the names of landlords, temporary accommodation rental agencies and guest houses.

Nelson Tasman Housing Trust (NTHT) also offers a guide called the Nelson Tasman Accommodation Guide, intended for people looking for suitable rented or temporary housing in Nelson, Richmond and Motueka. Information is provided on Government Agencies, Temporary Accommodation, Backpackers and Hostels, Landlords and Rental Agencies, Support Agencies assisting people with Emergency Accommodation, Camping Grounds and Caravans, among others. Hard copies are available from support agencies. NTHT also runs a Bond Bank which provides a no interest loan to help people into rental homes. The Nelson Tasman Housing Trust is located at the Centre for Human Potential, 319 Hardy Street, Nelson 7071.

Email info@nelsonhousing.org.nz or phone at (03) 546 9568.

You can also visit the website at www.nelsonhousing.org.nz for more information.

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 home needed, and budget, school and transport needs.

Tenancy Agreements. 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 written in it as it becomes a legal document once signed. You must also pay a deposit and a bond. Your landlord will send the bond to Tenancy Services (an independent government agency).

■ Renting a private house

- The Nelson Mail newspaper advertises rental homes in the 'To Let' classified advertisements section, particularly on Wednesdays and Saturdays. The Sell Buy Swap newspaper also advertises properties to let, and comes out on a Thursday. Both papers are sold at dairies, petrol



Find a place to live continued

stations, bookshops and supermarkets.

- You can also find rental properties and advertisements for flatmates on www.trademe.co.nz
- Try to have a personal reference ready for landlords to read. This will help them decide whether to rent the house to you.
- If you use a rental agency to find a property, they will manage your contract with the landlord.
See  **Accommodation – rental**, or the Nelson Mail classifieds section under ‘To Let’.
- Housing New Zealand Corporation (HNZC) provides rental housing www.hnzc.co.nz.

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 your 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 will ensure 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, such as a finance house or 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 types of mortgages available to choose from. For a guide to real estate in New Zealand visit www.real-estate-nz.com

Housing New Zealand Corporation (HNZC) also offers a link to a FREE Home Ownership Education Course online called Welcome Home First Steps. The course will help you understand the home buying process by providing important information about home ownership, including explaining the benefits, risks,





costs and obligations of owning a home, how to buy or build a house, and tools and advice to help you plan for and achieve your home ownership goals. Visit the link to this free online course at welcomehomefirststeps.co.nz



Properties are advertised through:

- Real Estate Agents  **Real Estate**. Some offer free weekly publications, available from their offices.
- The Nelson Mail newspaper advertises many homes on Fridays and Saturdays.
- Look for Open Days, when you can view homes for sale without a real estate agent.
- www.realestate.co.nz
- All major real estate companies have advertising websites.

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

- **Connecting with your neighbourhood** Neighbourhood Support Nelson has groups in most streets/neighbourhoods. Its purpose is to connect people so that they feel safe in case of a civil emergency and as a means of reducing crime. Contact nsupport@xtra.co.nz or phone (03) 546 4902 to find out more!
- **Power (electricity) account** Nelson/Tasman homes are generally powered by electricity. You will need to open an account with an electricity provider  **Electricity Supply**. All providers have a free phone number. A bond may be required on top of the first bill. www.consumer.org.nz/powerswitch compares electricity prices.
- **Telephone account**  **Telecommunications Services**. The largest two are Telecom Tel: 123 www.telecom.co.nz and Telstra Clear Tel: 0508 888 800 www.telstraclear.co.nz All local calls are free if you use a fixed line, but you will pay a monthly charge for the fixed line. Emergency 111 calls, 0800 and 0508 numbers are also 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 or broadband). Accounts can be set up immediately if you are a Telecom or Telstra Clear customer and you want an internet account with the same company. Internet packs are available from many other providers  **Internet Service Providers**.
- **Insurance** To insure your possessions.  **Insurance companies and offices**.
- **Furniture and homeware** Most rental accommodation is unfurnished except for having a cooker/oven. Most migrants often rent when they first arrive. Second-hand furniture



Find a place to live continued

and homeware, such as crockery, cutlery and pots can be purchased from the Recycle Centres on Pascoe Street, Nelson or Beach Road, Richmond, and second-hand shops.

🚚 Second-hand Dealers. The Sell Buy Swap is sold on Thursday from dairies, petrol stations, bookshops and supermarkets. People advertise items to sell at often cheap prices, including household goods, cars, bicycles and computers. www.sellbuyswap.co.nz.

Garage sales are a good way to buy cheap second-hand goods. They are usually held on Saturdays and Sundays, and are advertised in the Nelson Mail. Many people also put signs up when they are holding a sale.

For renting appliances and furniture, check out **Mr. Rental Nelson**. 56 Waimea Road, Nelson.

Tel: (03) 548 9326 (03) Fax: 548 9327 nelson@mrrental.co.nz

Check out www.trademe.co.nz for local second hand items.

Enrolling to vote

You may enrol if:

- You are a NZ citizen or a permanent resident of NZ, and,
- You are 18 years old, and,
- You have lived in NZ for more than one year continuously at some time, and,
- You are not disqualified.

Where do I get an enrolment form?

- Call Nelson Electoral Office on (03) 548 9699
- Pop up to Level 1 of Morrison Square, 220 Hardy Street, Nelson
- Email us on marie.elliott@elections.org.nz or
- Freertext your name and address to 3676, and we'll send you one
- Request or print one from our website www.elections.org.nz

Why should I be enrolled?

- Have your say about which people and which parties are elected to New Zealand's Parliament
- Vote at local council and district health board elections
- Make your vote count in any referendas, petitions or polls.



Knowledge of New Zealand English is very helpful for you to live in New Zealand. Classes are known as ESOL (English for Speakers of Other Languages).

Nelson Marlborough Institute of Technology (NMIT) English Language Centre runs ESOL classes all year. A limited number of free places are available for former refugees. IELTS and Cambridge exams are also available. Part time, full time and one to one tuition is offered. Tel: (03) 546 9175, Ext 837 or email ELPadmin@nmit.ac.nz

NMIT English Online


NMIT offers a range of online ESL courses which are designed for self-directed study, for learners of any level from Beginner to Advanced, who have English as a second language.

Online English courses start from just \$40 per month for unlimited access and Cambridge ESOL test preparation courses start from \$100 for 3 months' access.

Visit www.nmit.ac.nz/programmes/courses/englishonline.aspx to try the programmes and find out more.

English Language Partners Nelson provides free English language tuition for New Zealand permanent residents. They provide:

- Social English Classes (to learn and practise conversation)
- English for Employees classes (for people who are working)
- One-to-one home tutoring.

Tel: (03) 539 4848, nelson@englishlanguage.org.nz
2 Bridge Street, Nelson. Also check  **Language Instruction**.


If you have pre-paid for English lessons before leaving your home country, contact the Tertiary Education Commission (TEC) for a list of recommended tutors. www.tec.govt.nz, 0800 376 569.

Nelson English Centre is an NZQA approved private language school which offers ESOL classes all year.

Tel: (03) 548 2255 www.english-school.ac.nz
189 Hardy Street, Nelson.



Choose a school

All children start school when they turn five. The school year runs 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 the school zone you live in, you need to apply to that school. You can read government reports on each school www.ero.govt.nz. Nelson/Tasman region has 60 primary, intermediate and secondary schools. Preschool-age children can be enrolled at Kindergartens, Playcentres and Child Care facilities.  [Kindergartens/Child Care & Education / Playcentres & Preschool Centres](#). To find out more on New Zealand education, the education system, and early childhood education in New Zealand, go to www.ece.govt.nz.

Copies of 'An information pack for migrants: Early childhood and schooling in New Zealand' are also available at the Nelson Multicultural Council at 4 Bridge Street, Nelson. It is also available on the website at www.nelsonmulticultural.co.nz under the links to Information and Education for children. These are available as PDF document downloads in English, Chinese, Japanese, Korean and Spanish.

www.educationnelson.co.nz www.found.org.nz

In Nelson, the main provider of education after secondary school is: Nelson Marlborough Institute of Technology, 322 Hardy Street, Nelson. www.nmit.ac.nz

Age	Class	School	
5 years	Year 1	Primary school	Full primary school
	Year 2		
	Year 3		
	Year 4		
	Year 5		
	Year 6		
11 years	Year 7	Intermediate school	
	Year 8		
13 years	Year 9	Secondary school	
	Year 10		
	Year 11		
	Year 12		
	Year 13		



You must have

- Permanent residency or citizenship, or
- A valid work visa
- International Students can work according to their student visa conditions. For more information please visit www.nzstudywork.immigration.govt.nz/

You should have

- An up-to-date Curriculum Vitae (CV) outlining your education, work experience and skills. For help with CV writing go to www.workstar.co.nzcvservice.aspx
- Education or qualifications approved by the New Zealand Qualifications Authority (NZQA) www.nzqa.govt.nz.
- Your documents may have to be officially translated. If you need a local service, contact NTIS New Zealand. www.ntis.co.nz Tel: (03) 548 9944
- If you want to practise a profession in New Zealand, you may need to apply for registration or membership of a professional body.

■ Careers NZ

Careers NZ offers free information and advice to help you identify suitable starting points for making a successful transition to New Zealand employment. Tel: 0800 222 733 or use the free information and resources at www.careers.govt.nz/

■ Work and Income New Zealand

This is the government department that can help you find work and may be able to organise free training for you to gain the skills to get jobs that are available in this area. The department also administers income assistance for people who are unemployed, sick or have a disability. Work and income may also be able to help towards your costs for rent, board or a mortgage (if you are eligible) and this is the place where you can apply for emergency financial assistance. Work and Income also helps administer Working for Families Payments (along with Inland Revenue) and if you need to organise childcare while you work, you can apply for a childcare subsidy here.

www.workandincome.govt.nz. Work and Income also helps people find jobs. If you have permanent residency or a valid work permit, you may register. Tel: 0800 559 009 (English). Work and Income has separate numbers for other languages – ask for these. Offices located at:

- 22 Bridge Street, Nelson



- 275-279 Queen Street, Richmond
- Central Mall, Stoke
- 236 High Street, Motueka
- Heartlands Centre, 65B Commercial Street, Motueka

■ **Economic Development Agency**

Key industries in the Nelson region are profiled on our website, and there you can also find our Regional Economic Development Strategy document, which provides in-depth information about our most important sectors. If you are eligible to work in New Zealand, and have specialist industry knowledge, you may want to talk to someone who could provide you with some insights into how that industry is performing in our region, and who the key players are. The EDA would be happy to help.

The EDA is a member of the Economic Development Agencies of New Zealand (EDANZ). To contact the EDA team: Tel: (03) 545 6858 • info@eda.co.nz • www.eda.co.nz

■ **Employment Agencies** **Employment Agencies**

Whilst waiting to find the right job, you might consider doing some volunteer work.

■ **Volunteering** Volunteer Nelson provides a volunteer referral service i.e they match community organisations that have volunteer opportunities in the region, with willing volunteers who want to give their time and skills. Volunteering may provide you with work related experience, a chance to get to know your new community and to meet new people. It is a win-win situation, both you and the community benefits.

www.volunteernelson.org.nz Tel: (03) 546 7681

■ **Newspapers**

The Nelson Mail's main days for job advertisements are Wednesdays and Saturdays. Newspapers are free to read at all libraries. Community newspapers, such as The Leader, The Nelson and Waimea Weekly, the Guardian and GB Weekly, also often carry job advertisements.

■ **Websites**

www.seek.co.nz • www.jobs.govt.nz • www.careers.govt.nz
www.newkiwis.co.nz • www.jobcafe.co.nz

www.trademe.co.nz • www.jobstuff.co.nz

If you do not have permanent residency or a valid work visa, you will need to apply directly to Immigration New Zealand.

www.immigration.govt.nz Tel: 0508 558 855



Getting around

- A good map is essential to find your way around a new region, whether walking, driving or cycling. Maps can be obtained from Nelson City Council, Tasman District Council, any i-SITE Centre, bookshops and petrol stations.
- Buses operate throughout the region. For information on local bus routes, timetables and fares visit or call Nelson City Council, Tel: 546 0200, Tasman District Council, Tel: (03) 543 8400 or the main bus terminal, Bridge Street, Nelson, Tel: (03) 548 3290.

Information on regional bus services can also be obtained from www.nelsoncitycouncil.co.nz/buses and i-SITE visitor centres.

- Taxis can be ordered by phone 🚖 **Taxis**, or hailed at taxi stands.

■ Driving

- You must have a driver licence. You can use your international driver licence for 12 months.
- You need to know the road rules. The rules are explained in a book called the ROAD CODE, available at libraries and book shops. www.nzta.govt.nz gives an electronic version, or call the NZTA Tel: 0800 822 422.
- Everyone in a car must wear a seat belt and children under seven must be in a special car seat. www.nzta.govt.nz/childrestraints for details.

■ Getting a driver licence

- You must replace your international driver licence with a NZ one after 12 months. You will have to pass a theory test and possibly a practical driving test. Tel: 0800 822 422, or see www.nzta.govt.nz for details.
- In New Zealand you must carry your driver licence whenever you are driving. If your overseas licence is not in English, the NZTA recommends that you carry a translation with you.

■ Buying a car

- For official information on owning and driving a car see www.nzta.govt.nz.
- Buying a second hand car privately: The car should have current registration and a warrant of fitness. Is there any money owed on the vehicle? You must notify NZTA of the purchase of the vehicle by lodging an MR13B form **within 7 days** of the purchase date. This can be done at any post office. For more advice go to: www.nzta.govt.nz/vehicle/registration-licensing/buying-selling.html
- It is recommended that you insure your car 🚗 **Insurance Companies and Offices**
- 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
- For Dental Emergencies call 027 448 2424
- 24 hour emergency health care for serious emergencies is available from the Emergency department of the Nelson Hospital, 102 Waimea Road. Tel: 546 1800 **OR for urgent health services and out of normal hours, the after hours options include:**
 - Medical & Injury Centre, Waimea Road (next to Nelson Hospital). Tel: (03) 546 8881.
 - Motueka Medical Services. Tel: 0800 MOT GPS (0800 668 477).
 - Golden Bay Community Health, 10 Central Takaka Road, Takaka. Tel: (03) 525 0060.
 - Health line offers free health advice over the telephone 24 hours a day. Tel: 0800 611 116.
 - If you need to understand what health service you or your family needs, contact Victory Health Centre Community Nurse. Tel: 0800 022 453 or (03) 546 8385.
 - Eligibility for health and disability services in New Zealand is set by the Ministry of Health. To see if you are eligible visit www.moh.govt.nz/eligibility

■ Finding a Doctor

- For regular health and medical care you must register the whole family with a GP (General Practitioner or Doctor.)
- You are encouraged to pick one GP (or family doctor) as your main provider, who can then get to know you and your family and link you to the services you require.
- To find a GP visit www.bewell.org.nz
- Children under 6 years of age are entitled to free health care but other members of your family will be charged. To find out what it will cost, visit www.bewell.org.nz
- It is cheaper to visit the GP or family doctor if you are enrolled with that doctor. To be eligible to enrol, please check www.moh.govt.nz/eligibility. And when enrolling take your passport with you as proof of identification.
- You do need to make an appointment to see a doctor.
 - Doctors in the Nelson/Tasman region have access to The Office of Ethnic Affairs Language Line. If an interpreter is needed at a doctor's visit please mention this when booking an appointment.



■ Finding a Pharmacy

- Pharmacies are sometimes known as a “Chemist”. At a Pharmacy you can:
 - Get your prescription and medicines
 - Ask the pharmacist to explain how and when to take your medicines
 - Pharmacies can also access Language Line, so please ask for this if you need an Interpreter.
- **Dental Care** is free to those under the age of 18 years. Phone 0800 825 583 or visit www.letstalkteeth.co.nz to find your closest clinic.
- **Maternity services** are provided by GPs, self-employed midwives, midwives employed by NMDHB and some specialist obstetricians. Phone the maternity department at Nelson Hospital for advice Tel: (03) 546 1856
- **Well child services** (support after the birth) are provided by the Nelson Marlborough Plunket team. Services like car seat rentals and parenting courses are also available. Phone Plunket on (03) 539 5200 or visit www.wellchild.org.nz for more information.
- **The Accident Compensation Corporation (ACC)** provides personal injury cover for all New Zealand citizens, residents and temporary visitors. www.acc.co.nz or 0800 101 996.

To find out more about Health Services in Nelson Tasman region visit www.bewell.org.nz

Helpful numbers:

- **Emergency 111**
- Nelson Hospital (03) 546 1800
- Be Well Community Nurse -0800 022 453 or (03) 546 8385
- 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
- Relationship Services 0800 735 283
- Sexual Health - Sexual Health Clinic - (03) 546 3156
- Contraception and Women’s Health - Independent Nursing Practice v546 8155
- Post Natal Depression Support Network Nelson (03) 548 3555
- Accident Compensation Corporation 0800 101 996



- Supermarkets selling food and other household items are spread around the region. Main supermarkets in Nelson Tasman region include Pak N Save, Woolworths, Countdown, Fresh Choice and New World.
- Malls are covered shopping areas that contain a variety of shops. The largest mall is in Richmond.
- Central Nelson has a wide range of shops and department stores.
- Goods can also be purchased second hand.
- For advice on makes and models and prices see www.consumer.org.nz

Useful numbers

Emergency

111

Nelson Multicultural Council	(03) 539 0030
Citizens Advice Bureau	(03) 548 2117
New Zealand Red Cross Refugee Services	(03) 548 4978
Nelson City Council	(03) 546 0200
Tasman District Council	(03) 543 8400
New Zealand Settlement Support	0800 77 69 48
Inland Revenue (salary & wage earner)	0800 22 77 74
Inland Revenue (self employed or business)	0800 37 77 74
English Language Partners Nelson-Marlborough	(03) 539 4848
Nelson Police Station (non emergency)	(03) 546 3840
Tasman Police Station (non emergency)	(03) 543 9500
Department of Internal Affairs	0800 22 50 50
Ministry of Business, Innovation & Employment	0800 20 90 20
Immigration New Zealand	0508 55 88 55
Women's Refuge	(03) 548 3353
Motueka Women's Support	(03) 528 8161
Community Law	(03) 548 1288, 0800 246 146



Resource use and conservation

Please be kind to the environment and help keep the Nelson Tasman region beautiful and clean.

■ Nelson

NELMAC is the company in charge of **Household Rubbish Collection** and operates a **kerbside recycling** scheme on the same day: glass is collected one week, and the rest of your recycling is collected the next week. **Rubbish bags** are available from supermarkets and council offices and cost a few dollars per bag. To find out more about rubbish collection phone NELMAC on 546 0910 or check out the following website:

www.nelsoncitycouncil.co.nz/rubbish

The Nelson City Council operates a **Recycling Centre** at 6 Vivian Street off Pascoe Street, Stoke. Tel: (03) 548 5601

■ Tasman District Council

Streetsmart is the company in charge of **Household Rubbish Collection** and operates a **kerbside recycling** scheme on the same day.

To find out more about collection, phone Streetsmart in Richmond (03) 543 9000, Motueka (03) 526 7896, Takaka (03) 525 8857 and Collingwood (03) 524 8770. Murchison has no collection service but Reduce Rubbish Bags can be dropped at the landfill free of charge

www.tasman.govt.nz/index.php?RefuseBagCollection

Regulations for fishing and taking of shellfish apply. You will be fined if you don't follow these important rules. It is illegal to sell, trade or barter any seafood. It is also illegal to buy any seafood from persons who are not commercial fishermen or who do not have a licensed seafood shop. To view the General Fishing Rules for the Nelson region In several languages go to www.nelsonmulticultural.co.nz

■ Ministry of Fisheries

118 Vickerman Street, Private Bag 14, Nelson.

Tel: (03) 548 1069 www.fish.govt.nz

You can also contact the Department of Conservation (DOC), which is the government department responsible for national parks, forest



Resource use and conservation continued

parks, nature/wildlife and recreation reserves. www.doc.govt.nz. They also have maps and updates on local walking tracks and routes.

■ Nelson Regional Visitor Centre

Trafalgar Street, Nelson
Tel: (03) 546 9339

■ Motueka Area Office

cnr Edward and High Street, Motueka
Tel: (03) 528 1810

■ Nelson Lakes Area Office

View Road, St. Arnaud
Tel: (03) 521 1806

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

■ Other resources

- Found directory www.found.org.nz available as a paper copy from the Volunteer Nelson, Suite 6, Alma House, 83A Buxton Square, PO Box 270, Nelson 7040.
- General information about the Nelson/Tasman areas can be found at:
www.nelsonnz.com • www.nelsoncitycouncil.co.nz
www.tasman.govt.nz

Acknowledgements

This booklet has been prepared by the Nelson Multicultural Council whose vision is that "Migrants, newcomers and locals celebrate their diversity in a welcoming and safe environment so that all may enrich our community." With grateful thanks to New Zealand Lottery Grants Board, COGS, Settling In Project, Family and Community Services, Ministry of Social Development, Nelson City Council and Tasman District council.



Speak Out Nelson Tasman

The Nelson Tasman region's growing diversity of cultures and ethnicities brings benefits as well as challenges. To foster intercultural communication, understanding and respect there is a need to be proactive and counter racism and discrimination. The Nelson Safer Community Council has contracted the Nelson Multicultural Council to manage Speak Out Nelson Tasman, a reporting system for racist incidents. Persons reporting racist incidents may choose to remain anonymous or otherwise. Other supporting agencies include the Nelson City Council, Tasman District Council, Nelson Marlborough Institute of Technology, NZ Police, Settling In (Ministry of Social Development), NMDHB, Te Ranga Tahī (NZ Diversity Action Programme), Victory Community Centre, Human Rights Commission, Nelson Bays Community Law and English Language Partners. Reports can be lodged online via the website: www.speakout.org.nz or by phoning the call centre at 0508 773256 (0508 SPEAKOUT) as well as the following locations:

Nelson

- Nelson Multicultural Resource Centre, 4 Bridge Street, Nelson. Tel: (03) 539 0030
- Victory Community Centre, Totara Street, Nelson. Tel: (03) 546 8389
- Nelson Bays Community Law Service, 63 Collingwood Street, Nelson. Tel: (03) 548 1288 or 0800 246 146. Fax: (03) 548 8142. admin@nelsoncommunitylaw.org.nz
- Elma Turner Library, 27 Halifax Street, Nelson. Tel: (03) 546 8100.
- Stoke Library, corner Putaitai Street and Neale Avenue, Stoke. Tel: (03) 548 6100
- Nelson City Council Customer Service Centre, Trafalgar Street, Nelson. Tel: (03) 546 0200

Richmond

- Tasman District Council office, 189 Queen Street, Richmond
- Tasman District Library, 280 Queen Street, Richmond

Motueka

- Motueka Public Library, 12 Pah Street, Motueka
- Motueka Community House, Wallace Street, Decks Reserve, Motueka

Takaka

- Heartland Services Centre, 65b Commercial Street, Takaka
- Takaka Memorial Library, 3 Junction Street, Takaka

Murchison

- Murchison Public Library, Fairfax Street, Murchison

To see the most up to date list of reporting centres, go to www.speakout.org.nz

