



03 INTRODUCING SSNZ

A GUIDE TO THE SSNZ (SETTLEMENT
SUPPORT NEW ZEALAND) NATIONAL
NETWORK, CONNECTING NEW MIGRANTS
TO LOCAL COMMUNITIES.



BECAUSE MIGRATION IS MORE THAN A HOLIDAY

This *Living in New Zealand* guide is produced by the Department of Labour to provide potential migrants with information that is likely to be useful in the first stages of settlement in New Zealand. It is information we hope will prove useful to you. However, migration is a very personal experience, and every migrant faces their own challenges.

Our experience is that the best response we can offer is an individual one – a person you can contact first, in the region of New Zealand you choose to settle.

"Phone a friend"

One sure way you know you're at home is, if you have a question, the first thing you do is phone a friend. This can be less successful when those friends are several oceans away. SSNZ (Settlement Support New Zealand) is a government funded initiative that provides a local point of first contact for new migrants, in 18 locations throughout the country. Think of it as, "Phone a friend".

SSNZ is a FREE service for new migrants, linking you to the information you need.

PHONE 0800 SSNZ4U (0800 776 948).

VISIT WWW.SSNZ.GOVT.NZ



**"THERE IS A UNIQUE
TOLERANCE IN NEW ZEALAND
SOCIETY – A GENUINE LACK
OF PREJUDICE AND A
WILLINGNESS TO JUDGE
PEOPLE ON THEIR MERIT."**

BULGARIAN MIGRANT, POET AND NOVELIST,

KAPKA KASSABOVA.

INTRODUCING SSNZ

Funded by the Government through the Department of Labour, Settlement Support New Zealand (SSNZ) currently has coordinators based in eighteen of New Zealand's most popular migrant destinations.

Settlement Support New Zealand recognises that newcomers are from a variety of backgrounds and have a range of different concerns and questions about living in New Zealand. Connecting migrants with the information and services they need to settle easily into their new communities is what the Settlement Support New Zealand network is all about.

Settlement Support New Zealand provides easy access to information on just about everything you'll need to know in order to settle in your new home. Whether you need to know about local health services, or where to find a doctor who speaks your language, Settlement Support New Zealand will help with answers to your questions.

LOOK FOR THE LOGO

All you will need to do is look out for the Settlement Support New Zealand brand in community and local government agencies, over the Internet or in newspapers and other publications that are available in your neighbourhood. The brand can only be used by approved agencies that are part of the national Settlement Support New Zealand network. It indicates that the services and information available meet recognised standards and are available free-of-charge.



SETTLEMENT SUPPORT
NEW ZEALAND

CLEAR POINT-OF-CONTACT

If you are moving into an area supported by the 18 Settlement Support initiatives, you will be able to locate information in a variety of ways. These may include local websites, information brochures, a local phone number or personalised service provided by a local Settlement Support Co-ordinator – whatever works best in your area.

Services

Other community and local government organisations also offer a variety of services for new migrants. These range from helping with housing and health through to deciding on education and work. The Settlement Support Initiatives aim to ensure that government, non-government and local groups are strongly linked to provide a seamless service for new migrants.

The local Settlement Support Co-ordinator will also periodically arrange workshops for migrants on orientation, or particular areas of settlement need, such as job search advice or understanding the New Zealand tax system. Accessing the clear point-of-contact for your region will put you in touch with these services.

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.

FINDING THE RIGHT INFORMATION

Whether it's finding out who to contact locally about many basic services such as schooling, healthcare, motor vehicle licensing and council rubbish collections, the task is often time consuming and difficult. No matter where you come from, some things are different. You will sometimes also need information about services and issues that is even less readily available. Choosing the right English language courses, locating suitable employment opportunities or arranging the transfer of pension funds are just some of the challenges you may face. Locating these services and making informed judgements about the options available is something that would test the skills of even well settled residents. Settlement Support New Zealand is available to help you with these and other questions.

LOCAL SETTLEMENT SUPPORT INITIATIVES

Each local Settlement Support Initiative in the 18 locations shown opposite carries out the following functions:

- identifies local settlement support needs and the services that can meet them
- connects individuals with information and services that support their settlement
- supports mainstream services in meeting the needs of migrants
- ensures there is a clear point-of-contact for migrants to access the information that they need.

A NATIONAL NETWORK

Settlement Support New Zealand operates in 18 locations around New Zealand:

- Whangarei
- North Shore
- Waitakere
- Auckland City
- Manukau
- Tauranga
- Hamilton
- Rotorua/Taupo
- Hastings/Napier
- New Plymouth
- Palmerston North
- Porirua
- Hutt Valley
- Wellington City
- Nelson/Tasman
- Christchurch
- Dunedin
- Invercargill

To find your nearest Settlement Support New Zealand location:

- Call: *0800 SSNZ4U (0800 77 69 48)*. This is a free call from a landline and your call will be directed to the SSNZ office nearest to you.
- Go to: www.ssnz.govt.nz

SETTLEMENT SUPPORT CONTACTS



